

# Poole Quay and High St Interim Business Impact Review Relating to Emergency Active Travel Measures – (ETRO1)– Feedback Questionnaire Summary Report

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## Introduction and background

The Experimental Traffic Regulation Order (ETRO) to close Poole Quay and the High St was implemented from 27<sup>th</sup> June 2020 as part of the Council's response to the Covid-19 pandemic. The measure assisted with social distancing and it is important to note that the Covid crisis has not currently passed. The measure also supported the wider transport objective of promoting sustainable travel modes and measures here and under the wider programme are experimental and the option to revoke, amend or make the measures permanent remains, within the 18 month maximum legal duration of the experimental order.

As part of the on-going consultation process for the ETRO on Poole Quay and the Lower High Street (ETRO/1), BCP Council are undertaking a supplementary review in conjunction with Poole Business Improvement District (BID). The purpose of this review is to consider possible alterations to the scheme to ascertain how business activity can be best supported going forward. Specifically, the review will consider how the scheme can be adapted to account for seasonal fluctuations in trade between the winter months and summer tourism season; potential social distancing requirements when businesses are allowed to re-open; and preferences for the area post-COVID.

As part of the review, BCP Council and Poole BID, in conjunction with Ward Councillors Andy Hadley and Mark Howell helped develop a feedback questionnaire. This aimed to elicit responses from local businesses on the following matters regarding ETRO/1:

- Preferences for a revised winter arrangement;
- Favoured provisions for vehicular parking;
- Maximum time limits if parking is allowed; and
- Opinions on the use of outdoor space.

Week commencing Monday 9<sup>th</sup> November 2020, the feedback questionnaire was circulated by Poole BID amongst their members. It was also distributed by the 'ETRO Response' mailbox ([etroresponse@bcpcouncil.gov.uk](mailto:etroresponse@bcpcouncil.gov.uk)) to the following stakeholders:

- Dorset Police;
- Dorset and Wiltshire Fire and Rescue Service (DWFRS);
- Poole Harbour Commissioners (PHC);

- Royal National Lifeboat Institution (RNLI);
- South Western Ambulance Service (SWAS); and
- The three Ward Councillors for Poole Town, Councillors Hadley, Howell and Evans (correct as of November 2020).

The advertised deadline for responses was Friday 20<sup>th</sup> November 2020, although an additional week was informally allocated to allow for any late responses, of which there were a handful.

Overall, this report analyses the responses to the feedback questionnaire, summarising the general consensus and providing some recommendations based on the prevailing viewpoint. The report is structured into the following four subsections:

1. Overview of responses to the feedback questionnaire;
2. Statistics and findings from the feedback questionnaire;
3. Feedback from Ward Councillors; and
4. Conclusions, recommendations and possible next steps.

Ultimately, the aim of this report is to facilitate decision makers to determine the most appropriate course of action.

## Overview of responses to the feedback questionnaire

Altogether 24 responses were received from local businesses, as shown in the table below. Additionally, there was a written response from PHC. Of these 24, 16 were from the hospitality sector, 5 were from the retail sector, 2 were from the hair and beauty sector and 1 was a private investment firm. In terms of location, 16 of the businesses which participated are located on the High Street, with another 7 on The Quay and 1 on Strand Street.

No responses were received from Dorset Police, Dorset and Wiltshire Fire Service, Royal National Lifeboat Institution, or South Western Ambulance Service.

Business Name	Business Type	Location
Rockfish Restaurant	Restaurant	9 The Quay
Quayside Guesthouse	Bed and Breakfast	9 High Street
Riptide Espresso and Records	Coffee Shop	2 Grande Parade High Street
Poole Sea Angling Centre	Fishing Shop	5 High Street
The Porthole	Restaurant	4 Grand Parade High Street
Forelle Estates	Private Investment Firm (Commercial Property)	Strand House, Strand Street
Truly Scrumptious	Sweet Shop	5 High Street
Fisherman Café LTD	Café	5 High Street
City Cruises	Boat Sightseeing Excursions	Hennings Wharf, The Quay
The Lord Nelson	Public House	The Quay
The Antelope Hotel	Hotel	8 High Street
The Poole Arms	Public House and restaurant	19 The Quay
Da Vinci's	Italian Restaurant and Pizzeria	7 The Quay
Drift	Micro Bar	7 The Quay
Custom House Café and Bistro	Café	The Old Custom House, The Quay
The Kings Head	Public House	6 High Street
Paradox Comics	Comic Book Shop	19 High Street
Poole Violins	Musical Instrument Store	32 High Street
Setchfields Model Shop	Model Shop	21-25 High Street
Bingley's Bistro	Restaurant	14 High Street
Dr Feelgoods Tattoo Studio	Tattoo Studio	6 Grand Parade High Street
Maddisons Hair Design	Hairdressers	24 High Street
Baffi Pizza (Old Town Poole Branch)	Restaurant	12 High Street
Poole Museums (Poole Museum, Scaplen's Court and Sea Music sculpture)	Museum	4 High Street

## Statistics and findings from the feedback questionnaire

This section presents the responses to the questions asked, alongside the accompanying analysis and findings, plus any additional comments that have been raised.

### Question 1: Do you consider that the daytime and evening closures of the lower High St and The Quay have been beneficial overall so far? (1 to 10 scale)

The table below summarises the responses given to Question 1. It should be noted that the question consisted of two parts asking the respondent the same thing but from two different perspectives: one based upon the overall impact; the other in terms of the impact for their business. For reference, these are referred to as Question 1A and Question 1B respectively.

Response	Question 1A		Question 1B	
	Qty	%	Qty	%
<b>1 (no)</b>	5	21	6	25
<b>2</b>	2	8	2	8
<b>3</b>	2	8	0	0
<b>4</b>	1	4	0	0
<b>5 (neutral)</b>	0	0	5	21
<b>6</b>	0	0	2	8
<b>7</b>	1	4	2	8
<b>8</b>	3	13	2	8
<b>9</b>	4	17	1	4
<b>10 (yes)</b>	5	21	4	17
<b>No answer</b>	1	4	0	0
<b>Sum</b>	<b>24</b>	<b>100</b>	<b>24</b>	<b>100</b>

#### Analysis and findings for Question 1A (overall impact):

- In general, the majority are of the view that the scheme's effect is positive overall.
- Circa 50% chose the three highest numbers on the scale (8 through to 10), signifying that the effect of the closures had been beneficial.
- Approximately 38% selected the three lowest numbers on the scale (1 through to 3), indicating that the effect of the closures had not been beneficial.
- Around 8% picked the four numbers in the middle of the scale (4 through to 7), suggesting that the effect of the closures had been slightly positive or neutral.

#### Analysis and findings for Question 1B (impact for business):

- In general, the impact on business appears to be more mixed with the majority providing an answer that can be considered fairly neutral. This suggests that some views could be influenced by alterations to the scheme.
- Around 38% picked the four numbers in the middle of the scale (4 through to 7), suggesting that the effect of the closures had been neutral.
- Approximately 33% selected the three lowest numbers on the scale (1 through to 3), indicating that the effect of the closures had not been beneficial.
- Circa 29% chose the three highest numbers on the scale (8 through to 10), signifying that the effect of the closures had been beneficial.

## Question 2: If a revised winter arrangement were implemented what would be your preferred options? (rank 1-4)

The table below summarises the responses given to Question 2.

Response	Rank							
	1 (Highest)		2		3		4 (Lowest)	
	Qty	%	Qty	%	Qty	%	Qty	%
Roads to remain closed daytime and evenings 10am to 10pm (as now).	7	29	2	8	2	8	6	25
Roads re-opened between November and March inclusive 7 days per week 24/7.	11	46	2	8	2	8	3	13
Roads re-opened between November and March inclusive Monday to Fridays only (Weekend closures as now).	2	8	6	25	6	25	0	0
Roads re-opened except between Da Vinci's and the High Street (this would reduce through traffic and retain a pedestrianised area).	3	13	5	21	2	8	3	13
No answer*	1	4	9	38	12	50	12	50
<b>Sum</b>	<b>24</b>	<b>100</b>	<b>24</b>	<b>100</b>	<b>24</b>	<b>100</b>	<b>24</b>	<b>100</b>

\*One response ticked all the options that did not involve retaining the current arrangement but gave no ranking. Consequently, no answer was recorded.

### Other suggestions raised:

- One person stated that the roads should be 'completely open'. This was interpreted as support for the roads to be reopened throughout the year.
- Another mentioned that 'For people travelling into town via car / van customer access [should be provided for those arriving] before 10am'. This was interpreted as support for the concept of allowing vehicles to park before 10am and then leave the area after 10am in accordance with the permitted maximum stay period.
- One questioned 'Why is option 4 an option? Keep High St closed, open the quay to allow disabled bays there [to] be used outside DaVincis'.
- One commented that 'Our choice would depend on if and how we would be allowed to utilise the area'.
- Two suggested that the winter arrangement for re-opening the roads should apply between October and April.
- One proposed an alteration of the closure timings to between 11am and 11pm.

### Analysis and findings:

- The preferred winter arrangement appears to be for the roads to be fully re-opened between November and March. This was ranked number one by 46% of respondents.
- However, a further 29% of respondents ranked the option to retain the current closure as their favourite choice.
- Fundamentally, these figures infer that the retention of the existing arrangement or a return to the original set-up would not be welcomed by a significant number.
- This is substantiated by the fact that the instances of non-answers increases among the lower rankings to 38% for Rank 2 and 50% for Ranks 3 and 4.

- Additionally, the second preferred winter arrangement seems to be split between the option for a weekend closure and the option to re-open except for the section between Da Vinci's and the High Street. These were ranked number two by 25% and 21% of respondents respectively.
- Therefore, it would seem that a compromise between a weekend closure and / or the retaining of a smaller pedestrianised area would be the preferred winter arrangement when considering the wider interests of the business community. Such an approach could simultaneously address some of the concerns that have raised, whilst continuing to realise the benefits of the scheme cited by others although the answer here does potentially conflict with later responses in terms of making more use of the space by businesses.

### Question 3: If the roads were re-opened fully or re-opened to some degree between Nov to March inclusive, which parking option would you prefer?

The table below summarises the responses given to Question 3.

Response	Qty	%
No parking allowed except for loading and unloading (including pick up and drop off by taxis).	8	33
Parking to be allowed in parts of the lower High Street as per the pre-existing arrangement.	16	67
Some other suggested parking arrangement	0	0
<b>Sum</b>	<b>24</b>	<b>100</b>

#### Other suggestions raised:

- One person proposed that 'short-term parking [should] be allowed by La Lupa / Quay House (instead of loading only during the day)'.
- Another mentioned that 'permanent access to business with no rear access' should be provided.

#### Analysis and findings:

- A significant majority (67%) indicated that they would prefer parking to be allowed in part of the lower High Street as per the pre-existing arrangement if the road were opened.
- This aligns with general feedback which has been received in the 'ETRO Response' mailbox which has cited the need for some on-street parking to cater for passing trade (particularly for harbour related activities) and disabled / elderly customers.

#### Question 4: If parking is allowed, what should be the maximum time limit?

The table below summarises the responses given to Question 4.

Response	Qty	%
30 mins	10	42
1hr	5	21
2hrs	7	29
Other	2	8
<b>Sum</b>	<b>24</b>	<b>100</b>

#### Other suggestions raised:

- The two responses citing 'other' proposed the following arrangements:
  - 'As before' which was interpreted as support for a return to the original parking provisions.
  - 'No parking'.
- One person stated the maximum time limit should be 30 mins to 'stop office staff using [it] all day'.
- Two mentioned that the maximum time limit should be 1hr 'including Saturday / Sunday as Sunday used to be all day'.

#### Analysis and findings:

- The majority of responses (42%) selected 30 minutes as the maximum time limit.
- Collectively it would appear that short-stay on-street parking is preferred with 63% favouring a maximum time limit of somewhere between 30 and 60 minutes.
- A shorter maximum stay would increase parking turnover and the number of available parking sessions throughout the day. This means that there would be more opportunities for different people to make use of the available parking spaces.

#### Question 5: In respect of use of outdoor space – tables and chairs etc

The table below summarises the responses given to Question 5.

Response	Qty	%
I have made use of the outdoor space and would want to continue over winter.	8	33
I have used outdoor space but would not want to continue over November to March inclusive.	3	13
I have not made use of the outside space but plan to do so in the future.	5	21
I have not made use but think the use of outdoor furniture improves the area.	4	17
I do not support the space being used in this way.	4	17
<b>Sum</b>	<b>24</b>	<b>100</b>

### **Analysis and findings:**

- Approximately 83% of respondents have either already used the outdoor space, are planning to do so in the future or think that it improves the area.
- More appear to support the retention of the outdoor space compared to the removal of it during the winter season.
- Evidently, there appears to be general support for the reallocation of street space towards business use. However, given the responses to previous questions, this needs to be balanced against requirements for access.

### **Other feedback:**

- A Harbour Engineer responded on behalf of Poole Harbour Commissioners (PHC). They decided not to complete the feedback questionnaire and instead reiterated the following points which they had previously made back in June 2020 with a former BCP Council Officer:
  - ‘PHC is very concerned with the experimental TRO as per our previous email of 30 June (attached)’.
  - ‘We are all very much focused on EU exit at the moment but would welcome the opportunity to have a meeting in due course’.
  - ‘The closure was implemented with no consultation with PHC. It is very unfortunate that the consultation process didn’t start earlier’
  - Back in June, PHC were advised that there would be a lockable bollard at the closure point near the Custom House and were offered keys to this for the purposes of facilitating vehicular access as required.
  - PHC highlighted that they ‘cannot comply with the loading / unloading restriction and will require access 24/7. Poole Quay is a working quay’.
  - This feedback suggests that the application of shared-space principles may need to be considered for any pedestrianised area(s) along The Quay.
- One business stated ‘I hope this isn’t considered a consultation as it falls far short’.

## **Feedback from Ward Councillors**

Two of the three Ward Councillors for Poole Town responded to the request for feedback. Given their role in helping devise the feedback questionnaire, they instead opted to provide a qualitative written response. This was done to explain the wider context and highlight the various nuances involved. The table on the next page details their views, categorising the elements of their response into designated themes to aid analysis.

### **Analysis and findings**

#### **Revised winter arrangement:**

- Both Ward Councillors have indicated a preference for the roads to be re-opened during the week but with the closures retained at weekends. Likewise, both favour keeping a closure on the stretch of road outside Da Vincis to prevent through traffic.

- This approach contrasts with what most businesses preferred but is akin to a compromise when considering the wider interests of the business community.
- Councillor Hadley suggested two complementary measures were required irrespective of any revisions to the arrangement. These involved reviewing:
  - Space at the West Street pedestrian crossing to support RNLI operations; and
  - Signage on nearby roads (Church Street, Levet's Lane and Thames Street.
- Councillor Howell has caveated their view on the basis that:
  - In a 'lockdown' the roads should be closed to prioritise non-motorised users;
  - If the responses by businesses are inconclusive, then the roads should be closed for the majority of the day but reopened at 16:00; and
  - A winter arrangement for less than three months may create more confusion.

#### **Parking option and maximum time limits:**

- Both Ward Councillors have highlighted that short-stay parking for a maximum of 30 minutes would be the best use of available space. This is similar to the majority view held by those businesses which responded.
- Councillor Hadley mentioned that reinstating car parking would be necessary if the roads were reopened to traffic. This is because parking would regulate vehicle speeds by creating a self-enforcing design through forms of horizontal deflection.
- However, he also discussed that it would hinder efforts for social distancing and reduce the amount of outdoor space for businesses to use. This relates to what Councillor Howell noted with regards to 'lockdown' arrangements.
- Councillor Howell proposed that the Coastguard space and some of the loading bays should be converted to parking for general traffic.

#### **Use of outdoor space:**

- Both Ward Councillors have reported an increased use of outdoor space (albeit for different purposes), with the area supporting seating provisions and queuing for businesses operating a takeaway service. This seems to align with the prevailing view of those businesses which responded.



Theme	Views of Ward Councillor Hadley	Views of Ward Councillor Howell
<b>General comments and overall benefit of the scheme</b>	<ul style="list-style-type: none"> <li>▪ 'Trading will be very tough for businesses over the winter, especially with the current lockdown. Some had shifted to take-away or deliveries during the original period, and that is their only choice this month'.</li> <li>▪ 'A couple of the pubs, even if closed, live above the shop, and at the bottom of the high street, they and the B&amp;B have struggled'.</li> <li>▪ 'A couple of the pubs, even if closed, live above the shop, and at the bottom of the high street, they and the B&amp;B have struggled'.</li> <li>▪ 'From the non-business front, the general sentiment that I've received has been on balance positive, with some notable exceptions:               <ul style="list-style-type: none"> <li>- Residents of Barbers Piles not happy at only being able to access from West Street.</li> <li>- Residents on Levets Lane which has seen an increase in people cutting through (not helped by signs being obscured at the Custom Office building that I did report)</li> <li>- The RNLI – delays in crews getting to a shout because of the narrowing of West Street at the extra pedestrian crossing.</li> <li>- People who were used to dropping the infirm at the restaurant door, but I've seen quite a lot of mobility. scooters using the space in a way they couldn't before</li> <li>- There have been a few very loud voices against closure'.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ 'In October my view was exactly the same as Cllr Hadley sets out below. However, that was on the basis that the Winter regime would run between 1 Nov and 28 Feb. However, I am now questioning whether it is sensible to reopen the roads to traffic'.</li> <li>▪ 'The delay in implementation will mean that closure takes place for less than three months. If the closure is too short, will it create confusion without being of significant benefit?'</li> </ul>
<b>Revised winter arrangement</b>	<ul style="list-style-type: none"> <li>▪ 'During the initial discussions the week before closure, the issue of what to do over winter months was raised, and there was a feeling that especially in inclement weather, the restaurants would really struggle if we didn't reopen the road. This has changed with some'.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 'In lockdown mode, the roads are better closed as they allow pedestrians more space and there are more cyclists about. I would expect that lockdown will be reintroduced in January'.</li> <li>▪ 'If the responses to the consultation are not clear cut, for the Winter period I would therefore favour keeping the roads closed during the day but reopening them to traffic at 4pm.'</li> </ul>



	<ul style="list-style-type: none"> <li>▪ 'On balance, and subject to the responses from the businesses, I would favour reopening during the week until March/Easter holiday, but if we can, keeping the closures at the weekend'.</li> <li>▪ 'Additionally, I'd favour keeping the section of the quay between Sea Music and the Customs House closed, as this prevents the return to through traffic nipping around this way for no reason connected to the high street, in order to use it to bypass queues for the bridge (notwithstanding the comments above, I think that reviewing lanes on West Street and signage would be a better response)'.</li> </ul>	<p>This would provide opportunities for drop offs/parking for late shoppers/diners'.</p> <ul style="list-style-type: none"> <li>▪ 'I agree with Cllr Hadley that the stretch outside Da Vincis should remain closed'.</li> </ul>
<b>Parking option and maximum time limits</b>	<ul style="list-style-type: none"> <li>▪ 'Unrestricted parking on the high street on Sundays was being used by one diving business, really poor use of the space'</li> <li>▪ 'Car parking on the high street is a problem in supporting social distancing for pedestrians, and outdoor space for businesses, but without it, traffic speeds will probably increase. Could make it half an hour in the daytime, but I think Richard was of the view that its easiest just to return to what was there'.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 'I think the parking restriction should be 30 mins before 18:00 and 2 hours after 18:00 to serve the different needs of shops and restaurants'.</li> <li>▪ 'The Coastguard space should be converted to 30 mins parking'.</li> <li>▪ 'Three of the loading bays outside Colemans should also be converted to 30 mins parking'.</li> </ul>
<b>Use of outdoor space</b>	<ul style="list-style-type: none"> <li>▪ 'Some, Da Vincis and Tin of Sardines for example, looking to outdoor seating as key, including cover/heating solutions'.</li> <li>▪ 'A couple of new businesses have started in the high street, benefiting from the closure, and over time more have taken outdoor space'.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 'The opening of two new takeaway drinks businesses in the lower High Street (Riptide and tearoom) has seen queues of people in the High Street on to the road. People also queue outside Lush'.</li> </ul>

## Conclusions, recommendations and possible next steps

This section sets out the conclusions, recommendations and any possible next steps. These have been devised with consideration to the feedback that has been received and the overarching consensus.

### Conclusions

#### Effect of the current scheme

- The majority of respondents are of the view that the scheme is positive overall.
- Conversely, the impact on business appears to be more mixed, with the majority providing an answer that can be considered neutral or slightly positive. This suggests alterations to the scheme may be useful.

#### Revised winter arrangement

- The preferred winter arrangement appears to be for the roads to be fully re-opened between November and March. However, a significant number of respondents favoured the option to retain the current closure.
- Ward Councillors indicated a preference for the roads to be re-opened during the week but with the closures retained at weekends and the retention of a closure on the stretch of road outside Da Vincis restaurant - to prevent through traffic.
- Fundamentally, this infers that neither the existing arrangement nor a return to the original set-up would be welcomed.
- Therefore, it would seem that a hybrid approach between a weekend closure and / or the retaining of a smaller pedestrianised area may be worth considering.

#### Preferred parking arrangement

- If road were re-opened, the general consensus is a preference for parking to be allowed in part of the lower High Street as per the pre-existing arrangement.
- Some of the existing loading bays could also be converted to general parking.
- It is likely that some reintroduction of parking may be necessary if the roads were re-opened so as to regulate vehicle speeds and provide local access.
- However, allowing parking would limit space for social distancing and reduce the amount of outdoor space available to businesses requiring all pavement licences in the (Lower) High St to be revoked.
- Allowing parking would also re-introduce the accessibility issues associated with the narrow footways.
- Consequently, a seasonal approach, at a time when lockdown and social distancing considerations are not a factor may change the balance of these considerations.

#### Maximum time limit for parking

- There were a spread of views however the prevailing view is that on-street parking should be short-stay with a maximum time limit of somewhere between 30 and 60 minutes.

- Both Ward Councillors have highlighted that a maximum of 30 minutes would be the best use of available space.
- Shorter maximum stays would increase parking turnover and the number of available parking sessions throughout the day.
- The parking that existing prior to the introduction of the ETRO permitted a maximum of 60 minutes and it appears this period remains broadly in line with the consensus from this survey.

### **Use of outdoor space**

- The majority of respondents have either already used the outdoor space, are planning to do so in the future or think that it improves the area.
- Usage of the space is two-fold, with the area supporting both seating provisions and queuing for businesses operating a takeaway service.
- More appear to support the retention of the outdoor space during the winter season compared to those who want it removed.
- On the whole, there appears to be broad support for the reallocation of street space towards business use. However, this needs to be balanced against access requirements.
- Shared-space principles could help create a useful compromise.

### **Other factors to consider**

- The current ETRO commenced on 27<sup>th</sup> June 2020 and has a maximum duration of 18 months.
- 6 businesses have pavement licences on Poole Quay, these were mainly pre-existing (4). 9 businesses have pavement licences in the High St, these have all been applied for since the road closure as it was not possible to permit pavement licences before the roads were closed. All High St pavement licences would need to be revoked for any periods during which the road is re-opened to traffic.
- The Covid situation remains fluid. It is likely that the current Covid Tier system will continue and could place the area into varying degrees of lockdown and it appears probable that even at the lowest tier, the advice will be to maintain social distancing. With the roll out of the vaccine it appears likely that restrictive measures will begin to relax during 2021 however it is also possible that social distancing recommendations could remain in place beyond the current tier system. This aspect is particularly pertinent to the (Lower) High St where the very narrow footways do not allow social distancing. In essence the original reason for the measure has not changed.
- The car parking strategy for BCP Council is under development. This is likely to discourage on-street car parking in town centre areas and instead seek to promote sustainable travel modes and direct vehicle traffic to any available car parks.
- Vehicular space at the West Street pedestrian crossing to support RNLI operations.
- Signage on surrounding roads.
- Different arrangements for those business with no rear access.
- The current ETRO prohibits parking in the zone and also prohibits loading except between 10pm and 10am. Opening roads and permitting parking during the week on a seasonal arrangement would result in very complicated road signage that may

lead to public confusion and may result in operational and legal difficulties with enforcement.

- Depending on the requirements to change signage and road markings it will take between 6 and 8 weeks to implement a revision to the current arrangement following approvals needed under the prevailing Council Governance arrangements. This timescale means that a decision to amend the arrangement would be implemented mid to end of February, at the earliest meaning that the arrangement would exist for 4 to 6 weeks only before the re-imposition of the summer arrangement.
- The BID have separately made the Council aware of a desire from one business to continue to operate a land train. This could not progress through the High St without revoking all pavement licences however it would be safe to operate a land train on Poole Quay if the ETRO was amended to permit this motor vehicle during operational times of the current closure.
- The current ETRO prevents Taxis from using the open roads between 10pm and 10am as it only permits the loading and unloading of goods. This limitation is arguably unduly restrictive.
- The Museum have highlighted that they host weddings and exhibition vehicles and have requested that wedding cars and exhibition vehicles be permitted.
- PHC have also indicated that the Quay is a working Quay and as such vehicle access is required at all times.

## Recommendations

- Amend the current order to permit Taxis to enter, collect and drop off passengers between 10pm and 10am.
- Amend the order to permit the Council to authorise vehicles into the area between 10pm and 10am to allow it to consider accommodating the request for the land train, PHC, wedding cars and other vehicles beyond the scope of the current order.

Notes –

- 1) an amendment to the ETRO will re-start the 6 month review period however the original 18 month order period will remain.

## Potential Next Steps

- Once a decision has been made, communicate with businesses on the outcome outlining what has been decided and why. This could be disseminated via the Poole BID and /or the ETRO Response mailbox. Inevitably some will always disagree with any decision that is made. However, follow-up communication could help improve understanding of the decision.
- Confirmation with emergency services.