

## HAMPSHIRE COUNTY COUNCIL

### Officer Decision Record

<b>Decision Maker:</b>	Adrian Gray
<b>Title:</b>	Traffic Order Proposals: The Hampshire (Various Roads, Aldershot Town Centre) (Various Experimental Restrictions) Order 2023
<b>Reference:</b>	A2019

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#### 1. The decision:

1.1. That an experimental traffic order be made permanent under the Road Traffic Regulation Act 1984 (RTRA), the effects of which will be to provide new parking, waiting and loading, bus and taxi areas in the following specified roads in the Aldershot town centre area:

- (i) Alexandra Road
- (ii) Court Road
- (iii) Frederick Street
- (iv) High Street
- (v) Station Road
- (vi) Victoria Road

Full details of the scheme are available in the associated documents – please see further details below on how to obtain these.

#### 2. Reasons for the original decision:

2.1. Hampshire County Council has made an order for implementation of various highway changes to enable the relocation of some bus operations in areas within Aldershot town centre under an Experimental Traffic Regulation Order (“ETRO”).

Arrangements to provide additional bus stops on the public highway in town centre areas have been developed in response to the planned closure of the current Aldershot Bus Station site. Additional on-highway bus stop provision is planned to supplement the existing and increase capacity for bus operations in the town centre. New bus stops will be created in areas of high passenger demand, on Victoria Road, Court Road, High Street and Station Road and the bus stand in Frederick Street will be extended. These changes will be achieved through a redistribution

and more efficient use of road-space currently allocated to various other purposes, primarily loading bays, taxi ranks and on-street parking. The scheme will ensure sufficient loading and taxi rank space is retained, by relocating these activities to alternative positions close to the existing locations.

- 2.2. The experimental order provided sufficient time insofar as it relates to the introduction of additional bus lanes and re-arranged parking measures. However, several problems have been identified in relation to the taxi trade and objections were received to this effect. It is therefore proposed that there is a further need to modify the experiment and extend it. The proposal would be to close off the west-side of Court Road to taxis and to relocate this taxi rank to the High Street. Additionally, other areas of Aldershot Town Centre will be altered to provide additional space for taxis to accommodate wheelchairs and disabled access as well as to mitigate conflicts between loading vehicles and other highway users.

Unfortunately, the time limit to introduce a new experimental order that would come into effect on the same day as the previous one having expired has been passed and it is therefore proposed that the experimental order be made permanent and that further works to vary this scheme shall be by amendment or revocation of that order. If such an order should be made it shall be named: "The Hampshire (Various Roads, Aldershot Town Centre) (Prohibition and Restriction of Waiting and Loading/Unloading, Hackney Carriages, Prohibition of Driving and One-Way Streets) Order 2024."

- 2.3. 51 objections and no representations were received during the period which began on 11<sup>th</sup> April 2023 and concluded on 27<sup>th</sup> October 2023 - details of which are in the Appendix to this report. These concerns have been addressed and the need for a further experiment is as a result of the solutions brought by these objections. Unfortunately, due to the timescales presented, there is now a need to make the order permanent so as to allow enforcement of the current restrictions to continue. Another order which would vary or amend this one would need to be proposed separate from this decision.

- 2.4. Issues identified over the course of the experiment:

**Court Road** – The addition of a bus stop and shelter in the location previously used as a taxi rank, and the relocation of the rank to the west side of Court Road has resulted in difficulties for both the bus operator and the taxi trade. The bus stop layout has been designed to accommodate one bus at any one time. However, the bus stop is used as the terminus point for the Number 1 bus route from Aldershot to Camberley and Old Dean, which is used for driver changes. This means that on a number of occasions this means that there are two buses at the stop. There are situations where the second bus to arrive needs to pass the first, and when there are taxis in the rank (this is the case for most of the day), the width of Court Road is not wide enough to allow a second bus to pass another without encroaching on the taxi rank road space. The

relocated taxi rank on Court Road has caused taxi operators difficulties. The pavement on the west side of the road is too narrow to allow taxis to put their wheelchair ramps down and allow a wheelchair user to manoeuvre onto the ramp. From this experience gleaned from the ETRO period, using Court Road both for buses and taxis has not worked as well as envisaged, and has resulted in regular operational difficulties for both buses and taxis. Bus and taxi stakeholders have fed back that they would prefer it if the two uses were in separate locations, to reduce these conflicts and difficulties. There is no suitable alternative location for buses to set down and pick up passengers, so a relocation of the taxi rank to High Street, east of Court Road would be acceptable to stakeholders.

**Victoria Road** – In order to accommodate two additional bus stands by Victoria House, the taxi rank was relocated from outside Victoria House to the former loading bay outside The George public house. When the bus station was to close, Stagecoach made it clear that they required 4 bus stands in Victoria Road. Over the ETRO period, they have managed with three stands, with the western most bus stand not being used. The relocation of the rank has caused difficulties for the taxi trade, with the bay outside The George having been designed to accommodate HGVs, the pavement on the north side of Victoria Road is too narrow to allow taxis to put their wheelchair ramps down and allow a wheelchair user to manoeuvre onto the ramp. This, coupled with the narrow pavement on Court Road, means that taxi operators can't pick up wheelchair users from the two most busy and popular ranks in the town centre. The loss of the loading bay outside The George has meant that HGVs have needed to use other loading bays on Victoria Road which are only wide enough for vans. This has caused delays and congestion when buses and other wide vehicles have needed to pass HGVs that are servicing nearby premises. Stagecoach have indicated that they can manage with three bus stands, and the taxi trade have indicated that they would prefer a taxi rank to be located outside Victoria House, where the pavement is wide enough for them to use their ramps, with a feeder rank further up Victoria Road by Fredrick Street.

### **3. Other options considered and rejected:**

- 3.1. The original proposition would have been to create a new experimental order which came into effect on the same day that this experimental order would have lapsed. Due to timescales, this is now an impossibility. For an experimental order to come into effect, a decision sheet must be signed that has garnered approval from the Executive Member, Local Councillor, the Police Chief and from the head of Highways (as delegated by the service lead for Universal Services). The timeline for an experimental order is that once it has been approved and sealed, it must be advertised within 2 weeks and that the implementation date shall not fall within 1 week of the published advertisement date. Even if the Council were to seal the order and advertise it within 1 week, it would not satisfy all requirements of the legislation and be in force by the time the original experimental order expires on 28<sup>th</sup> October 2024. It is therefore necessary

to make this order permanent so that enforcement of the bus stops, taxi ranks and various loading bays can continue.

3.2. Legal advice also outlined that there is a risk to the Council’s reputation by failing to follow the legislative guidelines on the creation and implementation of an experimental traffic regulation order. The process has not been followed correctly here but this must also be balanced against any reasonable cost to the taxpayer and whether this would constitute de minimis. The alternative would be to let the order lapse and then undo all the restrictions that have been imposed and then to create a new experimental order later. This would be very expensive and is best avoided considering the circumstances.

**4. Scheme Funding:**

4.1. Capital

**5. Conflicts of interest:**

5.1. None

**6. Dispensation granted by the Head of Paid Service:**

6.1. None

**7. Supporting information:**

- 7.3. Experimental Order, Plans and the results of the experiment.
- 7.2. Collected Objections and Answers by Officers.

<b>Approved by:</b>	<b>Date:</b>
-----	<b>2024</b>
<b>Adrian Gray, Head of Highways (Traffic and Safety)</b>	
<b>On behalf of the Director of Universal Services</b>	

## APPENDIX

Objector Name, Address	Officer Response
Objection	
Roger Watkins, 23 Friend Avenue, Aldershot, GU12 4QU – Objection	
<p>Correspondence # 1</p> <p>Matthew</p> <p>Yes it would seem so but what I cannot understand with the introduction to this regarding the statutes of the 1847 act is why these regulations are not being enforced now? As you are no doubt well aware they have been around for some time and here in Aldershot in particular most of these “Regulations” are routinely ignored by both the police and civil enforcement officers, if we have any? I have only seen the one since HCC took over from RBC and that was in Camp Road North Camp with no one it seems daring to come into Aldershot.</p> <p>Then there is also a problem in the evenings at weekends where any enforcement is also missing and it seems that this is borough wide with. Rushmoor it seems is being left to whatever abuses the regular offenders wish to take with absolutely no consequences.</p> <p>With taxi ranks being of particular concern I have yet to find a rank anywhere in Rushmoor other than Court Road Aldershot that is not being abused at any time of day or night.</p> <p>Court Road was ALWAYS the best placed rank in Aldershot, its history as a taxi rank goes back well before the time that I arrived in Aldershot in 1963. At various times between then and today the rank has moved because of various infrastructure works, mainly sewers but has always returned to its favoured and most beneficial position. Court Road.</p> <p>Today that rank, is unusable.</p> <p>Along with the travesty on Victoria Road both of these new configurations are unable to load wheelchairs. Even prams and buggies seem to be affected.</p> <p>With Court Road in particular the number 1 buses, when they arrive often do so in numbers. Three seems to be about the limit for Court Road with the end bus blocking the exit from Court Road for any taxi that was foolish enough to try to trade from this preferred location.</p> <p>I have had a brief trawl through what is intended to become the long-term future for buses and tax and cannot find one single paragraph that makes any sense at all.</p> <p>Whilst I feel for the current taxi drivers other stakeholders must also be adversely affected by this latest HCC plan and I just wonder if anyone who is attempting to put all of this into effect actually has any knowledge of where Aldershot is?</p>	<p>It is proposed that the taxi rank on Court Road will be removed, and a replacement installed on High Street which will eliminate the conflict between taxis and buses, and allow more kerbside space for the loading of wheelchairs.</p>

From what I am reading it would seem that nobody actually understands the town, its layout or how it could be best served.

Financially it must be a disaster for all stakeholders of the town, its population and anyone who wishes to visit what is left of OUR TOWN.

There are other options that have been put forward. The cheapest would probably be to have bought the bus station when it was put up for sale. I did argue for that but that request fell on deaf ears both locally and within HCC. Aldershot has had a vibrant past which is now very much at risk. The town has been in the process of replacing barrack beds with commuters. From past trading experience. Not all commuters travel out of Aldershot, some, surprisingly, actually travel in to support local businesses. Where do they now find onward travel. Not everyone has their own transport. It was mainly buses which served these people with the odd taxi ride to places not served by the bus routes.

Here in Aldershot we HAD unrivalled connectivity by all three branches of public transport. That unrivalled connectivity had been in place for well over 150 years. This FACT was recognised by the taxi trade many years ago when plans to move the bus station were first mooted. Within the taxi trade we had set up a working group which examined the alternatives. The "Aldershot Transport Plan" was certainly an agenda item of the Rushmoor Taxi Trade Board (TTB) which was aired and contained within the minutes of the TTB meeting of 13<sup>th</sup> November 2012 which was scheduled to run from 1400 to 1600.

The product of those meetings is attached and probably more relevant today than it was 11 years ago.

Roger Watkins

#### Correspondence # 2

To all who may be concerned. I wish to object to the current layout regarding buses which have affected adversely so many stakeholders in the town and give no regard to how anyone else trades or can continue to trade.

This includes delivery vehicles including brewers drays as well as how so much of what the town has enjoyed is now consigned to history.

It needs to change with local stakeholders taking the lead and I am sure that there is a better way forward and even, if the attached document is viewed in a proper light, a PERMANENT resolution.

I have in the past, on several occasions drawn attention to a compilation document that I put together on behalf of the taxi trade board (TTB) here in Rushmoor. It was so

The status of the bus station in Aldershot is outside the scope of this ETRO. Other works are ongoing to improve bus and rail integration in Aldershot town centre.

It is proposed to remove the current taxi rank outside the George PH, and reintroduce the loading only restriction. Taxi ranks will be introduced elsewhere along Victoria Road to replace the taxi rank outside the George PH.

Key stakeholders, including

many years ago and I still think that it is relevant today, given recent concept and developments, if not more so. I resurrected and presented this document exactly as it is today and set it before a panel that was examining the "Local plan for Aldershot" In May 2018. The original document was produced much earlier and presented to the council officers at a TTB meeting in February 2012. The minutes of that meeting should confirm this. I highlighted all those years ago how buses interacted with not just the trains but also taxi services in Woking, Surrey. I explained how this could benefit Aldershot Station. I have now attached images that perhaps I should have included in the original document. The buses are on the left of the road as you would expect with a very long taxi rank on the right.

In addition to the original document I also attached images of the Penmark and Progress house eyesore that I also mentioned in the original document. These images are dated as 25th October 2023 which gives some weight to what was proposed in the original document.

Also included are two photographs dated today 26th October 2023 which show how little use is made of the Aldershot Station car park, which, over time still remains, as in the original document, UNDERUSED.

The idea way back then was to secure the unrivalled connectivity that Aldershot had enjoyed for now over 175 years. Secure in the Aldershot historical archive are images of horse draw hackney carriages servicing Aldershot station.

I trust, hopefully, that the implementation team and local officers will take note of what was put together so many years ago for and on behalf of the taxi trade who's trade members then endorsed this document wholeheartedly and without exception.

When I compiled this document for the taxi trade I drew attention to the state of Penmark House and Progress House immediately in front of you when you enter Windsor way from the High Street Roundabout. As above images attached which seem remarkably similar. It is still the same today, a giant eyesore with no way of ever coming back into any beneficial use.

It was another trade member who had previously mentioned entering the Farnborough Station car park from the main road rather than using the station forecourt. I took that idea a stage further in Aldershot and suggested that there might be a better way of entering the car park and using the available space more efficiently.

The car park then was never fully utilised and it is much the same today, Underused.

representatives from the taxi trade and bus operators, have been involved in drafting the designs for this ETRO.

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The idea of having the buses queue alongside platform one in the car park was my idea which I nicked from Woking. It is still operating in the same way today with an added addition that it secures the railway from illegal trespass as the wall with a partial weather protection secures it.

The document was a compilation of so many different ideas from a number of different taxi / PH operators who got together during the TTB meetings.

Whilst we were in competition with one another the benefits to the trade, which we all served, was paramount. Difference were set aside with some really good ideas coming from the, now sadly missed, forum.

Sincerely

Roger Watkins (formerly owner, operator and driver for Yellowcars Limited, Aldershot)

**From your invitation: And as I understand it:**

**The main purpose of the workshop is to listen to your thoughts and ideas on how to improve travel options to and from the station. It will involve some background information on the project, and explain how your feedback will be incorporated into the travel plan process.**

FYI:

I am a taxi driver who uses the facilities provided at Aldershot Station in the course of my daily trading, and have done for many years.

I have a good working knowledge of the station forecourt and see first hand many of the problems as they develop.

**If you are actually serious could I be so bold as to introduce some of my own ideas to you at this time:**

It should be noted that:

At the moment access to both the car park and station forecourt is limited by the layout of the current street plan. Access to the station is available from Windsor Way or Station Road. The ONLY exit for all traffic for the whole area, through traffic, leaving the car park or station forecourt or buses from the bus station is through the "very limited" Station Road Route. This leads, particularly at peak times to probably the busiest road junction in Aldershot which has three lines of traffic and a pedestrian phase moving at peak capacity. Having all of these movements at just one very busy location does cause problems, most especially when high volumes of commuter traffic is generated as well as at other busy times. The pedestrian movements are compromised by the phasing of the traffic lights.

The use of the forecourt in particular has increased in recent years and is now over utilised, for such a small

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space with many conflicting interests bringing the whole area to a complete standstill with the result that the area may well be considered unsafe.

With just about every new housing build being sold out before the paint is dry means that more families are moving into the area from as far away as London and other home counties areas, the potential for more commuter traffic is therefore without parallel. The AUE developments will dwarf any and all of the previous developments. More commuters will therefore move in and wish to utilise the facilities offered here and hopefully put Aldershot back on the map with a revitalised or renewed identity.

The whole area will get busier and at the moment there is no way that any tinkering with the existing infrastructure will cope with the expected extra traffic volumes so now is the time to act.

There are at the moment opportunities to improve the situation which are available today which may not be available long term.

**Basically if you are seeking to improve the situation and improve the travel options and integrate all of the public transport assets, there may be a way of achieving this and at the same time improving safety.**

To improve access there are at the moment two unoccupied buildings scheduled for re-development.

They are:

Progress House and Penmark House which both occupy the one site on Albert Road Aldershot.

They are fronted by a small car parking area and turning head operated by Rushmoor Borough Council.

(Figure 1.)

And so you see:

If these two buildings could be compulsory purchased and demolished then access to the station car park (Figure 2.) from the bend on Windsor Way would be easily available, a very short distance would allow unimpeded access / egress for cars to the station car park and dedicated access for all other users.

The thing to note here is that unlike the forecourt there are no other interests on the route and it does not force drivers into using a congested area of the town. In addition all areas can be easily accessed from Aldershot High Street using the Windsor Way route to the Ordnance Road roundabout.

The current road system (Windsor Way) shown below is already well capable of handling two way traffic along this distance from the derelict buildings in the distance to the Ordnance Road Roundabout in the foreground at the junction of, and onto Aldershot High Street.

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(It is therefore my submission that the two buildings could and should be compulsorily purchased and demolished then access and egress to the main station car park as well as any multi-storey additional car park which could be put in place as well as bus and taxi access around the side directly to the station frontage. None of this is achievable from the current entry point.)

This "Dedicated" access for all would allow cars to enter the car park (including the current forecourt) with public service vehicles. Both buses and taxis, being segregated which would then be able to move along and in line with the railway track making another "Platform" or indeed a new purpose built bus terminus, to pick up and drop off, as now, passengers from dedicated bus stands along a considerable length without the need for any reversing.

Also included in this single line scenario would be a dedicated taxi rank as a must have to complete the whole length of the station platform creating a full and proper public transport interchange. This would have the effect of freeing up the current station forecourt for (enforceable) short term parking, as well as releasing the current bus station for other commercial or residential uses.

An additional hard barrier between platform 1 and the new bus terminus would also go a long way towards improving security for the station infrastructure itself. (As an example see Woking)

In addition (if required) a single or multi decked, multi-storey car park could be built over and above the top of the railway lines freeing up valuable land assets around the station and existing bus station for commercial or residential uses. It could also take away any dilemma over replacing the current footbridge with lifts and / or escalators giving complete access to all platforms.

If it were constructed an exit rank from any upper deck could be made available to run down and alongside the public transport exit which would be from an area alongside the current forecourt and bus terminus, which would probably be "Surplus to Requirements" leaving more commercial or residential opportunities to replace anything lost in the new entry point.

The only exit from the station forecourt is currently this narrow exit which is often blocked by waiting vehicles. The taxi in the picture probably constitutes through traffic and is passing the exit of the station car park which is further to the right. This is the only exit route from the area.

Access to any of the upper levels of any raised car park or multi-storey would be via stairs, escalators or lifts. The lift question has already been tackled, and is currently

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planned for installation as they are now required for the safe movement of principally wheelchairs, but would also be utilised for pushchairs and buggies, as well as those with physical disabilities not requiring a wheelchair to all platforms and possibly beyond. As well as providing weather protection for those activities taking place beneath.

With the removal of the current footbridge and because of the lie of the land, an alternative pedestrian route from the town to East Station Road, without giving up the "Right of Way" or imposing on station security, could also be provided for people not destined for the station.

A ramp to the existing rail access tunnel under the tracks, which, if the any of the measures above were implemented would, or could be surplus to requirements, if extended to the town side, would or could provide a hassle free link currently offered by the overbridge. Accessibility on the opposite side would again be through a further, short, extension and would be without the need for ramp or lift, and more importantly "No security risk". This tunnel is at the moment susceptible to flooding which, if the tunnel were extended with a fall towards East Station Road any future flood risk would evaporate.

Whilst most of this would be spearheaded by the need for improved access and indeed wheelchair accessibility to the station, credibility and usability to all of the other users would / could benefit. I do realise that there is a severe fiscal penalty to all of this but have noted that in addition to any current funding that £1m is to be set aside from the AUE development for improvements to Aldershot Station.

I also note with interest from previous council meetings with the taxi trade, that priority parking is seen as a way forward for commuters. Perhaps if commuters were designated a permanent parking space on one of the upper floors of any dedicated space above the railway lines, with direct access and egress to / from all platforms as part of their season tickets then just perhaps electricity supplies could be made available for those seeking to use any electrically propelled vehicle.

If these proposals find a listening ear perhaps the revenues from car parking other than those for season ticket holders be made available to re-coup some, and over time all of the development costs.

There is no reason why the car parking should be limited by the available land space as it would now be perfectly feasible to park over the railway tracks and even perhaps the old coal yard with again a possibility of perhaps providing limited accessibility for vehicles to / from East Station Road.

Having seen at various times public funding being made

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available for such works and improvements, could I now suggest that where public money is invested then any and all revenues from car parking etc.. Be made available to the investors until such time as the investment is recovered. Perhaps it would also be possible to seek to transfer and obtain the freehold of any railway lands currently held in trust by network rail on behalf of the ratepayers. Whilst network rail might well be an independent company it is government controlled and ultimately owned by the population. If the transfer of these lands was made to perhaps local government then better utilisation would inevitably follow on, with benefits for the whole community. The extra car parking ease of access and foot tunnel would be the obvious advantages in this instance. Maintenance of any new infrastructure would also be under local control and hence should be more effective.

I understand it, the bus companies currently lease the bus station facilities from the freeholder, perhaps an equal amount might be paid to contribute towards the new facilities outlined above. If a sizeable contribution towards the bus portion outlined above could be agreed then perhaps any and all of these ideas are not so wide of the mark.

If there is the need to seek funding for any overhead car park that could not be met by the railway franchisee then perhaps a third party might be tempted to fund the build and take the profit?

Roger Watkins (Yellowcars Aldershot)

Figure 1

Front aspect including car park from Windsor Way  
Figure 2

Rear aspect to car park showing boundary fence

Proposed bus terminus and taxi rank alongside the railway track and platform 1 & Exit to the left of the big tree (the overbridge having been demolished would create more space.)

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Correspondance # 3

Katherine

You seem to have forgotten to include the supporting images regarding both local issues and those of Maybury Road Woking where buses complete the public transport link between road, buses and taxis as well as RAIL adjacent to the railway station.

Correspondence # 4

Katherine

Your job description seems to cover just about everything that I am concerned about. Mostly it is about the SAFETY of our children and my grandchildren being able to use a SAFE walking route from the Alderwood Junior School with entrances on both Haig Road and Newport Road here in Aldershot.

I have asked local councilors and county councilors to act of behalf of the community which they serve to have this area made safer.

It would seem that over the summer break a new business venture started up in a residential property which is on the corner of Haig Road and Wilson Road. Any images do not do the problem justice.

The road layout was already a problem until these extra abuses started and as no one in RBC is willing to take action then your job title seems the perfect way to get what the community are requesting.

This is laid out below and has already been lodged by myself on behalf of the community. This was sent to HCC and others on 16th September 2023

The petition mentioned was something that was lodged earlier by local councilors and has yet to be taken seriously.

This brings me onto enforcement which needs to be addressed both locally and in the town which I will forward in a separate communication.

Regards

Roger Watkins

**Subject:** Yellow line application to HCC

**Subject:** There is definitely a case to be made for installing double yellow lines with loading restrictions around this area and a little beyond.

Something needs to happen to resolve these issues so I

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have taken it upon myself to ask for yellow lines. I sent the following email this morning to HCC. If you are interested and can follow this up yourselves please do. You can do this by using the following e-mail address :

[roads@hants.gov.uk](mailto:roads@hants.gov.uk) A petition has already been lodged.

#### Content

The road junction where Friend Avenue meets Wilson Road and Haig Road is definitely an area of concern for most of us who use the roads.

The sight lines are at present reduced to almost nothing and whilst one end of Wilson Road is protected with loading restrictions in place. The same thing needs to happen at this end to prevent the current or any future abuses.

Yellow lines are definitely needed here. Schoolchildren need them for their walk to and from school. Parents who are walking cycling or pushing a buggy need them as do drivers of all classes of vehicles.

I am suggesting that double yellow lines here be installed as a matter of urgency to prevent any current or future abuses.

These Yellow lines, with a loading restriction need to be installed from the very end of the lay-by in Wilson road to the existing parking provision in Friend Avenue.

On the opposite side of the road from Number 5 Friend Avenue all the way up to and into the first access provision on Roberts Road.

On the opposite corner from the entrance from and including the first property all the way to the first property in Wilson Road.

These measures around this area would provide a legitimate parking restriction that is enforceable for the long term future.

Historically. There have always been vehicles parked along the footpath between Friend Avenue and Roberts Road.

In addition to everything around this one junction there is also a matter of concern around the opposite corner of Roberts Road where cars and light vehicles can also be found blocking the junction.

There are also concerns at the Clive Road Junction of Haig Road where similar problems occur for which the ONLY solution is to have enforceable parking provisions put in place.

These areas are in the immediate vicinity of the Alderwood Junior School which is located on Haig Road. Hence the level of concern that has been raised with you for some time which seems to have been ignored.

The current situation seems to need a long term solution.

Send you ideas to : [roads@hants.gov.uk](mailto:roads@hants.gov.uk)

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I now have a contact name which includes most of the above in the job description and / or title. I like the safer roads bit and welcome parking as a bonus.

Robert Trowsdale, A1 Rushmoor Taxis Ltd, 67 Victoria Road, Aldershot, GU11 1SJ –  
Objection



**Rushmoor Taxis**

Copenhagen House, 67 Victoria Road, Aldershot GU11 1SJ

t: 01252-333555 e: [admin@rushmoortaxis.com](mailto:admin@rushmoortaxis.com)

**OBJECTION REF: A2019/MB**

THIS IS AN OBJECTION LETTER TO THE TAXI RANK CHANGES IN THE TOWN OF ALDERSHOT

COURT ROAD TAXI RANK

SINCE COURT RANK HAS HAD THE BUS STOPS ADDED FOR THE NUMBER 1 BUS DAILY PROBLEMS ARE HAPPENING.

1. THE RANK IS NOT FIT TO LOAD WHEELCHAIR PASSENGERS
2. BUSES GETTING TOO CLOSE TO TAXIS (HEALTH AND SAFETY WISE THIS CAN MAKE DRIVERS NERVES AS THE ARE OWNER DRIVERS AND BUS DRIVERS ARE NOT)
3. BUSES LEFT UNATTENDED DRIVERS GOING ON BREAKS (THATS WHAT FREDRICK STREET WAS INTENDED FOR HENSE THE TAXI STAND WAS TAKEN AWAY)
4. BUSES LEFT RUNNING WITH FUMES BLOW ONTO THE TAXIS AND THROUGH DRIVERS' WINDOWS.
5. BUSES TOOTING AT TAXIS AND BULLING DRIVERS TO MOVE AS THE BUSES IN FRONT HAD NO DRIVERS AND HAVE NOT MOVED UP TO FRONT OF STOP
6. THREE BUSES TURN UP AT ONCE BLOCKING THE EXIT FOR TAXIS TO PULL OUT.
7. TAXIS CANNOT MANOEUVRE OUT FROM BEHIND EACH OTHER DUE TO NO ROOM TO DO SO.
8. TAXIS FACING THE WRONG WAY FROM APPROACHING CUSTOMERS, ALSO NOT BEING ABLE TO SEE DANGEROUS SITUATIONS APPROACHING THEM TOO.

PLEASE FIND THE ATTACHED PHOTOS TO SUPPORT THIS.

A1 Rushmoor Radio Taxis Ltd. t/a Rushmoor Taxis.

Registered under The Industrial and Provident Societies Act. No. 28247

It is proposed that the taxi rank on Court Road will be removed, and a replacement installed on High Street which will eliminate the conflict between taxis and buses, and allow more kerbside space for the loading of wheelchairs.



## Rushmoor Taxis

Copenhagen House, 67 Victoria Road, Aldershot GU11 1SJ

t: 01252-333555 e: [admin@rushmoortaxis.com](mailto:admin@rushmoortaxis.com)

OBJECTION REF: A2019/MB

**THIS IS AN OBJECTION LETTER TO THE TAXI RANK CHANGES IN THE TOWN OF ALDERSHOT**

**REASONS FOR OBJECTION SINCE RANK HAS BEEN MOVED FROM NATIONWIDE TO THE GEORGE**

1. UNABLE TO LOAD AND UNLOAD WHEELCHAIRS SAFELY
2. TOO CLOSE TO GEORGE PUB MAIN ENTRANCE AND SMOKING AREA. SMOKE GOING INTO CABS WHEN WINDOWS OPEN.
3. NOT ENOUGH ROOM WHEN OPENING DOORS DUE TO THINNER FOOTPATH
4. NO SHELTER FOR CUSTOMERS WAITING
5. NOT ENOUGH PARKING ENFORCEMENT DURING THE EVENING AND PUBLIC PARKING ON RANK (REQUEST CEOs TO WORK LATER THURSDAY-SUNDAY.

**PLEASE FIND THE ATTACHED PHOTOS TO SUPPORT THIS.**

A1 Rushmoor Radio Taxis Ltd. t/a Rushmoor Taxis.

Registered under The Industrial and Provident Societies Act. No. 28247R

It is proposed to remove the current taxi rank outside the George PH, and reintroduce the loading only restriction. Taxi ranks will be introduced elsewhere along Victoria Road to replace the taxi rank outside the George PH. These new taxi ranks are in locations with wider footways to allow for the loading of wheelchairs.



**Aldershot Train Station**

We believe the works at Aldershot train station starts in April 2024 with two bus stops being added to the forecourt,

When this happens the bus routes can be tweaked to accommodate this and return the connectivity to the town's transportation hub.

I DO HOPE THESE IDEAS ARE USEFUL IN THIS MATTER, AND COULD FORM A BASES FOR CONSIDERATION TO BENEFIT THE TRAVELLING PUBLIC.

Kind Regards

Robert Trowsdale

Business Development

A1 Rushmoor Taxis Ltd

67 Victoria Road

Aldershot

Hampshire

GU11 1SJ

Mobile: 07391811773

Taxi bookings:

01252 333555

[www.rushmoortaxis.com](http://www.rushmoortaxis.com)

Changes to bus service routing within the town centre are outside the scope of this ETRO. However, the Council will continue to work with key stakeholders, including the bus operators and taxi trade representatives, to optimise the current operation of public transport within Aldershot town centre.



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**OBJECTION REF: A2019/MB**

### IDEAS FOR SOLUTIONS TO THE BUSES

HELLO WHILE ALL THIS HAS BEEN GOING ON FOR THE LAST SIX MONTHS, WE HAVE PUT TOGETHER SOME SOLUTIONS.

#### COURT ROAD & NUMBER 1 BUSES

ON ALEXANDRA ROAD OUTSIDE THE TRAVELODGE THERE IS A LOADING BAY THAT WOULD TAKE A 3 BUS STOP. THE TAXI RANK THAT IS IN FRONT OF THE TRAVELODGE COULD BE HALVED BACK FOR LOADING AND UNLOADING AND A ONE SPACE TAXI RANK FOR PICKUP DROP/OFF.

THE NUMBER 1 BUS COULD THEN COME DOWN HOSPITAL HILL TAKE ITS NEW ROUTE DROP OUTSIDE TRAVELODGE, THEN VICTORIA ROAD, BACK UP THE HIGH STREET, BACK UP HOSPITAL HILL UNLESS GOING FOR A BREAK AT THE TRAVELODGE BUS STOP.

REMOVE THE BUS STOP AT BARRACK ROAD

THE TRAVELODGE BUS STOP COULD BE USED BY ALL THE OTHER ROUTES TOO.

THIS COULD ALSO CREATE A MINIBUS HUB FOR TRANSFERS

THIS COULD RETURN COURT ROAD AS A TAXI RANK, AS IT WAS DESIGNED FOR WITH WHEELCHAIR ACCESS, FACING APPROCHING CUSTOMERS AND MORE AWARENESS OF SURROUNDING ACTIVITIES GOING ON.

#### NATIONWIDE RANK & GEORGE RANK

THE GEORGE RANK COULD RETURN TO NATIONWIDE. GIVING THE LOADING BACK FOR DELIVERIES.

THIS WOULD GIVE SHELTER TO WAITING CUSTOMERS, EASY LOADING OF WHEELCHAIRS, BUGGIES ETC.

Your comments are noted. Thank you.

Shelley Bowman, Licensing Manager, Place Protection – Operations, Rushmoor Borough Council – Objection

Good morning,  
Please see below comments in respect of the current ETRO on behalf of the Licensing Authority.  
The current arrangements in Court Road with the buses and taxis sharing this area are not working appropriately for the taxi trade and their customers. There have been a number of occasions where the area has been blocked by buses, either because a bus has been left there unattended or because there are more buses than can fit on the side designated for them, which then blocks the road for the taxis. Furthermore, the changes have moved the taxis to the opposite side of Court Road, on this side of the road there is not enough space to put out the

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wheelchair ramp and load passengers in wheelchairs into the vehicles appropriately. All Hackney Carriages in Rushmoor are required to be wheelchair accessible to ensure that we are providing a suitable service for as many people as possible, therefore it is important that taxi rank locations provide enough space for people travelling in wheelchairs to be safely loaded into the vehicle from the nearside.

The current arrangements in Victoria Road, with the rank being moved further along the road near to The George public house is also causing difficulties as again there is not enough space to appropriately load passengers in wheelchairs. There was a suggestion that drivers can move their vehicles out and block the road, as it is only open to buses and taxis during the day – however the reality is that this is not enforced, and the road is as busy as any other with multiple vehicles driving through, often at speed, therefore the drivers are not willing to do this for safety reasons and I agree that this is not a suitable solution. In addition, there are constantly other vehicles parked in the taxi rank, which has been repeatedly reported to the parking enforcement team at Hampshire County Council. I am aware that they have done some enforcement in the area to try to stop this, but it has not reduced. As an officer who patrols Aldershot Town Centre on a regular basis, I can confirm that it is very rare that there is not a vehicle parked in this area which shouldn't be, and usually there are multiple vehicles thereby blocking the rank.

As the Licensing Authority, we are more than happy to have further discussions regarding the arrangements, and potential alternative options to help with other transport issues in the area. If you would like to discuss this further, please feel free to contact Shelley Bowman, Licensing Manager on 01252 398162 or

[shelley.bowman@rushmoor.gov.uk](mailto:shelley.bowman@rushmoor.gov.uk)

Kind Regards

Shelley Bowman

It is proposed to remove the current taxi rank outside the George PH, and reintroduce the loading only restriction. Taxi ranks will be introduced elsewhere along Victoria Road to replace the taxi rank outside the George PH. These new taxi ranks are in locations with wider footways to allow for the loading of wheelchairs.