

Cabinet Member for City Services

15 April 2026

**Name of Cabinet Member:**

Cabinet Member for City Services – Councillor P Hetherton

**Director Approving Submission of the report:**

Interim Director of Economic Growth

**Ward affected:**

Westwood

**Title:**

Petition e23-25-26 - Costco Weekend Queues on the A45

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**Is this a key decision?**

No

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**Executive Summary:**

A petition with 80 signatures was received requesting that the Council require Costco to take measures to prevent vehicle queues from their car park extending onto the A45.

In accordance with the Council's procedure for dealing with petitions, those relating to road safety are heard by the Cabinet Member for City Services. The Cabinet Member had considered the petition prior to this meeting and requested that the petition was dealt with by letter (determination letter) rather than a formal report being submitted to a meeting, to be able to deal with the matter more efficiently.

On receipt of the determination letter, the petition organiser requested that the issue be considered at a Cabinet Member for City Services meeting.

The determination letter outlined actions already underway, including agreed mitigation measures with Costco and improvements to lane markings approaching the car park to support traffic flow. Whilst the additional measures requested through the petition are noted, including pre-booked entry slots and penalties for non-compliance; these cannot be enforced by the Council. However, officers will continue to work with Costco to manage traffic and minimise queues extending onto the A45. Petitioners' suggestions will be shared with Costco for consideration.

**Recommendations:**

Cabinet Member for City Services is recommended to:

- 1) Note the petitioners' concerns.
- 2) Endorse the actions which were agreed and set out in the determination letter to the petition organiser as detailed in section 2 of the report.

**List of Appendices included:**

Appendix A – Proposed highway scheme to improve traffic flow on car park approach  
Appendix B – Text of Determination Letter

**Background Papers:**

None

**Other useful documents:**

None

**Has it been or will it be considered by Scrutiny?**

No

**Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?**

No

**Will this report go to Council?**

No

**Report title:** Petition e23-25-26 - Costco Weekend Queues on the A45

**1. Context (or background)**

- 1.1 A petition with 80 signatures was received requesting that the Council require Costco to take measures to prevent vehicle queues from their car park extending onto the A45.
- 1.2 The petition reads as follows:

“We the undersigned petition the Council to force Costco to stop weekend queues spilling onto the A45 in Coventry. We require Costco to implement pre-booked weekend entry slots, on-site queuing lanes, and traffic marshals so no vehicles queue on the A45. Enforced via Coventry City Council with penalties for non-compliance within 6 months.

Every Saturday & Sunday, Costco queues block the A45 in Canley/Tile Hill for up to an hour, endangering residents, delaying emergency vehicles, and ruining family time. This preventable chaos harms air quality, local trade, and road safety. Costco must manage its own access—weekends belong to our community, not their car park. I demand action to reclaim our roads.”
- 1.3 Costco is located at the eastern end of Torrington Avenue. Access to the car park is provided from Torrington Avenue, close to the junction with the A45.

**2. Options considered and recommended proposal**

- 2.1 The recommended actions are set out in the determination letter response attached in Appendix B.
- 2.2 The response stated that the Council acknowledges the impact of congestion on residents, emergency access, air quality, and local businesses. The issues raised have previously been highlighted by Ward Councillors, and several actions are already underway to address the issues raised.
- 2.3 The Council have met with Costco’s management team to discuss congestion and parking concerns. Costco confirmed that they provided 70 off-site staff parking spaces during the Christmas period to free up customer spaces and reduce delays. They will continue to deploy staff during exceptional peak times to manage traffic on site.
- 2.4 The Council has prepared designs intended to rationalise and improve lane markings on the approach to the carpark to improve traffic flow. These have been shared with Costco. Once implemented, the Council will monitor the effectiveness of the new arrangement and continue to work with Costco to address community concerns.
- 2.5 Regarding the additional measures requested in the petition, pre-booked entry slots and penalties for non-compliance cannot be enforced by the Council under current highways legislation. These are matters for Costco. However, the Council will continue to work with Costco to minimise queues on the A45 and share petitioners’ suggestions with the company.

### **3. Results of consultation undertaken**

3.1 The agreed actions were communicated to the petition organiser via the Determination Letter.

### **4. Timetable for implementing this decision**

4.1 The Determination Letter was sent on 2 February 2026. The proposed highway scheme is programmed to commence in April 2026. Once installed, the impact of these measures will be reviewed over the following 12 months.

### **5. Comments from the Director of Finance and Resources and the Director of Law, Governance and Safer Communities**

#### **5.1 Financial implications**

The cost of the lining and signing enhancements set out in this report is £16,730.54. This will be funded from the Local Network Improvement Programme, which forms part of the City Region Sustainable Transport Settlement (CRSTS).

#### **5.2 Legal implications**

There are no legal implications arising from this report.

In line with the Council's procedure for dealing and responding to petitions bearing 5 or more signatories the Council is required to inform the public on how it plans to deal with the petition.

### **6. Other implications**

#### **6.1 How will this contribute to the One Coventry Plan?**

<https://www.coventry.gov.uk/strategies-plans-policies/one-coventry-plan>

By improving access to a major retailer and reducing the likelihood of traffic congestion, the proposed measures will contribute to the following delivery priorities of the One Coventry Plan:

- Improving the economic prosperity of the city and region
- Tackling the causes and consequences of climate change

#### **6.2 How is risk being managed?**

N/A

#### **6.3 What is the impact on the organisation?**

None

#### **6.4 Equalities / EIA?**

No specific equalities impact assessment has been carried out.

**6.5 Implications for (or impact on) climate change and the environment?**

By reducing the likelihood of traffic congestion, the proposed measures will reduce the impact of vehicle emissions on climate change and the environment.

**6.6 Implications for partner organisations?**

None

## Report author

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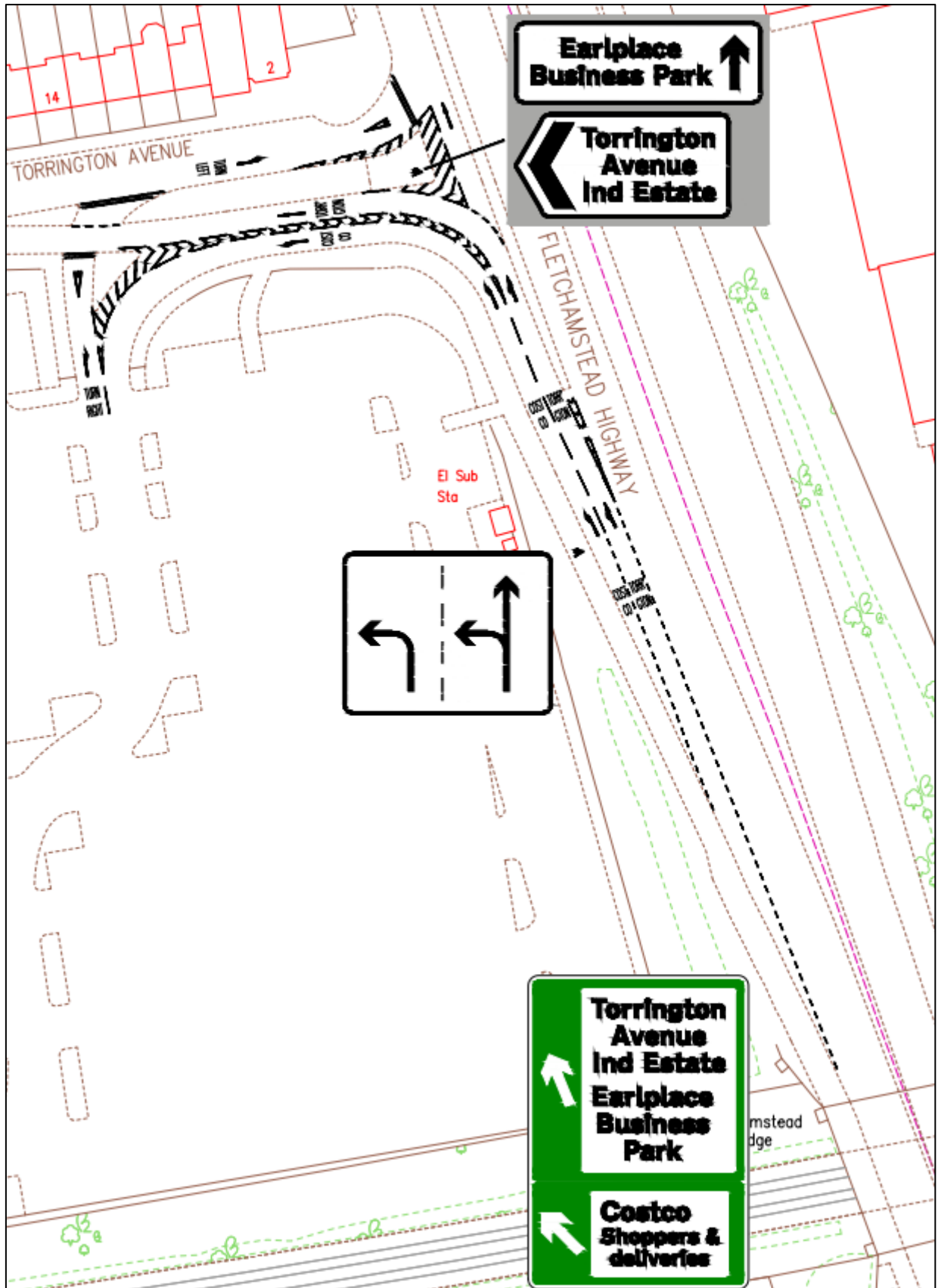
Enquiries should be directed to the above person.

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Councillor P Hetherton	Cabinet Member for City Services	-	27/03/2026	27/03/2026

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Appendix A

Proposed highway scheme to improve traffic flow on car park approach



## **Appendix B – Text of Determination Letter**

I am writing with regard to the above petition and your request for measures to prevent weekend traffic queues extending onto the A45 from Costco.

The matter was discussed with Councillor Hetheron, Cabinet Member for City Services, who has requested that this be dealt with by way of letter rather than a formal report being submitted to a future meeting, so that it can be dealt with more quickly.

The impact of traffic congestion on residents, emergency access, air quality, and local businesses is acknowledged. The issues highlighted in your petition have been raised previously by Ward Councillors, and consequently several actions are already underway to address the issues raised. As part of this, the Council have met with Costco's management team to discuss congestion and parking issues. Costco have confirmed that they provided 70 off-site staff parking spaces during the Christmas period to free up customer spaces and reduce delays, and Costco will continue to deploy staff when needed to aid and manage traffic on their site during exceptional peak times.

The Council has also prepared designs intended to rationalise and improve lane markings on the approach to the carpark in order to improve traffic flow. These proposals have been shared with Costco and will be implemented by early summer. Once implemented, we will monitor the effectiveness of the new arrangement and continue to work with Costco to address the concerns raised by the local community.

With regards to the additional measures requested in the petition, unfortunately, pre-booked entry slots and penalties for non-compliance are not measures that the Council can enforce under current highways legislation. However, we will continue to work with Costco to manage traffic and keep queues off the A45 wherever possible, and we will share your suggestions with Costco for their consideration.

I would be grateful if you could please confirm in writing, either by email or letter, that you agree that the petition be progressed by way of this letter. If you do not agree, a report responding to your petition will be prepared for consideration at a future Cabinet Member meeting. You will be invited to attend this meeting where you will have the opportunity to speak on behalf of the petitioners. If no response is received within four weeks of the date of this letter, we will record this as your acceptance of the determination letter and the petition will be closed.