

## Annex E

### Themes of issues raised in Community Engagement and Potential Mitigation Considered

#### PARKING FOR PRIVATE CARS / ACCESS FOR TAXIS

##### THEMES / CONCERNS RAISED -

<i>Proximity of parking the key concern by most. Keen to ensure any disabled parking lost is provided as close as possible to boundaries of the Phase 1 area.</i>	
<i>Loss of Parking on St Sampson's square will put blue badge holders off visiting York.</i>	
<i>One participant said she favoured Union Terrace and St George's Field car parks because they were less crowded and the road surface was good - unlike Bootham Row and Castle car parks.</i>	
<i>Blake St and Lendal - difficult to get wheelchair out of vehicle</i>	
<i>Suggestion of more disabled spaces on north end of Piccadilly as this is close to Footstreets.</i>	
<i>Important that existing disabled bays at castle car park are not lost.</i>	
<i>Scattering disabled spaces is more useful than "grouping" loads in one area</i>	
<i>Marygate car park works for larger vehicles because it's not barriered.</i>	
<i>Need for improved visibility of BBH parking areas though amended website and/or leaflet (Chester example - <a href="http://www.visitcheshire.com/visitor-information/accessible-chester">www.visitcheshire.com/visitor-information/accessible-chester</a>)</i>	
<i>Would not like to see Blake Street and Lendal form part of the first phase. The idea of manual measures used during events only (not full time); and this seem to be favoured.</i>	
<i>Would Taxis retain access to Kings Square / St Helen's Square?</i>	
<i>Part of Duncombe Place rank could be used for disabled parking</i>	
<i>Taxi Rank mixed use (day - disabled parking / night - taxi rank) was supported by many disabled people who use taxis</i>	
<b>Mitigation Considered / Requested</b>	<b>Council response / action</b>
The Library – currently, the 2 dedicated bays (for library users only) operate a 2-hour maximum stay, should be increased to 3-hour max.	<b>To be implemented now - To be progressed and advertised on as part of the city centre TRO amendments.</b>
Improve surface and lighting at Bootham Row car park	<b>For future consideration - Could be investigated as part of car park maintenance programme.</b>
Conversion of Piccadilly taxi rank to part time dedicated disabled bays (1000-1800). Provides 2 bays.	<b>This is a little used taxi rank and the change would not affect taxi-users outside these hours. To be</b>

	<b>progressed as part of this project. Change to TRO would be required.</b>
Blue badge parking lost due to Castle Gateway Development (number being clarified as part of these proposals)	<b>For future consideration - St Georges Field car park currently has 6 disabled bays which would increase to 22 spaces with the proposals at St Georges Field for a multi-storey.</b>
Piccadilly, north end opposite taxi rank Dedicated disabled bays	<b>To be progressed as part of this project. This would increase the parking availability on the edge of the Phase 1 area by 7 No. spaces. Change to the TRO would be required</b>
Dedicated disabled bays - Blake St and Lendal 10:30-17:00, and loading outside these hours.	<b>Not to be progressed - BBHs will continue to have vehicular access 24 hours a day. Part-time dedicated bays were reviewed but would prevent loading on these streets (plus visual impact of signs/lines and therefore no change proposed.</b>
Dedicated disabled bays on Deangate, immediately in front of Minster school.	<b>Council will request this to be considered as integral part of Minster Neighbourhood Plan.</b>
Dedicated disabled bays on Duncombe Place outside St. Wilfred's Church	<b>Council will request this to be considered as integral part of Minster Neighbourhood Plan.</b>
Dedicated disabled bays outside the Minster.	<b>Council will request this to be considered as integral part of Minster Neighbourhood Plan.</b>
Pavement (outside M&S) old bus stop, dedicated blue badge bays	<b>Not to be progressed - This is a sub-standard width lay-by and whilst it may be suitable for brief stops to drop off and pick up it is not considered suitable for parking.</b>
North Street, dedicated blue badge bays requested.	<b>Not to be progressed - On North St, Blue badge holders are currently able to stay on the double yellow lines for up to 3 hours and for unlimited period on existing on-street bays (including existing residents parking bays.)</b>

<p>Space outside Art Gallery, dedicated blue badge bays requested.</p>	<p><b>Not to be progressed - This is a predominantly traffic-free space and introducing parking bays could reduce amenity for pedestrians including disabled people. Therefore no change proposed.</b></p>
<p>St Saviourgate - conversion of the taxi rank to blue badge bays considered</p>	<p><b>Not to be progressed - This is a very well used taxi rank (including by disabled visitors) on the edge of the pedestrian zone with no alternative option close by. Taxis also provide a key service to some people with reduced mobility.</b></p>
<p>Duncombe Place, conversion of the taxi rank to dedicated disabled bays.</p>	<p><b>Not to be progressed - This is a very well used taxi rank on the edge of the pedestrian zone and is used by disabled people to access the Phase 1 area. Council will request that this is considered as part of the development of the Minster Neighbourhood Plan. Blue badge holders can park for up to 3 hours on the existing yellow lines on Duncombe Place.</b></p>
<p>Rougier St, conversion of the taxi rank to dedicated disabled bays.</p>	<p><b>Not to be progressed - This is a bus stop during the day and a well-used taxi rank overnight.</b></p>

## **SHOPMOBILITY / DIAL & RIDE**

### **THEMES / CONCERNS RAISED -**

<i>Feeling amongst users that ShopMobility is an excellent service and should be better supported / promoted more clearly to visitors. Suggestion of relocating to castle car park.</i>
<i>Piccadilly ShopMobility shuts in the evening, may limit use in late afternoon.</i>
<i>Height restriction in car park puts off many people and Wheelchair Accessible Vehicles (WAVs) unable to access (height restriction).</i>
<i>ShopMobility - staffing issues - when only one person working they cannot go elsewhere to deliver scooters etc if needed</i>
<i>Suggestion that operating service later into the day could increase use (subject to funding)</i>

<b>Mitigation Considered / Requested</b>	<b>Council response</b>
Further support requested plus better publicity.	<b>Action taken - Council has just committed further financial support to Shopmobility and will hold discussions with the operators regarding potential improvements to publicity through MyCityCentre project.</b>
Dial & Ride accommodating city centre on extra days	<b>Action taken - Council is renewing grant to Dial &amp; Ride and working with them to ensure access improved. Dial &amp; Ride vehicles will be allowed into the Phase 1 area during footstreets hours at their allocated times as currently.</b>
Consider setting up Dial & Ride shuttle service serving the Phase 1 area from the main city centre car parks.	<b>Potential future consideration - Further work is required to identify what additional resources would be required, what capital and revenue funding options there are and potential locations and routes.</b>
Dedicated access during footstreets hours to specific charity used vehicles. A small number of charities do drop off/pick up to city centre on particular days using same vehicles each time.	<b>Not to be progressed - If they have blue badge holders on board, vehicles will continue to be able to access Blake St &amp; Lendal to drop-off / pick up disabled passengers at any time. No dedicated charity pick-up/drop-off bay is proposed.</b>

## SURFACE OF FOOTWAY / CARRIAGEWAY & REST POINTS

### THEMES / CONCERNS RAISED -

<i>Important to have routes with good pavements and no cobbles.</i>
<i>Cobbles a major hindrance for wheelchair users but appreciation that part of the City's historic core – could designated paths be made that have smoother surface.</i>
<i>Comments that if measures safety related, Council should also protect the bridges.</i>
<i>Many car parks too far from footstreets area for some disabled people - a lack of sufficient rest-points</i>
<i>Rest points vital for some with dementia and many other disabled people.</i>
<i>Bootham Row poorly lit.</i>
<i>Many people positive about combining static measures and seating (as the stone blocks at West end of Minster)</i>
<i>Call for better signposting for disabled visitors (on foot)</i>

<b>Mitigation Considered / Requested</b>	<b>Council response</b>
Footway surface improvements in city centre to improve routes between car parks and city centre, particularly for wheelchair users.	<b>Not to be progressed – Future options will be considered as part of Castle Gateway and My City Centre project.</b>

### Other Issues

#### THEMES / CONCERNS RAISED –

<i>MS Society and MySightYork concerned that their carers won't be able to do 'drop-offs' of people in the footstreets area as they do at present.</i>
<i>Accessing the city centre before 10.30 is not possible for some disabled people who are unable to get themselves ready before then</i>
<i>Carers Drop-off zone needed as well as parking</i>
<i>Suggested allowing BBHs to register when they wanted to access the city with specific times and allowing them access like this</i>
<i>Feeling that York had become less accessible to blue badge holders over the last 15 years</i>
<i>Concern over the design of bollards - would the tracks be flat/wide enough to trap wheelchair wheels?</i>
<i>Participants concerned about the Post office relocation as it will fall within the Phase 1 area.</i>
<i>Once measures agreed, need for CoYC follow up letter to include map of where people can and can't park.</i>
<i>Note – the number of BBHs will increase as a consequence of recent rule changes (2019). DfT estimate a 6% increase in the first year</i>

<b>Mitigation Considered / Requested</b>	<b>Council response</b>
Change pedestrian zone hours to make the start later than 11.30	<b>Not to be progressed - Access to Blue Badge Holders is permitted until 10.30 and this will continue to be the case.</b>
CYC to continue to fund the York pages of the AccessAble website and provide (1) a link to the Council web page on all the transport / parking info sections on the website; and 2)Advertising ShopMobility services, either directly on the AccessAble page or via the aforementioned links.	<b>Action taken - Council has recently renewed 2019/20 contract with AccessAble and will discuss improving information with them.</b>
Design Check	<b>To be implemented now - Sliding bollard Measures to be compatible with wheelchairs</b>
Carers Drop Offs	<b>Not to be progressed at this time - If they have blue badge holders on board, vehicles will continue to be able to access Blake St &amp; Lendal to drop-off / pick up disabled passengers at any time.</b>
Improve Publicity	<b>To be implemented now - Before measures implemented, Council will improve their publicity showing where and when blue badge holders can park and when.</b>