



# City of York Footstreets Blue Badge Access

September 2018

**Issue Log**

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# York City Blue Badge Access

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## Executive Summary

### Guidance & Legislation

#### Traffic Advisory Leaflet 5/95

The Department for Transport's Traffic Advisory Leaflet 5/95 stipulates that parking for disabled people should not be further from major destinations (e.g. banks, Post Office, large store, supermarket) than the following:

- 150 metres for the visually impaired or wheelchair users;
- 100 metres for those who are ambulatory without a walking aid, and
- not more than 50 metres for stick users

This is guidance, and while the distances specified are recommended, the Advisory Note recognises that there are situations where those ranges cannot be satisfied and thus other adjustments, such as the provision of resting places, should be included.

#### Personal Independence Payments "Walking Around"

Automatic eligibility for a Blue Badge under the Personal Independence Payments process, which has largely replaced Disability Living Allowance, is for those that "Can stand and then move unaided more than 20 metres but no more than 50 metres". This has been interpreted to mean that those unable to walk more than 50 metres unaided are eligible.

#### The Equality Act (2010)

The Equality Act 2010 is silent on any requirement as to the provision of parking.

Public bodies must not, in the exercise of their functions, "do anything that constitutes discrimination, harassment or victimisation" (section 29(6)). There is no test case to confirm or otherwise whether a failure to provide disabled parking within a reasonable distance of public facilities is discriminatory.

Unlawful discrimination may be direct or indirect.

- Direct discrimination applies to a person who because of a protected characteristic is treated less favourably
- Indirect discrimination applies when a "provision, criterion or practice" places one group of persons with a protected characteristic at a disadvantage.

The Act recognises at an early point there are limitations and potentially wider interests. It states that indirect discrimination can be lawful if it can be demonstrated to be a "proportionate means of achieving a legitimate aim" (section 19(2)d)].

In respect of the proposals for the footstreets, these may be considered a legitimate aim and the consequences proportionate.

#### Forthcoming Considerations

The Government announced in July 2018 its intention to issue new Regulations to open up eligibility to the Blue Badge for those with mental, cognitive or intellectual disabilities (sometimes referred to as "hidden disabilities").

## Footstreets Surveys

Evidence from actual users of the current footstreets arrangement has been gathered through survey. Observations and interviews were conducted during effective footstreet closure hours (10:30-16:45) on Friday 17<sup>th</sup>, Saturday 18<sup>th</sup> August and Monday 10<sup>th</sup> September 2018. Over 100 Blue Badge users were interviewed across the three days.

### Coverage

The surveys covered the following streets, clustered into zones for purposes of analysis:

Zone	Street
St Helen's	Blake Street
	St Helen's Square
	Lendal
St Sampson's	St Sampson's Square
	Church Street
	Goodramgate
King's	King's Square
	Colliergate

### Parking Events

The number of parking events occurring within the footstreets surveyed is around 80-120 per day. The purpose of those using Blue Badge parking is dominated by local users accessing the goods and services of a regional centre. Out of over 100 interviewed, only five of the users interviewed were in York as tourists and only two users had not driven directly from their home.

Peak demand was around mid-morning on the weekdays. On the Saturday the peak was reached at around 11:30 and demand remained high until 14:30. However none of the streets reached their practical capacity. 90% of the drivers said that finding somewhere to park had been straight-forward.

A notable number of the Blue Badge users, on the weekday, were already parked before the footstreets were closed at 10:30.

On a weekday, a greater proportion of trips are short stay, potentially consisting of single purpose trips. The average stay on the weekday is 1 hour 11 minutes. On the Saturday a greater proportion of stays are longer and the average duration of stay is 1 hour 37 minutes.

### The Significance of Access to the Footstreets

Important factors when choosing where to park was dominated by two things. The proximity to the destination was cited as the principal reason for 69% of users. A further 20% required sufficient space around the vehicle access in and out. A number of users would look to avoid reversing.

Seventy percent of those observed were seen to use some form of aid or were reliant on the assistance of others when travelling to/from their vehicle.

<b>Mobility Aid</b>	<b>Freq</b>
None Seen	31
Walking Stick	35
Walking Sticks/Crutches	6
Frame	7
Wheelchair	17
Pushchair	1
Mobility Scooter	3
Assistance	4
Not Known	6

The average distances to the principal or first destinations given, and that to the furthest destination given by each user, is shown in the table below<sup>1</sup>.

*Table 1: Average Walk Distances by Street*

<b>Street</b>	<b>Average Distance to Principal Destination (metres)</b>	<b>Average Distance to Furthest Destination (metres)</b>
Blake Street	170	190
St Helen's Square	-	
Lendal	200	280
Church Street	110	170
St Sampson's Square	90	130
Goodramgate	170	210
King's Square	130	170
Colliergate	130	280

For comparison, the typical walk distances from York's central car parks and the Park and Ride alighting point to St Sampson's Square is over 500 metres. From the periphery of the footstreets, all locations can be reached within around 300 metres.

## **Economic Impacts**

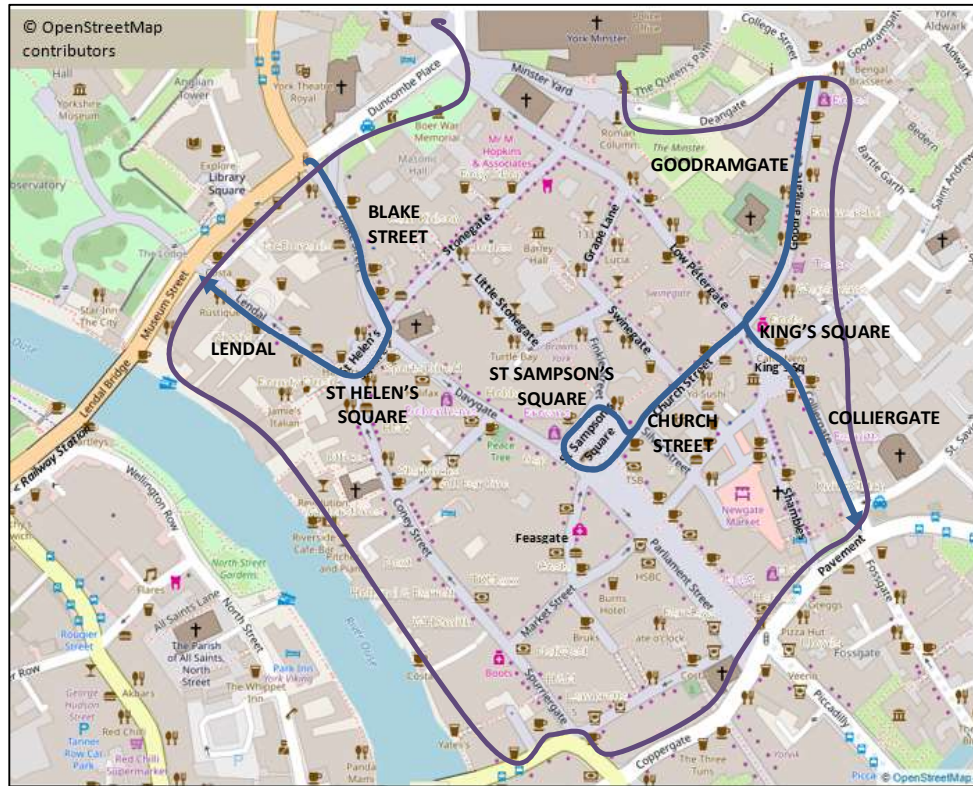
The average expected spend for the Blue Badge users interviewed on a weekday was £29. On the Saturday it was £39. Over a year, Blue Badge users parking in the streets covered could be considered to spend nearly £1 million in the City.

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<sup>1</sup> Distances are calculated as straight-line crow fly distances with a 1.2 factor to applied to represent actuals pathways.

# 1 Introduction

The current arrangement in York is that the footstreets are closed to general traffic between 10:30 and 17:00 on every day. During this daytime closure, some roads and routes, shown in blue below, remain accessible to those with Blue Badges.



There are no parking bays within the streets identified; parking for those with Blue Badges is on yellow lines for up to three hours as permitted under the scheme.

There are specially marked parking bays for disabled drivers outside the footstreets. There are for example seven such Blue Badge bays in Tower Street.

In preparation for the consultation on reducing access to some parts of the footstreets, York City Council sought to understand more about those that may be impacted by any decision. In particular this investigation has set out to provide a view and understanding on the likely impact.

This report seeks to answer the following question:

**What is the evidence that an extension of the restricted area will diminish access for those with mobility needs to an unacceptable level?**

Subsequent work, in light of this evidence, will consider what steps may be taken to mitigate those impacts.

This report sets out our understanding of policy. It is written to provide context and understanding for the matters considered. It does not constitute and cannot be relied upon as legal advice.



## 2 Blue Badge Overview

The Department for Transport state that “the aim of the Blue Badge scheme is to help people who have severe mobility problems to access goods, services and other facilities by allowing them to park close to their destination.”<sup>2</sup>

The scheme began in 1971 (then known as the Orange Badge scheme). The Blue Badge scheme is recognised worldwide although there are differences in eligibility and application between countries<sup>3</sup>.

### 2.1 Principle

The scheme allows Blue Badge holders, either as driver or passenger, to park without charge or time limit in on-street disabled bays and bays governed by on-street parking meters/pay and display machines.

Blue badge holders can also park on yellow lines for up to three hours, unless there is a loading ban in force.

### 2.2 Scheme Operation

While a national scheme, Blue Badges are administered by local authorities. The local authority is responsible for determining eligibility. Local authorities may charge up to £10 for a Badge.

### 2.3 Eligibility

Those that automatically qualify for a Blue Badge are over two years of age and meet one or more of the following:

- They receive the higher rate of the Mobility Component of the Disability Living Allowance. (The Disability Living Allowance is being phased out; all claimants are expected to have been migrated onto Personal Independence Payments by 2019)
- Is registered blind
- Receives a War Pensioner’s Mobility Supplement
- Received a lump sum benefit within tariff levels 1-8 of the Armed Forces and Reserve Forces (Compensation) Scheme and has been certified as having a permanent and substantial disability which causes inability to walk or very considerable difficulty in walking.
- Receives a Personal Independence Payment for being unable to walk further than 50 metres (a score of 8 or more on the “moving around” activity).

People may also qualify for a Blue Badge if

- they are over two years old and have a permanent and substantial disability which causes inability to walk or very considerable difficulty in walking;

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<sup>2</sup> Material in this section is drawn principally from Department for Transport, 2013 “Can I get a Blue Badge” and House of Commons Library (2018) Briefing Paper 1360 “Blue Badges and parking for disabled people in England”.

<sup>3</sup> Within the UK, the Blue Badge scheme is a devolved matter with some differences also between England, Wales, Scotland and Northern Ireland. This note will represent the English position.

- drive a vehicle regularly, have a severe disability in both arms and are unable to operate, or have severe difficulty operating all or some types of on-street parking equipment
- they are a parent of a child who is less than three years old and has a specific medical condition that means they must always be accompanied by bulky equipment and/or need to be kept near a vehicle at all times for reasons of treatment or to get to a place of treatment urgently.

Some organisations may be eligible for a Blue Badge if they both care for and transport people who themselves meet the eligibility criteria and issuance of such a badge makes practical sense over using the badges of the individuals being transported.

Like the Disability Living Allowance that it is replacing, the Personal Independence Payment is intended to help with the extra costs arising from ill-health or disability. It is not means-tested.

## 2.4 Coverage

It is an on-street parking concession. It does not apply to off-street car parks, although councils and private car park operators may offer specific parking bays for Blue Badge users and where parking is otherwise charged, may elect not to charge for use of those bays.

While a national scheme, some of London is exempt. Four boroughs operate their own separate schemes for those that specifically live or work in those boroughs:

City of London	Red Badge Scheme
City of Westminster	White Badge Scheme
Royal Borough of Kensington and Chelsea	Purple Badge Scheme
Borough of Camden (part)	Green Badge Scheme

## 2.5 Forthcoming Changes to Eligibility

Currently automatic eligibility for a Blue Badge in England applies to those that score 8 or more in the “moving around” activity under the Personal Independence Payment scheme. The Government set this level with a view that it was similar to the extant eligibility criteria<sup>4</sup>.

In Scotland and Wales individuals attain automatic eligibility to a Blue Badge for a score of 8 or more on the “moving around” activity (as in England) or a score of 12 or above on the “planning and following journeys” activity.

In January 2018 the Government consulted on extending the eligibility of the Blue Badge in England to those with mental, cognitive or intellectual disabilities (sometimes referred to as “hidden disabilities”). As a consequence, the Government announced in July 2018 its intention to issue new Regulations to open up eligibility to these groups. At this stage it is not confirmed that the criteria will be the same as Scotland and Wales.

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<sup>4</sup> Norman Baker, Transport Minister, House of Commons Debate 25 January 2013

## 3 How Far is Far?

### 3.1.1 Traffic Advisory Leaflet 5/95

The Department for Transport's Traffic Advisory Leaflet 5/95 stipulates that parking for disabled people should not be further from major destinations (e.g. banks, Post Office, large store, supermarket) than the following:

- 150 metres for the visually impaired or wheelchair users;
- 100 metres for those who are ambulatory without a walking aid, and
- not more than 50 metres for stick users

These distances are the recommended maximum walking distances without a rest. The guidance states that if there is insufficient parking within the distances shown then "every effort should be made to provide resting places on pedestrian routes to and from" the nearest parking spots.

### 3.1.2 Personal Independence Payments "Walking Around"

Automatic eligibility for a Blue Badge is defined by achieving a score of 8 or more in the Personal Independence Payments "walking around" criteria. This score of 8 applies to those that "Can stand and then move unaided more than 20 metres but no more than 50 metres" (Part 3 of Schedule 1 to the Social Security (Personal Independence Payment) Regulations 2013 (SI.No.377/2013)). Whereas other criteria within the schedule are clear about distances achieved aided or unaided, this criterium is silent on the distance achieved aided. It is not clear whether someone unable to walk more than 50 metres unaided but able to walk considerably further aided, using any device, including a prosthesis, which improves, provides or replaces the claimant's impaired physical or mental function still satisfies the criterium. This has been subject to case law with contrary conclusions<sup>5</sup>.

The implications for York for an interpretation that considers that the descriptor applies only when unaided, may be that access distances of no more than 50 metres does not present such a defined limit. Some Blue Badge users will have use of an aid and in such cases, for some, this may reasonably enable them to achieve greater range. The Department's guidance indicates that while the distances specified are recommended, there are situations where those ranges cannot be satisfied and thus other adjustments, such as the provision of resting places, should be included.

## 3.2 Application of the Equality Act (2010)

The Equality Act 2010 is silent on any requirement as to the provision of parking.

Public bodies must not, in the exercise of their functions, "do anything that constitutes discrimination, harassment or victimisation" (section 29(6)). There is no test case to confirm or otherwise whether a failure to provide disable parking within a reasonable distance of public facilities is discriminatory.

Unlawful discrimination may be direct or indirect.

- Direct discrimination applies to a person who because of a protected characteristic is treated less favourably

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<sup>5</sup> This has been subject to case law with contrary conclusions

- Indirect discrimination applies when a “provision, criterion or practice” places one group of persons with a protected characteristic at a disadvantage.

Section 149 states that a public authority must, in the exercise of its functions “have due regard to the need to....advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.”

This includes having due regard to the need to “take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it”.

The Act includes a statement that “the steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons’ disabilities” (section 149(4)). Access to and the provision of parking near public facilities for that specific group may be considered to be such a step.

The Act recognises at an early point there are limitations and potentially wider interests. It states that indirect discrimination can be lawful if it can be demonstrated to be a “proportionate means of achieving a legitimate aim” (section 19(2)d)].

In respect of the proposals for the footstreets, these may be considered a legitimate aim and the consequences proportionate.

## 4 Footstreets Parking Survey

Evidence from actual users of the current footstreets arrangement has been gathered through survey. Observations and interviews were conducted during effective footstreet closure hours (10:30-16:45) on Friday 17<sup>th</sup>, Saturday 18<sup>th</sup> August and Monday 10<sup>th</sup> September 2018.

### 4.1 Coverage

The surveys covered the following streets, clustered into zones for purposes of analysis:

Zone	Street
St Helen's	Blake Street
	St Helen's Square
	Lendal
St Sampson's	St Sampson's Square
	Church Street
	Goodramgate
King's	King's Square
	Colliergate

### 4.2 Parking Beats

Parking beat surveys were conducted on all streets at 15-minute intervals. For each beat, part of the registration of every vehicle displaying a Blue Badge was recorded. This provides the number of parking events, their duration of stay to within 15 minutes and an accumulation over the day.

### 4.3 User Interviews

We also undertook face to face users with a sample of those parking with Blue Badges in these streets. Most users were interviewed when they arrived and were parking. In some instances we got the interview on the user's return.

The sample can be deemed to be random in that interview candidates were selected based on being the next available candidate following completion of any previous survey. In that regard there was no pre-disposition or apparent bias of those approached. Over the three days of survey, over 100 people were interviewed. The questionnaire used is presented as an appendix.

### 4.4 Margin of Error

Necessarily the results presented here are based on the sample of users interviewed on three days. Where percentages are calculated, these are estimates of the true percentage if we were to interview all the population of Blue Badge users parking in the streets considered. For the purposes of this report, percentages derived from the total sample may be considered to have a margin of error of  $\pm 8$  percentage points at a 90% level of confidence. We are 90% confident that a value reported to be 18% should therefore be interpreted as being 90% confident that the actual value lies between 10 and 26%. Percentages relating to sub-sets of the data (such as a Street or day) will have greater margins of error.

## 5 Beat Analysis

### 5.1 Quantum – How Many Users are Affected?

Results from the beats indicate that the number of parking events that occur during foot street hours for the locations observed is around 80-120, being higher on a weekday. Note in the following table that on the Friday, beats were not included for the streets in the King’s zone.

Table 2: Blue Badge Parking Events

Street	Friday	Saturday	Monday
Blake Street	23	23	21
St Helen's Square	1	0	0
Lendal	11	6	5
Church Street	4	2	11
St Sampson's Square	17	8	13
Goodramgate		30	27
King's Square		3	14
Colliergate		6	9
<b>Total</b>	<b>56</b>	<b>78</b>	<b>100</b>

### 5.2 Demand Profiles

The following figure demonstrates the accumulation of demand over each of the days for each street. The horizontal line represents an assessment of *practical* capacity in the street; that is the point at which users may consider that there is little opportunity to park conveniently and taking account of a number of inefficiencies in the way vehicles will be positioned relative to each other.

The graphics indicate that all locations are carrying considerable capacity over that demanded during observation. The figures do not include other uses of the road space otherwise available to Blue Badge parking.



Figure 5.1: Sections of St Sampson's Square Closed

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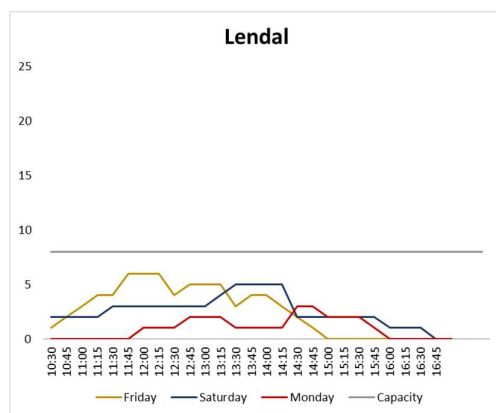
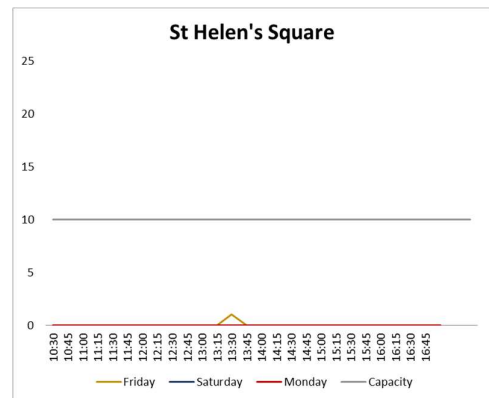
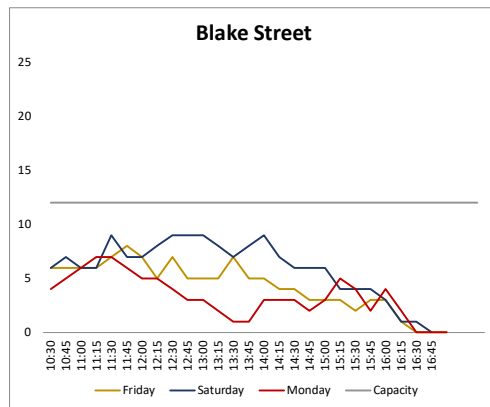
During August part of the roadway around St Sampson's Square is closed to traffic on account that it is occupied by tables and chairs used by local business. The tables and chairs are displaced from the central area by a bungy jump attraction.

Other occupation of the capacity occurs through various essential service vehicles and on occasion unauthorised use.

Notwithstanding during observations on all survey days, while Blake Street, Lendal and Goodramgate were popular destinations, they did not appear to reach a point where all capacity was taken.

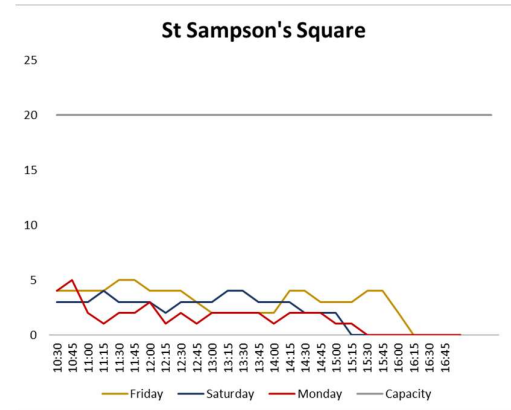
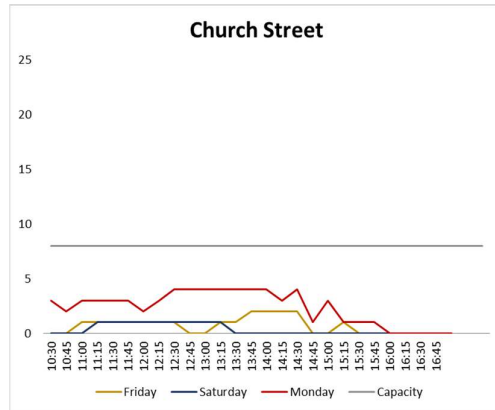
Notable is that St Sampson's Square, which offers the greatest penetration to the footstreets, carried considerable spare, even with some of the Square closed.

### 5.2.1 St Helen's

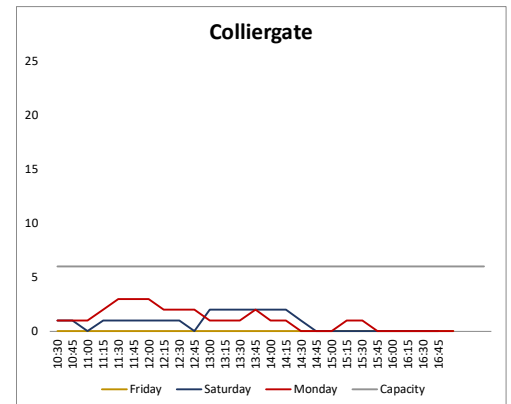
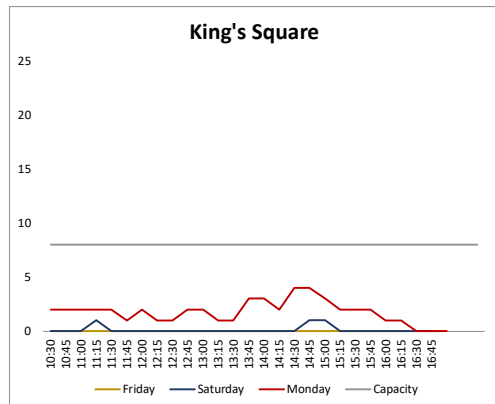
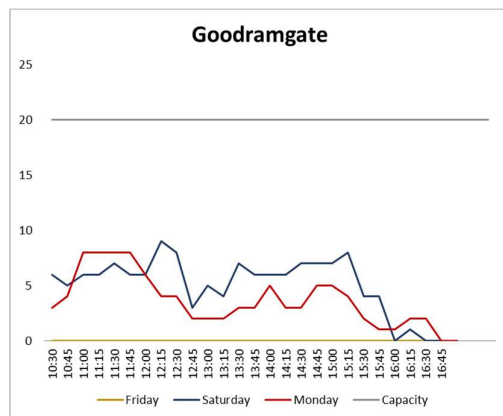


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## 5.2.2 St Sampson's



## 5.2.3 King's





### 5.2.4 Area Profile

The following charts show all streets combined. These illustrate the difference in overall accumulation profile between:

- Saturday, showing a convex demand with the peak at lunchtime, and
- A weekday with two peaks either side of lunch with the morning peak larger.

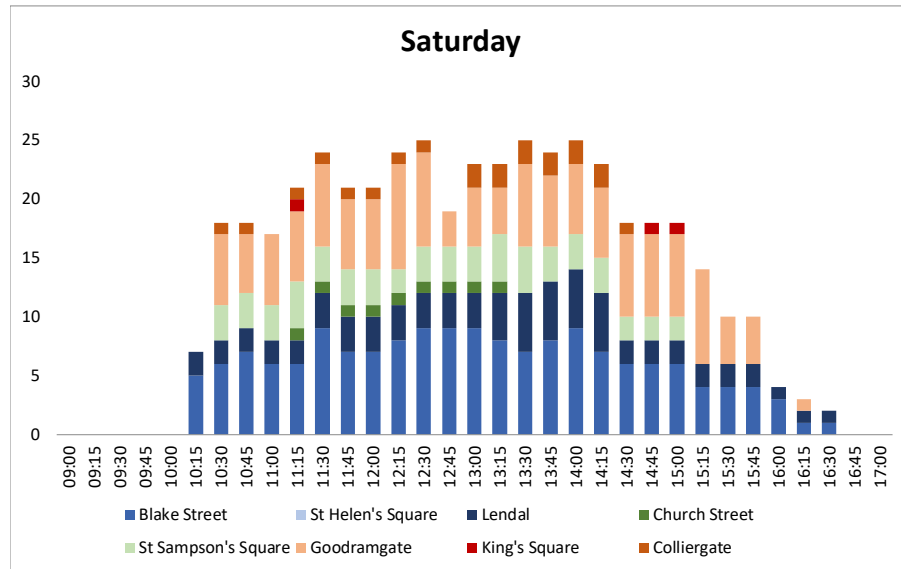


Figure 5.2: Saturday Accumulation

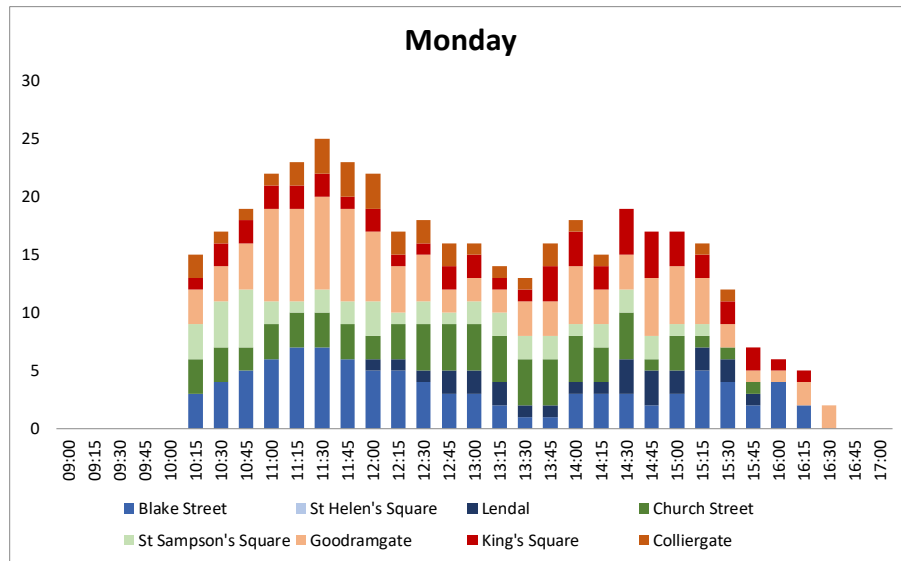


Figure 5.3: Monday Accumulation

These profiles are consistent with parking demand profiles that we would expect from other car parks. The Blue Badge users are not displaying any particular divergence from the behaviour and habits of the general population.

Of note is that a number of the Blue Badge users, on the weekday, were already parked before the footstreets were closed at 10:30.

### 5.3 Duration of Stay

Information from the beats provides indication of the actual duration of stay. For the following analysis, those already parked, and those still parked on the last beat are excluded from analysis as we cannot be certain of their total duration of stay; only those that we have observed both arrival and departure times are included.

The figure indicates the difference between how the Blue Badge access is used. On a weekday, a greater proportion of trips are short stay. These are potentially single purpose trips. On the Saturday a greater proportion of stays are longer.

The average stay on the weekday is 1 hour 11 minutes. On the Saturday it is 1 hour 37 minutes. On all days we observed that a small number of Blue Badge users moved between streets; these are interpreted here as separate stays.

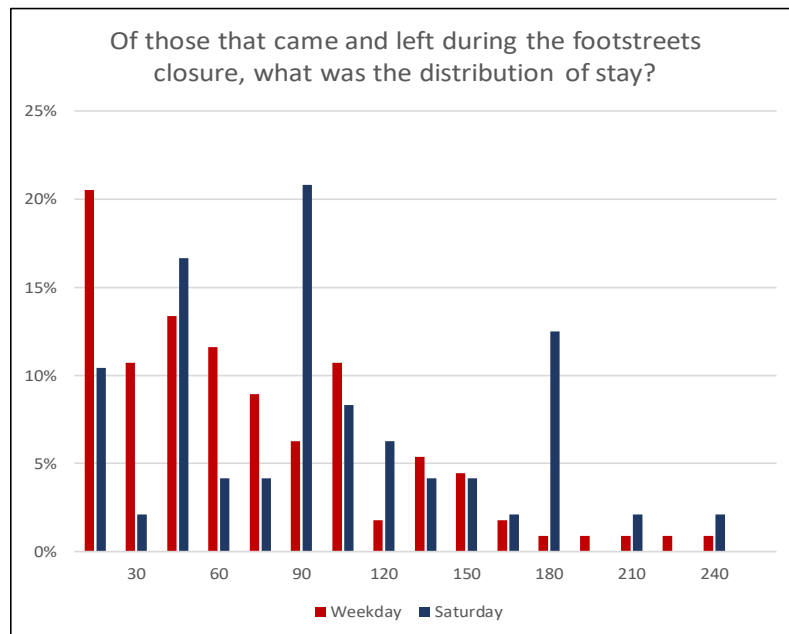


Figure 5.4: Distribution of Duration of Stay between days

## 6 Interview Analysis

### 6.1 Distribution of Destinations

Respondents were asked where they were going. They were encouraged to give up to three locations they expected to or had visited. Those destinations mentioned are plotted in the following figures for each of the streets surveyed. A larger mark is used to represent a generic central point in the street in which the user was parked.

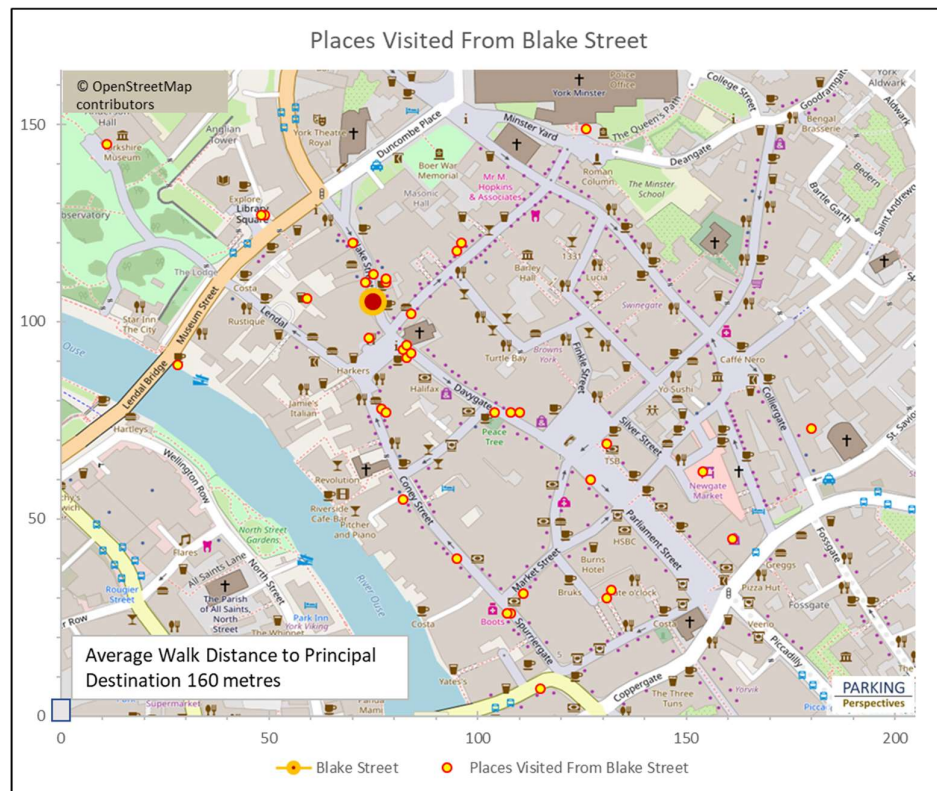
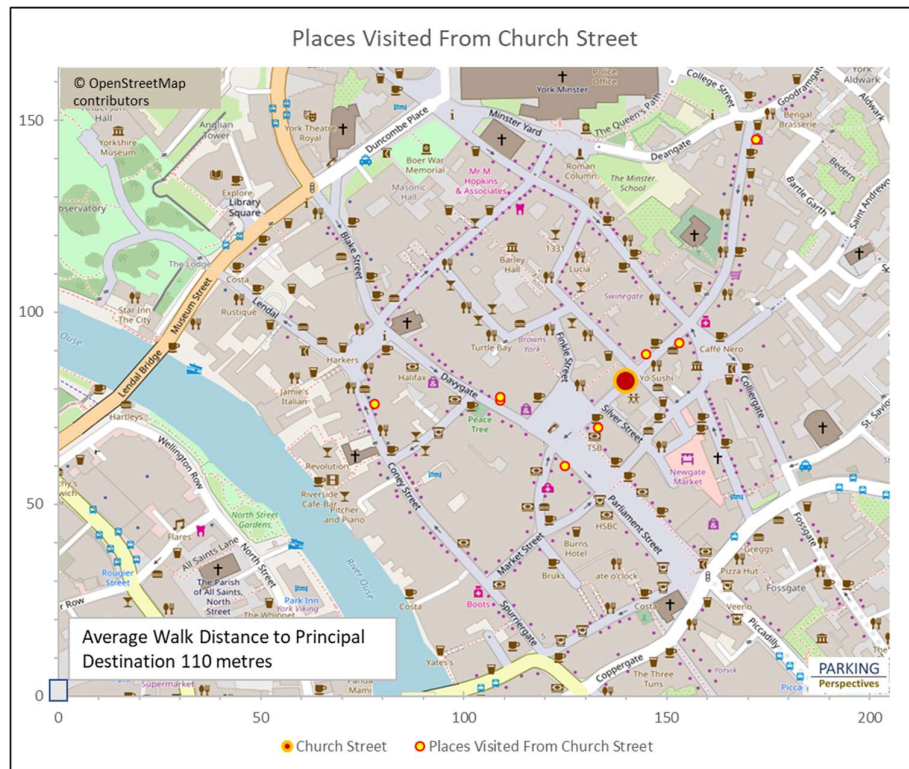
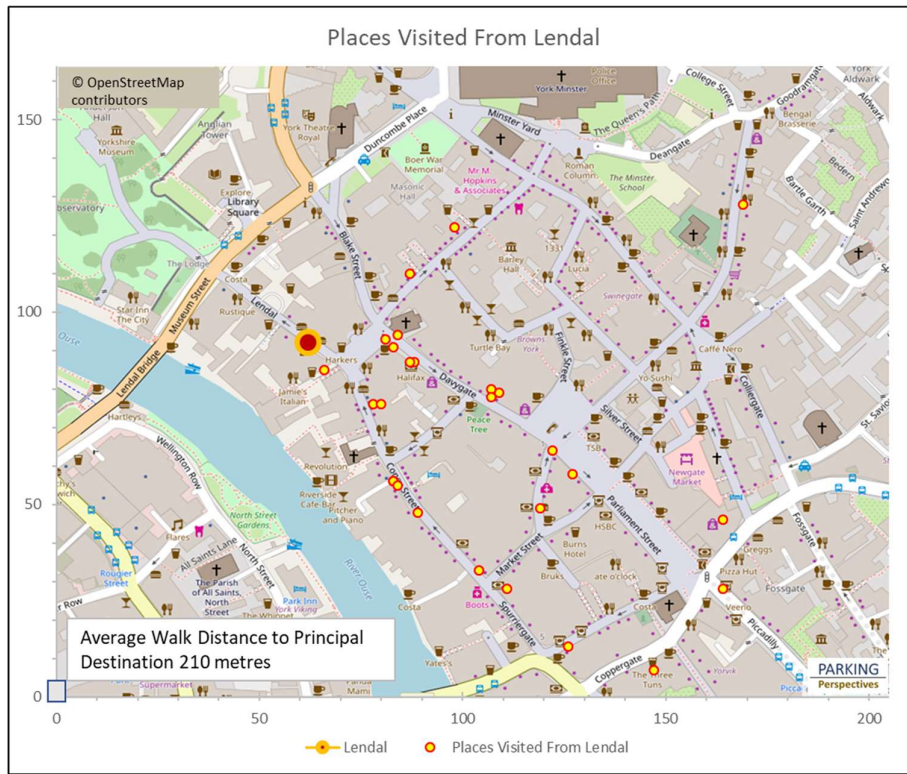
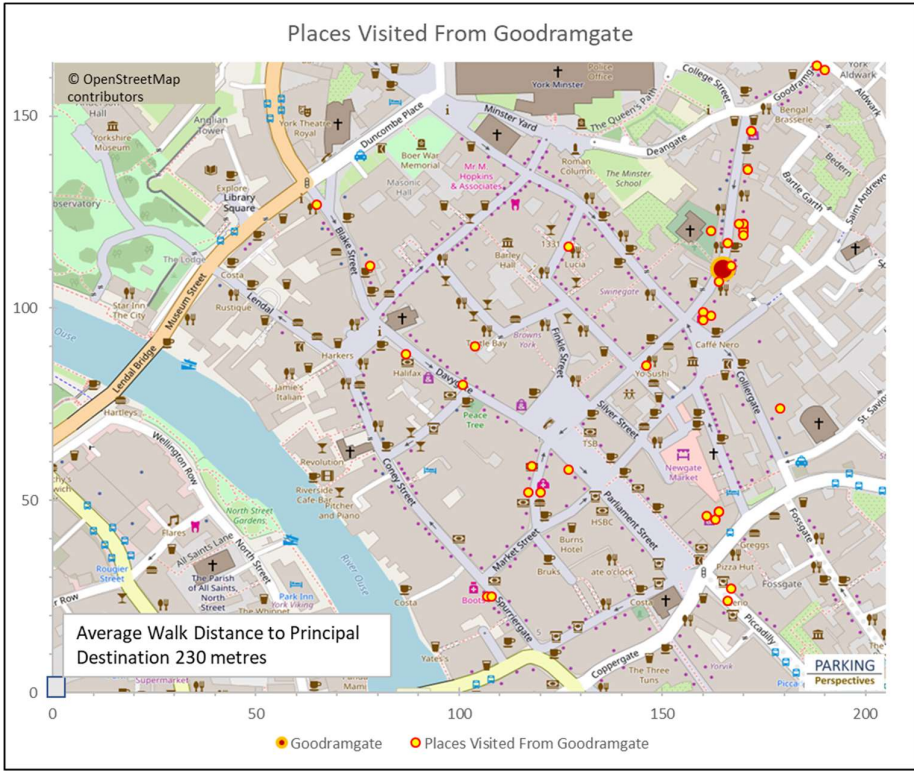
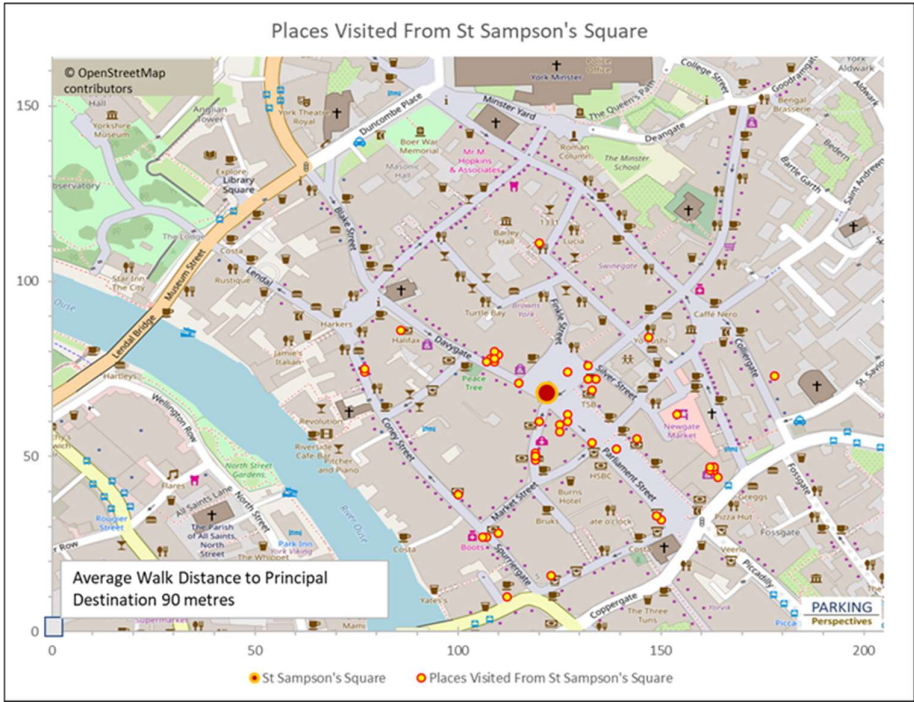


Figure 6.1: Places visited from Blake Street

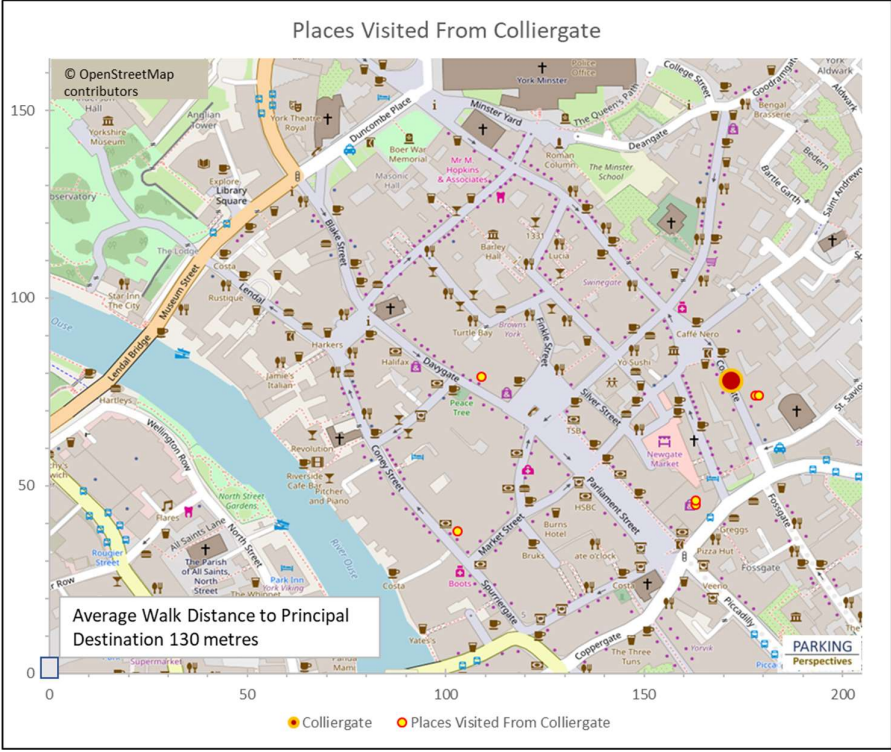
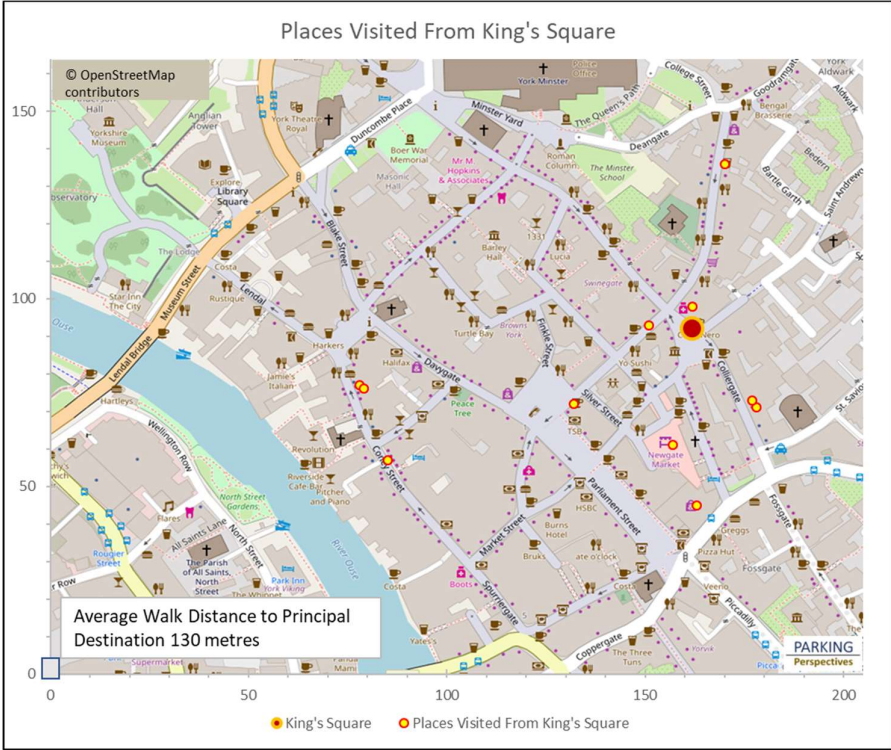
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We have determined the distance to each destination from the generic central point. The average distances to the principal or first destinations given, and that to the furthest destination given by each user, is shown in the table below.

*Table 3: Average Walk Distances by Street*

<b>Street</b>	<b>Average Distance to Principal Destination (metres)</b>	<b>Average Distance to Furthest Destination (metres)</b>
Blake Street	170	190
St Helen's Square	-	
Lendal	200	280
Church Street	110	170
St Sampson's Square	90	130
Goodramgate	170	210
King's Square	130	170
Colliergate	130	280

To put these distances into context, the following two tables set out equivalent walk distances to Browns (corner of Davygate/St Sampson's Square) from various points. The first table includes points at the periphery of the footstreets.

*Table 4: Walk Distances from points on the periphery of the Footstreets*

<b>Location</b>	<b>Distance to Browns, Davygate (metres)</b>
The Lodge (Museum Street)	350
Duncombe Place	340
Pavement/Fossgate	270
Piccadilly/Pavement	250
Grand Opera House, Clifford Street	350

The second table presents the walk distance from central car parks and the Park and Ride alighting point. These may be considered to be the minimum distances walked by those not using Blue Badges.

*Table 5: Walk Distances from Car Parks*

<b>Location</b>	<b>Distance to Browns, Davygate (metres)</b>
Q-Park (Shambles)	490
NCP (Piccadilly)	590
Marygate Car Park	720
Park and Ride (Clifford Tower)	590

## 6.2 Mobility Aids

Where a respondent was seen travelling to or from their vehicle we recorded whether and what type of mobility aid could be seen and was apparent to us. Seventy percent of those observed were seen to use some form of aid or were reliant on the assistance of others.

*Table 6: Mobility Aids*

<b>Mobility Aid</b>	<b>Freq</b>
None Seen	31
Walking Stick	35
Walking Sticks/Crutches	6
Frame	7
Wheelchair	17
Pushchair	1
Mobility Scooter	3
Assistance	4
Not Known	6

While not explicitly broached as a question, some respondents voluntarily told us that because they were able to park near to their destination they could make the journey without recourse to a mobility aid. Taking their mobility aids from their vehicles could prove inconvenient and time-consuming, thus to not need to do this was a significant benefit.

## 6.3 Journey Purpose

The reasons for Blue Badge users parking within the streets surveyed is shown in the tables below.

The footstreets as an area for shopping, services, entertainment and leisure dominated. Notably, Blake Street and Lendal drew a greater proportion of users seeking entertainment or leisure.

Only five of the users interviewed were in York as tourists. They were all interviewed in Blake Street or Lendal, which is likely a reflection of the signing and directions available. They had also all driven directly from their home.

Only two users had not driven directly from their home and were in York for shopping.

The conclusion is that the overwhelming number of users parking in the footstreets are local users accessing the goods and services of a regional centre.



Table 7: Journey Purpose by Zone

	St Helen's	St Sampson's	King's
Shopping/Personal Business	56%	87%	90%
Education	0%	0%	0%
Entertainment/Sport/Social/Tourism	44%	13%	7%
Usual Workplace	0%	0%	0%
Employer's Business/Deliver Goods	0%	0%	2%

The proportions of purpose show an increase in tendency to entertainment and leisure at the weekend. In this regard this presents nothing unexpected and is consistent with the longer dwell time seen on the Saturday.

Table 8: Journey Purpose on Different Days

	Saturday	Weekday
Shopping/Personal Business	68%	81%
Education	0%	0%
Entertainment/Sport/Social/Tourism	32%	18%
Usual Workplace	0%	0%
Employer's Business/Deliver Goods	0%	1%

## 6.4 Important Factors When Parking

### 6.4.1 Characteristics of the Parking Spot

The proximity to the destination was the overwhelming principal reason for selecting where to park for users. About a fifth considered space around the vehicle to be their principal factor. Many respondents gave more than one factor in their response.

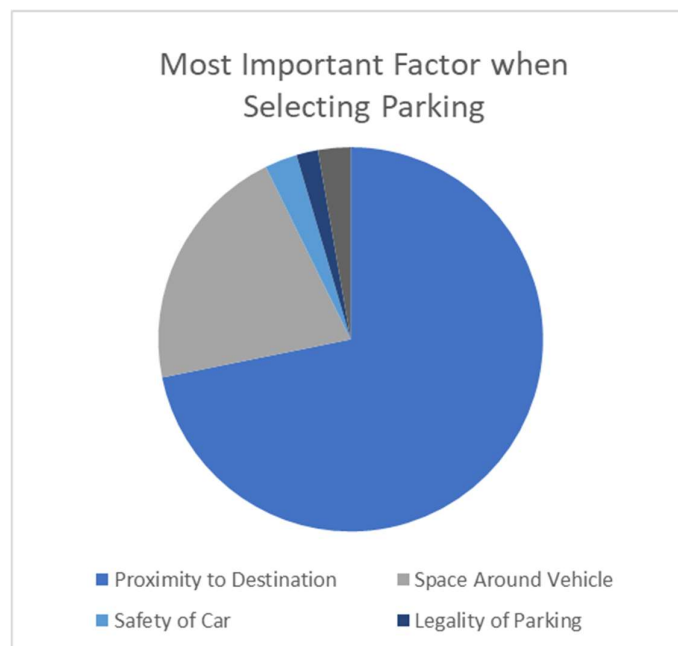


Figure 6.2: Important Factors When Parking

The proportions responding in the way shown were not notably different between the different days of survey.

A small number remarked about the ease of parking, and both through observation supported by comments from users, a number of Blue Badge drivers would look to avoid reversing. The partial closure of St Sampson’s Street was mentioned by several users as a concern; the closure not only required them to reverse, but to do so into the potentially busy pedestrianised area around Brown’s.

#### 6.4.2 Was Parking Straight-forward?

We asked users whether they had found parking straight-forward. There were no days on which there was a significant divergence from the overall percentage of 90% that said “Yes” achieved across the whole dataset.

### 6.5 Economic Impacts

Users were asked to consider what they expected to spend during their visit as a group. For those interviewed on their return, this was a more precise value. Any financial commitments made, such as booking a holiday, was included.

The distribution of expected spend between the weekdays and Saturday is shown in the figure below. While many were not expecting to spend anything, especially on the weekdays, it may be that their visit did generate income to a local business; visits to the optician or collecting prescriptions may not themselves incur cost, but generate payments to the local economy.

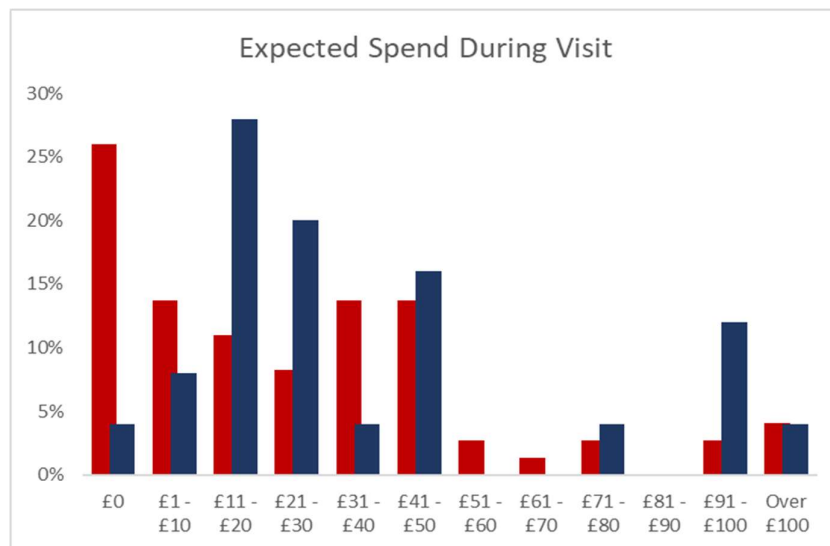


Figure 6.3: Distribution of Spend

The average expected spend for the users interviewed on a weekday was £29. On the Saturday it was £39. Applying these averages to the total number of Blue Badge users observed in the areas surveyed indicates a total annual spend of £910,000. This excludes any spend for Sundays.

## 7 Users' Comments

Blue Badge users provided some comments and opinions on their parking experience in York. Of the forty-six comments received, several themes emerged, summarised as follows:

**Signage.** Seven comments were about the limited clarity about where Blue Badge drivers could park and travel. One was unsure of where they could park and relied on hearsay, and several commented that they were somewhat uncertain on what was permitted and simply took advice from or copied others. A few suggested a map of acceptable parking locations would be valuable and others pointed out inconsistent and unclear signs. Mention was made of the continued use of the variable sign at the northern end of Church Street that states entry is restricted to Green Badge holders even though this device has been discontinued; users had come to understand that it was now accepted that entry by Blue Badge was permissible and allowed, but the uncertainty was a concern. Others commented that the road signs generally were difficult to see amongst all the other activities demanding a driver's attention in a pedestrianised area.

- **Partial Closure of St Sampson's Square.** The closure of St Sampson's Square for tables and chairs attracted six specific comments. In particular the closure created difficulty and concerns since it requires drivers to undertake a reversing manoeuvre while in a potentially busy pedestrian area. One driver reported that having arrived earlier before the road closure was in effect, the tables and chairs had been set-up around their vehicle.
- **Closures Timetable.** Allied to the closures, three users made comments suggesting that Blue Badge Users (and others) might be provided or able to access a timetable of planned closures so that they were forewarned and able to avoid driving into a situation which demanded reversing. While it was acknowledged that the Council may display notices to this effect on (a) lampposts in the area, and (b) in the local newspaper, the former were often too high and small to notice and the latter in a font size that could prove difficult to read. One driver suggested that rather than a passive communication regime using notices, these communications could be pushed out to those that chose to subscribe to receive them.
- **Concerns with pedestrian area.** Five respondents raised concerns about driving in general in a pedestrian area.
- **Designation and Allocation of Space.** A few respondents supported a more formal approach, with two requesting designated disabled bays and another that the roads be wider.
- **Arrangement is Good.** Seven respondents appreciated the current arrangement and were pleased or thought it good.
- **Duration of Stay.** A few users wanted longer stays to be permitted; one driver stated that he never worried about how long he stayed and had never received a PCN.

## 8 Appendix

Date	Time	Location	BB	GB	Surveyor
Veh Reg	Veh Type	Occupants	BB Driver? Y / N / DK	Mobility Aid	

“Good Morning / Afternoon. I am conducting a survey on behalf of York City Council. We would like to know about your experience as a Blue Badge visitor to the central area of York. Would you mind answering a few questions for us?”

---

1. What is your purpose for coming into the city centre today? *Escorting someone else (confirm purpose of that person) +10*

1. Shopping	4. Entertainment	7. Usual Workplace
2. Personal Business	5. Sport	8. Employer’s Business
3. Education	6. Social	9. Collect/Deliver Goods

---

2. Can you tell me the [shops/places] you will go to? (up to 3; specific street)

1.	2.	3.
----	----	----

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3. Where have you come from today?  
*postcode sector:*

This is home? <input type="checkbox"/>	Else what is your home postcode?
--	----------------------------------

---

4. How long do you expect to stay in town?

---

5. What will limit you staying longer?

1. parking time limit	4. get bored	Done all I need to do
2. budget	5. have other commitments	Going on to other shops/location
3. need to rest		Activities close
		Other (please state):

---

6. If you are content to let me know, how much do you think you may spend on your visit today?

---

7. How often do you drive into the centre of York for this purpose?

---

8. How often do you drive into the centre of York in general?

---

9. Did you find somewhere to park today straight forward?

1. Yes
2. No

---

10. How long did it take to find somewhere you were able to park that was suitable? *Minutes:*

---

11. What is most important for you when selecting where you will park?

---

12. Do you have any comments on what would improve your experience of coming to York today?

Thank you for your assistance today.”