

Consultation summary for Scrutiny report (late March 2026)

A full public consultation was held from 19 November 2025 to 12 January 2026 and was designed to help City of York Council understand the impacts of the proposals. An engagement plan was produced to ensure all materials were fully accessible and distributed to as wide an audience as possible.

Materials were produced including an animation to show how the proposals could work; a short film to explain why it was being suggested; plus maps, leaflets and letters.

The consultation received media attention at launch and up to the date of going in to pre-election period in early December. The news was carried on the BBC, York Press, York Mix and YO1 radio, among others.

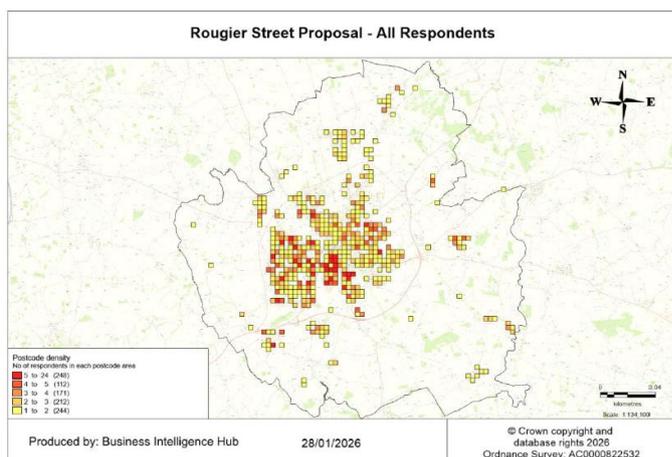
CYC channels also shared social media posts across Facebook (21k followers), Instagram (5.5k followers), Next Door (34k followers) and LinkedIn (19k followers), as well as our resident e-newsletters. Copies of leaflets were also placed in every library & Explore centre in York.

The consultation was delivered in-house including events for stakeholders and residents, to ensure that the project team & Exec Member for Transport heard directly from those taking part. It was delivered via two main routes:

1. Digital

Using an online platform to share all materials in one place, including the leaflet, maps, technical drawings and all background, plus the video and animation.

The map below demonstrates where people who took part in the consultation live (based on the postcode given)



Key facts and figures:

1175 people responded online [this includes people who sent in a paper copy of the questions, and were inputted to the platform]

Ages of respondents: This consultation received a higher than average response rate from working age people, including 22% from those aged under 39 and 29% aged 40-55.

The split in gender was less balanced, with 51.66% of responses from men, 36.34% from women and 1.36% from non-binary, with 9% preferring not to say.

11.15% of responses were from disabled residents, which is representative of 2021 census data which shows 10% of York's population are disabled people.

Headline analysis: *please note this analysis serves as a summary, with a full report to follow.*

- **How much do you think York is negatively affected by traffic congestion?**

55.96% said very negatively

23.58% said quite negatively

- **Would you use buses more often if we introduced dedicated priority routes for buses and sustainable transport?**

Yes 37.44%

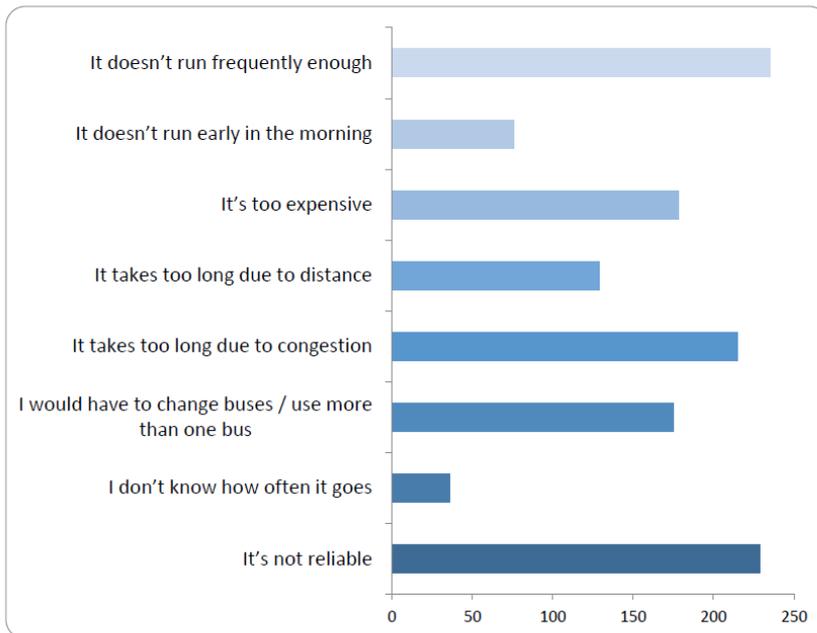
Maybe 20.65%

No 39.24%

When we looked at the ages of respondents, the highest figures in support came from 16-24 year olds, of whom 69.8% said they would use buses more often

57% of all respondents agreed that encouraging more people to travel by bus will reduce congestion and 58.44% said our proposals would, or maybe would, help York's bus services run more reliably

We also asked people why they don't use a bus if there is one available to them;



Looking only at answers from disabled people, there was an even split around whether the proposal will make buses in York more reliable or not:

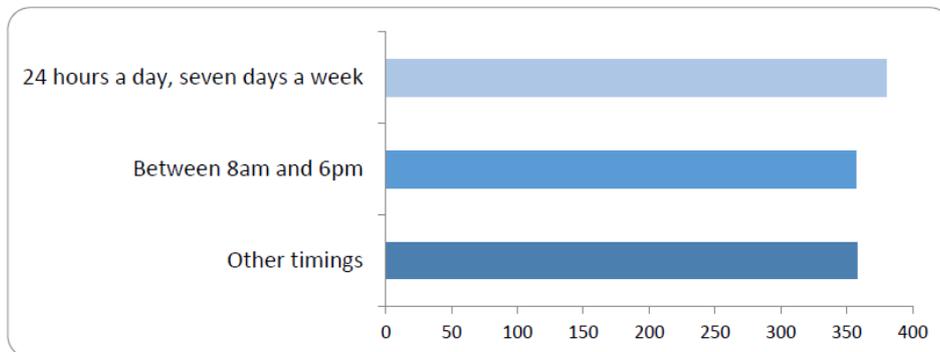
- Proposals will make buses more reliable: 35.1%
- Proposals will not make buses more reliable: 35.9%
- There were identical splits of responses from disabled residents when asked if the proposals would help reduce bus journey times too
- 47% of disabled residents said the bus gate/lane should operate only to allow cycles, buses and emergency vehicles through
- 52.3% of disabled residents said that taxis should also use the roads
- We did receive a number of comments about the operation of the bus gate/lane which will be analysed in full

Looking at the ages of people who responded about whether the proposals would make York more reliable or not:

- 69% of 16-24 year olds said the proposals would make buses more reliable
- The highest proportion of people who said no were aged between 56 and 59, where 42.3% said proposals would not help York's buses.

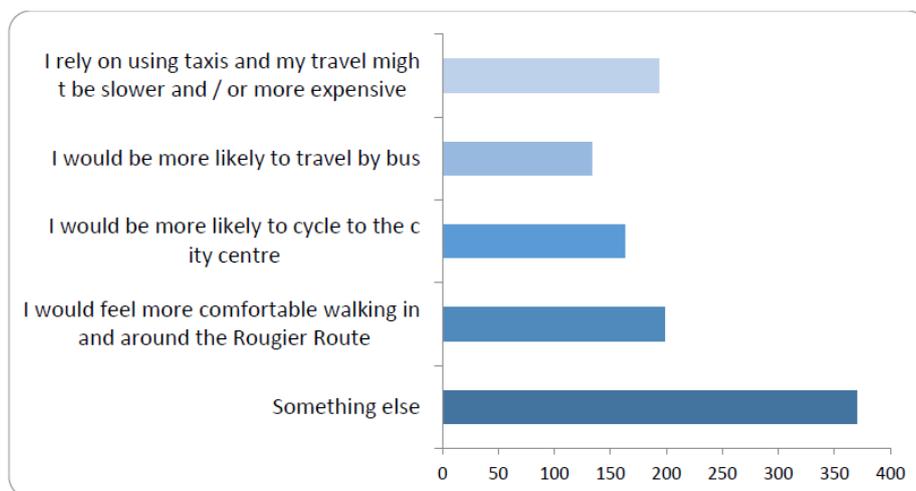
We also asked what **timings people felt the bus priority measures should operate under** and the results were quite evenly split, with comments under ‘other timings’ still being analysed:

There were 1095 responses to this part of the question.



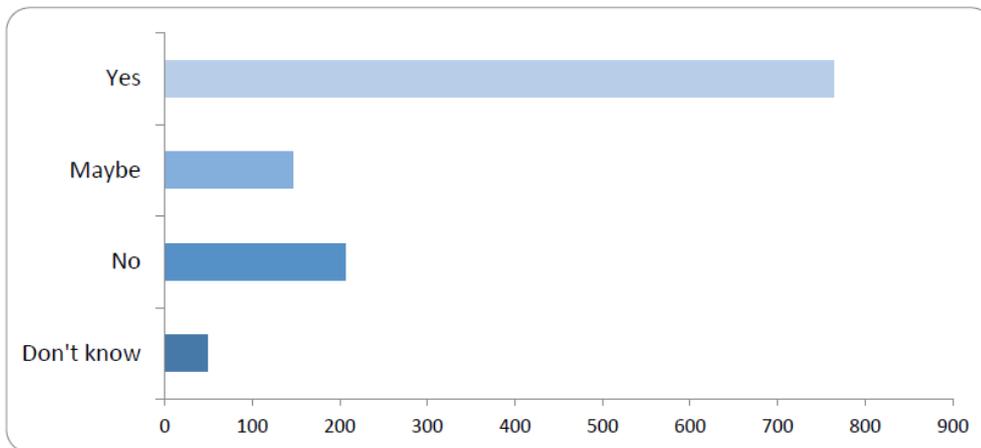
We also asked what the **impact would be on people if taxis were not allowed** through the bus priority measures; comments under ‘other timings’ are still being analysed:

There were 1057 responses to this part of the question.



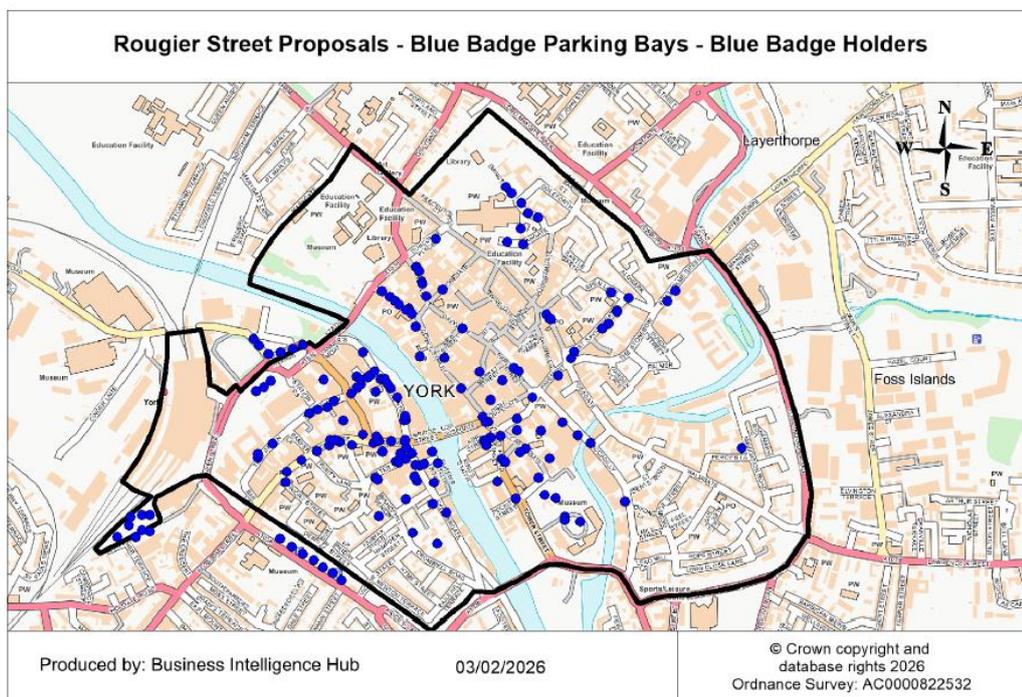
We also asked if people would support the roads in the corridor being set at **20mph speed limit** in the future:

1166 responses to this part of the question.

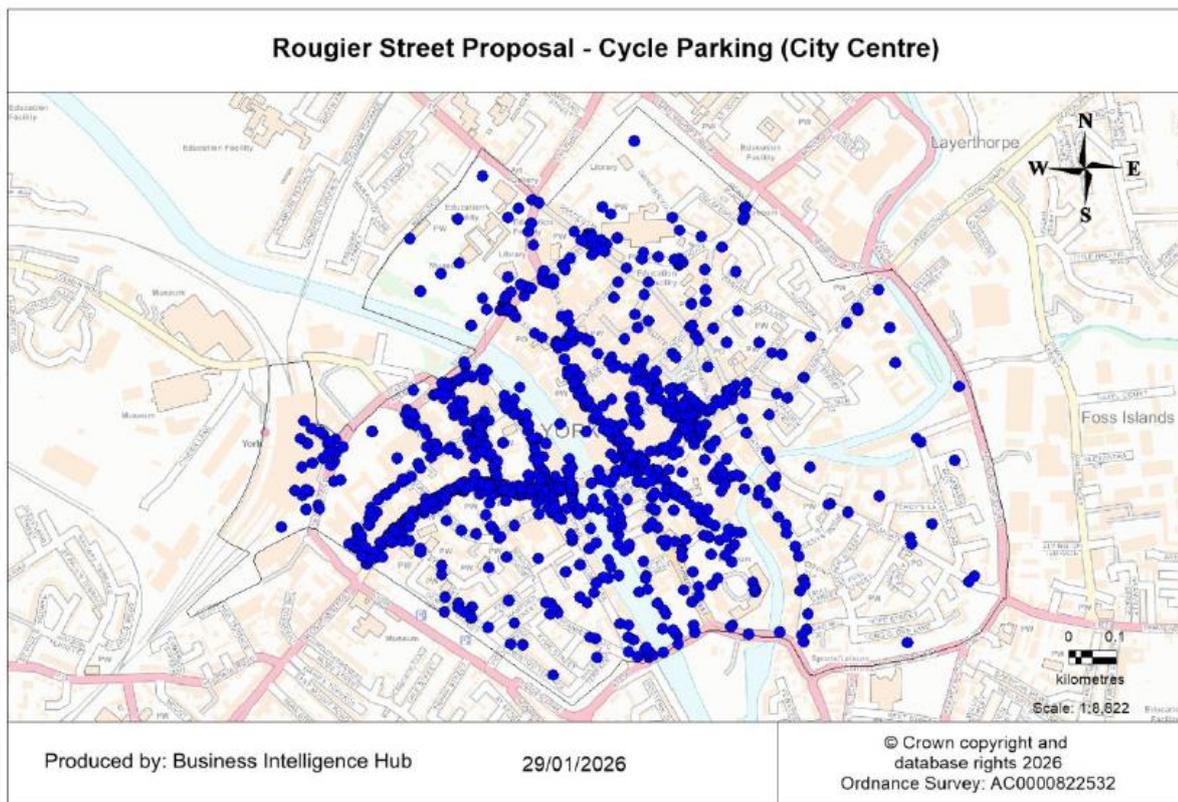


We also asked people to tell us where they would like to see **additional Blue Badge** holder parking bays:

The map below shows locations for Blue Badge parking bays suggested by Blue Badge holders, or responded on behalf of someone who is.



We also asked where people would like to see **additional cycle parking installing**:



In addition to the online platform, a dedicated email address received over 150 emails, all of which were responded to individually by the project team. Largely they were from Bishophill residents whose concerns we have addressed in the revised proposals. A full analysis of the emails will follow.

2. Outreach

A proactive programme of outreach was delivered and headline findings are below, with a full report to follow.

- a. Public events held in accessible venues
 - i. These were very well attended by Bishophill residents in particular, with over 300 people speaking to the project team
- b. Stakeholder workshops held both in person and online
 - i. We met with:

1. Disabled residents and groups who told us they felt Blue Badge holders should be able to use the bus gate / bus lane and be classed as essential journeys
2. Taxi trade reps from both Hackney Carriage and Private Hire companies, who told us that there could be impacts on cost to the passenger (and to CYC where contracted services are used) if congestion increases due to the trial. They also told us there would be journey time impacts on key routes such as St Saviourgate to the railway station
3. Hospitality and tourism trade who were asked to contribute to the consultation

c. Hosting & visiting SEND adults

- i. We hosted a visit from Blueberry Academy learners who told us about their experiences moving around York. Many of them rely on taxis to get to college and some travel by bus, either independently or accompanied. They all very much enjoy bus journeys but feel worried when services run later than timetabled. This can lead to anxiety and have an impact on them for several days. When we asked “what do you do if a bus is late?”, one young person told us they get so anxious that they “give up and go home”.