



Notice of a public meeting of

Decision Session - Executive Member for Economy and Transport

To: Councillor Kilbane

Date: Tuesday, 20 February 2024

Time: 10.00 am

Venue: The George Hudson Board Room - 1st Floor West
Offices (F045)

AGENDA

Notice to Members – Post Decision Calling In:

Members are reminded that, should they wish to call in any item* on this agenda, notice must be given to Democratic Services by **4:00 pm on Tuesday 27 February 2024**

*With the exception of matters that have been the subject of a previous call in, require Full Council approval or are urgent, which are not subject to the call-in provisions. Any called in items will be considered by the Corporate Services, Climate Change and Scrutiny Management Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by **5.00 pm on Friday 16 February 2024**.

1. Declarations of Interest (Pages 1 - 2)

At this point in the meeting, the Executive Member is asked to declare any disclosable pecuniary interest, or other registerable interest, they might have in respect of business on this agenda, if they have not already done so in advance on the Register of Interests. The disclosure must include the nature of the interest.

An interest must also be disclosed in the meeting when it becomes apparent to the member during the meeting.

[Please see attached sheet for further guidance for Members].

2. Minutes (Pages 3 - 6)

To approve and sign the minutes of the Decision Session held on 16 January 2024.

3. Public Participation

At this point in the meeting members of the public who have registered to speak can do so. Members of the public may speak on agenda items or on matters within the remit of the committee.

Please note that our registration deadlines have changed to 2 working days before the meeting. The deadline for registering at this meeting is at **5.00pm on Friday 16 February 2024**.

To register to speak please visit www.york.gov.uk/AttendCouncilMeetings to fill out an online registration form. If you have any questions about the registration form or the meeting please contact the Democracy Officer for the meeting whose details can be found at the foot of the agenda.

Webcasting of Public Meetings

Please note that, subject to available resources, this public meeting will be webcast including any registered public speakers who have given their permission. The public meeting can be viewed on demand at www.york.gov.uk/webcasts.

During coronavirus, we've made some changes to how we're running council meetings. See our coronavirus updates (www.york.gov.uk/COVIDDemocracy) for more information on meetings and decisions.

4. Cashless Parking Review (Pages 7 - 148)

Purpose of the Report:

Taking forward the decision made by the Executive Member for Economy and Transport to consult on moving the parking estate to cashless payments only and agree to a review of the current number of parking ticket machines and a procurement for parking ticket machines.

The Executive Member will be asked: To make a number of decisions based on the officer recommendations outlined in the report as follows:

- i. To review the cashless parking consultation results;
- ii. To agree one of the following options:
 - A – To remove the acceptance of cash across the parking estate, which is in line with the budget decision made in March 2023;
 - B – To continue to accept cash payments across all the parking estate;
- iii. To agree to the removal of some of the on street parking based on an annex that will be included in the report;
- iv. Agree to the Parking Services to go out for the procurement of a new supplier for parking ticket machines and pay on exit systems where the decision as to whether cash will be accepted or not will inform the specification for cashless or cash accepting machines.

The action date for this item has changed from 16 January 2024 to 20 February 2024. Reason: To allow further time to consider the consultation results and review recommendations.

5. Acomb Front Street Phase 2 - open public engagement on costed designs and ideas for the scheme (Pages 149 - 194)

The purpose of the report is to set out the ambition and potential scope of the phase 2 works on Acomb Front Street, a key secondary shopping centre within the City of York Council area, seeking approval to undertake open public engagement on costed designs and ideas for the scheme.

The ambition and delivery approach will promote economic growth and help to develop a unique local high street environment promoting diverse community use, and respond to the ideas from the 2021 Future of Acomb Front Street Study, and

feedback to date including the petition submitted following the phase 1 works.

The engagement process will be set out, and potential elements (with costings) will be outlined, to ensure businesses and residents and have an opportunity to contribute during the planned engagement period, which is being designed to meet the aspirations of the local community.

Approval will be sought to undertake open public engagement on the Acomb Front Street Phase 2 project approach, to test costed designs and ideas for the scheme.

The Executive will be asked: To confirm that the public consultation on Acomb Front Street Phase 2 may commence, based on the project approach outlined.

Instruct officers to undertake public engagement, analyse responses and work up detailed designs in order that a full costed project scheme can be presented to Executive for approval in Summer 2024.

6. Urgent Business

Any other business which the Executive Member considers urgent under the Local Government Act 1972.

Democracy Officer: Ben Jewitt
Telephone No- 01904 553073
Email- benjamin.jewitt@york.gov.uk

For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

**Ta informacja może być dostarczona w twoim
własnym języku. (Polish)**

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

 (01904) 551550

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Declarations of Interest – guidance for Members

- (1) Members must consider their interests, and act according to the following:

Type of Interest	You must
Disclosable Pecuniary Interests	Disclose the interest, not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.
Other Registrable Interests (Directly Related) OR Non-Registrable Interests (Directly Related)	Disclose the interest; speak on the item <u>only if</u> the public are also allowed to speak, but otherwise not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.
Other Registrable Interests (Affects) OR Non-Registrable Interests (Affects)	Disclose the interest; remain in the meeting, participate and vote <u>unless</u> the matter affects the financial interest or well-being: (a) to a greater extent than it affects the financial interest or well-being of a majority of inhabitants of the affected ward; and (b) a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest. In which case, speak on the item <u>only if</u> the public are also allowed to speak, but otherwise do not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.

- (2) Disclosable pecuniary interests relate to the Member concerned or their spouse/partner.
- (3) Members in arrears of Council Tax by more than two months must not vote in decisions on, or which might affect, budget calculations,

and must disclose at the meeting that this restriction applies to them. A failure to comply with these requirements is a criminal offence under section 106 of the Local Government Finance Act 1992.

City of York Council

Committee Minutes

Meeting	Decision Session - Executive Member for Economy and Transport
Date	16 January 2024
Present	Councillor Kilbane
In attendance	Helene Vergereau - Head of Highway Access and Development James Gilchrist - Director of Environment, Transport and Planning

31. Declarations of Interest (10:10 am)

The Executive Member was asked to declare, at this point in the meeting, any personal interests not included on the Register of Interests or any prejudicial or disclosable pecuniary interests they might have in respect of the business on the agenda. None were declared.

32. Exclusion of Press and Public (10:10 am)

To consider the exclusion of the press and public from the meeting during consideration of the following:

Annex 1 and Annexes A-M to Agenda Item 5 on the grounds that they contain information relating to any individual and information which was likely to reveal the identity of an individual. This information was classed as exempt under paragraphs 1 and 2 of Part 1 of Schedule 12A to Section 100A of the Local Government Act 1972 (as revised by The Local Government (Access to Information) (Variation) Order 2006).

33. Minutes (10:11 am)

Resolved: That the minutes of the Decision Sessions held on 14 November 2023 and 12 December 2023 be approved and signed by the Executive Member as a correct record.

34. Public Participation (10:11 am)

It was reported that there had been 4 registrations to speak at the session under the Council's Public Participation Scheme, 3 of whom were available to speak.

Councillor Warters spoke on agenda item 5, raising several issues; he expressed concern about illegal occupation at the Noddle Hill layby off the A166; he also advised that a resident at Scoreby Lane had faced a similar situation and had incurred substantial legal costs; lastly Councillor Warters queried when the next set of double yellow line proposals would be coming before this decision session, adding that he had submitted his views on this to the Executive Member and officers and requested that officers make contact to discuss the proposed restrictions.

The landowner of the area in question spoke on agenda item 5. He made references to the report's annexes (specifically some photographs and maps) and provided a commentary on the location of the ditches and culvert, sizes of land parcels, highway width, width of ditches, and boundary lines. The landowner referred to the specific area in question and the papers which were not in the public domain (despite written and verbal reminders that this would bring the information into the public arena).

Sheri Scruton spoke on agenda item 5 on behalf of Upper Poppleton Parish Council. She advised the Executive Member of the changes to West Field Lane over the years, noting that the hedgerows had been removed and the width of verges had diminished. She highlighted the prospective benefits to villagers and farmers of reclaiming contested land and replanting hedgerows and trees under Option A. She noted residents' concerns over safety when walking on the lane without a sufficient grass verge.

35. Highway Encroachment, Rural West (10:28 am)

The Executive Member considered a report regarding an identified encroachment issue over roadside verges.

The Executive Member entered into private session for consideration of Annex 1 and Annexes A-M of the report.

The Head of Highway Access and Development advised that the Executive Member's decision is to serve notice under the Highways Act and aim to reclaim the associated costs. If a notice of reinstatement was served, the landowner would be able to legally challenge this decision and all evidence excluded from this session would be available to discuss in court.

The Executive Member noted that the decision session was not the forum where the dispute on the evidence presented could be decided. Following on from the decision, there may well be a challenge, and this would be heard in a court following due process.

Resolved:

- i. That CYC takes all necessary enforcement action to recover and reinstate the verges to their full width in accordance with Sections 130, 131 and 305 of the Highways Act 1980, be approved (Option A).
- ii. That authority be delegated to the Director of Transport, Environment and Planning, in consultation with the Director of Governance, to determine and undertake all necessary activity to recover and reinstate the verges to their full width in accordance with Sections 130, 131 and 305 of the Highways Act 1980, including (but not limited to) the determination, drafting, commissioning, and concluding of any necessary public highways works contracts in compliance with the Highways Act 1980 and CYC's Contract Procedure Rules.

Reasons:

- i. Option B (reduced width reinstatement) was not considered feasible as it would almost certainly result in the local authority being challenged for being in breach of its duty and it is unlikely that option B would be acceptable to the local people as represented by their Parish Council as it required the approval of the Parish Council, and this option has been rejected by the Parish Council during previous consultation;
- ii. Option C (no further action taken by CYC) would have resulted in the Council being in breach of its duty, with the risk that a mandatory order could be granted to the Parish Council against the highway authority;

Cllr Kilbane, Chair

[The meeting started at 10.07 am and finished at 10.40 am].

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Meeting:	Executive Member for Economy and Transport Decision Session
Meeting date:	20/02/2024
Report of:	James Gilchrist - Director of Environment, Transport and Planning
Portfolio of:	Councillor Kilbane, Executive Member Economy and Transport

Decision Report: Cashless parking decision

Subject of Report

1. A budget decision was made by Full Council in March 2022 to make a saving on the cash collection contract by removing the option for customers to pay cash for parking.
2. Given a new administration a report was taken to the July 2023 Executive Member for Economy and Transport Decision Session and a decision was made to commence a consultation on the removal of cash payments from the parking estate.

This report provides feedback on the results of this citywide cashless consultation and request the Executive Member to consider whether cash payments should be accepted for parking.

3. This and the previous report need to be considered in the context of the serious financial position of the council and the need to find ways to drive efficiency and the fact that cash use has significantly reduced over the last few years.

Benefits and Challenges

4. While the use of cash for parking payments has dramatically dropped and continues to do so, the following benefits and

disadvantages were developed following consultation with officers and stakeholder groups.

- savings on costs of collecting cash from the machines (currently circa £60,000 a year) would partly achieve previous budget decisions.
 - reduced maintenance costs (non-cash machines cost less to maintain).
 - reductions in thefts and damage associated with machines that collect cash.
 - new equipment provides an opportunity to allow for other innovations, including flexible charging regimes such as dynamic pricing.
5. However, the consultation has identified challenges with such a decision. The following points are a summary from the consultation that can be found in annexes B to P: -
- have no other choice but to pay by cash
 - do not currently have access to contactless methods
 - do not have a smart device or know how to work one
 - do not have bank cards
 - find ticket machines are not visually or physically accessible or simply difficult to use
 - need to avoid leaving a digital trail

Policy Basis for Decision

6. The previous budget decision is relevant and has set the current situation where cash payment is permitted but the cost of the contract for collecting and banking the cash is not in the budget. Furthermore the increasing pressure on the council to find ways to save and meet the £40m saving required to be saved over the next 3 years.
7. In the emerging Local Transport Strategy the principle that private cars for people who have a choice to choose a more sustainable mode are at the bottom of the transport hierarchy continues.

Financial Strategy Implications

8. In the 2022/23 budget the savings for cash collection was taken by Full Council to remove cash payments from the parking estate. This saving was £90,000. Following a review and rationalisation of collection requirements, due to the reduction in cash use, the cost for processing cash has fallen to circa £60,000
9. If the decision is to not move to cashless payments only, then the budget or the savings will need to be found elsewhere to make up this saving.

Recommendation and Reasons

10. The Executive Member is asked to review the report and the consultation results to inform decisions on the following 5 items: -
 - a) To note the cashless parking consultation results as contained with annexes B to P.

Reason: to ensure that decisions are informed by and give due regard to the views of residents and the impacts of any change.
 - b) to remove cash payments and offer pay by phone as the only way to pay on street for pay and display.

Reason: to give effect to the Full Council Budget Decision. These are the machines most in need of replacement, the level of investment required to replace them and add debit, credit, pre-paid cash card and contactless cannot be justified.
 - c) retain cash payment at Bootham Row and Castle Car Parks for those who cannot use the app or do not have access to a card.

Reason: gives effect to the consultation that has identified impacts of going cashless on people, some of whom will have protected characteristics. The two car parks recommended are the Gold Standard car parks identified in the access review.

Background

11. As part of the 2022/23 Full Council approved a budget to stop accepting cash from car parking machines and save on the cash collection contract worth circa £60,000, but to consult before making a change.
12. Last July the Executive Member for Economy and Transport approved a consultation on making the parking estate cashless payments only.
13. As the budget decision was made the money to pay the cash collection is not in the budget and therefore the saving has not been achieved. It should be noted that since July the council financial position has worsened.
14. There are different ways you can pay for parking without using cash, other cashless payment options include:
 - Debit/credit cards
 - Pre-paid cash cards
 - Contactless payments
 - Pay by phone
 - Season Tickets
15. However, it should also be noted that the cash machines only accept coins not notes when using cash.
16. Marygate is already a cashless car park and on street the only option is cash or pay by phone.
17. The pay by phone service does not require a smartphone where information and car details can be provided over the phone to an operator.
18. Any blue badge holder can park for free in any disabled or standard parking bays in car parks and on street pay and display locations, resident parking zones and up to 3 hours on double yellow lines as long as their blue badge is displayed and in date.

19. Given the low number of cash payments we are consistently seeing reducing year on year we know that
 - 19% of all transactions are cash. That is 50% on street but drops to 16% off street.
 - Cash makes up just 10% of income
20. From a national perspective, despite the national fall in cash use, a recent national retail survey reported in early December 2023 of national cash use increasing from 15% to 19% for retail spend. Link below to the BBC news article: -
<https://www.bbc.co.uk/news/business-67636571>
21. York has not accepted cash in the contact centre for around 15 years and this is in accordance with the council's income policy. If a customer of the contact centre wants to pay cash, they can use any PayPoint outlet but will need a bar code.
22. York is not the first council to consider moving its parking services cashless only payments indeed a number of other Local Authorities have already removed cash payments. Like York they offered pay by phone service as well as card and contactless payments where possible.
23. The following list, provided by our supplier (Pay by Phone), shows other councils who have adopted this approach already: -
 - Brighton and Hove
 - Newcastle
 - Lambeth
 - Barking & Dagenham
 - Lewisham
 - Newham
 - Royal Borough of Kensington
 - Chelsea
 - Gloucester County Council
 - Southwark

- Harrow

24. Some Councils have extended the use of the PayPoint service that allows the customer to visit a PayPoint location (newsagent etc) to pay cash for their parking. However, they report the use of this service is extremely low.
25. Brighton and Hove Council were in a similar position to York now. They had machines that were no longer serviceable and would have required significant funding to refurbish and update. With the decline in their cash payments that dropped to circa 3% of their overall transactions. They therefore determined it was no longer viable to accept cash or have on street parking ticket machines, so they moved to pay by phone only with the PayPoint option for their on street parking but when cashless and retained payment card and contactless payments, with pay by phone in the car parks.
26. City of York Council has around 90 machines, over half of which are over 20 years old. They have increasingly obsolete technology and will be affected when the 3G network is turned off. Keeping these machines going is increasingly costly. The council will need to replace these machines shortly. Therefore, the specification of the machines is important, machines which accept cash are significantly more expensive.
27. Currently the Council has 56 machines on street (62% of the total). The only way to pay on street is either cash or pay by phone. The cost of cash collection from these machines is approximately £17,000. The oldest machines most in need of replacement are on street with a handful of them in car parks.
28. The remaining 34 machines (38%) are within car parks and offer card or contactless in addition to pay by phone and cash. The cost of cash collection from these machines is approximately £43,000.

Consultation Analysis

29. The development of the consultation was informed by a number of officers and representative groups including the York Older People's Assembly and disability forums. The consultation went live from the 23rd October and concluded on the 4th December.

30. The consultation was supported by an extensive social and printed media communications and promotional exercise including stickers on all parking ticket machines, emails to all Councillors. Posters and hard copies of the consultation were also sent across the city's libraries and West Offices.
31. As a result we received 793 consultations over this period where the findings of this can be found in annexes B to P. Some Councillors also emailed in separately where the majority expressed their support for a move to cashless only.
32. Officers who assisted with the processing of consultation returns, observed this response rate as being very good compared to other consultations.
33. A summary from this exercise is in the Annex B and the second tab is a summary of some of the responses received. Other tabs are the results of each question asked and responses to them.
34. In reviewing the responses it is clear that the majority of respondents wanted to see the council maintain the acceptance of cash use for parking, citing a few reasons including some can only use cash or it helps them to budget their spending rather than using card/contactless or pay by mobile payment methods.
35. There were some criticisms of the Pay by Phone App including its ease of use, general network stability (what happens if the network goes down or there is no phone signal) and the costs of using this.
 - Some found the use of the pay by phone app difficult to use.
 - The occasional but inevitable mobile phone signal dropping out and how to pay when this happens with the fear that some will risk being issued a PCN.
 - The additional costs when using the pay by phone service compared to no fees for using cash, contactless and payment cards.
36. While the first two items are part of the course with mobile apps and the subjectivity of how an app is designed for ease of use, the administrative fee seemed to be the biggest item of concern from the consultation.
37. As a result of this feedback, we have worked with the supplier to see how this fee could be reduced to make this service more

attractive. Unfortunately they cannot reduce their fee where it has to be understood that this is a privately operated service that does need to cover its costs. Going forward this fee will be reviewed when the contract expires in spring 2025 prior to any agreed extension up to a further 2 years. The attraction of using the pay by phone service is the convenience and flexibility this brings to pay for your parking, without the need to going to the parking ticket machine and being able to top up your parking at any time and place. It is considered that users of this do find this attractive but the reduction in the fee may see the use of this service increasing.

38. If customers do find it difficult to use the app, the pay by phone service can be contacted over the phone to speak with an operator who can take payment. If the network does drop out then as with any issue like this, the customer would be expected to try again but all the areas are within the city where there should be good mobile phone network coverage.
39. Feedback on the app will be passed to the supplier but the main issue was the cost of using the app over other payment methods. As a result of this feedback on the fee, this will be reviewed when the current contract expires with Pay by Phone.
40. In conclusion, the consultation showed the majority of respondents were not disabled and most used cashless options. It is also interesting to see that Marygate was the most used car park, which is a cashless only car park. However cost of living and general views of some not wanting to or can't use the Pay by Phone service were cited as reasons to retain cash as a payment option which was the majority view in the consultation.
41. As can be seen in annexes B to P there was still a significant number who said they can only pay by cash with some mentioning reasons why and how this would impact on them if cash were taken away.

Options Analysis and Evidential Basis

42. The parking estate is considered separately.

On Street Parking (Pay and Display)

43. For on street parking the three options are as follows:
- a) to remove cash payments and offer pay by phone as the only way to pay on street.
 - b) in addition to pay by phone to offer debit, credit, pre-paid cash card and contactless, which has never been offered for on street pay and display parking in York
 - c) to offer card/contactless and allow cash payments
44. Option a) does not require a cash collection contract and would contribute approximately £17,000 towards the saving. The council has never accepted card or contactless for on street pay and display so removing cash would only leave pay by phone. There would be some capital required for the removal of the machines and some reinstatement works, up to the value of £25,000 but this would be taken from existing budgets. There are further operational costs of providing physical ticket machines that include maintenance, electricity, tickets and transaction fees. The estimated average cost per machine is £550 so the removal of 56 machines would lead to a further saving of £30,800.
45. Option b) would require new machines at an estimated cost of £224,000. With no ongoing cash emptying required and no savings from removing machines.
46. Option c) would require more expensive machines that can sort and accept cash. The cost of new machines to facilitate option c would be an estimated £280,000 with an ongoing revenue cost of approximately £17,000 per annum for the emptying of the machines. There would also be no operational savings from providing the machines.
47. Officers would therefore rule out option c on the basis of budget impacts both capital and delivering the previous council decision to remove cash payments.
48. Option b would mitigate some of the comments received in the consultation, but significant investment would still be required to deliver option b) and the new signage proposed in option a could point out the nearest car park with other payment options were

accepted.

49. In light of the current financial constraints, the roll out of new machines across the parking estate is not affordable. Please note that no decision is being made in this report to replace machines, rather set the policy for when any replacements are made, but the policy does impact on the likely cost of replacement.
50. On that basis officers feel that option a) is the recommended option.

Car Parks

51. For car parks the following options have been developed:
 - a) to offer pay by phone, debit, credit, pre-paid cash card, contactless and season tickets as the only way to pay in car parks.
 - b) in addition to option a) retain cash payment in a single car park for those who cannot use the app or do not have access to a card.
 - c) in addition to option a) retain cash payment in two car parks for those who cannot use the app or do not have access to a card.
 - d) to retain cash payments in all car parks for those who cannot use the app or do not have access to a card.
52. Option a) is to not accept cash payments in car parks, this change would achieve the maximum saving of £43,000 from the cash collection contract for car parks.
53. Whilst option a) delivers the previous council budget decision. The consultation results highlight the potential impact on some people. To mitigate this impact cash could be retained in some or all car parks.
54. A recent review has identified 2 gold standards car parks, which are Castle and Bootham Row car parks. One of the reasons these were chosen in this access review is that they cover the north and the south of the city and allowing those travelling from the East or West to choose which car park they wanted to access.

55. However, it should be noted that in November 2023, the council's new Executive reconfirmed the re-purposing of the Castle Car Park to support the delivery of a revised Castle Gateway Masterplan, with retained Blue Badge parking for which the Council chooses not to apply a charge. Therefore should cash payments be retained at Castle it may need to be reviewed again in the future.
56. If 1 or 2 car parks were chosen, the costs of providing cash collection would be £31,000 for 1 car park and circa £15,000 if 2 car parks continued to accept cash. This would give further savings of £28,000 or £23,000
57. If option d is chosen there would be no revenue saving from the cash collection contract and the full cost of approximately £43,000 would continue for cash collection and processing from car parks.
58. Despite the response rate to the consultation, the council took in over 1.5 million parking transaction in the calendar year /2023 where the total income from cash is only 10%, so this decision relates to significant annual income where the rapid decline in cash is evident as are the costs associated to accept cash as a payment.
59. 94% of the income that the council collects relate to transactions in off street car parks with just 6% percent for on street pay and display, so the impacts identified in the consultation are much more likely to occur in car parks. In terms of income 10% now comes from cash, 52% from cards and 38% from the mobile phone app.
60. In terms of making the decision it is a judgement call for the decision maker who should give due regard to the impact of the decision to go cashless with no mitigations in car parks.
61. As the Executive Member will be aware, this is a contentious issue across the city and the country for those who either choose to pay by cash or those that can only pay by cash. Work to develop the cashless consultation flagged up initial benefits and challenges that are summarised in this report and a summary of the

consultation responses is attached in annexes B.

62. Following this decision officers will review develop an initial business case for replacement parking machines, officers will include options for flexible pricing models such as dynamic pricing to reflect demand and usage.

Organisational Impact and Implications

63. The following are comments and **implications** from relevant Service Areas.

- **Financial**, contact: Chief Finance Officer.

Members as part of the Council Budget in 2022/23 agreed a saving of £90k from the withdrawal of cash collection from council car parks. Following a review and rationalisation of cash collection it has been possible to reduce to costs of collection to £60,000.

The options for savings suggested in the reports are as follows

	Cash Collection Savings	Running Cost Savings	Total Saving
Removal of On Street Machines	£-17,000	£-30,800	£-48,200
2 Off Street Car Parks to collect cash	£-23,000		£-23,000
Total (2 car parks)	£-40,000	£-30,800	£-70,800
1 Off Street Car Park to collect cash	£-5,000		£-5,000
Total (1 Car Park)	£-45,000	£-30,800	£-75,800

The report identifies that should the Executive Member agree to the recommendations the required recurring saving can be achieved. There will be one off costs incurred to remove the machines however these will

need to be absorbed within the parking account and the recommendation does lead to not having to incur capital expenditure in replacing 56 physical parking machines. In the two years since the saving was agreed, the parking account was able to absorb the saving from additional revenues. That cannot be assumed into 2024/25 as significant savings in that year have been recommended.

- **Human Resources (HR)**, There are no HR implications for the service regarding a move to cashless parking. Any impact on roles within the council's finance team as a result of there no longer being a requirement to reconcile cash payments collected by the contractor will need to be assessed and managed.
- **Legal**, The Council's statutory powers to charge for parking and to set the method by which any charge is to be made derive from section 45 of the Road Traffic Regulation Act 1984.
- **Procurement**, any proposed works, or services will need to be commissioned via a compliant procurement route under the Council's Contract Procedure Rules and where applicable, the Public Contract Regulations 2015. All tenders will need to be conducted in an open, fair, and transparent way to capture the key principles of procurement. Further advice regarding the procurement routes, strategies and markets must be sought from the Commercial Procurement team.
- **Health and Wellbeing**, Cashless parking itself does not have a direct impact on health. However, the overall shift towards cashless transactions and digital payments, including cashless parking, can have both positive and negative implications for health. Most of the impacts are considered within the report and have been highlighted in the consultation. The inclusion of mitigation for disabled access is noted as a positive.
- **Environment and Climate action**, removing cash machines on street would remove clutter from streets allowing more space on street for pedestrians and wheelers.
- **Affordability**, for those users on low incomes if they are unable to afford to access technology/phones or do not have the skills to use them or use cash to live within limited budget, as demonstrated by the public consultation this report will have a significant effect on them being able to use the car parks if this decision is made. The public consultation captured views where it was found that paying

for cash allowed customers to better control their spend and budget. For those on low incomes this is especially important.

To mitigate these impacts the following will need to be considered before the new ticketing system is installed:

- Clear communications in the run up period to the change about the new forms of payment and points of contact for support
 - Point to existing support within communities where residents can get digital support such as digital cafes which can help with using mobile phones to access and pay for services
 - Advice on where to find information on low cost data/phone deals
 - Easy to follow instructions on making online, in app and pay by phone payments
 - Promotion of low cost alternatives such as Park & Ride
 - A reminder of other available solutions for older and disabled people to facilitate travel solutions including the Blue Badge Application Process, and other travel permits such as bus permits.
-
- ***Equalities and Human Rights***, The Council recognises, and needs to take into account its Public Sector Equality Duty under Section 149 of the Equality Act 2010 (to have due regard to the need to eliminate discrimination, harassment, victimisation and any other prohibited conduct; advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and foster good relations between persons who share a relevant protected characteristic and persons who do not share it in the exercise of a public authority's functions).
 - An Equalities Impact Assessment has been carried out and is annexed to this report at **Annex A**.
 - ***Data Protection and Privacy***, as there is no personal data, special categories of personal data or criminal offence data being processed, there is no requirement to complete a

DPIA. This is evidenced by completion of DPIA screening questions AD-03177.

- **Communications**, contact: *Head of Communications*.
- **Economy**, contact: *Head of City Development*.

Risks and Mitigations

64. The following risks have been identified.
- a) Moving to cashless payments only. Likely reputational impacts from those negatively affected by the decision to stop accepting cash payments for parking. Whilst the savings for cash collection have been taken from the 2022/23 budget decision, the increasing budgetary pressures the council is in facing is a key factor to take into consideration. A decision made on the consultation findings will ensure there is due consideration in place and reasoning for this decision.
 - b) All other payments for owning a vehicle are pushed online or over the phone where cashless payments are taken, which is the way the UK is moving to as evidenced in the significant reduction in cash use. However for items such as road tax it is still possible to pay for this via a local post office. So this can be seen as following the other services for those owning a vehicle and in line with the growing national trend towards cashless payments only however by not having a cash option to pay for your parking, there will be many customers hit by this where their comments can be seen in Annex A and how this would impact on them.
 - c) Ensuring everyone is aware of these changes and the options available to them. Officers will work with CYC Communications to make sure the decisions of this report are communicated as effectively as possible and working with the represented groups whose members will be mostly impacted on by these changes including highlighting the use of prepaid payment cards as an alternative for those who use cash.

Wards Impacted

65. All wards.

Contact details

For further information please contact the authors of this Decision Report.

Author

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Service Area:	Place
Telephone:	01904 551550
Report approved:	Yes
Date:	12/02/2024

Co-author

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Service Area:	Place
Telephone:	01904 551550
Report approved:	Yes
Date:	06/02/2024

Background papers

<https://democracy.york.gov.uk/ieDecisionDetails.aspx?ID=6885>

Annexes

- Annex A - Equalities Impact Assessment (EIA)
- Annex B - Cashless Parking consultation summary
- Annex C - Cashless Parking consultation Q1 responding type
- Annex D - Cashless Parking consultation Q2 blue badge holder or carer
- Annex E - Cashless Parking consultation Q3 how often do you park
- Annex F - Cashless Parking consultation Q4 journey length
- Annex G - Cashless Parking consultation Q5 pay for parking
- Annex H - Cashless Parking consultation Q6 concession parking

- Annex I - Cashless Parking consultation Q7 car parks used
- Annex J - Cashless Parking consultation Q8 on street parking location
- Annex K - Cashless Parking consultation Q9 removal of cash impacts
- Annex L - Cashless Parking consultation Q10 removal of cash on street impacts
- Annex M - Cashless Parking consultation Q11 removal of cash in res park areas
- Annex N - Cashless Parking consultation Q12 support for cashless
- Annex O - Cashless Parking consultation Q13 parking machines comments
- Annex P - Cashless Parking consultation are you a carer

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City of York Council
Equalities Impact Assessment

Who is submitting the proposal?

Directorate:	Place		
Service Area:	Parking Services		
Name of the proposal :	Cashless parking decision		
Lead officer:	Graham Titchener		
Date assessment completed:	27-12-2023		
Names of those who contributed to the assessment :			
Name	Job title	Organisation	Area of expertise
Graham Titchener	Parking Services	CYC	Parking and areas covering this proposal including economic development
Dave Smith	Community Officer	CYC	Accessibility and disability

Step 1 – Aims and intended outcomes

1.1	<p>What is the purpose of the proposal? Please explain your proposal in Plain English avoiding acronyms and jargon.</p>
	<p>This proposal is to assess any impacts on the public in line with the Equality Act for the implementation of options the following items that are being put forward for a decision by the Executive Member for Economy and Transport:-</p> <ul style="list-style-type: none"> a) To note the cashless consultation findings b) Remove the acceptance of cash payments across the parking estate (on street and car parks) c) Remove the acceptance of cash payments for parking across the parking estate (on street and car parks) except for 1 car park only d) Remove the acceptance of cash payments for parking across the parking estate (on street and car parks) except for 2 car parks only e) Remove the acceptance of cash payments for parking across all on street locations but retain cash payments in all car parks <p>This Assessment is to review the impacts of these initiatives on those who have protected characteristics and help inform the political decision put before the Executive Member for Economy and Transport.</p>

1.2	Are there any external considerations? (Legislation/government directive/codes of practice etc.)
	<p>Yes, the turning off of the 3G network.</p> <p>Equalities Act and the impacts of moving to cashless payments only.</p> <p>The York Traffic Regulation Order will need to be changed.</p>

1.3	Who are the stakeholders and what are their interests?
	<p>All motor vehicle users and York residents who pay for their parking, especially those who choose or can only pay by cash. To note that those with a disabled blue badge can park for free in any car park, resident parking zone or on street pay and display bay, therefore any decisions made in this report will not impact on them directly but may on any visitors or carers they may have.</p> <p>For those who can only pay by cash for their own reasons ranging from those who don't have a bank account, cash payment card, those in abusive relationships were paying by cash means they don't leave a trail for the abusive partner to track their spend and those who simply don't know or fear using digital means to pay for goods and services.</p> <p>For those who can only pay by cash and do not have a disabled blue badge it will likely mean their use of a private vehicle to come near or into the city centre will be heavily impacted on especially for those who can only use their own private vehicle for their own reasons, for example those with specific access needs or/and wheeled equipment.</p> <p>Whilst not for this report, the procurement of new parking ticket and pay on exit machines and equipment to refurbish the older parking machines is positive. The older and even the newer machines can be confusing to use by some customers and with dimly lit displays and just generally the older machines</p>

	<p>looking quite used and battered. The procurement of new machines and equipment to refurbish them will help to not only save costs in the medium and long term, such as reducing maintenance costs, but ensure the machines are much clearer and simpler to use for all customers.</p> <p>If the decision is to remove the use of on street parking machines, it will have an impact on those with more severe mobility issues who don't have a disabled blue badge and don't use mobile phone applications (such as the Pay by Phone service). While customers can call the pay by phone service operator, it will clearly make it more difficult for customers to pay for their parking, especially those in some of these protected characteristics.</p> <p>While now a decision for this report it is worth noting a review and upgrade of the parking ticket machines is necessary due to the age, cost of maintenance and especially the 3G network being turned off, impacting on machines that can only operate of 3G and 2G. So there will have to be some changes but this EIA, the results of the cashless consultation and the financial information the Council provided in the accompanying Executive Member Decision report, will need to take all this into account, which will impact on the type of machines we procure for example do they need to accept cash or not.</p>
1.4	Who are the stakeholders and what are their interests?
	<p>CYC Executive: -</p> <ul style="list-style-type: none"> • those requesting this work and the cashless consultation <p>Car park and on street parking users:-</p> <ul style="list-style-type: none"> • going fully cashless or reducing cash use will impact on those who currently use cash to pay for their parking. • Removal of the use of parking ticket machines for all on street parking locations

Step 2 – Gathering the information and feedback

2.1	What sources of data, evidence and consultation feedback do we have to help us understand the impact of the proposal on equality rights and human rights? Please consider a range of sources, including consultation exercises, surveys, feedback from staff, stakeholders, participants, research reports, the views of equality groups, as well your own experience of working in this area etc.	
Source of data/supporting evidence	Reason for using	
Liaising with other councils to get an overview of their thoughts on cash taking for parking and their plans to review phasing out the acceptance of cash payments.	To show that York is not the only Local Authority considering moving to cashless payments only for parking due to significant drops in cash being used to pay for parking. Whilst a number of London Borough Councils have moved to cashless payments including pay by phone only on streets, I have spoken to Brighton & Hove as well as Gloucester County Councils. Due to the reasons of cash use dropping so significantly and the cost of replacing and repairing parking ticket machines, they no longer accept cash on street. There are still a few main car parks that accept cash but this is with a view to phase this out also. In the report it lists other councils that I have found to be going down these lines but there is a general acceptance that the costs associated with the collection and reconciliation of cash use is an increasing factor for many councils. In addition it should be said that the private sector is also moving down this line of not accepting cash where an internet search shows NCP only seem to accept online and card payments only.	
Use of parking payment providers information	As above	
Public consultation and direct consultation with older peoples groups and associations	The consultation was given a significant boost in promotion from social and printed media including stickers on all parking ticket machines to highlight this consultation to the public. This was also sent to all gatekeepers of the various protected characteristic groups. In short it is more likely that older people are used to using cash and less	

	<p>inclined to use cashless payment methods and for some the fear or just generally not being tech savvy enough to use digital forms of payment, especially and App. As well as other characteristics such as those who are disabled but do not have a blue badge and those in abusive relationships and not wanting their spending to be tracked, there was a general view that using cash helps people budget their spend. While a large proportion of respondents did/can use digital forms of payment a majority preferred cash to still be accepted where budgeting was the main reason. The idea however of moving to pay by phone only, generated other concerns such as if the mobile network drops out and the risk of being fined. However the main point was the cost of using the App over cash and other card/contactless payments. It has always been clear that there will be some members of the public disadvantaged by a decision to go cashless and for some it will mean they can no longer pay for their parking. As this EIA shows and the report, there has been some Government studies over this where it is recognised this is a growing concern from those that provide a service and the cost of accepting cash where it is evident that cash use is significantly falling compared to digital forms of payment.</p>
<p>General information in the public domain over cash use</p>	<p>To provide a context to the changing environment we are in to support this initiative to move to a cashless service.</p> <p>A trawl through the internet shows there is no conclusion or steer from the Government over the use and acceptance of cash other than it is not a legal right to protect the use of cash, however from a Parking perspective it is still in legislation that a penalty charge notice (PCN (parking fine)) has to have a system in place to allow for the customer to pay for their PCN via cash.</p> <p>The national audit office produced a report on the 18th September 2020 titled ‘The production and distribution of cash’ that showed there is a significant decline in cash where the opening line into the conclusion of the report (that can be found via the link below) was “The declining use of cash is placing increasing pressure on the sustainability of the infrastructure for producing and distributing cash.”</p>

	<p>The production and distribution of cash - National Audit Office (NAO) report</p> <p>This statement also reflects the questions we as a Council are asking where the costs and pressures to still accept cash will only increase and where the political acceptance will need to draw a line in how much the council is willing to pay to continue to accept cash.</p>
<p>Stakeholder Engagement</p>	<p>Working through the Council Community’s team, key stakeholder groups who would be most impacted on by the removal of cash and on street parking ticket machines. This included elderly and disability representative groups and their Chairs. Initial engagement including direct emails to the chairs and members of the groups and a presentation and Q&A session with the York Access Forum. In turn this informed the city wide public consultation on moving to cashless and how this could be distributed and made sure it was as inclusive as possible.</p> <p>Promotion of this consultation was extensive including through all the gatekeepers of all the city representative groups. Posts in all libraires, printed and social media and stickers on all parking machines across the parking estate,</p> <p>There were hard copies produced and distributed, made into easy to read and BSL formats.</p> <p>In addition to these comments from the groups, officers leading on disabilities further informed the consultation and questions asked.</p> <p>The consultation has been summarised within the consultations return spreadsheet and comments linked to the overall question added under their own separate tabs in this spreadsheet prior to the detailed responses of each question answered. Following a read through summaries of the main comments have been added to the summary</p>

	<p>section alongside each question and added to the accompanying Executive Member Decision report.</p> <p>This will be added as part of a number of annexes to this report and published.</p>
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Step 3 – Gaps in data and knowledge

3.1	What are the main gaps in information and understanding of the impact of your proposal? Please indicate how any gaps will be dealt with.	
	Gaps in data or knowledge	Action to deal with this
	A wider view on what other local authorities views is to stop or reduce the acceptance of cash as a payment for parking and their work on moving to cashless	Liaise with LA groups and pay providers
	While the consultation produced a good return rate this minority of parking users are not conclusive for the majority of parking customers where we have well over a million parking transactions per year.	In addition to the consultation findings we have to rely on the financial picture we have for York where the percentage of cash payments has dropped significantly over the years down to a current figure of 8% of parking transactions are by cash for York.
	Impacts on those with protected characteristics under the Equality Act.	Data has been reviewed from the consultation and summarised for the key findings and presented in the Executive Decision report. However the data from the consultation needs to be reviewed by an expert in equalities legislation to ensure all potential issues are identified and fed back in this assessment.

Step 4 – Analysing the impacts or effects.

4.1	Please consider what the evidence tells you about the likely impact (positive or negative) on people sharing a protected characteristic, i.e. how significant could the impacts be if we did not make any adjustments? Remember the duty is also positive – so please identify where the proposal offers opportunities to promote equality and/or foster good relations.		
Equality Groups and Human Rights.	Key Findings/Impacts	Positive (+) Negative (-) Neutral (0)	High (H) Medium (M) Low (L)
Age	<p>This group is considered to be the most hard hit if the council moves to cashless following the consultation review by members of the Older People’s Assembly and with the general understanding that more older people find it difficult to uses of digital technology compared to other characteristics.</p> <p>The decision to remove the use of machines will likely have a high effect given the individual will need to use the pay my phone service. While it was not seen in the consultation responses those with significant mobility issues such as those who are ambulant disabled may not be able to walk far and an even smaller number not have a blue badge. Further work and expertise will be needed to fully assess this.</p> <p>Positively the procurement of new machine and equipment to refurbish old machines will bring improvements to what we currently have and help those in this group to more easily use this new equipment. The specification of this will ensure much clearer displays and layout are used where specialists</p>	<p>-</p> <p>-</p> <p>+</p>	<p>H</p> <p>H</p> <p>M</p>

	views, such as those in the Councils Community team, will be sought.		
Disability	For those with a disabled blue badge the impacts of these recommendations will be minimal given blue badge holders can park from free in any car parks, on street pay for locations and resident parking zones.	-	H
	Where it is considered to be an issue is for those with disabilities who do not have a blue badge. This scoring reflects those without a blue badge including carers who help and provide care for those with disabilities who may only use cash. While it was not seen in the consultation responses those with significant mobility issues such as those who are ambulant disabled may not be able to walk far and an even smaller number not have a blue badge. Further work and expertise will be needed to fully assess this.	-	H (for those without a blue badge)
	The decision to remove the use of machines will have a moderate effect given the individual may not have a phone to use the pay by phone service. This will range from low to high.	-	H
	Positively the procurement of new machine and equipment to refurbish old machines will bring improvements to what we currently have and help those in this group to use this new equipment more easily. The specification of this will ensure much clearer displays and layout are used where specialists views, such as those in the Councils Community team, will be sought.	+	M

<p>Gender</p>	<p>During the development of the consultation, preliminary work with these groups highlighted one group of people who may be disadvantaged by moving to cashless only, which are those in domestic abusive situations where the abusive partner or group can track the individuals spend through digital payment methods, where cash can be used anonymously. This is likely to impact more of females than males. However it should be noted that not all domestic violence (DV) situations are between two partners. DV can be committed between family members such as misogyny/misandry homophobia, disablism, racism, honour crimes, inter disability, between work colleagues etc. Indeed any interaction between two or more people and groups where tracking or stalking can take place.</p> <p>Subject to further expertise in domestic violence, it is considered to be in a minority of the general populous subject to an experts view. Nonetheless the fear of those in these situations where this level of controlling behaviour is present means this will have an impact on those who drive and park but with the availability of cash payment cards that do not require any bank account or identification does help to mitigate the removal of cash from the parking estate.</p> <p>The decision to remove the use of machines will have a moderate effect given the individual may not have a phone to use the pay by phone service.</p>	<p>-</p> <p>-</p> <p>-</p>	<p>M</p> <p>M</p> <p>M</p>
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	Positively the procurement of new machine and equipment to refurbish old machines will bring improvements to what we currently have and help those in this group to more easily use this new equipment.	+	L
Gender Reassignment	<p>This is linked to the above statement for Gender where someone may choose to be assigned as a female and find themselves in an abusive partnership with a group or individual who wishes to control them and their spend. As this is a small minority compared to other women this is considered a medium risk. Domestic violence and public violence is likely to occur still for this group that does not only apply to women but all genders and sexuality preferences, albeit it is deemed to a lesser extent.</p> <p>The removal of the use of parking ticket machines where disability isn't a factor is considered neutral that will also need to keep in mind the individuals ability to use digital payment methods.</p> <p>Positively the procurement of new machine and equipment to refurbish old machines will bring improvements to what we currently have and help those in this group to use this new equipment more easily.</p>	- 0 +	M L L
Marriage and civil partnership	<p>These decisions will impact on individuals in general. There is nothing that can be identified that would impact this group specifically by being in a marriage or civil partnership.</p> <p>Those in an abusive partnership (as mentioned under Gender) may be impacted on this however depending on how abusive and controlling the partner can be. It is</p>	-	M

	<p>considered that LGBTQ+ groups will need to be approached to help inform this section.</p> <p>The removal of the use of parking ticket machines where disability isn't a factor is considered neutral that will also need to keep in mind the individuals ability to use digital payment methods</p> <p>Positively the procurement of new machine and equipment to refurbish old machines will bring improvements to what we currently have and help those in this group to use this new equipment more easily.</p>	0	L
	<p>Positively the procurement of new machine and equipment to refurbish old machines will bring improvements to what we currently have and help those in this group to use this new equipment more easily.</p>	+	L
Pregnancy and maternity	<p>Moving to cashless may well impact on those who are in tight budgets that may be impacting on with the arrival of a new child. Also those in an abusive partnership (as mentioned under Gender) may be impacted on this however depending on how abusive and controlling the partner can be.</p> <p>The decision to remove the use of machines will have a moderate if they do not currently use the pay my phone service.</p> <p>Positively the procurement of new machine and equipment to refurbish old machines will bring improvements to what we currently have and help those in this group to use this new equipment more easily.</p>	-	H
	<p>The decision to remove the use of machines will have a moderate if they do not currently use the pay my phone service.</p>	-	M
	<p>Positively the procurement of new machine and equipment to refurbish old machines will bring improvements to what we currently have and help those in this group to use this new equipment more easily.</p>	+	L
Race	<p>These decisions will impact on individuals in general. There is nothing that can be identified that would impact this group due to someone's race for moving to cashless.</p>	0	L

	<p>The removal of the use of parking ticket machines where disability isn't a factor is considered neutral but the need to keep in mind the individuals ability to use digital payment methods.</p> <p>Positively the procurement of new machine and equipment to refurbish old machines will bring improvements to what we currently have and help those in this group to use this new equipment more easily, including more easily those whose first language is not English.</p>	-	L
		+	M
Religion and belief	<p>These decisions will impact on individuals in general. There is nothing that can be identified that would impact this group due to someone's belief as it is believed there are no faiths that dictate to its followers you much only use cash.</p> <p>The removal of the use of parking ticket machines where disability isn't a factor is considered neutral that will also need to keep in mind the individuals ability to use digital payment methods</p> <p>Positively the procurement of new machine and equipment to refurbish old machines will bring improvements to what we currently have and help those in this group to use this new equipment more easily.</p>	0	L
		0	L
		+	L
Sexual orientation	<p>These decisions will impact on individuals in general. However this is linked to the above statements for Gender and Gender Reassignment where someone depending on their sexual orientation may find themselves in an abusive</p>	-	L

	<p>partnership with a group or individual who wishes to control them and their spend. As this is a small minority compared to other women this is considered a medium risk. Domestic violence and public violence is likely to occur still for this group that does not only apply to women but all genders and sexuality preferences, albeit it is deemed to a lesser extent.</p> <p>The removal of the use of parking ticket machines where disability isn't a factor is considered neutral that will also need to keep in mind the individuals ability to use digital payment methods</p> <p>Positively the procurement of new machine and equipment to refurbish old machines will bring improvements to what we currently have and help those in this group to use this new equipment more easily.</p>	0	L
		+	L
Other Socio-economic groups including:	Could other socio-economic groups be affected e.g. carers, ex-offenders, low incomes?		
Carer	For those providing care, this could impact on those needing to park in on street locations where there currently may be a pay and display bay they park in and pay for their parking through cash means only. While it is a small risk, the reduction in provision to pay for parking on street may move carers to find alternative provision and increase their travel time. However depending on the person who requires care and if they live in a resident parking zone, the resident may have a free attendance permit so the carer would not need to	-	L

	<p>pay for their parking and park close by to the resident they are providing care for.</p> <p>However for those people they provide care for but who don't have a disabled blue badge, the lack of availability to pay for their parking with cash who have some impact on them but not as much as other groups where they should have a wider variety of access and ability to use digital payments.</p> <p>The decision to remove the use of machines will have a moderate if they do not currently use the pay my phone service</p> <p>Positively the procurement of new machine and equipment to refurbish old machines will bring improvements to what we currently have and help those in this group to use this new equipment more easily.</p>	<p>-</p> <p>+</p>	<p>L</p> <p>M</p>
Low income groups	<p>This may well impact on this groups who for budgetary or other reasons may only be able to use cash. The public consultation captured views where it was found that paying for cash allowed customers to better control their spend and budget. For those on low incomes this is especially important. In short the impact on this group could be quite considerable if they can only pay by cash then they might not be able to use any of the council parking facilities in York. Risking removal of access to services, reducing their choices and may lead to social isolation.</p>	-	H

	<p>The decision to remove the use of machines will have a moderate if they do not currently use the pay my phone service.</p> <p>Positively the procurement of new machine and equipment to refurbish old machines will help those in this group to more easily use this new equipment</p>	<p>0</p> <p>+</p>	<p>L</p> <p>L</p>
Veterans, Armed Forces Community	<p>These decisions will impact on individuals in general. There is nothing that can be identified that would impact this group due to their current or previous military service. For those injured or disabled in the line of duty, please see the disabled group section.</p> <p>The removal of the use of parking ticket machines where disability isn't a factor is considered neutral that will also need to keep in mind the individuals ability to use digital payment methods However for those in this group who are disabled but without a blue badge this will have an impact depending on their situation.</p> <p>Positively the procurement of new machine and equipment to refurbish old machines will bring improvements to what we currently have and help those in this group to use this new equipment more easily.</p>	<p>-</p> <p>0</p> <p>+</p>	<p>L</p> <p>L</p> <p>L</p>
Other			
Impact on human rights:			

List any human rights impacted.	<p>As there is no legal requirement to have accept cash to pay for your parking, except for paying a parking fine (PCN).</p> <p>However for those in key effected groups, such as 'Age, 'Disabled' and 'Low incomes' these are likely to be the most impacted on. The consultation had many people from different groups and situations including those who do use digital payment methods but wanted to see cash acceptance retained. This mainly came from the point of view to help better control spend and balance an individual's budget but also citing other reasons such as the network dropping out to pay for parking and risking getting a parking ticket.</p> <p>So while it is deemed there are no human rights impacts given the law does not state you have to allow for the provision to pay for parking with cash except for parking tickets (PCNs) that already have a cash option, this impacts more of equalities for those who choose or can only by cash.</p> <p>It should be noted that there is of course the option to buy a cash card that can be used on a card or contactless facilities.</p> <p>However this section of the assessment should be referred to the Centre for Applied Human Rights.</p>	-	M
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Use the following guidance to inform your responses:

Indicate:

- Where you think that the proposal could have a POSITIVE impact on any of the equality groups like promoting equality and equal opportunities or improving relations within equality groups

- Where you think that the proposal could have a NEGATIVE impact on any of the equality groups, i.e. it could disadvantage them
- Where you think that this proposal has a NEUTRAL effect on any of the equality groups listed below i.e. it has no effect currently on equality groups.

It is important to remember that a proposal may be highly relevant to one aspect of equality and not relevant to another.

<p>High impact (The proposal or process is very equality relevant)</p>	<p>There is significant potential for or evidence of adverse impact The proposal is institution wide or public facing The proposal has consequences for or affects significant numbers of people The proposal has the potential to make a significant contribution to promoting equality and the exercise of human rights.</p>
<p>Medium impact (The proposal or process is somewhat equality relevant)</p>	<p>There is some evidence to suggest potential for or evidence of adverse impact The proposal is institution wide or across services, but mainly internal The proposal has consequences for or affects some people The proposal has the potential to contribute to promoting equality and the exercise of human rights</p>
<p>Low impact (The proposal or process might be equality relevant)</p>	<p>There is little evidence to suggest that the proposal could result in adverse impact The proposal operates in a limited way The proposal has consequences for or affects few people The proposal may have the potential to contribute to promoting equality and the exercise of human rights</p>

Step 5 - Mitigating adverse impacts and maximising positive impacts

5.1	<p>Based on your findings, explain ways you plan to mitigate any unlawful prohibited conduct or unwanted adverse impact. Where positive impacts have been identified, what is been done to optimise opportunities to advance equality or foster good relations?</p>
<p>I am not aware of any unlawful impacts on these decisions so this is deemed as a low impact for any unlawful prohibited conduct. There will be adverse impacts on a number of the groups listed in this EIA where the cashless decision will have the biggest impact on those who choose or can only use cash. So a legal and expert view on the impacts of this decision to remove cash as a payment option and the removal of the use of parking machines for on street, will need to be assessed against the Equalities Act.</p> <p>There clearly needs to be due regard from the Public Sector Equality Duty and the Councils responsibility to provide services to disabled people to ensure they can use and get access to services in an equitable way and where necessary provide migration (reasonable adjustments) where there is a lack of equality. For example disabled people or those with health conditions that are affected by a disability but do not qualify for a blue badge.</p> <p>Where the impact is more widespread, in reviewing the consultation findings, is if we move to pay by phone only in many of our on street locations. The feedback from this highlights the need for some but desire by others, to use cash to help them budget and monitor their spend. For some the risk of the network dropping out and then not having any other way to pay was a concern that led onto comments of the fear of being issued a parking fine.</p> <p>These 2 main points will need to be considered by the Executive Member when deciding on this report.</p> <p>There is the option to bring in the PayPoint system through the pay by phone service however the cost for this is quite high. Some Local Authorities who have decided to go down these lines for the interim to have the PayPoint option to allow customers to pay for their parking by cash but again the use of this is very low representing less than 1% with the Local Authorities I have spoken to and the pay by phone provider.</p>	

Cost savings is a paramount concern for the council where a procurement exercise for a new parking ticket and access supplier will ensure a cheaper on going costs for maintenance and data uploads but also provide new and easier to use and reliable technology, where the option to refurbish some or all of our ticket machines will bring addition savings.

The specification of these is hinged on the decision to move to cashless payments or not that will add about £1000 on the costs of a new machine over the cost of a cashless machine.

Step 6 – Recommendations and conclusions of the assessment

6.1	<p>Having considered the potential or actual impacts you should be in a position to make an informed judgement on what should be done. In all cases, document your reasoning that justifies your decision. There are four main options you can take:</p>
<p>- No major change to the proposal – the EIA demonstrates the proposal is robust. There is no potential for unlawful discrimination or adverse impact and you have taken all opportunities to advance equality and foster good relations, subject to continuing monitor and review.</p>	

- **Adjust the proposal** – the EIA identifies potential problems or missed opportunities. This involves taking steps to remove any barriers, to better advance quality or to foster good relations.
- **Continue with the proposal** (despite the potential for adverse impact) – you should clearly set out the justifications for doing this and how you believe the decision is compatible with our obligations under the duty
- **Stop and remove the proposal** – if there are adverse effects that are not justified and cannot be mitigated, you should consider stopping the proposal altogether. If a proposal leads to unlawful discrimination, it should be removed or changed.

Important: If there are any adverse impacts you cannot mitigate, please provide a compelling reason in the justification column.

Option selected	Conclusions/justification
<p>At this starting point this selected option is to Continue with the proposal. Following the consultation, it is likely this option will move to Adjust the proposal</p> <p>To continue with the proposal. Following the consultation the Executive Member for Economy and Transport will need to</p>	<p>As this is an instruction by the previous Administration’s request to explore cashless and that led to the taking of the cash collection costs as savings, the decision has been made. However the Executive Member can overturn this but the savings will need to be found elsewhere and the decision taken to the Executive given this is a budgetary decision impact.</p> <p>The finance data the council has is robust and clear where the majority of users will be impacted on very little and be able to make the move (if not already) onto cashless payment methods only.</p>

<p>consider these and decided if any adjustment to the proposal may be required but this is a political decision.</p>	<p>As blue badge holders can park for free when displaying their blue badge, so those without a blue badge that are disabled, those in the older aged group and a small minority who are in abusive situations that depend on the use of cash for anonymity, will be impacted on.</p> <p>For others who simply choose to use cash, this will have a less significant impact but the reality of the financial situation the council is in will need to be weighed up with the consultation findings.</p> <p>However in light of the consultation results, this has informed further options to reduce cash acceptance from car parks rather than eliminate it so this and this EIA has adjusted the proposal where the <u>additional</u> options are:-</p> <ul style="list-style-type: none">C) Remove the acceptance of cash payments for parking across the parking estate (on street and car parks) except for 1 car park onlyD) Remove the acceptance of cash payments for parking across the parking estate (on street and car parks) except for 2 car parks onlyE) Remove the acceptance of cash payments for parking across all on street locations but retain cash payments in all car parks
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Step 7 – Summary of agreed actions resulting from the assessment

7.1 What action, by whom, will be undertaken as a result of the impact assessment.			
Impact/issue	Action to be taken	Person responsible	Timescale
Public Consultation	Review the options in the report and discuss these with the Director and Executive Member prior to the report being published taking into account these and possibly other compromises.	Graham Titchener and James Gilchrist	Prior to the February Executive Member for Economy and Transport Decision session
Revenue to reduce the fees for using the Pay by Phone service	Work with Finance and the Pay by Phone supplier to reduce the costs of using this service to make it more attractive to customers.	Graham Titchener/CYC Finance	Prior to the February Executive Member for Economy and Transport Decision session

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Step 8 - Monitor, review and improve

<p>8. 1</p>	<p>How will the impact of your proposal be monitored and improved upon going forward? Consider how will you identify the impact of activities on protected characteristics and other marginalised groups going forward? How will any learning and enhancements be capitalised on and embedded?</p>
	<p>Analysis of the public consultation and consulting with the councils Access Officer and disability groups to inform a list of options agreed with the Executive Member to test, prior to the February decision session dependant on the Executive Members initial comments and steer.</p> <p>It is recommended by the Councils Community team that all groups in this assessment and seek advice from relevant officers who represent the protected character groups.</p> <p>However a view could be taken that the consultation, that has had an extensive promotion, may be sufficient, where this consultation received one of the better return rates of many previous council consultations.</p>

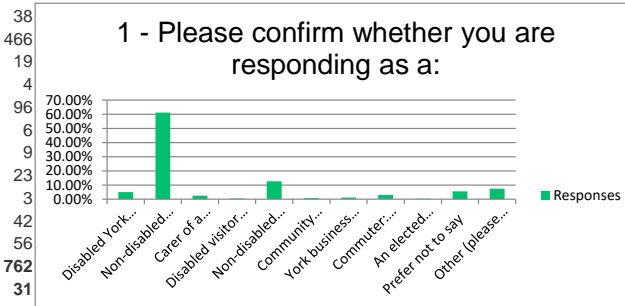
	<p>Despite this, the financial situation the council is in does significantly inform and an overriding factor that comes down to affordability in the costs to accept cash and replace parking ticket machines that is further unpinned by the 2022/23 budgetary decision.</p>
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Summary of the consultation taken from the worksheets in this spreadsheet.

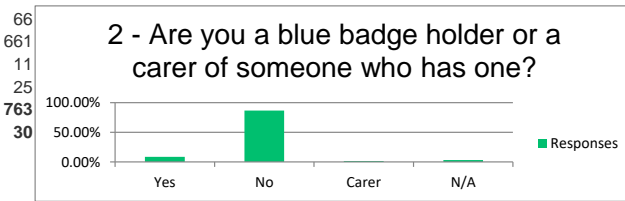
In total there were 793 responses, of which 37 were hard copies sent in. Compared to other surveys, officers say this was a very good return

Disabled York resident	4.99%
Non-disabled York resident	61.15%
Carer of a disabled person	2.49%
Disabled visitor to York	0.52%
Non-disabled visitor to York	12.60%
Community organisation	0.79%
York business owner	1.18%
Commuter: working in the city	3.02%
An elected member or parish council	0.39%
Prefer not to say	5.51%
Other (please specify)	7.35%
Answers	762
Skipped	31



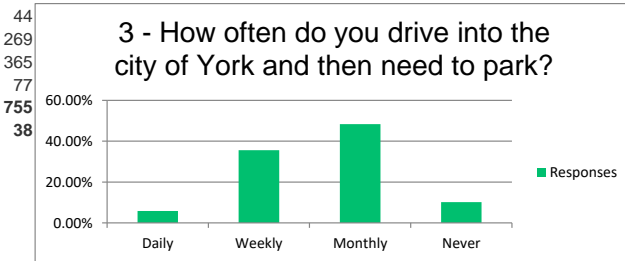
Non-disabled disabled or carer of **73.75%**
8.00%

Yes	8.65%
No	86.63%
Carer	1.44%
N/A	3.28%
Answers	763
Skipped	30

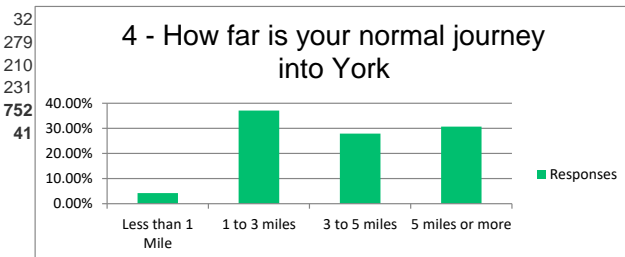


Non-disabled disabled or carer of **86.63%**
10.09%

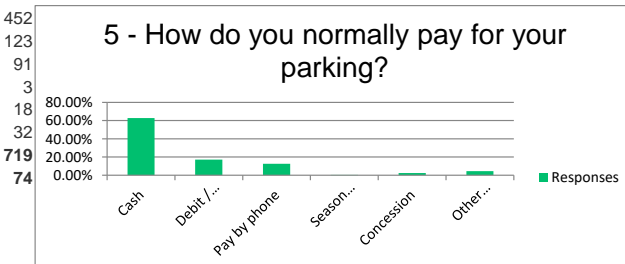
Daily	5.83%
Weekly	35.63%
Monthly	48.34%
Never	10.20%
Answers	755
Skipped	38



Less than 1 Mile	4.26%
1 to 3 miles	37.10%
3 to 5 miles	27.93%
5 miles or more	30.72%
Answers	752
Skipped	41

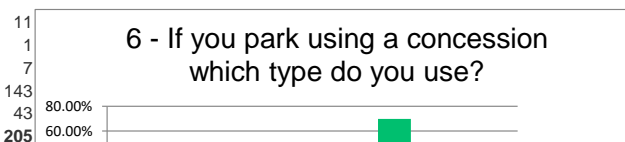


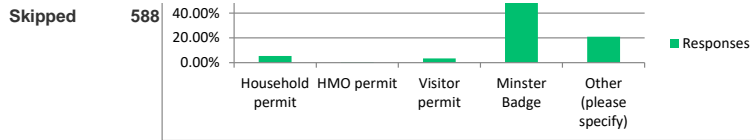
Cash	62.87%
Debit / Credit Card	17.11%
Pay by phone	12.66%
Season Ticket	0.42%
Concession	2.50%
Other (please specify)	4.45%
Answers	719
Skipped	74



So from this we can assume that those paying by cash are the ones that were most motivated to respond to this, however with a just under 30% of responders paying by digital means this is still a reasonable number wanting to see the cash option available.

Household permit	5.37%
HMO permit	0.49%
Visitor permit	3.41%
Minster Badge	69.76%
Other (please specify)	20.98%
Answers	205



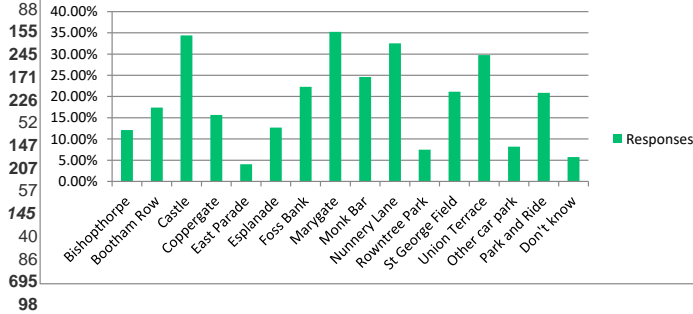


Bishopthorpe	12.09%
Bootham Row	17.41%
Castle	34.39%
Coppergate	15.68%
East Parade	4.03%
Esplanade	12.66%
Foss Bank	22.30%
Marygate	35.25%
Monk Bar	24.60%
Nunnery Lane	32.52%
Rowntree Park	7.48%
St George Field	21.15%
Union Terrace	29.78%
Other car park	8.20%
Park and Ride	20.86%
Don't know	5.76%

If you selected Other car park or Park and Ride

Answers: 695
Skipped: 98

7 - If you drive into the City of York, which car parks would you normally use – select all that apply: [Link to Council run car parks](#)

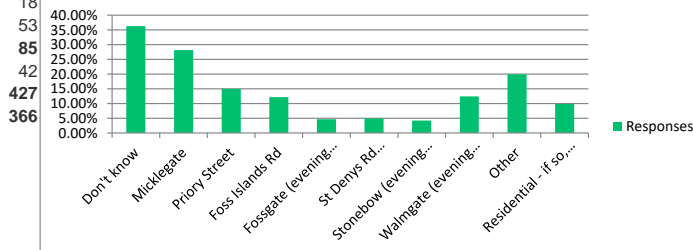


NB - Marygate is the most used car park from this survey that is cashless only

Don't know	36.30%
Micklegate	28.10%
Priory Street	14.99%
Foss Islands Rd	12.18%
Fossgate (evening only)	4.68%
St Denys Rd (evening only)	4.92%
Stonebow (evening only)	4.22%
Walmgate (evening only)	12.41%
Other	19.91%
Residential - if so, where?	9.84%

Answers: 427
Skipped: 366

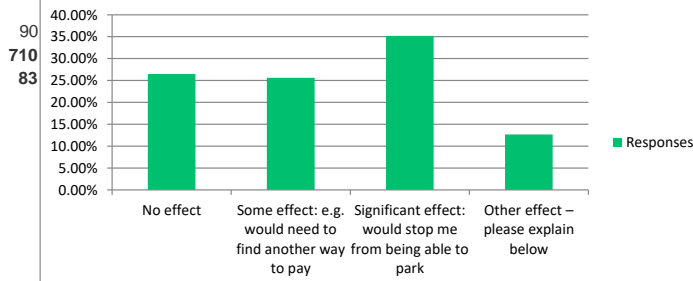
8 - If you drive into the City of York, which on-street parking would you normally use – select all that apply: [Link to CYC on street parking locations](#)



No effect	26.48%
Some effect: e.g. would need to find another way to pay	25.63%
Significant effect: would stop me from being able to park	35.21%
Other effect – please explain below	12.68%

Answers: 710
Skipped: 83

9 - How would removing the option to pay cash at council car parking ticket machines affect you?



The comments are included in this survey where the majority refer lack of confidence in machines not working, card security, network going down, not wanting to share details, cost of using pay by phone app

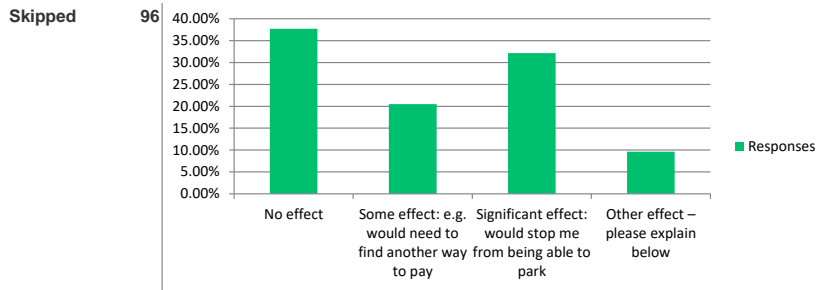
Summary of comments

Also comments about helping them to budget by paying in cash.

No effect	37.73%
Some effect: e.g. would need to find another way to pay	20.52%
Significant effect: would stop me from being able to park	32.14%
Other effect – please explain below	9.61%

Answers: 697

10 - How would removing the option to pay cash at council on-street ticket machines affect you?

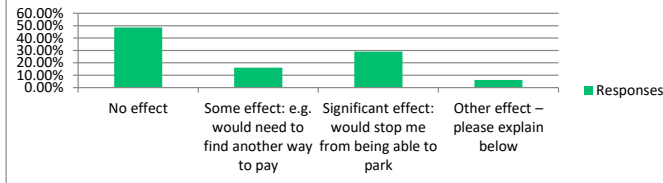


Summary of comments

Comments not as strongly felt but saying cash is easier and cheaper to use citing the cost of using the app and lack of options if the network (App and card payments) goes down.

No effect	48.62%
Some effect: e.g. would need to find another way to pay	16.11%
Significant effect: would stop me from being able to park	29.03%
Other effect – please explain below	6.24%
Answers	689
Skipped	104

11 - How would removing the option to pay cash at council on-street ticket machines in areas such as residential parking affect you?

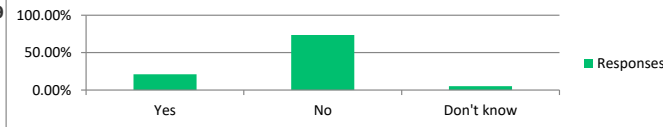


Summary of comments

Nearly all of the comments are negative towards removing cash as citing problems with the App and the cost of using it, referring to the convenience fee.

Yes	21.16%
No	73.58%
Don't know	5.26%
Tell us why	
Answers	704
Skipped	89

12 - Do you support the decision for parking meters to move to cashless payment methods only?



13 - Do you have any other comments about the council parking ticket machines?

Answered	385
Skipped	408

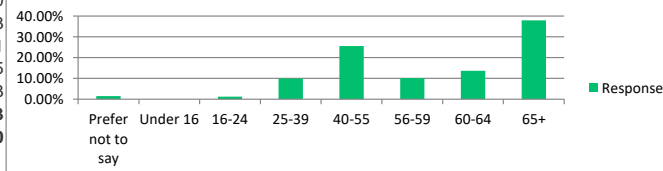
Summary of comments

While the comments are many there is a general view to retaining cash use and at least card use in machines and not wanting to solely rely on an App and observations for older people struggling with card and contactless options

Equality questions

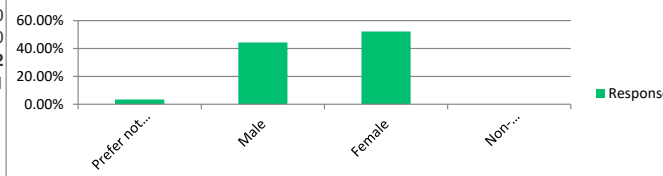
Prefer not to say	1.49%
Under 16	0.00%
16-24	1.24%
25-39	9.93%
40-55	25.56%
56-59	10.17%
60-64	13.65%
65+	37.97%
Answers	403
Skipped	390

Your age: (please select the appropriate range)

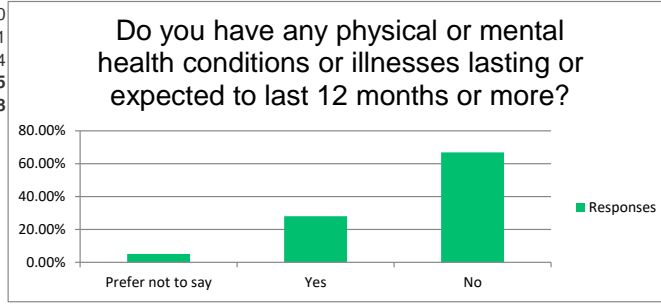


Prefer not to say	3.48%
Male	44.28%
Female	52.24%
Non-binary/Gender Variant	0.00%
Answers	402
Skipped	391

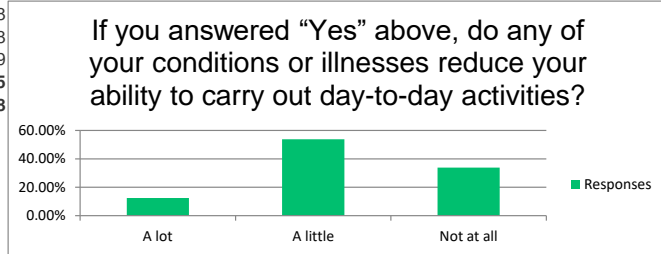
Your Gender:



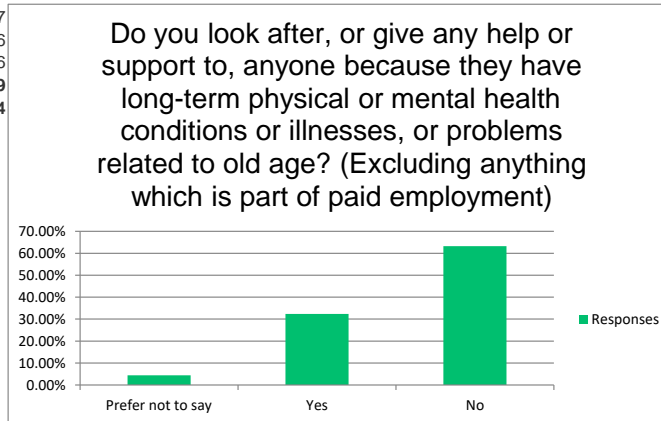
Prefer not to say	5.06%	20
Yes	28.10%	111
No	66.84%	264
Answers		395
Skipped		398



A lot	12.41%	18
A little	53.79%	78
Not at all	33.79%	49
Answers		145
Skipped		648



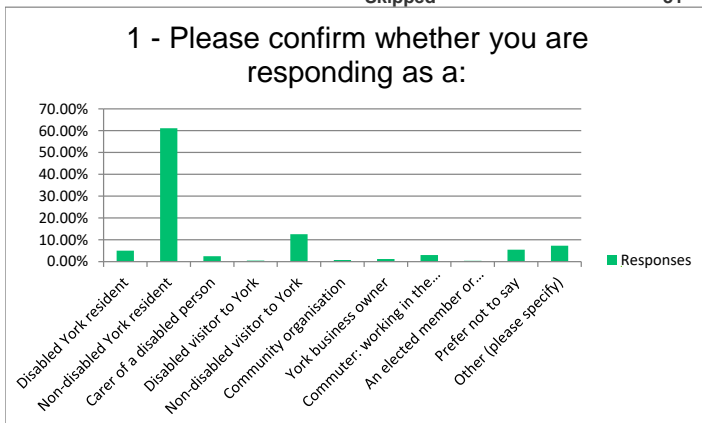
Prefer not to say	4.37%	17
Yes	32.39%	126
No	63.24%	246
Answers		389
Skipped		404



Cashless Parking

1 - Please confirm whether you are responding as a:

Answer Choices	Responses	
Disabled York resident	4.99%	38
Non-disabled York resident	61.15%	466
Carer of a disabled person	2.49%	19
Disabled visitor to York	0.52%	4
Non-disabled visitor to York	12.60%	96
Community organisation	0.79%	6
York business owner	1.18%	9
Commuter: working in the city	3.02%	23
An elected member or parish councillor	0.39%	3
Prefer not to say	5.51%	42
Other (please specify)	7.35%	56
Answered		762
Skipped		31



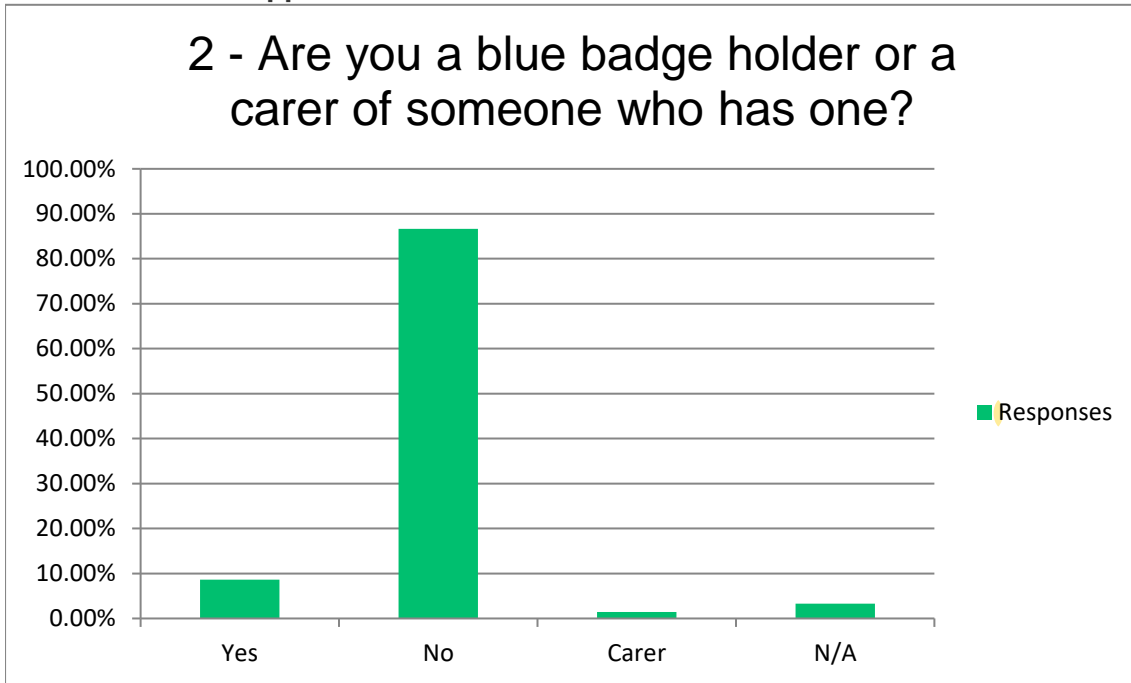
Respondent ID	Response Date	Other (please specify)	Tags
114480737304	Dec 05 2023	C Resident of Ryedale nr Kirbymoorside. Come to York once or twice a week.	
114479860049	Dec 04 2023	C Resident	
114478300920	Dec 02 2023	C Visitor to York	
114477362600	Dec 01 2023	1 Resident	
114475093480	Nov 29 2023	C Council Tax Payer	
114474590913	Nov 28 2023	1 NY resident close to York	
114473894016	Nov 28 2023	C A carer	
114473485294	Nov 27 2023	C a york resident	
114473002376	Nov 27 2023	1 Frequent visitor in York needing frequent quick access to centre of York	
114472688868	Nov 26 2023	1 Visitor	
114472245772	Nov 25 2023	C regular resident	
114471125315	Nov 23 2023	1 Resident	
114469972691	Nov 22 2023	1 A York resident	
114469496830	Nov 21 2023	C York ordinary resident	
114468660797	Nov 21 2023	1 Frequent commuter living just outside York	
114467463976	Nov 19 2023	1 Regular visitor	
114466710527	Nov 17 2023	C Hu	
114466092779	Nov 17 2023	C York resident	
114465457378	Nov 16 2023	C Freequent visitor to York living in a nearby village	
114460155288	Nov 10 2023	C Yorkshire resident, not York	
114459551733	Nov 09 2023	C York resident	
114459233006	Nov 09 2023	C A fully able car owner.	
114455245411	Nov 05 2023	C Local Resident	
114451851751	Nov 01 2023	C I live elsewhere but see this as going across the country and have strong feelings about it.	
114449065286	Oct 29 2023	0 Citizen of the United Kingdom	
114449007241	Oct 29 2023	0 Member of the public	
114448993625	Oct 29 2023	0 regular visito	
114448988157	Oct 29 2023	0 visitor	
114448986872	Oct 29 2023	0 Visitor	
114448960842	Oct 29 2023	1. Frequent shopper in York and Bank Branch transactions	
114448941749	Oct 29 2023	1 Visitor	
114448941088	Oct 29 2023	1 UK resident	
114448925951	Oct 29 2023	1. Old pensioner, no mobile	
114448904120	Oct 29 2023	0 A concerned citizen of England who is appalled by this discriminatory policy.	
114448563817	Oct 28 2023	1 Resident 3 miles from York	
114448121661	Oct 27 2023	0 Resident of Bishopthorpe	

		Please note - these questions are bias as many people got into MORE THAN ONE CATEGORY - I.e. Carer, elderly resident many NOT CLASSED AS DIDABLED HAVE MOBILITY
114448082041	Oct 27 2023 0	PROBLEMS!!
114447298138	Oct 26 2023 0	Living on the outskirts of York and occasionally coming in
114447200853	Oct 26 2023 0	Retired person
114447173239	Oct 26 2023 0	Not registered disabled but with multiple conditions resident My mobile will not down load the app and I regularly take an elderly neighbour to shop in Bishopthorpe road so use the car park.she doesn't have a blue badge and out local bus
114446881091	Oct 26 2023 0	is not reliy.
114446649874	Oct 26 2023 0	Deaf
114445380059	Oct 24 2023 1	Parent of a disabled child, York resident
114444841648	Oct 24 2023 0	Resident of village near York
114444831988	Oct 24 2023 1	carer of a young child
114444748517	Oct 24 2023 1	A York student with a parent with a blue badge
114444726351	Oct 24 2023 0	Disabled commuter
114444713338	Oct 24 2023 0	Spouse of disabled visitor
114444685503	Oct 24 2023 0	This should be multiple choice. I am non-disabled, carer of disabled, carer of elderly non-disabled
114444667014	Oct 24 2023 0	Hi
114444652378	Oct 24 2023 0	disabled. ex resident. still visit. this is a tourist hotspot
114444152724	Oct 23 2023 0	I live in YO61 and visit regularly
114443970337	Oct 23 2023 0	Local resident
114443815453	Oct 23 2023 0	York resident
114443808921	Oct 23 2023 0	Member of the public
114443806168	Oct 23 2023 1	Person who uses car parks regularly

Cashless Parking

2 - Are you a blue badge holder or a carer of someone who has one?

Answer Choices	Responses	
Yes	8.65%	66
No	86.63%	661
Carer	1.44%	11
N/A	3.28%	25
Answered	763	
Skipped	30	

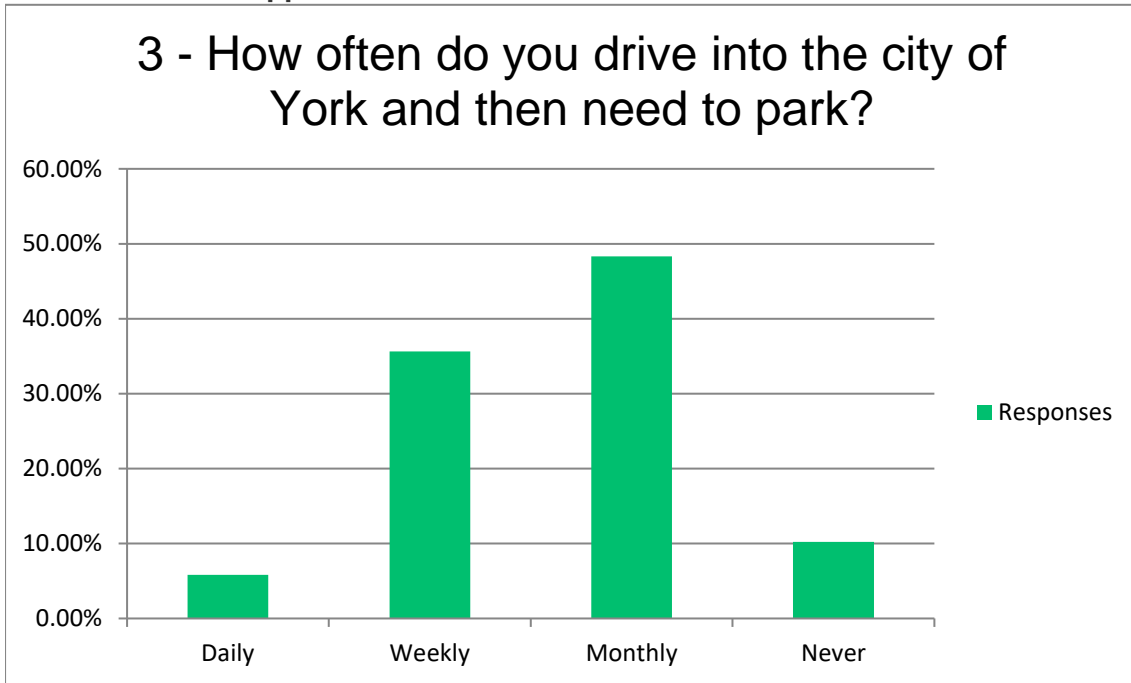


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Cashless Parking

3 - How often do you drive into the city of York and then need to park?

Answer Choices	Responses	
Daily	5.83%	44
Weekly	35.63%	269
Monthly	48.34%	365
Never	10.20%	77
Answered		755
Skipped		38

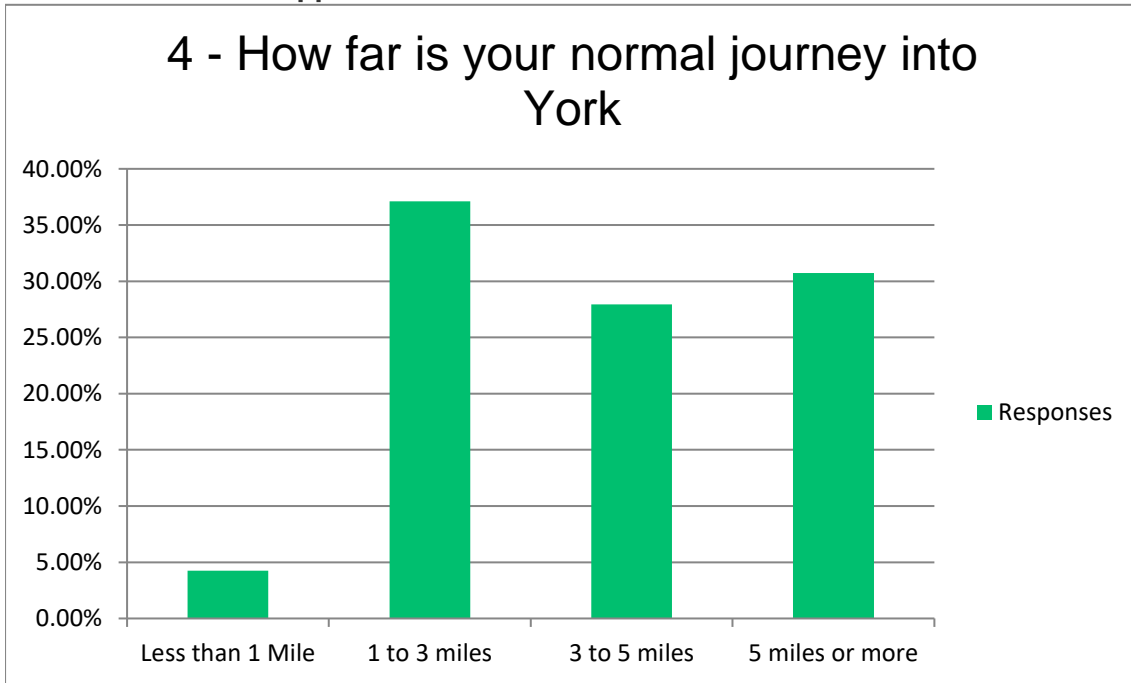


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Cashless Parking

4 - How far is your normal journey into York

Answer Choices	Responses	
Less than 1 Mile	4.26%	32
1 to 3 miles	37.10%	279
3 to 5 miles	27.93%	210
5 miles or more	30.72%	231
Answered	752	
Skipped	41	

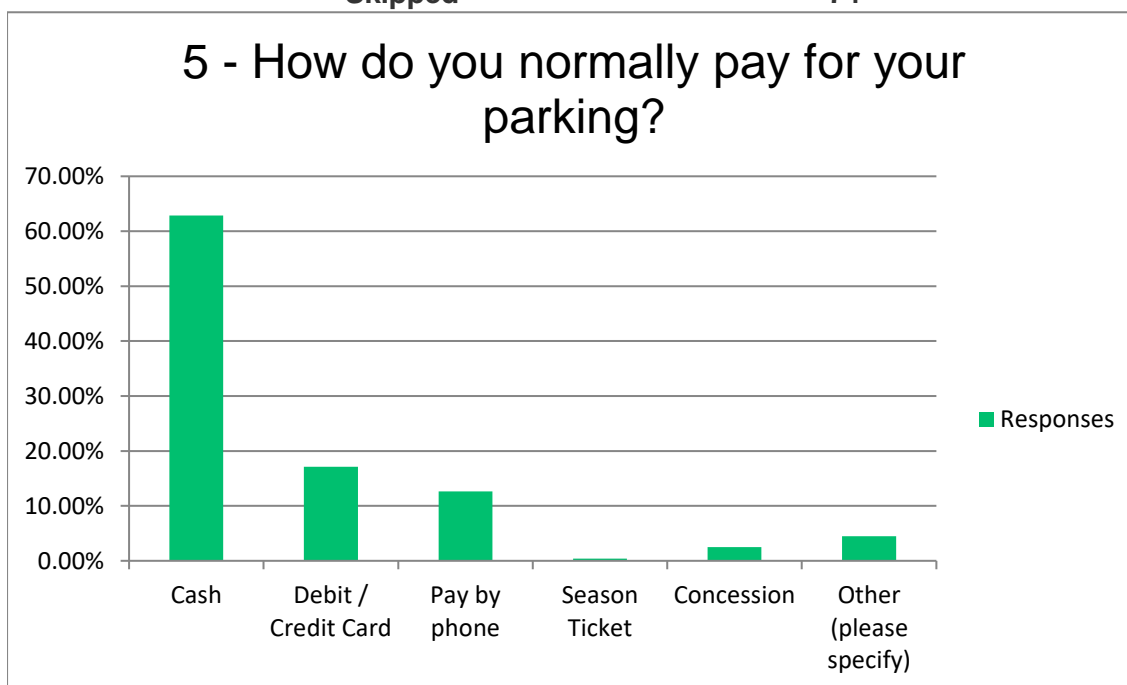


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Cashless Parking

5 - How do you normally pay for your parking?

Answer Choices	Responses	
Cash	62.87%	452
Debit / Credit Card	17.11%	123
Pay by phone	12.66%	91
Season Ticket	0.42%	3
Concession	2.50%	18
Other (please specify)	4.45%	32
Answered		719
Skipped		74



Respondent ID	Response Date	Other (please specify)	Tags
114479323619	Dec 04 2023	1 Both cash and concession	
114473485294	Nov 27 2023	0 Park for one hour for free or use the bus and pen	
114472957537	Nov 27 2023	1 Usually free	
114472631292	Nov 26 2023	0 Blue badge	
114463582594	Nov 14 2023	0 Disabled blue badge	
114459551733	Nov 09 2023	0 I use cash and card... Cash if I have it on me.	
114459401367	Nov 09 2023	0 A mixture of the above.	
114451621974	Nov 01 2023	1 Varies by car park	
114449069525	Oct 29 2023	0 Cash at Union Terrace	
114448906721	Oct 29 2023	0 I use the park and ride	
114448614762	Oct 28 2023	0 Cash or card in equal measure	
114448082041	Oct 27 2023	0 CASH AND CONCESSION	
114447875450	Oct 27 2023	0 Cash or Debit card, depending on ease of use, q	
114447845509	Oct 27 2023	0 Debit card or Google pay	
114447760090	Oct 27 2023	1 Like the option of cash or card	
114447112728	Oct 26 2023	0 whatevers convenient	
114446834183	Oct 26 2023	1 Blue Badge	

114445380059	Oct 24 2023 1	Pay by phone or blue badge
114445018221	Oct 24 2023 0	Not a driver
114444984761	Oct 24 2023 0	Don't use car parks
114444874965	Oct 24 2023 0	Exempt
114444851117	Oct 24 2023 0	Blue Badge Holder
114444703583	Oct 24 2023 0	ap have more than one option. I pay by a variety
114444697488	Oct 24 2023 0	of options depending on
114444694776	Oct 24 2023 0	Bicycle parking is free :)
114444652378	Oct 24 2023 0	family, friends PAYG. blue badge with me
114444600550	Oct 24 2023 0	Varies between cash and debit card
114444330343	Oct 23 2023 0	Use several methods not one more than the other
114444152724	Oct 23 2023 0	Always
114443856515	Oct 23 2023 0	App
114443814517	Oct 23 2023 0	An App
114443756141	Oct 23 2023 1	No need to pay, as do not park in centre

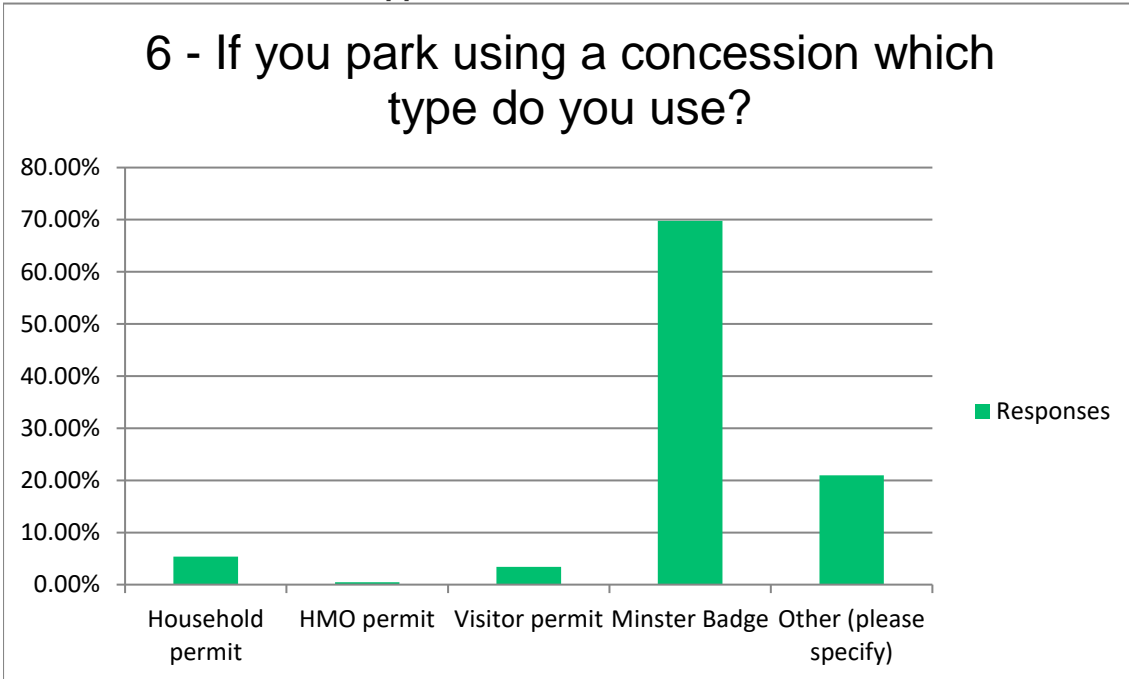
sioner card

sickness etc

Cashless Parking

6 - If you park using a concession which type do you use?

Answer Choices	Responses	
Household permit	5.37%	11
HMO permit	0.49%	1
Visitor permit	3.41%	7
Minster Badge	69.76%	143
Other (please specify)	20.98%	43
Answered		205
Skipped		588



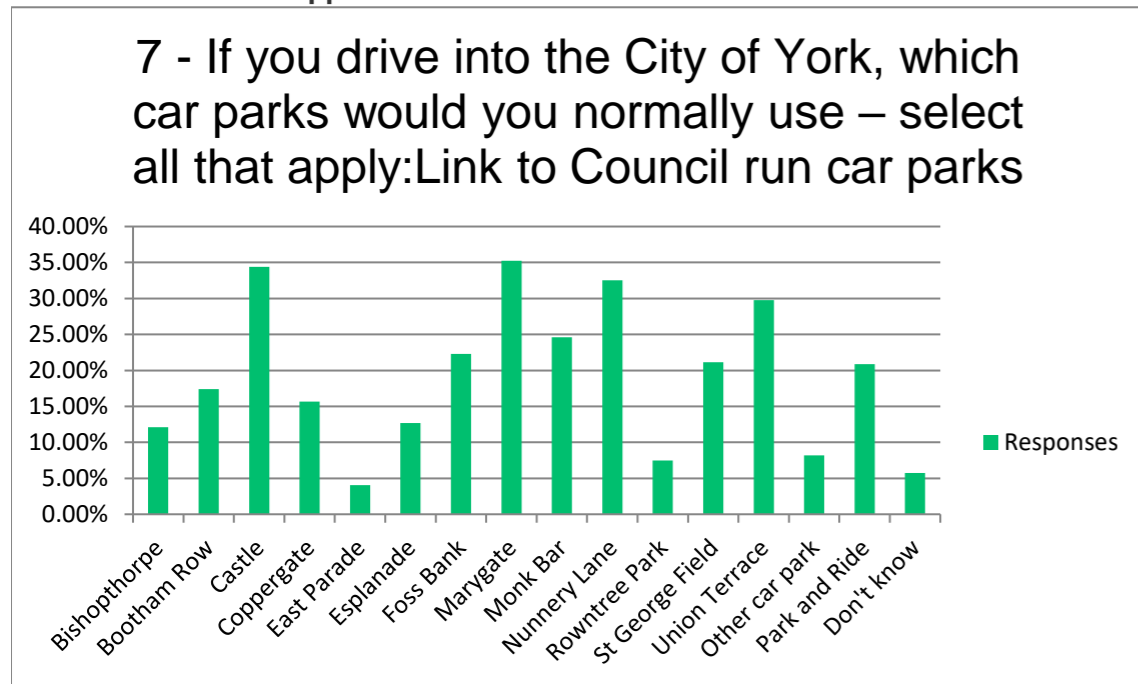
Respondent ID	Response Date	Other (please specify)	Tags
114479411691	Dec 04 2023	1 I have no concessions	
114479032757	Dec 03 2023	1 None	
114478878761	Dec 03 2023	0 Don't use	
114478300920	Dec 02 2023	0 None	
114473485294	Nov 27 2023	0 None	
114472631292	Nov 26 2023	0 Blue badge	
114472603843	Nov 26 2023	0 Na	
114471542913	Nov 24 2023	0 Employment	
114469802305	Nov 22 2023	0 Disabled Blue Badge	
114469204005	Nov 21 2023	0 Residents Permit	
114465123479	Nov 16 2023	0 Disabled Blue Badge	
114463028470	Nov 14 2023	0 Na	
114457543980	Nov 07 2023	0 York Resident	
114453741191	Nov 03 2023	1 -	
114449059840	Oct 29 2023	0 no concession except age	
114449007241	Oct 29 2023	0: None	
114448982650	Oct 29 2023	0: none	
114448911137	Oct 29 2023	0: none	

114448910089	Oct 29 2023 0	I don't have any concession
114448906721	Oct 29 2023 0	Pensioner bus pass
114448903894	Oct 29 2023 0	None
114448903094	Oct 29 2023 0	n/a
114448866131	Oct 29 2023 0	None
114448082041	Oct 27 2023 0	RESIDENT - Discount should be an option!!
114448001247	Oct 27 2023 0	Blue badge
114445897587	Oct 25 2023 0	None
114445380059	Oct 24 2023 1	Blue badge
114445018221	Oct 24 2023 0	Not a driver
114444930240	Oct 24 2023 0	Na
114444874965	Oct 24 2023 0	Blue badge
114444867657	Oct 24 2023 0	½
114444851117	Oct 24 2023 0	Blue Badge
114444770123	Oct 24 2023 1	None
114444739377	Oct 24 2023 1	N/A
114444733095	Oct 24 2023 1	Blue Badge
114444726351	Oct 24 2023 0	Blue badge
114444696145	Oct 24 2023 0	N/A
114444677031	Oct 24 2023 0	Na
114444652378	Oct 24 2023 0	blue badge
114444248727	Oct 23 2023 0	Blue Badge
114444152724	Oct 23 2023 0	None
114444011621	Oct 23 2023 0	Blue badge parking
114443754476	Oct 23 2023 1	na

Cashless Parking

7 - If you drive into the City of York, which car parks would you normally use – select all that apply: [Link to Council run car parks](#)

Answer Choices	Responses	
Bishopthorpe	12.09%	84
Bootham Row	17.41%	121
Castle	34.39%	239
Coppergate	15.68%	109
East Parade	4.03%	28
Esplanade	12.66%	88
Foss Bank	22.30%	155
Marygate	35.25%	245
Monk Bar	24.60%	171
Nunnery Lane	32.52%	226
Rowntree Park	7.48%	52
St George Field	21.15%	147
Union Terrace	29.78%	207
Other car park	8.20%	57
Park and Ride	20.86%	145
Don't know	5.76%	40
If you selected Other car park or I		86
Answered		695
Skipped		98



Respondent ID	Response Date	If you selected Other car park or Park and Ride please specify location	Tags
114480015628	Dec 04 2023	1 Sainsburys	
114479811964	Dec 04 2023	0 Rawcliffe	
114479718506	Dec 04 2023	0 Designer Outlet	
114479400964	Dec 04 2023	1 Depends where I'm going	
114479323619	Dec 04 2023	1 Meters on Priory Street	
114478522980	Dec 02 2023	0 Askham Bar	
114477964286	Dec 01 2023	0 Shipton road york	
114475672941	Nov 29 2023	0 8	
114473485294	Nov 27 2023	0 None Now far too expensive and the machines are a nightmare to use.	

114472527597 Nov 26 2023 0 Poppleton
 114471845166 Nov 24 2023 1 Designer Outlet or Grimston Bar
 114471542913 Nov 24 2023 0 York station
 114470392952 Nov 22 2023 0 Askham Bar
 114470324607 Nov 22 2023 0 Sainsburys
 114470301704 Nov 22 2023 0 Rawcliffe or Poppleton
 114470293916 Nov 22 2023 0 Rawcliffe
 114470267367 Nov 22 2023 0 Picadilly
 114470262731 Nov 22 2023 0 Bishopthorpe Road
 114469419989 Nov 21 2023 0 Rawcliffe
 114468660797 Nov 21 2023 1 Rawcliffe Bar P&R
 114467164503 Nov 18 2023 0 Monks Cross
 114466986942 Nov 18 2023 0 George street
 114466710527 Nov 17 2023 0 Tanner lane
 114465259974 Nov 16 2023 1 Grimston Bar
 114465123479 Nov 16 2023 0 Street parking or car park nearest to our destination, if there is any room
 114464488594 Nov 15 2023 0 Nether poppleton, askham bar, rawcliffe bar
 114464064787 Nov 15 2023 0 St John's Street
 114463582594 Nov 14 2023 0 Radcliffe
 114463469217 Nov 14 2023 0 Askham Bar
 114459551733 Nov 09 2023 0 Askham Bar park and ride
 114459475960 Nov 09 2023 0 Sainsbury foss island
 114459401367 Nov 09 2023 0 Rawcliffe.
 114457987690 Nov 08 2023 0 Railway station
 114455245411 Nov 05 2023 0 monks cross
 114454950578 Nov 04 2023 1 Sainsbury's, Foss Bank
 114450753882 Oct 31 2023 0: Grimston Bar
 114449354152 Oct 30 2023 0: Monks Cross or Designer outlet
 114449007241 Oct 29 2023 0: All
 114448941088 Oct 29 2023 1: Askham Bar
 114448925754 Oct 29 2023 1: Askham bar
 114448910089 Oct 29 2023 0: In wales
 114448866131 Oct 29 2023 0: None
 114448735631 Oct 28 2023 0: Piccadilly
 114448614762 Oct 28 2023 0: Rawcliffe Bar mostly
 114448049728 Oct 27 2023 0: Station.
 114447472718 Oct 27 2023 1: Grimston
 114447298048 Oct 26 2023 0: Askham Bar
 114447213708 Oct 26 2023 0: Rawcliffe Bar
 114447173239 Oct 26 2023 0: Askham Bar & Radcliffe
 114447119286 Oct 26 2023 0: Assume Monk Bar is "Bile Beans"
 114447076394 Oct 26 2023 0: Grimston Bar
 114447049986 Oct 26 2023 0: Askham Bar & Private
 114446972097 Oct 26 2023 0: Anywhere there's space!
 114446401739 Oct 25 2023 1: A59 Poppleton
 114446348264 Oct 25 2023 0: Priory Street
 114446242012 Oct 25 2023 0: Monks Cross
 whichever car park is most convenient to use depending on my
 reason for taking the car (I'd usually walk, and only use the car for
 114445922474 Oct 25 2023 0: specific reasons)

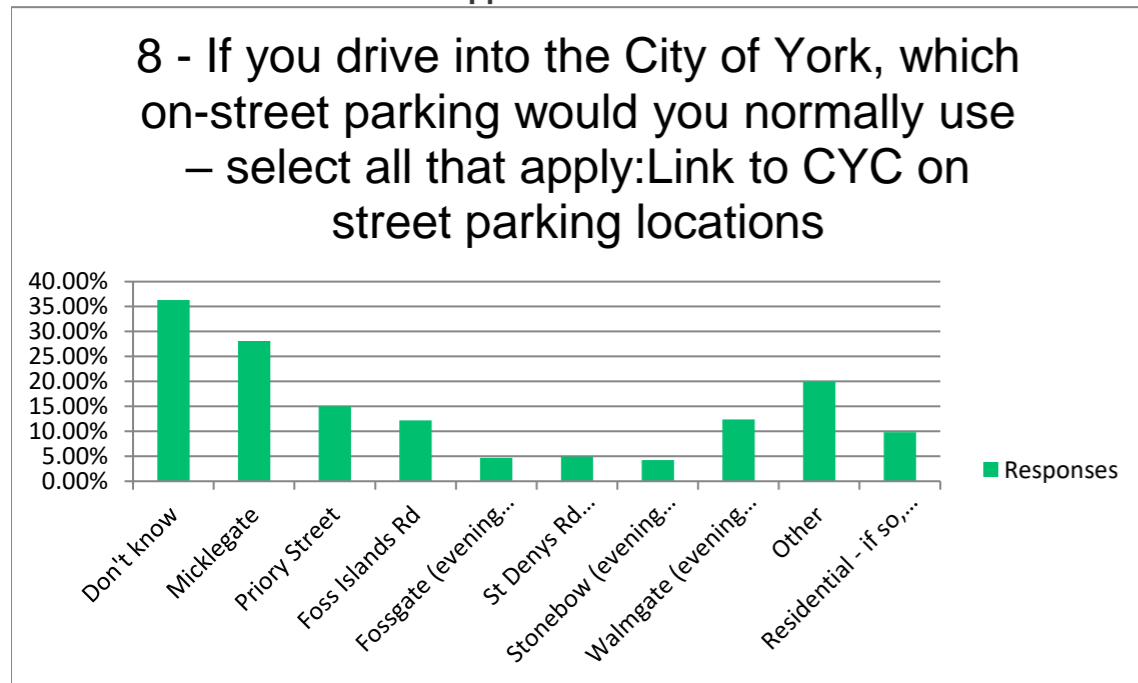
114445402921	Oct 24 2023 1: Sainsbury and Morrisons
114445292659	Oct 24 2023 0: Askham bar
114445262215	Oct 24 2023 0: Peel street
114445258191	Oct 24 2023 0: Monks cross park and ride
114445248420	Oct 24 2023 0: various on street non permit streets outside the inner ring road
114445239487	Oct 24 2023 0: NCP tanner row
114444931584	Oct 24 2023 0: Designer Outlet
114444898972	Oct 24 2023 0: Monks Cross P and R
114444809282	Oct 24 2023 1: York station
114444805985	Oct 24 2023 1: Grimston bar
114444781846	Oct 24 2023 1: Askham Bar
114444751150	Oct 24 2023 1: Railway station
114444722712	Oct 24 2023 0: Bransby Wilson Peel Street
114444719576	Oct 24 2023 0: Sainsbury, Waitrose
114444702949	Oct 24 2023 0: on street parking in various areas
114444697488	Oct 24 2023 0: Peel street. Should non CYC parks be listed?
114444693956	Oct 24 2023 0: Monks Cross
114444677031	Oct 24 2023 0: Designer Centre, Askham Bar
114444669443	Oct 24 2023 0: Car park off Bootham
114444667014	Oct 24 2023 0: Poppleton
114444666569	Oct 24 2023 0: Askham Bar
114444652378	Oct 24 2023 0: anycarpark nearest where I;, visiting
114444257610	Oct 23 2023 0: Monks cross and Clifton
114444209154	Oct 23 2023 0: Monks Cross
114444139377	Oct 23 2023 0: Askham Bar
114443856515	Oct 23 2023 0: Supermarket
114443815453	Oct 23 2023 0: Railway carpark
114443758336	Oct 23 2023 1: If usually park in a supermarket car park
114443756141	Oct 23 2023 1: Rawcliffe

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Cashless Parking

8 - If you drive into the City of York, which on-street parking would you normally use – select all that apply:Link to CYC on street parking locations

Answer Choices	Responses	
Don't know	36.30%	155
Micklegate	28.10%	120
Priory Street	14.99%	64
Foss Islands Rd	12.18%	52
Fossgate (evening only)	4.68%	20
St Denys Rd (evening only)	4.92%	21
Stonebow (evening only)	4.22%	18
Walmgate (evening only)	12.41%	53
Other	19.91%	85
Residential - if so, where?	9.84%	42
	Answered	427
	Skipped	366



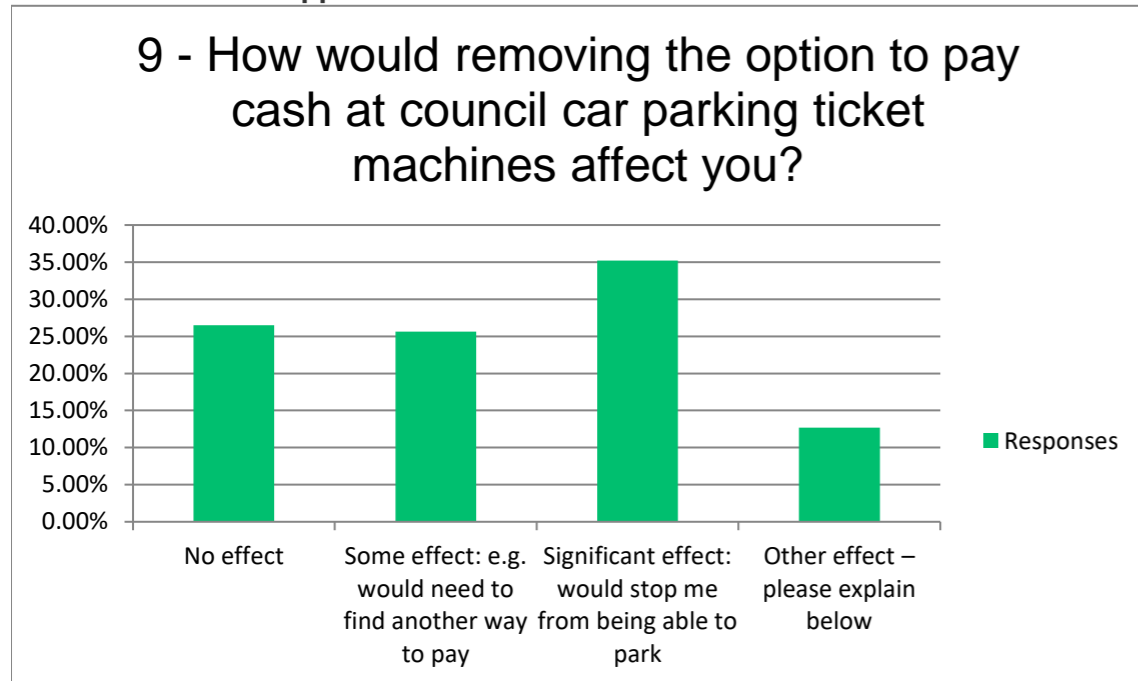
Respondent ID	Response Date	Residential - if so, where?	Tags
114480737304	Dec 05 2023	0 Never use, if ever, Micklegate	
114480049110	Dec 04 2023	1 Cromwell road	
114479400964	Dec 04 2023	1 Depends where I'm going	
114478811026	Dec 03 2023	1 Off Piccadilly	
114475038973	Nov 29 2023	1 Bishy Road area, Knavesmire	
114473485294	Nov 27 2023	0 free parking where I can or I do not come into york now parking to expensive	
114472058300	Nov 25 2023	1 Wherever available!!	
114470262731	Nov 22 2023	0 Scarcroft Road, Piccadilly	
114469872254	Nov 22 2023	0 n/a	
114469802305	Nov 22 2023	0 St Deny's Road on Blue Badge	
114469507204	Nov 21 2023	0 Grand opera house short stay.	
114469496830	Nov 21 2023	0 Copeland Street.	
114469487888	Nov 21 2023	0 Piccadilly	
114469204005	Nov 21 2023	0 None	
114465595379	Nov 16 2023	0 very occasionally might use other streets	
114464638229	Nov 15 2023	0 R1	

114459745752	Nov 09 2023 0	Lord Mayors Walk
114454648654	Nov 04 2023 1	Fishergate
114452817498	Nov 02 2023 0	hungate
114449007241	Oct 29 2023 0:	All
114448960842	Oct 29 2023 1:	Piccadilly
114448539056	Oct 28 2023 1:	N/A only use car parks
114447424089	Oct 27 2023 1:	Clemonthorpe
114447112728	Oct 26 2023 0:	Long close lane
114446242012	Oct 25 2023 0:	Cromwell Road
114445380059	Oct 24 2023 1:	Picadilly
114445248420	Oct 24 2023 0:	outside of the inner ring road at various addresses to visit friends
114445080514	Oct 24 2023 0:	The Groves
114444874965	Oct 24 2023 0:	Colliergate
114444758102	Oct 24 2023 1:	None
114444726351	Oct 24 2023 0:	Castle gate before it was closed to us!
114444702949	Oct 24 2023 0:	various for work reasons
114444697488	Oct 24 2023 0:	Fishergate
114444677031	Oct 24 2023 0:	Don't use on street
114444668462	Oct 24 2023 0:	Behind Bishopthorpe Road car park
114444664154	Oct 24 2023 0:	Anywhere free
114444662490	Oct 24 2023 0:	South bank
114444652378	Oct 24 2023 0:	everywhere! I can't walk, family drop me close to what we need
114444222570	Oct 23 2023 0:	Bootham
114444021234	Oct 23 2023 0:	None
114443815453	Oct 23 2023 0:	None
114443758336	Oct 23 2023 1:	Hartford Street

Cashless Parking

9 - How would removing the option to pay cash at council car parking ticket machines affect you?

Answer Choices	Responses
No effect	26.48% 188
Some effect: e.g. would need to find another way to pay	25.63% 182
Significant effect: would stop me from being able to park	35.21% 250
Other effect – please explain below	12.68% 90
Answered	710
Skipped	83



Respondent ID	Response Date	Other effect – please explain below	Tags
114480015628	Dec 04 2023 10:13 PM	I would not use a bar code as this would have the possibility of scamming	
114479890796	Dec 04 2023 08:09 PM	Happy to use Debit card but some machines don't seem to accept it	
114479811964	Dec 04 2023 06:55 PM	Concerned about safety and security of different payment methods	
114479789739	Dec 04 2023 06:33 PM	I have struggled to use cashless machines before and I am 30s and literate	
114479400964	Dec 04 2023 12:27 PM	I only use cash so could/would not come into town	
114479323619	Dec 04 2023 10:20 AM	Reduce my ability to respond to requests in an ad hoc way.	
114478938001	Dec 03 2023 05:43 PM	find signs on eiisitn bmachine hard to read Also bar codes can be forged on car parking signs,	
114478300920	Dec 02 2023 09:12 AM	Would not visit York	
114475093480	Nov 29 2023 01:12 PM	Prefer to pay all transactions by cash.	
114475079682	Nov 29 2023 12:48 PM	Prefer cash	
114474988492	Nov 29 2023 10:16 AM	No effect providing you could pay at the machine and not use an App.	

114473485294	Nov 27 2023 09:19 PM	IF I had to pay without cash I would not come into city.
114472860631	Nov 27 2023 07:32 AM	Pay by phone fee is outrageous as the cost of parking is already very expensive
114472688868	Nov 27 2023 12:01 AM	Just not come to York
114472507151	Nov 26 2023 02:15 PM	I sometimes park at 4.45 pay for for 1 hour 15 mins then £1 extra from 6pm but paying by card means I have to pay for a full 2 hours plus £1 from 6pm so would cost me a lot more
114472155638	Nov 25 2023 03:12 PM	Would leave no option if my card didn't work for some reason
114472138060	Nov 25 2023 02:20 PM	Dislike having to give so many details via app often difficult if you are in a rush also depends on having phone with you
114471658571	Nov 24 2023 05:04 PM	Stops me from being able to budget with cash, I pay for my weekly expenses like parking, with cash. So I don't over spend and I can keep better tabs on my spending habits.
114470328696	Nov 22 2023 07:59 PM	Doesn't effect me personally but i worry about the effect going cashless will have on the less advantaged people.
114470316202	Nov 22 2023 07:47 PM	App is more expensive
114470317574	Nov 22 2023 07:46 PM	Certain areas eg the groves has good parking machines depending on the streets. Due to my family circumstances might be changing due to school area, we may need a another way to pay for short period of parking.
114469972691	Nov 22 2023 12:17 PM	Affect people who drive to visit
114469802305	Nov 22 2023 07:17 AM	No
114469513494	Nov 21 2023 09:45 PM	Prefer not to pay by card and put in pin number with other people close by. Do not have / intent to have online banking on my phone.
114469511740	Nov 21 2023 09:43 PM	Have difficulty using the phone.
114469507204	Nov 21 2023 09:38 PM	I have one c/c which I use occasionally and would not wish to use it for a public car park - do not have / will not have phone app.
114469496830	Nov 21 2023 09:24 PM	Cash should be an option always.
114469493523	Nov 21 2023 09:19 PM	It depends on the alternative payment methods deleted - using debit card is much easier than fiddling about with an app.
114469490442	Nov 21 2023 09:15 PM	I would be even more reluctant to use council car parking and therefore avoid york city altogether.
114468660797	Nov 21 2023 12:21 AM	The card readers break frequently enough that I would need a new back-up option of how to pay
114466460628	Nov 17 2023 04:03 PM	Would use car park more
114465595379	Nov 16 2023 06:25 PM	would be very inconvenient for me as an occasional user; cash is simple to use
114464488594	Nov 15 2023 04:40 PM	When short of money in the bank would affect me being able to come in to town.
114464064787	Nov 15 2023 06:48 AM	No effect to me but what about that 1 in 10 older person who pay cash. This is going to prevent these people accessing the city centre. These questions are biased towards a cashless system and this survey is aimed at those who can use apps and card payment
114463786544	Nov 14 2023 10:27 PM	If I knew it was cashless wouldn't come into York

114461330363	Nov 11 2023 09:37 PM	I have 2 people close to me who need not to always have their parking activity logged, they will be unable to go into York if parking becomes cashless. Older family members would not be able to access York's carparks, this means them losing independence and relying on one of us to take them to town.
114460457142	Nov 10 2023 03:37 PM	It would remove the option which I have to use sometimes
114459840956	Nov 09 2023 11:43 PM	would stop me from being able to pay
114459745752	Nov 09 2023 09:38 PM	Cash gives the option to pay for example 1.5 hrs rather than 2 full hours. Pay to park also charges a transaction fee which is a rip off!
114459551733	Nov 09 2023 06:21 PM	Would remove my choice how I'd like to pay.
114459491669	Nov 09 2023 05:28 PM	Just so as long as I can pay with my card at the machine, either by inserting or contactless, rather than using an app or phone service
114459233006	Nov 09 2023 01:24 PM	have had a bad experience with a cashless parking when machine was out of order.
114451851751	Nov 01 2023 03:35 PM	Would not consider visiting York if they take the right to pay cash away.
114451621974	Nov 01 2023 11:42 AM	Card may not work
114449272403	Oct 30 2023 06:06 AM	Takes away freedom of choice & privacy
114448992132	Oct 29 2023 02:36 PM	It would stop.me.from visiting York on principle.
114448960842	Oct 29 2023 01:38 PM	Shops would loose my custom as I would not go into York
114448951553	Oct 29 2023 12:04 PM	It would encourage councils elsewhere to make the same imposition
114448933948	Oct 29 2023 10:42 AM	I do not have a 'smart' phone, so i would be discriminated against and would stop visiting York!
114448644493	Oct 28 2023 04:12 PM	If no signal for phone it could prevent me parking.
114448614762	Oct 28 2023 02:52 PM	Leaves no choice
114448082041	Oct 27 2023 05:57 PM	Significant effect as above, and not able to GO TO MY BANK, NEED CASH AS A PENSIONER, KEEPING CASH MEANS FREEDOM OF CHOICE!
114448087145	Oct 27 2023 05:49 PM	If machines have credit card option this would be better than current cash or pay by phone option
114448001247	Oct 27 2023 04:16 PM	Don't want to use phone or credit cards
114447760090	Oct 27 2023 10:44 AM	puts me off coming into the city. Having to work out which way is best to pay
114447298138	Oct 26 2023 08:38 PM	Occasionally cards are declined and cash is an alternative
114447135541	Oct 26 2023 05:59 PM	Sometimes problem using the app. Not sure card use is safe
114447119286	Oct 26 2023 05:44 PM	We both find it very difficult to operate your machines and very little time is given to enable a concession ticket to be purchased by any means before timed out
114447112728	Oct 26 2023 05:37 PM	responding on behalf of those who cant

114447103883	Oct 26 2023 05:34 PM	Would prefer cash, struggle with the app which also charges more! I'm really responding on behalf of people who can't use or don't have bank cards. Cash is legal tender and should always be available for all the reasons you have already put forward.
114447049986	Oct 26 2023 04:35 PM	You are assuming everyone wants/can use digital method
114447010862	Oct 26 2023 04:01 PM	Just think it's another way to start making everything cashless. I want to use cash that's what I use my my chance on
114445857170	Oct 25 2023 12:48 PM	I'd worry about machine malfunction, ie refusing to take my bank card, which has happened in the past.
114445375160	Oct 24 2023 10:20 PM	what if the leccy goes down how can you pay
114445292659	Oct 24 2023 08:40 PM	Would stop coming into York
114445243448	Oct 24 2023 07:51 PM	Would concern me for the elderly citizens and visitors or those who do not have an appropriate phone. It is ableist.
114445179799	Oct 24 2023 06:46 PM	It would stop me having a choice Taking away any cash option simply increases the requirement for drivers to use mobile phones. many people don't have mobile phones and with the increasing amount of fraud/hacking there seems little incentive to move to a mobile phone just to be able to park.
114445018221	Oct 24 2023 04:10 PM	
114444980691	Oct 24 2023 03:34 PM	Setting precedent that other councils might follow.
114444931584	Oct 24 2023 02:47 PM	No effect on me, but I am concerned for the elderly and vulnerable who will be most impacted by a decision to go fully cashless
114444930240	Oct 24 2023 02:46 PM	I use up my charge prefer cash over card on parking
114444853763	Oct 24 2023 01:24 PM	Would not be able to park in official car-parks, may park elsewhere and clog up streets
114444810554	Oct 24 2023 12:27 PM	Most of the time the pay at meter with a card option does not work properly so I have had to resort to paying cash.
114444765837	Oct 24 2023 11:12 AM	twice now when in York that the card system has gone down due to the clearing banks at Barclays when I had to pay by cash.
114444722712	Oct 24 2023 09:51 AM	As a business owner it would concern our clients
114444705634	Oct 24 2023 09:18 AM	Pay cash if card system not working I care for an elderly relative who has no digital options and would need assistance to pay- this applies for my neighbour and a friend who come into York weekly currently for coffee and cake but are now saying they won't be able to for lack of cash options again as they have no alternative.
114444703306	Oct 24 2023 09:14 AM	
114444697488	Oct 24 2023 09:09 AM	Exclusion of choice
114444669443	Oct 24 2023 08:08 AM	The card machine hasn't always worked
114444667014	Oct 24 2023 08:01 AM	Sometimes the contactless option doesn't work, having options reduces the risk of not being able to park
114444666128	Oct 24 2023 08:00 AM	Unreliable signal for purchase with app has been a problem
114444652378	Oct 23 2023 07:31 AM	F-iL would be annoyed & someone else would need to pay on his behlaf. my mum too
114444222570	Oct 23 2023 08:01 PM	It would dissuade me from coming into the city centre

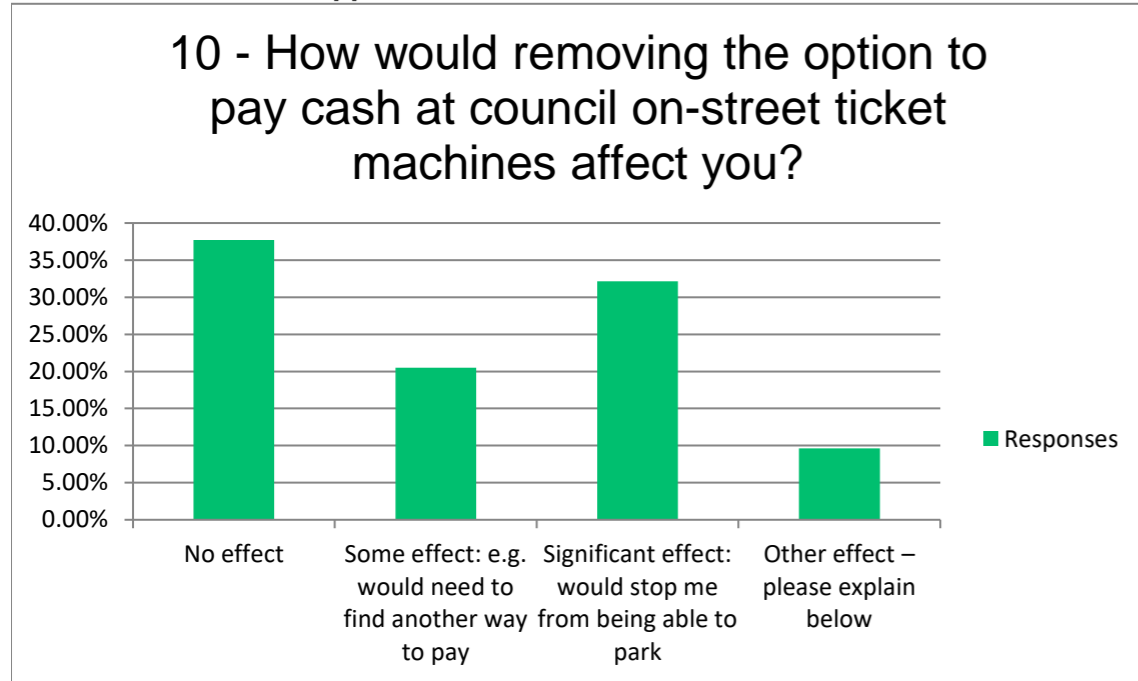
114444209154	Oct 23 2023 07:54 PM	I don't have a smart phone and worry the correct amount is taken from my debit card if I accidentally press the wrong button. Cash is easier to control
114444154398	Oct 23 2023 07:05 PM	Not so much a problem for me. But the cashless "phone this number" is a faff and shite. More modern machines are better now. It could affect many others who still use cash.
114444103759	Oct 23 2023 06:11 PM	The one at Castle doesn't have a Residents Parking button so you can't get your discounted rate!
114443990949	Oct 23 2023 04:21 PM	I would feel that CYC doesn't acknowledge that some people prefer to use cash.
114443808921	Oct 23 2023 01:03 PM	It would not effect me but I know people who need to keep where they park off their bank transaction statement for their safety
114443759204	Oct 23 2023 11:33 AM	I carry cash for parking because it is much easier, including the accounting
114443752490	Oct 23 2023 11:18 AM	Option to pay cash if have no card with me

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Cashless Parking

10 - How would removing the option to pay cash at council on-street ticket machines affect you?

Answer Choices	Responses
No effect	37.73% 263
Some effect: e.g. would need to find another way to pay	20.52% 143
Significant effect: would stop me from being able to park	32.14% 224
Other effect – please explain below	9.61% 67
Answered	697
Skipped	96



Respondent ID	Response Date	Response
		Other effect – please explain below
114480015628	Dec 04 2023 10:13 PM	It is usually a couple of pounds for an hour it's not worth using a card
114479890796	Dec 04 2023 08:09 PM	Ok
114479811964	Dec 04 2023 06:55 PM	As previous
114479400964	Dec 04 2023 12:27 PM	I only use cash so could/would not come into town
114478300920	Dec 02 2023 09:12 AM	Would not visit York
114475079682	Nov 29 2023 12:48 PM	Would put me off visiting due to fraud risks using cards or apps / QR codes at car parks
114474452754	Nov 28 2023 08:06 PM	Wouldn't affect me but I'm concerned about residents and visitors who don't have access to bank cards for whatever reason, which is an equity issue
114473485294	Nov 27 2023 09:19 PM	never used rip off pricing
114472860631	Nov 27 2023 07:32 AM	Pay by phone fee is outrageous as the cost of parking is already very expensive
114472688868	Nov 27 2023 12:01 AM	Not come to york

114472507151	Nov 26 2023 02:15 PM	would cost me more see above prices seem to not let me pay for 1hr 15 mins it seems to want to charge only in full hours now so unfair to residents
114472155638	Nov 25 2023 03:12 PM	Leaves no option if card doesn't work
114472138060	Nov 25 2023 02:20 PM	As above
114471658571	Nov 24 2023 05:04 PM	Stops me from being able to budget with cash, I pay for my weekly expenses like parking, with cash. So I don't over spend and I can keep better tabs on my spending habits.
114470328696	Nov 22 2023 07:59 PM	See above
114470316202	Nov 22 2023 07:47 PM	App is more expensive
114470317574	Nov 22 2023 07:46 PM	Same as above really applies to this. I recently used rowntree park and found that only cash and pay by phone was available. This was not expected on the most convenient machine.
114470301704	Nov 22 2023 07:17 PM	Would not affect as i never park on street.
114469972691	Nov 22 2023 12:17 PM	Affect people who drive to visit
114469507204	Nov 21 2023 09:38 PM	Same as above. Occasionally "pop' into town and pay a small amount for a one hour stay for town shopping (one stop).
114469503105	Nov 21 2023 09:32 PM	Would park on double yellow then as long as have B Badge.
114469496830	Nov 21 2023 09:24 PM	See above.
114469493523	Nov 21 2023 09:19 PM	See answer 9 above.
114469490442	Nov 21 2023 09:15 PM	See 9.
114465595379	Nov 16 2023 06:25 PM	would be very inconvenient for me as an occasional user; cash is simple to use
114461330363	Nov 11 2023 09:37 PM	As above.
114459840956	Nov 09 2023 11:43 PM	would stop me from being able to pay
114459745752	Nov 09 2023 09:38 PM	Same as above
114459551733	Nov 09 2023 06:21 PM	Would remove my choice how I'd like to pay.
114452771938	Nov 02 2023 02:13 PM	Don't want to pay the £1 evening charge by card
114451851751	Nov 01 2023 03:35 PM	I like to pay cash because I get fed up with being tracked online wherever I go and whatever I do
114451621974	Nov 01 2023 11:42 AM	Card may not work
114449498235	Oct 30 2023 01:32 PM	Don't use a smart phone
114449272403	Oct 30 2023 06:06 AM	Takes away freedom of choice & privacy
114448992132	Oct 29 2023 02:36 PM	It would stop me from visiting York on principle.

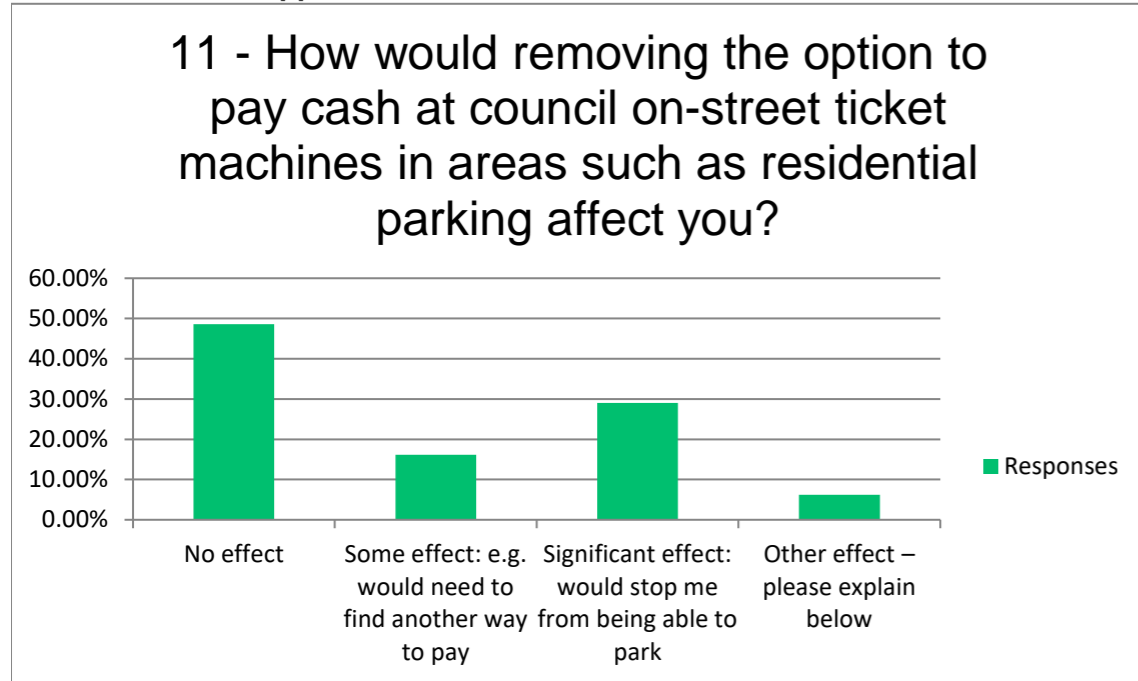
114448960842	Oct 29 2023 01:38 PM	Shops would loose my custom as I would not go into York
114448957872	Oct 29 2023 12:30 PM	I wouldn't use the spaces with machines.
114448951553	Oct 29 2023 12:04 PM	It would encourage councils elsewhere to make the same imposition
114448933948	Oct 29 2023 10:42 AM	I would stop visiting York for the reason stated above.
114448614762	Oct 28 2023 02:52 PM	Leaves no choice
114448539056	Oct 28 2023 10:42 AM	N/A only use car parks
114448082041	Oct 27 2023 05:57 PM	Significant effect as above and - unable to get significant cash from BANK!
114448001247	Oct 27 2023 04:16 PM	Prefer cash
114447807499	Oct 27 2023 12:14 PM	I don't use any
114447760090	Oct 27 2023 10:44 AM	Would stop coming into York
114447119286	Oct 26 2023 05:44 PM	Probably the same as above. Very little time is given for older people
114447112728	Oct 26 2023 05:37 PM	see above
114447103883	Oct 26 2023 05:34 PM	I use cash or card but for parking would prefer cash.
114447049986	Oct 26 2023 04:35 PM	You are assuming everyone wants/can use digital method
114447010862	Oct 26 2023 04:01 PM	Don't want to use my card on street ticket machines as same as above
114445292659	Oct 24 2023 08:40 PM	I would stop coming into York
114445243448	Oct 24 2023 07:51 PM	As above - it is tech ableist and elitist in that many people cannot or do not have the resources to use these.
114445179799	Oct 24 2023 06:46 PM	It would stop me having a choice
114445018221	Oct 24 2023 04:10 PM	See response to q 9 above
114444980691	Oct 24 2023 03:34 PM	Precedent.
114444931584	Oct 24 2023 02:47 PM	No effect on me, but I am concerned for the elderly and vulnerable who will be most impacted by a decision to go fully cashless
114444930240	Oct 24 2023 02:46 PM	parking I use cash
114444853763	Oct 24 2023 01:24 PM	Would not be able to park in oficial car-parks, may park elsewhere and clog up streets
114444810554	Oct 24 2023 12:27 PM	When the paying with a card option doesn't work I've had to use cash
114444765837	Oct 24 2023 11:12 AM	When the banking system fails what are the options - NONE?

114444722712	Oct 24 2023 09:51 AM	As a business owner it would reduce our customers, making life so much more complicated
114444697488	Oct 24 2023 09:09 AM	Exclusion of choice
114444666128	Oct 24 2023 08:00 AM	Unreliable signal for purchase with app is a problem
114444652378	Oct 24 2023 07:31 AM	seen it happen in other places - people just drive off. therefore money doesn't get spent - they go elsewhere
114444222570	Oct 23 2023 08:01 PM	It would dissuade me from coming into the city centre
114443990949	Oct 23 2023 04:21 PM	I would feel that CYC wishes I did not exist.
114443808921	Oct 23 2023 01:03 PM	The same as above for council car parks

Cashless Parking

11 - How would removing the option to pay cash at council on-street ticket machines in areas such as residential parking affect you

Answer Choices	Responses
No effect	48.62% 335
Some effect: e.g. would need to find another way to pay	16.11% 111
Significant effect: would stop me from being able to park	29.03% 200
Other effect – please explain below	6.24% 43
Answered	689
Skipped	104



Respondent ID	Response Date	Other effect – please explain below
114480015628	Dec 04 2023 10:13 PM	See above
114478300920	Dec 02 2023 09:12 AM	Would not visit York
114473485294	Nov 27 2023 09:19 PM	would never use them
114472860631	Nov 27 2023 07:32 AM	Pay by phone fee is outrageous as the cost of parking is already very expensive
114472688868	Nov 27 2023 12:01 AM	Not come
114472155638	Nov 25 2023 03:12 PM	As previous
114472138060	Nov 25 2023 02:20 PM	As above

114471658571	Nov 24 2023 05:04 PM	Stops me from being able to budget with cash, I pay for my weekly expenses like parking, with cash. So I don't over spend and I can keep better tabs on my spending habits.
114470316202	Nov 22 2023 07:47 PM	App is more expensive
114470317574	Nov 22 2023 07:46 PM	Like I said, this wouldn't stop us parking but would make solutions more difficult especially when taking the little ones.
114470301704	Nov 22 2023 07:17 PM	Would not affect as i never park on street in residential areas.
114469972691	Nov 22 2023 12:17 PM	Affect people who drive to visit
114469507204	Nov 21 2023 09:38 PM	As above if necessary use these areas.
114469493523	Nov 21 2023 09:19 PM	See answer 9 above.
114469490442	Nov 21 2023 09:15 PM	See 9.
114469487888	Nov 21 2023 09:12 PM	Scared of breaking down.
114465595379	Nov 16 2023 06:25 PM	don't really understand this question; why is this different to the Q above?
114461330363	Nov 11 2023 09:37 PM	As above.
114459840956	Nov 09 2023 11:43 PM	would stop me from being able to pay
114459551733	Nov 09 2023 06:21 PM	Would remove my choice how I'd like to pay.
114452771938	Nov 02 2023 02:13 PM	Don't want to pay £1 by card. Don't use my card for small amounts
114451621974	Nov 01 2023 11:42 AM	Card may not work
114449272403	Oct 30 2023 06:06 AM	Takes away freedom of choice & privacy
114448960842	Oct 29 2023 01:38 PM	Shops would loose my custom as I would not go into York

114448951553	Oct 29 2023 12:04 PM	It would encourage councils elsewhere to make the same imposition
114448539056	Oct 28 2023 10:42 AM	N/A only use car parks
114448495819	Oct 28 2023 07:57 AM	Didn't know possible
114448001247	Oct 27 2023 04:16 PM	Prefer cash
114447807499	Oct 27 2023 12:14 PM	I don't use them
114447112728	Oct 26 2023 05:37 PM	see above
114447103883	Oct 26 2023 05:34 PM	See above responses.
114447049986	Oct 26 2023 04:35 PM	You are assuming everyone wants/can use digital method
114447010862	Oct 26 2023 04:01 PM	As above
114446961274	Oct 26 2023 03:15 PM	N/A, don't park there
114445018221	Oct 24 2023 04:10 PM	see my response to q9 above
114444980691	Oct 24 2023 03:34 PM	Precedent
114444931584	Oct 24 2023 02:47 PM	No effect on me, but I am concerned for the elderly and vulnerable who will be most impacted by a decision to go fully cashless
114444853763	Oct 24 2023 01:24 PM	Would not be able to park in oficial car-parks, may park elsewhere and clog up streets I care for an elderly relative who has no digital options and would need assistance to pay- this applies for my neighbour
114444703306	Oct 24 2023 09:14 AM	and a friend who come into York weekly currently for coffee and cake but are now saying they won't be able to for lack of cash options again as they have no alternative.
114444697488	Oct 24 2023 09:09 AM	Exclusion of choice
114444666128	Oct 24 2023 08:00 AM	Unreliable signal for purchase with an app is a problem

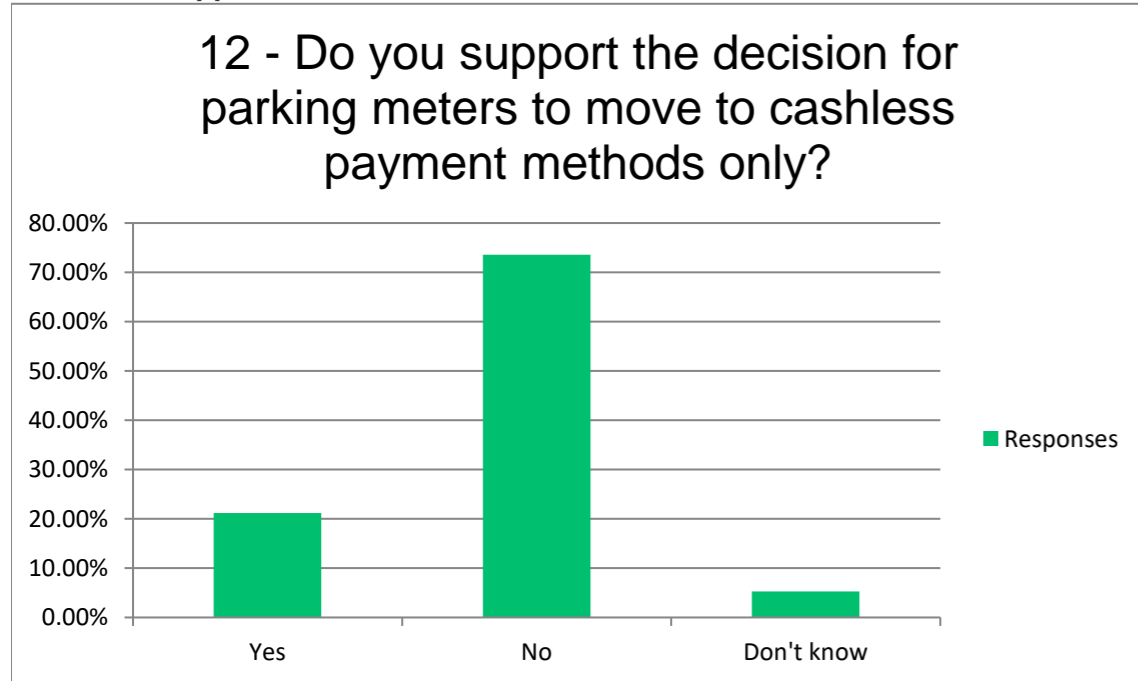
114444652378 Oct 24 2023 07:31 AM f-i-l and my mum would just get mad - someone else would need to pay - take away their independence

114443808921 Oct 23 2023 01:03 PM As above

Cashless Parking

12 - Do you support the decision for parking meters to move to cashless payment methods only?

Answer Choice	Percentage	Responses
Yes	21.16%	149
No	73.58%	518
Don't know	5.26%	37
Tell us why		475
Answers Skipped		704
		89



Respondent ID	Date	Response	Tell us why
11448072	Dec 05 2020		Some should still be cash for those who need them
11448071	Dec 05 2020		(such a move would discriminate against some people
11448070	Dec 05 2020		Will limit parking for older people especially
11448068	Dec 05 2020		Not everyone has an alternative method of payment
11448004	Dec 04 2020		In my family in another town I have seen the difficulty my mother has, she has to go with family the day before to try to understand the machine. Not acceptable cash means some elderly people will be unable to park in york. It forces them to monks cross. It takes away their choices
11448001	Dec 04 2020		It discriminated against people with no bank account or card

11448001 Dec 04 20 Stops older residents visiting york

11447985 Dec 04 20 Does anyone carry cash anymore? I don't.

11447983 Dec 04 20 I rarely use cash these days, and certainly never have change.

I have struggled to use these machines before and I am in my 30s and literate, I have witnessed elderly people struggling and had to step in to help them as they were going to give up and go home.
11447978 Dec 04 20 My own father in law refuses to use contactless even in shops.

I get regular errors when trying to pay with my debit card - possibly because I am from out of York and payment is contactless - I've had more success with my credit card, but that's not ideal. I have
11447971 Dec 04 20 also helped other people pay to park by using my card when they only had cash.

I have seen in society the last few years that it is illegal to discriminate against anyone on the basis of race, colour, religion or orientation yet the establishment seems to think it ok to discriminate against those using legal tender which is extremely concerning. There are many people of all age groups who are being excluded from society by this relentless move to cashless society. This is immoral and abhorrent in what is meant to be a democracy. I am 36 and pay only in cash as I strongly believe in the value of cash in society and the rights of all people to move freely with access to all services, shops etc. Your own research suggests 14% of people still pay cash on council meters-is it now ok to restrict their movement and access to our city? Also if even a proportion of those people no longer enter the city centre for shopping etc what will be the true cost of their withdrawal from the local economy? Our city centre desperately needs support and a lot more encouragement for people to use local independent shops-this is the real economy and benefits local employment and society. The exclusion from the city centre will undoubtedly force more people to drive to out of town shopping centres thus increasing pollution from more cars travelling longer distances and thereby throwing any 'green' agenda into serious question while at the same time in my opinion illegally
11447940 Dec 04 20 discriminating against those who believe in cash within society.

11447932 Dec 04 20 This assumes everyone uses contactless

11447893 Dec 03 20 find signs on existing machines hard to read Also bar codes can be forged on car parking signs,

11447888 Dec 03 20 You are looking at taking the choice away from those who only use cash. Some people don't have cards.

11447887 Dec 03 20 Because apps don't always work and we are ripped off by having to pay extra 'admin' fees

11447881 Dec 03 20 Because I don't like to use cards I have very limited use of technology especially on my phone as it's difficult to see and use.

11447881 Dec 03 20 I want to use cash I don't have a smart phone and not happy to use my credit card especially after hearing people stick fraudulent QR codes over official ones and have lost lots of money.

11447834 Dec 02 20 Don't like paying via an app

11447796 Dec 01 2020 Prefer simplicity of cash payment. Find other methods stressful. Less likely to shop in city centre and use the park and ride facility.

11447770 Dec 01 2020 Taking away people choice. Forcing them to use a method they cannot or dont want to use.

Card and app payments are highly unreliable, and the removal of cash payment's would alienate people such as myself. Paying for goods and services makes it easier for some to manage finances effectively, which is crucial whilst there is a cost of living crisis.

11447751 Dec 01 2020

11447677 Nov 30 2020 Not all people can use, or feel secure using their phones or are able to download apps.

Technology doesn't always work. I have tried pay by phone and the app was appalling. It just didn't work. People without smartphones have no chance and older people already struggle with this sort of on line only tasks.

11447664 Nov 30 2020

11447567 Nov 29 2020 if app only elderly are discriminated against and disfranchised if not own a mobile phone

You will be preventing a portion of the population from using the machines. A lot of elderly people or those with disabilities that do not entitle them to blue badges do not have contactless cards or devices. These are arguably the people that need the parking in town the most for accessibility reasons.

11447546 Nov 29 2020

It's insane that there is even discussion about this. It's 2023 and I, like a lot of people, haven't carried cash for years. There are no barriers to having pre-paid debit cards so people saying they need to use cash are just being deliberately obstructive.

11447546 Nov 29 2020

11447509 Nov 29 2020 Prefer to pay by cash. Paying by card can be complicated for the elderly and time consuming. Many more machines would be required to avoid ques.

Cash is the foundation of society, given the amount it costs to park I absolutely disagree it costs £90,000 a year to handle cash, when millions are brought in from car parks. Tiny cost saving to cause so much disruption to those who either can't or don't want to use cash. Almost everywhere where they have imposed QR codes, apps or card machine led to fraud. Also Margate car park the temporary suspension of using cash is a way of distorting the figures to justify saying cash use down.

11447507 Nov 29 2020

I strongly feel that removing the choice of cash payments forces people down a route they don't want to go. Also, there is bias in this consultation as there is no reference to the charges levied when paying by other means. The Council would be sending a message to retail and hospitality providers that they should also remove this choice from citizens.

11447507 Nov 29 2020

11447503 Nov 29 2020 Whilst I usually pay by debit card or phone I know some people who only use cash and this would make parking difficult for them

11447503 Nov 29 2020 Because you can then spend the £100,000 per year on much needed children's services

11447498 Nov 29 2020 Simple, easy to use, no need for cash.

11447460 Nov 28 2020 Are parking charges going to reduce given the £90k saving?

11447459 Nov 28 2020 It is a major deterrent to visiting York

11447455 Nov 28 2020 even with a valid card, the machines often do not work for me, and I have to revert to cash

11447446 Nov 28 2020 Need both options

11447445 Nov 28 2020 See previous comment. I think you could switch to some card only as long as you make it very clear on signs when you come into the car park that a) they are card only and b) where the nearest cash carpark is

11447348 Nov 27 2020 What about the residents who do not want to use this method and were happy to pay cash?

11447347 Nov 27 2020 Because it excludes the most deprived people from accessing parking.

11447334 Nov 27 2020 It disadvantages people who don't have a mobile phone, and who prefer not to carry credit or bank cards with them every time they go to town.

11447300 Nov 27 2020 No Credit Card.

11447295 Nov 27 2020 It is more complicated to use cashless and could cause problems and stress for some people. It may be appropriate to change to cashless in the future but not yet.

11447286 Nov 27 2020 Yes, provided they work (on a few occasions, I experienced connection problems making cashless payment impossible.) and, crucially, that there is no additional booking fee added as that is the case at the moment.

11447280 Nov 27 2020 It's important to have the option especially for older people who only use cash and struggle with technology

11447268 Nov 26 2020 Concerned that people avoiding abusers will be at risk of having digital payments and therefore location viewed illegally by the abusers

11447263 Nov 26 2020 Although I don't have to pay for parking I object to going cashless for all the reasons you list but also because of the scam QR codes that are applied when that is the way of paying

11447262 Nov 26 2020 Not everyone has a digital/cashless option. Cash transactions are better for budget management & flexibility.

11447260 Nov 26 2020 Some people may not have access to chip and pin cards or would have access to the internet to pay online

11447253 Nov 26 2020 Some people don't have cards/smartphones and it's not just the older generation. I keep an amount of cash in my car purely for paying at the car park. We have the right to choose if we want to pay cash or card this should not be taken away from us.

11447252 Nov 26 2020 Not always able to have smart phone available

11447250 Nov 26 2020 parking machines can be complicated to use for older people

11447244 Nov 26 2020 I don't use cards to pay

11447243 Nov 26 2020 I use card but would not use pay by phone ever. I think lots of older people would use cash

11447225 Nov 25 2020 Reduction in cost to the council

11447218 Nov 25 2020 I wear varifocal glasses. The machines are so poorly lit, and the instructions are so poor, that you have to get close to them to work out what to do. Payment by cash is easy enough. But you have to look through the bottom of varifocal lenses at that short distance, so it is impossible to actually read what's on the machine, particularly after dark. I had to give up and leave. Removing the option to pay by cash would exclude me completely.

11447213 Nov 25 2020 It is awkward, apps require too much personal information, it is very unfair on those who don't have access to non cash ways of paying it is liable to problems such as hacking and mechanical failure it also reduces employment and footfall - parking attendants on streets and in car parks can add to a sense of safety

11447208 Nov 25 2020 Machines are unreliable and very slow, they often say card reader not working which causes massive inconvenience to users. Cash payment is a reliable alternative so the option to use both payment methods is vital. Had to queue for 10 minutes this morning due to faulty machine and people had no cash to get a ticket.

11447205 Nov 25 2020 Please see below

11447184 Nov 24 2020 Many people don't have an alternative to cash. I don't have a smart phone & I don't like using a card in these machines.

11447112 Nov 23 2020 Increase cost due to booking fee

11447032 Nov 22 2020 Affect on people who only use cash and is too complicated for the elderly?? Age discrimination??

11447032 Nov 22 2020 Cheaper for the council. Easy payment.

11447031 Nov 22 2020 Marginalises those who don't have smartphones or who may be un-banked

11447031 Nov 22 20 This would prevent me from using council car parking, so i will no longer go into the town centre.

11447030 Nov 22 20 Should have a cash option

11447030 Nov 22 20 Prefer to use cash for small amounts - usually i only park in evenings at £1 with minster badge.

11447029 Nov 22 20 Prefer to pay cash

11447028 Nov 22 20 I prefer to pay by cash

11447028 Nov 22 20 No other means to pay or phone

11447028 Nov 22 20 Its another move towards a cashless society. I don't want another app on my phone.

11447026 Nov 22 20 Too many elderly or younger, people do not have the card.

11447026 Nov 22 20 Only if there is a top up and pay option. Not the need to use an app on phone

11446987 Nov 22 20 Can see the advantages but concerned about elderly users.

11446985 Nov 22 20 Had too many problems in other cities with cashless parking. I have paid cash and parked in other town why others have been trying to sort all the cordless payments. Having to register with various companies to start and end parking isn't good.

11446980 Nov 22 20 There are people who don't have cards and smartphones ie some of the older generation

11446953 Nov 21 20 Disproportionate effect on some in society, notably some elderly people and those with limited access to banking

11446951 Nov 21 20 No means to pay any other way.

11446951 Nov 21 20 Prefer to use cash.

11446951 Nov 21 20 Unfair to disabled and elderly.

11446950 Nov 21 20 See no.9.

11446950 Nov 21 20 Cash is still very much alive.

11446950 Nov 21 20 Disabled people with learning difficulties / mental health.

11446950 Nov 21 20 Discrimination against older / disabled people that don't have / can't use smart phones / apps.

11446949 Nov 21 20 Many elderly people do not have a smart phone to use.

11446949 Nov 21 20 Same people will always find cash easier.

11446949 Nov 21 20 York councils record for payments is poor. Remember the lental bridge fiasco.

11446948 Nov 21 20 Scared of breaking down.

11446941 Nov 21 20 Not happy to use credit card, do not feel QR codes are secure, have never used telephone. Do not wish cash to become extinct.

11446920 Nov 21 20 We are elderly, have no smart phone, but would be able to pay with debit cars. Other elderly people may not be able to do so, if they have no debit card or smart phone.

11446917 Nov 21 20 It's premature at the very least. You'll exclude hundreds of local people, many unable to respond to this survey, assuming they're even aware of it.

11446917 Nov 21 20 It will limit ability to park. It's against residents right to use current currency in cash

11446891 Nov 21 20 For people who don't carry cash or for the older generation that only use cash to pay will struggle to park in the city

11446891 Nov 21 20 Don't think current cashless payment systems (RingGO/EasyPark and PayByPhone) are value for money or secure. A unified approach between all councils would be favourable.

11446866 Nov 21 20 I understand the logic and largely approve, providing facilities were put in place for those who need to pay cash to get parking (e.g. can pay at a kiosk/shop within 24 hours). Also, the card machines break or fail regularly, which is a worry as the only alternative of phone payment is more expensive and relies on patchy signal.

11446794 Nov 20 20 The people without smart phones & debit cards will be left high and dry.

11446764 Nov 19 20 Some people still use cash as their only way of paying , there are more than you think

11446738 Nov 19 20 pay to go app. does not work properly, have spoken to several people about it. If you changed to a good uk app then I am fine. There is absolutely no way pay by phone can be contacted - typical useless American tech company. Can we not go for an app made here, contactable and usable all around the country.

11446716 Nov 18 20 Because I don't really carry cash

11446713 Nov 18 20 Flexible payment methods should be available to everyone. Not just those with technology at their fingertips

11446709 Nov 18 20 The card option on car parks often doesn't work,that would leave only the option to use a phone

11446707 Nov 18 20 Both options need to be available

11446703 Nov 18 20 Very alienating for old people. Regularly don't work or have issues. Was defrauded the day after using a "cashless" machine last year.

11446646 Nov 17 20 I never have cash

11446599 Nov 17 20 It's not inclusive to those who don't have phones, apps, disabled, elderly and not convenient to just have this option. Need to have cash option too

11446559 Nov 16 20 Apart from the inconvenience to someone like me, I'm aware of others for whom cash is their only method of paying. Especially true for disabled people, older people and those without bank cards

11446545 Nov 16 20 By having a cashless method you would be putting your interests above the many minority groups who rely on cash, and you would be supporting neoliberals wanting a cashless and more controllable society. Disadvantaged groups could include: : people who loathe banks or who shun them for religious or ethical reasons; people who prefer to use only cash, such as the poor and indebted so they can control their expenditure; and people who want to protect our rights and freedoms.

11446525 Nov 16 20 Don't usually have any cash with me

11446512 Nov 16 20 As an occasional visitor to York, who finds parking close to our intended destination in the city very difficult, the ability to park in normally restricted areas using the Blue Badge, is often the only option left open to us. We do not use cards in any machines as we find them confusing and can never be sure that we have completed a transaction or selected the correct option.

11446508 Nov 16 20 Make things difficult for a significant minority. Unwelcome move in the race to become a cashless society

11446478 Nov 15 20 Cash is of vital importance to society and needs to be an accepted means of payment for future generations. The move to cashless is like something out of George Orwell's 1984.

11446463 Nov 15 20 Never use cash. Haven't for some time.

11446448 Nov 15 20 There are a lot of people on low income and the elderly that still use cash. This is very discriminatory

11446431 Nov 15 20 convenient, easier than carrying cash.

Not everyone can pay by cashless methods. These people are often more vulnerable, e.g. the elderly if they don't have smartphones or bank cards, victims of domestic abuse who may not have access to cashless methods or need to pay by cash to remain safe. Such people will be excluded from being able to park in council car parks, and therefore are excluded from all of the key services and amenities located in the city. Even though the number of people using cashless methods are a small minority, that does not mean that they do not matter. Access to car parks is essential and the budget should not be cut in this area. Other less important budget areas could be cut instead (the subsidised cafe/restaurant in Parliament is an utter waste of taxpayer money, put that money into

11446420 Nov 15 20 councils' car park budgets).

11446413 Nov 15 20 Inconvenience

Where social isolation is at its highest, especially with the effects of Covid introducing this cashless system will prevent older people from parking at the City centre. We see not there yet where

11446406 Nov 15 20 everyone can use card/phone to pay.

11446365 Nov 14 20 As long as there's an option to pay by card this wouldn't be a problem.

11446358 Nov 14 20 People of low incomes don't always have cards. So it means they can't park

11446352 Nov 14 20 Cash is expensive to collect and this is money CYC can no longer afford

11446343 Nov 14 20 Discriminates against people who can only use cash - predominantly the elderly..

11446340 Nov 14 20 I do not wish to become a cashless society I prefer to use cash

Lots of people still don't have cards and stuff. It is useful to have several options In case you've left cards at home. Councils should also be accommodating everyone regardless of how they wish to

11446322 Nov 14 20 pay for council services

11446309 Nov 14 20 I use cash - convenient and quick. No smart phone

The phone parking lines and apps are notorious for being intermittent in their operation . Not only that to pay by phone takes ages , whereas to pop some coins on the meter takes seconds. Also, not everyone wants to use an app to pay as some don't have smart phones. Best to provide visitors the choice .

Being electroshypersensitive, I do not use a mobile phone because doing so causes me immediate and long lasting health problems - and hurts! So if I can't use cash to park, how am I to pay? The bus has Wi-Fi which is also a serious problem for me. I don't go into town often (too much radiation) but have to sometimes for medical appointments etc. which would be impossible if I couldn't park.

11446109 Nov 11 20 I do not always have the correct coins

11446079 Nov 10 20 We need to have both options

11446063 Nov 10 20 It will lead to some drivers being unable to pay for parking.

11446057 Nov 10 20 I will only use cash. I will resist the move to try to force us to leave a Digital trail wherever we go. Cash is private and universal. It works when systems fail and when the power goes down.

11446046 Nov 10 20 It is a discriminatory change!

11446045 Nov 10 20 Principle: cash payment should be allowed. Practical: sometimes it is more convenient (say the overnight fee for residents)

11446039 Nov 10 20 Unacceptable impact on those who cannot or will not use non-cash methods

11446034 Nov 10 20 Card/web fraud

11446030 Nov 10 20 Not inclusive

If the internet is down or people don't have a smart phone, you cannot park . It is discriminatory, complicated to use and takes forever to find the right app. Not impressed with this move at all and cannot see the benefit, other than to the Council.

11446026 Nov 10 20 No other way to pay

11446006 Nov 10 20 I think it's important to keep cash as a payment option as much as possible

11445984 Nov 09 20 "cashless parking" heavily implies free parking. If the council refuses payment of His Majesty's Pound sterling then people can't be held responsible for not being able to pay.

11445974 Nov 09 20 Because it just makes the cost higher and adds a transaction fee

11445957 Nov 09 20 Safer and easier

I really feel concerned about members of the population who find using self service card payments challenging. This is based on observations of some older members of my family who are unable to pay for their shopping in shop self service machines. It also concerns me card payments can discriminate against members of the population who can't have a bank account for whatever reason, they will be excluded should they need to pay in car parks, on street parking etc.

11445955 Nov 09 20

11445949 Nov 09 20 Economical for council

11445949 Nov 09 20 I don't want to be carrying small change around, and don't want to install endless apps onto my phone or sit waiting to pay to park over the phone

11445938 Nov 09 20 We must have choice

11445937 Nov 09 20 Subject to ease of other payment. Don't rely on phones.

11445933 Nov 09 20 It excludes certain members of society, especially if they are up to limits on their cards.

11445923 Nov 09 20 Card security open to scammers.

11445864 Nov 08 20 Cash is better for budgeting and managing

11445798 Nov 08 20 Parking meters with cash will die eventually. I believe we need options to accommodate all, but this is a step in the right direction which will promote positive change.

It doesn't affect me personally, but I'm concerned for others. I also would like to see clearer directions at the parking machines; I have found it difficult to understand the charges especially at different times of day and evening.

11445754 Nov 07 20

11445666 Nov 07 20 Needs to be an option for those without contactless or smart devices

11445653 Nov 06 20 We should have a facility to pay by cash as it is still a legal tender and I don't carry my card always. It is simple to pay by cash.

Had to try to use them before and it was confusing for us and others attempting to use. More often than not they were broken or would not link to the net. These were in York and other parts of the
11445524 Nov 05 20 country

11445495 Nov 04 20 Both cash and card should be offered. Coins are legal tender and should be accepted. I do not always have bank cards with me but always keep coins in my car

11445474 Nov 04 20 the next move would be by smart phone - this is not convenient for everyone

11445464 Nov 04 20 We are more confident using cash.

11445408 Nov 03 20 It doesn't matter how it affects me - it matters how it affects others, and 'cashless' payment methods victimise poorer people in particular.

11445385 Nov 03 20 I never has change

11445315 Nov 02 20 I would stop visiting York and go shopping elsewhere

I don't like to use my card for small amounts and tend to park in York in the evenings and as I have a minster badge it is £1. Scrap evening charging for minster badge holders and I wouldn't have a
11445277 Nov 02 20 problem

11445256 Nov 02 20 I think it disadvantages older people who do not like to pay by card.

11445203 Nov 01 20 Much more difficult to pay, and relies on technology which can go wrong

I still think it is 6 years maybe 10 years to early for the previous generation ie the seniors who are not technically adept with smart phones etc. I do think that to remove the ability to pay by cash would
11445199 Nov 01 20 discriminate against them. The idea is sound but not just yet.

If I can't pay by cash I won't be visiting York. Denying use of cash is discriminatory, and should be illegal. You impact most on those that have no say and you have a responsibility to make facilities
11445185 Nov 01 20 available to all.

11445185 Nov 01 20 It is very important to retain cash. Removal of the right to use cash removes the ability to do anything without somebody knowing what you are doing and where you are.

This is a discriminatory policy dreamt up by white able bodied middle class people who do not realise how many of us rely on cash and/or do not have access to banking facilities and/or mobile
11445182 Nov 01 20 phones.

11445163 Nov 01 20 Using cash at the parking machines isn't worth the upkeep

I've been in the situation where I've paid for a strangers parking as their contactless card needed it's pin entering this wasnt working. It's also not good for people without smartphones or contactless cards. ased

11445162 Nov 01 20 Save money for the council and allow them to use the money for other more important services

Taking away cashless options is discriminatory against the elderly and people on low incomes who benefit from using cash to budget. removing the options to use cash by councils and other businesses is contributing in the demise & closure of other local services like post offices & local bank branches, again this affects elderly and low income families. Discriminatory against tourists and some refugees who will be charged extra bank charges for every card transaction they make abroad. It makes every transaction reliant on technology which is not a good thing, cards can be declined, phones can run out of power & for every transaction made you are open to data breaches. A bad idea all round. Convenient for the council but not for the public.

11445101 Oct 31 20 Saves CYC money collecting from machines but must be rigorously thought through & implemented fairly.

11445075 Oct 31 20 As long as can use card NOT MOBILE ONLY DANGEROUS

11445038 Oct 31 20 Any reduction in diversity should be resisted. Cash is the simplest way to pay, no faffing with card or (worse) apps

11445036 Oct 31 20 Would not want to be app only

11445002 Oct 30 20 It's a waste of Council money to continue accepting cash - waste of taxpayer money, York needs to move with the times

11444953 Oct 30 20 Don't have a smart phone

My experience of cashless parking in non council sites has been poor - when smartphone connectivity is an issue, which has been an occasional problem - then what does the motorist do? Move to another car park, which is often impractical; leave a note in the car but risk a large penalty if enforcement officers check the car park and connectivity has been restored?

This disadvantages older people, like us, those who do not use smartphones, people who do not have bank cards, many disabled people. Many people cannot afford to park in York. We have to save up coins in advance but would rather do that. £4 to park in evenings for a night at the theatre is not acceptable

11444949 Oct 30 20 Because so often they don't work and I can't understand how to use them. Then no way to appeal

11444935 Oct 30 20 Takes away freedom of choice & privacy

It would prevent myself and other people like me being able to park. I do not have a smartphone and I do not want to pay using a credit or debit card as I want to keep a close eye on my spending. I do not trust cashless payment methods, if there is an error on the part of yourselves or my bank, I will most likely be unable to have the time to try and correct it. I want to have the option to pay by cash as it is simple and not subject to error. If I cannot pay to park with cash I will be unable to park and this will ultimately prevent me visiting York for shopping and leisure.

11444912 Oct 29 20 If you want people to have to part with their money in order to park their car, they should at least be able to choose the method which is most convenient for them.

11444906 Oct 29 20 Happy to use contactless card

11444906 Oct 29 20 Cash must remain an option going forward

11444905 Oct 29 20 Cash must be kept unless you wish for "1984 "

11444905 Oct 29 20 For me it's fine, as long as you don't go down the parking app routes. BUT I'm concerned for those who may be unable to access this survey or don't have bank accounts or need to keep spending secret from abusive partners. There's too much marginalisation of people by society because of government funding cutbacks to local people and their councils.

11444905 Oct 29 20 Cash should always be an option

11444903 Oct 29 20 It's egregiously discriminatory!

11444903 Oct 29 20 Lower cost for council and therefore lower parking costs in the long term. Easier.

11444903 Oct 29 20 I do not pay by card.

11444903 Oct 29 20 There should always be the option to pay by cash. Removal of cash options for parking and for other purposes removes freedom of choice and is leading ever closer to the introduction of Central Bank Digital Currency.

11444901 Oct 29 20 Cash is crucial to me

11444900 Oct 29 20 Overseas visitors, elderly drivers, those without smart phones or have credit cards will be disadvantaged, indeed discriminated against for wanting to do a simple task like parking. Their freedom of movement is restricted.

11444896 Oct 29 20 SHOPS AND BANKS IN YORK WOULD LOOSE CUSTOM

11444899 Oct 29 20 Fundamentally discriminatory. Not everyone can afford a smart phone or have a contract with sufficient data allowance to download apps or have a digital means of paying from a smart phone.

11444899 Oct 29 20 It is unhelpful, particularly to elderly people.

11444899 Oct 29 20 Disadvantages those who have no other means of payment.

11444899 Oct 29 20 It is vital to retain the option to pay in cash. Removing this discriminates against the elderly, foreign visitors, and those who prefer not to unintentionally wander into a digital surveillance state.

11444898 Oct 29 20 It is all about facilitating council activity, nothing to do with the customer. It is a removal of choice and an increase in the surveillance society.

11444898 Oct 29 20 I need to use cash

11444895 Oct 29 20 I don't have a smartphone. It costs me to use my card. I value anonymity.

11444895 Oct 29 20 It would encourage councils elsewhere to make the same imposition

11444894 Oct 29 20 This proposal is against the principles of DEI - Diversity, Equity and Inclusion

11444894 Oct 29 20 Many people will suffer if cash payment options are removed.

11444893 Oct 29 20 It discriminates against people who do not have 'smart' phones! It will serve to deter visitors! Not a very intelligent idea, is it?!

11444893 Oct 29 20 I want to use cash

11444892 Oct 29 20 everyone deserves choice, and some people can only pay with cash

11444892 Oct 29 20 Prefer to use cash

11444892 Oct 29 20 Too technical for us oldies with no mobile

11444892 Oct 29 20 Discriminatory towards those who chose to use cash or have no access to electronic payments

11444892 Oct 29 20 People need choice. Many prefer cash, perhaps especially the elderly. Is removing cash a form of discrimination?

11444891 Oct 29 20 I use cash for almost all my needs when visiting.

11444891 Oct 29 20 Cash payment should always be an available option.

11444891 Oct 29 20 it is a breach of my human rights

11444891 Oct 29 20 Cash is convenient and private

11444890 Oct 29 20 It affects the elderly and mentally ill

11444890 Oct 29 20 It is discriminatory. Thousands of people do not have the facility to make cashless payments.

11444890 Oct 29 20 It excludes elderly, like me, people who can't use cards or aren't online. It disadvantages a huge number of people.

11444890 Oct 29 20 I find it discriminatory against myself, elderly people. Those that do not have a bank card or smart phone. Those that want to not be logged & tracked throughout their day

11444890 Oct 29 20 I always use cash.

11444889 Oct 29 20 Will prevent me parking legally

11444886 Oct 29 20 Removal of cash is discriminatory

11444873 Oct 28 20 I tried to pay for parking twice this week via phone but there were issues both times. Before you go to cashless you need to make sure that the options you give to pay are working.

11444872 Oct 28 20 Not a secure option , the system could be hacked and personal bank details obtained

11444864 Oct 28 20 Would probably be ok for me but I'm thinking of the aged who may not know how to download the Pay by Phone App.

11444861 Oct 28 20 It disadvantages the most vulnerable in society, e,g disabled, elderly.

11444861 Oct 28 20 Usually avoid meters as far as possible

11444855 Oct 28 20 Only if I can use the machine to pay by card or phone, and not an app I have to install or ring up.

11444853 Oct 28 20 It would stop me and my friends ever using car parks which would mean no theatre visits, no cinema visits, no meals out. Can't use buses as they are unreliable at night. Can't use P & R as it doesn't operate late enough

11444849 Oct 28 20 Not fair to those without card

11444848 Oct 28 20 Personally I have no difficulty with cashless but I do object to having to pay higher parking fees when paying online. I paid online last time I parked on Bishy road and it cost more than if I had paid in cash. My objection to going fully cashless however is the impact it has on the older generation who either have no facility to pay cashless and aren't sufficiently IT proficient to do so

11444801 Oct 27 20 I think we need to provide cash parking at a selection of parks across the city - digital footprint being the most important

11444830 Oct 27 20 Not all can pay by card or phone

11444826 Oct 27 20 Some people can't pay by card, should offer both choices

11444818 Oct 27 20 Mainly to reduce council costs

11444812 Oct 27 20 Many people do not have another option

11444808 Oct 27 20 It TAKES AWAY PEOPLES FREEDOM OF CHOICE- especially the elderly

11444808 Oct 27 20 credit card use would make it easier to use.

11444804 Oct 27 20 Cashless is more convenient and efficient.

11444803 Oct 27 20 Security and reductions of costs re. maintenance and collection

11444800 Oct 27 20 Digital systems unreliable. Subject to fraud.

11444797 Oct 27 20 Cash it way taking way will cost more as you be charged

11444793 Oct 27 20 The service should be available to all. Cash is easiest for many elderly

11444787 Oct 27 20 Cash is quick, convenient, easy for friends to share costs

11444785 Oct 27 20 I think this would severely disadvantage older people who do not have access to sophisticated electronic devices

11444784 Oct 27 20 Alienates older generation who are statistically more likely to need to drive to York (reduced mobility etc)

11444780 Oct 27 20 I can see both sides of the argument but for people who cannot afford the large costs of parking in York it sends unfair.

11444776 Oct 27 20 see answer in Q13

11444778 Oct 27 20 I understand that times move on but do not like the fact that cash users like me are now being discriminated against just because we do not feel comfortable using electronic payment methods. I am very comfortable with using cash and not so using other methods.

11444777 Oct 27 20 I wouldn't want this decision to badly affect anyone.

11444776 Oct 27 20 Need the option of how to pay. No signal cant pay etc.

11444773 Oct 27 20 Only if card payment is allowed

11444771 Oct 27 20 For me it makes no difference, and it's better for Council costs

11444769 Oct 27 20 Not everyone has a mobile or is happy to pay using a card

11444769 Oct 27 20 Nowadays all payment are contactless, we should follow the trend in technology and way of life

11444767 Oct 27 20 People should have the option

11444767 Oct 27 20 Paying by cash should still be an option in addition to other methods.

Unnecessary effort to 'save' money at the expense of residents and visitors. York is powered by its brilliant tourism economy, why introduce barriers to this? Parking should be cheaper, easier, accessible to all, to sustain and grow the economy. Expensive and complicated city centre parking makes people take their business to the big boring suburban shopping centres, which do not benefit

11444747 Oct 27 20 York's diverse city centre.

11444742 Oct 27 20 It's not inclusive for all visitors. People use cash to manage money and a cashless society is harder for different generations to continue to have freedom when visiting the city.

11444739 Oct 26 20 Removing choice for many especially senior citizens for who many have limited access to other payment methods

11444736 Oct 26 20 It discriminates against those who cannot use a smart phone or cards

11444730 Oct 26 20 not everyone can use alternative methods - you must consider all

11444729 Oct 26 20 It cuts down options particularly for the elderly

11444729 Oct 26 20 Whilst this wouldn't affect me as a smartphone user it would have an impact on my father who isn't a smartphone user and very much a cash person.

11444728 Oct 26 20 I know people who only use cash

11444723 Oct 26 20 I find the cashless machines difficult to understand and use.

11444721 Oct 26 20 I support as long as it doesn't become pay by phone only

11444720 Oct 26 20 Not useful to older residents

11444717 Oct 26 20 Only support if can use cards, do not support if it's all parking apps

11444713 Oct 26 20 Having enough change in cash is hopeless

11444711 Oct 26 20 The option should remain for those less able to use computerised systems

11444710 Oct 26 20 Legal tender. Cash should always be available for all the reasons you have mentioned about people who don't have cards etc. Charges also for using cards.

11444711 Oct 26 20 Removing the option should not be an option.

11444710 Oct 26 20 I prefer to use cash

Sometimes the Pay by Phone app doesn't load (issues with 4G?). If there is no facility to enable card payments to me made eg St Nicholas Fields car park, then the only option is to pay cash or go to a different car park and hope it has a card payment option. This happened to me a couple of weeks ago and was very inconvenient especially as York was very busy! Fortunately I had enough

11444707 Oct 26 20 change on me for a short visit...

11444708 Oct 26 20 This prevents people who cannot use cashless methods from coming into the centre of York and is discriminatory - all York Council tax payers should be treated equally.

11444707 Oct 26 20 I couldn't or would find it very difficult to pay any other way/

11444706 Oct 26 20 Removes choice and conversion of machines is a capital cost when the council is running a deficit.

11444705 Oct 26 20 Not everyone has contactless cards, or mobile phones. I can't really think why, so perhaps they should just be excluded anyway.

11444706 Oct 26 20 Because that's yet again the council discriminating against people that struggle to pay by card or can only use cash to pay for things

As someone who likes to be able to choose how I pay for things I strongly object to the move to cashless parking. What if the phone doesn't work or as died? What if the bank card is damaged? I like

11444706 Oct 26 20 to be able to use cash and I know several elderly folk who don't have smart phones or like using bank cards. It's not fair on them

11444706 Oct 26 20 Security and economy

11444705 Oct 26 20 As long as can use debit cards for payments

11444700 Oct 26 20 This has to be seen in the context of wider moves towards a cashless society and this reduction in available options hitherto enjoyed by everyone will be a negative development.

11444697 Oct 26 20 People need to have choice how they want to pay

11444696 Oct 26 20 Definitely not. Cash should always be a payment option in all cases everywhere

Many people will not do it- they will just go somewhere where it is easy to park like Ripon or Malton. I dont support the electronic daa collection that goes along with tracking peoples movements and car

11444696 Oct 26 20 positioning.

11444688 Oct 26 20 Elderly people will be penalised.

By introducing cashless payment you are excluding many members of the public. I rarely go into York now even with a Blue Badge as the car parks are too far from the shops and my husband and I cannot walk that distance. That saddens me in a City I have lived in for over 70years. If we do go out it will be to our off York shopping centres because you can park for free and not have far to walk

11444683 Oct 26 20 to reach the shops

11444677 Oct 26 20 Current system is convenient and works well. New machines would be expensive and a waste of Council resources

11444675 Oct 26 20 Theres no need to waste money fixing something that is not broken. People tend to use cash for parking especially the older generation, cashless would be confusing and agitating for most people.

11444670 Oct 26 20 I live on cash. I can't work out apps. I don't understand them.

11444670 Oct 26 20 No smart phone .

Many people don't have the option or importantly the confidence or trust to use electronic methods of payment. I have used card payment in the past but for those transactions the pay machines are not user-friendly. It takes so much longer to work out how to do something that should be easy. Also your article says it costs about £90,000 a year to collect from the machines so tell us what that

11444640 Oct 25 20 money would be used for instead.

This decision discriminates against people who do not have access to a digital method of payment- I work in the city with people who have complex needs and limited capacity to use digital methods

11444634 Oct 25 20 of payment

I would stop coming into York as I do not have a smartphone. I could pay via cc or debit card but not by "app". I would use public transport or go elsewhere to shop , eg Pocklington for me, or look at

11444634 Oct 25 20 home delivery for supermarket shops

11444627 Oct 25 20 I struggle with the technology

11444626 Oct 25 20 It would stop me coming to York and budget what I spend

11444624 Oct 25 20 Not everyone had a smart phone for apps, or use contact less cards. It's time consuming,.Uchida quicker putting cash in.

11444623 Oct 25 20 Need to think about people who don't carry smart phones. Or haven't got bank cards.

11444608 Oct 25 20 I rarely have enough coins these days.

11444606 Oct 25 20 This would leave a large propirtion of the population unable to use car parks?!

11444604 Oct 25 20 Removing use of cash would limit my ability to come to York

11444604 Oct 25 20 It disadvantages groups of people who cannot use cashless payment, as you said in your description.

11444592 Oct 25 20 Just because I use my phone to pay for parking, doesn't mean everyone can.. I can see the benefits, but wonder if they outweigh the inconvenience that would be caused to some people...

11444591 Oct 25 20 Restricts the availability of parking for residents and visitors who don't have access to a smart phone.

11444585 Oct 25 20 It would not necessarily be a big issue for me personally, but it would be for many other people.

11444584 Oct 25 20 You MUST leave some options to pay by cash, I agree not all car parks or on-street need to be, but the larger car parks MUST retain cash.

11444584 Oct 25 20 The Council faces financial challenges. The numbers on cash usage speak for themselves. A £90,000+ saving is hugely significant. Supporting cash for a minority does not make sense.

11444582 Oct 25 20 Don't always want to pay by card, the apps don't always work/poor connection

11444581 Oct 25 20 because it discriminates against people who do not use credit/debit cards

11444579 Oct 25 20 I have to use cash to pay.

11444579 Oct 25 20 It doesn't affect me but I know people who don't use contactless.

11444577 Oct 25 20 Cannot pay cashless, this would stop me accessing york.

11444577 Oct 25 20 Paying by cash should always be available

11444574 Oct 25 20 Discriminates against older people and less well off who are less likely to be able to use cards

11444569 Oct 25 20 Excludes some from using car parks

11444540 Oct 24 20 Using a bank card is not secure and you don't get a receipt or ticket. I do not possess a "smart" phone and would be unable to use this method of payment

11444538 Oct 24 20 For the reasons stated already, not everyone has the ability to use their phone to pay, people with disabilities might not be able to use them, domestic abuse victims can't leave a trail

11444537 Oct 24 20 because if my card did not work how would i pay. my wife is disabled.

11444533 Oct 24 20 Admittedly, it wasn't in York, but I have had contactless and mobile payment systems fail for me in the past and had to move my car somewhere with another meter causing stress and delayed our plans, so I always prefer so stick to cash payments and keep change in me car specifically for this as i have never had a cash payment fail.

11444529 Oct 24 20 The choice to use cash should be available .

11444527 Oct 24 20 Because it would seriously affect people like me who do not use cards

11444525 Oct 24 20 I use cash to park, i do not have a smart phone and wish to pay in cash - i wouldn't be able to use the car parks and wouldn't be able to go to teh hairdresser of 20 years, my optician - Viewpoint and clothes shopping

11444524 Oct 24 20 I don't use CYC car parks but when I travel elsewhere I like to use card or cash. Apps are a pain because each council seems to have a different app.

11444524 Oct 24 20 As above - it is ableist and discriminatory. My parents would not be able to work out the software to park and from my experience, it often does not function appropriately.

11444523 Oct 24 20 It excludes a lot of people from parking and I disagree with a cashless society

11444519 Oct 24 20 Not everyone can operate the other technical methods of payment.

11444517 Oct 24 20 It would stop me having a choice

11444517 Oct 24 20 Tried to use these in other areas they end up complicated and time consuming

11444515 Oct 24 20 I think that it is important to have at least some options to pay for parking with cash for those people who do not have access to debit/credit cards.

11444509 Oct 24 20 Disadvantages the 14% who do use cash, esp. disabled

11444508 Oct 24 20 enable everyone to park easily and pay as they prefer.

11444508 Oct 24 20 It's the method I use anyway

11444506 Oct 24 20 Not everyone has internet or the ability to use wifi

11444502 Oct 24 20 apps will work.

11444501 Oct 24 20 see my response to q 9 above

11444499 Oct 24 20 Saves money for the city, reduces paper usage of ticket, modern

11444498 Oct 24 20 Legal requirement in England to accept legal tender for any debt.

11444498 Oct 24 20 It's a progressive measure

11444493 Oct 24 20 Prefer cash on parking as I have a cash coin for this exact purpose

11444493 Oct 24 20 No effect on me, but I am concerned for the elderly and vulnerable who will be most impacted by a decision to go fully cashless

11444489 Oct 24 20 Costs of collecting cash, dangers of carrying cash, banks can charge more to deposit cash,

11444489 Oct 24 20 I prefer to use cash. Becoming a cashless society would have a huge detrimental impact on a lot of people, particularly those in greatest need.

11444488 Oct 24 20 People are using Les and Les cash now. Plus it will be easier for foreign visitors.

11444487 Oct 24 20 app and I didn't feel safe phoning through my details. Fortunately, the car park offer allowed a grace period to pay the fee. I was able to find somewhere I had a signal and was able to pay.

11444487 Oct 24 20 Theft and convenience

It is discriminatory against the poor and disabled, it is simply wrong. Also, it will encourage people to park unofficially, which in such a small city will serve only to worsen already serious congestion problems. Refusing cash payments can be classed as a breach of the Equality Act (2010). You are required to make reasonable adjustments for disabled, poor,... other service users, and this means

11444485 Oct 24 20 you must accept cash payments.

11444485 Oct 24 20 Cost savings

11444484 Oct 24 20 Card machines often don't work. Also there is a risk of fraud

It shows no consideration whatsoever for those people who do not have fancy mobile phones, bank accounts with cards or who do not wish to engage with 'technology' for fear of their bank card being

11444483 Oct 24 20 'chewed up' or not being able to access the parking charge 'methodology' via their mobile phone.

11444483 Oct 24 20 I think there are legitimate reasons that people will need to pay cash. so they need to have an option to do so.

Loss of secure method of parking; loss of control over finances at the difficult time in a cost of living crisis; additional time in trying to find alternative places to park or means of paying; does York really

11444482 Oct 24 20 intend to reduce footfall in the City Centre? No wonder residents shop out of town so much!

11444482 Oct 24 20 I believe that in bigger car parks, a limited number of cash payment machines should be retained/provided for the next few years until the move to cashless in general is further along.

11444482 Oct 24 20 I never carry cash. App parking is great and allows session extensions.

11444482 Oct 24 20 Not everyone can afford smart phones or have bank cards

11444481 Oct 24 20 If you take away the fees (considering you'll be saving £90k) and the additional non optional cost of a 15p text reminder then I'll happily support the decision for cashless.

11444480 Oct 24 20 I don't carry cash anyway, and the financial benefits to the city are clear by removing this option

11444480 Oct 24 20 choice is required for all , cashless systems are confusing and ripe for scams and problems - i oppose this move completely

11444480 Oct 24 20 The payment apps are slow and confusing

11444480 Oct 24 20 I think we are changing to a digital society and I'd rather use the money saved in other areas.

11444479 Oct 24 20 I don't object to cashless payments but when I have paid by card the cost has been significantly higher. Why should that be if the admin costs are less ? Also, there can be technical problems and without the option to pay by cash this could make it impossible to pay.

11444479 Oct 24 20 Don't carry cash, machines more likely to break

11444479 Oct 24 20 It would stop me parking in York.

11444478 Oct 24 20 Avoids need to carry cash

11444478 Oct 24 20 want to pay by cash

11444476 Oct 24 20 If paying by ap would it be a country wide one or one just for YCC

11444476 Oct 24 20 Some people do not have the option

11444475 Oct 24 20 As the machines don't give change, it is pretty much impossible to have the exact change to pay for parking. Plus I don't carry cash or even cards with me mostof the time, just relying on my phone or watch to make payments.

11444475 Oct 24 20 this would discriminate against people who are on lower incomes, may not be able to manage online banking, elderly people

11444475 Oct 24 20 Because I rarely carry cash / have the right cash and machines never give change - contactless is far easier

11444472 Oct 24 20 Other people are unable to park due to only being 'cash people'. This includes my husband and father. You are excluding a service for some people.

11444475 Oct 24 20 To save money and reduce crime

11444474 Oct 24 20 i don't carry cash

11444473 Oct 24 20 York is a tourist destination, and spare change at the end of a day's visit, will enable, paying exactly, for durations of parking

11444473 Oct 24 20 The apps take a long time to load and don't recognise the Minster Badge holders so end up charging you full price rather than the discounted one.

11444473 Oct 24 20 Cost, safety, convenience

I think it's ageist. You have an article immediately below the cashless car parking entitled age friendly York. This is not age friendly. Many people do not want to or know how to link their mobiles to any way of paying for anything

11444472 Oct 24 20 Some elderly or more vulnerable individuals may not be confident to use the cashless machines or have bank cards/mobile phones

11444472 Oct 24 20 No alternative

11444472 Oct 24 20 Makes it more difficult for certain members of the community

11444471 Oct 24 20 I can see it makes economic sense for the Council and £90k can be better spent on other services.

11444471 Oct 24 20 Having been scammed before by ticket machine I no longer trust them

So long as there are any people for whom cash is their only method of payment, this option must remain available. This disproportionately affects certain groups (older people, low income) and so it would be discriminatory to exclude them

11444471 Oct 24 20 I think you should be able to do both

11444471 Oct 24 20 i have many friends who could not cope and would stop coming into THEIR city

11444470 Oct 24 20 The costs incurred can be saved and diverted elsewhere

11444470 Oct 24 20 saving the cost of maintenance and collecting moneys

11444469 Oct 24 20 Excision of choice and touch screen machines not always working correctly (I speak from experience)

11444469 Oct 24 20 Where parking is short-term eg most street parking I think cash machines should remain with cashless machines in car parks where people expect to pay larger amounts.

11444469 Oct 24 20 Some older people are unable to do this and it is unfair to withdraw cash machines for these people

11444469 Oct 24 20 As many still prefer to work in cash. If no internet access or card reader not working there are no other viable options and could incur a fine.

11444469 Oct 24 20 Much easier and I hardly ever carry cash.

(1) The technological barrier excludes the elderly and the disabled (eyesight issues, reading issues, mental health issues, manual dexterity issues, paralysis etc.), (2) the cost barrier of owning a smartphone with a 4G or 5G connection excludes those on lower incomes, (3) a problem with 4G/5G connectivity would stop people being able to pay, (4) having cash in a machine encourages the

11444469 Oct 24 20 council to to monitor car parking better with both cameras and actual security personnel or police, improving safety.

11444469 Oct 24 20 Cost savings and shows intent to move towards public transport / walking / cycling / wheeling

11444468 Oct 24 20 Cash is an outdated option to pay for anything these days and streamlining the system with only online/debit card payments is the only way a modern city will progress

11444468 Oct 24 20 It will put people off coming to city, we are not as yet a cashless society. And the council needs to make things easier not harder.

Absolutely not. You cannot take away people right to choose how to pay. My grand parents and my mother all don't use cards etc. They draw out cash for the week and spend that to keep in budget. I

11444468 Oct 24 20 work outdoors and do not take cards etc out with me either, I take the cash I need for the day and that is how I pay for parking.

11444468 Oct 24 20 I prefer to have the choice of paying in cash rather than card.

You need to cater for all members of society, many older drivers and low income families do not use cards or even have access to cards that are acceptable to these machines and you will be

11444467 Oct 24 20 penalising them

Whilst it would have little effect for me, I know some people who it would prevent being able to park in York. This in turn would mean we (including me) would go elsewhere so council would also lose

11444467 Oct 24 20 my parking revenue

11444467 Oct 24 20 Most people Cary a debit or Credit card which they could pay with or use the App like I do.

11444467 Oct 24 20 Too many apps for parking schemes

It excludes all people who don't have a smartphone and many vulnerable people in society. You are excluded if you've lost your card etc. Those who are on a low income use cash to budget better

11444466 Oct 24 20 especially in current times. York has lots of older visitors who don't have access to digital payments.

11444466 Oct 24 20 I believe it is unfair to those who have no card or difficulty using the machines

There are so many people who need to pay with cash for various reasons, and by removing the option completely you are stopping people being able to park in the city centre. Also, contactless/card

11444466 Oct 24 20 payment often don't work on the machines so the more options to pay the better!

11444466 Oct 24 20 You can use the money savings to remove the evening charges of Minster Badge holders, but you won't.

11444466 Oct 24 20 You need to cater for all residents, not just those tech savvy

11444466 Oct 24 20 The council needs to save money:. We should not prioritize motorists

11444466 Oct 24 20 Stupid decision that will affect lots of older people and people without smartphones

11444466 Oct 24 20 People need options. There should be at least one machine per car park accepting cash. Reduce the number yes but don't remove.

11444465 Oct 24 20 tourism. why not have a prepay card, available in shops like an oyster card

11444462 Oct 24 20 There are many people who rely on using cash. I find other methods confusing.

11444460 Oct 24 20 I know there are people who would struggle if they didn't have the option to pay cash and don't believe it is right for government to take that option from them.

11444443 Oct 24 20 Unreliable technology as proven elsewhere in England

11444430 Oct 23 20 Not all users have the ability or desire to pay non-cash and it is essential to ensure that nobody is disadvantaged.

11444437 Oct 23 20 Save money

11444437 Oct 23 20 Many elderly don't have debit cards & are not digitally savvy it's discriminatory towards them as many also don't have smart phones

11444434 Oct 23 20 We don't have contactless cards

11444433 Oct 23 20 You say yourself that some people, already disadvantaged in life, would be unable to use cashless machines. This is so sad and indiscriminate.

11444432 Oct 23 20 I do not wish to risk using a card to pay for parking, I want to use cash.

I reserve the right as a customer to choose how to pay for parking and anything else I pay for. It is against my human rights to take this choice away from me and anyone else who needs to or chooses to pay cash

Removing option for choice of payment to residents and risking card fraud by hacked machines or devices reading cards on machines. Also excluding some oroplev from oatkindvdyevto lack of card.

It is excluding people who want to pay cash

Its prohibitive to the most vulnerable in society and not necessary.

Being elderly (81) I have always used cash.

There's huge sections of population that can't use anything but xash

I don't have a smart phone and worry the correct amount is taken from my debit card if I accidentally press the wrong button. Cash is easier to control the amount paid

Cashless methods are unreliable.

You won't reduce the parking costs given you'll be saving more as the council is as corrupt as the tories. But as a society we're not ready to go fully cashless yet

Personal preference, cash

Older people find machines harder to use

Finding a car park only takes cash is a real pain. I always have a card or phone. I usually have no cash.

I only use cash

Easier. Cheaper.

It adversely affects those who can not or prefer not to use digitl payments

11444408 Oct 23 20 Taking jobs away from council employees

11444407 Oct 23 20 I only have access to cash

11444404 Oct 23 20 Saving the council money.

11444402 Oct 23 20 I will be unable to to into town

11444401 Oct 23 20 I can't afford a smart phone.

11444401 Oct 23 20 Some people prefer to use cash and they are becoming alienated by the drive to love everything to cashless

11444398 Oct 23 20 my experience of using cashless machines awkward and clumsy. The machines are not easy to use.

11444399 Oct 23 20 CYC seems to be wishing that disabled drivers don't exist.

11444397 Oct 23 20 Choice for local residents. Not council role to minimise choice.

11444396 Oct 23 20 I do not agree to going cashless. I like to budget and find it easier using cash for things like parking and bus fares etc

11444395 Oct 23 20 Because there are times when only cash is available

11444387 Oct 23 20 Some people need to leave no digital trail

11444385 Oct 23 20 I only use cash and don't need a smart phone.

11444382 Oct 23 20 The contactless payment options invariably don't work. Several time recently I have tried to pay by this method and it has refused to accept payment, so I have resorted to cash.

11444381 Oct 23 20 I do not want to register my information. Cash allows people to park nearer to the shops such as coppergate. Relying on phones to pay is restricting and deterring people coming in to york.

11444382 Oct 23 20 Parking should be accessible for everyone removing cash options discriminates against those that are elderly, do not have the technology or the tech know how.

Technology is always prone to failure, if not directly the payment machines. It can be mobile network issues that prevent being able to use online methods of payment. Some people simply may not have money in their bank accounts to pay but have cash.

Because I don't always have my phone with me. Don't take my card with me as am using cash to budget. Its very concerning that signal is often not there and there are outages in banks Internet access. An added reason is people can be tracked

11444378 Oct 23 20 The option to pay cash should remain always. To remove is to discriminate against those who prefer to pay cash and would also leave us susceptible to unforeseen IT failures of banks or internet.

It is not fair on the older generation, it will put them off coming into the city centre. Need to give them everyone an option. Parking in york is already expensive and difficult having an affect on businesses

11444378 Oct 23 20 Many people have no access to these payment methods and cash should ALWAYS be accepted.

11444377 Oct 23 20 A lot of people, mainly elderly are still unsure of using card and phones. May only be x% but why would be eliminate these people

11444376 Oct 23 20 A lot of elderly people would struggle to pay

11444376 Oct 23 20 Some people don't have access to a card or bank account

11444375 Oct 23 20 It depends what replaces it

11444375 Oct 23 20 Cash is legal tender for transactions. I object to privatization of all payment schemes.

11444375 Oct 23 20 Cheaper to run

11444375 Oct 23 20 Cash needs to be kept in society its ludicrous this survey is even happening

11444375 Oct 23 20 it amounts to digital discrimination!! not everyone has smart phones, apps, or debit cards

11444375 Oct 23 20 Discriminates and restricts options.

11444374 Oct 23 20 I no longer carry cash. Most things are now paid by phone.

11444371 Oct 23 20 As long as no one is excluded

It is age discrimination and removes opportunities from older people like me who cannot use apps due to not being able to read small screens on phones being terrified of being scammed by providing data that may not be protected having stiff fingers that can't type on a phone screen and are charged more for using apps when we can't afford it. I will stop using the businesses in york that I visit

11444373 Oct 23 20 such as hairdressers butchers greengrocers and become more isolated

11444372 Oct 23 20 Depends on the alternative offered. Cashless by Card is acceptable, cashless by phone app is most definately not

It's discriminatory, the online methods of paying add a ridiculous % and are sometimes incompatible with residents permits. Sometimes a card doesn't work or needs a pin to be entered (which isn't an

11444371 Oct 23 20 option).

11444371 Oct 23 20 I would not be able to park as I couldn't pay any other way

I'm fine - I rarely need to use parking meters and I would find it easy enough to find cash or use a card. I am concerned about those, particularly from older generations for whom this is less easy and

11444370 Oct 23 20 who are also less likely to fill in these types of surveys. They are also the ones who are less likely to make a fuss at the time, but also be more affected.

I want to retain the flexibility to pay as I wish. If the Wi-Fi network goes down, how do we pay? I do use pay by phone though object to being charge a usage fee by the operator. If this goes ahead the

11444369 Oct 23 20 CYC should insist that this fee is removed.

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13 - Do you have any other comments about the council parking ticket machines?

Answered

385

Skipped

408

Responses	Tags
<p>arthritic fingers, those wearing varifocals, using a stick</p> <p>2 How are tourists & foreigners catered for?</p> <p>3 Cash is clear and understandable - much can go wrong with cards, QR codes, phoning, online etc.</p>	
<p>Make sure thy are easy to use, Coppergate can be very difficult</p> <p>DO NOT gov over to QR codes on a smart phone. Not everyone has a smart phone. I don't have one. Going QR codes could mean a loss of revenue for York Council, whereas almost everyone now has a debit or credit card.</p> <p>- some people are concerned about fraud on their card if they use cashless parking options</p> <p>-a move to cashless parking will put off some visitors to York, if they are unable or unwilling to pay by cashless methods</p>	
<p>None</p>	
<p>cost of parking in York is too high already deterring people from visiting/shopping in York. Removing cash option for parking would be a deterrent</p>	
<p>Should be available to everyone regardless of having a phone</p>	
<p>It might save money but that's another job gone</p>	
<p>Not everyone has the facility to use other options .</p>	
<p>Concerned about security and safety of using non cash parking machines such as app parking which often have issues</p> <p>being put on parking machines and diverting payment.</p> <p>Also, please don't opt for parking where you have to enter a number plate - this confuses members of my family and I doubt many people do the good deed of passing unused parking hours on to someone else.</p>	
<p>My preference is to always pay for parking using cash. A secondary alternative is using a credit or debit card. I do not like giving my bank details to third party parking apps.</p>	
<p>Disadvantages elderly people who aren't digital users</p>	
<p>York has many many churches yet they are not seen as an essential part of York compared to cafés, bars and food outlets. All economic thought goes to the latter group and the former are just left to find a way through.</p>	
<p>Why take peoples options away i want the option to pay both ways not be told what I can and can't do. I will stop using car parks</p>	
<p>find signs on existing machines hard to read Also bar codes can be forged on car parking signs,</p>	

What happens when they are out of order and they aren't taking cards previously they could take cash with technology or for one reason or another do not have it to hand. Even if one does have a smart device, it is also very irritating to visit cities and have to download yet *another* app to one's phone for paying for parking, which you may only use once in a very great while or once in a lifetime, as it seems everywhere uses something

No they are fine but expensive and we find other Yorkshire towns more welcoming to drivers with parking costs being a lot lower.

Leave them alone - for tourists it's a pain having to download apps I know we've struggled in other cities and had to go elsewhere and whilst it would be nice to not have tourists we need them!

Not all machines are accessible and don't trust telephone payment

As a visitor who enjoys York attractions I would not visit if parking was not available with payment by cash Choice should be wide and simple . Also giving consideration to people who have aversion to technology and find it stressful particularly in busy car parks, reduction of cash meters, yes but not totally abandoned particularly to older residents

Personally, I would go elsewhere to shop. The council should be encouraging people into the centre of York. Not having a choice of payments discourages people from shopping in York. The council's job is to serve ALL residents/visitors to support local businesses. Going cashless discourages this

In the grand scheme of things, £90k isn't a lot. We pay our council tax and expect reasonable services in return even accepting the current funding levels. Stop penny pinching and get priorities right for residents .

£90,000, which sounds like a fancy way of saying you plan to get rid of several employees/positions. If some machines don't make money, why not just make those spaces free to park in? It is basic economics. You would also give local businesses in that area a boost, by allowing people to access the area more easily

must not move to app only parking as this would discriminate against those whom do not own a smart phone (eg both my parents). would be good to use one app parking app rather than numerous. must continue to be able to pay using bank card

survey.

The current machines at nunnery lane car park often do not work with contactless so making them fully cashless will render them useless for a large proportion of the time. If one machine is not accepting contactless

The move to a cashless society is ill thought out when the system goes down or is hacked will the council be responsible for all losses and compensate people?

car parks. Forcing people to use cards distorts the data to justify the outcome the council seems to want. The council yes has to be profitable but given the millions of income from car parks this cost of handling cash is a small cost to income / profit. If so few people are using cash then why not leave it in place as the costs to in Monkgate and the other in Marygate, neither of which was taking cash. So, when you say there there has been a reduction in cash payments, it could be concluded that this has been manipulated by lack of current choice.

Please provide free car parks for residents with bought annual permits at a reasonable price - especially the over 60s

I think particularly elderly people may struggle with cashless machines

Please do not make us use an App. Have the same payment method for all parking meters.

They are badly lit, which makes it difficult to read the instructions - also the instructions are badly positioned to be used as a step by step guide to using the machines, and the print size is not good for those of us who have to use glasses to read (age-related, but still perfect eyesight for driving).

Instead of charging £20 annually make the York resident badge after 6pm free again , charge tourists more and give bigger discount to York residents

to pay to keep ALL residents happy. AND you have put up the price of parking again!! You are KILLING this Citys' commercial heart. In fact, it is in it's death throes. These parking charges are just a way of raising much needed money to run our city ... it is a stealth tax!! WAKE UP THIS ONCE BUSTLING CITY IS NOW FULL OF

I don't appreciate that I now get charged for full hours rather than actual time my car is in Coppergate. Greedy, as there is no obvious maintenance that goes on there.

Cash is an essential means of payment and should not be legislated for in the need to reduce Council spending. The Council should ensure that cash is vital for most people.

Booking fees, that are added to cashless payments, were not mentioned among their disadvantages and this is one the most important issues with them - using cashless payments (PayByPhone) means more expensive parking at the moment.

Pay by phone fee is outrageous as the cost of parking is already very expensive

Often don't work

Parking machines should always cater for as many options as possible, not excluding groups because they fit the wrong profile. Moving to cashless transactions are just another way for the powers that be to dictate how people should live their lives and to monitor how people live and where they go.

The charge for using the paybyphone app is not right. Easy to use and no different than using your card at a pay machine in a car park. Should be removed especially as costs to bank cash will be zero going forwards.

Should be cheaper especially for your residents without having to pay for a minster badge

Remove the QR code stickers. Far too many people have been conned by these fakes and scammers and that's not ok. Remove them and take away the risk.

Paying for parking with QR codes are now being used as a scam to harvest card details hate giving payment information to third parties

should still be able to pay for 1st hour then by putting in a bit more money for extra time without having to pay for another full hour doesn't encourage locals to use at all

Not by phone. They all use different companies around the company and is awkward. Especially as you have to register your vehicle each time you change vehicle and you may drive multiple vehicles.

have to pay extra by phone (I might consider it otherwise). Please don't consider the use of QR codes - the risk of fraud is too great (see Transpennine or Northern Rail, who have removed these). If you must go ahead with this, the machines need to be much better lit, with proper backlighting of the text on screen rather than black on

Keep all payment options open for those who don't/can't use cards or technology. Definitely DO NOT move to apps & methods that need a smart phone. People who are not tech savvy are already marginalised enough.

Stop trying to mechanise everything support real jobs in the community

Unreliable and can be difficult to use for elderly

You are taking away our right of choice. Many of us carry bags of coins specifically to pay by cash and cash is legal tender, tender of the realm and both options should be available.

You will discourage older/foreign visitors. The instructions would have to be completely clear, in many places they're not which is more worrying if you are using a card - security is also a worry for people.

If someone wants to pay in cash, you can't stop them from doing that.

Cashless as long as doesn't require using an app.

This is too open to fraud

Some long as the machines are of a standard type and you don't need an 'A' level to understand how to use them.

What happens if they are not working? How do people pay?

The parking needs to be accessible by different methods and accessible way for a wider community eg family and disabled parking. It is already made restricted for those with blue badges in central york and needs to be reviewed/changed vack. Enough is enough, this is only about politics.

longer use the council car parking, therefore the council will not save the suggested 90k.

The town centre businesses will have less trade, as i will no longer go into the town centre.

The council officer's report is inaccurate in stating that payment for road tax/insurance is only by cashless

No

If cash payments is withdrawn please retain credit card payment by machine. The parking apps are not appropriate for everyone and can be complex to use.

The new street machine on union terrace has inadequate information for drivers using a minster badge. pay for parking at bishophthorpe road and I couldn't avoid a service fee. I presume this doesn't go to the council so i would prefer not to pay a 3rd party for the privilege of paying for parking. If you are using an app please to try to align them with other places and use e.g ringo.

concern me personally. However, this policy will affect me through visitors who have to pay to park (due to residents-only parking) and need to, or prefer to, pay with cash. This will impact on the quality of my life. A cashless-only payment option is a form of discrimination. It also takes away the right to choose.

would help if they were standardised. ok if using all the time but for infrequent users it takes time to work out what to do at each.

Machines with BOTH options would best for everyone

No

There should always be at least one cash machine in every location - with signs to direct people with needs to use it.

They should always have a cash option.

They are too expensive and discourage people shopping in the city centre.

occasions there was a problem which caused stress and appointments involved. Car parking should be available to all who own a car without discrimination - some people do not have credit cards or smart phones. If you wish to save money, subsidise houses and add this routes and frequency - Do not close commuter roads /

Dementia or elderly don't have the knowledge using phones, to park. I can't work it out by putting in vehicle registration details causes anxiety.

The apps to park cost an additional 75p - £1.25 to use, therefore increasing parking costs (Nunnery lane car as a prime example - pay by phone app). Pay by cash is better.

£90,000 seems unrealistic to me. Suggestion - get the traffic wardens to empty this can go under job description 'Other duties'.

struggle with smartphones, therefore too many parking apps which all work differently & they also charge an extra fee. People would be happy with a debit / credit card payment facility such are widely used / available in all countries.

When the cashless system breaks down, like the councils computer systems there is the question of what will happen then? Introducing systems which limit options of payment can be costly mistake. Especially when there is no going back! Seen it happen before

If less money in machines there's less worry of theft. Not online of a mobile phone apps etc. Frightened of dark and showing my bank card at night.

facilities. So you must not exclude those who can only pay with cash!

This is the same argument which has forced a backtrack on closing railway ticket offices.

No

Should prioritise Free Open Source Software (FOSS) options available, so as to minimise ongoing costs and ensure system security, resilience and sustainability. <https://publiccode.eu/en/> and <https://www.gov.uk/guidance/be-open-and-use-open-source> have further information.

fairly regularly (I'd say I've encountered it once a month), so removing cash payment options means many more people will be left without means to pay (or, as has happened to me more than once, charged without being given a ticket, and forced to pay twice).

I hope that the 'fee' for paying via an app can be dispensed with - it's very poor to charge extra for something that must be a money saver for the council!

Yes , keep them simple , ie cash and debit card contactless or insert card and pin .

No confusing apps or phone parking (they never work in any town or city). nothing worse than making a simple job complicated .

It's another way to lead us to a cashless society which strongly refute!

st Georges field machine not working to take credit cards,

Not everyone feels comfortable using cards. Some people do not have a smart phone.

It would be useful to use a consistent type of machine across all situations.

number, or download a parking app that assumes you've got a phone, that its charged, that you have credit on it, that you have mobile banking on that phone in order to authorise a transaction if prompted. Please see the bbc for a recent run of qr code scams at parking in Thornaby where a sticker over the genuine qr code was As we all know there can be problems using cards as sometimes the machines won't accept them!! Leave things as they are so a person can make a choice. You need to use money for more important jobs that are needed around York.

Please please please keep cash. So easy to use and reliable. Increase prices slightly if you must to offset the maintenance costs.

Filthy and old. Paying by phone is too time consuming.

Cash is far more convenient.

Moving to cashless discriminates against a portion of the population. Just as shops and other business need to retain cash as an option so do council run services.

park. The council alienate people and are losing customers from the town centre, who choose to go to other nearby cities for cheaper and easier parking. York shops and businesses are losing trade, everyday. Make it easier and inclusive and cheaper for all!

In your blurb, you say how much it costs to keep the machines (£90k) but not how much cash is collected from them in total. In other words, this may be a revenue loser if you were to switch apart from it being discriminatory

All ticket machines are confusing, difficult to read the display and often unclear as to selection of the required parking period. at least with a cash machine you get a printed Pay and Display ticket which is easy to check.

The variety of machines means you often see people standing in front of them for ages trying to work out how they work.

Keep Cash as a payment option!

I would like to see the charge for using smartphone parking apps removed, or once the council is not having to incur the costs of collecting and handling cash, parking charges reduced accordingly.

No

NO.

be a way of saving money?

On a slightly related note, the Minster Badge should offer a bigger discount to York residents, the parking prices are so high even with it.

Far too expensive to park for the city centre. I will always use out of town shopping parks for this reason.

I don't see how it can cost 90k a year to collect the cash. Not that I come into York much in a car, wouldn't even consider it if it was cashless only

I drive to York centre and pay for parking because buses are infrequent and unreliable.

It's often the case that my phone might be dead or I don't have the phone space to download an app.

Cash is my main method of paying for parking.

All ticket machines should have an option to pay by card not only by a phone app.

Cashless is discriminating against those of us who don't use phones to pay. Cashless is quick and easy. I have stood on several occasions with others, for over 20 mins as they have to download or it doesn't work. Money always works whatever the weather or technical disruption

A big slippery slope to not been able to use cash which would effect a lot of people including me

Please do not change to cashless

We come into York for events. Often there is a huge queue to pay at the end of the evening to use card machines. We only park in cash payment car parks

It's absurd. You should give visitors to the city the choice . Personally I won't download any app to my phone . I prefer to use cash . But you should offer the option.

certain people might not know how to use contactless payment

Failures in electronic technology cause doubt and worry particularly for the elderly whereas broken cash machine can be circumvented by there being 2 or more machines.

me from participation is so much that other people take for granted (where there is WiFi and people using phones I am forced to stay away - so that's most places, isn't it?) I object very very strongly to the suggestion that I might be excluded also from parking my car.

Contactless doesn't work. By phone.is.complicated

Please do not change to app payments, I have had too many issues trying to use them.

If it is decided to move away from cash it is important to avoid having pay by phone only parking. Not everyone is comfortable with smartphones and there are a multitude of parking apps to help sow confusion.

No

You have listed good reasons to keep them and I appreciate they may not be cost effective. but they are necessary for certain parts of the population. I do know that no matter what we say, they will go!

Yes, keep a cash option!!

I do not support cashless parking or app based parking. I feel this will limit parking for my trips into York

Why not allow people wishing to pay cash do so in shops who would then issue the parking voucher. You save having to empty machines and shops can earn extra and keep the customers coming in.

Keep them in place or reduce parking fees and transaction fees

Machines need to have precaution to avoid card cloning devices being used.

The difficulty I can see is for those without bank cards

Where are these savings going to be reflected, exactly? Would prefer park and ride to receive these savings to encourage people to park on the outskirts rather than city centre car parks.

Would not want to have to use an app. Happy to pay by debit or credit cards.

Remember the rail ticket office decision!

No there are fine as they are where both options are available cash or card.

Make it easier to select and pay for residents/minster parking tickets. They always take too long and overcharge ending up with a massive queue behind you

Although I prefer cash, they are almost 'cashless' already given they don't take notes and parking is so expensive that you don't necessarily have enough coins. £12.40 for four hours is outrageous. It should be no more than £2 per hour.

Concerned about people who don't have credit cards if cashless, but I suspect very few drivers nowadays. Your consultation will

Hopefully identify these people and whether numbers are significant.

No

I have a concern with 3rd party suppliers increasing charges once they are established. YCC should be careful to ensure that contracts have termination rights to transfer easily to RingGo or other providers if service fees increase in first few years, or ever above RPI.

No.

All car parks must be done on pay at the exit, based on exact stay period. Not pay in advance for hours as we rarely know how long it takes to finish the work and need the parking for.

My Minster badge is not recognised at Marygate car park. I have to pay full price, take a photo and then request a refund

They're difficult to read and understand at times.

Using cash to pay should always be available.

Removing the option to pay with cash is discriminatory against older and poorer people.

Removing cash options shouldn't even be considered. It's not good for equalities. And the phone ones never work, and contactless cards can block you from using them until you use chip and pin so don't always work anyway.

I believe the right to use of cash should be a legal right for all council services.

prefer to use debit/credit card. have difficulty using app payment methods - too complicated

I think both methods should run along side each other.

No.

Minster badge so has charged me the non-badge amount. I have claimed a refund which must be more administration. Moreover, when it calculates correctly, paying such a small sum (£1) by credit card in the evening is not what I would normally do. Paying by cash such as at Nunnery Lane, is far more convenient.

Screens need to be readable in all weather.

protected characteristics, who rely on cash use, such as many autistic people who cannot use cards for various reasons? Surely you are breaching their rights to participate fully in society? On what grounds does CYC think they have the right to exclude 2.5 million Britons (inc York rate payers) who do not have access to bank

The pay by phone apps shouldn't come with additional fees like they do now. They discourage using the system.

Yes, I have had to have a refund of parking from Marygate as the machine was not reading reg plates poorly and charged me as a non resident.

No

So, as a minimum: audible & braille for those with sight problems; large, readable screens (even in bright sunlight), with simple instructions for those whose first language isn't English; contactless card payment (incl. pre-pay cards) at machine for those who don't have/want to use smartphones; human assistance available via

Please not mobile only! Important!

Happy to ensure card payment is option, do not want reliance on apps or smart phones as digitally excludes many people

Ones in monks bar tatty signage difficult to read

parks and onstreet. The 'paybyphone' alternative is rubbish in comparison, and more expensive as a business owner, so I get the lads to pay cash or card and claim it as expenses.

Bring back ringgo if you are removing machines

I wish the Council allowed me to pay with other apps - I use Ringo and Mypermit when travelling around, and Pay By Phone is the worst one in my opinion.

problems occur and the effectiveness of reporting and remedial systems become apparent. It is often impossible to report faults/issues - contact numbers ring endlessly or one ends up talking to a 'bot', with no means of proof of a problem occurring or being reported, with very expensive consequences.

Not always clear how much to pay

Give people the choice on payment method

Much prefer pay on exit carparking

Do not want car parking App

Couldn't you offer a pre paid card YCC card that can be topped up in various locations around the city and works as contact less? Somewhat similar to the original Oyster card for TFL.

Leave the cash option, please!

I think it is a very bad idea as it will drive everyone away from visiting the area.

maintaining the meters and car parking, this should be covered by council tax. A cash option should always be available at all car parks. Increase the fee if necessary to provide the service but do not fall into the trap of assuming everyone has the means to pay digitally.

otherwise people like me do not want cashless machines. If the council persist with their proposed plan it will mean many small, and larger businesses in York will loose customers. Especially small shops like Duttons for Buttons and Barnets in Colliergate.

but ALWAYS have an option to pay by cash in some manner at those car parks. There may be three or four cash payment ticket machines so I have no issue reducing that number to two (in case one is faulty). That halves your maintenance but also gives the whole community, the whole of society, ALL visitors the OPTION to signposted.

For any other machines, the option of using a card rather than a phone really must be preserved, both for

Parking tickets shouldn't be making a profit for the council - it should be OK if they break even. I will just avoid shopping in York if I can't park.

Councils should not participate in the imposition of ever-increasing controls over private citizens.

If this is done, less people will come into York by car. Is that your intention, retailers need customers and this in one way to limit them.

Must retain the option to pay with cash and not include any incentive to use other payment options eg reduced tariff for non cash payment

It's another way of saving money, although how much do companies such as Ringo charge? My money is to spend as I choose and my phone is mine for personal use, not the council. What happens on the days when there's no internet?

if everybody paying council tax would only pay by cash would you refuse to take it?

Just another attempt to kill businesses and car drivers particularly those who have no access to bus or train services in rural areas

Pay and display has been good for decades, why change it!

This is all about convenience for the council and nothing about convenience for ordinary citizens going about their business.

They can be vandalised or the link go down. What happens if they are out of order?

Please have both options of cash & cashless machines at York car parks.

n/a

The car parks are for the use of people visiting York and they should all have the option of cash payment for convenience.

The cost of collecting the cash is simply a cost of providing parking.

As for question 12. Using an app like Ringo might work better than the phone system you use at the moment.

The instructions for paying by debit card have confused many people, myself included. It's not clear whether you use contactless technology or whether there is a slot somewhere for inserting your card.

Disabled people can be out and about with a variety of carers, giving them cash is the easiest and safest way to pay for parking and other things.

Yes. Functionality. Only this morning Union Terrace was not working. Tourists were having to use app or phone which they did not wish to do.

complains about policy when he was the one creating it going against majority votes etc.

A cashless society puts us all at risk who don't have digital access.

But , if it genuinely saves council money

Lighting in council car parks can be poor - do the car park attendants report lighting issues? If not, why not?!

Please do not remove cash parking in York

Some of them are very slow to respond to presses of the buttons and can lead to queues at times. Faster response would be good.

We need to keep cash as this gives us as individuals to make our own choice and be able to make our own decisions rather than using technology which does not help some of us... KEEP CASH as per GBNEWS....

I really would not like to see the machines be limited to needing a Parking App in order to pay.

YES - MOST RESIDENTS ARE totally hacked off with the UNLAWFUL Parking tickets and should be given concessions - especially for the elderly.

Since the council changed the parking phone app I have rarely used Council car parks. I had previous app on my phone but downloading the current one ended up with my credit card being stopped. Even though I have Minster Badge I generally look for non Council car parks to use eg Peel Street.

Please illuminate them: some are very hard to see at night

There has been fraud on QR codes being posted

We need to cash some card details not write for information on them

It's irritating when parking machines don't take card, especially after the switch to Pay by Phone from Ringo. Pay by phone is terrible in comparison, doesn't work half the time, and is much slower. So it'd be easier to use card than the app

I know of another council that introduced this scheme and have needed to reverse the decision.

There are usually visitors who need help understanding how the machines operate - they are not intuitive. It is often not obvious how much your card would be charged - so cash is preferred in order to limit the amount paid.

I would strongly prefer, if I cannot pay with cash, to pay by debit card with do additional "convenience fee"!

With the University of York study in 2022 showing that the older generation are challenged by technology, this feels like a proposal to exacerbate the issue. Whilst the study wasn't specifically about cashless payments, it highlights the challenges faced.

wanted a reminder which is fairer to the person parking. Why should we be charged for a service even though it is a small amount we should not have to pay this. The Council should pay this as they make a lot of money through parking.

Yes. So, Union Terrace has the pay by phone. But it charges 35p as an admin fee on top. This is not ideal as it should be the same price as parking. So with the minster badge in the evening, the parking is £1.35 for a cashless option vs £1. So the fee needs to be taken into consideration, if we are going to go cashless

If you do go to cashless payments which are cheaper to run will, the price of parking in York then go down?

Also, not sure the maths is right here: "less than 14% pay using cash (less than 1 in 10)". If 14% of people pay in cash, that's MORE than 1 in 10 and less than 2 in 10.

Finally, I think car parks should be more expensive (except at park&ride locations). Unpopular opinion, but if we

Even having cashless machines you will still be paying someone to maintain them

We need to retain the option of paying by cash for those who are unable to pay digitally or via contactless, for a number of reasons. Keeping the city as accessible as possible.

Please do not use Parking App only machines

I worry about those who do not have access to cards or phones to pay with. Perhaps you can think about providing a free card that can be credited by using cash?

No

Blue badge holders should also pay for parking, they have access to cheaper and some cases better cars than people who work and are first to pay for parking.

* Climate change 'commitments' which consist of moving the problem elsewhere rather than actually solving it, but will still have a major impact and cost for residents and visitors.

Pay by phone is frustrating as you're expecting people to have compatible phones / apps. Making it harder for people to visit the city with ease will only have a negative impact.

More emphasis should be made to use park and ride and reduce overall traffic in York

Keep the option of CASH as well as other payment methods

York parking charges are exorbitant and discourage visiting profoundly.

Fear that it would exclude older residents and visitors who use technology less.

Definitely move to cashless - it's 2023

No further comments to make.

There should be a way of confirming you are a minster badge holder when the machine doesn't recognise your number plate on arrival. I've had to pay the full rate despite having a badge as the machine didn't register my number plate. I've tired complaining but just never get a reply.

Many older residents are unable to work out how to pay with bank cards. Extremely clear instruction required

This is discriminatory against older people, people in poverty etc who do not have credit or bank cards or who struggle to understand how to pay by card.

Please don't make it all apps. They are too complicated and open to fraud.

I think it is too soon to do this. 14% is a lot of people. Maybe something for 5 years time.

All need to be contactless. Using apps or telephone is time consuming and frustrating

Very little time is given to engage the Yellow Button, which if you are older and inclined to fumble is a very significant factor. Have mentioned this before

Remove the ringo app or whatever it is called costs more to park and if no signal you cannot use!

Don't change the system, it is working for all people now. If you bring in the changes, it will only work for some people.

Machines work especially if they have to download and then pay using the app. The information on the boards is sometimes quite difficult to understand even for English speaking tourists - I've had to explain how it works on a few occasions! Maybe some info to take people who cannot speak/understand English to a website

It's possible to sell parking cards with credit hours which can be bought and topped up which could also be read by the parking machines. This would be an alternative to cash at machines.

So long as there is an option to pay by debit and credit card directly and not to download an app, then I think that would be reasonable. I would also ask that the systems are easy to use, I don't have a problem but my parent's struggle to understand some machines.

You have a LEGAL OBLIGATION NOT TO DISCRIMINATE against anyone. Removing cash as a payment option is discriminatory and WILL RESULT IN LEGAL ACTION AGAINST THE COUNCIL

Leave them as they are with the choice given to drivers on how they pay

They need to be working and not forcing everyone to have a parking app to pay

I don't agree with it at all. People should be able to have the option to use cash wherever they choose. It's another way to make everything cashless and it's more convenient to the people that are running the country and not to the people that are spending their hard earned money.

Some people are unable to use card or don't have smart phones to pay through them
It is immoral to force people into downloading an app in order to be able to park

No just don't take the cash option away. It's not fair on those who don't have access to apps or don't want to use a card for small payments

New machines would be required, at a cost. Parking attendants patrol all areas anyway, so where is the figure of £90K coming from? If I were a tourist here, I would expect a cash option

find it difficult to understand cashless systems. So the vulnerable in our society. Finally, when phone doesn't work and bank not working because it has been hacked - both of which do happen - paying cash is still available. We should retain a choice.

I do not support pay by phone as an alternative, too reliant on signal and charge, I do not use my phone for any payment and do not want to change this. Happy to pay contactless by card. Currently use cash as I only pay to park in the evenings, during the day use P&R.

reliable or that the data entered into them will not be shared with commercial 3rd parties. They are not easy to use. Every place I have been where they are installed - the car parks are empty as people will park elsewhere if possible to avoid stress of the machine interaction

York is geared round tourists not locals just wanting to use local shops.

No. See above comments

I live in a budget and don't use online incase I spend too much. I know where I am with envelopes with my cash in them. Please don't change them. The young can do it. I can't. It's elderly and limited means discrimination. Cruel

Should keep cash

My experience is that often machines are faulty or not functioning this leads to unnecessary errors in the issue of parking fines. A simpler method of payment needs to be found such as purchasing a voucher at a local shop which can be scanned at the machine like how you scan products in a supermarket

If card payment is available then fine. I would reduce my trips to York as public transport is not good from where I live, & probably increasingly shop elsewhere.

Not against cashless as I appreciate the issues cash presents, but could a prepaid card be an option. Would

I prefer to pay cash.

Too expensive

I think it would be a deterrent to older people who don't trike or use technology.

They should take cash or cards - without reliable public transport a car is necessary and a right of choice, CYC hate car drivers Yet want the revenue- York us anti residents and pro tourism Drivers will just go elsewhere and didn't their money CYC have done sense

The cashless machines in the Coppergate Centre are much easier to use.
BUT we must still get the Minster Badge discount like in there.

I think this is very restrictive for the older poplulation or those with disabilities which make using a phone (or having a smart phone) difficult

You stated that "Currently in York across all on-street parking bays and car parks, less than 14% pay using cash (less than 1 in 10)". Less than 1 in 10 is less than 10%, not 14%. If you make a simple mistake like this, how can I trust any of the other information you provide?

I didn't understand the maths in the web page... "1 in 10" being mentioned alongside "14%" was confusing - sorry!

It is discrimination

The next government could legislate to protect cash, this could make this decision one you have to reverse.

the guidance is very hard to follow

The use of Apps and cashless parking is ageist and discriminatory for those who can only use cash.

Going cashless is removing choice , this is victimising a minority of people who cannot afford smart phone's or have a bank card .This is discrimination at its best .

Some don't accept card payments and they should all accept card.

I may not be directly affected but I have elderly family who only pay for parking by cash. I don't think the option should be removed.

You really do need to make sure you do NOT make them smart phone use only - not everyone has one of these and it would make it impossible for me to use the car parks. This would not be acceptable or fair.

there must be another way to pay. there is a lot of people that dont use there phones to pay like me.

For older people like me, who do not use card payments and fail to understand these methods of payment it is a violation of the Equality Act 2010

The council makes enough from parking charges . And the choice to use cash should not be taken away.

I totally am against cashless - it prohibits people like me paying who don't use technology - do y use email , don't use a phone - and often cashless my husband says frequently don't work

The council should consider people who prefer cash, particularly the elderly who are more likely to use car parks than those of us who can walk easily.

cumbersome to the tech savvy and impossible for the tech challenged. It is ableist, elitist and a bit unfriendly y to o propose. It will serve as a deterrent or insurmountable obstacle to many to engage with city centre. The streets are challenging enough already and this would alienate me.

The cost of parking in York is too high

There does need to be another way for people to pay if the can only pay by cash. Also each car park, parking meter needs to use the same system

Remember not everyone has the ability or the means of using wifi or mobile phone or has a bank account

The argument for machines is only for finance saving and takes no account of the convenience of York citizens and their Council Tax payments.

I would like to raise the question around how would you make the credit/debit or contactless option safe from tamper, I would never use a bank card on an unsupervised machine.

The machines at Marygate often do not work properly. They may not recognise a vehicle or give the wrong time of stay. Why can't Marygate have the same system as the rest of the city?

You are making them too complicated. Not everyone carries a credit card all of the time

Maybe need clearer information on how to pay if ticket machines are removed as a lot of visitors / non frequent users of parking / not technologically savvy people might not know how to pay for parking and dont know what app to have downloaded or where to look for the carpark area code.

Perhaps there is a need to review what is the impact of charging for parking. Free under 2 hours could solve many problems.

Perhaps make all car parking number plate recognition. Or at least pay on exit.

Would be nice if they worked all the time and that you didn't change the parking app.

Just make them easy to use and you don't need a master's degree in computer science to work them.

Please retain card payment as opposed to app payments

encourage people to park unofficially, which in such a small city will serve only to worsen already serious congestions problems. Refusing cash payments can be classed as a breach of the Equality Act (2010). You are required to make reasonable adjustments for disabled, poor,... other service users, and this means you must

Can the council issue parking credit passes for those without banking facilities to purchase for cash and use on the parking machines?

There should always be a choice. The card machines I have used don't seem very secure plus they often stop working. With cash I know I have paid only the intended amount without cards. They could buy them in advance or quickly buy them after parking.

Another option is to allow people to pay within 48-72 hours afterwards online, as people do with the Tyne

This is just yet another way that older people are being discriminated against.

The sooner the better.

You should remove the fees and non optional 15p text reminders as that feels like robbery

Current machine reliability does not allow for the removal of cash payments

The pricing needs to be shown inclusive of app charges if we move entirely cashless

keep the choice - cash cannot be discounted, you will alienate a lot of people by removing cash as an option

Make some of the a 2 hour limit for a £2 fee

The change in providers for cashless payment has been irritating and confusing. The system can be unreliable for technical reasons and being able to pay by cash is a useful fallback position.

Do need the option of both card/contactless as well as paying by app as sometimes reception can be spotty. services cashless.

Just because the majority of people might be OK with it doesn't mean the impact on minority can be disregarded or merely "acknowledged". Going cashless will make life harder for a not insignificant number of people.

I have found them very difficult to use

they should be better lit at night. you should always have the option to pay by cash.

Move to a single point app alongside this - and incentivise people to go cashless by having a tiered payment system where cash costs more in the interim

I also know of older people who still use cash for parking, maybe we have not fully arrived at the cashless society point yet?

Would they be card and also Ap driven in case one fails (No signal on phone or banking system down). This has happened twice now when in York.

The majority of the time, you don't know how long you will be parked, so it would be better to pay for parking at the end of the session. Or even better, implement a system that reads the car number plate on entry and exit and automatically bills.

The machines need to be updated regularly

N/A

You make millions from parking stop been greedy and driving people away

See above

One machine in each carpark could be a cash one and all others cashless.
avoid ghastly options like Ringo which are time consuming and I suspect more expensive. I don't want an account with an outsourced company. You might consider an Oystercard type solution where people pay an upfront sum and renew

If the number of cash payments you receive continues to decline, you can empty them less often. What happens when the card reader malfunctions? - we need more than one option.

Too expensive! Most places give you 1-2 hours free parking. We could at least have this for residents. I have seen elderly people struggle with the machines.

this is just another example of cyc discrimination against the elderly and disabled ..how long before we are banned altogether?

A disadvantage not currently listed in the consultation is the risk of technology outages. Whilst I pay by phone I think there should always at the very least be a machine you can pay by card with. It also should be possible for people to buy parking cards from local shops so those who want to regularly use cash can still do so.

Often have to pay cash because card system not working

Please could you keep a couple of car parks with cash option then it won't isolate older people or force them into a digital option that will open them to scammers as they will be vulnerable to looking confused and unable to access it. Based on the ones I know.

Ensuring better internet connection would be useful for paying online

The pay by phone app isn't very good and doesn't always find the carpark you are in and in some locations the 4G signal is weak and drops out while you are trying to pay

Touch screen systems are costly to install when combined with ANPR cameras and not without faults.
an experience with another council where I thought I had paid online but because the Wi-Fi went down payment didn't go through. I was sent a penalty notice as a result which was very distressing as I had actually tried to pay.

The ability to pay by card must remain. Many people including me have problems with parking apps.

Having multiple options to pay will always be better than only having one. Forcing people to buy smartphones and data allowances and relying on 4G/5G is a recipe for grievance and disaster.

Lots of people like me are not tech savvy or do online banking so would not be able to work the machines if they were changed.

prevented elderly relatives, that have lived in and paid taxes to the city, from being able to go into the centre themselves due to loss of blue badge access.

Standardised approach and discontinued rates for ev vehicles are required to support decarbonisation

Hardly ever working, not enough or clearly marked in some car parks .

YOU MUST KEEP CASH OPTIONS

Need to keep some cash accepting machines

More often than not, when a machine has been only partly working, it is the cashless system which has been down whilst cash could still be used.

Add more pay at exit machines and remove pay by phone because it's not easy to use

multi story car park was scrapped. I realise that was not all down to our Labour Council but they should have done something to stop those original plans, it was a ridiculous idea in the first place. I strongly object to the plans to scrap Castle Car Park. It's time this Council did something for its residents and NOT tourists. The I think the council should be inclusive and have access to all types of payments as part of its duty to enable access. I think they should have tickets whereby you only pay for the time you stay. We need to encourage all visitors to York not exclude anyone.

How de we know the qr code isn't fake

There needs to be clear rules about what happens when the machines do not work. I would prefer to have ticket barriers rather than having to guess how long I might be.

It's a tricky one because I understand the need to reduce costs as much as possible with the difficult financial position of the council, but by restricting access to parking to certain groups of the population isn't fair

There should be a way for residents to buy a pass from somewhere else so they are not completely locked out of the system, but we need to move forward and save money to spend on other more important things. We should not prioritize motorists

Stop making it harder to drive in York

environment for us as it is. Neither parent uses contactless systems. Cash is all. I am helping investigate fraud on there bank accounts as it is. I can't reach the machines so paying is difficult as it is. Forgot to say the EV can't be charged at most places because Mum doesn't use card and as it is cannot reach the cable with her

you really do want to upset tourists. not sure we enjoy coming back now to see family

I wouldn't support this if everyone was going to have to pay with the app as I have had problems with that previously but as long as card payment will be an option I think it's a good idea to modernise and save on council costs.

This penalises those who are not confident using cards or apps.

per year but the associated Executive report states the cost is only £45,000 - which is it? Even at £90,000 that is less than 10% of the income generated from cash payments in the last year (and not the "barely covering costs" described in the survey preamble).

It is often difficult to identify how to work a machine. They need to be vastly simplified

There are regular instances of machines being out of operation or Internet outage and I would be worried that the payment had actually been made and worried about receiving a demand for payment, threat of court action etcetera in the event of a machine malfunction.

Just another way that the council wish to stop cars coming into the city. The council are killing the city centre for residents

They work perfectly fine taking cash and people should be given the option to pay cash if they want providing a good service to all residents and visitors. Some people can not use access card payment methods. Almost as dire a decision as excluding Blue Badge holders. Think of the public and not budgets. Council continues to trespass motoring public as a cash cow

Total frustration when the machines meant to be card machines are so difficult to use, rubbish instructions..cash is easier...

We used to enjoy the park and ride and then was told to use a contactless card only. We have stopped using businesses that are card only whether we have enjoyed using them, we need to have the choice I am not anti card but we need to have both.

It is a good thing that attendants patrol the car parks to prevent vandalism even if it does cost a little to empty the cash machines

I carry cash rather than pay by card for mental health reasons and need it to stay cash as I can't use cards for this.

Removing all cash payment machines will cause problems for elderly residents

Too frequently they are broken.

It's a good thing to have someone from the council attending the car parks, even if only to remove the cash.

I do understand that people who have no card or phone to pay with should have some other means of paying for parking. That need still needs somehow to be met, at least in the city was a whole, not necessarily at every single car park.

Complex to use

Yes, as per comment previously, you must make an option available for residents discount pass if you sell them. The car park at Castle does not have this option and it is unfair

Yes , don't screw the residents anymore , take it out of the visitors , let them pay if tax on their hotel stays , give residents more free parking

This would make the lives of poorer visitors to York harder, especially at a time of general financial hardship and result in many no longer being able to visit this fantastic city.

I find the machines difficult to use.

Removing the cash options will stop a lot of people who are not able to use a mobile phone or do not have contactless cards from using the car parks. There is often a cue at the machines whilst people try navigate the systems. I have noticed a lot of anxiety with older people around the machines as they do not all find the machines easy to use.

Please keep ticket machines accessible. Please don't exclude those who choose to use cash.

They should stay.

Cash is an outdated commodity and totally unnecessary

You have an obligation to support all residents and not just those who prefer cashless. Cash is a method of payment that must be accepted by a local authority.

Scams are already happening with phone to pay machines and would only get worse, more so for the elderly and hard of hearing.

If cash is an issue, in larger car parks just have one machine. But if the costs of cash is so much more there should be a surcharge for using this method to cover this cost so that residents of the city aren't subsidising people driving into the city and parking when they could be using public transport.

Is this move simply a way of the council putting up the parking charges by stealth? I often pay by cash, either because the contactless system doesn't work, or because using the parking apps is more expensive (extra charges added) and I don't see why I should be charged even more, especially as a resident.

Rather strangley it is more expensive to use the park and ride than travel into town in the car and pay for parking. Many people like to have a choice how to pay and introduced cashless will deter visitors

You would be endangering people who have or are trying to leave domestic violence or get away from controlling behaviour by making where they go available to see on statements or phone notifications. Some people can not cope financially with bank cards if they have a gambling addiction or have additional needs.

There must be a cost using credit and debit cards like there is for businesses that have card payments. But you don't mention this cost?

also another opportunity for even more surveillance on individuals movements and has a huge potential for misuse. There is a real potential that this tracking would be used against people within the insidious moves to impose the Smart city agenda.

Pricing should be the same on pay by phone as at ticket machine.

Keep them cleaner .

Introduce pay on exit.

Make the car parks more inviting to use, Foss Bank is horrible and the rest need resurfacing

Confusing multiple instructions. Option to swipe a bank card would be much easier

I have had to help people who found the contactless option difficult. Also, where there is the Ring Go app option. Not everyone has a smartphone or a contactless card

More people seem confused about what is required when they use a card than those who use cash.

While I never pay cash, it is falling to have a surcharge for using the pay by phone app. It's always 10% or more than it says on the machine, and that's generally no choice but to use it.

Castles is fine, but he honest and upfront about the payment.

It's about giving people the OPTION. People should not and will not be forced into this digital control over everything

Keep cash!! I do not support a system that discriminates against minority groups.

do not, don't understand how to use them, and thus contactless / chip & pin based payment still needs to be available alongside any App based payment. However I do agree removing cash is fine - everyone legally can get a bank account and even pre-loaded payment cards can be obtained easily.

Hard enough to park when with disabled husband or son. CYC don't care about disabled York residents!

Great idea!

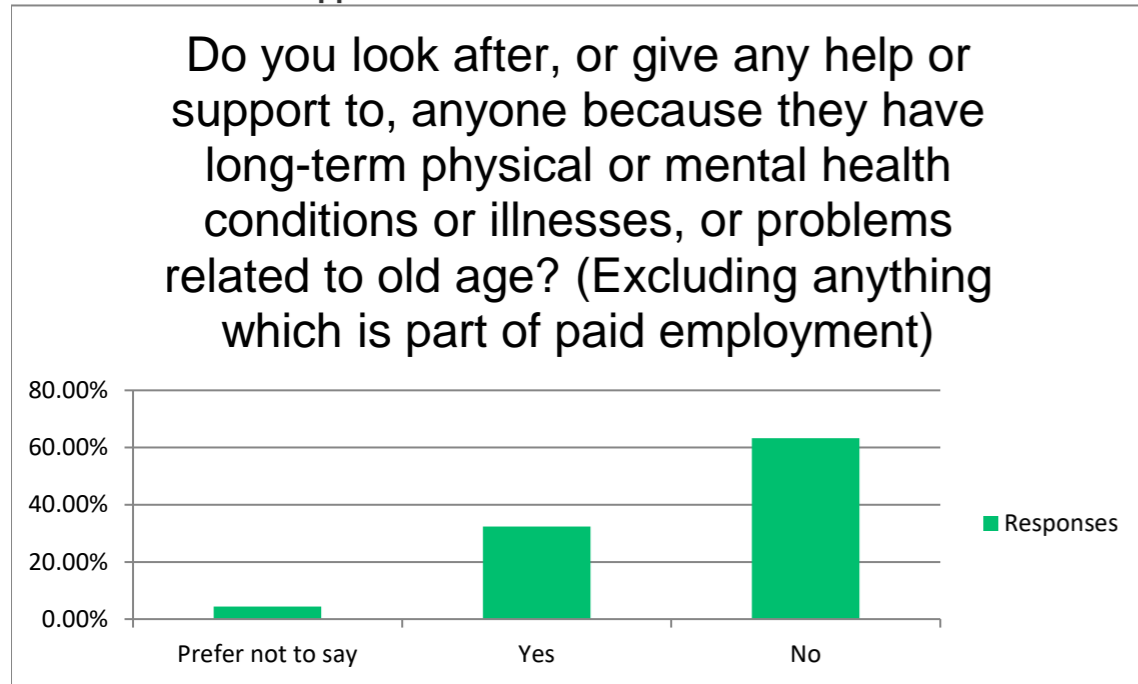
At the very least they should allow for card payments but using apps is a terrible discrimination and marginalised parts of society especially old people people who can't use or afford smart phones

If removing the option to pay by cash, you need to be able to pay by card/phone. Paying by card is easier Apps are too difficult and you might not be able to download them

Cashless Parking

Do you look after, or give any help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age? (Excluding anything which is part of paid employment)

Answer Choices	Responses	
Prefer not to say	4.37%	17
Yes	32.39%	126
No	63.24%	246
	Answered	389
	Skipped	404



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Meeting:	Executive Member Decision Session
Meeting date:	20 th Feb 2024
Report of:	Neil Ferris
Portfolio of:	Cllr Kilbane Executive Member for Economy and Transport

Decision Report:

Acomb Front Street Phase 2 – open public engagement on costed designs and ideas for the scheme.

Subject of Report

1. This report sets out the ambition and potential scope of phase 2 improvement works to Acomb Front Street, for public engagement.
2. Front Street is a key secondary shopping centre within the City of York Council area. The ambition and proposed delivery approach will promote economic growth and help to develop a unique local high street environment by enhancing its character and sense of place to promote diverse community use. Proposals respond to the 2021 Future of Acomb Front Street Study (AFS), and a petition submitted to Full Council in July 2023, following completion of the phase 1 works.
3. The 2021 Future of Acomb Front Street Study outlined 10 emerging ideas. The majority of which were long term ideas (10-

15years) which would require further feasibility and viability work prior progression.

4. The purpose of this report is to seek approval to undertake open public engagement on costed designs and ideas for the scheme based on the project approach outlined below.
5. The potential phase 2 elements are set out, with estimated costings alongside. The engagement process to be followed will ensure all businesses and residents and have an opportunity to contribute during the planned engagement period is attached at Annex C.
6. The council have engaged external urban designers to develop the scheme, to act as critical friends to the design process, and bring place making expertise and longer-term ideas for Front Street, which will be designed to meet the aspirations of the local community.
7. In October 2023 Executive agreed, £570,000 of UKSPF funding to be allocated to Acomb Front Street phase 2 work.
8. The potential scope of phase 2 work will consider the following:-
 - enhance the area through better placemaking, creating a more people friendly space and reducing the number of bollards.
 - extend the benefits beyond the high street to better connect local amenities; this could include highway repairs along Front Street responding to the recent petition re potholes.
 - create a more people friendly, accessible destination, with wider, more generous pedestrian crossing points, new accessible toilet facilities and improved blue badge parking.
 - consider longer-term aspirations, included but not limited to looking how to reduce the vehicle dominance in Front Street or the adoption of private frontages.
9. The potential phase 2 scope incorporates input from the urban designers to ensure a more transformative change to the gateway area, with the aim of welcoming visitors, creating pride of place through a stronger identity / character for Front Street and a better space for the community to come together.

10. Following the public engagement, officers will analyse responses and continue working with the external urban designers and the local community to finalise detailed designs in order that a fully costed project scheme can be presented to Executive for consideration and approval to proceed in summer 2024.

Benefits and Challenges

11. The benefits and challenges of the potential phase 2 works proposals are set out below:

Benefits

- i. **Quality of Design** - The appointment of external urban designers and collaboration with the local community and businesses aims to deliver: a better experience for residents and visitors; a well-developed, creative final scheme that better meets the community's needs and aspirations; a more people friendly space; the removal of a significant number of bollards; enhanced character and identity to the area.
- ii. **Accessibility** - Creating a more accessible destination through the proposed introduction of: wider / more generous pedestrian crossings / raised tables within the area; a new crossing point linking with older part of Front Street; provision of two accessible toilet cubicles and improved blue badge parking at three locations.
- iii. **Better linkages** – Proposed introduction of additional pedestrian crossing points and creating better connections through unique signage to highlight existing amenities to encourage more frequent visits and longer time spent by visitors in the park and library, and on the Front Street.
- iv. **Real time improvements** – opportunity to trial a new market operator, proposed new accessible seating and improved collaborative working with Make it York, Acomb Explore and external designers.
- v. **Long term aspirations / feasibility** - UKSPF funding is allocated to deliver transformative change in accordance with

the UK Government Levelling up Agenda. The Acomb Front Street phase 2 proposals offer the opportunity to explore the feasibility and appetite for pedestrianisation in the longer term. To do this we propose to start a discussion with stakeholders to consider the potential to further reduce vehicle dominance in the area, to create a more attractive and people friendly space, and encourage more active and sustainable travel options. The proposed scope of phase 2 will enhance Front Street in a way that will not prohibit pedestrianisation work.

Challenges

- i. **Funding** - £570,000 from the UK Shared Prosperity Fund (UKSPF) for Acomb improvements. Whilst this is a significant amount of support, where there are bold ambitions and big ideas, priorities for spend will need to be considered.
- ii. **Timescale** – works need to be completed by the UKSPF spend deadline which is March 2025. The target date for start of construction is therefore September 2024.
- iii. **Land ownership** – a large part of the high street frontages are privately owned, whilst it is designated as highway, it is not adopted (and therefore maintained) by the council. This means that any proposals in these areas would require permission from multiple landowners. There will be no permanent change to privately maintained frontages in the phase 2 proposals, for this reason, however we will aim to work directly with willing landowners on “pop up” seating or trialling events, to activate the space and hope to encourage more landowners and tenants to have dialogue about longer term options.
- iv. **Highway** – Front Street currently has two “lives”. It needs to function as both a traffic free pedestrianised area when access is restricted, but also allowing for deliveries and parking at different times of day. This brings challenges to the design process, the ambition is to better understand users’ everyday experience / understanding of what they can and can’t do at different times of the day. Whilst the current area must preserve emergency vehicle access at all times,

and must retain a kerb to delineate the highway for visually impaired users. The proposed raised tables will introduce a 20mph speed limit, however cycling access and current vehicle access would remain unchanged.

- v. **Illegal parking** – The phase 1 works introduced bollards to address the illegal parking issues raised through previous consultation exercises. We acknowledge the strength of feeling against the bollards and phase 2 will look at ways to significantly reduce the number of bollards and reduce the impact of any remaining, whilst still protecting the kerb line.
- vi. **Pedestrianisation** – means different things to different people and as such we want to better understand what it means to the residents, visitors and businesses. We also recognise there are a wide range of views from businesses and residents on “pedestrianisation”, however, it is identified as a longer-term aspiration by Acomb & Westfield Neighbourhood Forum and will therefore be explored in full.

Policy Basis for Decision

- 12. The potential phase 2 regeneration scheme for Acomb Front Street will contribute directly to the delivery of the commitments in the Council Plan (2023-27) and the Local Plan.
- 13. The scheme proposals reflect the four core ‘EACH’ commitments in the Council Plan 2023-27 – One City, for all by:
 - **Equalities and Human Rights** – Creating a more accessible destination proposing level pedestrian crossings, achieved by the introduction of raised tables and 20mph speed limit. Upgrading the existing toilet block to provide two accessible toilets units and improving Blue Badge parking provision at Front Street, Cross Street and School Street.
 - **Affordability** – The creation of a more unified destination, including sign posting local amenities will support residents and visitors alike to better access and support local facilities. The new market operator trial (commencing 16th March 2024)

enhances the retail offering of the area. The economic benefit to increasing footfall and supporting reinvestment in the local community will support a more resilient high street.

- **Climate & Environment** – Introduction of more greenery via trees and potential planters will provide welcome placemaking addition. The 20mph speed limit will slow vehicles down and therefore create a more people friendly area. Improving provision of both standard and adapted cycling racks will encourage sustainable travel in and through the area.
 - **Health and Wellbeing** – The creation of a more family friendly space that encourages people to dwell in, encouraging greater use of local amenities will help build stronger social interactions across the generations and reduce social isolation. The project team will seek volunteers to establish a “Friends of Front Street” group to build on the strong community spirit that exists. The group could help to maintain any new planters/ space and explore activities to use new community space created.
14. In addition - The UKSPF has clear criteria for outputs and outcomes criteria against its funding which are a key consideration in what the Phase 2 money can be spent on. On completion of the phase 2 scheme we are required to report against the following UKSPF targets:

Outputs

- Amount of public realm created or improved (m²)
- Sqm of land made wheelchair accessible/step free (m²)
- Number of low or zero carbon energy infrastructure installed (numerical value)
- Number of neighbourhood improvements undertaken
- Number of projects successfully completed

Outcomes

- Increased footfall
- Increased visitor numbers
- Increased visitor spending
- Improved perception of facilities/amenities
- Improved perceived/experienced accessibility
- Improved perception of facility/infrastructure project
- Improved perception of attractions

Financial Strategy Implications

15. A budget allocation of £570,000 UKSPF for Acomb Front Street was agreed at Executive in November 2023.
16. The potential scope of phase 2 works is being presented as costed options for open public engagement and takes account of this budget allocation. One of the outcomes of the open public engagement is to better understand local community priority. The final scheme design is to be presented to Executive in summer 2024 and this will have to be deliverable within the budget available.
17. The costs of the preparatory work and undertaking the engagement allow for; staff time, presentation / survey materials / venue hire, and are included under the project costs heading.

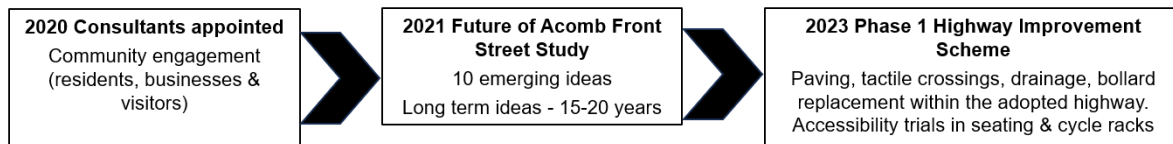
Recommendation and Reasons

18. The Executive Member is asked to: approve open public engagement on the Acomb Front Street phase 2 project approach, in order to test costed designs and ideas for the scheme and receive feedback.

Reason: public engagement, and analysis of feedback responses, is essential to enable officers to finalise detailed designs for the phase 2 works that benefit from public engagement comments; and to ensure that a fully costed scheme can be presented to Executive for consideration and approval to proceed in summer 2024.

Background

19. Front Street Acomb is a key secondary shopping centre in York. This is recognised in the Local Plan and planning policy supports it's improvement. There is a recognition that enhancing Front Street will deliver benefit, and over the past 5 years there has been investment through both local businesses and the council.



20. In the 2020 consultation respondents spoke highly of Front Street and its good mix of shops, however a quarter of respondents were critical of Front Street and areas were seen as “scruffy” with a run-down appearance. A significant proportion of the street is privately maintained, non-adopted highway. The council must therefore locate, and seek permission from the private landowners, if any works are to be undertaken within building frontages, for example siting new benches.
21. In April 2022 a report to Executive presenting the Future Acomb Front Street Study outlined 10 longer term ideas to improve the area, these ideas would require additional feasibility and viability work and the identification of potential funding sources. The study was noted by Executive.
22. In December 2022, City of York council was allocated UK Shared Prosperity Funding, part of the government’s Levelling Up Fund intended to reduce inequalities between communities. Within the ‘Communities and Place’ allocation, improvements for town centres & high streets were confirmed for York City Centre and Acomb secondary shopping area.
23. As a result of demands placed on the council during the pandemic, and restrictions on public meetings, a significant period of time elapsed between the 2020 community engagement and phase 1 work.
24. The Acomb highway improvement scheme (phase 1 works) commenced in early 2023 comprising: paving improvements; tactile crossings; new drainage; and new / replacement bollards within the adopted highway. The phase 1 works prioritised improving the condition of footways for pedestrians that had been damaged by vehicle access. These works had to be delivered within very tight spending timeframes to meet the original funding documentation from UK Shared Prosperity Fund. Phase 1 also initiated accessibility trials in seating and adapted cycle racks.

25. There has been significant challenge from the local community in relation to installation of the new bollards on Front Street, which culminated in the presentation of a petition to Full Council in July 2023, by the What A Load Of Bollards WALOB Campaign Group titled “Get Front St bollards removed and re-design the scheme in line with what people asked for”.
26. In response to this petition and acknowledging the strength of community feeling the council have engaged the original external consultants PWP Design and local urban designer, Urban Glow Design to work with the council, acting as critical friends to the design process and bringing creative expertise in developing longer-term ideas for Front Street.
27. By working with these external experts the council have been challenged to approach placemaking opportunities more creatively, building a unique character and sense of place for Front Street that focuses on delivering the community’s aspirations.
28. It should also be noted that a petition was submitted in January 2024, titled “Repair Our Pothole Acomb Front Street!”. Technically this is a failed/sunk utility reinstatement, but highways can only hold utility contractors to account for two years.
29. Highway Safety Inspectors do inspect the highway monthly in this location, and the Highway Safety Inspection Manual approved at Executive in October 2021 dictates the point at which a repair will be undertaken. The intervention levels specified in the Manual ensure that the worst defects are repaired with the maintenance funding available.
30. However, this Front Street defect has been reported a number of times, and whilst it will continue to be monitored, a repair could be undertaken as part of any works at Acomb Front Street and officers will explore this option.
31. **The objectives for phase 2 work are:**
 - Improve public realm and placemaking for the area – create a more welcoming and inviting place that people want to come together
 - Respond to the What A Load Of Bollards petition

- Extend linkages and benefit to the wider high street area through unique signage, thus creating character/identity
- Responding to the recent 'pothole petition' by delivering repairs works as required
- Increasing accessibility through greater pedestrian focus
- Focus on maximising impact & project deliverability
- Engage local residents, businesses and stakeholders
- Build pride in place

32. The potential scope of phase 2 works is set out in the table below with estimated costs:

Enhance the high street		Estimated cost
Welcome gateway	The entrance to Front Street should be welcoming, inviting and create a sense of arrival for all. Proposals for the new gateway area include more seating and the introduction of tree(s) and greenery.	£40k
Bollard removal	The communities concern about the number of bollards are clearly understood and the number will be substantially reduced. A number of bollards are required to protect the kerb line, to prevent illegal parking and damage to the paving. The design process for the scheme is iterative and therefore we will test ideas with stakeholders, residents and businesses through the engagement period to deliver better placemaking opportunities and inform the final design.	£40k
Market	To enhance the current retail offering a three-month trial with a new market operator has been agreed by Make It York. Little Bird Market, an artisan market which operates across Yorkshire will commence on 16 th March and it is anticipated this will increase footfall to the area by attracting both local residents and new visitors.	£750
Pop up	To activate the area, especially during pedestrian only hours we will seek to add fun and personality/ character by investigating pop-up features to the privately maintained, non-adopted highway. These new additions will encourage residents and visitors to spend longer in the area, dwell and socialise	£30k

	As noted previously landowners' permission will be required.	
Carriageway	The carriageway will continue to operate as it does currently, a pedestrianised area from 10.30am (Mon – Fri or 9.30am on Sat.) reopening to vehicles after 4pm for loading and unloading. Cycling access will also be unchanged. However, the consultation will understand what pedestrianisation means to different people and test the desire to see further pedestrianisation.	£5k
Extend the benefits beyond the high street		
Signage & Wayfinding	Phase 2 proposes to better connect and unify local amenities as a “complete family friendly destination” via a new signage and wayfinding strategy.	£30k
Public Art/ Identity	Potential community art project such as a small mural or art trail, will require local artist/ charity support plus landowner permission.	£10k
New crossing & seating	Front Street has two distinctive areas, the high street , and the older village section. We propose to introduce a new crossing near to Morrisons junction and add much needed additional seating in the area	£30k
Create a more accessible destination		
Raised tables	To deliver the more friendly space for people when the road is closed to traffic – it is proposed to add three wide raised tables (at each end and in the centre of the high street). The middle location could be a wider raised table to create a desirable “central space”,	£150k

	and over time evolve and spill out into the non-adopted highway for activities and events. Again landowner permission would need to be sought.	
Improving Blue Badge parking	<p>It is acknowledged that the existing blue badge parking spaces at the top of Front Street (opposite Halifax) and Cross Street are frequently misused by illegal parking. The existing Traffic Regulation Order (TRO) protects the area nominated as disabled parking, but the parking bays are not individually marked.</p> <p>To improve the accessibility for Blue Badge holders at Cross Street, School Street and the top of Front Street (opposite Halifax) Bays will be made compliant to Part M standards (subject to physical limitations or Road Safety Audit requirements) and marked out accordingly. This means that enforcement can be more effective in preventing unauthorised use.</p>	£110k
Upgrading toilet block	The existing toilet block at the top of Cross Street will be upgraded from the existing one accessible and one standard toilet to provide two accessible units. This work will be completed by the council's public toilet operator, Healthmatic, to the agreed council specification, no later than June 2024. This work has already been commissioned and therefore cannot be influenced through the engagement process	£42.5k
Project costs	Initial design (including Principal Designer role), external design consultants, feasibility, surveys, engagement sessions, detailed design, and project management.	£100k

Longer term aspirations		
Enhance pedestrian priority Acomb Explore & Morrisons	As part of the regeneration ambition there is a strong desire to collaborate with Acomb Explore on their potential library development and forging stronger pedestrian links between the high street and the library.	£100k+
Pedestrianisation	<p>Previous consultation carried out by Acomb & Westfield Neighbourhood Plan group and the AFS study identified the potential to pedestrianise the high street /main shopping area. However, although the 2020 consultation also highlighted this opportunity there were an equal number of respondents that opposed this.</p> <p>Restricting all vehicle access completely, except emergency vehicles, would be likely to require a public inquiry and Secretary of State approval because pedestrianisation is not within the gift of the council.</p> <p>We will therefore commission a feasibility study to look at how vehicle dominance / traffic impacts can be further reduced. This will explore and address all respondent's views, and outline possible alternative Traffic Regulation Order (TRO) options and the process for pedestrianisation, with indicative costs.</p>	<p>£1-1.5m</p> <p>£5k (included in £100k project costs above)</p>
Privately maintained land, adoption	A substantial area of the high street frontages are privately owned and for the council to make permanent change to that area permission from each landowner is required.	£350k+

	<p>As this area is termed non-adopted highway, some preliminary feasibility work and understanding of the legal process for adoption has been undertaken.</p> <p>For the council to adopt any privately maintained highway, it must be brought up to a satisfactory standard. That standard would match the phase 1 high quality paving specification, the estimated cost of repaving work would be in excess of £350k. Therefore, alternative funding sources will need to be secured, this could be a combination of landowner contributions and external funding.</p>	
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Consultation Analysis

33. The purpose of the open public engagement work is to test the ideas set out in the potential project scope, and community priorities in the context of the costed elements set out above. We will carry forward what we learned from the previous consultation and petition.
34. The engagement process is summarised at Annex C and will provide the opportunity for businesses, residents, and stakeholders to provide feedback on the potential scope to inform the final designs for the Acomb Front Street phase 2 scheme.
35. Subject to approval here, the engagement is planned to commence on 26 February and end on 24 March 2024 (prior to the Mayoral Combined Authority pre-election period commencing).
36. Feedback from the engagement, alongside stakeholder discussions and technical advice from the designers and external experts will help to inform the final scheme design, and programme of works. This will be shared with the community and presented to the council's Executive in the summer for approval to commence delivery.

Options Analysis and Evidential Basis

37. **Option 1 – to approve the recommendation** in the report - noting that following the open public engagement, officers will analyse responses and work up a detailed, and fully costed scheme design that can be presented to Executive for consideration and approval to proceed in summer 2024.
38. **Option 2 – to refuse the recommendation** and request further design and preparatory work prior to engagement.
39. **Option 3 – to amend the recommendation** in the report requiring either further options to be included in the potential scope for phase 2 works and / or requiring additional scope for the open public engagement, as detailed at Annex C.

Analysis

40. **Option 1** - is the recommended option which sets out a potential scope, with costed options for a phase 2 scheme and a clear commitment to exploring further future potential within an achievable timescale and with resources (staff time and presentation / survey materials) committed to public engagement over a 4 week period.
41. **Option 2** - is not recommended where this option would see significant delay to the delivery of a phase 2 scheme and could result in the loss of the UKSPF budget allocation.
42. **Option 3** – if the report recommendation is amended to require either further options to be included in the potential scope for phase 2 works and / or requiring additional scope for the open public engagement there will be a delay to commencing engagement and ultimately delivery of the scheme which could increase frustration with the local community and ultimately see the loss of UKSPF budget. There is also a risk that resource is not immediately available to support further / more extensive engagement.

Organisational Impact and Implications

- **Financial**, contact: *Chief Finance Officer*.
As noted above a budget of £570,000 is available from the UK Shared Prosperity Fund (UKSPF) for Acomb improvements, phase 2. This budget must be spent by 31 March 2025. This report details estimated costs for three areas: Enhance the area; Extend the benefits beyond the high street; and Create a more accessible destination. Estimated costs for Longer term aspirations are also detailed, but this will depend on further funding becoming available.

- **Human Resources (HR)**, contact: Head of HR
There are no HR implications contained within this report.

- **Legal**, contact: Head of Legal Services.

The recommendation in this report is to approve an engagement exercise. In deciding whether and how to consult the Council should be clear on the reasons for and objectives of such an exercise. There is no general legal duty to consult save where there is a specific statutory consultation requirement or the duty to act fairly demands it (custom and practice or a promise to do so).

Where the Council embarks on public engagement it must act in accordance with the Gunning principles, the basic requirements of which are: (i) engagement must be at a time when proposals are still at a formative stage; (ii) the proposer must give sufficient reasons for any proposal to permit of intelligent consideration and response; (iii) adequate time must be given for consideration and response; and (iv) the product of consultation must be conscientiously taken into account in finalising proposals.

- **Procurement**, contact: Head of Procurement.
Any proposed works or services that will develop from the Acomb Front Street Phase 2 report, will need to be commissioned via a compliant procurement route under the Council's Contract Procedure Rules and where applicable, the Public Contract Regulations 2015. All tenders will need to be conducted in an open, fair, and transparent way to capture the key principles of procurement. Further advice regarding the procurement routes, strategies and markets must be sought from the Commercial Procurement team.
- **Health and Wellbeing**, contact: Director of Public Health.
Public Health agree with the proposal to conduct public engagement and an analysis of responses. Public Health agree with the recommendation to adopt option one and welcome the opportunity to reduce vehicle dominance in the Acomb area whilst increasing the opportunity for people to meet and socialise to reduce isolation.

- ***Environment and Climate action***, contact: Director of Transport, Environment and Planning, and Head of Carbon Reduction.

The phase 2 improvement works to Acomb Front Street have the potential to deliver climate change benefits; supporting both net zero (by reducing car dependency and encouraging active travel) and adaptation (increasing tree planting to reduce overheating and create shade). The development of any designs identified through the consultation should aim to minimise embedded and operational carbon emissions wherever possible.

- ***Affordability*** -
The economic benefits to residents with low incomes should be documented in the Equalities Impact Assessment as part of the consultation, and how the proposals will contribute to a thriving affordable economy for all residents to benefit from, including those for whom transport out of area to access low cost retail options is unaffordable.

- ***Equalities and Human Rights*** -
Public engagement is critical to inform the Equality Impact Assessment that will accompany the final proposals. Given the focus on accessibility, the community needs full engagement alongside York Access Forum as per the engagement plan, with online and offline opportunities to engage.

- ***Data Protection and Privacy***

See Annex B

- ***Communications***, contact: Head of Communications.

The communications team has been working with the regeneration team to understand what support is required. Communications work will be needed around this report, which will include a press release. Should it be agreed to proceed with engagement, the team will be supporting to help produce the additional resources, information and promotion to support the consultation.

- ***Economy, contact: Head of Economy.***
Acomb Front Street is a key secondary shopping centre within the City of York Council area. It is positive to see the proposed Phase 2 approach seeking to build on the 2021 Future of Acomb Front Street Study, which was commissioned to identify ways to support economic growth and drive footfall in the area. The proposed engagement is a good opportunity to seek further local resident and stakeholder views about how UK Shared Prosperity Fund (UKSPF) monies can be invested to deliver positive outputs and outcomes for the local area.

Risks and Mitigations

The principal project risks are:

- (i) The tight spending deadlines for UKSPF funding require all funds to be spent by 31 March 25. In order to achieve this construction must commence no later than September 2024. Carrying out open community engagement, analysis of feedback and finalising detailed / costed designs for Executive approval in summer 2024 does introduce programme risk where significant stakeholder objection or campaigning by the community, could delay the final scheme design and construction, and jeopardise the UKSPF funding. This must necessarily be set against the risk of not delivering a scheme which has strong community support.
- (ii) At this time we are advised that any monies not spent by 31 March 2025 will be clawed back by central government. To mitigate against this the scope of phase 2 has been designed to focus on the community aspirations and ideas set out in the Future of Acomb Front Street Study and address the recent petition received by the council.
- (iii) Acomb has a strong community spirit and bold ambitions, there is a significant challenge in delivering against all of these during phase 2 within the currently available funding. There is the potential that further elements can be delivered through a phase 3 project (subject to further funding and approvals)

- (iv) Discussions on any long term pedestrianisation ambition could become contentious given the contradictory views of different stakeholders, and could cause a distraction to phase 2 deliverable works.
- (v) Project components that involve additional procurement eg. public art could/take longer to deliver than March 25.
- (vi) The removal of a significant number of bollards and introduction of wide speed tables for pedestrian priority could result in an increase in illegal parking on the pavements, which the phase 1 scheme had sought to address.

Wards Impacted

Acomb, Westfield & Holgate Wards

Contact details

For further information please contact the authors of this Decision Report.

Author

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Report approved:	Yes/No
Date:	8/2/24

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Report approved:	Yes/No
Date:	9/2/24

Background papers

Executive April 2022: 'Future of Acomb Front Street – Enhancing Economic Growth for Secondary Shopping Areas'

Executive – October 2023: 'UK Shared Prosperity Fund

Annexes

- Annex A: Equalities Impact Assessment (EIA)
- Annex B: Data Protection Impact Assessment (DPIA)
- Annex C: Engagement Strategy

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City of York Council
Equalities Impact Assessment

Who is submitting the proposal?

Directorate	Place		
Service Area	City Development		
Name of proposal:	Acomb Front Street Phase 2 – open public engagement on costed designs and ideas for the scheme.		
Lead Officer	David Warburton – Head of Regeneration		
Date Assessment Started	Update to previous EIA (5/04/22)		
Date Assessment Completed			
Names of those who contributed to the assessment :			
Name	Job Title	Organisation	Area of Expertise
Julie Stormont-Dawber	Delivery Officer	CYC	Regeneration
Katherine Atkinson	Regen Project Officer	CYC	Engagement/ Consultation
Dave Smith	Access Officer	CYC	Equalities
Greg Morgan	Sustainable Transport Officer	CYC	Active Travel
Carl Wain	Social Action Manager	CYC	Communities
Helene Vergereau	Head of Highways Access & Development	CYC	Highway Development & Transport

Step 1 – Aims and intended outcomes

<p>1.1</p>	<p>What is the purpose of the proposal?</p>
	<p>Please explain your proposal in Plain English avoiding acronyms and jargon.</p>
	<p>Acomb Front Street is a key secondary shopping centre in York. To improve and enhance Acomb’s economic growth a Future of Acomb Front Street Study was commissioned in 2020, the study identified ten long term ideas and was noted by Executive in April 2022.</p> <p>During early 2023 highway improvement works saw the installation of new high-quality re-paving, enhanced drainage, and bollards that provide protection from vehicle over-run and prevent illegal parking. This work also improved accessibility through the provision of three tactile crossings points, trial of new accessible seating and high contrast accessible cycling racks. All works focused on the adopted highway, a significant section of the precinct is privately owned, non-adopted highway therefore landowners permission is required to action any works in that area. There has been significant challenge from the local community in relation to installation of the new bollards on Front Street culminating in the presentation of a petition to Full Council in July 2023.</p> <p>The phase 2 work acknowledges the strength of community feeling and aspirations for the area, consequently the need for open public engagement with the community for all subsequent work. The outcome of which will be a better understanding of local community priorities, sharing costed options to date, and potentially gaining support for scope of phase 2 work.</p> <p>The proposed scheme has been developed in collaboration with external urban designers and split down into 4 areas:</p> <ol style="list-style-type: none"> 1. enhancing the precinct- placemaking 2. extending the benefits beyond precinct 3. create more accessible destination 4. consider longer term aspirations.

Following the open public engagement, officers will analyse responses and comments to work up detailed designs, in order that a fully costed project scheme can be presented to Executive for consideration and approval to proceed in Summer 2024.

1.	Are there any external considerations?
2	Please explain your proposal in Plain English avoiding acronyms and jargon.
	<p>For both the open public engagement and potential scope of phase 2 works we will check against all relevant legislation including but not limited to:</p> <ul style="list-style-type: none"> • Equality Act 2010, which aims to protect people from discrimination in the workplace and in wider society. The Equality Act 2010 covers the following protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. <p>The open public engagement will be carried out in a local, accessible buildings and advertised widely to ensure all ward residents and businesses are made aware of the engagement and have suitable format alternatives by which they can respond as outlined in CYC Access Statement (see in Annex C). Responses include a survey available online and hardcopy, which will be available throughout. The two-week static display of proposed scheme at Acomb Explore (popular community library facility) and in person presentation at Joint Acomb, Westfield, Holgate Ward Committee will also facilitate reaching the wider community.</p> <ul style="list-style-type: none"> • Human Rights Act –sets out the fundamental rights and freedoms that everyone is entitled to. In making a decision the council must consider carefully the balance to be struck between individual rights and the wider public interest, this ensures any decision is reasonably justified and achieves a legitimate aim. <p>To ensure transparency of decision making and final scope of work, the proposed scheme will be shared with the community for comment through 4 open engagement sessions and the static display, following questionnaire responses and comments officers will analyse results to prepare a fully costed report for executive approval and public scrutiny.</p>

	<p>Within the development of the proposed phase 2 scope we have considered the following codes of practice:-</p> <ul style="list-style-type: none"> • The Blue Badge scheme: rights and responsibilities in England (www.gov.uk/government/publications/the-blue-badgescheme-rights-and-responsibilities-in-england) • Approved Document M: ‘Access to and use of buildings’, volume 2: Buildings other than dwellings. 2015 edition, incorporating 2020 amendments. • BS 8300: 2018 ‘Design of an Accessible and Inclusive Built Environment’, Part 1: External environment • Department for Transport, ‘Inclusive Mobility: A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure’, 2022 • Highways Act 1980 • National Planning Policy Framework – shared spaces https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/749116/ministerial-letter-about-shared_space.pdf
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1.3	Who are the stakeholders and what are their interests?
	Consider both internal and external stakeholders.
	<p>Stakeholders :</p> <ul style="list-style-type: none"> • Acomb residents, visitors and businesses/traders • Acomb Explore • Acomb Neighbourhood Plan group • Community groups including What a Load of Bollards Group. • Ward Cllrs and council officers. • York Access Forum (YAF), York Disability Rights Forum (YDRF), York Older Persons Assembly (YOPA), Age Friendly York (AYF). New market operator (Little Bird Markets).

1.4	What results/outcomes do we want to achieve and for whom?
	This section should explain what outcomes you want to achieve for service users, staff and/or the wider community. Demonstrate how the proposal links to the Council Plan (2019- 2023) and other corporate strategies and plans
	<p>The open public engagement should enable all residents, visitors, and businesses to understand the potential scope of phase 2 work and allocated budget, costed options and comment as necessary.</p> <p>The phase 1 highway improvements works had limited engagement opportunity, a single afternoon drop-in session for residents, leaflet drop for tenants and businesses, plus online zoom session for traders. Reasonable attendance was achieved at the in-person drop-in, the online session was not so well attended. After seeking feedback from traders on the most convenient way to engage with them, we have built this into our engagement programme, the open public engagement will include a variety of in person sessions both mid-week and at the weekend, plus at different times of the day to ensure everyone has the opportunity to come find out more about the project and share their views. Additionally, there will also be a survey (available in multiple formats) to gather comments and priorities.</p> <p>Engagement materials will use images and photos where possible to minimise text/ word count on boards. Clear options will be presented. “Plain English” will be used and avoiding the use any jargon/ technical reference. We will share the engagement boards with the Access Officer for comment, prior to finalisation.</p> <p>The engagement will run for 4 weeks (26th February - 24th March 2024), full strategy see 2.1</p> <p>As a result of the public open engagement, we want to achieve the following outcomes:</p> <ul style="list-style-type: none"> • Community to have a good understanding of project, objectives and why we can/ can’t do things, outline any mitigation required.

- Officers can gather community feedback and priorities for individual elements of scheme via post-it notes, hardcopy / online survey.
- Build community support for the proposed phase 2 works.
- Officers obtain clear direction on long-term aspirations for Front Street, eg pedestrianisation. However, if this is not possible, officers will better understand contradictory views to enable further feasibility work.
- Start to canvas volunteers for Friend of Front Street community group, to provide much need local community activities / events post March 2025.

The proposed scope of phase 2 work will contribute to the delivery of key commitments in: the Council Plan (2023-27); and the three 10-year strategies approved in 2022, Economic Strategy (2022-2032), Health and Wellbeing Strategy (2022-2032) and Climate Change Strategy (2022-2032). The proposals reflect the four core 'EACH' commitments in the Council Plan 2023-27 – One City, for all by:

- Equalities and Human Rights – creating a more accessible destination
- Affordability – creating a more unified destination and encouraging greater use of local amenities via sign posting and better connections.
- Climate & Environment – more trees and potential planters will provide welcome placemaking.
- Health and Wellbeing – more family friendly space encourages people to dwell in, build stronger social interactions across the generations and reduce social isolation. Seek volunteers for “Friends of Front Street” group to build on the strong community spirit that exists.

Step 2 – Gathering the information and feedback

2.1	What sources of data, evidence and consultation feedback do we have to help us understand the impact of the proposal on equality rights and human rights?
	<ul style="list-style-type: none"> • Please consider a range of sources, including consultation exercises, surveys, feedback from staff, stakeholders, participants, research reports, the views of equality groups, as well your own experience of working in this area etc.

Source of data / supporting evidence	Reason for using this source
Previous Engagement	<p>During 2020 Future Front Street engagement had over 1200 responses from residents and shoppers and 30 local businesses, the results showed some contradictory views on several areas, including but not limited to maintaining vehicle use within precinct carriageway v long term desire to pedestrianise the precinct.</p> <p>Significant challenge from the local community in relation to installation of the new bollards on Front Street, culminated in the presentation of a petition to Full Council in July 2023, by 'What A Load Of Bollards' Campaign Group titled "Get Front St bollards removed and re-design the scheme in line with what people asked for".</p> <p>In response to this petition and acknowledging the strength of community feeling the council have engaged the original external consultants PWP Design and local urban designer, Urban Glow Heritage to work with the council acting as a critical friend to the design process and assist with looking at creative and longer-term ideas for Front Street.</p> <p>This extensive engagement helped to articulate what people liked, and didn't like about Front Street, and what they would like to see in the future – resulting in The Future of Acomb Front Street Study.</p> <p>The Project team have contacted the Acomb Neighbourhood Plan Group to gain insight from their early 2017/8 SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis and understand their priorities moving forward.</p>
Onsite Trials	<p>At the commencement of phase 1 highway improvement works, the Regeneration team consulted both the Highways Team and the CYC Access Officer to identify potential areas of concern and scope for opportunity.</p> <p>The council had commissioned the MIMA City Centre Accessible Seating Review as part of City Centre Action Plan.</p>

		<p>Working with the CYC Access Officer, the Regeneration team were able to source bespoke accessible seating options to trial options which supported new MIMA accessible seating framework, and incorporated “Happy to Chat” initiative, which helps prevent social isolation.</p> <p>During September and November 2023 two surveys was undertaken to ask residents and stakeholders for their seating preference. Results of which have shaped council Accessible Seating Policy.</p> <p>The Regeneration Team were also aware of the forthcoming Design Guide for City Centre Cycle Parking, with particular focus on new adapted / cargo bike provision. To test the new adapted racks, prior to full city centre roll out two racks were installed in Front Street, June 2023. Ongoing feedback has been obtained, again to inform city centre roll out.</p>
	Design Development	<p>Throughout the development of phase 2 scope of work the Regeneration Team have consulted the CYC Access Officer on improving the Blue Badge car parking provision on Front Street and creating a more people friendly space within the precinct. This collaborative working has ensured phase 2 work to best align with councils Equality Duty and where necessary mitigation measures are applied.</p> <p>The project team will continue to work with stakeholders and community groups to ensure the final detailed design provides compliance to council equalities and human right policy.</p>
	Research reports	<ul style="list-style-type: none"> • MIMA City of York – Accessible Seating Review and inclusive Design Framework Jan 2024 • City of York Council Design Guidance for City Centre Parking, May2023 • Future of Acomb Front Street Study 2021
	Future engagement strategy	<ul style="list-style-type: none"> • On the 20th February 2024 Executive Member for Transport will be asked to approve the following engagement plan, which will ask residents, visitors and businesses/ traders to test costed options for phase 2. (see Annex C).

	<ul style="list-style-type: none"> The EIA is a living document and will be reviewed throughout project duration.
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Step 3 – Gaps in data and knowledge

3.1	What are the main gaps in information and understanding of the impact of your proposal? Please indicate how any gaps will be dealt with.	
	Please indicate how any gaps will be dealt with.	
	Gaps in data or knowledge	Action to deal with this
	Extent of opposing view with the community on long term aspiration to pedestrian the precinct area or adopt “privately maintained area.”	Commission feasibility study on options for vehicle use of the carriageway, to understand cost v expectation
	Community support for proposed phase 2 work	Multiple engagement sessions at various days and times to ensure sufficient opportunity for comment/ feedback, prior to any final/ detailed design
	Policy changes – shared space DfT memorandum	Keep under review

Step 4 – Analysing the impacts or effects.

4.1	Please consider what the evidence tells you about the likely impact (positive negative) on people sharing a protected characteristic, i.e. how significant could the impacts be if we did not make any adjustments?
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Below we have listed the 9 protected Characteristics recognised under the Equality Act.

- Enter here any evidence you already have and what you have learned from you consultation with stakeholders.
- Remember the duty is also positive – so please identify where the proposal offers opportunities to promote equality and/or foster good relations.

Use the following guidance to inform your responses:

Indicate:

- Where you think the proposal could have a **POSITIVE** impact on any of the equality groups like promoting equality and equal opportunities or improving relations within equality groups
- Where you think the proposal could have a **NEGATIVE** impact on any of the equality groups, i.e. it could disadvantage them
- Where you think that this proposal has a **NEUTRAL** effect on any of the equality groups listed below i.e. it has no effect currently on equality groups.

It is important to remember that a proposal may be highly relevant to one aspect of equality and not relevant to another.

High impact
(The proposal or process is very equality relevant)

- There is significant potential for or evidence of adverse impact
- The proposal is institution wide or public facing
- The proposal has consequences for or affects significant numbers of people
- The proposal has the potential to make a significant contribution to promoting equality and the exercise of human rights.

Medium impact
(The proposal or process is somewhat equality relevant)

- There is some evidence to suggest potential for or evidence of adverse impact
- The proposal is institution wide or across services, but mainly internal
- The proposal has consequences for or affects some people

	<ul style="list-style-type: none"> The proposal has the potential to contribute to promoting equality and the exercise of human rights
<p>Low impact (The proposal or process might be equality relevant)</p>	<ul style="list-style-type: none"> There is little evidence to suggest that the proposal could result in adverse impact The proposal operates in a limited way The proposal has consequences for or affects few people The proposal may have the potential to contribute to promoting equality and the exercise of human rights

Equality Groups and Human Rights	Key Findings / Impacts	Positive (+) Negative (-) Neutral (0)	High (H) Medium (M) Low (L)
Age	All unknown as engagement hasn't commenced. Data analysis will inform/ identify and particular findings / impacts from each group?		
Disability	As above		
Gender	As above		
Gender Reassignment	As above		
Marriage and Civil Partnership	As above		
Pregnancy and maternity	As above		

Race	As above		
Religion and belief	As above		
Sexual orientation	As above		
Could other socio-economic groups be affected e.g. carers, ex-offenders, low incomes, including:			
Carer	As above		
Low income groups	The economic benefits to residents with low incomes should be documented in the Equalities Impact Assessment as part of the consultation, and how the proposals will contribute to a thriving affordable economy for all residents to benefit from, including those for whom transport out of area to access low cost retail options is unaffordable.		
Veterans, armed forces community	As above		
Other	As above		
Human Rights: List any impacts on Human Rights:			

	As above
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Step 5 - Mitigating adverse impacts and maximising positive impacts

5.1	Based on your findings, explain ways you plan to mitigate any unlawful prohibited conduct or unwanted adverse impact.
	Where positive impacts have been identified, what is been done to optimise opportunities to advance equality or foster good relations?
	No feedback yet to make as consultation has not happened yet

Step 6 – Recommendations and conclusions of the assessment

6.1	Having considered the potential or actual impacts you should be in a position to make an informed judgement on what should be done. In all cases, document your reasoning that justifies your decision.	
	Important: If there are any adverse impacts you cannot mitigate, please provide a compelling reason in the justification column. There are four main options you can take:	
	No major change to the proposal	The EIA demonstrates the proposal is robust. There is no potential for unlawful discrimination or adverse impact and you have taken all opportunities to advance equality and foster good relations, subject to continuing monitor and review.
	Adjust the proposal	The EIA identifies potential problems or missed opportunities. This involves taking steps to remove any barriers, to better advance quality or to foster good relations.
	Continue with the proposal	(despite the potential for adverse impact) – you should clearly set out the justifications for doing this and how you believe the decision is compatible with our obligations under the duty
	Stop and remove the proposal	if there are adverse effects that are not justified and cannot be mitigated, you should consider stopping the proposal altogether. If a proposal leads to unlawful discrimination it should be removed or changed.
	Option Selected	Conclusion / justifications
	Unknown at this stage	No feedback yet to make as consultation has not happened yet

Step 7 – Summary of agreed actions resulting from the assessment

7.1	What action, by whom, will be undertaken as a result of the impact assessment.			
	List below the actions that have been identified and who will be responsible to carrying them out. Add as many lines as you need.			
	Impact / Issue	Actions to be taken	Person Responsible	Timescale

Step 8 - Monitor, review and improve

8.1	How will the impact of your proposal be monitored and improved upon going forward?
	Consider how will you identify the impact of activities on protected characteristics and other marginalised groups going forward? How will any learning and enhancements be capitalised on and embedded?
	Following the open public engagement officers will review all responses to ensure the scope of phase 2 reflects the community’s aspirations, and detailed costed plans will be presented to Executive in July 2024 for consideration.

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As there is no personal data, special categories of personal data or criminal offence data being processed, there is no requirement to complete a DPIA.

This is evidenced by completion of DPIA screening questions AD-03429.

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PHASE 2- Engagement Summary – Front Street Acomb

Objective: Engage residents and traders to test costed options for Phase 2 enhancements to Front Street Acomb

Target audience: Residents, businesses, local groups, stakeholders, shoppers, market traders

Dates: 26/02/24 - 24/03/24

Methods**Survey**

- Paper copies available at Explore for duration
- Online surveymonkey

Consultation Boards

- Static exhibition boards at Acomb Explore for 2 weeks (4-15 March)
- Staffed drop-in events

Posters

- Hand out to business/ local noticeboards
- Market launch 16/03

Web page

- www.york.gov.uk/AcombFrontStreet updates and survey link

Social media including NextDoor

- Tag local groups, survey link, key dates
- Digital assets (images/ animations) break down into bite size pieces

Press release**CYC Newsletters**

- Resident, families, schools, business

Email


- **AcombFrontStreet@york.gov.uk**
- Keep Informed List, stakeholders and groups – survey link, key dates
- Landlord, property owner, tenants
- CYC staff internal

Stakeholder meetings offer to:

- Ward Members, What A Load Of Bollards Campaign Group, Acomb Alive, Little Bird Markets, York Access Forum, Acomb Explore, key landowners



Public meetings

- Joint Acomb, Westfield, Holgate Ward Committee - Gateway Centre, Wednesday 28 February 18:30-20:30
- Drop-in session 1 - Gateway Centre, Thursday 29 February 15:00-18:00
- Drop-in session 2 – Explore, Thursday 7 March 10:00-13:00
- Drop-in session 3 - Gateway Centre, Saturday 16 March 13:00-16:00 (market launch)

Ways to complete and return your questionnaire			
1	Respond online	Please visit: www.york.gov.uk/AcombFrontStreet	
2	Or use this QR code:	Use the camera on your smart device to scan the QR code which will take you to the questionnaire	Add QR Code here
3	Scan and email	Complete, scan and email your response to: AcombFrontStreet@york.gov.uk	
4	Visit us	Drop into any Explore library or West Offices where we can assist you to complete online.	
5	Help over the phone	Call customer Service on 01904 551550 and leave your number and we will call you back.	
6	Drop off	Hand in the completed form at any Explore Library or at West Offices.	
7	Return by freepost	Call our Customer Services team on 01904 551550 to request a freepost return envelope.	
8	Return by freepost	Name of Consultation Freepost RTEG-TYYU-KLTZ CYC, West Offices, Station Rise, York YO1 6GA	
9	Video Relay Service (BSL)	Use our BSL Video Relay Service: www.york.gov.uk/BSLInterpretingService Select 'Switchboard' from the menu.	

Alternative formats statement

You should always include the following in your correspondence:

Alternative formats	
If you require this document in an alternative format (e.g. large print, braille, Audio, BSL or Easy Read) you can:	
	Email us at: cycaccessteam@york.gov.uk
	Call us on: 01904 551550 and customer services will pass your request onto the Access Team



Use our BSL Video Relay Service:
www.york.gov.uk/BSLInterpretingService
Select 'Switchboard' from the menu.



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