

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 City's 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 of 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 and 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 various 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 as 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 stranglely 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