

**City of York Council**

# Healthy Places – Right to Challenge Car Parking Price Consultation

## Micklegate Survey Findings

Reference: 313147-00

Final | 26 May 2026



This report takes into account the particular instructions and requirements of our client. It is not intended for and should not be relied upon by any third party and no responsibility is undertaken to any third party.

Job number 313147-00

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# 1. Introduction

## 1.1 Purpose and background

Ove Arup and Partners Ltd (Arup) have been commissioned by City of York Council (CYC) to undertake an independent review of car parking charges in four areas of the city, namely Bishopthorpe Road, Micklegate, The Groves, and Heworth. Following the Council's decision to increase charges in April 2025 for local, council owned car parking, traders and residents in Bishopthorpe Road, Micklegate and The Groves have initiated a challenge to parking charges through The Right to Challenge Parking Policies Statutory Guidance under the Traffic Management Act 2004. Separately, traders in Heworth have raised a petition against the proposed increases in car parking charges.

Acting as an independent voice, Arup's role has been to lead a consultation exercise (which ran from 17<sup>th</sup> December 2025 to 27<sup>th</sup> February 2026) and provide CYC with unbiased findings, reflecting the needs and concerns of local residents, traders, and the wider community. This report presents the findings of the consultation for the Micklegate area (separate reports have been prepared for the other three areas mentioned). Feedback during the consultation was obtained from the following:

- An online survey
- Drop-in sessions for members of the public

The findings presented in this report will support CYC in making a decision on the issue. On completion of the review, the Council will publish the findings from the independent review and details of when it will be considered. The outcome of the decision will be published via the council website.

## 1.2 Report structure

- Section 2 includes the local context for the Micklegate area
- Section 3 provides details of the survey
- Section 4 presents the findings of the consultation for business owners/managers and residents/visitors
- Section 5 summarises the headline findings and a series of policy recommendations based on the survey responses



## 2.3 Parking provision

As shown in Figure 2-1, parking provision in the Micklegate area is comprised of a combination of on- and off-street parking. Table 2-1 below summarises the provision at these locations.

**Table 2-1 Summary of parking provision in the Micklegate area**

Parking location	Managed by CYC	Spaces	Further details
Nunnery Lane Car Park	Yes	167	Open 24-hours. Charges apply from 8.00am to midnight. Charges apply every day including Sundays and Bank Holidays.
Micklegate on-street parking	Yes	~29	Parking available for up to 3 hours Monday to Sunday daytime. After 18:00 parking is available at an evening rate. Parking is free on Sundays between 08:00 and 13:00.
Priory Street on-street parking	Yes	~20	Parking available for up to 3 hours Monday to Sunday daytime. After 18:00 parking is available at an evening rate. Parking is free on Sundays between 08:00 and 13:00.
Bishophill Senior on-street parking	Yes	~16	Up to 1 hour of parking available for people not a part of the residents' priority parking scheme (ResPark) between 08:00 and 20:00
Lower Priory Street on-street parking	Yes	~12	Up to 1 hour of parking available for people not a part of the residents' priority parking scheme (ResPark) between 08:00 and 20:00
R15 Bishophill	Yes	~70	Residents are entitled to unlimited parking if they possess a proof of residency permit which will allow them to purchase visitor parking permits (up to 200 per 365 days). Businesses are not entitled to visitor permits but can apply for a business permit if specific requirements are met. <b>Up to 10 minutes</b> of parking available for people not a part of the residents' priority parking scheme (Centre ResPark) between 08:00 and 20:00
R15SC Micklegate	Yes	~50	Residents are entitled to unlimited parking if they possess a proof of residency permit which will allow them to purchase visitor parking permits (up to 200 per 365 days). Businesses are not entitled to visitor permits but can apply for a business permit if specific requirements are met. A mixture of <b>up to 10 minutes</b> or up to 1 hour of parking available for people not a part of the residents' priority parking scheme (Centre ResPark) between 08:00 and 20:00
R19SC North Street	Yes	~40	Residents are entitled to unlimited parking if they possess a proof of residency permit which will allow them to purchase visitor parking permits (up to 200 per 365 days). Businesses are not entitled to visitor permits but can apply for a business permit if specific requirements are met. <b>Up to 10 minutes</b> of parking available for people not a part of the residents' priority parking scheme (Centre ResPark) between 08:00 and 20:00
R22 Dewsbury Terrace	Yes	~30	Residents are entitled to unlimited parking if they possess a proof of residency permit which will allow them to purchase visitor parking permits (up to 200 per 365 days). Businesses are not entitled to visitor permits but can apply for a business permit if specific requirements are met. Parking <b>available for up to 3 hours</b> Monday to Sunday daytime. After 18:00 parking is available at an evening rate. Parking is free on Sundays between 08:00 and 13:00.
R51 The Crescent	Yes	~10	Residents are entitled to unlimited parking if they possess a proof of residency permit which will allow them to purchase visitor parking permits (up to 200 per 365 days). Businesses are not entitled to visitor permits but can apply for a business permit if specific requirements are met. A mixture of up to <b>10 minutes</b> or up to <b>1 hour</b> of parking available for people not a part of the residents' priority parking scheme (Centre ResPark) between 08:00 and 20:00

Parking location	Managed by CYC	Spaces	Further details
NCP York Tanner Row	No	257	Parking available 06:00-23:59 Monday to Sunday
NCP York Station South	No	128	Open 24 hours
Blossom Street Car Park	No	28	Parking available all day Monday to Sunday

In April 2025, CYC introduced a new price framework for local, council managed car parking (see Table 2-1 and Figure 2-1 for parking affected in the Micklegate area). This resulted in increased charges for both short and long stay visits (mostly affecting daytime parking). Table 2-2 and Table 2-3 below summarise the increases for daytime (before 18:00) short stay parking up to two hours for these locations. This highlights that price increases range from a 56% to 304% in these areas. The 30 minute parking option was also removed during these price increases. A full breakdown of the price increases can be found in Appendix A.

**Table 2-2 Summary of daytime short stay parking charge increases – Sunday to Thursday**

Location	Duration	Pre April 2025	Post April 2025	Change
Nunnery Lane Car Park	Up to 2 hours	£6.20	£9.70	+£3.50
Micklegate and Priory Street on-street parking	Up to 2 hours	£6.20	£9.70	+£3.50
Bishophill Senior and Lower Priory Street on street parking	Up to 1 hour	£1.20	£4.85	+£3.65

**Table 2-3 Summary of daytime short stay parking charge increases – Friday, Saturday, and events**

Location	Duration	Pre April 2025	Post April 2025	Change
Nunnery Lane Car Park	Up to 2 hours	£6.20	£10.60	+£4.40
Micklegate and Priory Street on-street parking	Up to 2 hours	£6.20	£10.60	+£4.40
Bishophill Senior and Lower Priory Street on street parking	Up to 1 hour	£1.20	£5.30	+£4.10

## 3. Consultation method

### 3.1 Background

A survey for online and in-person distribution was created by Arup in collaboration with CYC, to gain insight into the impacts the increases in parking charges have had on local businesses, residents and visitors in four areas of the city, including Bishopthorpe Road, Micklegate, The Groves, and Heworth. This report presents the findings of the consultation for the Micklegate area (separate reports have been prepared for the other three areas mentioned).

### 3.2 Survey period

The survey period commenced on the 17<sup>th</sup> of December 2025 and closed on the 27<sup>th</sup> of February 2026.

### 3.3 Survey methods

An online survey was launched on the CYC Citizen Space platform on the 17<sup>th</sup> of December 2025 and was live until 27<sup>th</sup> of February 2026. Physical paper copies of the survey were distributed to identified businesses, community hubs and libraries within the four study areas, with these locations identified through engagement with local community groups and organisations.

Easy-read versions of this survey were also distributed to libraries and community centres within the study areas. These were produced to ensure the consultation was accessible to people with learning disabilities and others who may find standard written materials difficult to understand. The Easy Read surveys were developed by adapting the standard consultation questionnaire into an Easy Read format, using plain language, simplified sentence structures, clear layout, and supporting images, while retaining the core intent of the original questions. The design of the Easy Read version was undertaken by Easy Read UK<sup>1</sup> and it aligns with CYC's Accessible Communications Standards<sup>2</sup>.

### 3.4 Survey questions

The survey consists of twelve questions and is split into two sections. The first section was answered by business owners only, and the latter by residents and visitors. Both groups answered the final question regarding York's Local Transport Strategy, and what actions they would like to see in response to the challenge over car parking charge increases.

The survey is comprised of open text and multiple-choice questions, covering topics such as changes in parking habits pre and post price increase, visits to local businesses and services and patterns of spending within defined study areas. The full set of survey questions can be found in Appendix B.

### 3.5 Drop-in session

Additionally, a drop-in session for business owners/managers and residents/visitors was held in the Westgate Offices foyer on the 23<sup>rd</sup> of March 2026. Attendees were able to share their views upon parking charges and suggestions to improve parking in their local area.

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<sup>1</sup> Easy Read UK help organisations and businesses create accessible documents for people who have difficulty accessing standard written information

<sup>2</sup> City of York Council's Accessible Communication Standards can be found here: <https://www.york.gov.uk/downloads/download/231/accessible-communication-standards-easy-read>

## 4. Survey findings

### 4.1 Introduction

This section presents the findings of the survey for the Micklegate area only. Reports for the three other study areas (Bishopthorpe Road, The Groves, and Heworth) have been prepared separately but using the same structure.

A review of the survey sample is provided in Section 4.2. Findings of the survey are presented in Section 4.3 and Section 4.4 for business owners/managers and residents/visitors respectively. Section 4.5 summarises the findings of the drop-in session.

### 4.2 Understanding the survey sample

This section provides an overview of how many people participated in the survey, and insights into how applicable the findings are to the local population.

#### 4.2.1 Sample size

A total of 103 people responded to the survey from the Micklegate area, 30 of which were business owners, and 73 of which were residents.

#### 4.2.2 Survey sample characteristics

This sub-section examines how representative the sample is across Micklegate. Checking whether there are any significant differences between the survey's sampled population and the local population across the wider Yorkshire and the Humber region provides an understanding of how responses may be skewed towards certain demographic characteristics.

Table 1 compares the survey sample demographics against the wider Yorkshire and the Humber across age, gender and disability status. The key demographic variables analysed include age, gender, and disability status. The local population comparison sample was compiled using 2021 ONS census data for Yorkshire and the Humber.

For resident disability status, the survey sample seems to be broadly representative of the population of interest. The survey sample has an overrepresentation of middle and older age groups (40- 64) and a corresponding underrepresentation of the youngest. There is also an overrepresentation of male respondents to the survey.

**Table 4-1 Demographic comparison between survey sample and Yorkshire and the Humber population (2021 Census)**

	Micklegate Respondents	Yorkshire and the Humber
<b>Age</b>		
16-24	1%	11.0%
25-39	15%	19.5%
40-55	34%	20.6%
56-59	12%	5.5%
60-64	15%	6.0%
65+	12%	19.0%
<b>Gender<sup>3</sup></b>		
Female	33%	50.9%

	Micklegate Respondents	Yorkshire and the Humber
Male	55%	49.1%
<b>Disability status - Do you consider yourself disabled?<sup>4</sup></b>		
Yes	11%	18.6%
No	78%	81.4%

<sup>3</sup> 11% of respondents answered preferred not to say

<sup>4</sup> 11% of respondents answered preferred not to say

### 4.3 Impact to business owners/managers

This section presents the findings to questions answered by business owners/managers, which covers questions 3-5 and 12 of the survey (see Appendix B).

#### 4.3.1 Types of businesses the respondents own/manage

**Relevant Question(s)**  
*Q3: What type of business do you own or manage?*

Figure 4-1 shows the types of businesses owned/managed by the respondents. Most respondents operate within the hospitality, health and beauty, and retail industries. Businesses that make up the other category include charity and legal professions.

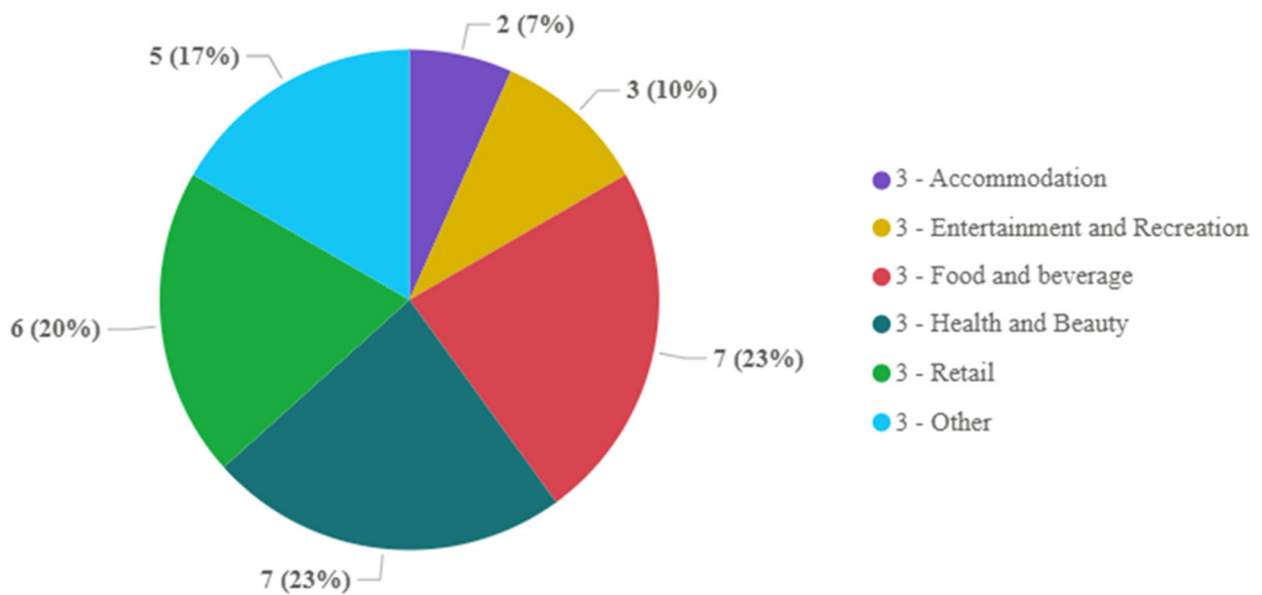


Figure 4-1 Types businesses owned/managed by respondents (Q3)

#### 4.3.2 Impact to customer spending and visits

**Relevant Question(s)**  
*Q4: What impact have you seen from the increased parking charges directly on your business?*

Question 4 provides insight into changes in customer spend and visits as a result of the parking charge increases. As shown in Figure 4-2, the majority of business owners/managers (57%) reported that there are fewer customers and lower spend since the April 2025 price increases. Of the respondents, 13% were not sure of the impact. The graph shows that few respondents selected the other categories.

More customers, greater spend	2	7%
Fewer customers, greater spend	2	7%
Fewer customers, lower spend	17	57%
No change	3	10%
Don't know / unsure	4	13%
Other	2	7%

**Figure 4-2 Changes in customer spending since April 2025 price increases (Q4)**

### 4.3.3 Impact to business owners/managers

#### Relevant Question(s)

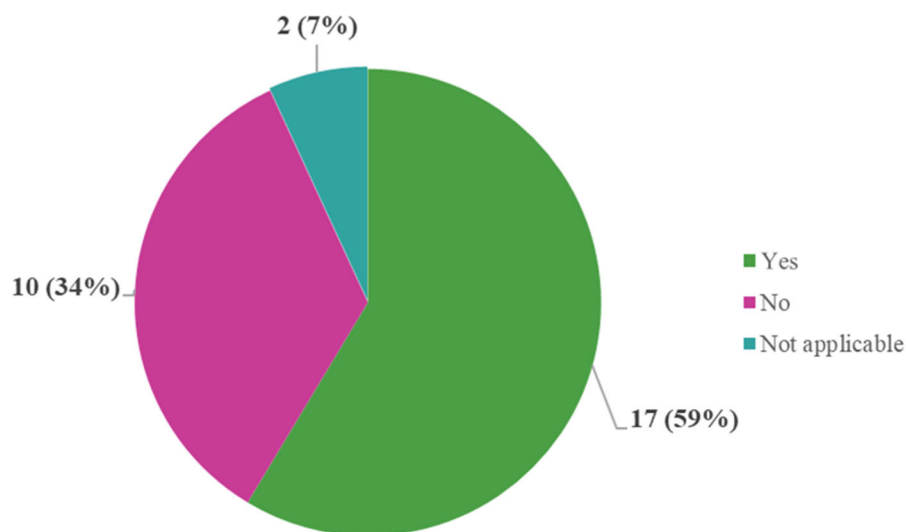
*Q5: Has the increase in parking charges impacted your ability to park at your business or take deliveries?*

Question 5 aimed to establish whether the increase in parking charges has had an impact on business owners/managers being able to park or receive deliveries. As shown in Figure 4-3, 59% of business owners/managers reported that there has been an impact, whilst 34% reported no change.

Some business owners that reported an impact also highlighted issues for both customers and staff. Example responses are provided below.

*“The increase in parking charges (and removal of parking meters) have been devastating to our business. The previous half hour (50p) and one hour (£1) rates enabled our customers to drop off or collect from our shop [...] Those that do still drive to the shop are often angry at the punitive cost and time and complication of using the telephone parking. The end result is that many of regular customers no longer come into town to shop.”*

*“Yes we no longer can afford to park at our business and the increase for staff to park has been catastrophic most especially in the present environment where it is particularly difficult to source staff. No public transport exists to bring staff home during our opening hours.”*



**Figure 4-3 The impact of April 25 parking charge increases in being able to park or take deliveries (Q5)**

#### 4.3.4 Actions suggested by respondents when considering York’s Local Transport Strategy

##### Relevant Question(s)

*Q12: [...] Thinking about the Strategy, what actions do you think the council could take in response to the challenge over car parking charge increases?*

Question 12 aims to understand the actions respondents would like to see the Council take in response to the challenge over car parking increases, whilst considering York’s Local Transport Strategy. Figure 4-4 details the distribution of business owner’s responses according to reoccurring key themes. This reveals that an overall majority of business owners would like to see a reduction to parking charges, with an improvement to public transport as the next preferred option.

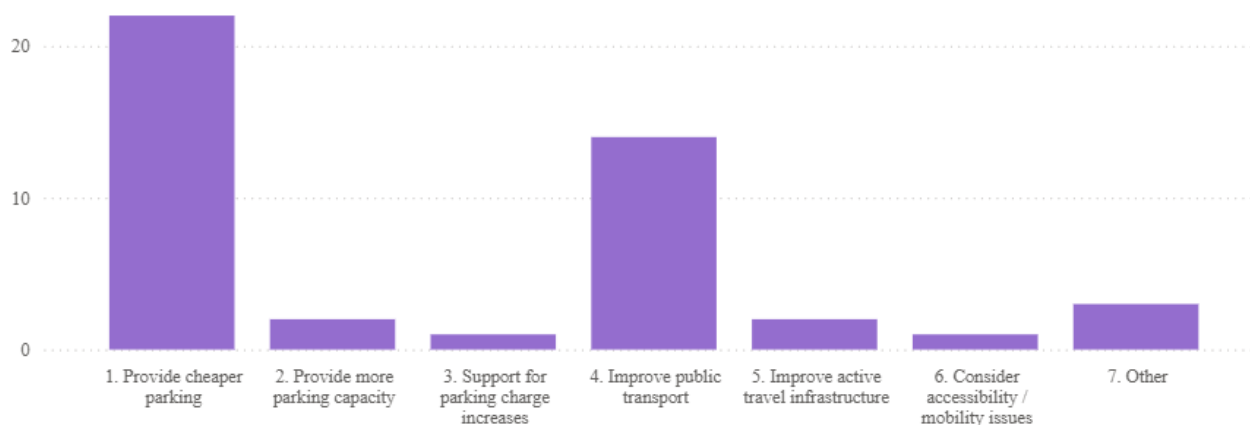
On the topic of reduced parking charges, business owners explained how cheaper short stay parking benefitted their businesses and use by local people:

*“Reduce the fees. These are residents who use these parking spaces where they’re ‘popping by’ in their cars on route to other places. To get the bus it would mean driving pass the car park already on a journey to go home and get two buses. These locations aren’t central and are not on every busy route”*

On the topic of improved public transport, business owners noted that they would like to see more bus services offered throughout the late evening and into the early mornings in order for customers and staff to have greater flexibility when visiting / travelling to work. There was also a repeated comment for the number eleven bus service\* to be more frequent and extend hours, with the price of bus services lowered / subsidised. Some relevant responses are provided below.

*“To invest in public transport that is reliable and effective not just at rush hour, but all day and evening.”*

*“More bus services number 11 doesn’t run late on nights. Cheaper buses currently cheaper for me to park for what I need. If you opened up some of the closed roads could potentially help on traffic with cars. Bus services to run on time. A lot of my clients are late due to buses not running on time.”*



**Figure 4-4 Business owner key themes when considering York’s Transport Strategy (Q12)**

\* The number 11 bus is routed through multiple study areas (Heworth, Micklegate and Bishopthorpe Road) with the greatest proportion of the journey taking place along Bishopthorpe Road. Information on the number 11 bus service can be found here: <https://www.firstbus.co.uk/uploads/maps/11%20York%20Map%20%28A5%29.pdf>

## 4.4 Impact to residents/visitors

This section presents the findings to questions answered by residents/visitors, which covers questions 6-12 of the survey (see Appendix B).

### 4.4.1 Parking demand

#### Relevant Question(s)

*Q6: Do you drive to and park at the location you selected, and how often do you make this journey?*

Question 6 aims to provide an indication of the demand for parking in the area. As shown in Figure 4-5, the majority of respondents park their car to access Micklegate around once a month (32%). Remaining responses are split fairly evenly across the other categories.

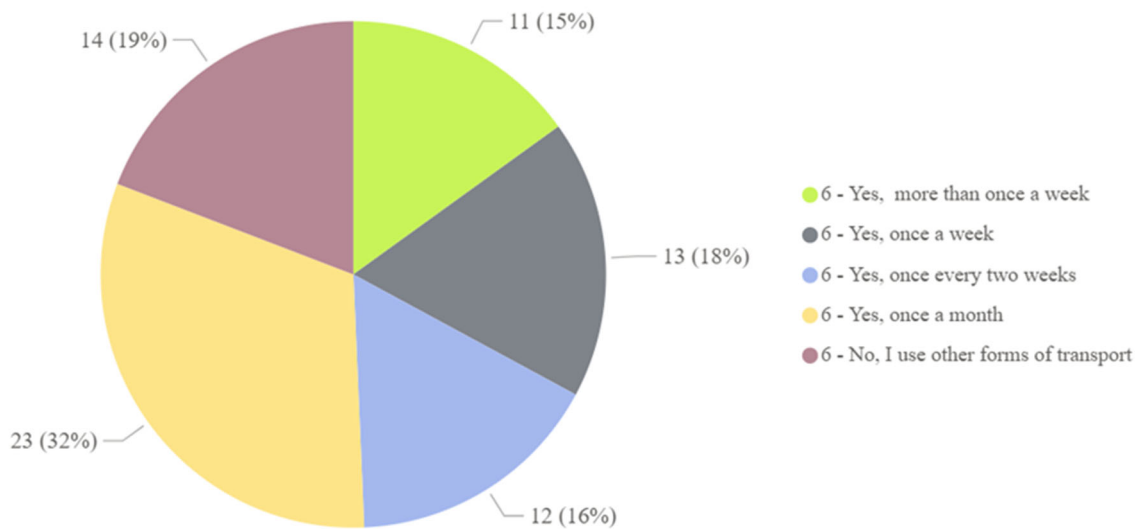


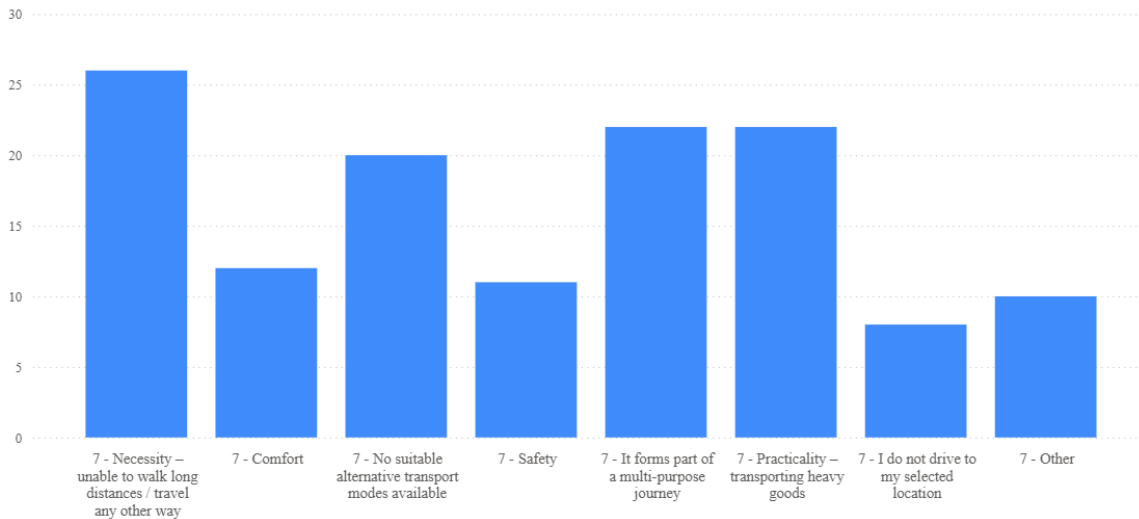
Figure 4-5 Trip frequency of residents driving to and parking in Micklegate (Q6)

### 4.4.2 Reasons for travelling by car

#### Relevant Question(s)

*Q7: If you drive to your selected area, why do you travel by car instead of other modes e.g. public transport, walking? Select all that apply.*

Question 7 aims to gain insight into the reasons residents choose to travel by car. Respondents could select all impacts that apply. As shown in Figure 4-6, the most commonly selected reasons for travelling by car reported include 'necessity', 'practicality', 'it forms part of a multi-purpose journey', and 'no suitable alternative transport modes available'. It also highlights that only a small number of the respondents travel to Micklegate by alternative modes.



**Figure 4-6 Residents reason for travelling via car (Q7)**

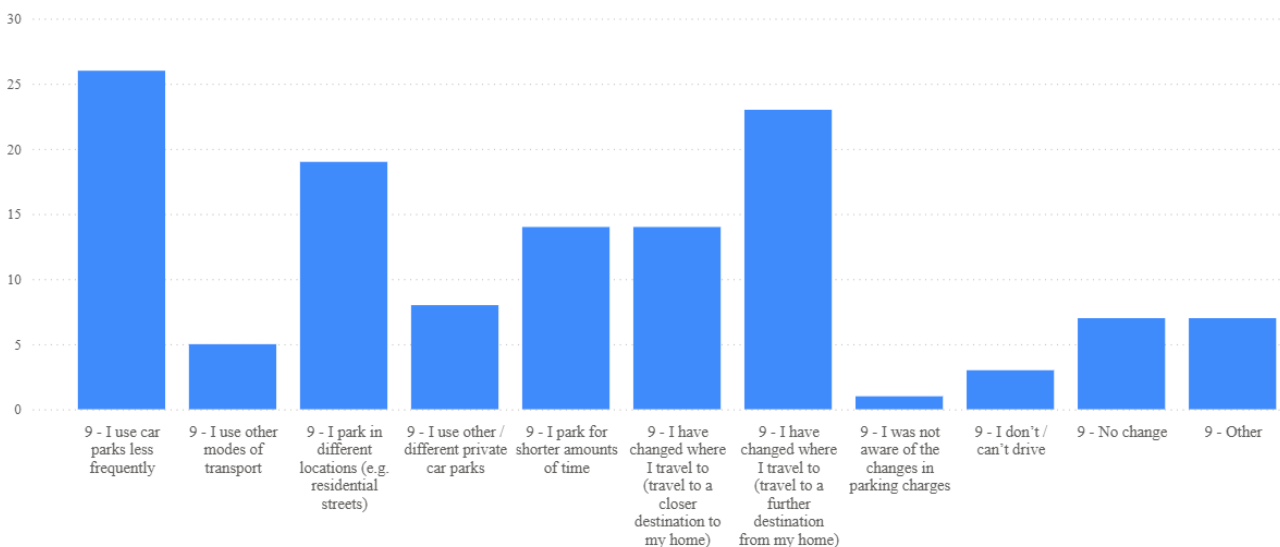
#### 4.4.3 Impact on travel to the area

**Relevant Question(s)**

*Q9: How has the increase in parking charges (April 2025) affected your parking habits in your selected area? Select all that apply.*

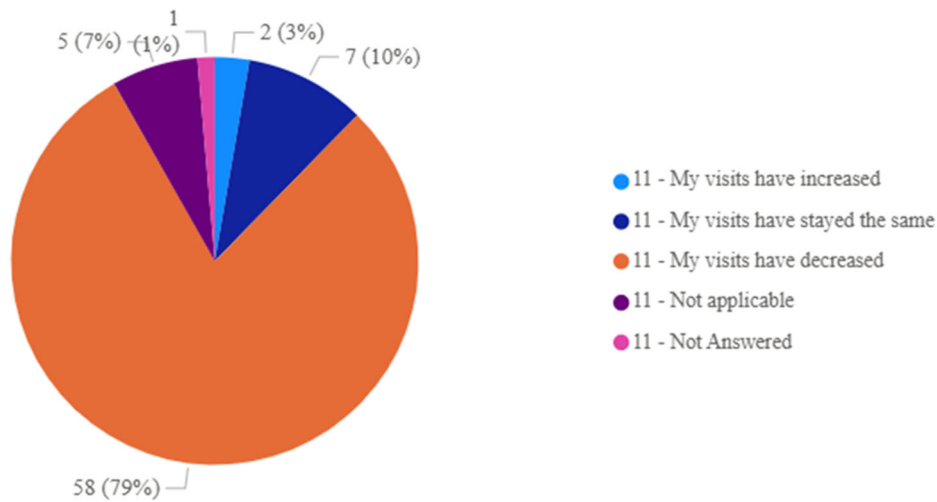
*Q11: What impact have you seen from the increased charges in terms of your visits to local businesses*

Question 9 assessed the impact of the April 2025 price increase upon residents’ parking habits within Micklegate. Respondents could select all impacts that apply. As shown in Figure 4-7, the majority of respondents have reported that there has been some form of impact on their parking habits (concerning frequency, location, and duration). The most common impacts reported by the residents include ‘I use car parks less frequently’, ‘I have changed where I travel to (travel to a further destination from my home)’, and ‘I park in different locations (e.g. residential streets)’. Five respondents reported that they now use other modes of transport.



**Figure 4-7 Resident parking habit changes since the April 25 price increases (Q9)**

Residents were also asked to feedback on the frequencies of these trips as part of question 11. As shown in Figure 4-8, 79% of respondents reported a decrease in trips to Micklegate, followed by 10% reporting their trips had stayed the same and 3% reporting trips have increased.



**Figure 4-8 Trip frequency post April 25 price increases (Q11)**

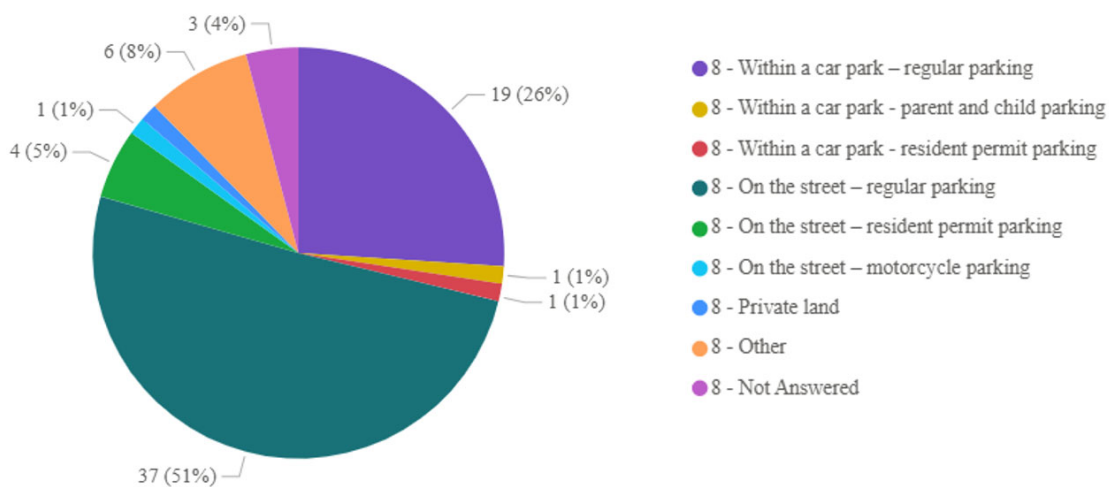
#### 4.4.4 Parking requirements

##### Relevant Question(s)

*Q8: What type of parking space do you usually park in when visiting your selected area?*

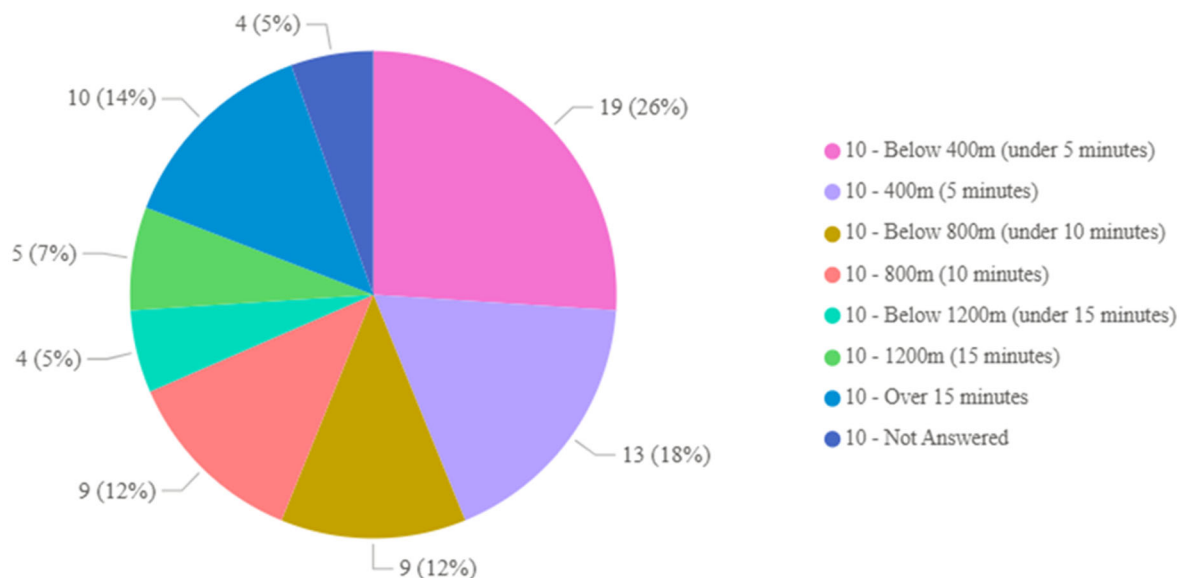
*Q10: How far away from the area you selected are you willing to park in order to have cheaper or free parking?*

Question 8 aims to understand the types of parking spaces residents are accessing when visiting the Micklegate area. As shown in Figure 4-9, most of the parking accessed by the respondents is on-street regular parking (no permit required) at 51%. Regular parking within a car park is the next most accessed at 26%. Of the respondents, 8% selected 'other', which is comprised of users that do not drive, take public transport or use cycle parking.



**Figure 4-9 Type of parking space accessed by residents in Micklegate (Q8)**

Question 10 addresses residents' willingness to travel from their chosen destination in order to access cheaper or free parking. As shown in Figure 4-10, 26% of respondents reported they would be willing to travel below 400m (under 5 minutes), subsequently followed by 18% willing to travel 400m (5 minutes), and 14% over 15 minutes. The figure also highlights that 12% of respondents are willing to travel below 800m (under 10 minutes), and 12% are willing to travel 800m (10 minutes). Relatively few respondents are willing to travel for up to 15 minutes to access cheaper or free parking.



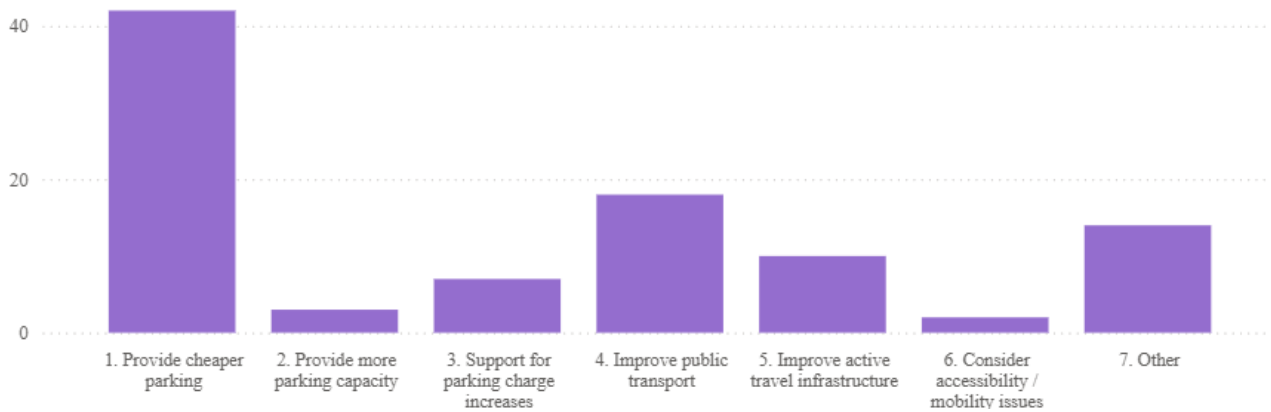
**Figure 4-10 Distance residents are willing to travel from their destination for cheaper or free parking (Q10)**

#### 4.4.5 Actions suggested by respondents when considering York's Local Transport Strategy

**Relevant Question(s)**

*Q12: [...] Thinking about the Strategy, what actions do you think the council could take in response to the challenge over car parking charge increases?*

Question 12 is an open text question which aims to understand the actions respondents would like to see the Council take in response to the challenge over car parking increases, whilst considering York's Local Transport Strategy. Figure 4-11 shows the distribution of residents' responses according to recurring themes based on thematic analysis of the open responses. The most common theme identified from responses was '1: reduce parking charges', with '4: improve public transport', and '5: improve active travel infrastructure' also being raised by multiple respondents. A smaller number of respondents were also supportive of further increases to parking charges.



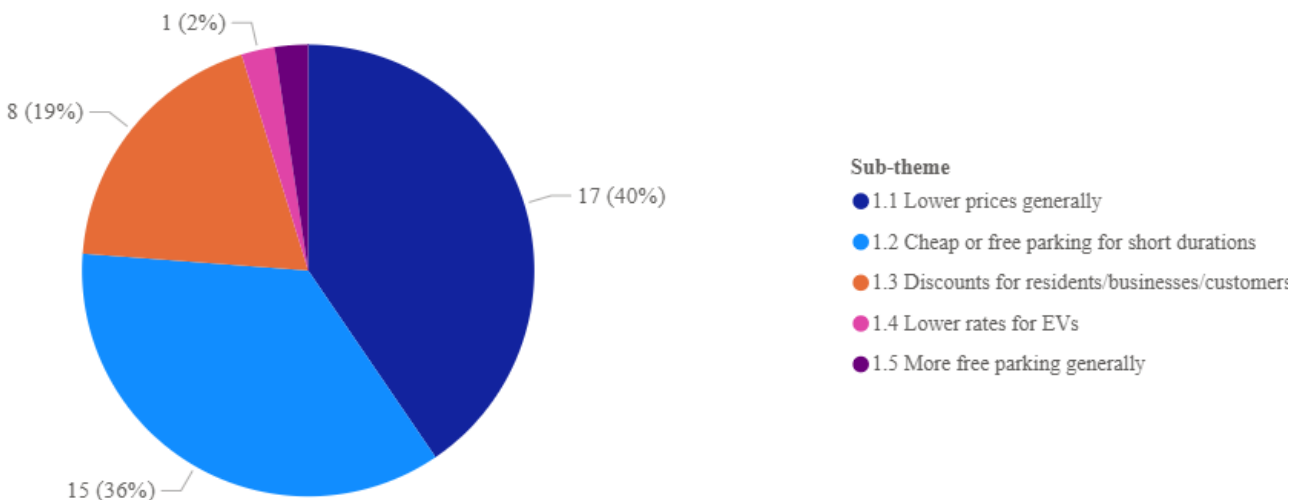
**Figure 4-11 Residents key themes when considering York's Transport Strategy (Q12)**

Figure 4-12 shows how respondents expanded further on theme 1 (reduce parking charges), including the breakdown of responses by a number of sub-themes. Of these respondents, 40% reported that they support a blanket reduction in prices, and a further 36% called for fees to be free for short durations or reduced.

Residents also explained in more depth how increasing parking charges has impacted their parking habits and daily routines. Two example responses which expand on this theme are provided below.

*“I visit my hairdresser every 6 weeks and I’m considering moving to a hairdresser out of the city. The cost of parking is roughly now £15 for the time required for my hair appointment (colour and haircut) and this feels like a 10% increase on my hair service.... I used to pay around £5 for parking before.”*

*“Even though I use Park and Ride I can see that in Micklegate there is less business. Many people just call in for coffee or sandwiches and are not prepared to either pay too much or have a limited time. They will simply go somewhere else. It just spoils the busy feeling about the place. I live in a York postcode, hence my use of Park and Ride, but many of my relatives live in York, which makes it not convenient to do as I do.”*

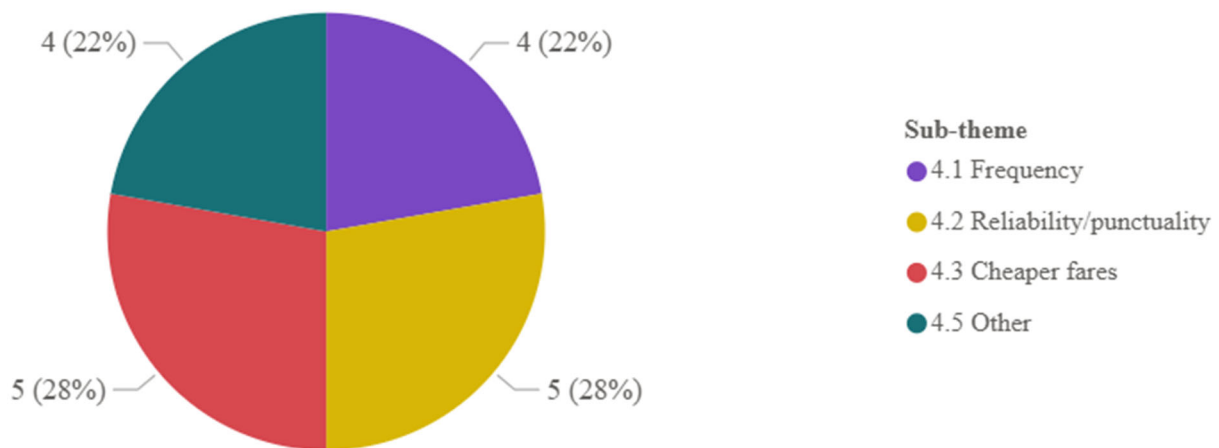


**Figure 4-12 Sub themes of theme 1: reduce parking charges (Q12)**

As shown in Figure 4-11, improving public transport (theme 4) is also another key theme identified. Figure 4-13 highlights the specific ways in which they would like to see public transport services improve, with three sub-themes each receiving similar response levels – improved reliability / punctuality, cheaper fares and enhanced frequencies. Residents also explained in more depth their rationale for public transport not being a viable alternative for them.

*“Buses prices should be staggered, e.g. not £3 for a flat rate as that penalises small/short journeys. It should maybe be £1 for a mile or less, £2 for 2 miles or less and £3 for everything else.”*

*“Public transit is not fit for purpose for a lot of the York population. Buses do not have capacity for people with disabilities, young families, or large amounts of shopping. Due to the routes CYC have blocked off for cars, the routes through the city are minimal, causing traffic chaos which affects public transit dramatically and makes it an unreliable resource if you need to get anywhere promptly.”*



**Figure 4-13 Sub themes of theme 3: improve public transport (Q12)**

## **4.5 Summary of drop-in session findings**

A drop-in session for residents and business owners in the Micklegate study area was held on Monday the 23<sup>rd</sup> of March from 16:30-19:00 in the foyer of West Offices in York.

One attendee joined, who raised an issue relating to accessibility of the survey for the learning-disabled community and anyone not able to respond to the standard version of the survey.

## 5. Summary

### 5.1 Responses from business owners

#### 5.1.1 Impact of parking charge increase

Over half of business owners reported fewer customers and reduced spending since the parking charge increases. Many highlighted difficulties with customer access, staff parking, and receiving deliveries, with 59% reporting operational challenges. Independent businesses, particularly hospitality, health and beauty, and retail, expressed concern about declining footfall and customers choosing to shop elsewhere, such as Monks Cross or Clifton Moor, where parking is free or cheaper. Businesses also emphasised that short-stay parking is essential for their trade, and that higher charges discourage spontaneous visits.

#### 5.1.2 Policy suggestions

Most business respondents called for reduced parking charges, especially for short-stay visits, and several advocated for discounted rates for York residents, local businesses, and their customers. Public transport improvements were also a recurring theme, with respondents highlighting the need for more frequent, reliable, and affordable bus services. The number 11 bus service was mentioned repeatedly as requiring enhancement. While some supported broader transport changes, only a small minority endorsed the current parking charge strategy.

#### 5.1.3 Selected quotes

*“Lower charges for short stays e.g. 30 mins to 1 hour, used all the time by local people like it used to be on Micklegate, customers can make purchases have a drink bite to eat haircut beauty treatments”*

*“I’d like to see the 2-hour bargain price reinstated in all these areas. Even if it was made purely for local people that would be great although I think just a simple good price for 2 hours and then it steps up would massively help in all these areas.”*

*“Shorter parking time availability for Micklegate i.e. 30 minutes for a nominal price to encourage local business usage is essential”*

*“Most important: park and ride should be free: at the moment it is ridiculously expensive. It should also operate every day and overnight otherwise it completely defeats the intention. If everyone can pop in and out quickly both day and in the evening then it works. Last week there were long queues for buses which is also unacceptable”*

*“I can’t repeat enough times, more park and ride buses and when an event is on during a weekend, the same buses on a Sunday as the same as a Saturday!”*

*“More bus services number 11 doesn’t run late on nights. Cheaper buses currently cheaper for me to park for what I need. If you opened up some of the closed roads could potentially help on traffic with cars. Bus services to run on time. A lot of my clients are late due to buses not running on time”*

### 5.2 Responses from residents / visitors

#### 5.2.1 Impact of parking charge increase

Residents reported significant changes in their parking habits, including reduced use of car parks, parking in different locations, and making fewer trips to Micklegate – 79% said they now visit less often. Many rely on car travel for practicality, accessibility, or mobility reasons, and expressed willingness to walk short distances if cheaper parking were available. Accessibility concerns were prominent, with respondents stressing that not everyone can switch to buses or cycling, particularly older people, disabled residents, and families with young children.

### 5.2.2 Policy suggestions

Residents most frequently called for reduced parking charges, with cheaper or free short-stay options emerging as the single most dominant theme. Nearly 60% of all respondents prioritised cheaper parking overall. Sub-themes included lower general prices and discounted rates for residents and local businesses. Public transport improvements were the next most common request, with respondents emphasising the need for better frequency, reliability, and affordability. Active travel improvements were mentioned but remained a niche priority, raised by fewer than 5% of respondents. Many residents also stressed that parking revenue should be reinvested into transport improvements and raised concerns about road closures, traffic management, and perceived inconsistencies in how Micklegate is treated compared with other areas.

### 5.2.3 Selected quotes

*“Inconsistent approach to parking charges. Discriminatory to the area compared to other similar areas preventing me supporting local city centre businesses who help attract the tourism that support the city and wider communities”*

*“Bring back reduced parking rates for Micklegate this was handy for quick visits into the city. I no longer visit the city prefer to visit other cities with lower parking charges.”*

*“Investing in Public Transport:*

*The revenue generated from these parking charges must be transparently reinvested into the Bus Service Improvement Plan. For residents to give up their cars, we need more frequent, reliable, and affordable bus routes that serve all areas of the city, not just the main arteries.”*

*“Improve public transport to encourage modal shifts. Improve walking and cycling facilities to encourage those routes. For example - you need to be a pretty confident cyclist to cycle down Holgate Road from (say) the Fox Inn, onto Blossom Street and then onto Micklegate. This should be a 5-minute safe journey and it's really not appealing to general utility cyclists.”*

## 5.3 Summary of policy suggestions

This section provides a non-exhaustive list of policy interventions that were suggested through the open responses to Question 12. These do not reflect the views of Arup, and will be further developed into a set of actionable recommendations in the Executive Summary report across all four areas.

- Reduce parking charges overall, with a focus on affordability for short-stay trips and quick visits
- Introduce a short period of free parking (e.g. 30 minutes) to incentivise shorter ‘popping by’ trips
- Introduce targeted discounts or concessions (e.g., for residents, local businesses, staff, or customers)
- Improve public transport so it is a credible alternative to driving (more reliable, more frequent, and more affordable services, including outside peak times)
- Strengthen park and ride as a core access option (capacity, frequency, and overall value for users)
- Reinvest parking revenues transparently into transport and accessibility improvements
- Enhance active travel options (safer, more convenient walking and cycling routes) to support local trips without a car
- Review wider traffic management and access arrangements to ensure the area remains accessible for people, deliveries, and local activity
- Ensure parking and transport policies consider accessibility needs (e.g., for disabled people, older residents, and families) and provide practical alternatives

# Appendix A

## Micklegate Parking Charges (pre and post April 2025)

## A.1 Micklegate on-street parking charges – January 2025

### On-street parking on Micklegate

Charges to park on Micklegate are:

Length of stay	Charges	Minster Badge Holder
Up to 30 minutes	60p	60p
Up to 1 hour	£1.20	£1.20
1 to 2 hours	£6.20	£6.20
2 to 3 hours	£9.30	£9.30
Evening parking	£4.00	£1.00

Parking for over 2 hours is only allowed after 3.00pm.

The 30 minutes, 1 hour and 2 hour charges apply every day from 8.00am to 6.00pm, except Sundays when the charges only apply from 1.00pm to 6.00pm.

Evening charges apply from 6.00pm until midnight.

## A.2 Micklegate on-street parking charges – April 2025

Micklegate (free Sunday 8.00am till 1.00pm)

808715

On-street parking charges:

Length of stay	Sunday to Thursday	Friday, Saturday and events	Minster Badge Holder Sunday to Thursday	Minster Badge Holder Friday, Saturday and events
Up to 1 hour	£4.85	£5.30	£3.70	£4.10
1 to 2 hours	£9.70	£10.60	£7.50	£8.20
2 to 3 hours	£11.20	£13.50	£8.60	£10.40
Evening parking	£4.00	£4.80	£2.00	£2.40

Parking for over 2 hours is only allowed after 3.00pm.

1 and 2 hour charges apply every day from 8.00am to 6.00pm.

Evening charges apply to all the above streets from 6.00pm until 11.59pm.

## A.3 Nunnery Lane Car Park charges – January 2025

Open 24 hours. Charges apply from 8.00am to midnight. Charges apply every day including Sundays and Bank Holidays.

**No maximum stay.**

Length of stay	Pay and display	Minster Badge holder
Up to 1 hour	£3.10	£2.40
Up to 2 hours	£6.20	£4.80
Up to 3 hours	£9.30	£7.20
Up to 4 hours	£12.40	£9.60
Up to 5 hours	£15.50	£12.00
Over 5 hours	£20.00	£20.00
Evening parking - 6.00pm to 8.00am	£4.00	£1.00

## A.4 Nunnery Lane Car Park charges – April 2025

Open 24 hours. Charges apply from 8.00am to midnight. Charges apply every day including Sundays and Bank Holidays.

**No maximum stay.**

Length of stay	Sunday to Thursday	Friday, Saturday and events	Minster Badge Holder Sunday to Thursday	Minster Badge Holder Friday, Saturday and events
Up to 1 hour	£4.85	£5.30	£3.70	£4.10
Up to 2 hours	£9.70	£10.60	£7.50	£8.20
Up to 3 hours	£11.20	£13.50	£8.60	£10.40
Up to 4 hours	£14.90	£17.50	£11.50	£13.50
Up to 5 hours	£15.50	£21.50	£14.30	£16.50
Over 5 hours	£22.50	£25.00	£17.30	£19.20
Evening parking - 6.00pm to 8.00am	£4.00	£4.80	£2.00	£2.00

## A.5 Bishophill Senior and Lower Priory Street Charges January 2025

ResPark on-street parking areas:

Parking location	Pay By Phone location code
Bishophill Senior	808719
Lower Priory Street	808728

All the ResPark pay and display bays allow parking for 1 hour only.

The charges apply every day from 8.00am to 8.00pm apart from Lead Mill Lane where they do not apply on Sundays.

- 1 hour: £1.20

## A.6 Bishophill Senior and Lower Priory Street Charges April 2025

ResPark on-street parking areas:

Parking location	Pay By Phone location code
Bishophill Senior	808719
Lower Priory Street	808728

Length of stay	Sunday to Thursday	Friday, Saturday and events	Minster Badge Holder Sunday to Thursday	Minster Badge Holder Friday, Saturday and events
Up to 1 hour	£4.85	£5.30	£3.70	£4.10
1 to 2 hours	£9.70	£10.60	£7.20	£8.20
2 to 3 hours	£11.20	£13.50	£8.60	£10.40
Evening parking	£4.00	£4.80	£2.00	£2.40

All the ResPark 'pay by phone' bays allow parking for 1 hour only.

The charges apply every day from 8.00am to 8.00pm. Parking on Lead Mill Lane is free on Sundays,

# Appendix B

## B.1 Right to Challenge Car Parking Price Consultation Survey

**Right to Challenge Car  
Parking Price Consultation –  
Bishopthorpe Road, Micklegate,  
The Groves and Heworth**

# Right to Challenge Car Parking Price Consultation – Bishopthorpe Road, Micklegate, The Groves and Heworth

This consultation closes on Friday 27<sup>th</sup> February 2026

Arup is undertaking an independent review of car parking charges in four areas of the city.

Traders and residents in Bishopthorpe Road, Micklegate and The Groves have initiated a challenge to parking charges through The Right to Challenge Parking Policies Statutory Guidance under the Traffic Management Act 2004.

Separately, traders in Heworth have raised a petition against the proposed increases in car parking charges. This follows the Council's decision to increase charges for the local, council owned, car parking. On completion of the review, the Council will publish the findings from independent review and details of when it will be considered. The outcome of the decision will be published via the council website.

Please return completed copies of your survey to one of the following locations:

- Dringhouses Library  
56 Tadcaster Road, Dringhouses, York, YO24 1LR
- York Explore Library and Archive  
Library Square, Museum Street, York, YO1 7DS
- Bishopthorpe Library  
Main Street, Bishopthorpe, York, YO23 2RB
- Tang Hall Explore Café The Centre @  
Burnholme, Mossdale Avenue, York YO31 0HA

Alternatively, you can return your survey by Freepost. Details of the Freepost option are included on page 5 of this document.

## Why we want to hear from you

Your feedback will help ensure the independent review of car parking charges reflects the needs and concerns of local residents, traders and the wider community.

## Privacy Notice

### Full City of York Council Privacy Notice

Please read our full privacy notice:

[www.york.gov.uk/privacy](http://www.york.gov.uk/privacy)

This Privacy Notice was created or updated in December 2024.



### What information are you collecting?

We are collecting your information, such as:

- your name
- your contact details
- protected characteristics such as disability, gender, ethnicity, age etc.
- your responses opinions and thoughts

### Full City of York Council Privacy Notice

Where required, we will seek your consent to take photos, video or audio recordings. You can find out how we may use these at:

[www.york.gov.uk/privacy/communications](http://www.york.gov.uk/privacy/communications)



### How is my information being collected?

We get information directly from you when you take part. This may be through a survey, attending events or focus groups.

### Completing the survey - online

When we use Citizen Space to process responses, you can find out how they use your information here:

Delib's CitizenSpace (digital citizen engagement platform). You can find out how they use information in the Delib Privacy Notice.



### Completing the survey - paper forms

If you have completed a paper survey, once you complete and return it to us, we will transfer the information you have given us onto the council's secure network and then destroy the paper copy confidentially.

### How will my comments help you?

We want to hear directly from people across the city about what needs to change and how we can work together to build a fairer York for everyone. We may use your information to create reports that are anonymised and cannot be linked back to you or other individuals.

This may include:

- statistical analysis
- statutory returns
- audit framework
- see how the council and its partners are supporting individuals
- help design better services
- inform funding decisions

### How do I withdraw my consent if I change my mind?

We are using the information you give us in the survey with your consent. You can withdraw your consent at any time by contacting: [communications@york.gov.uk](mailto:communications@york.gov.uk)

### How long will you keep my information?

We will only keep your information for as long as it is needed then it will be securely and confidentially deleted or disposed of.

You can find more details about how long the council keeps records here:

[www.york.gov.uk/CouncilRetentionSchedule](http://www.york.gov.uk/CouncilRetentionSchedule)

### Your rights

To find out about your rights please see:

[www.york.gov.uk/privacy](http://www.york.gov.uk/privacy)



## Contact us

If you have any questions about this privacy notice.

Want to exercise your rights.

Have a complaint about how your information has been used.

t: 01904 554145

e: [information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)


### Or write to:

Data Protection Officer,  
City of York Council,  
West Offices, Station Rise,  
York, YO1 6GA

Please tick the box to confirm you have read and understood the Privacy Notice and give your consent to your information being used as described within it.

Please note, if you do not give your consent then you are unable to continue.

## Ways to complete and return your questionnaire

1	<b>Complete the survey online</b>	You can access the online questionnaire by using the QR code opposite or by typing the following link: <a href="https://ourbigconversation.york.gov.uk/business-intelligence/yorkcarparking/">https://ourbigconversation.york.gov.uk/business-intelligence/yorkcarparking/</a>	
2	<b>Scan and email</b>	Complete, scan and email your response to: <a href="mailto:YorkCarParking@arup.com">YorkCarParking@arup.com</a>	
3	<b>Visit us</b>	Drop into any of the libraries listed on page 2 or West Offices where we can assist you to complete Online.	
4	<b>Get help over the phone</b>	Call customer Service on 01904 551550 and leave your number and we will call you back.	
5	<b>Drop off</b>	Hand in the completed form at any of the libraries listed above on page 2.	
6	<b>Paid return envelope</b>	Call our Customer Services team on 01904 551550 to request a freepost return envelope.	
7	<b>Return by freepost</b>	York Car Parking Consultation Freepost RTEG-TYYU-KLTZ (to be updated by CYC BI team) CYC, West Offices, Station Rise, York YO1 6GA	
8	<b>Video Relay Service (BSL)</b>	Use our BSL Video Relay Service, details are provided below.	

## Alternative formats statement

If you require any reasonable adjustments or this document in another format (e.g. large print, braille, Audio, BSL or Easy Read) please:

Email us: [cycaccessteam@york.gov.uk](mailto:cycaccessteam@york.gov.uk)

Call us: 01904 551550 and customer services will pass your request onto the Access Team

Use our BSL Video Relay Service:

[www.york.gov.uk/BSLInterpretingService](http://www.york.gov.uk/BSLInterpretingService)

Select 'Switchboard' from the menu.



# Questions

**1. Which area are you answering the questions from?  
Please select only ONE location**

Bishopthorpe Road	
Micklegate	
The Groves	
Heworth	

**2. Are you a business owner or manager in York?  
(Select one)**

Yes	
No	

If you answered **YES**, please answer questions 3 – 5. If you answered **NO**, please continue to question 6.

## Business Ownership and Parking in York

**3. What type of business do you own or manage?**

Retail		Food and beverage	
Entertainment and Recreation		Accommodation	
Financial Services		Health and Beauty	
Other:			

**4. What impact have you seen from the increased parking charges directly on your business? (Select one)  
Please provide evidence of this impact, you can email us at  
YorkCarParking@arup.com. Please include your response to this question in the email.**

More customers, greater spend		More customers, lower spend	
Fewer customers, greater spend		Fewer customers, lower spend	
No change		Don't know / unsure	
Other:			

**5. Has the increase in parking charges impacted your ability to park at your business or take deliveries?**

--

If you are a business owner, please proceed to Question 12.

**6. Do you drive to and park at the location you selected, and how often do you make this journey?**

Yes, more than once a week	
Yes, once a week	
Yes, once every two weeks	
Yes, once a month	
No, I use other forms of transport	

**8. What type of parking space do you usually park in when visiting your selected area?**

Within a car park – regular parking	
Within a car park - accessible parking (blue badge)	
Within a car park - parent and child parking	
Within a car park - resident permit parking	
Within a car park – electric vehicle parking	
Within a car park – motorcycle parking	
On the street – regular parking	
On the street – accessible parking (blue badge)	
On the street – parent and child parking	
On the street – resident permit parking	
On the street – electric vehicle parking	
On the street – motorcycle parking	
Private land	
Other:	

**7. If you drive to your selected area, why do you travel by car instead of other modes e.g. public transport, walking? Select all that apply.**

Necessity – unable to walk long distances / travel any other way	
Comfort	
No suitable alternative transport modes available	
Safety	
It forms part of a multi-purpose journey	
Practicality – transporting heavy goods	
I do not drive to my selected location	
Other:	

**9. How has the increase in parking charges (April 2025) affected your parking habits in your selected area? Select all that apply.**

I use car parks less frequently	
I use other modes of transport	
I park in different locations (e.g. residential streets)	
I use other / different private car parks	
I park for shorter amounts of time	
I have changed where I travel to (travel to a closer destination to my home)	
I have changed where I travel to (travel to a further destination from my home)	
I was not aware of the changes in parking charges	
I don't / can't drive	
No change	
Other:	

**10. How far away from the area you selected are you willing to park in order to have cheaper or free parking?**

Below 400m (under 5 minutes)	
400m (5 minutes)	
Below 800m (under 10 minutes)	
800m (10 minutes)	
Below 1200m (under 15 minutes)	
1200m (15 minutes)	
Over 15 minutes, please specify:	

**11. What impact have you seen from the increased charges in terms of your visits to local businesses or services in your chosen area?**

My visits have increased	
My visits have stayed the same	
My visits have decreased	
Not applicable	
Specific location(s)	
Other:	

All respondents please answer Question 12.

**12. York's Local Transport Strategy envisages an accessible, affordable, sustainable, and resilient transport network that continues to actively improve health and support a thriving economy for decades to come. The strategy aims to discourage car use for journeys which could be made by sustainable modes and reduce the number of miles travelled on York's roads by at least 20% by 2030.**

**Thinking about the Strategy, what actions do you think the council could take in response to the challenge over car parking charge increases?**

--

## About you

All responses will be anonymised

On the next few pages we will ask some questions about you.

Any information you are happy to share will help us identify themes for the specific groups below which will assist us with any future support and policy planning and will not be used to identify you.

If you do not wish to complete this section, please return the completed form to us using any of the methods shown on page 3.

**Would you like to complete the 'About You' section?**

Yes		No	
-----	--	----	--

**Your gender:**

Yes		No	
Prefer not to say			

**Is the gender you identify with the same as your sex registered at birth?**

Male		Female	
Non-binary		Prefer not to say	

**Is the gender you identify with the same as your sex registered at birth?**

Bisexual		Gay or Lesbian	
Heterosexual / straight		Prefer not to say	
Other:			

**Please select the appropriate box to describe your religion or belief:**

Prefer not to say		Atheist	
Hindu		Christian	
Sikh		Muslim	
Buddhist		No Religion	
Jewish			
Other:			

**Your age:**

Under 16		16 to 24		60 to 64	
40 to 55		56 to 59		Prefer not to say	
65+		25 to 39			

**What is your ethnic group?**

Prefer not to say		Asian - Indian	
White – English / Welsh / Scottish / Northern Irish / British		Any other Asian background	
White – Irish		Asian – Bangladeshi	
White – Gypsy or Irish Traveller		Asian – Chinese	
White – Roma		Asian – Pakistani	
Any other White background		Black African	
Mixed – White & Black Caribbean		Black – Caribbean	
Mixed – White and Black African		Any other Black / Black British / African / Caribbean background	
Mixed – White and Asian		Other – Arab	
Any other Mixed / multiple ethnic background		Any other ethnic background	
Other:			

**Do you consider yourself disabled?**

Yes		No	
Prefer not to say			

**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)**

Yes		No	
Prefer not to say			

**Do you have any experience of being in care?**

Yes		No	
Prefer not to say			





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