

Summary of Engagement on the Strategic Review of City Centre Access draft recommendations 1st November 2021



Working together to improve and make a difference

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Section 1: Footstreet hours

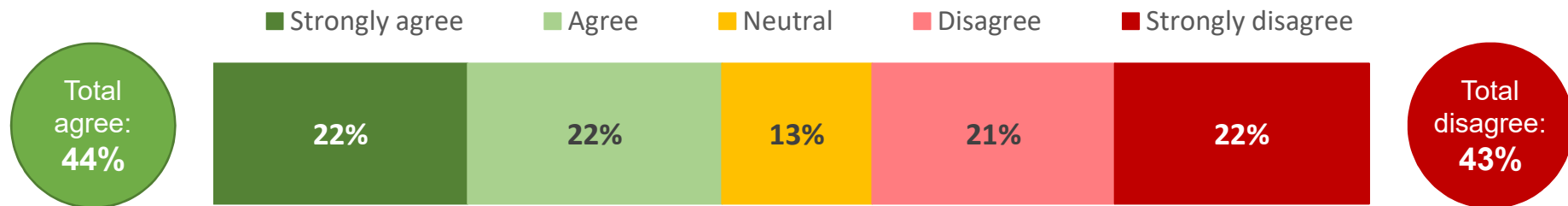


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Footstreet hours

- Overall opinion was divided over whether the permanent footstreets hours should be 10.30am to 7pm, with similar proportions agreeing as disagreeing
- Residents with disabilities, blue badge holders, carers and non-cyclists were all significantly more likely to **disagree** with the proposal to make the permanent hours 10.30am to 7pm

1A. Following the summer engagement with the public and stakeholders, we are considering making the permanent hours 10.30am to 7pm. Please indicate your view on this proposal:
(Answered: 827)

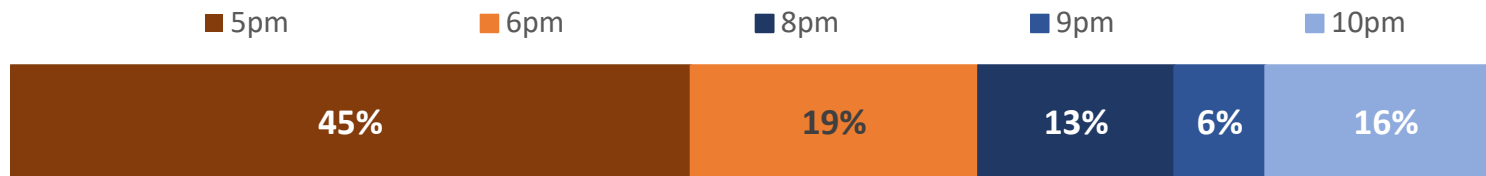


	Do you have any physical or mental health conditions or illnesses?		Are you a blue badge holder?		Are you a carer?		When you visit the city centre, what transport do you use?		Age			Gender	
	Yes	No	Yes	No	Yes	No	Cycle	Other	<40	40-59	60+	Male	Female
Total agree:	32%	51%	17%	48%	30%	46%	51%	42%	46%	41%	46%	48%	42%
Total disagree:	58%	35%	81%	38%	59%	41%	36%	47%	42%	45%	44%	43%	42%
Base	235	362	84	493	71	508	165	482	172	255	178	294	270

Footstreet hours

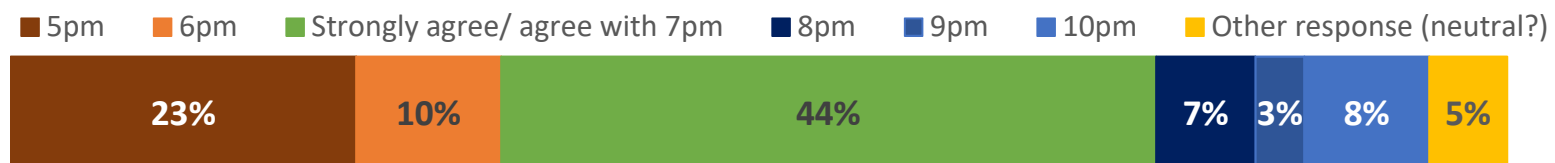
- Amongst those who disagreed with the proposed footstreet hours, the highest proportion, 45%, would prefer them to end at 5pm
- Overall, the majority (64%) of those who disagreed would prefer the footstreets hours to end earlier than 7pm, rather than later (equating to 33% of those answering 1A)
- Residents with disabilities, blue badge holders, carers, non-cyclists and females are all significantly more likely to want the footstreet hours to end earlier than the proposed time of 7pm

1B. If you disagree, what time would you prefer it to end? (Answered: 422)



	Do you have any physical or mental health conditions or illnesses?		Are you a blue badge holder?		Are you a carer?		When you visit the city centre, what transport do you use?		Age			Gender	
	Yes	No	Yes	No	Yes	No	Cycle	Other	<40	40-59	60+	Male	Female
5 - 6pm	75%	49%	92%	53%	82%	58%	49%	66%	57%	60%	70%	51%	75%
8 - 10pm	25%	51%	8%	47%	18%	42%	51%	34%	43%	40%	30%	49%	25%
Base	146	167	65	238	45	258	79	255	98	133	84	150	133

Combining the results of 1B with the results of 1A gives an indication of overall preference: (Based on 827 responses at 1A)



Green = Significantly higher @ 95% confidence interval / Red = Significantly lower @ 95% confidence interval

1B Reasons for views on proposal:

Why footstreets hours should end before 7pm:

<p>5pm (45%)</p>	<ul style="list-style-type: none"> • Increased disabled access - 7pm is too late for disabled people to access shops / cinema / enjoy restaurants early evening etc. / Allows blue badge holders to attend social events, leisure facilities, meetings, taking children to educational courses and more • Less requirement in winter - <i>"Maybe think of 5pm in winter, 8pm in summer"</i> • Increased cycle access – <i>"Currently the footstreets block access for cyclists (unlike similar schemes in other cities) making access to and across the city centre for cyclists really difficult - whether wanting to shop during the day, or go to bars/restaurants in the early evening. Allowing cycle access to the footstreet area would make me more in agreement with this proposed change."</i> • Increased delivery times - <i>"Businesses need to be able to operate a viable delivery service."/ "I think it will mean staff members having to stay late to receive deliveries and the working day is long enough already!"</i> • Increased access for taxis - <i>"I'm a private hire driver, and trying to pick up/drop off in the centre has become ridiculous."</i>
<p>6pm (19%)</p>	<ul style="list-style-type: none"> • Increased disabled access – <i>"It's unfair on businesses and particularly the disabled."</i> • Less requirement in winter - <i>"After 6pm in winter months I don't feel that anyone would be sitting out to eat/drink requiring outside tables"</i> • Increased cycle access - <i>"So people can cycle through the city centre after work"</i> • Increased delivery times - <i>"This is peak time for takeaway deliveries to be picked up."/ "If shop deliveries have to be later in the evening shop staff would have to work even later hours."</i> • Some public transport finishes at this time

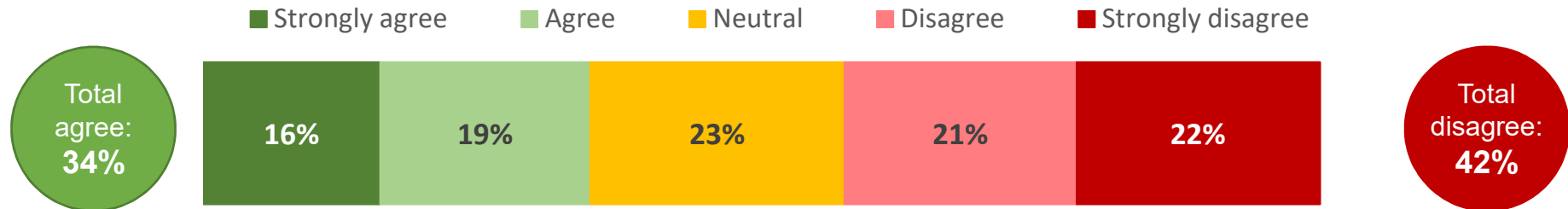
Why footstreets hours should end after 7pm:

<p>8pm (13%)</p>	<ul style="list-style-type: none"> • Keeps cars out of the city centre for longer - <i>"Encouraging people to use alternative methods to access the city instead of cars will help with congestion"</i> • Allows more time to enjoy the city centre, especially in summer - <i>"Most evening meals will be up to 8pm"</i> • Safer for pedestrians • Gives trades an extra hour of traffic free space
<p>9pm (6%)</p>	<ul style="list-style-type: none"> • Keeps cars out of the city centre for longer - <i>"Streets should be open for pedestrians and bicycle only. Pollution from cars in horrible and vans etc. ruin the views , experience"</i> • Makes the city more welcoming / results in a positive change in atmosphere • Make more sense to have drop off points around the city
<p>10pm (16%)</p>	<ul style="list-style-type: none"> • Keeps cars out of the city centre for longer - <i>"Help maintain pedestrian safety, encourage people to enter the city on foot and reduce vehicle emissions near outdoor seating areas"</i> • <i>"Other than for loading / unloading it is hard to see any additional reason for vehicles to use the centre of town. Access could still be provided for disabled drivers and specific pre-arranged access."</i>

Footstreet hours

- A higher proportion disagreed (42%) than agreed (34%) that the footstreets hours should start later on weekdays if they finished later in the evening
- Blue badge holders and females were significantly more likely to agree that the footstreets hours should start later if they finish later
- Cyclists and males were significantly more likely to disagree with the later start time

1C. If the footstreets were to finish later in the evening, how far do you agree that they should start later on weekdays?
(Answered: 747)

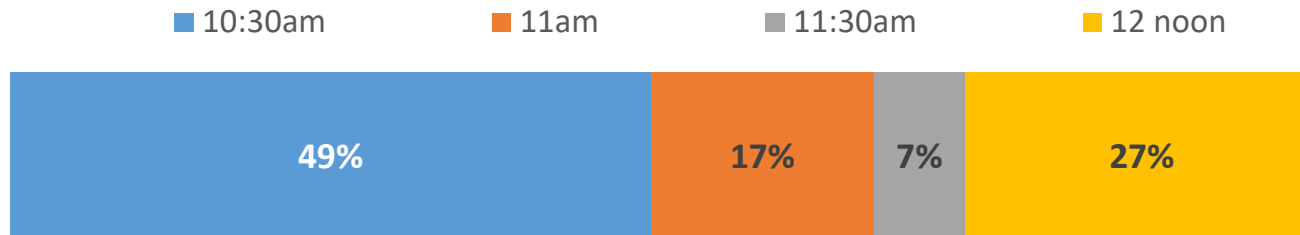


	Do you have any physical or mental health conditions or illnesses?		Are you a blue badge holder?		Are you a carer?		When you visit the city centre, what transport do you use?		Age			Gender	
	Yes	No	Yes	No	Yes	No	Cycle	Other	<40	40-59	60+	Male	Female
Total agree:	39%	30%	55%	32%	37%	34%	24%	37%	29%	39%	31%	27%	41%
Total disagree:	41%	46%	36%	44%	43%	43%	55%	39%	43%	41%	46%	49%	37%
Base	222	349	75	478	65	489	159	460	168	247	163	281	259

Footstreet hours

- Around half would prefer the footstreet hours to start at 10.30am
- Residents with no disability, non- blue badge holders and cyclists were more likely to prefer the footstreets hours to start at 10.30am
- Blue badge holders and carers were more likely to want footstreet hours to start at noon

1D. What time would you prefer the footstreet hours to start? (Answered: 629)



	Do you have any physical or mental health conditions or illnesses?		Are you a blue badge holder?		Are you a carer?		When you visit the city centre, what transport do you use?		Age			Gender	
	Yes	No	Yes	No	Yes	No	Cycle	Other	<40	40-59	60+	Male	Female
10.30am	42%	56%	25%	54%	36%	52%	62%	46%	52%	45%	53%	56%	44%
11am	8%	7%	14%	6%	8%	7%	5%	9%	8%	10%	5%	5%	10%
11.30am	17%	16%	11%	18%	12%	17%	19%	15%	15%	15%	20%	18%	15%
12 noon	34%	20%	50%	22%	44%	24%	15%	30%	25%	30%	22%	21%	31%
Base	200	282	76	397	59	414	130	391	131	207	152	231	227

1D. Reasons for views on the proposal:

Why footstreets hours should start at 10.30am:

- | | |
|---------------------------------|--|
| <p>10.30am
(49%)</p> | <ul style="list-style-type: none"> • Keeps cars out of the city centre for longer – <i>“If the ambition is to make the city centre safer, reduce traffic, pollution and congestion and at the same time more pedestrian and cycle friendly then the earlier the better.” / “now we need to put pedestrians and cyclists first, for years we have treated motorists like there convenience is the most important thing on the planet , it needs to change”</i> • Safer - <i>“Any cars on the foot streets during the day are dangerous - they have little respect for pedestrians, block pavements and narrow roads.” / “It is safer there is a nuisance with bicycles as it is.”</i> • Enough time for deliveries - <i>“10.30 allows deliveries to take place.”</i> • Better for city centre businesses/visitors - <i>“Businesses need to be allowed to setup their outdoor seating ready for lunch time demand.” / “most people are looking to sit outside for a coffee from 10.30am onwards”</i> |
|---------------------------------|--|

Why footstreets hours should start later than 10.30am:

- | | |
|---------------------------------|---|
| <p>11am
(17%)</p> | <ul style="list-style-type: none"> • Increased time for deliveries - <i>“All goods delivered by 10.30am from all suppliers is very difficult. Add extra pressure such as Xmas Market stall holders and their vans and this makes it dangerous and nearly impossible.”</i> • Increased disabled access - <i>“Access available for longer in the morning. Makes it worth coming into town” / “Easier to access facilities given that extra 30 minutes to get across the city” /</i> • Compromise - <i>“Compromise with blue badge holders” / “11 or 11.30 would allow cafes to open their on-street area for morning coffee whilst still allowing an increase in hours for delivery / disabled access before then.”</i> |
| <p>11.30am
(7%)</p> | <ul style="list-style-type: none"> • Increased time for deliveries - <i>“Deliveries and waste collection could be spread out to avoid so much congestion with vans.”</i> • Increased disabled access – <i>“I can't get into town early enough to manage tasks any earlier.”</i> • Footstreets not required earlier - <i>“People start moving around town for lunch at 12, so ensuring all traffic is out at 11.30 should provide some time for the changeover.” / “11.30 would allow cafes to set up outdoor seating and customers to arrive for lunch.”</i> |
| <p>12 noon
(27%)</p> | <ul style="list-style-type: none"> • Increased disabled access - <i>“12 noon until 6 in the evening would be my preferred hours for the city centre to be foot street only. Between those hours most of the tourists visitors to York will be out and about. I, myself could, along with hundreds of other disabled people have access before 12 noon and after 6 in the evening. That allows street side cafes to continue trading as they do at the moment. I am then able to shop, visit my bank and use the street side cafes if I so wish.”</i> • Increased time for deliveries – <i>“businesses in the city centre are not always able to control the times that suppliers deliver.” / “I think the start time would facilitate better access for delivery drivers and cyclists.”</i> • Increased access for cyclists - <i>“cyclists in the city should be allowed to commute” / “access for cyclists is key for me in terms of times.”</i> • Footstreets not required earlier - <i>“Most of the pedestrian traffic would not start until afternoon. But it is important for badge holders and deliveries to access the city in the morning.”</i> |

Section 2: Improving accessibility to and from the footstreets for disabled people



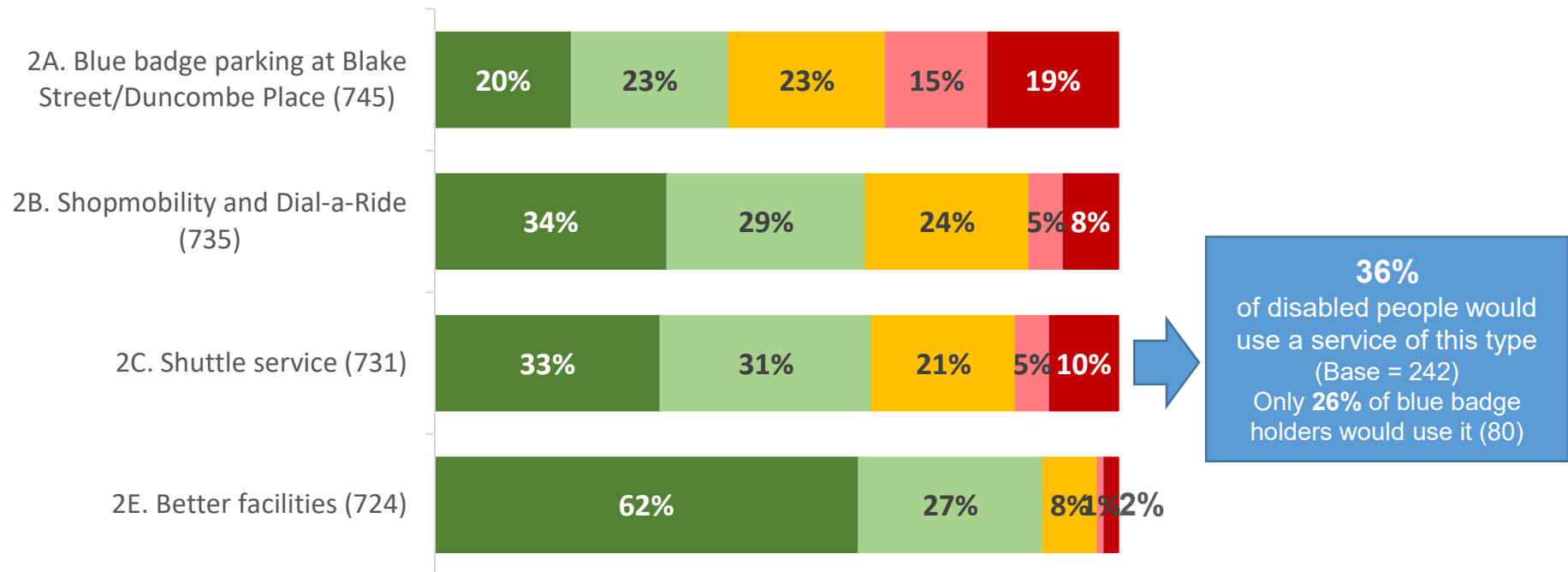
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Improving accessibility to and from the footstreets: Summary

- Highest agreement (89%) was shown for the proposal to work with disabled groups to provide better facilities
- Highest disagreement (34%) was shown for the proposal to remove the flowerbed and cycle racks to create blue badge parking at the junction of Blake Street/Duncombe Place
- Almost 2 in 3 agree with the proposal to carry out a feasibility study on a shuttle service. Just over a third of disabled people said they would use a service of this type

Please indicate your view on this proposal:
(Number of answers in brackets)

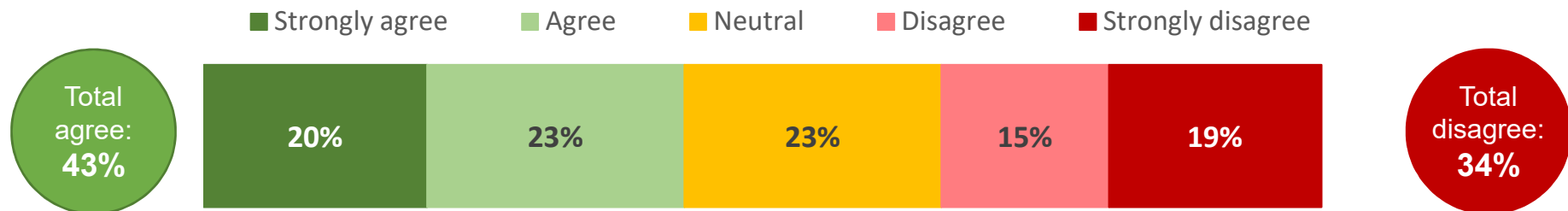
■ Strongly agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly disagree



2A. Blue Badge Parking at Blake Street/Duncombe Place

- Overall, 43% agreed with this proposal
- Residents with a disability, blue badge holders, carers, and females were all more likely to agree with this proposal, though the difference is not statistically significant

2A. Please indicate your view on this proposal: Blue badge parking at Blake Street/Duncombe Place (Answered: 745)



	Do you have any physical or mental health conditions or illnesses?		Are you a blue badge holder?		Are you a carer?		When you visit the city centre, what transport do you use?		Age			Gender	
	Yes	No	Yes	No	Yes	No	Cycle	Other	<40	40-59	60+	Male	Female
Total agree:	49%	39%	55%	40%	47%	42%	35%	46%	46%	40%	43%	34%	49%
Total disagree:	30%	35%	26%	34%	28%	34%	39%	31%	35%	33%	31%	39%	29%
Base	239	365	84	499	72	513	168	486	172	255	186	299	274

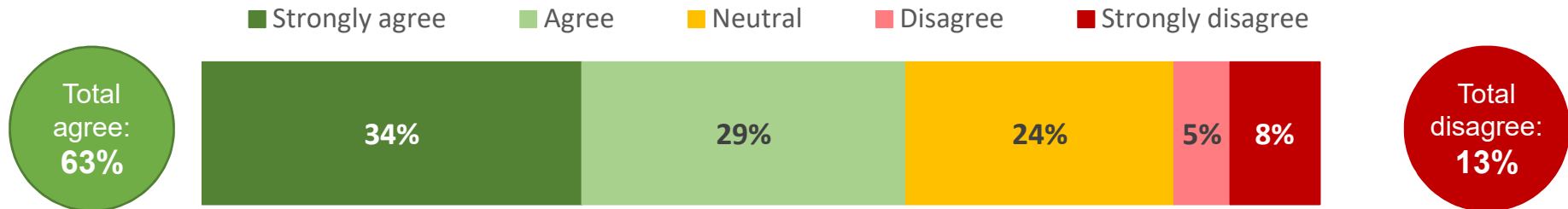
Reasons for not supporting the proposal:

2A Blue Badge Parking	
Should not remove flowerbed	<ul style="list-style-type: none"> • <i>“An alternative solution must be found that doesn’t entail removing a very attractive floral feature.”</i> • <i>“Don’t go removing the flowerbed - it’s one of the few bright spots on the roads in that part of town.”</i> • <i>“It seems quite wrong to remove a planted area to allow cars to park. It removes an attractive display in order to permit polluting vehicles (whoever they belong to) to park close to the Minster.”</i>
Should not remove cycle parking	<ul style="list-style-type: none"> • <i>“Because I use the cycle parking! And the flowerbeds are really lovely. There is already plenty of parking down here, so I don’t know why you wouldn’t just convert some of the existing spaces.”</i> • <i>“Already not enough cycle parking”</i> • <i>“Please do not further reduce cycle rack options”</i>
Should encourage alternative transport	<ul style="list-style-type: none"> • <i>“A more specialist public transport for disabled should be encouraged rather than personal cars.</i> • <i>“There should be an overall goal to reduce all motor vehicle parking in the city. Other cities provide access for people with disabilities regardless of whether they own or have access to a car.”</i> • <i>“You should be discouraging all use of cars in the city centre. Why not set up mobility centres in the larger car parks and hire out mobility scooters to those that need them.”</i>
Should not be shared use	<ul style="list-style-type: none"> • <i>“Shared usage of disabled parking along with loading, drop-off and food couriers does not work.”</i> • <i>“Having to share parking with delivery drivers is not helpful.”</i> • <i>“The signage is completely wrong for disabled people. These are shared bays/ loading bays. Deliveroo now take these over. The plates should be disabled only.”</i>
Not a good location for blue badge parking	<ul style="list-style-type: none"> • <i>“Using a busy junction is not appropriate, tourists and residents gather in these areas and I don’t fancy being on show while I get into my wheelchair”</i> • <i>“It is a dangerous location to have people driving and turning around in. It is also a busy and useful spot for cycle parking.”</i> • <i>“It’s not enough and is on the outer of the centre someone disabled who needs the other side of the town centre and is unable to walk that far what are they supposed to do. None of this helps disabled people.”</i>
Reduce taxi rank instead	<ul style="list-style-type: none"> • <i>Shorten the taxi rank, the flowers are a welcome addition to our beautiful city.</i> • <i>Some taxi spots can be dedicated to blue badge parking, or the opposite side of the street, please don’t take even more green areas off to make space for cars.</i> • <i>That cycle parking is valuable, as is the flowerbed. Couldn’t you shorten the taxi ranks? I’m in favour of promoting apps to order taxis in any case.</i>
Not enough spaces	<ul style="list-style-type: none"> • <i>“4 spaces is not enough”</i> • <i>“Four bays is entirely inadequate, especially considering the widening of the blue badge scheme to those with non-physical conditions”</i> • <i>“The need for disabled parking/ access is much bigger than you seem to realise!!! 4 spaces?!!! Really?!”</i>

2B. Shopmobility/Dial-a-ride

- Overall, 63% agreed with this proposal
- Non-blue badge holders were most likely to agree
- Blue badge holders and carers were significantly more likely to disagree with the proposal compared to non-blue badge holders and non-carers

2B. Please indicate your view on this proposal: Shopmobility/Dial-a-Ride (Answered: 745)



	Do you have any physical or mental health conditions or illnesses?		Are you a blue badge holder?		Are you a carer?		When you visit the city centre, what transport do you use?		Age			Gender	
	Yes	No	Yes	No	Yes	No	Cycle	Other	<40	40-59	60+	Male	Female
Total agree:	61%	69%	43%	70%	57%	68%	72%	63%	71%	65%	59%	62%	68%
Total disagree:	18%	8%	32%	9%	26%	11%	7%	14%	10%	14%	13%	12%	12%
Base	240	366	84	501	74	512	167	486	173	256	185	298	275

Reasons for not supporting the proposal:

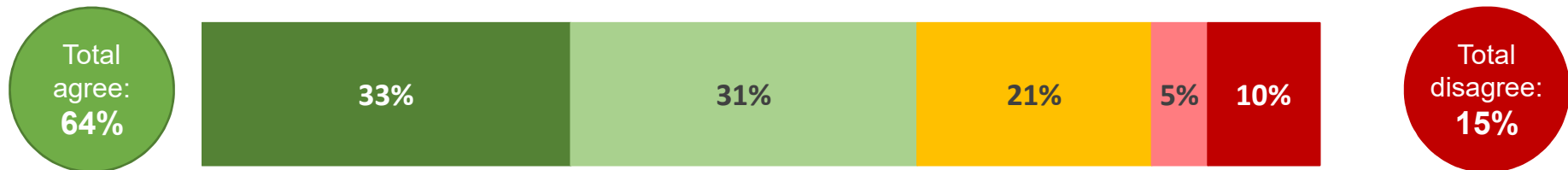
2B Shopmobility / Dial-a-Ride	
Not a substitute for blue badge access	<ul style="list-style-type: none"> • <i>“Disabled people need access with their cars as they cannot carry shopping”</i> • <i>“I cannot use this service due to my illness. I need to get to my own car”</i> • <i>“I think the point is that the physically disabled want to be closer to the shops. Not just be able to park and ride a mobility aid. Time can be precious and getting wet or cold dangerous. If it is easily available, we should be able to offer it regardless. See what the uptake is, I imagine it would be used more by tourism than citizens. So yes, if it's possible, it should be available.”</i> • <i>“Waste of time this service doesn't suit most blue badge holders who need the flexibility to park close to where they are going at a time that suits”</i>
These services are not suitable for many people with disabilities	<ul style="list-style-type: none"> • <i>“Unsuitable and not convenient for many disabilities”.</i> • <i>“Shopmobility and dial a ride are very limited in their usefulness. The council are aware but ignore this.”</i> • <i>“The services are infrequent and unreliable. We want to retain our independence.”</i> • <i>“You will find a lot of disabled people like myself can only go out when with a carer and as we then have time limitations these are not suitable for us”</i>
Concerns about TIER / scooters	<ul style="list-style-type: none"> • <i>I'd rather a local partner was sought, rather than Tier.”</i> • <i>“agree with Shopmobility and dial a ride options but not increase in scooters”</i> • <i>“Happy with dial a ride. Dislike strongly Tier devices that are dangerous and clutter streets. Question asking too many things in one.”</i> • <i>“I don't like the idea of people driving mobility scooters through footstreets, unless they are forced to go slower than pedestrians”</i>
Need to consider use of private equipment	<ul style="list-style-type: none"> • <i>“Disabled people have their own vehicles designed to their specific needs. It's not as simple as dial a ride!”</i> • <i>“People would prefer to use their own equipment at no additional cost.”</i> • <i>“Anything helping disabled access is welcomed. Please bear in mind that many people with mobility issues also use their own electric bikes, or modified cycles - there needs to be secure and suitable parking provision for these too”.</i>
Consider additional / alternative suggestions	<ul style="list-style-type: none"> • <i>“Improve shop mobility resource and have small electrically powered shuttle bus.”</i> • <i>Promote taxis and public transport</i> • <i>Provide electric trains or golf carts from car parks</i>

2C. Shuttle service

- Overall, 64% agreed with this proposal
- Residents with disabilities, blue badge holders, and carers were less likely to agree and more likely to disagree with the proposal

2B. Please indicate your view on this proposal: Shuttle service (Answered: 731)

■ Strongly agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly disagree



	Do you have any physical or mental health conditions or illnesses?		Are you a blue badge holder?		Are you a carer?		When you visit the city centre, what transport do you use?		Age			Gender	
	Yes	No	Yes	No	Yes	No	Cycle	Other	<40	40-59	60+	Male	Female
Total agree:	58%	70%	36%	71%	58%	67%	68%	65%	71%	63%	63%	67%	62%
Total disagree:	24%	7%	45%	8%	30%	11%	9%	16%	10%	16%	16%	11%	17%
Base	242	365	86	501	73	515	168	488	173	257	185	299	276

Reasons for not supporting the proposal:

2C Shuttle Service	
Must not be a substitute for blue badge access	<ul style="list-style-type: none"> • <i>“A footstreets exemption for blue badge holders to come into the city centre by car rather than a new and expensive scheme”</i> • <i>“A shuttle service must not be used as a means of continuing to exclude Blue Badge holders. Many BB holders cannot use a shuttle service and will remain excluded.”</i> • <i>“Disabled people want to rely on their own vehicle not a shuttle”</i>
Not suitable for everyone	<ul style="list-style-type: none"> • <i>“It is not suitable - there is no one service fits all solution.”</i> • <i>“Does not suit most disabled people”</i> • <i>“Not all can use a shuttle. Cost may be punitive.”</i> • <i>“Unsuitable for many mobility impaired users. No flexibility. No freedom to travel accompanied. Nowhere to store shopping”</i>
Lack of flexibility	<ul style="list-style-type: none"> • <i>“I don't want to have to book or wait for shuttle or have to book return journey. I want the choice to shop when I want and to leave when I am ready as my mobility can vary from day to day”</i> • <i>“If I want to visit the town centre, I want to do this with my able bodied friends and family - I don't want to have to travel separately”</i>
Waste of money / not cost effective	<ul style="list-style-type: none"> • <i>I think this would be a waste of money as buses cannot cope with multiple wheelchair users so how would a shuttle bus cope.</i> • <i>“Don't believe enough people would use this to make it cost effective”</i> • <i>“Wasting council tax payers money on more feasibility studies is a waste as the whole point of driving into York is the flexibility of own car”</i> • <i>“Rather than introducing an expensive scheme where people have to transfer just provide adequate parking”</i>
Having to transfer from one vehicle to another / wait	<ul style="list-style-type: none"> • <i>“Getting in and out of own car then another vehicle can be difficult and energy demanding and time consuming. Not to mention waiting for a service to arrive.”</i> • <i>“It is not fair to expect the disabled to get in and out of vehicles - from one to another and only adds to the stress.”</i> • <i>“Doesn't replace the ability to move car from one location to another as you move around town. Can't stand waiting for a shuttle”</i>
Already have a bus service	<ul style="list-style-type: none"> • <i>“We have a shuttle service. Park and Ride, taxis, cars, bikes, bicycles... we're already paying for these, don't need any more 'services' but stop blocking the roads and causing congestion!”</i> • <i>“We already have Park and Ride Badge holders should travel free on this service to keep our city vehicle free”</i> • <i>“It would make more sense to just subsidise bus passes for the already existing public transport.”</i> • <i>“We have a perfectly good bus network available already.”</i>

2E. Better facilities

- Overall, 89% agreed with this proposal
- Females were significantly more likely to agree than males
- 1 in 10 blue badge holders disagreed with the proposal

2B. Please indicate your view on this proposal: Better facilities (Answered: 724)

■ Strongly agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly disagree



	Do you have any physical or mental health conditions or illnesses?		Are you a blue badge holder?		Are you a carer?		When you visit the city centre, what transport do you use?		Age			Gender	
	Yes	No	Yes	No	Yes	No	Cycle	Other	<40	40-59	60+	Male	Female
Total agree:	92%	88%	84%	91%	93%	90%	91%	90%	92%	88%	89%	86%	94%
Total disagree:	5%	2%	10%	1%	4%	2%	2%	2%	1%	3%	4%	4%	1%
Base	242	366	86	501	74	515	166	491	172	257	187	298	277

Reasons for not supporting the proposal:

2E Better facilities	
Facilities are not restricted to use by disabled people	<ul style="list-style-type: none"> • <i>“Drop kerbs will also make it easier for cycles to enter paths”</i> • <i>“There is no guarantee the seating will be free and can be taken up by able bodied people. You need to widen your research on disability.”</i> • <i>“You must clarify whether you propose new seating prioritised for disabled people or simply an increase in seating for all.”</i>
Must not be instead of Blue Badge parking	<ul style="list-style-type: none"> • <i>“Not at the detriment of parking!”</i> • <i>“We would never not welcome such proposals but they cannot be at the expense of reduced blue badge access. This proposal should complement blue badge access, not be in place of it.”</i> • <i>“These facilities are welcome but not a substitute for access.”</i>
Can't access city centre to benefit from improvements	<ul style="list-style-type: none"> • <i>“Irrelevant now I can no longer gain access to the city centre.”</i> • <i>“What is the point of doing that if blue badge people cannot actually get into York City Centre”</i> • <i>“You have to get to the City Centre first before you can sit and use the toilet. Proposal welcome as a separate issue but what about access?”</i>
Cost	<ul style="list-style-type: none"> • <i>“Leave things as they are stop wasting money”</i> • <i>“Why were all the benches removed from the city in the first place. Is my council tax going to increase again to cover all this extra cost when the most sensible solution would be to remove outside seating and revert the parking to how it was”</i>
Need to address issue of cafes blocking access	<ul style="list-style-type: none"> • <i>“Of course I agree. The problem is that street cafes etc. block dropped kerbs. If a street is closed to vehicles why cannot the seating be on the road, leaving the pavement clear for pedestrians and wheelchair users etc.”</i> • <i>“But what's the point of improving the surface of footpaths if they are then littered with tables and chairs from pavement cafes !!!!!”</i>

Section 3: Cycling, e-bikes and e-scooters and access to the city centre

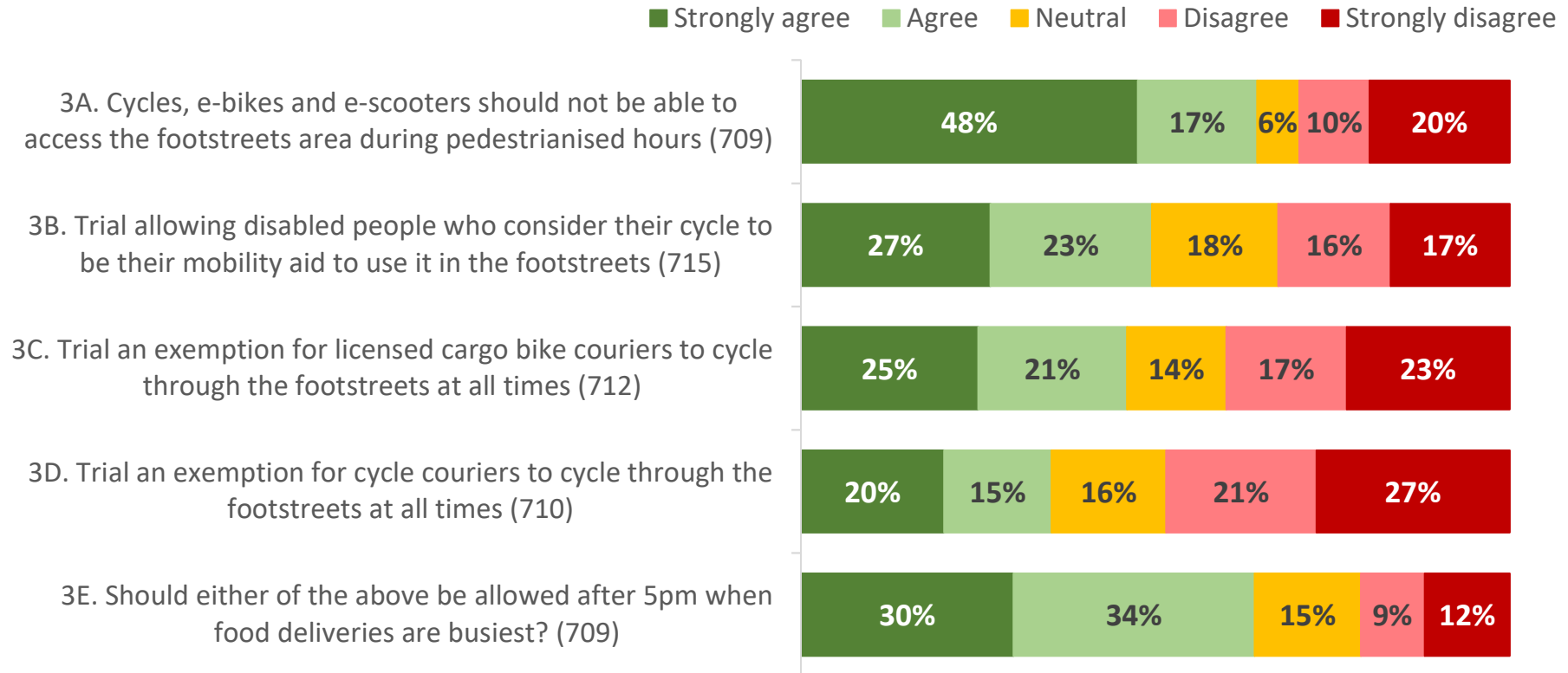


Working together to improve and make a difference

Cycling, e-bikes and e-scooters: Summary

- Highest agreement (65%) was with not allowing cycles, e-bikes and e-scooters to access the footstreets areas during pedestrianised hours
- Highest disagreement (48%) was with the proposal to trial exemptions for cycle couriers to cycle through the footstreets at all times
- Almost two thirds (64%) agree that couriers should be allowed after 5pm when food deliveries are busiest

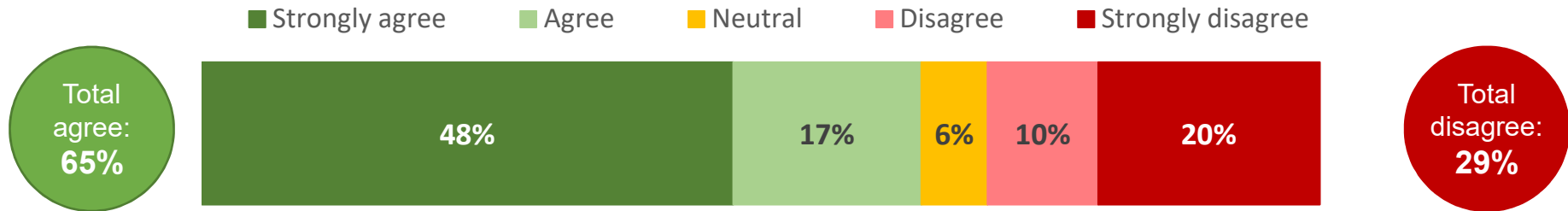
Please indicate your view on this proposal:
(Number of answers in brackets)



Cycling, e-bikes and scooters

- Overall, 65% agreed with this proposal
- Non-cyclists, over 60s and females were significantly more likely to agree with the proposal to keep cycles, e-bikes and e-scooters out of the footstreets than cyclists, under 40s and males were all significantly more likely to disagree

3A. Please indicate how far you agree that cycling, e-bikes and e-scooters should not be able to access the footstreets area during pedestrianised hours
(Answered: 709)

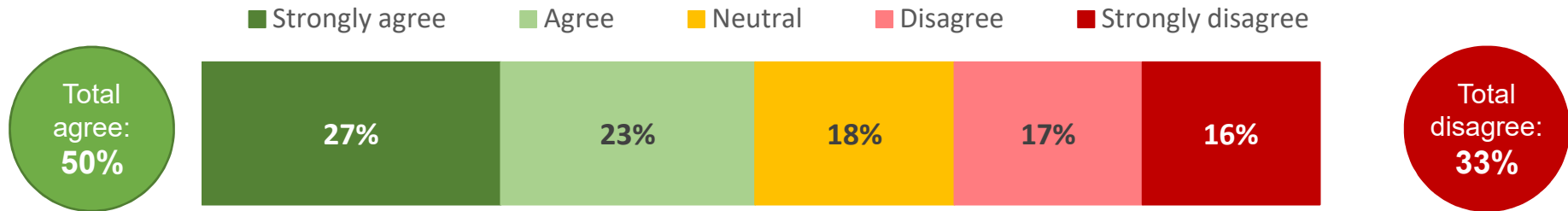


	Do you have any physical or mental health conditions or illnesses?		Are you a blue badge holder?		Are you a carer?		When you visit the city centre, what transport do you use?		Age			Gender	
	Yes	No	Yes	No	Yes	No	Cycle	Other	<40	40-59	60+	Male	Female
Total agree:	66%	65%	72%	64%	72%	65%	43%	73%	48%	67%	82%	61%	75%
Total disagree:	28%	29%	19%	30%	24%	29%	52%	21%	42%	29%	14%	34%	20%
Base	239	363	85	496	75	508	167	485	172	255	184	299	271

Allowing access for cycles as mobility aids

- Overall, 50% agreed with this proposal
- Cyclists were significantly more likely to agree with this proposal than non-cyclists
- Over 60s and non-cyclists were most likely to disagree

3B. Should we trial allowing disabled people who consider their cycle to be their mobility aid to use it in the footstreets? Please indicate your view on this proposal (Answered: 715)



	Do you have any physical or mental health conditions or illnesses?		Are you a blue badge holder?		Are you a carer?		When you visit the city centre, what transport do you use?		Age			Gender	
	Yes	No	Yes	No	Yes	No	Cycle	Other	<40	40-59	60+	Male	Female
Total agree:	52%	46%	49%	48%	47%	49%	67%	43%	56%	51%	37%	48%	47%
Total disagree:	32%	35%	30%	34%	34%	33%	22%	37%	25%	31%	45%	36%	32%
Base	242	365	86	499	74	513	168	489	173	254	187	299	275

Reasons for not supporting the proposal:

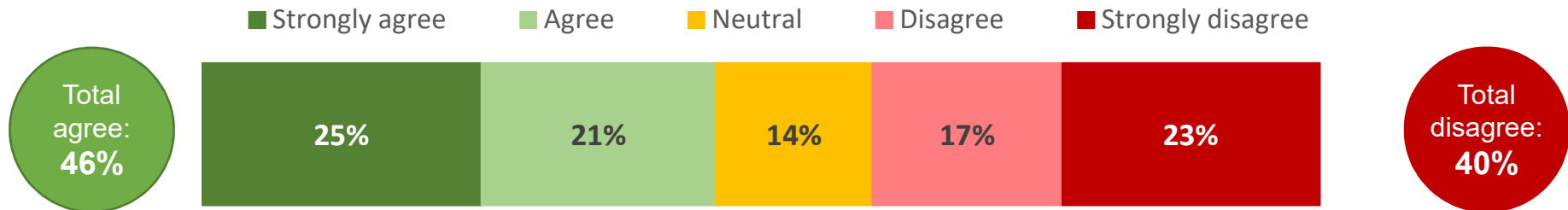
3B. Trial allowing disabled people who use a cycle as their mobility aid in the footstreets

Too dangerous	<ul style="list-style-type: none"> Any cycle in a pedestrian area could cause an accident Cycles etc. and pedestrians do not mix. <i>“Too dangerous, residents and visitors understand the concept of pedestrianised streets: not ideal if you have to keep watching and listening for any kind of cyclists”</i>
Will cause confusion	<ul style="list-style-type: none"> <i>“This would give inconsistent messages and confusion”</i> Difficult and confusing messages If public see people cycling through the city they will think its ok It will cause confusion and anger among pedestrians
Difficult to enforce / open to abuse	<ul style="list-style-type: none"> <i>“Sorry but this would be open to abuse and impossible to police.”</i> As with blue badges it will be abused. There are never police around to enforce this. If some people can cycle it will be impossible to enforce This is difficult to enforce and very easy to abuse
Difficult to prove exemption	<ul style="list-style-type: none"> Far too difficult to police / prove disabled status & we would end up with bikes amongst pedestrians Identifying documents may be difficult to secure, based on obtaining blue badges and bus passes <i>“This implementation risks creating a two-tier disability system, since not all disabled people have blue badges or bus passes (and, to be honest, this smacks somewhat of the outdated idea of a 'registered disability'). As a non-driver (for disability reasons), I do not want to have to go through the hassle of procuring a blue badge solely to be able to 'prove' my disability.”</i>
Needs to be clear guidelines for cyclists	<ul style="list-style-type: none"> <i>“Agree but there needs to be clear guidelines on acceptable behaviour e.g. safe cycling, speed, lights, bells etc. with the option to remove permission for those who break the rules”</i> <i>“As long as they know they don't have right of way over pedestrians”</i> Provided safety guidance is agreed
ALL bikes should be allowed	<ul style="list-style-type: none"> <i>“I feel that all cycle users should be able to use all streets.”</i> All bikes should be allowed All cyclists should have access to the footstreets
There should be dedicated cycle paths	<ul style="list-style-type: none"> Cycling should be permitted on dedicated cycling routes through the footstreets zone. Dedicated cycling infrastructure in York has to be a priority Have dedicated cycle paths separate from pedestrian paths.

Exemption for licensed cargo bike couriers to cycle through the footstreets at all times

- Overall, 46% agreed with this proposal
- Cyclists and under 40s were significantly more likely to agree with this proposal than non-cyclists and over 60s
- Highest disagreement was amongst carers and over 60s

3C. Should we trial an exemption for licensed cargo bike couriers to cycle through the footstreets at all times? Please indicate your view on this proposal (Answered: 712)

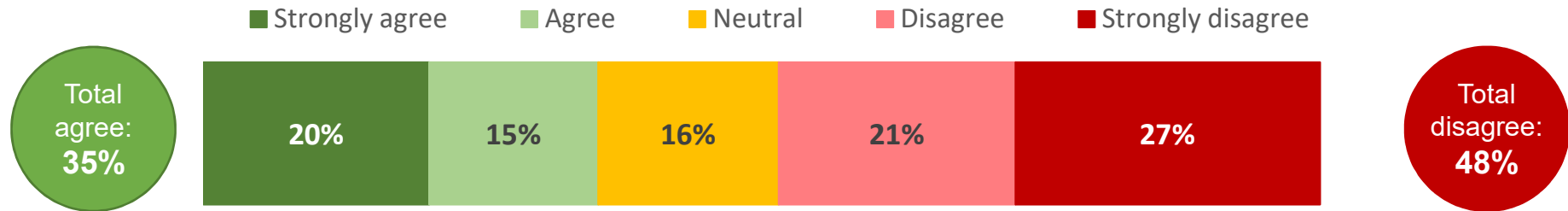


	Do you have any physical or mental health conditions or illnesses?		Are you a blue badge holder?		Are you a carer?		When you visit the city centre, what transport do you use?		Age			Gender	
	Yes	No	Yes	No	Yes	No	Cycle	Other	<40	40-59	60+	Male	Female
Total agree:	41%	48%	30%	50%	32%	49%	64%	39%	57%	45%	37%	50%	41%
Total disagree:	45%	39%	49%	39%	53%	39%	25%	47%	28%	43%	50%	39%	44%
Base	240	368	84	503	75	515	170	490	173	257	187	301	275

Exemption for cycle couriers to cycle through the footstreets at all times

- Overall, 35% agreed with this proposal
- Under 40s, cyclists and non-blue badge holders were significantly more likely to agree with this proposal compared to over 60s, non-cyclists and blue badge holders

3D. Should we trial an exemption for cycle couriers to cycle through the footstreets at all times? Please indicate your view on this proposal
(Answered: 710)

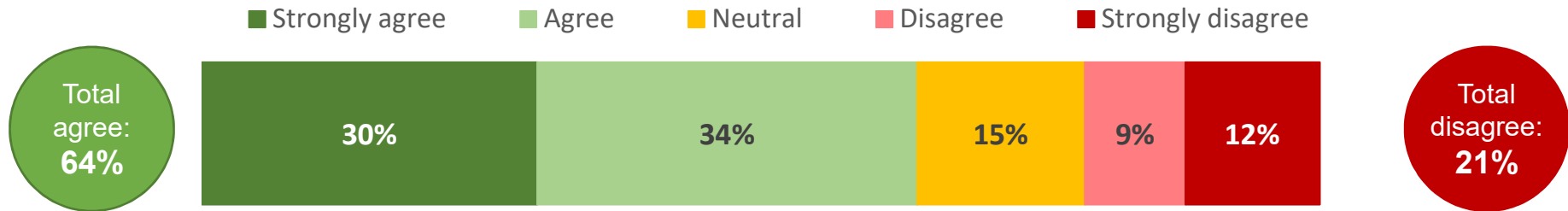


	Do you have any physical or mental health conditions or illnesses?		Are you a blue badge holder?		Are you a carer?		When you visit the city centre, what transport do you use?		Age			Gender	
	Yes	No	Yes	No	Yes	No	Cycle	Other	<40	40-59	60+	Male	Female
Total agree:	32%	35%	19%	38%	24%	36%	49%	29%	52%	32%	21%	38%	30%
Total disagree:	56%	46%	61%	47%	64%	48%	34%	55%	31%	51%	65%	48%	54%
Base	241	366	85	501	75	514	170	489	172	257	187	300	275

Allowed after 5pm

- Overall, 64% agreed with this proposal
- Non blue badge holders were significantly more likely to agree than blue badge holders, while under 40s were significantly more likely to agree than over 60s

3E. Should either of the above be allowed after 5pm when food deliveries are busiest? Please indicate your view on this proposal (Answered: 710)



	Do you have any physical or mental health conditions or illnesses?		Are you a blue badge holder?		Are you a carer?		When you visit the city centre, what transport do you use?		Age			Gender	
	Yes	No	Yes	No	Yes	No	Cycle	Other	<40	40-59	60+	Male	Female
Total agree:	59%	65%	46%	65%	50%	65%	70%	60%	77%	65%	50%	64%	64%
Total disagree:	24%	20%	29%	20%	28%	20%	16%	24%	12%	22%	28%	21%	22%
Base	241	366	85	501	75	514	170	489	172	257	187	300	275

Section 4: Improving city centre cycle routes

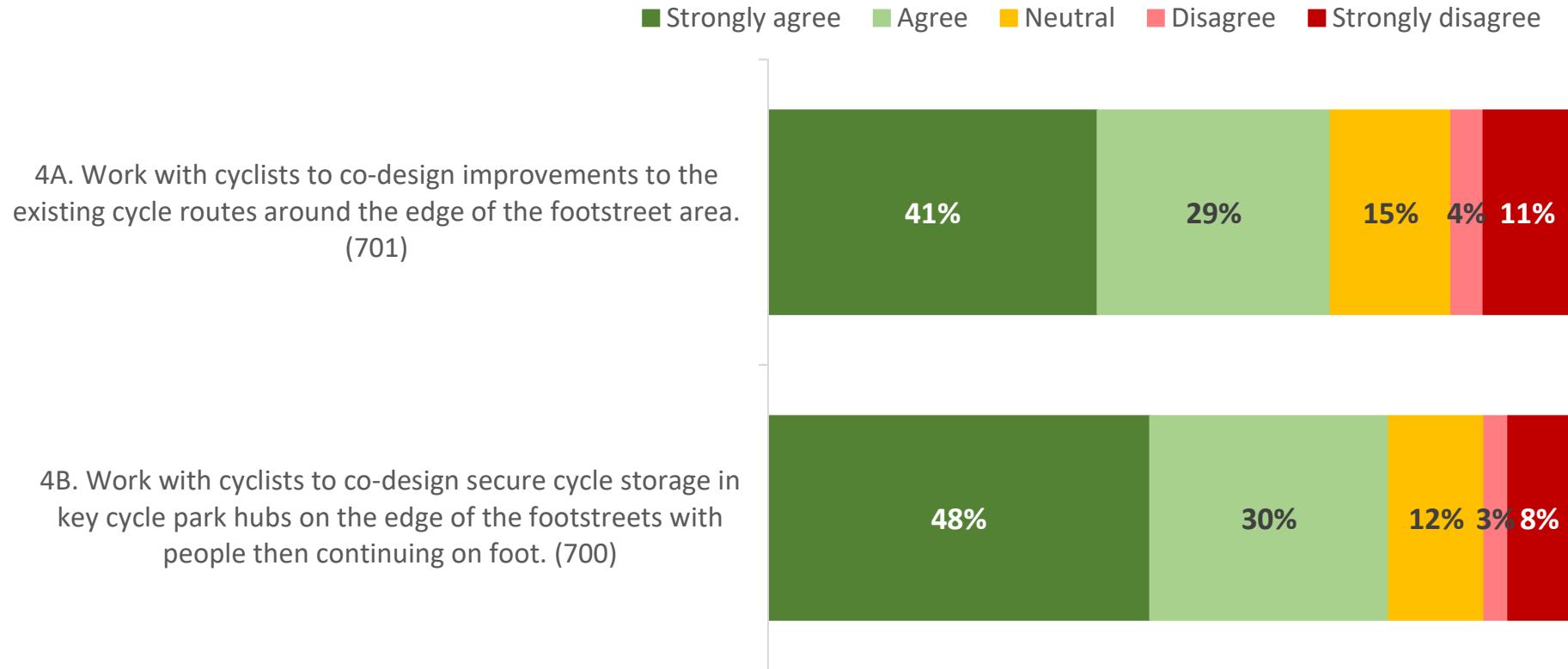


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Improving city centre cycle routes: Summary

- The majority agree with both proposals, i.e. to work with cyclists to co-design secure cycle storage and improvements to cycle routes

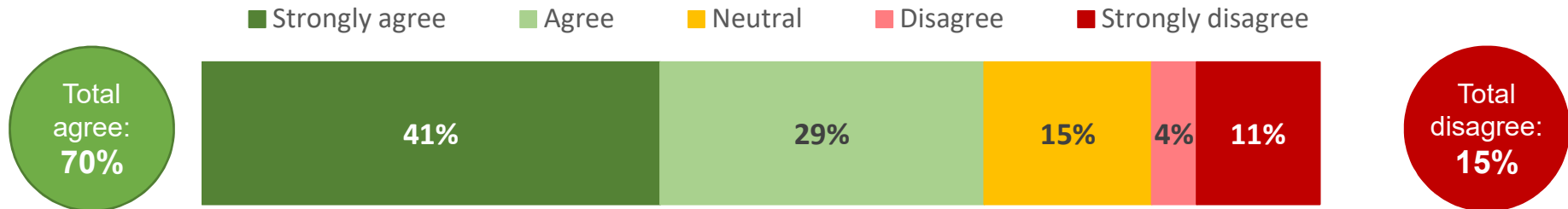
Please indicate your view on this proposal:
(Number of answers in brackets)



Work with cyclists to co-design improvements

- Overall, 7 out of 10 residents agree with this proposal
- Highest agreement levels were seen amongst under 40s, residents without any disabilities and non-blue badge holders
- 1 in 4 blue badge holders disagreed with the proposal

4A. Work with cyclists to co-design improvements to the existing cycle routes around the edge of the footstreet area. Please indicate your view on this proposal:
(Answered: 701)

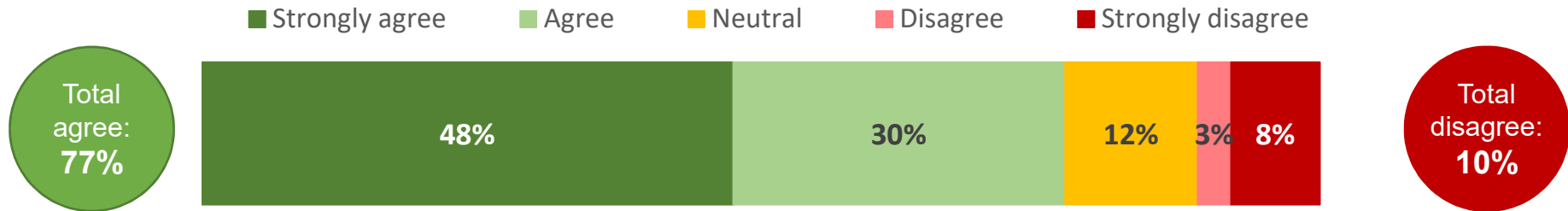


	Do you have any physical or mental health conditions or illnesses?		Are you a blue badge holder?		Are you a carer?		When you visit the city centre, what transport do you use?		Age			Gender	
	Yes	No	Yes	No	Yes	No	Cycle	Other	<40	40-59	60+	Male	Female
Total agree:	61%	78%	47%	74%	59%	73%	76%	68%	78%	69%	66%	73%	70%
Total disagree:	19%	12%	25%	14%	20%	14%	15%	14%	12%	14%	18%	16%	12%
Base	240	365	85	499	74	513	170	488	170	255	188	299	273

Work with cyclists to co-design secure cycle storage

- Overall, 77% of residents agreed with this proposal
- Agreement was highest amongst residents without a disability
- 18% of residents who cycle to the city centre disagreed with the proposal

4B. Work with cyclists to co-design secure cycle storage in key cycle park hubs on the edge of the footstreets with people then continuing on foot. Please indicate your view on this proposal:
(Answered: 701)



	Do you have any physical or mental health conditions or illnesses?		Are you a blue badge holder?		Are you a carer?		When you visit the city centre, what transport do you use?		Age			Gender	
	Yes	No	Yes	No	Yes	No	Cycle	Other	<40	40-59	60+	Male	Female
Total agree:	73%	83%	68%	81%	73%	80%	75%	79%	82%	75%	80%	79%	79%
Total disagree:	12%	8%	14%	9%	15%	9%	18%	7%	9%	11%	9%	13%	7%
Base	238	366	84	499	74	512	170	487	170	256	186	300	271

Section 5: Deliveries

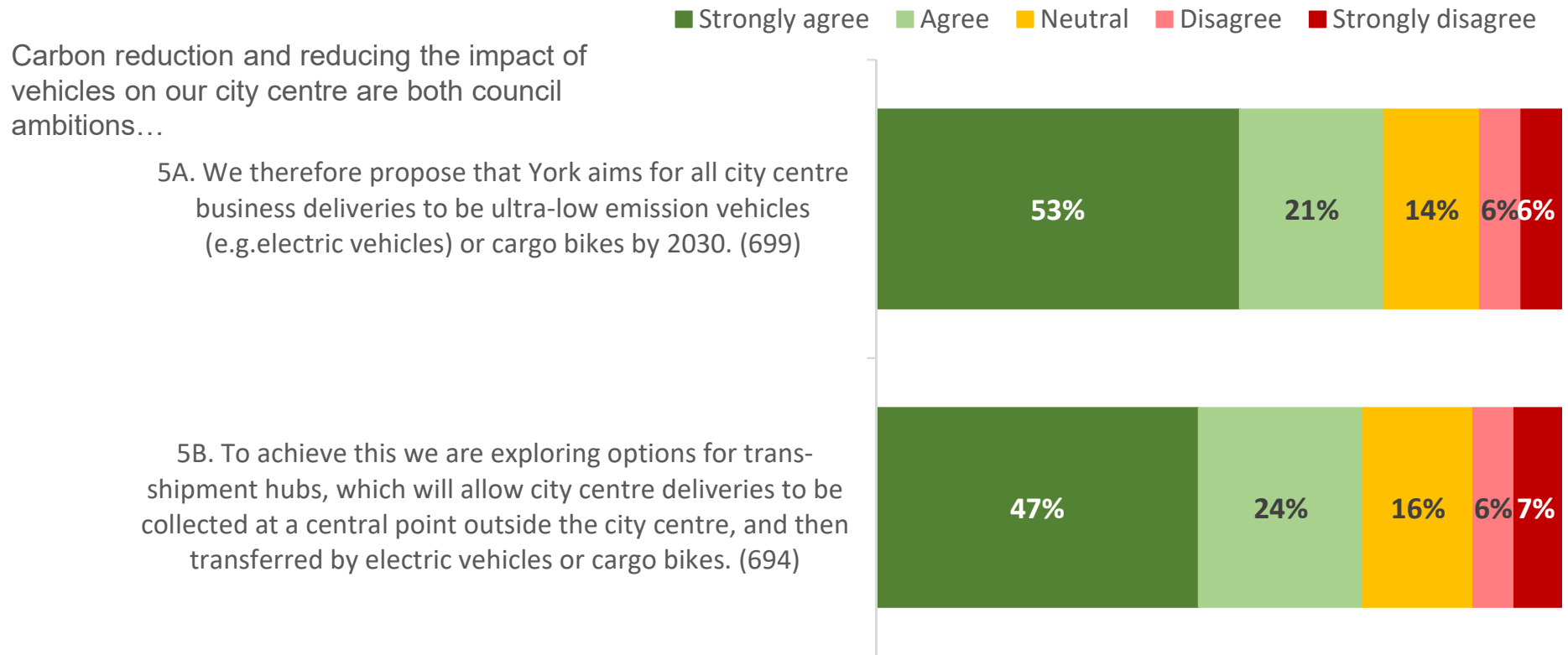


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Deliveries: Summary

- Three quarters of residents agree and over half strongly agree that York should aim for all city centre business deliveries to be ultra-low emission vehicles
- The majority also agree with proposals to explore options for trans-shipment hubs

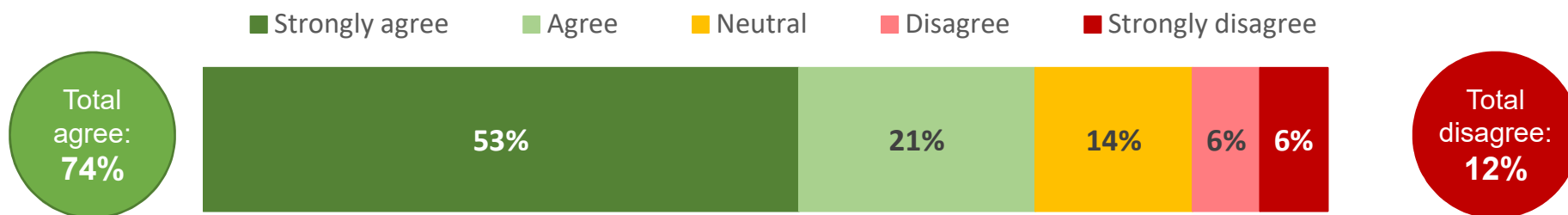
Please indicate your view on this proposal:
(Number of answers in brackets)



York aims for all city centre business deliveries to be ultra-low emission vehicles

- Overall, 74% agreed with this proposal
- Cyclists were most likely to agree with this proposal, while residents with disabilities and blue badge holders are least likely to agree

5A. Carbon reduction and reducing the impact of vehicles on our city centre are both council ambitions. We therefore propose that York aims for all city centre business deliveries to be ultra-low emission vehicles (e.g. electric vehicles) or cargo bike (Answered: 699)



	Do you have any physical or mental health conditions or illnesses?		Are you a blue badge holder?		Are you a carer?		When you visit the city centre, what transport do you use?		Age			Gender	
	Yes	No	Yes	No	Yes	No	Cycle	Other	<40	40-59	60+	Male	Female
Total agree:	68%	80%	57%	78%	73%	76%	88%	70%	84%	71%	72%	79%	72%
Total disagree:	12%	11%	13%	11%	14%	11%	4%	14%	9%	13%	11%	10%	11%
Base	242	367	84	503	74	516	170	490	174	256	186	300	275

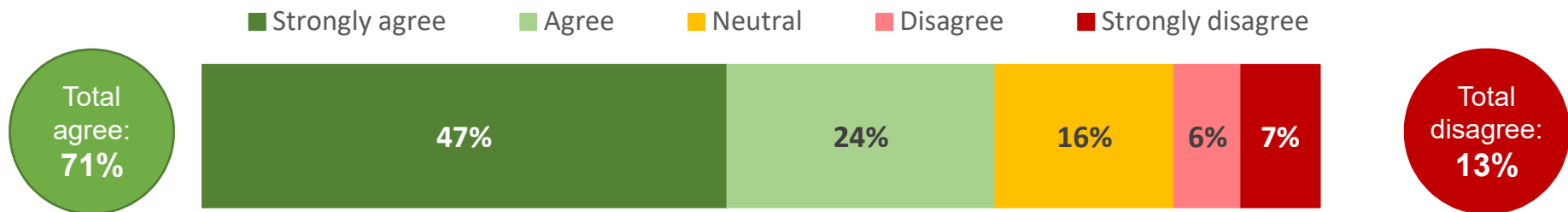
Reasons for not supporting the proposal:

5A. York aims for all city centre business deliveries to be ultra-low emission vehicles (e.g. electric vehicles) or cargo bikes by 2030s	
Not ambitious enough	<ul style="list-style-type: none"> • 2025 would be better - not very challenging. • 2030 is desperately unambitious but the idea is good. • But there should be a significant switch in this direction well before 2030.
Cost	<ul style="list-style-type: none"> • <i>“Agree in principle but am concerned about increase in costs for companies which could lead to even more of them leaving the centre of town”</i> • <i>“until costs come down you will only drive the independent businesses to the wall. Only the multi nationals can afford to convert their fleet”</i> • <i>“Not everyone can afford an electric vehicle”</i> • <i>“It depends on the cost to businesses. Some businesses might not be able to afford to make this switch during this particular time frame.”</i>
Grants	<ul style="list-style-type: none"> • <i>“Can grants be given to buy them?”</i> • <i>“How would you support businesses to do this? It seems only large businesses would be able to meet this agenda without financial support.”</i>
Evs not the answer	<ul style="list-style-type: none"> • <i>“electric vehicles are not great, but the cargo bikes idea is excellent.”</i> • <i>“Electric vehicles are not the answer. Hydrogen powered vehicles are a more practical solution.”</i> • <i>“Ev's are not a solution to either congestion or particulate pollution. A weak and poorly evidenced suggestion. Must be cargo bikes.”</i>
Too early / unrealistic	<ul style="list-style-type: none"> • <i>“Far too early when electric cars aren't in full use yet and considering it's still legal to by one up to 2030 you would immediately stop people coming in. It should be 2035 at the earliest.”</i> • <i>“Good luck with that! Seems unrealistic to me.”</i>
Difficult to enforce	<ul style="list-style-type: none"> • <i>“How will this be enforced and what happens if a non qualifying vehicle turns up to make a delivery.”</i> • <i>“How would this policed? We own restaurants in the city. Deliveries are already limited to before 1030 but how do we ensure that deliveries to our businesses are done by low emission vehicles?”</i> • <i>“You will not have the resources to police this. You will need to offer numerous waivers”</i>

Exploring options for trans-shipment hubs

- Overall, 74% agreed with this proposal
- Cyclists were most likely to agree with this proposal, while residents with disabilities, blue badge holders and carers are least likely to agree

5B. To achieve this we are exploring options for trans-shipment hubs, which will allow city centre deliveries to be collected at a central point outside the city centre, and then transferred by electric vehicles or cargo bikes. Please indicate your view on this proposal (Answered: 694)



	Do you have any physical or mental health conditions or illnesses?		Are you a blue badge holder?		Are you a carer?		When you visit the city centre, what transport do you use?		Age			Gender	
	Yes	No	Yes	No	Yes	No	Cycle	Other	<40	40-59	60+	Male	Female
Total agree:	63%	77%	45%	76%	53%	74%	82%	67%	78%	69%	69%	76%	68%
Total disagree:	14%	12%	20%	11%	18%	12%	6%	15%	8%	14%	15%	11%	13%
Base	237	367	84	499	72	513	170	485	172	255	185	301	270

Reasons for not supporting the proposal:

5B. All city centre business deliveries to be ultra-low emission vehicles (e.g. electric vehicles) or cargo bikes by 2030s

<p>Increased costs (to businesses and/or consumers)</p>	<ul style="list-style-type: none"> • <i>“An unworkable scheme. Who is going to pay the cost of the vehicles and drivers, and cost of trans-shipment and warehousing. Fresh food deliveries to city centre businesses would be delayed. Businesses including food shops, restaurants and retailing would face large additional costs making York a very expensive place for both locals and tourists!”</i> • <i>“good on paper but after Covid with companies struggling to keep going it is too much to ask as so many companies are really struggling with their finances”</i> • <i>“but who will pay? will the cost of goods increase?”</i> • <i>“concern may mean retailers leave city if this is not well run and cost prohibitive”</i>
<p>Not practical for food items or heavy/bulky items</p>	<ul style="list-style-type: none"> • <i>“It is simply not practicable to trans-ship all items to ev's or bikes. Extremely heavy/bulky items and small/delicates deliveries don't mix. It doesn't work.”</i> • <i>“Good luck trying to deliver bulky furniture and large and delicate stock items by cargo bike! Who collects them?”</i> • <i>“Not feasible for heavy goods such as beer barrels</i> • <i>You cannot do this with food delivery“</i>
<p>Will move the problems of pollution and congestion elsewhere</p>	<ul style="list-style-type: none"> • <i>“Agree in principle, but these hubs would need to be in locations that don't move pollution from the town centre to out of town residential areas”</i> • <i>“Easy to promote, but where will you put these hubs and how will you mitigate the increased pollution and congestion in those areas?”</i> • <i>It's a silly proposal because it doesn't stop carbon at all, it just moves the problem elsewhere so that the council looks good. Absolutely terrible idea.</i> • <i>“You're just shifting the problem outside the city instead of actually tackling it”</i>
<p>Time consuming</p>	<ul style="list-style-type: none"> • <i>“This means deliveries will have to be loaded and unloaded twice. Could be very time consuming and very stressful.”</i> • <i>“Why cause such a level of unnecessary faff”</i> • <i>“A farce and waste of time”</i>
<p>Would increase amount of traffic in the city</p>	<ul style="list-style-type: none"> • <i>“This would mean the pedestrian areas would be constantly clogged up”</i> • <i>Have you even looked at how many small electric vehicles would be required to transport one HGV worth of goods into the city</i>
<p>Need to consult with businesses</p>	<ul style="list-style-type: none"> • <i>“you need to talk to the delivery companies and find out whether this is viable or not.”</i> • <i>“Only if supported by the business.”</i>

Appendix A: Demographics



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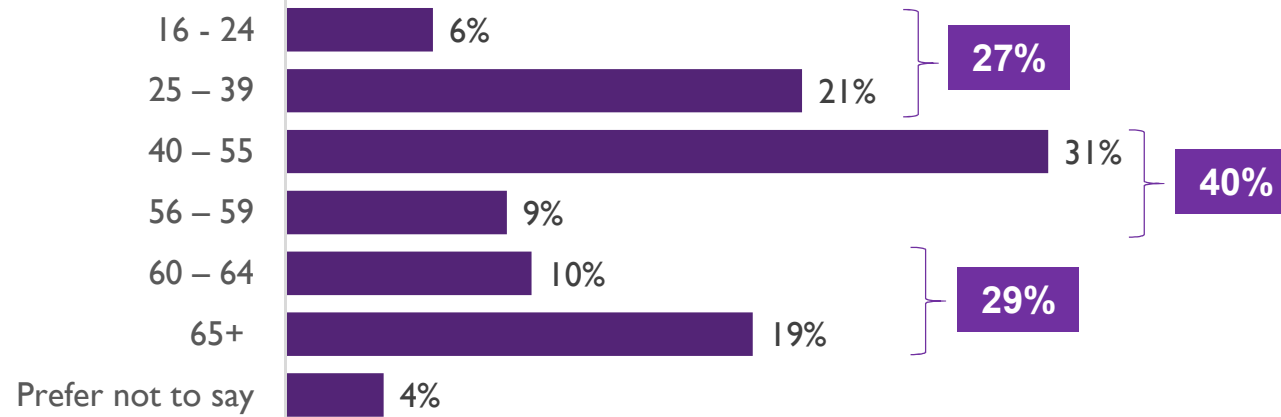
Demographics

Total responses: 1014

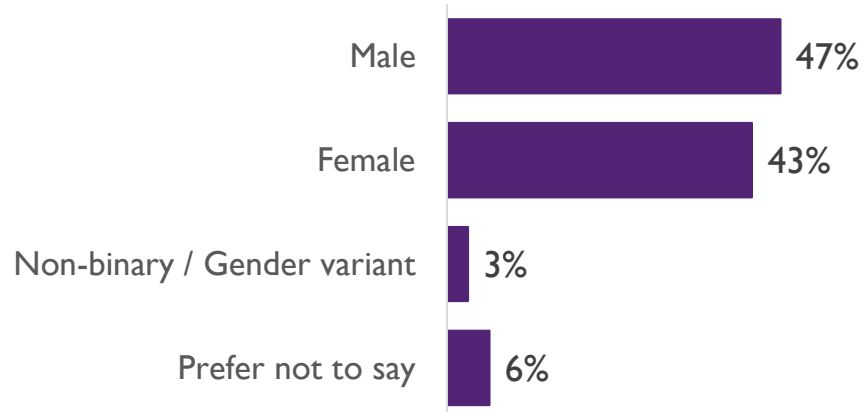
Online: 1008

Paper: 6

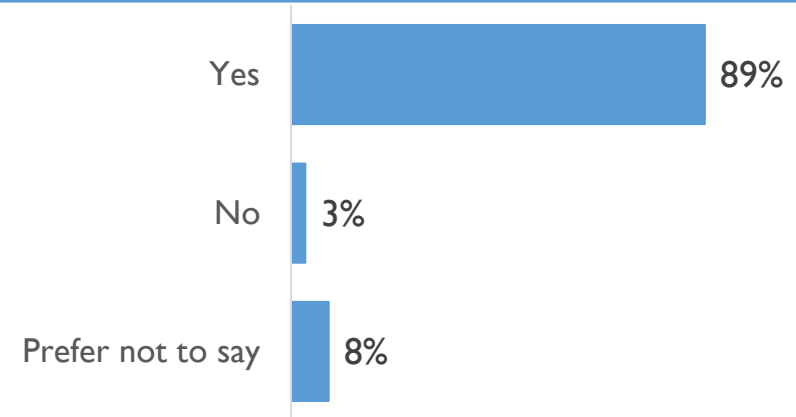
Age (Answered: 649)



Gender (Answered: 640)

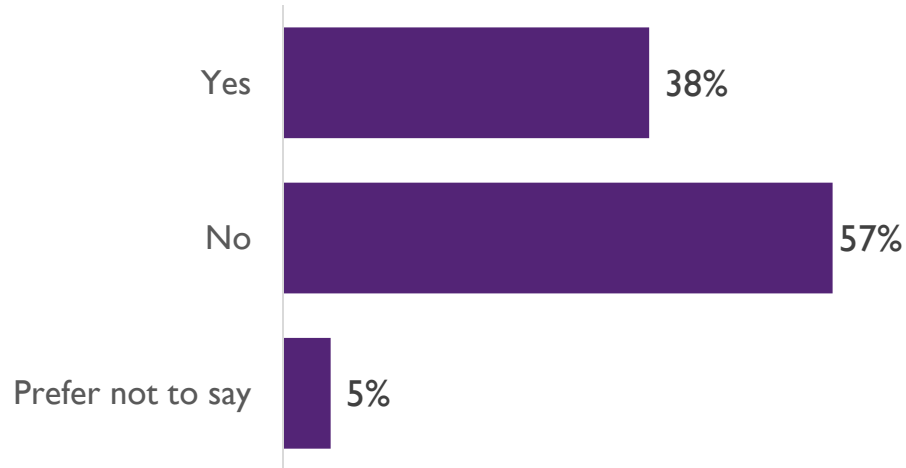


Is the gender you identify with the same as your sex registered at birth? (Answered: 627)

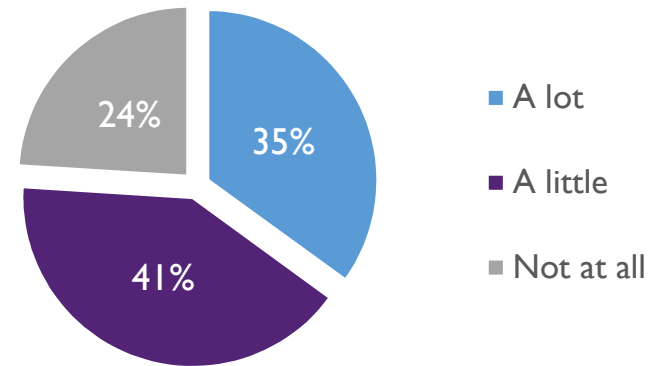


Demographics

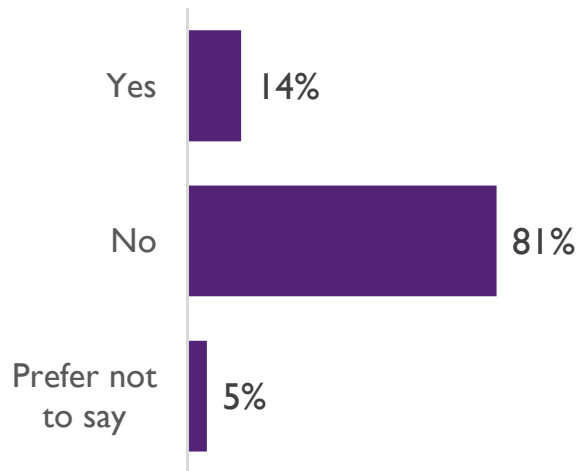
Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?
(Answered: 648)



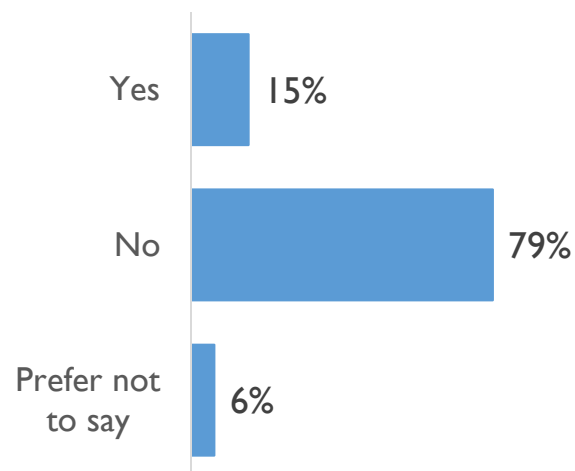
If yes, do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?
(Answered: 298)



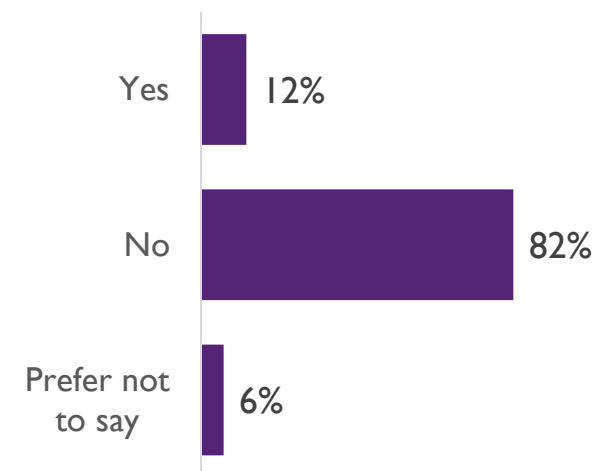
Are you a blue badge holder?
(Answered: 623)



Do you use a mobility aid?
(Answered: 623)



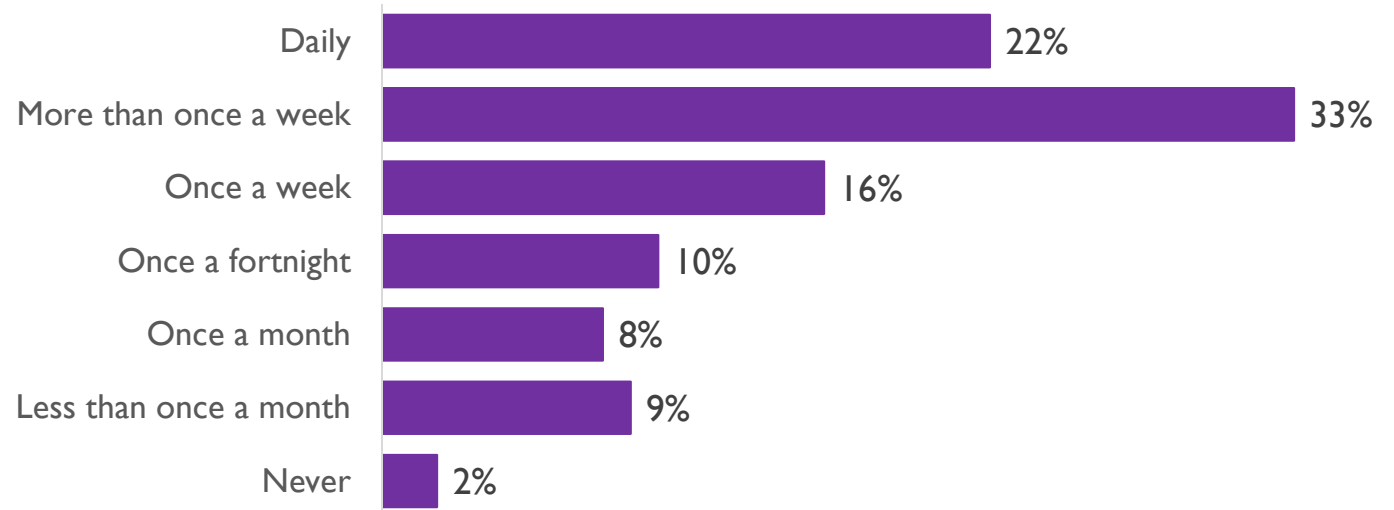
Are you a carer?
(Answered: 631)



N.B. Totals may not add up to 100% due to rounding

City Centre Behaviour

How frequently do you visit the city centre?
(Answered: 662)



When you do visit, what method of transport do you use?
(Answered: 665)

