

# Strategic Review of City Centre Access

DRAFT

November 2021



# Executive Summary

Our city centres are experiencing an unprecedented period of change. Even before the Covid pandemic the way we use, access and interact with the city centre was in a state of flux. The continued rise of online shopping and digital technology was reducing the demand for retail and in-person services, whilst there was a growth in people seeking out leisure activities and food and drink. The pandemic has magnified these trends, and created a whole new range of challenges. Increased home working is changing the times of day people access the city centre, home deliveries have become more prevalent, and digital platforms even more important.

York is uniquely placed to recover from the pandemic and deal with these changes. The number of people visiting the city as restrictions have eased has exceeded pre-pandemic levels, whether through residents shopping local or meeting friends and family, people from the surrounding area as a day trip, or staycationers holidaying in this country instead of abroad. All of these people are vital to the success of our economy and to support jobs for our residents.

But the success of York also brings pressures, and the 8 million visitors to the city each year and tens of thousands of local residents who regularly use the city centre mean there is huge demand on our narrow historic medieval streets. Added to this are the changes being seen across the country where people want to be able to sit outside and enjoy café culture, experience events and attend markets. And the more people who are attracted to a place unfortunately brings higher risk of terrorism and the need to have measures in place to respond to the most common forms of attack.

One of the key tools that are increasingly being used across the country to create safe and vibrant city centres are pedestrianised footstreets that allow vehicle free environments where people can shop, socialise, and carry out their daily task in the busiest parts of the city centre without being confined to narrow pavements or be at risk from cars. However, these also present challenges for some groups such as disabled people who need to park close to services, cyclists who navigate through the city centre pedestrianised area, delivery couriers who service businesses, and residents who live within the footstreets.

In recognition of the above the Executive commissioned a full strategic review of how to improve access to and through the pedestrianised footstreets in November 2020. This review has worked with all of the affected groups and wider public to develop a strategy for how people access the city centre and identifies a number of key interventions and actions to improve the barriers to access.

The strategy sets out a city centre access model that defines the core principles of accessing the city centre. This establishes that the footstreets should be for those who are walking or using a mobility aid; cyclists, e-scooters, buses and blue badge parking is encouraged within the city centre but on and around the edge of the footstreets; and where possible vehicles are encouraged to use and park outside of the inner-ring road.

Within this strategic approach there are a number of recommendations and funding commitments to deliver city centre improvements for the key affected groups. Attached to the strategic review is an Action Plan which sets out how these measures will be delivered and implemented and by when.

Finally, improving access to the city centre is not a one off intervention. It is part of an ongoing evolution as our city centre adapts to the way in which we all use it, and how people's needs may change over time. This strategy seeks to improve the situation now, but will form part of a continued commitment to work with all those who want to visit and enjoy York city centre.



# Background

York's current permanent pedestrianised footstreets were introduced in the 1980s and have traditionally run from 10.30am to 5pm, although in recent years the hours have been extended on a temporary basis until 6pm on Sunday to Wednesday and 8pm on Thursday to Saturday during the festive period to accommodate the large numbers of people visiting the city at that time.

The conflict between pedestrians and vehicles on the busiest city centre streets has been an ongoing concern for a number of years, leading to the core vehicle free area being extended and protected with removable bollards. These bollards are a cost effective solution to stop vehicles entering the footstreets, and improvements to signs and the highway layout have also been introduced to reduce the number of vehicles entering the high pedestrian flow streets.

In recent years there has also been the council's commitment to becoming Carbon Neutral by 2030 and the council motion to explore options to become car free by 2023. Both of these projects will require further consideration of how, where and when vehicles are able to access the city centre.

The extent of the footstreet areas has been subject to ongoing discussions for a number of years as part of the City Centre Access project in response to the threat of terrorism, and particularly the use of hostile vehicles as a potential mode of attack. This had led to the approval of a first phase of anti-hostile vehicle measures for the existing permanent footstreet area, with a future phase to expand the area of protection.

In response to the Covid pandemic there was a further restriction of the exemptions that allowed blue badge holders to park in some areas of the city centre. This was broadly in line with the future phase of Hostile Vehicle Measures – in effect the busiest streets and squares – and was introduced to allow space for social distancing, outdoor queuing for businesses and outdoor seating in response to the Government's Safer Public Places guidance. A statutory consultation has been undertaken to consider permanently adding these streets to the pedestrianised area.

# Review methodology

The strategic review is separate to the statutory consultation and decisions on the geographical extent of the footstreets, and decisions over the implementation of any Hostile Vehicle Mitigation measures. Instead this report focuses on the ways in which access to and through the pedestrianised footstreets can be improved. The review objectives are set out below:



The review has used extensive public engagement to explore these issues with the affected groups, as set out in the following sections. This led to a series of draft proposals which were tested through public engagement and were then refined in to the recommendations and action plan.

# Open Brief

The review followed the council's 'My' approach to public engagement that has been successfully pioneered on other projects and issues in the city. This involved placing the public and stakeholders at the heart of understanding and defining the challenges, producing an open brief, establishing a draft vision, and then testing and refining that vision through further engagement.

The initial engagement ran across almost 12 months, using surveys distributed online and to every household in York – with freepost return – in the council's Our City publication. While surveys play an important role in allowing a broad range of voices to participate, the cornerstone of the engagement was holding workshops and insight meetings which allowed the council to gain a deeper understanding of the access issues facing specific groups.

During the summer of 2020 the council co-facilitated two online workshops and events with the York Disability Rights Forum. The events, which were signed by British Sign Language interpreters, were attended by 30 people. Officers also attended specific insight meetings with the York Disability Rights Forum, My Sight York, the Older People's Advocacy Group and others with a combined membership of several thousand. In 2021, the council then held a further seven targeted events to discuss the disabled access routes through the city centre, shopmobility services, cycling and couriers, deliveries and taxis.

All of these events went in to producing an Open Brief on the issues raised, capturing the wide range of views and feedback which are summarised later in this strategy. The draft recommendations were then based on that Open Brief and tested with the public. The final engagement on the draft recommendations received over 1,000 survey responses and 300 interactions on social media and helped to refine the final strategic review document. In addition two independent reviews commissioned by the council and conducted in 2020 and 2021 by Disabled Motoring UK and Martin Higgett Associates explored a range of issues and helped guide the outcomes as set out in this strategy document.

# Outcomes of third party reviews

## Independent Review of York – Disability Motoring UK

The Executive decision in November 2020 to commission this strategic review was guided by an independent review of York's access offer undertaken by Disability Motoring UK. This review concluded that:

- An on-site audit of York's accessibility is undertaken (completed) ✓
- The council should consider appointing an Access Officer (recommendation of this review) ✓
- An audit of accessible local public transport (to be delivered through Local Transport Plan 4) ✓
- Strengthen the council's link with Shopmobility and dial-&-ride (recommendation of this review) ✓
- Audit of privately owned car parks in York and charges (part completed) ✓
- Consideration for charging for blue badge parking in council car parks (considered but discounted) ✗
- Identifying "Parking Hubs" where visitors continue their journey into the centre via other transport methods e.g. walking, cycling, or shuttle service (recommendation of this review) ✓
- The council should invest in accessible routes from parking and other transport hubs into the centre and footstreets (recommendation of this review) ✓

## **Martin Higgett Associates (MHA)**

MHA were commissioned to undertake the above audit of the accessibility of the footstreets, consider whether a safe cycle route could be provided through the heart of the footstreets. They were also asked to propose two priority disabled car parking locations for upgrading and improved routes in to the city centre for those who had identified that quality of route was a greater consideration than proximity. On the latter point the report identified that there is no obvious car parks as each have their merits and disadvantages. Instead this will be considered by officers and co-designed with disabled groups as set out in the accompanying Strategic Review of Council Car Parking.

MHA set out a number of detailed improvements that could be made to improve accessibility through the footstreets and these form the recommendations set out in this report. They also supported the council's proposals to explore a dedicated shuttle service, and invest to improve Shopmobility.

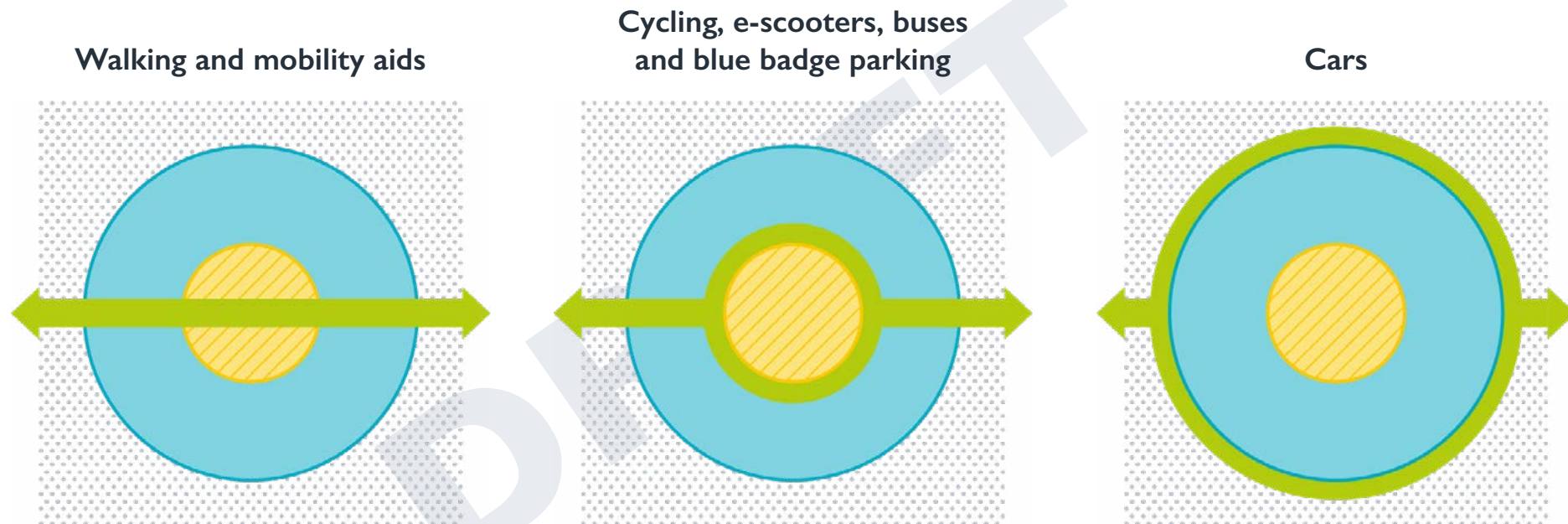
MHA did consider ways in which a cycle route could be introduced as proposed by York Cycle Campaign, running through Parliament Street, Davygate and Blake Street. Their view was the route could work with a dedicated contraflow cycle line, pinch-points where the width narrows, a suspension of the cycle lane during events in Parliament Street, and cyclists being required to dismount during the busiest periods when there are high volumes of pedestrians. Having considered their proposal the council's highways officers are of the view that the proposals were unworkable in practice without a complete redesign of the space, and could only be considered should there be future plans and funding to redesign the whole of that area of the city.




In addition to their commission MHA were of the view that until the improvements in this review are implemented either the geography of the footstreets or the hours should be amended to reduce the impact on blue badge holders. The consideration of the impact of this will be considered as part of Executive decisions on the future of the footstreets.



# City Centre Access model

The City Centre Access model that has been developed in response to all these factors is set out in the diagram below. This is based on three key principles – that the footstreets is an area in which people can walk or use mobility aids; that cyclist, e-scooters, buses and blue badge holders are encouraged to be within the city centre but to pass around or park on the edge of the footstreets; and cars and vehicles are encouraged where possible to use and park outside the inner ring road.



-  Footstreets area
-  City centre
-  Area outside inner ringroad

The measures set out in the remainder of this strategy are all based on these core principles, and when a recommendation deviates from this model it is only because of a clear rationale which is set out in the report.

# Disabled access

## Open Brief outcomes

Much of the engagement over disabled access has been dominated by the separate decision on the geography of the footstreets, and the issues relating to that are set out in the report that considers that decision. The engagement relating to the Strategic Review of City Centre Access focused on the issues that impact on access to and through the footstreets and how this can be improved.

The discussions highlighted a need for more benches to provide resting points in strategic locations, and that current accessible toilet provision is insufficient. There are also significant challenges presented by poor quality and narrow pavements and footpaths in the city centre. Whilst pedestrianised areas do allow people to use the wider, smoother road surfaces there needs to be more dropped kerbs to allow people with mobility aids to get back on to pavements to access shops and services. Similarly discussions highlighted that outdoor seating for cafes needs clearly defined areas that don't spread out beyond their licenced area and block routes; tap rails for people with visual impairments to prevent trip hazards; and greater consideration of how people get back on to the pavement at either side.

Disabled residents use a variety of transport modes to reach the city centre, with buses being the most popular, and being particularly important for blind and partially sighted people. However, for many blue badge holders being able to park as close as possible to where they need to be is of primary importance. For others distance is less of an issue than the quality of the parking space, with the ability to safely unload their wheelchair or mobility aid, and access routes to their destination. Multi-storey car parks with single lifts are unpopular as if it is out of use then people cannot get back to their vehicle. For the people that use Shopmobility it is a very popular service, but awareness and demand is low, providing a real growth opportunity to improve the offer and increase the number of customers.

There was a general consensus that there needs to be improved levels of up to date information on where blue badge holders can park in the city centre, where seats and toilets are located, and information to help people plan their journeys. It was also suggested that the council should employ an Access Officer to help educate those making decisions and responsible for services and projects so that accessibility is 'designed-in'.

## Improving disabled access

The strategic review recommendations to improve disabled access are set out below, and in more detail in the following pages:



## Measures to improve disabled access

Action	Why	Purpose
Create an Access Officer post	This was a key recommendation of both independent reviews and an ask of disabled groups.	To create a dedicated resource to liaise with and represent disabled people; to lead on council equalities issues and training; to coordinate the recommendations in this review; and ensure disabled access is considered in all council projects
Develop a York Standard for the city centre with disabled groups and stakeholders	This is a proposal from disabled groups to develop a standard for the accessibility of York's streets.	For the Access Officer to liaise with disabled groups and council departments to design and agree a standard for how our streets operate and ensure accessibility is considered.
Implement disabled bays as per the previous statutory consultation, and continue to explore additional locations on the edge of the footstreets	Since summer of 2020 new dedicated disabled parking bays have been created across the city centre. Further bays have been identified and consulted on in the summer of 2021.	To allow blue badge parking on the edge of the footstreets to provide as short a distance as possible to shops and services. Wherever possible more bays will be identified and implemented if the existing bays are well used.

Action	Why	Purpose
Invest in Shopmobility to increase awareness, seek to expand the offer and improve the service	Shopmobility is well liked by those who use the service, but awareness of the offer is low amongst some disabled group and there is potential to grow the customer base and expand the offer.	To ensure that there is greater awareness of the services offered and increase usage, increasing access and mobility for some disabled York residents. This would in turn make the service more viable and increase the potential to expand the offer.
Investing in the Dial-&-Ride service, to increase awareness and improve the service	Dial-&-Ride was identified as being poorly used and not a very popular service with disabled people, exacerbated by concerns over Covid and the need to share the bus with others.	Work with Dial-&-Ride to address the issues raised by disabled people to improve the service, noting that it could have a key role to play for those who wish to access locations in the very heart of the pedestrianised area.
Work with micro mobility operator (Tier) to explore the roll out of mobility aids at key points across the city	Access to mobility aids remains one of the barriers for people being able to travel longer distances independently.	Tier, which have multiple locations throughout the city including car parks with disabled bays, may be able to expand the offer of e-scooters and e-bikes to include mobility aids to provide a cost effective commercial solution for disabled people.

Action	Why	Purpose
Continue to work with disabled people to assess what constitutes a mobility aid and should be permitted in the footstreet areas.	One proposal from disabled groups was to allow those who use their cycle as a mobility aid to have an exemption for cycling in the footstreets. This has been discounted at this stage but if issues can be resolved it may be considered in the future.	Work with those who use their cycle as a mobility aid to explore solutions to administering a permit scheme and who the exemption can be enforced without creating confusion as to whether all cycling is permitted in the footstreets.
Improved routes into and around the city centre, included improved paving and dropped kerbs	Engagement with disabled people has identified that the routes to and around the footstreets are of a poor quality and impact on the accessibility of the city centre. This was supported by the two independent studies which identified improvements.	To deliver key improvements to the accessibility of the city centre, including dropped kerbs and paving, to be co-designed with disabled groups.
Additional seating to be provided at key points along routes in to and around the city centre	Regular accessible seating is important for disabled people and those with mobility issues to allow regular rest points.	To increase the provision of accessible seating at strategic points, to be determined with disabled groups.
Improve access to disabled toilets in the city centre through multi-partner provision	Many disabled people identified that there is a shortage of accessible toilets in the city centre.	Working with businesses and partners we will look to identify and clearly sign where all accessible toilets are, and seek to develop a scheme where businesses support and promote free access. We will also seek to improve toilet provision through Changing Places funding.

Action	Why	Purpose
Carry out a feasibility study for a dedicated shuttle service for disabled people and those with mobility issues	MHA recommended that the council explore options for a shuttle service to take disabled people through pedestrianised areas	Early feasibility work has identified that this is technically possible. The next step is to explore what a service would need to look like to be used by disabled people, understand what that would cost and whether it is a viable service
Improve awareness of blue badge parking and services which are available to improve access to the city centre including toilets, accessible routes	Disabled people have stressed the importance of being able to plan their routes and journeys.	Once the future arrangements and changes to the city centre's accessibility have been implemented, develop a comprehensive and easy to access single point of information on disabled parking, access routes and facilities.
Work with the Quality Bus Partnership, and local disability representative groups to review how drivers prioritise wheelchair users' access and makes Class 3 access training available in York	Disabled bus users have said that accessing buses can sometimes be challenging and that bus drivers would benefit from better training as to their needs.	Work with bus operators to improve training.

# Cycling, e-bikes and e-scooters

## Open Brief outcomes

Cycling and e-scooters in the city centre remains a contentious issue amongst residents. While some cycle campaigners would like to see the restriction on cycling through the pedestrianised areas removed entirely, others have proposed a dedicated route through the footstreets to create a quicker route through the city centre. However, such shared pedestrian spaces are unpopular with some residents, who feel that sharing pedestrianised spaces with cycles and e-scooters impacts on their perception of feeling safe.

Cyclists, or potential cyclists, also feel perceptions of safety is a major barrier to increased cycling to the city centre, with roads like the inner ring road in particular deemed unsuitable if travelling with young children. The workshops also identified that safe and segregated cycle routes are welcome, but often require cyclists to navigate less-safe roads in order to reach them. Regardless of routes and exemptions, many residents believe that active travel to the city centre would increase with improved, secure cycle parking which responds to the variety of sizes, weights and wheelbases of modern bikes.



## Improving city centre cycling

The strategic review recommendations to improve city centre cycling are set out below, and in more detail in the following pages:

### City Centre Access Model:

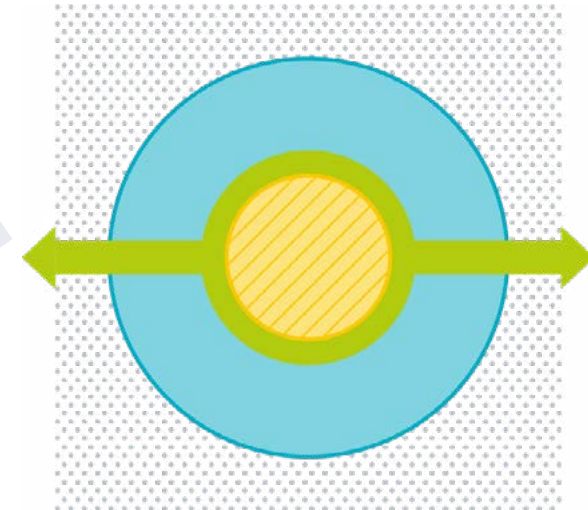
Cycle, e-bikes and e-scooters encouraged to city centre, with parking and routes through the city centre around the edge of the footstreets.

Improve existing city centre cycle routes

Improve city centre cycle parking provision and security

Improve cycle parking provision for adapted cycles

## Cycling, e-scooters, buses and blue badge parking



The other major areas that were considered but ultimately discounted was the proposal to trial exemptions for certain groups to allow them to cycle through the footstreets. This would have primarily extended to two groups, those with a disability who use a cycle as a mobility aid and cycle couriers. The public engagement reflected a mix of views on the subject, and we received personal testimony from respondents over the impact of sharing pedestrianised areas with cyclists, with particular concern over cycle couriers who have a vested interest in travelling quickly from location to location.

On balance these proposals were not included in the recommendations in the review at this stage. There were concerns over how the scheme would be enforced, requiring the development of a permit scheme for those with exemptions; that it would cause confusion as to whether cycling is permitted within the footstreets, leading to an increase in the number of cyclists in the area; and during a period of flux where the geography of the footstreets and hours of operations are currently under review and change is the wrong time to trial any exemptions.

Therefore it is proposed to keep this issue under review. The council will look to undertake further work with the BID and businesses to understand how the food delivery models are likely to develop and explore ways in which food deliveries, particularly from larger chains, can be facilitated outside of the footstreets and from locations that can be more easily accessed by cyclists and delivery drivers. In terms of disabled people who use their cycle as a mobility aid this will be explored further by the newly created Access Officer post to consider how a potential exemption scheme could work.

### Measures to improve city centre cycling

Action	Why	Purpose
Improving existing city centre cycle routes	The City Centre Access model sets out that cycling should not take place through the pedestrianised footstreets. It is therefore important to ensure that the routes that navigate through the city centre and around the footstreet area are improved, responding to the issues that have been identified by cyclists and officers.	A £250k funding bid to the Active Travel Fund has been made to invest in improving the route and signing along High Petergate, Minster Yard, Deangate, Goodramgate, Aldwark, Hungate, Navigation Road and Walmgate.
Improving city centre cycle parking	As the City Centre Access model has established, for the cycle park and continue on foot through the pedestrianised area approach it is important that the quality and availability of cycle parking is improved.	A £150k funding bid has been made to the Active Travel Fund to upgrade existing cycle parking facilities in key strategic locations on arrival in the city centre; to introduce provision for adapted cycles; and explore options for city centre lockers or secure storage

# Deliveries

## Open Brief outcomes

Traditional pallet based deliveries to city centre businesses broadly work well with the 10.30am start time for the footstreets, with a sufficient window for vehicles serving the city centre before it starts to get busy. However, WalkYork provided supporting feedback from a pedestrian's viewpoint, expressing frustration at delivery bottlenecks in the city centre, particularly the market, due to the large number of vehicles making it difficult to walk through the centre before 10.30am.

For some that rely on regular small scale deliveries to and from their business during the day there are challenges of being located in pedestrianised areas, and whilst delivery couriers are able to viably provide this service on foot it does result in pressure on loading bays at busy times. The biggest challenges relate to the increase in food deliveries during the pandemic, which has become part of the everyday business model of many food outlets. These are serviced by both vehicles and cycle couriers, although the large app based operators increasingly seek to incentivise vehicle deliveries due to their wider delivery reach.

Cycle couriers have asked for exemptions to be able to cycle in the pedestrianised areas in order to reduce delivery times and improve performance, although many of the problems outlined by couriers related to issues with the apps and wait times at pick up points that the council do not control. As noted in the cycling section there are also many residents who feel unsafe sharing these spaces with cyclists, particular those who have an incentive to travel quickly. In response to the concerns a self-organised union of delivery cyclists have proposed signing up to code of conduct to reassure the public that they would use any exemption responsibly.

Delivery hubs for larger goods were proposed to avoid bottle necks in popular delivery points across the city centre. It was also referenced that other cities are investing in cargo bikes and breaking deliveries into smaller, more regular deliveries, particularly to offices and small businesses. The dual use of loading bays with disabled parking in Duncombe Place was welcomed by couriers, but this contradicts the views of some blue badge holders who find the location dangerous due to the high levels of delivery activity.

## Improving city centre deliveries

The strategic review recommendations to improve city centre deliveries are set out below, and in more detail in the following pages:

### **City Centre Deliveries vision:**

Aim for all city centre business deliveries by ultra-low emission vehicles or cargo bikes by 2030.

Full feasibility for a city centre trans-shipment hub

Work with the BID to continue to understand the evolving nature of food delivery businesses in the city centre

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## Measures to improve city centre deliveries

Action	Why	Purpose
Undertake a feasibility study for a city centre trans-shipment hub	To deliver the aim for all city centre vehicles to be by ultra-low emission vehicles or cargo bikes by 2030 options for city centre trans-shipment hubs will be considered	£300k has been secured from DEFRA to undertake a feasibility study for trans-shipment hub(s) for the city centre, to allow deliveries to arrive at centralised points before being brought in to the city centre in smaller ultra-low emission vehicles or cargo bikes
Work with the BID to continue to understand the evolving nature of food delivery businesses in the city centre	Working with the BID the council will undertake further work with city centre businesses and food couriers to understand how the food delivery models are likely to develop. This work will also explore ways in which food deliveries, particularly from larger chains, can be facilitated outside of the footstreets and from locations that can be more easily accessed by cyclists and delivery drivers.	To ensure that food deliveries from the pedestrianised footstreet area do not attract significant numbers of delivery vehicles that park on the edge of the footstreets during footstreet hours, or drive in to the busy city centre on weekends after 7pm. Also to ensure that cycle couriers respect the footstreets during the operational hours and dismount from their cycle.

# Taxis

## Open Brief outcomes

Taxi drivers would like to see improved taxi services, including clearer signage indicating the location of taxi ranks. There was a shared opinion between both taxi and hackney carriage groups that there is insufficient space to park up during busy periods, particularly as certain areas are now shared spaces with delivery drivers and Blue Badge holders. This is exacerbated by a steep increase in food delivery drivers, especially in the shared areas of Duncombe Place.

Disabled residents expressed concern over the lack of taxi operators' understanding of accessibility and the availability of accessible vehicles. The council has been asked to consider establishing a forum between taxi operators and disabled groups to improve the taxi offer.

## Improving taxi services

The strategic review recommendations to improve city centre deliveries are set out below, and in more detail in the following pages:

Unmet demand survey to be carried out

Clearer signage indicating location of taxi ranks (Clifford Street)

Potential new evening rank on Piccadilly

Forum to be facilitated between Taxi operators/drivers and representation from disabled groups to discuss how the taxis could better meet the needs of disabled people

## Measures to improve taxi services

Action	Why	Purpose
Undertake an unmet demand survey	To understand the demand on city centre taxi services	Part of an ongoing piece of work to assess the ongoing and future demand on taxi services to plan future taxi rank provision
Clearer signage indicating location of taxi ranks (Clifford Street)	Identified as a taxi rank which has poor awareness	To improve the taxi rank
Potential new evening rank on Piccadilly	Piccadilly is a high demand area that has no current taxi rank provision	To provide additional capacity for taxis on busy weekends
A forum to be facilitated between taxi operators/drivers and disabled groups to discuss how taxis could better meet the needs of disabled people	Disabled people have identified that taxi operators are not always aware of the needs of disabled people and adapted vehicles are not always available	To facilitate a discussion between disabled people and taxi operators to improve the service offer

# Action Plan

Recommendation	Required to implement	Budget required	Funding Source	Action Owner	Timescales for delivery
Create an Access Officer post	To be funded through existing budgets	£24k per annum	To be funded through existing budgets	AD for Lifelong Learning, Communities and Neighbourhoods	Spring 2022
Develop a York Standard for the city centre with disabled groups and stakeholders	To be delivered by the Access Officer but would need to cost any proposals and seek appropriate funding for delivery	None	To be delivered by the Access Officer	Access Officer	December 2022
Consult on permanently extending the footstreets until 7pm	Undertake Statutory consultation	None	Existing Resource	Head of Transport	Complete by August 2022
<b>Disabled Access</b>					
Implement disabled bays as per statutory consultation, and continue to explore additional locations on the edge of the footstreets		None	Existing Transport Budgets	Head of Transport	February 2022



<b>Recommendation</b>	<b>Required to implement</b>	<b>Budget required</b>	<b>Funding Source</b>	<b>Action Owner</b>	<b>Timescales for delivery</b>
Invest in Shopmobility to increase <b>awareness</b> of the service	CYC promotion support Additional grant	£10k (one off)	Covid Recovery contingency	Head of Transport	March 2022
Access Officer to work with Shopmobility, expand the provision of mobility aids, and meeting the needs of service users	To be delivered by the Access Officer	TBC		Access Officer	Summer 2022
Investing in the Dial-& Ride service, to improve <b>awareness</b>	CYC promotion support Additional grant	£10k (one off)	Covid Recovery contingency	Head of Transport	March 2022
Investing in the Dial-& Ride service, to better meet the needs of service users		£50k (one off)	Covid Recovery Contingency	Head of Transport	Proposals Summer 2022
Work with micro mobility operator (Tier) to explore the roll out of mobility aids at key points across the city		No – Commercial Operator	Not Required	Head of Transport	Summer 2022

<b>Recommendation</b>	<b>Required to implement</b>	<b>Budget required</b>	<b>Funding Source</b>	<b>Action Owner</b>	<b>Timescales for delivery</b>
Continue to work with disabled people to assess what constitutes a mobility aid and should be permitted in the footstreet areas.	To be delivered by the Access Officer	No	Not Required	Access Officer	On-going
Improved routes into and around the city centre, included improved paving and dropped kerbs	Dropped kerbs, paving	£250k one off	Active Travel Fund (subject to successful bid) or prioritised Transport Budgets	Head of Transport/Access Officer	Spring 2022
Additional seating to be provided at key points along routes in to and around the city centre	Locations to be co-designed with disabled groups, to be delivered by the Access Officer	£15,000 one off	Public Realm budgets	Head of Transport/Access Officer	Summer 2022
Improve access to disabled toilets in the city centre through multi-partner provision	Work with stakeholders and partners to improve access  Support Home Instead and YDRF to progress the "Take a Seat+" initiative	TBC	Subject to Changing Places bid for physical improvements	AD for Lifelong Learning, Communities and Neighbourhoods	Initiative launch planned for Spring 2022

<b>Recommendation</b>	<b>Required to implement</b>	<b>Budget required</b>	<b>Funding Source</b>	<b>Action Owner</b>	<b>Timescales for delivery</b>
Carry out a feasibility study for a dedicated shuttle service for disabled people and those with mobility issues	Initial engagement carried out by Access Officer  Study already carried out, further work required to understand service user needs and requirements to inform any future proposals	£50k one off	Bus Service Improvement Plan funding (subject to successful bid)	Head of Transport	Subject to successful funding bid
Improve awareness of Blue Badge parking and services which are available to improve access to the city centre including toilets, accessible routes	Identify the improvements as listed in this action plan and compile in to single point of reference	No	Existing Transport budgets	Head of Transport/Access Officer	December 2022

Recommendation	Required to implement	Budget required	Funding Source	Action Owner	Timescales for delivery
Work with the Quality Bus Partnership, and local disability representative groups to review how drivers prioritise wheelchair users' access and make Class 3 access training available in York;		No		Access Officer	Commence Spring 2022
<b>Cycling, e-scooters and e-bikes</b>					
Improving existing city centre cycle routes	Improved route and signing along High Petergate, Minster Yard, Deangate, Goodramgate, Aldwark, Hungate, Navigation Road and Walmgate	£250k one off	LTP 4 (part of wider package of improvements totalling £600,000)  Active Travel Fund (subject to successful bid)	Head of Transport	
Improve city centre cycle parking	Upgrade existing cycle parking facilities, introduce provision for adapted cycles and look at city centre lockers/ secure storage	£150k one off	Active Travel Fund (subject to successful bid)	Head of Transport	

<b>Recommendation</b>	<b>Required to implement</b>	<b>Budget required</b>	<b>Funding Source</b>	<b>Action Owner</b>	<b>Timescales for delivery</b>
<b>Deliveries</b>					
Undertake a feasibility study for a city centre transshipment hub	Carry out a feasibility study and pilot scheme looking in to low emission deliveries in York	£300k one off	Defra	Head of Transport	
Work with the BID to continue to understand the evolving nature of food delivery businesses in the city centre		Not required	Existing resource	Head of Regeneration and Economy	Ongoing
<b>Taxis</b>					
Clearer signage indicating location of taxi ranks (Clifford Street)	Unmet Demand Survey	No	To be carried out by licencing team	Head of Public Protection	Spring 2022
Potential new evening rank on Piccadilly	Unmet Demand Survey	No	To be carried out by licencing team	Head of Public Protection	Spring 2022

<b>Recommendation</b>	<b>Required to implement</b>	<b>Budget required</b>	<b>Funding Source</b>	<b>Action Owner</b>	<b>Timescales for delivery</b>
Forum to be facilitated between Taxi operators/drivers and representation from disabled groups to discuss how the taxis could better meet the needs of service users	Representation to be invited to the Taxi Association Forum	No	To be carried out by licencing team	Head of Public Protection	Nov/Dec 2021
<b>Total</b>		<b>£1.1m</b>			

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