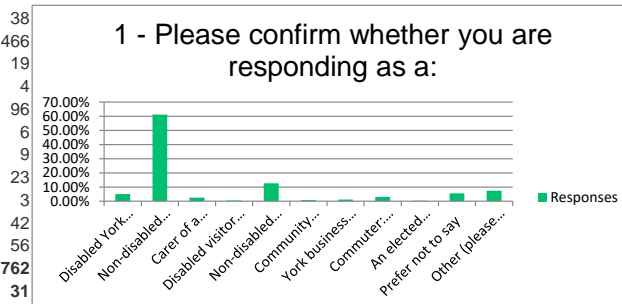


**Summary of the consultation taken from the worksheets in this spreadsheet.**

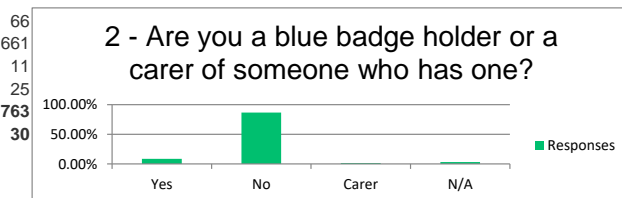
*In total there were 793 responses, of which 37 were hard copies sent in. Compared to other surveys, officers say this was a very good return*

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



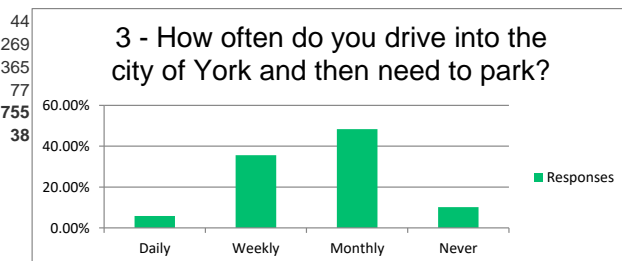
**Non-disabled disabled or carer of 73.75% 8.00%**

|                |            |
|----------------|------------|
| Yes            | 8.65%      |
| No             | 86.63%     |
| Carer          | 1.44%      |
| N/A            | 3.28%      |
| <b>Answers</b> | <b>763</b> |
| <b>Skipped</b> | <b>30</b>  |

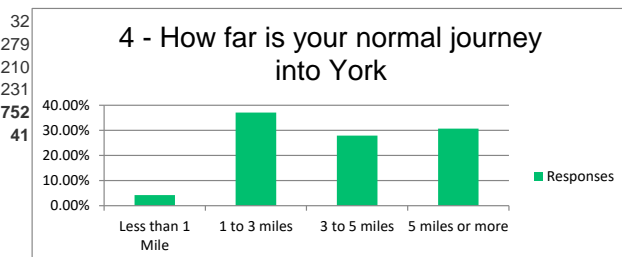


**Non-disabled disabled or carer of 86.63% 10.09%**

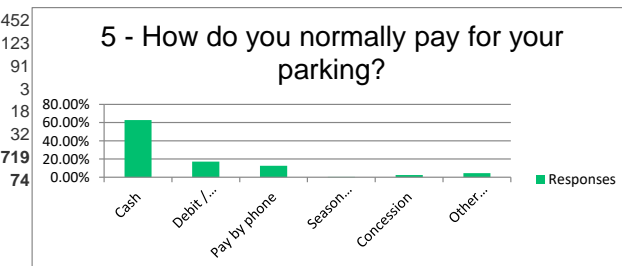
|                |            |
|----------------|------------|
| Daily          | 5.83%      |
| Weekly         | 35.63%     |
| Monthly        | 48.34%     |
| Never          | 10.20%     |
| <b>Answers</b> | <b>755</b> |
| <b>Skipped</b> | <b>38</b>  |



|                  |            |
|------------------|------------|
| Less than 1 Mile | 4.26%      |
| 1 to 3 miles     | 37.10%     |
| 3 to 5 miles     | 27.93%     |
| 5 miles or more  | 30.72%     |
| <b>Answers</b>   | <b>752</b> |
| <b>Skipped</b>   | <b>41</b>  |

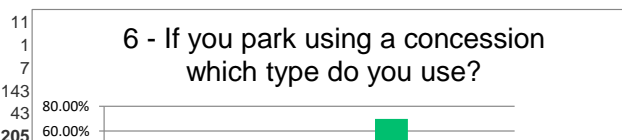


|                        |            |
|------------------------|------------|
| Cash                   | 62.87%     |
| Debit / Credit Card    | 17.11%     |
| Pay by phone           | 12.66%     |
| Season Ticket          | 0.42%      |
| Concession             | 2.50%      |
| Other (please specify)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



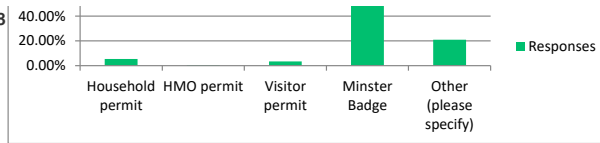
So from this we can assume that those paying by cash are the ones that were most motivated to respond to this, however with a just under 30% of responders paying by digital means this is still a reasonable number wanting to see the cash option available.

|                        |            |
|------------------------|------------|
| Household permit       | 5.37%      |
| HMO permit             | 0.49%      |
| Visitor permit         | 3.41%      |
| Minster Badge          | 69.76%     |
| Other (please specify) | 20.98%     |
| <b>Answers</b>         | <b>205</b> |



Skipped

588



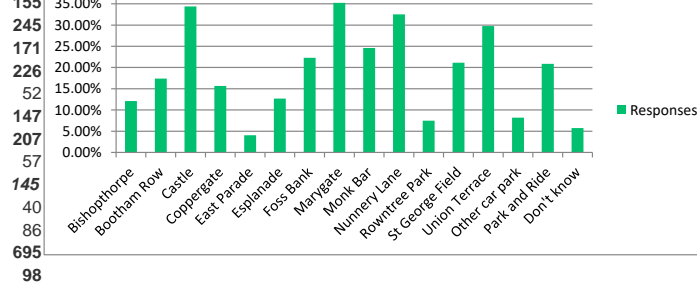
|                        |               |
|------------------------|---------------|
| Bishopthorpe           | 12.09%        |
| Bootham Row            | 17.41%        |
| <b>Castle</b>          | <b>34.39%</b> |
| Coppergate             | 15.68%        |
| East Parade            | 4.03%         |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

If you selected Other car park or Park and Ride

Answers: 695  
Skipped: 98

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

84



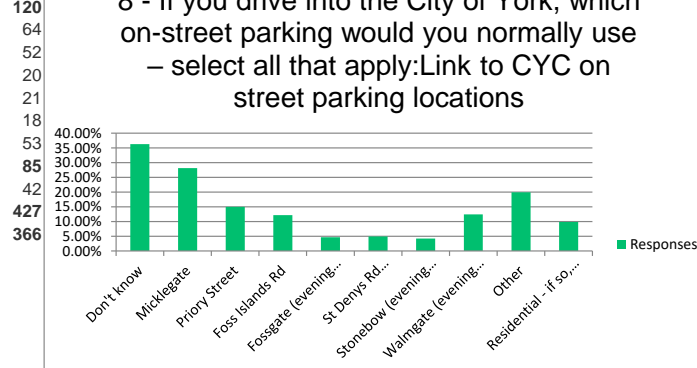
NB - Marygate is the most used car park from this survey that is cashless only

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

Answers: 427  
Skipped: 366

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

155

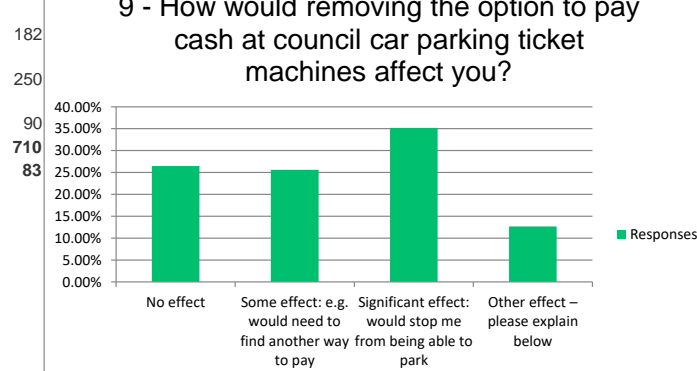


|   |        |
|---|--------|
| No effect   | 26.48% |
| Some effect: e.g. would need to find another way to pay   | 25.63% |
| Significant effect: would stop me from being able to park | 35.21% |
| Other effect – please explain below                       | 12.68% |

Answers: 710  
Skipped: 83

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

188



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

Summary of comments

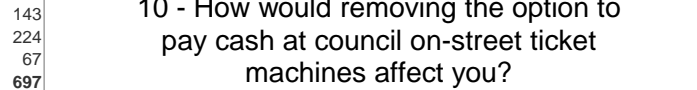
Also comments about helping them to budget by paying in cash.

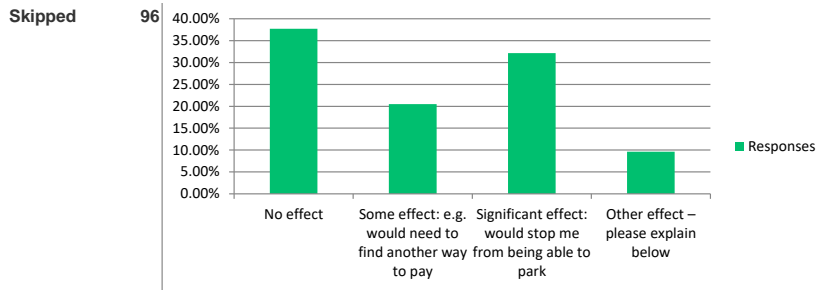
|   |        |
|---|--------|
| No effect   | 37.73% |
| Some effect: e.g. would need to find another way to pay   | 20.52% |
| Significant effect: would stop me from being able to park | 32.14% |
| Other effect – please explain below                       | 9.61%  |

Answers: 697

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

263



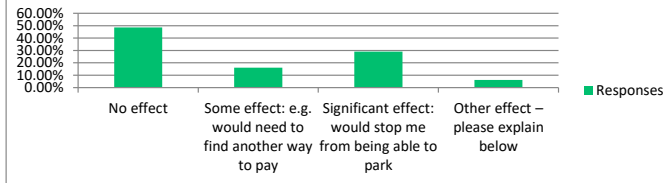


**Summary of comments**

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

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

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



**Summary of comments**

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

|                |            |
|----------------|------------|
| Yes            | 21.16%     |
| No             | 73.58%     |
| Don't know     | 5.26%      |
| Tell us why    |            |
| <b>Answers</b> | <b>704</b> |
| <b>Skipped</b> | <b>89</b>  |

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



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

|                 |            |
|-----------------|------------|
| <b>Answered</b> | <b>385</b> |
| <b>Skipped</b>  | <b>408</b> |

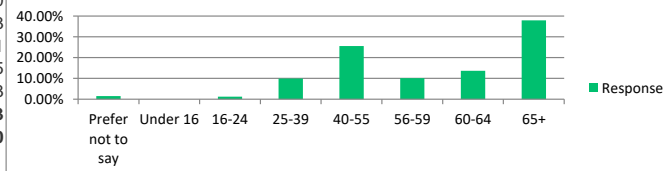
**Summary of comments**

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

**Equality questions**

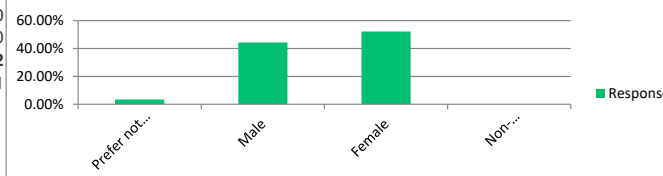
|                   |            |
|-------------------|------------|
| Prefer not to say | 1.49%      |
| Under 16          | 0.00%      |
| 16-24             | 1.24%      |
| 25-39             | 9.93%      |
| 40-55             | 25.56%     |
| 56-59             | 10.17%     |
| 60-64             |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

**Your age: (please select the appropriate range)**

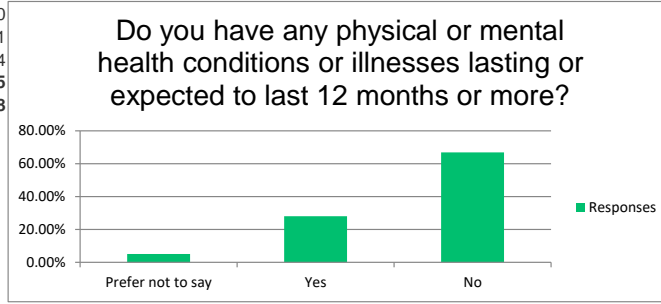


|                           |            |
|---------------------------|------------|
| Prefer not to say         | 3.48%      |
| Male                      | 44.28%     |
| Female                    | 52.24%     |
| Non-binary/Gender Variant | 0.00%      |
| <b>Answers</b>            | <b>402</b> |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

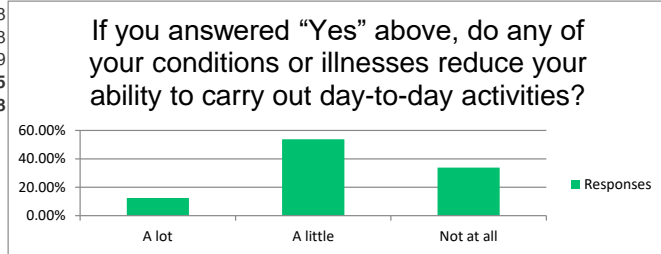
**Your Gender:**



|                   |        |            |
|-------------------|--------|------------|
| Prefer not to say | 5.06%  | 20         |
| Yes               | 28.10% | 111        |
| No                | 66.84% | 264        |
| <b>Answers</b>    |        | <b>395</b> |
| <b>Skipped</b>    |        | <b>398</b> |



|                |        |            |
|----------------|--------|------------|
| A lot          | 12.41% | 18         |
| A little       | 53.79% | 78         |
| Not at all     | 33.79% | 49         |
| <b>Answers</b> |        | <b>145</b> |
| <b>Skipped</b> |        | <b>648</b> |



|                   |        |            |
|-------------------|--------|------------|
| Prefer not to say | 4.37%  | 17         |
| Yes               | 32.39% | 126        |
| No                | 63.24% | 246        |
| <b>Answers</b>    |        | <b>389</b> |
| <b>Skipped</b>    |        | <b>404</b> |

