

Local Transport Strategy

Consultation Final Report
July 2024

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Introduction

How We Got Here

In October 2023 City of York Council's Executive committed to public engagement on a new set of transport visions and policies for the city. Discussions between members, officers and stakeholders led to the definition both of 10 "Policy focus areas" and the use of an online platform for this engagement.

The Ten Policies Being Consulted on

These ten policies offer the first opportunity in over a decade to view the City as a whole, and create a network of accessible routes which reflect both York's heritage but also its role as a thriving place to live, work, study and visit.

DRAFT

1. Shape a city that is accessible to everyone

So that everyone, including young people, women, disabled people and anyone with a protected characteristic, is able to access all the facilities which they need, and all areas of the city, and its villages, have accessible, reliable and affordable bus services to key destinations.



Policy Idea 1.1

To provide Blue Badge parking spaces near to where people want to go, including the footstreets centre of town and across the villages. Our target is to have Blue Badge parking spaces as close as possible to key locations, ideally within 150m (over level surfaces, for example without barriers). See also Policy 1.5 on seating.

Policy Idea 1.2

To provide a range of types of cycle parking as close as possible, and ideally with 50m, of places people want to go. This includes the city centre and across villages, plus at employers, leisure sites, training, education etc. In addition, we aim for at least 5% of our cycle parking to be accessible for non-standard cycles including family cargo cycles, trikes, recumbent cycles and cycles with trailers, and for all cycle parking to be accessible for disabled cyclists.

Policy Idea 1.3

Accessible design. Our target is to develop walking, wheeling and cycle networks which are usable by wheelchair users, mobility scooter users, riders of adapted

cycles and family/cargo bikes, while ensuring safety for those with sight loss. This will include removing barriers and improving the number and quality of dropped kerbs.

Policy Idea 1.4

To provide accessible public transport. We will work with operators and passengers to improve accessibility of public transport for everyone, and to increase the amount of accessible seating on buses. We will also continue to work with taxi and private hire providers, using licensing policy to increase the number of wheelchair accessible taxis and private hire vehicles in York. We will also continue to improve bus stops and shelters to improve personal security (e.g. by providing adequate lighting levels). We will work with the rail industry to improve the accessibility of York and Poppleton stations, and to make sure that the new Haxby rail station is fully accessible.

Policy Idea 1.5

We will aim to provide seating at 50m intervals within the footstreet area and across villages and the routes to them, to allow people to rest during their journeys.

2. Improve walking, wheelchair access, wheeling and cycling



So that cycling, walking and wheeling become more attractive and offer better alternatives to the car.

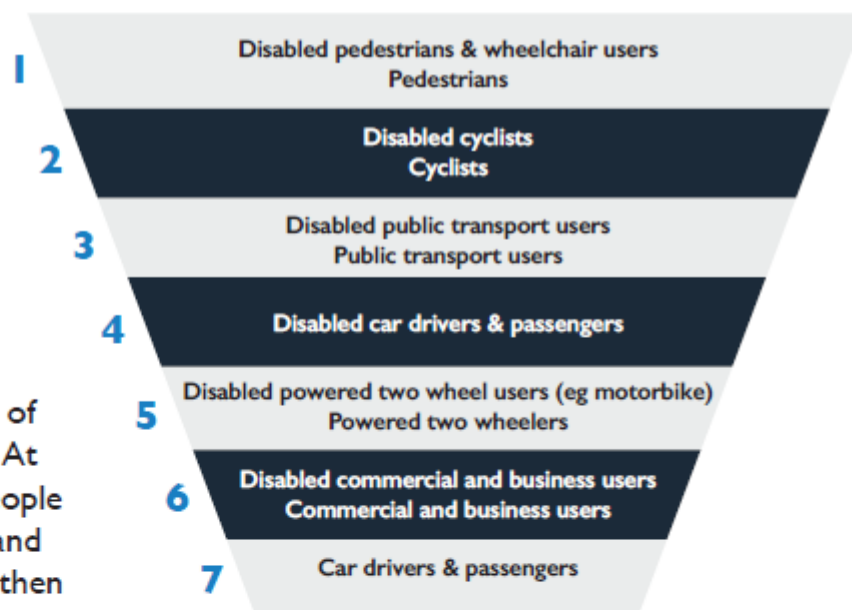
Key to this will be creating a continuous network of safe and high-quality cycle, walking and wheeling routes, and giving all active travel users greater priority on roads and at junctions. Effectively integrating new modes like e-bikes into York's transport network will also be important. These changes will achieve a doubling of active travel journeys by 2030.

Policy Idea 2.1

To make sure that York's Transport User Hierarchy, first adopted in 1989, is used in all project designs, policy decisions and funding allocations. Accessibility will be considered collectively as per policy focus area 1, as well as within and at the top of each mode of the hierarchy. At the top of each mode are people walking, followed by cycling and public transport passengers, then car drivers.

Policy Idea 2.2

To work with partners including the disabled community, property developers, employers and environmental groups, to create a network where walking and wheeling have priority. This network will offer



Accessibility is considered collectively as well as within and at the top of each mode of the hierarchy

safe, high quality continuous routes to the city centre, across ages, schools, colleges and places of employment. Our ambition is for this network, once complete, to join up the whole city.

Policy Idea 2.3

To develop a programme of upgrades to walking, wheeling, wheelchair user and cycle crossings on all parts of the priority network. This will include greater priority and reduced delay at crossings with signals; countdown signals at major crossings; priority at crossings of side roads (including providing either dropped kerbs or tables to allow level crossing); removal of barriers and guardrails, and significantly improved pavement maintenance. At first, we will improve crossings at all junctions on the inner ring road, other routes in the heart of the city centre (e.g. Piccadilly, Rougier Street, Tower Street) and in the district centres.

Policy Idea 2.4

To seek funding to comprehensively upgrade the city centre footstreets area to provide continuous level surfaces, clearly marked to show where vehicles are and are not permitted. Narrow, uneven, poorly drained or sloping pavements will be rebuilt.

Policy Idea 2.5

To work with partners including the disabled community, cycling and environmental groups, developers and employers to create a well-connected cycling network. Our ambition is for this network to be comprehensive and joined up, and offering routes to and through the city centre, and to district and village centres, and schools, colleges, places of employment and other places where people want to go.

Policy Idea 2.6

To upgrade cycling facilities on all parts of the priority cycle network, to include continuous cycle lanes, segregated where appropriate; priority at traffic signals; make roundabouts safer for cyclists, and regular maintenance to make sure that surfaces, signs and markings are safe. The first step in this process will be to draw up our 'Movement and Place plan' (see policy idea 6.1) and seek funding to upgrade key missing links and problems on cycle routes, with the aim of creating a connected network.

Policy Idea 2.7

To offer community support. We recognise that some groups of people face greater barriers to walking, wheeling and cycling. We want to identify the barriers (such as lack of cycle parking, lack of confidence) and work with these communities to make sure that everyone has equal access to walk, wheel and cycle. We will assess the existing facilities and include audits for disabled people in assessments of existing facilities and design of new facilities.

Policy Idea 2.8

To support the development and use of e-bikes, and where appropriate, expand micro-mobility options such as e-scooters to complement other modes of transport.

3. Shape healthy places

To encourage physical activity ensuring that all communities in York are inclusive, feel safe and offer all the facilities which people need on a daily basis within easy reach whether walking, wheelchair, cycling or using a wheelchair, cycling or using a wheelchair. We will improve district centres so that more of their shopping, work and leisure needs can be met without having to travel by car. We will improve public spaces in York to help us adapt to the needs of people with mobility, hearing or sight loss. We will improve street lighting, surfaces and the quality of the environment in York. We will improve broadband access so that all people can work, study and shop online.

Policy Idea 3.1

To review each area of York, including all villages and district centres, and aim to make sure that they have all key facilities within walking, wheelchair, wheeling or cycling distance. Part of this review would include designing public transport routes offering access to facilities if longer journeys are required.

Policy Idea 3.2

To explore how we can provide each village or district centre with a communications, mobility and delivery hub for parcels. These hubs could also include facilities such as toilets, safe cycle storage, pushchair, mobility scooter and cycle hire and repair workshops.

Policy Idea 3.5

To provide safe streets. We will look at how traffic measures such as 'Home Zones' could create safe streets for wheelchair users, walking and cycling. The Local Cycling and Walking Infrastructure Plan, safety audits and resident consultation will help us identify the streets and communities that need intervention. We will encourage new developments to include safe streets from the start of any project design and reflect these safe streets in the wider Movement and Place Plan.

Policy Idea 3.6

To seek to eliminate all fatalities and serious injuries on York's roads. Sometimes called a 'Vision Zero' approach, this means using new technology, encouraging behaviour change, increasing enforcement and use of legislation. We will work with partners, such as North Yorkshire Police, and stakeholders to use the appropriate and proportionate tools available to reach this goal.

Policy Idea 3.7

To require larger scale transport schemes and infrastructure projects to complete Health Impact Assessments, to ensure health benefits of their schemes are considered and maximised.

Policy Idea 3.8

Our approach to transport planning for the future will use the 'Decide and Provide' approach. By this, we mean setting out what we want to achieve, assessing what travel needs that will generate, and providing the infrastructure needed to help us achieve our goals. This will help maximise sustainable transport options for all new housing developments and strategic sites.



4. Improve public transport

So that all areas of the city have reliable public transport access will be extending the bus network to provide effective and reliable early and late bus services when people need them, and increasing the frequency of bus services – in some areas providing bus rapid transit services or park-and-ride services. We will also work to upgrade bus services to play a local role or support our wider goals. This will result in a 50% or greater increase in bus services by 2030, it will also enhance the city's ability to protect its future.

Policy Idea 4.1

To work with bus operators to create a connected network of bus services, accessible to as many residents and visitors as possible, and providing services at weekends and at night. We will seek funding for and set challenging targets to increase bus services and make sure that all low-income areas are supported. We will ensure that all new housing developments (of 10 or more houses) are designed with access to frequent bus services for residents as soon as possible after first occupancy. We will consider other ways of providing accessible bus services to residents, including franchising, if it is not currently possible to achieve the desired network of support.

Policy Idea 4.2

To use urban design and network management to increase the reliability

commuters. We will develop Park & Ride sites as access hubs for local communities and villages and for buses and coaches travelling between towns. We will use all tools available, including infrastructure design, network management, route planning and car parking charges to increase use and maximise the reliability and efficiency of these services.

Policy Idea 4.5

To develop a rail strategy that will guide our approach to rail investment and priorities within York, with the aim of increasing passenger numbers on rail services and identifying opportunities for improved or new routes and services.

Policy Idea 4.6

To ensure that the redesign of York railway station makes it more sustainable, better able to support wheelchair users, walking, wheeling, cycling and bus use, and reducing the need for car use. We will ensure that Poppleton and the new station at Haxby are at the centre of effective walk/wheel/cycle/bus networks.

Policy Idea 4.7

To encourage journeys that include a range of transport options, using all opportunities to improve interchange

facilities across the bus network (such as providing cycle parking and shelters) and work with partners to explore tickets options available across a range of transport services and operators. We will also work with operators to provide space for cycles, wheelchairs and mobility aids on buses and trains.

Policy Idea 4.8

To develop a fares policy that will apply to all road-based public transport, which encourages and rewards frequent use with tickets that are affordable for young people and low-income households.

Policy Idea 4.9

To work with the taxi and private hire suppliers to deliver greater numbers of wheelchair accessible, low emission vehicles in York.

Policy Idea 4.10

To consider the idea of a 'Park & Sail' service on the River Ouse, for example using Rawcliffe Bar Park & Ride to offer a place to leave your car before travelling into or out of town by boat.



5. Safeguard our environment by cutting carbon, air and noise

We will encourage the take-up of electric vehicles because they have no tailpipe emissions. However, we know that simply converting existing internal combustion engine trips to electric vehicle trips will not meet our Climate Change targets, reduce air quality and health sufficiently. We will also aim to reduce the absolute number of car miles travelled.

Policy Idea 5.1

To continue to expand public electric vehicle (EV) charging points, working with the private sector, developers and others, to keep pace with the demand for public charging, by commuters, visitors and residents without access to residential off-street charging. This will continue the work of our existing EV Charging Strategy.

Policy Idea 5.2

To use the powers available to local authorities to further encourage the uptake of electric vehicle and hybrid replacement of petrol and diesel - e.g. parking charges dependant on the type of vehicle for resident's parking schemes.

Policy Idea 5.3

To review the current Bus Clean Air Zone (e.g. to make sure it covers large and heavy commercial vehicles) if required to meet air quality targets. We will consider taking action in locations

used to support the environment – for example through sustainable drainage, or actions to reduce heat increase in urban areas.

Policy Idea 5.8

To work with York's tourism and visitor sector to maximise sustainable transport use by visitors – both for reaching York and travelling around the city on arrival.

6. Manage York's transport networks for Movement and Place



We will develop a Movement and Place Plan which reallocates road-space to create safe and connected networks for wheelchair users, walking, wheeling, cycling, public transport, cars and freight for residents, businesses and visitors alike - helping deliver York's economic and environmental strategies and draft Local Plan by making walking, wheeling and cycling more attractive and buses more reliable. The Movement and Place Plan will also identify how best to balance the needs of streets as travel corridors and as places where people live, shop, go to school and enjoy their leisure. It will facilitate all kinds of journey including trips to and from outside of the city and will recognise York's place in the wider region. A key to the Movement and Place Plan will be using York's new traffic models to minimise congestion, along with new ways to manage and construct highways to minimise their environmental impacts and work with partners to deliver any required interventions and schemes.

Policy Idea 6.1

To develop a Movement and Place Plan for York which identifies how best to balance demands on streets, which need to offer space as a way to travel and as places where people live, shop and play. We will include a clear plan for each mode of transport (such as private vehicles, freight vehicles, public transport,

emergency services, cycling, walking, etc.). As part of this Plan, we will carefully consider the future of the inner ring road.

Policy Idea 6.2

Identify the locations where a Movement and Place Plan could create opportunities such as the planned

improvement of the A1237 outer ring road, providing potential for a different approach to traffic in central York. In addition, we would look at where movement and place are most seriously in conflict, such as Gillygate, and design schemes to take early action which are consistent with the Movement and Place Plan.

Policy Idea 6.3

To meet the council's statutory duty to avoid, eliminate and reduce road congestion. We will also commit to tackling air pollution, maintaining accessibility for disabled transport users, and promoting and prioritising the use of walking, wheeling, cycling and public transport.

Policy Idea 6.4

To make travel safer for wheelchair users, pedestrians, wheelers and cyclists, putting in place 20mph as the default speed limit for all roads through residential areas (including new developments), near schools, in villages and at shopping areas and parks.

Policy Idea 6.5

To maintain our highways (including wheelchair use, walking, wheeling and cycling routes) to ensure they meet the priorities outlined in York's transport hierarchy. Our overall aim is to manage risk to all users, minimise disruption and delay, and increase the reliability of the network.

Policy Idea 6.6

Take a 'Decide and Provide' approach to infrastructure improvement schemes, which is based on designing roads for a preferred future. We will look at the travel needs the proposed changes will generate and put together a development plan to achieve this. We will only consider road capacity schemes if they reduce pressure from sensitive parts of the transport network, or after all other options have been explored. We will work with developers to obtain funding to create sustainable travel networks to and from new developments, as outlined in the draft Local Plan.

Policy Idea 6.7

To future proof our transport network to account for new technologies such as self-driving vehicles and drones.



7. Reduce car dependence

We will provide safe and complete networks so that alternatives to car are the obvious choice for a proportion of transport users, enabling those who have to use a car about more easily. We will make it easier for shops and business, while encouraging changes which could be made by sustainable transport. New developments will be planned so that public transport are the obvious choice. We will encourage behavioural change by supporting alternative transport modes, for example, through incentives. These changes will reduce the number of cars on roads by at least 20% by 2030.

Policy Idea 7.1

To encourage walking, wheeling and cycling to school and work where possible, by working with schools, developers and employers to help create travel plans, improve signage, and look at other ideas aimed at encouraging active travel. We will develop case studies to show how many people can easily live less car dependent lives – often reducing their expenditure on transport and being more active in the process.

Policy Idea 7.2

To encourage businesses and organisations operating within the city to travel more sustainably (for example, introduce staff or school travel plans, sustainable transport options to business parks, cycle lockers for businesses). We will work with developers and businesses

parking needs, and sets parking charges which will make it more attractive to use Park & Ride or the bus, or to walk, wheel or cycle instead. We will set council managed car park supply to satisfy requirements for essential journeys to the city centre, and take steps to enhance the quality of that parking provision.

Policy Idea 7.6

We will keep reviewing our Residents' Parking Scheme to ensure it delivers our policy and works to the benefit of all residents. Residents parking schemes allow you to park in your community, and they could be extended to cover all areas of the city, with an aim to reduce non-residents using residential streets for long-stay parking. On-street car parking may need to be moved to create space for bus and cycle facilities (in line with the council's adopted hierarchy of road users see Policy Idea 2.1). Where this results in a dedicated disabled bay needing to be moved the council will provide an alternative car parking space within 150m (or preferably less) of their

home, with an accessible route between the resident's home and the disabled car parking bay. We also will work with blue badge holders to do the same where possible.

Policy Idea 7.7

To review the parking spaces in private ownership within 400m of the city centre, and engage with owners to encourage safe, accessible patterns of use that meet the aims of Policy idea 7.5, as well as the wider aims of the transport strategy.

Policy Idea 7.8

To adopt standards for maximum levels of parking provided in new property developments which meet the objectives of this Local Transport Strategy and the draft Local Plan. We will also encourage developers to reduce parking provision to below these maximum standards when considering planning applications.

Policy 7.9

To share sustainable transport options and developing travel plans.



8. Improving freight and logistics

So that York's businesses have efficient access for their supply goods and services, while at the same time reducing the impact goods vehicles on carbon emissions and damage to heritage.

Policy Idea 8.1

We will work with the incoming mayor of the York and North Yorkshire Combined Authority to create and put in place a freight and logistics strategy that works towards net-zero emissions, as well as improving air quality; safe movement; working in partnership; protecting assets and buildings, and effective freight management and movement. Within the strategy we will develop and implement different plans for long distance, local and last-mile journeys.

Policy Idea 8.2

To reduce the number of delivery vehicles travelling in to the footstreets area, we will look at providing facilities on the edge of our footstreets area where items being delivered and

9. Effective maintenance and enforcement and management of streetworks



So that the condition of York's transport networks enables the transition to greater use of sustainable transport. Enforcement of traffic rules and effective management of streetworks will be a key tool in achieving our stated objectives.

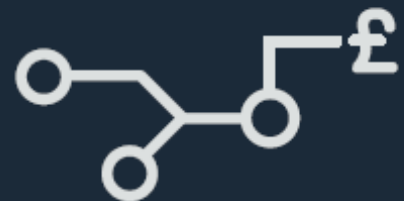
Policy Idea 9.1

We will work with the incoming mayor of the York and North Yorkshire Combined Authority to improve and maintain pavements, cycleways and the margins of roads used by many cyclists.

Policy Idea 9.2

We will carefully consider where better enforcement of traffic offences could improve traffic management in York.

10. Monitoring the transport network and financing the changes



So that the effectiveness of our policies can be monitored, and funding attracted to deliver York's new transport strategy as effectively as possible.

Policy Idea 10.1

We will work with the incoming mayor of York and North Yorkshire to access funding to deliver our vision of a transport system in York. We will work with the mayor to develop

a monitoring and appraisal system to assess the impact of our transport policies, and have a list of schemes for consideration by the Combined Authority and DfT for funding.

Aims & Objectives of the Consultation

Our Big Transport Conversation was launched at a time when transport issues dominated the headlines and political scene, from Westminster to Gillygate. Between the start of the engagement in November 2023 and publication of the new Strategy in July 2024 there were both York and North Yorkshire Mayoral and a UK General Parliamentary Election.

It also came during the creation of the new Combined Authority and when York had recently agreed a new Council Plan, setting out four key commitments for the city. These things combined meant that it was more important than ever to consult on transport, and ensure that the key commitments in the Council Plan are upheld.

These core commitments are:

Equalities and Human Rights - Equality of opportunity: We will create opportunities for all, providing equal opportunity and balancing the human rights of everyone to ensure residents and visitors alike can benefit from the city and its strengths. We will stand up to hate and work hard to champion our communities.

Affordability - Tackling the cost-of-living crisis: We will find new ways so everyone who lives here benefits from the success of the city, targeting our support at those who need it most, supporting communities to build on their own strengths and those of the people around them.

Climate - Environment and the climate emergency: We know the race to net zero is more urgent than ever and we will understand the impact our actions have on the environment. We will prepare for the future, adapting our city to extreme climate events and enhancing our environment for future generations to enjoy.

Health - Health and wellbeing: We will improve health and wellbeing and reduce health inequalities, taking a Health in All Policies approach, with good education, jobs, travel, housing, better access to health and social care services and environmental sustainability. We will achieve better outcomes by targeting areas of deprivation, aiming to level opportunity across the city.

The consultation unveiled ambitious transport objectives and how York could – with significant behaviour change – reach them.

The policies and consultation would need to cover every aspect of movement in the city, from tackling climate change and improving air quality, to traffic enforcement and freight movements, and offering alternatives to driving cars by improving networks for people to walk, wheel and use sustainable travel. It did not, however, go into specific detail on potential transport schemes.

Language – and the word ‘wheeling’

Clear, accessible wording was always going to be an incredibly important part of the consultation. Transport projects are complex and have historically tended to use technical language. But some phrases frequently used – for example modal shift, trip generators – are simply not engaging and interesting enough to people going about their daily lives. Our consultation needed to make transport relevant and interesting – we all do, after all, move around by some means.

The consultation also gave CYC an opportunity to raise an important issue around a phrase frequently used in travel projects. To encourage debate and discussion, we included the following invitation in the consultation materials:

In our documents you will see the word “wheeling”, which is a term used by organisations such as the Department for Transport and Active Travel England, and includes wheelchair users within their definition.

CYC recognises that wheelchair users have a unique set of mobility requirements. In using the term ‘wheelchair users’ in our materials, we are also including other users of wheeled mobility aids. We will therefore make reference to “walking, wheelchair users, wheelers and cyclists”.

Reach & Promotion

The first step was to map York’s communities and plan how to reach each one, adapting materials to suit particular interests. A Communications and Engagement Plan was written and followed, to ensure all audiences were reached, not just at the start but during the whole consultation period.

Some of these audiences and ways we reached them are listed below.

- Children & young people: a programme of school & college outreach work to go and speak to young people directly; utilising social media; working collaboratively with the Youth Council
- Disabled residents: a dedicated programme of activity included attending in-person events with CYC Access Team, going to visit groups rather than asking them to see us. Online materials were fully accessible and a variety of different formats (Easy Read, large print etc) were available and used
- Commuters: to better understand commuter choices, we used social media advertising to target non-York specific media outlets. We also

worked with major employers and partners in North Yorkshire, West Yorkshire and East Riding to help share our materials

- Businesses: existing networks were utilised, including presentations to the Tourism Advisory Board, taxi trades, and a dedicated online seminar
- Specifically for the two major trip generators in the city, the hospital and universities, we worked with the internal comms teams to share the consultation, and also visited the hospital to talk in person to staff and patients.

By using an online consultation tool, Citizen Space, we were able to monitor responses during the consultation period and our in-house team able to make sure that we could target any specific communities or areas that had not responded.

Throughout the consultation period, in addition to Citizen Space, a wide range of tools were used:

- Media work – press releases, engaging with journalists
- Social media posts – Facebook, LinkedIn, Next Door, Twitter/X, Instagram, with messaging tailored to the different styles and audiences. In total, the reach was over 100,000 people
- Paid advertising on Facebook, to a 15km radius around York, targeting commuters. For a £500 spend, we achieved a 82,244 reach, 46,465 post engagements and 44,099 video plays
- Libraries and Explore centres – all York's libraries had posters, flyers and a paper version of the consultation
- The Explore Mobile Library team offered a 'ride along' where we attended sessions in rural villages
- Sharing posters and materials with all Members and Parish Councillors
- Working with the Communities team to reach groups, lunch clubs
- Attending disability groups
- Ward Committee meetings
- Presenting to existing groups such as York Cycling Campaign, Environment Forum, Tourist Advisory Board
- CYC's newsletters – to residents, businesses, schools
- Adverts on bus stop screens
- Over 93 hours of face to face engagement events in locations across York and its villages

Reports produced to date (March, May)

Following the closure of the consultation on 4 February 2024, several rounds of reporting have been completed:

- 14 March 2024: a summary report of the consultation was issued to Executive as Annex B here:
<https://democracy.york.gov.uk/ieListDocuments.aspx?CId=733&MId=13937>
- Later in March we also issued an email 'thank you' to those who had taken part via Citizen Space
- 21 May 2024: a further report was taken to the Economy, Place, Access and Transport Scrutiny Committee, where various aspects of the responses were discussed

The report can be read here:

<https://democracy.york.gov.uk/ieListDocuments.aspx?CId=1063&MId=14745>

And a webcast recording viewed here

<https://www.youtube.com/live/Nubi3hZn6pk>

Sharing the results with other CYC workstreams and directorates

The ten policies being consulted on in Our Big Transport Conversation crossed over several areas of work within CYC. This includes the Local Cycling and Walking Infrastructure Plan (LCWIP), Bus Service Improvement Plan (BSIP), plus Enforcement and Access teams. The results of the consultation have been anonymised and shared internally with teams working on several of these directorates, to ensure that what we've learnt is used in other areas.

Consultation Methodology

Accessibility & inclusivity

From the outset, the consultation was created around a fundamental basis; that it would be engaging, interesting, and informative. It would encourage a wide audience to take part, and convey the importance of improving the transport network for a city of over 200,000 residents. This consultation offered one of the first opportunities to portray the transport system in York as a network, and explain to residents how the ten policies could potentially offer improvements for all, even if they don't use a particular mode of transport.

A key priority was to provide fully inclusive and accessible language and materials, to ensure that no matter how or where someone wanted to take part, they were able to. The Communications and Transport teams worked closely with the Access Officer to ensure that not only were printed and online materials accessible, but that the consultation went out to meet and listen to disabled residents.

York also has a thriving economy & education sector, and it was important to ensure these communities were also heard, so again, a programme of outreach was launched.

An Equalities Impact Assessment was written and included;

- Encouraging broad participation from the many different people, groups and organisations who currently do, or have potential to, use York's transport infrastructure
- Increasing representation that encourages as many diverse voices as possible to share their experiences
- Being fully accessible, so that everyone who wants to contribute should have had the opportunity and means to do so.

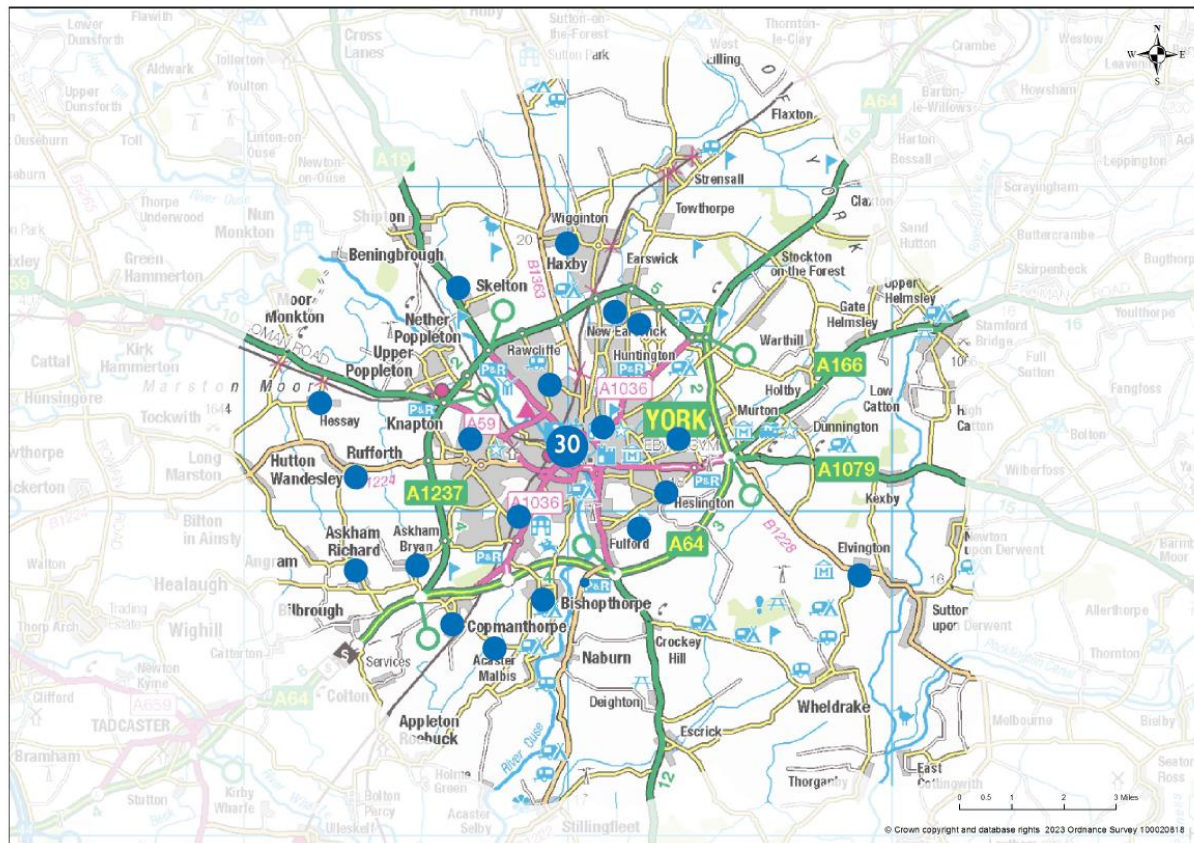
To support delivery of the consultation, stakeholder mapping within CYC was updated and various Council teams were involved in ensuring messages were shared with as many residents and businesses as possible.

Materials were also made available in a variety of formats, including Easy Read and large print. Paper copies of the shortened questionnaire were distributed via the libraries and Explore network. CYC's Customer Service team was also on hand to pass on messages. We also made a dedicated email address available and

received 137 emails (either direct, or to Councillors who sent them on for responding to and logging). Every email received a tailored reply

Offline engagement

As detailed in the 'reach and promotion' section above, a significant and proactive programme of activity was drawn up for the consultation. Offline engagement formed a key part of this and the map below shows the locations of all events held in person:



Map showing locations of in-person events. '30' represents city centre and online events where attendees came from all wards/areas of interest

York is a diverse city and while many people do have access to the internet and are happy to respond online, we wanted to reach those who might not have considered responding otherwise. This included visiting libraries with a pop up stand, and starting conversations with visitors around their experiences of transport. We also attended lunch clubs and disability groups to ensure a variety of voices were heard; often these sessions were only loosely structured, to allow conversations to flow freely and for people present to feel they could say

what they wanted to. At events such as the Deaf Café, we ensured a BSL interpreter was there to ensure we did not miss any part of the conversation.

Reaching young people was also a key priority and as is frequently found with consultations, the online responses were quite low from under 25s. To combat this, we got in touch with several schools and York College and arranged to go and see students to talk to them directly. In several primary schools we held joint assemblies with the CYC Road Safety Teams and encouraged the students to tell us their experiences of moving around the city, as well as their aspirations. We chose primary schools in different areas to allow us to get feedback from rural areas as well as larger villages.

At York College, the student liaison team kindly arranged for us to talk to nearly 100 students in one day. We met with students who have different travel needs, and talked to them about their choices and options in life, and how the existing transport network does or doesn't support them.

We also held a series of events in the centre of York, at the Friends Meeting House on Friargate. This venue was chosen as it is fully accessible, with accessible toilets. The events were held during week days and weekends, and during working hours as well as evenings, to ensure as many people as possible could visit and talk to the consultation team. They were well attended and the Executive Member for Transport also attended many of them, giving residents a chance to speak directly about their concerns.

The CYC Communities team also ensured that we attended all Ward Committee meetings that were requested, and this allowed us to reach communities across the city.

We are very grateful to each of the following venues and organisations where we held events or met with residents, businesses & community groups;

Organisation Name
20s Plenty
Acomb Library
All CYC Parish Councillors
All CYC Ward Councillors
Bishopthorpe
Blueberry Academy
Brunswick Nurseries
Bus Forum
Clifton Library
Copmanthorpe Primary School
Copmanthorpe Ward meeting
Deaf Café
Deliveroo and couriers
Dringhouses and Woodthorpe Ward committee
Elvington and Wheldrake Ward Committee
EP Operational Delivery Group
Federation of Small Businesses
Fishergate and Fulford Ward Committee
Foxwood Community café
Friends of Rowntree Park
Fulford and Heslington/ Hull Road ward committee
Fulford School
Haxby Library
Heworth Ward Committee

Huntington Library
Live Well York
Low Traffic Futures
New Earswick library
North Yorkshire Council
Online seminar for city leaders and businesses
Our City Hub
Public drop-in (x 6)
Self Advocacy Forum
St Mary's Primary School, Askham Richard
Taxi trade
Tourism Advisory Board
University of York
Walk York
York Civic Trust
York Climate Commission
York College
York Cycle Campaign
York Environment Forum
York Explore Mobile Library
York Hospital
York Older People's Forum
York Youth Council

Online engagement

The scale and nature of the ten policies being consulted on meant that a comprehensive online tool was needed. After reviewing the market and meeting with several potential suppliers, a contract was awarded to Delib, the owners of Citizen Space, which offered mapping tools, industry-leading accessibility, and an ease of use for respondents.

CYC's Business Intelligence unit built and tested the consultation ahead of the launch.

The page was given its own dedicated URL – ourbigconversation.york.gov.uk – which allowed us to point all communications directly to the site. In addition, the information and link was presented on the regular CYC consultations web page.

In total, 1,342 people responded online and a further 34 sent in paper copies of the short version, which we inputted into Citizen Space, taking the total to 1376 respondents.

The pages had a clean look and feel to improve accessibility. Included in the home page were links to relevant documents, an explanation of the work that had proceeded this consultation, and a list of events taking place. This was updated throughout the consultation period to include new events. The home page also gave contact details of where to ask if people had

Below you can see how the consultation looked:

The screenshot shows the top navigation bar of the City of York Council website. On the left is the City of York Council logo. In the center are navigation links: Home, Find activities, and Mailing list signup. On the right is a search bar with a magnifying glass icon. Below the navigation bar is a dark blue header with the text 'Our Big Transport Conversation'. The main content area is split into two columns. The left column has a section titled 'Overview' with a paragraph of text. The right column has a section titled 'Closes 4 Feb 2024' with a sub-section 'Opened 23 Nov 2023' and a 'Contact' section with a phone number and an email address.

City of York Council

Home Find activities Mailing list signup

Our Big Transport Conversation

Overview

Between November 2023 and early February 2024, we held a significant public consultation looking at 10 policies to deliver a more sustainable future for York's transport. The consultation is now closed. We are now analysing all the on- and off-line responses and will report on our findings; a summary will be presented to the March Council Executive meeting. We're grateful to everyone who took the time to comment, including those we met in schools, libraries, activity sessions, accessibility groups, and at our drop-in events.

Closes 4 Feb 2024
Opened 23 Nov 2023

Contact
01904 551550
ourbigconversation@york.gov.uk

Have your say

[Online Survey >](#)

Events

Drop-in event at Friargate Meeting House

From 8 Jan 2024 at 14:00 to 8 Jan 2024 at 17:00

[Add to my Calendar \(.ics\)](#)

[More information](#)

Drop-in event at Friargate Meeting House

From 10 Jan 2024 at 14:00 to 10 Jan 2024 at 19:00

[Add to my Calendar \(.ics\)](#)

[More information](#)

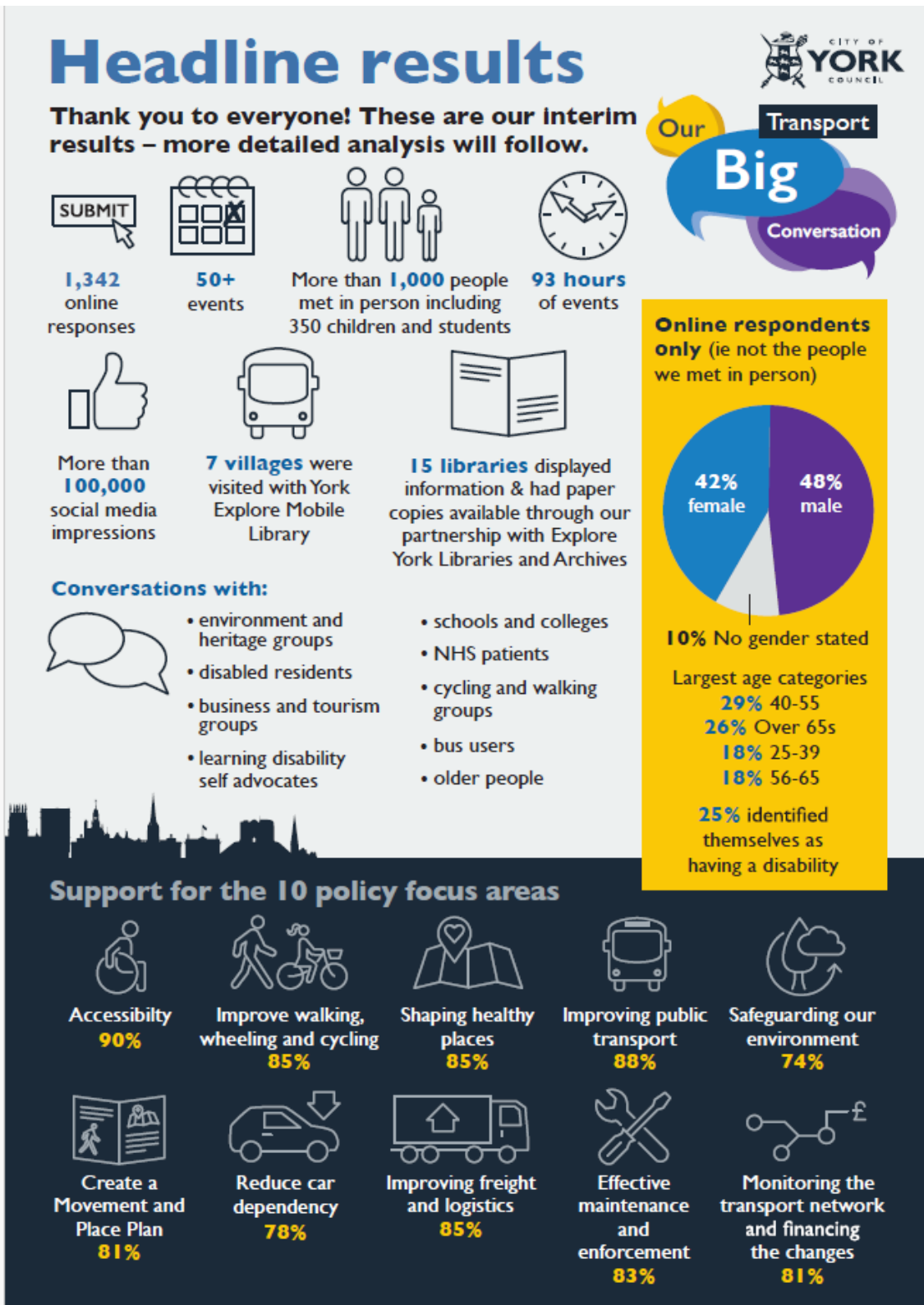
Drop-in event at Fulford & Fishergate ward meeting

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Consultation Results

The graphic below was issued in March to people who had responded via Citizen Space as a thank you for taking part in the consultation.

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A note on data analysis

Please note that the percentages in the graphic above show analysis of the first question in each policy area, asking for levels of support for the policy. In our

analysis of responses to provide the percentages above, we have excluded answers displaying 'not responded' and 'don't know'.

CYC is also publishing the full raw data set from the consultation. This raw data includes 'not responded' and 'don't know' answers.

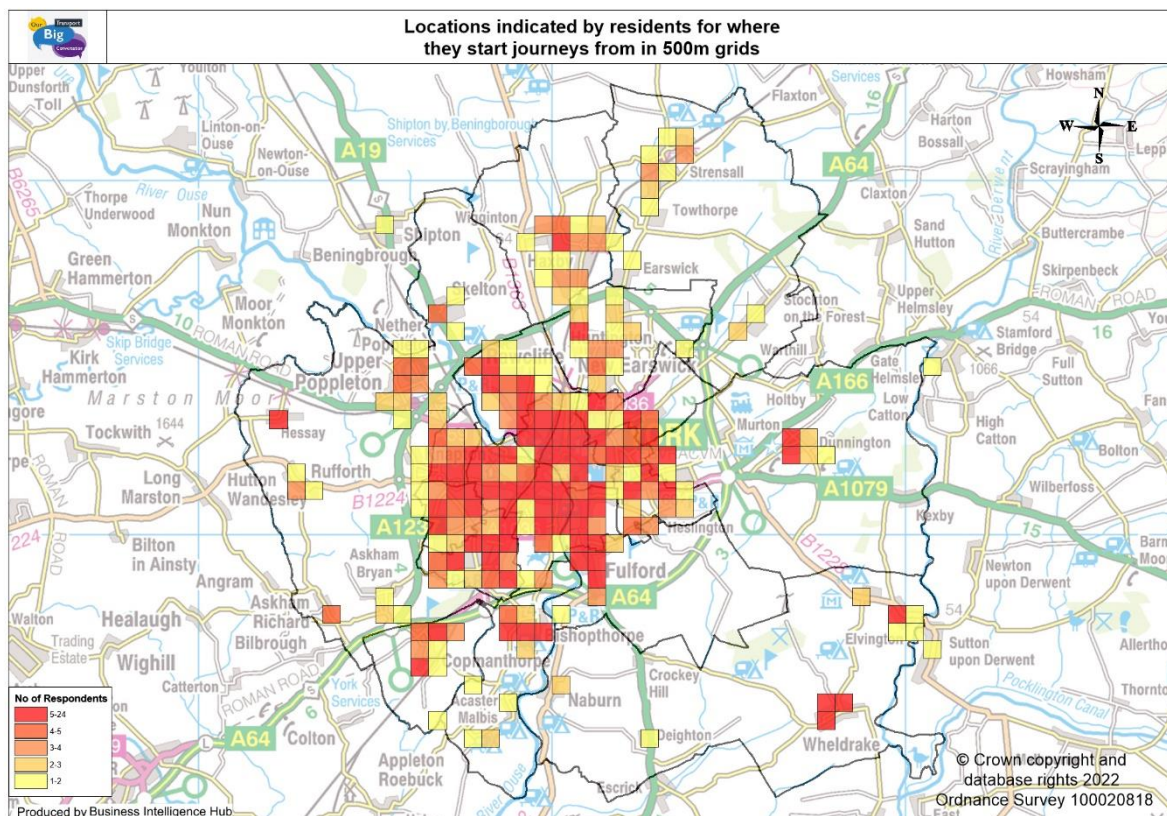
Summary of responses

There were two main sources of feedback from residents and businesses over the consultation period, and this paper brings them together for the first time. This report should be read in conjunction with the March and May reports.

In total, 1,342 people responded online and a further 34 sent in paper copies of the short version, which we have now input, taking the total to 1376 respondents. We also made a dedicated email address available and received 137 emails (either direct, or to Councillors who sent them on for responding to and logging). Every email received a tailored reply.

Where we have used direct quotes from the online responses in this report, we have not edited or corrected spelling and the comments are reproduced anonymously and verbatim.

A map showing the locations of respondents to the online survey is below



A list of all events and forums attended by CYC officers is below, and collectively reflects over 22 hours of in-person engagement.

We also wrote to all Ward and Parish Councillors, plus the local MPs, to offer materials to help promote the consultation in their area. The project team also worked with the CYC Communities Team to facilitate transport discussions at Ward Committee meetings, as well as attending many of the events listed below.

We also held a dedicated business / city leaders seminar via Teams and this was attended by 12 representatives from across the city.

We also received submissions directly from the following organisations:

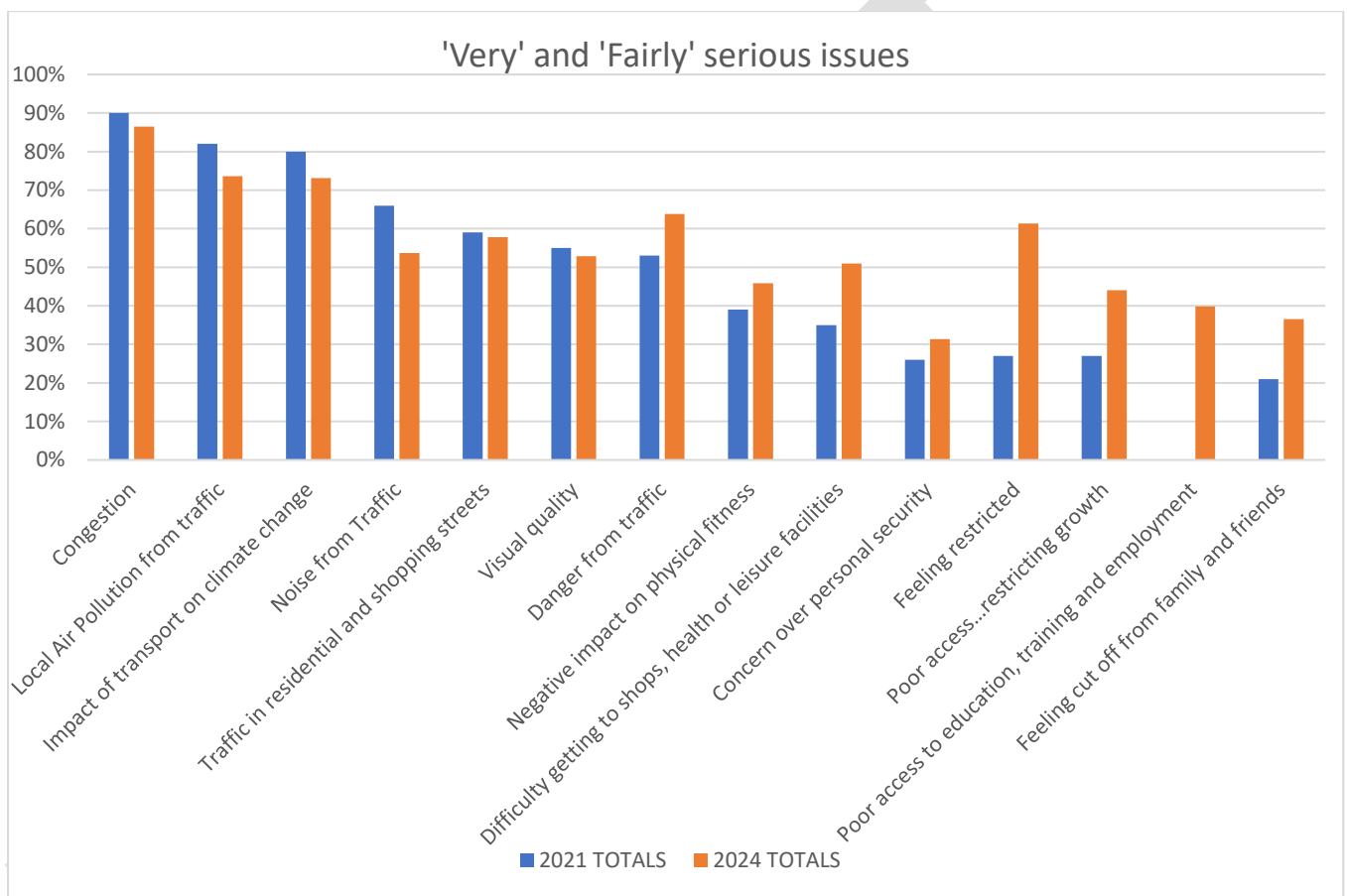
Organisation name
Clifton Ward Member
Clifton Without Parish Council
Confederation for Passenger Transport
Copmanthorpe Parish Council
Dunnington Parish Council
First Bus
Liberal Democrat Group
Sustrans
Trans Pennine Trail
Transdev
York Civic Trust Members
York Civic Trust TAG
York Disability Rights Forum

We also received five longer submissions from members of the public (ie not online survey or emails referenced above).

Benchmarking against 2021 questions

Our Big Transport Consultation, run over Winter 2023 and into early Spring 2024, was not the only consultation concerning transport that has been held in recent years. In 2021, a significant piece of work was done during Covid to assess people’s travel habits and needs in the city, and so we ensured that we repeated some of these questions in 2023/24 to evaluate any changes.

Analysis of the results of one of the key questions from the 2021 and 2024 surveys, “How serious do you think each of the following problems are in York?” yielded some important differences and results:



From this, we can see that:

- There was growth in concern for more local, social issues
- Congestion remains the topic of most concern, although it has fallen slightly [‘very’ or ‘fairly’ gone from 90% to 86%]
- **Top 3 issues remain the same; congestion, air pollution and impact on climate change**
- Danger from traffic risen from 23% to 29%
- Feeling cut off risen from 8% to 13%
- Sharing: in 2024 we split pavements and roads – total answer risen from 14% to 36%
- Difficulty getting to shops & facilities risen from 10% to 14%
- **Feeling restricted risen from 10% to 22.9%**
- Poor access for business risen from 9% to 15%

Policy by Policy result analysis

Policy 1: Shape A City Accessible to Everyone

The results for this section should also be read in conjunction with CYC’s work with York’s disabled residents, managed by independent consultants MIMA, working with the Centre for Applied Human Rights.

One of the key questions asked was ‘Do you feel safe, can you go wherever you want to go in York?’

I can’t cycle in safety into York or to anywhere out of my village. Walking in the village I feel quite safe. Walking in the city centre is congested at times and I have to be alert for bicycles [female, aged 60-64, online]

As a woman the city does feel very safe to walk around alone [female, aged 25-39, online]

- Traffic congestion is getting worse. The buses and bus routes are great **BUT** they become pointless when they get trapped by traffic. Main example of this is First Bus number 7 on Fulford Road. There needs to be better and easier ways to get into the city centre. The centre of the city is suffering due to lack of good car parks (castle car park needs resurfacing and spaces making clearer) and the car parks are expensive [female, aged 25-39, online]

Very difficult to walk between the villages around Haxby. On the whole walking/cycling in and out of York is very good. [male, aged 25-39, online]

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I walk everywhere despite a disability but find uneven pavements & cyclists in pavements v hazardous. Cars should not be allowed in the centre as they are hazardous. [female, aged 60-64, online]

I feel safe and can access everywhere I need to go however I do feel the freedom of choice is being removed from car users. There aren't enough adequate car parks to cater for visitors to the city. Bus routes could be improved so that multiple buses are not needed to cross the city. [female, aged 40-55, online]

I feel fairly safe. I walk most places and find York generally an easily walkable city. However, I worry about my health from regularly walking alongside polluting traffic. Especially when it is stationary due to congestion [male, aged 40-55, online]

In daylight I feel quite comfortable but wouldn't venture out alone at night. Buses to my area frequently don't arrive so any appointments within the city area I usually make by taxi. [female, aged 65+, online]

I am a person reliant on public transport for journeys greater than 45 mins length walking (one way) as a visually impaired person who cannot drive and does not feel safe cycling on York's roads [non binary/gender variant, aged 16-24, online]

There are also occasions that I need to use a car and I shouldn't be penalised for this. Traffic lights are poorly sequenced and could benefit from some smart technology to adjust sequences based on traffic volumes. Also roadworks are poorly coordinated and always take far too long to complete. [male, aged 40-55, online]

We can pretty much go where we want/need to, so feel ok for now [College age students, in person]

Communication with bus drivers can be difficult. Driver tried to communicate the need to pay before 9am, which was embarrassing for the passenger [Deaf cafe attendee, in person]

Screens on buses that display the destination and next stop are helpful, especially if travelling in an unfamiliar area. [Deaf cafe attendee, in person]

We also asked in this section about how accessible buses and trains are to everyone. In total, 67.95% of people said they do feel that buses and trains are accessible to them, and 23.3% said they do not.

Examples of comments made under this section are;

- “Either late or cancelled. Too expensive. Trains too crowded. But can be a great and relaxing way to travel when done right. Love not having to worry about parking. Bus drivers always friendly”
- “I use number 13 bus. Stops around 6pm and randomly changes the timetable to withdraw or merge busses and no service on Sundays”
- “Not enough buses and always delayed due to congestion and road works”

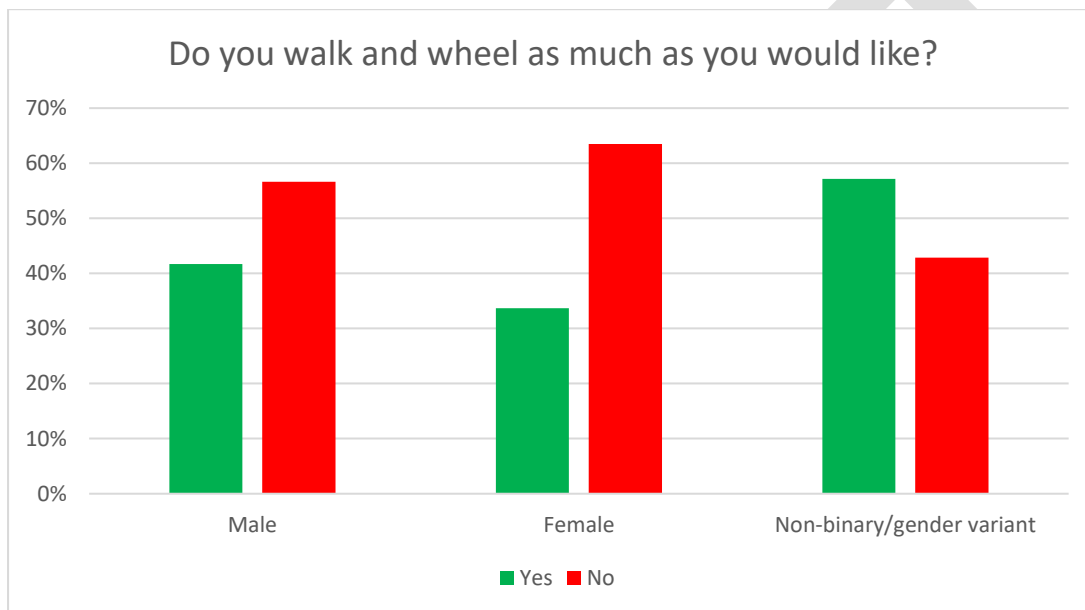
We have also analysed the results of comments in this section from people who indicated that they are disabled;

- I rarely take buses. I can usually get a seat when I do. The bus stops are 10 minutes walk from the house and the buses only really go to town. If I wanted to go to the hospital I would have to leave a good 2 hours before the appointment to have a decent chance to get there on time. Female, age 45-55, online
- Constantly arriving at times out of line with where they say on timetables/on the app - I live relatively near the start point for the bus journey and still it's reliably several minutes late. I'm autistic and this lack of predictability can be very frustrating. Non-binary/gender variant, age 16-24, online
- I don't use the bus because I'm worried I won't be able to get a seat (I'm pregnant and would need one). Female, age 25-39, online
- If the lifts are working in York Central Station. They are frequently not! Male, age 56-59, online
- inadequate wheelchair spaces on buses, reliant on the whim of drivers and pushchairs/buggies. Male, aged 56-59, online

Policy 2: Improving walking, wheeling and cycling

One question we asked sought to understand if people do want to walk or use a bike, wheelchair or other mobility aid more than they currently do. We asked, 'Do you walk, cycle, or wheel as much as you would like to in York?' and there were interesting differences between the genders, with both males and females saying they do not walk or wheel as much as they would like, but non-binary/gender variant people reporting that they do.

The starkest difference was in the female responses, with only 34% saying they do walk or wheel as much as they would like, and 64% reporting that they do not.



We also asked respondents to identify gaps in the walking and wheeling network and have analysed the responses based on a few different measures.

First, looking at respondents who told us they have a disability and within the city centre, clear pinch points were identified, particularly on Holgate Road; at the Railway Station; approaches to and from Lendal, Ouse and Skeldergate Bridges, and along Pavement and Stonebow.

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When we looked at all respondents, the Inner Ring Road can clearly be seen to be a significant area of concern for people seeking to walk, use a wheelchair or cycle:



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In addition to the pins dropped on the map, respondents also identified areas or topics of concern:

The whole of Acomb Road/Holgate Road is problematic - it goes through vibrant community areas but currently is very fast with insufficient crossing facilities. Unpleasant for mobile adults, it is impossible in places [Female, 65+ years old, online]

Crossing Blossom Street from Nunnery Lane to Queen's Street (a key route to the station) is another intimidating pedestrian desert - to be avoided if possible. The wait times are so long and the road is ridiculously wide. The whole junction needs to be redesigned to promote sustainable modes. [Female, 60-64 years old, online]

There needs to be a zebra crossing somewhere on York road in strensall. Parents and children crossing to get to school and back can really struggle to cross the road safely and it is dangerous [Female, aged 40-55, online]

It would be helpful for me to have more and better signposting in town for where footpaths and cycle routes are, and where they lead to. Many people including myself have to re-orientate repeatedly when mobilising to a new place, as York's roads and paths are (lovely!!) criscross and winding [Female, 40-55 years old, online]

Cars don't always wait for us to cross the road
[Learning Disability Self Advocate, in person]

Feeling rushed makes me anxious – I may have hidden disabilities and drivers don't wait
[Learning Disability Self Advocate, in person]

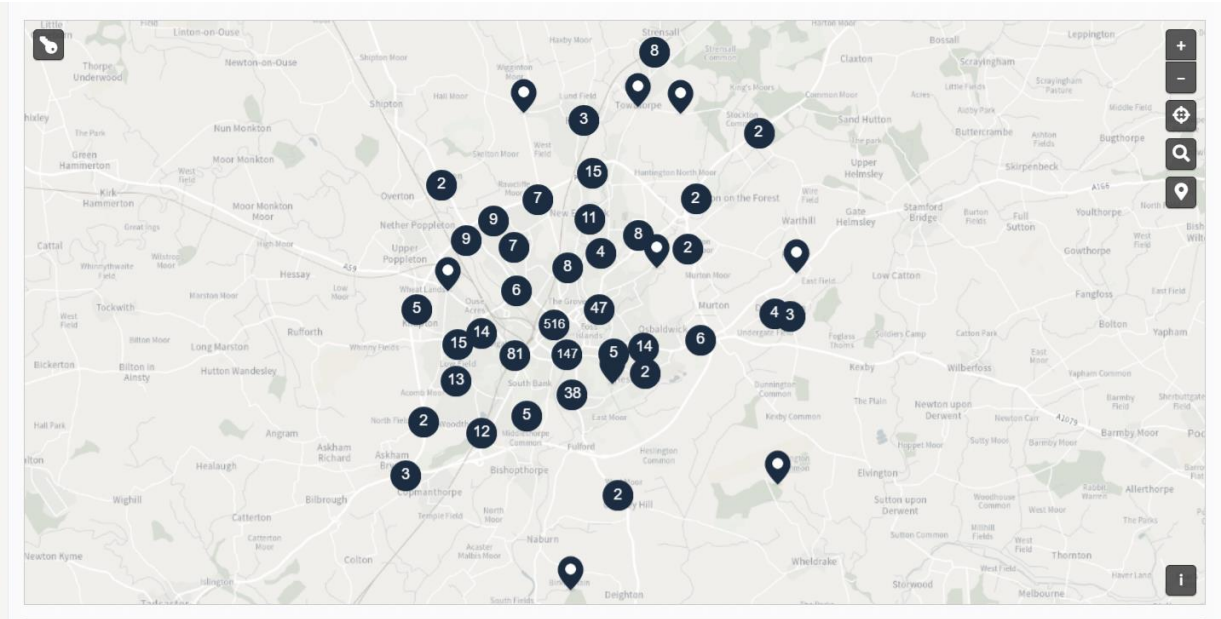
We need more routes and more ways that take us away from cars
[Primary school pupil, in person]

I am a person reliant on public transport for journeys greater than 45 mins length walking (one way) as a visually impaired person who cannot drive and does not feel safe cycling on York's roads
[non binary/gender variant, aged 16-24, online]

We also asked people to identify pinch points and areas of concern at road crossings.

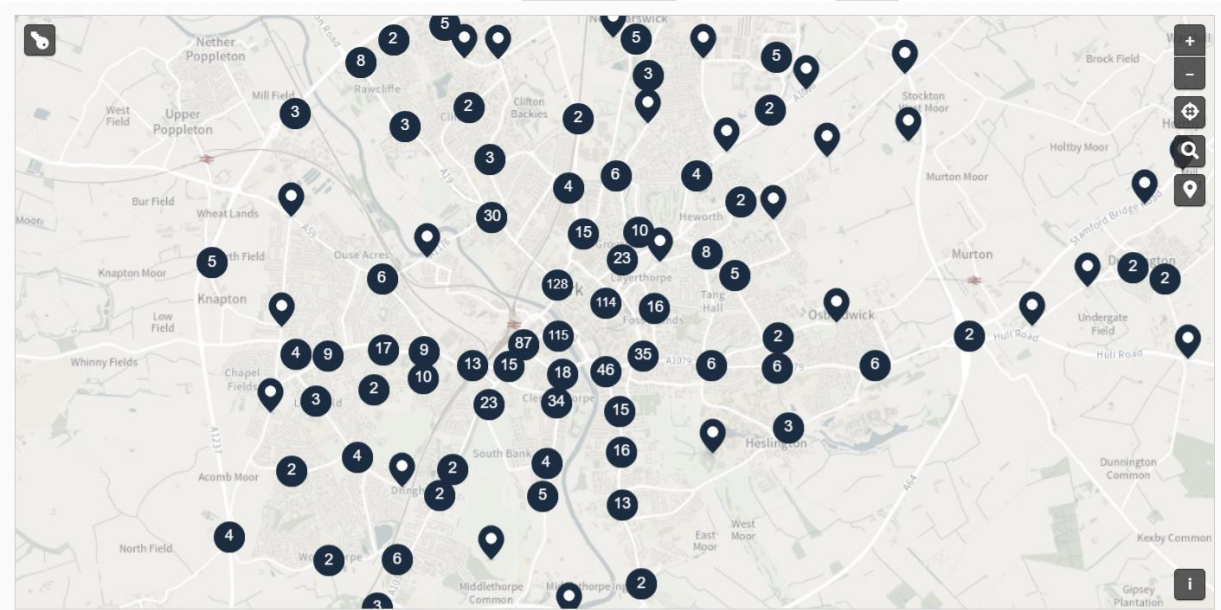
Responses to this question came in from across the CYC area. This data has also been analysed by our Local Cycling and Walking Infrastructure Plan team and has helped influence the report they are producing.

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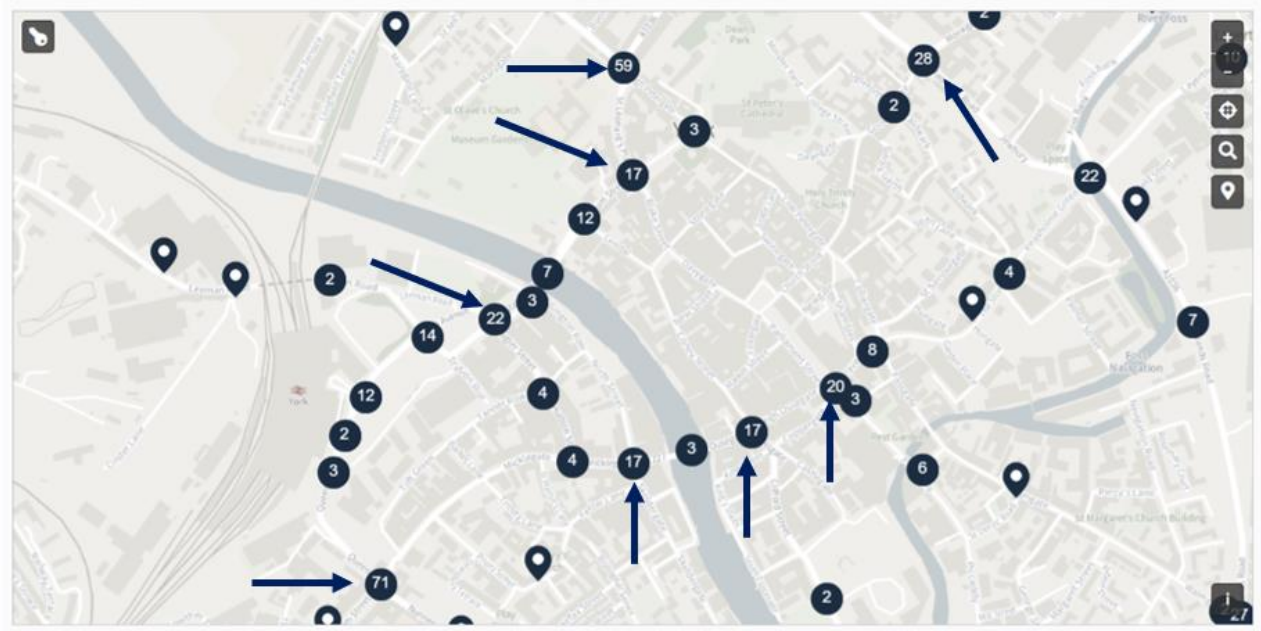
Looking more closely, we can see clusters of areas of concern on Acomb Road, outside the Railway Station, at Gillygate, Fishergate, and Walmgate Bar, among others:



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And looking at the footstreets in particular, respondents told us they have concerns largely around the inner ring road but also at the north and south ends of Ouse Bridge, around the Railway Station; Gillygate; and Blossom Street. We have identified some of the areas of greatest concern using arrows:

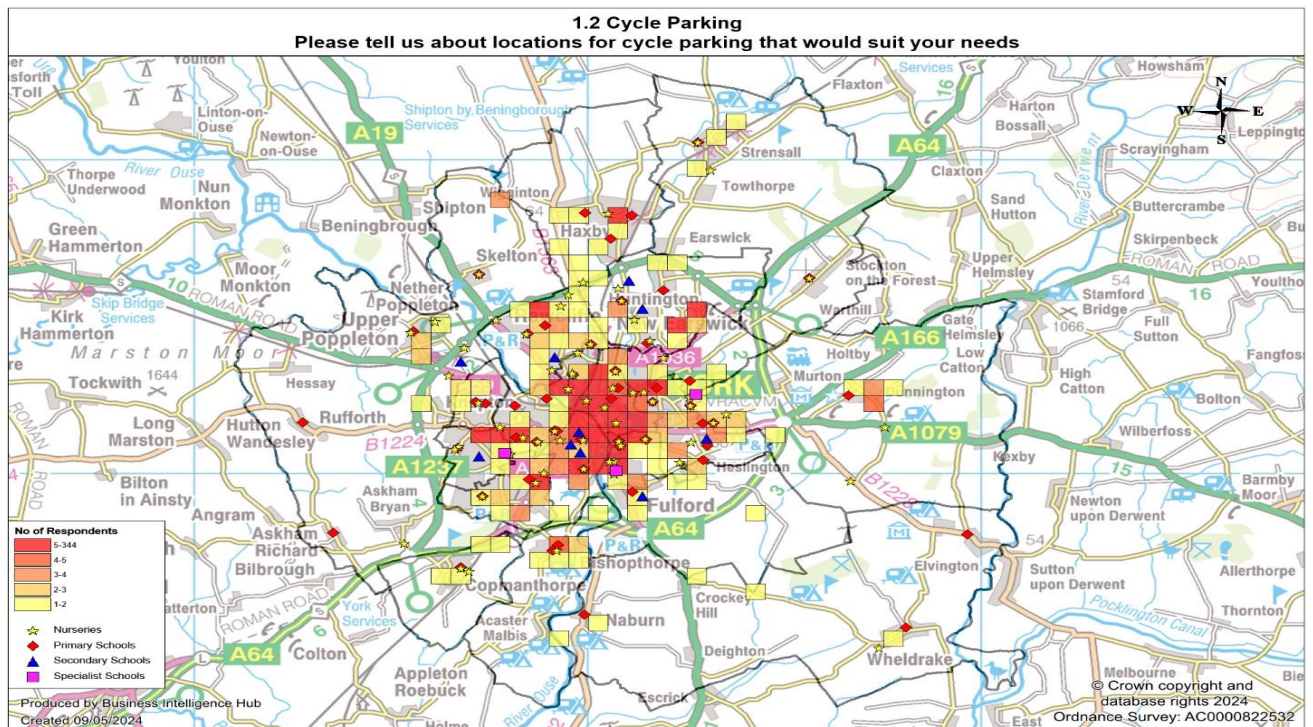
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We also know that encouraging more people to cycle in York is not just about the routes and physical condition of the roads they're travelling on; there must be secure, practical cycle parking. We asked respondents to identify areas of particular cycle parking demand, and in our analysis have also mapped this against locations of schools and colleges, which do of course have both pupils and students, but are also employers. In the map below, the darker red the square, the higher rate of responses were received.



Policy Area 3: Shaping Health Places

We were keen to hear from residents and businesses which other towns and cities they felt do a 'better' job to encourage and offer transport solutions. The results, from both online and in person, will help us gather information from these cities to learn from them.

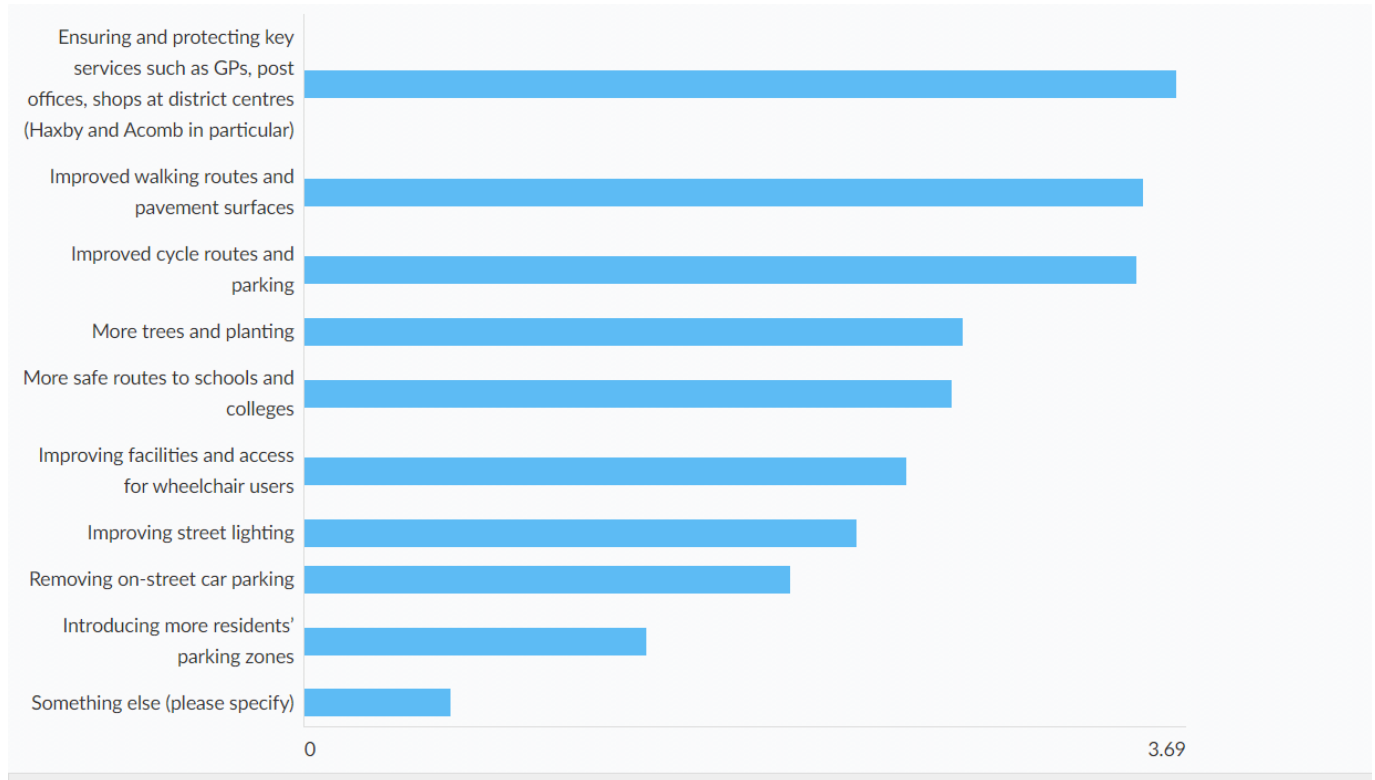
They are (in alphabetical order):

- **Amsterdam**
- **Anywhere in the Netherlands**
- **Anywhere with a tram network**
- **Bath**
- **Berlin**
- **Cambridge**
- **Copenhagen**

- **Edinburgh**
- **Ghent**
- **Leeds**
- **London**
- **Luxembourg**
- **Manchester**
- **Oxford**

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We also asked respondents to rank a list of priorities, so that we can identify how transport projects can help deliver better places to live. The answers were as follows:



We then asked residents to tell us any areas they felt could benefit from being made in to a 'Home Zone'. Among the answers were: Acomb; 'All streets where people live'; Fulford, and Heslington Road also received mentions. We did also receive comments that Home Zones should not be introduced, but these numbered 26 out of 163 responses.

Policy Area 4: Improving Public Transport

Throughout our consultation, public transport – particularly buses – was the main topic of conversation, across online and in person events.

Timetables are really important but the buses aren't reliable so you can't use them

[College student, in person]

Some students attendance is at 75-80% due to cost of travel. Some parents have to choose whether to spend money on going to work or send their children to college

[College tutor, in person]

When we start to choose our apprenticeship placements we'll have to think about how to get there. It can take 2.5 hours each way to get to a placement

[College student, in person]

Lots of people with learning disabilities live in and around Haxby and would like to use the bus more

[Learning disability self advocate, in person]

We need to get more people on buses so that there's fewer cars

[Primary school pupil, in person]

People with disabilities also should be provided with a reliable and accessible transport system.

[Male, aged 25-39, online]

In the development of Park and Ride sites to become transport hubs, disabled people must be forefront. Inclusive design principles clearly demonstrate that if you get it right for disabled people you get it right for everyone else

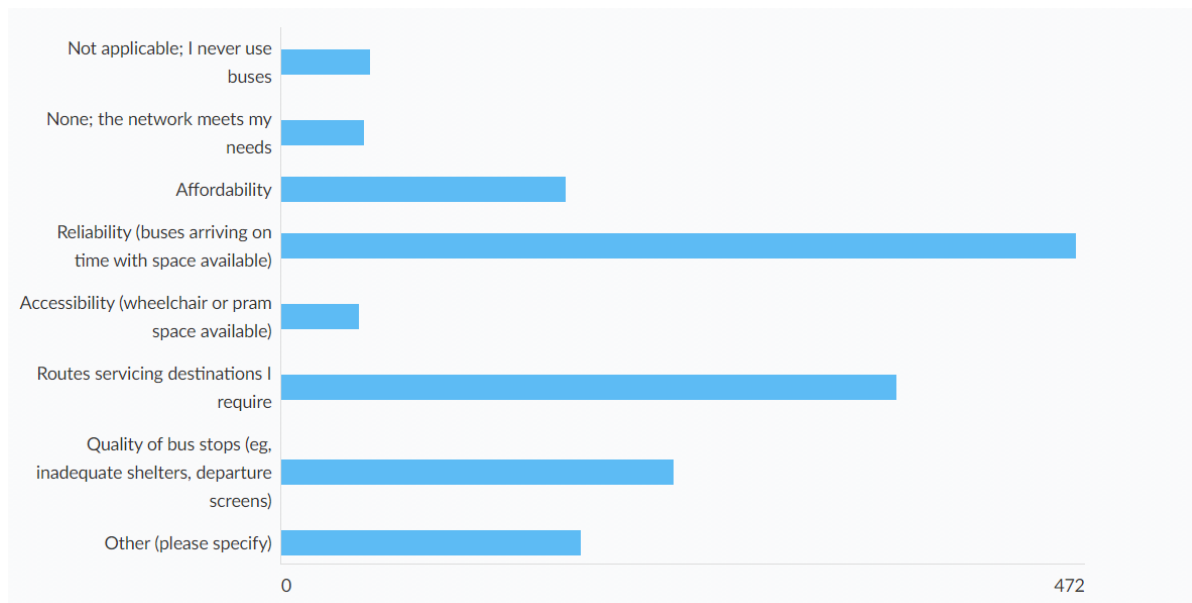
[Disability rights submission]

Whilst multi-modal journeys are to be encouraged for those for whom this is possible, it must not come at a further cost to disabled passengers on bus and rail who already experience access difficulties as a direct result of where the carriage of cycles is permitted

[Disability rights submission]

We asked people online to help identify key issues they face when trying to use public transport. The results were as follows – with routes and affordability being the key

areas of concern:



Under 'other' responses, key issues can be summarised by:

- Not enough services from the village to York, late night service got removed so limited with times of day we can travel
- Poor timetable, not regular enough, not at times needed to use for regular commute to work. No evening or Sunday services
- Tied to reliability, they are generally stuck in car traffic a lot
- Timing at night, and feeling safe on a night bus
- Departure screens, where provided, need to be accurate and show actual, not timetable times always
- Exposure to the weather, especially when it's wet or cold
- Lack priority over vehicles meaning they get caught up in peak-time traffic and do not provide a viable alternative to driving
- The lack of integrated through ticketing - different operators and fares. Multi-service trips becoming tricky etc

We also met with business leaders in the city, including hosting our own seminar online and presenting to the Tourism Advisory Board. Key comments from these groups were:

- As an employee, you make a choice; one example was to get a train from Garforth to Leeds is a third of the price of Garforth to York. So choosing where to work – transport has an impact
- Younger generation can't afford car insurance so are having to rely on public transport and have to make a decision about where they work – are we making York less economically attractive?

- Example given of Castle Howard; many of their seasonal (and younger) staff come from far away, but the first bus to the estate arrives at 10am. We've had to model our shift patterns around bus timetables
- Hospitality staff often need to get home late at night and can't do this via public transport
- Allowing overnight parking at the Park and Ride would undoubtedly help visitors leave their cars outside York
- Many major events are well managed and are good for the city, the economy, and for industry. But some don't go well and cause gridlock. Coordination of major players is key. Need to keep cars away! Need to plan well ahead with all stakeholders
- "We should position York as the green tourism city"

We also asked people about their experiences booking accessible taxis in the city, and there were many examples of people not being able to get where they needed or wanted to go, due to a lack of a suitable vehicle:

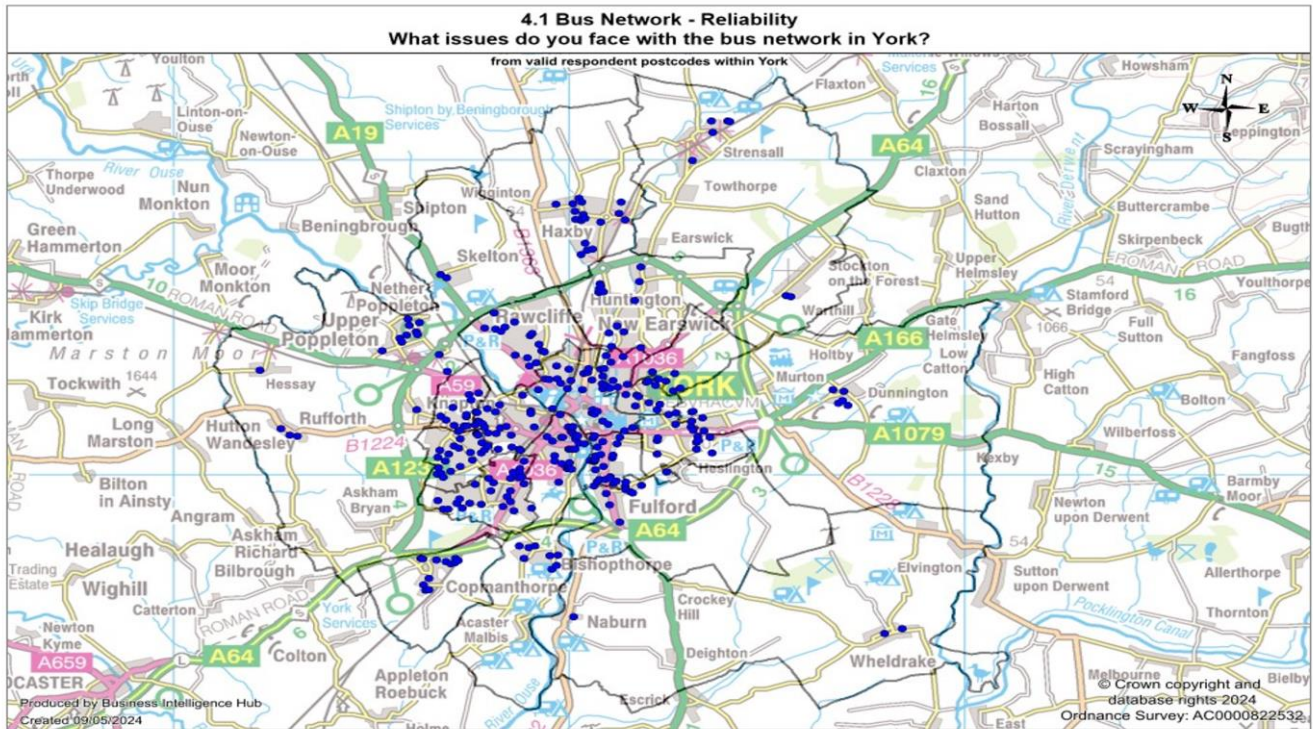
My friend has an elderly mother who can only leave her residential care home by wheelchair taxi. It has proved impossible for her to join family celebrations as there have been no taxis.

[Female, aged 25-39, online]

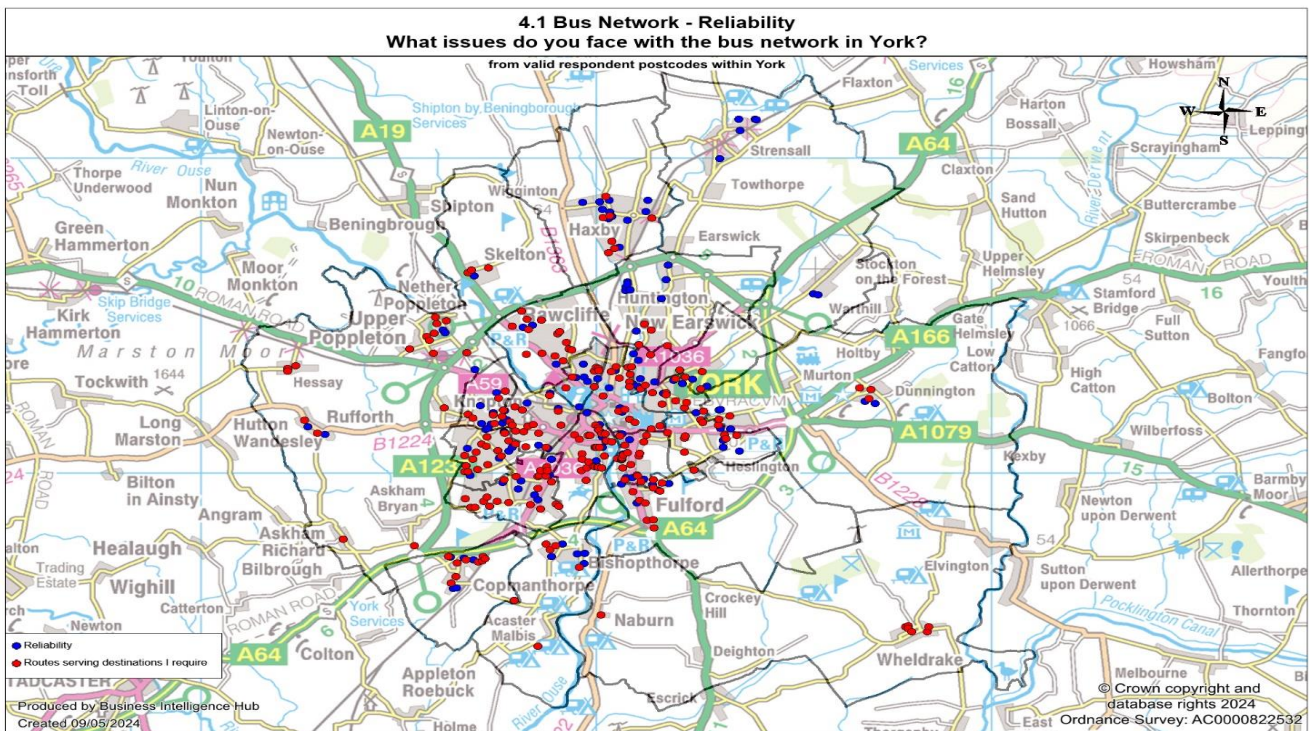
Although I don't personally use a wheelchair I know people who are very limited in their social activities because they can't get taxis with wheelchair access. For example, on a Sunday, the service is almost non-existent so people dependent on wheelchairs cannot get out much at all.

[Female, aged 65+, online]

We also mapped the postcodes of people who said that they have issues with bus reliability in York, with the blue dots below showing clusters of respondents:



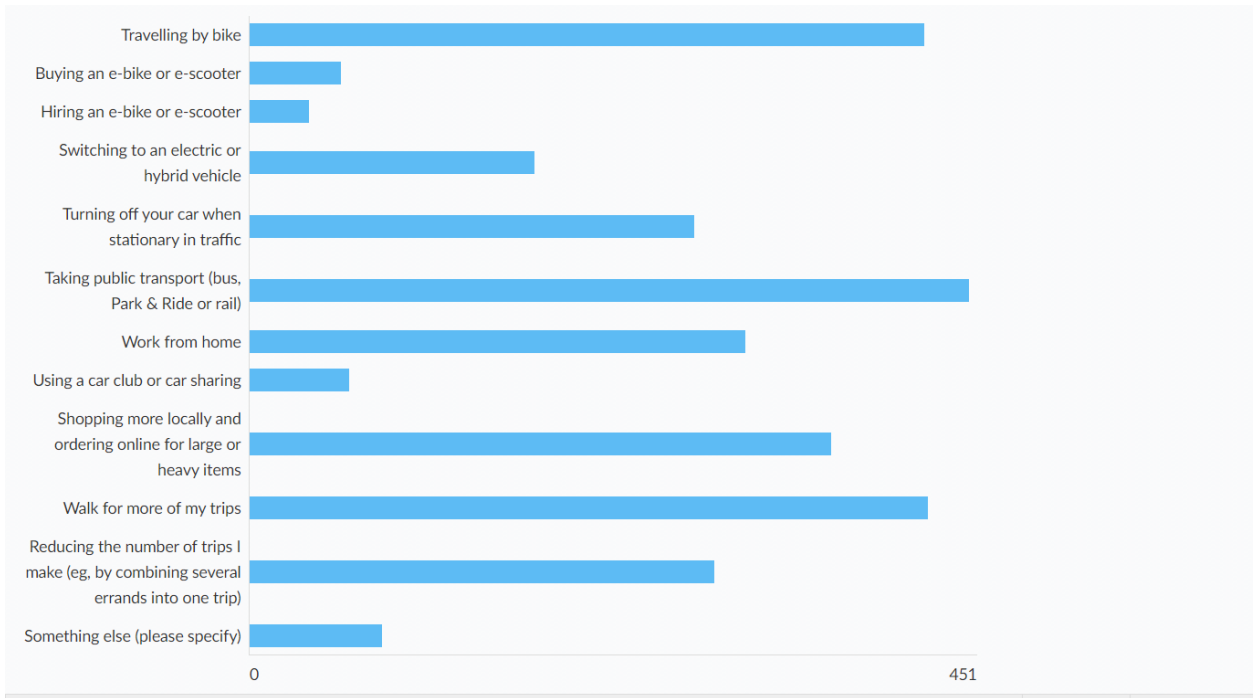
Throughout the consultation period, both at in person events and online, we received large numbers of comments about the bus network. In our analysis we have mapped the postcodes of respondents who identified issues, and the map below shows their geographical clustering. The blue dots represent issues of reliability, and the red dots, issues over routes serving destinations people need. York's suburbs, outer areas and rural villages can clearly identified:



Policy 5 – Safeguarding our environment by cutting carbon, air pollution and noise

Please note this section should also be read in conjunction with the results of the recent Air Quality consultation

Residents told us that they have already made steps to reduce their impact on the environment:

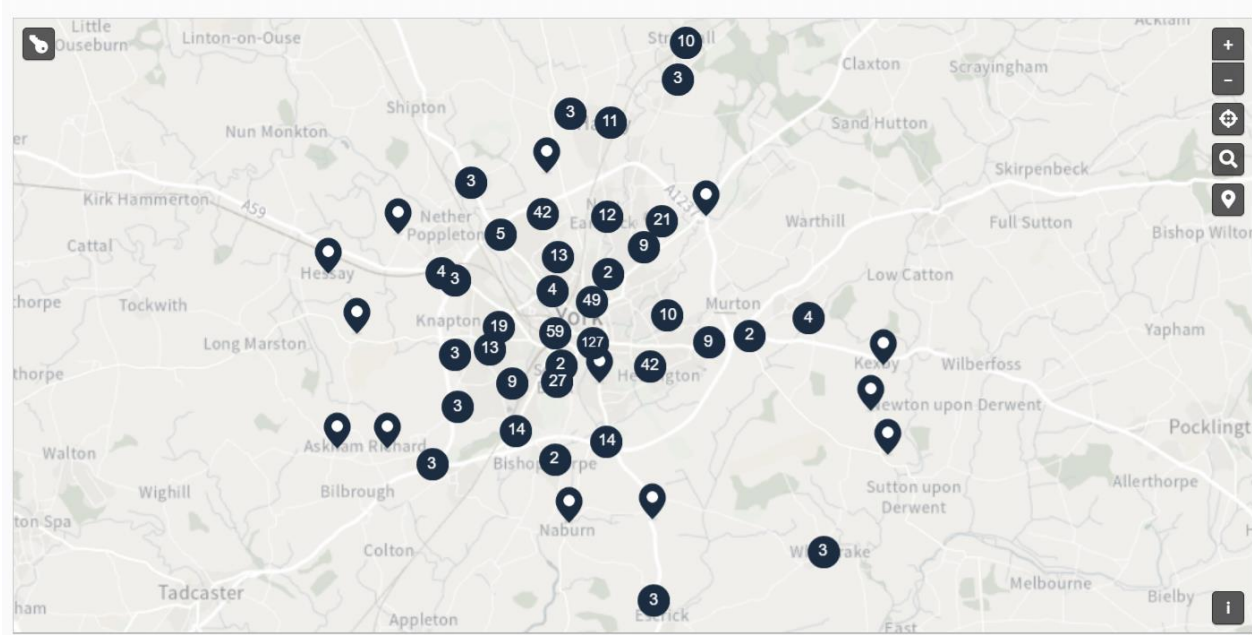


But some residents did raise caution:

- “I have actually gone backwards, I was car free for environmental reasons for 3 years. I have had to buy a car and use it to commute as rail travel isn't an option anymore”
- “Walk when I can but infrequent or no buses some days means I use car more than I want to”
- “This question annoys me. It suggests it's the residents that are at fault for too much car use.
Until there is a bus service available, or safe cycle routes, or a walking route or a P&R service that doesn't stop half way through the evening, what viable alternatives do residents have?”
- “I would love to switch to an electric vehicle but in our terraced street there are no charging facilities and nowhere to install any”

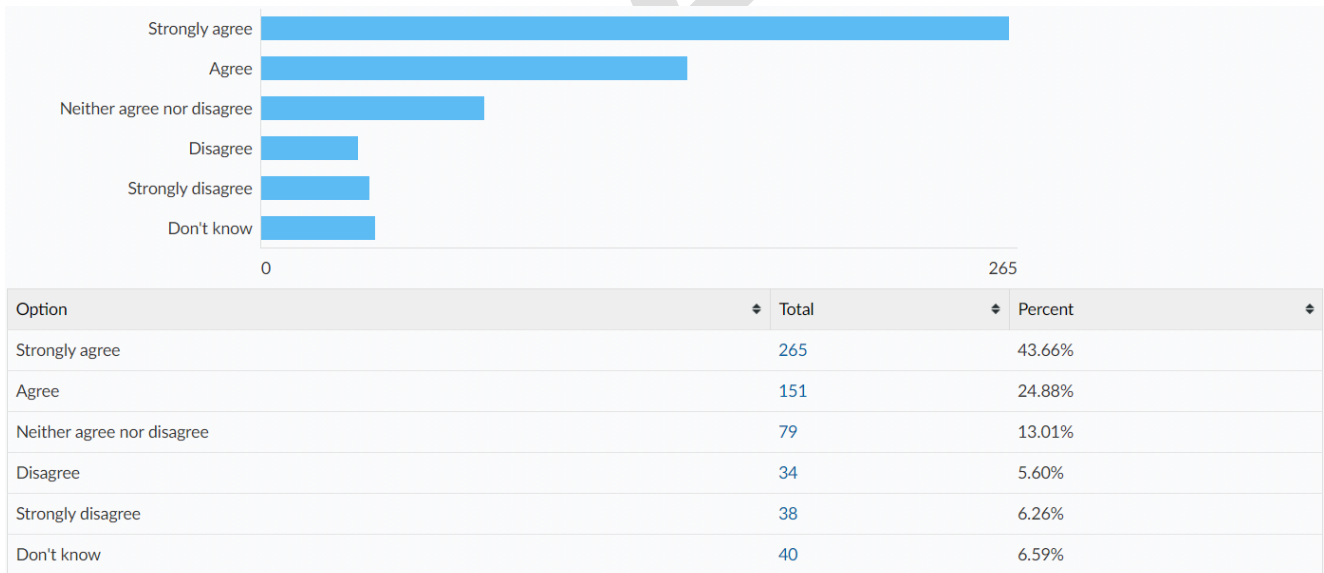
We also asked respondents to suggest locations for Electric Vehicle (EV) charging points, and the results demonstrated a wide geographical need across the whole CYC area:

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We also asked respondents to what degree they agree or disagree with including large vehicles in the current Bus Clean Air Zone, and in total, over 68% of people said they agree or strongly agree:



Policy 6 – Manage the road network for movement and place

It is important here to refer back to the benchmarking questions at the start of this document, and reflect on the concern from residents that they are not able to access facilities, healthcare and the benefits that York could bring them, due to transport constraints.

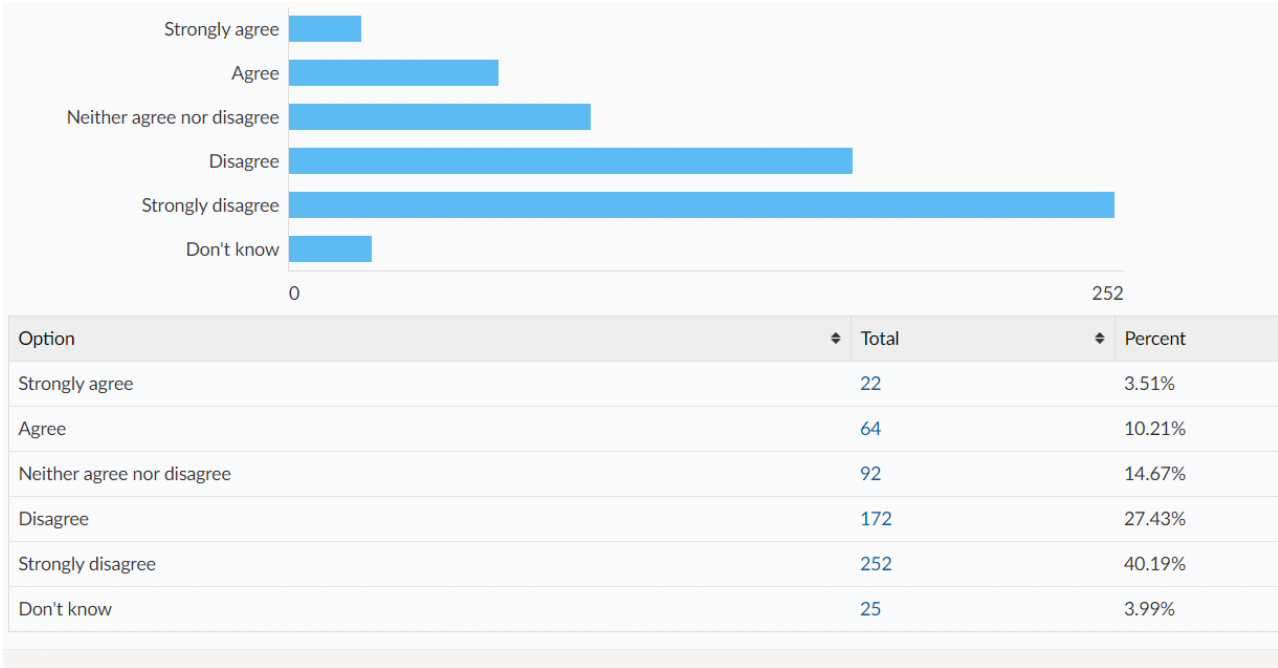
The answers to questions under Policy 6 will help us understand how much people support changing transport networks to better support the communities in which we live. Broadly, people were supportive but some did comment that this will ‘take too long’, or is ‘all talk and no action’;

- Only if resident interests hold sufficient influence
- Necessary document but action needed now not in ten years time
- There are far more important things to be focussed on than this.
- An over-arching plan for the city is important, as otherwise we get piecemeal and sometimes counter-intuitive developments.
- Place matters - we need people to be able to walk and cycle anywhere without fear of fast traffic
- Lots of talk not much action
- It sounds like a good idea but I would not prioritise this over actually doing the work of making York more sustainable. It could end up being a plan for the sake of a plan.
- Long overdue. Look at Ouse Bridge - packed with pedestrians, yet dominated by cars carrying just a few individuals.

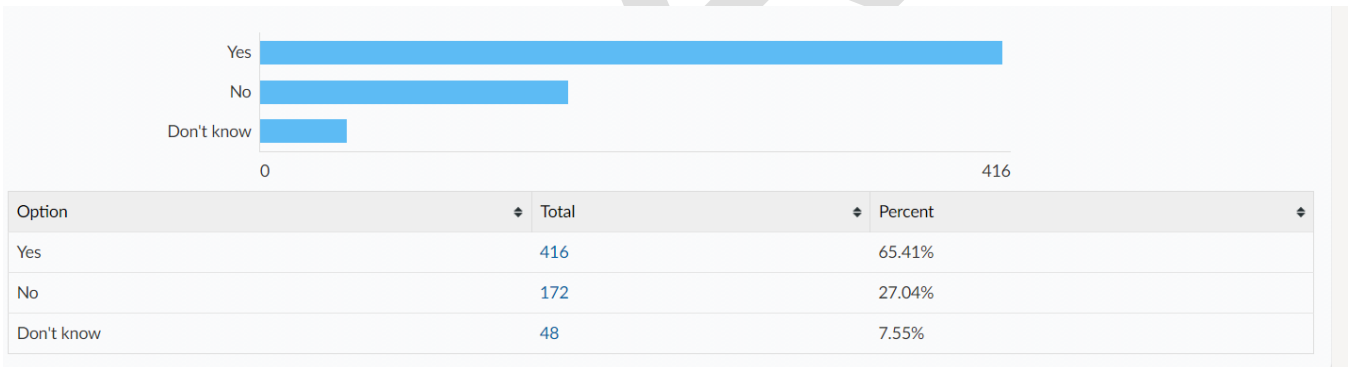
A key issue that came out not only in the online response but also in person when speaking to residents, was the Inner Ring Road and congestion causing delays, pollution and detracting from the city centre.

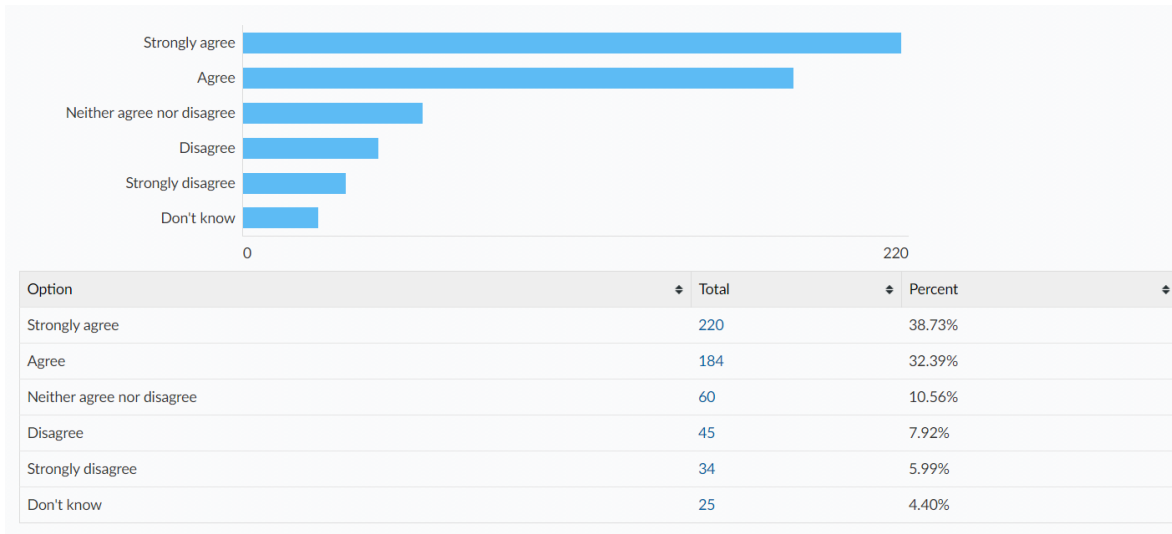
We asked, “to what extent do you agree or disagree that the Inner Ring Road is fit for purpose”. In total, 67% of people said they disagree or strongly disagree, and 14% of people said they do agree that the IRR is fit for purpose;

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We were also keen to understand what levels of support there may be for 20mph zones in those parts of York that don't already have them. The results did show a level of support is strong;

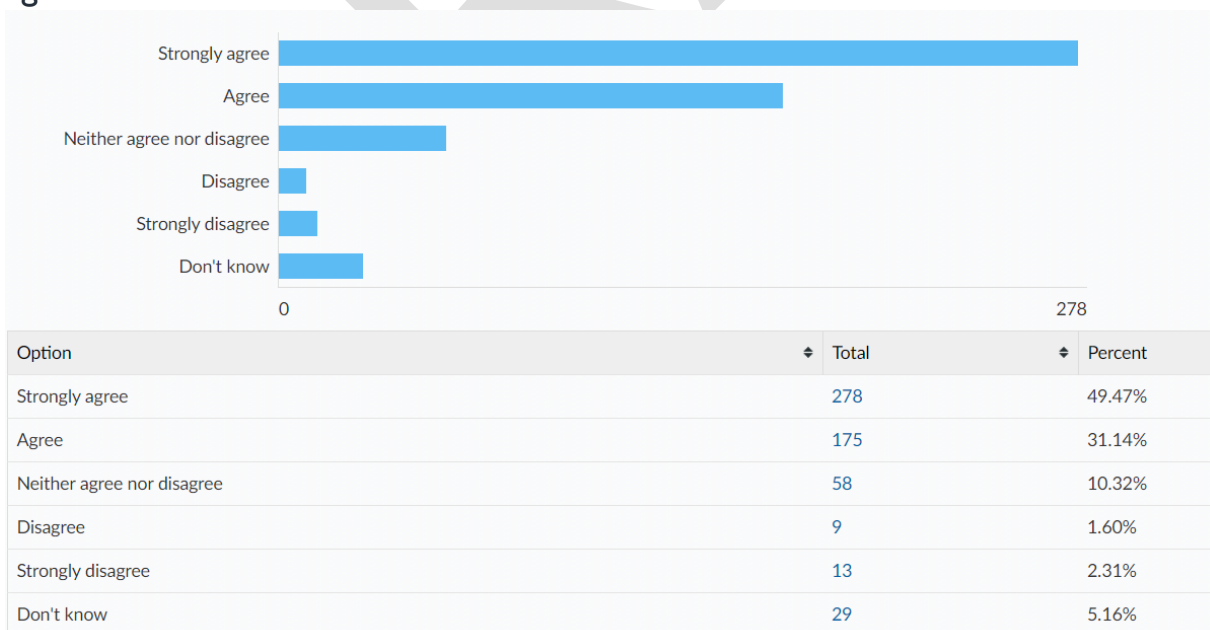




Policy 8: Improving freight and logistics

In this section we were keen to hear from residents and businesses who were directly affected by freight issues; this could be by living near to depots, on major routes or running a business which depends on deliveries.

Overall, the vision received strong support, with 80.6% saying they agreed or strongly agreed:



There were a range of comments made, including:

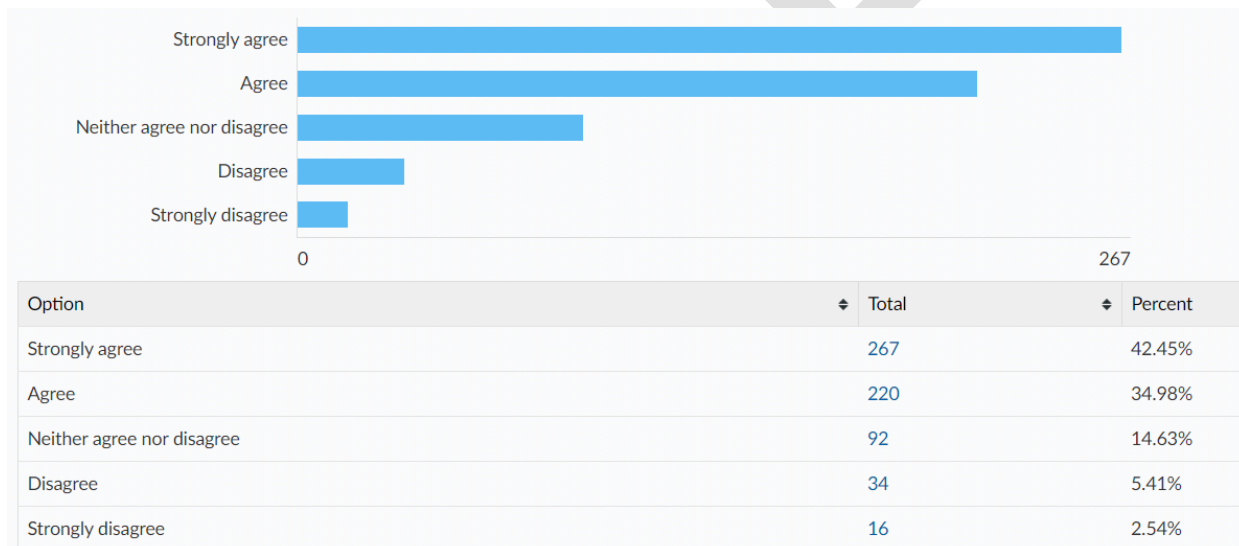
- Trucks struggle to get into Morrisons acomb, and deliveries for Morrisons daily on Gale lane cause chaos and danger for traffic, especially when school kids around - Male, aged 16-24, online
- I am a bus driver. Lorries should be banned from inner ring road between 8am-6pm
If the place where deliveries are dropped has a rear access, there should be no deliveries made through the front – Male, age 40-55, online
- Designated loading areas are often used as ordinary parking, creating a knock-on effect for the lorry and wider traffic – female, aged 25-39, online
- I depend on cars and vans to earn a living, my wife is also disabled; us car-dependants will not go down without a fight. We care about protecting our freedom and independence. Once we lose these we'll never get them back. We also do not believe York Council has resident's best interests at heart. Introduce a "Councillors Question Time" (not BBC or PMQ) and let them face the wrath of York Residents who feel hard done by over the decades. – Male, aged 40-55, online
- As an emergency engineer I struggle to get through the city at times when deliveries are being made and during pedestrian time. – male, aged 60-64, online
- Electric cargo bikes will play a large role in freight deliveries inside the outside ring road. Male – aged 25-39
- Fossgate and Goodramgate are sometimes really dangerous to walk up on a morning – female, aged 16-24, online
- I work for Evri. Due to economies of scale, home delivery is generally the lowest carbon option for your shopping. Evri's drivers typically cover less than 100m between stops. There is no advantage to consolidating deliveries as our drivers will already pass pretty much every address in York every day. – male, aged 40-55, online

A related issue was raised at the city leaders online summit, where one respondent said that the number of schemes/projects and temporary traffic lights in the city, and lack of coordination with utilities, causes additional disruption for local businesses. While this is not a problem exclusive to York, it did seem to the respondent that there's a sense that it is worse here, due to our challenges of lack of space and diversions available. It was recommended that CYC needs to be better at live management and planning.

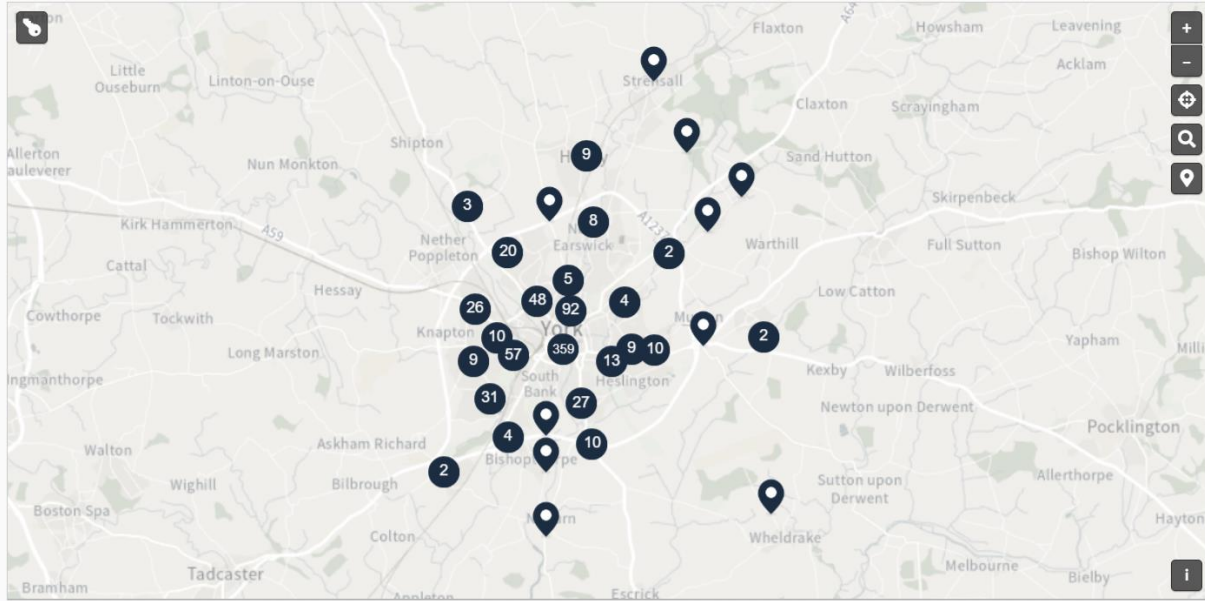
Policy 9: Effective Maintenance and enforcement and management of streetworks

Many of the earlier questions in the survey sought to understand the issues that people face with the existing transport network. In policy 9, we sought to look more specifically at how we can deliver change in practical terms, and identify the types and locations of particular issues.

One of the questions we asked was ‘Do you agree that effective maintenance of the network, and enforcement of traffic rules, will contribute to delivering our sustainable travel ambitions?’, and in total, 77.43% of people agreed or strongly agreed that effective maintenance and enforcement would help to deliver a more sustainable transport offer. A graph showing the full results is below:

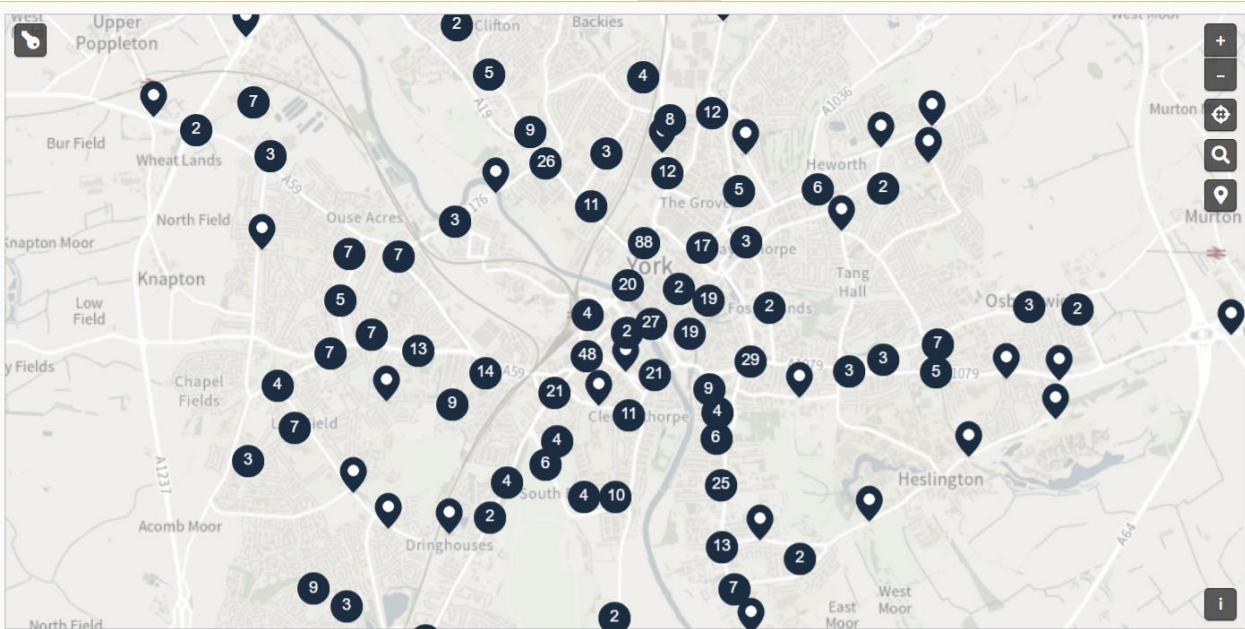


We then wanted to find out about specific locations where respondents experience issues caused by traffic not abiding by the rules, and the results show issues across the CYC area:



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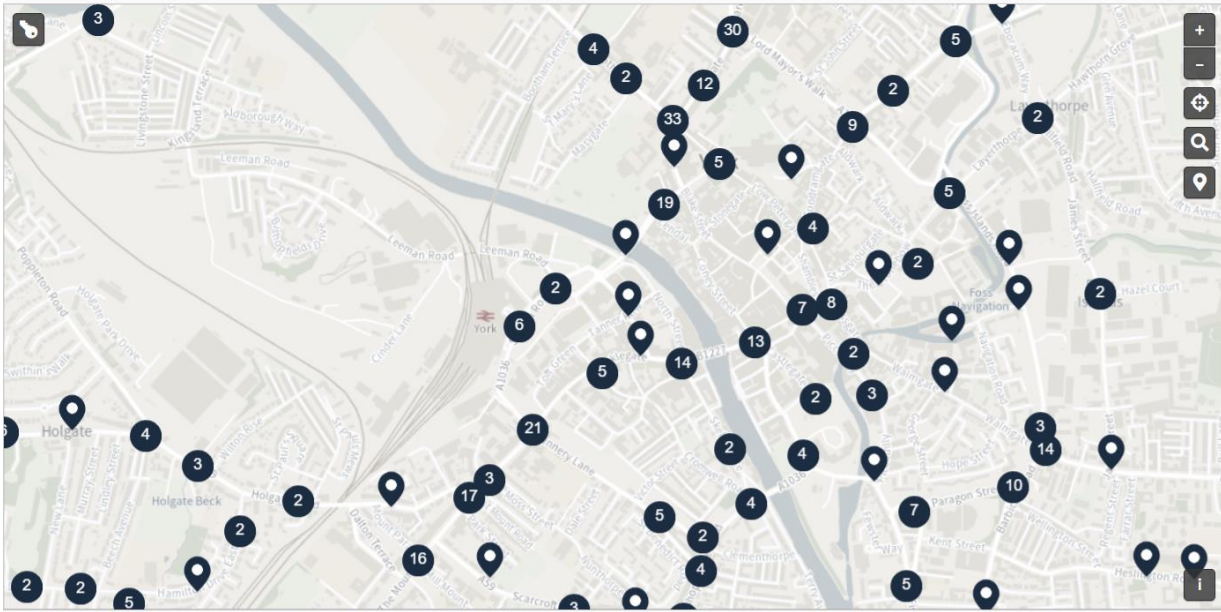
Going in to more detail on this in the suburbs and villages, we have analysed several of the clusters identified by respondents: A1079 – Hull Road; residential streets in Rawcliffe; Woodthorpe and Acomb, as well as South Bank and Fulford Road. Issues were also identified at the junction at the A64 and A19 to the South of York, and to the north, along Wiggington Road.



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And looking at the city centre, Gillygate & Lord Mayors Walk junction, The Mount / Blossom Street, the North and South ends of Ouse Bridge, Walmgate & Foss Islands

junction, were all identified, among others, which largely reflects the responses to earlier questions around locations where respondents experience issues.



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In addition to dropping pins to indicate areas of concern, respondents were also encouraged to leave comments, and some of these are below:

- Red light jumping at Gillygate/Bootham junction. Speeding traffic on Burton Stone Lane despite the new chicanes – female, age 65+, online
- Traffic often encroaches cycle lanes on Nunnery Lane and over Skeldergate Bridge Beck making it feel dangerous to cycle. – female, age 65+, online
- On main routes from Moor Lane Dringhouses to Acomb (Lidl area) cars often park over the cycle lanes, and have to drive in the cycle lanes to pass vehicles coming the opposite way. – female, age 65+, online
- Ashkam Lane - some terrible driving including regular breaking of the speedlimit, also come in to contact with a number of cars that have almost caused me to fall of my bike on this round (and I am a confident cyclist). Female, age 25-39, online
- Holgate, outside the One Stop at the Fox junction: cars regularly park illegally outside the shop, simultaneously in a bike lane, on double yellow lines and on the footpath. Acomb, opposite the Regent, cars regularly parked on double yellow lines, and sometimes the footpath, outside York Medical Group – male, aged 65+, online
- Most taxis, some buses and many cars seem to think that it is fine to ignore ASLs. The fact that they are often very worn and not painted inside the box does not

help. Examples are many: bottom of Micklegate; pedestrian lights at the junction with Coney Street; junction of Pavement and Coppergate. – male, age 65+, online

At our online seminar for city leaders, one respondent said “theft is a barrier to people cycling, we need safe places to leave a bike. Need a large scale bike parking facility.”

When we visited Brunswick Nursery, several people with learning disabilities say they feel unsafe when cyclists use pavements to go past them.

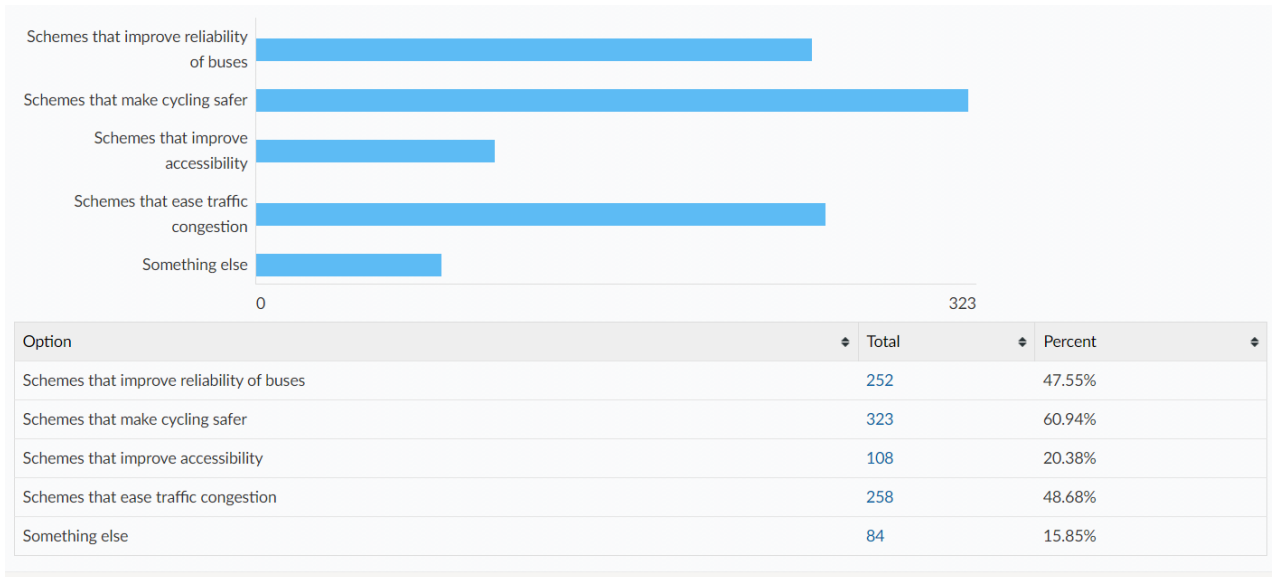
Policy 10: Monitoring the transport network and financing the changes

In this policy area we sought to hear from businesses and residents about their priorities. Knowing that we need to prioritise the schemes which will bring the greatest benefit to the people of York, within limited budgets, we were keen to understand what we can do to best encourage residents to make more sustainable journeys.

The graph below shows the results of the question ‘Many of the changes we need to make will require significant sums of money. We will have to choose which schemes to prioritise based on cost-effectiveness and maximum benefit. Which type of transport schemes would you like to see prioritised?’

The top three priorities identified by respondents were:

- Schemes that make cycling safer
- Schemes that will ease traffic congestion
- Schemes that will improve the reliability of buses



Some comments from this section include:

- Better consideration of residents of villages just outside the CYC boundary – male, aged 40-55, online
- The outer ring road. Sorting this will move traffic out of the centre and reduce congestion – male, aged 40-55, online
- Schemes that prioritise pedestrian confidence – female, age 65+, online
- Schemes that integrate public transport including park & ride hubs, rail, river and bus transport male, aged 56-59, online
- Stop punishing motorists, If we could live without a car we would but unfortunately we need our cars. – male, aged 25-39, online
- Scheme to look at transport accessibility in the villages – female, aged 56-59, online

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