



York City Centre Active Travel Access Study

Final report

22nd October 2021

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Executive Summary

Martin Higgitt Associates was commissioned by City of York Council (CYC) to examine access to York City Centre for disabled people and for people on bicycle, with a view to identifying appropriate access arrangements and physical measures that could be implemented to improve access.

York's footstreets operate as a pedestrian zone from 10.30am til 5pm in the evening (currently extended to 8pm during the COVID recovery). The footstreets represent one of the largest, contiguous pedestrian zones in the whole of the UK.

Historically, disabled blue badge holders had an exemption which allowed car or taxi access to certain parts of the footstreets zone during footstreet operational hours.

When the COVID pandemic began, this access exemption was temporarily withdrawn in order to allow social distancing on the footstreets and then to enable businesses to open pavement cafés.

In common with many other cities with large pedestrian areas, CYC has been working with the Police to develop a Hostile Vehicle Mitigation Scheme (HVMS) to protect the pedestrian zone from attack.

CYC currently plans to make these arrangements permanent and implement the HVMS such that blue badge holders will no longer be able to access the footstreets during footstreet operational hours.

Cycling in the footstreets is not permitted during footstreet operational hours.

Reducing levels of traffic intrusion into the footstreets is undoubtedly of benefit to footstreet users, aids the city centre economy, facilitates the creation of pavement cafés and enhances the amenity of York's historic centre.

Many disabled people benefit from traffic-free streets, such as people with visual impairments and wheelchair users who tend to use the carriageway on the narrow streets.

However, with the removal of the access exemption for blue badge holders, many city centre destinations are a considerable distance from arrival points (off-street and on-street car parking, bus stops and taxi ranks), with much of the city centre beyond 150m (the recommended maximum distance without a rest for visually impaired people and wheelchair users cited in DfT's *Inclusive Mobility*).

For some disabled people, the withdrawal of the ability to access the footstreets by private vehicle or taxi creates very significant challenges to accessing the city centre, particularly those with limited walking, visually impaired people who need to be able to navigate from a central place, or carers of / people with cognitive or emotional difficulties. Many of these people will not be able to use alternative modes or manage the distance from arrival points on the edge of the city centre. Some rely on the car as a 'safe space' for feeding, carrying equipment or quickly departing.

The existing ban on cycling in the footstreets creates a significant obstacle for cyclists travelling to city centre destinations or through the city centre, especially parents cycling with children, people carrying loads and cycle couriers. It either forces them onto more heavily trafficked (and less safe) routes or dissuades them from cycling – contrary to policy aims to increase the number of people cycling.

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Some of the approaches to the footstreets from key arrival points are challenging, with sub-standard footways, street clutter or inadequate safe crossing points of surrounding roads.

Once in the footstreets, the physical condition of the infrastructure is, in most places, very challenging, to people with physical or visual impairments, including sub-standard width footways, steep crossfalls, lack of dropped kerbs to access footways, broken or loose pavoids, and obstacles varying from street furniture to pavement cafés. The design, layout and materials of footstreets are also highly variable, making the environment challenging to understand, especially for those with sensory impairments.

CYC's longstanding policy of seeking to reduce traffic intrusion in the city centre and encourage greater uptake of sustainable modes, (walking, cycling and public transport), is to be endorsed and is of benefit to the city centre.

However, it is important to ensure that disabled people – as one of the protected characteristics in the Equality Act – are afforded reasonable access to the city centre.

Reasonable access includes:

- High quality, well located off-street parking, with access to support services such as Shopmobility;
- Convenient on-street parking at various locations at the edge of the footstreets zone, particularly for areas of the city centre remote from other car access;
- Good access to bus and taxi services, including enabling access by taxi into the footstreets zone, and examining the potential for a shuttle service providing access to the footstreets;

- Making supporting services such as Shopmobility, Dial & Ride and York Wheels accessible and relevant to as many people as possible, and enabling York Wheels to provide access into the footstreets zone;
- Physical improvements to key access routes from arrival points;
- Physical improvements to the conditions in the footstreets themselves;
- Increasing the availability of accessible toilets in the city centre and improving the quality of existing ones;
- Consolidating and enhancing information on access for disabled people into one on-line source, and disseminating this via appropriate media.

In the interim, until these measures are in place, we consider that blue badge motorised access into the footstreets for disabled people with specific additional needs is required, either through the provision of particular streets that blue badges are granted access to during footstreets hours, or through a modification to the hours the footstreets zone operates.

Regarding cycling in the footstreets, we consider there should be a presumption in favour of providing cycling access, as it is one of the highest modes on CYC's modal hierarchy and its current exclusion potentially forces cyclists onto more heavily trafficked and less safe routes. Given the constrained widths of many of the footstreets and the high footfall, we consider that it is most appropriate to provide one key two-way cycle link north-south through the footstreets from Blake St to Parliament St, complemented by a 'grid' of primary cycling routes around the city centre. This should be introduced on a trial basis with detailed monitoring to assess impacts.

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Measures to improve access for disabled people will be of benefit to a wider range of city centre users, including older people with limited mobility, and visitors to the city centre. There is an opportunity for CYC to make enhancements to access for disabled people in association with a broader programme of “Access for All”. Given York city centre’s role as a retail and visitor centre, this will be positive to the economy, as well as enhancing the public realm in the historic city centre.

Further, there is an opportunity to provide high quality services for disabled people, including visitors, through the creation of an ‘Access Hub’ which brings together a range of support services. This could be run by disabled people as a Social Enterprise.

As CYC begins to develop its latest Local Transport Plan, LTP4, there is an opportunity for this to have a major focus on sustainable access to the city centre and to build in the “Access for All” approach to policy and programmes. This would perfectly complement CYC’s broader policy aspirations concerning York City Centre captured in its “My City Centre” vision (www.york.gov.uk/MyCityCentreYorkVision).

Providing this suite of measures is a long-term, multi-year project requiring significant investment.

We recommend that CYC initiates an “Accessible York” project to co-ordinate this work and employs an Access Officer to assist with the project delivery, as well as to co-ordinate ongoing engagement with disabled people and people with additional mobility needs through a formalised Access Forum, including co-design of physical measures and support services.

A street design ‘template’ should be commissioned to identify how inclusive design is incorporated into future refurbishments of footstreets.

A rolling programme of access enhancements should be developed and taken forward through the Active Travel Fund. This report suggests some initial priorities, though in due course, this programme should be developed in co-ordination with the proposed Access Forum.

Introduction



In this section, we:

- Introduce the background context to the study;
- Show the study aims and method.

Introduction: Background Context

York has one of the largest contiguous pedestrian priority areas in the UK. The footstreets were initially introduced in the 1980s and now cover most of the streets in the historic core.

There has been a longstanding ambition to reduce the level of traffic intrusion in the footstreets in order to:

- Protect the heritage of the city centre;
- Provide a more pleasant environment for visitors, shoppers and other city centre users;
- Support economic ambition of city centre for retail, hospitality and visitors;
- Improve air quality.

The city has also been required to strengthen measures to prevent potentially hostile vehicles from entering the heavily used footstreets under a Hostile Vehicle Mitigation Strategy.

During the COVID pandemic, temporary Traffic Regulation Orders (TROs) were introduced to assist with social distancing within the city centre and to facilitate the development of pavement cafés. This included removing the blue badge access exemption from Blake St / Lendal, and Goodramgate / Colliergate which allowed blue badge access during footstreet operational hours. To further assist with COVID recovery, the footstreet operational times were extended from their normal hours of operation of 10.30am-5.00pm to 10-30am-8pm.

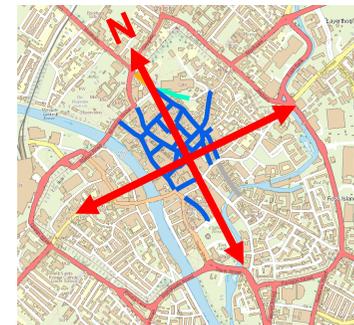
In June 2021, Council Executive took the decision to consult on making these temporary TRO arrangements permanent, which would mean that blue badge parking continued to be excluded from the city centre.

The new arrangements mean that blue badge parking is only available at the periphery of the footstreets area. Whilst the reduction in motor vehicles benefits many city centre users, including disabled users, it causes extreme difficulty for certain disabled users who are reliant on their own car for independent access. The total quantity of blue badge parking spaces available has also declined, despite City of York Council (CYC) expanding disabled provision in some of the car parks.

Since the initial designation of the footstreets, cycling has not been permitted during footstreet operational hours. Despite York's good tradition for cycling, this presents a significant challenge for access to the city centre and for certain cross-city journeys. There has been rapid growth in cycle couriers, especially since the COVID pandemic. The inability to cycle through the footstreets creates delays and difficulties for them in accessing retail outlets in the city centre to take deliveries to people around York.

Which way's North?

As a short-cut in this report, we use the points of the compass to refer to directions in York city centre, even though it does not sit on a perfect north-south / east-west alignment. We define north-south as movements from the 'top' of the city centre at Blake St / Duncombe Place to the 'bottom' of the city centre at Piccadilly / Fossgate, and east-west as moving 'across' the footstreet zone, from the Station towards the Minster, from Ouse Bridge towards Stonebow etc.



Introduction: Study Aims and Method

This study aims are to examine opportunities for improving access to the city centre of York, with particular focus on access for disabled people and access for cyclists.

MHA teamed with Experience Community, a charity and consultancy that promotes access to active travel for the disabled community, and Jane Simpson Access, an Access Consultant with National Register of Access Consultants (NRAC) accredited staff.

The following tasks were undertaken:

- Background analysis of access provision to and within the centre of York, including assessing distances from key arrival points.
- Consultation with disabled people and representative groups, including a field visit, three on-line consultation sessions and additional on-line and face to face meetings with York Disability Rights Forum and My Sight York.
- Consultation with cyclists, including a field visit, two on-line consultation sessions and telephone and face to face meetings with York Cycling Campaign and York Bike Belles.
- Consultation with service providers Shopmobility and Dial & Ride.
- Initial field visits to examine the types of issues faced by disabled people and cyclists in accessing the city centre.
- Field audits to examine the quality of routes in from key arrival points including car parks, bus stops, coach parks and the rail station, as well as auditing the footstreets themselves.
- Case study research to examine how other historic cities address access for disabled people and for cyclists .

The rest of this report is structured as follows:

1. Background to the footstreets and current arrangements for access by disabled people and access for cyclists and for traffic more generally.
2. Access for disabled people
3. Current access provision to and within the city centre.
4. Analysis of accessibility of York city centre.
5. Ambitions for York city centre and planned changes.
6. Views on access arrangements
7. How do other historic cities manage access for disabled people and cyclists?
8. Recommendations on overall approach
9. Specific Recommendations
10. Way forward

Annex A provides audits of the footstreets, surrounding streets and key arrival points including car parks, bus stopping points and taxi ranks.

1) The Footstreets



In this section, we:

- Show the extent of the footstreets;
- Describe the regulations on footstreets hours and what vehicles are allowed to access them;
- Describe the historical arrangements for blue badge parking and the proposed changes to footstreets access.

The extent of the footstreets

1

York has one of the largest contiguous pedestrian priority areas in the UK.

Many areas within York city centre are designated as pedestrian footstreets, with restrictions to vehicle access between certain times of the day.

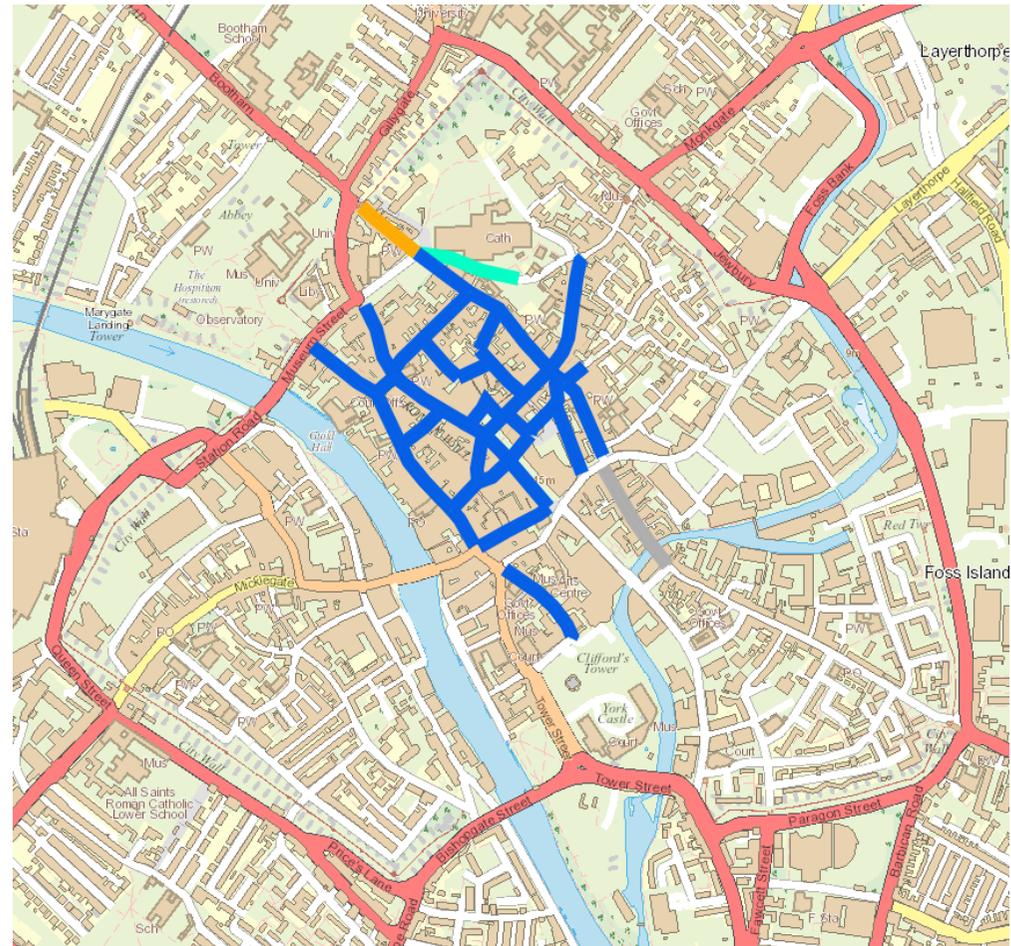
The objectives of designating the footstreets are “to create a safer and more attractive city centre and reduce inner city pollution”. (CYC website)

CYC has also been urged to improve security arrangements to reduce the number of vehicles that can access the footstreets as part of a Hostile Vehicle Mitigation Strategy (HVMS).

The pedestrian zone footstreet hours are effective from 10.30am to 5pm, 7 days a week.

At the onset of the COVID pandemic, the decision was taken to suspend disabled blue-badge driver access to Blake St / Lendal and Goodramgate / Colliergate (the two areas within the footstreets zone where blue badge access was previously permitted), in order to assist with social distancing and to facilitate the opening of temporary pavement cafés in line with Government guidance and legislation (Business and Planning Act 2020), via a temporary Traffic Regulation Order (TTRO). The footstreet operational hours were also extended to 8pm to support the COVID 19 recovery.

At a meeting of Council on 22nd June 2021, it was decided to commence the statutory process for the removal of the blue badge exemption on the above streets within the footstreets zone. It was also decided to maintain the footstreets hours to 8pm until at least September 2021.



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The following streets are designated as footstreets:

- Blake Street;
- Castlegate;
- Church Street;
- Colliergate;
- Coney Street;
- Davygate;
- Feasegate;
- Goodramgate (between the junctions with Deangate and Low Petergate);
- High Petergate;
- King's Square;
- Lendal;
- Little Stonegate;
- Low Petergate;
- Market Street;
- Ousegate;
- Parliament Street;
- St Helen's Square;
- Swinegate.

Additional arrangements apply to some streets:

- Deangate and Minster Yard (light blue on image on above page): closed to motor vehicles at all times, but cycling is permitted.
- High Petergate (orange on image on above page): pedestrian and 1-way (south-east bound) cycle street;
- Fossgate: pedestrian and cycle street (one way, north-west bound) (grey on image on above page). Temporary arrangement for access only for loading in designated areas, businesses and residents managed by a staffed access point near Merchantgate.
- Stonegate: closed to traffic at all times. Loading 5.00am- 10.30am.
- Shambles: closed to traffic at all times. Loading before 10.30am and after 5.00pm.

Access to the footstreets during footstreets operating hours is restricted to:

- Emergency vehicles;
- Royal Mail deliveries;
- DPD / Parcelforce deliveries;
- CYC refuse vehicles;
- Dial & Ride service (Goodramgate to St Sampsons Centre)
- Medical deliveries to/from Boots;
- Bullion vehicles;
- Fish monger (as dependent on tide times)
- Emergency repairs;
- Temporary permits for work purposes (e.g. Open Reach, trades);
- Two hotels to pick up / drop off guests with luggage.

Cyclists can use High Petergate (one-way in-bound) and Fossgate (one-way in-bound), as well as Deangate / Minster Yard (2-way) at all times, but are not permitted in any other footstreet during footstreet hours.

Outside footstreet operational hours, any vehicle can enter the footstreets, though there is no permission to stop except for:

- Servicing and loading for shops and businesses;
- Taxis, with a night-time rank at St Sampsons Square
- Blue badge holders – able to park on double yellows as long as not causing an obstruction.

Historical arrangements and levels of demand

Historically, disabled people in possession of a blue-badge were permitted into some of the footstreets, including Goodramgate, Colliergate, Blake St, Lendal and Castlegate (labelled in blue on the map).

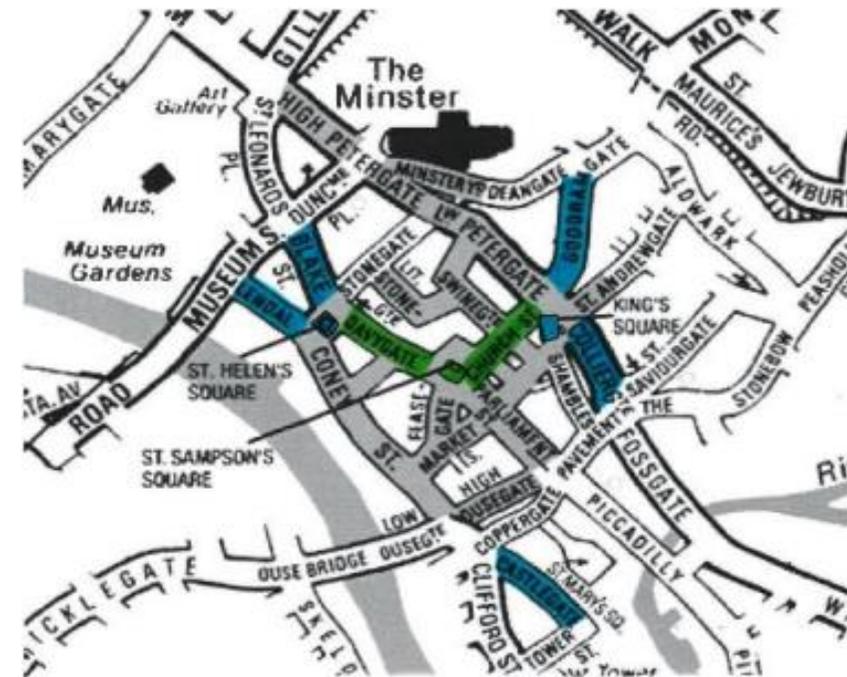
Up until the early 2010's, a green-badge scheme was run by CYC where people with additional mobility requirements could apply for a green badge which allowed them to park in additional locations including Davygate, St Sampsons Square and Church St (labelled green).

When this ended, 'regular' blue badge access was maintained in Church St and St Sampsons Square up until 2018, when access to St Sampsons Square was removed.

Surveys conducted in 2018 and 2019 ([colour Annex D - Blue Badge Parking 18-19 and Traffic movements at Access Points 2019 v2.pdf \(york.gov.uk\)](#) (see graph, bottom right) monitored the number of blue badge holders accessing the footstreets where parking was allowed. The notional capacity of these areas was 92 spaces in 2018 and 72 spaces in 2019, following the removal of parking from St Sampsons Square. The survey showed an average 78 parking events in 2018 and 60 parking events in 2019, following the removal of blue badge parking from St Sampsons Square, with Blake St and Goodramgate being the most popular locations. The average length of stay was between 71 minutes and 97 minutes on weekdays and Saturdays.

It had been observed that there was reasonably widespread abuse of these access arrangements, with other vehicles entering the footstreets, with no physical barriers or permanent enforcement mechanisms to prevent unauthorized vehicles from entering.

Taxis and private vehicles were also allowed to use these routes and drop off blue badge holders prior to the changes.



Street	Total number BBH parking events					Maximum number parked		Approx. Capacity
	Fri Aug 2018	Sat Aug 2018	Mon Sep 2018	Fri May 2019	Sat May 2019	2018	2019	
Blake Street	23	23	21	17	21	9	9	12
St Helen's Square	1	0	0	2	2	1	1	10
Lendal	11	6	5	4	3	6	3	8
Church Street	4	2	11	6	1	4	4	8
St Sampson's Square	17	8	13	0	1	5	1	20
Goodramgate	-	30	27	19	19	9	9	20
Colliergate & King's Square	-	9	23	14	10	7	6	14
Total	56	78	100	62	57			

2) Access for disabled people



In this section, we:

- Provide some background to the nature of disabilities and the numbers of people affected;
- The legislative context;
- Good practice in inclusive design.

(Image showing protected characteristics under the Equality act from © www.diverseecymru.org.uk)

Disabled people should not be viewed as a homogenous group but as individuals.

People with disabilities include people with physical and mobility impairments, those with sensory impairments including visual and hearing, people with cognitive differences and people who are neurodivergent. Some people have multiple impairments.

The Family Resources Survey 2018-19, Department for Work and Pensions (www.gov.uk/government/statistics/family-resources-survey-financial-year-201819) estimates there are 14.1 million people in the UK with a disability.

- 9 million people are deaf or have some level of hearing loss (RNID);
- 2 million are blind or partially sighted;
- 1 million have a learning disability;
- 500,000 people regularly use a wheelchair.

Around 25% of the population are neurodivergent, approaching activities from different perspectives. Neurodiversity is simply a variation in the way our minds work and therefore perceive the environment. Wayfinding, sequencing, perception and interpretation are key factors in navigation of spaces for neurodivergent people.

One in four people experience a mental health issue at some point in their lives in the UK. Conditions may result in feeling anxious or intimidated by other people in a public environment. Some people may experience phobias, panic attacks, compulsive behaviour or post-traumatic stress disorder. These reactions can be aided or exacerbated by the quality of the public realm.

We are an ageing population and ageing is a major factor in disability statistics. By the year 2037, people over the age of 85 will account for 5% of the population, with those over 65 accounting for nearly a quarter of the population. In older adults, more than 60% of falls occur on pedestrian paths and falls account for 45% of all injuries.

In summary:

- A quarter of all families have a relative who is disabled.
- In the UK, disabled people including elderly individuals have a disposable income of £249 billion (the purple pound).
- In addition to the above, many people have a temporary or transitory mobility limitation, such as carrying shopping, accompanying young children, being pregnant, or an injury.

In 2021, York's population was estimated to be about 214,000 residents, rising from 198,000 in the 2011 census. The 2011 census reports that:

- 12.2% of the population are disabled people;
- 7.9% are carers;
- 16.9% are aged 65 and above;
- 2.5% are aged 85 and above;
- 83.9% are in good health (16.1% are in moderate or poor health);
- 15.3% state that they have some limitation in day to day activities.

A significant number of York residents will therefore have some sort of mobility limitation that affects the ease with which they can move around. The proportion of families that have someone with a disability or mobility limitation will be high.

About 7,500 York residents are blue badge holders.

York is also an important regional centre to a large rural hinterland of around half a million people. A similar proportion of this population that may rely on York for accessing services, employment of leisure opportunities is likely to have some form of disability or mobility limitation.

York is also one of the most popular visitor destinations in the UK (8.4m visitor days spent in York in 2018), and many of these visitors will have some form of mobility limitation or need.

York's role as a local and regional service centre means that many key amenities and facilities are located in the footstreets. This includes access to some essential services such as post office services, where the city centre branch is the only location for processing certain types of documentation. In common with the rest of the country, many banks are closing local branches and retaining only a city centre site which, for those who do not use on-line banking, becomes the only location they can access banking services.

Whilst there is a spectrum of disabilities and individual needs, some people have more restricted mobility in terms of the way they travel to the city centre and the distance they can move around the city centre. This includes people such as:

- Those with limited walking – often walking unaided or with sticks;
- Visually / sensory impaired people who need to be able to navigate from a known space and benefit from not having to cross busy roads to access the footstreets;
- Carers of or people with complex needs, where there is a requirement to bring supporting equipment or use the car as a 'safe space'.

Many disabled shoppers can only carry limited amount of shopping and may need to ferry back and forth from a car.

A previous study by the Centre for Accessible Environments ("*York City Centre Access and Mobility Audit*", undated), interviewed a range of disabled people about their experience of York city centre, providing further useful background insight on the different challenges and aspirations of people with different types of disability, which this study was able to build upon.

In the UK, there are a variety of legislative responsibilities that directly relate to discrimination and equality, and these have relevance when it comes to assessing changes to the built environment; the most relevant is the 2010 Equality Act (EA).

It must be understood that the Equality Act (EA) is a civil rather than building led legislation and it is the activity that falls under the Act, not the building or environment. It either enables or disables a person from accessing transport, education, services, or employment. Whilst there is technical and good practice guidance on inclusive design (see next page), no specific guidance is provided on how to comply with the EA in terms of the built environment. It is however illegal to discriminate and discrimination can be the result of barriers.

The legislative responsibilities are based upon several factors, including the ability to pay, reasonableness and, for public bodies, the obligations of the public sector duty.

The council is required under the public sector duty to provide access to services in an equal manner, such that, a disabled person may require additional measures to be provided, ensuring equality in service. They are required to take reasonable steps to ensure:

- Where a provision, criterion or practice puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to avoid the disadvantage.
- Where a physical feature puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to avoid the disadvantage.

- Where a disabled person would, but for the provision of an auxiliary aid, be put at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to provide the auxiliary aid.

For public bodies, there are the obligations of the public sector duty. In practice, this means for public sector developments, one needs to give due regard to *eliminate discrimination, harassment and victimisation, advance equality of opportunity and foster good relations*. There is also a requirement to review any policy in order to demonstrate due regard to the aims of the Equality Act (usually via an Equality Impact Assessment).

If the anticipated changes render some services inaccessible to disabled people or put at a disadvantage, an assessment of the impact on people in each protected characteristic group is required. Mitigating action is required to eliminate or lessen any negative impact.

The Equality and Human Rights Commission comments that while undertaking an EIA is not obligatory, *“Authorities which fail to carry out EIA’s risk making poor and unfair decisions which may discriminate against particular groups and worsen inequality. The decision may be open to legal challenge, which is both costly and time-consuming. If the impact of your decisions on different groups is not considered, this may lead to avoidable poorer outcomes which bring additional financial burdens at a later stage.”* [Equality impact assessments | Equality and Human Rights Commission \(equalityhumanrights.com\)](https://equalityhumanrights.com)

There is a large range of guidance on making the public realm and streets accessible.

- In 2005, DfT produced “*Inclusive Mobility*” on designing and improving access to public spaces and transport services. It provided detailed standards, dimensions, layouts and specifications for features such as footway widths, gradients and crossfalls, seating, ramps, street furniture, colour contrast, signage, crossings and dropped kerbs, tactile paving surfaces, car parking, bus stops, shelters and flags, rail platforms, and transport interchanges. ([Inclusive mobility \(web version\) - GOV.UK \(www.gov.uk\)](#)).
- In 2007, DfT issued “*Guidance on the use of tactile paving surfaces*” to show how and when tactile paving should be installed. ([Tactile paving surfaces \(publishing.service.gov.uk\)](#))
- “*Manual for Streets*” (DfT, 2007) provides overarching principles for the layout of street space. A supplementary Manual for Streets 2 was published in 2011 by CIHT to further develop guidance on implementing the principles.
- “*Creating better streets: inclusive and accessible places*” (CIHT, 2018) proposes an approach to street design in particular addressing issues that have arisen around ‘shared spaces’.
- DfT’s “*Inclusive Transport Strategy: achieving equal access for disabled people*” (2018) policy paper aims to create transport at the heart of how we live our lives in a society that works for all. ([The Inclusive Transport Strategy: Achieving Equal Access for Disabled People \(publishing.service.gov.uk\)](#)).
- “*BS 8300-1:2018 Design of an accessible and inclusive built environment. External environment. Code of practice.*” provides design standards relating to transport, parking, drop-off,

pedestrian routes, information, rest areas, temporary arrangements and a range of connected features.

- The “*Historic England Guide on Easy Access to Historic Landscapes*” (2015) extends guidance contained in BS8300.
- DfT’s “*Cycle Infrastructure design (LTN 1/20)*” (2020) provides guidance for local authorities on designing high-quality, safe cycle infrastructure, including parking, delineators for shared areas, junctions, crossings and transitions.

A range of further streetscape design guidance and research has covered issues such as the design of pedestrian crossings, appropriate use of shared surfaces etc.

All guidance stresses the importance of safety and consistency in street and transport design. It is also important that access is maintained at all times by managing temporary obstructions, such as inappropriate parking, bins, A boards, events etc.).

Maximum walking distances

There is no single set standard for what constitutes an acceptable walking distance. People who cannot walk further than 50m qualify for a Personal Independence Payment (PIP). This also ‘awards’ sufficient points to obtain for a blue badge. Building regulations (BS8300:1) recommend that blue badge parking should be provided no more than 50m from the main entrance of a building.

Inclusive Mobility indicated suggested maximum walking distances without a rest for people with different types of mobility impairment, suggesting 50m for those using a stick, 100m for those without a walking aid, and 150m for visually impaired people and those using wheelchairs.

Inclusive design:

- Places people at the heart of the design process
- Acknowledges diversity and difference
- Offers choice where a single design solution cannot accommodate all users
- Provides for flexibility in use
- Provides buildings and environment that are convenient and enjoyable to use for everyone

As described earlier, 12.2% of York people have some form of disability. One in four families have a relative with a disability. The population is ageing and older people are more likely to have some form of mobility limitation. Many more people experience a temporary mobility impairment at particular times or for particular journeys. And York attracts large volumes of visitors who will have similar characteristics and experience similar mobility issues to York’s resident population. An inclusive, accessible environment is beneficial to all.

Guidance on walking distances from “Inclusive Mobility”, DfT 2005.

Impaired group	Recommended distance limit without a rest
Wheelchair users	150m
Visually impaired	150m
Mobility impaired using stick	50m
Mobility impaired without walking aid	100m

City centre issues likely to be important to all, including disabled people include:

- Clear information on accessing city centre facilities to plan a journey, in a variety of formats.
- A wide range of transport options, including public transport routes and timetables, cycling routes and parking, car parking and drop-off, taxis, walking etc.
- Routes from transport terminals to central destinations, with clear information on distances, obstacle free routes and clear wayfinding.
- Wide and clear pavements, level surfaces and consistent road crossing points with dropped kerbs / raised tables, tactile surfaces, clear crossing signals, minimal slopes and cambers.
- Information on any obstructions to access, such as A boards, pavement cafés, bollards, cycles and racks.
- Rest facilities such as seating locations, with distances and accessible designs.
- Advice and support points.
- Accessible toilets.
- Information on entry into facilities, such as shops, historic buildings, banks, post offices, etc.
- Equipment support, such as Shopmobility.
- Support services, such as Dial & Ride, accessible shuttle services.
- Evacuation and emergency egress information and arrangements.
- Consistency in design and legibility of streets.

3) Access to and within York city centre



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In this section, we provide a description of some of the key access provision for disabled people and for cyclists, including:

- Off-street parking provision;
- On-street parking provision;
- Bus services;
- Taxi provision;
- Dial & Ride and York Wheels;
- Other services: Shopmobility, Accessible Toilets;
- Information provision;
- Cycling access and levels of demand on different routes.

The footstreets are very extensively used by pedestrians.

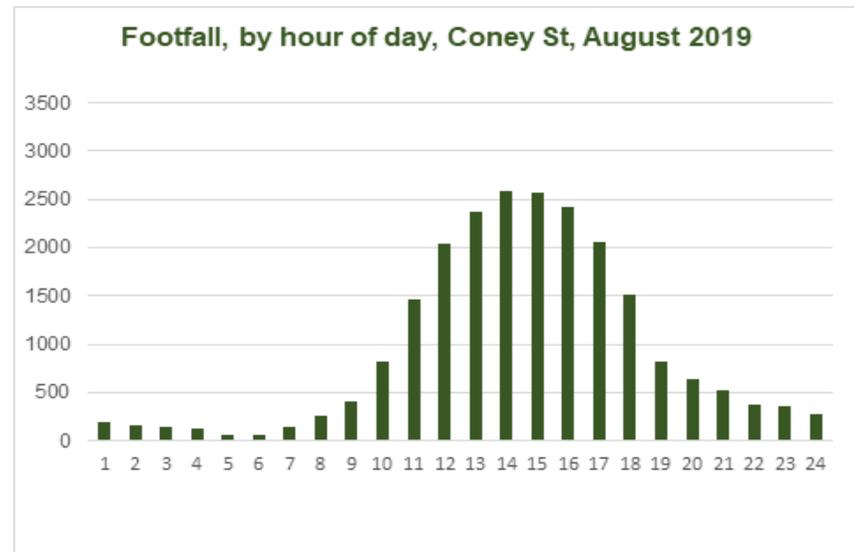
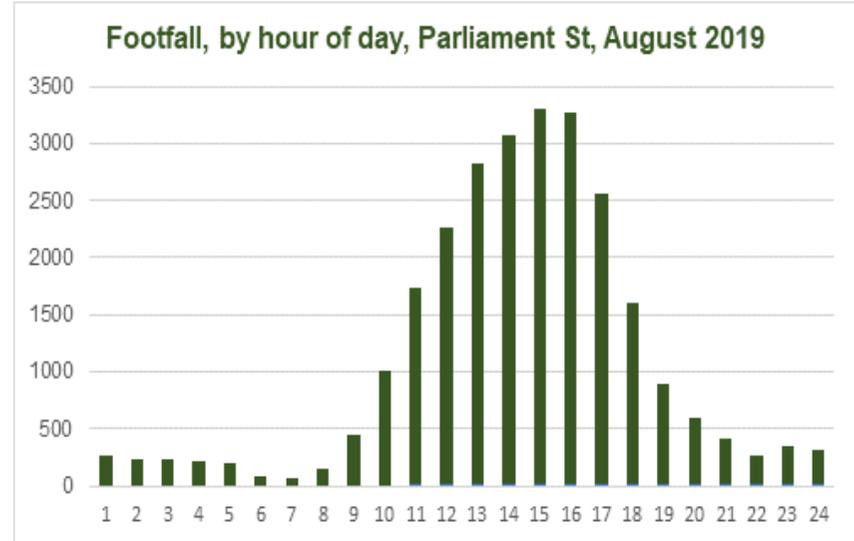
CYC monitors footfall data at various locations around the city centre, including Parliament St, Stonegate and Coney St.

It has historic records going back to 2010, which shows trends over time and how footfall tends to vary by time of year. Data is also captured on an hourly basis.

Parliament St, the busiest location in York, during 2019 (pre-COVID) had a daily average of 22,334 pedestrians. August was the busiest month, 19% busier than average with 26,640 pedestrians per day and January was the quietest month with 67% of average footfall levels at 14,910 per day.

Hourly footfall counts in Parliament St show that footfall typically peaks at 2-3pm at 3,282 per hour. The hours of 10-11am and 5-6pm are ‘intermediate’ hours where footfall is building / declining from off-peak hours.

Coney St, the busiest shopping street had daily figures in August 2019 averaged 22,352 pedestrians per day. Here a very similar peak was sustained between 12pm-4pm, averaging 2,490 people per hour throughout these times. In Coney St, these people are occupying a much narrower street width, compared to Parliament St. Similarly, 10-11am and 5-6pm are intermediate hours where footfall levels are halfway between busiest day time hours of 11am-5pm and ‘off-peak’ hours.



Parking in the city centre: off-street public car parks

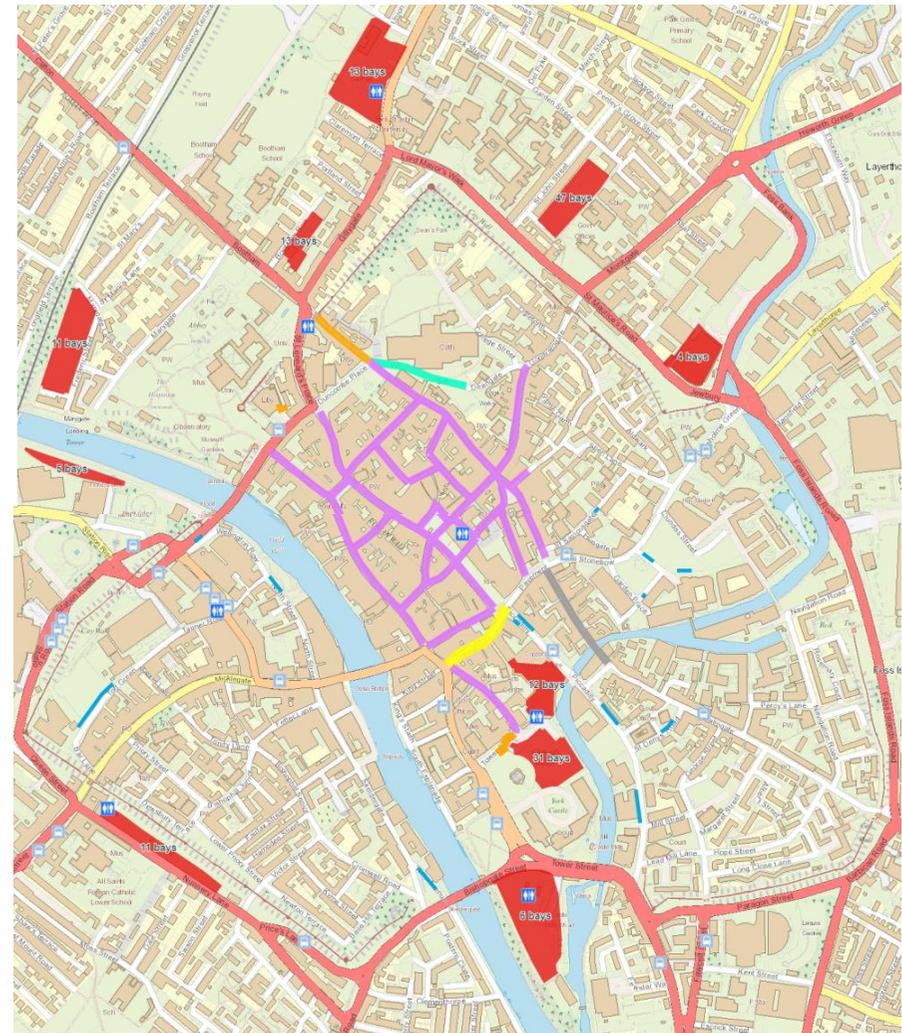
125 dedicated blue badge parking spaces are available in the Council run car parks city centre car parks, shown in the map opposite. There are no time limits on parking duration and it is free of charge. This represents 5.4% of total parking spaces, slightly below the Government guidelines of 6%.

Privately operated car parks (e.g. Tanner Row, Q-Park Shambles) provide a very limited number of spaces (2 and 4 respectively) which are charged.

Car Park	Capacity	of which, disabled bays
Union Terrace	145	13
Bootham Row	100	13
Marygate	350	11
Esplanade	75	5
Monk Bar	243	19
Foss Bank	316	4
Coppergate	287	12
Castle	318	31
St George's Field	276	6
Nunnery Lane	193	11
Total	2303	125

Casual observations during fieldwork show that demand in Castle car park is consistently high (providing the largest quantity of blue badge parking and the second closest to the footstreets).

Demand in other car parks is significantly lower, including Coppergate multi-storey.



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There are dedicated on-street blue badge parking bays at the following locations:

- up to 7 vehicles on Duncombe Place (in bays shared with loading / 10 minute wait time);
- up to 9 vehicles on Piccadilly, both sides;
- 2 dedicated bays on St Saviourgate;
- 6 dedicated bays on Tower St;
- in dedicated bays for up to 7 cars on Dundas St and Carmelite St, off Stonebow;

In addition to the dedicated bays, blue badge holders are permitted to park on single or yellow lines where there is no loading ban and they are not causing an obstruction, as well as in general pay and display parking and in resident permit parking areas. Specific locations include:

- on double yellow lines on Monk Bar to Deangate and College Green
- on double yellow lines on Tower St;
- on yellow lines on St Andrewgate;
- in general on-street Pay & Display parking bays on North St;
- in general on-street Pay & Display parking bays on Tanner's Moat;

Parking in on-street bays or on single/double yellow lines is restricted to a 3-hour limit and blue badge holders must display a clock.

This equates to a total of approximately:

- ~ 31 dedicated disabled blue-badge on-street parking bays;
- ~ 18 spaces on double-yellow lines;
- ~ 15 spaces in on-street Pay & Display.

Demand for the on-street parking bays is high in Duncombe Place, Piccadilly and Tower St, but low on Dundas St and Carmelite St (which are relatively remote to the footstreets). Casual field observations showed that typically around half the cars parked in Duncombe Place blue badge parking bays were non-disabled vehicles, predominantly delivery drivers. There has been a general trend, accelerated by the COVID pandemic for greater demand for food delivery and Duncombe Place presents one of the most convenient locations for delivery drivers to access city centre restaurants for food delivery.

Prior to the removal of blue badge parking within the footstreets zone, there was capacity for around 40 vehicles in Goodramgate, Church St, Colliergate, Blake St, Lendal and Castlegate.

This lost capacity was addressed through the expansion of on-street parking bays above: the 16 dedicated on-street parking bays on Duncombe Place, St Saviourgate, Dundas St and Carmelite St have been created since the restrictions were introduced, together with 40 additional temporary spaces created at Monk Bar car park, the majority of which have now been discontinued.

Bus access to the city centre

York has a reasonably good bus network, with a relatively high frequency of city services, supplemented by Park & Ride (network shown right).

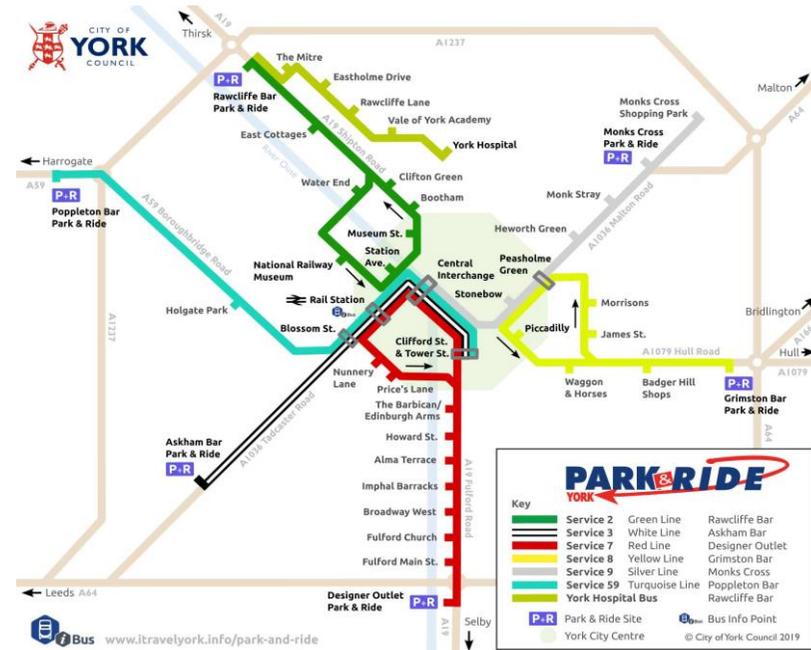
Primary boarding / exit points for the city centre include:

- Rougier St
- Stonebow
- Piccadilly
- Clifford St
- Museum Road (outbound)
- St Leonard's Place
- Low Ousegate (westbound) and Micklegate (eastbound);
- Museum Road (outbound)
- Rail Station
- Station Avenue / Station Road

Piccadilly and Stonebow boarding / egress points give good access to the southern part of the city centre around Parliament St / Colliergate / Fossgate. Museum St (northbound) gives good access to the north of the city centre at Lendal / Blake St, and Low Ousegate (westbound) gives good access to the southern end of Coney St.

All city centre stops have raised kerbs to facilitate level boarding. (Level boarding is dependent upon the bus correctly docking at the stop).

York's Park & Ride service provides a high frequency service using a modern fleet, although most park & ride services terminate around 7pm. The facilities at all Park & Rides include dedicated disabled bays, accessible toilets and internal waiting space in staffed facilities. There is excellent provision of blue badge parking at the Park & Ride sites, particularly Askham Bar and Designer Outlet (where the blue badge parking is shared between the P&R site and the retail village).



Park & Ride site	Disabled bays	Accessible toilets	Staffed	Inside access
Askham Bar	53	✓	✓	✓
Poppleton Bar	34	✓	✓	✓
Rawcliffe Bar	11	✓	✓	✓
Monks Cross	20	✓	✓	✓
Grimston Bar	17	✓	✓	✓
Designer Outlet	105	✓	✓	✓
Total	240			

There are a range of full-time and part-time ranks in the city centre.

Full-time ranks include:

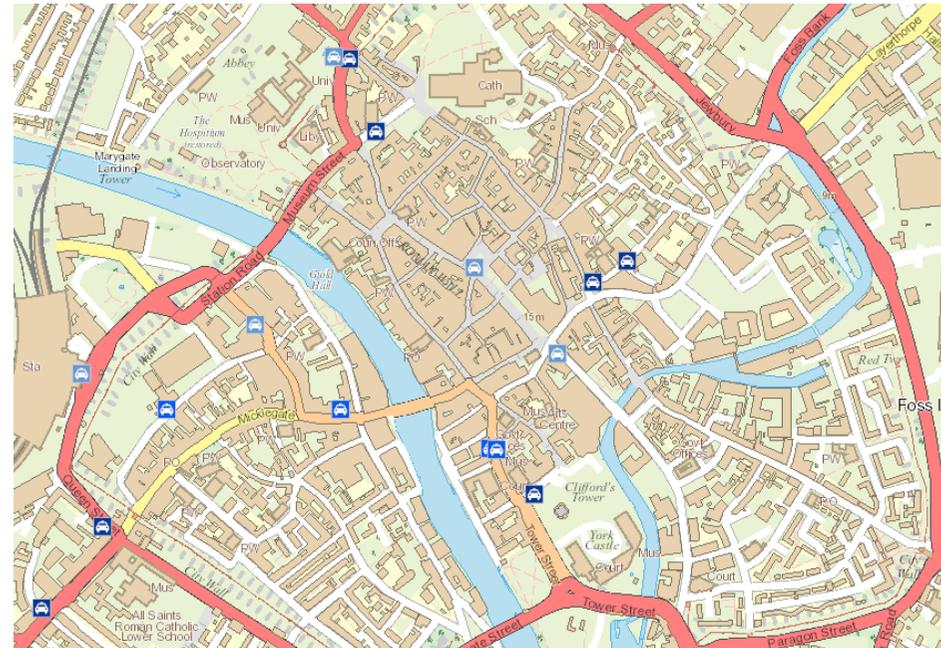
- St Saviourgate (16)
- Duncombe Place (10)
- St Leonard's Place (4)
- Tower St (4)

Part-time ranks include:

- St Sampsons Square (8pm-6am)
- Piccadilly (6pm-6am)
- Rougier St (10:30pm-6am)
- Micklegate (12am-6am)
- Clifford St (12am-6am)

Other ranks are provided away from the footstreets area, such as at York Rail Station and Toft Green.

Taxis cannot enter the footstreets during footstreet operational hours.



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York Wheels

York Wheels is a voluntary organisation which provides a transport service for people who cannot easily access public transport.

To use the service, you must be over 60, disabled or in receipt of benefits.

York Wheels provide a pre-booked car service operating between 8am and 4.30pm on weekdays.

In addition to journeys to the doctor, dentist, hospital, shops, York Wheels can offer visits to see friends or family, trips to the coast, visits to cinemas, libraries, coffee bars, restaurants, surrounding towns and cities.

Users pay a per mile rate for using the service.

Since the introduction of restrictions on access to the footstreets, York Wheels no longer has access to the city centre.

York Wheels website provides further information about the Dial & Ride and Community Car Scheme services. (www.yorkwheels.org.uk).



Dial & Ride

Dial & Ride, which is grant-funded by CYC, is operated by York Wheels and provides a flexible door-to-door bus service for residents who find it difficult to use standard buses due to age or mobility problems. Dial & Ride serves popular destinations such as major supermarkets, shopping centres and York city centre. Buses will collect you from your doorstep and drop you back at home. The bus is allowed to access St Sampson Centre.

The service must be booked at least 24 hours in advance. Fares, payable to the driver on boarding, are £3.30 / £1.70 (bus pass holder) for a single, and £6.00 / £3.30 return. Blind Bus Pass holders travel for free.

Dial & Ride is evolving its service offer. It now has 2 smaller, more flexible vehicles, as well as two fully accessible minibuses. It hopes to be able to offer more demand responsive services and greater flexibility in pick up/drop-off times. Its booking platform has the capability of accommodating on-the-day booking, subject to permission from the regulator.



Dial & Ride
York's flexible bus service

Shopmobility

Shopmobility provides mobility scooters, manual and powered wheelchairs and other mobility equipment for users to rent on visits to the city centre.

It is located in the Coppergate Centre car park on the 2nd floor of the car park, with blue badge parking adjacent to it. The facilities include a fully accessible office, store room and accessible toilet.

Its normal operational hours are Monday to Saturday 10am-4pm.

Users of the service can obtain an annual membership for £20 and then receive discounted use of equipment (e.g. electric scooter £6, manual wheelchair £4 per day). Non-members are charged £11 / £8 for electric scooter / manual wheelchair per day). Longer-term hires are available.

Shopmobility has started providing a service for some York city centre hotels where guests can request mobility equipment and it will be brought to and collected from the hotel.

Shopmobility receives a small grant from CYC which covers ~40% of its running costs, with the rest of income coming from hires of equipment and considerable efforts in fundraising. It employs 3 staff, with the rest of the work undertaken by volunteers. Nearly all equipment is donated and there is no budget for purchase of new equipment.

In 2019-2020 financial year, it provided just under 1,500 hires.

Shopmobility's website is: <https://yorkshopmobility.wixsite.com/mysite>



There is just 1 accessible public toilet in the centre of the footstreets at Silver St. This incorporates a Changing Place.

Other accessible toilets are provided at the edge of the footstreets zone, at certain key arrival points including:

- Coppergate Centre (close to blue badge parking in Castle car park);
- Exhibition Square (close to Exhibition Square bus stops);
- Rougier St (next to Rougier St bus stops);
- St George's Field (part of the parking provision here, which incorporates coach parking);
- Union Terrace (part of the parking provision here which incorporates coach parking);
- Nunnery Lane car park.

RADAR keys are available for £3.00 from Visit York tourist information centre. All public disabled facilities are locked between 8.00pm and 8.00am and are not accessible between these times, even with a RADAR key.

Accessible toilets are also provided at the library (Museum St) which closes at 4pm, and at some other commercial venues, such as City Screen, Marks & Spencer, Parliament St, and Fenwicks Department store at the Coppergate Centre).



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Information on access to the footstreets and centre of York is incorporated into the City of York website and covers:

- Footstreets access;
- Parking provision;
- Blue badge parking;
- Public toilets, including information on what's provided;
- Taxi ranks;
- Interactive maps show the footstreets, parking areas, toilets and taxi ranks (on separate pages);

Further information on travel is provided on the i-Travel York website, covering:

- Bus, Park & Ride;
- Cycling (including York city cycle map);
- Accessible travel (see screenshot opposite).

Both CYC and i-Travel York websites provide further information on Dial & Ride and Shopmobility and point to stand alone websites.

There is no journey planning app for disabled people to undertake a journey.

Other '3rd party' information is available such as the Access Able website which provides a directory of accessible shops, restaurants and public buildings, and provides detailed information such as accessibility of and dimensions of toilets. This is crowd sourced and relies on owners or local people to fill in and update details, so coverage is not comprehensive.

(www.accessable.co.uk/organisations/city-of-York-council).

Accessible Travel

Dial & Ride

Dial & Ride is a flexible door-to-door bus service for residents who find it difficult to use standard buses due to age or mobility problems.



Accessible bus services

All local buses with a capacity of 22 or more passengers are required by law to be low-floor and wheelchair accessible...



Blue Badge scheme

The Blue Badge scheme is a national parking concession designed to make it easier for people with severe walking difficulties...



York Wheels

York Wheels is a voluntary organisation which provides a transport service for people who cannot easily access public transport.



Screenshot from www.itravelyork.info/community

York has a good cycling tradition and up til the 2000's had the second highest share of cycling in any city in the UK behind Cambridge. But cycling levels have declined since reaching a peak in 2014.

Cycling is not permitted in the footstreets during operational hours which presents a major obstacle for trips to the city centre or wanting to pass through the city centre.

There are two N-S routes at the edge of the city centre.

A route from Rowntree Park via Terry Avenue to Skeldergate and North St and then onto Embankment provides good SE-NW access along the Ouse, although this has been temporarily closed due to Environment Agency flood remediation works.

At the northern edge of the city centre, Aldwark provides a useful SE-NW link for trips from Hungate / Peasholme Green making their way towards the Minster and corridors heading west / northwest.

The main E-W arteries are provided via Station Avenue, Lendal Bridge, Duncombe Place and Deangate, and via Ouse Bridge, Coppergate and Stonebow.

CYC has developed an orbital route over many years to assist cyclists from outer York connect to other corridors.

Within the city centre itself there is a good supply of cycle parking throughout, although some parking is regularly over-capacity, particularly at the edge of the footstreets. In 2010, there were an estimated total of 530 cycle parking spaces in the footstreets and 520 in surrounding streets. Much of the cycle parking in the heart of the footstreets is technically only accessible on foot during footstreet operational hours. There is no parking provision for specialist cycles such as adapted bikes or cargo bikes.

Cycling as a mobility aid

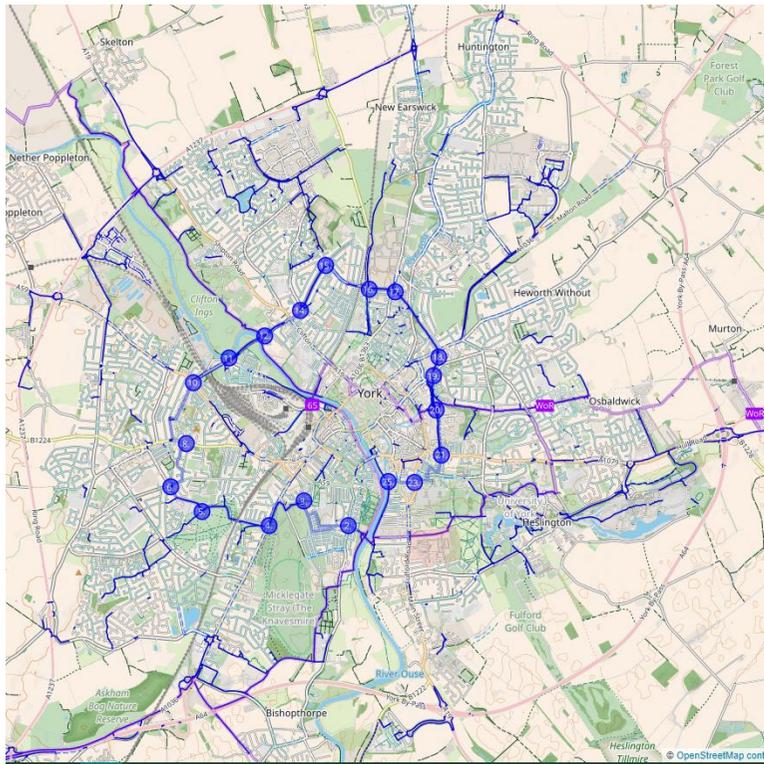
Some disabled people use the bike as their preferred method for travel. Once in the footstreets, they are obliged to discontinue cycling which undermines their ability to use the bike for accessing city centre services. Where they can walk limited distances, leaving an often specially adapted, valuable bike at edge of city centre parking causes concern about potential theft and, as has been stated, none of the current cycle parking is formatted for adapted bikes.

Cycle couriers

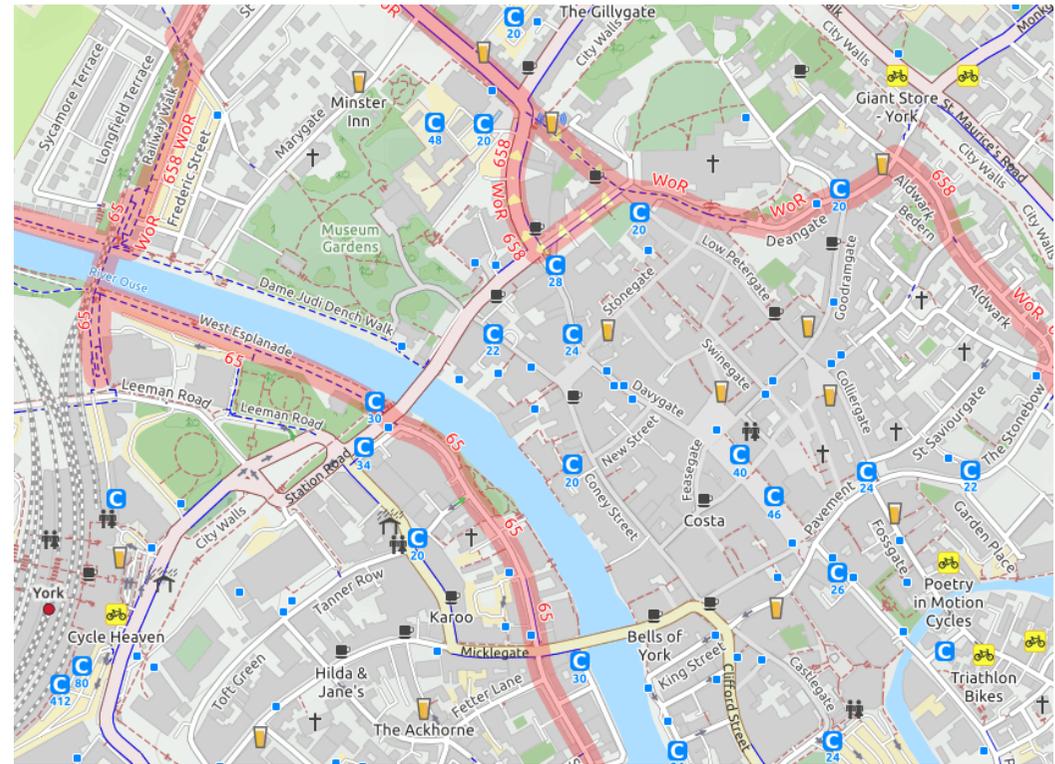
Recent years have seen a significant increase in the number of cycle couriers across the UK, related to the growth of app platforms, particularly relating to ordering hot food.

During the COVID pandemic, cycle couriers played an important role in taking restaurant food to customers, many of them shielding. This also helped city centre restaurants to continue functioning.

Currently, cycle couriers, as with all cyclists, are not permitted to cycle in the city centre. When they do, they can be fined. When they walk, they are delayed, reducing their income earning and potentially penalizing them on the apps which monitor their delivery times. Representations by the York IWGB Couriers group estimated that full-time delivery riders would spend an average 304.6 hours walking through the city centre footstreets. (*IWGB Couriers York, 2021: City Centre Access Proposal: Courier Pedal Cycle Permit: submission to City of York Council*).

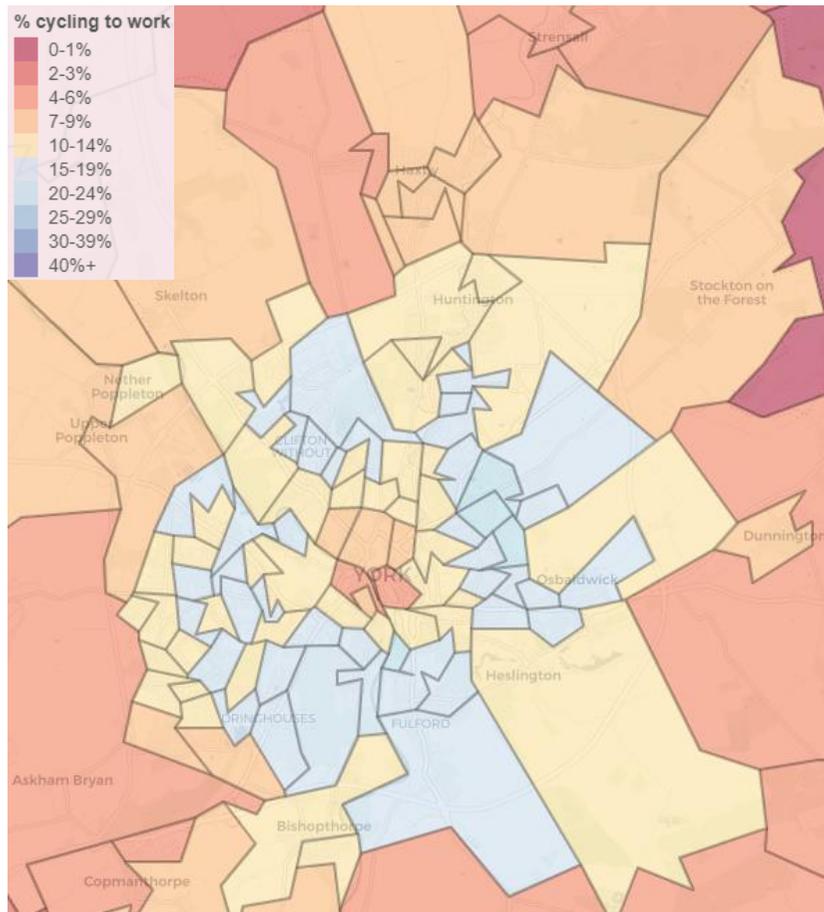


Cycle network for the whole city (OpenStreetMap, 2021, www.openstreetmap.org)



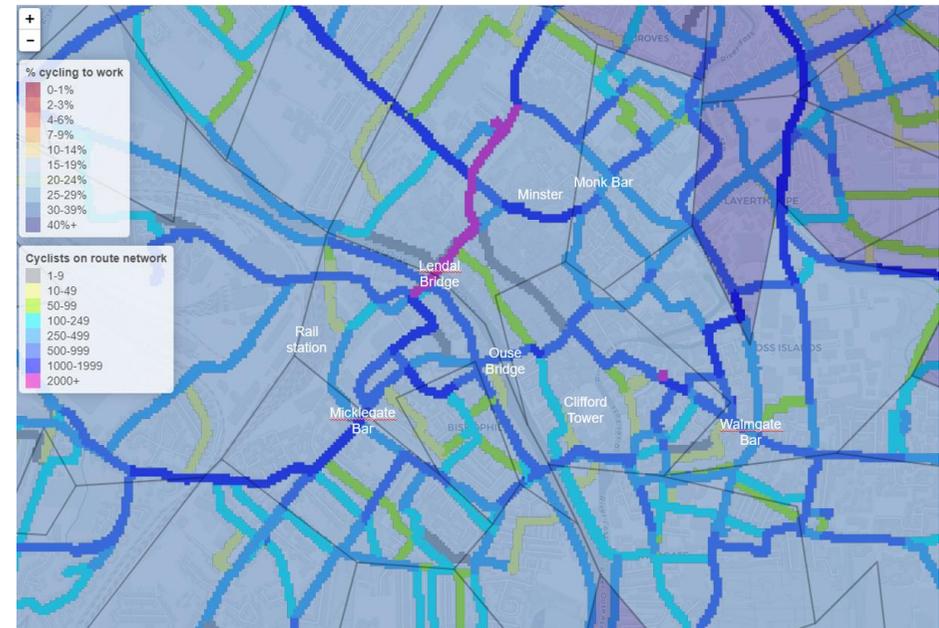
Cycle parking locations around city centre (OpenStreetMap, 2021, www.openstreetmap.org)

The propensity to cycle toolkit provides analysis of cycling levels based on 2011 census data, as well as providing various scenarios for the uptake of cycling and mapping them onto the existing network (www.pct.bike).

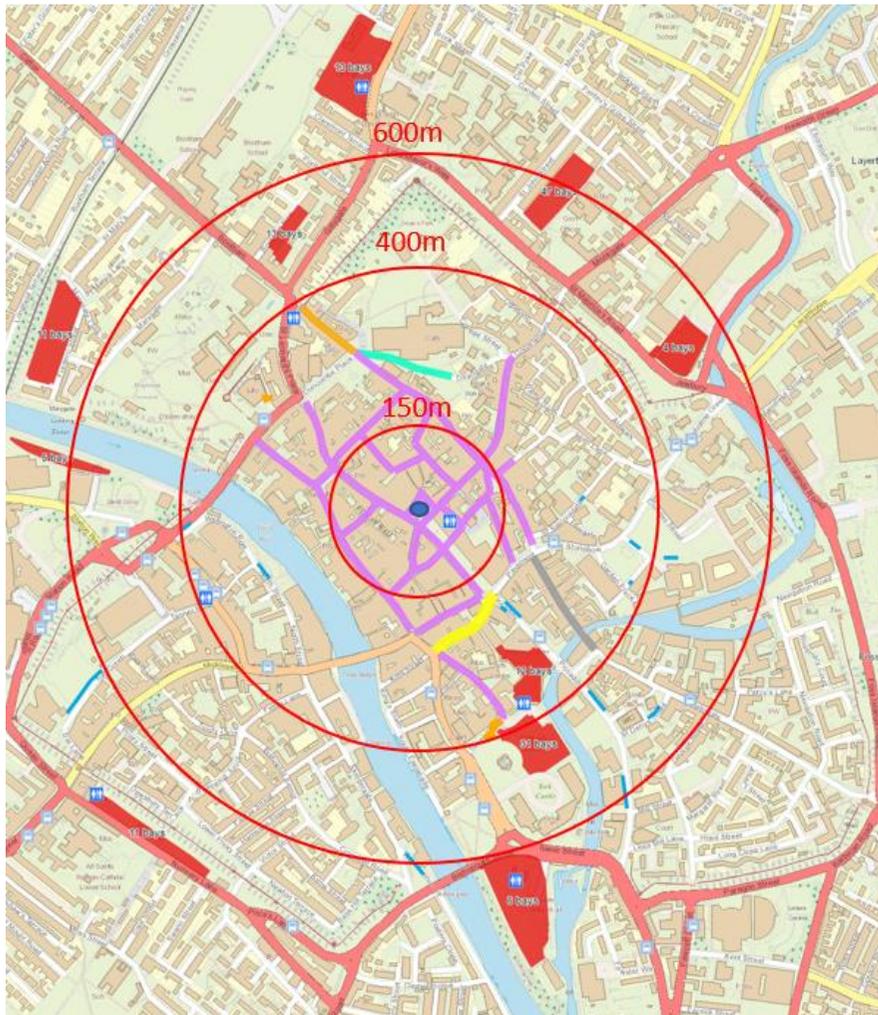


The diagram to the left shows % cycling to work in 2011 by lower super output area, with a strong ring of high cycle usage in areas outside the city centre (maximum in Heworth @ 22%) and significant deterioration beyond the ring road.

The maximum uptake scenario (e-bikes) shows a strong W-E desire line across Lendal Bridge and Museum St towards Gillygate and Clifton Road as well as towards Monk Bar and strong W-E movement from Blossom St – Ouse Bridge, and strong S-N movement from Walmgate Bar to Ouse Bridge



4) Assessment of Accessibility of York city centre



In this section, we:

- Analyse physical distances from key arrival points to a range of destinations in the city centre;
- Assess how much of the city centre is within reasonable distance from current arrival points and how much was within reasonable distance prior to the removal of blue badge parking.

Where do people want to get to in the city centre?

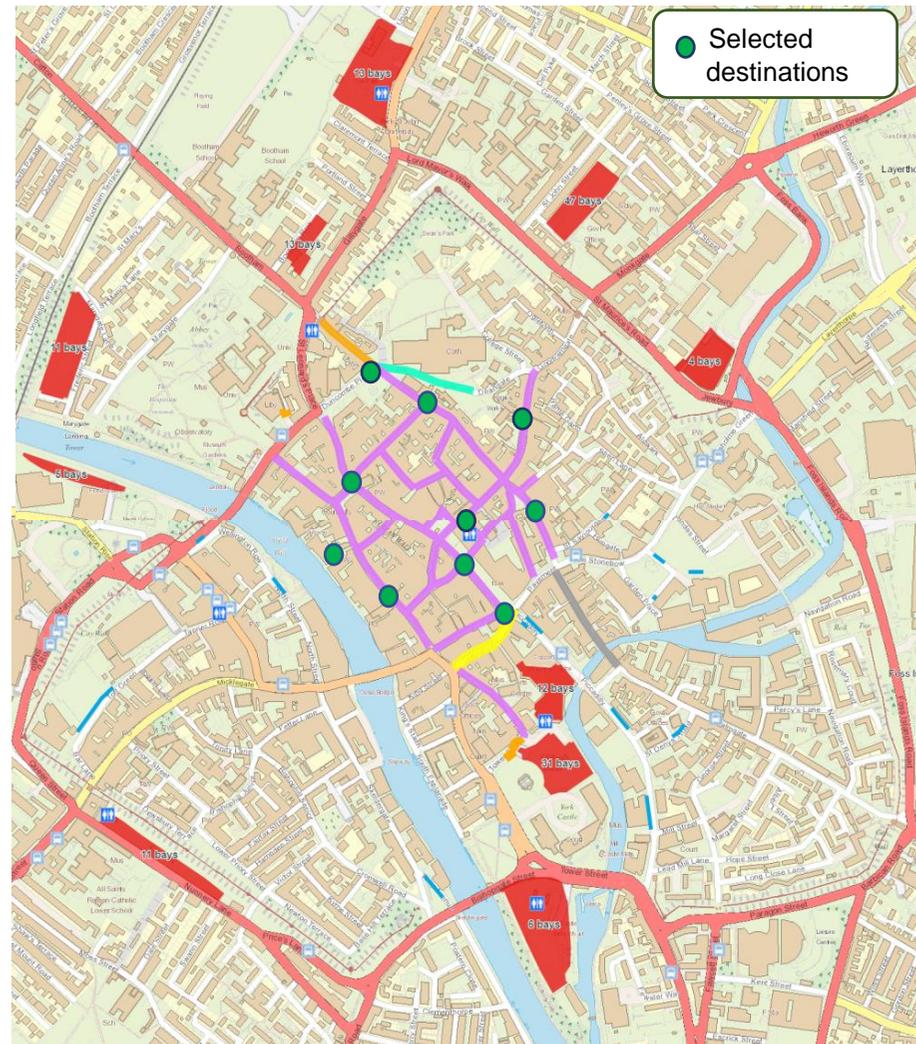
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Disabled people want and expect to be able to access the same places as other people for the same variety of purposes.

In order to provide focus for analysis and for developing recommendations, we have selected 10 destinations in the city centre to show the ease of accessing these locations.

These destinations have been chosen to cover a geographical spread and some key locations and include:

- City Screen off Coney St;
- Post Office (in WH Smith towards southern end of Coney St);
- St Helen's Square;
- Junction of Market St / Parliament St;
- St Sampsons Over 60's Centre;
- Junction of High Ousegate / Parliament St;
- York Minster;
- Junction of Petergate and Stonegate;
- Goodramgate (Bombay Spice, mid-way along);
- Colliergate (Barnitts).



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Physical access and distances in the city centre

As has been stated, York has one of the largest contiguous pedestrian priority areas in the UK.

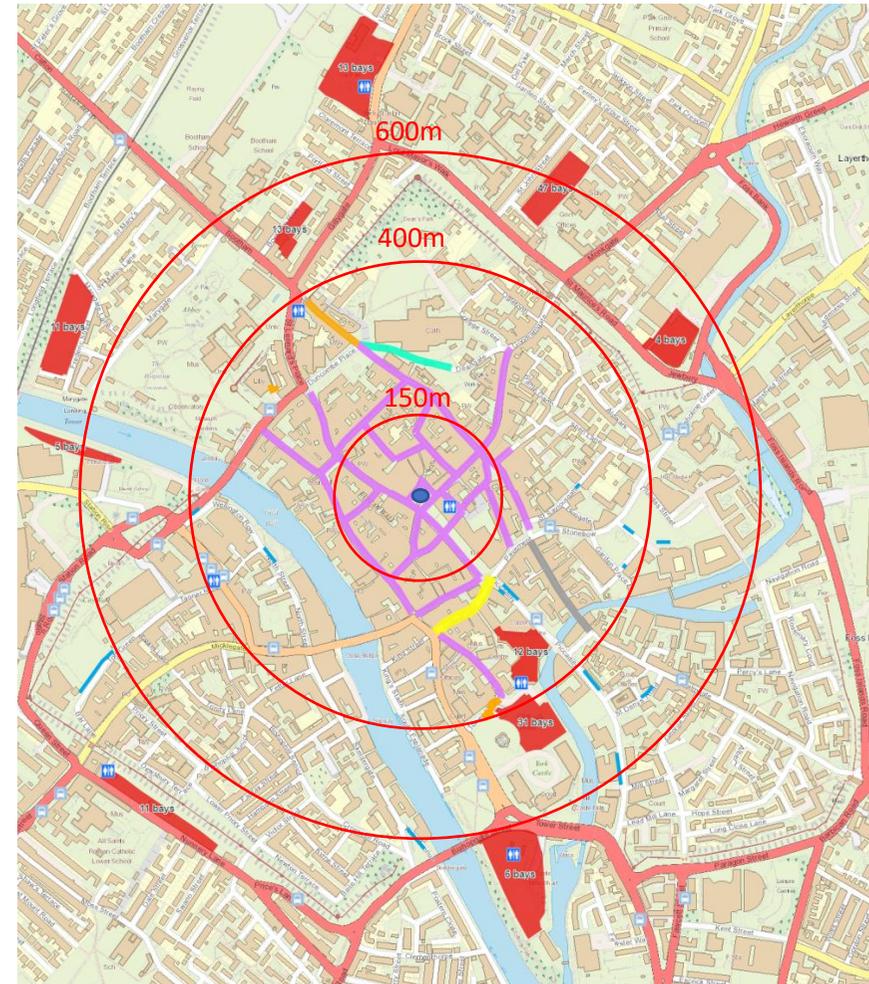
The N-S extent of the footstreets is typically between 420-590m, excluding the Castlegate and Fossgate 'extensions'.

The E-W extent of the footstreets is typically between 220-470m.

Taking a central point (St Sampsons Square, marked in blue), the red circles show distances of 150m (maximum distance without rest for wheelchair users / sensory impairment cited in *Inclusive Mobility*), 400m and 600m.

The nearest location for off-street parking is Coppergate, followed by Castle car park which is around 400m straight-line distance. Foss Bank, Monk Bar and Bootham car parks all lie between 400-600m, whilst Union Terrace, Marygate, Esplanade, Nunnery and St George's Field are over 600m straight-line distance from the St Sampsons Square.

Route	Detail	Distance (m)
High Petergate to Stonebow	from Exhibition Square, via Low Petergate / Colliergate	590
Coppergate to Duncombe Place	from Pavement, via Parliament St, Davygate, Blake St.	460
Spurriergate to Lendal	from junction of High Ousegate / Spurriergate to junction of Lendal / Museum St, via Coney St & Lendal	420
Goodramgate to Coney St	from junction with Deangate to Coney St via Church St & Feasegate	470
Colliergate to Coney St	from Kings Square to Coney St via Church St & Feasegate	280
Guildhall to Low Petergate	via St Helens Sq & Stonegate	220



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Access distances to city centre destinations from car parks, on-street parking, bus stops and taxi ranks

On the following pages, we assess travel distances from car parks, on-street blue badge parking bays and primary bus and taxi arrival points to the 10 illustrative city centre destinations.

The shortest, legible, accessible route from the centre of the car parking location has been selected for all car parks (except Nunnery Lane) and for the following bus stops and taxi ranks:

Bus stopping points:

- Rougier St
- Piccadilly
- Stonebow
- Low Ousegate (westbound)
- St Leonard's Place (southbound)
- Museum St (northbound)
- Rail station

Taxi Ranks:

- St Saviourgate
- Duncombe Place
- St Leonard's Place
- Tower St

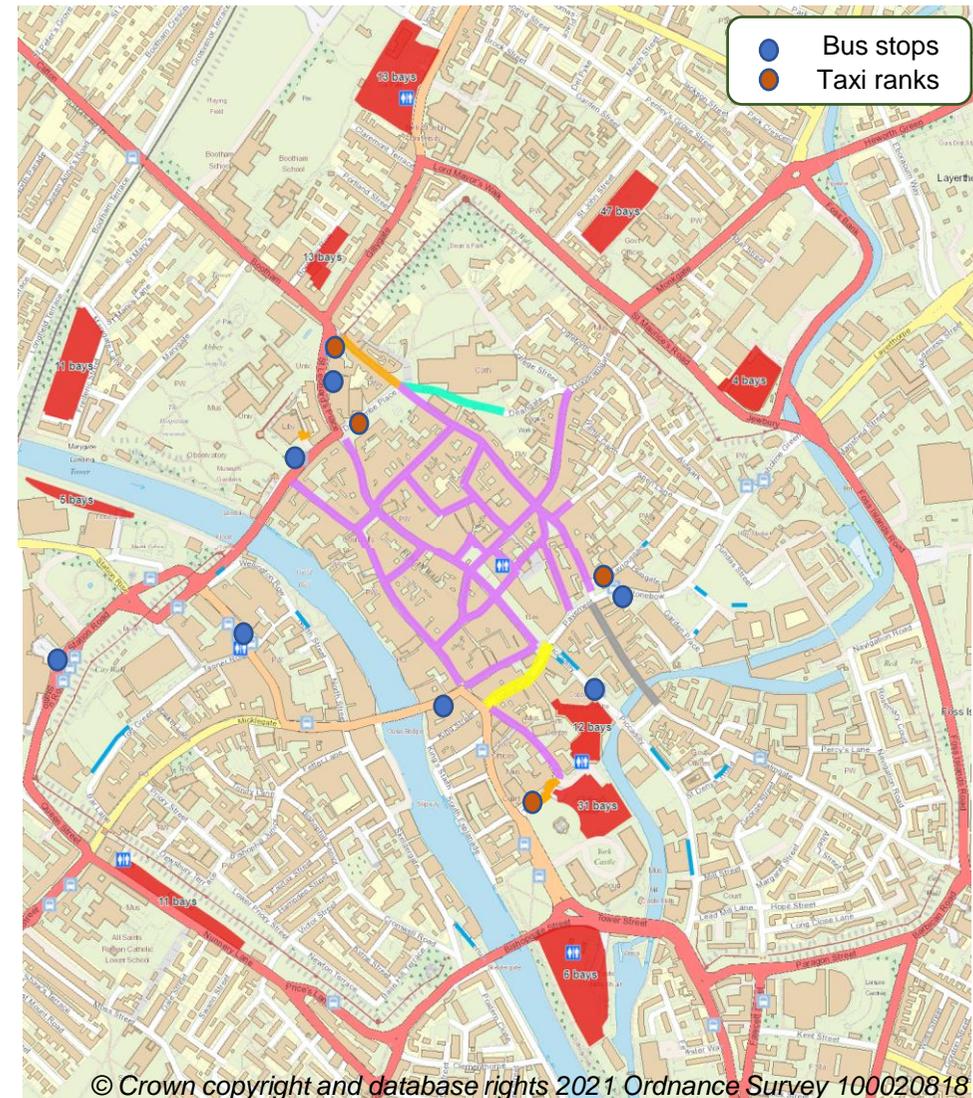
The results are colour coded as follows:

Deep green: <50m; 50m is the recommended distance limit without a rest for "mobility impaired using stick" in *Inclusive Mobility*. It is also cited as a criterion for obtaining a blue badge.

Light green: 50-150m: 150m is cited in *Inclusive Mobility* as a recommended distance limit without a rest for visually impaired people and wheelchair users.

Orange: 150-400m: 400m is often used as a maximum distance to walk to a bus stop.

Red: >400m.



Travel distances (m) to key destinations from off-street parking

Destination	Coppergate	Castle	Bootham	Monk Bar	Marygate	Esplanade	St George's Field	Union Terrace	Foss Bank
City Screen	470	485	645	840	665	675	765	845	930
WH Smith (for Post Office)	320	335	715	800	745	750	620	915	935
St Sampsons centre	391	490	720	570	820	830	790	895	655
Parliament St / Market St junction	286	385	710	685	815	830	715	910	805
Barnitts	400	470	685	560	985	925	800	880	645
York Minster	760	830	320	565	630	640	1160	520	660
St Helens Square	520	575	475	680	580	590	860	685	770
High Ousegate / Parliament St	190	285	810	790	915	995	615	1010	705
Goodramgate, Bombay Spice	580	645	710	380	1010	1020	975	750	470
Petergate / Stonegate	660	725	430	495	740	750	1040	625	590

Travel distances (m) to key destinations from on-street blue badge parking

Destination	Duncombe Place	Piccadilly	Deangate	St Andrew-gate	St Saviour-gate	Tower St	Carmelite St
City Screen	360	450	480	470	600	490	720
WH Smith (for Post Office)	435	305	570	430	475	340	580
St Sampsons centre	425	295	345	200	335	495	485
Parliament St / Market St junction	430	180	460	315	325	390	445
Barnitts	400	230	330	120	170	475	320
York Minster	40	595	205	400	530	835	680
St Helens Square	200	415	320	435	570	580	680
High Ousegate / Parliament St	530	85	540	340	230	290	345
Goodramgate, Bombay Spice	425	405	160	210	345	650	495
Petergate / Stonegate	145	490	140	295	425	730	580

Key

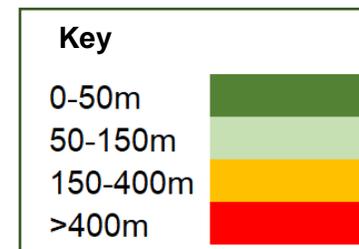
- 0-50m
- 50-150m
- 150-400m
- >400m

Travel distances (m) to key destinations from major bus stops

Destination	Rougier St	Piccadilly	Stonebow	Low Ousegate (west-bound)	Museum St (north-bound)	St Leonard's Place	Rail Station
City Screen	580	490	550	285	290	360	795
WH Smith (for Post Office)	540	340	400	135	365	435	870
St Sampsons centre	695	335	315	315	440	430	955
Parliament St / Market St junction	620	220	280	235	435	430	950
Barnitts	775	300	155	385	600	535	1135
York Minster	560	660	515	615	190	175	780
St Helens Square	500	450	510	375	205	200	725
High Ousegate / Parliament St	555	115	175	165	535	530	1000
Goodramgate, Bombay Spice	885	475	330	500	630	565	1140
Petergate / Stonegate	665	555	410	560	295	280	880

Travel distances (m) to key destinations from taxi ranks

Destination	Exhibition Square	Duncombe Place	St Saviour-gate	Tower St
City Screen	445	310	550	505
WH Smith (for Post Office)	520	385	405	365
St Sampsons centre	525	375	245	535
Parliament St / Market St junction	515	385	255	420
Barnitts	510	445	85	505
York Minster	150	85	445	830
St Helens Square	285	150	480	600
High Ousegate / Parliament St	615	480	155	320
Goodramgate, Bombay Spice	540	470	260	680
Petergate / Stonegate	255	190	340	760



Access distances to city centre destinations from car parks, on-street parking, bus stops and taxi ranks

Car Parks

The analysis shows that the best car parks only achieve 'amber' rating (between 150-400m) in a few cases. Coppergate and Castle car parks provide the best accessibility overall.

Two destinations (St Helen's Square and Petergate/Stonegate junction) are not accessible within 400m of any off-street car park.

On-street parking

For the on-street parking areas, only Duncombe Place achieves below 50m (for access to York Minster).

Only a handful of places are accessible within 150m. Each destination has at least two parking locations below 400m (amber rating).

Bus stops

The only destinations accessible within 150m of bus stops are High Ousegate/Parliament St junction, from Piccadilly, and WH Smith from Low Ousegate (westbound).

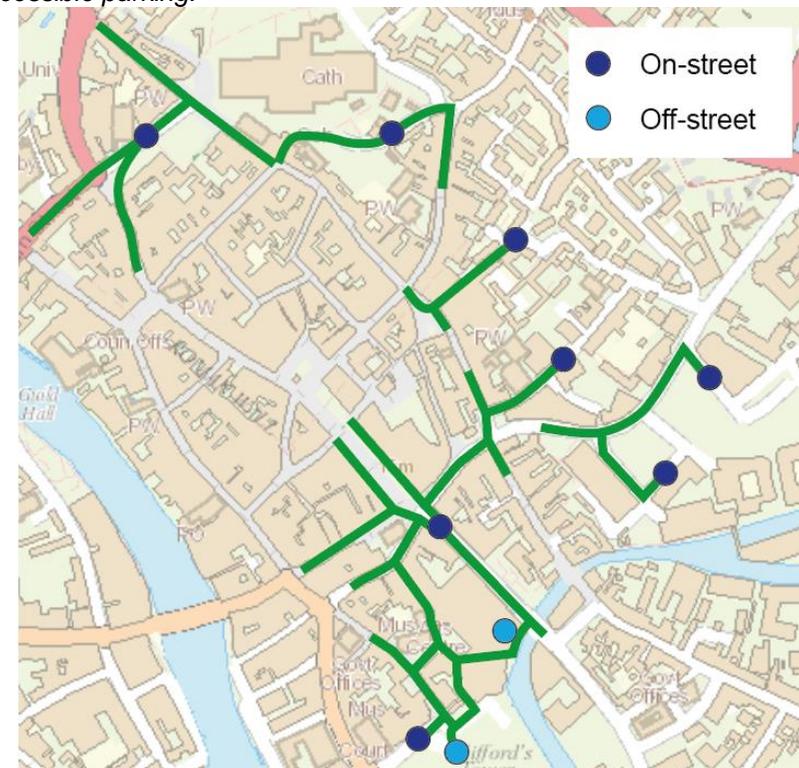
Rougier St and the Railway Station are beyond 400m to any destination.

Taxi ranks

York Minster, St Helen's Square and Barnitts can be accessed within 150m of a taxi rank. All destinations have at least one taxi rank which offers accessibility within 400m (amber rating).

The map below shows the extent of the city centre that is accessible within 150m of either on-street or off-street parking. It demonstrates that about 70% of the footstreets zone is beyond 150m from any accessible parking, including the entire length of Coney St / Lendal, St Helen's Square through to St Sampsons Square and Church St, as well as Low Petergate.

Extent of city centre accessible within 150m of current on- and off-street accessible parking.



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Access distances before the changes were introduced

Prior to the removal of blue badge parking on Goodramgate, Church St, Colliergate, Lendal and Blake St, many of these destinations were accessible within 50m (Goodramgate shops, Barnitts, St Sampsons Centre, St Helen’s Square, York Minster) and the majority of the others were accessible within 150m.

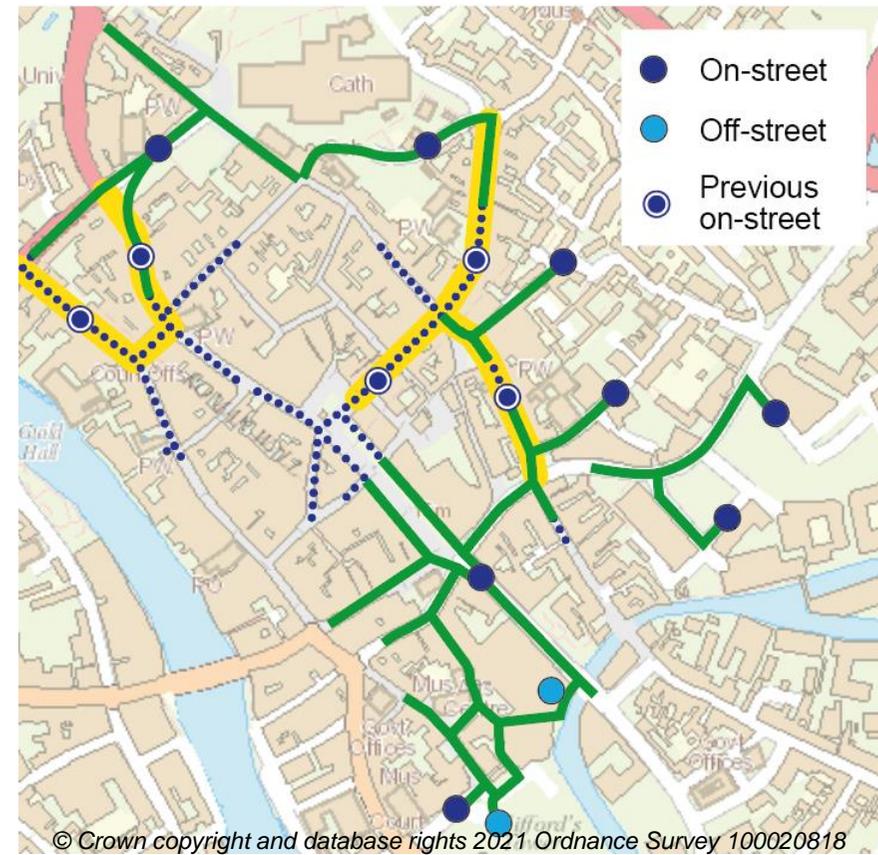
However, City Screen and WH Smith were beyond the 150m limit identified in *Inclusive Mobility* as an upper walking distance threshold.

The table below shows the minimum distances to these 10 illustrative destinations within the city centre before the changes were introduced.

Destination	Distance (m)	Parking location
City Screen	170	Lendal
WH Smith (for Post Office)	245	Lendal
St Sampsons Centre	30	Church St
Parliament St / Market St	145	Church St
Barnitts	10	Colliergate
York Minster	35	Duncombe Place
St Helen’s Square	40	Lendal
Pavement	55	Piccadilly
Goodramgate, Bombay Spice	5	Goodramgate
Petergate / Stonegate	140	Duncombe Place

The map below shows the areas of the city centre that were formerly accessible within 150m of parking. About 74% of the footstreets area was accessible within 150m. This still shows the southern end of Coney St and Spurriergate ‘out of reach’, as well as sections of Stonegate and Low Petergate.

Extent of city centre accessible within 150m of on- and off-street accessible parking before the restrictions were introduced..



Introduction

Below, in order to demonstrate the level of access that access to particular footstreets would provide, we explore 5 scenarios, showing what is accessible within 150m of parking areas.

Diagrams show the level of access that would be provided by each of these options, followed by a table assessing the benefits and drawbacks of each is provided on the following pages, including estimates of the parking capacity that each option would provide.

Scenario 1: “minimal intrusion”

We consider the access along Goodramgate to Church St (providing access to the St Sampsons Centre and being close to the market area / Parliament St) as being the most valuable access to reinstate. Vehicles entering this zone could leave either via Colliergate as per previous arrangements or via St Andrewgate, to further reduce levels of traffic intrusion.

Scenario 2: “Access within 150m”

A third area of the city centre remote from parking is the southern end of Coney St. It could be possible to allow blue badge vehicles to access Spurriergate and turn right into Market St and exit via Parliament St (via reformatted junction), with parking provided along Market St. This, along with the two other options would make virtually all of the city centre accessible within 150m.

Scenario 3: “Spine route”

Alternatively, a spine route of access could be provided from Blake St to Davygate to Parliament St, along the same alignment as the proposed cycle route. This would have the benefit of keeping all blue badge drivers and cyclists on the same alignment through the city centre, minimising intrusion into other areas and may be easier to enforce and regulate, albeit, this would require junction and signal modifications at the Blake St entrance and Parliament St exit.

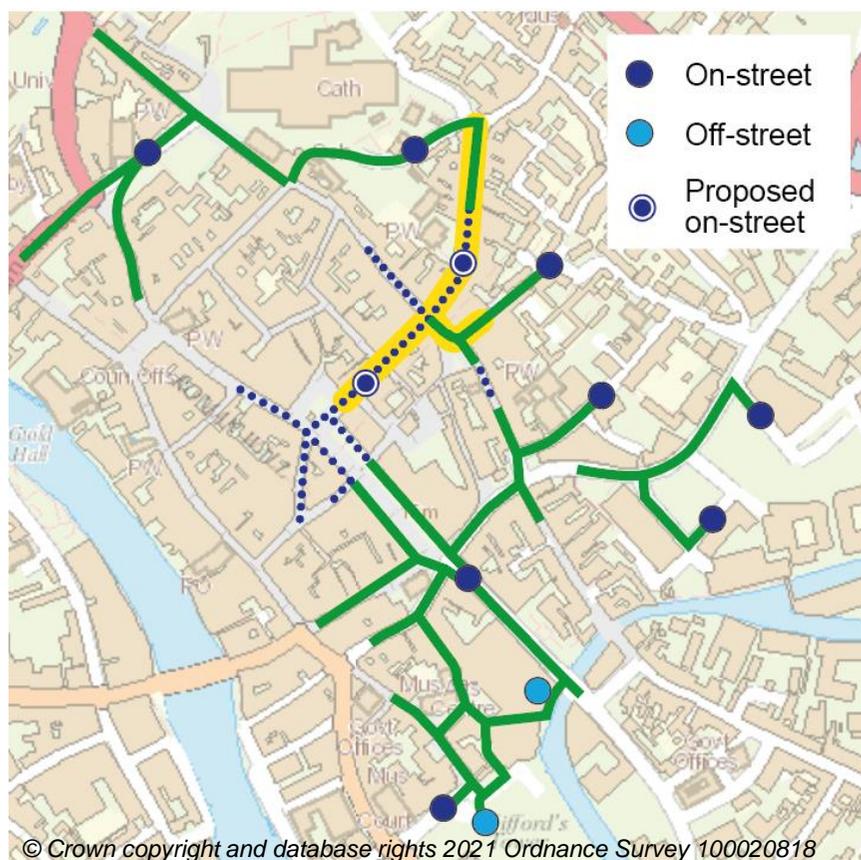
Scenario 4: “Hybrid of 1&3”

A final scenario would be to allow access along Goodramgate to Church St and then continue through St Sampsons Square to Parliament St. This would remove two-way operation along Church St and obviate any turning manoeuvres, as well as protect King’s Square, whilst also providing enhanced access towards Coney St and Davygate.

Scenario 1: “minimal intrusion”

Scenario 1 gives good access to most of Low Petergate and Colliergate and into Parliament Square and the first section of Davygate and Feasegate, but Coney St, Lendal and most of Davygate and Market St remain beyond 150m from any access point.

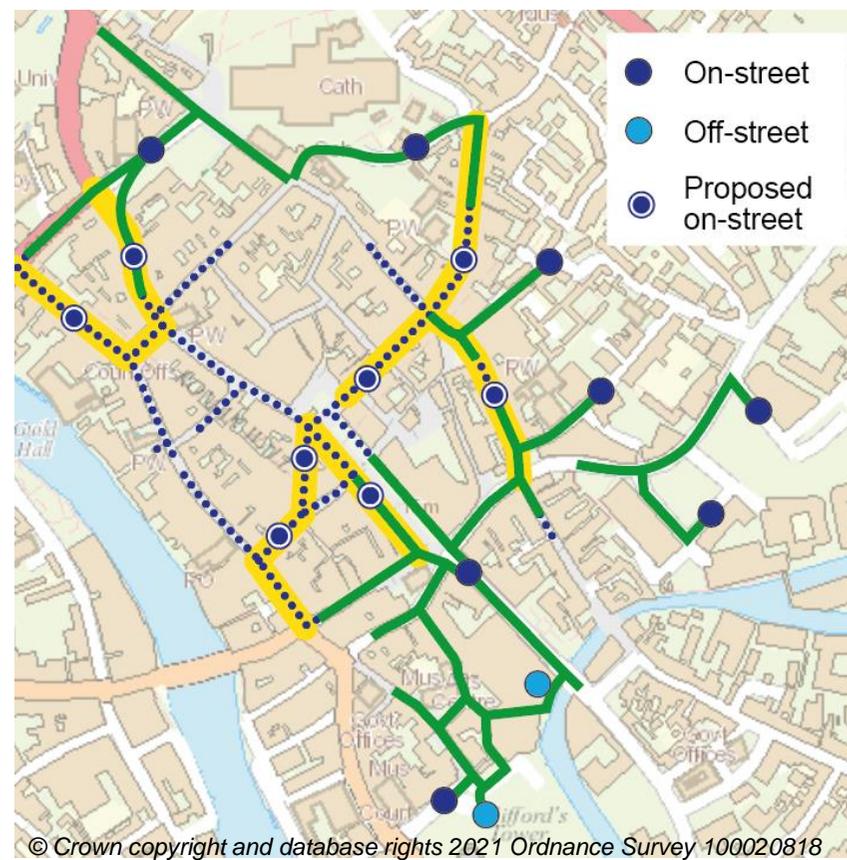
Extent of city centre accessible within 150m based on Scenario 1



Scenario 2: “150 meters”

Scenario 2, adding a Coney St loop enables almost all areas of the city centre to be within 150m of accessible parking, with just small sections of New St, Davygate, Stonegate and Low Petergate beyond this distance.

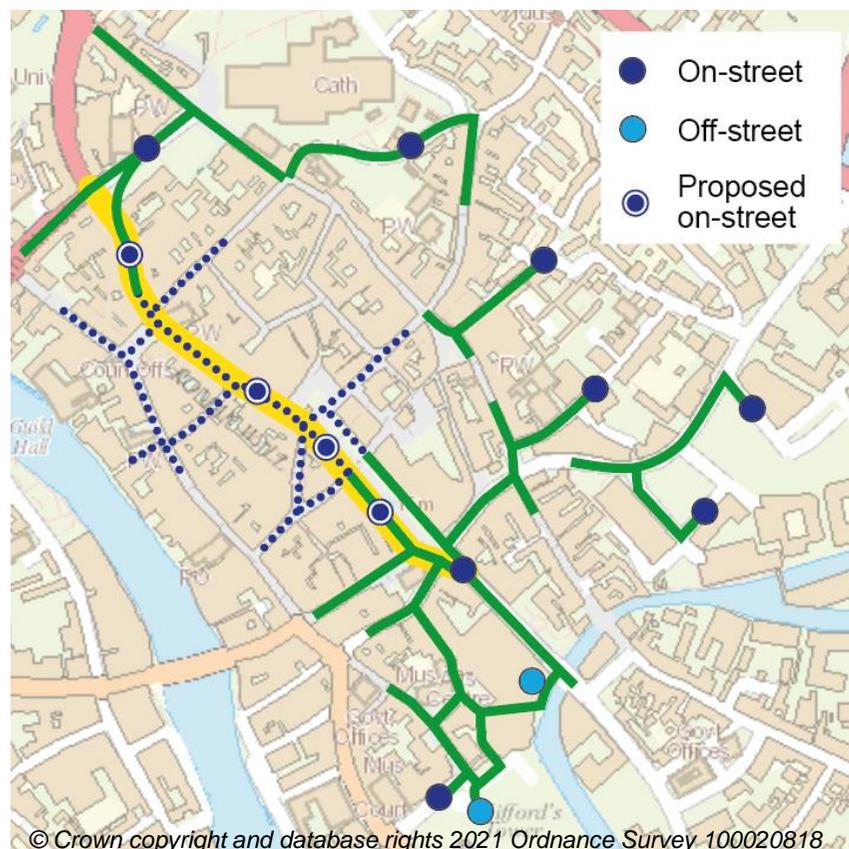
Extent of city centre accessible within 150m based on Scenario 2



Scenario 3: “Spine route”

Scenario 3 provides access within 150m of most areas, except a small part of Coney St, Low Petergate and the northern half of Colliergate, the northern end of Stonegate and the western end of Lendal.

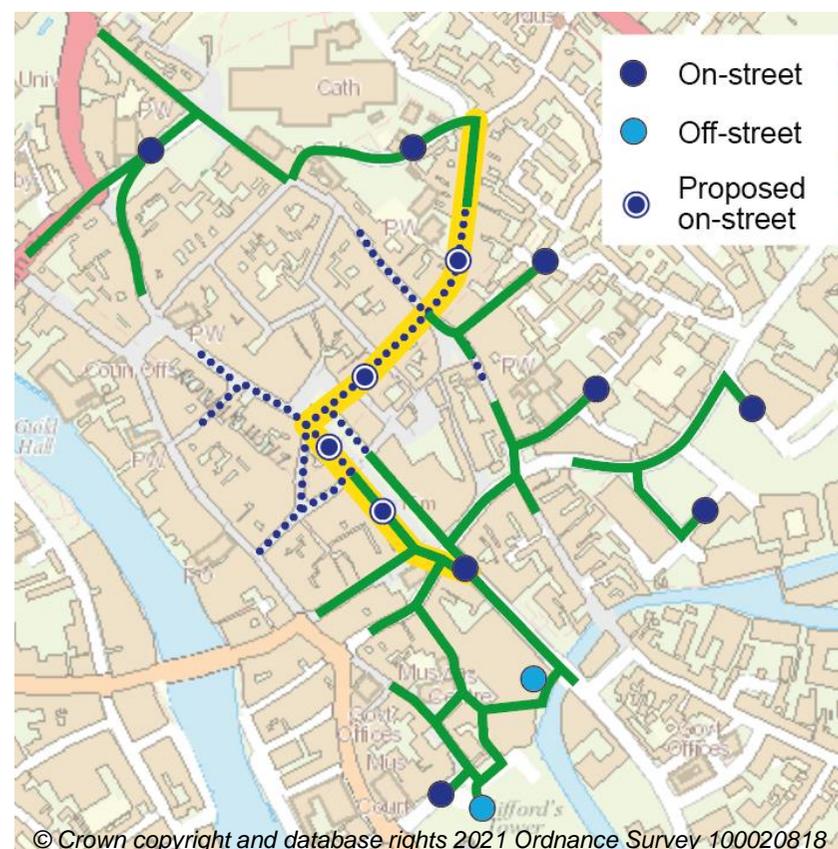
Extent of city centre accessible within 150m based on Scenario 3



Scenario 4: “Hybrid of scenarios 1 & 3”

This provides the benefits of access along Goodramgate and the Parliament St section. Most of Coney St and Spurriergate and Stonegate remain beyond 150m access, as does part of Lendal, Low Petergate and lower section of Colliergate.

Extent of city centre accessible within 150m based on Scenario 4



A table on the page below considers the benefits and drawbacks of each scenario against a number of criteria, including the “As Is” situation (no access into the footstreets) and the “As things were” situation (blue badges permitted into Goodramgate / Church St / Colliergate and Blake St / Lendal).

The purpose of this assessment is to demonstrate the advantages and drawbacks of different scenarios, rather than a formal evaluation.

The criteria used for the assessment are:

- “Level of intrusion” which refers to the length of footstreets that would have access for motor vehicles and provides a % of the total amount of the primary footstreets that would have motor vehicle intrusion. The primary footstreets, defined as Lendal, Coney St, Spurriergate, High Ousegate, Parliament St, St Sampsons Square, Davygate, Blake St, High Petergate, Low Petergate, Colliergate, Stonegate, Goodramgate and Church St have a total length of approximately 2,430m. Three ticks have been given where intrusion is less than 20%, 2 for where it is between 20-30% and 1 for where it is over 30%.
- “Level of access” expresses the % of the above primary footstreets that would be accessible within 150m from parking locations. Three ticks are given for >80%, 2 for 60-80% and 1 for 40-60%.
- “Capacity” provides an estimate of the amount of parking spaces that would be available. The 2018/19 survey indicated a maximum of 33 parking spaces occupied at any one time. Three ticks are awarded for where more than 33 spaces are available.

- “Simplicity” relates to how easy it would be for blue badge holders and other users to understand the new arrangements and a subjective judgement has been used based on the number of accesses and similarity with previous arrangements.
- “Major pedestrian conflict” identifies the locations where footstreets are busy, widths are narrow or areas of special public realm where vehicles would cause significant intrusion / conflict with pedestrians.
- “Interference with pavement cafes” identifies the number of areas where vehicle access might impact on pavement café operation.

The table shows that the current situation, where there is no blue badge access to the footstreets during footstreets operational hours minimises intrusion and pedestrian conflict and does not interfere with pavement café operation, but only 31% of the city centre is accessible within 150m. “As things were”, where blue badge holders could access Goodramgate / Church St / Colliergate and Blake St / St Helens Square / Lendal intruded on 31% of the footstreets but made 74% of the city centre accessible within 150m

Scenario 1 (Goodramgate) causes the least level of intrusion (13%) and conflict with major pedestrian areas, and makes 53% of the city centre accessible within 150m.

At the other end of the spectrum, Scenario 3 makes 90% of the city centre accessible, but creates vehicle intrusion in 43% of the footstreets and creates many areas of significant pedestrian conflict.

Scenario 4 (Goodramgate – Church St – Parliament St) makes 63% of the city centre accessible whilst intruding into 20% of the city centre.

Interim Blue badge access to the footstreets

Criterion	As Is	As things were	Scenario 1: Minimal intrusion	Scenario 2: All City Centre	Scenario 3: Spine Route	Scenario 4: Hybrid 1 & 3
Level of intrusion	0%	625m (exit Colliergate)	325m (exit St Andrewgate);	1050m (exit Colliergate)	470m	490m
	✓✓✓✓	31% ✓	13% ✓✓✓	43% ✓	19% ✓✓✓	20% ✓✓✓
Level of access	31%	74% ✓✓	53% ✓	90% ✓✓✓	73% ✓✓	63% ✓✓
Capacity	0 -	56 ✓✓✓	28 ✓✓	68-76 ✓✓✓	30 ✓✓	40 ✓✓✓
Simplicity	-	✓✓	✓✓✓	✓	✓✓	✓✓
Major pedestrian conflict	None	King's Square Colliergate Reversing at Church St St Helen's Square Lendal	King's Square Reversing at Church St	King's Square Colliergate Reversing at Church St St Helen's Square Lendal Spurriergate Market St / Feasegate	Davygate N section of St Helens Square	St Sampsons Square
	✓✓✓✓	✓	✓✓	✓	✓✓	✓✓✓
Interference with Pavement Cafes		Relatively few pavement cafes on Goodramgate. 2-3 on Church Street, but could continue with extra protection. Lendal pavement cafes	Relatively few pavement cafes on Goodramgate. 2-3 on Church Street, but could continue with extra protection.	Relatively few pavement cafes on Goodramgate. 2-3 on Church Street, but could continue with extra protection. Lendal pavement cafes	None impacted.	Relatively few pavement cafes on Goodramgate. 2-3 on Church Street, but could continue with extra protection.
	✓✓✓✓	✓✓	✓✓✓	✓✓	✓✓✓	✓✓✓

5) Plans and Ambitions for York city centre



In this section, we:

- Identify some of the key plans affecting the centre of York in order to understand the context in which future accessibility will be provided.

There are a significant amount of transport plans and broader regeneration and masterplans affecting the centre of York which will change the way in which people access the city centre and provide the opportunity for embedding excellent quality of access into the city's fabric.

Hostile vehicle mitigation scheme

As part of the national strategic response to the threat from international terrorism, CYC, in partnership with the Police, has developed proposals for protecting the central footstreets of York from attack via a hostile vehicle. It is intended to introduce barriers to prevent unauthorized vehicles from accessing the footstreets. This necessitates procedures for authorizing and controlling access by any motor vehicles to enter the footstreets. Under current plans, blue badge holders would not be authorized to access the footstreets.

Transport planning activities

CYC is about to develop its updated Local Transport Plan (LTP4). There is an opportunity to strengthen existing policies on strongly promoting walking, cycling and public transport and reducing general traffic intrusion around the city centre.

CYC is about to explore logistics and last mile delivery to investigate opportunities for reducing the volumes and impact of delivery vehicles, especially in the city centre. There is significant opportunity to identify mechanisms for delivering to city centre streets more efficiently through low carbon transport vehicles in a way that has less impact on the city centre (in terms of traffic volumes, damage caused by vehicles and possibly times of impact).

York Station Front Masterplan

A major project is planned for the rail station frontage, including the taking down of the Queen St flyover, remodelling of the roads, creation of new public space and relocating bus stops, car parking and taxi arrival.



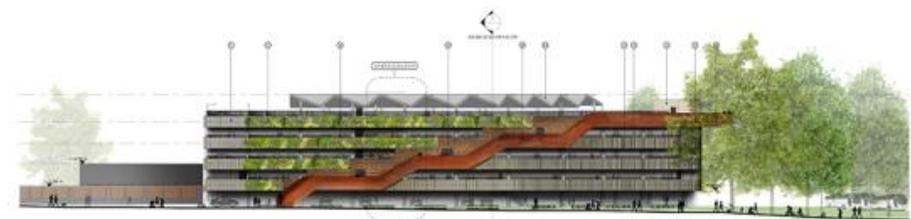
Visualisation of redeveloped station frontage. (Arup: [york-station-front-masterplan](#))

Ambitions for York city centre: specific regeneration plans

Castle Gateway and St George's Field

A major regeneration project is being developed for Castle Gateway (visualization below), focused around the Eye of York, but extending towards Ouse Bridge in the north and St George's Field in the south.

This includes plans to radically improve the public space around Clifford's Tower, (visualisation opposite), introduce a multi-storey car park at St George's Field to replace displaced car parking from Castle car park, and improve walking and cycling connectivity via new bridges over the River Foss. The masterplan was formally approved in April 2018 and includes closure of the Castle car park.



Visualisation of Castle Gateway proposals (above) and St George's Field multi-storey car park proposals (right): <https://mycastlegateway.org>

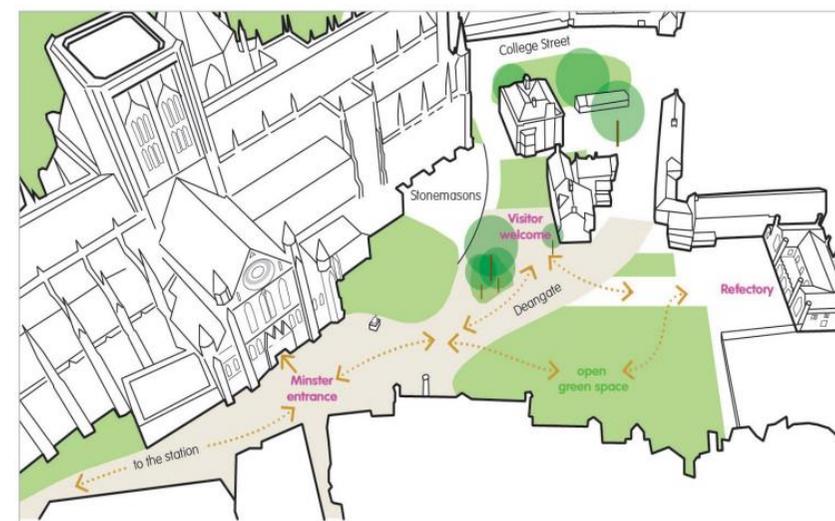
Ambitions for York city centre: transport planning

Riverside Quarter

A major private-sector led project is examining the opportunity to enhance the 'Riverside Quarter' around North St and create a new riverside walkway between Coney St and the river. This includes a proposal for a new pedestrian bridge from North St to Coney St which would significantly enhance access to this part of the city centre. (see image on previous page).

York Minster Neighbourhood Plan

York Minster's Neighbourhood Plan sets a vision for the future of the Minster Precinct, including proposed enhancements to public realm along Minster Yard and Deangate, in association with a new refectory in the former song school. These proposals could enhance access for disabled people and for cyclists using the Duncombe Place to Monk Bar cycle route.



Top Right: Preliminary idea for pedestrian bridge connecting from North St to Coney St as part of Riverside Quarter development. (York Press July 2021, [Coney Street area of York set to be transformed with riverside walkway and bridge | York Press](#))

Bottom Right: concept sketch of proposed remaking of public space along Deangate and Minster Yard ([York-Minster-Consultation Web-Version-Final.pdf \(d10okuw2vik61v.cloudfront.net\)](#))

6) Views on access arrangements



[Petition · Re-open York city centre to the disabled #ClosedToUs · Change.org](#)

In this section, we:

- Draw on consultation data from city-wide survey and from footstreets survey;
- Information from workshops conducted in relation to this study;
- Information from engagement with disabled people at a field audit and on-line session, as well as meetings with representative groups (York Disability Rights Forum, My Sight York, Shopmobility, Dial & Ride);
- Information from engagement with cyclists at a field audit, as well as meetings with representative groups (York Cycling Campaign and York Cycle Couriers);
- Our views, based on background analysis, consultations and views above and our fieldwork.

In light of the changes to access to the footstreets introduced in relation to the COVID pandemic, with the temporary removal of the blue-badge exemption, granting of pavement café licences and extension of footstreet operational hours, consultation was undertaken by CYC to elicit people's views on the new footstreets arrangements, which were written up in November 2020 in the "Footstreets Accessibility Open Community Brief".

(www.york.gov.uk/downloads/file/6188/footstreets-accessibility-open-community-brief-11-nov).

A citywide survey was undertaken through 'Our City' in July 2020 prompted responses from 1,925 York residents. 67% of respondents agreed or strongly agreed with the principles of pedestrianization, including 61% of those 165 respondents identifying themselves as disabled.

71% of respondents overall and 70% of those identifying as disabled supported the proposal to provide extra space for cafés and restaurants.

In a follow-up survey targeting disabled residents in September 2020's 'Our City', which elicited 368 responses, twice as many respondents (168) agreed rather than disagreed (81) that extra room increased their safety, while more (151) agreed that fewer vehicles increases their safety than disagreed (115).

However, the parking provision and mitigation is not seen as adequate. The result is that 62% of those who responded to the question (198 of 318) believed the new footstreets arrangements made them less or far less likely to visit the city centre.

Blind and Partially Sighted residents in particular welcome the reduction of traffic and congestion, as their safety in shared spaces relies upon the vehicle user to see and avoid them. The new arrangements have made walking through town 'much easier' and means they do not have to worry about traffic. Although mostly in favour of the new footstreets, the increase in pavement café furniture, barriers, signs and bollards does present a challenge to this group, so navigation – preferably at ground level rather than a tap rail – needs to be considered. Some consistency over use of barriers around pavement cafés is required. Better signing is needed.

Many respondents feel the existing mitigation measures are inadequate to offset the negative impact on accessibility. A petition signed by nearly 1,500 people (by July 2021) calls for the reversal of the changes until a comprehensive Equalities Impact Assessment and full public consultation has been completed.

146 out of 368 survey respondents believed that none of the alternative measures replaced the lost parking. 80% disagree or strongly disagree that there are enough accessible parking places which are close enough to access the city centre.

For this study, various consultations were undertaken:

- Two initial on-line consultation discussions with disabled people to discuss general access arrangements and issues.
- A field visit with disabled people to undertake an initial audit of some city centre facilities, with a follow-up on-line discussion with people who could not attend the audit and to follow up some of the themes discussed.
- Follow-up conversations with York Disability Rights Forum, York Accessibility Action, My Sight York.
- Consultations with Shopmobility and Dial & Ride service providers.
- Two initial on-line consultation discussions with cyclists to discuss general access arrangements and issues.
- A field visit with cyclists to undertake an initial audit.
- Follow-up consultation sessions with York Cycling Campaign and York Bike Belles.
- We also received written comments from several individuals.

Over the next pages, we provide a summary of the key issues, organised by themes.

How disabled people get to the city centre

- Many people state that they do not travel into the city centre since the removal of blue badge parking from the footstreets. There are specific issues about accessing essential services such as banking (for those who do not use on-line banking in the situation that many suburban bank branches have closed) and Post Office services (with some key document processing services only available at the city centre branch in WH Smith on Coney St).
- Some people used to rely on taxis to drop off in the city centre, but now taxi access has been removed, they cannot get close enough for facilities. This is particularly important for some visual impaired people, some people who can only walk limited distances, and some people with learning difficulties.
- Buses are generally not favoured by people using wheelchairs due to uncertainty of whether there will be space on the next bus, with several people reporting they have not been able to access a service to/from the city, as the wheelchair space is already in use.

The removal of blue badge parking from some of the footstreets

- People who used to use blue badge parking in the footstreets consider its removal to be 'devastating' and stopping them from visiting and using their city centre.
- Some people qualify for a blue badge on the basis that they are not able to walk more than 50 metres, so the exclusion of parking here with much further access distances from on-street and off-street car parking is seen to exclude people from the city centre.
- Some people, such as carers with people with medical or emotional needs, use the car as a safe space in the city centre in case of emergency.

- People are ‘bemused’ about the perceived large range and number of vehicles that have an exemption for accessing the city centre during footstreet hours whilst blue badge holders do not.

Car Parks

- The route from the car park to the city centre is critical. Most car parks are too distant.
- Castle car park is the preferred car park although the surfacing and access out of the car park is very poor.
- Generally people do not like the Coppergate multi-storey car park due to the challenging access ramps and problems with acquiring a blue badge concession to exit the car park, as well as anxiety over whether lifts are working. The height restriction and tight entrance is inaccessible to vehicles with additional height or length.

On-street parking

- The lost spaces in the footstreets have not been adequately compensated with spaces elsewhere.
- Shared designations with loading does not work.
- The 3-hour time limit is too short now that the parking is more remote from the centre.

The timing of footstreet operational hours

- Disabled people would like to see footstreet operational hours return to 5pm, to enable access to the evening economy.
- Cycle couriers would similarly like to see footstreet operational hours return to 5pm, as this is the time that pedestrian numbers reduce and demand starts to grow for courier services.

Shopmobility

- Many people feel Shopmobility is not relevant to them due to their need to use their own bespoke wheelchair or difficulty transferring.
- Some potential users are put off by its location in the multi-storey car park. (Some potential users don’t drive and report that taxis can be reluctant to enter the car park to drop them off).

Dial & Ride

- Many people perceive it as an older people’s shopping service and don’t feel it is ‘for them’.
- They think it is not flexible enough in terms of needing to book ahead and giving people a fixed time in the city centre.
- There is a lack of awareness about the Dial & Ride service.

Information

- Information is difficult to find on facilities.
- City hosts welcoming people to the centre of York would be beneficial and could be a job that some disabled people could undertake.

The physical condition of the footstreets contd.

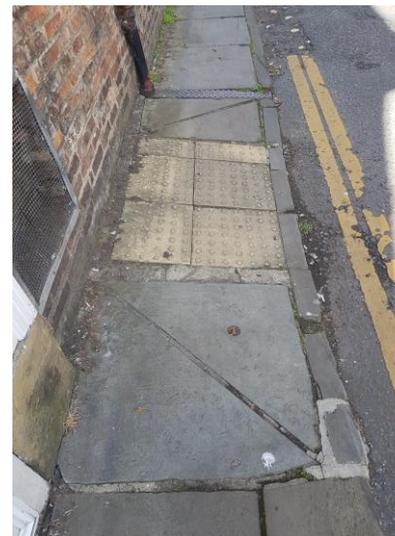
- Generally, the footstreets are considered to be in a poor condition.
- On most footstreets, pavements are too narrow, too uneven or have too severe a camber for people using wheelchairs to be able to use them.
- People in wheelchairs and people with visual impairment prefer to walk in the carriageway because of the poor condition of the pavements.

The physical condition of the footstreets contd.

- The pavements are frequently obstructed by bins, parked bicycles, shop signs or pavement cafés. Many pavement cafés have inadequate barriers or visual cues to demarcate them and many obstruct the pavement or prevent access into the premises.
- Gulleys on some footstreets (e.g. Coney St, New St, Market St, Feasegate, High Ousegate) are problematic for people on foot and people using wheelchairs, although provide a useful navigation tool for visually impaired people.
- There is a lack of dropped kerbs in many places and many dropped kerbs are inappropriately laid out (not flush to carriageway or too steep or narrow to manoeuvre onto).
- Surface materials are very inconsistent. It is accepted that in some areas, historic cobbles are an important feature, but there are more modern cobbles in other areas that seem unnecessary.
- Tactile paving is not consistently provided at road junctions.
- At some locations, signage announcing people are entering or exiting the footstreets is not apparent and people (especially visitors) can wonder into the trafficked roads thinking they are still on the footstreets.
- There is a significant lack of seating and resting places on many of the footstreets (e.g. Coney St).



Some issues in the footstreets. Clockwise, severe camber on Davygate, gullies on Feasegate, incorrectly installed (and incomprehensible) tactiles on Goodramgate and inaccessible and unusable dropped kerbs



Cycling in the footstreets

- People using bikes as a mobility aid need to be able to travel to their final destination, otherwise they cannot use the bike.
- Cycle couriers make a meagre living. The delivery platforms monitor the amount of time that couriers take and those who walk through the footstreets are effectively penalised.
- In many other cities, cyclists are allowed in some or all of the detrafficked central area.
- Whilst there is a perception amongst some that cyclists are a hazard, generally cyclists and pedestrians mix well where it is allowed (e.g. Deangate).
- Cycle theft is a problem and many people are reluctant to leave their bike at the edge of the footstreet zone.
- Some women say they feel safer cycling than on foot, especially when going out in the evening.
- Most consultees think that providing one route through the city centre would significantly address access issues (rather than permitting cycling in all footstreets).
- The quantity and quality of cycle parking is considered to be poor. There is very limited provision for non-conventional bikes (adapted bikes, cargo bikes).

7) How do other historic cities manage access for disabled people and cyclists?



© <https://streetspirit.design/frodsham-street%2C-chester>

In this section, we provide case studies of other historic towns and cities in the UK and abroad that have relevance to York for the way in which they manage access for disabled people, access for cycling through busy historic centres and provide inclusive street designs.

Contents:

- Chester: best practice in being an accessible city and inclusive streetscape design;
- Bath: managing blue badge parking in a hostile vehicle mitigation scheme;
- Cambridge: enabling cycling through a historic city centre.

Comparability

Chester is a walled historic city, with a population of 81,000 (2015) that serves a wider rural hinterland. It was the first UK city to win European Access City Award in 2017.

Accessible Parking

There is a dedicated blue badge only car park in the heart of the city centre, with spaces for 63 vehicles, as well as a secondary smaller dedicated car park on the opposite side of the city centre, with 9 spaces.

The main wheelchair accessible route to the City Walls is accessed from this car park. The car park is 350m walking distance from Chester Cross in the heart of the city.

Cheshire West residents with blue badges can park for free in other pay on exit car parks. Exit is managed via ANPR and microchipped badges.

There is also a supply of on-street blue badge parking bays at various locations close to the pedestrianised area.

In addition to the blue badge parking bays, blue badge holders can park in general or resident on-street parking.

Blue badge access into the city centre

While the pedestrianized zone is quite extensive, blue badge holders are allowed access to certain streets where general traffic is not permitted. One-way southbound access along Northgate is permitted at a staffed barrier by the Town Hall. Access via Frodsham St is not barrier controlled, but the street has been redesigned as a pedestrian priority shared space.

The combination of parking locations and an accessible, barrier controlled route means that all areas of the city centre are accessible within 150m of blue badge parking.



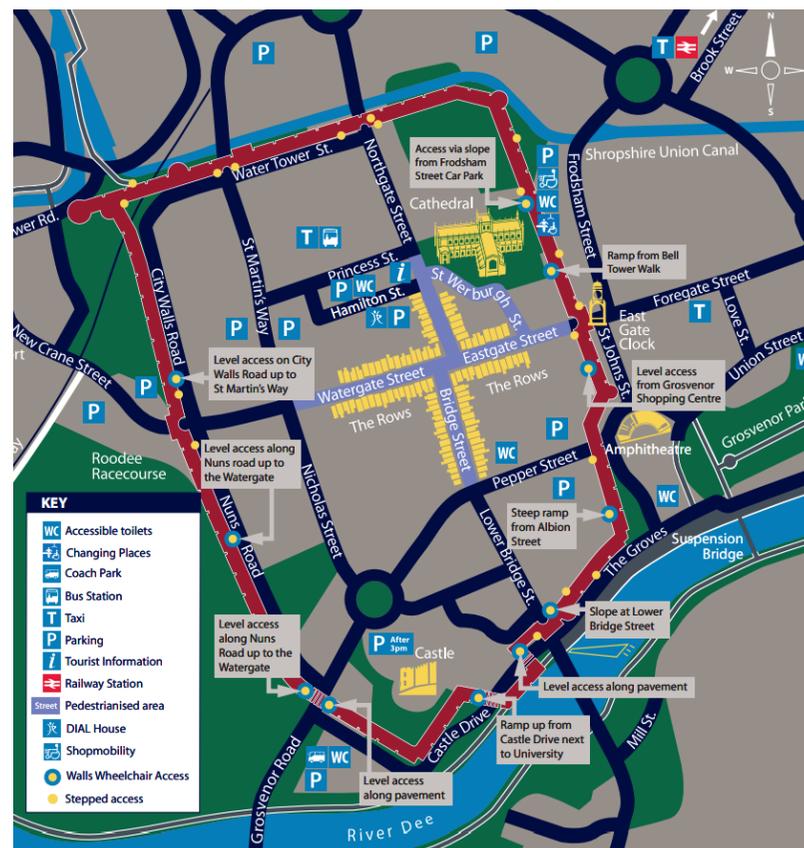
Blue badge holders can access the city centre at Northgate (above) via a manned barrier, or via Frodsham St below © 2021 Google.



Street Design

Frodsham St was redesigned in 2016/17 as a pedestrian priority scheme. Buses, taxis, blue badge holders, permit holders and cyclists are allowed to pass along this route which is a main shopping street. The surface is level, though the main carriageway is tarmacked and corduroy tactile kerbing runs along the edge of the footway. Regular bollards and street furniture reinforce the main carriageway.

The scheme won “Healthy Street of the Year, 2019” and CIHT “Creating Better Places Award, 2018” and has been praised by visually impaired people as being a shared space that works.



Above: a city centre access guide is produced, including the above overview map, as well as a more detailed map of the pedestrianised area showing access locations to reach the Rows – Chester’s famous elevated shops at balcony level.

www.visitcheshire.com/dbings/Accessible%20Chester.pdf

Left: images of the Frodsham Road shared space scheme. More detail of the Frodsham Road scheme is available at <https://streetspirit.design/frodsham-street%2C-chester>

Shopmobility

Shopmobility, operated by Dial West Cheshire, which has been crowned as a beacon of good practice, is located on the main blue badge car park at Frodsham St.

Dial West Cheshire (www.dialwestcheshire.org.uk) formed as a company limited by guarantee in 2014 and today continues as a registered charity, providing award winning services for disabled people, including:

- Advice and Information: with a focus on welfare benefits and disability rights;
- Community Café;
- Shopmobility: offering daily hire of mobility scooters and wheelchairs (as well as the sale, servicing and repair of mobility equipment and independent living aids).
- Volunteering: developing people from the community to help others within the community with extensive opportunities for training and development. This includes, among other things, “Ability Angels” who assist people with shopping;
- Access Group to improve access to services and facilities in West Cheshire so that disabled people can participate equally in the community.

Every year, they handle 5,000 bookings for mobility scooters and wheelchairs. Like Shopmobility in York, they have a membership scheme (£25 per annum). Members can hire equipment for £3 per day, non-members for £10 per day. Weekly hires of mobility scooters or powered wheelchairs are £30.



Frodsham St car blue badge car park with the Dial West Cheshire Shopmobility unit behind and the accessible path between the city centre and the city walls to the left. © 2021 Google

Engagement with disabled people

Cheshire West and Chester Council employs an Access Officer who represents disability issues across a range of Council services.

They co-ordinate a Corporate Disability Access Forum which is chaired by a Council member and has disability interest groups and representatives. When schemes are proposed, these are taken to the CDAF for comment. CDAF members are also encouraged to disseminate consultations to other disability groups and individuals.

Comparability

Bath has a population of about 90,000 and is a historic city with many similar features to York. The pedestrianized area has a maximum north-south extent of 520m and east-west extent of 250m, though is punctuated by streets providing motorized access and accessible parking. As a result of COVID and hostile vehicle mitigation, access to the city centre for blue badge holders was temporarily suspended.

Parking and access review

In 2021 parking provision in the centre was reviewed and widespread consultation on proposals was undertaken during April and May 2021, including a survey questionnaire, resulting in 3,000 comments returned.

There was public support to improve air quality, fairer charging and a call for more flexibility for people most affected by the changes.

In July 2021 it was decided as a result of the response that some accessible (blue badge) bays would be positioned within the hostile vehicle mitigation central areas, with monitoring.

Accessible Parking is provided in Cheap St, Westgate St, Saw Close and Upper Borough Walls (within the ‘ring of steel’). Blue badge holders, carers, and taxi drop-offs are permitted between 10am-6pm. Enforcement is undertaken via CCTV at key access points.

A map of blue badge parking bays available on-line (reproduced opposite). A red circle has been overlaid on the map to show a 300m diameter from a central point in the city centre: i.e. crow fly distance of 150m to the centre.

<https://democracy.bathnes.gov.uk/documents/s67196/E3278%20City%20Centre%20Security%20Cabinet%20Report%20FINAL.pdf>



Blue badge parking

Bath has provided some blue badge parking on High St in front of Bath Abbey with some high quality finishing (below).

Cycling in Bath City Centre

There are various cycle routes provided within the city centre, bisecting the pedestrianised area, such as on Cheap St, crossing a main shopping street.

A new facility contra-flow facility has also been provided further east on Cheap in a smart finish with attractive signing of the cycle route.



Comparability:

Cambridge is a freestanding city with a population of 123,900 (2011). It is an historic city with a sensitive city centre environment.

Cycling in Cambridge

It is the UK's capital of cycling, with 50% of the population cycling at least once per week. In 2011, 32% of trips to work were made by bike.

Cycling in the city centre

Cyclists are permitted to cycle on most streets in the centre of Cambridge (see map opposite). There is a one-way system in place to manage cycle flows on two important north-south routes which have large pedestrian footfall, Sidney St and St Johns St. One-way cycling along Market St enables southbound cyclists to rejoin Sidney St where it becomes two-way.

Trial of cycling in the key pedestrian streets

Cycling was not permitted in the main pedestrian area during the day time up until the mid 2000's. This ban was revoked and a year's trial of cycling initiated, which has never been removed. The primary reason for permitting cycling through the central streets was that the alternative route was poor and putting cyclists at risk (on a winding route shared with buses).

There is no accident record relating to cycling on these streets. There are occasional complaints about inconsiderate cycling on these streets in the local press. The one-way system is not universally observed, with some cyclists cycling the wrong way down St Johns St and Sidney St.



Map: Cambridge Cycle Campaign:
www.camcycle.org.uk/files/resources/citycentre/CityCentreMap.pdf

The Cambridge Cycling Campaign provides information on where you can and can't cycle, together with advice on cycling conduct in the city centre. Promotional campaigns are run with student populations to communicate the guidelines.

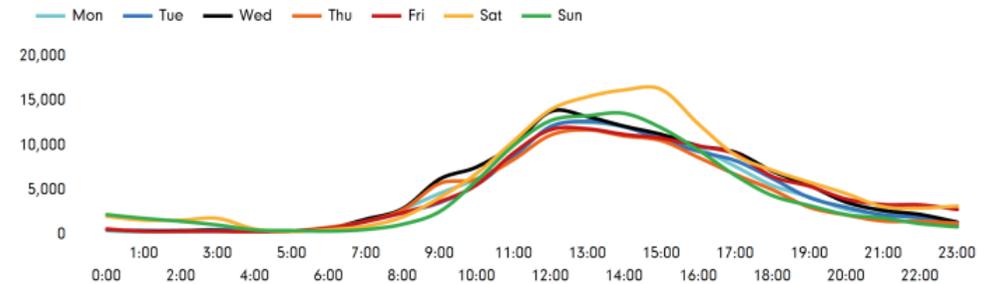
Footfall data

Footfall data is collected on ongoing basis on behalf of Cambridge BID by Springboard in various city centre locations (www.cambridgebid.co.uk/weekly-footfall). Monitoring shows that weekly footfall levels on Sidney St, pre-COVID typically reached around 250,000 per week during the summer holidays. Footfall across all city centre monitoring locations was typically ~20-25% higher on Saturdays. This would imply footfall levels on Sidney St of ~45,000 on a summer Saturday, pre-COVID.

Parking for non-traditional bikes

Cambridge has observed significant growth in non-traditional bikes recently. It has started installing ground-based anchors for cargo bikes (as they don't need anything to lean against). The city has a stencil design for showing cargo-bike parking. Ground-based anchors need to be in a demarcated space, as they are potentially a tripping hazard. The Council tries to place them at the edge of cycle parking locations because of manoeuvrability, but find that regular cyclists will often take the space because of convenience .

Footfall by hour



Graph from Springboard showing footfall levels at monitoring sites around city centre.

Photo above left: Sidney St © cycling-embassy.org.uk

Photo above right: St John's St © independent.ie

Image opposite: text on cycle map on conduct, provided by Cambridge Cycling Campaign.



When cycling in the city centre, please:

- Do not ride on pavements or cycle aggressively
- Always cycle at a careful speed.
- Do not cycle the wrong direction down one-way streets unless there is an exemption for cycling.
- Be prepared to dismount and wheel your cycle if the streets are crowded.
- Respect the needs of pedestrians and give extra room and time to parents with children, people with disabilities and frail and elderly people.
- Remember that pedestrians walking in the road may not be aware of approaching cyclists: they may not hear you or your bike bell.

Comparability

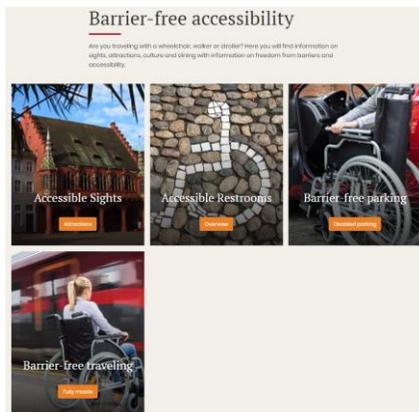
Freiburg is an historic city in Baden-Württemberg in south west Germany, with a population of ~230,000 (2018). It is a regional tourism centre. Like York, its medieval centre is predominantly pedestrianised.

The city has long-standing environmental policies and received the Academy of Urbanism’s European City of the Year in 2010 in recognition of its Sustainable Urbanism.

Barrier-free access

Freiburg has been very proactive at promoting barrier-free access. Blue badge holders can park in various locations throughout the city centre within the “Fußgängerzone” (pedestrian zone).

Visit Freiburg website provides a barrier-free accessibility guide, with information on accessible sights, toilets, parking and travel by public transport. An inner-city plan showing blue badge parking locations is also provided. (<https://visit.freiburg.de/en/important-information-for-your-stay/barrier-free-accessibility>).



8) Recommendations on approach



In this section, we:

- Make some initial comments on future direction of York's policies towards accessibility;
- Provide some 'strategic' recommendations on overall approach;
- Provide some specific recommendations on approach to the footstreets;
- Provide some specific recommendations on broader measures to support the overall approach.

York is blessed with a beautiful city centre for the enjoyment of York residents and the many millions of visitors to York (estimated at 8.4m in 2018).

A driving objective for City of York Council (CYC) must be to protect and enhance this special place.

Generally, transport policy should be seeking to increase active travel and public transport use in York in general, and in particular for journeys to the city centre, and should be seeking to control general traffic intrusion into it, particularly given the broader policy requirements around transport decarbonisation.

At the same time, the proportion of the population with protected characteristics such as age and disability is growing, and it is essential that the city centre is accessible for all.

An environment that is physically accessible, legible, safe and has resting places and amenities such as toilets is not only essential for people with protected characteristics to access it, but highly beneficial to all. Once in the footstreets, a lack of traffic is good for residents, shoppers, visitors and retailers.



Access needs to be reasonable (i.e. enable people to access the destinations they want to go to), convenient, safe and affordable. . Nobody can expect 'unfettered access' to a historic environment with so many demands on it – everybody coming into the centre of York has to compromise.

But the current situation is that many older and disabled people do not have reasonable access to the city centre:

- There is a current lack of access to the footstreets by any motorised means including private car (blue badge), taxi or any form of shuttle bus;
 - This means that large sections of the city centre are beyond 150m of the nearest access point (even for on-street accessible parking or bus stops);
 - Pedestrians who can manage only short distances cannot effectively access services;
 - Some disabled people find off-street car parking easier to use in order to unload equipment safely and relatively easily. All dedicated off-street car parks with accessible provision are a considerable distance from the footstreets. Only Castle and Coppergate car parks are within 150m of the very edge of the footstreets zone;
 - Many people with physical, sensory, mobility and cognitive differences need to access a central location within the footstreets from where they can navigate around;
 - Some disabled and older people and or carers need a 'safe space' in case of an emergency situation, anxiety or a need to eat, feed or change and need to be able to access this space quickly: the car is often used for this purpose;
- Many older and disabled people cannot carry large amounts of shopping and, if using the car, tend to ferry shopping back and forward, so losing access to the footstreets makes the distances for return trips particularly challenging or impractical;
 - Shopmobility is a useful service for some, but its current location, and range of equipment limits its usefulness to others;
 - Dial & Ride provides a useful service for some but in its current format is limited in its applicability to larger numbers of people;
 - People who use cycles as a mobility aid need to be able to cycle to their final destination as they may not be able to dismount or walk and, if cycling, cannot carry mobility support equipment;
 - The availability of accessible toilets and changing places facilities is inadequate and the physical condition of those that are provided needs repairing and improving;
 - Information to help plan and execute a trip is dispersed across different Council webpages and websites, making it difficult to understand travel options and accessibility of facilities such as toilets.

In the interim, until reasonable access is provided via a range of interventions, some blue badge parking should be allowed in certain parts of the city centre.

The footstreets themselves and approach routes to them in the main have poor levels of accessibility.

In many places, footways are an inadequate width for safe or easy use by a range of people, including people with physical, mobility, sensory and cognitive differences. They are in poor condition in places, often with steep crossfalls making them impassable or unsafe. They are often blocked by inappropriate street furniture, refuse bins or pavement cafés. People who need wide, clear, consistent space, such as wheelchair users or people with a sensory impairment, in the main, have to travel down the carriageway on kerbed footstreets (and approach routes). For people using wheelchairs, this then makes the shops and facilities inaccessible.

Some of the footstreets have had relatively limited investment since they were designated in the 1980s. Others have been reformatted at different periods of time to different styles of design and use of materials. The result is that the typology of streetscape and the type of materials lacks consistency. This makes understanding, especially for people with sensory impairments or cognitive differences, very difficult.

CYC should work with disabled people to co-design reasonable access to the city centre, including the location of accessible blue badge parking, and the design of services such as an expanded Shopmobility, and an accessible taxi and/or bus shuttle service. Further, there is an opportunity for disabled people to take a leading role in designing these services and providing some of these services.

We would recommend the following measures to enhance access to the city centre and the footstreets over time:

- The footstreets are made accessible to all, through a programme of street upgrades over time, using a consistent approach based on a street design template co-produced with disabled people and other city centre users. In the short-term, remedial measures should be taken to address defects. Whilst not the subject of this report, a programme to make as many shops and facilities accessible to all should be developed.
- Routes towards the footstreets from key arrival points need to be enhanced to make them fully accessible. In the long-term, this may require complete upgrades, but in the short-term, some remedial measures should be taken to address the worst defects.
- A primary, 'gold standard' off-street car park should be provided as close as possible to the footstreets with facilities including an expanded Shopmobility, accessible toilets and served via a shuttle bus or taxi, taking people into the heart of the city. Castle car park would be the most suitable location for this, though the Castle Gateway project currently proposes removal of all parking here. Ideally, a secondary dedicated car park should be provided at an opposite end of the footstreets zone.
- On-street blue badge parking should be provided in a range of locations right at the edge of the footstreets zone, to provide access to blue badge holders to that area of the footstreets zone. This should be dedicated to blue badge holders and not shared with loading / general traffic. These bays need to be laid out with adequate width and length, as per standards in *Inclusive Mobility*, and enable access onto the footway.
- A motorised shuttle service to and within the footstreets, which could be a shuttle bus or taxi should be investigated. It should serve the primary off-street parking location and rail station.
- Taxis should be permitted to take blue badge holders into the city centre, with designated drop off and pick up points along a designated route.
- People using cycles as a mobility aid should be able to do so throughout the footstreets.
- Cyclists (including cycle couriers) should have access on one primary north-south route through the footstreets.
- Footstreets hours should return to 5pm in order to allow disabled blue badge holders access to the evening economy (at times when some of the other access services are not running).
- Accessible toilets need to be provided at a greater range of locations in the city centre. These do not necessarily have to be publicly owned toilets, but should be accessible to all.
- An 'Access Hub' should be developed that provides: accessible toilets, safe space, welcome and orientation to all visitors including people with disabilities, with Shopmobility equipment. This should be located adjacent to the primary accessible car park.
- Shopmobility: an expanded Shopmobility service needs to be provided (in terms of range of equipment and accessibility of service). This should include satellite operations at key arrival points such as the primary off-street car park(s), rail station, coach parks (Union Terrace and St George's Field), and within the city centre footstreets area.

- Dial & Ride: an expanded and updated Dial & Ride offer should be developed, including more flexible routings and arrival / departure options, that are bookable on the day.
- Buses: if possible, consideration should be given to providing 2 wheelchair spaces to be accommodated and offering a guaranteed ride home for people unable to board a bus because wheelchair / pushchair spaces are already taken.
- Tourist visitors should be encouraged, where possible, to use Park & Ride. This would include giving blue badge holders and travelling companion free travel on Park & Ride service and extending hours of operation into the evening.
- Events (e.g. festivals) and activities (e.g. pavement cafés) will be designed to be fully accessible and not to impede accessibility. No pavement café should block the pavement or make the venue inaccessible.
- Accessible services: whilst disabled people should be able to access essential services such as processing documentation at the post office or accessing banking wherever they choose, the fact that the Post Office has moved to a particularly inaccessible part of the city centre and many banks have closed branches outside the city centre presents a real challenge. The Post Office should be encouraged to provide essential services at a location more easily accessed, with disabled accessible parking adjacent. There may be opportunities to assist some older and disabled people with access to IT and on-line services, in terms of training and equipment, through other initiatives.
- Other services such as a cycle courier service to drop shopping back to the Access Hub and Cycle Rickshaws (aimed more at tourist visitors) should be investigated.

“Accessible York” project

We recommend that CYC initiates an “Accessible York” project to oversee improvements to physical accessibility and support services to improve access to the city centre. Such a project will enable better access for all, whilst enhancing the special character of the historic centre. As the previous DMUK report noted: *“Whatever landscape CYC wants in the future for its city centre, it must be open and welcoming to people with disabilities..... As part of its ambitious plans for the future of the city centre CYC should include ambitious aspirations for accessibility and inclusivity. There is no reason why York cannot create a model of accessibility that others can use as a blueprint to follow”*.

(DMUK, 2020, “Independent Review of York City Centre Disabled Access”: www.york.gov.uk/downloads/file/6118/independent-review-of-york-city-centre-disabled-access-offer-14-oct).

9) Specific Recommendations



In this section, we make specific recommendations on:

- Interim blue badge access to the footstreets;
- General measures for managing access to the footstreets and their design;
- Off-street blue badge parking provision;
- On-street blue badge parking provision;
- Cycle access through the footstreets;
- Measures to improve access to bus, taxi, Dial & Ride, York Wheels and potential city centre shuttle service;
- Provision of an Access Hub and Shopmobility;
- Provision of other amenities, including accessible toilets;
- Information provision.

Whilst endorsing CYC's ambitions to reduce vehicle intrusion into the footstreets we consider that some blue badge access to some of the footstreets is required in the interim until a range of mitigation measures are put in place that provide people with reasonable options to access city centre destinations and facilities.

This access to enter the footstreets in a motor vehicle is particularly important for a small proportion of disabled people and blue badge holders with additional access needs and particularly for people who use the city centre of York as their primary service centre (rather than tourist visitors for example). Monitoring undertaken by CYC showed an average of 60 parking events per day by blue badge holders in 2019, so this is a relatively modest volume of demand.

The analysis of accessibility in section 4 reviewed various scenarios, showing that reinstating access via Goodramgate to Church St, with vehicles departing via St Andrewgate would create relatively little vehicle intrusion (~13% of length of primary footstreets would be open to vehicles) whilst providing access within 150m to just over 50% of the city centre. Returning things to "As they were" would create considerably more vehicle intrusion at ~31% of the footstreets, but make ~74% of the city centre accessible within 150m.

The Police have also advised against allowing vehicles to park in Parliament St during peak footfall hours which would challenge other scenarios involving this route.

Managing access in relation to the Hostile Vehicle Mitigation Scheme

When the HVMS comes into place, there will be secure bollards placed at the entrances and exits to footstreets and a city control room will regulate access via CCTV to authorised vehicles or to drivers carrying a permit (e.g. shopfitters who have applied for a waiver).

It is considered ineffective to monitor blue badges in this way, given the ease with which people could present a forged blue badge.

An alternative would be to require potential users to register a vehicle for a permit in the same way as shopfitters. CYC considers this impractical due to the potential numbers of blue badges and the fact that it would tie blue badge holders to one vehicle.

CYC considers that any blue badge access route would therefore have to be secured along its length in case someone dishonestly used a blue badge to gain access to the protected area. In effect, this would mean that the only practicable option would be to allow access via Goodramgate as far as Church St and then out via St Andrewgate. It would create conflict within King's Square, but exiting vehicles via St Andrewgate would take away conflict on Colliergate. Barriers would need to be installed at the entrance to Low Petergate, entrances to Swinegate and St Sampsons Square and along King's Square in order to secure this route.

A further alternative would be to have a staffed entry barrier, in the same way that Chester allows blue badge access to a route through its pedestrian priority zone, though this would incur significant ongoing cost.

An alternative to specifying a route would be to extend the vehicle access hours for a longer window of time (e.g. up until midday). However, it is very challenging (and unsafe) for blue badge users to compete with deliveries during the loading period. If this were considered, it should be an extension of blue badge only access after loading hours on specific nominated routes, but footfall tends to build up to high volumes between 11am and midday.

Taxis and York Wheels (community car scheme) should be given the same access arrangements as blue badge holders, when transporting blue badge holders.

We recommend that the footstreet operational hours revert to 5pm to enable blue badge holders to access the evening economy. Pedestrian volumes in the footstreets tend to start declining around this time. It may be appropriate to demarcate some blue badge parking bays in particular locations such as Coney St, Lendal, Blake St, Davygate, St Sampson Square, Parliament St, Church St and Colliergate for use at these times. (This can be done 'discreetly' without obtrusive signing and lining, using pavoids for example).

Given the objectives of reducing traffic within the footstreets, consideration should be given to reducing the levels of vehicle intrusion during footstreet hours, questioning whether all current exemptions are required, and whether there are alternative methods for fulfilling some access requirements (such as e-cargo bike deliveries).

During delivery times, are there opportunities to reduce both the number and size of delivery vehicles? Significant footway damage is occurring in several places and creating safety concerns for other street users at these times.

Successful e-cargo bike delivery services have been developed in other cities, and the centre of York would seem to be highly suited to this.

CYC's current work on logistics and last mile delivery should examine both the potential for e-cargo bike delivery and for other measures to reduce the number and size of vehicles entering into the footstreets.

The advisory speed limit of 10mph should be better advertised at entries to the footstreets. Where vehicles are applying for permits to enter the footstreets during operational hours, a code of conduct could be promoted on driving considerably and below the advisory 10mph limit.



Zedify offer a complete delivery service, including regular e-cargo bikes, larger e-cargo trikes, as well as postal and van delivery with a local agent. © www.zedify.co.uk



The volume and size of delivery vehicles is wholly unsuited to some of the historic footstreets: e.g. Low Petergate before 10.30am

Footstreets design

Many of the footstreets have not received much investment since they were introduced in 1980s. Others have been developed over time according to changing design standards and tastes, so there is a patchwork of inconsistent treatments.

Given that the objective of the footstreets is to be as largely traffic-free as possible during core hours of the day and to remain a pedestrian priority zone at other times, it is appropriate to contemplate a uniform level surface design which provides good accessibility for all, particularly disabled and older people, and makes the whole street accessible. Communications should make drivers understand that outside of footstreets operational hours, they are still entering a pedestrianised area and need to observe the advisory 10mph limit and give priority to pedestrians in the carriageway.

The streets should be demarcated to show footways and a carriageway (with corduroy paving to assist visually impaired people). Carriageways should be kept to an absolute minimum to provide as much footway space as possible and to reinforce the 10mph advisory speed limit. Where there is a desire to prevent loading in some locations - due to inadequate widths, weak cellars etc. – street furniture such as seating could be used, creating resting places in the process. Where there is a desire for loading to occur at specific locations, loading bays could be demarcated.

Clutter free zones should be established on all streets. On narrower streets, it may be more appropriate for street furniture (seating, planting, cycle parking, pavement cafés etc.) to be located adjacent to frontages, leaving the centre of the street uncluttered, aiding movement and legibility. On wider streets, it may be appropriate to have a 2m footway in front of shops with a street furniture zone beyond that. Footways do need to remain clear outside footstreets operational hours to reduce conflict with vehicles.



Top © 2021 Google: Sidney St, Cambridge: uniform level surface with demarcated carriageway and loading bays incorporated into footway. Bottom © 2021 Google: Preston, Fishergate: through traffic route with narrow carriageway, low kerbs and frequent level crossing points.

Design Template

CYC should develop a design template for upgrading footstreets.

These should be based on existing, nationally agreed inclusive design principles, relating to widths of footways, use of tactile paving, dropped kerbs, road crossings, the placement and design of street furniture, the placement and specification of resting places, and appropriate wayfinding and signage. This should draw on *Inclusive Mobility* for technical specifications, together with other design documents such as Manual for Streets.

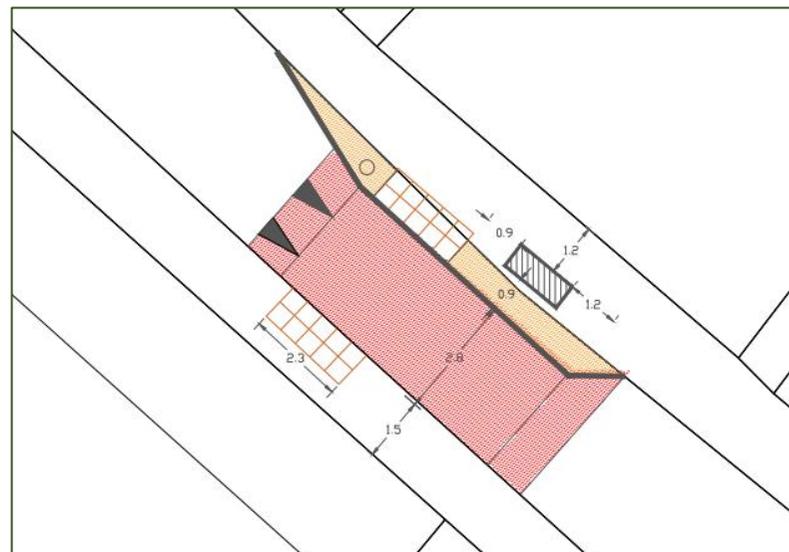
An appropriate palette of materials should be selected for footways, carriageways, loading areas, street furniture and signing, reflecting both the heritage of the environment and suitability for use.

City centre stakeholders, including representatives of disabled people, city centre businesses, heritage interests etc. should be involved in the process. This could include co-design via tours of footstreets for people with lived experience, who should receive reimbursement for their contribution.

The design template should also specify:

- The design of pavement cafés to maximise accessibility;
- Event management;
- Street management;
- Incorporation of the Street Charter that has been developed by a collective of disability interest groups;
- A fault reporting and response mechanism.

In advance of make-over of footstreets, is there potential to address lack of resting places and level access onto footways through the use of build outs, incorporating seating and raised crossings as per engineering sketch here on High Petergate, top right, similar to what has been done on Fossgate, below right © 2021 Google.



There is a need for active enforcement of the adopted approach, in terms of:

- Managing access into the footstreets for authorised vehicles only. This currently can only be enforced by the Police. The introduction of the Hostile Vehicle Mitigation Scheme in due course will assist with control;
- Monitoring and enforcing the accessibility of the streets, including ensuring that pavement cafés and temporary street furniture such as bins and A boards do not obstruct accessible routes.
- A fault reporting and response mechanism.
- Information and awareness raising about conduct in the footstreets by cyclists, vehicle drivers, deliveries, shops and cafés.

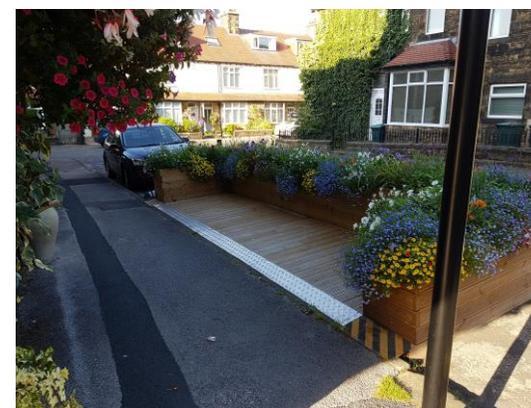
Pavement cafés

Pavement cafés should not be allowed to block physical access to the street / footway into the future, nor be inaccessible to potential customers. In granting pavement café licences, CYC laid out a range of criteria on minimum clearance, the placement and design of barriers around a café area, and the need to make premises accessible. Many of the cafés are currently failing to adhere to these standards. Undoubtedly, this was in part due to the need to grant access quickly.

Those premises that wish to renew their pavement café licences should be assisted to ensure that they are able to do so in a way that does not compromise access. This could include assisting cafés with providing accessible ramps into the pavement café area and/or premises (where applicable), providing temporary ramps or permanent dropped kerbs to allow people to access the footway at the end of the café facility, and assisting cafés with replacing inadequate barriers, including protruding tripping hazards.

Events

Guidance is required on operating events in a way that both makes them accessible and does not obstruct accessible routes, including details such as the placement of temporary barriers, temporary parking for events vehicles. It may be appropriate to consider the opportunity of the redevelopment of Castle Gateway into an events space to relocate certain events here.



Pavement café, Ilkley, taking a car parking space, fully accessible from the footway which is left clear of obstruction

Off-street parking is easier for some blue badge holders, particularly wheelchair users with rear or side loading vehicles.

We recommend the provision of a large primary dedicated accessible car park as close as possible to the footstreets zone. An Access Hub should be located here providing accessible toilets, visitor welcome services, safe space and extended Shopmobility services, with the potential to offer other services such as a bus shuttle or cycle courier deliveries for shopping to be returned here.

The obvious location for this is Castle car park. Coppergate multi-storey car park is inaccessible to many (in larger / higher adapted vehicles), not a particularly pleasant environment and is reliant on lift access. Union Terrace, Marygate, Esplanade, Foss Bank, Monk Bar and St George's Field are all too remote. Bootham car park has very poor access both to Bootham and Gillygate.

Currently, the Castle Gateway regeneration project envisages removing all car parking from this area, but this is the most accessible and popular car park for blue badge users. If this car park is removed, without a similar quantity of spaces provided at least as near to the city centre footstreets, this will create significant additional access difficulties for disabled visitors arriving by private car.

We strongly recommend that consideration is given to retaining blue badge parking here. There is an opportunity for laying out the parking 'sympathetically' within the new public realm.

In the short-term, whilst the Castle Gateway regeneration project is under construction, blue badge parking should be maintained here.

If the parking is removed in the longer-term, there should be an attempt to identify an alternative accessible premium car park at least as close to the footstreets area.

It would be desirable to provide a second accessible car park close to the footstreets at another entry point.

The King's Manor car park, behind York Art Gallery on Exhibition Square is currently leased from CYC to University of York. If this were to become available at a future point, this would be a good location for a dedicated blue badge car park and there may be an opportunity for a satellite shopmobility hub here.

If the Riverside Quarter regeneration project goes ahead, providing a pedestrian bridge over the River Ouse from North St to Coney St, Tanner's Moat could become a valuable secondary access site, along with blue badge on-street parking along Wellington Row and North St, and again, a satellite shopmobility hub here.

We recommend that it would be useful to undertake some surveys to show blue badge parking demand at different times of the year / week / day to generate a more accurate picture of levels of demand for blue badge parking, but anticipate that there is probably demand for at least 50 blue badge parking spaces either one or two 'premium' accessible car parks close to the footstreets.

On-street parking provision is also important, particularly targeted more at local residents and offering more direct access into different areas of the footstreets. It also means that those with a slightly greater level of mobility have alternative provision and don't need to compete with limited spaces within the footstreets for people with additional access requirements.

We consider that there should be a presumption in favour of dedicating most parking in surrounding streets to blue badge users, rather than general Pay & Display, which will support the broader ambition of reducing general traffic intrusion in the city centre.

The parking limit in dedicated bays should be extended to 4 hours, in recognition of the additional access time required to access the footstreets from the edge of the zone.

The volume and location of on-street parking that should be provided depends partly on the level of access provided inside the footstreets and the size and location of the premium off-street car parking. It is recommended that surveys are undertaken to build up an understanding of the level of use of different blue badge parking bays to understand total levels of demand.

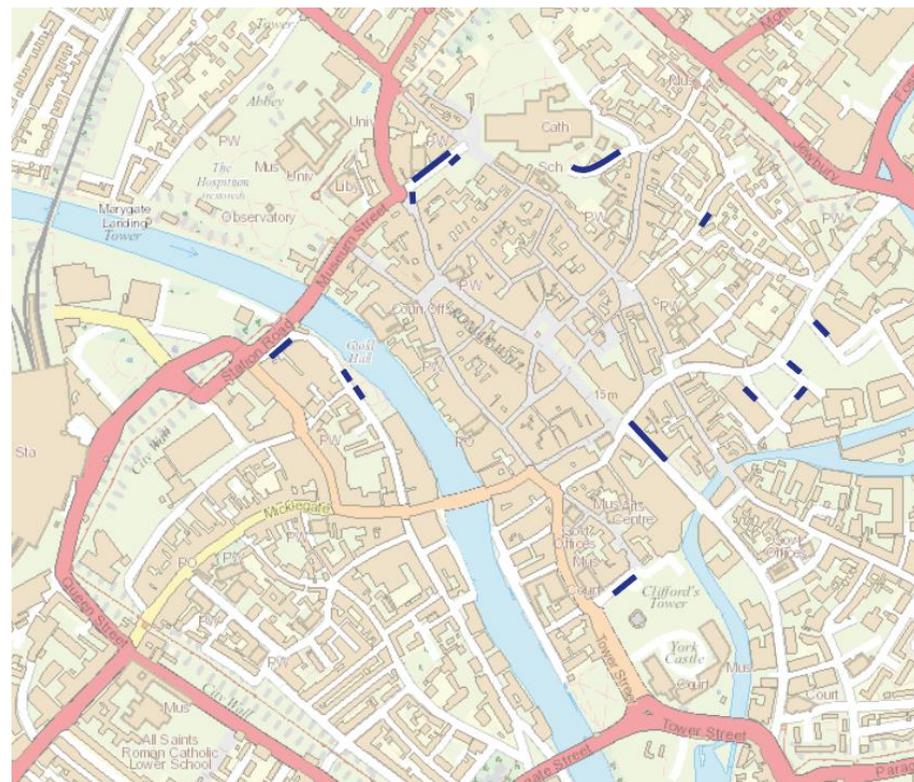
Potential locations for maintaining or expanding blue badge parking could include:

- Duncombe Place (~12): maintain 1-2 loading bays at either end of the street, but dedicate remaining space on the northern side to blue badge only, including area previously reserved for Horse & Carriage. Loading or waiting should not be permitted between 10.30am-5.00pm and there should be no general parking. In due course, we recommend that Duncombe Place becomes a footstreet with general traffic excluded. Blue badge parking would be retained until alternative access arrangements were satisfactory.
- Blake St (~4): as a temporary measure, until the mitigation package is fully in place, provide additional blue badge bays at the entry to Blake St. Set the barrier further back down Blake St to enable vehicles to manoeuvre into this area.
- Deangate (~6): demarcate blue badge parking bays along Deangate from College Green to Minster Yard. In the longer-term, as the Cathedral Refectory refurbishment project unfolds, the blue badge parking may need to reduce to north of the Refectory entrance only.
- Piccadilly (~7): maintain current parking. In longer-term, in association with planned remaking of Piccadilly, remove taxi rank and cycle parking on western side and widen eastern disabled bays to make access easier and safer. Extend the parking as far back as the existing informal crossing at the northern end of Sainsbury.
- Tower St (4): maintain.
- St Andrewgate (3): provide formalised bays.
- Garden Place / Carmelite St / Dundas St: (~12): provide blue badge parking along sections of Garden Place as closest to footstreets zone, with slight widening of Garden Place, if possible. Maintain limited blue badge parking on Dundas St and Carmelite St.
- St Saviourgate (2): maintain.
- North St / Wellington Row / Tanners Moat (~16): make Pay & Display here into blue badge parking, if pedestrian bridge to Coney St is provided.

These measures would increase current blue badge on-street parking bays from around 31 to around 66. However, not all of these locations will necessarily be required if some access is permitted into the footstreets. Surveys of levels of demand for off-street and on-street blue badge parking at different times of day / week / year will be helpful in assessing the appropriate overall quantity and location of parking to be provided.

As stated above, loading should not be allowed in dedicated blue badge parking bays during footstreet hours and this needs to be enforced.

As and when street design is updated, consideration should be given to incorporating blue badge parking bays into the footway, in order to overcome issues of accessing the footway. The footways should be sufficiently wide so that the blue badge driver or passengers can unload equipment at the side of the vehicle without obstructing the footway.



Potential locations for introducing or extending on-street blue badge parking.
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Both nationally and locally, policy seeks to increase the uptake of cycling and cyclists are high on the modal priority list. As LTN1/20 states, there should be a presumption in favour of allowing cyclists to travel through vehicle restricted areas, unless there is good evidence this would cause significant safety problems. (DfT, 2020: Cycle Infrastructure Design, LTN1/20, para.7.4.3. [Cycle Infrastructure Design \(publishing.service.gov.uk\)](https://www.gov.uk/government/publications/cycle-infrastructure-design)).

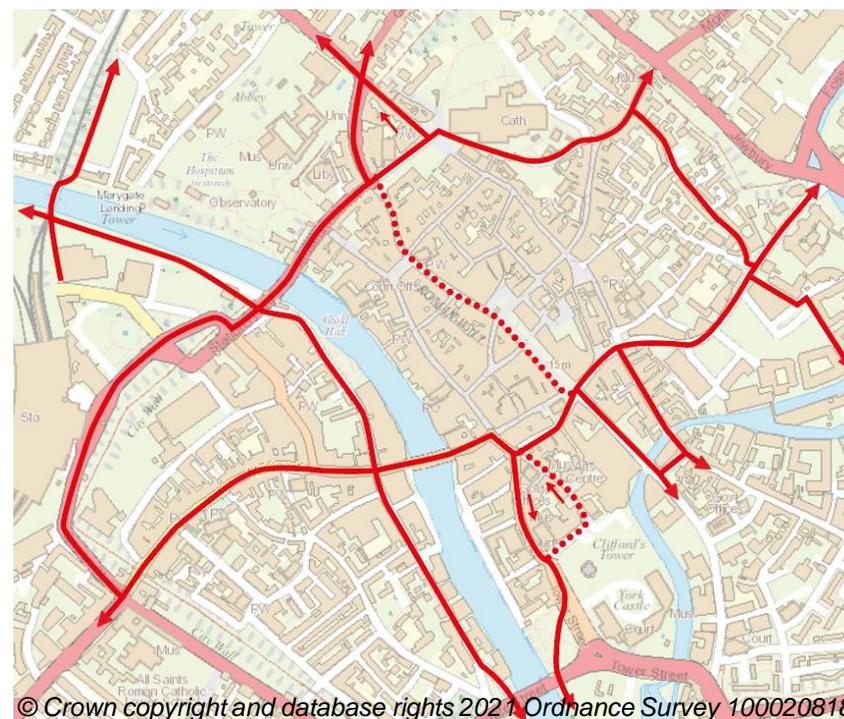
The lack of a north-south cycling route through the footstreets significantly impedes cycling connectivity for journeys into or through the centre of York. This presents a major obstacle for many potential cyclists, such as those using cycles as a mobility aid, cycle couriers, people carrying small children or shopping on their bikes, and some women who feel safer on their bike (rather than walking or catching public transport).

The consequence is that it either discourages people from cycling – against local transport policy objectives – or forces cyclists onto more heavily trafficked routes, where there is greater exposure to injury.

Of course, cycling in pedestrian areas does create safety concerns amongst other road users, especially people with visual and hearing impairments and many of the footstreets have very high pedestrian volumes during the day time.

York Cycle Campaign conducted some research to examine road collision and injury statistics (York Cycle Campaign, “City Centre Cycling: Access for All”). Between 2015 and 2019, there have been a total of 11 recorded collisions between cyclists and pedestrians in the centre of York, one resulting in serious injury. By contrast, there have been 89 recorded collisions between motor vehicles and pedestrians, resulting in 1 fatal, 13 serious and 75 slight injuries. Over this time period, there have been 131 recorded collisions between motor vehicles and cyclists, 16 resulting in serious injury.

We therefore recommend that a north-south two-way cycle route through the city centre should be provided, using the Blake St – Davygate – Parliament St alignment. This should be accessible to all at all times of day and should not require any form of licence or permission. This route, together with existing cycling routes such as the north-south connection from Monkgate to Stonebow via Aldwark, the north-south route along the western bank of the Ouse from Terry’s Avenue to Scarborough Bridge, and the east-west routes from the station to Museum St and onwards towards Bootham / Monk Bar and Mickelgate to Peasholme Green provide an effective grid for cycle connectivity to, through and around the city centre (below).



The main spine of the route will run from Blake St – Davygate – Parliament St, using the current carriageway. In due course, as Blake St, Davygate and Parliament St are refurbished, the infrastructure design can be enhanced. We would recommend, given that this is a one-way north-south motor vehicle access route outside footstreet operational hours, that carriageway widths should seek to be ~4.25m (2.75m minimum width traffic lane plus 1.5m cycle contra-flow lane). Cycle roundels (diag 1057, Traffic Signs and General Directions, <https://tsrgd.co.uk/#tsrgd-pdfs>) should be placed at regular intervals in the carriageway with directional arrows. Where possible, loading bays should be placed on the left hand side in the direction of motor vehicle travel (i.e. opposite side to the cycle contra-flow). We do not recommend lining the cycle contra-flow or providing a cycle route that is segregated from the main carriageway. This is because width would not permit this in many locations, but lining may lead to the perception of cycle priority and encourage higher speeds. It would also introduce more visual clutter in a historic area. The alignment of the route could be reinforced by arranging street furniture (seating, planters, cycle parking) in a linear arrangement to demarcate the carriageway.

We would advocate in any longer-term refurbishment that Blake St is remade into a uniform level surface, and Davygate retains the uniform level surface because of the existing problems created by kerbs and sloping footways on Blake St. This would also assist with contra-flow cyclists being able to manoeuvre if an oncoming motor vehicle is encroaching on the cycle contra-flow. The carriageway would have a different surface than the footways, demarcated with corduroy paving. Where the route widens into St Sampsons Square and Parliament St, we would propose to maintain current kerb segregation of the route.

There will need to be traffic signal modifications at the junction of Blake St / Museum St to provide a cycle phase for traffic turning out from Blake St.

At the southern end of this route, at the Parliament St / Pavement junction, there will need to be a modification to traffic signals and highway infrastructure to allow cyclists access in/out of the route through Parliament St, including a cycle phase in the traffic controlled junction for cyclists turning out from Parliament St. Cyclists turning into Parliament St from Coppergate may be able to do so via a filter lane with give-way.

Ideally, from the cyclist point of view, the current arrangement on Coppergate with one-way westbound bus operation should be continued, with a more formalised (and wider – preferably 2m) eastbound cycle contra-flow retained.

At Castlegate, we propose that one-way northbound cycling should be permitted. The junction of Clifford St and Coppergate for cyclists arriving from the south is very challenging, with a difficult right hand turn manoeuvre. The alternative alignment via Castlegate is much easier. The format of the Castlegate / Coppergate junction should be changed to enable the right hand turn from Castlegate into Coppergate (discussed in detailed street audits, Appendix A). The junction of Clifford St into Tower St should be enhanced to assist cyclists turning right to access Castlegate (e.g. protected right hand turn box).

Cyclists travelling south from the city centre would use Coppergate and turn left into Clifford St. Whilst this makes cyclists use the busier Clifford St, with bus stops on either side, the left hand turn and downhill section is far less challenging than travelling up Clifford St and turning right into Coppergate.

At the northern end, the existing one-way cycling permission along High Petergate should be retained. There should be a long-term ambition to make this two-way for cycling, though this will require highway remodelling at the High Petergate / Exhibition Square junction to incorporate a turn out for cyclists from High Petergate. It should be a long-term ambition of CYC to reduce general traffic intrusion into the city centre. Reducing general traffic using the Lendal Bridge – St Leonard’s Place will potentially make it easier to incorporate cycle provision here, as well as making conditions for cycling much better on Lendal Bridge / Museum St / St Leonard’s Place.

The Duncombe Place to Minster Yard cycle route should be maintained. Whilst the ‘heritage’ treatment to Minster Yard is so subtle that most people are not aware of it, this shared space seems to operate reasonably well. In due course, Duncombe Place should be remodelled to make much more of this important street with its views to the Minster. Better protection for cyclists should be incorporated into this design.

We would propose that two-way cycling is permitted along Fossgate (currently one-way northbound only), to give better access to / from Walmgate and to avoid additional cyclists needing to use Piccadilly.

Cycling should not be permitted on the other footstreets during footstreet operational hours in order to protect pedestrian amenity. Cyclists should dismount and park their bike or walk their bike to their final destination. However, they should be allowed access to all streets outside footstreet operational hours.

The exception to this is people using cycles as a mobility aid who need to be able to cycle their bike directly to their final destination. Currently, we do *not* propose any form of identity / licence for using a cycle as a mobility aid, but this should be kept under review during a trial period.

Cycle guidance suggests that cyclists should dismount where pedestrian levels exceed 200 people per hour per metre width, so on a 10m width street, cyclists need to dismount at volumes of over 2,000 pedestrians. Monitoring of pedestrian levels, particularly on Davygate, will be helpful to understand when this figure is exceeded. When events, such as St Nicholas Fair, are operating, cycle access could be temporarily suspended.

Trial

The cycling route should be introduced on a trial basis for 6-12 months and monitored to ensure it is not causing undue hazard to pedestrians. Counts of level of use by time of day (for cyclists, pedestrians and motor vehicles) should be undertaken alongside field observation (via cameras) to examine who is using the route at different times of day and cycling behaviour at different levels of footfall. This should include some monitoring of speeds (of cyclists and motor vehicles). Attitudinal research should be conducted with cyclists, pedestrians, disabled city centre users and businesses. The monitoring should also include before and during surveys of levels of cycling on the proposed route and on other footstreets, so that it can be assessed whether the designation of an ‘official’ route leads to a reduction in cycling intrusion on other footstreets. Representative groups of cyclists, disabled and older people should be asked to disseminate information on the trial and to encourage members to report back any queries or incidents. Road collision data should be monitored, including the trafficked parts of the city centre cycling routes.

We recommend in the short-term that this does not extend to e-scooters whilst national trials and evaluation continue.

Information should be disseminated to York cyclists on where they are allowed to cycle and when, via the i-Travel York site and through other stakeholders such as York Cycling Campaign and York Bike Belles. An informal code of conduct should be provided to cyclists, stating that the footstreets are a pedestrian priority zone and that people should cycle at appropriate speeds, observing the advisory speed limit of 10mph within the footstreets, and ceding priority to pedestrians walking in the carriageway. IWGB Couriers have drafted a code of conduct (opposite) which could be adopted for cyclists generally.

Cycle parking provision should be increased within the footstreet zones along the main spine route, and, in some cases, reduced at the edge of the footstreets zone (making way for accessible car parking), now that access through the city centre is provided. There is a need to provide some cycle parking for non-traditional bikes, such as cargo bikes and adapted bikes.

Whilst outside the scope of this study, there should be an examination of cycle access routes towards the city centre, in particular crossing the inner ring-road and provision between the inner ring-road and the cycling routes around the city centre.

As discussed earlier, it would be highly desirable to reduce the volume and size of delivery vehicles in the city centre and the potential for e-cargo bikes to fulfil some city centre deliveries needs investigating as part of CYC's ongoing work on logistics and last mile delivery. Whether e-cargo bikes would be permitted to access all streets during footstreets hours needs to be considered as part of any proposals coming from this work.

Code of conduct

BE ALERT

Ride considerately as pedestrians may not be aware of you and can't always hear or see you.

Anticipate pedestrians may inadvertently walk into your direction of travel.

Be particularly cautious when cycling close to children and animals.

BE SEEN AND HEARD

Always use lights during hours of darkness.

Inform pedestrians of your approach by use of a bicycle bell or voicing a polite warning.

SHARE WITH CARE

When riding in areas shared with pedestrians be respectful.

When passing pedestrians be courteous, reduce speed and give them as much space as possible.

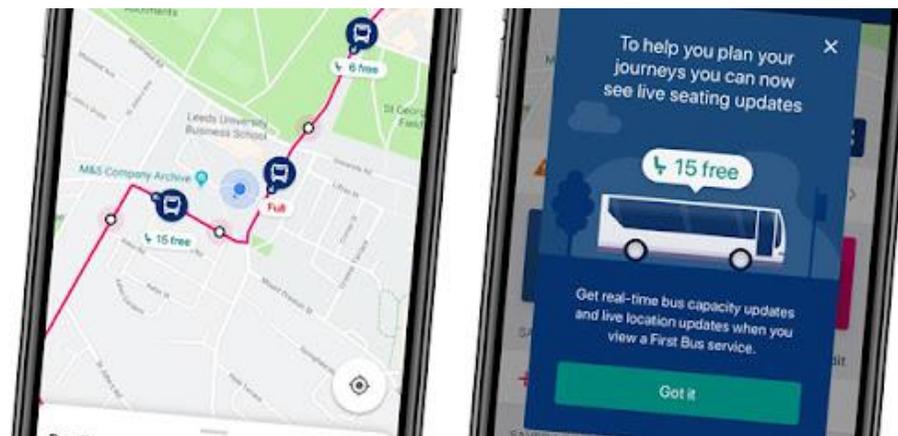
If the shared space is very busy and it's too congested to cycle, dismount and walk until it is safe to ride again.



There is a need for more cycle parking provision, including for non-traditional bikes, such as cargo bikes

Measures that would enhance the ability for disabled people to make more use of buses in York include:

- Park & Ride: there should be one premium Park & Ride site which is promoted to disabled visitors from outside York, with the service extended into the evening to accommodate evening leisure visitors (e.g. Askham Bar). At this premium site, additional accessible parking bays should be provided. The site already has good sheltered waiting facilities, accessible toilets and information services. At moment, there is financial disincentive to park at a Park & Ride and catch the bus in, as opposed to drive into the centre and park for free in blue badge parking. It is worth investigating a mechanism for allowing a blue badge holder and travelling companion to travel for free.
- Audio and visual announcements: the 2017 Bus Services Act provided the powers to require the provision of audible and visible announcements of buses, and mechanisms to deliver this on all services in York should be pursued.
- Accessible spaces: ideally buses should have more than one accessible space. There have been several comments made of people having to wait for several buses in order to catch bus into town or home. One space precludes two people in wheelchairs from travelling together. We acknowledge that this is a broader issue for bus design, rather than CYC, but could be investigated.
- 'Guaranteed ride home': CYC could consider the potential for introducing a 'guaranteed ride home' for people who arrive at bus stop to find they cannot board. This could be done via a contract with an accessible taxi company. A mechanism would need to be designed for validating requests and requesting a taxi.
- Information should be disseminated to disabled people and groups to promote First Bus's existing app that provides real time information on bus arrival times and the availability of wheelchair space. (www.firstbus.co.uk/tech-bus/first-bus-app).



Taxis

Accessible taxis should be allowed access to a limited number of footstreets during footstreet operational hours for transporting blue badge holders, to address the needs of people with physical, sensory, cognitive and mobility differences. This could be the same route(s) as permitted for blue badge holders. For someone to request access into the footstreets zone, they would have to present a blue badge to the taxi driver. An appropriate mechanism to allow access to a taxi into the footstreets zone would need to be developed.

Dial & Ride

Dial & Ride could play a more significant role in providing access into the city centre. Under its new service model, it will be able to offer more demand responsive services and, subject to regulatory permission, on-the-day bookings. It has a particularly important role to play in bringing in people with mobility limitations from the wider catchment of York (e.g. blue badge holders not resident in York).

The service would benefit from much stronger promotion to potential users throughout York and the wider catchment area. This could include a revamped website and on-line booking, to accompany telephone booking.

York Wheels

York Wheels voluntary car driver scheme should be allowed to access limited footstreets to transport its clientele who are elderly persons or people with mobility limitations.

The York Wheels drivers and vehicles could be registered with CYC for authorisation.

Shuttle services around the city centre footstreets

Even with limited access to footstreets for blue badge holders, accessible taxis and Dial & Ride, much of the footstreet area remains at significant distance from arrival points.

A fully accessible electric shuttle service serving sections of the footstreets area would significantly improve accessibility and could be of benefit to all city centre users, including visitors.

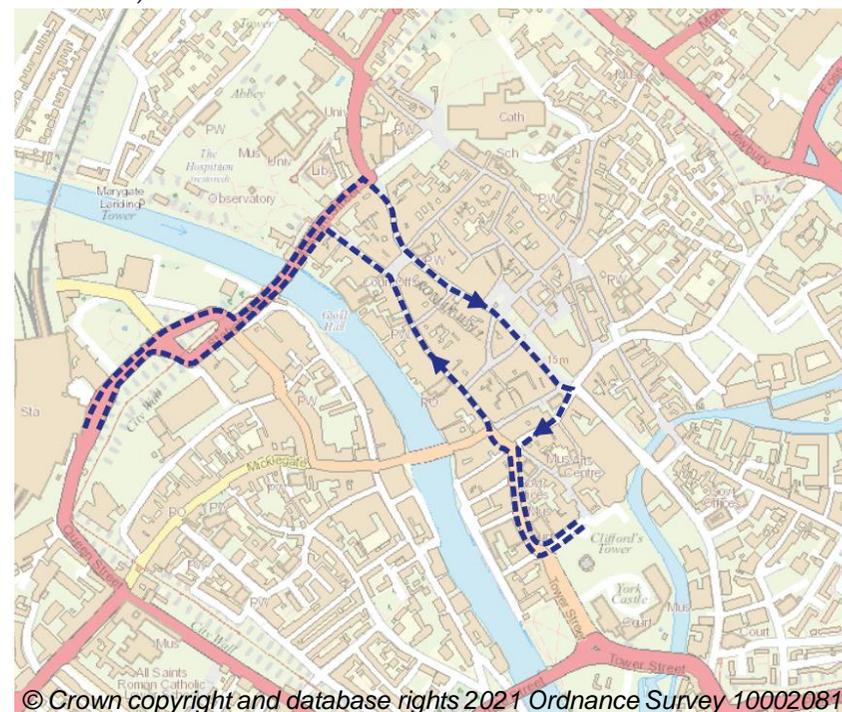
A service connecting the primary accessible car park (ideally Castle car park) with the rail station via Coney St and Lendal and back via Blake St, Davygate, Parliament St would provide good permeability of the footstreets zone (as per image opposite). This service would need to operate at a high frequency (ideally every 10-15 minutes), during footstreet operational hours (10.30am-5pm), 7 days a week. This would provide useful additional connectivity between the rail station and the city centre, of value to business and tourist visitors. We would envisage no on-board purchase of tickets in order to reduce running times.

The service would require a bespoke vehicle to enable rapid boarding and dropping off of passengers, with wide doors to enable efficient loading of wheelchairs / pushchairs. There would need to be careful design of a boarding platform for people using wheelchairs at points along the route (e.g. Coney St near Post Office, Lendal next to St Helen's Square, Blake St northern end, Davygate next to St Helen's Square, St Sampsons Square and bottom end of Parliament St).

From our consultations, disabled representatives considered this measure *not* to be a high priority, due to the additional challenges of interchanging between one vehicle and another. However, it was acknowledged that it may assist older people with reduced mobility and visitors to the city. Such a service would potentially cost a significant amount to provide and other measures to enhance accessibility are higher priority.

A more detailed feasibility study is required to specify this service and address some of the design challenges, and this study should look at whether there is a role for an accessible taxi in addition or instead of a fixed route shuttle.

Right: La Diabline, Aix En Provence (www.la-diabline.com) provides small shuttle vehicles giving access around the historic car-free centre. (These are primarily aimed at people with reduced walking and are not wheelchair accessible).



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Access Hub

An Access Hub could help to bring a range of services together for the benefit of disabled people and wider visitors to York, and could help elevate York's standing as a welcoming place for disabled people to visit.

Ideally, this facility would provide a café, accessible toilets (including Change Places / accessible bay changing facility), safe space, information for disabled visitors and an expanded Shopmobility service (see next page).

If located adjacent to the primary accessible car park, it would be the natural location for offering a cycle courier shopping delivery service (for people struggling to carry shopping back to the car) and other services such as guided tours for disabled visitors, or cycle rickshaw trips, primarily targeted at tourist visitors.

There may be an opportunity to develop an "Accessible York" tourism offer focused on disabled visitors to provide them with help and information in planning and executing a visit to York. This could include compiling and maintaining an up-to-date guide on accessible venues (visitor attractions, restaurants etc.) and providing an on-line and printed guide. The service could even be extended to running a service to organise accommodation, transport and tours.

Ultimately, it could be possible for a social enterprise to be developed by disabled people to run the Access Hub and the complementary services (see 'Access York' page in next section).



Frodsham St Shopmobility Unit, Chester, co-located with large dedicated blue badge car park.

York Bike Belles already operates a Cycling Without Age 'chapter' in York which specifically focuses on providing leisure rides for older people and people with disabilities © York Bike Belles. Services such as these could be further developed.



There is an opportunity to significantly improve and extend the Shopmobility offer.

First, it would benefit from being in a much more accessible and visible location that potential users could get to more easily, and our proposed Access Hub would be the ideal location.

The opportunity to offer the service more extensively needs to be investigated. This includes the potential for providing equipment at 'satellite' locations which could include a secondary dedicated accessible car park, a city centre location (e.g. St Sampsons Centre), the rail station, Union Terrace and St George's Field coach parks, and Visit York (at corner of Blake St / Museum St).

These satellite services could be offered via affiliates offering face to face handover, or by booking and releasing equipment via an app (similar to how bike share is operated).

There is an opportunity to extend the range of equipment offered. One particular opportunity relates to electric tractor units that can attach to a wheelchair user's own wheelchair. This eliminates the need for the user to transfer onto an electric scooter or wheelchair and offers a safer and more comfortable solution for many disabled people. Units could be kept at the Access Hub and satellite sites. Potential users could be given training and trials of the equipment.

The pick up and drop off service that Shopmobility has pioneered with hotels could be extended with additional staff and equipment capacity.

Shopmobility needs to be much better publicised and easier to use. Ideally, it should operate 7 days a week, certainly in the summer, in a busy tourist city. It should be possible to book equipment by phone, email or on-line, in a very user-friendly way.

Some younger disabled people view Shopmobility as a service for older people. Arguably, it would benefit from a rebranding and being brought into a collective "Access York" offer (see next section).

In order to play a significant role in addressing accessibility for people with mobility limitations, Shopmobility requires more investment. It could be discounted for York residents, with additional income generated from visitors and value added services.

We note that in Chester, where the Shopmobility service is located at ground level in the main blue badge car park and has good levels of financial support, usage levels are three times higher than they are in York.



Electric tractor units to attach to user's own manual wheelchair

Accessible Toilets

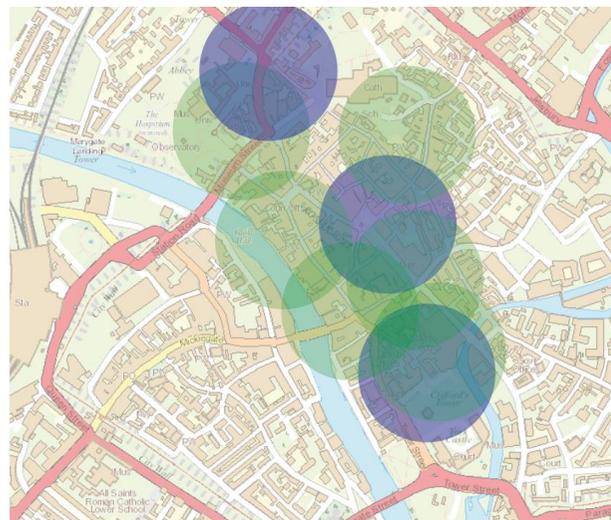
Based on the 150m *Inclusive Mobility* upper walking distance, there are inadequate numbers of accessible toilets in the city centre. Only Silver St offers a changing place facility within the footstreets.

Many of the facilities are tired or have features that could be improved.

- Silver St: cobbled street with sub-standard width footways immediately outside. Heavy doors that push inwards making it difficult for people with limited strength or on walking frames or in wheelchairs to push the door open.
- Coppergate: needing immediate attention as sliding door not functioning correctly and some of the equipment is out of order. In due course, this could be replaced by a flagship facility in the Access Hub in Castle car park.
- Library: good facility, but closes at 4pm. Not identified on the York City Council public toilets information page.

The provision of additional accessible toilets would be of benefit. These do not necessarily have to be publicly owned toilets, if providers of those toilets would be prepared to allow access to them:

- City Screen, providing toilets near St Helen's Square;
- St Spurriergate centre;
- Cathedral Refectory building, as part of its planned refurbishment;
- Fenwicks Department Store;
- Marks & Spencer.



Extent of the city centre within 150m of an accessible toilet. The blue circles show the existing public toilets which means large sections of the city centre are not covered. The green shaded areas show that near complete coverage would be provided by including the library, Cathedral Refectory, City Screen, St Spurriergate, Fenwicks, and M&S..

Safe space

It is useful for people with additional medical or emotional needs to be able to quickly access a safe space. The private car often fulfils this function. While the Access Hub could incorporate purpose built facilities, it would be useful to have facilities within the footstreets that people are able to access if they need. The ability to provide safe space in a number of locations around the city centre should be explored, such as St Spurriergate Centre, St Sampsons Centre and a location at the northern end of the footstreets, such as the library.

Information services

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A reasonable amount of information is already provided by City of York Council but it is dispersed amongst different webpages and websites.

This information should be provided in one central on-line location.

Information regarding access to the city centre and facilities would include:

- Blue badge on-street and off-street parking locations;
- Accessible taxi services and drop off points in the city centre;
- Bus services and accessibility information, including the app to check availability of wheelchair / pram spaces;
- Location of accessible toilets and the facilities provided;
- Information about Shopmobility, Dial & Ride and York Wheels services, with links to those services and ability to book on-line;
- Other services that could be developed such as tour guiding, cycle rickshaws etc.;
- On-line form for fault reporting;
- Ability to ask questions about access in a chat forum;
- Notes on accessible visitor attractions and facilities in the city centre (possibly linking to other information sources).

Summary maps and printed guides (or pdf guides for people to print) could be provided.

A potential future project could be to equip blue badge parking bays (in car parks and on-street) to monitor when they are in use. This could feed dynamic information to people so they could see availability of spaces before making their journey.

Freiburg in Germany provides a useful map showing blue badge parking and other accessible amenities, as well as a more comprehensive access guide to the city centre (below).

<https://visit.freiburg.de/en/important-information-for-your-stay/barrier-free-accessibility>.



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10) Moving forward



In this section, we:

- Propose an overall approach to delivering measures under an 'Accessible York' programme;
- Identify the broad activities of this programme and how it should relate to ongoing engagement with disabled people;
- Comment on funding of the programme;
- Lay out how a Social Enterprise may co-ordinate or deliver support services to disabled people;
- Provide a prioritised list of short term measures to improve physical access within the footstreets and on key routes from arrival points.

Formalising the strategy and developing a work plan

In enhancing access to the city centre by a variety of modes, and physical access within the footstreets and on key approaches, there is an opportunity to make the centre of York an exemplar in ‘access for all’ at the same time as enhancing the quality of the public realm and supporting the city centre’s economic and tourism role.

We recommend that CYC adopts a ‘strategic approach’ and vision for how it wants to manage access to the city centre and the footstreets, together with future refurbishment of the footstreets. This should include identifying and agreeing the level of access into the footstreets to be afforded to blue badge users and the location and quantity of off-street and on-street blue badge parking. This should complement and be aligned with broader ongoing work on developing a “My City Centre vision”.

The measures to deliver excellent access are multi-faceted, including physical infrastructure interventions, blue badge parking provision, an Access Hub, enhanced Shopmobility and Dial & Ride services, potentially a shuttle service, as well as active management and enforcement of the footstreets.

Whilst some short-term measures can address defects and shortcomings in current access, delivering ‘access for all’ is a multi-year ongoing project which will require substantial investment.

Given the many dimensions of addressing access for disabled people and the benefit of making York ‘accessible for all’, we recommend that the Council initiates an “Accessible York” project to develop a long-term plan for enhancing access to and within the city centre, and to identify and programme delivery of measures.

Accessible York Project

A multi-year “Accessible York” project should be commissioned to deliver ‘access for all’. An Access Officer should be employed to assist with project delivery, as well as to co-ordinate engagement with disabled and mobility-limited people and representative groups.

The project would include the following strands:

- Developing a rolling programme of physical measures to improve access, linked to the LCWIP / ATF / LTP programme;
- Commissioning the development of a Street Design template to guide future refurbishment of the footstreets in a way that incorporates inclusive design, heritage considerations and day to day operation and management of the footstreets. This would be developed in consultation with disabled representatives, as well as city centre businesses, users and heritage representatives;
- Commissioning the creation of a single information point on-line for presenting information about access to and within York city centre;
- Commissioning a review of accessible toilet provision: audit of current facilities, identification of where additional facilities are required, including potential to work with 3rd party providers;
- Scrutinising major scheme and masterplanning proposals to ensure developments or highways works are effectively addressing inclusive design, and incorporate EQIA where appropriate;
- Reviewing the delivery of various access services to consider the potential for expanding and co-ordinating their delivery, including Shopmobility, Dial & Ride and York Wheels, as well as considering the potential for developing further value-added services for disabled visitors. This would include consideration of whether a Social Enterprise, run by disabled people, could co-ordinate and oversee the provision and presentation of these services.

Engagement with disabled people

A critical role of the Accessible York project and the Access Officer would be ongoing engagement with disabled people and representative groups. We suggest that the model employed in Chester is an effective one to follow, whereby an Access Forum is convened, co-ordinated by the Access Officer and chaired by a Council member. This group would scrutinize proposals, disseminate information to their membership groups and raise issues. Representatives of disabled people and other protected characteristics would be invited to this forum, including York Disability Rights Forum, York Accessibility Action, My Sight York, Age Friendly York, York Dementia Action Alliance etc. As appropriate, these organisations may be asked to nominate representatives to assist with co-design of new physical proposals or services (such as participating in design sessions considering the refurbishment of a footstreet or modifications to the Shopmobility service).

In association with this, an officer within each Corporate team would be nominated as an Equalities Champion. Where issues related to other Corporate teams, the Access Officer would pass on particular queries or issues.

Training on Equalities and inclusive design would be offered for Council officers and members and other relevant stakeholders.

Funding

CYC needs to put more investment into active travel and accessibility and in supporting services to give access to disabled people and other people with limited mobility.

Having a strong, long-term future vision should help in leveraging in funding, which might include the following sources:

- LTP funding;
- Active travel fund / LCWIP programme;
- Road maintenance budget;
- Levelling up fund;
- Developer funding in association with new developments in the city centre.

With regards revenue funding for running access and support services, potential funding sources include:

- CYC grants, such as those provided to Shopmobility and Dial & Ride;
- Enterprise grants and charitable awards for setting up and running new social enterprises;
- Parking levies raised to support additional access services;
- Whilst currently not possible, there is ongoing debate around visitor levies. Given the ambition raised here together with York's very strong tourism appeal and the fact that many tourists would benefit from a more accessible city centre, a visitor levy could become a future opportunity for supporting services to improve access to the city centre.

Programme

Policy positioning

- Decide on whether to allow blue badge access back into parts of the footstreets as an interim measure;
- Decide on whether to adopt an “Accessible York” programme as a major element of LTP4 and forward transport strategy;
- Decide on whether Castle car park can be retained in the short-term prior to Castle Gateway programme being delivered or whether it can be retained long-term in association with the Castle Gateway project:
 - If retained, consider whether and how an Access Hub could be provided alongside the premium Castle car park;
 - If not retained, identify a convenient location for a suitable alternative premium car park with Access Hub.

‘Accessible York’ project

- Confirm scope of Accessible York project, define project plan and initiate;
- Appoint project lead and Access Officer to assist;
- Formulate arrangements for ongoing engagement with disabled representatives via an Access Forum;
- Begin scrutiny of other projects, in particular Castle Gateway and St George’s Field developments to ensure appropriate access provision is incorporated into these programmes.

Initial projects of Accessible York project

- Undertake monitoring of the use of blue badge on-street and off-street parking, by time of day, day of week and time of year to understand level of use and level of abuse, in order to refine understanding of required quantity and location of supply, and need for enforcement;
- Begin planning of cycle access route from Blake St to Parliament St, including before monitoring and footfall counts on Davygate (the most constrained section);
- Commission Footstreet Design Template and work with representative groups to define approach for refurbishment of footstreets;
- Accessible Toilets review;
- Commission design of single information point to collate information on access;
- Review of support services: Shopmobility, Dial & Ride, York Wheels and assess how to make the services more accessible and relevant to a larger number of people;
- Consider the potential for a Social Enterprise to co-ordinate the provision of support services and provide additional services.

Logistics and last mile delivery

- Separately, CYC’s work on logistics and delivery should consider opportunities to reduce the volume and size of delivery vehicles in the city centre, which will improve conditions for users of the footstreets during delivery hours, as well as reduce damage to footstreets.

Short-term measures

- Create additional blue badge bays in surrounding streets to assist with access to parts of the city centre remote from off-street parking in the short-term;
- Reinstate access to blue badge holders to parts of the city centre (e.g. Goodramgate & Church St, with exit via St Andrewgate);
- Assist pavement cafés in undertaking measures to improve access;
- Undertake initial measures to improve access as per recommendations in access audit.

Physical measures from audit

In our audit of the footstreets and the routes from key arrival points (Appendix A), we identified 118 individual measures. We have itemised these measures in a spreadsheet and provided indicative costs, totalling £1m. Budget allocations from the Active Travel Fund could potentially enable a rolling programme of measures to be taken forward.

In terms of priority, we would recommend the following:

- Repairs to defects (such as broken pavoids and uneven footways where they can be levelled up without more significant groundworks);
- Focus on some of the primary routes into the footstreets, such as from Castle car park, Goodramgate and Blake St;
- Focus on enhancements along primary footstreets corridors, namely Blake St – Davygate – Parliament St, and Spurriergate – Coney St – Lendal.

As CYC looks to take forward these measures:

- Consult with disabled people and other stakeholders to confirm the suitability of measures and their priorities for improvements;
- Undertake longer-term programming of footstreet refurbishments to identify locations where short-term measures may not be cost effective because of an intention to address issues in the medium term;
- Consider trialling specific interventions such as providing seating on build-outs in one location (e.g. Coney St) to assess ease of implementation and feedback from users before rolling out more broadly.

Longer-term measures

We also provided indicative cost estimates for refurbishment of the footstreets, plus two surrounding streets, namely Coppergate and Monkgate/Goodramgate. Our indicative estimate for comprehensive refurbishment of the primary footstreets is ~£19m. This clearly represents a long-term investment programme to be rolled out over many years.

In terms of prioritisation, we would again recommend consultation with disabled people and other stakeholders, but would initially suggest priorities as follows:

- Parliament St / Blake St / Davygate (in association with planning for two-way cycleway), as the primary corridor through the footstreets;
- Spurriergate / Coney St / Lendal: as a primary shopping street with significant current defects;
- Castlegate, including potential traffic management and public realm enhancements around the junction with Coppergate and Clifford St;
- Goodramgate / Church St / St Sampsons Square;
- High and Low Petergate followed by Colliergate;

We would view Market St, Feasgate, New St and Fossgate as lower priorities because the first 3 are uniform surfaces and the latter has had recent investment.

Some measures may be appropriate to be brought forward in association with other development proposals, such as enhancements to Piccadilly in association with Castle Gateway project and enhancements to Tanner's Moat / Wellington Row / North St in association with the proposed Riverside Quarter regeneration and pedestrian bridge connecting North St and Coney St.

Consideration should be given to establishing a Social Enterprise ('Access York') to help to develop services for people with additional access needs, including visitors, and to run the Access Hub.

Access York could become an umbrella brand for accessibility services and developed as a project for making York into an exemplar as an accessible city.

This could include disseminating or co-ordinating the delivery of Shopmobility, Dial & Ride, York Wheels, and running new service offers, as well as assisting CYC in making broader access improvements to the city centre.

The provision of a website bringing all information together in an easy-to-use format, as well as providing printed maps / access guides could form one of its first projects.

More ambitiously, the organisation could also develop a range of access services for disabled visitors to the city, including booking accessible accommodation, hiring out mobility equipment, providing accessible guided tours, advising on and booking accessible visitor attractions and amenities.

Access York could be established as a not-for-profit organisation as a Company Limited by Guarantee and registered as a Community Interest Company (CIC) and seek to employ disabled people to run it.

The business model of Access York CIC would be to an umbrella organisation to provide and organise a range of services for both residents and visitors to the city. It would require some public sector funding support for running the Access Hub and associated services, but could potentially offer subsidised services for regular York city centre users by profits generated through providing services to disabled tourists visiting the city.



"Accessible Barcelona" website image showing a potential way of providing a service to disabled visitors

Appendix A: Recommendations on street designs and measures



In this section, we:

- Make recommendations on the future design of the footstreets, plus shorter-term measures;
- Make recommendations on the future design of approach routes, including the surrounding network and routes from key arrival points.

Introduction

Approximately 130m from Museum St junction to St Helen's Square. Would form the first section of a potential two-way cycle route through the city centre and potential route of a bus shuttle service through the footstreets.

Long-term

This road needs refurbishment as the carriageway is failing and the footways are inadequate width with much of the pavement in poor condition and, in places, excessive crossfalls (e.g. by New Look and Londis on the eastern side). Subject to decisions regarding the routing of a shuttle bus or potential blue badge access to this road, we recommend a uniform level surface is created with a demarcated carriageway and cycle contra-flow, with corduroy paving demarcating the edge of the carriageway.

Also subject to decisions on future function, we recommend a redesign of the northern entrance to Blake St.

Priority for long-term intervention: High

Short-term measures

- Patch repairs to some of the worst paving, focusing primarily on the western footway (eastern footway unusable at moment).
- Provide dropped kerb in front of street closure bollard onto the western footway.
- Provide seating at the northern end of Blake St and in association with existing raised crossing by *Yorkshire Soap Company / New Look*. Repair existing loose setts on this crossing.

Priority for short-term intervention: Low



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Introduction

140m from St Helen's Square to St Sampsons Square. The second section from New St to St Sampsons Square is significantly narrower. The cross-falls on the footways on the eastern side by Browns are unsafe.

Long-term

The street needs complete refurbishment as the carriageway and existing loading bays are failing.

Recommend the street is made into a uniform level surface with clear delineation between carriageway and footway. Loading bays should be incorporated into footway on eastern side until New St only and formalised via street furniture. Benches to be retained in same location, with missing bench reinstated. (2 sets of benches on either side). Provide slightly reduced volume of cycle parking at either end of Davygate on the east side. Shift first set of stands by St Helens Square back north to where current loading bay starts and reduce to 10 Sheffield stands. Shift second set of stands to west side of carriageway and reduce to 6 Sheffield stands. Retain 3 benches on eastern side and have 2 benches on western side, adjacent to the cycle stands.

We do not know the ownership or history of the public space set back just to the south of New St junction, but could this be made into a pocket park and tranquil space in the city centre? It would require adequate ramp access to it.

Priority for long-term intervention: High

Short-term

- Reinststate missing bench on first section. Add benches in front of public space just south of New St junction.
- Widen footway outside Browns and address the unsafe crossfalls here, as well as providing better circulation space round the entrance to Browns.

Priority for short-term intervention: High



*Above left: Public Space next to New St junction: a potential green haven?
© 2021 Google*

*Above right: Crossfall on sub-standard width footway outside Browns
which is unsafe for wheelchair users and difficult for most*

Introduction

St Sampsons Square is an important large public space in the heart of the city centre, with mature trees, providing space for events and outside seating for restaurants. It is currently an island, surrounded by road on 4 sides. The footways on the northern and eastern perimeters are particularly poor quality (in terms of widths, crossfalls and state of repair).

Long-term

Could the northern, eastern and southern sides of the Square be made level surface to better link the central area to the footways on the perimeter, with carriageways narrowed and demarcated, and loading bays incorporated into the widened footway on the perimeter?

Priority for long-term intervention: Medium

Short-term

- Provide unimpeded dropped kerbs to access the central square area on the north west corner (Davygate), north east corner (Finkle St) and south east corner (Church St).
- Provide additional public seating in the centre of the Square.

Priority for short-term intervention: Medium



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Recommendations for individual footstreets: Parliament Street

9

Introduction

Parliament St is a key space in the centre of York and one of the few streets where there is plentiful width (typically ~27m). It is one of the only locations in the historic centre that has mature trees.

It is used to host events and pop-up activities.

It has a complex topography, falling away from west to east. Some sections have been described by consultees as a roller coaster.

Long-term

The street needs a refurbishment to address the failing surfaces and challenging topography. The width permits the zoning of activity and movement, e.g.:

- Western footway ~4m
- Carriageway (including contra-flow cycling): ~4.25m
- Street furniture zone (trees, seating, cycle parking, loading): ~2.75m
- Central movement corridor, uncluttered, ~4m
- Events space (for outside seating, events etc.) ~7m
- Movement corridor, in front of eastern shops: ~5m

Would it be appropriate to level the area east of the carriageway and have a stepped divide to the carriageway?

Priority for long-term intervention: High

Short-term

- Ensure clutter free movement central and eastern routes are maintained.
- Additional cycle parking could be provided in the 'tree zone', including a cordoned area for non-traditional / cargo bikes incorporating ground anchors.

Priority for short-term intervention: Low



Recommendations for individual footstreets: Castlegate

9

Introduction

This 160m route forms a vital connection to the best accessible parking location in the city centre at Castle car park, as well as an important link in the cycle network.

The 5 pavement cafés at the northern end are inaccessible as well as blocking the footway. The sub-standard width footways are unusable for wheelchair users and many with sensory impairments. The crossfalls on the eastern footway between Coppergate and Castle Tea Rooms are very challenging.

Long-term

This would benefit from raising to a uniform level surface and operating as a shared surface (with one-way northbound cycling).

Priority for long-term intervention: Medium

Short-term

- Assist pavement cafés in providing access to all users, through provision of temporary ramps onto footways and enhanced ramps into the café seating areas;
- Provide seating at St Mary's Church, Friargate and Coppergate junction.
- Set bollards demarcating road closure further south towards Castle car park.
- Provide dropped kerb to carriageway from footway along south side of St Mary's Church, opposite *Rustique*.
- Provide dropped kerb at northern access to St Mary's Church on eastern footway.
- Update dropped kerbs across Castle car park entrance to Castlegate to make flush, including tactiles on western side.

Priority for short-term intervention: Medium



Pavement cafés have blocked access to the footway, and in some cases to the carriageway. We are told the traffic restriction barrier (behind) has been placed in the wrong position and was intended to be further back towards Castle car park.



Introduction

Lendal is an important historic street and entry to the footstreet area from Lendal Bridge and Museum Gardens, 120m in length. The narrow footways are badly damaged in places due to delivery vehicles mounting kerb for loading, making the footway uneven.

Long-term

Long-term remodelling to level surface, with wider footways on both sides and narrower demarcated carriageway, with occasional loading spaces in the footway, demarcated via street furniture such as cycle parking and seating.

Priority for long-term intervention: Medium

Short-term

- Provide seating immediately south of cycle parking by *Zizzi* on existing build out, removing 2 cycle stands to accommodate, and immediately north of cycle parking by *Banks Musicroom*, removing 2 cycle stands to accommodate seating.
- Provide raised crossing of Lendal by *Banks Musicroom*, adjacent to seating.
- Undertake patch repairs to the damaged paving on the eastern footway

Priority for short-term intervention: Medium



Above: Lendal © 2021 Google
Right: damage to footway, caused by loading?



Recommendations for individual footstreets: Coney Street

9

Introduction

Coney St and Spurriergate is a major shopping street, incorporating the Post Office in WH Smith, measuring approximately 275m from St Helen's Square to High Ousegate. It is a narrow, level surface street with heavy footfall.

The setts in the road surface are starting to fail in places. Cobbles at the junctions of New St and Market St are uncomfortable for wheelchair users to cross. The drainage gullies also present a challenge for wheelchair users and people with walking aids, although some people with sensory impairment use them for navigation. There are occasional bollards in the sub-standard width footway, creating barriers. There are no benches or resting areas anywhere along this street.

Long-term

The street will require relaying at a future point to address the defects in the setts. At this point, we would recommend narrowing and demarcating the carriageway with loading bays created on the western side, demarcated by street furniture such as seating. This should incorporate measures to address the problems caused by the current gullies.

Priority for long-term intervention: Medium

Short-term

- Provide seating at regular intervals (4 locations between High Ousegate and St Helen's Square, such as St Martin's, Next, WH Smith and Goldsmiths). These could be arranged as build outs.
- Is it possible to remove the bollards that obstruct the footways, where appropriate replacing them with the above build outs and resting places?
- Patch repairs to loose setts.
- Combination of bollard and bin obstructs footway by St Martin Le Grand.

Priority for short-term intervention: High



Above: Coney St view.

Below: patch repairs required on parts of footway and failing setts on carriageway. Are the bollards obstructing the footway required? If they are protecting cellars, could build outs with seating be provided instead?



Introduction

Goodramgate is the most northeasterly extent of the footstreet zone from its junction with Deangate, measuring 190m from here to King's Square. It was historically one of the key access routes used by blue badge holders, with drivers proceeding out via King's Square and Colliergate, but also able to access Church St for the St Sampsons Centre.

Very few retailers have spilled out onto the street since vehicle access was removed. The street has narrow footways and a wide carriageway. The footways in parts have steep crossfalls, particularly the western footway to the south of Goodramgate from Petergate junction as far as *Bombay Spice*, and the western footway at the northern end from Deangate Junction to opposite the *Snickleway Inn*.

Long-term

Narrow carriageway to minimum (~2.75m) and incorporate loading (and blue badge parking bays if blue badge access to be reintroduced) into footways where adequate width. Widen footways on both sides, addressing crossfalls, with most widening on eastern side.

Priority for long-term intervention: Low

Short-term

- Provide pairs of dropped kerbs at regular intervals to enable access to footways and shops, near *Tesco* / Holy Trinity Church and at *Bombay Spice* / *Savers*.
- Provide seating at regular intervals: at Deangate junction, *Bonmarché*, and *Wagamama*.
- Provide build out with seating and raised crossing of carriageway to enable access between both footways at *Cats Whiskers* / *Earworm Records*.

Priority for short-term intervention: High



Goodramgate

Recommendations for individual footstreets: Church Street

9

Introduction

Church St continues on from Goodramgate to provide access to the St Sampsons Centre. It measures 100m from King's Square to the eastern edge of St Sampsons Square.

The Dial & Ride bus still uses Goodramgate and Church St to access here. Church St operates as two-way for vehicles and is slightly wider than Goodramgate.

Church St has about 4 premises that offer outdoor seating.

As Church St merges into St Sampsons Square, the paving setts are extremely uneven and the surface is failing. Seating is provided adjacent to St Sampsons Centre.

Long-term

Dependent upon decisions on blue badge access, but maintain kerb-segregated arrangement on this section. Enable cafés to spill out into carriageway, rather than blocking footways here.

Priority for long-term intervention: Low

Short-term

- Remake dropped kerbs over Silver St entrance with appropriate gradients and tactile paving. (Ideally provide smooth surface across Silver St for this crossing, rather than the setts currently used).
- Re-lay dropped kerbs over Swinegate Junction to make flush.
- Remove dropped kerb across Church St outside VPZ as creates unsafe crossfall on footway.
- Provide seating at a mid-way point on the section of Church St between Petergate and Patrick Pool on a build-out on southern footway, together with raised crossing to connect both footways.

Priority for short-term intervention: Medium



Dropped kerbs over Swinegate would benefit from relaying to make flush. Note that tarmac strip continues over dropped kerb crossing. This arrangement would help with crossing of Silver St (below © 2021 Google).



Introduction

High Petergate (from Exhibition Square to Duncombe Place) is approximately 100m in length. Cycling one-way southbound is permitted.

It is an extremely narrow street with high kerbed, very narrow footways which have steep crossfalls in places (e.g. southern side between Duncombe Place and *The Three Legged Mare*). During loading hours, vehicles tend to mount and block the footway to allow other vehicles to pass. The narrow footways and dominance of carriageway means that little activity spills out onto the street.

Long-term

The street would benefit from being made into a uniform level surface to overcome the problem of inadequate width footways. A narrow carriageway (~2.75m) could be delineated, with footway widening on the northern side which could be used as spill out space during footstreet hours.

Priority for long-term intervention: Medium

Short-term

- Provide dropped kerbs by *Three Legged Mare* and opposite, and at Duncombe Place junction (both sides).
- Provide seating and build out together with raised crossing to connect both footways at *Hole in the Wall* (drainage covers need to be replaced to wheelchair-friendly grates here).
- Provide resting place and build out at mid-way point (e.g. by *York Gifts and Souvenirs*), possibly in association with raised crossing.

Priority for short-term intervention: Medium



In the short-term, dropped kerbs would benefit wheelchair users to access footways at mid-way points, such as by the Hole in the Wall.

Recommendations for individual footstreets: High & Low Petergate from Duncombe Place to King's Square

Introduction

High & Low Petergate (from Duncombe Place to King's Square) is approximately 280m in length. It is narrow throughout and a very popular footstreet with iconic glimpses of the Minster down a medieval street.

During loading hours, vehicles tend to mount and block the footway to allow other vehicles to pass, causing damage to the footway as well as risk to pedestrians and to some of the historic buildings.

Long-term

The loading regime on this street needs to be examined in terms of size and quantity of vehicles, due to the road safety risk and damage to the street that they are causing.

The street would benefit from being made into a uniform level surface to overcome the problem of inadequate width footways. A narrow carriageway (~2.75m) could be delineated, with formalised loading bays incorporated into the footway, defined by street furniture.

Priority for long-term intervention: Medium

Short-term

- Provide raised crossing at northern end of Belfrey Church, and at *la Vecchia Scuola* to enable access onto both footways.
- Provide seating next to the Belfrey Church and Minster Gates.
- Provide raised crossing in association with build-out and seating at northern end of *Poundland*.
- Provide dropped kerb onto eastern footway opposite Grape Lane.

Priority for short-term intervention: High



The loading regime needs to be examined. Frequent dropped kerbs are required, such as by Café Rouge to enable access to the opposite footways © 2021 Google



Introduction

Colliergate and King's Square provides a southwards connection from Goodramgate/Petergate to Pavement, approximately 170m in length.

King's Square was refurbished in 2013 to high quality and arguably represents something of a blueprint for considering future upgrades to footstreets.

Colliergate previously provided southbound egress and parking for blue badge holders. As a continuation of Petergate, it has a very similar streetscape in terms of narrow footways and carriageway.

Long-term

Colliergate would benefit from being made into a uniform level surface to overcome the problem of inadequate width footways. A narrow carriageway (~2.75m) could be delineated, with formalised loading bays incorporated into the footway, defined by street furniture.

The public space at Whip Ma Whop Ma Gate should similarly be raised to a uniform level surface. The location and formatting of the loading bays should be considered as part of this.

Priority for long-term intervention: Medium

Short-term

- Provide raised continuous footway over junctions of St Saviourgate and Colliergate to provide level access to taxi rank and to footways on either side of Colliergate;
- Provide seating in new build out at southern end of *Barnitts*;
- Provide additional seating in King's Square.

Priority for short-term intervention: High



The existing dropped kerb on north side of St Saviourgate is very difficult to navigate and there is no dropped kerb access onto the western footway on Colliergate. A raised continuous path across the junctions of St Saviourgate and Colliergate would assist in the short-term. © 2021 Google

Introduction

Fossgate has been added into the footstreets zone, although access is retained for loading and for residents during footstreet operational hours via a manned gate at the southern end. One-way northbound cycling is also permitted.

Fossgate was refurbished at this time although kerb segregation was maintained. This refurbishment was carried out to high standard and incorporated many positive elements, including road narrowings and build outs incorporating planting, seating and cycle parking, which provide a template for other footstreets in the short-term and dropped kerb provision at these build outs.

There are many cafés spilling out into the street, many of which block the footway.

Long-term

From north of the Foss, remake as a level surface, with a carriageway delineated and two-way cycling permitted. Widen footways and narrow carriageway on first section from Merchantgate to the River Foss.

Priority for long-term intervention: Low

Short-term

- Provide additional seating at Merchantgate entrance, on western footway on bridge over Foss and at narrowing by *Merchant Adventurers' Hall* and by *Bowler and Betty* in a short build-out.
- Work with cafés to ensure access to footway provided around spill-out seating.

Priority for short-term intervention: Medium



The build out in Fossgate (above © 2021 Google, incorporating seating, planting and cycle parking provides a template for similar measures in other footstreets. Below right: tables block footway.



Recommendations for individual footstreets: Other footstreets: Stonegate, Market Street, Feasegate and New Street

9

Stonegate

Stonegate is a popular and iconic footstreet, 180m in length heading from St Helen's Square to High Petergate. The traditional stone setts have been relaid in recent times to smooth the road surface, though a kerb is maintained.

In the short-term, Stonegate would benefit from 2 resting places at mid-way intervals around the *Punch Bowl* and *Coffee Yard* (on a slight build out, if feasible). It would also benefit from an additional dropped kerb on the north side opposite the *Punch Bowl*.

Market Street / Feasegate / New Street

Market St, Feasegate and New St have been laid out as uniform services with wide carriageways and narrow footways with shallow open gulleys separating the footway/carriageway and bollards obstructing the footways.

In the long-term, these streets would benefit from refurbishment, narrowing the carriageway and incorporating loading into footways. In the short-term, they would benefit from removal of bollards obstructing the footway and build-outs incorporating resting places.

- New Street: build-out with seating next to Dusk.
- Feasegate: no-entry sign obstructs footway and needs re-siting. Whole crossing point of Feasegate could be brought forward on raised continuous footway following direct route from Davygate towards Parliament St.
- Provide seating at junction of Market St / Feasegate.



Above: Stonegate

Below Feasegate © 2021 Google

On Feasegate / Market St / New St, rather than using bollards to protect buildings from vehicle strikes, build outs with seating could be used.



High Ousegate

Long-term: narrow carriageway to 2.75m running width with loading in footway.

Short-term: provide build-out and seating close to Rymans. (Further resting places are provided at Spurriergate and in recessed area adjacent to Coppergate Walk).

Silver Street

Longer-term: make uniform level surface, with narrowed carriageway and widened footways. Does carriageway need to be in setts as opposed to tarmac?

Short-term: provide build out of footway outside Accessible Toilets and ensure footway is level, making good loose and uneven pavoids.

Link to City Screen

Ensure that ramp to cycle parking remains unblocked by bins or provide ramp to cycle parking on opposite side to archway where bins are.



Above: The footways and carriageway surfacing is poor directly outside the Accessible Toilets on Silver St. © 2021 Google

Recommendations for surrounding streets: Rougier Street, Tanner Row, Tanner's Moat, Wellington Row and North Street

Introduction

Rougier St provides a major bus access point, with good quality interchange facilities, as well as an accessible toilet.

North St offers a less trafficked route towards Ouse Bridge, as well as access to the riverside, and, potentially in the long-term, a pedestrian bridge over the river into the footstreet area. From the Park Inn to Micklegate is poor quality with no fewer than 8 pairs of dropped kerbs over accesses in the space of 120m. This makes for an uncomfortable pedestrian experience as well as undermining the visual quality of the street.

The parking area in Tanner's Moat provides a potentially very useful area for accessible parking in the future if the pedestrian link to Coney St is provided.

Tanner Row is an important connector from the bus stops at Rougier St to the riverside area. Currently, the footways are completely sub-standard in width, crossfall, surfacing and lack of dropped kerbs. Bins are regularly positioned on the footway, further rendering them unusable.



Top right: Tanner's Moat provides a potentially useful area for accessible parking in the future, in association with Riverside Quarter development and new pedestrian access into Coney St.

Bottom left: Unusable footways on Tanner Row between Rougier St and North St.

Bottom Right: Obstacle course of dropped kerbs across entrances along North St © 2021 Google



Recommendations for surrounding streets: Rougier Street, Tanner Row, Tanner's Moat, Wellington Row and North Street

Long-term

If the Riverside Quarter development plans come forward ,together with the pedestrian bridge into Coney St, this offers an opportunity to enhance public realm and accessibility in this area of the city centre. It also becomes a valuable access point to Coney St for disabled people.

In that case, Tanner's Moat could become an accessible parking location. Subject to other uses, the building next to the river, adjacent to Lendal Bridge, could be a location for a satellite Shopmobility service. The footway along the southern side of Tanner's Moat should be widened and levelled, or the whole surface of Tanner's Moat should be made uniform.

We would recommend a modal filter is provided at the western end of Tanner Row by Rougier St permitting cycle and pedestrian access only from Rougier St, with motor vehicles accessing Tanner Row via North St. The road should be remade to a level surface with demarcated two-way cycle route down the middle (which will form the carriageway for access vehicles).

The junction of North St and Micklegate could be brought forward to provide more direct onwards movement along Micklegate, narrowing North St entrance in the process.

Priority for long-term measures: High, in association with Riverside Quarter development work.

*Left: Opportunity to narrow entrance to Tanner Row and provide continuous footway for easier access to/from bus stopping area?
Right: Steep crossfalls across goods entrance on Rougier St: make into continuous footway*

Short-term

Provide dropped kerb by the Society bar on Rougier St to enable easier access onto the carriageway for people exiting east-bound buses towards North St.

Raise the footway to uniform level across the vehicle accesses along North St.

Dropped kerb to connect Tanner's Moat and Rougier St by pedestrian crossing.

Provide continuous footway across the goods vehicle entrance on the west side of Rougier St immediately north of the bus stands.

Provide continuous footway across Tanner Row West, on the west side of Rougier St, immediately south of the bus stands, narrowing the junction width.

Priority for Short-term measure: Medium



Introduction

Clifford St and Low Ousegate are important access routes towards the southwest entrance to the footstreets at Spurriergate / High Ousegate.

Generally, footway widths are reasonable in most places, and surfaces relatively clutter-free, though would ideally be wider given the high pedestrian footfall.

The junction of Clifford St / Low Ousegate / High Ousegate / Spurriergate is complex and footways are pinched at the bend. The whole space is highways dominated.

Long-term

Subject to long-term traffic management decisions about vehicle access points in and out of the footstreets and the amount of traffic allowed to pass over Ouse Bridge, there would be opportunity to widen the footways, narrow carriageways and provide continuous level pedestrian crossings over side streets.

The junction of Low Ousegate / High Ousegate / Spurriergate could be remodelled to provide much easier pedestrian connectivity, wider footways and enhanced public realm.

Similarly, the junction of Coppergate / Clifford St could be remodelled to provide much easier pedestrian connectivity, wider footways and enhanced public realm. The pedestrian refuge in Clifford St could be replaced by a zebra crossing over a narrowed carriageway.

The southbound bus stops on Clifford St could potentially be brought closer to Coppergate Junction to provide better access for footstreets.

Short-term

We would recommend a study to examine the whole design of this space, based on long-term plans for traffic management in this area, as it presents a major opportunity for enhancing public space and accessibility in this part of York. As such, we would not recommend any short-term measures here.

The paving at the entrance to High Ousegate / Spurriergate would benefit from relaying, with possible consolidation of signage and street furniture.



*Above: A mobility scooter user takes the decision that the carriageway is easier on Low Ousegate
Below: Side streets could have junctions substantially narrowed and continuous footways across the entrances.*



Recommendations for surrounding streets: Lendal Bridge, Museum Street, St Leonard's Place 9

Introduction

Lendal Bridge is an important pedestrian approach to the city centre, as well as an iconic one, with views over the river and towards the Minster.

Similarly, St Leonard's Place is an important route in from the west of the city, passing Exhibition Square and the Theatre.

There is a strong desire line across Museum St between Lendal and Museum Gardens.

There is localised damage to the footway on the south side of Museum St between Blake St and Lendal, with some pavings cracked and uneven, probably caused by delivery vehicles ramping up onto the footway.

Long-term

In any future traffic management scheme around St Leonard's Place / Museum St junction, it would be good to bring forward the pedestrian crossing directly onto the alignment from Museum St into Duncombe Place. The footway widths on the east (north) side of St Leonard's Place between the theatre and Museum St junction would benefit from widening.

Short-term

Repair broken pavoirs on southern footway of Museum St to west of Blake St junction.

Install either a zebra crossing or more pronounced informal crossing from Museum Gardens to Lendal (e.g. coloured surface).

Provide dropped kerbs from the footway at the gates to Museum Gardens.



Above: either a zebra crossing or informal crossing of Museum St. would assist the important pedestrian crossing from Lendal to Museum Gardens.

Right: in any future traffic management scheme at Museum St. / St Leonard's Place junction, it would be helpful to bring forward pedestrian crossing of St Leonard's Place onto the desire line towards Duncombe Place



Introduction

Duncombe Place provides the main approach towards York Minster. The space is dominated by highway despite its heritage significance. Minster Yard and Deangate provide continuation of an important pedestrian and cycling route around the Minster, connecting Museum St with Monkgate.

The Minster has plans for improving the public realm and use of cathedral buildings along Minster Yard as part of its York Minster Neighbourhood Plan.

Duncombe Place is an important area of accessible parking close to the footstreets. Bays are currently shared with short-term loading which creates considerable pressure on their availability. It also generates a large amount of traffic in this space and causes safety issues as vehicles seek to turn around in front of the Minster. The road train from York Rail Museum to the Minster also terminates and turns here.

The cycle route along the side of the Minster is finished in high quality materials, but the signing of the route is so subtle in the heritage setting that it is not obvious to most people. Tourist visitors to the Minster tend not to be aware of cyclists as they view the Minster. However, there is no accident record here and cyclists and pedestrians seem to manage to avoid each other.



Duncombe Place: highway dominated with multitude of users



Long-term

Duncombe Place would benefit from refurbishing to suit its heritage setting, reducing the highway dominance. Short-term loading is not appropriate here, given the nature of the space. It remains an important area of accessible parking, unless blue badge access is provided into the nearby footstreets.

Duncombe Place would justify becoming a footstreet with access restricted to disabled blue badge holders and taxis during footstreet hours. A refurbishment of the street could better organise accessible parking bays and taxi rank. A turning circle could be incorporated into the revised street design in front of the Minster.

Some accessible parking could be incorporated into Deangate with formalised bays as part of the Minster Neighbourhood Plan proposals. It is anticipated that these proposals would include narrowing of the carriageway and widening of the footways, ensuring level access.

The cycling route through Minster Yard and Deangate could be better signed as part of this refurbishment, though the use of a shared space through Minster Yard should be retained.

Short-term

Ensure arrangements for accessible parking bays and the cycling route are properly reflected in emerging proposals for the Minster Neighbourhood Plan.

Modify accessible parking bays on Duncombe Place to exclude short-term loading/waiting.

Repurpose the 4 general parking spaces (in the historic horse and carriage stand) on the southern side of Duncombe Place by Petergate to 3 accessible parking bays, plus one loading bay.

Provide additional short-term accessible parking bays in Deangate.

Enforce these arrangements to stop abuse of accessible parking bays.

Provide level access across vehicle entrances along Deangate on southern footway.



Above: Minster Yard shared pedestrian space and cycling route

Below: subtle finish to cycle route demarcation, so subtle that most people don't notice it!



Recommendations for surrounding streets: Monkgate / Goodramgate

9

Introduction

This is an important access route into the city centre from the north, including Monkgate car park, through the historic Monk Bar.

The street is an obstacle course for disabled people at the moment, particularly those with mobility or sensory impairment.

Long-term

The street needs remaking to address substantial defects.

Widen and level footways to 2m minimum. Where this reduces carriageway to below width for 2-way operation, have priority give-way arrangement.

Subject to traffic management, is it possible to introduce a dropped kerb and pedestrian phase across the junction of Monkgate at Lord Mayor's Walk for east-west movement across the junction?

Long-term priority: High

Short-term

Replace broken pavoirs along lengths of footway.

Provide raised crossing over junction of Aldwark and Ogleforth and get rid of dropped kerbs to north and south of junction on Monkgate and on Ogleforth which create difficult crossfalls.

Remove clutter from footways, including advertising boards and bins obstructing access (Aldwark).

Provide seating by Monk Bar and near *Royal Oak* (on build-out).

Make crossing of Bedern flush and replace cobbles with pavoirs.

Dropped kerbs at College St and Goodramgate junction.

Short-term priority: High



Monkgate needs remodelling to overcome substantial problems for mobility or sensory impaired people



Recommendations for surrounding streets: Coppergate

9

Introduction

The street has had temporary works to make it one-way westbound for buses only with a cycle contra-flow eastbound (that is inadequate width, preventing its use by wider bicycles or trikes). The western section of Coppergate is between Clifford St and Coppergate Walk has footways with extremely steep crossfalls that are unsafe for wheelchair users to use on both sides. The junction arrangement at Clifford St means that buses turning out onto Clifford St block the zebra crossing by Castlegate.

Long-term

The street needs comprehensive re-engineering to address the sub-standard and unsafe footways in the western area. If it is to be retained as one-way westbound buses with cycle contra-flow, we suggest the street is reconfigured to provide a narrow running lane for buses and a min. 1.5m cycle contra-flow with min. 2m segregated footways which are rebuilt to reduce the existing cross-falls. Cyclists using Castlegate to approach the city centre will need to be able to turn right onto Coppergate, so the junction of Clifford St / Coppergate / Castlegate and the positioning of the zebra crossing will need modifying. There is an opportunity to reclaim some pedestrian space, tightening this junction and removing the island. Resting places should be provided at the Castlegate / Clifford St junction, the Coppergate Walk junction and by All Saint's Church.

Priority for long-term measures: High

Short-term

Reformat temporary cycle lane to 1.5m width.

Provide resting places at Coppergate Walk and All Saint's Church.

Priority for short-term measures: High



Above: There are hazardous cross-falls on both sides of Coppergate between Clifford St and Coppergate Walk. © 2021 Google.
Right: The cycle contraflow lane has been set out to inadequate width and should be made wider.



Recommendations for surrounding streets: Piccadilly

9

Introduction

Piccadilly is an important bus stopping point, as well as providing the closest on-street accessible parking bays to the southern part of the footstreets area and access to the Coppergate multi-storey car park which is home to Shopmobility.

Long-term

There are long-term ambitions to remake Piccadilly in association with the Castle Gateway regeneration programme.

Provision of on-street accessible parking is important here for providing good access to local amenities. The current parking bays are substandard in terms of widths and layout, forcing blue badge holders to step out into a busy street or to obstruct the footway.

When the street is remade, we recommend removing parking and street furniture on the west side and providing wider bays (2.4m) and wider footway on the east side, with properly demarcated bays. At the southern end of Piccadilly, the car park lane could be removed and footways widened with level crossing over the Coppergate car park entries.

Priority for Long-term measures: High

Short-term

Modify on-street bay restrictions so they are disabled bays from 10.30am, consistent with beginning of footstreet operational hours.

Replace drainage grates in footways on both sides that are hazardous to wheelchair users.

Replace failing setts in raised crossing outside *Primark* with tarmac strip.

Provide seating for resting space close to *Primark* (either side) and opposite Coppergate car park entrance.

Priority for short-term measures: High



Above: The accessible parking bays are well located, but inadequate width.

Below: The raised crossing by Primark needs updating. © 2021 Google



Introduction

Stonebow is an important bus stopping point for buses to/from north and east of city. It has been traffic-calmed through the introduction of a general traffic prohibition west of Garden Place from 8am-6pm, Monday-Saturday. There is an important east-west cycle route from Hungate Bridge to Aldwark. There is an awkward dogleg crossing of Stonebow here.

Long-term

The junctions of side streets could be tightened to reduce crossing movements, with continuous footways over them.

The connection between Aldwark and Hungate Bridge via Palmer St could be enhanced by aligning junction (for example bringing cyclists over onto the west side of St Saviour's Place into a two-way cycle only route to cross directly).

Priority for Long-term measures: Medium

Short-term

Provide dropped kerbs across Dundas St and two development access roads on south side of Stonebow.

Remove guardrails at Stonebow.

Provide resting points near Hungate, St Saviour's Place

Relocate signage at junction with Garden Place close to utilities **box**, as currently obstructs footway

Priority for short-term measures: Medium



Above: indirect pedestrian routes and unsightly guardrail. Below: Unnecessary dog leg on the east-west cycle route from Hungate Bridge to Aldwark.



Recommendations for arrival points and routes in: Rail Station to Rougier Street / Lendal Bridge

When the station is reformatting, it will be helpful to provide plentiful rest places in the remade Tea Rooms Square, together with orientation information.

The easier route, with resting places is through the Cholera Burial Ground on the southern side of Station Road. Signage towards city centre across pedestrian crossing by Station Hotel would assist.

This route is well laid out, wide and clear of obstacles with good signage (1&2).

The design of the entrance to Royal Hotel and West Offices in front of the memorial has been beautifully executed, though could benefit from tactile paving to warn sensory impaired people of traffic into Station Rise (3).

Some paving between the bus stops and Rougier St is in poorer condition and cracked, with occasional patch repairs..

The junction across Rougier St is well laid out (an improvement on the previous staged crossing), though the gradients of the dropped kerbs on either side are steeper than ideal (4).

A dropped kerb into Wellington Row would assist with continuity (5).

For the route on the northern side, the layout of the crossing of Leeman Road could be improved. The placement of the traffic signal obstructs access to the dropped kerbs round a very narrow section of footway. Moving the dropped kerb and pedestrian crossing south, closer to the junction, would improve visibility for pedestrians and allow a better dropped kerb to be installed (6).

Seating at the entrance to the Gardens between Leeman Road and Station Rise would be beneficial, to provide additional resting places.



Recommendations for arrival points and routes in: Esplanade Car Park

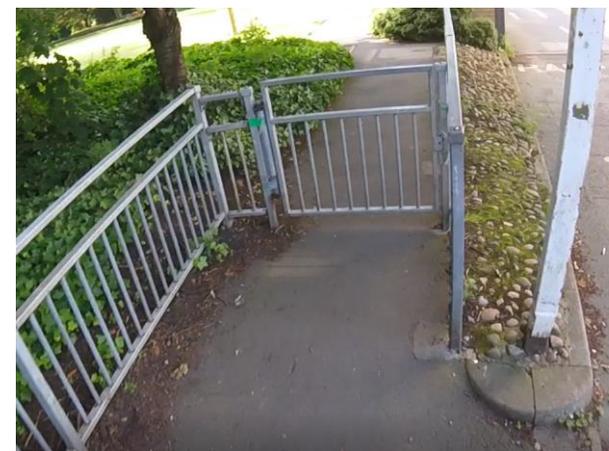
9

The Esplanade car park is well located for access to the riverside, Memorial Gardens and Scarborough Bridge, where it is possible to access the rail station and the other side of the river via accessible high quality footways. It also provides a level access route along the river under Lendal Bridge onto Wellington Row. In the future, if the proposed pedestrian bridge over North St were provided, this could provide a useful car park for access along a beautiful route into Coney St, albeit a relatively long one (~450m to City Screen).

- Subject to further study of demand and insight from disabled blue badge users, and to the development of North St pedestrian link over the river, it may be appropriate to locate additional accessible parking bays at the southern end of the car park, providing immediate access to the riverside.
- At a couple of locations along the car park edge, there is stepped access to the car park, blocked by parking bays. It is suggested that the access point closest to the current accessible parking bays is reformatted with dropped kerbs and a build out into the car park replacing one parking bay.
- Remove gate at riverside access to Memorial Gardens.
- Provide seating along the riverside path at ~50m intervals between Scarborough Bridge and Wellington Row.



Remove kerb and 1 parking space to provide direct level access to riverside



Recommendations for arrival points and routes in: Marygate Car Park

9

Marygate car park is too remote to be a primary car park for accessing the city centre. However, it has been reformatted to provide good quality accessible parking and provides good access to the riverside, Museum Gardens and Scarborough Bridge.

- Sign city centre / Museum Gardens via southern footway on Hetherton St at corner of Esplanade Court / Hetherton St (1).
- Provide dropped kerb to connect accessible parking to the footway along southern side of Hetherton St (1).
- Provide raised entry across Marygate at junction of Hetherton St (remove one parking place on south side of Marygate) (2).
- Provide dropped kerbs across Hetherton St at Marygate junction (2).
- Provide continuous footway (or dropped kerbs) at trades entrance to Museum Gardens on Marygate opposite the Bay Horse to provide accessible route towards river (3).
- Provide continuous footway across Marygate Lane (4).
- At Museum Gardens entrance at Lendal, provide a dropped kerb at the southern entry gate.
- Provide zebra crossing, or informal pedestrian crossing (colour demarcated) of Museum St at Museum Gardens entrance (5).
- Provide additional seating close to Museum St entrance to Museum Gardens.
- Provide a direct pedestrian link from the central Pay & Display machine westwards to the footway running north-south along the rear of the car park, and sign rail station and Railway Museum (6).



Images 1-3 © 2021 Google

Recommendations for arrival points and routes in: Bootham Car Park

9

Bootham car park is well located for Gillygate shops, Exhibition Square, theatre and High Petergate entry to the footstreets. However, the car park is not well formatted for disabled users and has poor access both to Gillygate and Bootham.

- Demarcate pedestrian footway in carriageway between car park and Bootham (using coloured surface as per image below © 2021 Google).
- Provide access to Gillygate by providing compliant ramp access to St Giles Court and redesigning barriers to enable wheelchair access.
- Provide pedestrian crossing of Gillygate (either signalled or zebra) just to the south of Giles Court entrance.
- Provide seating in northeast corner of Exhibition Square, adjacent to the public toilets on by the entry to High Petergate and to the south of the theatre entrance on St Leonard's Place to provide intermediate resting opportunities.



Above left: Access from Bootham car park to Gillygate is made difficult by the overly steep ramp and pedestrian railing.

Above right: The corner of Gillygate and St Leonard's Place is poor, but can only be addressed in the longer-term with traffic management changes reducing traffic flow through the city centre.

Below: Gillygate at the point where a zebra crossing would greatly assist local residents and people from Bootham and Union Terrace car parks. © 2021 Google.



Recommendations for arrival points and routes in: Union Terrace Car Park

9

Union Terrace car park is one of the two primary coach parks for York City Centre. A large number of visitors, including a significant proportion of more elderly visitors and visitors with limited walking arrive here, at considerable distance from the city centre.

There are public toilets and a coach office (Acklams Coaches) here. It is possible that a satellite operation of Shopmobility could be provided here, in partnership with the coach operator staff on-site.

Orientation towards the Minster and city centre is not obvious here. It is slightly more direct to walk via Gillygate and High Petergate than via Lord Mayor's Walk.

- General opportunity to improve public realm at car park through tidying of vegetation and litter, and cleansing.
- Provide pedestrian route from toilets / reception building to southern entrance to car park (coloured demarcated surface).
- Upgrade footway in front of pedestrian entrance with pavoirs.
- Provide pedestrian signage towards city centre at this pedestrian entrance.
- Provide signage towards "Minster / city centre" via Gillygate eastern footway (crossing Gillygate south of the Claremont Terrace junction at the existing signals).
- Is there an opportunity to provide a pedestrian green phase into the Claremont Terrace signals?
- Investigate the potential to provide seating outside the Gillygate public house, where there is a slight setback from the footway.



The visitor centre could provide an expanded welcome to visitors, including a satellite Shopmobility hire. The area would benefit from a tidy up.

The pedestrian entrance to the car park could be much better highlighted with continuation of paving to entrance and demarcated pedestrian route through the car park to the visitor centre, plus signage towards the city centre.



Recommendations for arrival points and routes in: Monkgate Car Park

Whilst Monkgate Car Park is the best located car park for the northern entrance to the footstreets via Goodramgate, it is still a significant distance (~300m from Goodramgate / Deangate junction).

Monkgate and Goodramgate, east of the start of the footstreets is a particularly poorly formatted street that is very difficult for people with physical and sensory impairments. Therefore, this car park has a limited role until Monkgate and Goodramgate are significantly improved.

The route from the car park to the pedestrian route towards the city centre is not particularly legible.

- Provide surface treatment (coloured, demarcated pedestrian route) from southern end of accessible parking to exit in southeast corner.
- Provide updated information panel or totem at southeastern entrance.
- The pedestrian route from the car park southeastwards to Lord Mayor's Walk is substandard width for two wheelchairs to pass. Given the historic nature of this route, it may be more pragmatic to provide a passing place, close to the existing lamp post, rather than widen the whole of the footpath. This should incorporate seating.
- Provide seating at rear of northern footway adjacent to signalled crossing of Lord Mayor's Walk.
- The central reservation at the pedestrian crossing over Lord Mayor's Walk would benefit from widening as it is a difficult manoeuvre.
- The access from the car park to Monkgate Practice needs widening and the concrete bollard removing.
- Provide dropped kerbs across the entry to Monkgate for movements along the inner ring road.
- Is there a possibility of incorporating a pedestrian phase / green man for crossings across the entrance to Monkgate?



*Inadequate width on footway to Monkgate Car Park.
Inaccessible link to Monkgate Practice.
Poor legibility of route from car park towards city centre.*



Recommendations for arrival points and routes in: Castle Car Park

Castle car park has the greatest provision of accessible parking (31, plus a further 7 adjacent on-street spaces). It is the most convenient and popular parking location for blue badge holders and is consistently busy.

Plans for Castle Gateway regeneration imply the loss of this parking. This would be undesirable from the point of view of accessible blue badge parking for the city centre.

The surface conditions and the access from the car park towards Castlegate are extremely poor.

Subject to final decisions on the future of this car park and the timescale of changes, it would nonetheless be worthwhile making small improvements to access whilst this car park remains.

- Improve signage into the car park as many vehicles overshoot the entrance and pull into the private access to the rear of Coppergate centre by mistake;
- Improve dropped kerb provision from the main car park towards Castlegate (1).
- Provide dropped kerb access from the car park to the central island in the car park where Welcome to York information is displayed.
- Lay out the perpendicular accessible parking bays on-street on Tower St with hatching and provide dropped kerb access onto the footway behind.
- Provide dropped kerbs across the car park entrance and Coppergate deliveries entrance from the on-street Tower St accessible parking.
- Undertake patch repairs to car park surface throughout accessible parking bays and exit towards city centre via Castlegate.



Access from Castle car park into Castlegate is poor. There are no dropped kerbs from the footway behind the accessible parking on Tower St and across the car park entrance towards Castlegate. (below © 2021 Google)



Recommendations for arrival points and routes in: St George's Field

St George's Field is one of two primary arrival points for coach visitors. A large number of visitors, including a significant proportion of more elderly visitors and visitors with limited walking arrive here, at considerable distance from the city centre.

The current surface level car park, subject to flooding, is to be replaced by a multi-storey on a smaller footprint, but with increased overall parking capacity.

If Castle car park is not retained as an accessible parking location in the longer-term, St George's Field may be the most appropriate location for an Access Hub and Shopmobility service, in association with a large quantity of accessible parking.

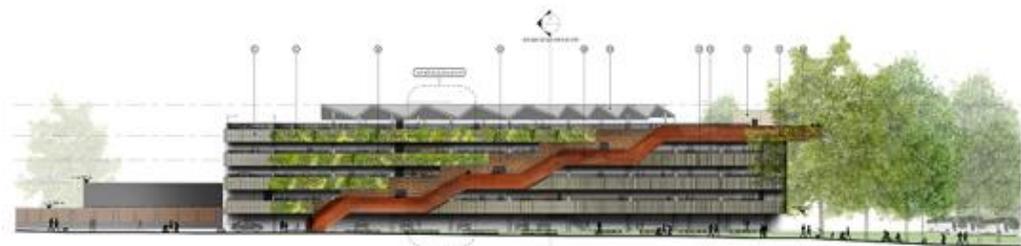
In this situation, it will be imperative that the car park design is easily accessible to disabled drivers and has adequate height dimensions to accommodate users.

Disabled bays should be located on the most directly accessible floor from the entrance.

Lifts should be set out according to dimensions in *Inclusive Mobility* (minimum 2.0m width and 1.5m depth). The Access Hub needs to be directly accessible from the blue badge parking. Given its multi-functional role as a Shopmobility service centre, a welcome to visitors and a broader support service for disabled people, the facility needs to be well laid out, with natural light and adjacent to lift access.

The route from St George's Field car park towards the city centre to be developed in association with the new facility should offer a high quality, legible pedestrian route.

- Welcome to York visitor interpretation at car park egress (totem pole).
- Signage to/from car park & Clifford's Tower / city centre at southern entrances to Tower Gardens.
- The rest of the route past Clifford's Tower and towards Castlegate is of good quality.



Recommendations for arrival points and routes in: other car parks

Coppergate multi-storey car park

Despite having **11** disabled bays and housing Shopmobility, Coppergate is not liked by most as some disabled drivers struggle with the difficult manoeuvring up the ramps to the car park and others have higher or longer vehicles that cannot access the multi-storey. There is also anxiety about whether the lifts will work. We would recommend that ideally the Shopmobility facility should be relocated into a surface level car park.

Access to Piccadilly could be improved by signage at the bottom of the lifts and widening and levelling of surface along Piccadilly across the car park entrance (refer to Piccadilly page).

Foss Bank car park

Access from here is so challenging that we do not see any improvements as a priority.

Nunnery Lane

This car park is too remote from the city centre to be of relevance.

Q-Park Shambles

This privately operated car park has only 2 disabled spaces. It is unclear whether disabled drivers must pay. It also has a low entry height of 1.88m. It is as remote from the city centre as the on-street parking directly outside on Carmelite St and therefore we do not see this having any relevance.

NCP Tanner Row

This privately operated car park has only 4 disabled spaces which are paid for, plus a restricted height of 1.98m, so we do not see this having any relevance.



Obstacle course across the Coppergate car park entrance could incorporate widened footway and continuous level surfacing across car park entrance.

Recommendations for arrival points and routes in: bus arrival points

Generally, bus stops in the centre of York have been laid out well, with appropriate boarding kerbs, clear shelters affording good visibility and reasonable space for boarding / disembarking, as well as real time passenger information.

Ideally, it would be beneficial for bus stopping points to be closer to the footstreet zone on the Micklegate – Clifford St / Stonebow route. If future traffic management reduces traffic flows on this corridor, could the Clifford St southbound stop be brought northwards, closer to the junction with Coppergate? Could there be an alighting only stop on Coppergate for west and eastbound services?

Our only other recommendations on bus stopping points are:

Stonebow: the layout and placement of eastbound bus stops creates pinchpoints round the back of the bus stops. (low priority, if/when alterations to bus stops are being planned).

Low Ousegate westbound would benefit from kassel kerbs for easier boarding / alighting.

Seating would be beneficial in Clifford St northbound stop, adjacent to rear northbound stop at Exhibition Square, and adjacent to the southbound theatre bus stops on St Leonard's Place (beneficial resting place for people walking in from Bootham, as well as bus users).

There is an opportunity to provide seating in the public space adjacent to the eastbound Rougier St stops.

There are Welcome to York information panels at Rougier St and Museum St. These could also be useful close to other bus stops including at Piccadilly to north of northbound bus stops, the Theatre, and at entrance to Whip Ma Whop Ma Gate.

*Right: Rougier St. bus stops provide good access and facilities.
Below: Stonebow bus stops are good quality though create a pinchpoint for through pedestrian access. © 2021 Google.*



Recommendations for arrival points and routes in: taxi ranks

The taxi ranks are generally well located and accessible. None have any overhead shelter.

- St Saviourgate: wide, well-paved footway and seating behind, with some vertical protection provided by tree. Lack of dropped kerb on opposite side of St Saviourgate for accessing eastern and western footways on Colliergate.
- Duncombe Place: wide footway, with dropped kerb (for access to driveway). The low wall provides informal seating and the mature trees a degree of weather protection. It could be appropriate to locate seating here adjacent to the front of the rank (and move the litter bin slightly).
- Tower St: there is no weather protection or seating currently. Seating at the back of the footway next to the rank would be helpful as an intermediate stopping point on the route towards the city centre from St George's Field.
- St Leonard's Place: this rank is in a constrained location and obstructs the in-bound cycle lane immediately after the Bootham Bar junction. Notwithstanding this, seating would be helpful in this location (towards the rear of the stand) in any case as a rest point adjacent to the public toilets and for people heading towards the city centre from Bootham / Gillygate.



Top right: St Saviourgate taxi rank. © 2021 Google.

Bottom right: Duncombe Place taxi rank © 2021 Google.