

Annex B

Themes of issues raised in Community Engagement and Potential Mitigation Considered

PARKING FOR PRIVATE CARS / ACCESS FOR TAXIS

THEMES / CONCERNS RAISED -

<i>Proximity of parking the key concern by most. Keen to ensure any disabled parking lost is provided as close as possible to boundaries of the Phase 1 area.</i>	
<i>Loss of Parking on St Sampson's square will put blue badge holders off visiting York.</i>	
<i>One participant said she favoured Union Terrace and St George's Field car parks because they were less crowded and the road surface was good - unlike Bootham Row and Castle car parks.</i>	
<i>Blake St and Lendal - difficult to get wheelchair out of vehicle</i>	
<i>Suggestion of more disabled spaces on north end of Piccadilly as this is close to Footstreets.</i>	
<i>Important that existing disabled bays at castle car park are not lost.</i>	
<i>Scattering disabled spaces is more useful than "grouping" loads in one area</i>	
<i>Marygate car park works for larger vehicles because it's not barriered.</i>	
<i>Need for improved visibility of BBH parking areas though amended website and/or leaflet (Chester example - www.visitcheshire.com/visitor-information/accessible-chester)</i>	
<i>Would not like to see Blake Street and Lendal form part of the first phase. The idea of manual measures used during events only (not full time); and this seem to be favoured.</i>	
<i>Would Taxis retain access to Kings Square / St Helen's Square?</i>	
<i>Part of Duncombe Place rank could be used for disabled parking</i>	
<i>Taxi Rank mixed use (day - disabled parking / night - taxi rank) was supported by many disabled people who use taxis</i>	
Mitigation Considered / Requested	Council response / action
The Library – currently, the 2 dedicated bays (for library users only) operate a 2-hour maximum stay, should be increased to 3-hour max.	To be implemented now - To be progressed and advertised on as part of the city centre TRO amendments.
Improve surface and lighting at Bootham Row car park	For future consideration - Could be investigated as part of car park maintenance programme.
Conversion of Piccadilly taxi rank to part time dedicated disabled bays (1000-1800). Provides 2 bays.	This is a little used taxi rank and the change would not affect taxi-users outside these hours. To be

	progressed as part of this project. Change to TRO would be required.
Blue badge parking lost due to Castle Gateway Development (number being clarified as part of these proposals)	For future consideration - St Georges Field car park currently has 6 disabled bays which would increase to 22 spaces with the proposals at St Georges Field for a multi-storey.
Piccadilly, north end opposite taxi rank Dedicated disabled bays	To be progressed as part of this project. This would increase the parking availability on the edge of the Phase 1 area by 7 No. spaces. Change to the TRO would be required
Dedicated disabled bays - Blake St and Lendal 10:30-17:00, and loading outside these hours.	Not to be progressed - BBHs will continue to have vehicular access 24 hours a day. Part-time dedicated bays were reviewed but would prevent loading on these streets (plus visual impact of signs/lines and therefore no change proposed.
Dedicated disabled bays on Deangate, immediately in front of Minster school.	Council will request this to be considered as integral part of Minster Neighbourhood Plan.
Dedicated disabled bays on Duncombe Place outside St. Wilfred's Church	Council will request this to be considered as integral part of Minster Neighbourhood Plan.
Dedicated disabled bays outside the Minster.	Council will request this to be considered as integral part of Minster Neighbourhood Plan.
Pavement (outside M&S) old bus stop, dedicated blue badge bays	Not to be progressed - This is a sub-standard width lay-by and whilst it may be suitable for brief stops to drop off and pick up it is not considered suitable for parking.
North Street, dedicated blue badge bays requested.	Not to be progressed - On North St, Blue badge holders are currently able to stay on the double yellow lines for up to 3 hours and for unlimited period on existing on-street bays (including existing residents parking bays.)

Space outside Art Gallery, dedicated blue badge bays requested.	Not to be progressed - This is a predominantly traffic-free space and introducing parking bays could reduce amenity for pedestrians including disabled people. Therefore no change proposed.
St Saviourgate - conversion of the taxi rank to blue badge bays considered	Not to be progressed - This is a very well used taxi rank (including by disabled visitors) on the edge of the pedestrian zone with no alternative option close by. Taxis also provide a key service to some people with reduced mobility.
Duncombe Place, conversion of the taxi rank to dedicated disabled bays.	Not to be progressed - This is a very well used taxi rank on the edge of the pedestrian zone and is used by disabled people to access the Phase 1 area. Council will request that this is considered as part of the development of the Minster Neighbourhood Plan. Blue badge holders can park for up to 3 hours on the existing yellow lines on Duncombe Place.
Rougier St, conversion of the taxi rank to dedicated disabled bays.	Not to be progressed - This is a bus stop during the day and a well-used taxi rank overnight.

SHOPMOBILITY / DIAL & RIDE

THEMES / CONCERNS RAISED -

<i>Feeling amongst users that ShopMobility is an excellent service and should be better supported / promoted more clearly to visitors. Suggestion of relocating to castle car park.</i>
<i>Piccadilly ShopMobility shuts in the evening, may limit use in late afternoon.</i>
<i>Height restriction in car park puts off many people and Wheelchair Accessible Vehicles (WAVs) unable to access (height restriction).</i>
<i>ShopMobility - staffing issues - when only one person working they cannot go elsewhere to deliver scooters etc if needed</i>
<i>Suggestion that operating service later into the day could increase use (subject to funding)</i>

Mitigation Considered / Requested	Council response
Further support requested plus better publicity.	Action taken - Council has just committed further financial support to Shopmobility and will hold discussions with the operators regarding potential improvements to publicity through MyCityCentre project.
Dial & Ride accommodating city centre on extra days	Action taken - Council is renewing grant to Dial & Ride and working with them to ensure access improved. Dial & Ride vehicles will be allowed into the Phase 1 area during footstreets hours at their allocated times as currently.
Consider setting up Dial & Ride shuttle service serving the Phase 1 area from the main city centre car parks.	Potential future consideration - Further work is required to identify what additional resources would be required, what capital and revenue funding options there are and potential locations and routes.
Dedicated access during footstreets hours to specific charity used vehicles. A small number of charities do drop off/pick up to city centre on particular days using same vehicles each time.	Not to be progressed - If they have blue badge holders on board, vehicles will continue to be able to access Blake St & Lendal to drop-off / pick up disabled passengers at any time. No dedicated charity pick-up/drop-off bay is proposed.

SURFACE OF FOOTWAY / CARRIAGEWAY & REST POINTS

THEMES / CONCERNS RAISED -

<i>Important to have routes with good pavements and no cobbles.</i>
<i>Cobbles a major hindrance for wheelchair users but appreciation that part of the City's historic core – could designated paths be made that have smoother surface.</i>
<i>Comments that if measures safety related, Council should also protect the bridges.</i>
<i>Many car parks too far from footstreets area for some disabled people - a lack of sufficient rest-points</i>
<i>Rest points vital for some with dementia and many other disabled people.</i>
<i>Bootham Row poorly lit.</i>
<i>Many people positive about combining static measures and seating (as the stone blocks at West end of Minster)</i>
<i>Call for better signposting for disabled visitors (on foot)</i>

Mitigation Considered / Requested	Council response
Footway surface improvements in city centre to improve routes between car parks and city centre, particularly for wheelchair users.	Not to be progressed – Future options will be considered as part of Castle Gateway and My City Centre project.

Other Issues

THEMES / CONCERNS RAISED –

<i>MS Society and MySightYork concerned that their carers won't be able to do 'drop-offs' of people in the footstreets area as they do at present.</i>
<i>Accessing the city centre before 10.30 is not possible for some disabled people who are unable to get themselves ready before then</i>
<i>Carers Drop-off zone needed as well as parking</i>
<i>Suggested allowing BBHs to register when they wanted to access the city with specific times and allowing them access like this</i>
<i>Feeling that York had become less accessible to blue badge holders over the last 15 years</i>
<i>Concern over the design of bollards - would the tracks be flat/wide enough to trap wheelchair wheels?</i>
<i>Participants concerned about the Post office relocation as it will fall within the Phase 1 area.</i>
<i>Once measures agreed, need for CoYC follow up letter to include map of where people can and can't park.</i>
<i>Note – the number of BBHs will increase as a consequence of recent rule changes (2019). DfT estimate a 6% increase in the first year</i>

Mitigation Considered / Requested	Council response
Change pedestrian zone hours to make the start later than 11.30	Not to be progressed - Access to Blue Badge Holders is permitted until 10.30 and this will continue to be the case.
CYC to continue to fund the York pages of the AccessAble website and provide (1) a link to the Council web page on all the transport / parking info sections on the website; and 2) Advertising ShopMobility services, either directly on the AccessAble page or via the aforementioned links.	Action taken - Council has recently renewed 2019/20 contract with AccessAble and will discuss improving information with them.
Design Check	To be implemented now - Sliding bollard Measures to be compatible with wheelchairs
Carers Drop Offs	Not to be progressed at this time - If they have blue badge holders on board, vehicles will continue to be able to access Blake St & Lendal to drop-off / pick up disabled passengers at any time.
Improve Publicity	To be implemented now - Before measures implemented, Council will improve their publicity showing where and when blue badge holders can park and when.