

My City Centre: Existing Insight

1.0 Introduction

In August 2019 the [Executive](#) approved the My City Centre project, to engage residents and stakeholders to create a strategic vision to respond to the unprecedented challenges and opportunities facing the [city centre](#).

The vision will not create a spatial masterplan, but provide a framework to guide future policy, investment decisions, and funding bids to ensure the long term resilience and vibrancy of York.

Drawing on the successful ‘My Castle Gateway’ engagement programme, the project will use the same strategy of:

- i) Building a brief,
- ii) Exploring Challenges, and
- iii) Make Change Together

2.0 Engagement

The original engagement programme was due to run through 2020 as set out below, but this was paused on 3 April as staff were redeployed into the Covid emergency response:

- February to May - 12 week engagement targeting residents, visitors and city centre business/ occupiers
- June/ July - Team to create brief
- August/ September– 6 week engagement to test and share the draft vision



2.1 Events/ activities completed

- OurCity, Press release, library distribution (poster info & hard copies survey), email to Parish Councils 16/3
- Web content launched
 - www.york.gov.uk/MyCityCentreYork
 - www.york.gov.uk/MCCYVision

- www.york.gov.uk/MCCYConversation
- MCC stakeholder group
 - Launch 23/1/2020 Prioritising the challenges, thematic mapping
 - 5/3/20 engagement themes, consultation process, timeline, theme discussion
 - 05/11/20 Zoom workshop to test footstreets proposal pre Exec
- Guildhall Ward Committee 12/02/20
- Indie York 25/02/20
- Property/ Retail Forum 02/03/20
- Dringhouses & Westfield Ward Committee 03/03/20
- CYC staff drop-in at West Offices 09/03/20
- CYC staff drop-in at Hazel Court 11/03/20
- Carers Action Group 11/03/20
- Exhibition at Explore 02/03/20, curtailed by took down 18/03/20
- Pop-up 1 Parliament Street 14/03/20

2.2 Events/ activities postponed

- Pop-up 2 St Helens Square 20/03/20
- Disability workshop
- Open session for Members/ members newsletter
- Youth engagement event 22/04/20 postponed (Helen Jarvis-Ong, Shiona March, Jack Woodhams, Charlotte Tomlinson) shared social media posts with Youth Council
- Workshop 23/3 Bill Grimsey, panel AK/TC, Emily Pickard York Mumbler, Andrew Lawson, facilitated by Simon Brereton)
- Touring Exhibition to Burnholme, Acomb, West Offices with staffed drop-in sessions
- LinkedIn group

3.0 Feedback

A lot of information was captured during the month that the engagement was open, from a variety of methods including comments walls at the library, meetings, interactive map, survey, pop-up in Parliament street and social media.

3.1 Comments walls

We created a 'brick' comments wall to gather 'quick feedback' asking:

- What you love
- What you want to change
- What you would like to do in the future



The results (716 responses), key issues and volume of responses for each element can be seen at:

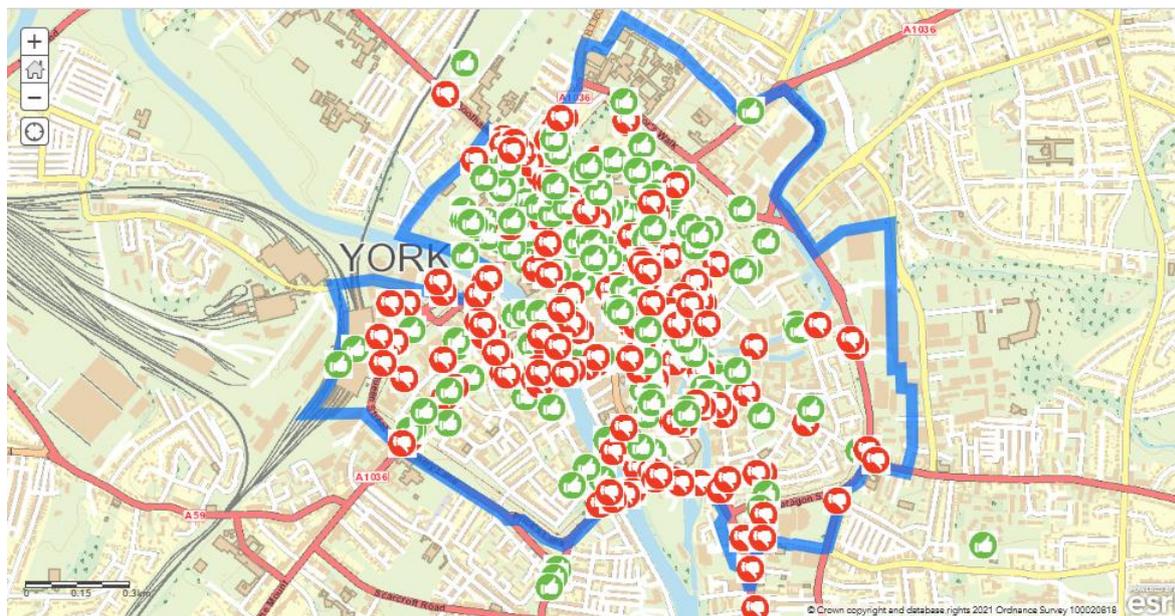
- <https://www.flickr.com/photos/187735781@N02/albums>
- <https://www.flickr.com/photos/187735781@N02/tags>

Headlines from this feedback include:

- **Access** – cycling, car free/ less traffic, footstreets, walk, public transport, parking, deliveries, disabled access, and things that affect people's **journeys** (seating, pavements. toilets)
- **Environment** – appreciation of green space, open space, trees, nature, as well as the need to respond to flooding
- The opportunity of opening up the **rivers** was recognised and welcomed
- Free/ **affordable** events, mix of **housing** including affordable to local people
- Appetite for **events** for residents as well as tourists, build **community**, living above the shops, **family friendly** and play space
- Potential conflicts from **antisocial behaviour**/ drinking culture, empty shops, **rough sleeping**, and general need to **clean** up the streets and provide bins
- Some welcome the world class **tourism** offer, seasonal markets and hospitality, but others are wary of **overcrowding** and feel that **residents** are not always prioritised
- **Appreciation** of heritage, culture, events, experiences, retail, independent businesses, food and drink, and of the human scale, beauty and charm of the city

3.2 Interactive Map

The map was available online, and a paper version was also available at the exhibition and at events. 378 Responses were received during March 2020 (Good 174 & Bad 204).



The table below analyses streets with at least 6 entries, but a full database is available for other localities.

STREET	TOTAL	ISSUES
Parliament Street	16	4 good – turn back into a public space/ urban park with seating, centre is buzzing on a Saturday, exciting atmosphere 12 bad – poor paving, difficult to walk on, wasted space, make into a playground like Bremen Germany. Always hired out for commercial use/ to stage events for tourists, doesn't support local economy/ residents, too many markets/ St Nicholas Market disrupts city centre too much, would be best café/ restaurant street. Miss the seating. Trees, bike racks, toilets. Need 2 way cycle track.
Minster Yard/ Gates/ footpath Precentors Court	15	14 good – beautiful, open green space, picnics, Minster makes York distinctive, views 1 bad – full of dross daily
Station Rise/ Road	14	5 good – nice short cut to railway station, council offices and landscaping have a nice feel, new plans look good, nice landscaping, ordered and usable built environment 9 bad – terrible traffic, move short term car park, dangerous/ nasty to navigate on bike, improve cycle links through station, unpleasant, congestion
Coney Street	13	4 good – fantastic views of the river, shops, access land behind shops to live/ visit 9 bad – empty shops, poor state, poor quality shops, unappealing, stag and hen parties, vans midweek, rough sleepers
Piccadilly	13	6 good – Spark amazing, great vibe, brought much needed independent commerce, made dull street more interesting,

		<p>baby group, great incubator for new food options, incredible independent space, great for York</p> <p>7 bad – Spark horrible, will improve when buildings complete</p>
Castle/ Castle Walk/ Castlegate	12	<p>6 good – Castlegate charming street, under appreciated, good for outdoor seating if closed to vehicles. River Foss nice, but potential overlooked. Exciting plans for this area, can't wait.</p> <p>6 bad – shoddy car park, pothole ridden eyesore, difficult to cross on foot, so many good things could replace this car park, could be used better as open green area, get the cars out and clean this area up</p>
St Saviourgate	11	<p>11 bad – Stonebow House developers left land derelict and unsightly, drug dealing, taxi rank, idling vehicles, antisocial behaviour, poor air quality, scruffy, not nice to walk here, need to enforce access only and reduce speed of taxis</p>
Fossgate	10	<p>9 good – independents, keeps improving, favourite part of York, pedestrian friendly footstreet, heritage pub</p> <p>1 bad – ugly buildings being built</p>
High Petergate	9	<p>4 good – great pub, YorBag left luggage</p> <p>5 bad – open to 2 way cycle traffic, lost opportunity, cars too fast in evening for the environment with families and narrow streets</p>
Tower Street	9	<p>2 good</p> <p>7 bad – dangerous approach for cyclists, Cyclists need a cut through system emerging from Tower Street to turn onto Skeldergate Bridge, rather than cycle round the dangerous rat run through Fulford St/ Barbican area.</p>
Museum Gardens	8	<p>8 good – beautiful open space, family friendly, green, great place to relax, need more like this</p>
Goodramgate	8	<p>5 good – fabulous hidden spot and church, would be better if traffic control was enforced</p> <p>3 bad – poor paving, dangerous camber, high kerbs, cars enter during footstreet hours, untidy</p>
Micklegate	8	<p>4 good – Indie shops, quiet street, historical buildings, better since car flow changed, back on the up after years of decline, lovely street</p> <p>4 bad – closure of Bar causing congestion elsewhere, wait ages as pedestrian at lights to cross road, horrid to cycle because of cobbles, alternate traffic free cycle route would be lovely</p>
North Street	7	<p>3 good – river helps to make York an attractive city</p> <p>4 bad – corner dirty/ smells, We turn our back on our rivers. Nowhere else in the world does this. Let's celebrate them and open them up. Floating art installations during non flood season, new pedestrian/cycle bridges, promenades.</p>
Gillygate	7	<p>1 good – could be so much better, best shops in York, traffic and narrow footpaths hold it back</p> <p>6 bad – horrible street, stationary traffic fumes, traffic, air pollution, Footway too narrow</p>
George Hudson Street	7	<p>7 bad – hectic, filthy, unwelcoming, embarrassment to York</p>

3.3 Survey

A total of 325 were completed between 2-30 March 2020, mostly online with a smaller number of hard copies completed at the library exhibition. The full survey results for each question are included in Annex C.

Average responses per section of the questionnaire:

- You and the City Centre – 295
- Leisure, Culture and Play – 280
- Economy – 264
- Living & community – 270
- Technology – 237
- Environment and Movement – 244
- Heritage – 305

The feedback from the survey per section is set out below.

3.3.1 About you

Of the 325 respondents, 57% were female and were 42% male.

3.3.2 You and the City Centre

Connection to York: 224 respondents lived in City of York Council area, 127 work in York, 65 lived in city centre, 52 said that they visit the city centre for the day, 7 study in York, and 6 visit the city centre for short breaks.

When do you most often visit the city centre: Most respondents visited during the day (236 weekday, 225 weekend), compared to during the evening (117 weekday evening, 113 weekend evening).

How often do you visit the city centre: 33% visited the city centre more than once a week, 33% visited daily.

Is this more or less than 5 years ago: 37% said that this was about the same as their frequency of visits as 5 years ago, whereas 33% said this was less, 29% said this was more often than 5 years ago.

Which activities have you done in the city centre over the last 12 months (2019-20): The five most popular activities were shopping (295), eating out (287), spending time in a park or public open space (244), attending theatre/ cinema/ concert (227), evening out in pubs and bars (220), and visiting attractions such as the Minster or museums (214).

Do you feel welcome in the city centre: 66% felt welcome, 12% did not.

Do you feel that the city centre meets your needs: 43% yes, 39% no.

3.3.3 Leisure, Culture and Play

Which groups do you think York caters for the most: People visiting for a day out (254), people visiting for a night out (254), out of city residents (148), shoppers (116), students (100), city centre residents (74), families (57), workers (38).

Are you happy with the leisure and culture offer in York: 58% were reasonably satisfied, but there is room for improvement, 27% were happy and felt there is a lot to do, and 15% were not happy and felt other cities have more to offer.

Respondents felt that:

	Do you think York is good at?	Do you visit/ use?	Would you like to see improved in York city centre?
Family friendly activities	51%	24%	56%
Public open spaces	41%	46%	59%
Pedestrianised areas	45%	41%	58%
Culture & arts	56%	42%	42%
Food hall/ street food	60%	36%	41%
Places for small and creative business start ups	29%	22%	75%
Gyms, sports & leisure	38%	23%	56%
Museums/ galleries	79%	42%	20%
Cinema/ theatre	81%	49%	13%
Heritage based culture	86%	44%	14%
Music/ dance	30%	22%	70%
Festivals/ events	59%	36%	44%

Digital & creative arts	36%	17%	62%
Shopping	29%	41%	68%
Nightlife	59%	31%	36%

3.3.4 Economy

What sort of jobs would you like to see more of in the city centre:

Independent retail (262), creative industries (234), tech and digital (177), professional services (115), mainstream retail (90), manufacturing (82), and hospitality and tourism (72).

Which type of use would you like to see empty space converted into: Retail start-ups (180), creative space (174), a mix of these answers (155), leisure (120), flats (63) and offices (41).

Respondents felt that:

	Is good for York's economy	Is good for you (do you use or benefit from it?)	Has a positive overall impact on the city centre
York races	95%	20%	23%
Hotels	91%	7%	45%
Other visitor accommodation	90%	7%	39%
Festivals & events	86%	47%	63%
Shambles market	74%	57%	72%
Christmas market	88%	44%	55%
Bars & restaurants	84%	72%	52%
Independent shops	86%	72%	75%
Mainstream shops	81%	67%	49%

Do you think York city centre is inclusive and affordable: 52% no, some people feel shut out, 27% yes.

3.3.5 Living and community

Do you think it would be beneficial if more people lived in the city centre:

49% yes, 21% no.

What services would the city centre need more of to make it a better place to live: free to use activities – museums, libraries (218), parks and other open space (217), pedestrianised streets (207), activity along the rivers (201), health facilities (165), food shops (148), education facilities (112).

What kind of new homes should be provided in the city centre: mixture (164), affordable homes (138), homes for young people (112), family homes (71), retirement homes (49), no new homes (38).

What could be done to improve the sense of community in York city centre: More public seating and conveniences (222), a bigger emphasis on making the centre a community hub (211), more free public space (199), more communal amenities like food halls and roof terraces (167), more space for pop up shops (150), more events (114).

3.3.6 Technology

How do you connect to the internet in York city centre: by mobile data (81%), 28% use shop/ café wifi, 21% use CityConnect free wifi, 8% do not connect to the internet.

What do you use the internet when in the city centre for: general use (202), social media (171), take and share photos (134), public transport information (129), to find somewhere to eat/ drink/ visit (117), to find your way around (85), online price comparison (55), do not use the internet (25).

How could digital/ technology improve their experience of York city centre: Real time information about local transport, cycling and parking (185), promoting events and things to do (179), tell stories of our heritage through virtual reality/ augmented reality (121), a comprehensive business and community app (91), retail offers and promotions (85), 5G coverage (77), help finding your way (76), better use of technology to improve safety (64), none of these (1)

3.3.7 Environment & Movement

Which areas do you want the council to focus on to meet its climate goals: Improve sustainable transport like buses and cycle routes (257), explore wider pedestrianisation of the city centre (193), promote low carbon developments through the planning process (188), take action to reduce pollution (187), invest in cycle parking (176).

How do you travel to the city: by walking (213), public transport (160), car (144), bike (123), taxi (50), park and ride (42).

3.3.8 Heritage

From a choice of nine images for each question, respondents selected three pictures that best represent:

York's history and heritage (score 202/ 195/ 138):



Modern York (scores 134/ 128/125):



3.4 Social Communications

We contracted Social Communications to help us run the engagement and they produced 4 weekly feedback reports throughout March 2020.

3.4.1 Social Communications Reports

Headlines from their weekly summary of responses:

- **Anti-social behaviour** - rise of anti-social behaviour linked to visiting groups on party weekends
- **Traffic infrastructure concerns** - debate over the future of traffic and congestion. Respondents are divided over transport infrastructure and a

particularly lively discussion about the future of city centre traffic has emerged. Whereas many participants would like to see a move away from city centre congestion and towards greater investment in public transport, cycling and pedestrian paths, and improving **air quality**, others have requested for more city centre car parking and criticised plans to remove more cars from the road

- Provision of **family friendly** amenities - importance of steering the city centre towards being a family friendly destination, more family friendly amenities such as free activities
- **Affordability** - majority of participants have indicated that the city is unaffordable, citing concerns over house prices, business rates, and transport prices
- Several **residents** expressed feeling like outsiders, with the city centre being tailored to the needs of **tourists** over those who live there
- The **historic significance** of the city centre is the leading factor most admired by respondents, including the Minster and other historic sites. Admiration for heritage and history, and a desire to preserve historic nature of York for future generations.
- **Retail** - greater variety in retail shops, including encouraging a larger number of **independent** outlets on the high street
- Equip the city centre to respond to the council's **climate emergency**
- Improve the **aesthetics** of the city. Suggestions to improve **empty shops** include cuts to business rates.

3.4.2 Social Communications Blogs

- Week 2, 13 March, Shaping the future of York City Centre (Annex A)
- Week 3, 20 March, Using Digital to Shape the Future of our City Centre (Annex B)

3.4.3 Pop-up 1, Parliament Street Saturday 14/03/20

Kit: business cards, banners, interactive comments wall, postcard, gazebo

People listed what they loved, would change, and what they would like to do in the centre in the future.

Feedback included suggestions on supporting independent shops, preserving the valuable heritage of the area, and introducing further family friendly amenities.



3.4.4 Social media engagement

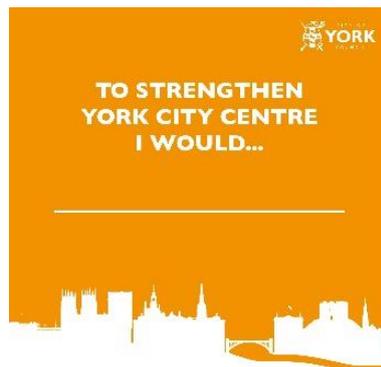
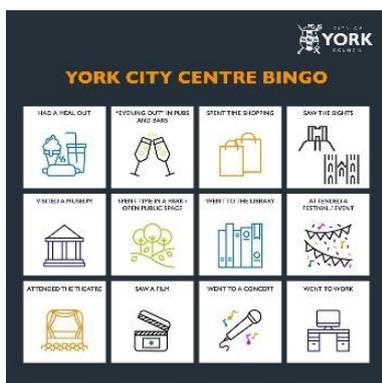
The amount of engagement has been relatively low, but engagement rates particularly on Facebook (12% 30/03/20) showed that people who saw the content were engaging with it.

The audience size and interactions were areas on which Social Communications were aiming to improve via increased targeted social media activity.

We produced a social media toolkit, which was shared with the York 'Head of Communications' group across the city to help build the digital audience.

- Facebook [facebook.com/mycitycentreyork](https://www.facebook.com/mycitycentreyork) (177 followers)
- Twitter twitter.com/mccyork (449 followers)
- Instagram [instagram.com/mycitycentreyork](https://www.instagram.com/mycitycentreyork) (936 followers)

Examples of content including videos:



- video city centre figures <https://twitter.com/i/status/1235558471006924803>
- video interactive map <https://twitter.com/i/status/1237692932574117889>
- video of Parliament Street pop-up feedback <https://twitter.com/i/status/1243516577443651589>

4.0 Other insight

This engagement will build on existing insight:

- National trend of high street decline - York retail/ occupancy more successful than national picture (footfall, occupancy)
- Behaviour changes e.g. remote working - attitudes unknown
- Footstreets/accessibility [open brief](#) – mobility considerations (Nov 2020)
- My Castle Gateway, [new public space open brief](#) (May 2020)
- [Our Big Conversation](#) (March 2020 – ongoing)
- Stakeholder conversations through pandemic (eg. BID High Street data, business sector)
- City Centre Access counter terrorism comments (2018, Annex D)

The engagement will benefit from insight gained from linked engagement exercises such as the Strategic Review of City Centre Access & Parking (cycling, deliveries, taxis, blue badge, loading bays, parking – engagement due to take place May/ June 2021).

It will run alongside and complement the conversation shaping three emerging core strategies: Local Transport Plan, Carbon Reduction Strategy and the Economic Strategy, which in turn will deliver the My City Centre vision.

Shaping the future of York City Centre

The future of York City Centre consultation has been up and running for two weeks, and so far over 300 residents and visitors have submitted their views on the opportunities and challenges which lie ahead for the area.

Early responses to the consultation have shown the passion and connection which local residents have with their city centre, and an overwhelming desire to see it overcome the challenges it faces. People have been giving us their views on the environmental, technological, economic and social future of the area, with many already making vital contributions to the discussion.

A clear message which has already come through is the admiration which people have for the heritage and history of the area. Both in online submissions, and at our exhibition event on Saturday, people have been eager to highlight the importance of preserving the historic nature of York for generations to come.

High street shopping, air quality, traffic, and public transport, are some of the issues raised in the early stages of the consultation. Another talking point has been the provision of family friendly amenities. A number of people have noted how important it is to have a city centre which can be enjoyed by all the family. Family friendly amenities and other topics are among some of the issues which we want to explore further at some of our upcoming drop-in events.

On Saturday, the consultation team braved the cold in the first of our exhibition events, but they were met with a warm reception from local residents and visitors. Writing their responses on the interactive comments wall, people listed what they loved, would change, and what they would like to do in the centre in the future. Some people submitted feedback forms and commented on the rich heritage which York has to offer, whilst others made suggestions on how to boost the economic fortunes of the city centre.

Our next drop-in event will take place on Friday (20th March) at St Helens Square, and all are invited to attend to help shape the future of the city centre.

In the meantime, the discussion about how to best move the city centre forward is continuing on social media. As people have engaged with one another, ideas have been developed about how to overcome current environmental and retail challenges. You can join in the conversation by following us on Twitter at @mccyork, liking us on Facebook (<https://www.facebook.com/mycitycentreyork/>), or following us on Instagram at @MyCityCentreYork.

Whether it's through social media, on our website, or at one of our exhibition events, please join us as we build our city centre together.

Using Digital to Shape the Future of our City Centre

The future of York City Centre will be shaped by the people who live and visit here. The current climate adds to the challenges which our city centre faces, but as locals and tourists we can come together to help make our city socially and economically fit for the future.

Last weekend we held the first of our city centre drop in events, and our team received a warm reception from residents and visitors. We enjoyed discussing people's ambitions for the city centre and received excellent feedback on our interactive comments wall. Feedback included suggestions on supporting independent shops, preserving the valuable heritage of the area, and introducing further family friendly amenities.

Our priority is to keep people safe, and as such our future public exhibition events have been postponed. Whilst we are disappointed that we won't be able to receive your feedback face-to-face, our consultation will continue to be available online. We're making sure that all of the information that would have been available at our drop-in events, is also available online, to help give people as many ways as possible to provide their feedback.

So far over 300 people have already responded to our online consultation and their comments are proving vital in shaping the future destiny of the city centre. Many people have commented on traffic arrangements, public transport, and equipping the city centre to respond to the council's climate emergency.

To help make the city centre suitable for everyone, we need as many people in York to respond. Please share with your family and friends on social media and encourage them to get involved. Everyone's feedback and views are welcome and could be pivotal in shaping our future.

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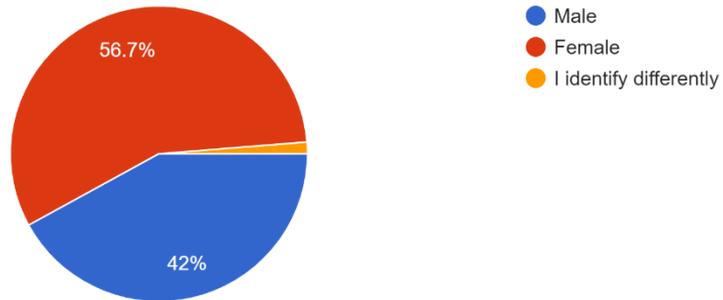
As we work through the challenges of the coming weeks, please join us as we shape the future of our city centre together.

ANNEX C Questionnaire Analysis

Section One – About You

Gender

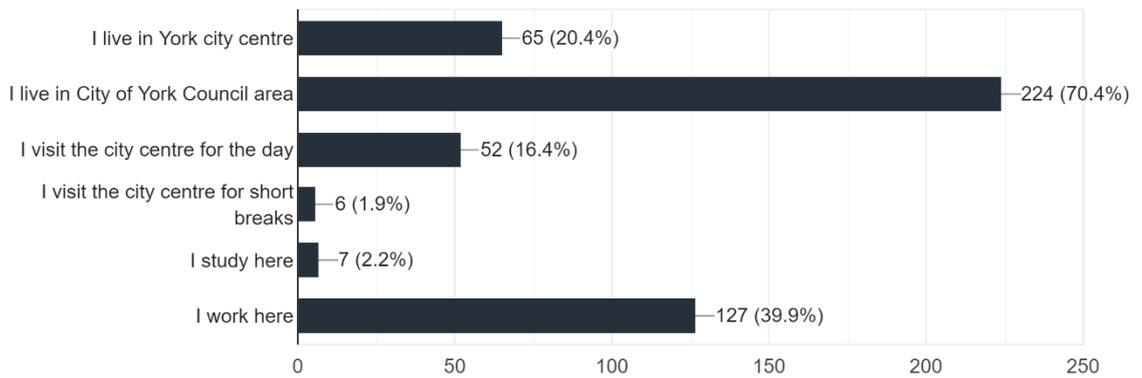
312 responses



Section Two – You and the City Centre

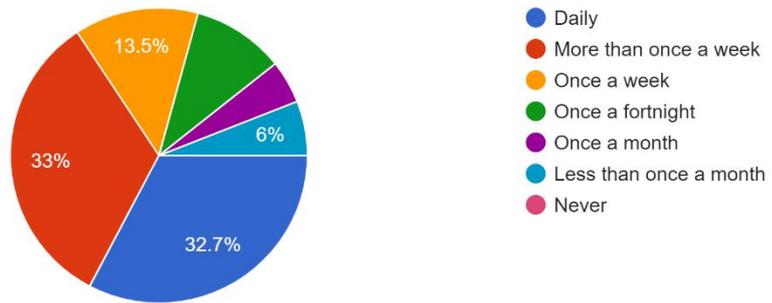
What is your connection to York?

318 responses



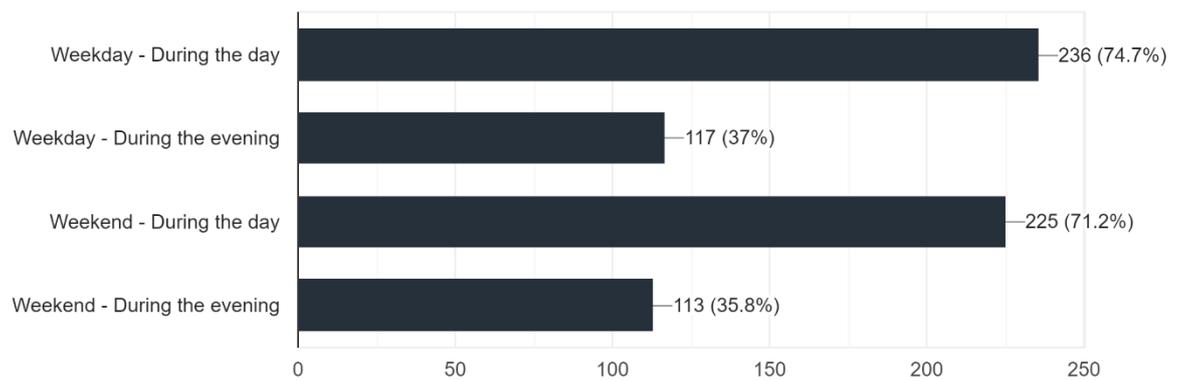
On average, how often do you visit the city centre?

318 responses



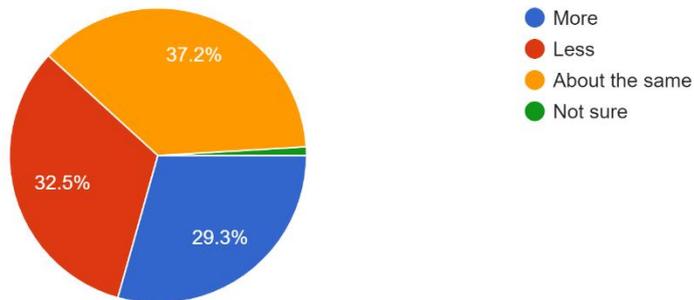
What time of the day do you most often visit the city centre? (tick all that apply)

316 responses



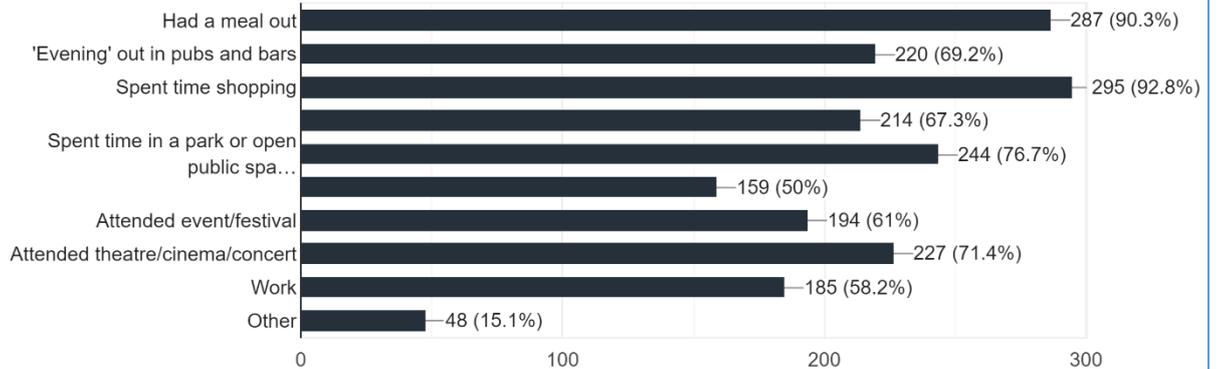
Is this more or less often than 5 years ago?

317 responses



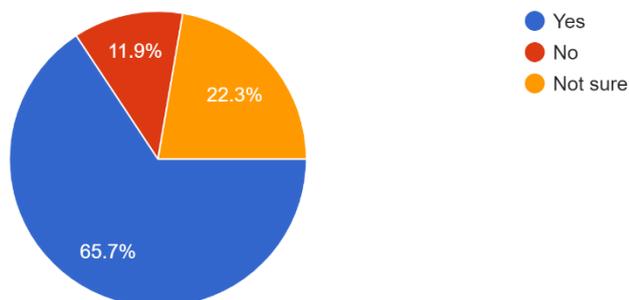
Which of the following have you done in the city centre over the last 12 months? (tick all that apply)

318 responses



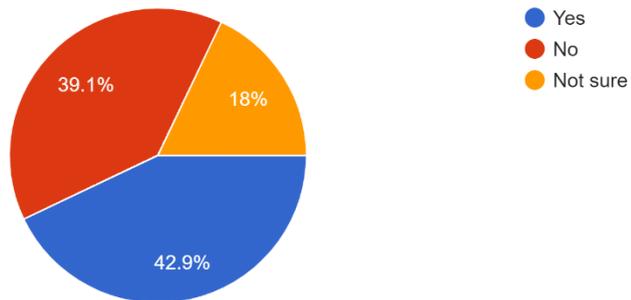
Do you feel welcome in the city centre?

318 responses



Do you feel that the city centre meets your needs?

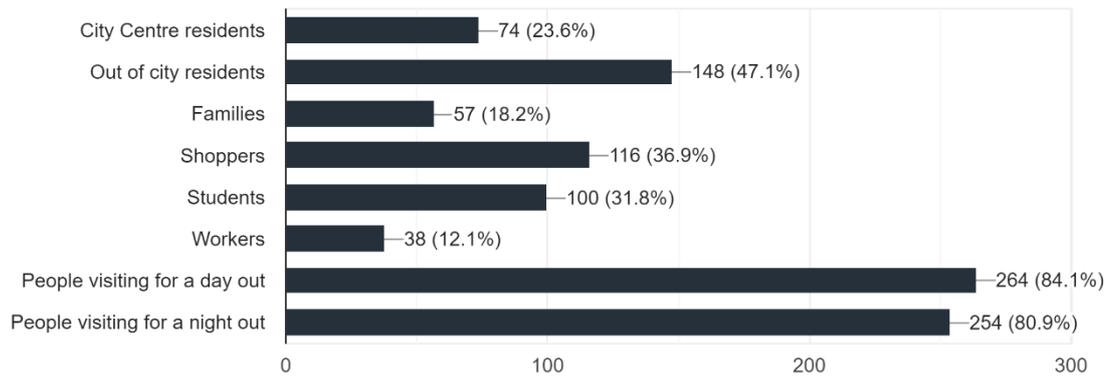
317 responses



Section Three – Leisure, Culture and Play

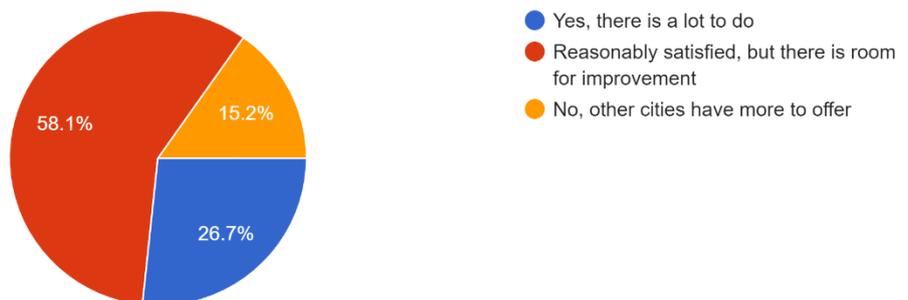
Which of the following groups do you think York city centre caters for the most? (tick all that apply)

314 responses



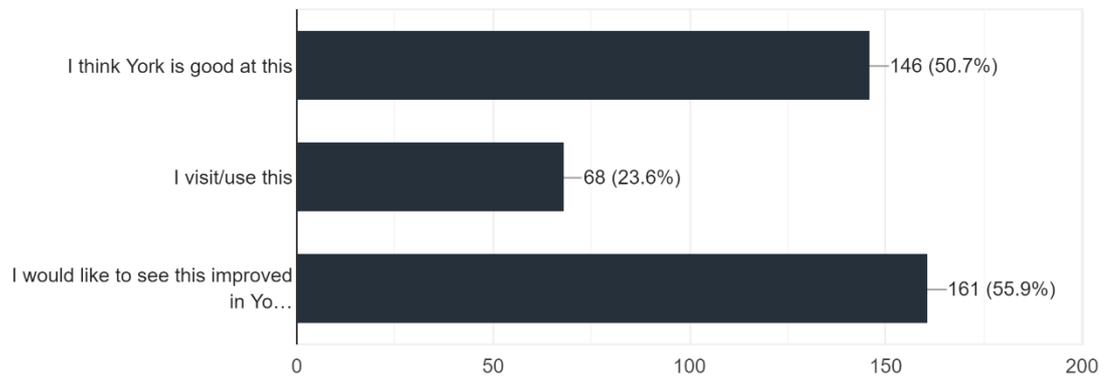
Are you happy with the leisure and culture offer in York?

315 responses



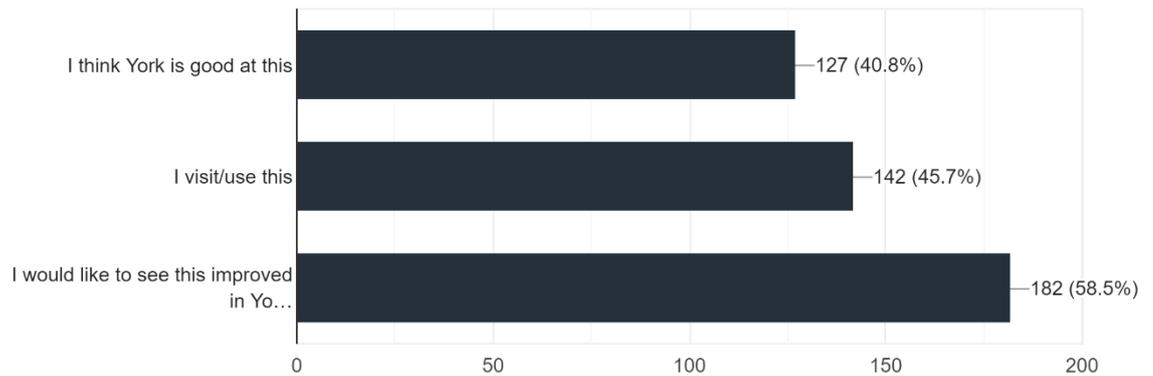
Family-friendly activities

288 responses



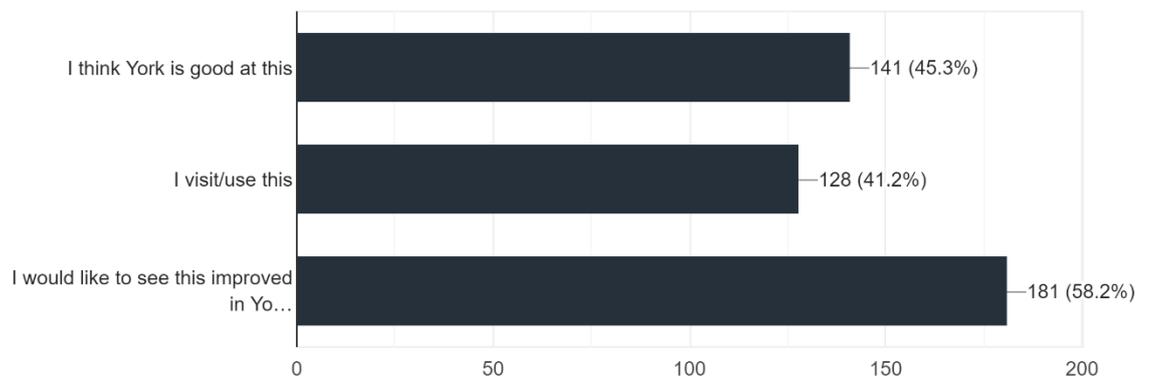
Public open spaces

311 responses



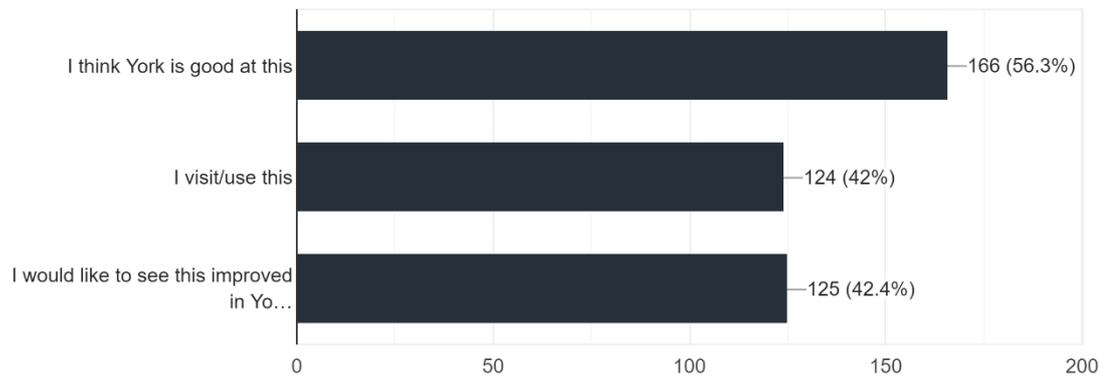
Pedestrianised areas

311 responses



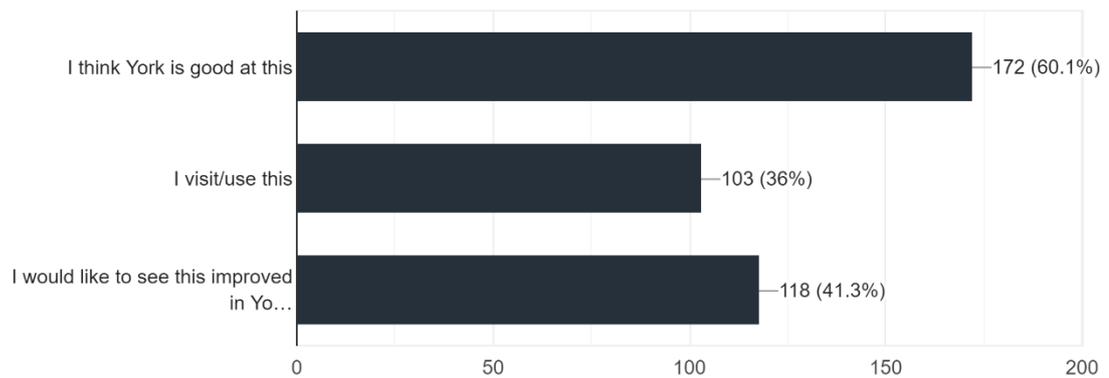
Culture & arts

295 responses



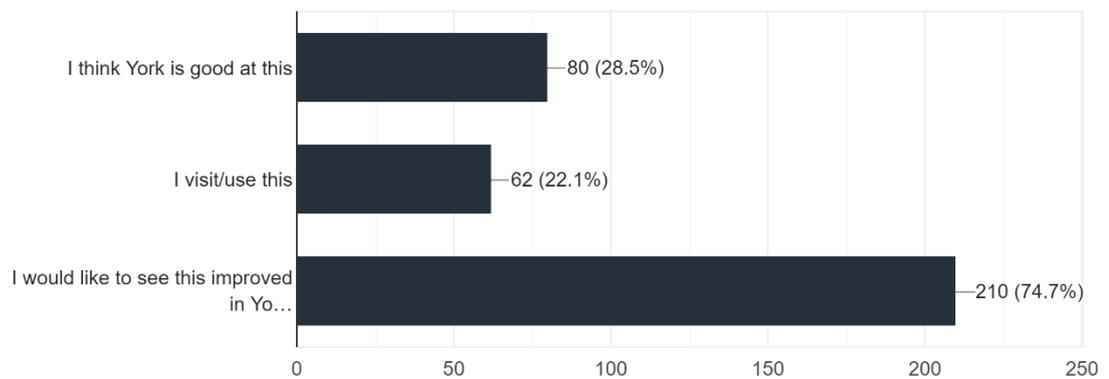
Food hall / street food

286 responses



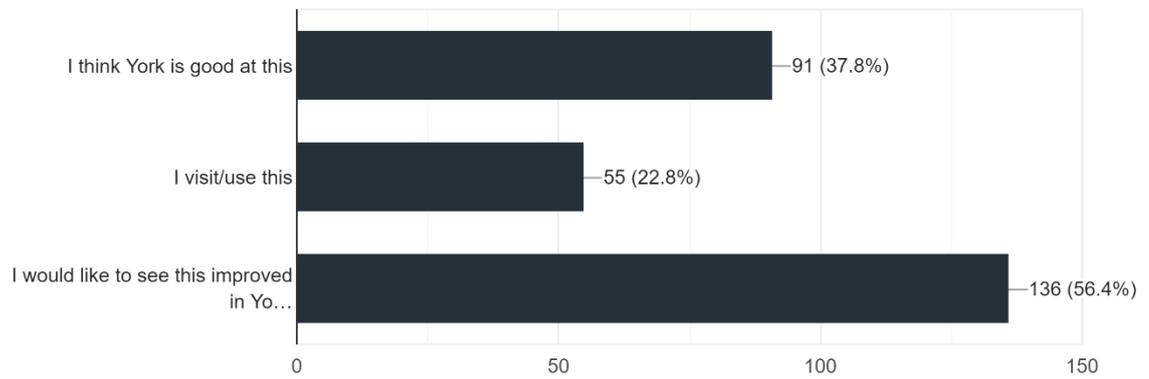
Places for small and creative business start-ups

281 responses



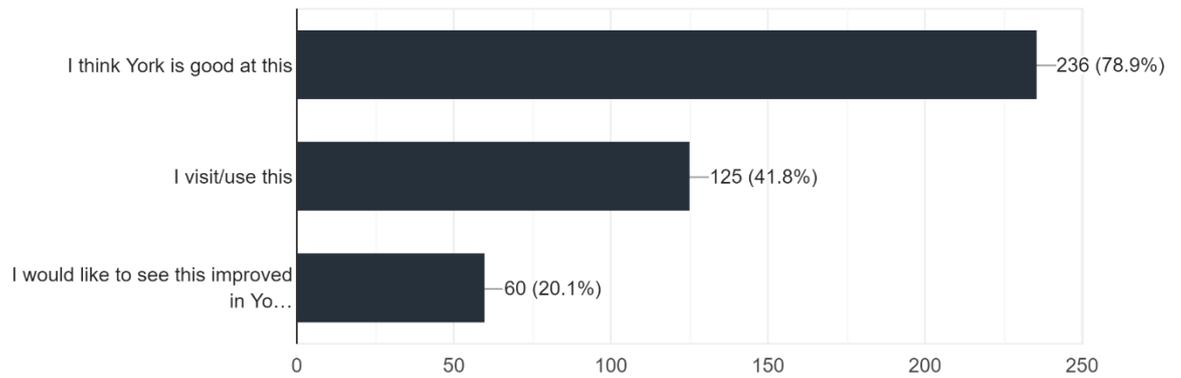
Gyms, sports & leisure

241 responses



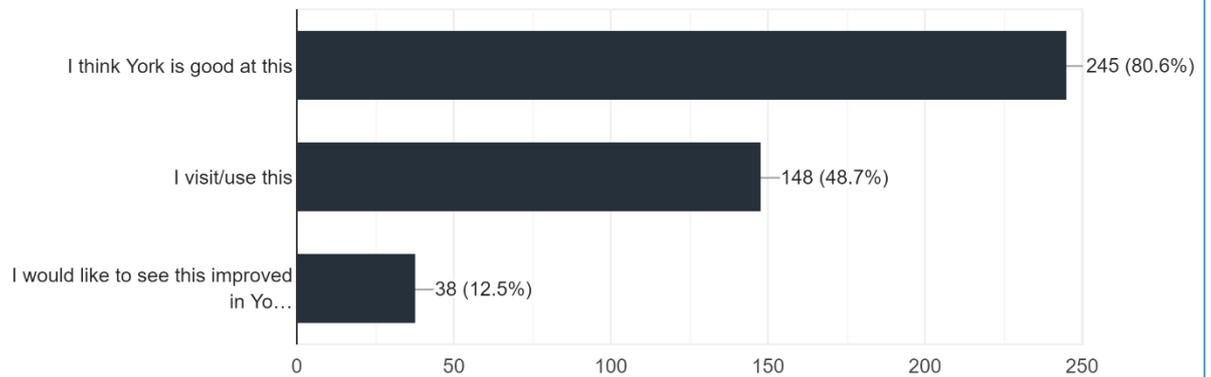
Museums / galleries

299 responses



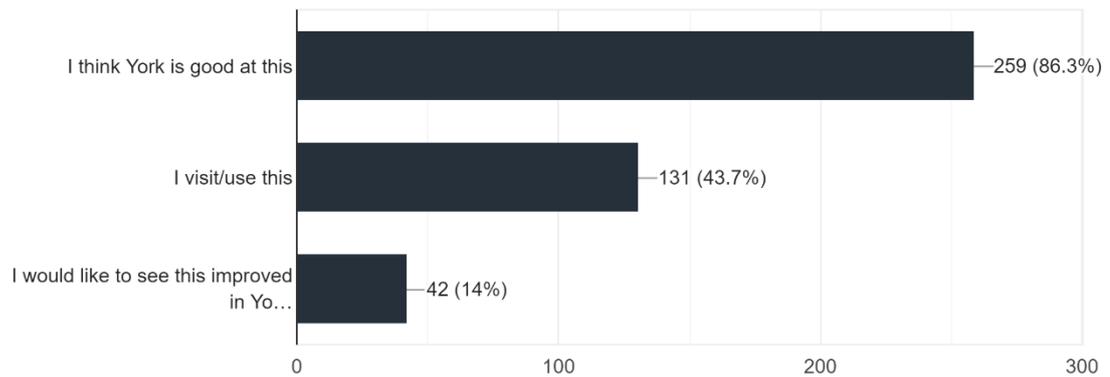
Cinema / theatre

304 responses



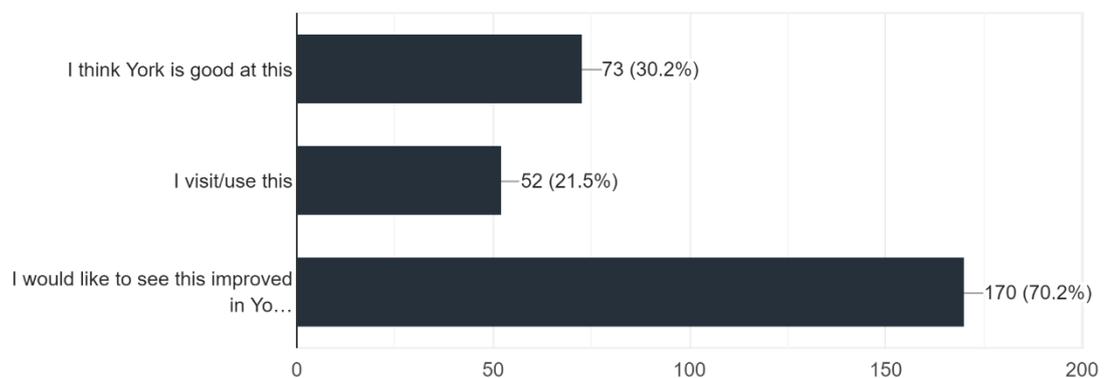
Heritage based culture

300 responses



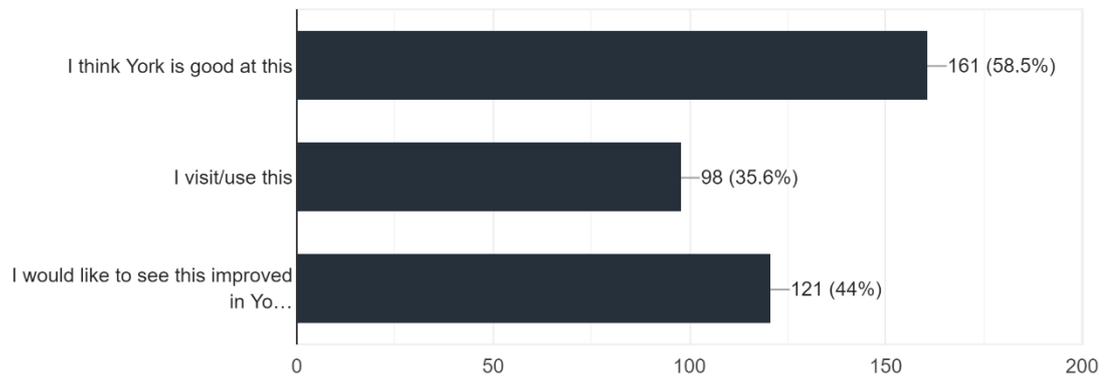
Music / dance

242 responses



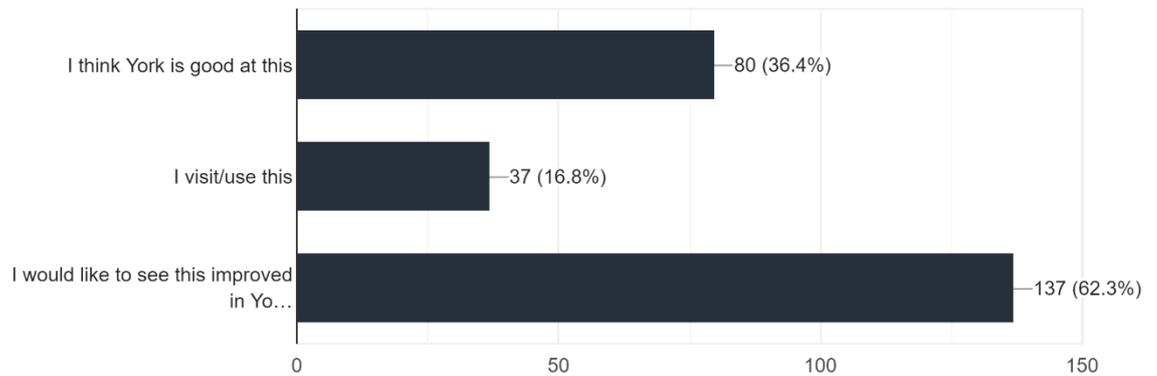
Festivals / events

275 responses



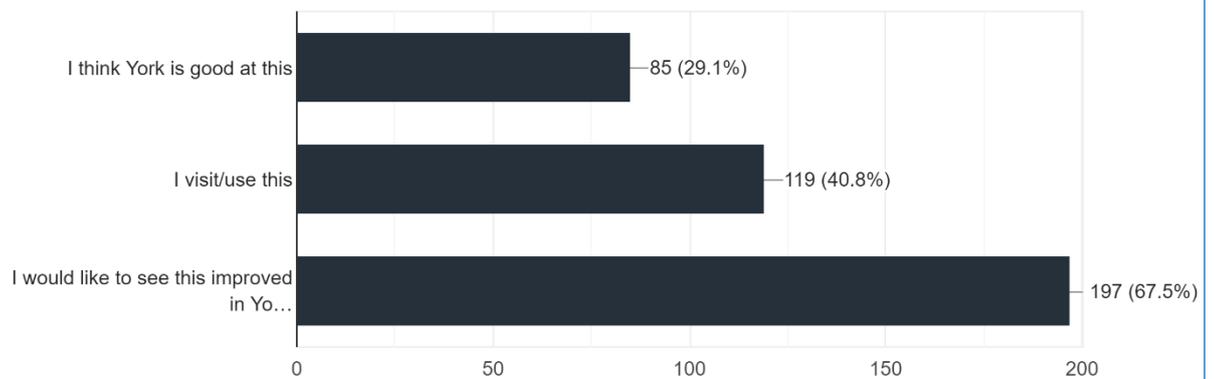
Digital and creative arts

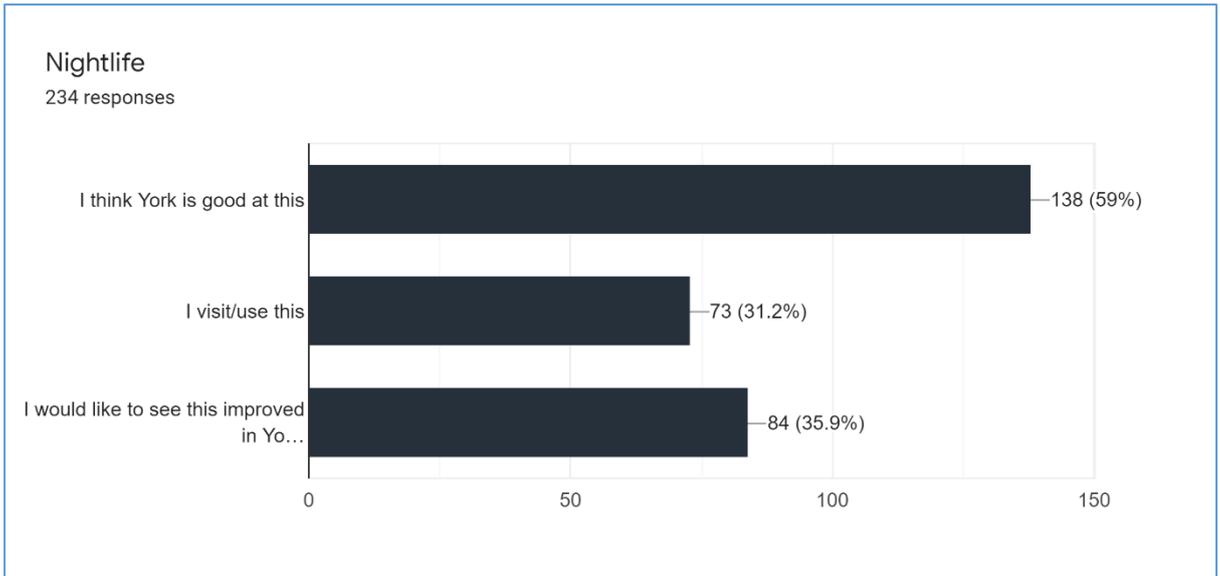
220 responses



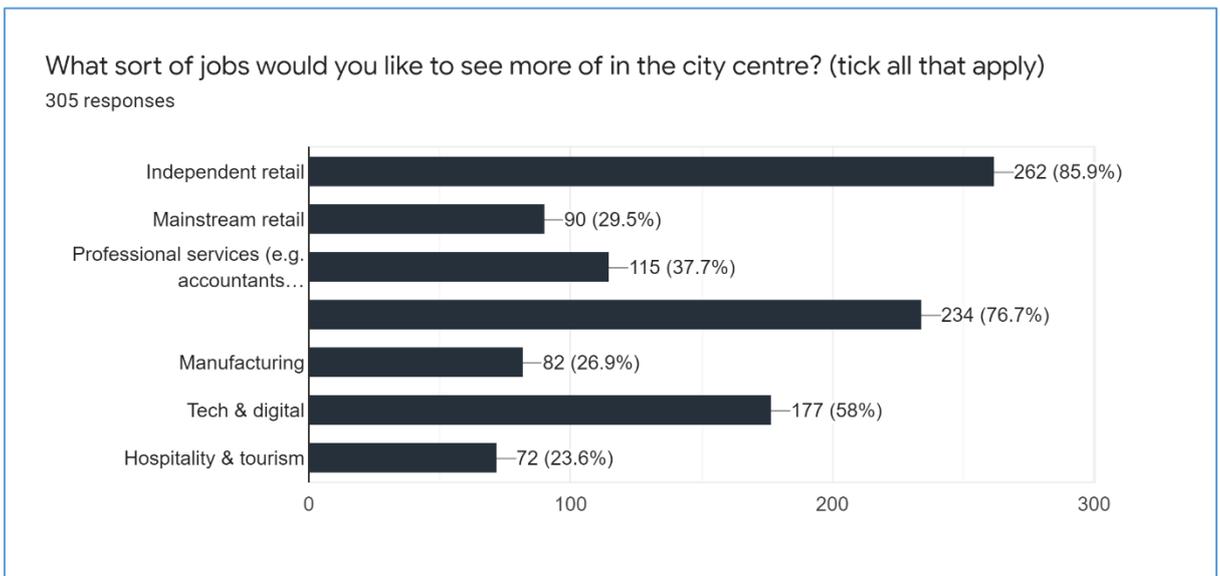
Shopping

292 responses



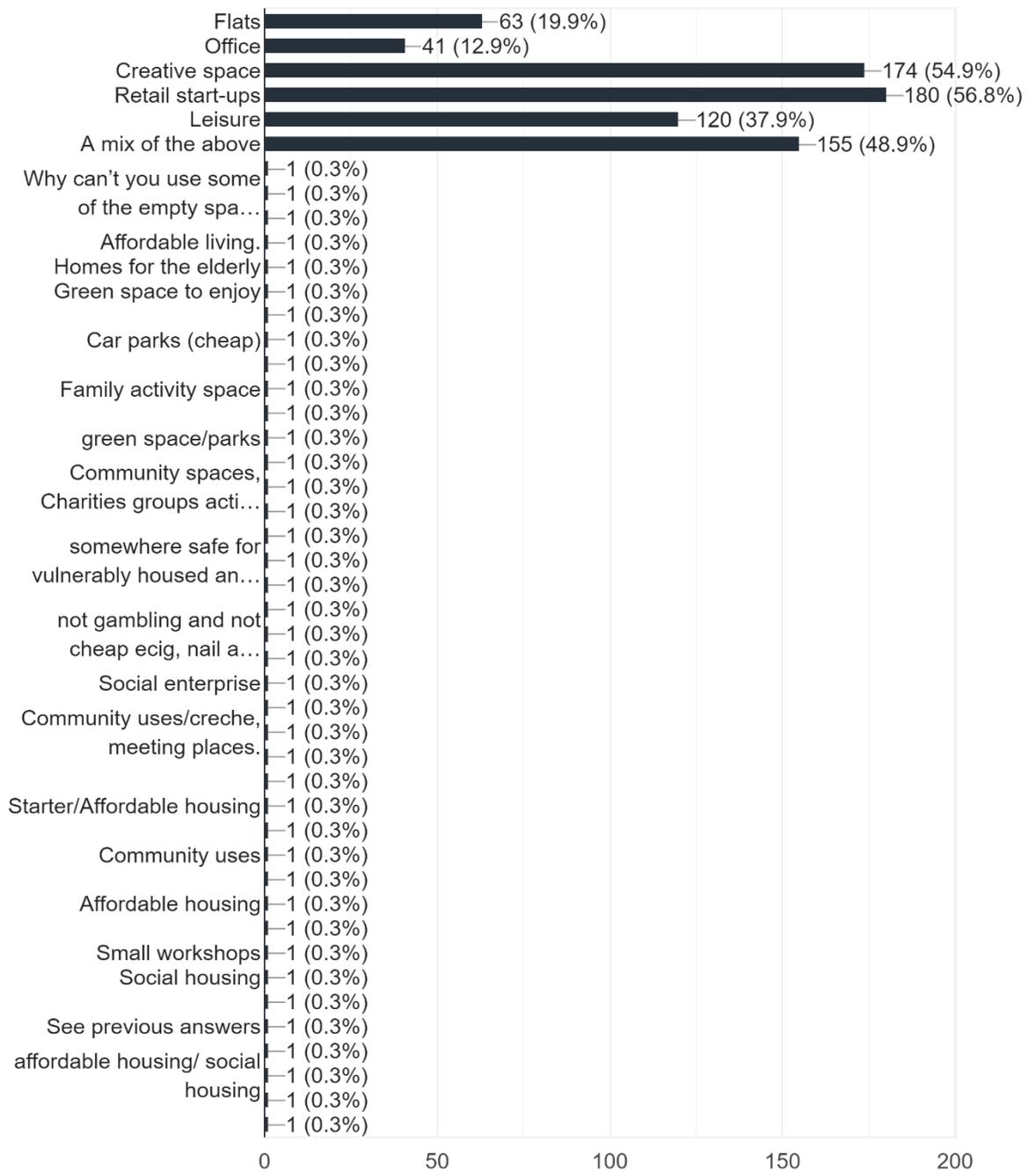


Section Four – Economy



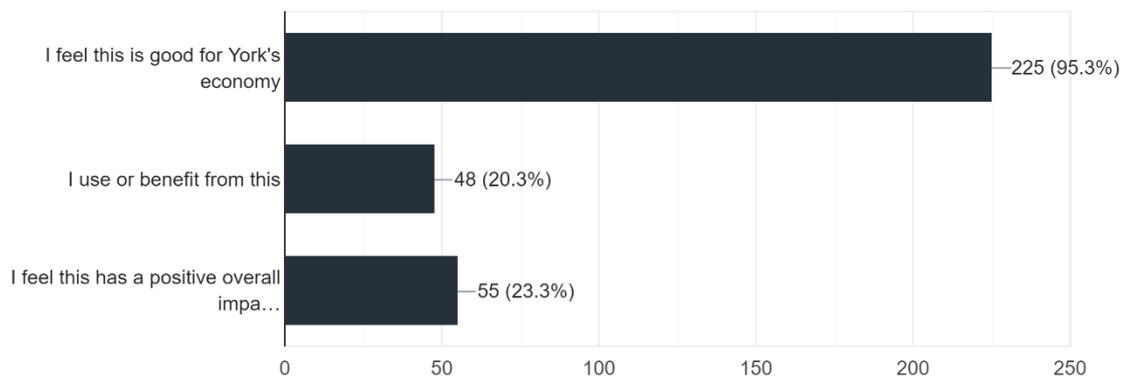
Which type of use would you like to see empty space converted into? (tick all that apply)

317 responses



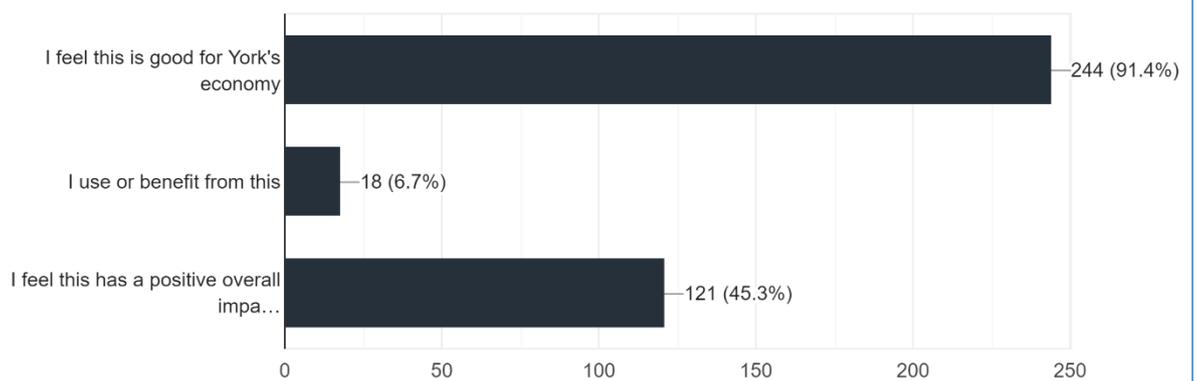
York races

236 responses



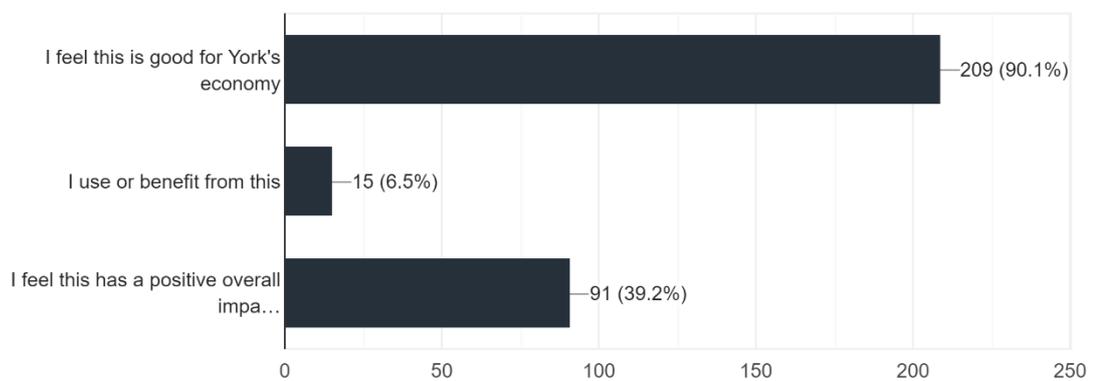
Hotels

267 responses



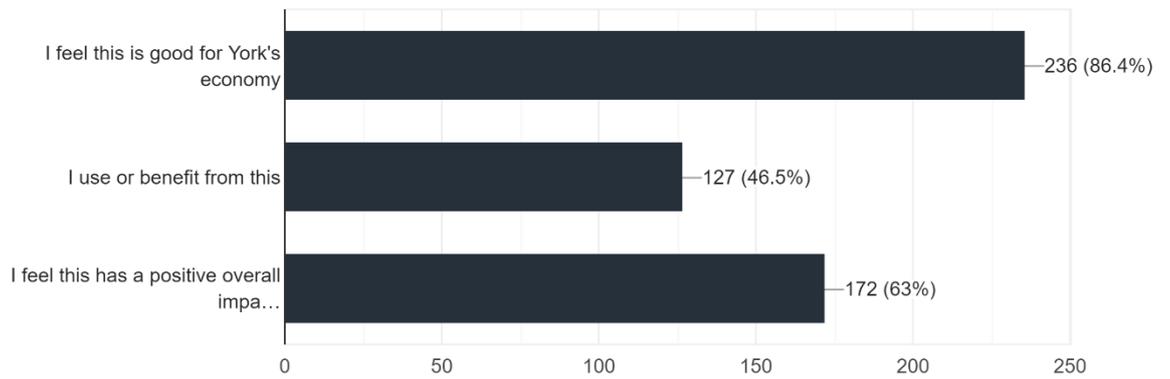
Other visitor accommodation

232 responses



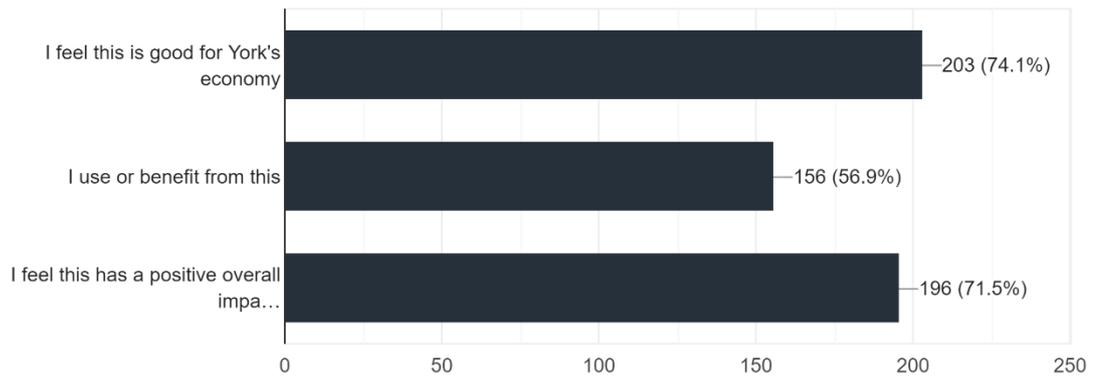
Festivals & events

273 responses



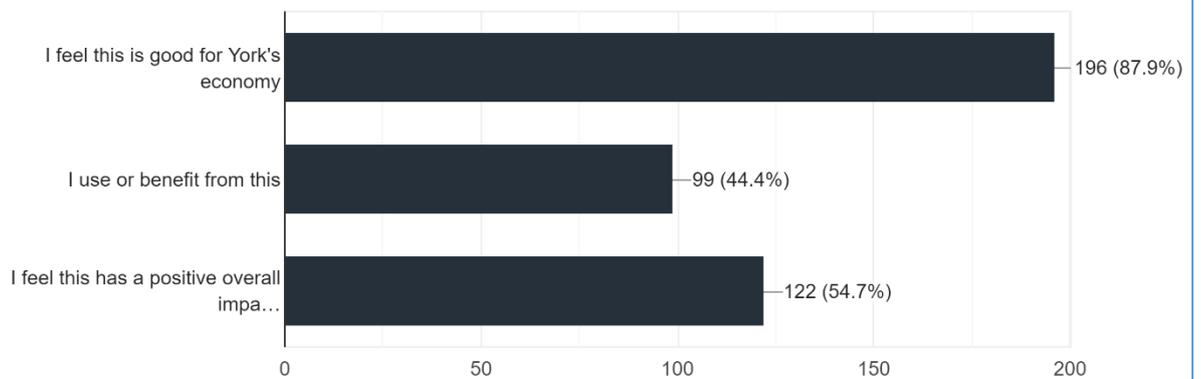
Shambles market

274 responses



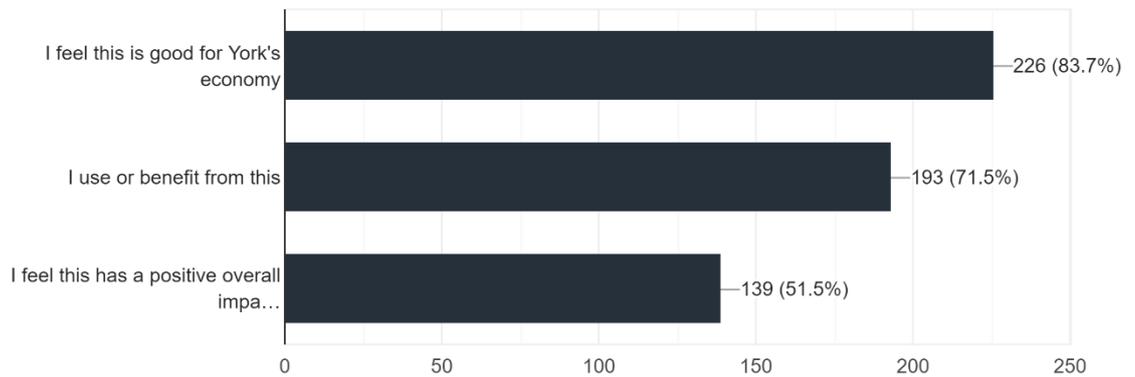
Christmas market

223 responses



Bars & restaurants

270 responses



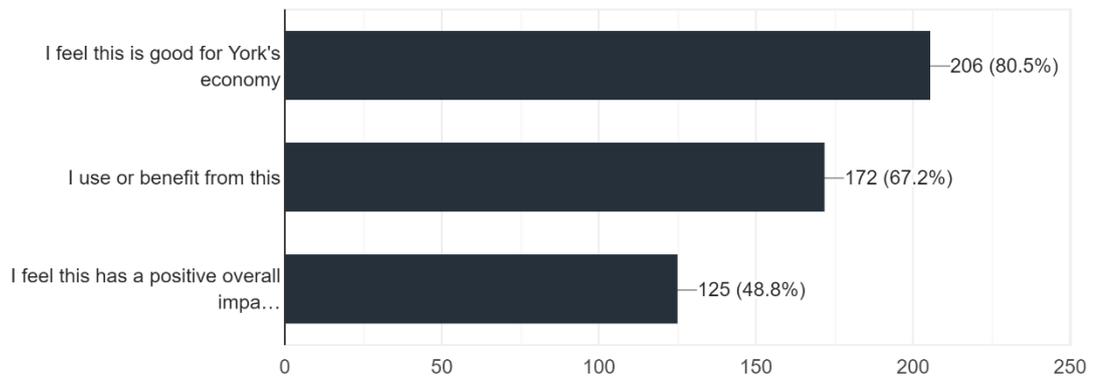
Independent shops

304 responses



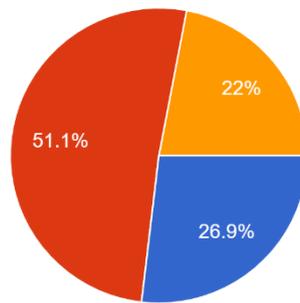
Mainstream shops

256 responses



Do you think York city centre is inclusive and affordable?

309 responses

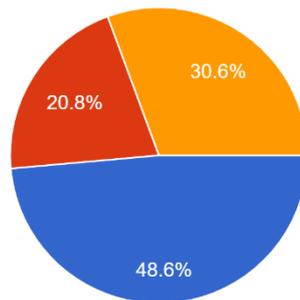


- Yes, I find it inclusive and affordable
- No, some people feel shut out (please tell us below what you feel would improve this)
- Not sure

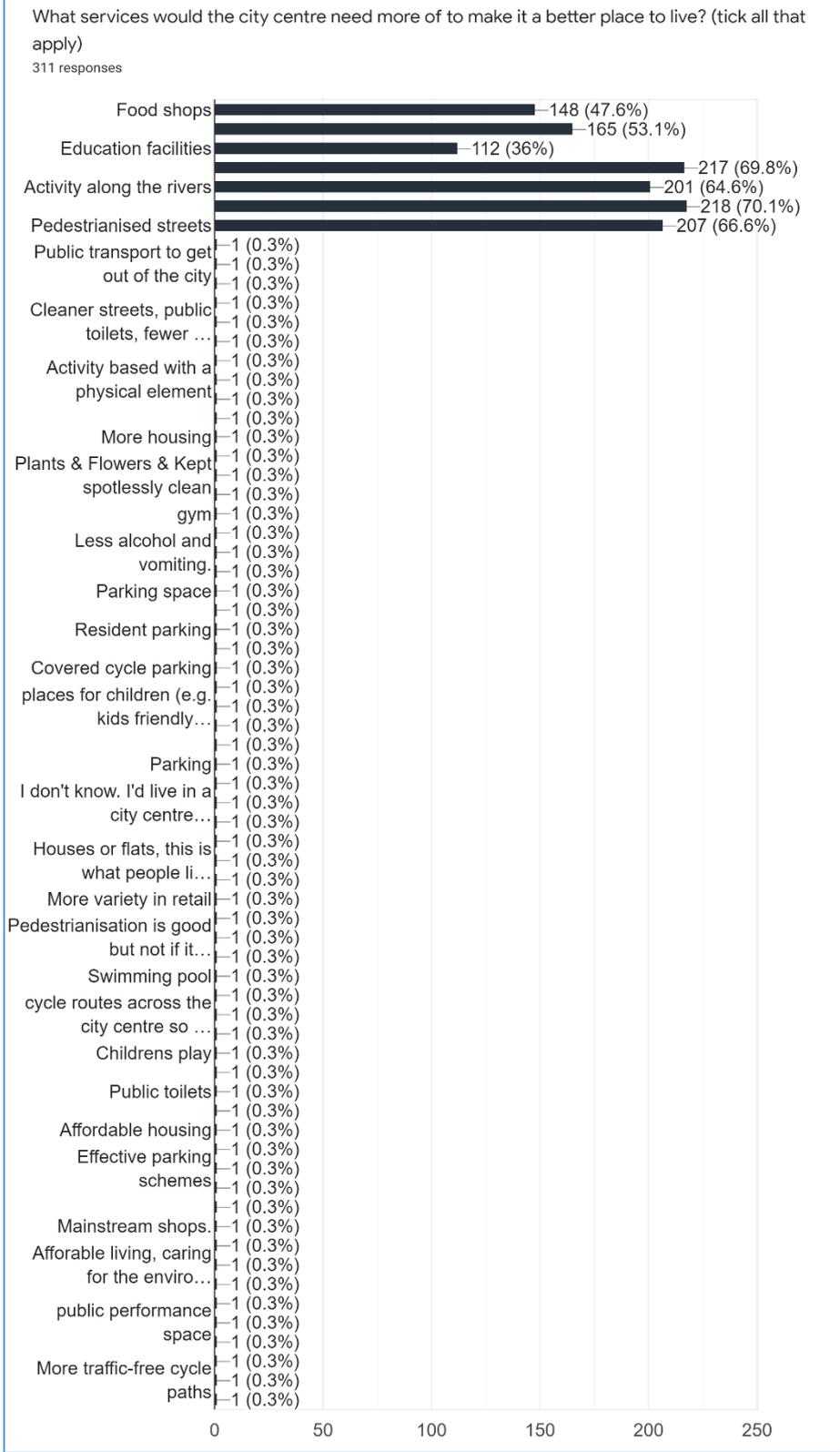
Section Five – Living and Community

Do you think it would be beneficial if more people lived in the city centre?

317 responses

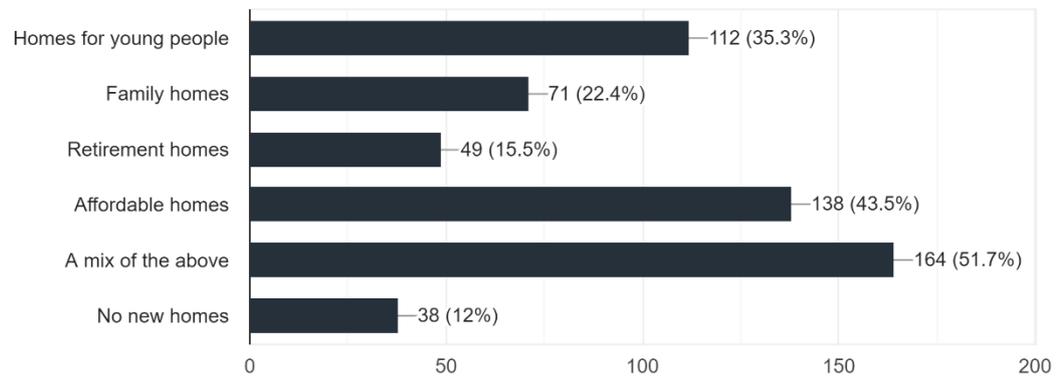


- Yes
- No
- Not sure



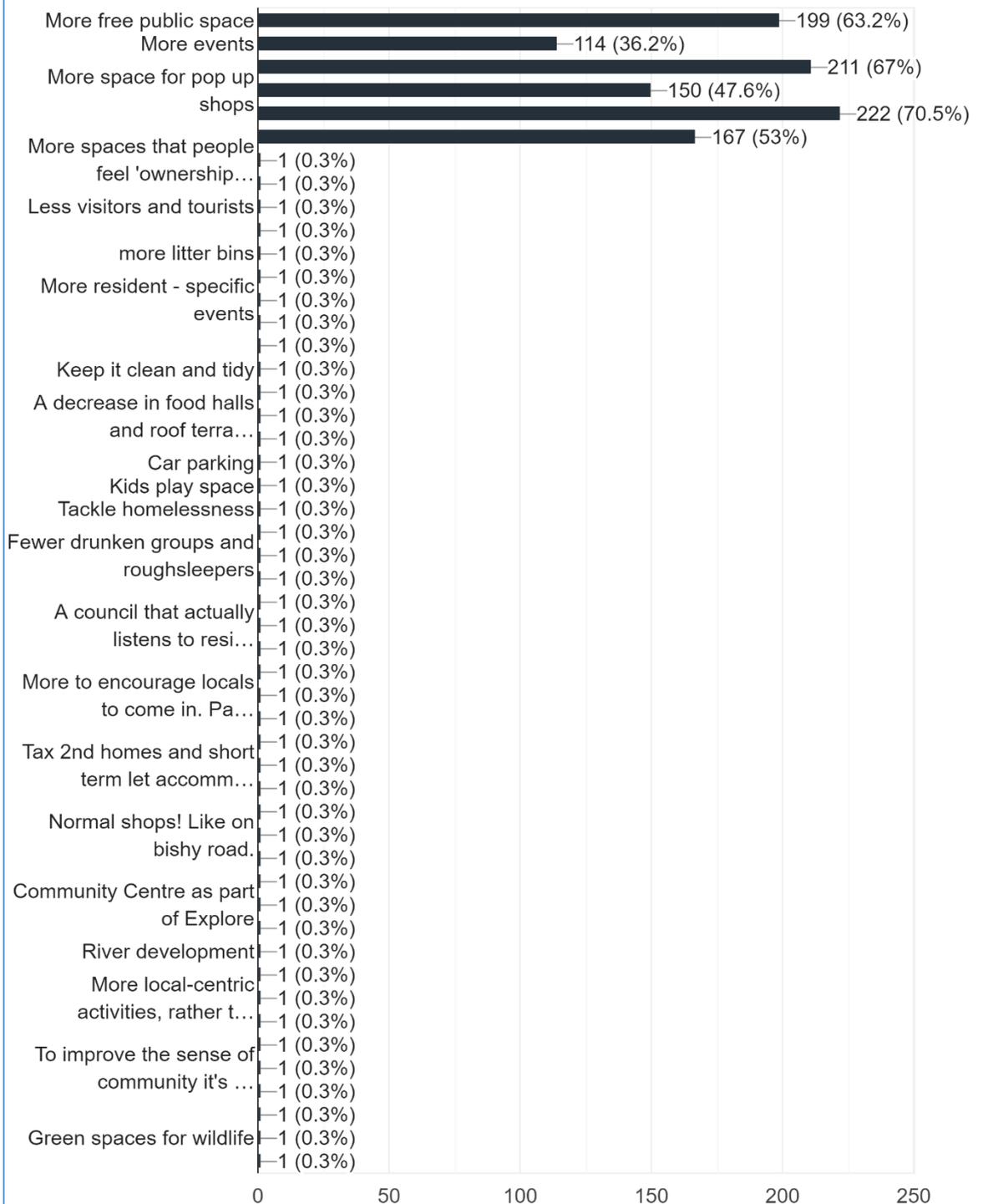
What kind of new homes should be provided in the city centre? (tick all that apply)

317 responses

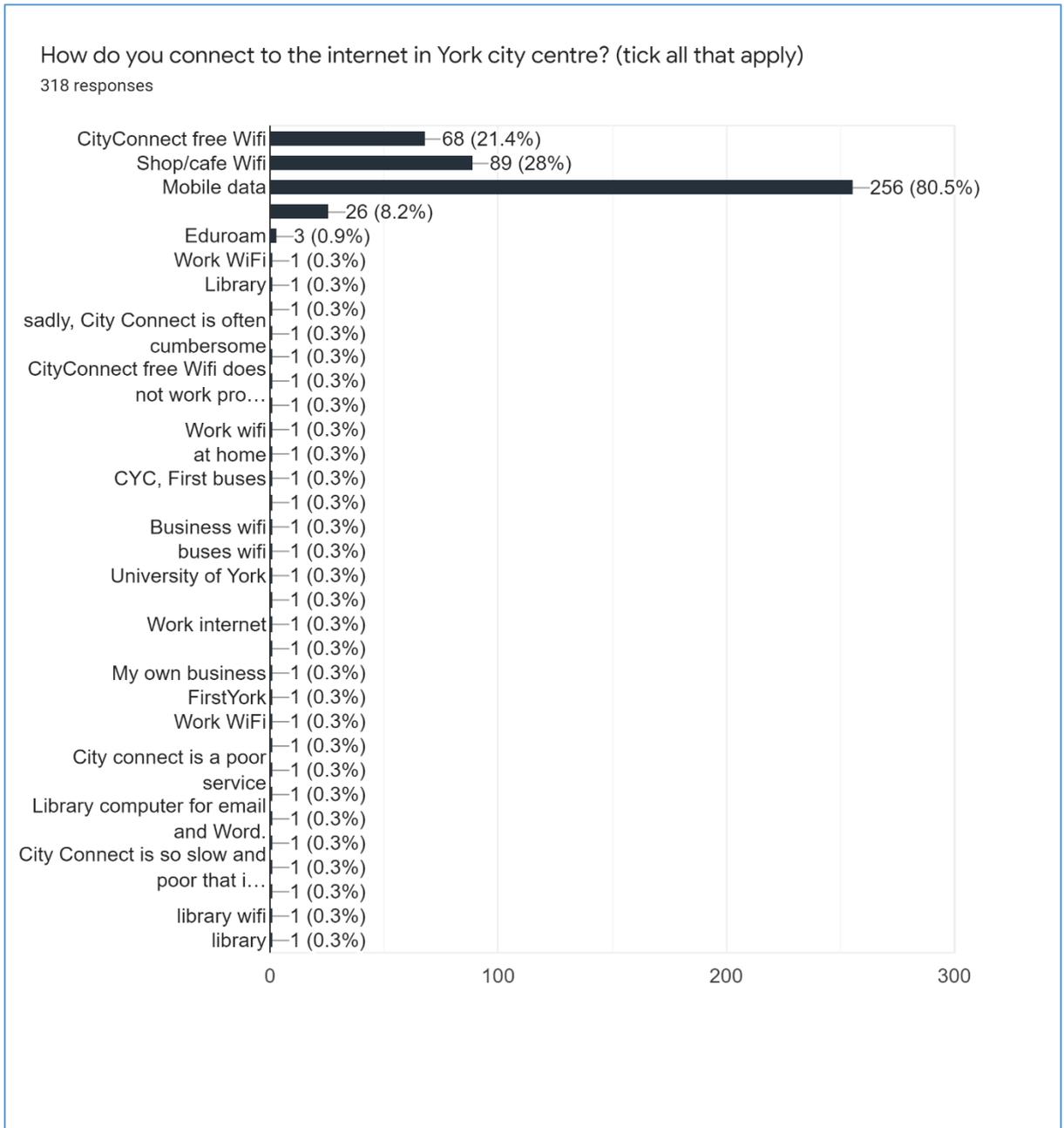


What could be done to improve the 'sense of community' in York city centre? (tick all that apply)

315 responses

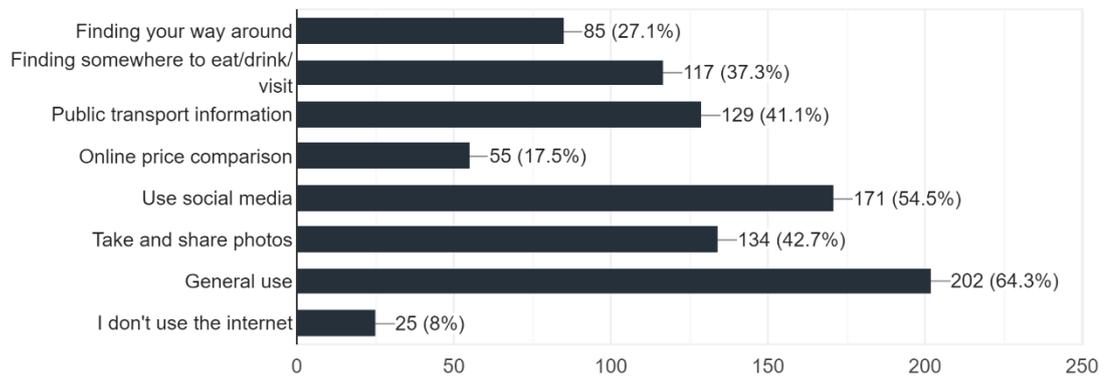


Section Six – Technology



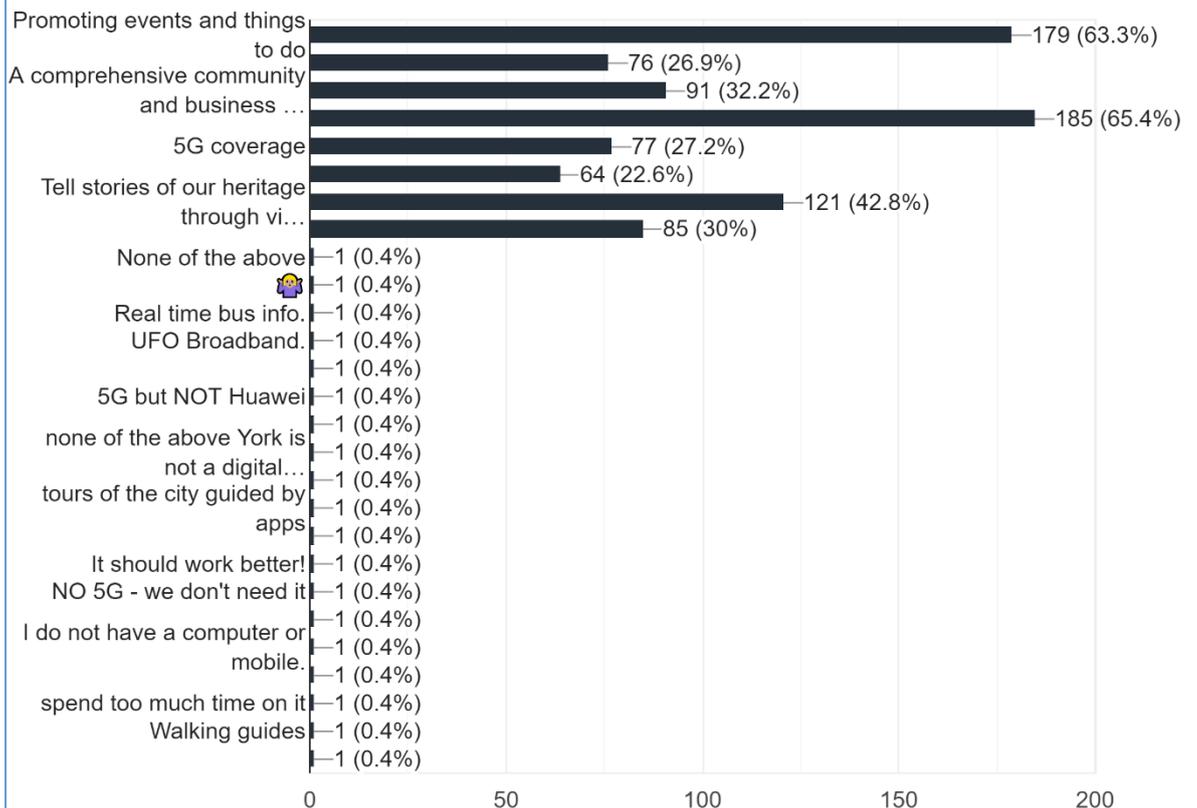
What do you use the internet for when you are in York city centre? (tick all that apply)

314 responses

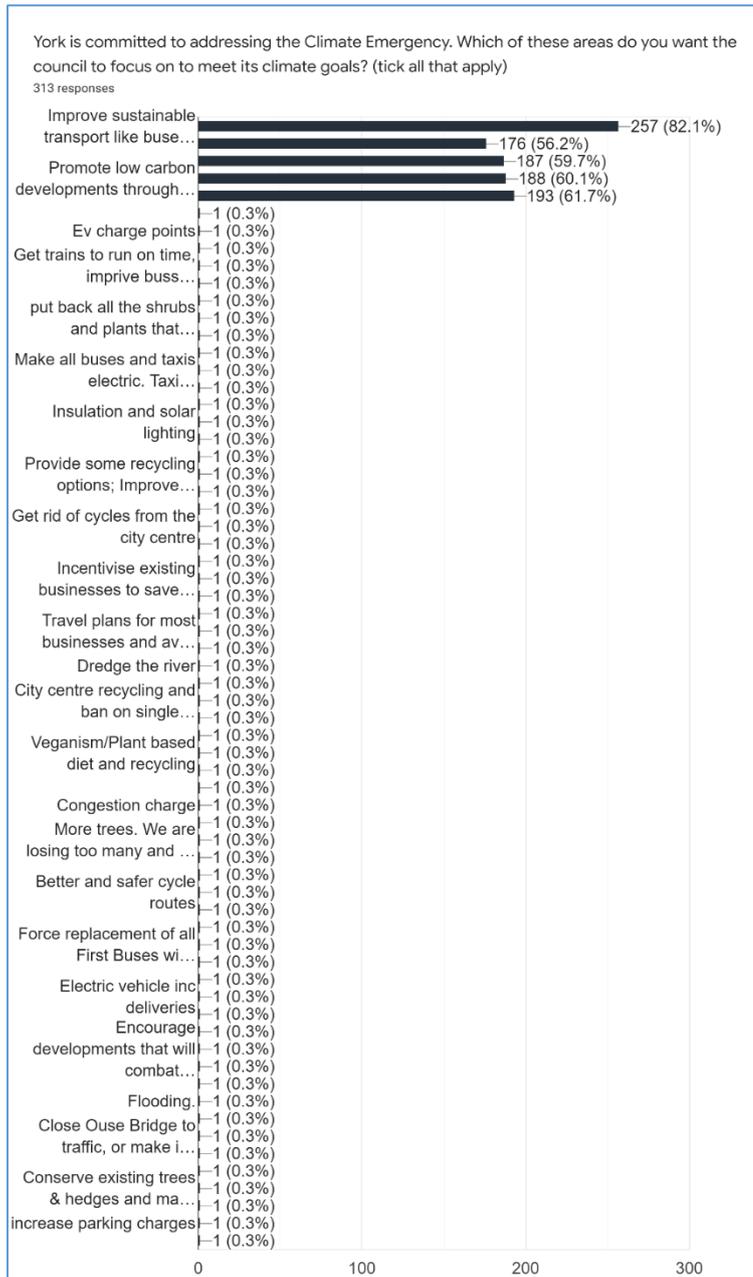


How could digital/technology improve your experience of York city centre? (tick all that apply)

283 responses

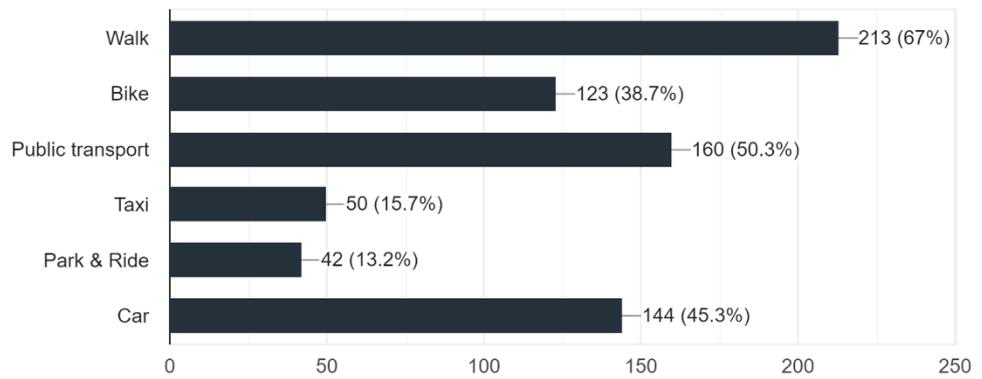


Section Seven – Environment and movement



How do you travel to the city? (tick all that apply)

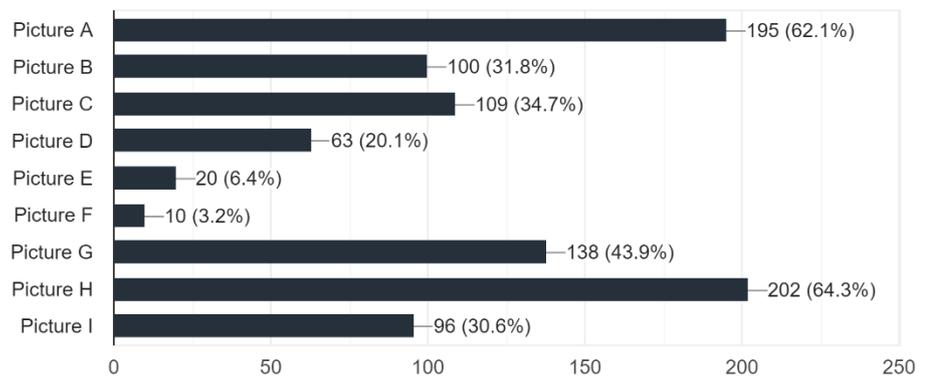
318 responses



Section Eight – Heritage

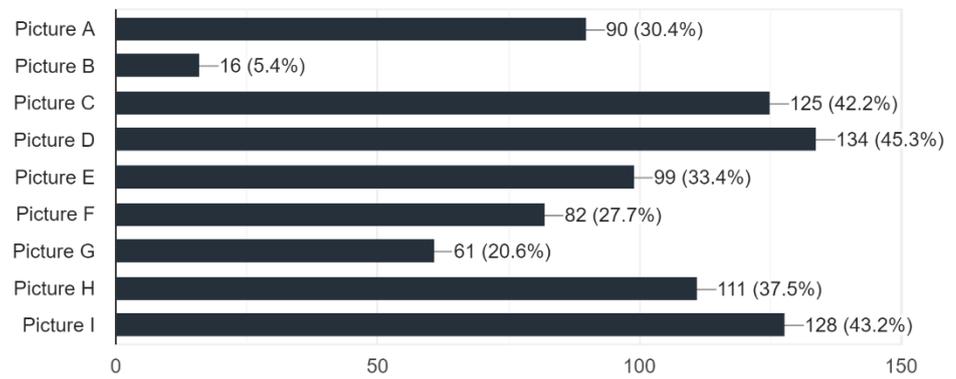
Choose THREE pictures that best represent York's history and heritage to you

314 responses



Choose THREE pictures that best represent modern York to you

296 responses



ANNEX D City Centre Access (Counter Terrorism) Insight 2018

- Many participants felt some very convenient parking spots have now been removed - Lots of disabled people in particular - those who can't walk far - will give up coming to the city centre and will go elsewhere or to out of town shopping centres.
- Participants feel better using cars as they can store their belongings there – some can't carry lots of bags so need to keep returning to car to store, and many keep their meds in the car.
- Shopping centres such as Vangarde favoured because of easier accessibility.
- Need for spaces North, East, South and West of city centre.
- Feel Blue Badge holders' provision disappearing – exhibition square/outside art gallery and explore library cited as key examples.
- Scattering spaces is more useful than "grouping" in one area, although this may result in users driving round in circles looking for a space.
- The number of Blue Badge holders may drastically increase with new laws (expanding the qualifying criteria) criteria may mean further provision is required.
- Taxi Rank mixed use (day - disabled parking / night - taxi rank) was supported. One participant asked why St Saviourgate taxi rank could not be converted to Disabled Bays during the day.
- Priority or 'special access' for York residents.
- Taxi rank on Duncombe Place is not usually full and part of it could be used for other purposes.
- Duncombe Place would be an ideal place for bays with 'noses to the kerb', there's lots of space, and would only slightly spoil views of the Minster.
- Need bays on both sides of the street, or space for driver to get out so they are not getting out onto busy carriageway.
- Important to have routes with good pavements and no cobbles - Inclines are very difficult - general complaint about poor surfaces.
- Pavements are not flat and have high kerbs. Pavement dips and guttering gets blocked with leaves etc - difficult to walk.
- More benches and toilets would be appreciated.
- Longer journeys into town will mean more time is needed to park...increase length of stay to over 3 hours.
- Many people are unable to get in to the city centre before 10:30am due to care arrangements (and if they were to be in early would be met with the delivery vehicles and the access issues that they cause).
- What's to stop terrorists accessing the city before 10:30am?
- Banks close at 5pm so they cannot access after foot street hours end.
- Many participants agreed they do not feel safe in multi-storeys – lifts often don't work and people fear being trapped – this is a big factor in lack of use of Shopmobility.
- Park & Ride
 - Closure times cited as an issue.
 - Can't have height restrictions in car parks.
- Barriers to bus use:
 - Need to drop off nearer town.
 - Have to be able to strap all types of wheelchair in.
 - Have room for more than one wheelchair at a time.
 - Enforce law regarding moving prams etc to create space for wheelchairs, Inconsistent application from drivers. An education campaign with drivers and passengers would be ideal.
 - Access from Bus stops can be difficult (Stonebow).
- Improved publicity is needed around things such as Shopmobility and bus passes that allow travel at all times (in contrast to the over 65s' pass).
- Would like York to review other cities – Birmingham, Chester and Manchester referenced.
- Suggestion of painting counter terrorism blocks with colourful designs. Blocks outside Minster were greatly appreciated as they fit with the theme and can be used to sit on.
- Like the buskers as an important part of street life, but the crowds generated can impede them.