

Strategic Review of City Centre Access and Parking

Based on the My City Centre
Residents Survey

Date of Report: 4th August 2021

The My City Centre Residents Survey

- Residents could complete a long or short version of the survey online, or the short version of the survey in York City Council’s “Our City” publication, produced as part of its residents engagement strategy

In total, 1,346 surveys were completed, broken down as follows:

Survey	Number of respondents
Long survey (online)	520
Short survey (online)	509
Short survey (paper)	317
Total	1,346

Improving disabled access

- A section of all three versions of the My City Centre survey focused on access to York city centre
- For the online surveys the access questions were specifically aimed at those who said they had a disability, while the paper version was more open, stating that *“these questions relate particularly to people who have a disability or additional accessibility requirements and their families and carers”*
- In total, 16% of respondents consider themselves to have a disability.
- Overall, their disability was most likely to be a physical impairment (58%). 59% of those answering the online surveys (short and long) said “longstanding illness or health condition”*
- 70 respondents said they had a blue badge, equivalent to 21% of those who answered this question (340 respondents) or 41% of those who said they had a disability (169 respondents)

*This was not included as an option for the paper version

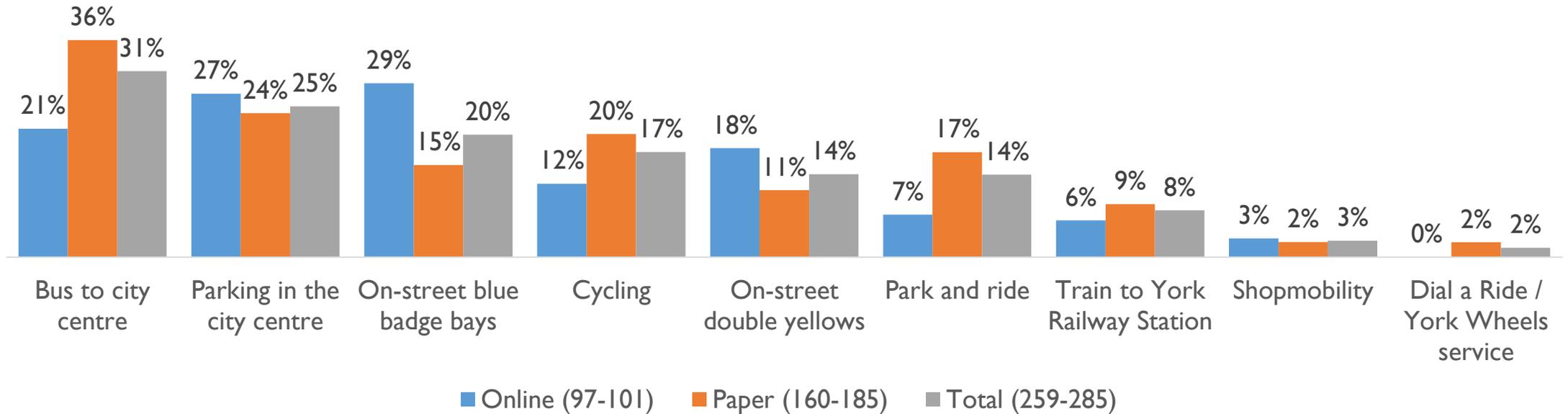
Summary: My City Centre survey headlines

- Quality of pavements ranks highly in disabled access priorities, but scores poorly when rating the city's current provisions
- Overall, the bus is the number one method of transport into the city centre
- A car park's proximity to a desired location is the most important consideration for our residents
- Multi-storey car parks remain unpopular due to unreliability of lifts
- Awareness and demand for Shopmobility both scored poorly, which could present an opportunity for an awareness campaign
- Full data capture can be viewed on subsequent pages.

Survey data: transport choices

The most frequently used means of accessing the city centre, based on those saying they often or always use these methods, are bus to city centre and parking in the city centre. Online respondents are most likely to use on-street blue badge bays

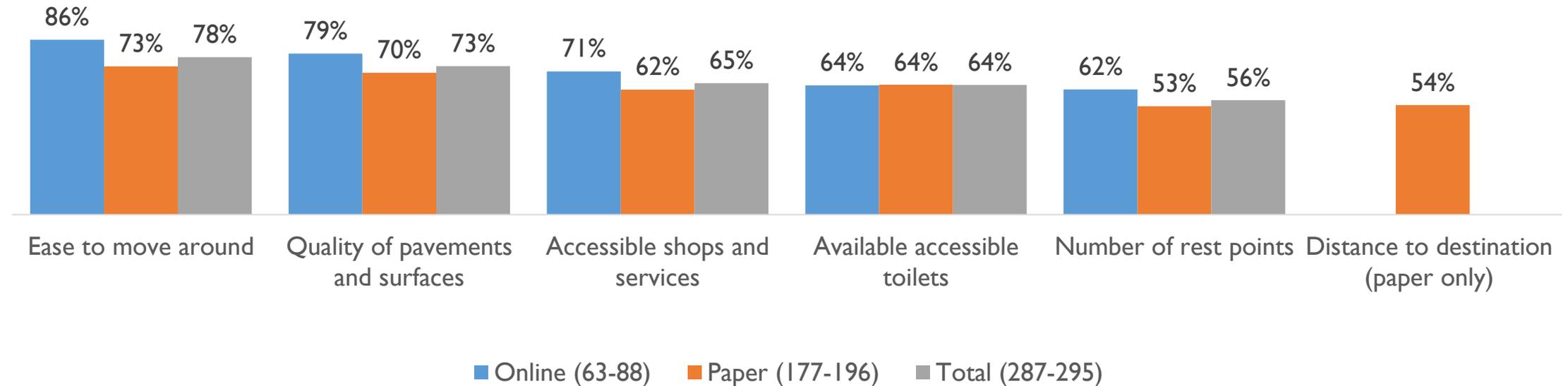
How often have you/do you use the following to access the city centre?



Survey data: access priorities

The respondents also rated their access priorities, which are listed in order of how many rated the following extremely or very important:

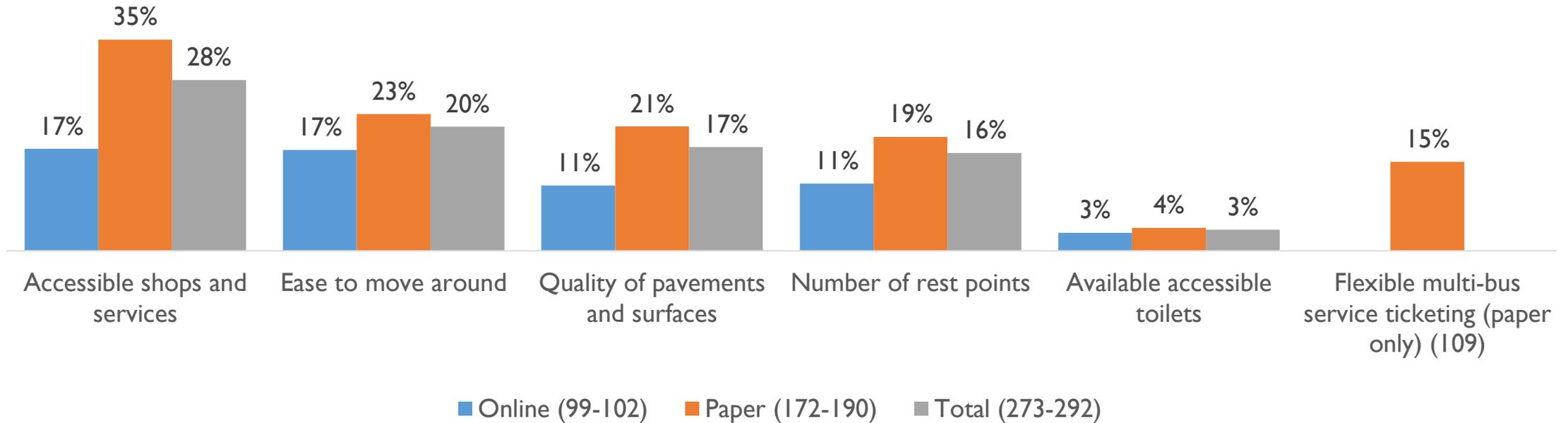
How important are the following for you to make a visit to a city centre?



Survey data: access priorities

However, a low proportion rated York as good or excellent for these, in particular the availability of accessible toilets:

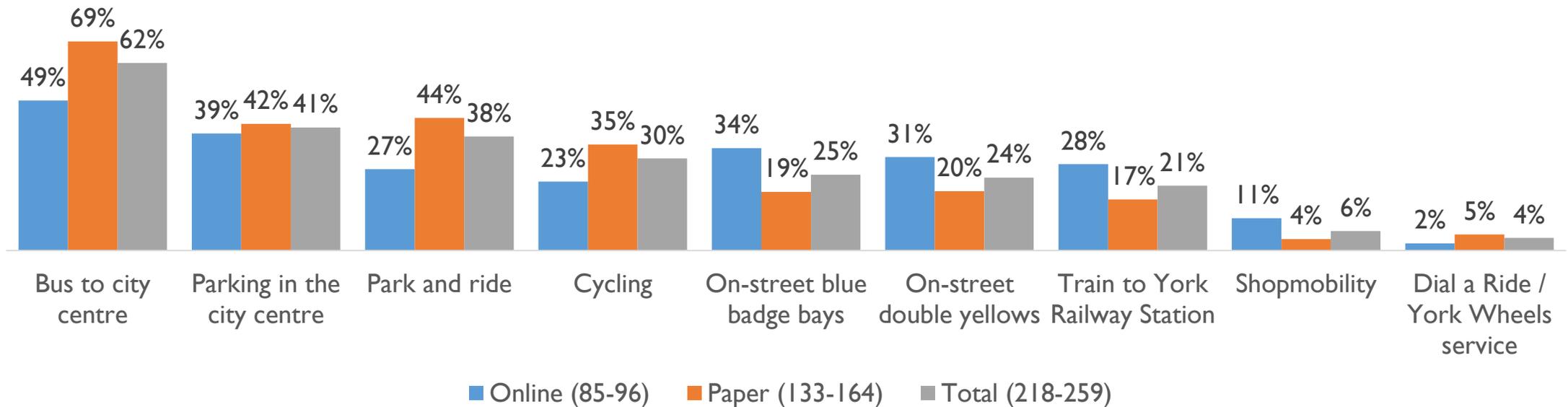
How well do you rate York city centre for the following?



Survey data: transport popularity

A bus was considered to be the most useful form of transport to access the city centre, based on the proportion rating it as useful or extremely useful, with city centre parking in second place overall.

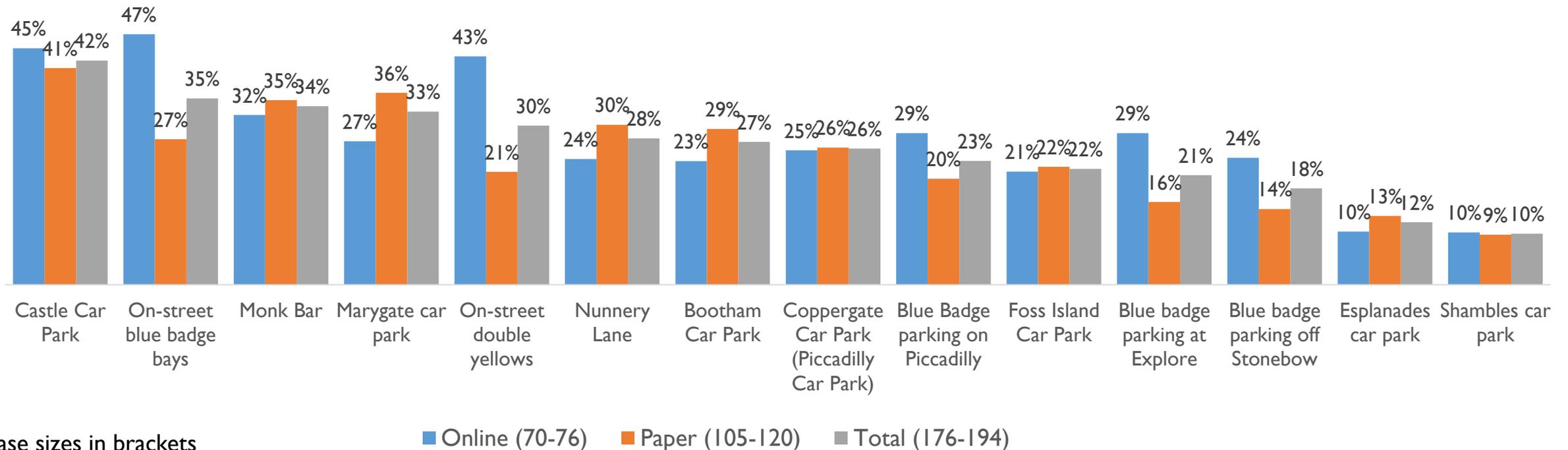
How useful do you find each to access the city centre?



Survey data: parking

For drivers, Castle Car Park and on-street blue badge bays are most useful in allowing them to access the shops, places and services they want to visit, based on the number rating each car park as useful or extremely useful. Shambles Car Park is considered the least useful location:

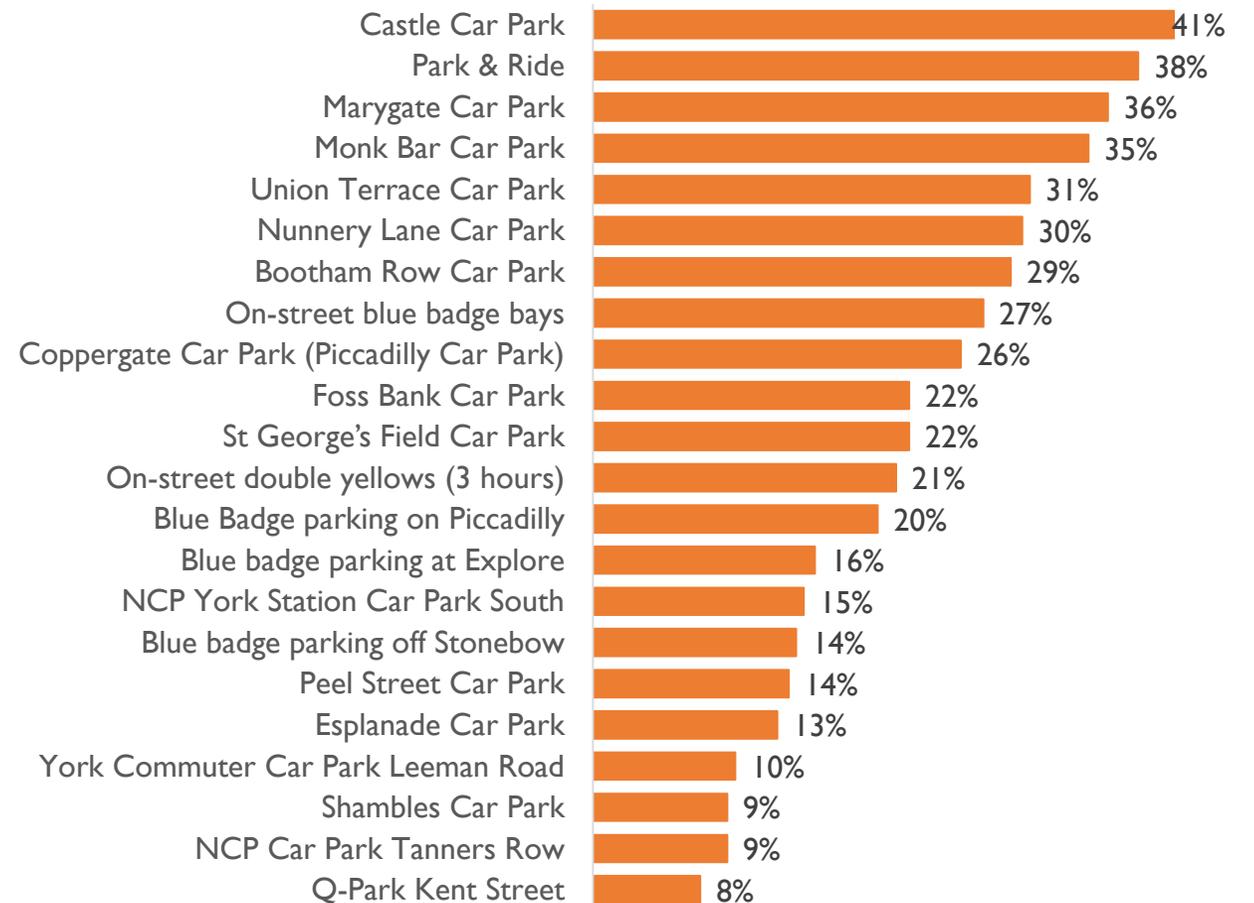
How useful are these parking options to allow you to access the shops, places and services you want to visit?



Survey data: parking

Respondents completing the paper version of the survey were asked about a wider range of car parks. Castle Car Park was still considered the most useful, followed by the Park & Ride

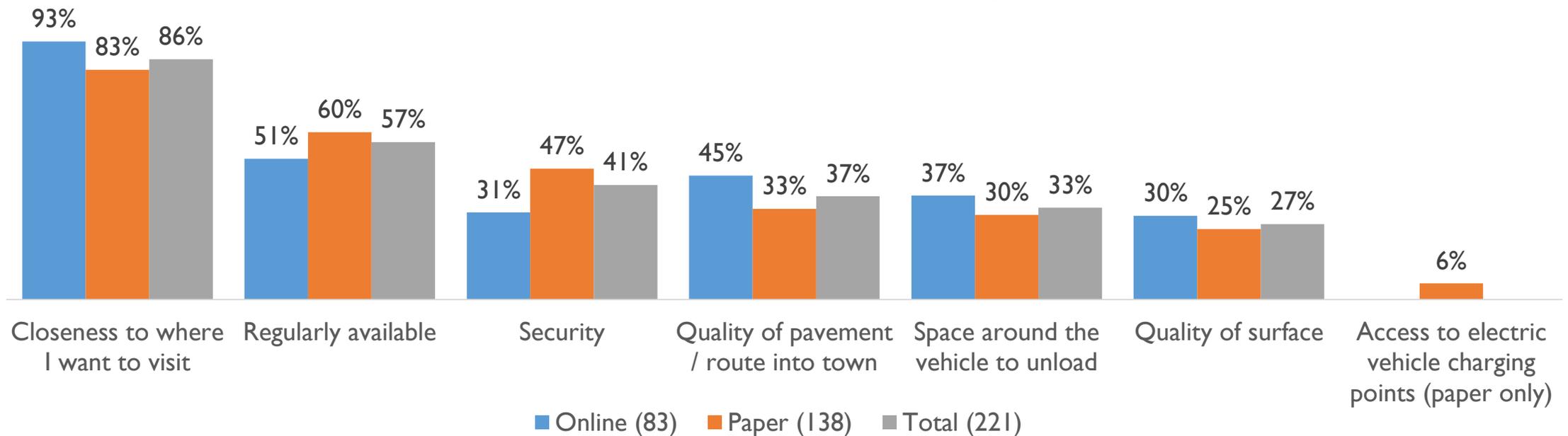
How useful are these parking options to allow you to access the shops, places and services you want to visit?



Survey data: parking

Proximity to destination is by far the most important factor when choosing where to park. Quality of car park surface is less important than the quality of pavement into town:

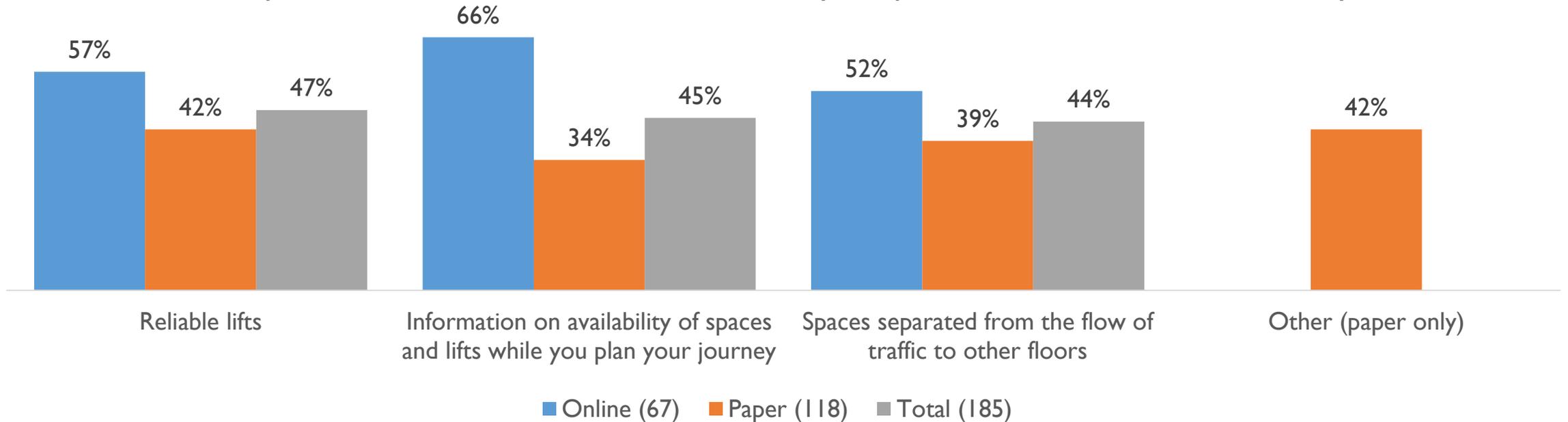
What are the most important factors in choosing a place to park?



Survey data: parking

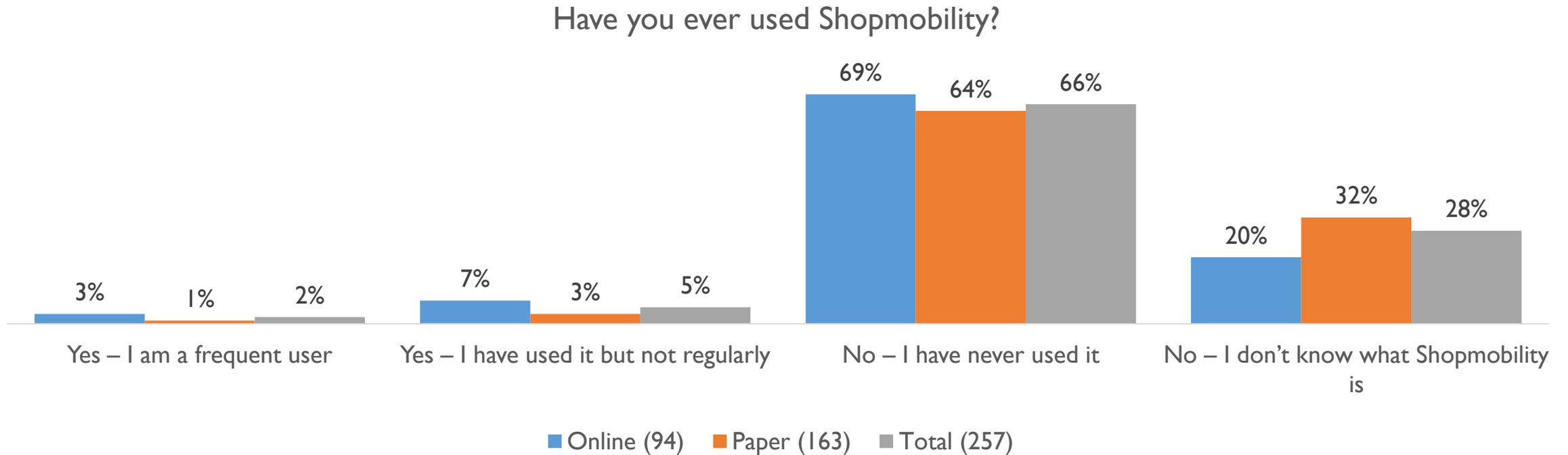
When using multi-storey car parks, reliability of lifts is most important overall, while information on the availability of spaces and lifts was most important to respondents answering the online survey

What improvements could we make to multi-storey car parks to make them attractive to you?



Survey data: Shopmobility

There is low take up of Shopmobility, with a sizeable minority not knowing what it is:



Base sizes in brackets

Survey data: Shopmobility cont.

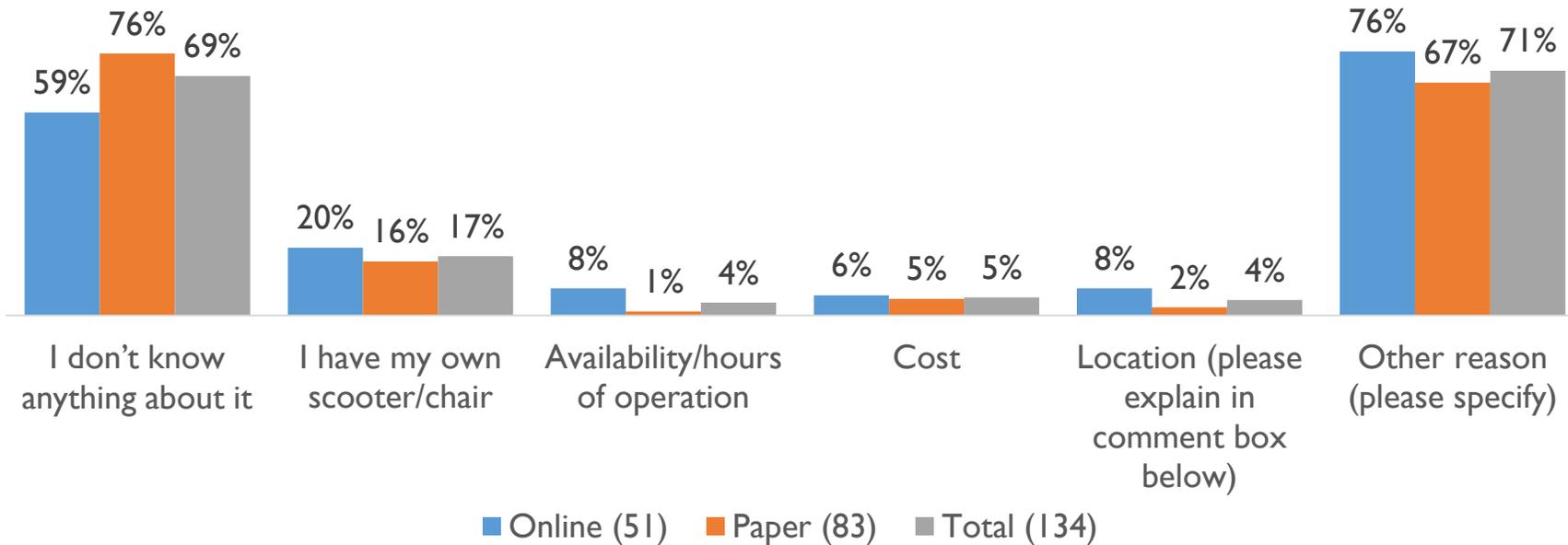
Those who have used Shopmobility, rate it particularly highly for the location and availability of parking, and the range of vehicles for hire:



Survey data: Shopmobility cont. 2

Reasons for not using Shopmobility are primarily not knowing anything about it and not needing it:

If no – what stops you using the service?



Most “other” responses were people saying they didn’t need it
Other reasons for not using:
• Not suitable for my needs
• Accessibility of car park