



# Getting around York

Tell us what you think





## About us

We are the City of York Council. We want to make York a great place to live, work and visit.

We want it to be easy for people to get around York. This might be for things like:



- going to the shops



- going to work, school or college



- visiting friends or family



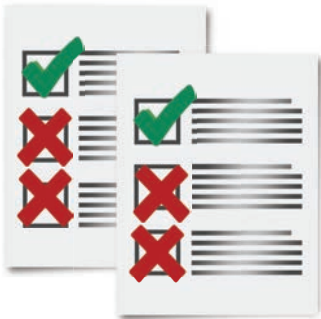
- travelling around our area or coming into the city centre



We are asking lots of people what they think about travelling in and around York.



We will look at everyone's answers. We will use what people tell us to write a plan.



This is a long questionnaire. You don't need to answer all of the questions if you don't want to.



You can just answer the questions you are interested in.

# Tell us what you think



We want to know what you think about travelling in and around York.

Please answer the questions in this questionnaire.



You can send your answers back to us:

**By post:**

**Local Transport Strategy  
Freepost RTEG-TYYU-KLTZ  
City of York Council  
West Offices  
Station Rise  
York  
YO1 6GA**



You do not need to put a stamp on the envelope.



**By email:**

**[ourbigconversation@york.gov.uk](mailto:ourbigconversation@york.gov.uk)**



You need to send your answers back to us by:

**12am midnight on Sunday 4th February 2024**

## How we will use your information

We might get personal information about you from the answers you put on the questionnaire. This might be:



- your name



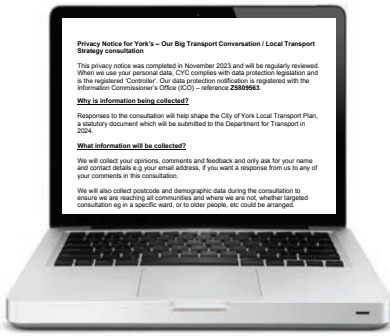
- your email address and phone number



- things you tell us about travelling in and around York



We will keep your information safe.



We have more information online about how we keep your information safe:

**[tinyurl.com/29hafss3](https://tinyurl.com/29hafss3)**

It is not in easy read.



If you think we are not looking after your information in the right way, you can contact us:

**By email:**

**[information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)**



**By phone:**

**01904 554145**



**By post:**

**Data Protection Officer  
City of York Council  
West Offices  
Station Rise  
York  
YO1 6GA**



# What if I change my mind



If you decide that you do not want us to keep your information any more, you can contact us:



**By email:**

**[ourbigconversation@york.gov.uk](mailto:ourbigconversation@york.gov.uk)**



**By phone:**

**01904 551550**



**In person at our office:**

**West Offices  
Station Rise  
York  
YO1 6GA**

# About you

**Question 1.** Tell us who you are filling in this questionnaire for.

**Please tick 1 box**



For yourself



For someone else



For an organisation



**Question 2.** What is your name?





Only answer this next question if you want us to contact you about this questionnaire.

**Question 3.** Tell us your email address or phone number.



**Your email address:**



**Your phone number:**



**Question 4.** Which area of York do you live in?

If you do not live in York, please tell us which town you live in.



**Name**

**Question 5.** If you work for an organisation, please tell us the name of the organisation here:



**Question 6.** How old are you?

- Younger than 16
- 16 to 24       56 to 59
- 25 to 39       60 to 65
- 40 to 55       Older than 65
- I don't want to say





**Question 7.** Are you:

Male



Female



Non-binary. This means you do not see yourself as male or female



Gender variant. This can be people who:



- feel they have no gender
- feel their gender can sometimes change
- feel male and female at the same time

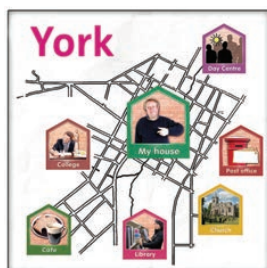


I don't want to say

# Part 1. Making York accessible



**Accessible** means easy for everyone to get around.



**Question 1.1.** Can you get to everywhere you want to go in and around York?

   
Yes

   
No

   
I don't know



If you ticked **no**, please tell us why:



**Question 1.2.** Do you feel safe when you travel in York?



If you ticked **no**, please tell us why:



Think about places to sit in and around York. We want people to be able to rest when they are out and about.



**Question 1.3.** Where you would like more places to sit? This might be outside a shop you go to or on a street you use. Tell us here:



**Question 1.4.** Are there any places in York that are not easy for you to get around? Tell us which places here:

## Part 2. How you travel in and around York



**Question 2.1.** How do you travel into and around York?

**You can tick more than 1 box**



Walk



Taxi



Bus



Train



Cycle



Car



Wheelchair or **mobility aid**. **Mobility aids** are things like a walking stick or a walking frame



Another way. Please tell us here:

## Part 3. Using public transport in York



**Public transport** is things like buses, taxis and trains.

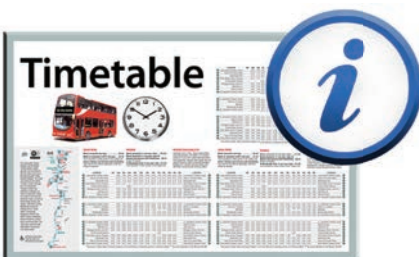


When we say public transport, we also want you to think about:

- bus stops



- waiting areas



- getting information about public transport



Answer these next questions if you use public transport.





**Question 3.1.** Do you find it easy to use public transport?



Yes



No



I don't know



If you ticked **no**, please tell us why. Tell us what type of transport you have had problems with:



Only answer this next question if you are disabled.



A **barrier** is when something stops you or makes it harder for you to do something.



Barriers stop people from having the same chance in life as other people.



**Question 3.2.** What barriers make it hard for you to use public transport?  
Tell us here:

A large, empty rectangular box with a thick pink border, intended for the user to provide their answer to the question.



**Question 3.3.** What things could we do to make it easier for you to use public transport? Tell us here:

A large, empty rectangular box with a thick purple border, intended for the user to provide their answer to the question.

## Part 4. Walking or using a wheelchair or mobility aid



**Question 4.1.** Think about any problems you have had when you are crossing the road or using pavements. This could be things like:



- problems with crossings that have lights

or



- pavements that are not flat



Tell us more about any problems you have with this in York:



Please tell us where you had problems:

A large, empty rectangular box with a thick pink border, intended for users to write their answers to the question above.



Is there anything we can do to make it better? Tell us here:

A large, empty rectangular box with a thick pink border, intended for users to write their answers to the question above.



York is a very busy city. There are lots of things that need delivering. This means there are lots of lorries in the city.



**Question 4.2.** Do lorries cause you any problems or make you feel unsafe?



Yes



No



I don't know



If you ticked **yes**, please tell us why:



## Part 5. Cycling in York

**Question 5.1.** Do you cycle?



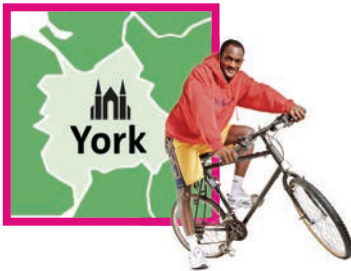
Yes



No



I don't  
know



Answer this next question if you cycle around York. If you do not cycle, go to **Question 5.3.**



**Question 5.2.** Is there anything that is stopping you from cycling more?  
Please tell us here:



**Question 5.3.** Would you like to be able to cycle around York?



Yes



No



I don't  
know

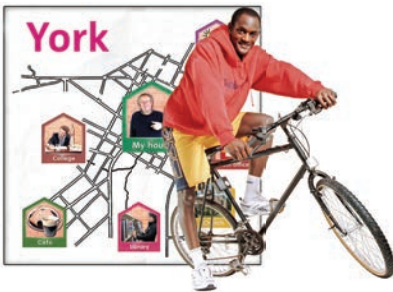


If you ticked **yes**, please tell us what is stopping you from cycling:

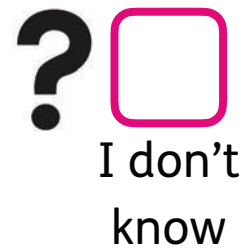




**Question 5.4.** In York, do you think there are enough paths for cycling?



**Question 5.5.** Can you get to where you want to go on your bike?



**Question 5.6.** Do you feel safe when you are cycling?





**Question 5.7.** Is there anything we can do to make it easier for you to cycle? Tell us here:

A large, empty rectangular box with a thick purple border, intended for the user to provide their answer to the question.

## Part 6. Questions about where you live



**Question 6.1.** Think about the area where you live. Is there anything you don't like about your area? This might be things like:



- you want more shops or services in your area

or



- the streets in your area are untidy



Please tell us here:



**Question 6.2.** Think about other cities or places you have been to. Think about how easy it is to get around these places.



Would you like York to be like any of these places? Please tell us which places here:

A large, empty rectangular box with a thick magenta border, intended for the respondent to write their answer to the question.

## Part 7. Using buses

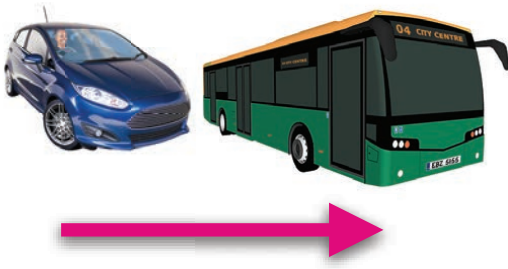


Answer these questions if you use the bus in York.



**Question 7.1.** What problems do you have using the bus? Tell us here:

A large empty rectangular box with a pink border, intended for the user to write their answer to Question 7.1.



We could change some of our roads so that buses come first before cars.



This will help buses to run on time. People who use the bus will get to where they are going quicker.



**Question 7.2.** Would this new idea help you to use the bus more often?



Yes



No



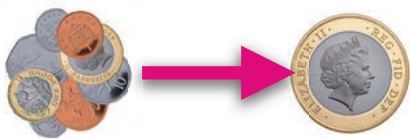
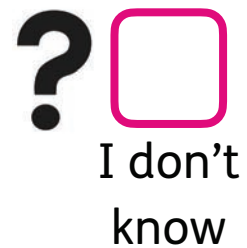
I don't know



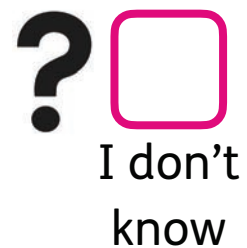
At the moment, different buses do not cost the same to travel on.



**Question 7.3.** Would it be better if all of the buses cost the same amount of money?



**Question 7.4.** Would you use the bus more if it was cheaper?



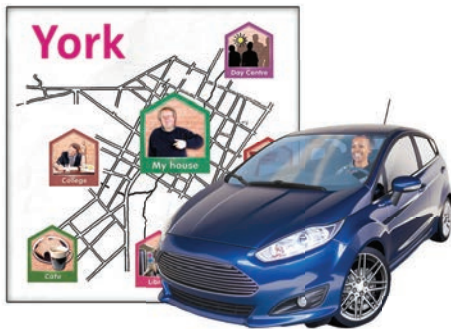


**Question 7.5.** Is there anything we can do to make bus services better for you? Tell us here:

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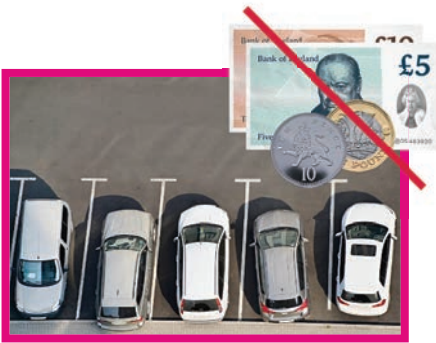


## Part 8. Park and ride in York



Park and ride is when you:

- drive to York. But you do not drive into the city centre



- park your car in 1 of our special car parks. It is free to park here



- get a bus from the car park into the city centre



This means there are less cars driving in the city centre.



We want to make park and ride services better. This means more people will use them.



We want to do things like:

- let people park their cars in the special car parks overnight



- make the waiting areas at the park and ride station better



- have better lighting at the car parks



**Question 8.1.** Is there anything we can do to make park and ride services better?

Please tell us here:

A large, empty rectangular box with a thick magenta border, intended for users to provide their answers to the question above.

## Part 9. Travel by train



**Question 9.1.** What could we do to make train stations in York easier to use?



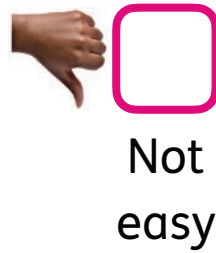
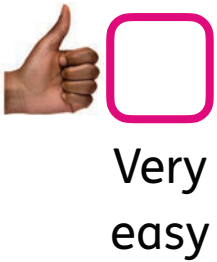
Please tell us more here:

A large, empty rectangular box with a thick pink border, intended for providing feedback or answers to the question above.

## Part 10. Taxis



**Question 10.1.** How easy is it for you to use a taxi in York?



**Question 10.2.** If you ticked **not easy**, please tell us why:



**Question 10.3.** What would make it easier for you to use a taxi? Tell us more here:



**Question 10.4.** Would you use less taxis if buses and trains were better?



## Part 11. Travel by car



We want people to travel by car less, if possible. This will be better for the **environment**.



The **environment** is the world around us and the air we breathe.

We have 2 ideas about helping people to travel by car less in York.

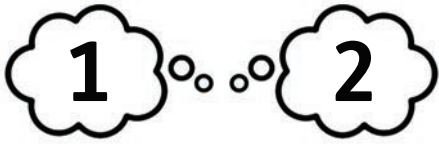


1. We will have better paths for people who walk, cycle or use a wheelchair or mobility aid

and



2. We will make public transport better



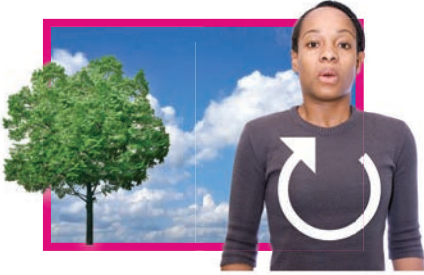
**Question 11.1.** Would our 2 ideas help you to use your car less?



If you ticked **no**, please tell us more here:



## Part 12. Helping the environment



The **environment** is the world around us and the air we breathe.



The air in our area is not very clean.



One of the reasons is that a lot of cars come into York city centre.



All of this traffic can also mean there is a lot of noise.



We want less people to use cars in York. This will help keep our air clean.



**Question 12.1.** Think about **traffic** in York. **Traffic** means things like cars, motorbikes and lorries.



Are there any places where the traffic causes you problems? This might be things like:

- too much noise

or



- the air isn't good for your health or makes you feel poorly



Yes



No



I don't  
know



If you ticked **yes**, please tell us more here:



We write lots of plans about our area.



**Question 12.2.** How important is it that we think about air being clean and noise when we write plans for York?



Very important



OK



Not important



I don't know

## Part 13. About our plan



We will write a plan about travelling in and around York.



**Question 13.1.** What do you think we should put in the plan? Tell us here:



When we have written the plan, we will keep checking it is working.



To help us check our plan, we will set up a group. The group will share what it is like to travel in York.



**Question 13.2.** Would you like to join the group?



Yes



No



I don't know