



Age Friendly York

Action Plan

Domain 1 - Getting Out And About

Your Journey

	Recommendations	Source	Local Transport Plan aligned outcomes	Solution	Baseline	Lead
1	Provision of the park and ride service in the evening	Older People Survey – summer 2017 Your Journey Consultation – summer 2019	S1, S7, EN4	The Park and ride services have been extended into the evening . 1. Look at utilising groups that provide information to older people and vulnerable people to increase awareness of options for public transport in the evenings and where additional stops are included 2. Support any promotion schemes that the travel team implement	52% satisfied with the overall experience of public transport in York (Your Journey Aug 2019)	1. Lucy Oats – Marketing and Communications Manager 2. Lucy Oats – Marketing and Communications Manager. Getting Out and About Operation Group
2	Quality of pavements	Older People Survey – summer 2017	S4, S5, S6, S7	1. Look at whether there can be a development of processes in improving the mechanism in managing pavement repairs and maintenance.	15% satisfied with the pavements in York.	1. Trevor Bower and Siavosh Mahmoodshahi (Highways)



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		Your Journey Consultation – summer 2019		<ol style="list-style-type: none"> 2. Involve the Age Friendly Citizen Group in testing and new system before implementing 3. Look at how to encourage residents to become citizens by reporting trip hazards 4. Demonstrate positive experiences of pavement repairs through the Age Friendly Citizen Group 5. Establish an approach that can ensure we are better informed of where the external hot spots are for falls 6. Ensure external falls also take into consideration slip hazards and that an action is defined accordingly 	<p>(Your Journey Aug 2019)</p> <p>Baseline data required</p>	<ol style="list-style-type: none"> 2. Highways/Age Friendly York Citizen Group 3. Age Friendly York Citizen Group 4. Coms/Live Well York/AGYCG 5. Public Health/AFYGO&AOG 6. Environment and Community Team
3	Community Transport/Accessibility	Older People Survey – summer 2017	S3, S6, S9	<p>Initial proposals:</p> <ol style="list-style-type: none"> 1. York Community Transport Group exploring funding options to co-ordinate volunteer drivers and co-ordinate and expand community transport provision to reduce barriers in accessing activities. 2. John Bibby developing a BusTaxi proposal 	<p>23% (191 people) stated they do not have enough social contact. 63 people stated transport as a barrier (Older People survey 2017)</p>	<ol style="list-style-type: none"> 1 Ruth Stockdale/Jane Morris - York Community Transport group 2. John Bibby - Citizen 3. Gavin - York Cycle Campaign



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				3. York Cycle Campaign Blue badge schemes for bikes to increase access to paved zones		
4	Audio Visual information provided on public transport	Older People Survey – summer 2017 Your Journey Consultation – summer 2019	S9, S3	1. Monitor replacement of stock and ensure replacement buses include Audi Visual provision.	72% satisfied with information inside the bus (CYC annual review 2018)	1. Graham Collick - York Bus Forum
5	Improve the experience of “getting out and about” by increasing awareness of options and tools available.	Your Journey Consultation – summer 2019	S9,S3	<ol style="list-style-type: none"> 1. Create a “Did you Know” scheme through social Media. 2. Create an article in Our City 3. Create screen shots at West Office displays 4. Create Latest News articles 5. Do a did you know awareness campaign at bus stops <p>Awareness to include:</p> <ul style="list-style-type: none"> ➤ Tips for a frail person using a Puffin Crossing ➤ Use of smart phone app for bus times ➤ Where to pick up/ how to print large print bus timetables 	No Baseline information so any follow up questions would need to ask about increased awareness	<ol style="list-style-type: none"> 1. Lucy Oats – Communication team 2. Lucy Oats – Communication team 3. Lucy Oats – Communication team 4. Craig Waugh - Live Well York 5. Lucy Oats – Communication team



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6	Respond to feedback on electronic timetables at bus stops	Your Journey Consultation – summer 2019	S5, S7	<ol style="list-style-type: none"> 1. Increase quantity of electronic timetables. Initially by trialling battery operated screens. 2. Increase reliability of electronic screens 3. Improve information through messages posted on electronic screens when a bus is cancelled etc. 	73% satisfaction with bus information (CYC annual review 2018)	<ol style="list-style-type: none"> 1. Julian Ridge (sustainable transport service) 2. Julian Ridge (sustainable transport service) 3. Julian Ridge (sustainable transport team)
7	Provision of park benches	Your Journey Consultation – summer 2019	S9, S6,	<ol style="list-style-type: none"> 1. Accurate mapping of existing benches YorkView (the public map browser - under 'Street care'), 2. Make information available by ward to inform any ward funding decisions. Present to Ward based meetings 	<p>715 seats currently mapped across York</p> <p>Anchor bench tool recommends 181 centrally with 163 plotted as part of baseline assessment (73 Age Friendly)</p>	<ol style="list-style-type: none"> 1. Carl Wain - Age Friendly York/ Egg Cameron – Goodgym York 2. Carl Wain - Age Friendly York
8	Consideration of shared spaces	Your Journey Consultation – summer 2019	S8, S7	<ol style="list-style-type: none"> 1. Look at a York Code for shared spaces across walkers/cyclists and drivers. Ensuring there is not a bias. 	No Baseline	<ol style="list-style-type: none"> 1. Carl Wain - Live Well York/ Lucy Oats – Communication team/Transport tea/AFYCG



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				2. Use information from surveys to support database for improvements in pedestrian/cycle paths.		2. Transport Team
9	Bus Stop Improvements	Your Journey Consultation – summer 2019	S9, S6	<ol style="list-style-type: none"> 1. Improved, Age Friendly Seating at bus stops 2. Improve (side panels)/increase shelters 3. Enable citizens to influence and test bus shelter design 	<p>81% satisfied with condition of bus stop (CYC annual review 2018)</p> <p>86% satisfied with bus stop overall (CYC annual review 2018)</p> <p>65% satisfied with pick-up points for transport in York (Your Journey Aug 2019)</p>	<ol style="list-style-type: none"> 1. Transport team 2. Transport team 3. Age Friendly Citizen Grou/transport team
10	Reliability of Buses	Your Journey Consultation – summer 2019	S6,	1. Support any initiatives that reduce the quantity of vehicles coming into the city centre to improve traffic flow	84% satisfied with punctuality (Your Journey Aug 2019)	



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11	Congestion and Pollution	Your Journey Consultation – summer 2019	EN4, EN5	<ol style="list-style-type: none"> 1. Support any initiatives that reduce the quantity of vehicles coming into the city centre to improve traffic flow 2. Enhance social enterprise personal care provision to provide more localised care solutions to reduce congestion 	<p>2018 – two Air Quality Management Areas (city Centre – annual mean 36.1 ug/m and Fulford – annual mean 32.7 ug/m). Below annual mean target of NO2 with 40 ug/m)</p>	<ol style="list-style-type: none"> 1. Age Friendly Citizen Group 2. Julie Graham - Community Catalyst
12	Bus Routes	Your Journey Consultation – summer 2019	EN4, EN5, S6	<ol style="list-style-type: none"> 1. Look at feasibility of improving orbital bus provision to Monks Cross and Clifton Moor 2. Look at feasibility of improving orbital bus provision to the hospital 	<p>47% satisfied with routes for travelling in York (Your Journey Aug 2019)</p> <p>52% Satisfied with overall experience of public transport in York (Your Journey Aug 2019)</p>	<ol style="list-style-type: none"> 1. Transport team 2. Transport team



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13	Puffin Crossing	Your Journey Consultation – summer 2019	S4 (perception of feeling safe)	1. Look at how to increase the awareness of the puffin crossing functions	No Baseline information so any follow up questions would need to ask about increased awareness	1. Lucy Oats – Communication team
14	Central Bus Station	Your Journey Consultation – summer 2019	S7	1. Pass on feedback to the development team for consideration		1. Gareth Wilce – Senior Communications Manager
15	Ensure findings from the York Civic Trust transport survey informs the action plan	York Civic Trust Consultation – October 2019	S5	1. Receive transport report to consider findings from an age friendly perspective		2. Tony May – York Civic Trust



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Ref: Local Transport Plan 2011-2031

Table 1: Sustainability Objectives

Headline Objective H1. To reduce City of York's Ecological Footprint		
Environmental	Social	Economic
EN1. Land use efficiency that maximises the use of brownfield land	S1. Enhance access to York's urban and rural landscapes, public open space/recreational areas and leisure facilities for all	EC1. Conditions for business success, stable economic growth and investment
EN2. Maintain and improve a quality built environment and the cultural heritage of York and preserve the character and setting of the historic city of York	S2. Maintain or reduce York's existing noise levels	EC2. Local food, health care, education/training needs and employment opportunities met locally
EN3. Conserve and enhance a bio-diverse, attractive and accessible natural environment	S3. Improve the health and well-being of the York population	
EN4. Minimise greenhouse gas emissions and develop a managed response to the effects of climate change	S4. Safety and security for people and property	
EN5. Improve Air Quality in York	S5. Vibrant communities that participate in decision-making	
EN6. The prudent and efficient use of energy, water and other natural resources	S6. Reduce the need to travel by private car	
EN7. Reduce pollution and waste generation and increase levels of reuse and recycling	S7. Developments which provide good access to and encourage use of public transport, walking and cycling	
EN8. Maintain and Improve Water Quality	S8. A transport network that integrates all modes for effective non car based movements	
	S9. Social inclusion and equity across all sectors	



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Your Destination

16	Consider how access to seating and toilets can be improved in the City Centre	<p>Older People Survey – summer 2017</p> <p>Your Journey Consultation – summer 2019</p>	<ol style="list-style-type: none"> 1. Look to introduce Take a Seat 2. Look to combine take a seat with curtesy toilet scheme 3. Look at Keswick, Sheffield, Oxford and Nottingham’s models 4. Gather intelligence regarding toilet provision and where there are gaps 	<p>0 formal take a seat initiative in city centre</p> <p>8 public toilets in city centre</p> <p>2 known informal curtesy buildings used</p>	<ol style="list-style-type: none"> 1. Luke Norbery – Home Instead/take a seat focus group 2. Luke Norbery – Home Instead/take a seat focus group 3. Carl Wain - Age Friendly York 4. Dave Meigh - Transport team
17	Ensure there is good quality information about green spaces that has Age Friendly considerations		<ol style="list-style-type: none"> 1. Agree where directory best sits 2. Ensure all entries are in the directory and have age friendly considerations 	25 places mapped	<ol style="list-style-type: none"> 1. Dave Meigh/Paula Wilkinson - CYC Web content team 2. Dave Meigh/Carl Wain - Age Friendly York/ Friends of groups