



# Paying at parking ticket machines

Tell us what you think



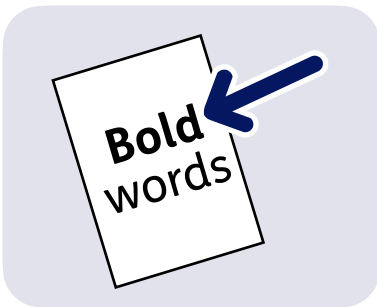
# Easy Read



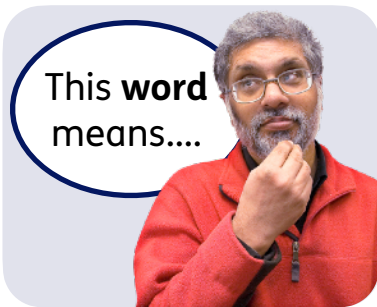
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

# What is in this booklet

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# About this survey



City of York Council is asking people about moving to **cashless payment ticket machines** for:



- Council-owned car parks.



- Council-owned ticket machines on streets.



**Cashless payment ticket machines** are used to pay for car parking with no cash.



We want to know what you think about changing to cashless payment ticket machines only.



Answering these questions will help us to understand how this change might affect people.



This survey is for everyone. We want to hear from as many people as possible.



You need to send us your answers by 4 December 2023.

# What council parking ticket machines look like

Car park ticket machines can look like:



Street Parking ticket machines can look like:



# Why we are thinking of making this change



Fewer people are using cash to pay for parking.



Less than 1 in 10 people pay with cash at the moment, and we think fewer will in the future.



This means we are thinking of not letting people pay with cash for parking.



But first we need to understand how this might affect people.

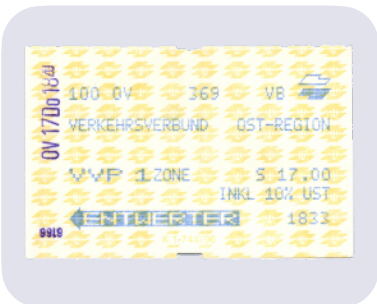
There are other ways to pay for parking, like:



- Bank card.



- Phone.



- Season ticket - where you buy parking for a few months at once.



- Residential permits - money you pay to park on your street.



People with a blue badge can park in any disabled or standard parking space for free.



# Good and bad things about stopping cash payments

Making these changes will help the council by:



- Saving money we spend on collecting cash from machines - up to £90,000 per year.



- Lowering the cost of keeping machines working.



- Lowering the number of machines that are stolen or damaged, because there is cash in them.

There might be some bad effects of stopping cash payments for people who:



- Only have cash to pay for parking.



- Cannot use another way of paying.



- Do not have a smart phone.



- Do not have a bank card.



- Cannot see or get to ticket machines.

# How to give us your answers



You can give us your answers in different ways.



You can fill in the survey online at:  
[www.surveymonkey.co.uk/r/CashlessParkingCYC](http://www.surveymonkey.co.uk/r/CashlessParkingCYC)



Remember, the questions online will not be in Easy Read.



You can use this QR code to go to the survey online.



You can scan or take pictures of your answers in this booklet and email them to:

[business.intelligence@york.gov.uk](mailto:business.intelligence@york.gov.uk)



You can drop off your answers at any Explore library or West Offices on Station Rise.



You can also get help to fill in the survey at any Explore library or West Offices.



You can ask us for an envelope to post your answers back to us by calling 01904 551 550.

# Questions for you to answer



**Question 1:** Please tick one box to tell us about you.

I am:

A disabled person who lives in York.

A non-disabled person who lives in York.

A carer of a disabled person.

A disabled person who visits York.

A non-disabled person who visits York.

A community organisation.

A York business owner.

Someone who lives outside York but works in York.

A member of City of York Council or a local council.

I do not want to say.

Other: please tell us:



**Question 2:** Do you have a Blue Badge or are you a carer of someone who has a Blue Badge?

Yes I have a Blue Badge.

No I do not have a Blue Badge.

I am a carer of someone who has a Blue Badge.



**Question 3:** How often do you drive into the city of York and need to park?

Every day.

Every week.

Every month.

Never.



**Question 4:** How far is your normal journey into York?

Less than 1 mile.

1 to 3 miles.

3 to 5 miles.

5 miles or more.



**Question 5:** How do you normally pay for your parking?

Cash.

Bank card.

Pay by phone.

Season ticket.

Concession, this is a badge to say you can park without paying.





**Concession**

**Question 6:** If you park using a concession, which type do you use?

A parking permit for the street you live on.

A House of Multiple Occupancy permit - this is for houses where lots of different people live.

A visitor permit - for people visiting someone who lives in York.

A Minster Badge - this gives people who live in York free or cheaper parking.



**Question 7:** If you drive into the City of York, which car parks do you use?

You can see a map of where our car parks are on our website:

[www.york.gov.uk/CarParks](http://www.york.gov.uk/CarParks)

*Please tick all the car parks you use.*

Bishopthorpe.

Bootham Row.

Castle.

Coppergate.

East Parade.

Esplanade.

Foss Bank.

Marygate.

Monk Bar.

Nunnery Lane.

Rowntree Park.

St George Field.

Union Terrace.

I do not know.

Other car park - please tell us where:

Park and Ride - please tell us where:



**Question 8:** If you drive into the City of York, which streets do you usually park on?

You can see a map of the streets you can park on here:

[www.york.gov.uk/OnStreetParking](http://www.york.gov.uk/OnStreetParking)

*Please tick all the streets you park on.*

These streets are for parking at any time of the day:

Micklegate.

Priory Street.

Foss Islands Road.

These streets are for parking in the evening only:

Fossgate.

St Denys Road.

Stonebow.

Walmgate.

On a different street where people live- please tell us where:

I do not know.

Other.



**Question 9:** How would taking away the choice of paying cash at council car parking ticket machines affect you?

It would not affect me.

It would mean I have to find another way to pay.

It would stop me from being able to park.

Other - please tell us:



**Question 10:** How would taking away the choice of paying cash at council on-street ticket machines affect you?

It would not affect me.

It would mean I have to find another way to pay.

It would stop me from being able to park.

Other - please tell us:



**Question 11:** How would taking away the choice of paying cash at council ticket machines on streets where people live affect you?

It would not affect me.

It would mean I have to find another way to pay.

It would stop me from being able to park.

Other - please tell us:





**Question 12:** Do you agree with the decision to make ticket machines take cashless payments only?

Yes.

No.

I do not know.

Please tell us why you chose this answer:



**Question 13:** Do you have any other comments about the council parking ticket machines?

A large, empty rectangular box with a dark blue border and rounded corners, intended for the user to provide their answer to the question.

# Information you give us



You need to send us your answers by 4 December 2023.



We will look at all of the answers everyone sends us.



We will write up what people say and put it in a report for City of York councillors to make a decision.



Your answers will be anonymous - this means no one will know your answers came from you.



When you send us your answers and personal information, you are saying we can keep it.

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



- Email: [parking@york.gov.uk](mailto:parking@york.gov.uk)



- Phone: 01904 551 550



- Talking to a member of staff at:  
West Offices  
Station Rise  
York  
YO1 6GA

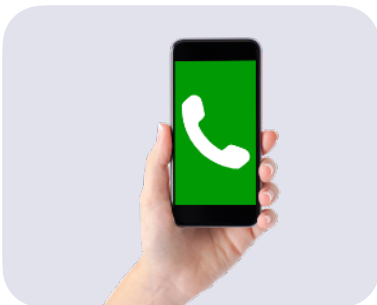


We keep your information safe and private.

If you want to complain about how we keep your information, please contact us by:



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



- Phone: 01904 554 145



- Post:  
Data Protection Officer  
City of York Council  
West Offices  
Station Rise  
York  
YO1 6GA

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