

Appendix C – Summary of Comments (Area 1)

METHODOLOGY

Officers reviewed community feedback (from members, residents, and businesses) regarding e-bike parking bay locations. The following **safety and functional criteria** were considered when assessing community comments:

- **Obstructions to Vehicular Movements:** Bays should not significantly impede the flow or movement of vehicles in the area, for instance by narrowing the carriageway compared to their former use.
- **Sightline Issues for Vehicular Traffic:** Bays should not worsen sightlines for drivers, compared to their former use (typically vehicle parking), which is crucial for road safety.
- **Safety of Bike Users:** Bays located in high traffic areas or at junctions should not pose unacceptable risks when retrieving/parking bikes.
- **Impact on Pedestrian Flow:** Bays should not disrupt pedestrian ‘desire lines’ or cause crowding in high-footfall areas.
- **Environmental Concerns:** Any potential impact on local greenery, drainage, or nearby wildlife habitats must be considered.
- **Utilization:** Consistently high utilisation may suggest the need for an additional bay in the vicinity. However, if a bike bay shows consistently low usage*, this has also been reviewed to see if relocation/removal of the bay might be warranted. This needs to be carefully balanced against whether this would have a detrimental impact on the overall e-bike parking network and user confidence in the scheme. In these cases, a longer period of assessment may be appropriate.

**Bays that did not achieve at least 30 trip starts in a month (July-Sept 2024) have been flagged for review*

Recommendations have been made regarding the outcome for each parking bay:

- Retain the bay (i.e. transition from experimental to permanent)
- Relocate the bay (within the ward)
- Remove the bay (without relocation)
- Add a new bay (due to demonstrable parking demand and pressure on the bay)

THEMED COMMENTS

Similar comments have been grouped into the following themes:

1. **Traffic safety or flow**
2. **Vehicle Parking**
3. **Mis-parked bikes**
4. **Anti-social behaviour / noise**
5. **Bay utilization**
6. **Service impacts**
7. **Lime operations**
8. **Docking station request**
9. **Consultation**

The table below provides officer responses to these comments. General comments related to e-bike operations, such as mis-parked bikes, noise complaints, anti-social behaviour, etc. tend not to be site-specific as these can occur in any parking bay. As such, they were not considered reasons to remove/relocate a bay, unless there were site specific considerations.

#	Theme	Description	Officer Comments
1	Traffic safety or flow	Lime bike bay blocks sightlines, narrows the carriageway, causes congestion or other traffic issues	The parking bays were installed after careful engineering analysis and site visits to consider all relevant safety and functional criteria, as outlined on page 1 above. Where any bays received comments or concerns related to safety/traffic flow, these were again assessed against these criteria. Where no issues were identified, the bay was retained. Where warranted, the section below outlines site-specific responses to safety concerns, explaining the reason for retention. Where issues were identified, these bays have been identified for relocation or removal.
2	Vehicle Parking	Loss of vehicle parking spaces for residents, visitors, and/or businesses	<p>The e-bike scheme is part of Hounslow's Kerbside Strategy, which is in turn part of the Council's ambitious plans for a healthier, greener and safer Hounslow. The Kerbside Strategy reimagines our streets for the benefit of more residents, businesses and visitors, providing a comprehensive overview of all transport priorities in Hounslow. Reallocating select vehicle parking bays to e-bike parking bays meets the Kerbside Strategy objectives of providing more sustainable mobility, improved health and wellbeing, and improving accessibility and inclusion. Vehicle parking pressures and utilization were considered and weighed against other selection criteria when choosing e-bike parking locations.</p> <p>It should be noted that e-bike parking bays were introduced in response to the unauthorized 'free-floating' scheme previously operated by Lime in the borough. Dedicated parking bays are necessary in order to combat the nuisance and hazard that dockless rental e-bikes can cause on footways, particularly for people who have impaired vision or are using wheelchairs or buggies. In order to accommodate the number of bikes that are in circulation in the borough, e-bike parking bays need to be at least the size of a car (one car parking space is five metres – providing space for ten dockless e-bikes). Most footways in the borough are not wide enough to accommodate a bay. Consequently, most e-</p>

			bike bays need to be on the carriageway, usually in existing marked car parking bays. This reduction in car parking is thus necessary in order for the e-bike operators and users to park the e-bikes in ways that do not obstruct the footway.
3	Mis-parked bikes	Bikes left outside of parking bays, causing obstructions and aesthetic concerns	<p>Hounslow officers work closely with Lime to monitor operations. Scheme monitoring shows that 95% of trip ends are parked compliantly. Users who do not park within a bay at the end of their trip face a fine, the level of which increases after each use, before they are ultimately banned from the scheme. We regularly review fine levels with Lime to ensure that the fine increments that are applied after each incident are having the desired impact on rates of repeated non-compliance after the first fine has been issued.</p> <p>Lime are very open that there is always likely to be a degree of user error that will be difficult to eliminate completely given the volume of trips starting and ending in the borough. Nonetheless, we continually push Lime to review their processes to see what further improvements can be made and raise any issues with them, whilst undertaking our own independent checks on parking compliance to inform these discussions.</p> <p>Our agreement with Lime sets out operator response times dictating how quickly Lime is expected to respond to issues such as mis-parked or damaged bicycles. Where a Lime bike is damaged/not operational (but not causing an obstruction), it must be removed within 24 hours from the time of receipt of notification and repaired before returning to the fleet. Where a Lime bike presents a danger or obstruction, it must be removed within 2 hours from the time of receipt of notification. Council staff monitor response times and to date Lime has been meeting the required timelines. Lime have also recently increased the number of operations staff they have working in Hounslow to help re-distribute mis-parked e-bikes into the marked bays.</p>
4	Anti-social behaviour / noise	Users gathering at parking bays, talking/shouting, property damage from bikes falling onto vehicles	<p>General comments related to e-bike operations, such as mis-parked bikes, noise complaints, anti-social behaviour, etc. tend not to be site-specific as these can occur in any parking bay. As such, they were not considered reasons to remove/relocate a bay, unless there were site specific considerations.</p> <p>Both the Council and operator strongly condone vandalism and antisocial behaviour associated with Lime bikes. Lime work very closely with local boroughs, police and schools to address these issues.</p>
5	Bay utilization	Bays have too many or too few bikes	<p>The borough has access to utilization data provided by Lime, showing usage data for each parking bay. This was considered as part of this review, along with several other key metrics, to help determine whether a particular bay is under- or over-utilized. This analysis is not based on observations of whether a bay is empty or full at a given snapshot in time. In general, different bays experience varying levels of use at different times of the day/days of the week depending on location context and usage patterns – for example, a bay near a tube station may be full of bikes in the morning when people commute in to connect to public transport, and then it may be empty in the evening as commuters come off the train and complete their last-mile trip home on a shared e-bike.</p> <p>Lime’s operations team rebalances e-bike bays across the borough (meaning they pick up bikes from congested areas and redistribute them to empty bays as</p>

			needed). If there are ever issues with bays that are persistently empty or overcrowded, the Council will work with the operator to address this concern.
6	Service impacts	Impacts to services such as rubbish collection or emergency services	The parking bays were installed after careful engineering analysis and site visits to consider all relevant safety and functional criteria, as outlined on page 1 above. This includes assessing impacts on services. If any issues are identified, the Council will work between departments to address these issues.
7	Lime operations	Noise from operator vans rebalancing bikes, problems with app, issues with Lime customer service	<p>General comments related to e-bike operations, such as mis-parked bikes, noise complaints, anti-social behaviour, etc. tend not to be site-specific as these can occur in any parking bay. As such, they were not considered reasons to remove/relocate a bay, unless there were site specific considerations.</p> <p>Where operator issues are site-specific, the Council will work with Lime to mitigate the issue. Where there are issues with the Lime App or customer service, the Council will work with Lime staff to address the issue.</p>
8	Docking Station	Request for docked bike share system instead of dockless	<p>Implementing an e-bike scheme with physical docks is not operationally or financially feasible in Hounslow at this time. Docked e-bike share systems are very expensive to install and also require agreement and investment from other boroughs across London to implement. This is because on a practical level, shared e-bike users do not pay attention to borough boundaries – they want to travel to destinations across London, meaning bikes are constantly crossing borough boundaries. As such, bikeshare in Hounslow cannot operate in isolation – it needs to be considered at a regional, London-wide level.</p> <p>Transport for London funded the initial installation and subsequent expansion of the docked bikeshare scheme in Central London. However, due to high costs, there are currently no plans for Transport for London to fund further expansion into Hounslow. The newer GPS-enabled dockless bikeshare systems – like the one operating in Hounslow – enables schemes to be implemented for far less capital investment than a docked system. Most new e-bike share systems being implemented around the world are dockless.</p>
9	Consultation	Lack of consultation re. installation of parking bays	<p>The e-bike scheme is part of Hounslow’s Kerbside Strategy, which was approved on 16 July 2024. Read the Cabinet report here. Appendix 2 of the Cabinet Report includes a Consultation Report.</p> <p>The parking bays were implemented through an experimental traffic management order (ETMO) for an initial six months, with the possibility of extension to up to 18 months. As part of the ETMO process, the Council is required to collect feedback for the first 6 months of the trial, at minimum. However, the Cabinet report above recommended that the e-bike trial be extended so that data for a full 12-month period could be evaluated in each of the three e-bike areas. This gave residents the opportunity to try using the e-bikes across all seasons and provide feedback on the scheme.</p> <p>Furthermore, the Council’s website provides a full overview of the scheme, including links to Cabinet Reports and Chief Officer Decision reports.</p>

DETAILED COMMENT SUMMARY

Comments received for each parking bay are summarized below. Where a response is covered by a themed response from the section above, the corresponding theme number is referenced. Where a site-specific response is warranted, this has been provided below.

AREA 1

Brentford East

Bay Location	Community Comments	Officer Comments	Recommendation
<u>28 Crowther Avenue</u>	No comments/objections received	N/A	Retain
<u>Clayponds Avenue, opp Clayponds Gardens</u>	No comments/objections received	N/A	Retain
<u>Ealing Road (A4 end)</u>	No comments/objections received	N/A	Retain
<u>Ealing Road (High St end)</u>	No comments/objections received	N/A	Retain
<u>Green Dragon Lane by Centaur Court</u>	No comments/objections received	N/A	Retain
<u>Green Dragon Lane j/w Kew Bridge Road</u>	No comments/objections received	N/A	Retain
<u>Lionel Road North - Sunley Island</u>	No comments/objections received	N/A	Retain
<u>Netley Road</u>	No comments/objections received	N/A	Retain

Brentford West

Bay Location	Community Comments	Officer Comments	Recommendation
<u>Avenue Road</u>	No comments/objections received	N/A	Retain
<u>Boston Gardens</u>	No comments/objections received	N/A	Retain
<u>Clayton Crescent j/w Challis Road</u>	No comments/objections received	N/A	Retain
<u>Clifden Rd j/w Brook Rd Sth</u>	Parking loss, low bay utilization	See Themed Response 2, 5	Retain
<u>High Street, Brentford</u>	No comments/objections received	N/A	Retain
<u>Junction Road j/w Whitestile Road</u>	Parking loss (incl. from blue badge holder), sightlines, traffic flow, consultation; requested relocation	Bay assessed for safety concerns: <ul style="list-style-type: none"> • Visibility studies confirm that driver sightlines meet acceptable safety thresholds for the 20mph speed limit. • Traffic calming measures in the area help reduce vehicle speeds, minimizing accident risks. • The e-bike bay replaces an existing parking space, ensuring no additional obstruction. • Parking and traffic flow dynamics remain unchanged 	Retain
<u>Lateward Road</u>	Sightlines, mis-parked bikes, anti-social behaviour; requested relocation	See Themed Response 1, 3, 4 Bay assessed for safety concerns: <ul style="list-style-type: none"> • The bay replaces an existing parking space, maintaining the overall parking footprint • Existing double yellow lines at junctions and bends provide sufficient passing gaps, ensuring safe sightlines and manoeuvrability. • No new obstructions are introduced, minimizing potential safety risks. 	Retain

		<ul style="list-style-type: none"> The placement optimizes accessibility for e-bike users. 	
<u>Manor Vale</u>	Proximity to staircase (safety), location near building entrance, traffic flow; requested relocation	<p>Bay assessed for safety concerns:</p> <ul style="list-style-type: none"> The bay is approximately 7-8 meters away from a staircase, ensuring no obstruction or safety risk for pedestrians. The 7-meter-long bay is placed over existing double yellow lines, maintaining clear sightlines and preserving movement. The Boston Manor Road junction has 10 meters of double yellow lines, ensuring unobstructed visibility and safe passing gaps for drivers. The southeastern side of The Vale has double yellow lines and passing gaps, reducing potential bottlenecks. The road is wide enough to accommodate large vehicles, ensuring smooth traffic flow and access for delivery vans or cabs. 	Retain
<u>Station Road</u>	No comments/objections received	N/A	Retain

Chiswick Gunnersbury

Bay Location	Community Comments	Officer Comments	Recommendation
<u>1 Marlborough Road</u>	Parking constraints and impacts on rubbish collection; requested relocation	See Themed Response 2, 6	Retain
<u>200 Power Road - opp Volvo dealership</u>	No comments/objections received	N/A	Retain
<u>47 Reckitt Road</u>	Mis-parked bikes (blocking pavement; accessibility concerns); request to increase fines for mis-parking	See Themed Response 3	Retain
<u>Alwyn Ave j/w Sutton Court Road</u>	No comments/objections received	N/A	Retain
<u>Cambridge Road North</u>	No comments/objections received	N/A	Retain
<u>Chiswick Common Road j/w Fishers Lane</u>	No comments/objections received	N/A	Retain
<u>Chiswick Common Road, opp. No. 38 Windmill Road</u>	No comments/objections received	N/A	Retain
<u>Chiswick High Rd, by Gunnersbury Station bus stop - A</u>	No comments/objections received	N/A	Retain
<u>Dolman Road opp j/w Kirton Close</u>	No comments/objections received	N/A	Retain
<u>Dukes Avenue j/w Bourne Place</u>	No comments/objections received	N/A	Retain
<u>Glebe Street j/w Devonshire Road</u>	Mis-parked bikes, noise complaints, lack of ability to report issues to FMS/HH, Lime customer service, business operations (Devonshire Glass – safety, parking loss, delivery operations, consultation; request site visit)	See Themed Response 2, 4, 7 Bay assessed for safety concerns: <ul style="list-style-type: none"> The 7-meter e-bike bay replaces an existing single yellow line which may have been used by some local businesses for loading/unloading. A 17-meter-long loading bay is located directly opposite No. 15 Devonshire Road to meet 	Retain

		<p>loading/unloading needs of businesses in the area.</p> <ul style="list-style-type: none"> The loading bay allows vehicles to stay for up to 20 minutes with a no-return restriction of 1 hour. This arrangement ensures the loading bay remains accessible for all nearby businesses. The dedicated loading bay addresses operational needs while enabling the e-bike bay to function without compromising local business operations. 	
<u>Grosvenor Road</u>	Parking constraints (incl. disabled resident); requested relocation	See Themed Response 2	Retain
<u>Harvard Road j/w Wellesley Road</u>	Excessive number of bikes in bay	See Themed Response 5	Retain
<u>Heathfield Gardens j/w Barrowgate Road</u>	Parking constraints, driveway access, safety risks, noise, traffic flow, location contradicting selection criteria (e.g. located under tree), concerns re. ability to monitor trial, Lime app inaccuracy and customer service; requested relocation	<p>See Themed Response 1, 2, 3, 4, 7</p> <p>Bay assessed for safety concerns:</p> <ul style="list-style-type: none"> There are no residential driveways nearby, ensuring no conflicts with driveway access. The bay replaces an existing car parking space, avoiding additional traffic congestion. Double yellow lines near the mini roundabout ensure safe traffic flow and clear sightlines for drivers and pedestrians. No servicing issues or conflicts have been reported from Lime Bike operations. The bay's location near a tree poses no obstructions to pedestrian or cyclist movement. Trees are typically avoided to minimize maintenance concerns (leaf litter, guano on bikes, etc.) but some bays are located under tree where no suitable alternatives were available. 	Retain

<u>Heathfield Terrace by Horticultural Place</u>	No comments/objections received	N/A	Retain
<u>Popes Lane / North Circular Rd junction</u>	No comments/objections received	N/A	Retain
<u>Princes Avenue j/w The Ridgeway</u>	Mis-parked bikes, littering, safety concerns	Bay to be relocated due to concerns raised	Relocate to opposite side of parking bay to avoid potential junction collision issues with bikes
<u>Wavendon Avenue j/w Dukes Avenue</u>	No comments/objections received	N/A	Retain

Chiswick Homefields

Bay Location	Community Comments	Officer Comments	Recommendation
<u>1 Coombe Road</u>	Mis-parked bikes (causing nuisance/eyesore), noise complaints; requested docking station	See Themed Response 3, 4, 8	Retain
<u>26 Hartington Road</u>	No comments/objections received	N/A	Retain
<u>26 Pumping Station Rd</u>	No comments/objections received	N/A	Retain
<u>4 Staveley Gardens</u>	No comments/objections received	N/A	Retain
<u>44 Staveley Road</u>	No comments/objections received	N/A	Retain
<u>46 Corney Road</u>	Mis-parked bikes (causing safety concerns), noise complaints; requested relocation	See Themed Response 3, 4	Retain
<u>54 Kinnaird Ave</u>	Mis-parked bikes, traffic flow (blocking driveway use); requested relocation	See Themed Response 3 Bay assessed for safety concerns: <ul style="list-style-type: none"> The e-bike bay is not located near any driveway accesses or property frontages. The bay does not obstruct residential access or inconvenience driveway users. No reported complaints about blocked driveways or access issues related to the bay The bay replaces an existing car parking space, avoiding additional traffic congestion. The location is confirmed as suitable and does not interfere with residential use. 	Retain
<u>Balfern Grove</u>	No comments/objections received	N/A	Retain
<u>Bolton Road j/w Cavendish Road</u>	No comments/objections received	N/A	Retain
<u>Chiswick Lane Sth. opp Netheravon Rd Sth junction</u>	No comments/objections received	N/A	Retain

<u>Dan Mason Drive junction with Great Chertsey Road</u>	No comments/objections received	N/A	Retain
<u>Edensor Gardens j/w Edensor Road</u>	No comments/objections received	N/A	Retain
<u>Gainsborough Road</u>	No comments/objections received	N/A	Retain
<u>Grantham Road</u>	Parking loss, lack of e-bike use noted; requested relocation	See Themed Response 2, 5	Retain
<u>Homefield Road</u>	No comments/objections received	N/A	Retain
<u>Netheravon Road</u>	No comments/objections received	N/A	Retain
<u>Outside Nos. 131-133 Chiswick High Road</u>	No comments/objections received	N/A	Retain
<u>Prebend Gardens</u>	Parking loss; requested relocation	See Themed Response 2	Retain
<u>Priory Avenue</u>	No comments/objections received	N/A	Retain
<u>Riverside Drive, opposite the access to Kings House Sports Ground</u>	No comments/objections received	N/A	Retain
<u>Spencer Road</u>	No comments/objections received	N/A	Relocate
<u>Stamford Brook Avenue</u>	No comments/objections received	N/A	Retain
<u>The Promenade, opposite The Riverside Health Centre</u>	No comments/objections received	N/A	Retain
<u>Thornton Avenue</u>	Mis-parked bikes (blocking roads/clear zones/pavement), property damage, too many bikes, Lime operations (service vehicles blocking traffic), parking loss; requested relocation or removal	See Themed Response 2, 3, 4, 5, 7 Bay assessed for safety, road obstruction and service vehicle parking concerns: <ul style="list-style-type: none"> E-bikes parked in the bay would stay fully within the designated area and do not block or interfere with keep-clear zones, ensuring compliance with road safety regulations. 	Retain

		<ul style="list-style-type: none">• Lime Bike service vans will be reminded to avoid parking in keep-clear zones during servicing operations.• These measures ensure the bay's operation does not compromise traffic flow or safety in the area.	
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Chiswick Riverside

Bay Location	Community Comments	Officer Comments	Recommendation
<u>Brooks Lane</u>	Lack of consultation, mis-parked bikes, parking loss, desire for monitoring, worry about school pick up/drop off times	See Themed Response 1, 2, 3, 9	Retain
<u>Brooks Rd, opp No. 15</u>	No comments/objections received	N/A	Retain
<u>Clarence Rd j/w Wellesley Rd</u>	No comments/objections received	N/A	Retain
<u>Ernest gardens j/w Magnolia Road</u>	No comments/objections received	N/A	Retain
<u>Gordon Road j/w Whitehall Gardens</u>	Traffic flow/safety (re. junction), waste collection, property damage; requested relocation	Bay to be relocated due to concerns raised	Relocate bay to opposite end of street
<u>Grove Park Gardens j/w Grove Park Road</u>	No comments/objections received	N/A	Retain
<u>Grove Park Terrace j/w Florence Gardens</u>	Mis-parked bikes, parking loss	See Themed Response 2, 3	Retain
<u>Hazledene Rd, adj to No. 76</u>	No comments/objections received	N/A	Retain
<u>Lawford Rd j/w Sutton Court Rd</u>	Parking loss, traffic flow/safety, noise complaints, anti-social behaviour, mis-parked bikes; requested relocation	See Themed Response 1, 2, 3, 4 Bay assessed for safety/parking concerns: <ul style="list-style-type: none"> • Bay replaces existing car parking spaces, avoiding any impact on carriageway width or traffic flow. • The bollards within the bay are positioned entirely within its boundaries and do not intrude into the carriageway, ensuring the road remains clear and unobstructed. • The location has been reviewed to ensure functionality on a busy residential street while maintaining accessibility and safety for e-bike users and other road users. 	Retain

		<ul style="list-style-type: none"> The placement meets operational safety standards and does not cause additional congestion or hazards. 	
<u>Opp. No 66 Park Road</u>	No comments/objections received	N/A	Retain
<u>Riverview Rd j/w Grove Park Rd</u>	Privacy intrusion, anti-social behaviour, noise, safety concerns; requested relocation	Bay to be relocated due to concerns raised	Relocate and consider additional bay on Hartington Road based on high ridership in area
<u>Staveley Rd j/w Sutton Court Rd</u>	No comments/objections received	N/A	Retain
<u>Stile Hall Gardens j/w CHR</u>	No comments/objections received	N/A	Retain
<u>Strand on the Green, opp No. 104</u>	No comments/objections received	N/A	Retain
<u>Strand on the Green, opp Pymont Road</u>	No comments/objections received	N/A	Retain
<u>Sutton Court Road</u>	No comments/objections received	N/A	Retain
<u>Sutton Lane Sth j/w Elmwood Ave</u>	Inconvenience/obstruction for resident; requested relocation	See Themed Response 3	Retain

Syon & Brentford Lock

Bay Location	Community Comments	Officer Comments	Recommendation
<u>Commerce Road</u> adj to j/w <u>Narrowboat</u> <u>Avenue</u>	No comments/objections received	N/A	Retain
<u>Epworth Road j/w</u> <u>London Road</u>	No comments/objections received	N/A	Retain
<u>High Street j/w</u> <u>Market Place</u>	No comments/objections received	N/A	Retain
<u>Rowan Road j/w</u> <u>Hawthorn Hatch</u>	No comments/objections received	N/A	Retain
<u>Syon Lane j/w</u> <u>Spur Road</u>	No comments/objections received	N/A	Retain
<u>Twickenham Road</u> j/w <u>London Road</u>	No comments/objections received	N/A	Retain