Appendix C – Summary of Comments (Area 2)

METHODOLOGY

Officers reviewed community feedback (from members, residents, and businesses) regarding ebike 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 & monitoring.

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 or to plug existing gaps in network coverage)

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 ebike 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
Traffic safety	l ime bike bay	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
	causes	identified, the bay was retained. Where warranted, the section below outlines
	congestion or	site-specific responses to safety concerns, explaining the reason for retention.
	other traffic	Where issues were identified, these bays have been identified for relocation or
	issues	removal.
Vehicle	Loss of vehicle	The e-bike scheme is part of Hounslow's Kerbside Strategy, which is in turn part
Parking	parking spaces	of the Council's ambitious plans for a healthier, greener and safer Hounslow.
	for residents,	The Kerbside Strategy reimagines our streets for the benefit of more residents,
	visitors, and/or	businesses and visitors, providing a comprehensive overview of all transport
	businesses	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.
		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-
	Traffic safety or flow Vehicle	Traffic safetyLime bike bayor flowblocks sightlines, narrows the carriageway, causes congestion or other traffic issuesVehicleLoss of vehicle

			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	rubbish	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,
		collection or emergency services	the Council will work between departments to address these issues.
7	Lime	Noise from	General comments related to e-bike operations, such as mis-parked bikes,
	operations	operator vans	noise complaints, anti-social behaviour, etc. tend not to be site-specific as
		rebalancing	these can occur in any parking bay. As such, they were not considered reasons
		bikes, problems with app, issues	to remove/relocate a bay, unless there were site specific considerations.
		with Lime	Where operator issues are site-specific, the Council will work with Lime to
		customer service	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.
8	Docking	Request for	Implementing an e-bike scheme with physical docks is not operationally or
Ŭ	Station	docked bike	financially feasible in Hounslow at this time. Docked e-bike share systems are
		share system	very expensive to install and also require agreement and investment from other
		instead of	boroughs across London to implement. This is because on a practical level,
		dockless	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.
			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.
9	Consultation	Lack of	The e-bike scheme is part of Hounslow's Kerbside Strategy, which was approved
		consultation re.	on 16 July 2024. <u>Read the Cabinet report here</u> . Appendix 2 of the Cabinet Report
		installation of	includes a <u>Consultation Report</u> .
		parking bays	The parking bays were implemented through an experimental traffic
			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.
			Furthermore, the Council's <u>website</u> provides a full overview of the scheme,
			including links to Cabinet Reports and Chief Officer Decision reports.

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.

As of 19 September 2024, each area of the e-bike scheme has been active for over 12 months. Although the Council continues to welcome feedback on the e-bike scheme, comments received after 19 September are not included in the community comment summary below. Comments received after that date will instead be recorded and assessed separately as part of ongoing scheme monitoring, with further scheme changes made where appropriate.

AREA 2

Hounslow Central

Bay Location	Community Comments	Officer Comments	Recommendation
Bristow Road <u>.</u> adjacent to 37 Inwood Road	No comments/objections received	N/A	Retain
Ellington Road (o/s 94)	No comments/objections received	N/A	Retain
Elmsworth Ave, adjacent to 133 Lampton Road	Mis-parked bikes, anti-social behaviour, traffic safety (potential for accidents), concern about borough-wide pedestrian safety; requested relocation	 See Themed Response 1, 3, 4 Bay assessed for safety concerns: Bay has been positioned to replace existing car parking spaces, ensuring no additiona impact on carriageway width or traffic flow. The presence of bollards within the parking bay extent is accounted for and does not extend into the carriageway, thereby not further narrowing the road or creating new obstructions. This location has been reviewed to maintain its functionality within a busy residential street while ensuring accessibility and 	
		safety for both e-bike users and other road users. The placement aligns with	

		operational safety standards and does not contribute to additional congestion or hazards.	
High Street Hounslow, Adjacent to Argos, o/s 135	No comments/objections received	N/A	Retain
Lampton Road, opp Central House	No comments/objections received	N/A	Retain
Lampton Road, opp to Hounslow Central Station	No comments/objections received	N/A	Retain
Laurence Road close to the junction with the High Street	No comments/objections received	N/A	Retain
Queens Road, adjacent to 53 Lampton Road	No comments/objections received	N/A	Retain
Prince Regent Road, o/s the Gym Group	No comments/objections received	N/A	Retain
Tiverton Road, adjacent to 100 Kingsley Road	Mis-parked bikes, traffic flow/safety, anti- social behaviour, litter	See Themed Response 1, 3, 4	Retain
Tiverton Road adjacent to 2 Denbigh Road	No comments/objections received	N/A	Retain
Whitton Road o/s 14 to 16	No comments/objections received	N/A	Retain

Hounslow East

Bay Location	Community Comments	Officer Comments	Recommendation
The Drive, at the junction of Worton Way	No comments/objections received	N/A	Retain
North Drive o/s 1- 76 Aces Court	No comments/objections received	N/A	Retain
London Road at the junction Star Road	No comments/objections received	N/A	Retain
Pears Road, o/s 103 Hyde House	No comments/objections received	N/A	Retain
Stanborough Road opp 137	Parking loss, traffic flow/safety (blind corner), anti-social behaviour, mis-parked bikes	 See Themed Response 2, 3, 4 Bay assessed for safety concerns: Bay has been carefully assessed against the reported safety concerns. Whilst it is near a junction, visibility studies indicate that the line of sight for approaching drivers remains within acceptable safety thresholds for the posted speed limit. Additionally, the presence of traffic calming measures in the area naturally reduces vehicle speeds, mitigating potential accident risks. Importantly, the e-bike bay replaces an existing vehicle parking space, ensuring no additional obstruction is introduced, and maintaining the established parking and traffic flow dynamics of the area. 	

Hounslow Heath

Bay Location	Community Comments	Officer Comments	Recommendation
Albert Road <u>.</u> adjacent to 84 Hibernia Road	Prioritization of e-bikes over street cleaning, anti-social behaviour, preference for docked e-bike schemes	See Themed Response 4, 6, 8	Retain
<u>Cromwell Road</u> o/s 255	Mis-parked bikes, parking loss; requested relocation	Bay to be removed	Remove due to user safety concerns
<u>Grove Road, o/s</u> <u>Grove Court</u>	No comments/objections received	N/A	Retain
<u>Grove Road,</u> junction with Cromwell Road	No comments/objections received	N/A	Retain
<u>Midsummer</u> Avenue opp 112	Parking loss	See Themed Response 2	Retain
Parkside Road, adjacent to 1 St Stephen's Road	Traffic safety/operations (proximity to junction); requested removal	 Bay assessed for safety concerns: Bay has been positioned to replace existing car parking spaces, ensuring no additional impact on carriageway width or traffic flow. The presence of bollards within the parking bay extent is accounted for and does not extend into the carriageway, thereby not further narrowing the road or creating new obstructions. At the junctions there remains sufficient lengths of existing double yellow lines ensure the junctions remain unobstructed, Furthermore, the road is satisfactorily wide enough to accommodate large statutory vehicles, ensuring smooth traffic flow and access for delivery vans or cabs turning into the road. 	
<u>Wellington Road</u> South o/s 243	No comments/objections received	N/A	Retain
Rossindel Road, adjacent to 112 Cromwell Road	No comments/objections received	N/A	Retain

	Traffic safety/operations (proximity to junction), aesthetic concerns, lack of consultation (conservation area), preference for docked e-bike schemes; requested relocation	 See Themed Response 3, 8, 9 Bay assessed for safety concerns: Bay has been positioned to replace existing car parking spaces, ensuring no additional impact on corrigomouwidth or traffic 	
		 carriageway width or traffic flow. The presence of bollards within the parking bay extent is accounted for and does not extend into the carriageway, thereby not further narrowing the road or creating new obstructions. At the junctions there remains sufficient lengths of existing double yellow lines ensure the junctions remain unobstructed, Furthermore, the road is satisfactorily wide enough to accommodate vehicles, ensuring smooth traffic flow and access for vehicles turning into the road. 	
<u>Munster Ave,</u> adjacent to 430 Staines Road	Mis-parked bikes, questioning demand for bikes, lack of consultation	Bay to be relocated	Relocate to footway on Staines Rd
adjacent to 75Aa	Parking loss (and reduced service levels for permit holders), mis-parked bikes, aesthetic concerns; requested relocation	See Themed Response 2, 3	Retain
Vickers Way, rear of 1-8 Raglan Close	No comments/objections received	N/A	Retain
Wellington Road South (191) - outside Hounslow Meat Store		See Themed Response 4	Retain

Hounslow South

Bay Location	Community Comments	Officer Comments	Recommendation
Arnold Crescent, along flank wall of 248 Whitton Dene	No comments/objections received	N/A	Retain
Atcham Road, jnct with Heath Road.	Parking loss, traffic flow/congestion, mis- parked bikes; requested relocation	 See Themed Response 2, 3 Bay assessed for safety concerns: Bay has been positioned to replace existing car parking spaces, ensuring no additional impact on carriageway width or traffic flow. The presence of bollards within the parking bay extent is accounted for and does not extend into the carriageway, thereby not further narrowing the road or creating new obstructions. 	
Central Ave o/s 146 to 148	Mis-parked bikes (causing obstructions), parking loss; requested relocation	Bay to be removed	Remove due to network analysis and bay rationalization
Chatsworth Cres, adjacent to 198 Heath Road	No comments/objections received	N/A	Retain
Eaton Road, adjacent to 128 Ellerdine Road	Parking loss, litter, traffic safety	Bay being relocated	Relocate south- eastward by 3 metres (creating space at junction)
Essex Avenue <u>,</u> adjacent to 5 Abinger Gardens	No comments/objections received	N/A	Retain (need to remove from TMO and re- consult on retention due to spelling error in current TMO)
Lyncroft Gardens adjacent to 17 Central Avenue.	Noise complaints	N/A	Remove bay due to placement concerns
Maswell Park Road opp 15 <u>.</u> outside Hounslow Train Station	No comments/objections received	N/A	Retain

Norbury Avenue,	Parking loss	See Themed Response 2	Retain
adjacent to 100			
<u>Central Ave</u>			
<u>Sussex Avenue, at</u>	No comments/objections received	N/A	Retain
<u>the junction of</u>			
Woodlands Road			
<u>Whitton Dene,</u>	No comments/objections received	N/A	Retain
Adjacent to 305			

Hounslow West

Bay Location	Community Comments	Officer Comments	Recommendation
<u>Basildene Road Opp</u> Basildene House	Lime operations (frustration with bike removal process); requested relocation	See Themed Response 7	Retain
<u>Bath Road o/s 364 to</u> <u>366</u>	No comments/objections received	N/A	Relocate to adjacent inset due to positioning of seasonal Christmas tree
Bath Road (opp 11, Phoenix House / Heart of Hounslow Health Centre)	No comments/objections received	N/A	Retain
Bath Road, on f/w west of Hounslow West underground	No comments/objections received	N/A	Relocate to inset area currently occupied by telephone kiosk (subject to planning consent)
Cambridge Road <u>.</u> adjacent to 134 Martindale Road	No comments/objections received	N/A	Retain
Cranbrook Road <u>.</u> adjacent to 335 Staines Road	No comments/objections received	N/A	Retain
Dene Avenue, junction with Sutton Lane	Mis-parked bikes, traffic flow/safety, property damage, anti-social behaviour, fear of reduced property values	 See Themed Response 3, 4 Bay assessed for safety concerns: Bay has been positioned to replace existing car parking spaces, ensuring no additional impact on carriageway width or traffic flow. The presence of bollards within the parking bay extent is accounted for and does not extend into the carriageway, thereby not further narrowing the road or creating new obstructions. 	Retain

Francis Road, opp 59 along flank wall of 3 Manor Road	No comments/objections received	N/A	Retain
<u>Hussar's Close, adj to</u> 26 Heathdale Ave	No comments/objections received	N/A	Retain
Laurel Gardens, junction Barrack Road	Mis-parked bikes (obstruction), noise complaint, property damage	See Themed Response 3, 4	Retain
<u>Martindale Road, 85</u>	Lime operations (poor responsiveness), noise complaints, anti-social behaviour, mis-parked bikes (obstruction), consultation, parking loss; requested relocation or removal	See Themed Response 2, 3, 4, 7, 9	Retain
Rosemary Avenue, Adjacent to 15	Mis-parked bikes (obstructions)	See Themed Response 3	Retain
Staines Road o/s 577 to 579	No comments/objections received	N/A	Retain
Staines Road 23/59 <u>.</u> Trinity Square	No comments/objections received	N/A	Retain

Isleworth

Bay Location	Community Comments	Officer Comments	Recommendation
Braddock Close	Traffic flow/safety	 Bay assessed for safety concerns: The existing double yellow lines (DYLs) at the junction are of sufficient length to accommodate a vehicle turning into the road and safely waiting for oncoming traffic to pass. As with many residential roads where parking is permitted, the available width allows for a single lane of moving traffic, requiring two-way traffic to stop and give way regardless of whether it is bikes or cars parked at the current location. It is noted that this location was previously a permit bay, and the installation of the bike bay has not introduced any new obstructions. The road experiences limited through traffic as it is a short cul-de-sac providing access to two car parks serving 30 flats and a nursing home. 	
Mogden Lane opp 23 to 25	No comments/objections received	N/A	Retain
North Street, opposite the junction with Parthenia Drive	No comments/objections received	N/A	Retain
South Street	No comments/objections received	N/A	Retain
Summerwood Road, to the side of Mogden Lane flats	Traffic flow/safety (junction concerns); requested relocation	Bay to be relocated	Relocate bay to Mogden Lane, beyond Ambulance Station

Cleveland Road, at	Traffic flow/safety/congestion, mis-parked	See Themed Response 3	Retain
	bikes; requested relocation		
Twickenham Road		Bay assessed for safety concerns:	
		Bay has been positioned to	
		replace existing car parking	
		spaces, ensuring no	
		additional impact on	
		carriageway width or traffic	
		flow. The presence of	
		bollards within the parking	
		bay extent is accounted for	
		and does not extend into the	
		carriageway, thereby not	
		further narrowing the road or	
		creating new obstructions.	
	Mis-parked bikes (obstruction), traffic	See Themed Response 3, 4	Retain
	flow/safety, anti-social behaviour, noise	Bay assessed for safety concerns:	
<u>School</u>	complaints		
		The footway provides	
		sufficient access for	
		pedestrians, including	
		wheelchair users and	
		individuals with pushchairs.	
		• The bike bay is 2 metres in	
		width, leaving ample space	
		on the footway for pedestrian	
		movement.	
		• After the bike bay,	
		approximately 3.5 metres of	
		footway remains available,	
		accommodating safe	
		navigation for all users,	
		including those with mobility	
		aids or pushchairs.	
		• Following a review, this	
		location is not considered a	
		risk to pedestrian safety.	
Worple Avenue	Mis-parked bikes, reports of abandoned	See Themed Response 3	Retain
<u>junction with</u>	scooters	The borough does not currently	
<u>Dawes Avenue</u>		have an e-scooter hire scheme.	
Kings Terrace opp	Mis-parked bikes, parking loss, anti-social	See Themed Response 2, 3, 4	Retain
<u>22-23</u>	behaviour, fear of reduced property values;		
	requested removal		

Osterley & Spring Grove

Bay Location	Community Comments	Officer Comments	Recommendation
<u>Bassett Gardens</u>	No comments/objections received	N/A	Retain
	No comments/objections received Mis-parked bikes (obstructions), traffic flow/safety	See Themed Response 3 Bay assessed for safety concerns: Bay has been positioned to replace existing car parking spaces, ensuring no additional impact on carriageway width or traffic flow. The presence of bollards within the parking bay extent is accounted for and does not extend into the carriageway, thereby not further narrowing the	Retain
College Road jnct	Traffic flow/congestion, mis-parked bikes	road or creating new obstructions.	Relocate to move bay
with London Road	(obstruction), design critique (bollards), parking loss, property damage	Bay to be relocated	away from junction to reduce risk of adverse interactions between bay users and vehicles Noted a higher volume of traffic accessing/egressing the junction, and e- bike bay has high usage (>300 trip starts/month).
Gower Road, adjacent	Anti-social behaviour, safety concerns,	See Themed Response 3, 4	Relocate to move bay
<u>to 177 Syon Lane</u>	mis-parked bikes (obstruction), traffic flow/safety; requested removal		away from junction to reduce visibility to pupils (and thus lower risk of antisocial behaviour). Officers have requested to Lime that they ensure bay is regularly reviewed and rebalanced.
Wood Lane opp	Mis-parked bikes	See Themed Response 3	Retain
<u>99/101</u>			

<u>Harlequin Avenue (8)</u>	Mis-parked bikes (obstruction), anti-	See Themed Response 3, 4	Retain
	social behaviour, safety risks		
		Bay assessed for safety concerns:	
		 Bay has been positioned to replace existing car parking spaces, ensuring no additional impact on carriageway width or traffic flow. The presence of bollards within the parking bay extent is accounted for and does not extend into the carriageway, thereby not further narrowing the road or creating new obstructions. 	
Harvard Road jnct with London Road	No comments/objections received	N/A	Retain
Lulworth Avenue	Mis-parked bikes (obstructions)	See Themed Response 3	Retain (need to remove from TMO and re- consult on retention due to spelling error in current TMO)
<u>Musgrave Road</u> junction with Wood Lane	No comments/objections received	N/A	Relocate to move bay away from junction due to the narrowness of the carriageway and the higher volume of vehicular movements accessing and egressing the road (appears to be used as a cut-through from the A4/Syon Lane).
<u>Pevensey Close,</u> adjacent 111 Jersey Road	No comments/objections received	N/A	Remove bay due to low utilisation and proximity to other bays
Roxborough Avenue adjacent to 36 Northumberland Avenue	No comments/objections received	N/A	Retain
Spencer Road <u>,</u> adjacent to 174 Spring <u>Grove</u>	No comments/objections received	N/A	Retain

Themed Response 2, 4 to be relocated	away from junction due to the potentially higher speeds that vehicles are accessing the road from the A4 and the possible safety concerns this may bring. Retain Retain Relocate bay to existing double yellow lines at the opposite end of the parking bays Remove to improve turning movements for buses. The Council will
Themed Response 2, 4 to be relocated	higher speeds that vehicles are accessing the road from the A4 and the possible safety concerns this may bring. Retain Relocate bay to existing double yellow lines at the opposite end of the parking bays Remove to improve turning movements for
Themed Response 2, 4 to be relocated	vehicles are accessing the road from the A4 and the possible safety concerns this may bring. Retain Relocate bay to existing double yellow lines at the opposite end of the parking bays Remove to improve turning movements for
Themed Response 2, 4 to be relocated	the road from the A4 and the possible safety concerns this may bring. Retain Relocate bay to existing double yellow lines at the opposite end of the parking bays Remove to improve turning movements for
Themed Response 2, 4 to be relocated	the road from the A4 and the possible safety concerns this may bring. Retain Relocate bay to existing double yellow lines at the opposite end of the parking bays Remove to improve turning movements for
Themed Response 2, 4 to be relocated	concerns this may bring. Retain Relocate bay to existing double yellow lines at the opposite end of the parking bays Remove to improve turning movements for
Themed Response 2, 4 to be relocated	bring. Retain Relocate bay to existing double yellow lines at the opposite end of the parking bays Remove to improve turning movements for
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	huses The Council will
	monitor the impact on
	the overall parking
	network following
	removal of the bay.
Themed Response 3	Relocate to move bay
to be relocated	away from junction to
	improve accessibility
	for larger vehicles (e.g.,
	delivery vehicles) to
	the local sports club.
	This also allows the
	bay to be co-located
	next to a car club bay,
	creating a shared
	mobility hub.
	Retain