

Dockless Bikes: Consultation Responses.

Produced for the London Borough of
Haringey.

April 2023.



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Executive Summary

Context

- The London Borough of Haringey (LBH) is seeking feedback on its plans to introduce a dockless bike rental scheme on a trial basis.
- The plans form part of the LBH's Walking and Cycling Action Plan (WCAP) and wider Streets for People initiative, which seeks to provide local people more opportunities for affordable active travel, while also cutting pollution and congestion and improving public health.
- As part of this, LBH launched a dedicated Commonplace website to facilitate discussions with residents, businesses and community groups on the trial scheme, to seek to ensure as many voices as possible are heard and to tailor the scheme to best suit local needs.
- The Council also conducted stakeholder engagement to inform the feedback and proposals, which included political stakeholders, relevant bodies and departments within LBH, as well as the nearby Tottenham Hotspur Football Club.
- The feedback received will inform the development of the trial dockless bike scheme, which is due to commence in June 2023.

Purpose of the Report

- This report summarises the insight gathered through the engagement exercise to ascertain the views of residents, businesses and community groups on the development of the dockless bike scheme.
- This insight will be used to inform and support the development of the trial, which will be brought in on an experimental basis in June 2023.

Overview of the Engagement

- The engagement period ran for four weeks from Monday 23 January 2023 to Sunday 19 February 2023.
- An online survey and mapping tool was hosted on Commonplace by LBH.
- In total nearly 2,500 individuals visited the Commonplace site, with 651 individuals participating and 434 subscribing to news updates on the project.
- Out of those 651 participating individuals, 610 completed the survey and 257 contributed to the feedback map.
- Briefings were held with LBH Councillors, LBH Officers and the scheme was also discussed as part of the Joint Partnership Board.
- A meeting was held between the Transport and Environment Committee and rental e-bike operators to understand the current context and future opportunities for an e-bike scheme in Haringey.
- The engagement process was promoted via the Council's social media channels and the Council website.

Engagement Feedback Summary

- The majority of survey participants have not used dockless bikes or cycle-hire schemes before, however there is a broad agreement for dockless bike rental schemes being launched within the Borough.
- Rental bikes being abandoned in unsuitable locations was identified as an issue in the Borough already and is deemed to be a potential future risk for a new dockless bike rental scheme. A lack of cycle lanes and issues relating to safety were also seen as obstacles to implementation.
- A consistent theme across the feedback received was that participants would like to see dockless bike parking placed near popular transport hubs.
- Several locations across the Borough were deemed to have sufficient space for new dockless bike parking to be established.

1. Introduction

1.1 Context

- 1.1.1 LBH sought views from residents to help shape provision of the Borough's first pay-as-you-go electric bike scheme. The project forms part of LBH's WCAP and overall Streets for People initiative, to encourage those who live, work, study and visit Haringey to travel actively and the benefits this can bring. Haringey Council plans to launch a trial hire scheme from June 2023, to give local people more opportunities for affordable active travel, while also cutting pollution and congestion and improving public health.
- 1.1.2 The project seeks to understand residents, businesses, community groups and other stakeholders' views on a trial dockless bike scheme, suitable locations for docking and what considerations, if any, should inform its implementation. All feedback received will help shape and inform the development of the trial dockless bike scheme.
- 1.1.3 The project complements similar schemes in nearby boroughs, who have recently introduced their own dockless bike schemes. The trial scheme will involve entering a formal agreement with one or more dockless bike providers, to enable the dockless bikes to be rolled out across the whole borough.

1.2 Engagement Period

- 1.2.1 From Monday 23 January 2023 until Sunday 19 February 2023, a public engagement exercise was undertaken. Views on the trial scheme and suitable docking locations were sought from local residents, business owners and other stakeholders, including those people who work or visit Haringey.
- 1.2.2 The feedback gathered will inform the rollout of the trial scheme.

1.3 Report Content

- 1.3.1 This report sets out the methodology undertaken for the engagement exercise, the findings generated from each activity, in addition to a summary of the overall findings.

2. Engagement Approach

2.0.1 The following section sets out the methodology for the engagement exercise that was undertaken as part of the LBH's ambitions to introduce a dockless bike scheme across the Borough.

2.1 Project Website and Survey

- 2.1.1 A dedicated project webpage with information on the scheme, context surrounding the use of dockless bikes and the ways in which members of the public and stakeholders could participate in the engagement process was hosted on the LBH's website.
- 2.1.2 The webpage provided a link to the Council's engagement platform, hosted on Commonplace, which provided further information on the dockless bike scheme. The Commonplace site hosted an online survey and digital feedback map, both of which included a blend of closed and open-ended questions.
- 2.1.3 Contact information was provided for any residents who preferred to provide feedback via email, post, or by filling out a printed copy of the survey. Printed copies of the survey were also made available at local libraries. No physical copies of the survey were received during the engagement period.
- 2.1.4 In total nearly 2,500 individuals visited the Commonplace site, with 651 individuals participating and 434 subscribing to news updates on the project.
- 2.1.5 Out of those 651 participating individuals, 610 completed the survey and 257 contributed to the feedback map.

2.2 Feedback Map

- 2.2.1 A feedback map tool, a geo-located function, was included on the Commonplace site, whereby respondents could drop pins across the Borough to indicate suitable/unsuitable areas for dockless bike parking locations.
- 2.2.2 Respondents were able to provide multiple comments as part of their feedback and 'agree' with other respondent's comments.
- 2.2.3 In total, 257 comments were received, and 373 agreements were made to respondent comments.

3. Participants – Commonplace (Demographic Analysis)

3.0.1 The following section sets out the demographic data findings from those who registered and participated via the Commonplace website (651 respondents). Individuals were not required to complete the demographic questions, and some chose to keep their responses anonymous. The findings in this section demonstrates that there was a broad range of respondents across a variety of demographic categories, including location and age.

3.1 Postcode

3.1.1 The below table provides an overview of the different geographic locations of those that participated in the engagement process via Commonplace:

Postcode	No. of Mentions
N8	106
N17	81
N22	68
N15	68
N4	42
N6	36
N10	32
N2	18
N11	17
N13	3
N1	3
N7	2
NW11	1
N65	1
N64	1
N42	1
N19	1
N16	1
HA5	1
G3	1
EN1	1
CM20	1
Total	486

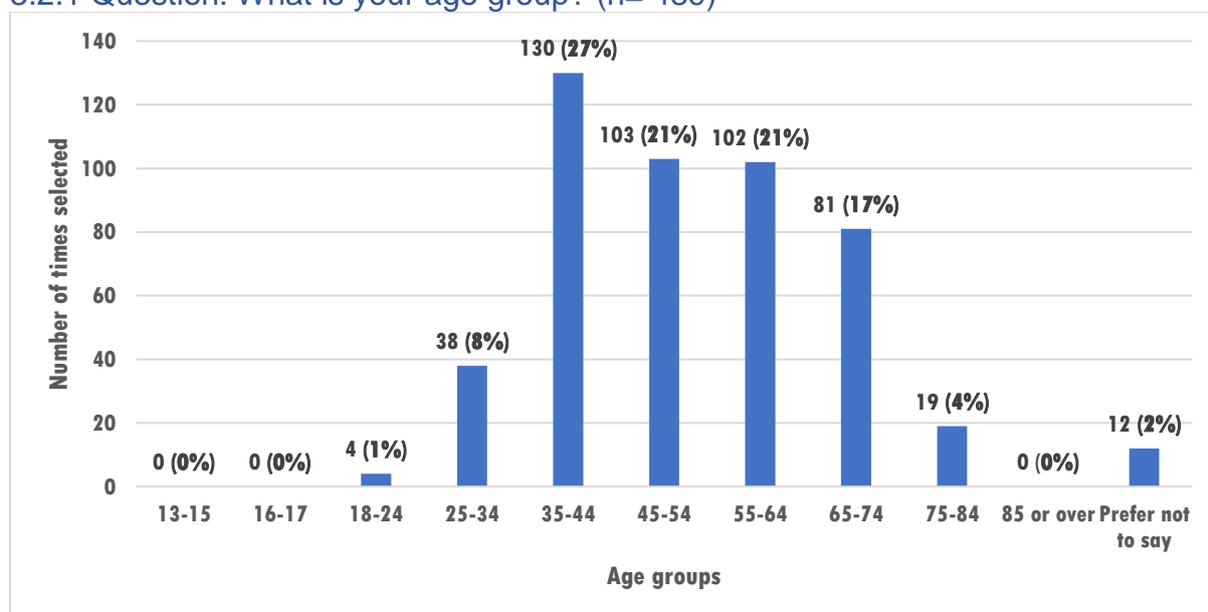
3.1.2 Of those that participated and provided their postcode information via the Commonplace site (486 participants), 22% had an N8 postcode, 17% had a N17 postcode and a further 14% had N22 and N15 postcodes.



Heat map demonstrating participant postcode demographic data

3.2 Age Group

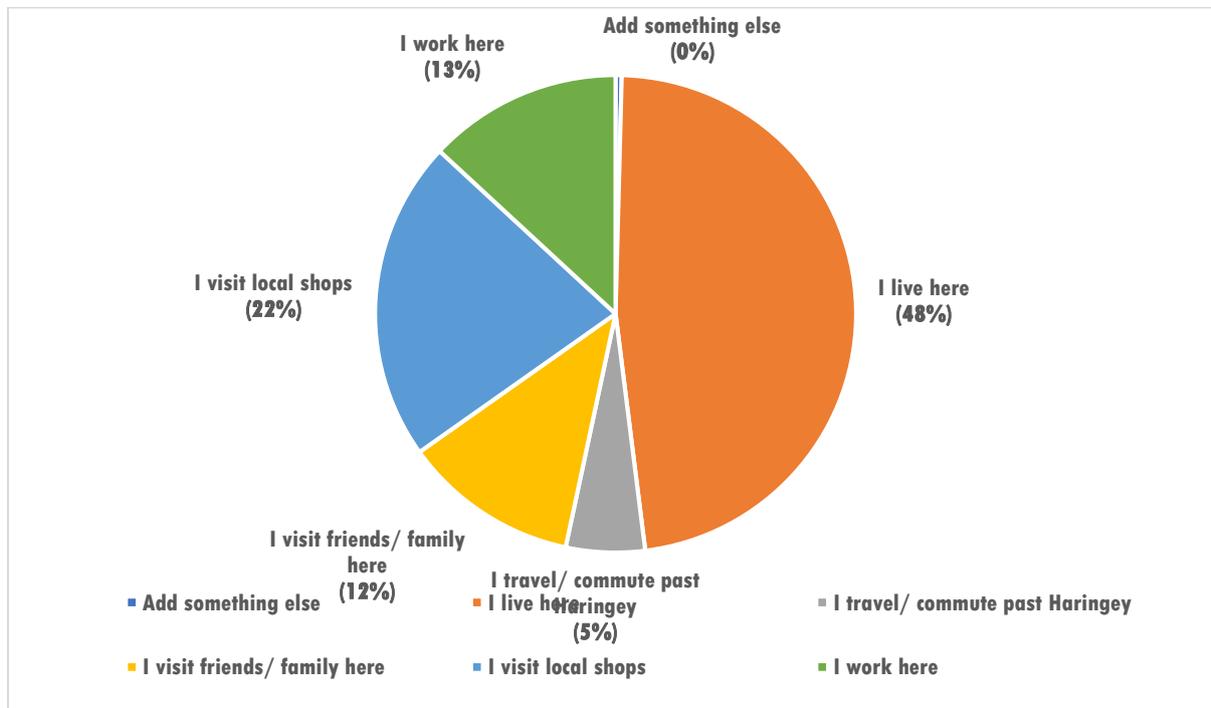
3.2.1 Question: What is your age group? (n= 489)



3.2.2 A variety of age ranges participated in the engagement process, with 35 – 44 making up the largest age group (27%), closely followed by 45 – 54 (21%) and 55 – 64 (21%), suggesting that by age a large portion of the Borough’s population took an interest in the scheme and its implementation.

3.3 Connection to Haringey

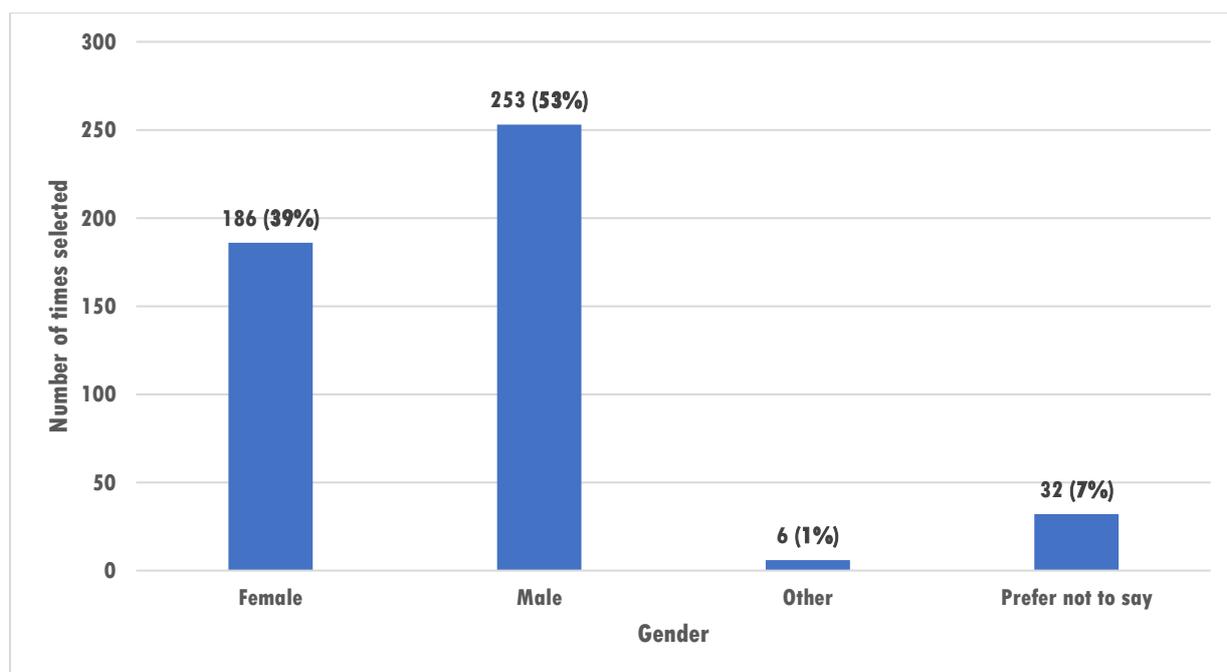
3.3.1 Question: What is your connection to Haringey?



3.3.2 Data was gathered on the relationship participants had with the Borough. As part of this question, participants were able to select all options that applied to their circumstance. The findings showed that nearly 50% of participants lived in the Borough, 22% stated they visited local shops and 13% worked in the Borough. Around half of the reach of the engagement was to those who live outside of the Borough.

3.4 Gender

3.4.1 Question: What is your gender? (n= 477)



3.4.2 Of those participants who engaged with the process and provided their demographic information, 53% stated they identified as Male and 39% identified as Female.

4.0 Engagement Findings (by activity)

4.0.1 Section 4 of this report sets out the engagement findings by activity, which includes the survey hosted on Commonplace; the feedback map; stakeholder meetings and email correspondence.

4.1 Survey

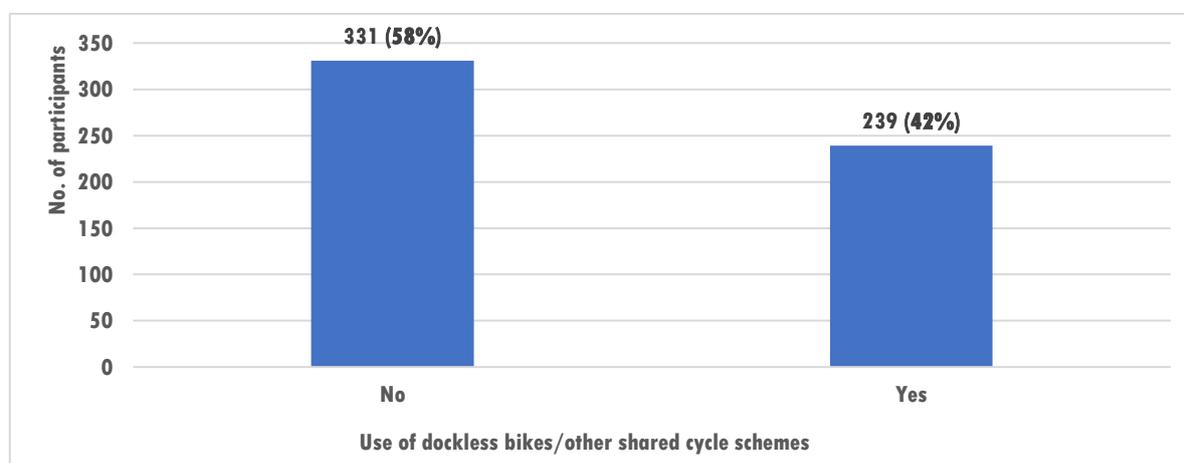
4.1.1 The following section sets out the findings from the main survey questions (excluding the demographic questions) hosted on Commonplace. In total, the survey asked 12 quantitative questions, with an option to provide a qualitative response, and one qualitative question. 610 individual surveys were completed and analysed as part of this exercise.

4.1.2 Question: Which modes of transport do you currently use to move around in Haringey? Please select all that apply:

Modes of Transport	Number of Times Selected	Percentage of Participants
Walk	553	91%
Bus	480	79%
Tube	426	70%
Car (Driver or Passenger)	356	58%
Cycle	316	52%
Train	296	49%
Scoot/Wheel	19	3%
Motorcycle	13	2%
Add something else	6	1%

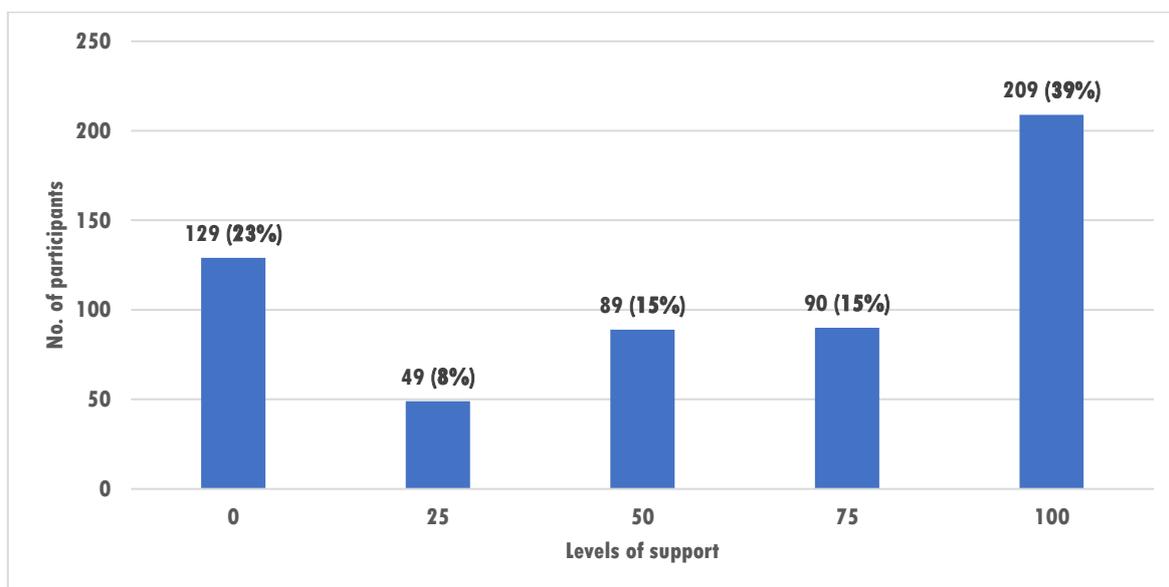
4.1.3 Most respondents chose walking (91%) as one of their means of travel, followed by the bus (79%), as the second most popular mode of travel. Travelling by tube (70%) followed by car (58%) was the next most selected means of travel. 52% of respondents stated that they currently cycle around Haringey.

4.1.4 Question: Have you ever used dockless bikes / other shared cycle schemes? (n= 570)



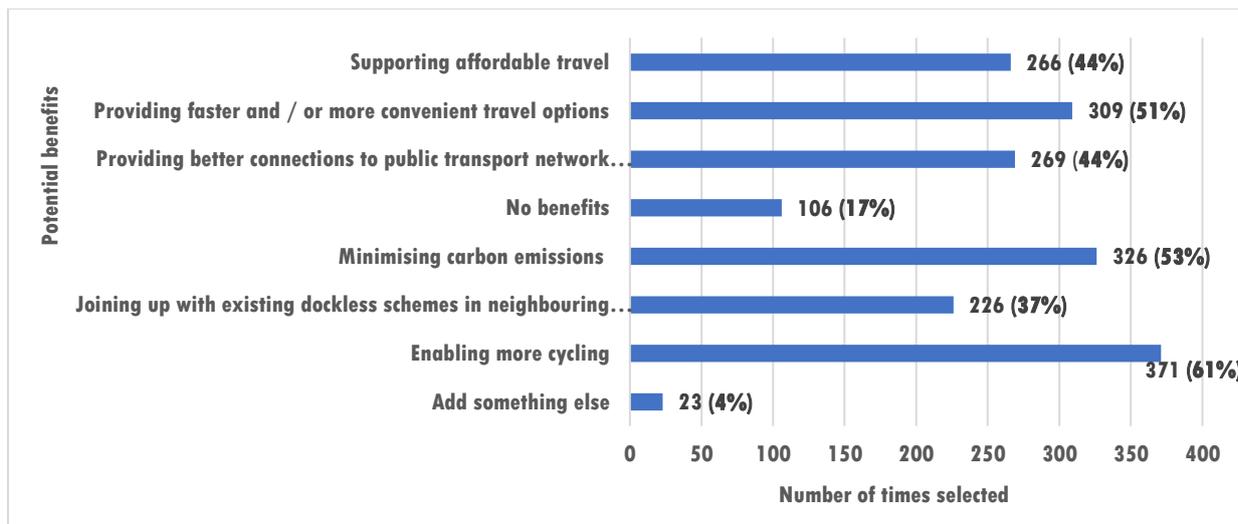
4.1.5 Of those 570 respondents who participated in this question, a small majority (58%) stated they had not previously used a dockless bike or other shared cycle scheme. 42% of respondents said they had experience with shared cycle schemes/dockless bikes.

4.1.6 Question: Do you support the Council rolling out a dockless bike scheme in the Borough? (n= 566)



4.1.7 When asked whether the participants supported the dockless bike scheme in the Borough, participants were asked to score their level of support on a scale of 0-100, with 0 being the lowest and 100 the highest. 39% scored the question demonstrating significant support for the roll out of a dockless e-bike scheme. This was then followed by 23% of participants that scored the question 0, suggesting that they do not support the scheme. However, in combination with those that scored the question 75 or 100, we can see that the majority (54%) of participants broadly supported the idea of a dockless bike rental scheme.

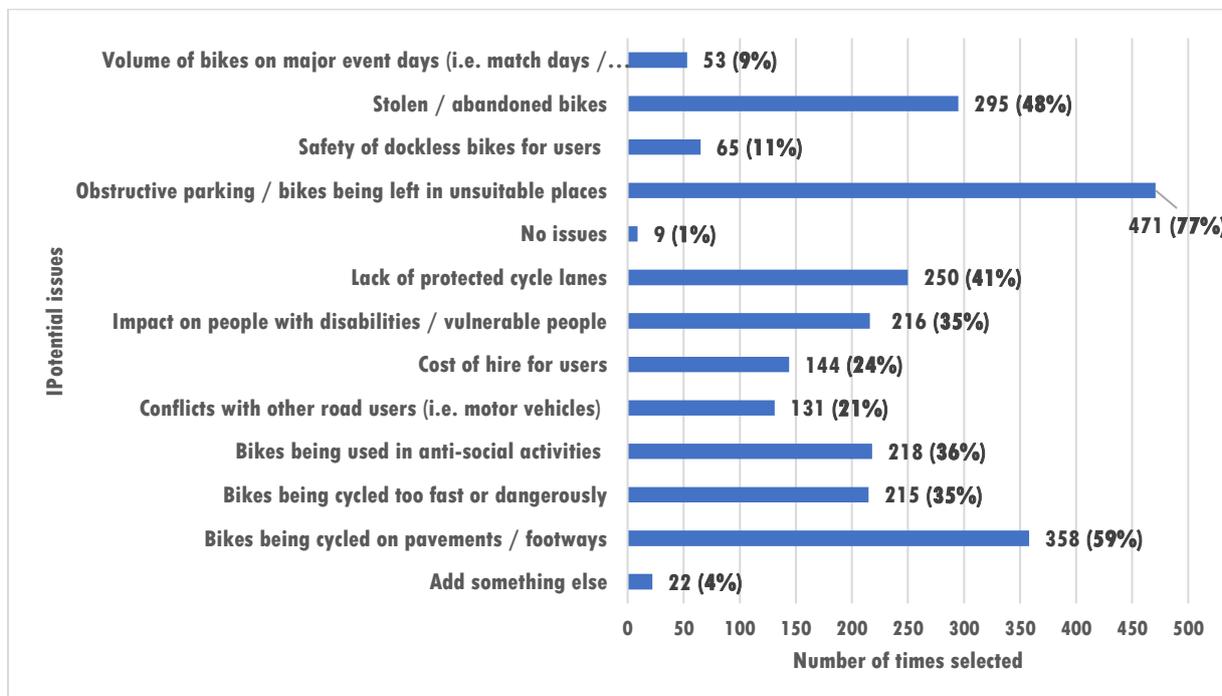
4.1.8 Question: What do you think would be the main benefits of the dockless bike scheme? Please select all that apply:



4.1.9 When asked about the benefits of the dockless bike scheme, the following recurring themes have been identified:

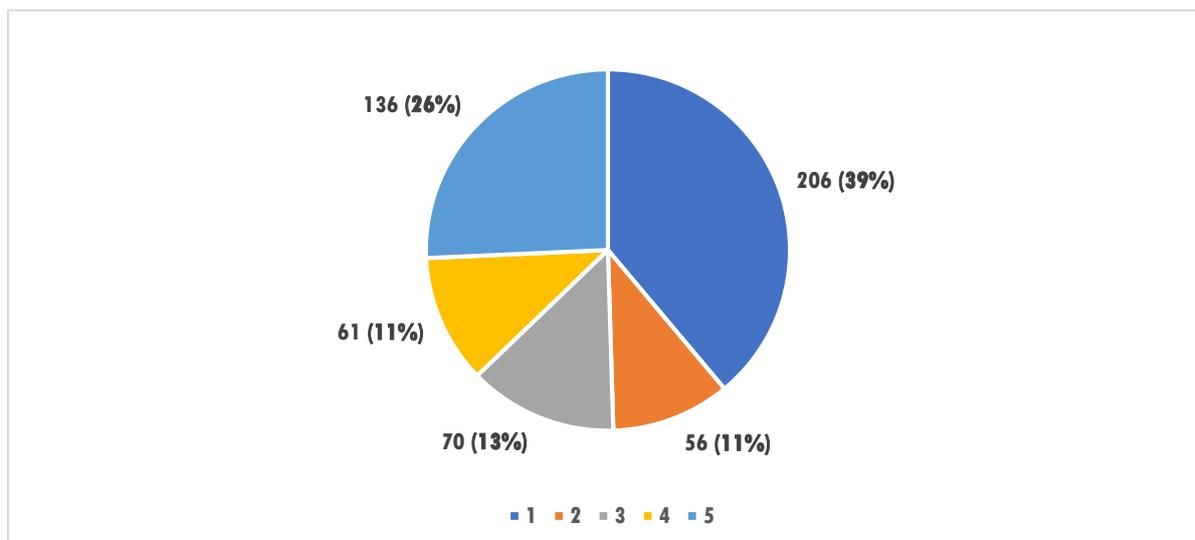
- Personal benefits such as quicker and more convenient travel options (51%), increased affordability (44%), and providing better connections to public transport networks (44%).
- Environmental benefits such as minimising carbon emissions (53%) and enabling more cycling (61%).

4.1.10 Question: What do you think will be the main issues relating to the dockless bike scheme? Please select all that apply:



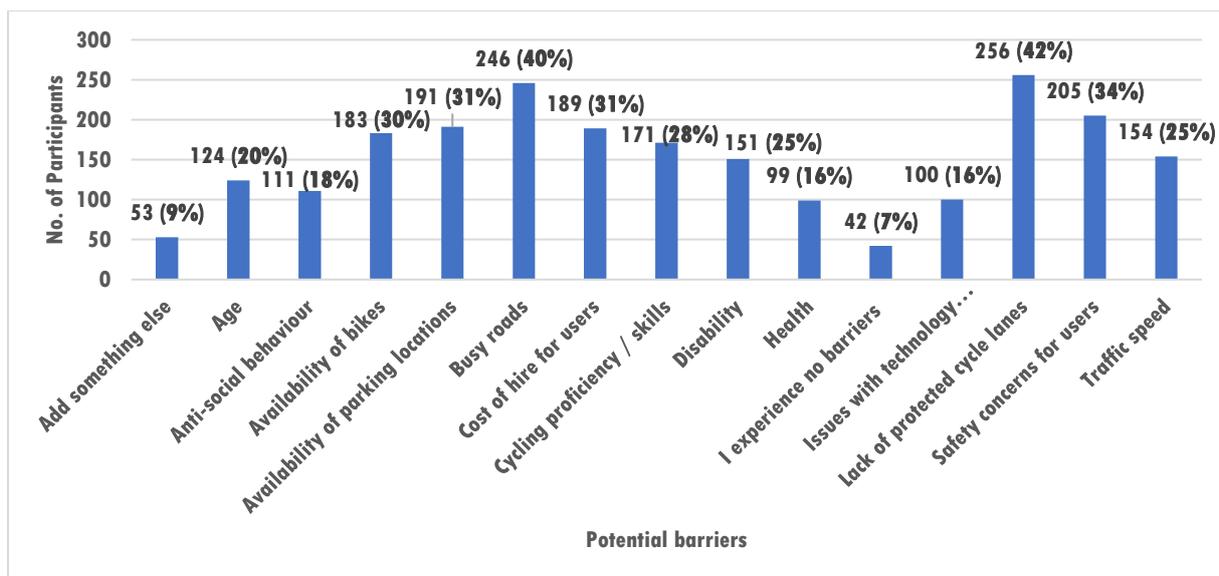
4.1.11 When asked about the potential issues relating to the dockless bike scheme, the most recurring theme was obstructions caused by bikes being left in unsuitable places (77%). This was followed by bikes being cycled on pavements/footways (59%) and stolen/abandoned bikes (48%). Other themes focused on the unsuitability of e-bikes as they can result in antisocial behaviour (36%) and can be dangerous (35%). 35% of participants stated that one of the main issues with dockless bikes is the potential impact on people with disabilities/vulnerable people.

4.1.12 Question: How likely are you to use the dockless bikes as part of the Borough’s trial scheme? (n= 529)



4.1.13 To test respondent sentiment on how likely they are to use the dockless bike scheme, as part of the Borough’s trial scheme, the questionnaire asked respondents to rate their sentiment on a scale of one to five (one being the lowest and five being the highest). Participant responses state that 39% scored the question a one, suggesting they are highly unlikely to participate, whilst 26% score the question a five, suggesting they would be highly likely to use the dockless bike scheme.

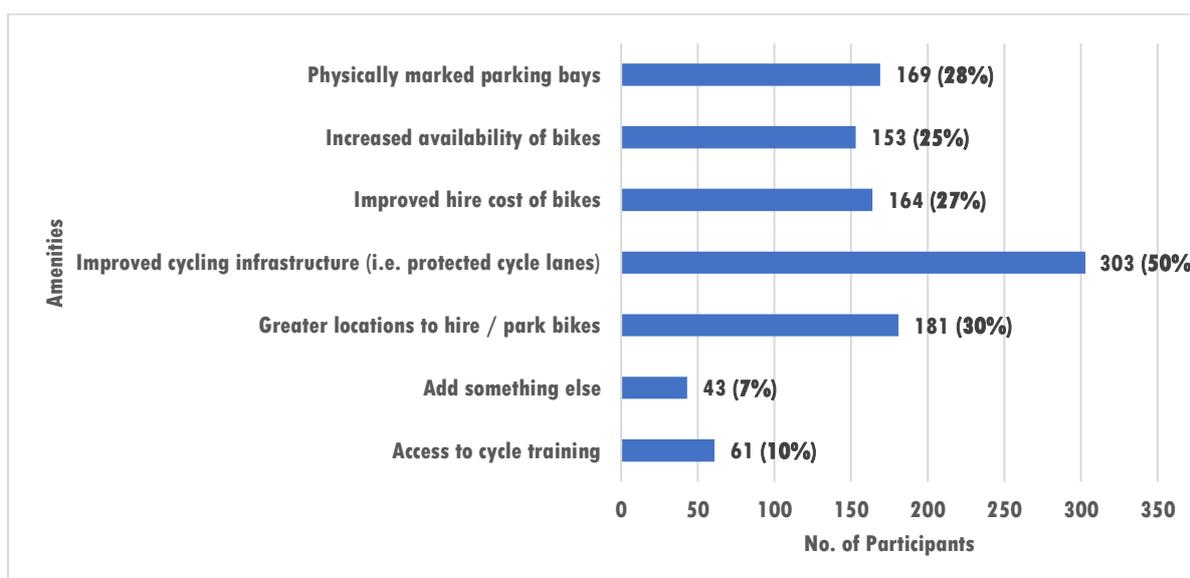
4.1.14 Question: Which of the following would you consider to be the main barriers preventing the use of dockless bikes? Please select all that apply:



4.1.15 The most common theme that emerged as a barrier to preventing the use of dockless bikes was the perceived risk to safety for cyclists – with the three most selected options being the lack of protected cycle lanes (42%), busy roads (40%) and overall safety concerns for users (34%).

4.1.16 Other frequently selected barriers to using dockless bikes included the costs associated with hiring for users (31%), the availability of parking locations (31%) and the availability of bikes (30%).

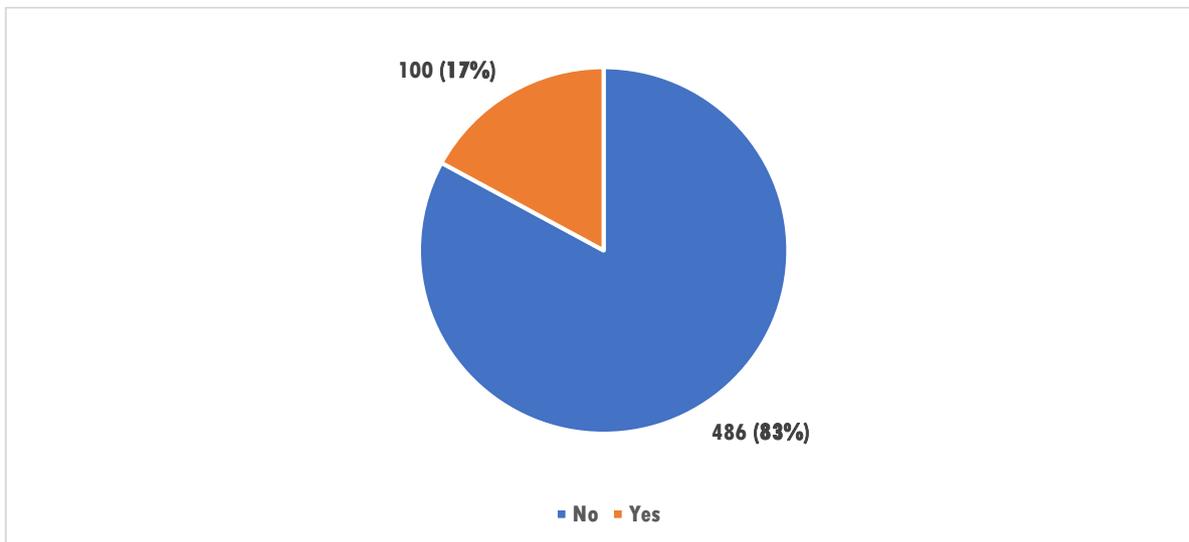
4.1.17 Question: Would any of the following support you using dockless bikes to cycle in the Borough? Please select all that apply:



4.1.18 When asked about what factors would support participants using the dockless bike scheme to cycle in the Borough, half of all selected improved cycling infrastructure (50%). Other frequently selected options included more locations to park the bikes

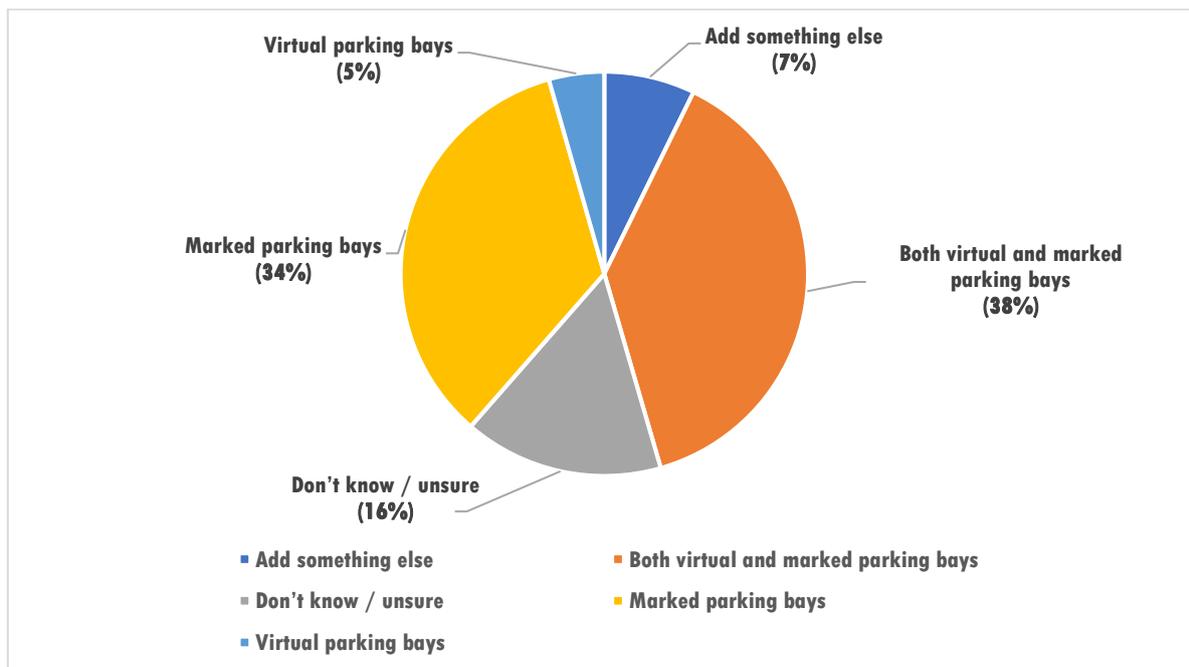
(30%) and physically marked parking bays (28%). A key theme to emerge from the additional qualitative comments was a general desire to see a properly coordinated and managed dockless bike scheme.

4.1.19 Question: Would you be interested in attending cycling skills training to improve your confidence as a cyclist? (n= 586)



4.1.20 Most respondents who participated in this question (83%) were not interested in attending a cycling skills training.

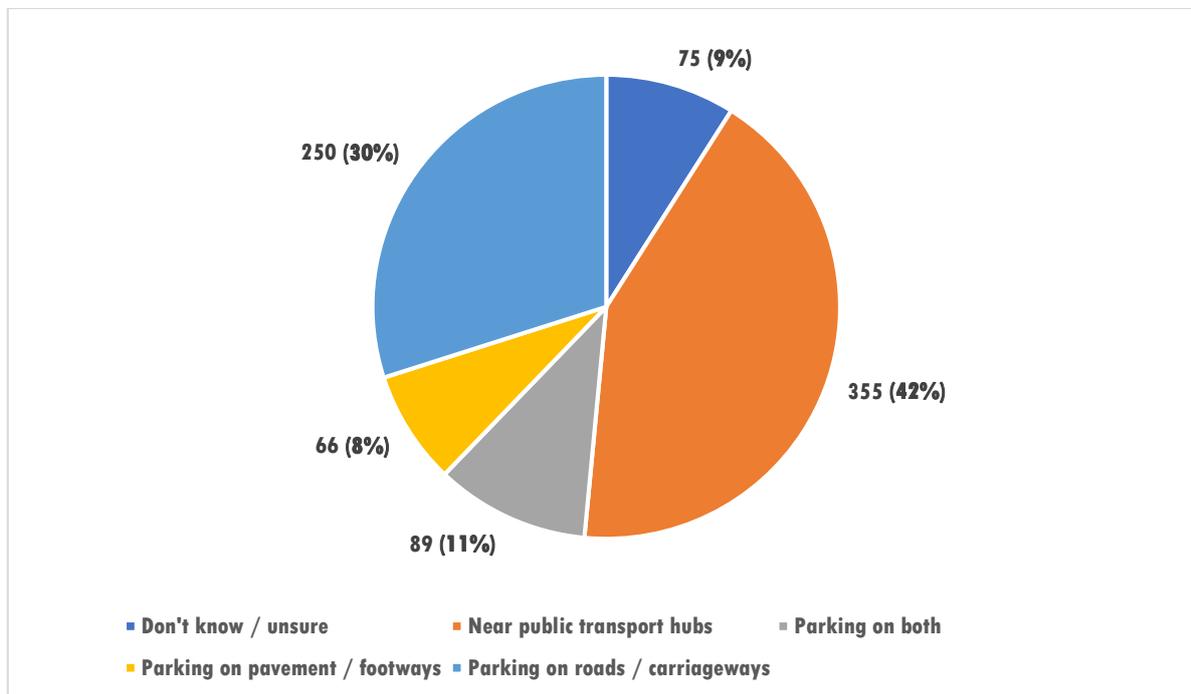
4.1.21 Question: What do you consider to be the best parking options for dockless bikes?



4.1.22 When asked about the best parking options for dockless bikes, 38% participants responded that they preferred both virtual and marked parking bays, while

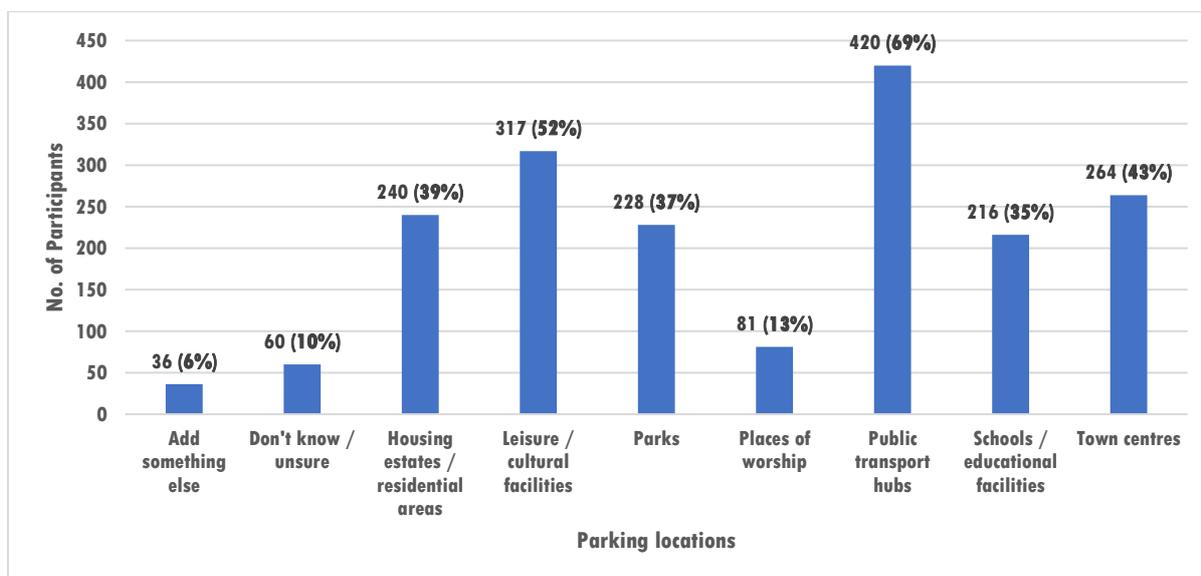
34% suggested only marked parking bays and only 5% preferred virtual parking bays. This infers that participants prefer marked parking bays more than virtual ones.

4.1.23 Question: Where do you consider the best location for parking dockless bikes?



4.1.24 The majority of the participants (42%) considered locations near public transport hubs as the best location for parking dockless bikes, while the least preferred parking location (8%) was on pavements/footpaths. This correlates with previous questions and infers that participants are against the obstruction of pavements.

4.1.25 Question: Where would you like to see parking locations for dockless bikes within the Borough? Please select all that apply.



4.1.26 When asked about their preference for parking locations, the majority of participants (69%) selected public transport hubs. Other frequently selected parking locations included leisure/cultural facilities (52%) and town centres (43%).

4.1.27 Question: Is there anything else you would you like to see from a Dockless Bike scheme in Haringey?

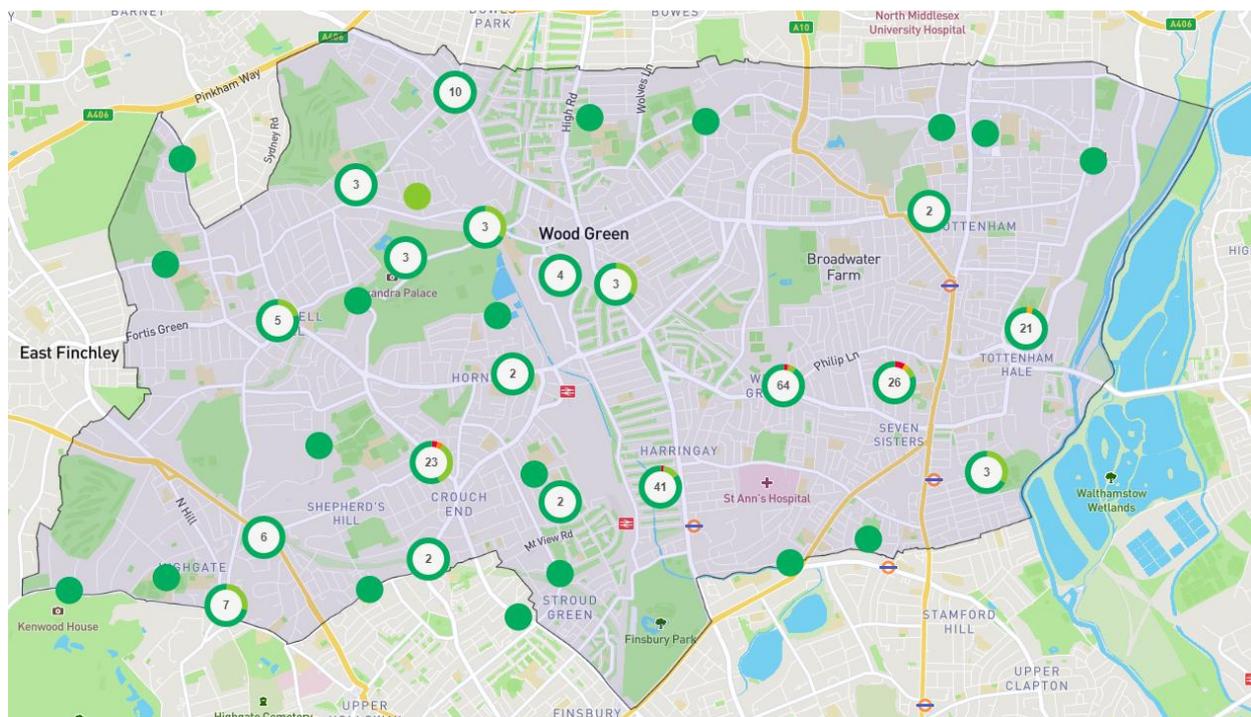
4.1.28 The final question generated varying feedback and several key themes including:

- **Participants' views on the scheme:** 43% participants expressed that they supported the scheme, while 33% stated they did not support. The remaining 24% were neutral in their comment towards the scheme.
- **Reasons for the suitability of the scheme:** Of those who supported the scheme, 57% participants found the scheme suitable as it would create connections with other boroughs. One participant offered the following comment: *“Any borough wide scheme should work alongside not in place of other London-wide schemes like Lime.”*
- **Reasons for the unsuitability of the scheme:** Those who found the scheme unsuitable, primarily mentioned anti-social behaviour and pavement obstruction as reasons for its unsuitability. Below are some examples of comments received illustrating this point:
 - *“They are a menace -- they block pavements for buggies and wheelchairs and are heavy to remove when they are in the way.”*
 - *“They are being used in anti-social behaviour and blocking pavements, particularly obstructing those with mobility issues and requiring mobility aids.”*
- **Suggestions for the scheme:** Some participants provided suggestions to improve the scheme, including penalties for misconduct, loyalty cards for existing e-bike users and designated parking points.

4.2 Feedback Map

4.2.1 Participants were invited to drop pins on an interactive map of the Borough, indicating specific sites that they believe would benefit from dockless bike infrastructure. As part of our analysis of this exercise, we have grouped the feedback received by ward, based on LBH ward boundaries.

4.2.2 There were 258 responses in total across the entire interactive map exercise. In addition to this, there were also 373 total 'agreements' across the interactive map, where participants stated that they agreed with a written statement that had already been made by another participant.



Interactive Commonplace “Feedback Map”

4.2.3 Participants were asked to score, on a scale of 0-100, to what extent they believe the specific location pin would provide a suitable site for dockless bike parking. Participants were then also asked to provide any further information to bring to the project team’s attention regarding the site.

4.2.4 Agreements

4.2.4.1 Of those total 373 ‘agreements’ with comments made by other users, the most popular comments were as follows:

- “Plenty of underused car parking space”, Alexandra Palace Way, Hornsey
- “Give safe alternatives to driving (And reduce space for cars)”, Williamson Road, Haringay.
- A comment without specific feedback that highlighted Spouter’s Corner in Hornsey as a potential site for dockless bike parking.
- “Near to several schools and park. Could be good to connect with train/tube as alternative to bus/ car”, West Green Road, West Green.
- “Should be a hub at every train/Tube station”, Ferry Lane, Tottenham.
- A comment without specific feedback that highlighted Alexandra Palace station as a potential site for dockless bike parking.
- “Repurpose some parking space for dockless”, Alexandra Palace Way, Muswell Hill.

4.2.5 Bounds Green

4.2.6 The following roads were mentioned in the feedback received for the Bounds Green ward (11 responses in total):

Location	Number of Unique Mentions
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Bounds Green Tube Station	4 (36%)
Myddleton Road	3 (27%)
Brownlow Road	2 (18%)
Gordon Road	2 (18%)
Bounds Green Road	2 (18%)

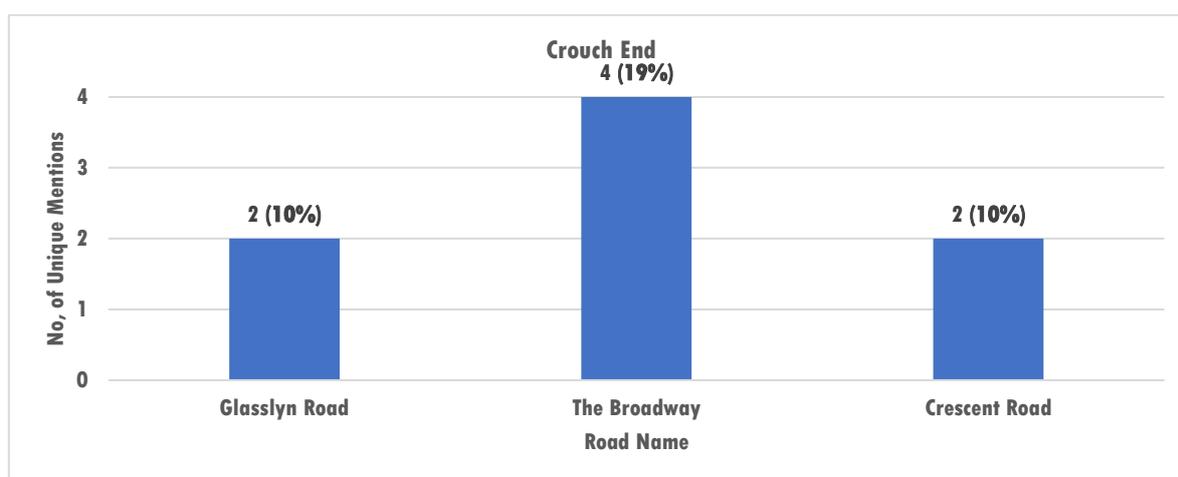
4.2.7 The following issues were referenced in relation to these locations:

- These areas would be useful for public transport links (45%).
- Dockless bike parking in these areas could benefit local businesses (27%).

4.2.8 Crouch End

4.2.9 The following streets and roads were popular options for new dockless bike infrastructure in the Crouch End ward (21 responses):

- The Broadway (19%)
 - *“High street location - the cycles should be parked on the roadway in a re-purposed car parking space. There is no room on the pavement for cycle parking.”*
- Glasslyn Road (10%)
- Crescent Road (10%)



4.2.9 This was largely attributed to these areas having good access to local shops and restaurants (29%), as well as these roads being close to the town centre (19%) and community facilities, such as libraries and gyms (14%).

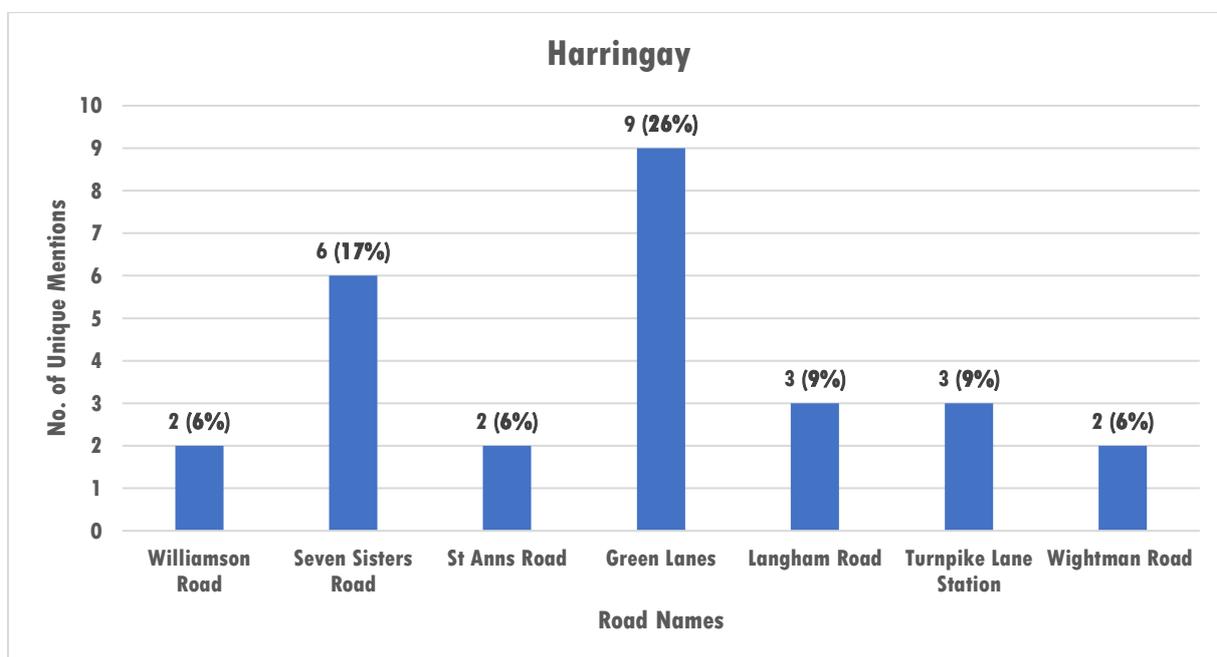
4.2.10 A belief was also expressed that dockless bikes in these areas could help facilitate young people cycling to and from school (19%). Furthermore, participants argued that by establishing dockless bikes in these areas, the number of cars travelling to use nearby sports facilities could be reduced (10%).

4.2.11 It's important to note that multiple participants highlighted the need for visible parking bays for the bikes in these areas, so as to reduce inappropriate bike parking (14%).

4.2.12 Haringay

4.2.13 For the Haringay ward, the following areas were referenced (34 responses):

- Green Lanes (26%)
 - *“Outside the Salisbury pub... lots of space, good access halfway up Green Lanes and with access to St Ann’s”*
- Seven Sisters Road (17%)
- Langham Road (9%)
 - *“Dockless bikes would be a better use of space than a taxi rank next to Turnpike Lane Station”*
- Turnpike Lane Station (9%)
- St Ann’s Road (6%)
- Wightman Road (6%)
- Williamson Road (6%)



4.2.14 A common reason cited for these locations was that there is sufficient space to establish dockless bike hubs in these locations (24%). It was also argued that dockless bikes would provide an alternative to driving here (9%).

4.2.15 Furthermore, some participants told us that some of these areas are major transport hubs already (12%) and that there are already rentable bikes at some points on these streets (6%).

4.2.16 Some participants requested that dedicated parking spots for dockless bikes be in place, should infrastructure be developed on these streets (6%).

4.2.17 Highgate

4.2.18 The following areas were highlighted as popular areas for dockless bike infrastructure in the Highgate ward:

- North Hill (14%)
- Cholmeley Park (14%)

4.2.19 Some recurring themes that were referenced here is that there is plenty of space in these areas for dockless bike infrastructure (21%) and that there is access to local green space here that could likewise prove beneficial to dockless bike infrastructure (14%).

4.2.20 Hornsey

4.2.21 For the Hornsey ward, the following areas were highlighted as popular potential sites for new dockless bike infrastructure (14 responses):

- Coburg Road (10%)
 - *“Popular destination that is quite a walk from public transport”.*
- Alexandra Park (10%)
- Priory Road (10%)

4.2.22 The following recurring themes emerged from the analysis of the qualitative feedback (not including any themes raised only once):

Theme	Number of Unique Mentions
There is sufficient space here for dockless bike parking.	3 (14%)
There is access to local green space here.	3 (14%)
There is a need for dockless bikes here.	3 (14%)
There is already existing cycle storage here.	2 (14%)
Dockless bike parking here would incentivise cycling.	2 (14%)

4.2.23 Muswell Hill

4.2.24 The following roads were highlighted as popular areas for dockless bike parking in the Muswell Hill ward (16 responses):

- The Avenue (15%)
 - *“There is space directly outside that would be suitable. It's a long ride up the hill on a conventional bike, this would be really useful.”*
- Alexandra Palace Way (15%)
- Queens Avenue (15%)

4.2.25 Our analysis of the accompanying feedback revealed that some participants looked to the importance of nearby shops and local businesses (15%), as well as access to local green space (15%), as preferred locations for dockless bikes. There was also a belief that there is sufficient space for dockless bikes on the above streets (15%).

4.2.26 Stroud Green

4.2.27 The following streets in the Stroud Green ward were most referenced (11 responses):

- Stroud Green Road (18%)

- Finsbury Gate (18%)
 - *“This area needs more security and adding “traffic” of dockless bikes could help”.*

4.2.28 A recurring reason cited for these locations was the access to local green space that would complement dockless bike parking (18%).

4.2.29 Tottenham

4.2.30 With regard to the Tottenham area, a total of 33 different locations were cited, however only the following wards included more than one of the referenced locations (34 responses in total). Subsequently, for the purposes of this report, ‘Tottenham’ includes the following wards:

- Tottenham Central
- South Tottenham
- Tottenham Hale
- White Hart Lane
- Bruce Castle
- Northumberland Park

4.2.31 From these wards, the following specific locations were the most cited:

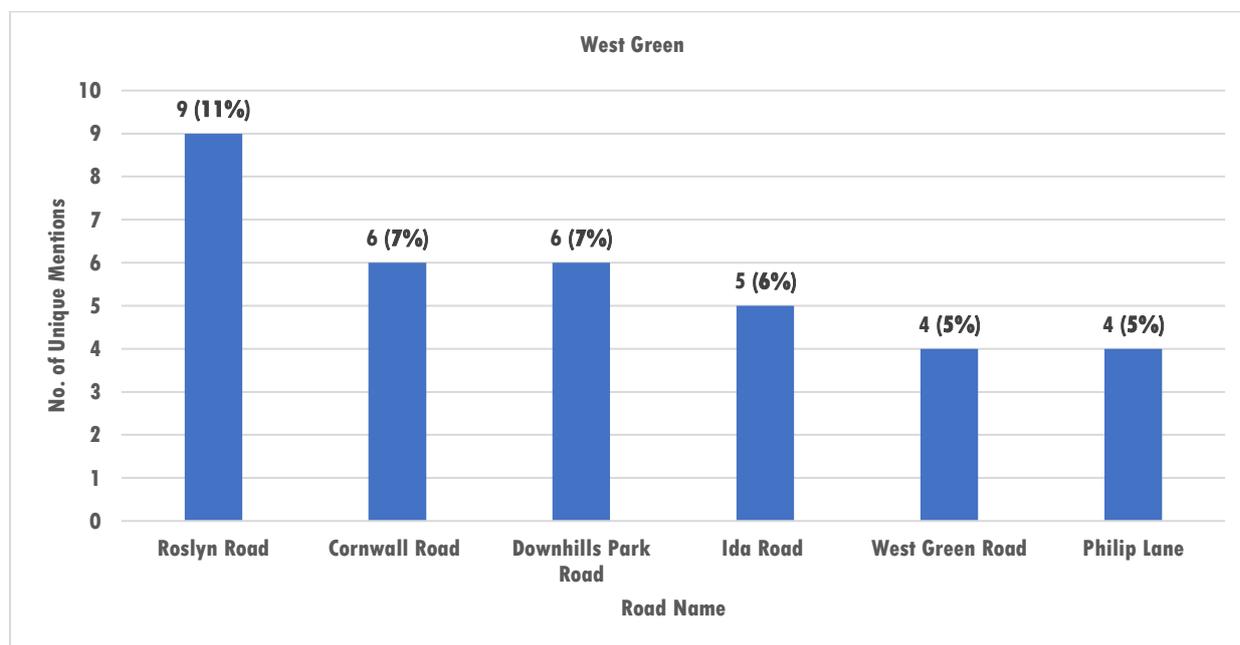
- Ferry Lane (21%)
 - *“Bike parking infrastructure like that found in Amsterdam would be amazing here”.*
- Lordship Lane (12%)
- Tottenham Hale (12%)

4.2.32 As an extension of this, the following recurring themes were highlighted in the analysis of the feedback that we received (not including any themes raised only once):

Theme	Number of Unique Mentions
There is plenty of space for dockless bike parking here.	4 (12%)
A designated storage area is needed in this location.	4 (12%)
There should be dockless bike parking at every train/tube station.	4 (12%)
Abandoned bikes are an issue.	2 (6%)
There is access to local green space here.	2 (6%)
These areas can, in places, benefit from a lack of through traffic.	2 (6%)
There are very few cars in some of these areas.	2 (6%)
Dockless bikes would provide an alternative to driving here.	2 (6%)

4.2.33 West Green

4.2.34 The West Green ward received more responses than any of the other wards (83 responses in total). The following roads were indicated as popular areas for dockless bike parking:



4.2.35 Of those most frequently referenced locations, the following recurring themes were highlighted in the analysis of the qualitative responses provided (excluding any themes raised once):

Theme	Number of Unique Mentions
There is access to local green space here.	15 (18%)
There is sufficient space for dockless bike parking here.	13 (16%)
There are links to public transport in this area.	11 (13%)
There are schools nearby that this could be of benefit to.	4 (5%)
There are existing parking spaces here.	4 (5%)

4.2.36 The following requests were made of the dockless bike parking scheme, should it be implemented in these areas:

- There should be dockless bike parking at every train station (2%).
- Parks in the area should be improved as part of this scheme (2%).
- Bikes should not be on the pavement (2%).
- New greenery could be planted alongside the dockless bike parking (2%).
- Existing parking space could be repurposed to become dockless bike parking instead (2%).

4.2.37 Woodside

4.2.41 Only one participant provided feedback for the Woodside ward. This related to Glendale Avenue, stating that there was enough space here and the dockless biking scheme could work in tandem with the local School Streets initiative.

4.2.38 Remaining Haringey Wards

4.2.16.1 It should be noted the following Haringey wards did not receive any feedback on the Commonplace feedback map, as part of this engagement exercise:

- Alexandra Ward
- Fortis Green
- Noel Park
- Seven Sisters
- St Ann's

4.2.39 Boundary Wards

4.2.44 The interactive map exercise also allowed for feedback to be provided areas that fall within certain wards within the London Borough of Islington. These are: Dartmouth Park, Finsbury Park, Hillrise and Stoke Newington.

4.2.40 Dartmouth Park

4.2.46 Only one person provided feedback for the Dartmouth Park area. They highlighted South Grove as a potential area for dockless bikes but did not provide any specific feedback beyond that.

4.2.41 Finsbury Park

4.2.42 Similarly, only one person provided feedback for Finsbury Park, referencing Crouch Hill as a potential point for dockless bike infrastructure. The participant stated that there should be a dockless bike hub at every train station.

4.2.43 Hillrise

4.2.35 Only one respondent provided feedback for the Hillrise ward. They stated that although Hornsey Lane has issues with rat-running and dockless bikes here could form part of the school pick-up and drop-off in the area.

4.2.44 Stoke Newington

4.2.50 Only one participant provided feedback for this area. They stated that Seven Sisters Road would be a good location for dockless bike parking, as it is a popular destination for likely users of the scheme.

4.3.9 Meeting Between LBH Traffic Enforcement Centre and e-bike rental operators – Thursday 15th December 2022

4.3.10 A meeting was held between the Transport and Environment Committee (TEC), along with Haringey's Traffic Enforcement Centre and representatives from London Councils. This was largely centred around presentations on multiple, high-profile bike-hire services: Lime, Tier, HumanForest and Dott. The presentations were then followed by a question-and-answer session, with the following main themes stemming from the discussion:

- How can geolocation be used to avoid clustering?
- Are there limits to the number of virtual bay operators?
- Could virtual bays lead to bikes being clustered?

4.3.11 Join Partnership Board Meeting – Thursday 19th January 2023

4.3.12 The project team subsequently met with the Joint Partnership Board to discuss the scheme. The main points of discussion from the meetings were as follows:

- There is a sense of shared endeavour between Boroughs, London Councils and operators that worked well when trialling e-scooters, which should be reflected in any e-bike hire scheme.
- Multiple boroughs are keen to formalise arrangements with bike operators.
- An overall goal is to address issues relating to bike schemes such as parking.
- Bikes being left on pavements is an issue that needs to be addressed.
- There is poor enforcement of bikes being abandoned on streets.
- There should be a dockless bike code of practice with a robust complaint's procedure.
- Accessibility infrastructure must be respected.

4

4.4 Email correspondence

4.4.1 A project email address was set up and managed by the project team, as an additional channel by which respondents could contact the project team and leave their feedback. Overall, 11 individual emails were received which included project feedback. The following recurring themes emerged from the email correspondence:

- Respondents showed support (36%) for the dockless bikes scheme in principle, citing the benefits to reduce car use and air quality.
- Concerns with passengers abandoning bikes (64%) and blocking road infrastructure (27%), which in turn acts as a safety hazard to pedestrians and other road users.
- Respondents would like to see well-managed and targeted docking stations (45%) that are flexible to manage large events in the Borough, including music festivals and sports games.
- Requests received for a defined enforcement policy for poor behaviour (27%).

4.4.2 The below examples demonstrate the key points as above:

- *“I think the success of a dockless bike scheme will ultimately be proven through flexible management and self-regulation, good habits encouraged by the ease of accessibility rather than by sanction.”*
- *“These bikes need to be controlled. There are lots of hire bikes left in the middle of streets and other inconvenient places in crouch end. Blind people/people with disabilities/parents with prams and small children and the general public are inconvenienced by these bikes, even having injuries from these bikes.”*
- *“If the bikes are to be permitted to continue there must be proper supervision of the parking of the bikes and enforcement against users who dump them in an anti-social manner.”*
- *“I am a keen user and fan of the dockless bikes and would be very happy for them to continue to be available in Haringey and made more prevalent if possible.”*

5.0 Summary of Findings

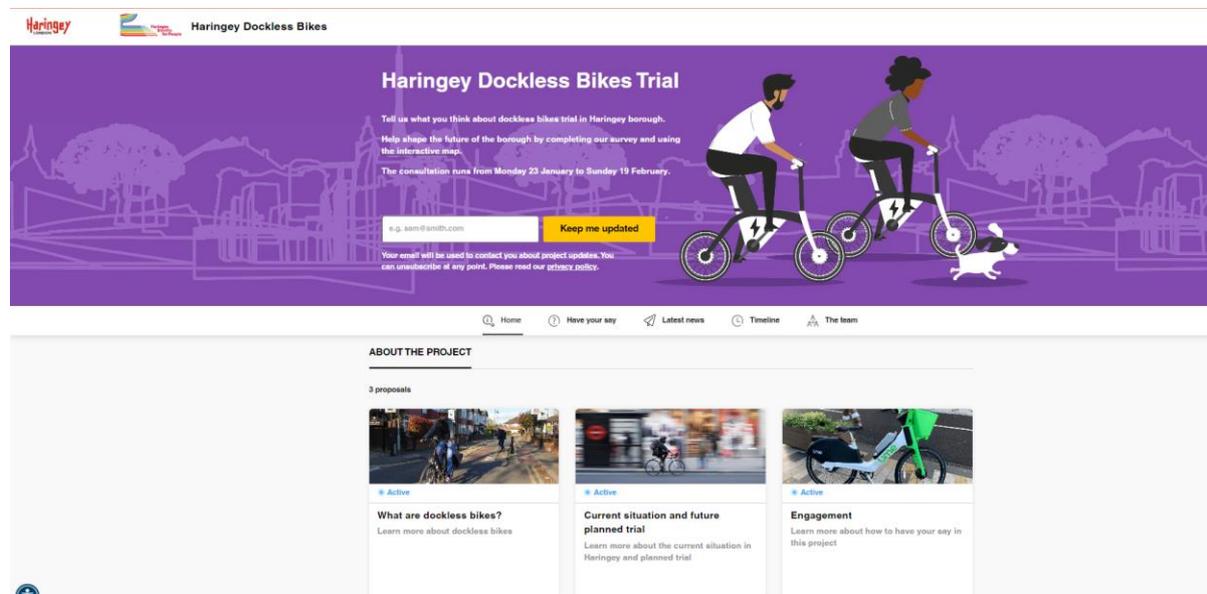
5.1 Below is a summary of the feedback, including both qualitative and quantitative, received as part of this engagement process:

- The majority of survey participants have not previously used dockless bikes or cycle-hire schemes (58%).
- 54% of participants broadly agreed with the Council rolling out a dockless bike scheme in Haringey.
- More cycling, minimised carbon emissions and faster and/or more convenient travel, were the three most commonly cited benefits of dockless bike schemes.
- The most common potential issue highlighted was the obstruction caused by bikes being left in unsuitable places (77%). This is an issue that appeared frequently across respondent feedback.
- When asked how likely they were to use the scheme, if provided, 39% of respondents gave a score of '1', the lowest possible score.
- Common potential barriers to dockless bikes included a lack of protected cycle lanes (42%), busy roads (40%) and safety concerns for users (34%).
- Improved cycling infrastructure was the most popular cause for a potential increase in dockless bike use in the Borough (50% of participants).
- Most participants are not interested in attending cycling training (83%).
- Using a combination of both virtual and marked parking bays (38%), was the most popular method of parking for dockless bikes.
- Close proximity to public transport hubs was the most popular location for dockless bike parking (42%). Similarly, 69% of respondents said they wanted to see the dockless bikes kept near transport hubs.
- 57% of participants found the scheme appropriate for improving connections with other boroughs.
- A largely recurrent piece of feedback across the interactive map exercise was that there are several sites across the Borough with plenty of space for new dockless bike parking to be established.
- There was also a view frequently expressed that it could be beneficial to have dockless bike parking in close proximity to train and tube stations.
- There was also a sentiment expressed that it could be of benefit to have dockless bike parking in areas with nearby access to local shops and businesses.
- Access to green spaces proved an attractive feature, with multiple participants suggesting that dockless bike parking should be established near to these green spaces.
- Hire bikes being abandoned on the street is an issue in many parts of the Borough.

6.0 Appendices

6.0.1 This includes a copy of all of the data graphs included in the body of the report.

Appendix A: Dockless Bike Trial Commonplace Homepage



Appendix B: Dockless Bike Trial Commonplace Engagement Outline

< Home Engagement

1/1

Engagement

We are inviting residents, businesses and other stakeholders to share their views on the trial dockless scheme. The deadline for feedback is Sunday 19 February 2023.

You can provide feedback in the following ways:

- Online via commonplace: Please click [here](#) to provide your feedback online. You can provide [general comments](#) as well as provide [location-specific comments](#) on a map of the borough.
- Via email: docklessbikes@haringey.gov.uk
- Via post: Transport Planning, Haringey Council, 5th Floor Alexandra House, Station Road, Wood Green, London N22 7TR

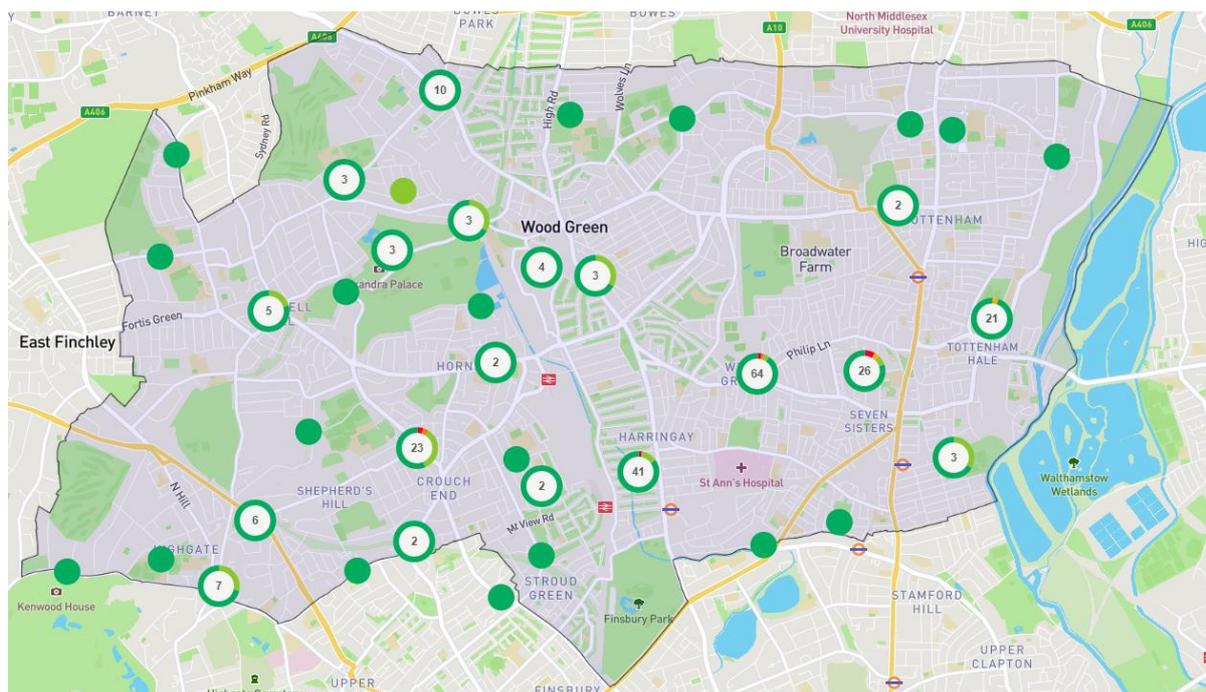


We are also interested in building a database of interested people, groups, and businesses in the area who wish to be kept up to date on the development of dockless bike rental in Haringey. You can [sign up when you provide your feedback](#) on the engagement exercise or by using the methods above.



We will review all feedback received and this will inform the development of the trial dockless bike scheme. Please note there will be a further opportunity to feedback on the trial scheme in spring 2023 when it is in force.

Appendix C: Interactive Feedback Map Featured on the Commonplace Site



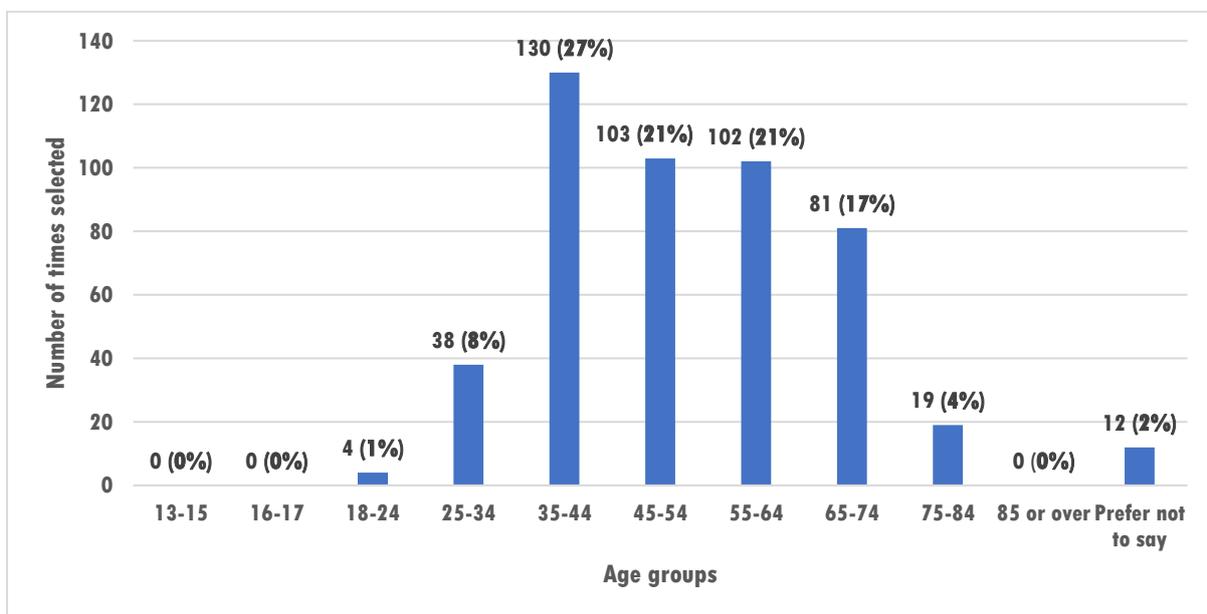
Appendix D: Participants' Postcode Data

Postcode	No. of Mentions
N8	106
N17	81
N22	68
N15	68
N4	42
N6	36
N10	32
N2	18
N11	17
N13	3
N1	3
N7	2
NW11	1
N65	1
N64	1
N42	1
N19	1
N16	1
HA5	1
G3	1
EN1	1
CM20	1
Total	486

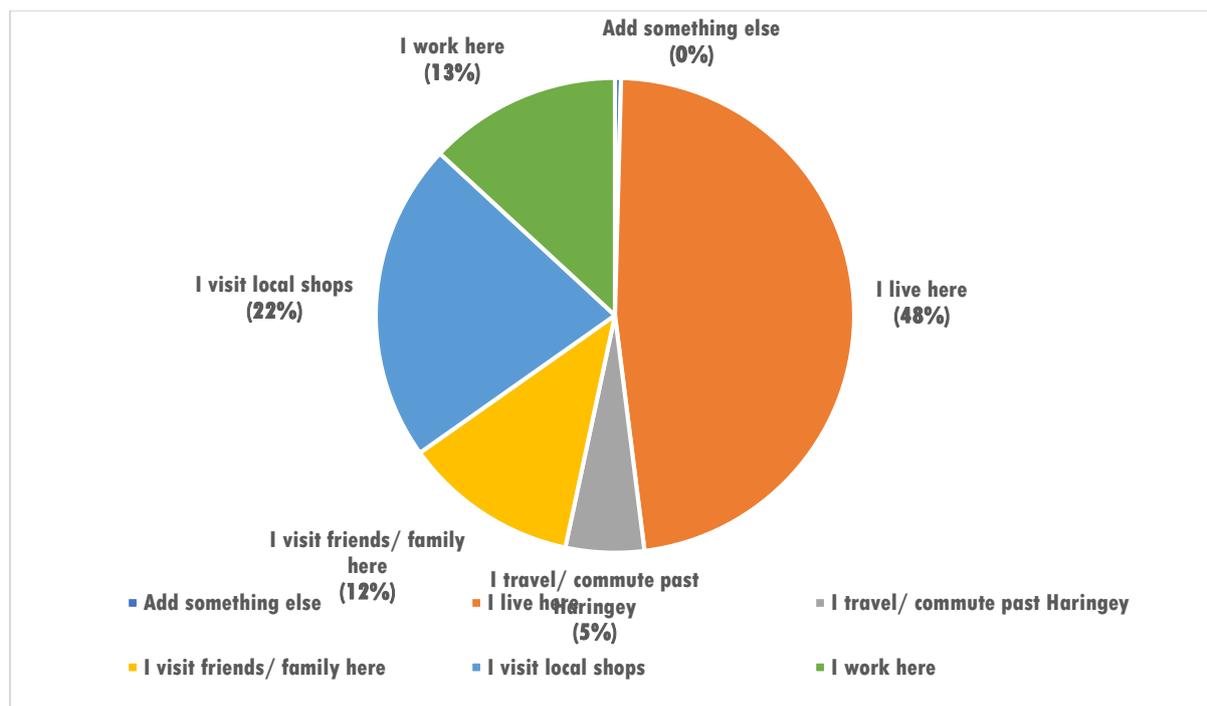
Appendix E: Participant Heat Map



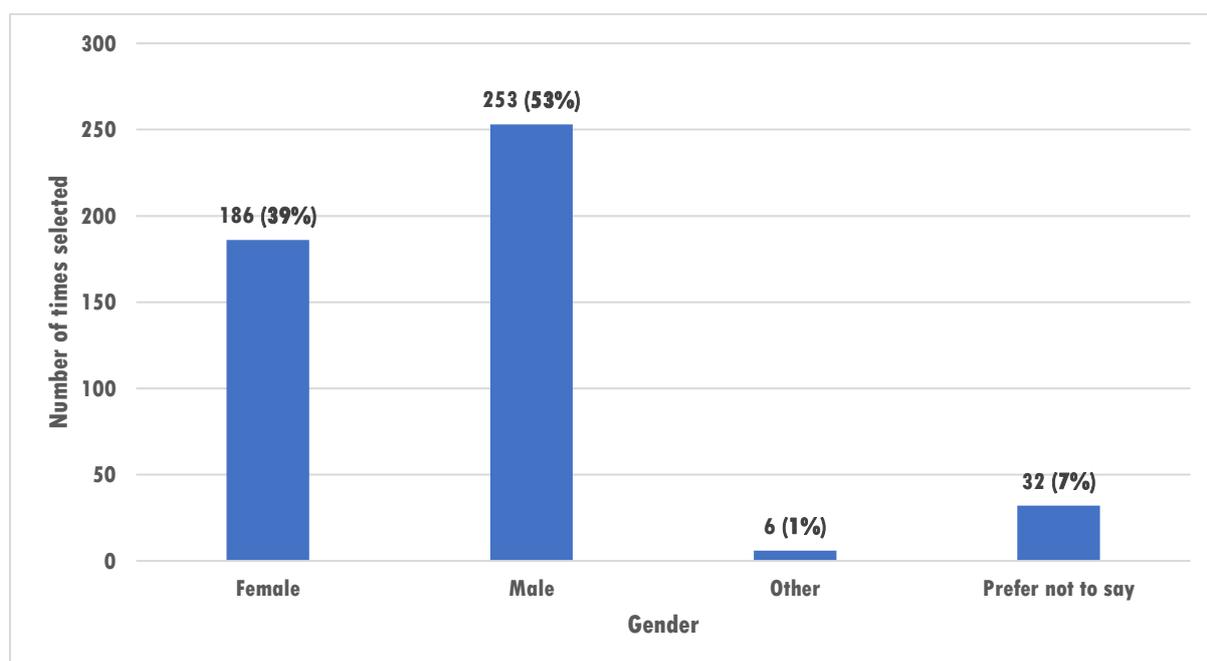
Appendix F: Participants' Age Data



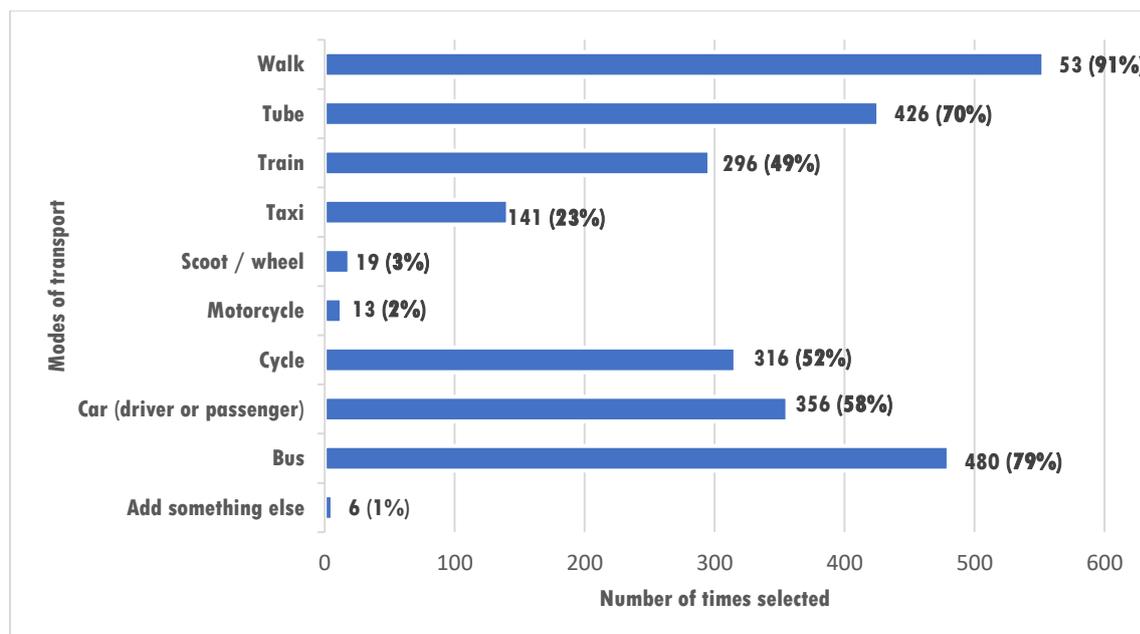
Appendix G: What is your Connection to Haringey?



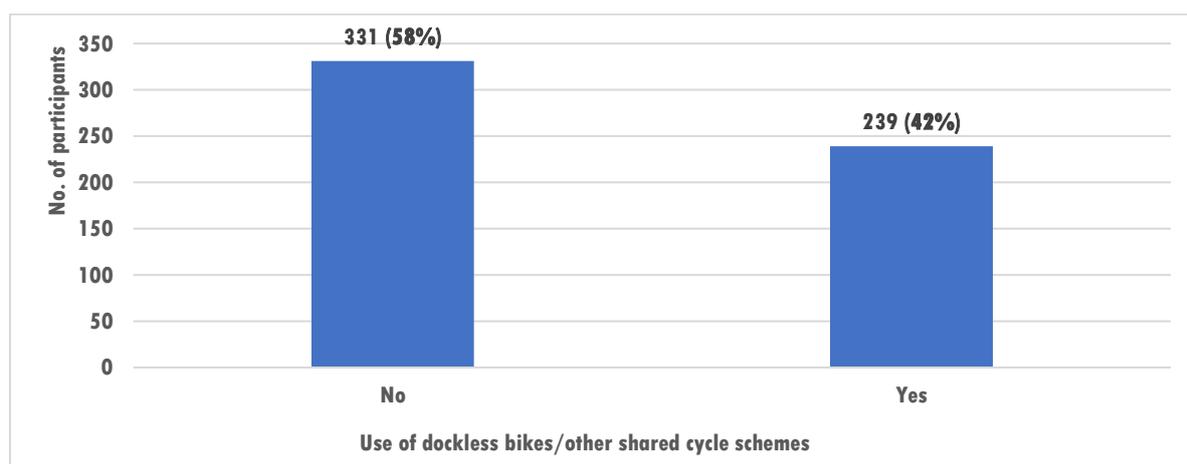
Appendix H: Participants' Gender Data



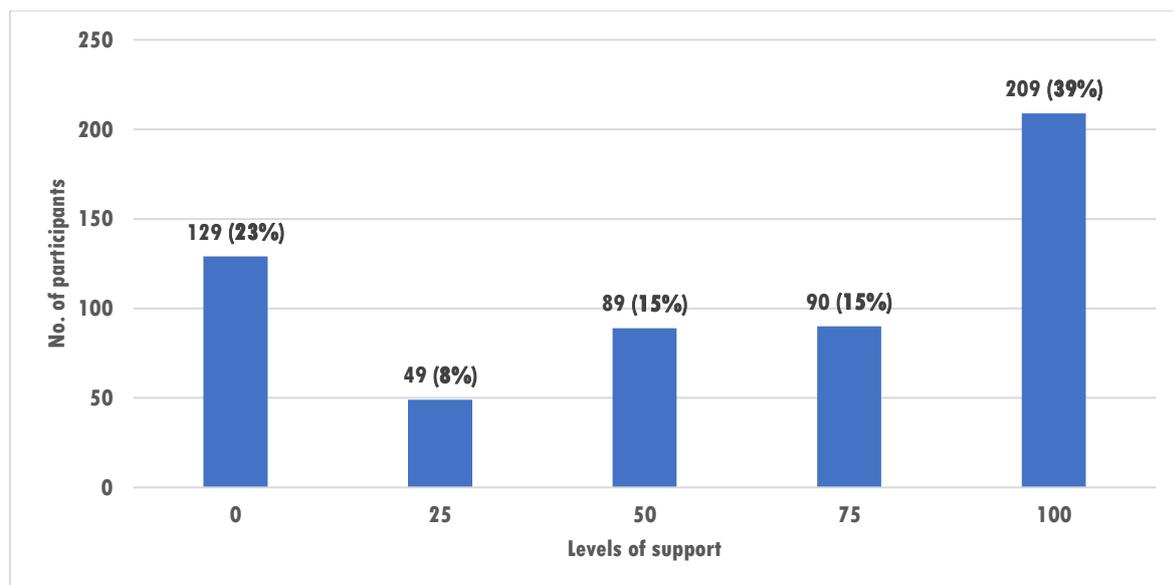
Appendix I: Which modes of transport do you currently use to move around in Haringey? Please select all that apply:



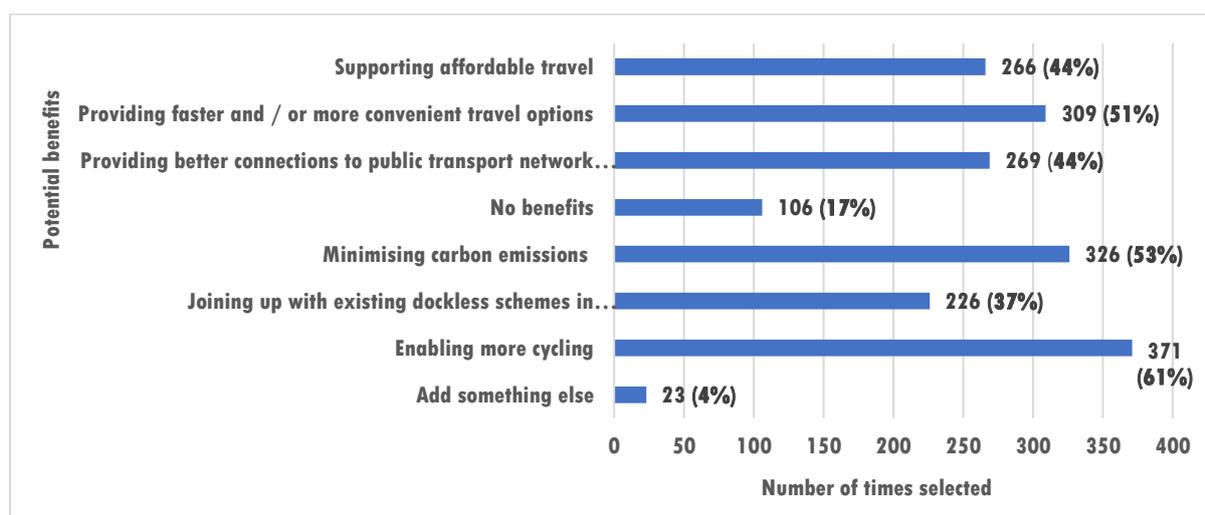
Appendix J: Have you ever used dockless bikes / other shared cycle schemes?



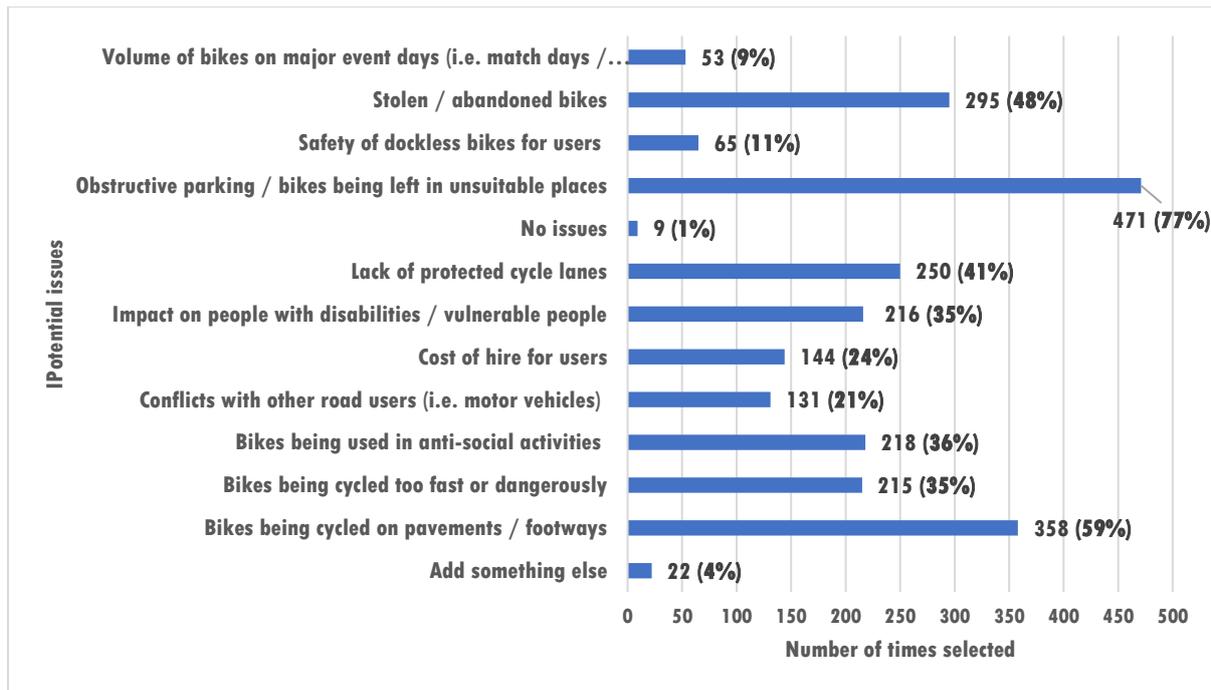
Appendix K: Do you support the Council rolling out a dockless bike scheme in the Borough?



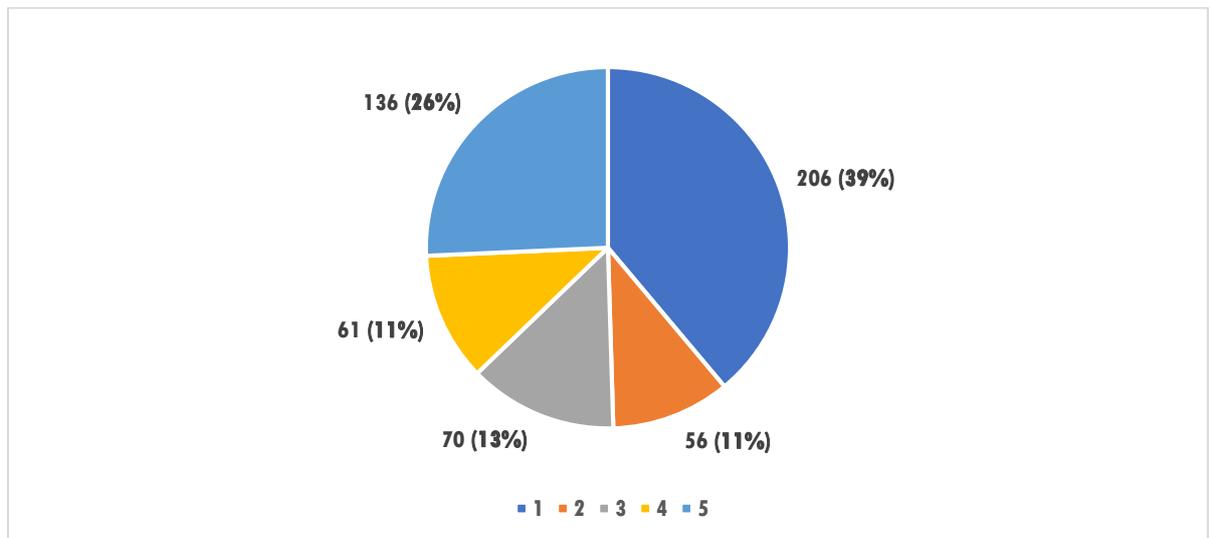
Appendix L: What do you think would be the main benefits of the dockless bike scheme? Please select all that apply:



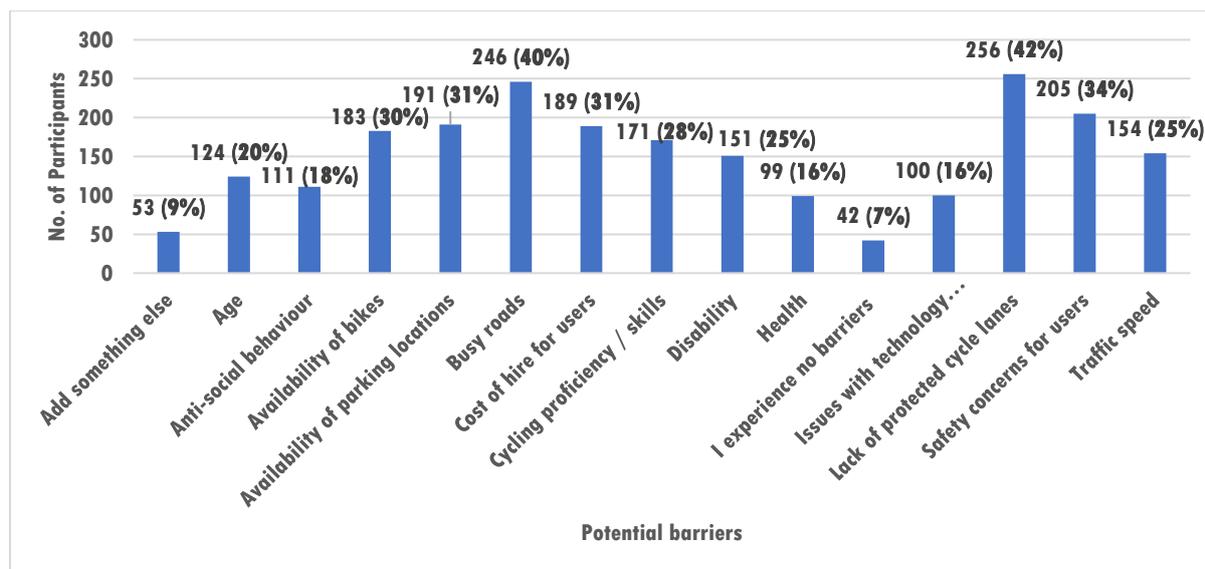
Appendix M: What do you think will be the main issues relating to the dockless bike scheme? Please select all that apply:



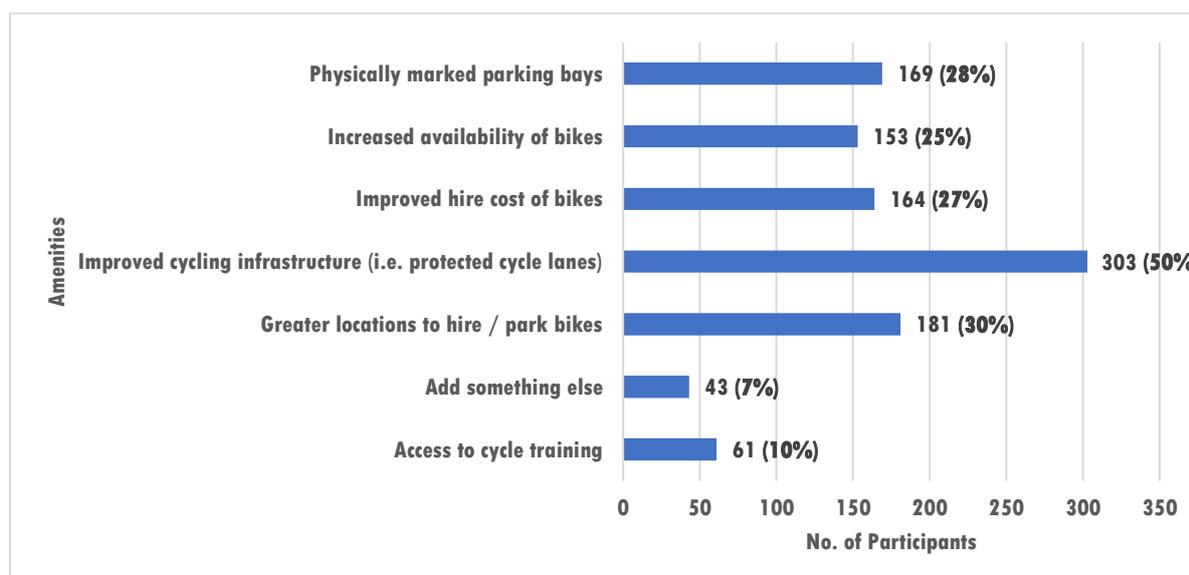
Appendix N: How likely are you to use the dockless bikes as part of the Borough's trial scheme?



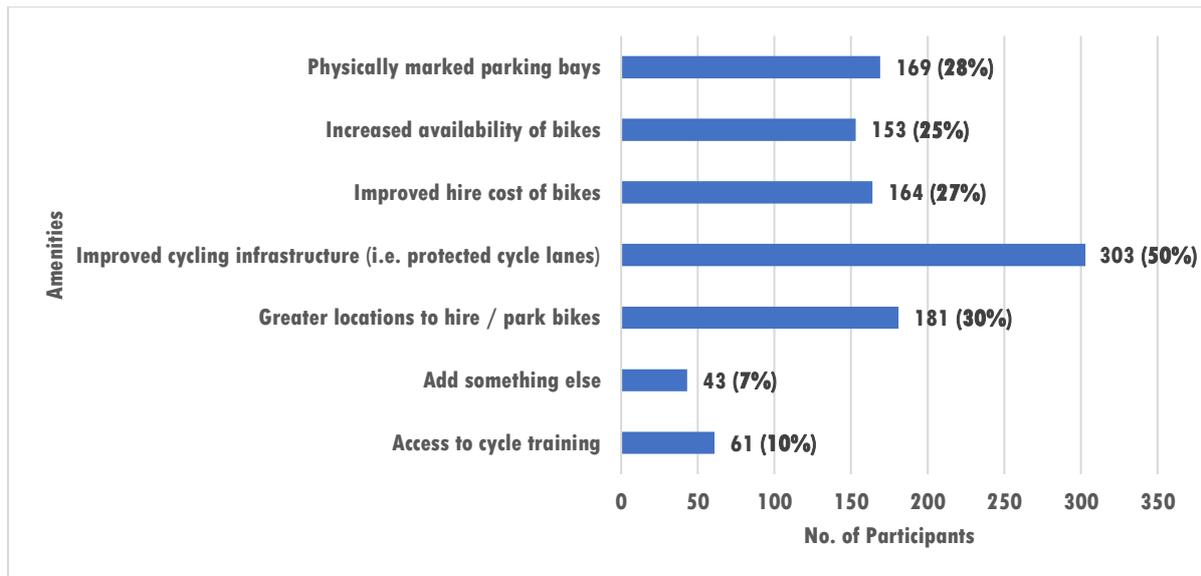
Appendix O: Which of the following would you consider to be the main barriers preventing the use of dockless bikes? Please select all that apply.



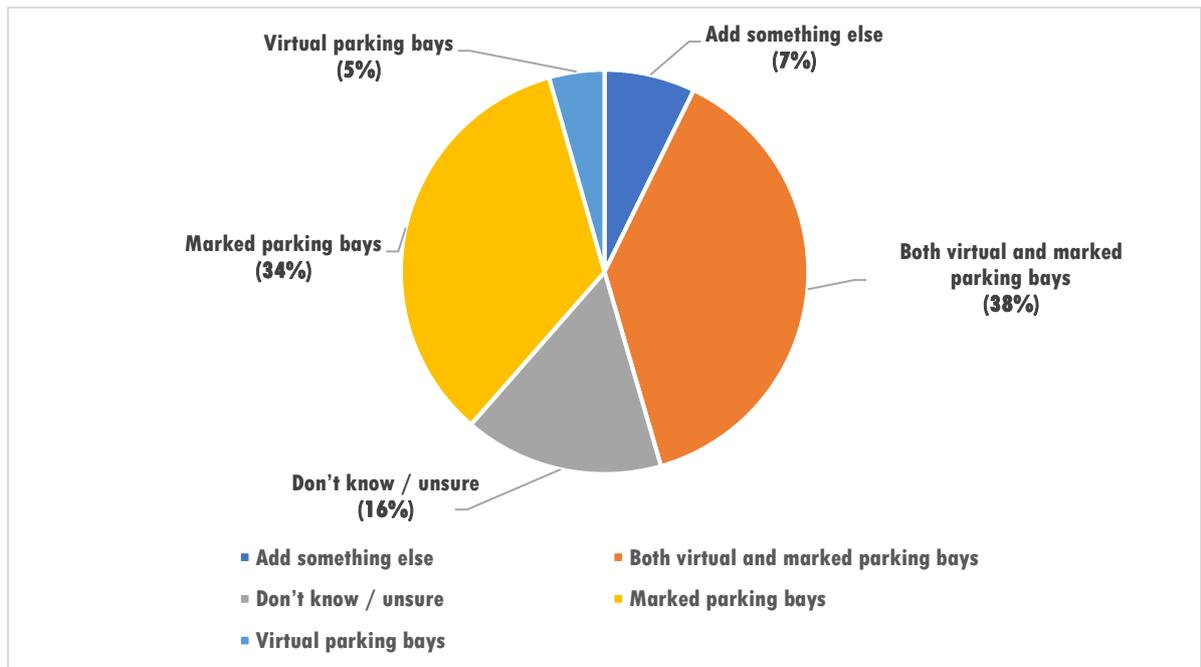
Appendix P: Would any of the following support you using dockless bikes to cycle in the Borough? Please select all that apply:



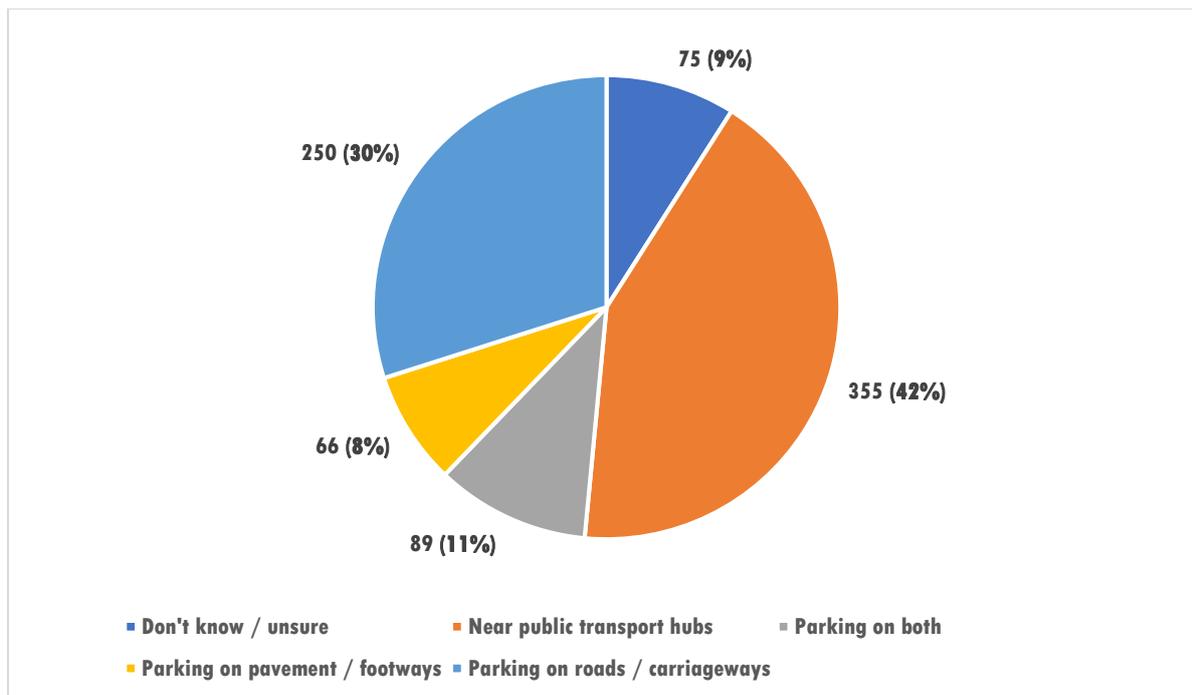
Appendix Q: Would you be interested in attending cycling skills training to improve your confidence as a cyclist?



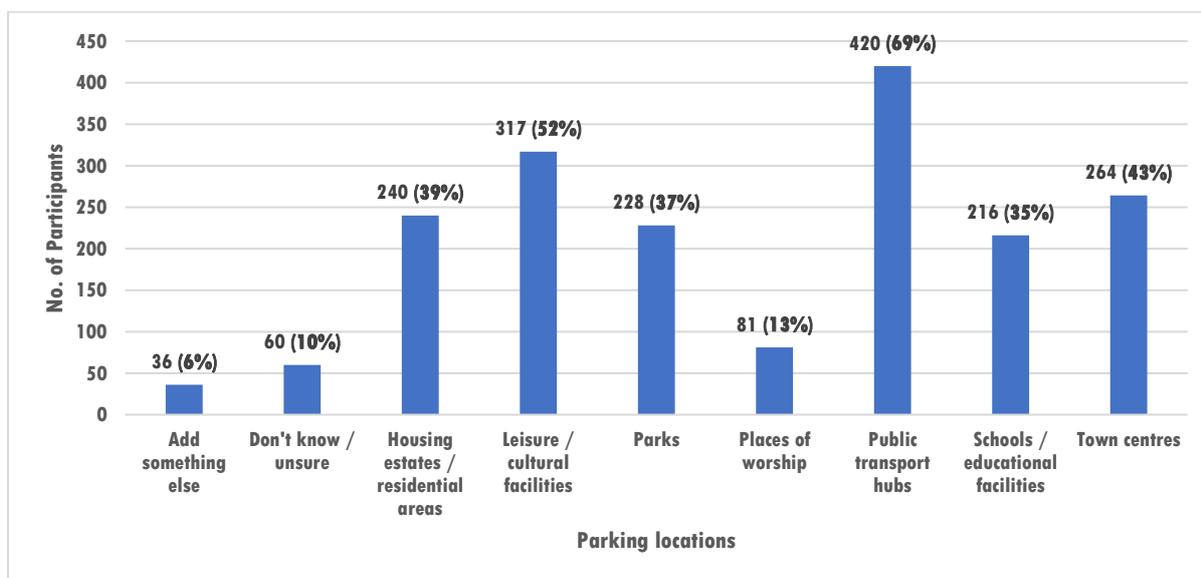
Appendix R: What do you consider to be the best parking options for dockless bikes?



Appendix S: Where do you consider the best location for parking dockless bikes?



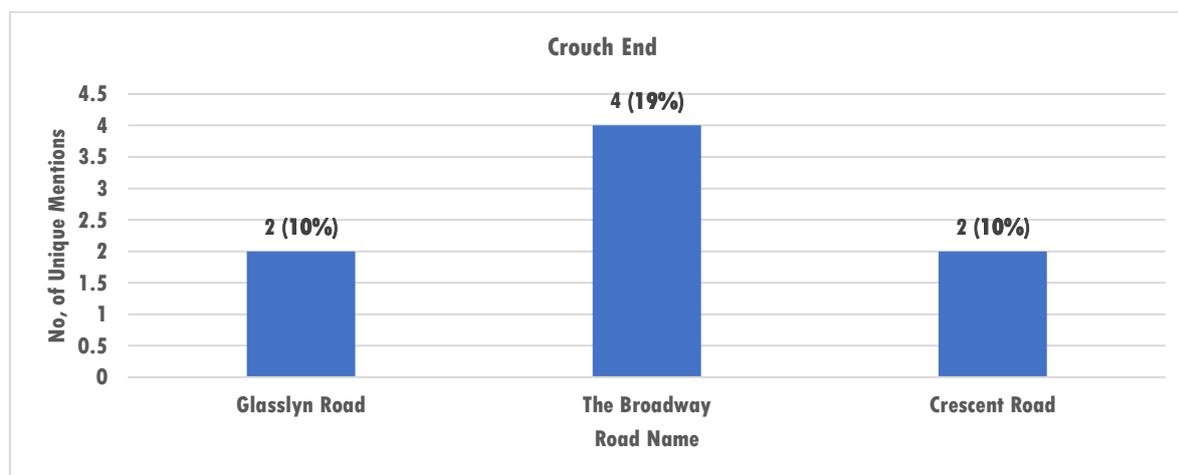
Appendix T: Where would you like to see parking locations for dockless bikes within the Borough? Please select all that apply.



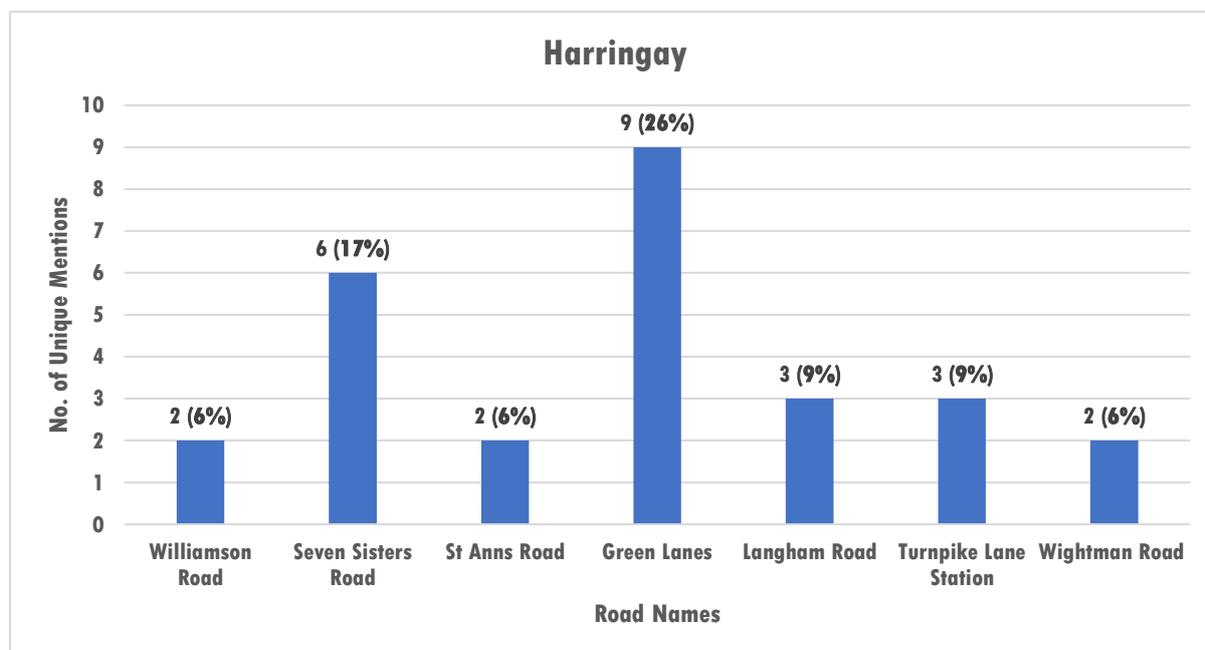
Appendix U: Bounds Green Ward Key Themes Frequency Table

Location	Number of Unique Mentions
Bounds Green Tube Station	4 (36%)
Myddleton Road	3 (27%)
Brownlow Road	2 (18%)
Gordon Road	2 (18%)
Bounds Green Road	2 (18%)

Appendix V: Crouch End Ward Popular Locations



Appendix W: Haringay Ward Popular Locations



Appendix X: Hornsey Ward Key Themes Frequency Table

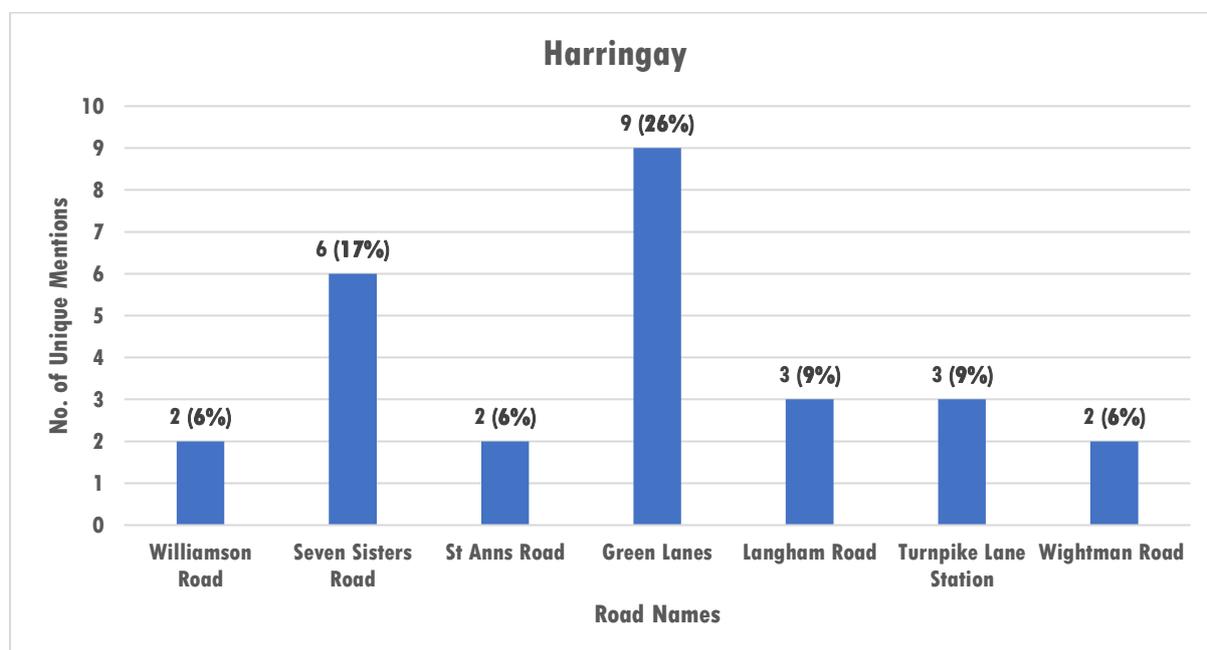
Issue Raised	Number of Unique Mentions
There is sufficient space here for dockless bike parking.	3 (14%)
There is access to local green space here.	3 (14%)
There is a need for dockless bikes here.	3 (14%)
There is already existing cycle storage here.	2 (14%)

Dockless bike parking here would incentivise cycling.	2 (14%)
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Appendix Y: Tottenham Ward Key Themes Frequency Table

Issue Raised	Number of Unique Mentions
There is plenty of space for dockless bike parking here.	4 (12%)
A designated storage area is needed in this location.	4 (12%)
There should be dockless bike parking at every train/tube station.	4 (12%)
Abandoned bikes are an issue.	2 (6%)
There is access to local green space here.	2 (6%)
These areas can, in places, benefit from a lack of through traffic.	2 (6%)
There are very few cars in some of these areas.	2 (6%)
Dockless bikes would provide an alternative to driving here.	2 (6%)

Appendix Z: West Green Ward Popular Locations



Appendix A: West Green Ward Frequency Table

Issue Raised	Number of Unique Mentions
There is access to local green space here.	15 (18%)

There is sufficient space for dockless bike parking here.	13 (16%)
There area links to public transport in this area.	11 (13%)
There are schools nearby that this could be of benefit to.	4 (5%)
There are existing parking spaces here.	4 (5%)