

Report for: Climate, Community Safety & Culture Scrutiny Panel – 27 February 2024

Title: Update on Haringey Dockless Bike Hire Scheme

Report

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1 Describe the issue under consideration.

1.1. A key aim within the Council’s adopted Walking and Cycling Action Plan (2022), Climate Change Action Plan (2021) and Corporate Delivery Plan 22/23 and 23/24 is the launch of a trial dockless bike scheme. Dockless bike hire schemes operate without dedicated docking stations. This means that bikes can be picked up and parked anywhere on the public highway (subject to certain exclusions for safety and other reasons).

1.2. Following public engagement in early 2023, on 19 September 2023 Cabinet approved the implementation of a Haringey Dockless Bike Hire Scheme, on a trial basis for a period of up to 24 months. It is expected that by the end of February 2024 the Council will have entered into formal agreement with two dockless bike providers (Lime and Human Forest, now known as Forest) to deliver the scheme and the trial will be launched on a borough-wide basis shortly thereafter.

2 Recommendations

2.1 That the Panel notes the contents of the report for information.

3 Reasons for decision

3.1. N/A

4 Alternative options considered

4.1. N/A

5 Background information

Dockless Bikes

5.1 Dockless bike hire schemes operate without dedicated docking stations. This distinguishes them from conventional bike hire which normally involves hiring

from a fixed location and returning the hired bike to that or another fixed location at the end of the hire period. This means that bikes can be picked up and parked anywhere on the public highway (subject to certain exclusions for safety and other reasons). As a bare minimum, dockless bikes do not require any physical or fixed infrastructure on streets or roads.

- 5.2 Dockless bikes have been operating within London since 2017 with various private service providers operating within the market. The current fleet of dockless bikes have GPS tracking systems that allow users to locate available bikes and operators to monitor their fleet. The bikes also include electric drive to assist users on their journeys and to help navigate hills. Users must register online with an operator before rental. Each operator has their own pricing system which usually corresponds to the time duration of the rental, with some operators offering different pricing incentives to support their users. As the bikes do not have dedicated docking stations, operators need to regularly manage their fleet out on the street. This includes collecting bikes to carry out maintenance and redistributing bikes to different locations where needed.
- 5.3 At the time of writing, there is no legislation or regulation of the dockless bike market (which differs from the on-going e-scooter trial, which has its own set of regulations from the DfT, and which Haringey is not currently part of), which allows providers to operate without seeking permission from local authorities. Therefore, local authorities have been entering into agreements with providers to better manage these schemes, in an effort to mitigate issues and harness the benefits of them.
- 5.4 Haringey is represented in the Micromobility Working Group, comprised of representatives from other local authorities in London, as well as Transport for London and London Councils. This weekly forum provides an opportunity for knowledge sharing and updates within this space, particularly focussed on the management of dockless bikes and e-scooters.

Local Policy Context

- 5.5 The implementation of a trial dockless bike scheme is identified as a key aim within the Council's adopted Walking and Cycling Action Plan (2022), Haringey Climate Change Action Plan (2021) and the Greener and Climate Resilient Haringey section of the Haringey Corporate Delivery Plan.

Engagement and Consultation

- 5.6 Consistent with the Haringey Deal, the Council held a dedicated engagement in early 2023, seeking views of residents, businesses and other stakeholders about

a future dockless bike hire scheme in the borough. Engagement ran from Monday 23 January 2023 to Sunday 19 February 2023 (4 weeks).

- 5.7 Key engagement themes identified were as follows:
- Broad support for the rolling out of a dockless bike scheme in the borough (although noting strong opposition from some individuals and groups)
 - General desire to see a properly coordinated and managed dockless bike scheme
 - Importance of preventing obstruction of pavements, especially to protect vulnerable individuals and groups, including those with protected characteristics
 - Need to ensure safety of users as well as wider community
 - Preference for marked parking bays rather than virtual bays
 - Benefits of intermodal transport opportunities
- 5.8 In addition to the open engagement exercise, the following external groups were directly engaged with, including subsequent follow-up meetings where appropriate, to obtain their input and feedback:
- London Metropolitan Police
 - Alexandra Park and Palace Charitable Trust
 - Tottenham Hotspur Football Club
 - Lee Valley Regional Park Authority
 - Walking and Cycling Stakeholder Group
 - Adult Social Care Joint Partnership Board

Haringey Approach

- 5.9 It is the Council's goal to improve access to cycling for all, ensuring that everyone who wants to cycle for their journeys will have the opportunity to do so. However, it is recognised and appreciated that there are differing views on dockless bikes and legitimate concerns about how they might impact residents. It is considered that impacts depend greatly on the design of a trial scheme and in this context a specific Haringey Approach was developed which took account of engagement feedback from stakeholders and evidence and learnings from schemes delivered elsewhere in London to enable the rollout of dockless bikes across Haringey in a way that maximises the benefits of dockless while minimising any negative impacts. Particular regard was given to the need to avoid or mitigate potential disproportionate impacts of dockless bikes on key groups such as older people, disabled people and blind and visually impaired people. Key to this is the delivery of a suitable bike parking.
- 5.10 Accordingly, a detailed procurement specification was prepared setting out the Council's essential requirements (comprising the "Haringey Approach") and

requesting bidders to demonstrate these could be delivered. The essential requirements listed in the specification included, but were not limited to, the following:

1. The scheme must serve the entire borough
2. The scheme must include electric or electric-assist bikes as part of the overall bike fleet.
3. The service provider(s) will be required to operate the trial in accordance with the TfL Dockless Code of Practice, including any updates, guidance or new regulations which supersede this
4. The service provider must remove any bikes which are parked outside of agreed virtual or physical parking locations within 24 hours
5. Where damage or obstruction represents a risk to the public, removal or redistribution should take place within 1 hour of the service provider being made aware of the issue
6. Safe and adequate parking must be provided for bikes, having regard to expected patterns of use, including at major destinations and attractors (including on event days at the Tottenham Hotspur Stadium)
7. The service provider must pay a financial bond to the Council, to be held for the duration of the agreement. This will be secured via contract and will act as an insurance policy for the Council to protect against any situations such as operator bankruptcy where the Council might be required to cover any remediation costs
8. The service provider must provide performance data to the Council on a monthly basis
9. The service provider must commit to work with the Council on additional initiatives as part of wider transport strategies, focussing on active travel and cycling.

Procurement

- 5.11 In order to ensure compliance with EU procurement legislation and to ensure value for money, Strategic Procurement led a Request for Quote (RFQ) exercise. The competition was based on a weighting of 75% Quality to 25% Price. As the dockless bike hire scheme was to be delivered at nil cost to the Council price was measured as cost to the dockless bike user.
- 5.12 Four service providers were invited to submit proposals, all of whom are current operators with extensive experience in the market. Two bids were received with Forest ranking first and Lime ranking second. Both bids scored highly meeting the Council's essential requirements. Each of the bids also included a significant amount of social value with proposals such as:
- Discounted user prices in areas of lower-income and higher deprivation
 - Concessions providing key workers, students, apprentices and other eligible riders with discounted rides

- Free ride codes for community groups
- Work placement to local residents

Cabinet decision

5.13 On 19 September 2023 Cabinet approved the implementation of a Haringey Dockless Bike Hire Scheme. This was on a trial basis for a period of up to 24 months. At the same time Cabinet approved the Council entering into formal agreements with Lime and Forest to deliver the Haringey Dockless Bike Hire Scheme and delegated to officers to determine locations and details of parking for the scheme in consultation with the relevant Cabinet Members.

Implementation and Mobilisation

5.14 The Cabinet report detailed a series of steps the Council would take regarding implementation and mobilisation. An update on these is provided below.

5.15 Since September 2023, the Transport Planning team has engaged extensively with Lime and Forest to agree specific scheme details for the Haringey Dockless Bike Hire Scheme. A key focus of the engagement was the development of a suitable parking approach for the scheme launch with parking on the footway and in pedestrian areas, only where space, safety and other considerations allow. In line with the Cabinet report, the parking approach agreed includes designated marked parking areas in key locations across the borough, such as transport hubs and town centres. Alongside this, it includes virtual parking bays which are identified to bike users in the operators' apps. Only where there is no designated bay (marked or virtual) within 100m will bike users be able to park their bike in an undesignated location. Considerate parking is still required by users which will still be applied and enforced regardless of whether parked in a bay or not.

5.16 To ensure its key scheme requirements are met, the Council will be entering into formal agreement with Lime and Forest through the signing of a Memorandum of Understanding. This is expected to take place by the end of February 2024 and will set out the agreed parking approach and operator social value requirements as well as a series of Service Management Principles and the enforcement actions the Council will take if these are not to adhered to.

5.17 The trial will be launched shortly after agreements are completed and a variety of methods will be used to communicate this to communities and stakeholders. This will include notifying all previously engaged individuals and groups on the outcome of the consultation and next steps.

5.18 As detailed in the Cabinet report, the trial will be implemented on a phased basis with additional fleet and parking locations added over time, subject to need and

demand. At the point of scheme launch there will be no carriageway parking for the scheme. This requires parking bays to be reallocated from existing vehicle parking to bike parking and where appropriate will be implemented going forward via traffic management orders.

- 5.19 Steps will be taken to keep channels of communication open for residents and the wider community to feedback their experience. There is a dedicated dockless bike webpage on the Council website¹, in addition to a dedicated email inbox (docklessbikes@haringey.gov.uk), while a consultation webpage (hosted via the Commonplace platform) will run concurrently, featuring an interactive map component and questionnaire.
- 5.20 The Council will monitor the trial scheme and set up monthly meetings with the operators to discuss how the scheme is performing and share relevant data. The Council will work closely with the operators to develop and improve the trial scheme, having regard to community feedback, feedback of ward councillors, monitoring and any other considerations, and take any actions necessary to respond to poor performance.
- 5.21 The Council will decide on its future approach to dockless bikes in Haringey having regard to feedback on the trial and the legal/regulatory/regional framework at the time. It is expected that Government legislation will be put in place at some point to enable city authorities to regulate dockless rental services via licences. In the meantime, Transport for London is currently exploring the benefits/borough support for a single London-wide contract (the earliest this may be introduced would be 2025) which would standardise policies on parking, safety, city charges/revenue models and cross-boundary usage.

6 Use of Appendices

None

7 Local Government (Access to Information) Act 1985

Report to Cabinet: Haringey Dockless Bike Hire Scheme [Agenda for Cabinet on Tuesday, 19th September, 2023, 6.30 pm | Haringey Council](#) (Item 19)

¹ <https://www.haringey.gov.uk/parking-roads-and-travel/roads-and-streets/haringey-streets-people/dockless-bikes>