

Appendix A – Statutory Consultation Comments and Officer Responses

Schedule 1: Comments regarding Bays to be Added

Location	Consultation Comment Summary	Officer Response
Carrington Avenue (Hounslow South)	<ol style="list-style-type: none"> 1. E-bike will narrow the carriageway 2. E-bike bay is located near the junction; may impact visibility/traffic safety 3. Concern around loss of motor vehicle parking 4. Concern that e-bike bay will not be utilized and that nearby bays are underutilised 5. Concerns re. e-bike operations, including mis-parked bikes causing obstruction, anti-social behaviour/vandalism, noise 	<p>Rationale for Bay: The need for this bay was identified during the e-bike scheme review, as part of a rationalization of the bays in Hounslow South intended to address a gap in provision to the south-west of Central Avenue. This is in an area of high expected e-bike demand, as identified in the Council's Kerbside Strategy. In such areas, we look to place bays approximately 250m apart to ensure bays are within an easy walking distance of residents. Providing a complete network of parking bays in close proximity helps to ensure a functional scheme and reduces the risk of e-bikes being abandoned outside of parking bays. As such, the e-bike review recommended a new bay at Carrington Avenue. The location was selected after a detailed engineering review from Council officers, considering safety and functional criteria such as sightlines, traffic flow, environmental concerns and safety for all road users.</p> <p>Response to Comments:</p> <ol style="list-style-type: none"> 1. The proposed e-bike bay has been located at the widest part of the carriageway and will be designed to not constrict the carriageway (it is no wider than a parked car). There are no expected impacts to vehicular movements. 2. There are no expected impacts on sightlines or visibility. The proposed location is similar to many e-bike bays already in use across the borough. The bay's location will maintain the existing double yellow lines that were designed to provide adequate clearance in advance of the junction. 3. There are limited expected impacts to motor vehicle parking availability in the wider area, as the bay will only result in the loss of one parking space. 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, particularly for those without access to a private vehicle. Vehicle parking pressures and utilization were considered and weighed against other selection criteria when choosing e-bike parking locations. In this case, the Council is aware of resident concerns regarding car parking pressures in this location; however, it should be noted that a previous proposal to implement a CPZ was rejected by residents. 4. The borough has access to utilisation data provided by the operator, showing usage data for each parking bay in the borough. 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 and to identify the need for new bays. This analysis is not based on observations of whether a bay is empty or full at a given snapshot in time. If there are ever issues with bays that are persistently empty or overcrowded, the Council will work with the operator to address this concern. 5. 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 are not considered reasons to reject a specific bay unless there are site specific considerations. These issues are being dealt with at a boroughwide level through the implementation of a new contract for the e-bike scheme, which contains stricter service level agreements for scheme operators. This means that the Council will be able to hold operators to account and require better parking compliance and operations moving forward. The new contract is currently being finalized. Additionally, the Council is currently considering enforcement policy options to tackle poor parking, learning from what other authorities are doing. <p>Officer Recommendation: Proceed with new bay</p>

Schedule 2: Comments regarding Bays to be Relocated

Location	Consultation Comment Summary	Officer Response
Cardinal Road (Hanworth Park)	<ol style="list-style-type: none"> General objection to e-scooters Objection to bay due to location on pavement and proximity to school (risk of collision between e-scooters and pedestrians) 	<p>Response to Comments:</p> <ol style="list-style-type: none"> Options such as dockless e-bikes and e-scooters are an important part of London's transport network, helping people get around sustainably and conveniently, and connecting them to other transport modes. We want to help these services to thrive in a way that also protects the rights of all Londoners to safely use and enjoy our streets. We know that poor parking can cause significant safety and accessibility issues for many Londoners, particularly disabled and older people. The Council's Kerbside Strategy calls for Hounslow to trial an e-scooter scheme in parts of the borough with high potential demand, with this to be expanded to other areas, if successful. As such, the Council's e-bike parking bay traffic orders have been futureproofed to enable e-scooter use. However, the Council is not currently participating in the London E-Scooter Trail operated by TfL, and no definitive decision has been made regarding the Council's participation. <p>The Council appreciate the Met's concerns regarding e-scooters and have spoken to the TfL team. The following is adapted from TfL content regarding e-scooter trial safety:</p> <p><i>TfL want to re-assure you that safety sits at the heart of the Trial. TfL agree that speed can present an unacceptable risk which is why currently the rental e-scooters in London have a speed limit of 12.5mph (compared to 20mph for cars and 15.5mph for rental e-bikes), lower speed limits that are automatically applied for first time riders, and mandatory education on how to ride and park safely for all riders. To use a rental e-scooter in London, riders must have at least a provisional driving licence, which is verified as part of the user sign-up process. The vehicles themselves have high standards required by the Department for Transport's Vehicle Special Orders and the contractual requirements between TfL and the operators. Examples of such standards include two independent braking systems, licence plates, and being subject to rigorous safety testing and maintenance regimes. All of these make London's rental e-scooters considerably more robust than private e-scooters. By providing a safer alternative travel choice to private e-scooters.</i></p> <p><i>TfL continue to look for appropriate sites on the TLRN to help ensure these vehicles are not causing obstructions to the public but are rather parked in suitable locations. These bays are offering solutions to improving parking compliance of these vehicles that can cause obstructions to vulnerable road users. By providing these bays, TfL are creating a network of bays which follow a consistent approach to both footway and carriageway bays to minimise the impact of these vehicles and encourage safer and more considerate parking in public space.</i></p> <ol style="list-style-type: none"> This bay was not under consultation as part of P053-24; it was part of a previous Traffic Management Order and has already been retained. As such, the objection is deemed invalid. Nonetheless, the Council acknowledges the Met's concerns regarding potential micromobility vehicles and vulnerable road/pavement users and will continue to consider this moving forward. While we have located parking bays on the carriageway wherever possible, where no appropriate space was available, pavement bays were implemented after careful engineering review. The Council recently completed a full review of the e-bike scheme, including a review of each parking bay in the borough. No concerns were raised by either residents or ward members about the Cardinal Road bay. Officers will continue to keep this bay under review, monitoring for any safety concerns as raised. <p>Officer Recommendation: Proceed with relocation</p>

Eaton Road (Hounslow South)	<ol style="list-style-type: none"> 1. Request to relocated bay to one of several locations laid out on drawings provided to the Council 2. General complaints about e-bike scheme, including parking compliance and obstructions 	<p>Response to Comments:</p> <ol style="list-style-type: none"> 1. Officers sent the residents the proposed relocation plan for Eaton Road. The Council's proposed location aligns with one of the "suitable relocations" proposed in the drawings provided by the resident. 2. The Council also acknowledges the issues raised regarding e-bike scheme operations (including mis-parked bikes causing obstructions). These issues are being dealt with at a boroughwide level through the implementation of a new contract for the e-bike scheme, which contains stricter service level agreements for scheme operators. This means that the Council will be able to hold operators to account and require better parking compliance, operations and anti-social behaviour moving forward. The new contract is being finalised. Additionally, the Council is currently considering enforcement options to tackle poor parking, learning from what other authorities are doing. <p>Officer Recommendation: Proceed with relocation</p>
Gordon Road (Chiswick Riverside)	<ol style="list-style-type: none"> 1. Concern around loss of motor vehicle parking. Resident specifically noted that the west section of Gordon Road has 2 EV charging bays and 1 e-bike bay. 	<p>Rationale for Relocation:</p> <p>The need for this bay relocation was identified during the e-bike scheme review. Resident of 2 Gordon Road expressed concern about the placement of the bay opposite their residence and requested relocation of the bay further up the road, away from the junction, due to safety and vehicle manoeuvrability concerns. They noted the existing location is at a tight turn for lorries and larger vehicles at the junction, causing difficulty and potential hazards, which is exacerbated by the frequent collection of recycling bins from Dean's Close. Officer reviewed these concerns and agreed to relocate the bay to the east end of the block.</p> <p>Response to Comments:</p> <ol style="list-style-type: none"> 1. To clarify, the proposal for Gordon Road is to move the existing e-bike parking bay from the west end of the block to the east end of the block. If this proposal is accepted, the original e-bike parking location would revert to a standard parking bay. As such, there is no net loss of vehicle parking due to this proposal. <p>Officer Recommendation: Proceed with relocation</p>
Pumping Station Road (Chiswick Homefields)	<ol style="list-style-type: none"> 1. Request to relocated bay to parking area further up the carriageway 2. General complaints about e-bike scheme, including parking compliance, noise, and anti-social behaviour 3. Request for docking stations 	<p>Response to Comments:</p> <ol style="list-style-type: none"> 1. Officers sent the residents the proposed relocation plan for Pumping Station Road. The Council's proposed location aligns with the location proposed by the resident. 2. The Council also acknowledges the issues raised regarding e-bike scheme operations (including mis-parked bikes causing obstructions). These issues are being dealt with at a boroughwide level through the implementation of a new contract for the e-bike scheme, which contains stricter service level agreements for scheme operators. This means that the Council will be able to hold operators to account and require better parking compliance, operations (including quiet operations overnight/in the early morning) and anti-social behaviour moving forward. The new contract is being finalized. Additionally, the Council is currently considering enforcement policy options to tackle poor parking, learning from what other authorities are doing. 3. 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. 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>Officer Recommendation: Proceed with relocation</p>

<p>Thornbury Avenue (Osterley & Spring Grove)</p>	<ol style="list-style-type: none"> 1. E-bike bays are poorly designed/located and take up space 2. Concerns re. e-bike operations, including mis-parked bikes causing obstruction, anti-social behaviour/vandalism, noise 	<p>Rationale for Relocation:</p> <p>The need for this bay relocation was identified during the e-bike scheme review. Trustees of the India Gymkhana previously raised the siting of the e-bike bay at the entrance to Thornbury Avenue regarding access for team coaches, service and delivery vehicles to the Indian Gymkhana. The Indian Gymkhana (and residents) reported that the problems persist because of the bay's location, position and its size. Ward councillors requested officers seek an alternate location. Officers reviewed these concerns and agreed to relocate the bay to move it away from the junction and improve accessibility for larger vehicles (e.g., delivery vehicles) to the local sports club. This would also allow the bay to be co-located next to a car club bay, creating a shared mobility hub.</p> <p>Response to Comments:</p> <ol style="list-style-type: none"> 1. To clarify, the proposal for Thornbury Avenue is to move the existing e-bike parking bay from the south side of the street to the north side of the street. If this proposal is accepted, the original e-bike parking location would revert to a standard parking bay. There is no net loss of vehicle parking due to this proposal. The proposed e-bike bay will be designed to not constrict the carriageway (it is no wider than a parked car). There are no expected impacts to vehicular movements. Existing double yellow lines will also be extended by 2.0-2.5 metres to address previous concerns regarding traffic flow and access at the junction. 2. 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 are not considered reasons to reject a specific bay unless there are site specific considerations. These issues are being dealt with at a boroughwide level through the implementation of a new contract for the e-bike scheme, which contains stricter service level agreements for scheme operators. This means that the Council will be able to hold operators to account and require better parking compliance and operations moving forward. The new contract is currently being finalized. Additionally, the Council is currently considering enforcement options to tackle poor parking, learning from what other authorities are doing. <p>Officer Recommendation: Proceed with relocation</p>
---	---	--