

## **Briefing: Westminster's Dockless Bikes Scheme**

The objectives for establishing a dockless bike parking network in Westminster are to:

- Provide our residents, businesses and tourists access to on demand dockless bike hire within Westminster;
- Increase the uptake of e-bike usage in the borough to support our environmental objectives set out in the Fairer Westminster Strategy to achieve our target of net zero emissions across the borough by 2040 and to reduce reliance on private car and capacity restricted public transport;
- Promote responsible and safe dockless bike usage, including responsible parking of the vehicles; and to
- Provide a designated bay network for e-bike users that encourages growth across all user groups and accessibility in all areas across the city.

### **The scheme**

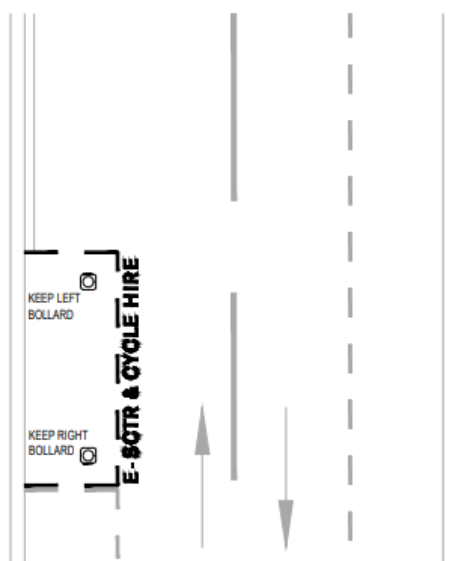
A mandatory parking bay model for dockless bikes use and e-scooter rental is being established. The foundation of the scheme is built upon the provision of at least 1 parking bay per 300m radius across the city, with additional bays being implemented in higher demand areas.

The initial network will see approximately 220 bays implemented across the city, which will offer roughly 3,000 parking spaces for both e-scooters and dockless bikes moving forward. E-scooter capacity will increase from 850 to 1,200 vehicles, and capacity for dockless bike parking will be approximately 1,800 in the parking bays.

These parking places are specifically for e-scooters and e-bike cycle hire. They can only be used by:

- Authorised rental e-scooters provided by Dott, Lime and Voi under the trial administered by Transport for London; and
- Authorised dockless e-bike provided by Forest, Lime and TIER.

A bay will look something like this:



And will have one of the following markings, depending on the size of the bay:

E-SCTR & CYC

E-SCTR & CYC HIRE

E-SCOOTER & CYCLE HIRE

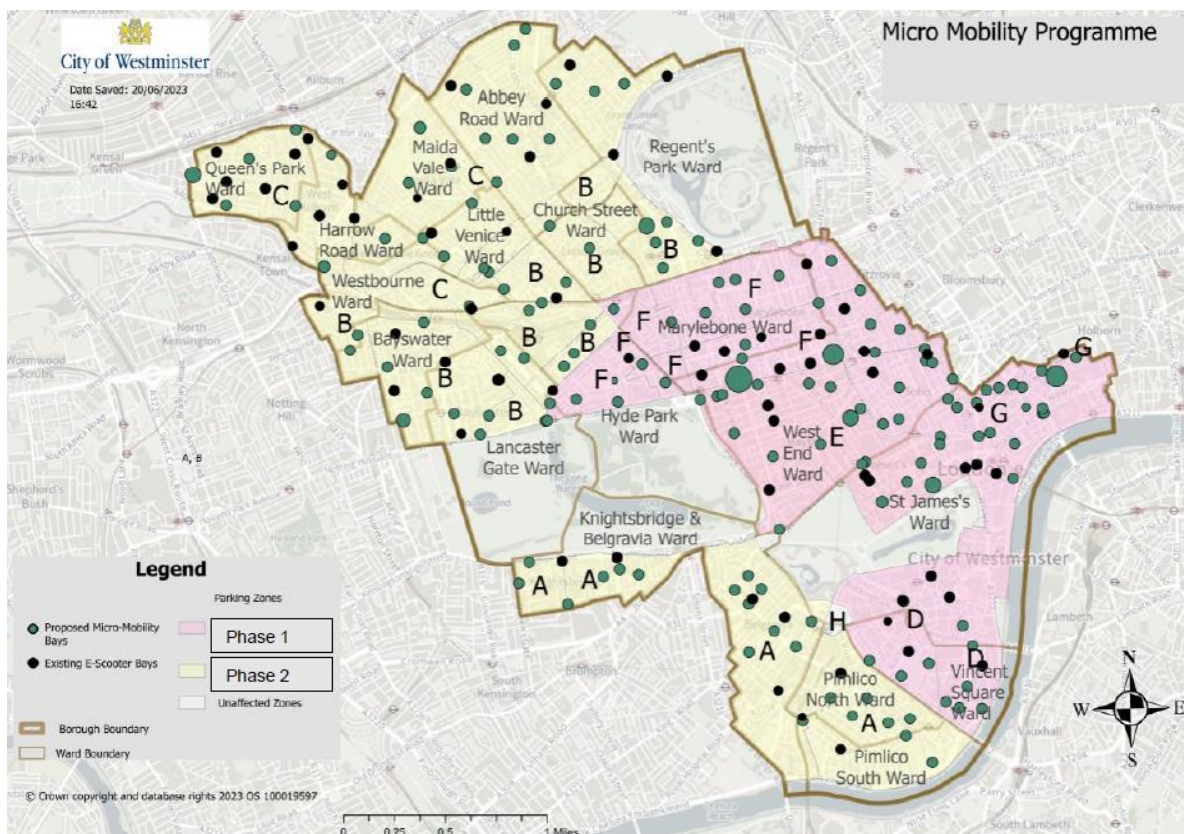
E-SCOOTER & CYCLE HIRE ONLY

E-SCOOTER AND CYCLE HIRE

E-SCOOTER AND CYCLE HIRE ONLY

To accommodate additional fleet size, operators will be permitted to use selected cycle stands on an interim basis until further bays are identified. These cycle stands will be operated as virtual bays and monitored by the operating companies in the same manner as the physical bays. Operators will be required to implement geofencing technology (a technology to limit where bikes can be taken or parked, to steer customer behaviour) that will effectively remove the possibility for users to end trips outside of designated parking locations. However, we understand that there will be occasions where users may choose to abandon a ride or park non-compliantly. A map highlighting these locations will be available on our website soon.

The scheme is being delivered in two phases. **Phase 1, as detailed below, is due to go live in the coming weeks.** Once implemented, operators will be required to enforce the mandatory parking rules in that zone only. The rest of the city will remain as free-floating (as is) until **phase 2 goes live, which is due later this year.** From this date onwards, the entire city will be subject to mandatory parking in either designated physical or virtual bays (selected cycle stands). Save for these parking locations, the entire city will be designated as a no-parking zone. The map below highlights the phase 1 and phase 2 areas.



The scheme will be introduced on a trial basis to monitor how it works and the impact it has on the surrounding areas. It will be done through Experimental Traffic Orders so that any necessary changes can be made without delay. It is intended the scheme will run for a period of 18 months, after which a decision will be made whether to continue or not.

### Bay locations

A map highlighting all the designated physical parking bays can be found [here](#).

We are currently finalising all virtual bay locations and will share those with you soon.

Identifying suitable locations in the city for our designated bays has been an intensive process that has included site visits, analysis and internal consultation. We have looked at many things such as parking occupancy, pedestrian safety and how bays integrate with our existing cycle routes and public transport.

You can find out more information [here](#).

To share your views on parking locations, you can contact us at:

- Email – [tmo.westminster@wsp.com](mailto:tmo.westminster@wsp.com)
- Phone – 0207 641 2000

### Monitoring and enforcing

All bays will be monitored by the operators to ensure that any bikes parked outside of dedicated bays are identified and removed quickly. The Council will also be monitoring the parking bays and selected cycle stands closely and will use its powers to enforce against any operators if, and when, appropriate to do so.

### Reporting a nuisance or dangerous bike or scooter

If you do find an e-bike or e-scooter that is causing a nuisance, please contact operators in the first instance using the contact information below.

If you believe a rental e-bike or e-scooter parked on the public footway or public open space is causing an immediate danger, please [Report It](#) to let us know.

### Points of contact

- Lime: [london-ops@li.me](mailto:london-ops@li.me)
- TIER: [support@tier.app](mailto:support@tier.app)
- Forest: [cs@humanforest.co.uk](mailto:cs@humanforest.co.uk)
- Voi: [Voi Scooters - Report a Voi](#)
- Dott: [ops.uk@ridedott.com](mailto:ops.uk@ridedott.com)
- Westminster City Council: [askhighways@westminster.gov.uk](mailto:askhighways@westminster.gov.uk)