

Title of meeting:	Cabinet Meeting
Date of meeting:	2 nd November 2021
Subject:	Bike Hangar Pilot Scheme - Phase 1 review and recommendations for Phase 2
Report by:	Tristan Samuels
Wards affected:	All
Key decision:	No
Full Council decision:	No

1. Purpose of report

- 1.1 The purpose of this report is to make recommendations for the future Portsmouth City Councils Bike Hangar pilot and to receive approval for a further eight hangars to be installed with funding from the 2021 Capability Fund allocation.

2. Recommendations

- 2.1 **The Cabinet approve the second phase of Bike Hangars to be delivered as set out in section 9.**
- 2.2 **The scheme currently in place under an ETRO is made permanent.**

3. Background

- 3.1 The lack of safe, secure and high quality cycle parking both at destinations (commercial/retail centres, transport hubs) and at home is a barrier to cycling.
- 3.2 Lack of storage space is a key barrier to cycling in the city; A pilot was designed to enable those residents without this storage space to be able to keep their bike securely, close to home.
- 3.3 The pilot was launched in spring 2021 introducing secure on-road cycle parking in 8 locations in the city
- 3.4 The pilot project goals were to:
- Establish successful template for the wider rollout of secure resident on street cycle parking in Portsmouth
 - Learn and document potential issues
 - Demonstrate viability and demand
- 3.5 Funding for the pilot enabled the purchase of nine hangars, installed on eight roads across the city in March 2021:
1. Manners Road x1
 2. Lucknow Street x1

3. Eastfield Road x1
4. Addison Road x2
5. Hunter Road x1
6. Clarence Road x1
7. Guildford Road x1
8. Sultan Road x1

The locations were determined by resident requests, and assessment of the degree to which the following criteria were met:

1. Located within high density residential area of Portsmouth
2. Requested by local residents or Cllrs/Portfolio Holder etc.
3. Accommodation on road predominantly without easy access e.g. flat fronted terrace, flats

3.6 Following increased numbers of requests, our pilot was developed to test the use of this infrastructure in the city, with a view to a much wider future roll out.

3.7 Three providers were chosen with three different approaches to on street hangars. The companies were Falco, Cyclehoop and Cycleworks, and were chosen to for the pilot to understand what would work best in the city. To assess which company to move forward with council officers assessed:

- ease of install
- council interaction
- speed of service
- maintenance ability
- service user interaction
- cost
- resident feedback

The anecdotal evidence and survey analysis will form the criteria to determine the final product which will be rolled out in the next phases of cycle hangars as set out in the accompanying document. The different types of hangars which were installed can be seen in Appendix (A)

3.8 6 were installed in front of requestor properties with 3 being placed within the closest vicinity to the requestor.

3.9 In July 2021 a survey was sent to all the residents and current users of cycle Hangars to gather feedback from the first 4 months of the trial which will form part of this document. A report was formed from this survey and has been included in appendix (B)

3.10 The statutory public consultation was undertaken through an experimental traffic regulation order (ETRO) running for the duration of the trial alongside the online surveys. Residents living within 150 metres of a bike hangar location received consultation documents.

3.11 Key outcomes of the pilot are as follows:

- Feedback from the pilot demonstrated that on-street secure cycle storage can be rolled out in the city and that there is a clear demand from residents.
- Lessons have been taken forward that have shaped the prioritisation methodology outlined in section 8.
- A street nomination tool has been developed which is also being adapted for other active travel projects.
- PCC were able to successfully deliver all 9 hangars across the city within 3 days.
- ETRO was a successful format for installing Bike Hangars in roads within parking zones.
- The bike hangar project was received favourably by active and signed-up users

4. Bike Hangar resident feedback survey.

- 4.1 A feedback survey was conducted for 2 weeks between 8th - 22nd July in areas where the bike hangars had been installed. It gave the residents an opportunity to provide their views on the installed bike hangars. The online survey was promoted through letter drops to 1370 households within the eight areas the bike hangars had been installed.
- 4.2 The main aim of the survey was to identify which bike hangar had been best received and help inform future decisions should the project continue. The consultation focused on the following specific research objectives:
- Understand how the bike hangars have been received by both users and non-users
 - Identify which model of bike hangar is the most popular
 - Understand whether specific models are better at fulfilling specific resident needs
- 4.3 The online survey was designed to target specific questions to different respondents based on their answers to earlier qualifying questions. Through these qualifying questions respondents were identified as either users or non-users, which satisfied the first research objective.
- 4.4 The online survey attracted 62 responses, which is only 4.5% of the total potential survey population (if it is presumed that each targeted letter would reach one potential respondent). This volume of responses ensures a 95% confidence level with a margin of error of 12.17% which is not considered to be an acceptable parameter. This low rate of response means that results should only be used as an indicator of opinion rather than forming statistically robust data from which to draw stronger conclusions.
- 4.4 A summary of the analysis undertaken on the data collected from the consultation survey is provided in this section:
- Overall, the bike hangar project was received very favourably by active and sign-up users, with praise given to design, price, accessibility, security, and satisfaction. Whilst there were some comments regarding the "lack of space" within the bike hangars, the benefits of "increased storage options" and "ease of access" outweighed the criticism. A substantial proportion of respondent's report that access to a bike hangar will increase their rate of cycling and are happy with the future pricing model.
 - The response from non-users was much more varied. Whilst more critical on specific aspects of the bike hangar, such as their look, over a third of non-user respondents were still in favour of the project continuing. The negative impact on parking was a major criticism for non-users along with the location of the bike hangar, as seen by the localisation of negative response in areas such as Manners Road. While non-user respondents are more critical of the project there is still support for the project in half of the locations the bike hangar project was trialled.
 - Due to the low response rate it is not possible to identify which of the specific bike hanger models performed best.
- 4.5 A full report of the survey with an analysis of results can be found in appendix (B) of this paper

5. Experimental Traffic Regulation Order Consultation

- 5.1 An Experimental Traffic Regulation Order (ETRO) was used for the pilot to introduce the hangars on streets where parking restrictions under a current traffic regulation order are located. https://www.portsmouth.gov.uk/wp-content/uploads/2021/03/ETRO_37_2021_Secure_Cycle_Parking_on_the_carriageway_PN.pdf and in appendix C of this report. An ETRO is similar to a permanent traffic regulation order in that it is a legal document which imposes traffic and parking restrictions such as road closures and controlled parking. An Experimental Traffic Order is made under Sections 9 and 10 of the Road Traffic

Regulation Act 1984 it can only stay in force for a maximum of 18 months while the effects are monitored and assessed. Changes can be made during the first six months of the experimental period to any of the restrictions (except charges) if necessary, before the Council decides whether or not to continue with the changes brought in by the experimental order on a permanent basis.

A) CHANGE FROM RESIDENTS' PARKING BAY (MB ZONE) TO SECURE CYCLE PARKING 1. Manners Road South side, within a 3m length outside No.118 Manners Road

B) CHANGE FROM RESIDENTS' PARKING BAY (KC ZONE) TO SECURE CYCLE PARKING 1. Clarence Road North side, within a 3m length between Nos. 1 and 1a

C) CHANGE FROM RESIDENTS' PARKING BAY (JE ZONE) TO SECURE CYCLE PARKING 1. Lucknow Street South side, within a 3m length outside Sainsbury Lodge, adjacent to the car park entrance

D) CHANGE FROM RESIDENTS' PARKING BAY (GA ZONE) TO SECURE CYCLE PARKING 1. Guildford Road East side, within a 3m length south of Lincoln Road, adjacent to No.64 Lincoln Road

5.2 The consultation ran from the 15th of March 2021 and ended on the 16 September 2021

5.4 During the consultation PCC only received two responses from residents of the four roads the feedback is outlined below.

5.3 Objections and feedback to the ETRO

Objections to Bike Hangar A) 1. Manners Road

1. Resident, Manners Road

I am writing in objection to the proposed cycle storage unit being placed outside my property and/or in our street as either a permanent or experimental fixture.

I wish to begin by stating that we support the initiative of the campaign - providing safe storage for bike owners and reducing emissions within the city. We are also grateful to live amongst neighbours who look to enhance and improve the local area. However we object to the unit being placed in the proposed location and our reasons are as follows:

We were not given any opportunity to provide feedback or initial thoughts on the placing of a bike unit. We received no prior communication or request for it to be placed outside our home, and until the signs were placed on the lampposts we were unaware of it. We understand the unit will be placed outside 118, but this will also be directly outside my property. It is incredibly unfair that this unit is being placed at the request of one resident, when the considerations and requests of the properties also effected are ignored or not considered.

Our road is notoriously difficult to manoeuvre through due to its narrow width and so the placing of the unit cannot be deemed practical or safe. This year alone we have experienced two awful traffic accidents and I am concerned that this will only enhance the risk of further accidents.

The unit itself is bulky and unsightly, reducing our view and undoubtedly effecting the value of our property. We have a severe issue in this street with noise pollution due to student households, it is an ongoing issue that has caused sleepless nights and lowered our quality of living. Placing this fixture here will only increase noise disruption ten-fold, establishing itself as a place to loiter, to vandalise, and drop

rubbish. We have seen only recently the damage caused to the bike repair/maintenance pods placed nearby.

Another primary concern is that this unit will be taking up valuable parking spaces in an already condensed street where parking is an acute issue. It is a struggle to park in the road, let alone outside my own house and yet I pay the annual parking permit fee for our zone.

It seems unfair that the council should charge us to park our vehicles here and then reduce our ability to park even further.

The notice states the units are to help those with front facing properties or those who live in flats where owning a bike is difficult. I wonder why the unit can't then be placed near or outside one of those targeted properties. All the houses in my road have a bay front, forecourt, and garden - the perfect properties for housing a bike. The unit will therefore encourage those not from our street, indeed from anywhere to park their bikes here and it is my household that will be affected by this.

I therefore request that the unit be placed in an alternative location, one that will ensure our household is not effected, the road stays safe, and where it can be accessible to the public, such as near the school, train station or park.

I understand that the bike unit is being placed upon request and as a trial, but I hope the above reasons highlight the cost it will have on our day to day lives and show the units proposed location to be counter productive and unsafe.

I hope that you can understand our concerns. I kindly ask that you respond to the objections above and that alternative arrangements be made. I would be happy to discuss this with you further.

Comments requesting bike hangars in other locations

2. Resident, Nightingale Road

It would be great if we could get a secure bike store for Nightingale Road, or possibly close by in Kent Road.

I would be more than happy to pay a permit to use it. I constantly worry about my bike locked up at the lamp-post. I have had attempts at it being stolen, resulting in a lock being damaged and my mudguard damaged too.

My bicycle plays an important role in my work duties. A bike store would give me great peace of mind.

6. Reason for recommendations

- 6.1 This project has demonstrated an appetite from residents for on-street cycle infrastructure. The survey feedback showed a low rate of response showing that the that results should only be used as an indicator of opinion rather than forming statistically robust data from which to draw stronger conclusions.
- 6.2 Overall, the bike hangar project was received favourably by active and signed-up users, with praise given to design, price, accessibility, security, and satisfaction. Whilst there were some comments regarding the "lack of space" within the bike hangars, the benefits of "increased storage options" and "ease of access" outweighed the criticism. A substantial proportion of respondents reported that access to a bike hangar will increase their rate of cycling and are happy with the future pricing model.
- 6.3 Four responses were received mentioning difficult driving conditions due to visibility when manoeuvring around the hangar. The council has received no reported incidents from any of the

hangars since the introduction of the pilot. They have been designed for this environment and widely used across the country for cycle storage. The hangars provide no more loss of visibility than a larger sized vehicle parking in the same location. The council will however continue to monitor the feedback from residents closely.

- 6.4 The ETRO consultation only received two responses from the four roads, most of the feedback has been received outside of the formal ETRO process. PCC has received 190 requests of new hangars which demonstrates there is a clear demand for this service within the city.

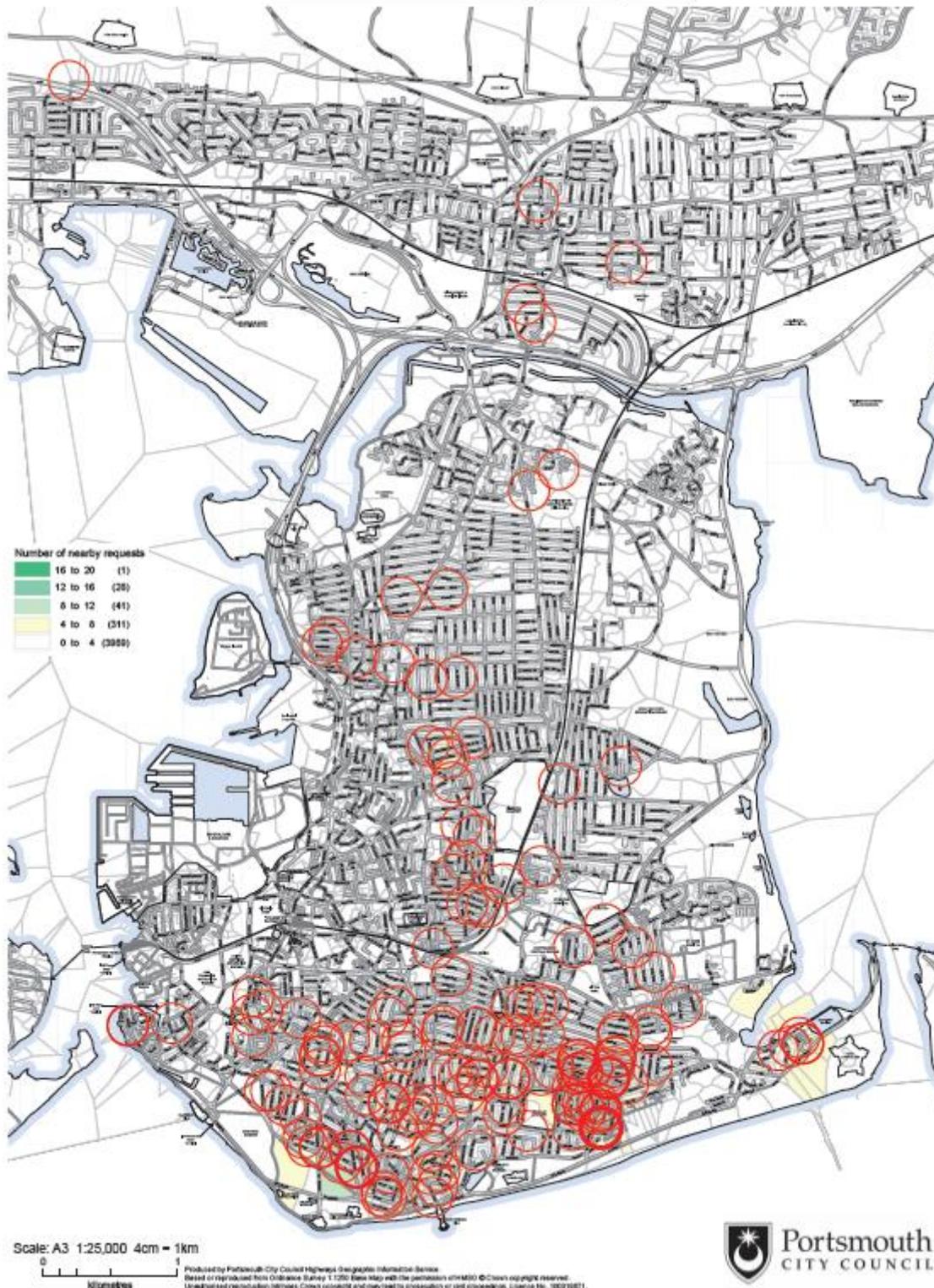
7. Phase 2 Recommendations and requested locations

- 7.1 All eight original locations for the pilot were chosen from resident requests received by the Council. To help choose the next phase for bike hangars an online 'street nomination tool' allowing residents to nominate their own road for a bike hangar: <https://travel.portsmouth.gov.uk/schemes/bikehangars/>
- 7.2 The nomination tool has proved extremely successful, the council received 190 resident requests from across Portsmouth to have a bike hangar installed in their street. On average this was 1 request per day over the six month trial and requests continue to come in daily. There is clear appetite from Portsmouth residents for secure cycle storage to be rolled out across the city.
- 7.3 The table below shows the requests across the city. each red circle has a number of requests associated with it (1 to 3) this gives the number of requests within 150m of each postcode area.

7.4 These requests have been used along with the prioritisation methodology to determine the locations of a further 16 hangars funds are available for in a second phase of this project.

8.

Portsmouth Bike Hanger Requests



Prioritisation methodology

8.1 Identification of locations for future bike hangars will be based on a prioritisation

Methodology which was developed from lessons of the pilot and takes into consideration a number of criteria including:

- Number of requests (multiple requests from one household are counted as one request)
- Type of properties. Flats, houses that are flat fronted with no garden, Flat fronted with no rear access all properties with difficulty storing bikes, lack of outdoor secure space to store bikes.
- The resident requesting must be happy to have the Bike Hanger outside their property. (if the Active Travel team come to install and the resident has changed their mind the next resident in the road will be asked. If all in the road do not want it outside their property then another road will be chosen by officers from the street nomination tool)
- Level of local support and anticipated uptake
- Geographical spread of requests and provision of bike hangars across the City
- Impact on other local cycle parking infrastructure
- Availability of suitable space to accommodate bike hangar
- Date of request (first come first serve)

Officers will consider all of the above factors in determining whether to programme the provision of a bike hangar in requested roads.

9. Proposed locations from the longlist

Road/ location	Requester/ interested party	Off Street	Ward	RPZ Y/N
Methuen Road	6 Individual Requests	No	Milton	MH
Worsley Street	5 individual Requests	No	Eastney and Craneswater	MG
Tokar	3 individual Requests	No	Eastney and Craneswater	MG
Binstead Road	5 individual requests from residents in this area.	No	Fratton	No
Lennox Road South	7 individual Requests	Yes Space	St Jude	KC
Fawcett Road	5 individual requests of residents within a 2 min walk of this location.	No	Central Southsea	MC
Collingwood Road	6 individual requests within a 2 min walk of this location 2 requests in road.	Yes near 84	St Jude	MD
Manchester road/Guildford	4 individual requests within a 2 min walk of this locations 2 requests in road	Yes near Guildford road	Fratton	GA
Lumsden/Ferry Road	5 individual requests	Yes	Eastney and Craneswater	No
South Parade	4 Individual Requests	Yes	Eastney and Craneswater	No
Renny Road	2 individual Requests	No	Fratton	GA
Landguard Road	4 individual requests from residents in this area.	No	Milton	MH

Lennox Road South 2 nd hangar	7 individual Requests	Yes	St Jude	No
Suffolk	3 individual requests	No	Milton	MI
Allens Road	3 individual requests	No	Eastney	MF
Francis Avenue	3 individual requests	No	Central Southsea	MC
Whitwell Road	2 individual requests	No	Eastney and craneswater	MF

9.1 Following the award of £30,000 for secure cycle storage from Portsmouth's successful bid for Capability Funding, eight locations from the above long list were complied using the prioritisation methodology and have been shortlisted for the next stage of installations. The other 8 roads from this list will be prioritised for the next round of funding.

9.2 The eight locations which will be installed in phase 2 are:

Road/ location	Requester/ interested party	Off Street	Ward	RPZ Y/N
Methuen Road	6 Individual Requests	No	Milton	MH
Worsley Street	5 individual Requests	No	Eastney and Craneswater	MG
Binsteed Road	5 individual requests from residents in this area.	No	Fratton	No
Lennox Road South	7 individual Requests	Yes Space	St Jude	KC
Collingwood Road	6 individual requests within a 2 min walk of this location 2 requests in road.	Yes near 84	St Jude	MD
Lumsden/Ferry Road	5 individual requests	Yes	Eastney and Craneswater	No
Landguard Road	4 individual requests from residents in this area.	No	Milton	MH
Francis Avenue	3 individual requests	No	Central Southsea	MC

Reason for recommendations

- 10.1 The street nomination tool has shown there is clear appetite from residents for secure cycle storage across the city. We have received over 190 individual requests.
- 10.2 The second phase will blend a mix of off and on-street locations.
- 10.3 Eight hangars will provide secure bike parking for 48 residents cycles and allow them to access their bike in the same way you would a private motor vehicle, easily and conveniently from outside of their properties.

11. Integrated impact assessment

11.1 A full integrated impact assessment accompanies this report.

12. Legal implications

12.1 Under section 9 of the Road Traffic Regulation Act 1984 it is permissible to make an experimental traffic order (ETRO) for a maximum of 18 months and these orders may contain the same provisions as a standard traffic regulation order

12.2 Regulations place restrictions on the ability to suspend or modify the provisions of an ETRO. An order making part only of an ETRO would effectively be a modification. An ETRO can only be varied if a specific power to do so is reserved in the order itself and the order cannot be varied so as to make additions to the order.

12.3 An ETRO can be made permanently enforceable provided that:

- (a) no variation or modification of the order has been made later than 12 months after the experimental order is varied; and
- (b) where the experimental order has been modified in accordance with s10(2) of the RTRA 1984, details of the modifications have been included in the documents held on deposit in accordance with the terms of regulation 22 of the 1996 Regulations during the continuance of the experimental order.

12.4 It is possible to suspend or modify certain provisions of an experimental order and to make permanent the order as suspended or modified provided that:

- a) the experimental order included a specific provision empowering a specified officer to modify or suspend the operation of the order or any provision of it if it appears to him essential:
 - (i). in the interests of the expeditious, convenient and safe movement of traffic;
 - (ii). in the interests of providing suitable and adequate on-street parking facilities; or
 - (iii). for preserving or improving the amenities of the area through which any road affected by the order runs;
- b) The notice requirements in section 10 (2) of the RTRA have been fully complied with;
- c) No variation or modification of the order was made than 12 months after the order was made; and
- d) A statement of the effect of each modification has been included with the documents deposited in accordance with the provisions of regulation 23 of the 1996 Regulations.

12.5 A new TRO or ETRO will be required if it is decided to introduce further cycle stations following the completion of the consultation"

13. Director of Finance's comments

13.1 The cost to implement 8 new hangars is expected to be approximately £30,000 and will be funded from the Local Authority Cycling and Walking Capability Revenue Grant.

13.2 The cost to the customer to rent the bike space is £30.00 per bike (£180.00) per hangar. This will be administered by the supplier who install the hangars and will cover the cost of issuing the keys and admin. Negotiations are ongoing for the supplier to include annual maintenance of the hangars within the rental cost, but this is yet to be confirmed. If supplier does not take on the maintenance, then some of the rental will be held back to

fund the ongoing maintenance in-house, although the maintenance cost is expected to be very low.

.....
Signed by: Tristan Samuels, Director of Regeneration

Appendices:

Appendix A: Style of Bike Hangar

Cyclehoop



Falco



Cycleworks



Appendix (B) Survey Report



Portsmouth
CITY COUNCIL

Bike Hangar Project Consultation Report 2021

Research and Engagement Team
PORTSMOUTH CITY COUNCIL

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1.0 Purpose

The purpose of this report is to provide a comprehensive summary of feedback on the launch of eight new bike hangars within Portsmouth. A feedback survey was conducted with residents in the areas where the bike hangars had been installed that gave respondents the opportunity to provide their views on the installed bike hangars. This feedback will help identify if there are any issues or performance differences between the three models of bike hangar currently available, and support the continuation of the scheme.

2.0 Background

Portsmouth City Council (PCC) are looking at ways to create a more 'people-centred' travel network; encouraging cycling is a key element of this plan. As part of this plan, eight bike hangars (secure bicycle storage pods) were installed in residential locations across Portsmouth, starting in March 2021. Bike hangars are on-street secure, lockable, and covered spaces for storage of bicycles, which offer a practical solution for people who are keen to cycle but are limited by a lack of outside secure cycle storage (for example flat-fronted terraces). Three models of bike hangar, 'Cyclehoop', 'Cycleworks', and 'Falco' were trialled for six months in the city; residents who lived near a hangar could sign up for free for the first six months between March and September 2021. PCC gathered feedback from residents during the trial on their experiences of the hangars.

3.0 Research

3.1 Objectives

The main aim of the consultation was to identify which bike hangar had been best received and help inform future decisions on the type of bike hangar to install should the project continue. The consultation focused on the following specific research objectives:

- Understand how the bike hangars have been received by both users and non-users
- Identify which model of bike hangar is the most popular
- Understand whether specific models are better at fulfilling specific resident needs

3.2 Methodology

In order to meet the aims and objectives of the research (as outlined in section 3.1), a predominantly online survey was developed. The online survey was designed to target specific questions to different respondents based on their answers to earlier qualifying questions. Through these qualifying questions respondents were identified as either users or non-users, which satisfied the first research objective. Once respondents had been grouped appropriately they were directed to suitable questions that satisfied the second and third research objective. Collectively this information was used to answer the overall research claim.

The online survey was launched on July 8th and ran for two weeks and was promoted through two targeted letter drops to 1370 households within the eight areas the bike hangars had been

installed. The first targeted letter drop was in March 2021, to coincide with the start of the trial, and the second targeted letter drop was in June 2021.

3.3 Response rates

Overall, the online survey attracted 62 responses, which is only 4.5% of the total potential survey population (if it is presumed that each targeted letter would reach one potential respondent). This volume of responses ensures a 95% confidence level with a margin of error of 12.17% which is not considered to be an acceptable parameter. This low rate of response means that results should only be used as an indicator of opinion rather than forming statistically robust data from which to draw stronger conclusions.

4.0 Summary of findings

A summary of the analysis undertaken on the data collected from the consultation survey is provided in this section.

- Overall, the bike hangar project was received very favourably by active and sign-up users, with praise given to design, price, accessibility, security, and satisfaction. Whilst there were some comments regarding the "lack of space" within the bike hangars, the benefits of "increased storage options" and "ease of access" outweighed the criticism. A substantial proportion of respondents report that access to a bike hangar will increase their rate of cycling and are happy with the future pricing model.
- The response from non-users was much more varied. Whilst more critical on specific aspects of the bike hangar, such as their look, over a third of non-user respondents were still in favour of the project continuing. The negative impact on parking was a primary criticism for nonusers along with the location of the bike hangar, as seen by the localisation of negative response in areas such as Manners Road. While non-user respondents are more critical of the project there is still support for the project in half of the locations the bike hangar project was trialled.
- Due to the low response rates it is not possible to identify which of the specific bike hanger models performed best. The disproportionate number of responses for the Cycleworks model gives the appearance that it was lower performing in some categories but the margin of superiority is slight at best and would likely not be replicated were this survey be conducted again.

5.0 Analysis of results

The following sections outline the analysis undertaken on the results from the bike hangar consultation. Results are divided into the following three main sections of analysis:

1. Respondent demographic profile
2. User responses
3. Non-user responses

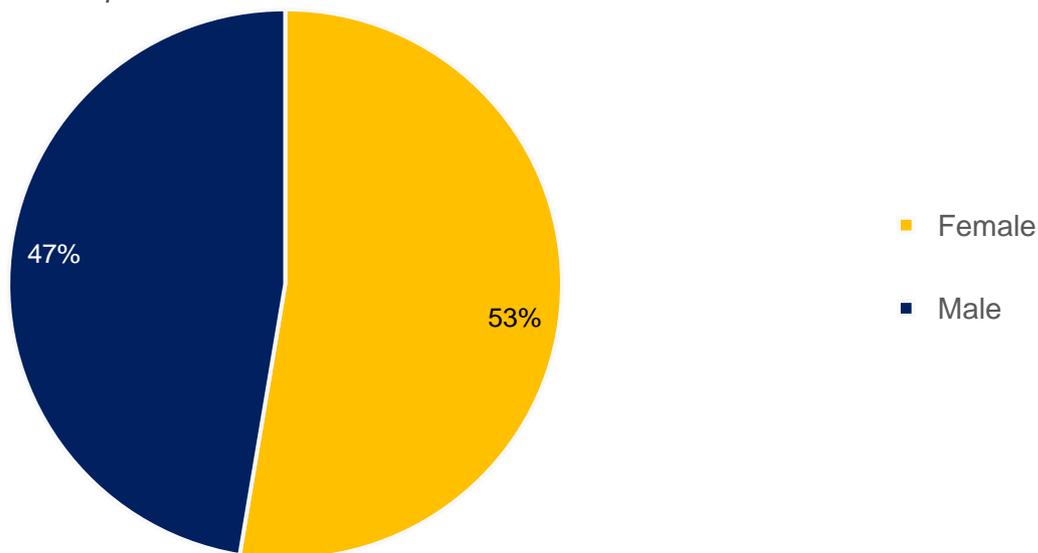
Please note that any discrepancies between the figures reported in the charts and the commentary are due to rounding.

5.1 Respondent demographic profile

This section provides a demographic profile of the respondents that interacted with the consultation survey - it focuses on the information collected in the demographics section of the survey which included sex, age group, ethnic group, disability and type of disability.

There are slightly more females (53% of respondents) in the consultation sample than males (47% of respondents) - see Figure 1.

Figure 1: Sex of respondents

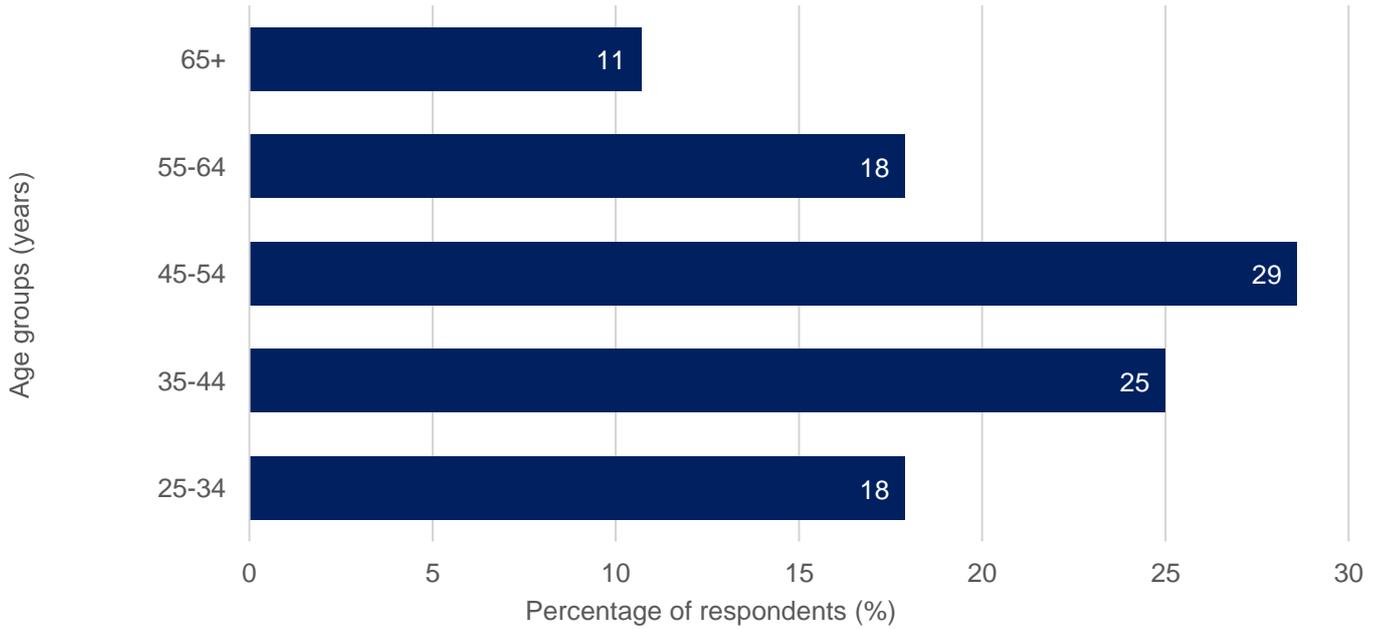


Base: Total sample (57)

Figure 2 on the following page shows that, with the exception of those aged 16-24, respondents from all age groups are represented in the consultation sample. 45-54 year olds are represented the most with 29% of respondents falling in this category.

Figure

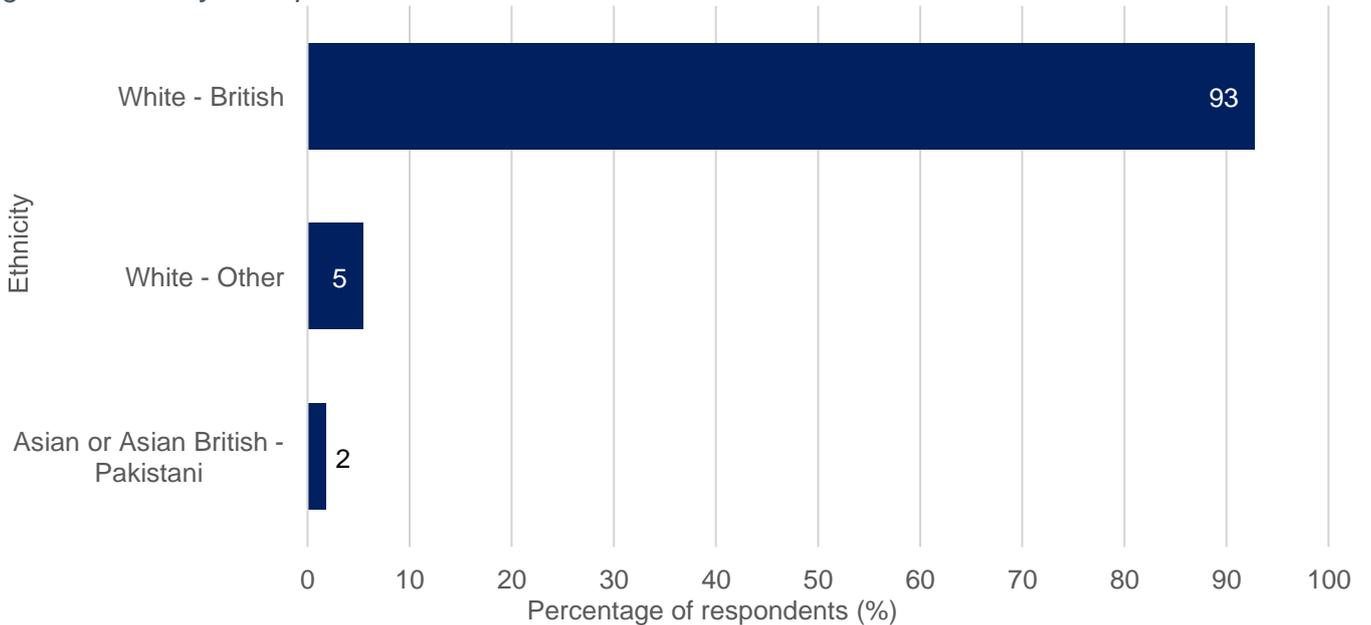
2: Age of respondents



Base: Total sample (57)

Figure 3 shows the majority of respondents identify as 'White - British' (93%), with 5% identifying as 'White - Other', and 2% as 'Asian or Asian British - Pakistani'.

Figure 3: Ethnicity of respondents



Base: Total sample (55)

Figure 4 on the following page shows that nine in ten respondents do not consider themselves to have a disability under the Equality Act 2010 (92%), 8% do identify as having a disability.

Figure 4: Do you consider yourself to have a disability under the Equality Act 2010?

Figure

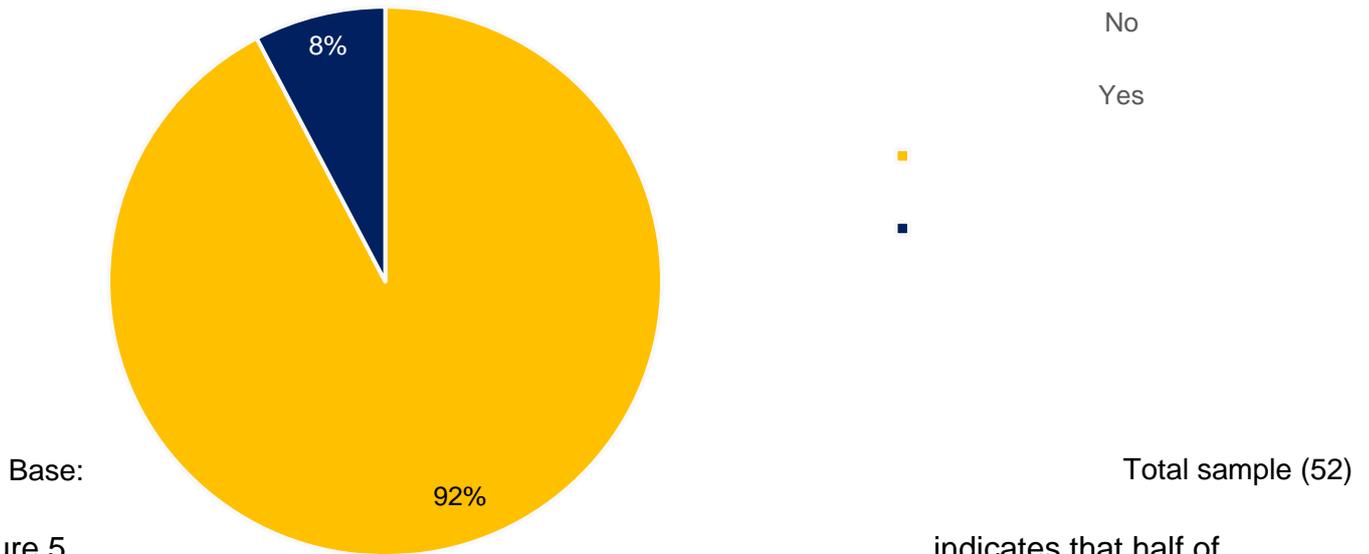
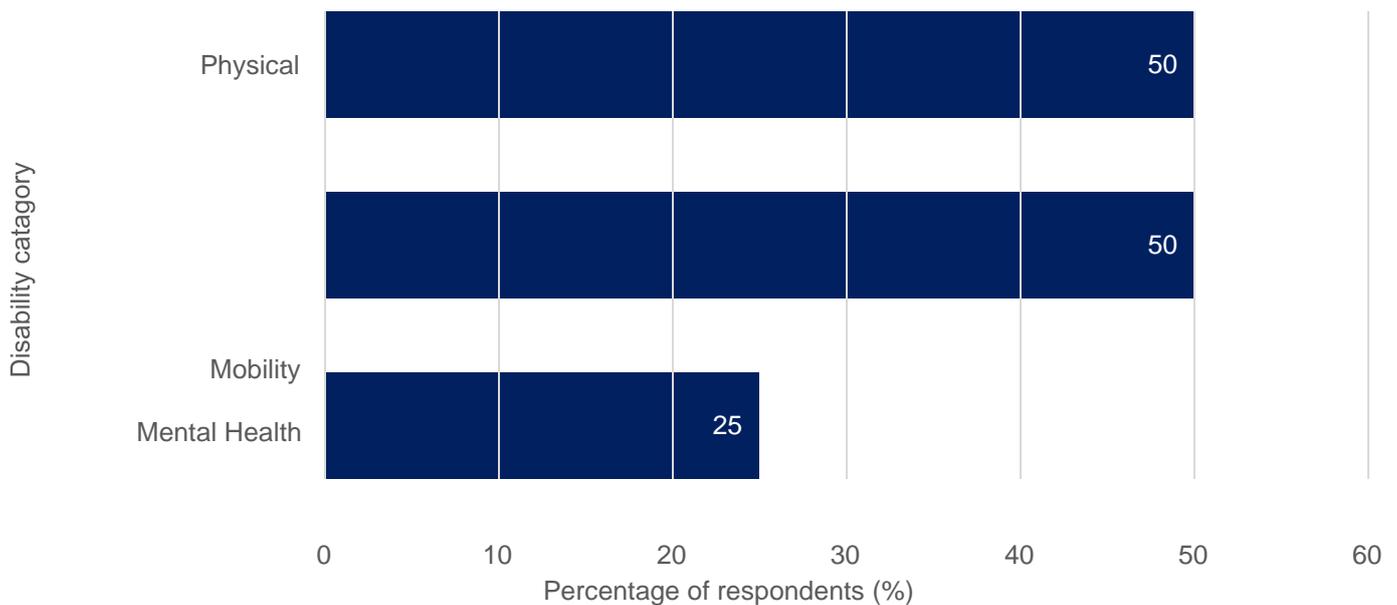


Figure 5 indicates that half of respondents with a disability report that their disability category is either 'physical' or 'mobility', with 25% identifying as having a 'mental health' disability. It is important to state that the sample size for this group was extremely small so this breakdown is not likely to be indicative of disability demographics if applied to a wider population.

Figure 5: Type of disability respondents have

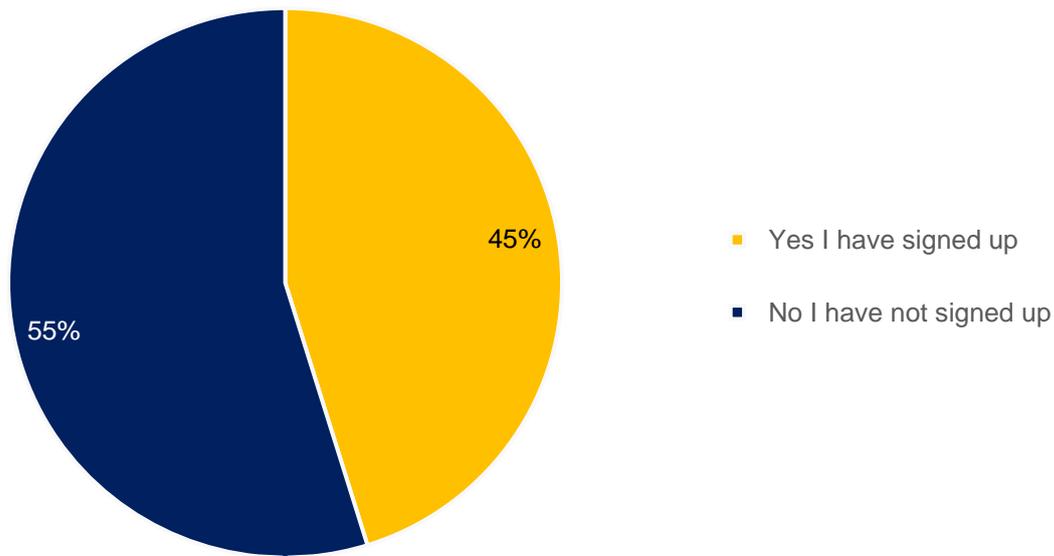


Base: Disability (4*) | * Caution small base

The final part of this section addresses whether respondents had signed up for a bike hangar - see Figure 6 on the following page. The split between those who have signed up (45%) and those who haven't (55%) is reasonably even.

Figure

6: Have you signed up to use one of the new on-street bike hangars?



Base: Total sample (62)

5.2 Analysis of responses from active and sign-up users

The following section summarises the results from the questions asked to bike hangar users and respondents who have signed up but are not yet using a bike hangar. Respondents were asked whether they were actively using a bike hangar, their cycling habits, what they thought about the bike hangar and the impact the bike hangar had on their lives. The sample size of users and those who have signed up is small and so findings provide a basic indication of trends rather than forming statistically robust data from which to draw stronger conclusions.

Figure 7 shows the locations of the bike hangars respondents had signed up to use. 'Addison Road' had the highest sign up rate (26%), followed by 'Clarence Road' (22%), 'Hunters Road' (15%) and 'Guildford Road' (15%), and finally 'Manners Road' (11%) and 'Eastfield Road' (11%). None of the respondents selected 'Lucknow Street' or 'Sultan Road' as their chosen location.

Figure 7: Which bike hangar have you signed up to use (by street)?

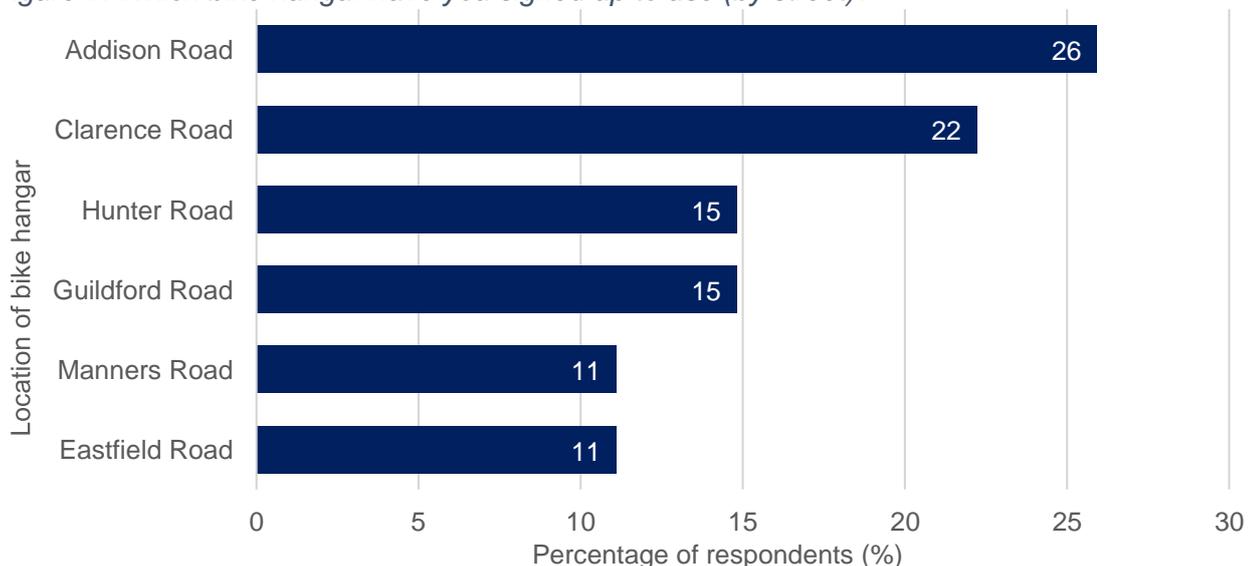


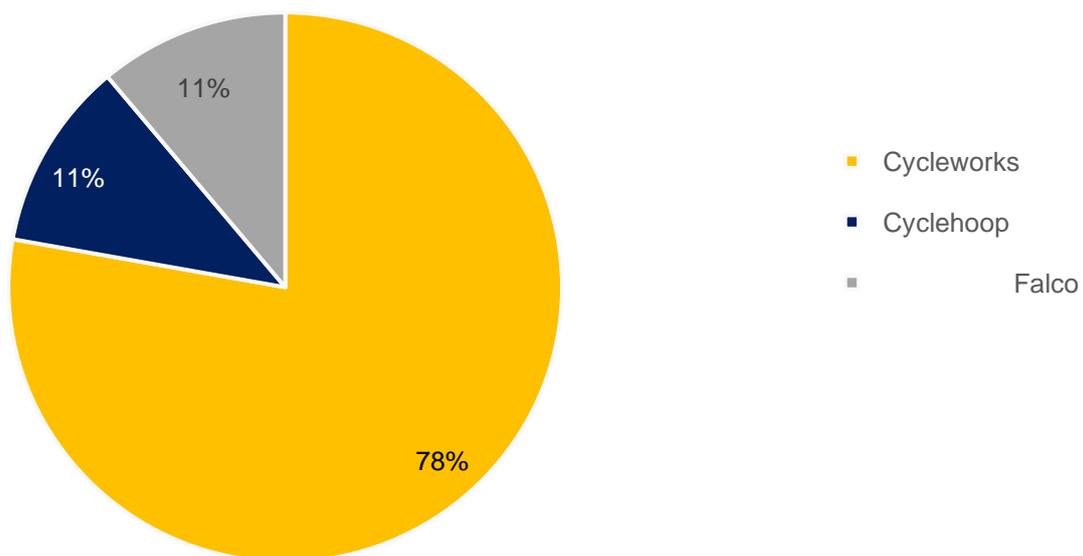
Table 1 shows which type of bike hangar is situated at each location. 'Cyclework' bike hangars were installed in four locations, ('Addison Road', 'Clarence Road', 'Guildford Road', and 'Hunter Road'), 'Cyclehoops' bike hangars were installed in two locations ('Eastfield Road' and 'Sultan Road'), as were 'Falco' bike hangars ('Lucknow Street' and 'Manners Road').

Table 1: Bike hangar models by location

Street	Type of Bike Hangar
Addison Road	Cycleworks
Clarence Road	
Guildford Road	
Hunter Road	
Eastfield Road	Cyclehoop
Sultan Road	
Lucknow Street	Falco
Manners Road	

When looking at responses by bike hangar type (see Figure 8) it is clear that over three-quarters signed up to use 'Cycleworks' bike hangars (78%), with the remaining 22% split between 'Cyclehoop' (11%) and 'Falco' (11%). This has a subsequent impact on analysis, particularly with a low overall response rate.

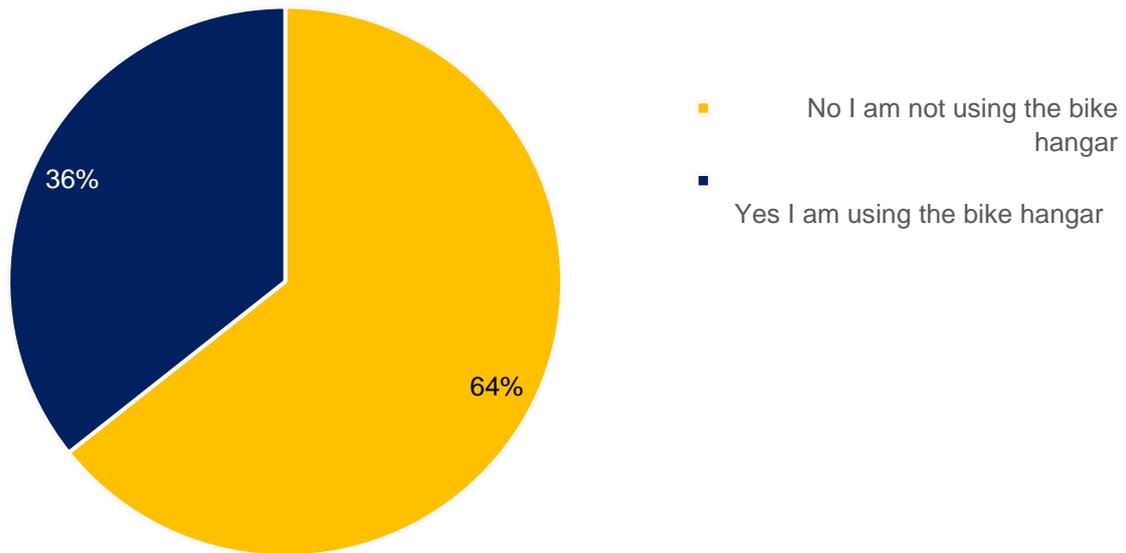
Figure 8: Which bike hangar have you signed up to use (by bike hangar type)?



Figure

Figure 9 on the following page shows the proportion of respondents who are using the bike hangar they have signed up for; just over a third of respondents are using a bike hangar (36%).

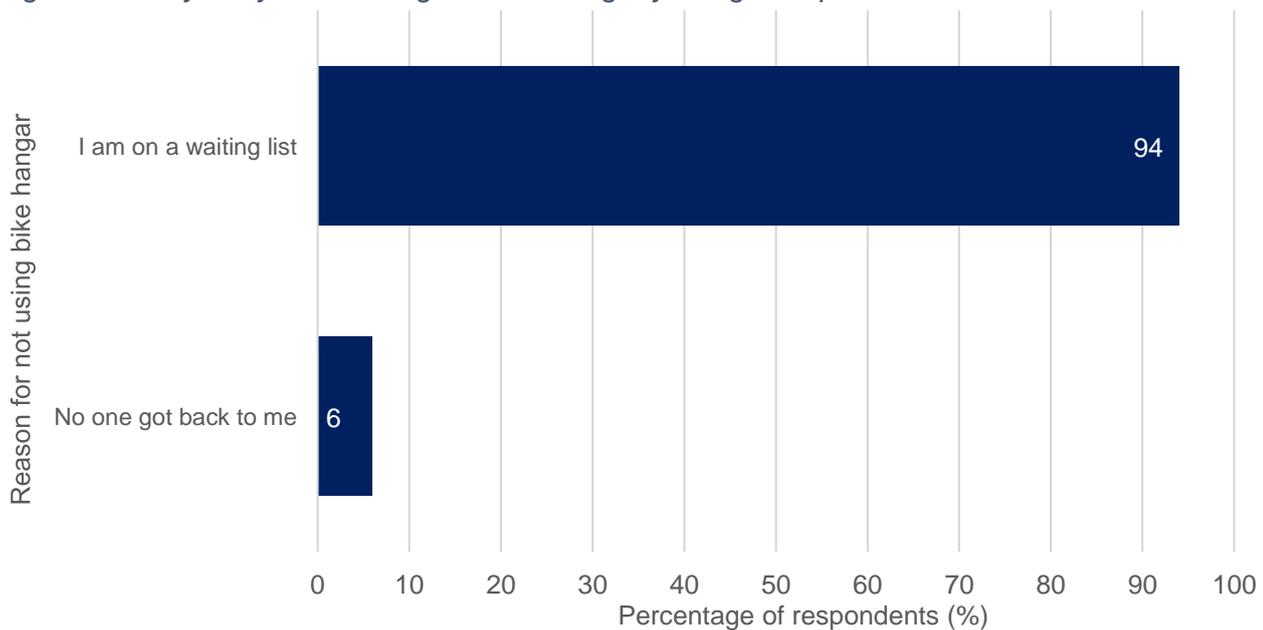
9: Are you using the bike hangar you have signed up for?



Base: Signed up to use a bike hangar (28*) | *Caution small base

When asked 'why are you not using the bike hangar you signed up to use?' 94% of respondents stated that they were on a 'waiting list' - see Figure 10. Only one respondent answered differently, stating that "No one got back to me after was told was going thru list (sic)".

Figure 10: Why are you not using the bike hangar you signed up to use?



Figure

Base: 'Have you used the bike hangar you signed up for?' - No (17*) | *Caution small base

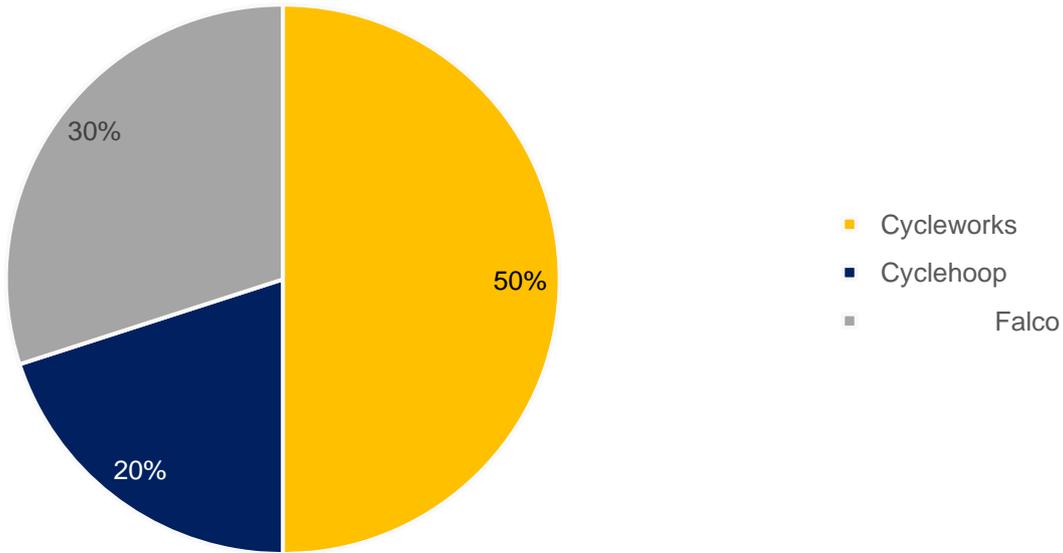
For clarity going forward, respondents within this section will be segmented by those who are an 'active user' (i.e. an individual who has access to a bike hangar) and those who are a 'sign up user' (i.e. an individual who wants to use a bike hangar but is currently on a waiting list) when appropriate.

Figure 11 on the following page shows that half of 'active users' are using a 'Cycleworks' bike hangar, with the remaining half split between 'Falco' (30%) and 'Cyclehoop' (20%) bike hangars.

9

Figure

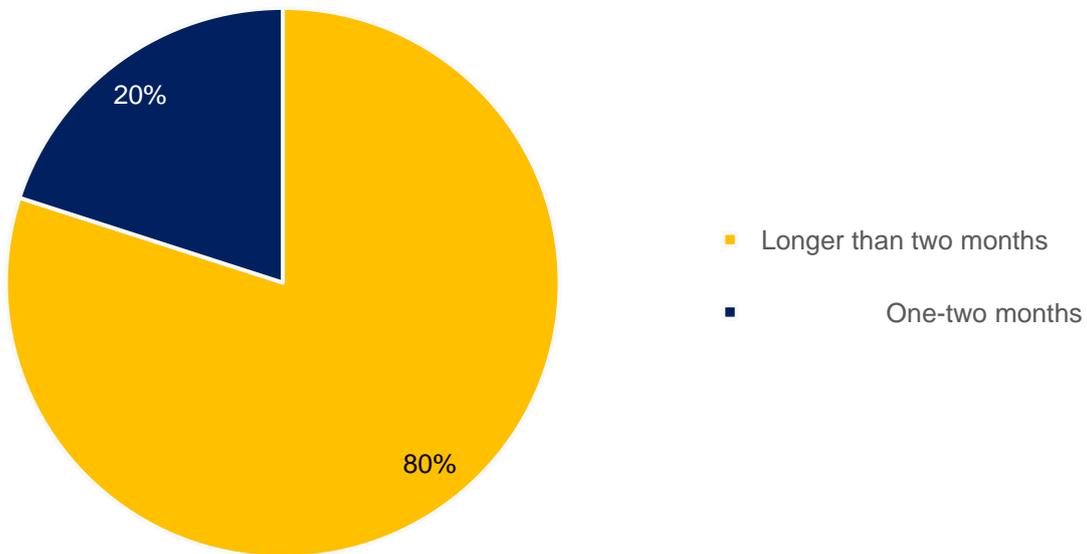
11: Bike hangars in active use



Base: Active user (10*) | *Caution small base

The majority of 'active users' have been using a bike hangar for 'longer than two months' (80%), with the remaining 20% using a bike hangar for 'one-two months' (see figure 12). This shows that all the all the 'active users' have been using their bike hangar for a substantial amount of time and as such are able to give an informed opinion on their experiences.

Figure 12: How long have you been using bike hangar for?

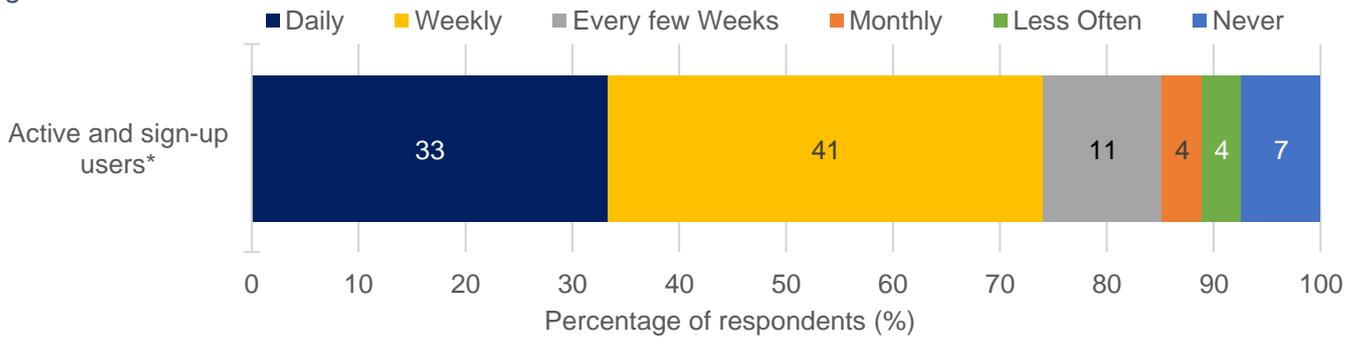


Base: Active user (10*) | *Caution small base

Figure 13 on the following page shows how often respondents 'cycle in the city'. In total just under three-quarters of respondents cycle either 'daily' (33%) or 'weekly' (41%). The remaining quarter either cycle 'every few weeks' (11%), 'monthly' (4%), 'less often' (4%), or 'never' (7%).

13: How often do you cycle in the city?

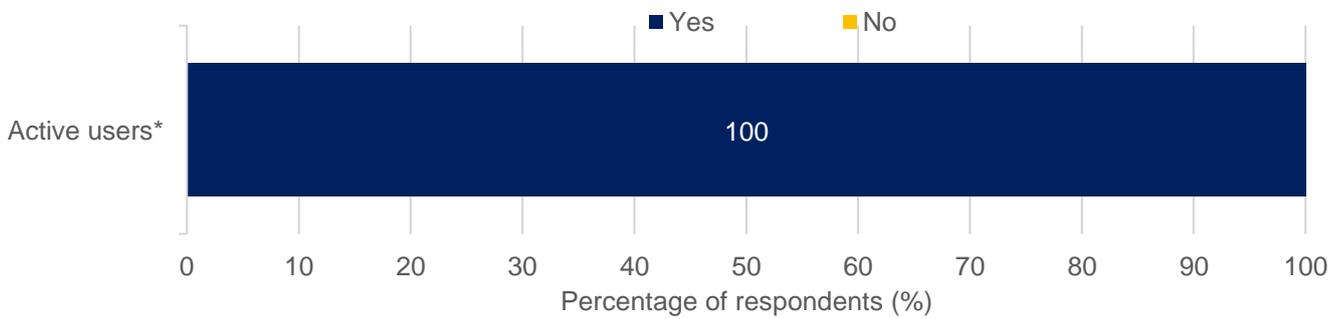
Figure



Base: Active and sign-up user (27*) | *Caution small base

When asked 'is the bike hangar making it easier for you to store your bike?' 100% of 'active users' state that it does (see Figure 14).

Figure 14: Is the bike hangar making it easier for you to store your bike?



Base: Active user (10*) | *Caution small base

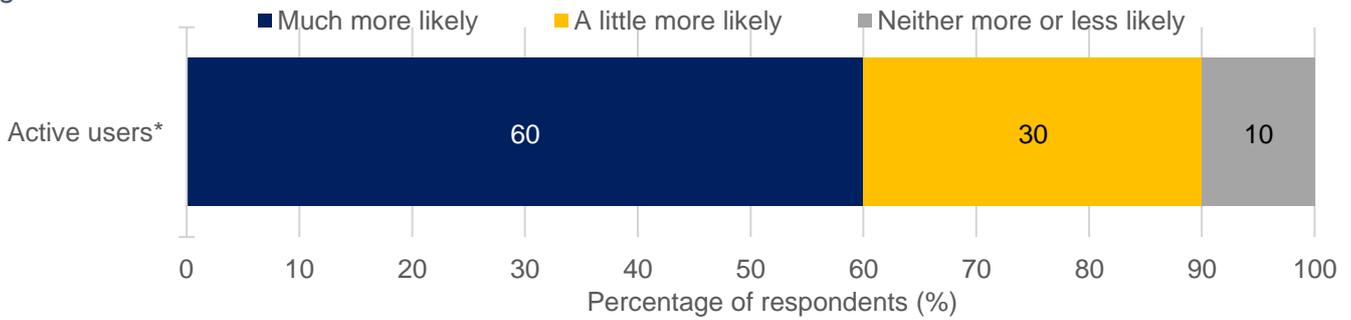
'Active users' were asked how the bike hangar makes it easier for them to store their bike, this was an open-ended question, and the responses fell into one of three common themes; **'additional storage space'**, **'access'**, and **'protection from bad weather'**.

Most 'active users' report that the bike hangar increased the **"accessibility"** of their bike as they no longer have to try and store their bike within their home. They also praise the **"protection"** bike hangars offer during bad weather; both to their homes by not having to store wet or muddy bicycles inside and for the protection bike hangars give to the bicycles themselves when they are in storage. Respondents also stated that having access to a bike hangar gave them the **"additional storage"** they needed to own a bike, something that their current homes did not provide them.

Figure 15 on the following page shows the impact of bike hangars on 'active user' cycling activity. Nine out of ten active users see a positive increase in their level of cycling due to their access to a bike hangar, with 60% of users 'much more likely' to cycle within the city.

15: Are you more or less likely to cycle in the city now that you are using the bike hangar?

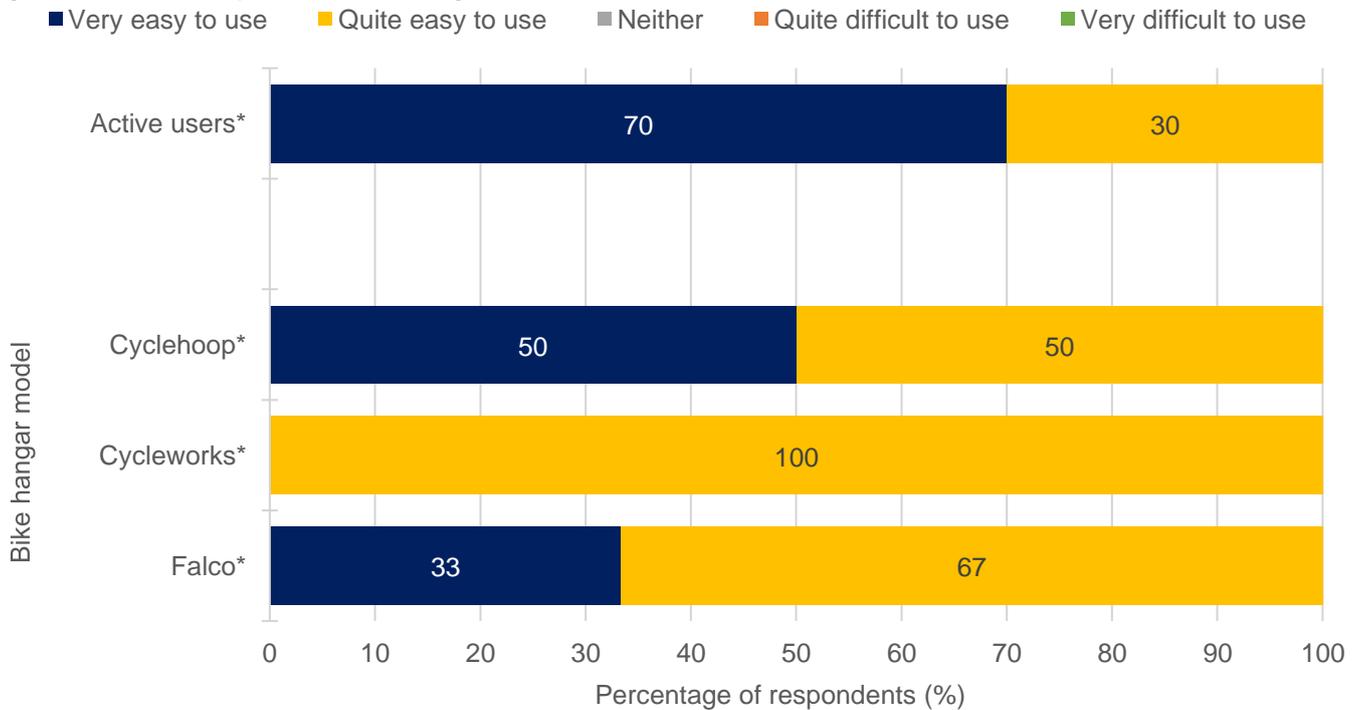
Figure



Base: Active users (10*) | *Caution small base

Figure 16 relates to how easy the bike hangar is to use, with 70% of 'active users' stating that their bike hangar is 'very easy to use', and 30% stating it is 'quite easy to use'. When analysed by bike hangar model; half of 'Cyclehoop' users report that their bike hangar is 'very easy to use', 100% of 'Cycleworks' users state that their bike hangar is 'quite easy to use' and 33% of 'Falco' users report that their bike hangar is 'very easy to use'. The overall positive response to this question is that there is very little separating the ease of use of the bike hangars by model.

Figure 16: How easy is the bike hangar to use?

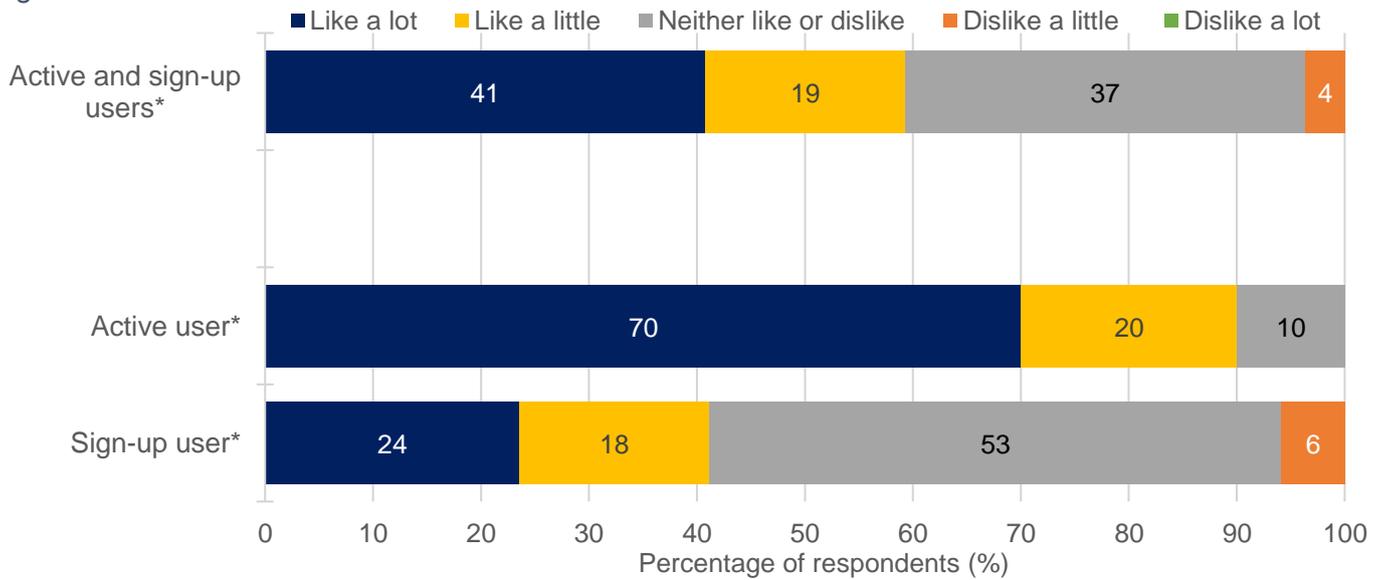


Base: Active users (10*) | Cyclehoop (2*) | Cycleworks (5*) | Falco (3*) | *Caution small base

When asked how much they liked or disliked 'the look of the bike hangar' (see Figure 17 on the following page), over 50% of respondents are positive about their bike hangar's design; 41% 'like it a lot' and 19% 'like it a little'. Only 4% of respondents state that they 'dislike a little' and none of the respondents state that they 'dislike a lot'. When segmented into 'active users' and sign-up users' it is clear that 'active users' rate the design of their bike hangar more highly; 70% of 'active users' like their bike hangar 'a lot' in comparison to 24% of 'sign-up users'. 'Sign-up users' were also the only respondents to 'dislike the design'.

17: How much do you like or dislike the look of the bike hangar?

Figure

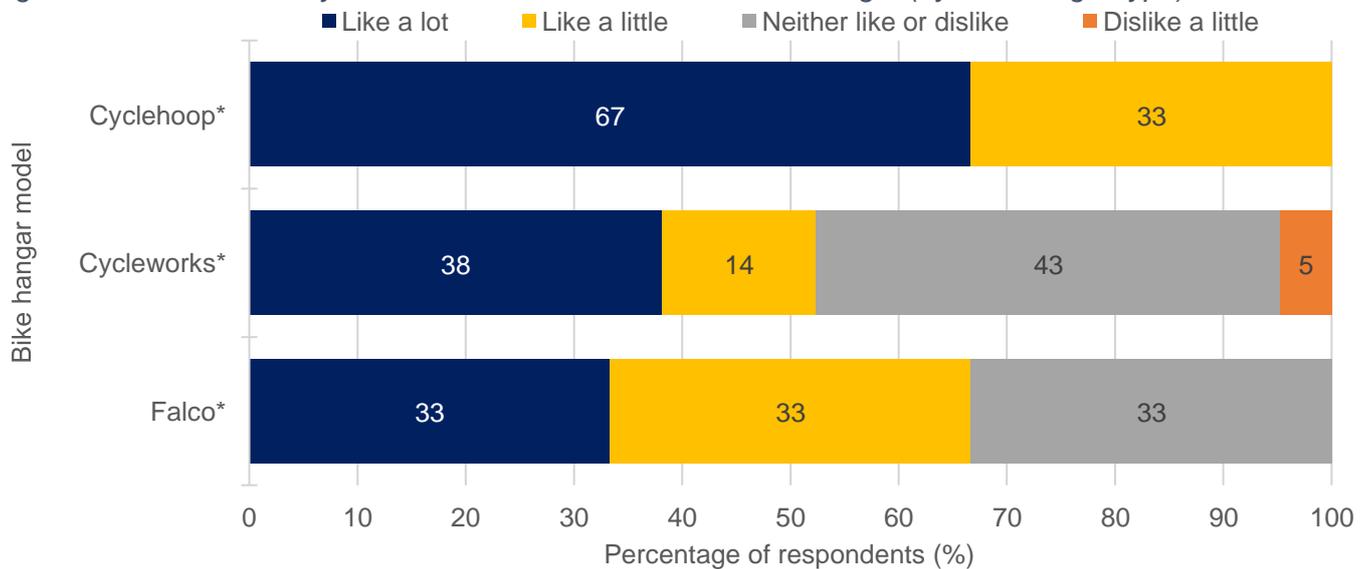


Base: Active and sign-up user (27*) | Active user (10*) | Sign-up user (17*) | *Caution small base

When looking at the reasons for not liking the design of a bike hangar, the respondent that stated they 'dislike a little' reports that this is not due to the design of the bike hangar, but is due to a **"lack of parking places in Southsea"**, stating; *"is not about the design, is the location that takes a car parking place..."*

In Figure 18 the question is segmented by bike hangar model. 'Cyclehoop' has the most positive reaction from respondents, with 100% liking the look of this bike hangar. Two-thirds of 'Falco' respondents liked their look, and just over half (52%) like the look of 'Cycleworks' bike hangars.

Figure 18: How much do you like or dislike the look of the bike hangar (by bike hangar type)?



Base: Cyclehoop (3*) | Cycleworks (21*) | Falco (3*) | *Caution small base

Figure

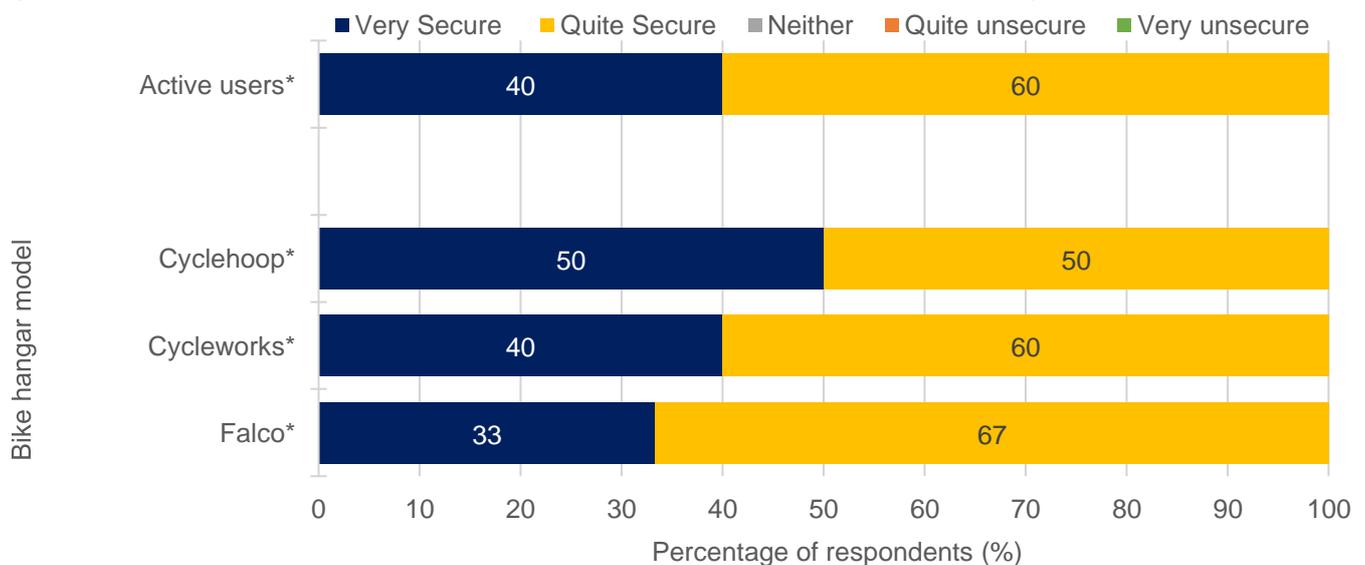
When asked to give further comments on the "design of the bike hangar" there is a reasonably even split between positive and negative comments. The most common themes among the positive comments is praise for "**matching the design of the area**" and the "**security**" of the bike hangars. Respondents made comments including, "Very cool design and compliments the look of the street." and "... it looks secure and safe..."

There is a wider dispersion of negative comments for the bike hangars, with the common themes being; "**not enough space**", "**difficulty using the stand**", and "**the door being too heavy**". Respondents made comments including, "...the stand to lock bikes to is quite low (level with pedals) and it's a bit awkward to access when it is full..." and "When all four spaces are occupied, it is quite a tight space in order to apply your locks..."

As mentioned above there were also some comments regarding "**parking spaces**" and how the bike hangars impact them. However this is not a design issue and is covered in more detail further in the report.

Figure 19 shows how secure 'active users' feel their bicycles are within the bike hangar. All respondents feel that their bicycles are secure, with 40% stating that they feel they are 'very secure'. 'Cyclehoop' has the highest security rating (50%), followed by 'Cycleworks' (40%), and then 'Falco' (33%).

Figure 19: Do you feel that your bike is secure when you leave it in the bike hangar?

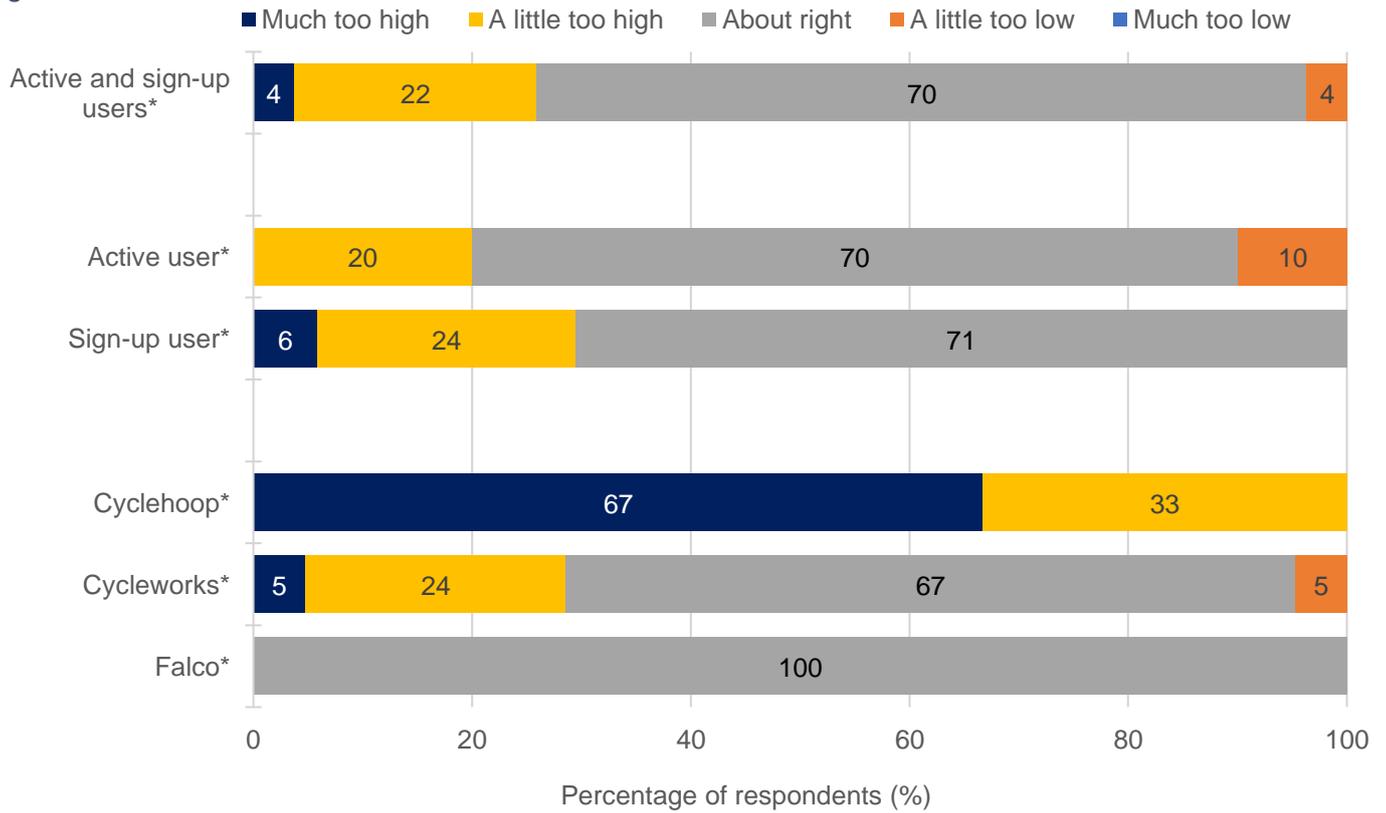


Base: Active users (10*) | Cyclehoop (2*) | Cycleworks (5*) | Falco (3*) | *Caution small base

When asked their opinions on the £30 per year rental price for a bike hangar, to be introduced after the current trial, 70% of respondents report that the price is 'about right' - see Figure 20 on the following page. This held true when segmented by 'active user' (70%) or 'sign-up user' (71%). Just over a quarter of respondents (26%) feel that the proposed price is "too high", which is the result of the opinions of respondents who are using 'Cyclehoop', as 67% feel that the price is 'much too high' and the remaining 33% feel it is 'a little too high'. These responses show that the future pricing plan for bike hangars is appropriate for the majority of the survey sample.

20: What do you think of the £30 rental price for a bike hangar

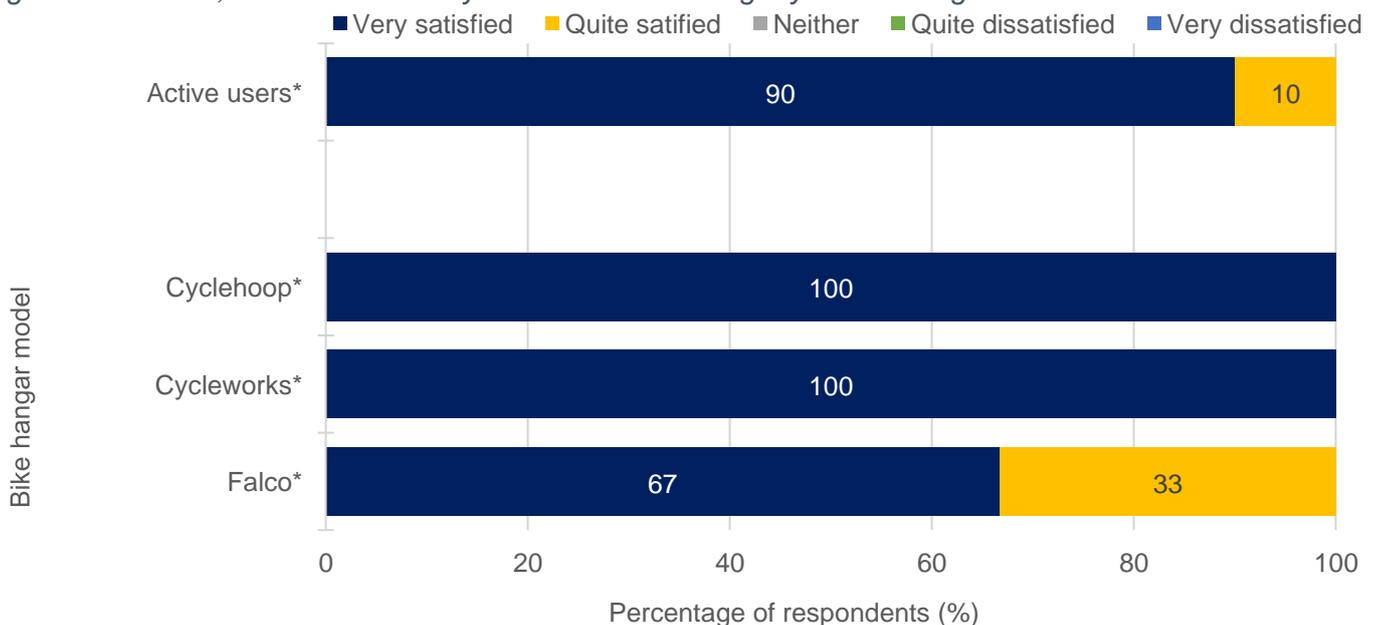
Figure



Base: Active and sign-up users (27*) | Active users (10*) | Sign-up users (17*) | Cyclehoop (3*) | Cycleworks (21*) | Falco (3*) | *Caution small base

When asked 'how satisfied are you with the bike hangar you are using' 90% of 'active users' report being 'very satisfied', with the remaining 10% stating that they are 'quite satisfied' - see Figure 21. Both 'Cyclehoop' and 'Cycleworks' are scored at 100% for 'very satisfied' by their 'active users', with two-thirds of 'Falco's' users reporting that they are also 'very satisfied'. Overall all of the bike hangar models performed very well.

Figure 21: Overall, how satisfied are you with the bike hangar you are using?



Base: Active users (10*) | Cyclehoop (2*) | Cycleworks (5*) | Falco (3*) | *Caution small base

Figure

The final part of the user survey allowed respondents to give any other comments they had regarding the bike hangar project. Over half of the respondents state that they want to see **"more bike hangars"**, with many of these respondents stating that they are **"still on a waiting list"**:

While the vast majority of comments regarding the bike hangars are positive there was also some negative feedback. A small number of respondents claim that the bike hangars within their area **are not being used"**. This is reported on 'Addison Road' and Guildford Road', although it should be noted that these respondents are also on the **"waiting list"** and so may be projecting frustration at a lack of available hangars. There are some further comments regarding the future pricing plans of the project, with some respondents asking that all bike hangars be **"free of charge"**.

However, there has also been success in **"convincing"** residents who were initially **"sceptical"** of the project:

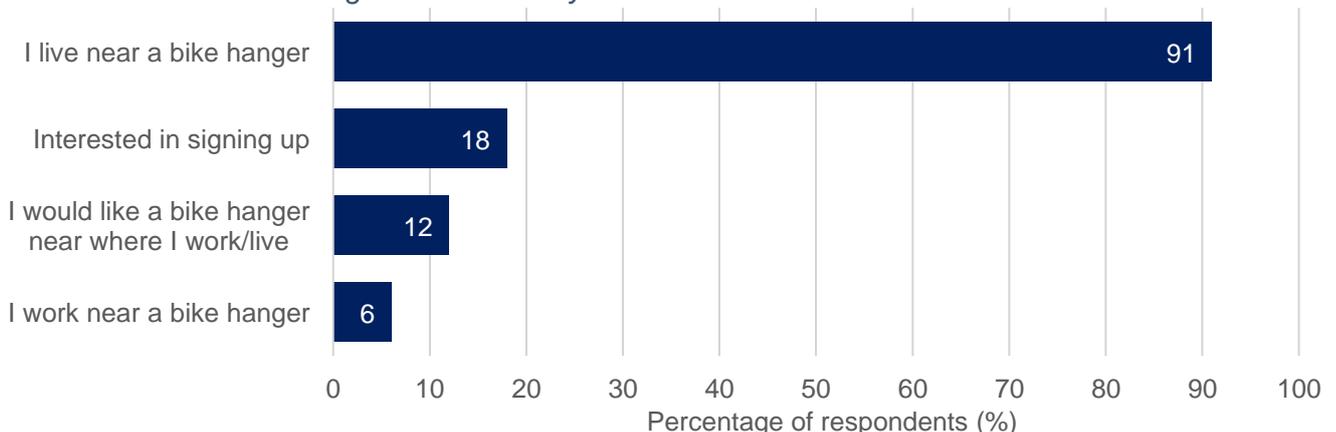
"This has been an excellent idea and I initially had huge hesitation. Worried it be an eye sore, take up too much parking space and be un secure. I have been pleasantly surprised, takes up one parking space, nice small size so not an eye sore (although I would not want in front of my window) and secure. I actually bought a bike 1 month after it arrived as I knew it was easily access to bike, secure and covered. The price is just right. Please do not increase. Please place more around the city."

5.3 Analysis of non-user responses

The following section summarises the results from the questions asked of respondents who have not signed up to use a bike hangar. Respondents within this category were asked about their relationship with the nearest bike hangar, their cycling habits, their opinions of the bike hangars, and the impact the bike hangar's have had on their lives. The sample size is relatively small for non-user responses, particularly in relation to the total population of non-users, and so findings should provide a basic indication of trends rather than forming statistically robust data from which to draw stronger conclusions.

The first question established what the 'non-user' relationship is with the bike hangar. Nine out of ten non-user respondents report that "I live near a bike hangar" (91%) - see Figure 22.

Figure 22: Which of the following best describes you?

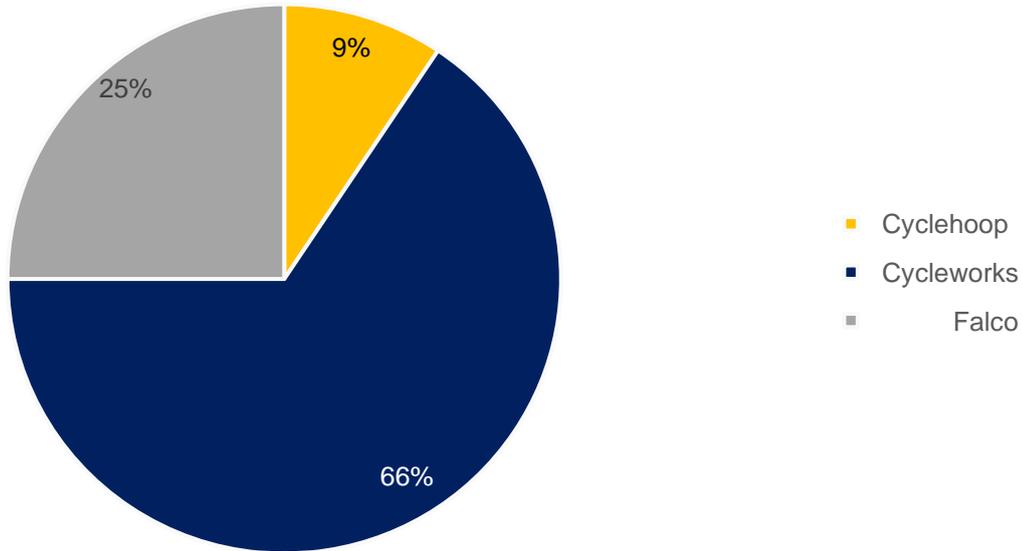


Figure

Base: Non-users (34)

Figure 23 shows which type of bike hangar is nearest to where non-users 'work / live'; over two-thirds of respondents (67%) work or live near a 'Cycleworks' bike hangar, making this model the majority representative. A quarter of respondents 'live / work' near a 'Falco' bike hangar, and less than one in ten (9%) 'live / work' near a 'Cyclehoop' bike hangar.

Figure 23: What Type of bike hangar is near where you work or live?



Base: Non-users (32)

Table 2 shows the split of non-users by the areas, as expected 'Cycleworks' has the highest 'response rate' due to having double the locations of 'Cyclehoop' or 'Falco'. There are no respondents representing 'Sultan Road' or 'Guildford Road' so their views are unaddressed within these results.

Table 2: What Type of bike hangar is near where you work or live?

Street	Type of Bike Hangar	Response Rate (%)
Addison Road	Cycleworks	67%
Clarence Road		
Guildford Road		
Hunter Road		
Eastfield Road	Cyclehoop	9%
Sultan Road		
Lucknow Street	Falco	25%
Manners Road		

Base: Non-users (32)

When asked 'how often do you cycle in the city' 48% of non-users state that they never cycle, with just under a quarter only cycling 'monthly' (9%), or 'less often' (15%) - see Figure 24 on the following page.

Figure 24: How often do you cycle in the city?

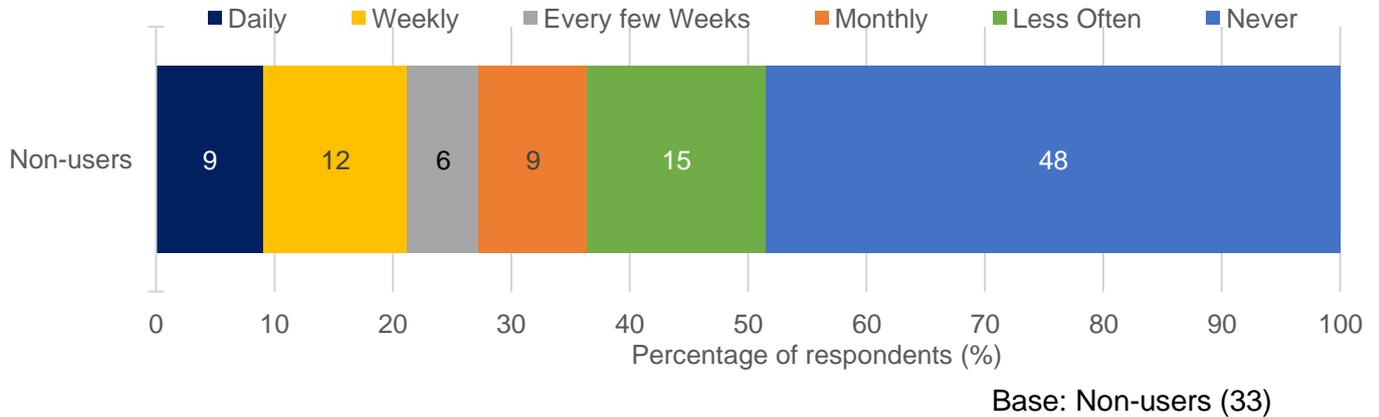
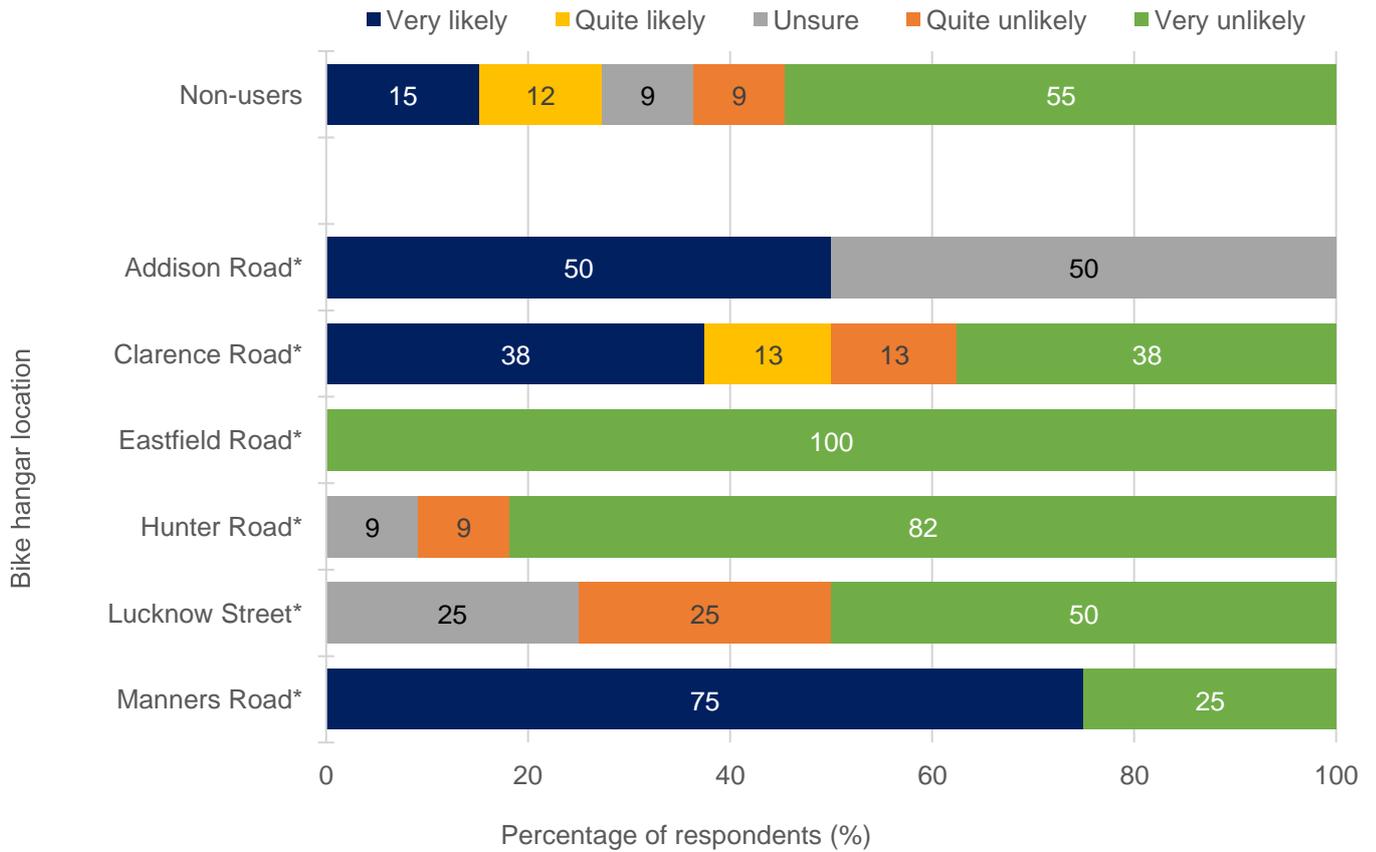


Figure 25 shows how likely respondents are to start using a bike hangar if one was available for them to use. Over half of all respondents report that they would be 'very unlikely' (55%), with just over a quarter reporting that they would be 'very likely' (15%) or 'quite likely' (12%).

'Manners Road' has the most respondents who would be willing to use a bike hangar in the future (75%), followed by 'Addison Road' (50%), and 'Clarence Road' (38%) - see Figure 25. 100% of respondents from 'Eastfield Road' report that they are 'very unlikely' to use a bike hangar, as are 82% of respondents from 'Hunter Road'. It is worth noting the extremely low base sizes by street.

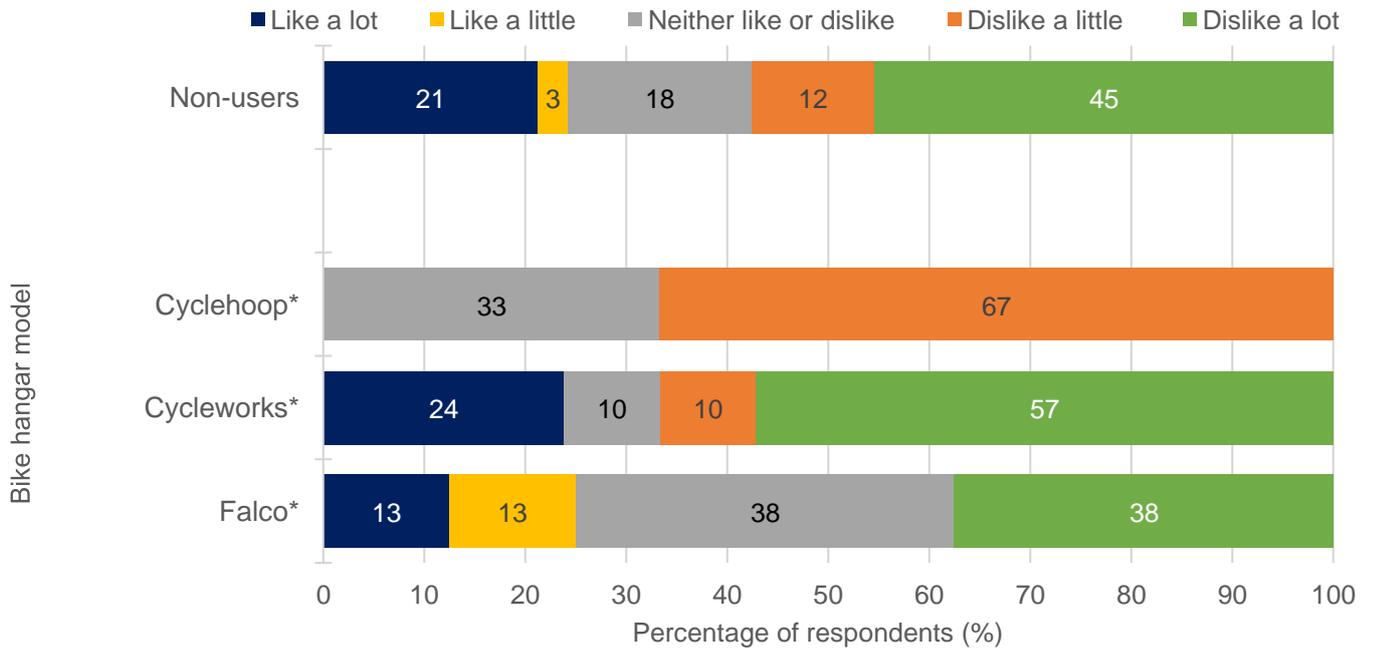
Figure 25: How likely are you to use a bike hangar in the future, if one was available for you to use?



Base: Non-users (33) | Addison Road (2*) | Clarence Road (8*) | Eastfield Road (3*) | Hunter Road (11*) | Lucknow Street (4*) | Manners Road (4*) | *Caution small base

The majority of non-users 'dislike the way the bike hangars look'; with 46% stating they 'dislike a lot' and 12% stating they 'dislike a little' - see Figure 26. 'Cycleworks' bike hangars have the highest proportion of respondents reporting that they 'dislike a lot' the way the bike hangar looks (57%). The margins in performance are very slim between all models and it could be argued that none of the models performed particularly well in terms of looks amongst the 'non-user' respondents.

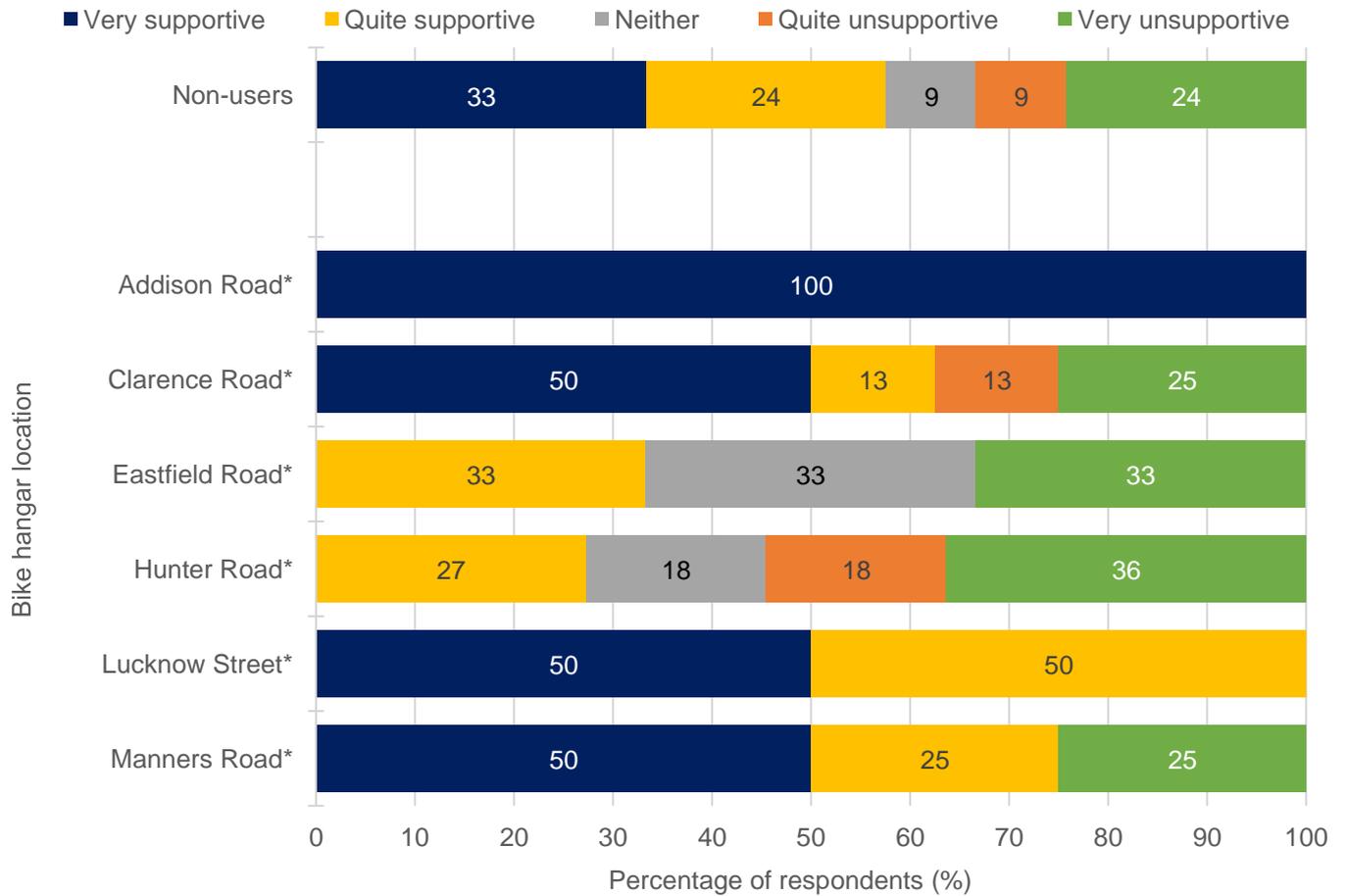
Figure 26: How much do you like or dislike the way the bike hangars look?



Base: Non-users (33) | Cyclehoop (3*) | Cycleworks (21*) | Falco (8*) | *Caution small base

Figure 27 on the following page shows how supportive non-users are to Portsmouth City Council creating space on roads for 'residents to securely park their bikes'. Over half of respondents are supportive of this measure, with 33% being 'very supportive' and 24% being 'quite supportive'. However, it should be noted that a third of respondents were not supportive, with 24% being 'very unsupportive' and 9% being quite unsupportive. When segmented by location the areas that are 'very supportive' are 'Addison Road' (100%), 'Clarence Road' (50%), 'Lucknow Street' (50%), and Manners Road (50%). 'Hunter Road' is the least supportive, with 18% reporting as 'quite unsupportive' and 36% as 'very unsupportive'. This is in line with the overall negative responses from this location throughout the non-users section of the survey. Again it is also important to note that due to the small sample sizes that a slight change in respondent opinion can cause a large shift in percentile analysis, and as such any insights are reflective of the respondents opinions rather than the population as a whole.

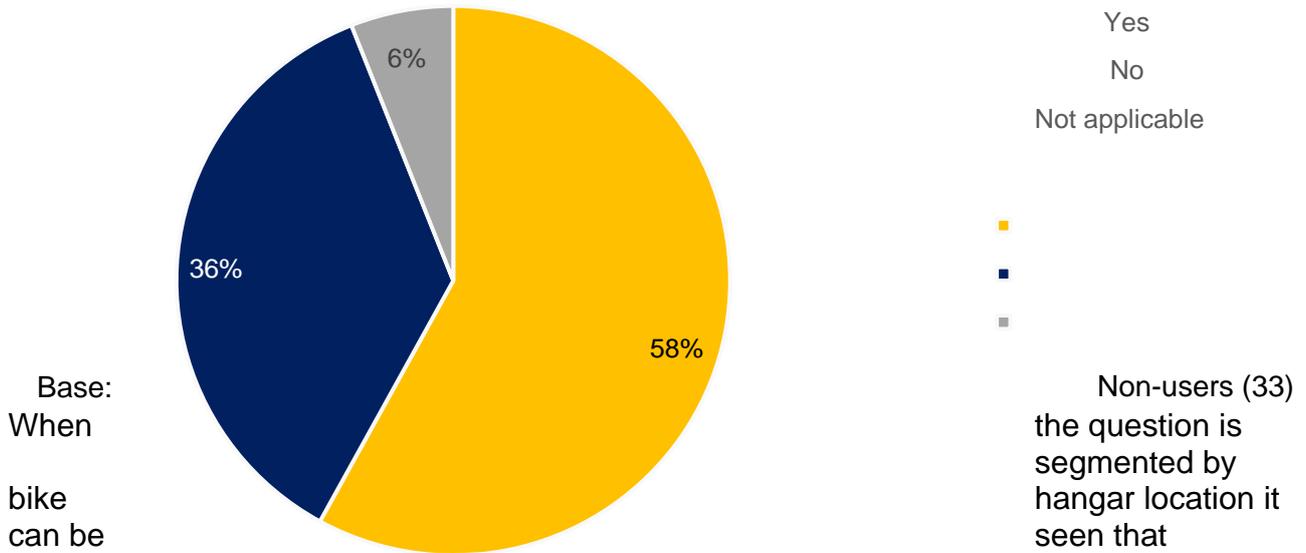
Figure 27: How supportive are you of the council creating space on roads in the city for residents to securely park their bikes?



Base: Non-users (33) | Addison Road (2*) | Clarence Road (8*) | Eastfield Road (3*) | Hunter Road (11*) | Lucknow Street (4*) | Manners Road (4*)

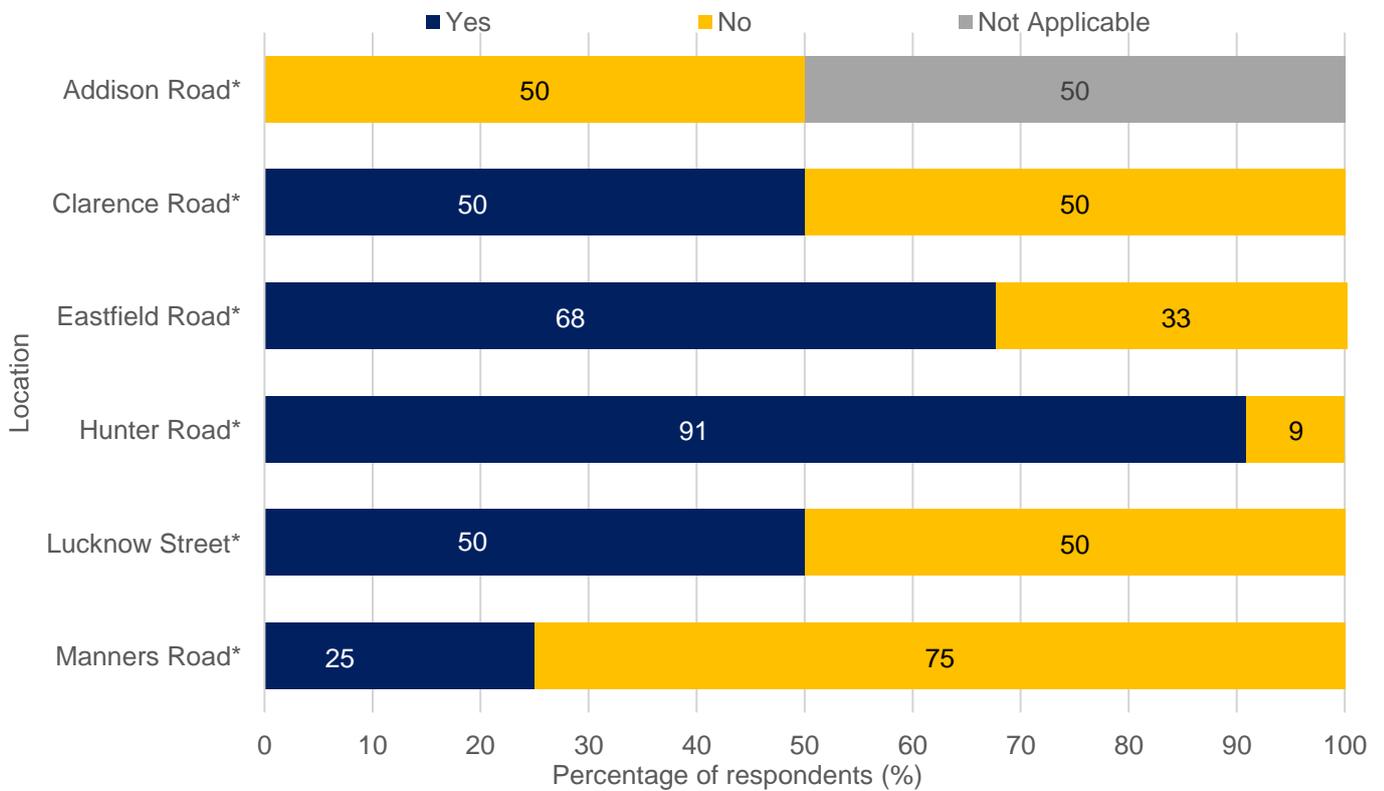
When asked if they had been affected by the new bike hangar 58% of non-users report that they have been affected and 36% have not - see Figure 28. The remaining 6% report that the question is not applicable to them.

Figure 28: Has the new hangar affected you in any way?



the least affected, with 'no' being chosen by 75% of respondents (see Figure 29). 'Hunter Road' is the most affected by the bike hangar, with 'yes' chosen by 91% of respondents. 'Eastfield Road' also rates highly, with 67% of respondents indicating they have been affected. 'Addison Road' ' Clarence Road', and 'Lucknow Street' are all split evenly between being affected and not being affected.

Figure 29: Has the new hangar affected you in any way (by location)?



Base: Addison Road (2*) | Clarence Road (8*) | Eastfield Road (3*) | Hunter Road (11*) | Lucknow Street (4*) | Manners Road (4*) | *Caution small base

Following on from this question respondents were given the option to provide further context to the response. These responses are entirely negative, with **'impact to parking'** being the most common theme across responses from 'Clarence Road', 'Eastfield Road', 'Hunter Road' 'Lucknow Street' and 'Manners Road'. Comments include, *"Puts more pressure on parking in the street, particularly the way it has been positioned (with only a small space between the hangar and a disabled parking space)"* and, *"It has taken a car space away from an already limited parking spaces..."*

There are also a number of complaints about how **'noisy'** and **'ugly'** the bike hangars are. The comments regarding **'noise'** are from locations where 'Cyclework' brand hangars are installed. Some of the comments regarding the bike hangars being **'ugly'** are from locations where 'Cycleworks', but also 'Falco' hangars are located.

A small number of concerns were also raised about **'safety on the road'**. These issues are mentioned by respondents from 'Hunter Road', 'Lucknow Street', and 'Manners Road', a total of four respondents. They claim the introduction of bike hangars in these locations have made it **'more difficult to manoeuvre'**, for example by obscuring vision for cars parked in front or behind making it hard to pull out safely. It should be noted that these concerns were only raised in three locations and accounted for less than a quarter of all feedback for this question.

The final category of negative comments relates to the **'location'** of the bike hangar. A number of respondents do not want a bike hangar **'near their property'** or believe that the bike hangar would be better **'relocated to another area'**. These comments are mostly from 'Clarence Road' and 'Manners Road', they include, *"...should have been sited at the much more accessible wide pavement area outside Cumberland Infant School"* and *"...it should not have been placed within a narrow busy street, and should be moved to a suitable clear area..."*

The last question of the survey gave respondents the opportunity to share any other thoughts they had regarding the bike hangar project. In contrast to the previous question respondent comments were much more positive, with over a third of answers speaking **'favourably'** about the bike hangar project. Non-users talked about the positives of the bike hangars offering secure storage for cyclists and encouraging people to take up cycling. Within these positive comments there were also calls for **'more bike hangars'** and **'more locations'**.

There are still a number of negative comments regarding the bike hangar project. The issues felt with **'parking'** are a common theme amongst non-user respondents, as are requests to have the bike hangar **'moved from its current location'**. This is especially prevalent in responses from 'Hunter Road' as seven out of ten responses from this area refer to the **'position'** of the bike hangar negatively.

Within the negative comments there are also remarks regarding bike hangars being **'dangerous'** and **'ugly'**, which were also raised in the prior question. In addition to these

general comments there are concerns about the '**security**' of the bike hangars, and also calls for the bike hangars to be '**removed entirely**'.

Due to the prevalence of locations that have 'Cycleworks' model bike hangars installed there are more comments regarding this brand than any other, which should not be interpreted as a statement on the brand in itself but rather a reflection of their weighting within the survey sample. Likewise, the largest number of respondents were located in 'Clarence Road' and 'Hunters Road', so a similar effect will occur on the ratio of responses. To that end any thematic analysis should be considered a result of attitudes from within the survey population only and projection of these attitudes to a wider population should be considered cautiously, if at all.

Appendix C: ETRO



THE PORTSMOUTH CITY COUNCIL (RESIDENTS' PARKING ZONES) (AMENDMENTS TO RESIDENTS' PARKING PLACES FOR SECURE CYCLE PARKING) (NO. 37) EXPERIMENTAL ORDER 2021

8 March 2021: The Portsmouth City Council in exercise of its powers under Sections 9 and 10 of the Road Traffic Regulation Act 1984 ('the Act'), and of all other enabling powers, and after consultation with the Chief Officer of Police in accordance with Part III of Schedule 9 to the Act, hereby makes the following Order:

A) CHANGE FROM RESIDENTS' PARKING BAY (MB ZONE) TO SECURE CYCLE PARKING

1. Manners Road

South side, within a 3m length outside No.118 Manners Road

B) CHANGE FROM RESIDENTS' PARKING BAY (KC ZONE) TO SECURE CYCLE PARKING

1. Clarence Road

North side, within a 3m length between Nos. 1 and 1a

C) CHANGE FROM RESIDENTS' PARKING BAY (JE ZONE) TO SECURE CYCLE PARKING

1. Lucknow Street

South side, within a 3m length outside Sainsbury Lodge, adjacent to the car park entrance

D) CHANGE FROM RESIDENTS' PARKING BAY (GA ZONE) TO SECURE CYCLE PARKING

1. Guildford Road

East side, within a 3m length south of Lincoln Road, adjacent to No.64 Lincoln Road

CITY COUNCIL'S REASONS FOR MAKING THE ORDER

To increase the number of local journeys made by bicycle, as part of a wider ambition to make the city cleaner, safer and greener. The provision of secure cycle storage on residential streets has been identified as a key measure to contribute to this aim. Improved local cycle storage will make it easier for those living in small, flat fronted houses or flats to own a bike, removing the need to carry it up and down stairs or store it in living space. Providing a safe space on street to store a bike will enable cycling to become a viable mode of transport for local journeys and some commutes that are currently undertaken in private cars.

The Experimental Traffic Order will be in operation for up to 18 months from **15 March 2021**.

To view this public notice or the made order on Portsmouth City Council's website www.portsmouth.gov.uk search 'traffic regulation orders 2021'. For those without access to a computer, a printed copy of the order including the statement of reasons can be requested by calling Alison on 023 9268 8501.

In due course, the City Council will consider whether or not to make the provisions of this Order permanent, subject to assessment of the trial. Persons wishing to comment on the effects of this Order may do so by sending their representations via email to engineers@portsmouthcc.gov.uk or by letter to Alison Lawlor, Parking team, Portsmouth City Council, Civic Offices, Guildhall Square, Portsmouth PO1 2NE quoting ref no: **ETRO 37/2021** by the **16 September 2021** stating name and address details and the grounds of objection, support or comment.

Under the provisions of the Local Government (Access to Information) Act 1985, any written representations that are received may be open to inspection by members of the public. If the proposals require a decision to be made at a public meeting, representations are anonymised in accordance with data protection law and included in the published report. Please see the Council's website for full details of the [Data Protection privacy notice](#).

If you wish to question the validity of the Order or any provision contained in it on the grounds that it is not within the powers conferred by the Road Traffic Regulation Act 1984, or on the grounds that any requirement of that Act or any instrument made under it has not been complied with in relation to the Order, you may do so within 6 weeks from **8 March 2021** apply to the High Court for this purpose.

Pam Turton, Assistant Director of Regeneration (Transport), Portsmouth City Council, Civic Offices, Guildhall Square, Portsmouth PO1 2NE

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by on

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Signed by: