

Cycle, Park and Go!

Enabling multi-modal journeys in Waltham Forest

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Head of Sustainable Transport



Hi, my name is Jane Sherry and I'm the Head of Sustainable Transport at Waltham Forest Council. My role focuses on encouraging and enabling people to use the infrastructure that has been delivered as part of the Enjoy Waltham Forest Programme to travel more sustainably.

Enjoy Waltham Forest Programme

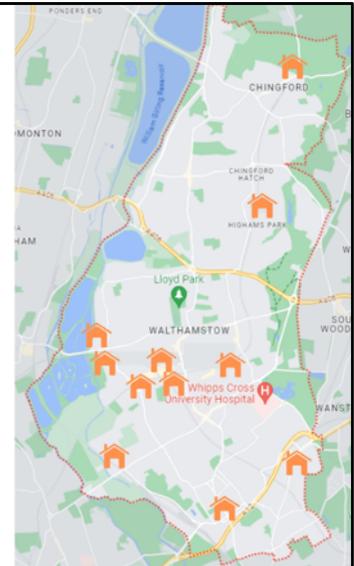
Over 55 km of protected cycle lanes	180 new / improved crossings
Trained over 29,000 residents in cycle skills	760 Bikehangars
45 new pocket parks and parklets	22 School Streets
85 modal filters	55 public realm improvements
11 Station Cycle Hubs	Delivered over 395,000 items via ZED



As I'm sure most of you are familiar with, Waltham Forest Council received £30m in 2014 from TfL and the GLA to deliver a Mini-Holland in the borough. We used the funding to design and deliver the Enjoy Waltham Forest Programme, a collection of over 30 infrastructure schemes and complementary initiatives which focus on reducing through traffic in residential areas, connecting our town centres with protected cycle lanes, improving the public realm through new pocket parks and parklets, and supporting residents and businesses to make more journeys via sustainable modes. Our key achievements over the past 9 years include the introduction of over 55km of protected cycle lanes, installing 85 modal filters in residential areas, and training over 29,000 residents in cycle skills, but what I'm here to talk to you about today is our network of 11 Station Cycle Hubs.

Our Cycle Hub Network

- 11 Cycle Hubs
- Constructed between 2015 and 2023
- Range in size from 26 spaces to 166 spaces
- Located next to Overground, Underground and National Rail stations
- Annual membership costs £35



We have 11 Cycle Hubs at Overground, Underground and National Rail stations across the borough, ranging in size from 26 spaces in Chingford to 166 spaces in Leyton. The purpose of the Cycle Hubs is to provide secure, covered locations for people to park their cycles in for short periods of time. Whilst they were initially intended to enable multi-modal commutes, since ways of working have changed as a result of Covid-19 we're seeing them used for a wide range of purposes, from residents popping to the shops to delivery riders using them between shifts.

We started off by constructing an 80 space Hub on Selborne Road at Walthamstow Central in 2015, with a further 6 following over the next 2 years. Each Hub has a similar look, with an orange frame and steelwork and glass panels so they are easily identifiable. All are simple single-storey box-like structures, apart from our super Hub at Leyton which has an eye-catching two-storey design.

We introduced a further 4 Hubs in May and June this year, with 2 at Blackhorse Road Station, 1 at Chingford and 1 at Highams Park.

The structures are modular, and due to high demand at Selborne Road, we doubled the size of it with an extension in 2018.

Membership costs £35 per year which provides access to all 11 Hubs and is applied for on the Waltham Forest Council website. Once we receive an application members receive a welcome pack containing an access fob and a BikeRegister Membership Plus kit which is delivered to them by the Council's cargo bike delivery service, ZED Waltham Forest. Members aren't allocated specific spaces and use the Hubs on a first come, first served basis.

Cycle Hub Features

- CCTV
- Help points
- Key fob entry
- Two-tiered user-friendly assisted cycle parking racks
- Sheffield stands for cargo and adapted cycle parking
- Cycle pumps and maintenance tools
- Bench
- Enhanced lighting
- Space sensor technology (Selborne Road only)



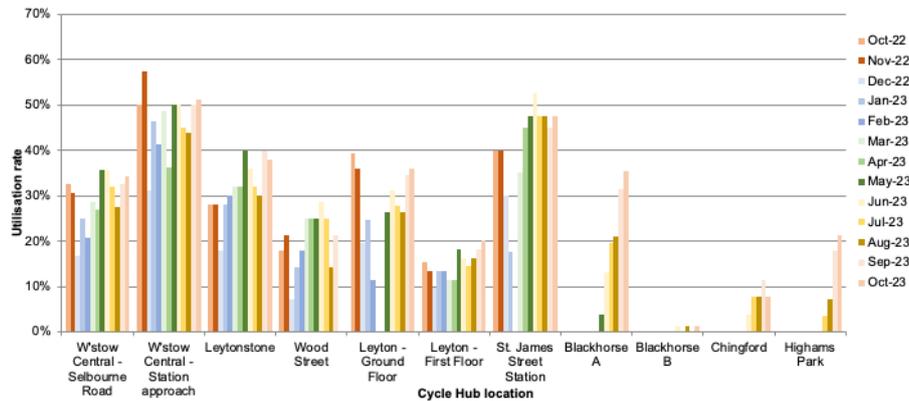
Each Hub has CCTV which is monitored by the Council's Operations Centre on a 24/7 basis, internal help points which also connect through to the Operations Centre, and key fob entry.

There's two-tiered gas-assisted cycle parking racks which optimise the number of cycles that can be parked in each Hub, and we also have Sheffield stands in the larger Hubs for parking cargo and adapted cycles.

Other features include cycle pumps and basic maintenance tools, a bench for swapping shoes or getting ready, and enhanced lighting for use at night and during these darker months.

At our Selborne Road hub we are also trialling space sensor technology, with cameras installed that identify if a cycle is parked in a space, and if so, how long it's been there for. Availability data is then displayed above the door so members know how many spaces are being occupied, and on a backend dashboard we can see how many cycles have been parked for over 10 days without being moved.

Cycle Hub Utilisation



We currently have just under 900 members across the network, most of whom are residents of the borough or a neighbouring borough, but others who commute to work in the area.

Usage of the Hubs was definitely affected by Covid-19, but we're now seeing utilisation rates increase again. This graph shows usage per Hub per month, with blue colours indicating winter, green spring, yellow summer and red autumn.

As you can see, utilisation tends to be highest in autumn and lowest in winter, although this does differ Hub by Hub. Uptake of the new Hubs was slow to begin with but has increased significantly over the past 2 months.

Lessons Learnt

- Design - Plan for the future, not for today
- Implementation - Factor in additional time for working with partner organisations
- Management - Communication with members is key
- Maintenance – Ensure facilities are well-maintained



I thought I would conclude with our key lessons learnt over the past 8 years.

Firstly, in regards to design, I would definitely advise to plan for the future, not for today. Back in 2015 we don't foresee the growth in cargo bikes, particularly in Walthamstow, and therefore only included a minimal number of stands suitable for parking cargo and adapted cycles. Since then demand has increased exponentially and we are now looking at removing some two-tiered racks in some of our Hubs to make space for cargo cycles. Another feature which we didn't consider in the design of the Hubs but will likely need to consider soon is charging facilities for e-Bikes.

Next is implementation. As our Hubs are either located next to or on TFL or Network Rail land, we have had to work closely with other organisations in order to build the Hubs which took longer than expected, so I would definitely advise to factor in additional times for this. One major benefit of this is pooling budgets and resources with other organisations to deliver the Hubs, and this is something we managed to achieve when working with developers at our Blackhorse Road Hubs.

In order to manage the Hubs effectively, communication is key. As membership was growing in early 2019, we realised that we had no accurate way of matching a cycle

parked in a Hub with a member, as whilst they have to provide a description of their cycles when registering, these were often vague or out of date. To combat this, we introduced cable ID tags with each member allocated a unique code which they have to attach to the seat post of their cycle, as shown on the photo on the slide. We are then able to easily identify and contact a member if there's an issue with where their cycle is parked, or it has been parked for an extended period of time. The Hubs are intended for short-term use, and we therefore monitor if cycles are left for over 2 weeks at a time without moving. If a cycle is identified as abandoned, we'll attach a notice to the cycle and contact the owner to inform them they need to move their cycle or provide a reason why it's been left there. If the cycle continues to be parked there after a further 2 weeks we then remove it in order to increase the number of available spaces and hopefully discourage potential thieves.

Finally, we ensure that the facilities are well-maintained with weekly cleansing and inspections of each Hub.

Overall we believe that the Hubs are a great addition to the borough and enable multi-modal journeys around the borough and further afield. We feel the security of cycles is definitely enhanced by the Hubs, with only three thefts reported across all locations in the past 12 months. We're continuously looking for ways to improve the facilities so welcome suggestions and feedback.

Thank you for listening, and please do let me know if you have any questions.