

HOUNSLOW PARKING & KERBSIDE STRATEGY CONSULTATION REPORT



SYSTRA

HOUNSLOW PARKING & KERBSIDE STRATEGY

CONSULTATION REPORT

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EXECUTIVE SUMMARY

Between 10 September to 20 December 2023, a public consultation was undertaken on the draft Kerbside Strategy and draft Parking Strategy. The consultation was promoted using the Council's communications channels, and engaged residents, businesses and visitors to understand what facilities they would like to see at the kerb to create healthier and more attractive places for everyone.

Despite officers' best efforts to reach everyone, with over 20 engagement events and activities attended and over 800 emails sent to stakeholders, community groups and schools, the survey results are not representative of Hounslow's diverse community. While most people who responded live in Hounslow (91%), those aged 50 and above are over-represented (68%), as are people from white and Christian backgrounds and those living in the east of the borough (Chiswick, Brentford and Isleworth).

Walking was the most frequently selected mode for daily trips, with 66% of respondents walking daily. This was followed by private car (39%) and cycling (13%) for daily trips. Most respondents (over 85%) noted they never use hired cycles, e-scooters or car clubs for travel.

Consultation responses demonstrated broad support for the Kerbside Strategy, with 72% agreeing the street is a public space everyone should be able to use. Almost half (42%) of respondents said they would like to see more greening at the kerbside, with additional trees and greening a frequent request within responses to the survey's open question. Feeling safer, increased provision of green space and trees, cleaner air and quieter streets / public spaces were most frequently selected measures that would encourage respondents to cycle or scoot more.

There was general support for the Parking Strategy and its principles. The consultation results shared that 49% worry about the impact of poor air quality on their health. There was support that all vehicles should pay to park with 58% agreeing that all vehicles, including electric vehicles, should pay to park compared to 31% who disagreed.

There was also support for emission-based charging, with 45% agreeing what people pay to park should be in-line with how much pollution their car makes, compared to 43% who disagree. Over half of respondents (52%) said expanding the number of emissions-based categories made them feel happy / very happy (28%) or neutral (24%), whilst 47% said they feel unhappy or very unhappy.

When asked how they feel about the introduction of a diesel surcharge, 51% of respondents said they feel happy / very happy (29%) or neutral (22%), compared to 49% who said they feel unhappy or very unhappy.

Over half of respondents agreed or definitely agreed with a number of suggested changes to permit systems. These include a transition from paper-based permits to an online system, removing the need to display a physical permit in a vehicle's windscreen (38% definitely agree, 15% agree), and limiting the number of permits issued to businesses (37% definitely agree, 19% agree) or residents (33% definitely agree, 50% agree) in areas subject to high demand for parking. Introducing CPZs to provide priority for residents parking was supported by 59% of respondents (34% definitely agree and 25% agree).

Other priorities for drivers included wanting to know their car is safe, needing to pay for the parking session easily, and feeling confident they won't be blocked in, and parking close to the destination. Safety and getting children out of the car also scored high.

Feedback provided through the consultation has informed actions set out within the Kerbside and Parking Strategies; for example, future car club bays densities align with the distances respondents said they would be willing to walk to access their nearest car club bay.

1. INTRODUCTION

SYSTRA Ltd (SYSTRA) was commissioned by the London Borough of Hounslow to review and analyse the Draft Parking and Kerbside Strategies consultation responses.

The strategies are part of the Council's ambitious plans for to deliver a healthier, greener and safer Hounslow. Using an evidence-led framework, the strategies propose actions to better manage the kerbside and council-managed car parking, supporting the council's vision for streets and public areas within Hounslow to be designed for all ages, abilities and incomes, while also building resilience to poor air quality and climate change.

The **Parking Strategy** outlines how the council will manage and enhance Hounslow's existing parking provision to meet emerging trends such as population changes, accessibility, poor air quality and climate change, while recognising some people rely on private car travel for their mobility.

The **Kerbside Strategy**, using the Kerbside Spatial Framework, considers how to better balance and allocate kerbside space according to different road users and their needs, enabling a better balance between competing uses.

1.1 Engagement Activities

Between 10 September and 7 December 2023, the Council undertook a series of engagement activities to gather views and feedback on the draft Parking Strategy and Kerbside Strategy. Activities included a mixture of in person and online meetings and events, with over 20 events attended and two Q&A sessions. Over 800 emails were sent by the Council to stakeholders, community groups and schools. Further marketing of the consultation delivered through the Council's networks and partners, and through the Council's communications channels, including social media, website, intranet, *Hounslow Matters* Magazine and with posters in leisure centres, libraries, estates and JCDecaux.

Engagement activities also included three online surveys on the Council's Let's Talk Hounslow, a dedicated consultation:

- **General Survey:** 293 responses
- **Stakeholder Survey:** 10 responses
- **Classroom Survey:** 5 responses

Stakeholders were invited to also comment via email. This has been incorporated into this analysis.

Due to data protection, people under 16 years old are unable to respond individually to the Council-run online surveys. Officers attended Freshers' Week and the Hounslow Climate Conference to engage with this hard-to-reach group.

2. GENERAL SURVEY

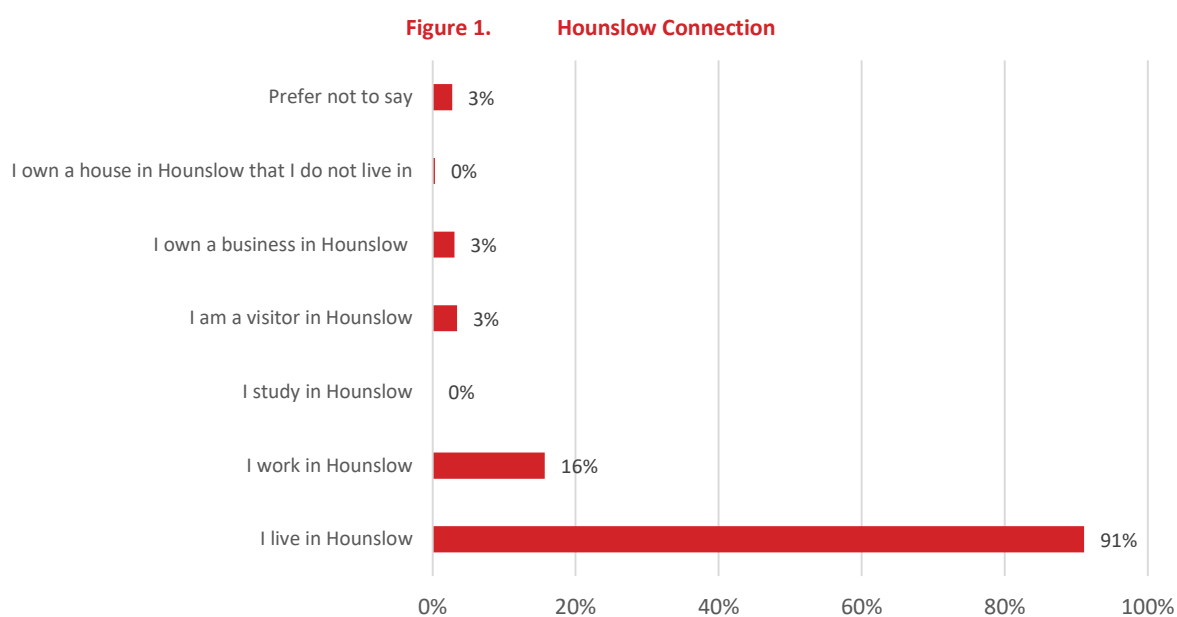
2.1 Summary

A total of 293 responses were received to the general survey. Analysis of survey results is grouped and presented within the following themes:

- Demographics
- Travel mode
- Statement sentiment
- Kerbside prioritisation
- Cycling and scooting, including Lime e-cycles
- Driving
- Car clubs
- Open question analysis

2.2 Demographics

Question Asked: What is your connection to the London Borough of Hounslow?



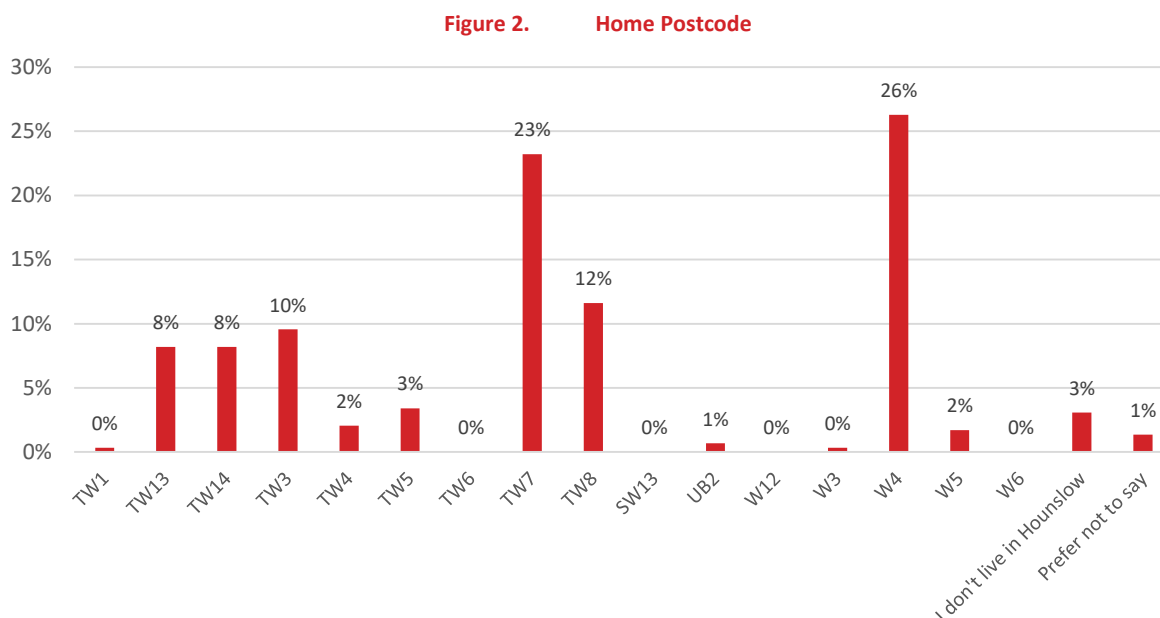
Total Responses: 293

A majority of respondents to the survey live in Hounslow (91%), with 16% working within the borough. Multiple responses could be selected to this question, with a further 3% own a business in Hounslow or visit the borough.

Almost three quarters of respondents (213) answered further demographic questions as part of the survey. All questions were optional, with the total response rate varying question-by-question.

Home Postcode

Question Asked: What postcode do you live in?



Total Responses: 293

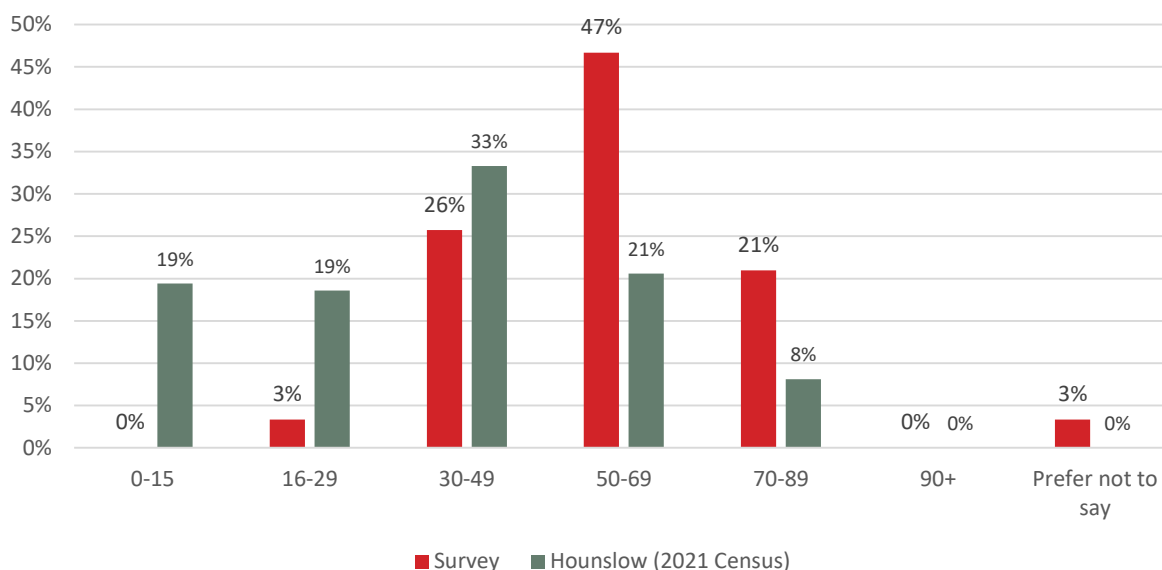
The highest response rates to the survey came from W4 (Chiswick) and TW7 (Isleworth), with 77 and 68 respondents respectively. This accounted for almost half (49%) of all respondents who answered this question. Other postcodes with between 8% and 12% of responses are TW8 (Brentford), TW3 (Hounslow), TW13 (Hanworth) and TW14 (Feltham). Under-represented areas include TW1 (Twickenham) and TW6 (Heathrow).

Respondent Age

Question Asked: What age group do you belong to?

Over two thirds (68%) of respondents were aged 50 or above, with almost half (47%) aged between 50 and 69. Less than one third of respondents were under the age of 50. **Figure 3** shows the age profile of the general Hounslow population, taken from the 2021 Census. Differences in the age profile of respondents compared to that of the general population can be seen.

Figure 3. Respondent Age



Total Responses: 210

Health & Disability

Question Asked: Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (including any issues problems related to old age)

This question was answered by 212 respondents. Most respondents (71%) confirmed that they do not have a health problem or disability that limits their day-to-day activities. Almost one quarter (24%) said they do have a longer-term health problem:

- **Limited a little:** 17% (37 respondents)
- **Limited a lot:** 7% (14 respondents)

Ten respondents (5%) selected 'Prefer not to say'.

Of the 51 respondents who answered yes, the most frequently reported health problems / disabilities were physical disabilities, *e.g. mobility, such as difficulty walking short distances, climbing stairs, lifting and carrying objects* (34 respondents). Other selected options included stamina or breathing difficulty (6 respondents), mental health (3 respondents), hearing impairment (3 respondents) and social or behavioural issues (3 respondents).

Gender

Question Asked: What is your sex?

This question was answered by 213 respondents. A greater proportion of respondents were female (55%) compared to male (41%), whilst 3% chose prefer not to say. According to the 2021 Census, the Hounslow population average is 50% female and 50% male.

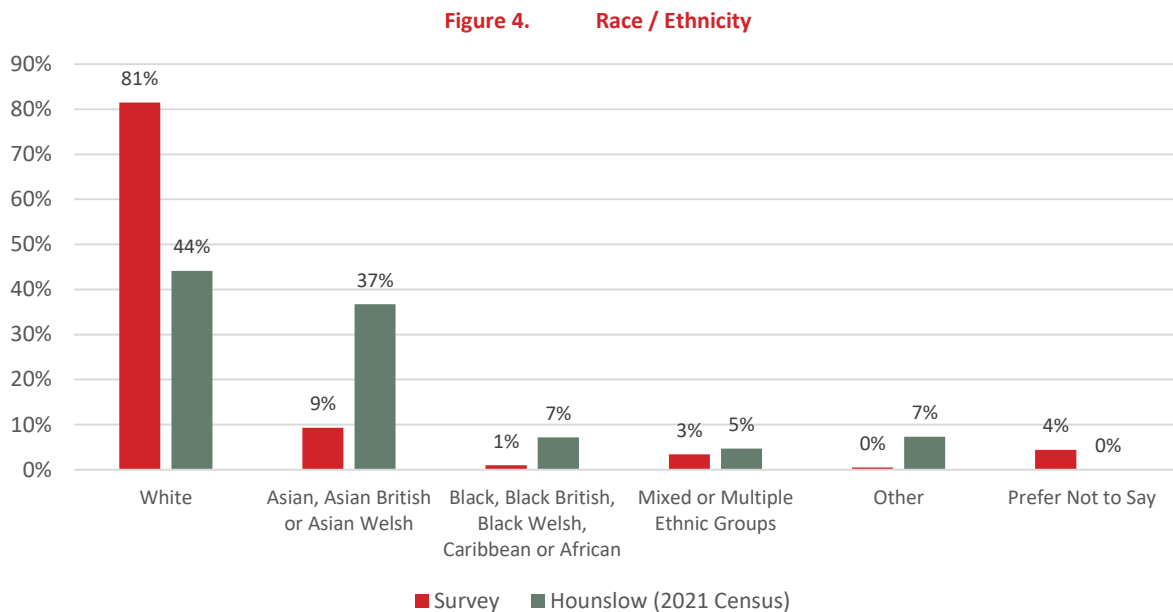
Question Asked: Is the gender you identify with the same as your sex registered at birth?

Of the 205 respondents who answered this question, the vast majority (96%) stated their gender is the same as their sex registered at birth; 4% prefer not to say.

Race & Religious Beliefs

Question Asked: What is your race/ethnicity?

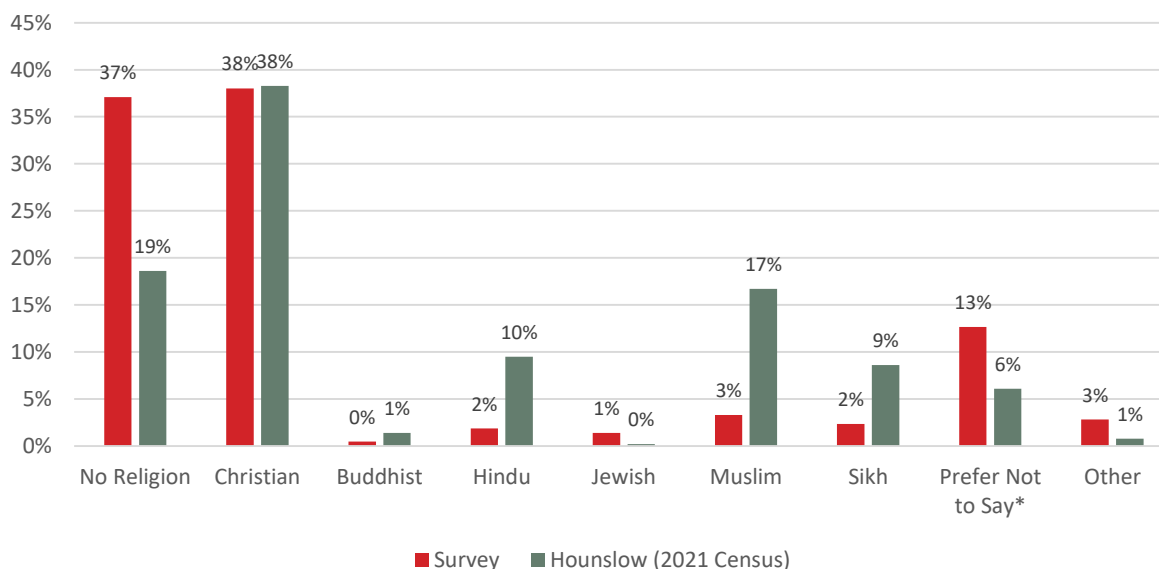
Respondents were asked to select their ethnicity, and responses have been grouped as shown in **Figure 4**. **Figure 4** also shows the ethnicity profile of the general Hounslow population, taken from the 2021 Census.



Total Responses: 205

Question Asked: What is your religion/belief?

Figure 5. Religion / Belief



***“Not Answered” category in 2021 Census
Total Responses: 213*

2.3 Travel Mode

Question Asked: How do you travel around? Choose the frequency option that is closest.

Respondents were asked to select the transport modes they use to travel within, to and from Hounslow. A range of modes were pre-identified with an ‘Other’ option also available. Respondents were asked to choose the frequency that most aligns with their travel patterns. Responses are summarised in [Table 1](#).

Total response rates for each mode are listed below. Those who did not select a response for particular modes (i.e. blank responses) are excluded from [Table 1](#). For each mode, the two most popular responses are highlighted in green.

- Walk: 274
- Cycle: 252
- Cycle (Lime): 231
- Cycle (Other Loan): 226
- e-Scooter (Own): 227
- e-Scooter (Hire): 223
- Bus: 267
- Train / Tube: 281
- Car (Own): 281
- Car Club: 225
- Car Passenger: 245
- Taxi: 247

Table 1. Travel Mode

	DAILY	AT LEAST ONCE A WEEK	AT LEAST ONCE A MONTH	LESS FREQUENTLY	NEVER
Walk	66%	19%	4%	7%	4%
Cycle	13%	22%	5%	13%	47%
Cycle (Lime)	0%	3%	6%	7%	84%
Cycle (Other Loan)	0%	1%	1%	5%	92%
e-Scooter (Own)	0%	0%	0%	3%	97%
e-Scooter (Hire)	0%	0%	0%	6%	94%
Bus	7%	42%	25%	19%	6%
Train / Tube	6%	38%	27%	23%	5%
Car (Own)	39%	37%	8%	2%	14%
Car Club	0%	0%	3%	8%	88%
Car Passenger	5%	22%	16%	26%	30%
Taxi	1%	5%	16%	46%	32%

Walking is the most frequently selected mode for daily trips, with 66% of respondents noting they walk daily. This was followed by private car (39%) and cycling (13%) for daily trips. Most respondents (over 85%) stated they never use hired cycles, e-scooters or car clubs for travel.

Of those who selected 'Other', travel modes identified include motorcycle / moped / scooter, mobility scooter, running, pedal scooter, boat and Uber.

2.4 Statement Sentiment

Question Asked: How do you feel about these statements?

Respondents were asked how they feel about a series of statements concerning travel behaviour, mode and parking. Responses are set out below, with statements ordered by the proportion to which respondents agreed with the statement.

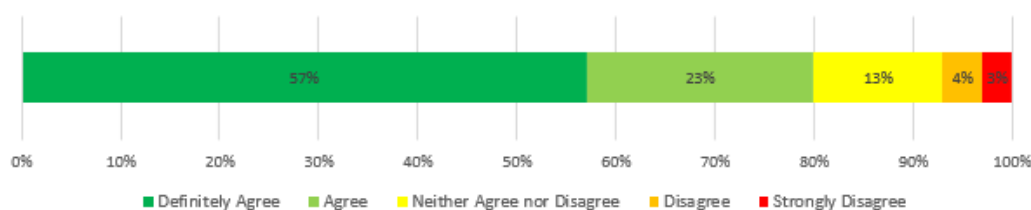
Respondents were able to choose from the following options:

- ☐ Definitely Agree
- ☐ Agree

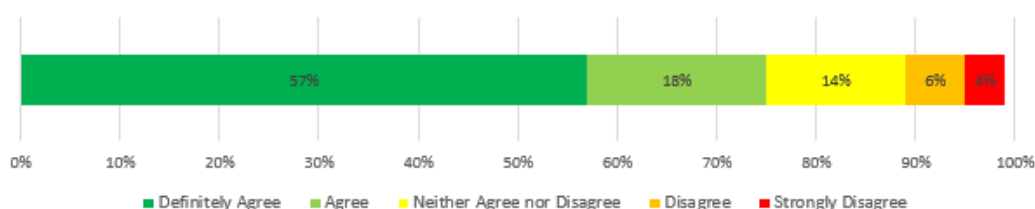
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Figure 6. Statement Sentiment

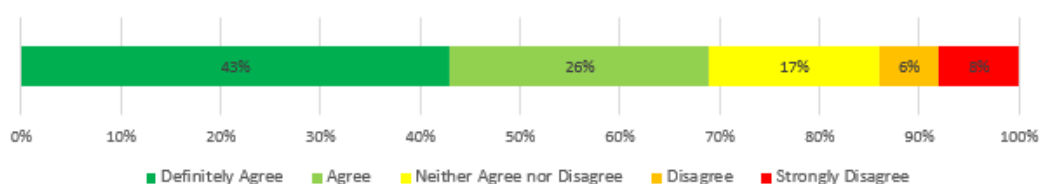
I Consider my Safety when Choosing how I Travel



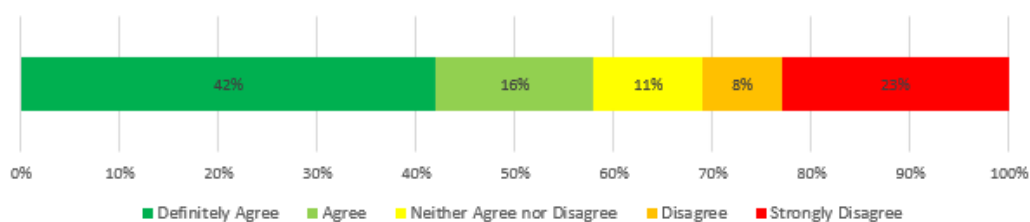
The Street is a Public Space Everyone should be Able to Use



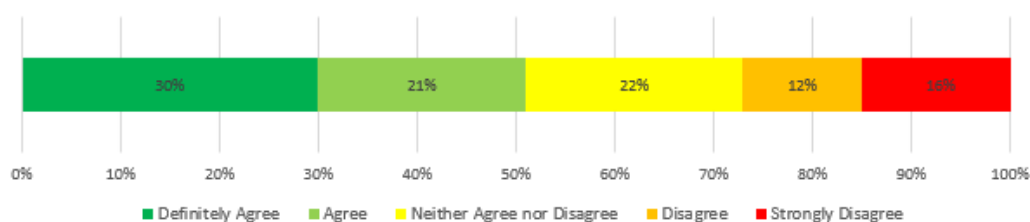
The Way I Travel Allows me to Incorporate Some Exercise into my Day, e.g. Walking, Cycling, Running



All Vehicles, including Electric Vehicles, should Pay to Park



I Worry About the Impact of Poor Air Quality on my Children or Family's Health





Over half of respondents (58%) agree that all vehicles should pay to park, including electric vehicles. This figure increases to 64% when looking at responses from people under the age of 50. Meanwhile, 45% of respondents agree that parking charges should correspond to the level of pollution a vehicle makes. This increases to 52% for respondents under 50 years old.

Respondents were also asked to confirm how they feel about two specific statements concerning parking charges. The first question concerned the expansion of emissions-based charging as shown in [Figure 7](#).

Question Asked: We would like to expand the categories to include more tiers that reflect the differing levels of emissions (pollution) produced by different types of vehicles. How do you feel about this?

Figure 7. Emissions Based Charging

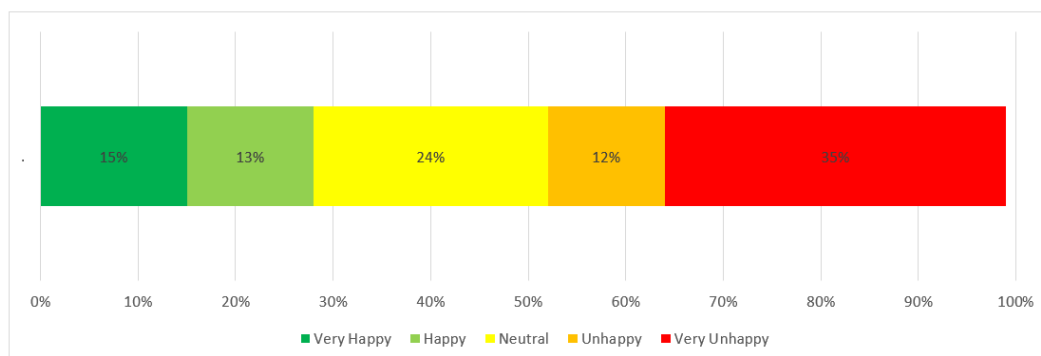


Figure 7 shows that over half of respondents (52%) said expanding the number of emissions-based categories made them feel happy / very happy (28%) or neutral (24%), whilst 47% said they feel unhappy or very unhappy. 289 respondents answered this question.

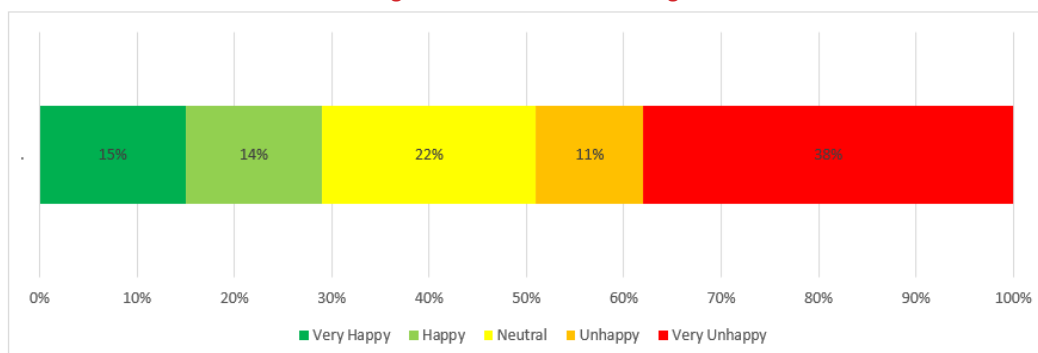
Greater levels of support were reported by respondents under the age of 50; 66% said the statement makes them feel very happy / happy (41%) or neutral (25%), compared to 34% who said they feel unhappy or very unhappy.

The second question concerned introducing a diesel surcharge for a wider range of parking types, such as Pay by Phone parking (on-street and within car parks). Such a surcharge is implemented at present for residential parking permits.

Question Asked: In line with current residential parking permits, the council would like to introduce a surcharge (an extra charge) for diesel vehicles to park. How do you feel about this?

Responses are set out in **Figure 8**.

Figure 8. Diesel Surcharge



When asked how they feel about the introduction of a diesel surcharge, **51%** of respondents said they feel happy / very happy (29%) or neutral (22%), compared to 49% who said they feel unhappy or very unhappy. Of respondents under the age of 50, 64% said they feel happy / very happy (34%) or neutral (30%), compared to 36% who said they feel unhappy or very unhappy.

2.5 Kerbside Prioritisation

The Kerbside Strategy seeks to better balance different kerbside uses, helping to create safe, healthy, liveable and multi-functional streets for all ages and abilities. At present, the kerbside is mostly used for parking of private vehicles, but the Kerbside Strategy, to provide more affordable and sustainable travel options for Hounslow's community, considers a range of broader uses including car clubs, cycle parking and cycle hire, urban greening, parklets and facilities servicing.

The Council, keen to understand what uses are most important to residents, asked respondents what they would like to see prioritised where they live (local neighbourhood) and within town centres.

Question Asked: Thinking about what's important to you, what issues or areas would you like to see prioritised at the kerbside in town centres and around your home? Select as many you would like.

Feedback received is shown in **Figure 9** for town centres and **Figure 10** for local neighbourhoods. Respondents could select multiple elements.

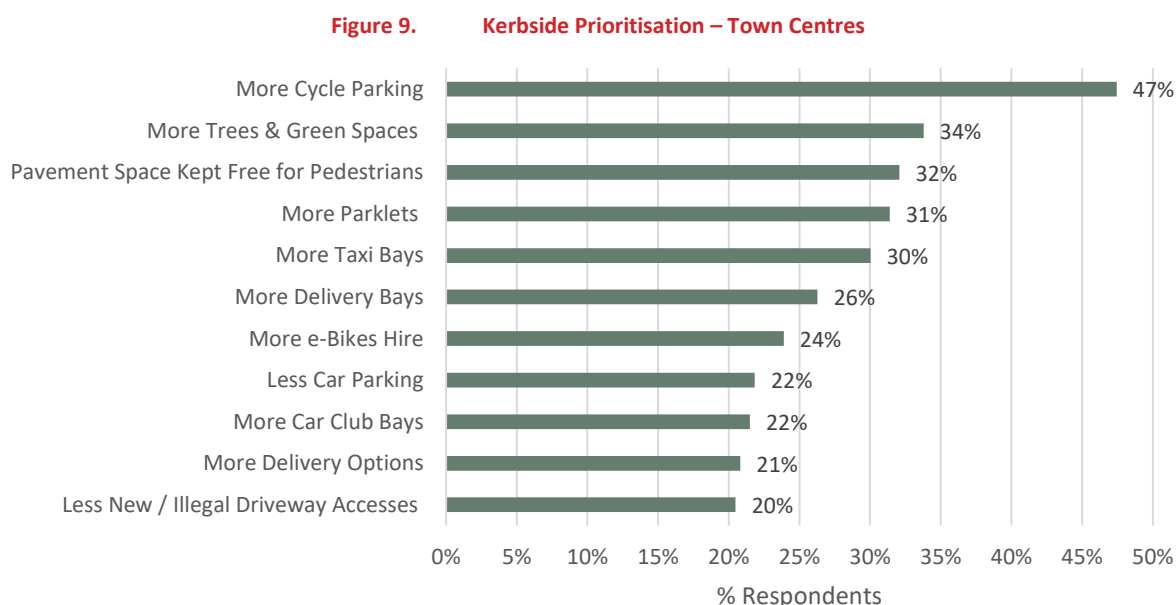
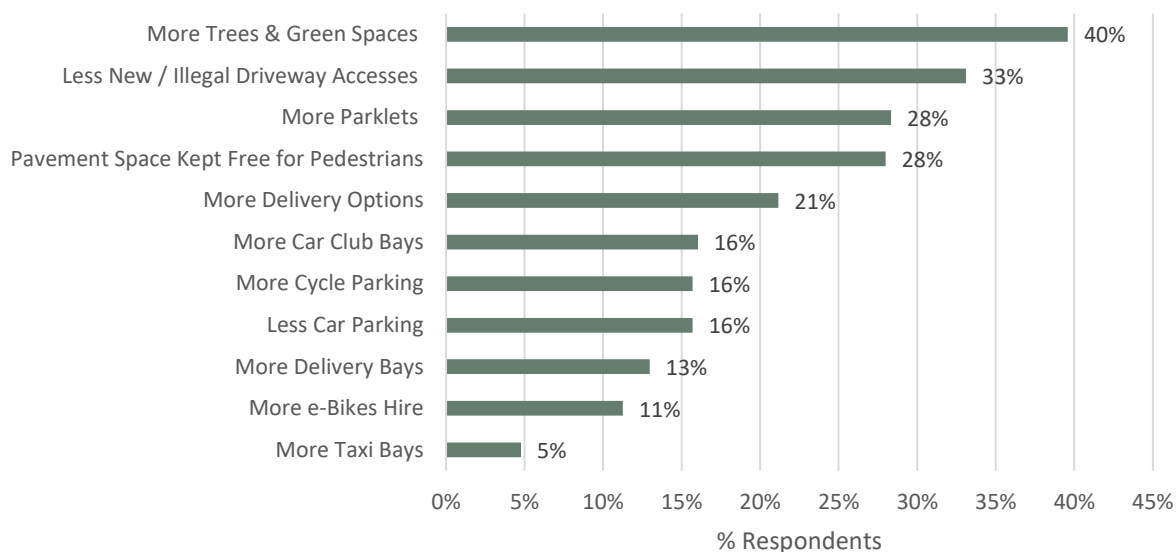


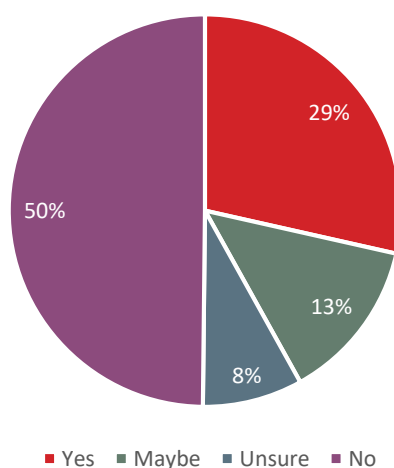
Figure 10. Kerbside Prioritisation – Local Neighbourhood



Question Asked: Would you like more community spaces at the kerbside to make our streets feel more people friendly? This could be parklets or a more permanent design which could include seating, planting, dining areas, cycle parking or more.

Respondents were asked whether greater provision of community spaces at the kerbside was something they would like to see, with examples of what such spaces could entail provided. **Figure 11** shows 42% of respondents said yes or maybe, with 8% unsure. Levels of support broadly align with those for parklets in **Figures 9 and 10**.

Figure 11. Kerbside Community Spaces

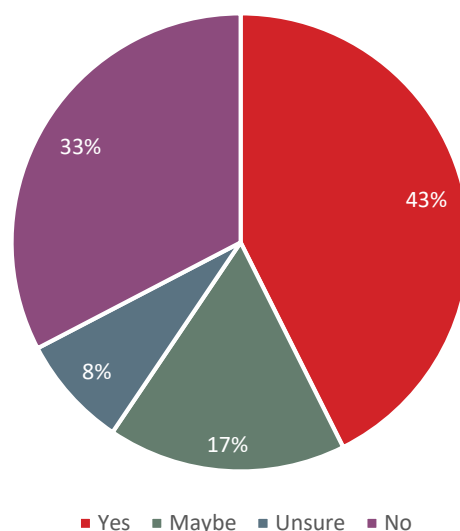


Total Responses: 291

Question Asked: Would you like more greening at the kerbside in Hounslow? This could include trees, shrubs and flowers. It could also be led by a local community group.

Almost half (42%) of respondents who answered this question said they would like to see more greening at the kerbside, as seen in **Figure 12**. Additional trees and greening was a frequent request within responses to the survey's open question.

Figure 12. Kerbside Greening



Total Responses: 291

2.6 Cycling & Scooting

The survey also incorporated a series of questions concerning cycling and scooting, including the e-cycles offered by Lime in the borough.

The first question asked what would encourage respondents to cycle or scoot more, with a series of measures / options asked individually. Respondents were asked to select:

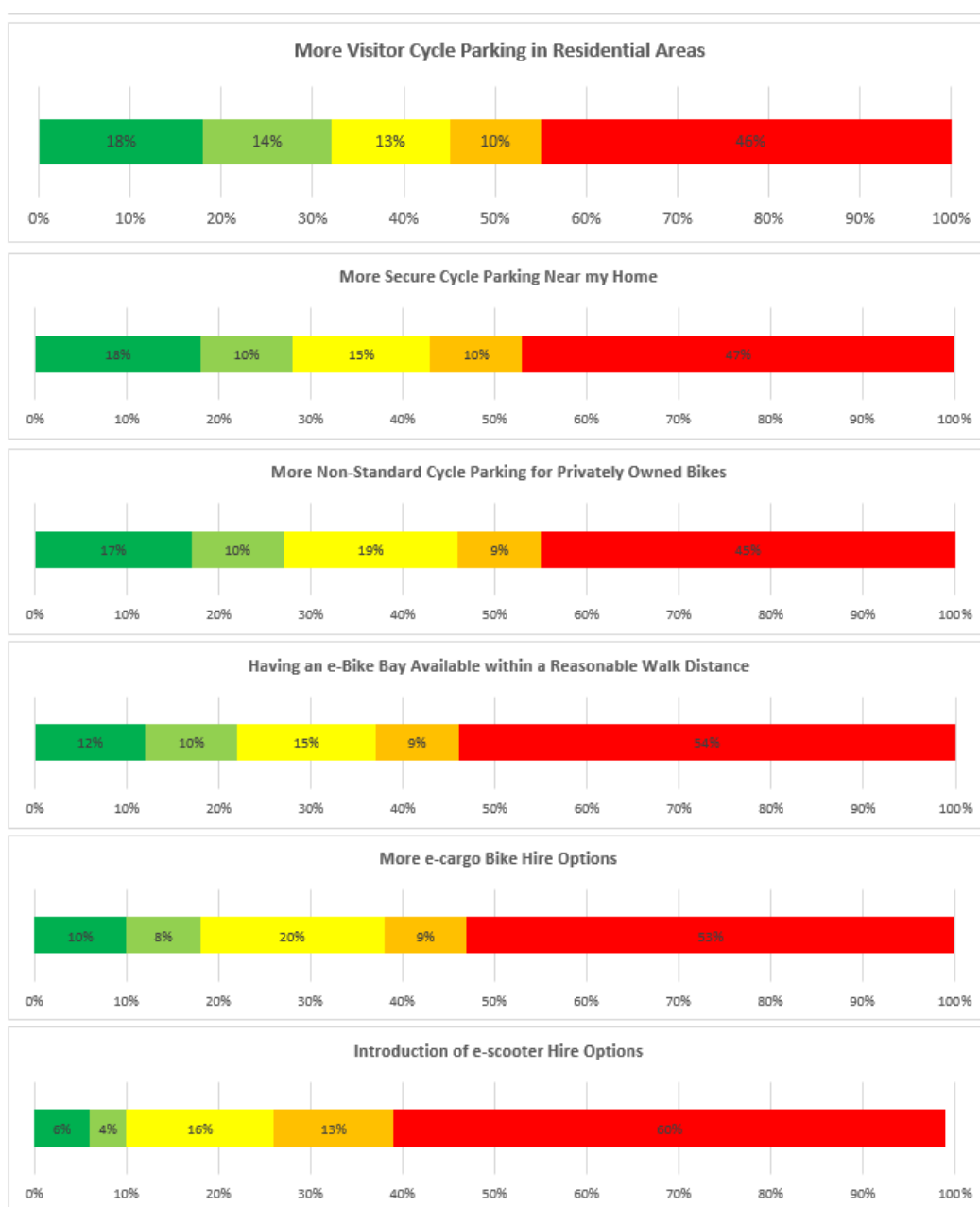
- ☐ Definitely Agree
- ☐ Agree
- ☐ Neither Agree nor Disagree
- ☐ Disagree
- ☐ Strongly Disagree

Statements are ordered by the proportion to which respondents agreed with the respective statement.

Question Asked: What would encourage you to start to cycle/scoot more?

Figure 13. Measures for Cycling / Scooting More





Feeling safer, increased provision of green space and trees, cleaner air and quieter streets / public spaces are the measures that were most frequently selected as measures that would encourage respondents to cycle or scoot more. Over half (54%) of respondents said they definitely agree (43%) or agree (11%) that feeling safer would encourage them to cycle or scoot more. This may encapsulate some of the other measures identified within the question.

Conversely, over half of respondents said they strongly disagree that introducing e-scooter hire options (60%), proximity of e-cycle bays (54%) and more e-cargo cycles (53%) would encourage them to cycle more.

Lime e-Cycles

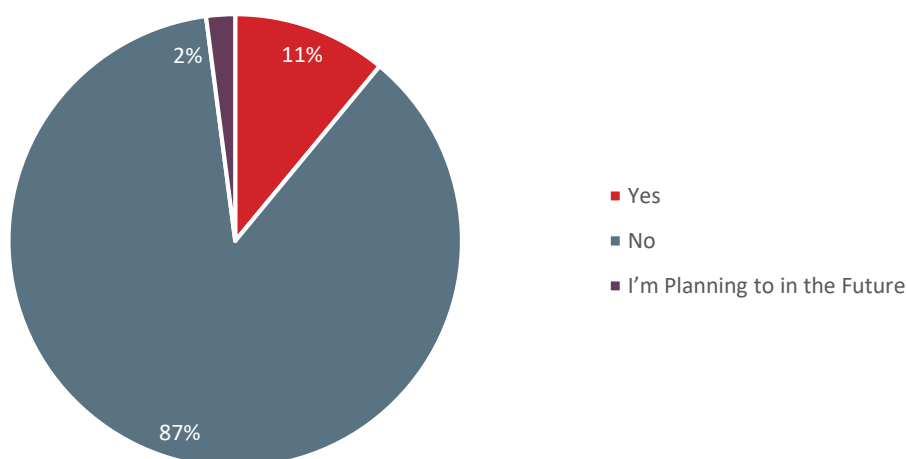
Question Asked: What would encourage you to start to cycle/scoot more?

Most respondents (86%) stated that they are aware of Hounslow's e-cycle trial, run in collaboration with Lime. A further 3% said they were not sure with the remaining 11% saying they were not aware of the trial.

Question Asked: Have you used a Lime e-bike in Hounslow?

However, when asked whether they had used one of the e-cycles available through the trial, 87% said no (Figure 14).

Figure 14. Lime e-Cycle Use



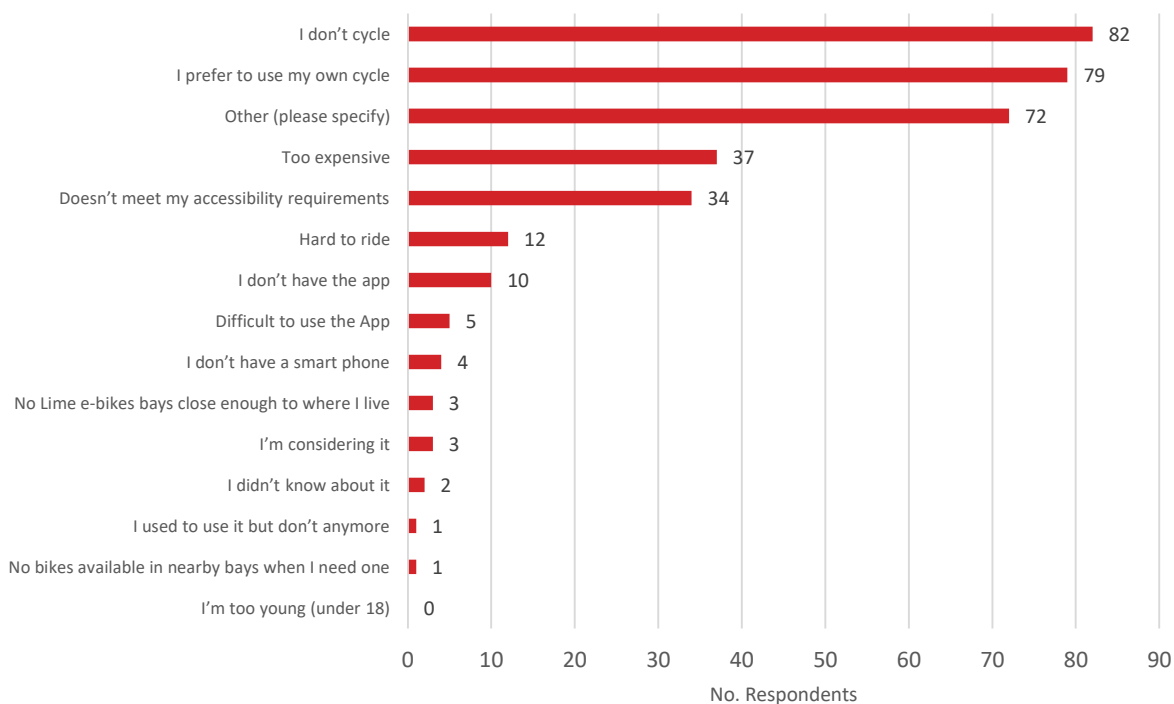
Total Responses: 284

Those who answered no to the question above were asked the reasons they had not done so. Respondents were able to select multiple answers to this question.

Question Asked: What are the reasons you haven't used Lime e-bikes?

As shown in Figure 15, the two most selected were that respondents did not cycle (82 respondents) or that they preferred to use their own cycle (79 respondents). The cost (37 respondents), individual accessibility requirements (34 respondents) and hard to ride (12 respondents) were the next commonly selected factors.

Figure 15. Lime e-Cycles: Reasons for not Using



A total of 72 respondents selected 'other'. Analysis of open responses to what other reasons are identifies the following:

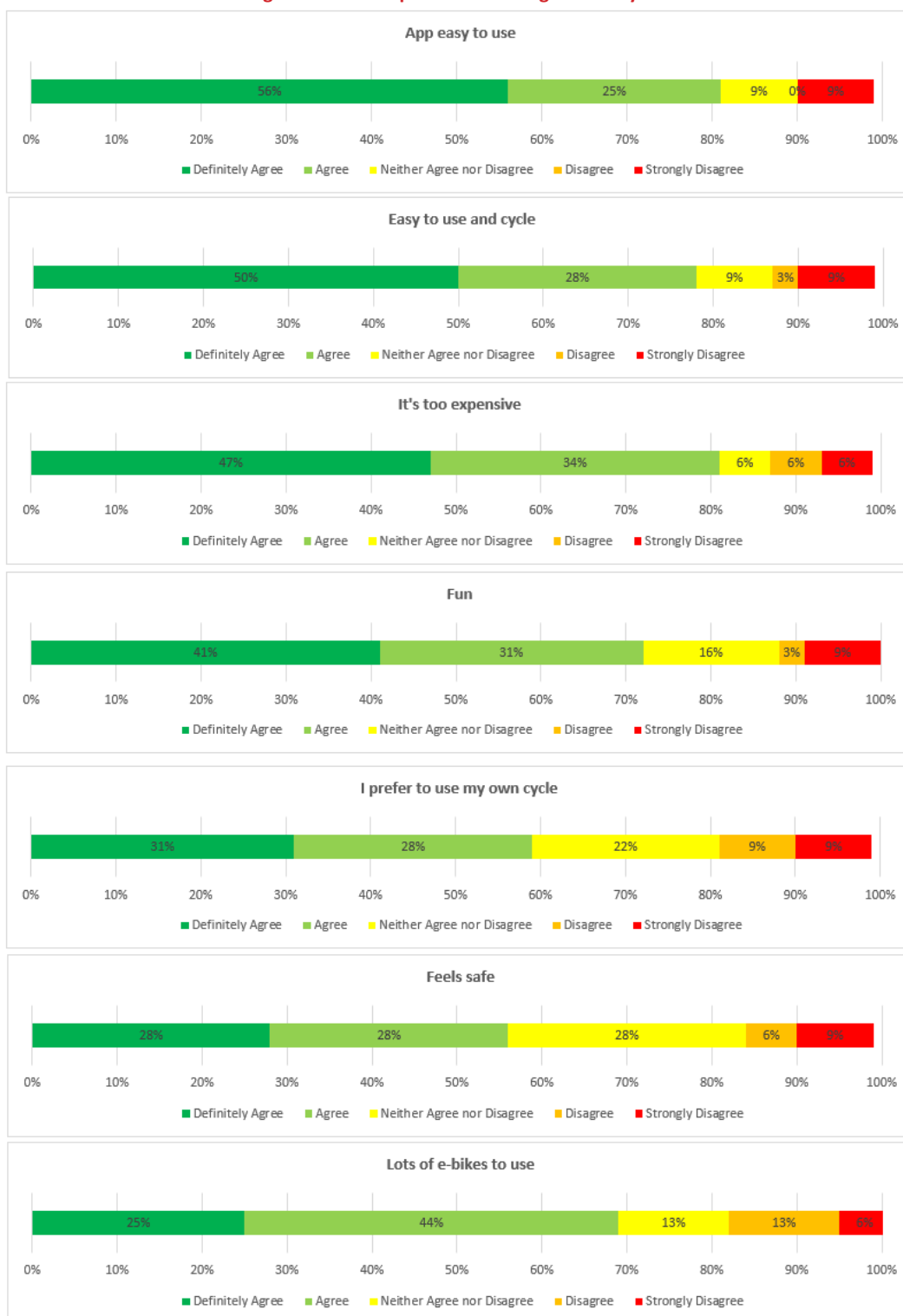
- Cycles Parked Inappropriately / Dumped: 15
- Nuisance of Cycles: 11
- Safety Concerns: 10
- Age / Disability / Health: 8
- Practicality / Trip Purpose: 6
- Prefer / Use Other Modes: 4
- Don't Support Scheme: 2
- No Helmet Available: 3
- Prefer a Docked Scheme: 2
- Not Easily Accessed: 2
- Weather: 2

Those who had utilised cycles available via the trial were asked to consider their experience of doing so. The response rate to this question is low (32 respondents), given the small proportion of respondents who stated they have used a Lime e-cycle in Hounslow.

Question Asked: What was your experience using the Lime e-bikes?

Responses are summarised in **Figure 16**, with statements ordered by the proportion of definitely agree responses.

Figure 16. Experience of Using Lime e-Cycles





Respondents generally feel that the Lime app is easy to use, and the cycles are easy and fun to use. However, respondents generally agreed with the statement that the scheme is too expensive.

2.7 Driving (Private Car Use)

Respondents who identified earlier in the survey that they drive were asked to note how they feel about a series of statements concerning driving and parking. Respondents could select from the following options:

- Definitely Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

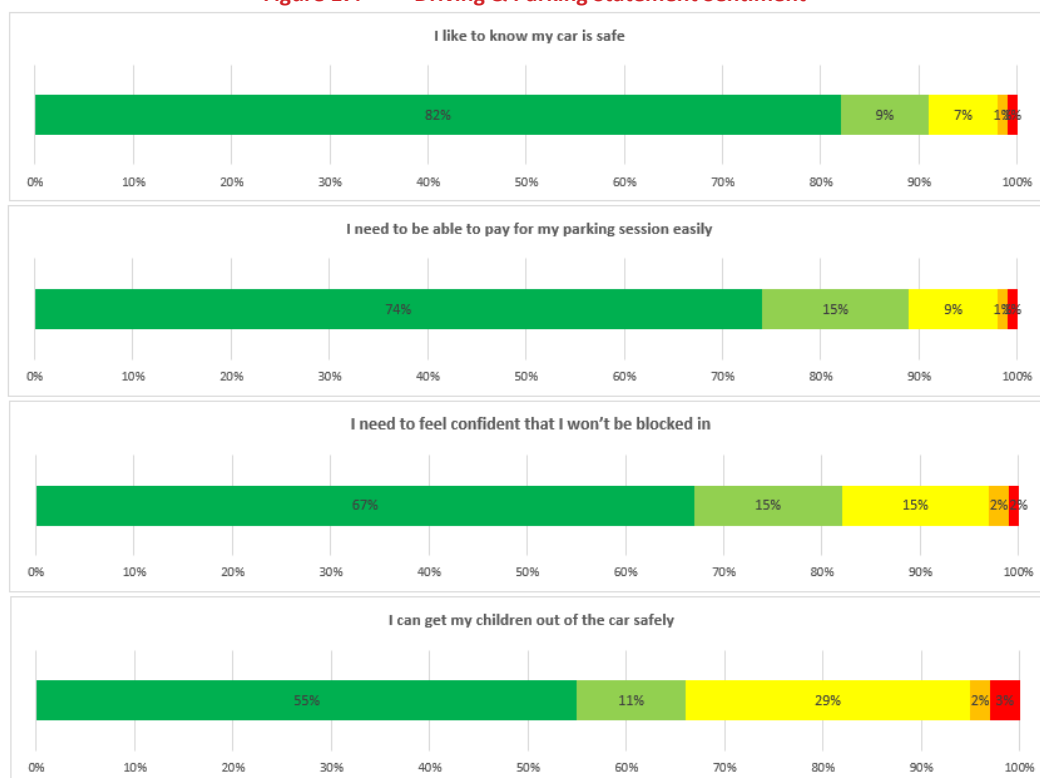
Question Asked: If you drive, how do you feel about these statements?

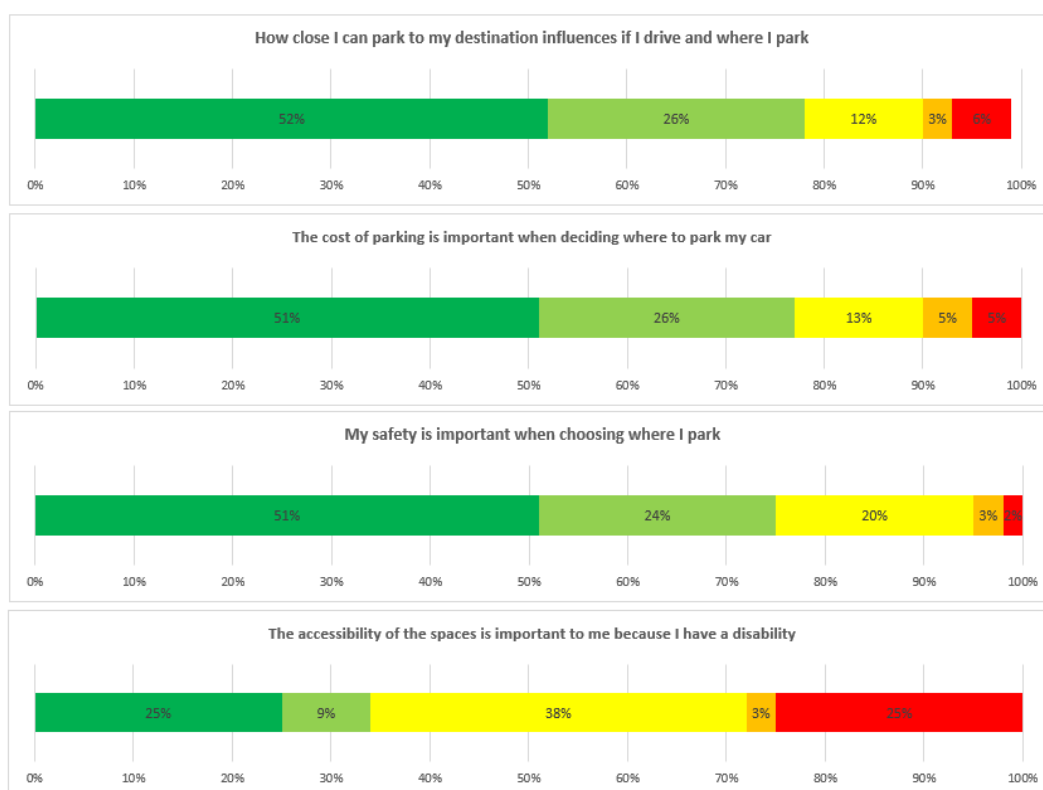
Providing a response to each statement was optional, meaning slight variations were recorded in the total number of responses to each statement.

Figure 17 shows that the overwhelming majority of respondents agree or definitely agree that they like knowing their vehicle is safe and being able to easily pay to park. Approximately nine-tenths of respondents definitely agree or agree with these two statements, at 91% and 89% respectively.

Over half of all respondents selected 'definitely agree' for all statements except for that relating to having a disability that impacts on their parking experience. However, of those who answered this question and identified as having a disability as part of the demographic questions (44 respondents), 80% agreed with the statement that their disability impacts on their parking experience.

Figure 17. Driving & Parking Statement Sentiment





Kerbside Car Parking

Respondents were also asked a question about what they see as important when it comes to kerbside use that is related to parking or wider vehicle use.

Question Asked: Next, we'll ask you about kerbside car parking – this is the space next to the pavement. You may not drive, but you might occasionally be a passenger, get taxis or deliveries. All of these require kerbside space! Let us know what's important to you and what you'd like to see prioritised.

Responses are detailed in [Table 2](#), with the most frequently selected response for each statement highlighted in green for ease of reference.

Table 2. Driving Sentiment

	DEFINITELY AGREE	SOMEWHAT AGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT DISAGREE	DEFINITELY DISAGREE	TOTAL RESPONSES
Introduction of electronic (paperless) permits, meaning that once you have applied/paid, you don't need a paper permit to be displayed on the windscreen	38%	15%	29%	4%	14%	272
Introduction of limits on the number of on-street permits issued to businesses in areas of parking pressure	37%	19%	27%	5%	12%	272
Priority parking for residents and visitors, e.g. controlled parking zones (CPZs)	34%	25%	13%	8%	20%	298
Introduction of limits on the number of permits issued per household in areas of parking pressure, to make it easier for residents to find a space	33%	20%	15%	9%	23%	275
Making it easier to submit a request for a new CPZ (or to amend hours of an existing CPZ)	30%	13%	34%	8%	15%	271
Less footway parking (where cars are allowed to park either wholly or partially on the pavement)	24%	11%	17%	13%	34%	276
Accessible taxi bays to ensure people with disabilities can access them more easily	22%	24%	40%	4%	10%	269
More blue badge parking bays (a permit for disabled people)	17%	18%	38%	7%	19%	273
Getting a taxi to be easier	16%	12%	52%	5%	14%	273
More shared use bays where different uses can be prioritised at different times of the day	15%	22%	30%	7%	25%	273
More taxi bays at key destinations	13%	16%	43%	10%	18%	272
More dedicated delivery bays	11%	19%	36%	14%	20%	273

Over half of respondents agreed or definitely agreed with a number of suggested changes to permit systems. These include a transition from paper-based permits to an online system, removing the need to display a physical permit in a vehicle's windscreen (38% definitely agree, 15% agree), and limiting the number of permits issued to businesses (37% definitely agree, 19% agree) or residents (33% definitely agree, 20% agree) in areas subject to high demand for parking.

Introducing CPZs to provide priority for residents parking was supported by 59% of respondents (34% definitely agree and 25% agree).

Only two measures set out in [Table 2](#) received a greater proportion of responses of ‘disagree’ or ‘strongly disagree’ compared to ‘agree’ or ‘definitely agree’. These are less footway parking (whereby vehicles are parked either fully or partially on the footway) and provision of more delivery bays.

Given the response rate differs from the general sentiment of other questions asked within the survey, it is possible that the statement concerning less footway parking was misunderstood as meaning a less kerbside parking, rather than specific to vehicles that park on the footway / pavement.

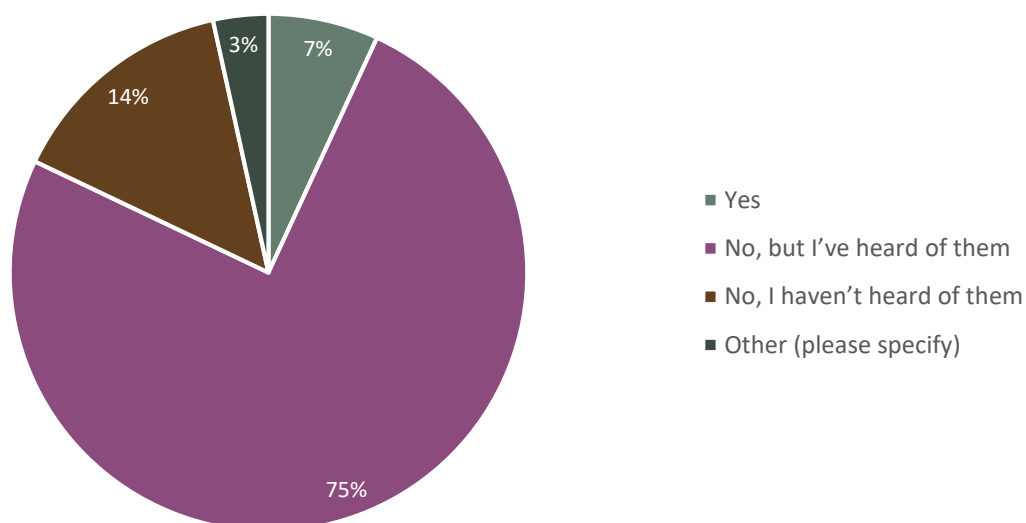
2.8 Car Clubs

Car clubs provide individuals and businesses with easy and affordable access to a personal vehicle without the need for vehicle ownership. There are currently 40 car club bays in the borough which are operated by Zipcar and Enterprise. The bays are spread across 26 different locations, most of which are on-street.

Question Asked: Do you have a membership to a Car Club (car sharing)?

Three quarters of respondents stated they do not have a car club membership, but that they are aware of car clubs, whilst 14% do not have a membership and are unaware of such schemes. Only 7% of survey respondents currently have a membership to a car club scheme.

Figure 18. Car Club Membership



Total Responses: 290

Of the respondents who selected other, five used to have a car club membership but do not currently. Additional responses provided are:

- Respondent has no need to rent a car (1 respondent)
- Not interested in car clubs (1 respondent)
- Don't have a car (1 respondent)
- Not appropriate (1 respondent)
- Not based in the UK (1 respondent)

Respondents who stated they do not have a car club membership were asked to outline the reasons for this, with feedback summarised in **Table 3**. Responses are ordered by frequency selected.

Question Asked: If no, why is this?

Table 3. Reasons for No Car Club Membership

REASON	NO. RESPONSES
I make too many car trips so it wouldn't be cost effective for me	70
I don't like the idea of sharing a car with other people	66
Too expensive	36
Not enough car club vehicles near my house.	30
Car club doesn't offer the right type of vehicle for my needs	21
I don't understand how it works	12
Vehicles are always booked by other people	8
Other	95

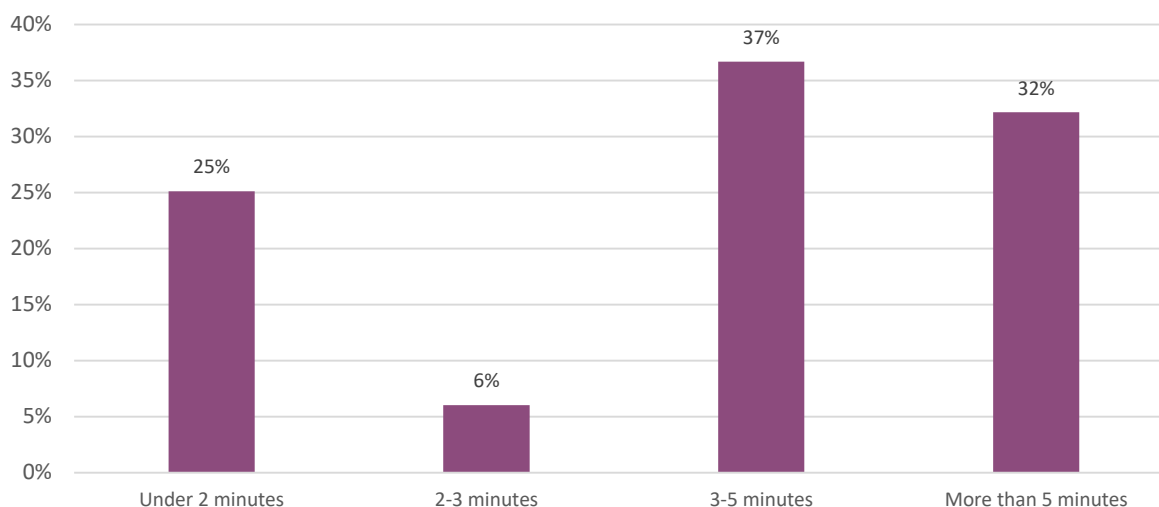
Of those who selected other, common themes identified are listed below, ordered by the number of times mentioned. The number of responses is also set out for each.

- | | |
|---------------------------------|-------------------------|
| ○ Use Own Vehicle: 43 | ○ No Driving Licence: 2 |
| ○ Don't Drive: 8 | ○ No Car: 2 |
| ○ No Need: 7 | ○ Not Interested: 2 |
| ○ Not Practical / Convenient: 6 | ○ Unsafe: 2 |
| ○ Disability / Age: 5 | ○ Price: 2 |
| ○ Prefer PT / AT: 4 | ○ Unreliable: 1 |
| ○ Don't Drive Enough: 3 | |

Question Asked: How far would you be prepared to walk to your nearest car club bay?

Almost half of respondents (32%) stated they would be willing to walk more than five minutes to access their nearest car club bay (**Figure 19**). A slightly larger proportion (37%) said they would walk between three and five minutes, with the remaining 31% selecting either between two and three minutes (6%) or under two minutes (25%).

Figure 19. Walk to Car Club Bays



Total Responses: 199

Those who did not answer this question (94 total) are excluded from the percentages detailed.

2.9 Open Question Analysis

Question Asked: Do you have any further comments or ideas on Hounslow's kerbside or car parks? Please do not enter any information that could identify you or other people.

Respondents were given the opportunity to provide any further feedback via an open-ended question at the end of the survey. A total of 204 provided a submission via the open response question. Submissions have been coded and analysed to understand key themes, comments and suggestions raised.

A wide range of views and comments were raised; these were often polarised in nature; for example, some supported a reduction in parking whilst others advocated for more parking to be provided.

Some respondents advocate changes to the kerbside to move priority away from parking, with requests for more trees, planting and greenery on the roadside a frequent theme raised.

A proportion of submissions oppose increased parking charges or extended hours of CPZ operation, with some raising concerns on the impact of any changes to parking or kerbside space on local businesses.

Additional comments raised include requests for provision for goods drop-off activity and taxis, and an opposition to residents paving over private driveways.

Concerns were also raised by some respondents about shared mobility modes, such as scooters and cycles) being left on pavements and requests for e-scooter enforcement.

3. STAKEHOLDER SURVEY

3.1 Summary

A tailored survey ran alongside the general survey targeted at stakeholders. A total of **10** submissions were made to the stakeholder survey. The first was received on 7 November 2023 and the last on 9 December 2023. Nine of the ten identified the organisation / group a submission was being made on behalf of. One of these was not identifiable as an organisation.

The submissions to the survey were made on behalf of (in alphabetical order):

- Brentford Voice
- Chiswick High Road Action Group
- CPRE London
- Hounslow Green Party
- Ivybridgelink
- NHWatch Street Coordinator
- Our Barn Community
- St Mary's RC Primary School, Isleworth

Seven respondents stated their organisation is based in Hounslow with three confirming their organisation is located outside of the borough.

A further four submissions were made via email.

3.2 Statement Sentiment

Question Asked: What is your organisation's opinion on these statements?

What people pay to park should be in-line with how much pollution their car makes, e.g. vehicles making more pollution should pay more and vehicles making less pollution should pay less.

- Definitely Agree: **3** (30%)
- Somewhat Agree: **2** (20%)
- Neither Agree nor Disagree: **3** (30%)
- Somewhat Disagree: **2** (20%)
- Definitely Disagree: **0** (0%)

All vehicles, including electric vehicles, should pay to park.

- Definitely Agree: **5** (50%)
- Somewhat Agree: **3** (30%)
- Neither Agree nor Disagree: **1** (10%)
- Somewhat Disagree: **1** (10%)
- Definitely Disagree: **0** (0%)

Half of stakeholders who responded to the survey agreed with the principle that parking charges should be tied to a vehicle's emissions. Higher levels of support (80%) definitely agree or somewhat agree) with the statement that all vehicles should pay to park. No respondents definitely disagreed with either statement.

Question Asked: We would like to expand the categories to include more tiers that reflect the differing levels of emissions (pollution) produced by different types of vehicles. What is your organisation's opinion on this?

- Very Happy: **1** (10%)
- Happy: **6** (60%)
- Neutral: **0** (0%)
- Unhappy: **1** (10%)
- Very Unhappy: **2** (20%)

Question Asked: In line with current residential parking permits, the council would like to introduce a surcharge (an extra charge) for diesel vehicles to park. What is your organisation's opinion on this?

- Very Happy: **3** (30%)
- Happy: **2** (20%)
- Neutral: **1** (10%)
- Unhappy: **2** (20%)
- Very Unhappy: **2** (20%)

3.3 Strategy Feedback

Full responses to the questions concerning specific feedback on the kerbside and parking strategies are contained at [Appendix A](#), noting the individualistic and small number of responses received.

4. OTHER FEEDBACK

4.1 Classroom Survey

A standalone classroom survey was created to run alongside the general and stakeholder survey. The Council created this survey given it is often difficult to consult with those under the age of sixteen.

Submissions were made by individuals on behalf of classes at schools. A total of five responses were received, from the following schools:

- St Mary's RC Primary, Isleworth (Year 3)
- St Mary's RC Primary, Isleworth (Year 3)
- Springwell School (Year 4)
- Springwell School (Year 6)
- Spring Grove (Reception)

The survey incorporated a series of questions that followed the same 'hands up' voting principles as within School Travel Plans.

Statement Agreement

Children were asked to put their hand up to confirm their opinion on a three statements, with the ability to choose from:

- Definitely Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Definitely Disagree

Feedback for each statement is presented by school group.

Question Asked: The street is a public space everyone should be able to use.

Table 4. Statement 1 Agreement

	SCHOOL 1	SCHOOL 2	SCHOOL 3	SCHOOL 4	SCHOOL 5
Definitely Agree	59%	67%	83%	67%	91%
Agree	0%	0%	17%	0%	9%
Neither Agree nor Disagree	0%	28%	0%	33%	0%
Disagree	41%	0%	0%	0%	0%
Definitely Disagree	0%	6%	0%	0%	0%

Question Asked: I worry about the impact of poor air quality on my health

Table 5. Statement 2 Agreement

	SCHOOL 1	SCHOOL 2	SCHOOL 3	SCHOOL 4	SCHOOL 5
Definitely Agree	59%	0%	33%	42%	55%
Agree	0%	9%	43%	0%	32%
Neither Agree nor Disagree	0%	86%	23%	0%	5%
Disagree	41%	5%	0%	58%	9%
Definitely Disagree	0%	0%	0%	0%	0%

Question Asked: What people pay to park should be in line with how much pollution their car makes.

Table 6. Statement 3 Agreement

	SCHOOL 1	SCHOOL 2	SCHOOL 3	SCHOOL 4	SCHOOL 5
Definitely Agree	41%	25%	13%	0%	4%
Agree	0%	17%	33%	0%	9%
Neither Agree nor Disagree	0%	4%	33%	0%	9%
Disagree	0%	33%	20%	0%	43%
Definitely Disagree	59%	21%	0%	100%	35%

Kerbside Prioritisation

Question Asked: What would you like to see prioritised at the kerbside on your streets? Select as many as your class wants.

Pupils were asked to confirm what they would like to see provided at the kerbside, with an ability to select as many or few options as desired. All schools selected more trees and green spaces, and more cycle parking, whilst four schools selected more parklets, and pavements kept clear for people walking. More taxi bays and more space for deliveries were selected by only one school.

Table 7. Kerbside Prioritisation

	SCHOOL 1	SCHOOL 2	SCHOOL 3	SCHOOL 4	SCHOOL 5
More trees & green spaces	Y	Y	Y	Y	Y
More parklets	Y	Y	N	Y	Y
More cycle parking	Y	Y	Y	Y	Y
Pavements clear for people walking	Y	Y	Y	Y	N
Less car parking	Y	Y	Y	N	N
More e-cycles	Y	Y	N	N	Y
More taxi bays	Y	N	N	N	N
More car clubs	Y	N	N	Y	N
More delivery options, e.g. cargo cycles	Y	N	N	Y	N
More space for deliveries	Y	N	N	N	N

Mode of Travel

Questions Asked: 1) How do you usually get to and from school? 2) How would you like to get to and from school?

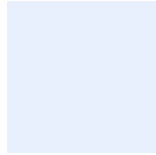
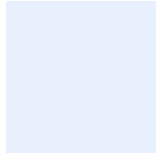
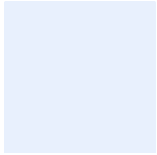
The majority of surveyed pupils currently walk to school (62%), with one-fifth (20%) travelling by car. A greater proportion of pupils would like to travel by cycle and scooter to get to school than currently do, in place of travelling by car, bus or on foot. Responses are summarised in Table 8, with responses across all participating schools combined.

Table 8. Current & Preferred Travel Mode

	CURRENT	PREFERRED	DIFFERENCE (PERCENTAGE POINTS)
Walk	62%	53%	-9%
Scoot	4%	16%	+12%
Cycle	4%	17%	+13%
Car	20%	9%	-11%
Bus	9%	3%	-6%
Train	0%	1%	+1%
Other	0%	0%	0%

Students were asked whether they had any other ideas to include as part of the survey. Feedback was received from one school submission only, which included:

- More flowers
- Designs - like stars and swirls and famous art
- Well-maintained (streets)
- No litter
- Nature (more green and wildlife)



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