

## Lime Bike Forum – 6<sup>th</sup> November 2025

### Key Discussion Points/Actions

The table below details the main discussion points and issues raised at the forum and the Council's and Lime's response to these along with any agreed actions.

Among the main discussion points included issues around:

- Accessibility and pedestrian safety
- Balance between enforcement and user convenience
- Transparency in consultation and community engagement
- Need for improved communication, monitoring, and response
- Desire for cultural and behavioural change toward safer cycling

Discussion Points/Issues Raised	Response/Actions
<b>1. Bike Positioning, Safety and Accessibility</b>	
• Concerns raised about bikes left on pavements (for example, Acton Lane and Bramshill) posing risks for visually impaired pedestrians.	We are continuing to install parking bays for dockless bikes to address issues of poorly parked and abandoned bikes. To date we have installed 150 across the borough, with another 50 locations recently consulted on. On completion of this next phase of bays we will be moving to mandatory parking, with all journeys required to be started from or ended in a designated bay.
• Dangerous riding on pavements reported; question about enforcement and education.	Lime strives to equip riders with everything they need to ride safely. Through a wide range of educational resources, digital tools, enforcement actions and community outreach, we work to educate our riders about what constitutes safe behavior. Our goal is to make riders feel confident using Lime, with a firm grasp of how to physically ride our vehicles, as well as a complete understanding of local rules.
• Requests for better warden patrols in areas such as Harlesden.	Lime has asked its patrollers to focus further attention on these areas.
• Questions about how to report bad Lime biking.	Bike parking can be reported to <a href="mailto:brent@li.me">brent@li.me</a> or 0800 808 5223.
• Calls for faster response times to reports of poorly parked bikes.	Lime is required to respond to reports of poorly parked bikes within 2 hours. Reporting to the <a href="mailto:brent@li.me">brent@li.me</a> email address should result in quick response times as this goes directly to their operations team.
• Questions about how many fines are issued and reported to Brent.	Lime shares this data with the council each month. The figures are low, equating to less than 0.5% of trips made in the borough each month.

<b>2. Parking Bay Locations and Design</b>	
<ul style="list-style-type: none"> <li>Complaints about certain bay placements hindering car parking (for example, Sudbury Court Road).</li> </ul>	<p>The choice of locations for bike parking bays is informed by a site assessment by our engineers and are also subject to a road safety assessment to ensure that any issues around potential conflicts are identified and appropriately mitigated. Bike parking bays installed on the carriageway are fitted with bollards as a means of offering protection to bikes and their users, and to prevent access to the parking bay by other vehicles. Bays are also subject to ongoing monitoring and consideration will be given to relocating bays where issues arise that cannot be mitigated.</p>
<ul style="list-style-type: none"> <li>Questions on how upcoming consultations for bay locations (Hamilton Road and Melrose Avenue) will be conducted.</li> </ul>	<p>For all consultations, letters and plans are posted to households and businesses located within 50 meters of a proposed parking bay and inviting comments. Detailed plans and a questionnaire are also published on the Council's consultation portal.</p>
<ul style="list-style-type: none"> <li>Some bays reportedly ineffective or unused (for example, Ambleside Road and Oldfield Road).</li> </ul>	<p>Whilst parking bays are being implemented, Lime bikes will still be able to park anywhere on a pavement. However, users must follow Lime's rules, ensuring bikes do not obstruct pathways. On completion of the current phase of parking bays, mandatory parking will be introduced, and users will only be able to start or end a journey within a designated parking bay. Bays will also be subject to ongoing monitoring and consideration will be given to relocating bays if ineffective.</p>
<ul style="list-style-type: none"> <li>Calls for bays in missing key areas such as Northwick Park Hospital.</li> </ul>	<p>We will continue to work with Lime to ensure that there is adequate bike parking capacity in the borough and that these are suitably located in areas of high demand. We are also working closely with private landowners to get additional dockless bike parking provision at busy places such as Wembley Stadium and at Northwick Park and Central Middlesex Hospitals. More bays are planned for early 2026 and details of any future consultations will be shared on our website.</p>
<ul style="list-style-type: none"> <li>Reports that rangers filling St Paul's Avenue bays leads to bikes left on pavements.</li> </ul>	<p>Lime has instructed rangers to ensure vehicles are not deployed onto pavements in locations where bays are present. The introduction of further bays across the borough will ensure there are more suitable locations for vehicles to be deployed.</p>
<ul style="list-style-type: none"> <li>Concerns about capacity and management during Wembley event days.</li> </ul>	<p>A dedicated events plan for the stadium has been developed and appears to be working well. This will be kept under regular review.</p>
<ul style="list-style-type: none"> <li>Query on when bays will have Traffic Management Orders so parking controls can apply.</li> </ul>	<p>The Council is currently implementing new map-based TMOs and we will look at introducing TMOs for dockless bike parking bays in spring 2026.</p>
<ul style="list-style-type: none"> <li>Request for data on tampered or hacked bikes.</li> </ul>	<p>Lime has since retrofitted its fleet in London and this has led to a significant reduction in tampering of vehicles.</p>
<ul style="list-style-type: none"> <li>Suggestions to introduce bays only in hotspots, with problem areas</li> </ul>	<p>The current approach aligns with both TfL and Council policy and established best practice from</p>

geo-blocked rather than restricting all users.	elsewhere. The aim is to establish a dense, borough-wide network of dedicated parking bays within easy reach of all residents.
<b>3. Community Engagement and Consultation</b>	
<ul style="list-style-type: none"> <li>Questions about coordination with multi-faith community groups (Cllr Choudry).</li> </ul>	Lime is proud to work with community groups across Brent. In recent months, it has delivered cycle training in the borough with groups such as Cycle Sisters. Lime has launched a community cycling fund in partnership with London Cycling Campaign to which London-based community groups can apply for funding: <a href="#">Share the Joy Community Fund - London Cycling Campaign</a>
<ul style="list-style-type: none"> <li>Concerns that Northwick Park residents have not been consulted.</li> </ul>	For all consultations, letters and plans are posted to households and businesses located within 50 meters of a proposed parking bay and inviting comments. Detailed plans and a questionnaire are also published on the Council's consultation portal.
<ul style="list-style-type: none"> <li>Request for clarity on how Lime and Brent Council engage with the public on bay placement and feedback.</li> </ul>	Parking bay locations are determined, in part, by parking data supplied by Lime, user/resident requests for parking, and complaints data regarding badly parked/abandoned bikes. Sites are then surveyed by our engineers and are also subject to a road safety assessment to determine suitability. Feedback from consultation exercises is carefully considered in determining which bays to progress to implementation.
<ul style="list-style-type: none"> <li>Concerns about pandering to a few vocal complaints rather than considering the majority of users.</li> </ul>	See above.
<b>4. Weather and Maintenance</b>	
<ul style="list-style-type: none"> <li>Question about how Lime and the Council will address weather issues such as strong winds knocking bikes over.</li> </ul>	Subject to the availability of funding, consideration will be given to installing cycle parking stands/corrals in certain locations to provide added protection to bikes/users.
<b>5. Usage Culture and Behaviour</b>	
<ul style="list-style-type: none"> <li>View expressed that Brent lacks a strong biking culture; scepticism about effectiveness compared with European models.</li> </ul>	Walking and cycling currently account for around 40% of all trips in Brent and there is significant potential to increase levels of active travel in the borough, with up to 60% of trips in outer London boroughs capable of being walked or cycled. Providing access to cycles through micromobility schemes is one of the ways to achieve this.
<ul style="list-style-type: none"> <li>Discussion on how to encourage responsible use and safety, including helmet use.</li> </ul>	Lime has developed a set of in-app and on-vehicle features to encourage and reinforce safe behavior. To encourage riders to wear helmets, Lime developed a helmet selfie tool that uses a rider's phone camera to validate whether or not they are wearing a helmet. If a rider is detected to be wearing a helmet, they will receive an incentive - a discount on a future trip.

<ul style="list-style-type: none"> <li>• Question about how Lime monitors and enforces proper parking behaviour.</li> </ul>	<p>Lime has an agreement with Brent Council which includes the introduction of mandatory parking bays across each borough which are enforced using highly accurate GPS and geofencing technology. These bays provide a safe, tidy and convenient place for users to end their trips, preventing pavement obstructions in the long term, and are agreed in partnership with the council.</p>
<p><b>6. Equity, Access and Convenience</b></p>	
<ul style="list-style-type: none"> <li>• Concerns that limiting parking to bays could reduce convenience for regular users.</li> </ul>	<p>We will continue to work with Lime to ensure that there is adequate dockless bike parking bay capacity in the borough and that these are suitably located in areas of high demand. We also welcome suggestions from users/residents for locations where new/additional parking bays may be required.</p>
<ul style="list-style-type: none"> <li>• Worries that restrictions may disproportionately affect those relying on bikes for safe night travel, including young workers and women.</li> </ul>	<p>We will continue to work with Lime to ensure that there is adequate dockless bike parking bay capacity in the borough so that the scheme remains accessible to users.</p>
<ul style="list-style-type: none"> <li>• Calls to balance between complaints and accessibility, ensuring bikes remain usable for commuters and residents.</li> </ul>	<p>We will continue to work with Lime to ensure that there is adequate bike provision and parking capacity in Brent so that the scheme remains accessible to users and addresses problems associated with badly parked/abandoned bikes.</p>
<ul style="list-style-type: none"> <li>• Question about how Lime will mitigate the loss of convenience for everyday riders with a move to dedicated parking.</li> </ul>	<p>The aim is to establish a dense, borough-wide network of dedicated parking bays within easy reach of all residents.</p>
<p><b>7. Affordability and Active Travel</b></p>	
<ul style="list-style-type: none"> <li>• Query on what is being done beyond the key worker scheme to make Lime more affordable.</li> </ul>	<p>Lime Access offers a 50% discount not just to key workers, but also students and those on low income. Sign up link can be found <a href="#">here</a>.</p>
<ul style="list-style-type: none"> <li>• Requests for partnerships with local businesses to promote active travel over car use.</li> </ul>	<p>Lime is open to partnerships with local businesses. Those interested in this can reach out to <a href="mailto:brent@li.me">brent@li.me</a>.</p>
<p><b>8. Policy, Enforcement and Reporting</b></p>	
<ul style="list-style-type: none"> <li>• Questions on how Lime and Brent Council track and report fines for mis-parked bikes.</li> </ul>	<p>Lime operates an enhanced programme of rider education, with incentives, warnings and fines designed to improve parking. Repeat offenders will be permanently banned from the service. Fines can escalate up to £20. On average, 80% of users don't re-offend after their first fine. Numbers on warnings and fines are reported to the council each month.</p>
<ul style="list-style-type: none"> <li>• Whether Brent's Public Space Protection Order will be updated to include fines for bad parking.</li> </ul>	<p>We're learning from best practice around London, and in the future, we will be looking to codify working arrangements with operators and ensure compliant schemes that are suitably enforced. However, the specifics of this are still tbc.</p>

<ul style="list-style-type: none"> <li>• Concern over Lime bikes in sensitive areas such as cemeteries.</li> </ul>	<p>The use of Lime bikes in Brent parks and cemeteries is currently prohibited. We have also introduced 'slow zones' around busy areas like Wembley Stadium and High Road and will consider other areas where necessary.</p>
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