



# **Falco UK Ltd**

**Cycle Hub Case Study**  
**LBWF Mini-Holland**

**Jeremy Green** Managing Director



LEYTONSTONE

WALK CYCLE BUS

# Sites

- **Lot 1 – Super sheds**
  - Walthamstow
  - Leyton
  
- **Lot 2 – Cycle Sheds**
  - Leytonstone
  - St James Street
  - Blackhorse Road
  - Highams Park
  - Chingford
  
- **Additional**
  - Lea Bridge
  - Walthamstow Station Approach



# Tender Specification

The first 'stand out' thing about the tender was the evaluation criteria:

Item	Percentage
Stakeholder Engagement	20%
Design Solutions	30%
Maintenance	10%
Programme for Delivery	10%
Budget	30%

# Stakeholder Engagement 1

## 4.6 Stakeholders

The following stakeholders must be consulted as a minimum requirement for lots 1 and 2, however this is not exhaustive and additional stakeholders can be added.

- Councillors and MPs.
- Transport for London.
- Network Rail.
- Neighbouring boroughs.
- Road user groups – local cycle campaign, Living Streets.
- Public transport operators.
- Emergency services.
- Tenants and residents associations.
- Schools/education centres.
- Community Ward forums.
- Community groups.
- Community/religious leaders.
- Corporation of London.
- Lea Valley Regional Park Authority.
- Statutory undertakers.
- Local business associations.
- 

b) Describe the stakeholder engagement that was carried out how the user's needs influenced the final designs for each scheme.

c) Attend a drop in session, set up a presentation and engage with the public.

d) Additional stakeholder engagement carried out with key stakeholders. ”



# Stakeholder Engagement 2

Group	Contact Method(s)
<b>a) Large groups e.g. Councillors (60), schools (93) etc.</b>	i) Build database and email campaign.
<b>b) Larger bodies e.g. TfL, ATOC, GA etc.</b>	i) Direct telephone calling for individual discussions.
<b>c) Individual cyclists</b>	i) 'Meet and greet' at stations and existing cycle parking facilities nearby. ii) Leafleting parked bikes at each location.
<b>d) General cycling public / awareness</b>	i) Posters campaigns to local shops, businesses and community centres. ii) Social media campaign including Twitter and Facebook. iii) Attending council events/meetings.



### Waltham Forest Borough Council, Mini Holland Cycle Sheds, Stakeholder Engagement Questionnaire

As part of the Borough Mini Holland cycling programme, we are looking to design and build 8 cycle parking facilities or 'bike sheds' in the following places:

- Leyton Station (larger super shed facility)
- Walthamstow Station - Town Square Gardens (larger super shed facility)
- Blackhorse Road Station
- Chingford Station
- Highams Park Station
- Leytonstone Station
- St James Street Station
- Wood Street Station

In order to provide the best solution for the community, we are looking to get feedback from as many people and groups of people as possible, as to what you would like from these community facilities. So please fill in the questionnaire below and encourage your fellow residents to do the same to help us shape the design of the facilities! Note: this process will run until 17<sup>th</sup> December.

Please log on to [www.falco.co.uk](http://www.falco.co.uk) to fill in the form online



Please note: your information will be used solely for the purposes of this Cycle Sheds project. If you would like to discuss this questionnaire or any part of the project further then please don't hesitate to get in touch with [jeremy.green@falco.co.uk](mailto:jeremy.green@falco.co.uk). Please leave a number if you want him to call you back.

Thank you for your input!

# Stakeholder Engagement 3



- 1. Contact** - Your Name/Contact Details (if you are happy for us to get back in touch?).
- 2. Position** - Position in Community e.g. resident, teacher, voluntary worker etc., or perhaps you are part of a community group.
- 3. Cycle Shed Build Features** – what features would you like in your local bike shed to be made of? (e.g. clear walls for security, green roof, robust materials etc.).
- 4. Facilities** - the structures are primarily for secure cycle parking, but what other facilities would you like to see in your cycle sheds? (e.g. seating, cycle repair stand, information points, pump, electric bike charging etc.).
- 5. Entry and Security** – a key component of the design is security for users and cycles, what kind of security systems would you suggest (e.g. CCTV, smart card access, access times etc.).
- 6. Aesthetics and Branding** – we would like to give the network of cycling facilities across the Borough a cohesive feel, via a name or brand, so they are recognised by everyone in the Borough. Do you have an idea for the name of the cycle sheds network? (PS we cannot use the word 'hub'!) Note you could have a different name for the different shelters?
- 7. Cost** – would it be fair to charge to park a bike in a high quality secure facility? If yes how much and how would you pay?
- 8. Comments** - any other comments you would like to add, to help us design the best facilities for the borough?





# Survey Results 1

- **a) Cycle Shed Build Features** - overwhelmingly people wanted a clear shelter offering a light and spacious environment. Second and third at 9.2% and 8.4% of people also required the units to be robust and secure. Other high scoring features included good lighting, CCTV, Green roof and for the facilities to be aesthetically attractive.
- **b) Facilities** - interestingly when interviewed, people's main requirement was not necessarily for features but for a good secure facility, however the questionnaire threw up four or five common preferences as follows:

Item	No.	%
Pump	27	30.7%
Repair Stand	14	15.9%
Seating	9	10.2%
Information Point	9	10.2%

## Survey Results 2

**c) Access and Security** - this turned out to be the key theme from virtually everyone, whether talking about access and security or other aspects such as features, racks or even roofing – many discussions always led back to this issue. Bike theft is clearly a very big issue in the Borough and CCTV, Smart Card Access and Good Lighting made up 76% of peoples responses. Other ideas such as Oyster integration were also widely discussed.

**d) Aesthetics and Branding** – Main requirement was for a light and bright facility. Also the questionnaires threw up a whole host of brand name ideas.

**e) Cost** - we received some good feedback on the issue of charging, the average suggested costs were:

Q7 Costing	Day	Week	Monthly	Year
Ave	£1.17	£6.79	£29.00	£12.50

**f) Additional Comments** - in terms of additional comments, there was a multitude of responses from both interviews and the questionnaires, some of these quite far reaching whilst others fell into more general theme.



# Summary of Design Solution

## **a) Robust**

lasting strong materials, glass walls and lighting  
weatherproof  
smart card access system (Oyster if possible)  
CCTV  
help point

## **b) Attractive**

light and spacious  
appealing design to encourage use  
holistic identity with strong branding  
green roof complementing the environmental theme

## **c) Functional**

simple to use facilities to enable ease of use  
24hour access  
good quality racks inside with some key facilities (pump, seat, info, repair)  
increased capacity  
links with the surroundings (access)

## **d) Modular**

scalable, capable of extending the store (futureproofing)  
'relocate-able' – ability to move if required

## **e) Operational**

low cost of ownership for the Borough  
clean, managed facility  
minimum maintenance through simple design



# Brand and Aesthetics

See pdf



# Hub Images





# Current roll-out programme

- Walthamstow Central Complete June 2015
- Leytonstone Complete June 2015
- Wood Street Complete Nov 2015
- Lea Bridge End April 2016
- Walthamstow Central Station Approach End April 2016
- Chingford TBA 2016
- St James Street TBA 2016
- Higham's Park TBA 2016
- Blackhorse Road TBA 2016
- Leyton TBA 2016

# WALK CYCLE ENJOY

## MINI-HOLLAND enews

### **Cycle Hubs at Walthamstow and Leytonstone Stations**

If you haven't done so already, sign up to our cycle hubs at Leytonstone and Walthamstow Central stations and enjoy the peace of mind that the secure cycle parking offers.

#### **Our cycle hubs are great because they...**

1. keep your bike clean, dry and safe
2. are located near public transport and amenities for your convenience
3. provide the added security of CCTV and help points







# Thank You



The logo for FALCO features a stylized blue swoosh on the left that curves upwards and to the right, ending in a thin white line. The word "FALCO" is written in a bold, black, sans-serif font, positioned to the right of the swoosh and partially enclosed by a yellow swoosh that curves from the top left towards the center.

FALCO