



City Centre PSPO Consultation Report October 2023



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EXECUTIVE SUMMARY

- 1,154 responses were received.
- 97% (1,117) of responses were received from members of the public.
- Over a third of respondents 36% (416) stated they visited the city centre at least twice a week.
- 84% (970) of respondents feel that the riding of e-bikes, pedal cycles and e-scooters make them feel less safe in the city centre. 16% (178) disagree with the statement.
- 79% (919) of respondents support the idea of an extension of the City Centre Public Space Protection Order, 17% (191) disagreed with the extension and 4% (43) were not sure.
- 78% (897) of respondents agreed with the proposal to include manual scooters alongside the extension, very similar to the numbers agreeing with the overall extension to the PSPO.
- 49% (549) stated they thought that the PSPO order covers enough area in the city centre. Over a third, 36% (414) disagreed and 16% (183) were not sure.
- 74% (848) of respondents agree with the order being in place 24/7. 16% (180) of respondents do not agree with any ban at all. 10% (116) felt that the order should be time related.
- Of those that felt the order should be in place for a time limited period, most respondents felt that it should be only in place during the day, when the city centre is busiest.

If it were implemented, I think it makes sense for it to be in place during the hours that shops are open - typically 9-5, or perhaps longer periods around that like 8-6. Certainly, at a time like 9-10pm, there are very few pedestrians in the city centre as all the facilities are closed

- A full list of comments are available on request.

BACKGROUND

Appendix 3a – Consultation Report

Residents and visitors have reported safety concerns whilst walking in the city centre due to e-bikes, pedal cycles and e-scooters. Some residents report feeling unsafe due to the speed of these vehicles, concerns around the obstructions in public walkways, and collisions.

The Council want pedestrians to feel safe when taking walks and travelling in the city centre.

The purpose of this consultation is to gather feedback on the proposal that the City Centre Public Space Protection Order (PSPO) will be amended to prohibit the riding of e-bikes, pedal cycles and e-scooters in the pedestrianised area of the city centre. This would allow Police officers and Law Enforcement Officers to issue fines to people who ride e-bikes, pedal cycles and e-scooters through the city centre.

METHODOLOGY

An online consultation was carried out for 4 weeks from 11th September until 9th October 2023.

Hard copies of the survey were available in the Council House reception and Central Library.

In addition, Neighbourhood Enforcement Officers, and members from the BID Team walked around the city centre and asked people to fill in the survey directly onto electronic tablets.

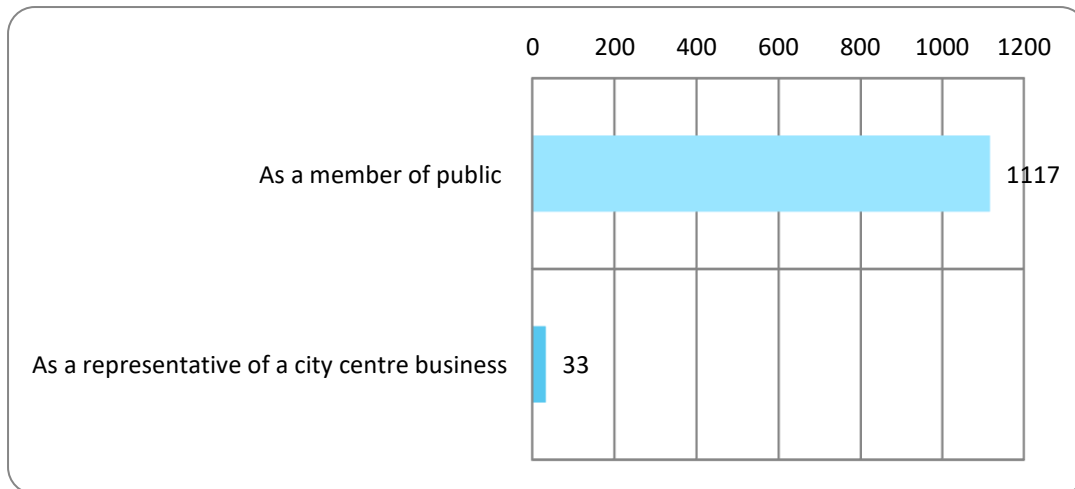
RESPONSE RATE

1,154 surveys were completed, of these:

809 surveys completed directly via Let's Talk Coventry
305 surveys were completed face to face in the city centre.
40 hard copy surveys were completed.

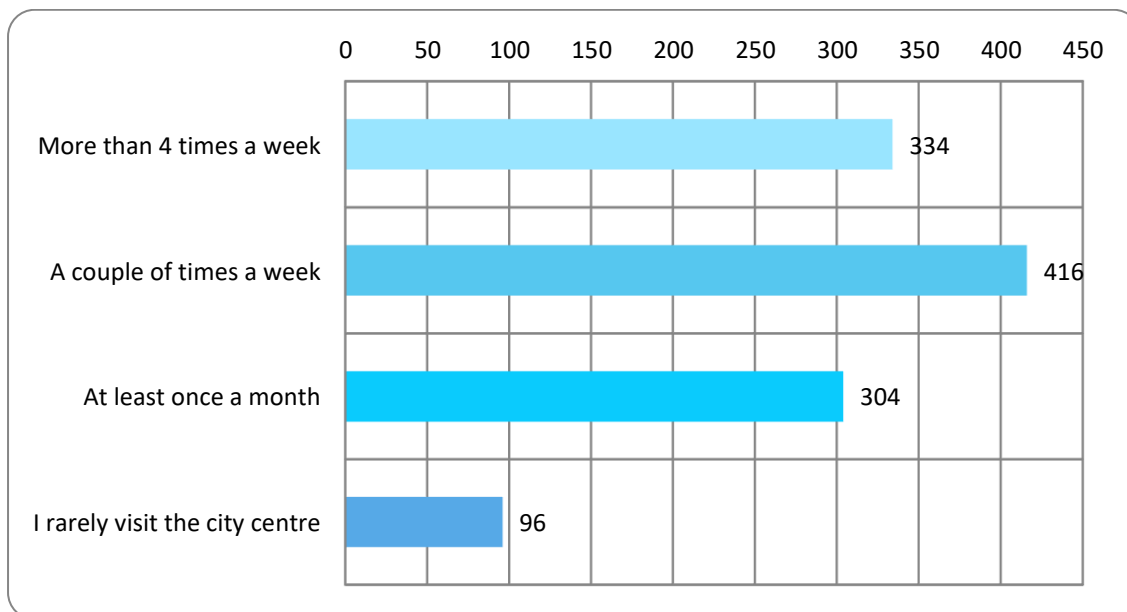
SURVEY FINDINGS

Q1 – HOW ARE YOU RESPONDING TO THIS CONSULTATION?



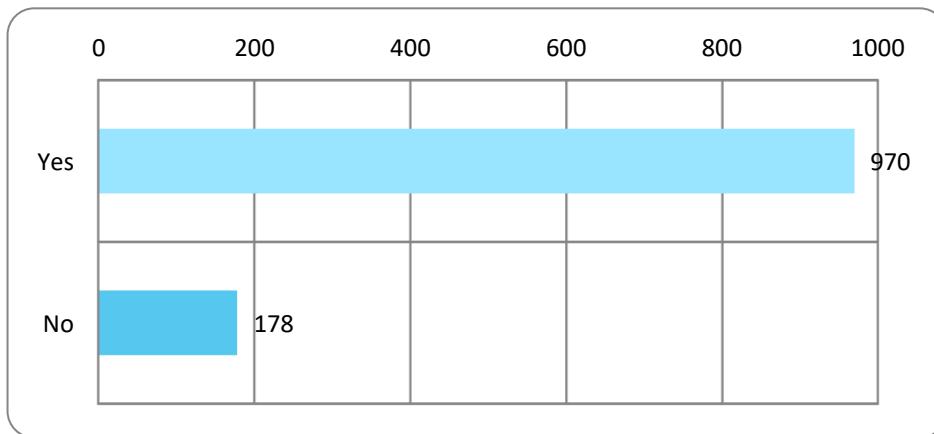
97% of respondents, responded to the survey as members of the public. 3% were representatives of a city centre business.

Q2 – HOW OFTEN DO YOU TEND TO VISIT THE CITY CENTRE?



Answers varied to this question, the majority of respondents visiting the city centre a couple of times a week at 36%, only 8% of respondents rarely visit the city centre.

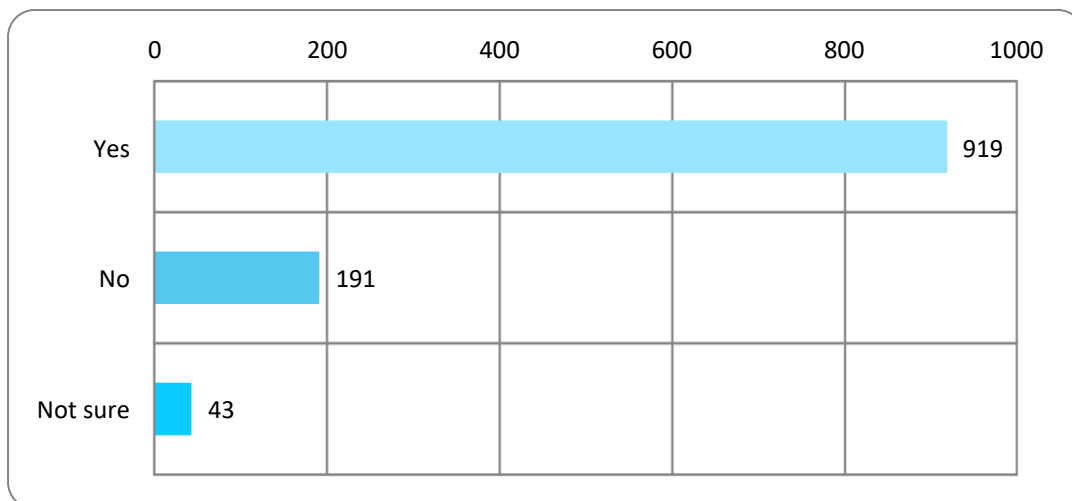
Q3 – RESIDENTS AND VISITORS ARE WORRIED THAT PEOPLE ARE NOT BEING RESPONSIBLE WHEN THEY ARE RIDING EBIKES, PEDAL CYCLES AND ESCOOTERS IN THE CITY CENTRE. DO YOU THINK THIS IS MAKING THE CITY CENTRE LESS SAFE?



84% of respondents feel that the riding of e-bikes, pedal cycles and e-scooters make them feel less safe in the city centre. 16% disagree with the statement.

Q4 – DO YOU SUPPORT THE IDEA OF AN EXTENSION OF THE CITY CENTRE PUBLIC SPACE PROTECTION ORDER?

This order would aim to ban the riding of e-bikes, pedal cycles and e-scooters in the pedestrian area of Coventry City Centre. Users would have to dismount and walk their bike/scooter through pedestrianised areas.



79% of respondents support the extension of the PSPO, 17% disagreed with the extension and 4% were not sure.

IF YOU ANSWERED NO TO EXTENDING THE PSPO – CAN YOU GIVE YOUR REASONS FOR YOUR ANSWER?

Only respondents who answered no to the question on whether the PSPO should be extended were given the opportunity to comment.

Appendix 3a – Consultation Report

Theme	Number of comments
Ban e-scooters and e-bikes not Pedal Bikes – Encourage safe cycling across the board	128
Encourage safe cycling	109
Enforcement / Safety awareness and training	73
Traffic is more dangerous	18
No evidence of increased danger	15
Doesn't affect me	14
Inequality – Disability / parents with children etc.	13

The main theme raised was around banning e-scooters and e-bikes not pedal bikes and to encourage safe cycling across the board. Suggestions within this theme included that it's unfair to punish sensible cyclists and penalise all bicycle users.

Respondents suggested that it is illegally modified bikes and people who ride dangerously should be targeted.

The next most popular area was around the need to encourage safe cycling across the city. Suggestions within this theme are around the importance of encouraging a safer environment for all users to promote active travel and to entice and support visitors/workers that use the city centre.

Respondents suggested that more needs to be done in increasing cycle lanes/infrastructure across the city to support active travel to ensure accessibility to all.

The need to raise awareness around training/safety was raised by a large number of respondents, the need to do more around enforcing the current legislation that already exists around e-scooters and e-bikes.

Others felt that more needs to be done in terms of raising awareness around safety for both pedestrians and cyclists.

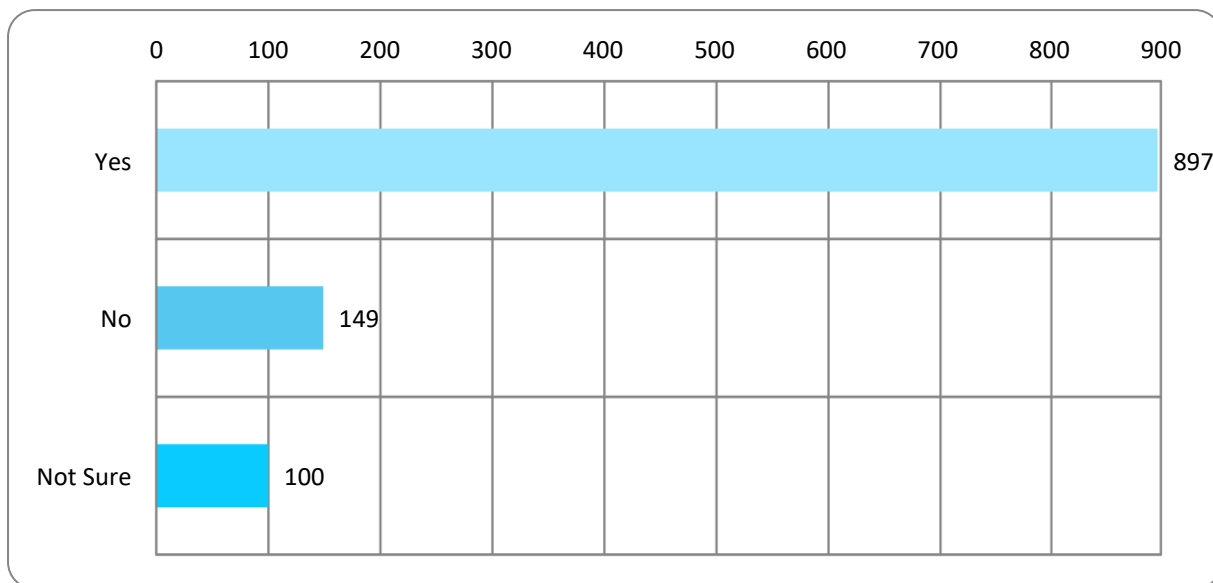
Respondents suggested that issues relating to traffic and vehicles in general being much more of a dangerous issue than cyclists. Some respondents focused on the fact that there was a lack of evidence that would warrant the need for such a ban. Others felt the order would not affect or concern them as an individual.

And finally, comments relating to inequity was raised within including how the ban will affect those with disabilities and parents with young children.

- *“I have been scared by cyclists and people on Escooters riding too fast in pedestrian areas in Coventry but I'm not sure that I'd want to prevent responsible riders for being able to access the city centre.”*
- *“The deliveroo/takeaway drivers should not be penalised when they are genuinely trying to make a living. It is the youths wearing balaclavas entering the city centre which are putting the public in danger, they are continuing to rob vulnerable peoples bikes/belongings and continue to get away with it.”*
- *“The city centre is quite unfriendly to normal cyclists at the moment with no cycle lanes or even decent signage of where people should and shouldn't cycle, what*

is the point in putting in new dedicated cycle routes which come close to the city centre but not through it? We should be making the city centre accessible to both people on foot AND cyclists not banning one of them.”

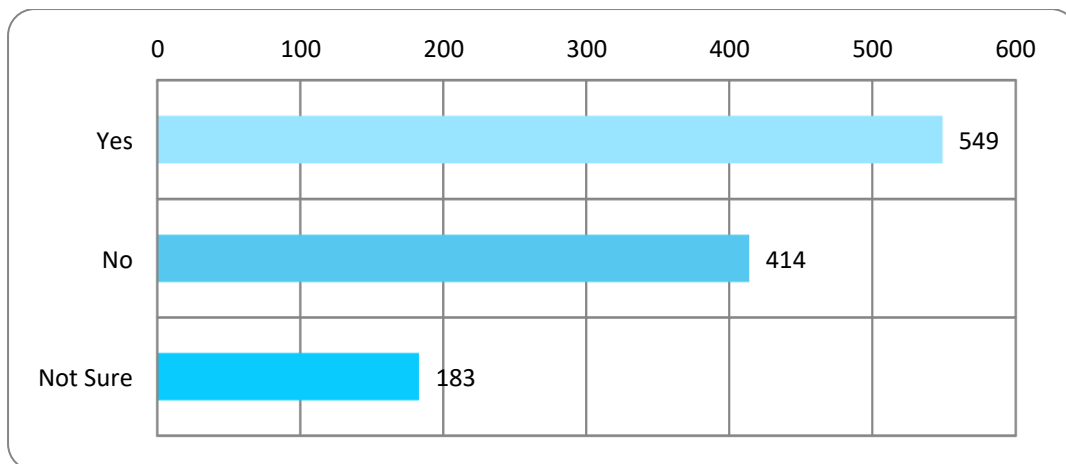
Q6 – THE PSPO CURRENTLY HAS A CONDITION REQUIRING SKATEBOARDS TO DISMOUNT IF BEING RIDDEN IN A RECKLESS MANNER BUT WE ARE PROPOSING TO EXTEND THIS REQUIREMENT TO INCLUDE MANUAL SCOOTERS, DO YOU AGREE WITH THIS PROPOSAL?



78% of respondents agreed with the proposal to include manual scooters alongside the extension, very similar to the numbers agreeing with the overall extension to the PSPO.

13% disagreed, which is fewer compared with the overall extension question and there was an increase in those that were not sure at 9% (compared to 4%).

Q7 – DO YOU THINK THE PUBLIC SPACE PROTECTION ORDER COVERS ENOUGH AREA IN THE CITY CENTRE?



Respondents were less inclined to agree with this question than other questions posed in this survey, although the majority of respondents 49% stated they did think that the PSPO order covers enough area in the city centre. Over a third, 36% disagreed and 16% were not sure.

Q8 – PLEASE GIVE REASONS FOR YOUR ANSWER

Theme	Number of comments
Cover whole city centre/all pedestrianised areas	219
Public safety	68
Citywide/ all pedestrianised areas	65
Cycling on pavements	59
Ban e scooters	42
Not introduce ban	6

The theme that received the most comments was that the area proposed was not large enough and that the whole city centre needed to be included. Suggestions were that the area needs to be within the ring road. Other respondents mentioned specific areas/roads mentioned.

Public safety and experiences of near misses was raised by a large number of respondents.

Other respondents stated that they would like to see the order imposed city wide not just in the city centre.

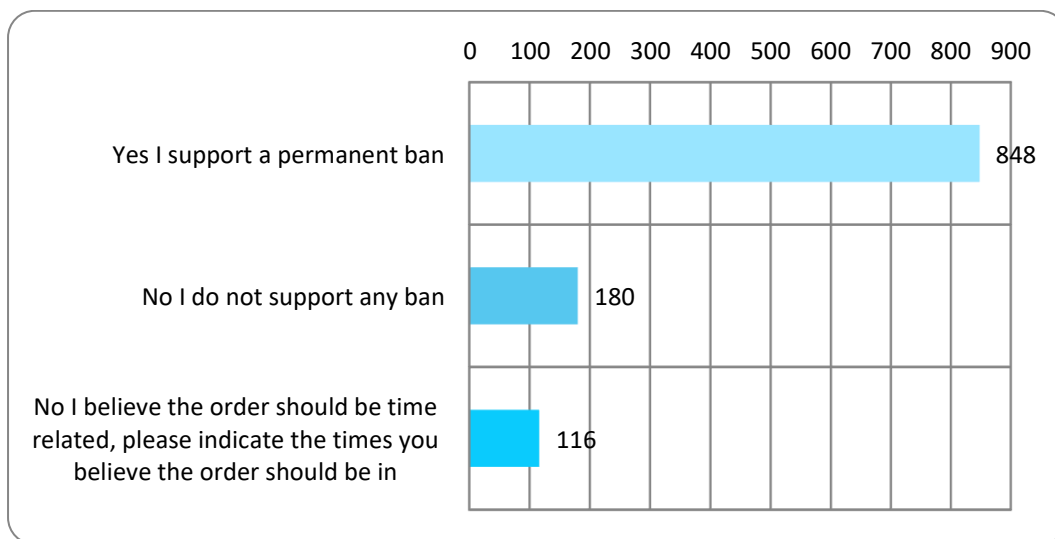
The issue of cyclists both e-bikes and pedal cyclists riding on pavements was mentioned by a number of respondents. Some respondents felt that e-bikes and e-scooters should be banned completely.

Finally, some respondents felt that there was no need for the extension to the PSPO and that it penalises cyclists.

- “The whole the City Centre should be covered... it puts people off going into town as a result of having people whizzing past silently startlingly pedestrians... it should all be pedestrian only... that’s the only way to make people feel safer! I still consider it a no go area at night.”*

- *“As I stated earlier provision in the city is patchy and ends in erratic places. Good bicycle and pedestrian provision should be available for the full length of the journey that people need to take.”*

Q9 – WE ARE PROPOSING THAT THE ORDER TO DISMOUNT FROM EBIKES, PEDAL CYCLES AND ESCOOTERS WILL BE IN PLACE 24/7 EVERY DAY OF THE YEAR. DO YOU AGREE WITH THIS OR DO YOU BELIEVE THE ORDER (IF IMPLEMENTED) SHOULD BE TIME RELATED?



74% of respondents agree with the order being in place 24/7. 16% of respondents do not agree with any ban at all.

10% felt that the order should be time related.

Of the 10% that felt it should be time related they were given the option to indicate what time they felt the order should be in place. The majority of respondents felt that it should be only in place during the day, when the city centre is busiest.

- *“Potential waste of time and resources enforcing this very late at night or very early morning because there are no pedestrians being affected during these hours, especially weekdays.”*
- *“If it were implemented, I think it makes sense for it to be in place during the hours that shops are open - typically 9-5, or perhaps longer periods around that like 8-6. Certainly at a time like 9-10pm, there are very few pedestrians in the city centre as all the facilities are closed”*

Q10 – FINALLY, DO YOU HAVE ANY COMMENTS YOU WOULD LIKE TO MAKE?

Appendix 3a – Consultation Report

Theme	Number of comments
Ban e- scooter/ e - bikes not sensible cycle/ wheels	311
Safety awareness and Training	237
Enforcement	214
Ban all vehicles	200
Delivery riders	62
Vulnerable/ disability	57
More infrastructure	55
Expand the area	40
Against ban/ evidence/ survey	39
Discourage City Centre visits	38

Comments suggest the need to ban e- scooter/ e - bikes rather than sensible cyclists and skateboarders.

Respondents told us of pedestrians being hit by or narrowly missed and, feeling unsafe, worried for other vulnerable pedestrians and/or concerned that there will be a fatality. However some respondents were doubtful that enforcement will be possible or that existing laws are already ignored.

- *“There’s cameras every in the city centre, make use of them when there’s an incident and make the punishment harsher. Don’t penalise the majority of people who ride their bikes and eBikes responsibly, for the minority of idiots”!*
- *“I was hit by an e-cyclist coming through the narrow walkway between Shelton Square and Bull Yard (a food delivery person). It was packed with people as it always is and with the greengrocers stalls set outside as well. He didn’t slow and he didn’t stop after hitting me. A year on I am still having treatment for a tear in the rotator cuff caused by the impact. They are dangerous.”*
- *“I was knocked down in the city centre last year by a cycle in the precinct, suffered radial head fracture resulting in 2-hour operation and 6 months of physio.”*
- *“It would be ideal if you had officers patrolling to enforce this ban as it seems laws are passed and the majority of people ignore them. It’s not a good idea to confront them as a tirade of abuse or worse could happen. Zero tolerance is needed and consequences when this is ignored”*

Fast food riders were singled out specifically:

- *“However I have learnt a new behaviour after a near miss of being hit by an electric bike. It is to dodge the constant flow of these bikes overtaking me silently and suddenly from behind. Generally they are young lads riding these bikes and they are delivering food to people ... General public cannot walk freely. Bikes are constantly riding through people. Coventry city centre has always being able to pride itself on being pedestrianize”*

Of those who support the ban:

Appendix 3a – Consultation Report

- *“Over the years I have seen numerous accidents/incidents in and around the Bullyard area. Some of these have resulted in pedestrians being taken to hospital with quite serious Injuries. A ban on all cycling in the city centre is a good and sensible way forward to promote a safer city.”*

Respondents raised the issue of vulnerable pedestrians, from elderly people to those with sensory issues, young children and those with mobility issues.

- *“I am registered blind and am currently using a long cane to navigate the city centre. Just yesterday (13/09/2023) 4 bikes/e-scooters went past me very close at high speed, very nearly running into my cane which would have left it unusable and thus me stranded. It is a great idea to implement it, but it needs to be enforced and this is where I see it falling down”*

Other suggestions included that more infrastructure including safe cycle routes, storage and signage is needed.

- *“There needs to be a new city centre cycle route.”*
- *“Ensure that there is good cycle parking facilities at the perimeter of the prohibited zone, and good cycle access up to this point. Better demarcated cycle routes (e.g., from Central 6 / Station to Warwick road) are needed, as many pedestrians are oblivious of these, and wander into the cyclepaths.”*

Some feel the ban does not cover a large enough area and would like the area expanded.

- *“It needs to be extended to all pavements in the entire city. I nearly got run over by a scooter. My hearing is very good but I didn't hear it coming. The person riding it came round a corner so fast, he didn't see me and was as shocked as I was. They are, after all illegal unless part of a proper scheme.”*

Some respondents were against the ban and felt there was a lack of evidence on which to base the decision and that the survey was biased.

- *“There cannot be a blanket ban, this is effectively discriminating against people who use bikes as their only way of getting around town because of mobility issues. My partner has had 1 knee replacement and is awaiting the other, he can get around riding a bike, but would not be able to push one for that amount of time. You would be stopping people accessing the city centre when you should be encouraging people in. The issue of irresponsible individuals should be looked at, rather than a blanket ban.”*

Others felt that they were discouraged from visiting the city centre.

- *“Well done for responding to a real problem that affects the vitality of the city centre.”*
- *“On my last visit to the centre a lady was nearly knocked over outside Marks and Spencer's. This is not the first time I have experienced this. My husband and I do not feel safe at all when walking around the city. We comment on how dangerous it is every time we visit. Something must be done before there is a serious incident.”*