

Dockless Cycle Hire in London Borough of Ealing

Policy Statement for Operators

Dockless cycle hire companies wishing to operate within the Borough must have a signed Memorandum of Understanding (MOU) with the council in place before commencing operations. The MOU agrees performance related to removal of bicycles causing a danger, obstruction and/or nuisance and a guarantee that the operator will remove all bicycles from the Borough if the operator fails to comply with the terms of the MOU. Operators must also agree to share anonymised data on trips and usage for free with the Council.

Without an MOU, the Council will use its powers under the Highways Act to remove bicycles and operators will be charged £40 to cover the Council's costs before being allowed to retrieve their bicycles.

The Council would prefer operators to comply with the TfL's Dockless Bike Share: Code of Practice for Safe Operation in London and/or bikeplus guidance.

The Council and operators will work together to identify preferred places for parking at key destination points as well as exclusion areas where bicycles must be moved immediately.

If an operator wishes to contact the Council, please e-mail transportplanningservice@ealing.gov.uk