

NEW FOREST NATIONAL PARK AUTHORITY

NEW FOREST PUBLIC BIKE SYSTEM: COMMUNITY FEEDBACK SUMMARY REPORT

Report by: John Lynn, Cycling Projects Manager

Summary:

Officers sought the views of local communities about the New Forest Public Bike System. Feedback was collected via an online survey, leaflets, drop-in sessions in Lyndhurst and Brockenhurst, and at the New Forest Show.

Overall, 139 responses were received. A range of views were expressed, with least support from Brockenhurst and Lyndhurst. People from all areas thought that the bike system would be most useful for visitors, followed by residents and lastly businesses.

Recommendation:

This report is intended to inform the Task & Finish Members Group's recommendation.

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1 Introduction

1.1 At the first Task & Finish Members Group meeting Members asked Officers to collect feedback from local communities which could benefit from or be affected by the New Forest Public Bike System project. In particular, Members wanted to be reassured there was support for the scheme in Lyndhurst and Brockenhurst. Feedback was collected in four ways: an online survey on the NPA website, an information leaflet & survey, at two drop-in sessions (in Lyndhurst and Brockenhurst), and at the New Forest Show.

2 Community Feedback results

2.1 Overall, 139 survey responses were received. Total responses were as follows.

Parishes of Brockenhurst & Lyndhurst	Other parishes within the New Forest (excluding Brockenhurst & Lyndhurst)	Responses from outside the New Forest
32	86	21

2.2 Responses to the six survey questions were as follows:

Questions 1-3 asked respondents to grade their opinion where 1 equals *strongly disagree* and 5 equals *strongly agree*.

Question 1: How useful do you think a New Forest Public Bike Share system would be for: a) Residents b) Businesses c) Visitors

Area	Residents	Businesses	Visitors
Parishes of Brockenhurst & Lyndhurst			
1	10	10	4
2	6	10	5
3	7	4	5
4	4	4	7
5	5	3	10
No Opinion	0	1	1
Average	2.63	2.35	3.45
Other parishes within the New Forest			
1	27	23	9
2	8	14	5
3	12	16	12
4	13	11	8

5	26	20	51
No Opinion	0	2	1
Average	3.06	2.92	4.03
Responses from outside the New Forest			
1	n/a	2	1
2	n/a	1	1
3	n/a	4	1
4	n/a	7	1
5	n/a	6	17
No Opinion	n/a	1	0
Average	n/a	3.36	4.47

Question 2: I support setting up a Public Share system in the south east of the New Forest

Area	Responses
Parishes of Brockenhurst & Lyndhurst	
1	13
2	3
3	2
4	5
5	9
No Opinion	0
Average	2.81
Other parishes within the New Forest	
1	22
2	5
3	5
4	11
5	41
No Opinion	0
Average	3.59
Table continues overleaf	
Responses from outside the New Forest	
1	2
2	0
3	1
4	0
5	18

No Opinion	0
Average	4.47

Question 3: My community would be a suitable location for a Public Bike Share hire point

Area	Responses
Parishes of Brockenhurst & Lyndhurst	
1	10
2	5
3	1
4	5
5	11
No Opinion	0
Average	3.06
Other parishes within the New Forest	
1	21
2	9
3	6
4	7
5	33
No Opinion	10
Average	3.34

Question 4: Do you have any suggestions for where a bike hire point could be located in your community?

Area	Suggestions
Parishes of Brockenhurst & Lyndhurst	Lyndhurst Car Park (4), Brockenhurst Railway Station (12), Brockenhurst Car Park (1), Campsites (1) & village Hall (1)
Other parishes within the New Forest	Totton/Ashurst station (4), Lymington (3), Exbury Gardens (2), Beaulieu Road station (1), NPA offices (1), Hythe Ferry (7), Lyndhurst VIC (3), Beaulieu (3) and The Turfcutter's Inn (1)

Question 5: In which New Forest Parish do you live?

See table 2.1

Question 6: Tell us if you have any other comments about Public Bike Share in the New Forest. The table below groups positive and negative comments together where possible.

Region	Positive	Negative
Parishes of Brockenhurst & Lyndhurst	Help with traffic (2), help local economy (1)	Monies Could be better spent on existing infrastructure (1), eyesore (1), too many cyclists already in the forest (3), safety concerns (2), and poor use of funds (5)
Other parishes within the New Forest	Great way to get people out of cars, reduce traffic and promote a healthy lifestyle (5)	Monies could be better spent on existing infrastructure (7), too many cyclists already in the forest (4), poor use of funds (1), safety issues (5), scheme not suited to the forest environment (1) and impact on local business (1).
Responses from outside the New Forest	Good idea for visitors (3)	Poor use of public monies (2)

2.3 In addition to the survey responses, Lyndhurst, Brockenhurst and Marchwood Parish Councils sent their responses to the scheme.

3 Conclusion

3.1 The results show that there is a wide range of views amongst the respondents. In general, there is less support from Brockenhurst and Lyndhurst and in these two parishes opinions are visibly split. On average people thought that the bike system would be most useful for visitors, followed by residents and lastly businesses.

3.2 Members are asked to draw their own independent conclusions from the feedback to inform their final recommendation regarding this project.