

Frequently Asked Questions

Red Route – Experimental Trial (LIVE)

What is this trial about?

The Council has introduced a Red Route trial in Rayners Lane Town Centre to help reduce congestion, improve road safety, and make the area easier to access. Traffic surveys and feedback from residents and businesses showed that double-parking, limited loading space, and misuse of bays were causing delays for buses and emergency vehicles, as well as safety risks for pedestrians and cyclists.

The trial aims to address these issues while supporting local businesses through improved access and clearer parking arrangements.

When is the Red Route trial taking place?

The six-month trial began on Monday 24 November 2025 under an Experimental Traffic Order (ETO) and will run until Wednesday 20 May 2026. The scheme is now active, and real-world monitoring and public feedback are being collected throughout the period.

Where does the Red Route operate?

The Red Route covers the following sections of the town centre:

- Alexandra Avenue – between Warden Avenue and Rayners Lane
- Rayners Lane – between Alexandra Avenue and Village Way East
- Village Way East – between Rayners Lane and Imperial Drive
- High Worple – between Alexandra Avenue and the entrance to the TfL car park

All sections have double red lines, meaning no stopping, waiting or parking at any time except in clearly marked bays.

Why was the Red Route introduced?

Traffic and parking surveys, along with feedback from residents and businesses, showed that:

- Double-parking
- Misuse of parking bays
- Limited loading space

...were causing significant congestion, delaying buses and emergency services, and creating safety risks.

The Red Route and supporting changes improve safety, reliability, access and traffic flow in the town centre.

How is the route enforced?

Compliance is monitored using CCTV and other approved methods. Vehicles stopping or parking in breach of restrictions may receive a Penalty Charge Notice (PCN). Double-parking is strictly prohibited at all times.

Red Route Signage

Clear and consistent signage has been installed throughout the trial area to help drivers understand where and when the restrictions apply. These include standard Transport for London style Red Route signs and double red lines.

This restriction applies to loading bays, except when you are actively loading or unloading. The same rule applies to Disabled Parking Bays unless you are displaying a valid Blue Badge, and to the two 5-minute parking bays near Rayners Lane Station, which are for short drop-offs and pick-ups only.

Drivers should always check nearby signs for the latest restrictions before stopping or parking.



Are there any exemptions?

Yes. Exemptions apply for:

- Emergency services vehicles
- Buses
- Licensed taxis (Hackney carriages) briefly picking up or dropping off passengers, except where stopping is explicitly prohibited (e.g. at crossings or bus stops with wide red lines)
- Blue Badge holders who may stop briefly to assist a disabled passenger, provided the badge is clearly displayed and the vehicle moves on promptly

How are emergency services and London Buses affected?

Emergency services and bus operations continue as normal. The changes are expected to improve response times and bus journey reliability due to reduced obstructions from illegal stopping and double-parking.

Have emergency services and London Buses been consulted?

Yes. The London Fire Brigade, London Ambulance Service, Metropolitan Police and London Buses have all been consulted. All have expressed support, citing existing issues with congestion and access caused by double-parking.

Where can I park or load?

You can only stop, park, or load/unload in clearly marked bays. These bays have signs showing permitted activities and operating hours. **Stopping is not permitted on the carriageway or along double red lines.**

What are the new parking arrangements?

- Pay by Phone bays: Maximum stay 3 hours, no return within 4 hours, operating 8:30am–8:30pm, 7 days a week. Parking is free outside these hours.
- Free parking: 1-hour free parking continues in all council managed car parks and on-street Pay by Phone bays.
- Loading bays: New dedicated loading bays operating 24 hours a day, strictly for active loading and unloading only. Waiting to collect a passenger in a loading bay is not permitted.
- Disabled bays: Additional disabled parking spaces have been introduced with a 3-hour maximum stay and no return within 4 hours. Blue Badge holders can also park free of charge in all council car parks and Pay by Phone bays.
- Motorcycle bays: Dedicated bays operate 24 hours a day, offering free parking for up to 1 hour (no return within 1 hour).

Why has a 3-hour limit been set for disabled bays?

The 3-hour time limit ensures that disabled bays remain accessible to those who need them most, supporting fair use and turnover in a busy town centre. This approach aligns with national guidance and practices already in place in other London boroughs.

Will Pay by Phone location codes change?

Yes. Location codes across Alexandra Avenue, Imperial Drive, Rayners Lane, Village Way East and Warden Avenue have been updated. Please check signs and the Pay by Phone app when parking.

What has changed following local feedback?

Following feedback from residents and businesses, several adjustments were made to the original proposals, including:

- Extension of the Red Route on High Worple to improve access and reduce congestion
- Two 5-minute bays added near Rayners Lane Station for short drop-offs and pick-ups
- Relocation/extension of loading bays on Rayners Lane and Alexandra Avenue to better serve local businesses
- Improved signage to direct drivers to Rayners Lane Station Car Park (High Worple)

Have resurfacing works taken place?

Yes. All resurfacing of Alexandra Avenue, Rayners Lane and Village Way East was completed in November 2025 ahead of the Red Route launch. The roads have been upgraded with new surfaces, markings and signage. No further resurfacing is planned.

Can the scheme be changed during the trial?

Yes. Adjustments may be made during the trial to improve safety or access, based on monitoring and feedback.

How is the scheme being monitored?

Monitoring is ongoing and includes traffic and parking surveys, CCTV observations, and feedback from residents, businesses, and transport operators. This will help assess the impact on safety, traffic flow, emergency access, and the local economy.

What happens after the trial?

All feedback received during the six-month consultation will be reviewed and presented in a report to Cabinet. Cabinet may decide to:

- Make the scheme permanent
- Amend parts of the scheme
- Remove the Red Route entirely

The trial may be extended for up to 12 additional months, allowing a maximum duration of 18 months under the ETO. Following the Cabinet decision, all residents, businesses, and respondents will be notified of the outcome.

How can I comment or object?

You can share your views in the following ways:

- Online: via the MyHarrow Talk consultation page at **talk.harrow.gov.uk/redroute**
- By email: send comments or formal objections to transportation@harrow.gov.uk. Please include your name, full address, postcode, and clearly state “object” or “objection” in your email.
- By post: London Borough of Harrow, Transportation, P.O. Box 1362, Harrow, HA3 3RL

All comments and objections must be received by Wednesday 20 May 2026, quoting reference 25-39 BJ.

Who can I contact for more information?

If you'd like to discuss any aspect of the trial or proposals, please contact transportation@harrow.gov.uk, and an officer will arrange a suitable time to respond.

Where can I find the latest updates?

Visit **talk.harrow.gov.uk/redroute** for real-time updates, FAQs and to share feedback.

Questions asked during the engagement – Parking, loading bays and signage

Is the bay outside 7 to 9 Village Way East being converted into a motorcycle bay?

No. It remains a disabled parking bay.

What is considered valid use of a loading bay?

Loading bays are strictly for continuous and active loading or unloading of goods. Vehicles must be physically moving goods to or from the premises during their entire stay.

Can I wait in a loading bay for goods to arrive or to collect shopping?

No. Waiting for goods or pausing between deliveries is not permitted. These activities do not qualify as loading and may result in enforcement action.

Why are these rules in place?

These regulations ensure that loading bays remain available for genuine operational use and are not obstructed by vehicles that are not actively engaged in loading or unloading.

Why are the loading bays operating 24 hours a day?

The decision to operate loading bays 24/7 is based on traffic and parking survey data, which showed activity occurring at various times. This schedule supports the logistics needs of local businesses, many of which receive or dispatch deliveries outside standard hours.

Could the loading bay hours be limited instead?

The suggestion to limit hours (e.g., 6:00am to 8:30pm) has been noted. Adjustments may be considered during the trial period, following a period of monitoring and review.

How will the effectiveness of the 24-hour loading bay operation be assessed?

The scheme will be monitored through:

- Traffic and parking surveys
- Feedback from businesses and residents
- Operational data collected during the trial

This will help determine whether the 24-hour operation remains appropriate or needs modification.

The bus lane on Village Way East seems complicated. How are the different regulations managed?

We understand the concerns regarding the overlap of Bus Lane, Pay by Phone, and Red Route regulations in this area. All measures on Village Way East are clearly signed and will remain fully compliant throughout the trial period.

Will all bays along the Red Route have red markings around them?

No. Only parking bays that are subject to additional part time restrictions, such as those within the Bus Lane on Village Way East, will have red markings. This is to make it clear that these bays are part of the Red Route and also have other restrictions at certain times.

Has the potential displacement of parking and drop-offs to nearby streets been considered?

Yes. As part of the trial period, we will be actively monitoring the wider road network to assess any knock-on effects, including shifts in parking and drop-off activity to surrounding streets.

How will this monitoring be carried out?

We will conduct over a 6-month period following the launch of the scheme:

- Parking and traffic surveys
- Observational studies
- Engagement with local residents and businesses

This will help identify any emerging issues and inform potential adjustments to the scheme.

How will drivers know which rules apply in each section?

Clear and consistent signage has been installed to help motorists understand:

- Where the bus lane operates
- Which bays are Pay by Phone
- Where Red Route restrictions apply.

This will ensure drivers can navigate the area confidently and legally.

Will this area be monitored during the trial?

Yes. The section will be closely monitored as part of the trial to assess how well the signage and layout are working and to identify any areas for improvement.