

A Few Notes from the Field

What They Say:

● “After a lengthy review process, **cycle-safe** was selected because it produces the only bicycle locker that offers the security and durability we require in unsupervised areas. In addition, cycle-safe’s locker construction is one that requires minimal, if any, maintenance and will withstand our Minnesota weather for years. Other product lines offer some of their features as add-on options, however, the add-on price became more costly than the **cycle-safe** standard.”

● “The University of Washington has been buying **cycle-safe** lockers since 1981, and we have never found a better constructed or more secure bike locker on the market. With over 300 bike lockers in use, the University of Washington is often asked by other public agencies and universities for advice on what brand of lockers to buy. Without hesitation, we recommend **cycle-safe** as the best bike locker on the market.”

“People identify bicycle lockers as a very important element in the U-Pass program. We actually took out automobile parking spaces to put in bicycle lockers.”

“Fair amount of theft off of bike racks on campus, we’ve never had a break-in into any cycle-safe locker. As far as I am concerned, they have the best locking system and door.”

“We have very high standards here, and I think the look of the **cycle-safe** lockers is one of the better looks around. They stand up very well. We’ve bought only **cycle-safe** since that time (1981).”

Robert Olsen, AIA
Public Facilities Project
Coordinator
Metropolitan Council Transit
Operations
Minneapolis, Minnesota
[\(on-line information - MN
Rideshare\)](#)

Michael Williams
Manager of Transportation
Systems
University of Washington
[\(Case Study No. 1\)](#)
[\(On-line Information - U-Pass
Program\)](#)
[\(Award winning program -
NACUBO\)](#)
[\(Award winning program - Puget
Sound Regional Council Vision
2020 Award\)](#)
[\(Award winning program - other\)](#)

● “I’ve had years of experience with five or six other bike locker brands, and **cycle-safe** provides the best quality. I feel we’ve made an excellent investment. **cycle-safe** offers the best of both worlds. They meet our facility’s requirements, blending well aesthetically with the building and landscaping, while providing highly functional for the cyclist.”

Angela Rae
Trip Reduction Administrator
Apple Computer
Cupertino, California
[\(On-line News Article\)](#)

● “Santa Carita Transit choose **cycle-safe** because we wanted to offer our residents and commuters a quality product, one which would be an attractive component to our Metrolink commuter rail station.”

Ron Kilcoyne
Transportation Manager
City of Santa Carita, California

● “They did the best job of meeting our specifications. Now we’re planning on getting some more. We had a terrible experience with other locker brands, the construction was very poor, and they were just trashed by vandals. There have been no break-ins. They’re maintenance-free for our operations people. The overall ease of use is a very attractive feature for us. **cycle-safe** proved itself. We’re very pleased with the product and would certainly like to expand the program. Now it requires some good planning on our part to determine the best locations for additional lockers.”

Jerry Kane
Planner
Southeastern Pennsylvania
Transit Authority (SEPTA)
[\(Case Study No. 5 .pdf\)](#)
[\(on-line information - SEPTA Locker Program\)](#)

● “We’ve had no problem with them. They’re low-maintenance, and they’ve performed extremely well. On one of the **cycle-safe** lockers, somebody spend a great deal of time attempting to rip a door off, but they couldn’t do it. They never got to the bike. With **cycle-safe**, the commuter’s belongings are completely protected from vandals as well as the elements.”

Sharonlee Vogel
Manager, Bikes on Rails
Program
Washington Metro Area
Transit Authority(WMATA)
Washington D.C.
[\(On-line article\)](#)
[\(Case Study No. 4 .pdf\)](#)

● “We were approached by our employees to provide a secure and dry alternative to our standard bicycle racks. In response to our employee’s request and a considerable search for the right solution, we chanced upon an advertisement in a cycling magazine for your product and our problem was resolved. **cycle-safe** has provided a timely product that is both price and maintenance conscious.

Thomas McP. Roberts
Manager, Facility Operations
Siemens Corporation
Research, Inc.

● “We got what we paid for. The cheaper lockers lasted just a year. After that they were torn out. They were easy to tear apart and heavily graffitied. They didn’t handle the vandalism well, and they just weren’t strong enough. We heard about **cycle-safe** and we spoke with other transit agencies, especially the Washington Metro Transit Authority. They have worked well for them, and they’ve worked out great for us. We have had no break-in problems. **cycle-safe** lockers have a nice flow to them. The others were boxy and bulky.”

“We want to get as many people off the roads as possible-not only from people’s houses to their jobs, but from their houses to the train stations as well. The locker program is a convenience to customers to encourage them to do that.”

“We are getting very good comments from customers. They seem to like them.”

● “They were a disaster (the agency had been burned with bicycle lockers from a **cycle-safe** competitor). They lasted about three months.”

“When we asked them about **cycle-safe** there was a thread of positive response. That was a big deal to us to know they were completely satisfied. We were really satisfied about what we heard from other people about **cycle-safe**.”

“We were looking at a lot of ways of connecting transit with biking. With the ISTEA money we invested in equipment like bike racks on busses and vanpool vehicles, but we also thought we ought to look at how we can increase bike parking at park-and-rides and transit centers. We wanted to add an option to help reduce car travel.”

“We wanted to establish the right mix of equipment. The driving force behind our grant was to test the various types of equipment, look at the quality, and determine how they would be managed. That way we could establish guidelines when we construct a facility.”

Urie Ridgeway
New Jersey Transit
[\(Case Study No. 3 .pdf\)](#)
[\(On-line Photos\)](#)
[\(Website - NJ Transit\)](#)

Robert Flor
Market Development Planner
King Co. Dept. Of Metropolitan
Services, Seattle, Washington
[\(Case Study No. 2 .pdf\)](#)
[\(Website - Seattle Metro Transit Authority\)](#)

"People are hard on them, and we need a locker that could take punishment for long periods for time and still offer security. I didn't want to end up investing in cheap equipment that I had to keep replacing."

"They are doing really well, We haven't had any problems with them. The '**cycle-safe**' lockers are a good solid piece of equipment".

"We don't want to have to keep spending a lot of money on parts and maintenance. The **cycle-safe** lockers may be more expensive initially, but the long-term value is what we're looking for".

"We surveyed them, and everybody's satisfied They wanted to know why there aren't more of them."

● "We installed 30 **cycle-safe** lockers nearly ten years ago at IBM Research. Ellen Fletcher is right: they are expensive but they are of very high quality. They're "good as new" after all these years."

● 'Hospital is changing the image of cycling, by replacing an old metal bicycle shed with 20 stylish high security cycle-safe bicycle lockers, designed for individual users on a long term basis.'

"Trust policy is to encourage cycle-commuting by staff, and this very visible and welcome facility clearly demonstrates the Trust's commitment to this aim"

● 'As well as the positive image the lockers give, other benefits include reduced demand for staff car parking on the site, fewer stolen accessories such as panniers and lights, (with reduced problems for security personnel), and healthier and fitter employees.'

Brad Wade
IBM Alamaden Research
Center
San Jose, California

David Lee
Assistant Director of Facilities
Blackpool Victoria Hospital
United Kingdom

Clive Young, Hospital Security
Manager
Nottingham City Hospital,
United Kingdom

'The lockers are certainly appreciated by staff - all 20 were taken in the first 2 days - and they are now in regular use by employees who have paid a key deposit and signed a long-term rental agreement.'

"These visible and popular facilities have been installed in direct response to requests from cycling employees. For example all the new cycle-safe lockers are already fully allocated and in daily use - with a substantial waiting list."

● "I kept hearing about the plans to encourage cycling to work, but only really considered it after reading an e-mail about the **cycle-safe** lockers in November 97. Once I paid the deposit for one I had to renovate my unused bike, and bought some new lights. Since getting my own **cycle-safe** I now cycle almost daily, often taking a longer, more scenic route home. Its definitely improved my general level of fitness!"

'Cars Exchanged for Bikes at Barnsley General Hospital'

● "As a trial, eight **cycle-safe** lockers have been installed near the main staff entrance, and so far the uptake has been encouraging. If the experiment is a success further lockers will be purchased by the Hospital. Each locker should result in one less car on site."

● "Cyclists in the Bike Users Group (BUG) believe that many cyclists want to bike to the site rather than drive, despite the climate - and the hills. This is a very welcome facility, and we support this major initiative to improve bicycle security.'

● "We need to offer people greater confidence in opting to cycle. That involves allotting funds for improving conditions on the roads, creating direct convenient and safe routes as well as organizing means of parking and securing bikes at the ends of journeys."

'Make sure that cycling gets the attention it deserves and that it is firmly ensclosed as part of the 21st century transport landscape.'

Stephen Presage, Hospital
Administration
Nottingham City Hospital,
United Kingdom

Mr. W R Lievesley
Director of Estates and
Facilities
Barnsley General Hospital
United Kingdom

Nursing Officer Keith Elliot
Barnsley General Hospital
United Kingdom

Steven Norris, MP
Under-Secretary of State for
Transport, United Kingdom

● “ They are **cycle-safe** lockers - one of the most expensive top of line ones. They were purchased for their resistance to break in. San Francisco has 100+ and none have been broken into.

Peter Tannen
Bicycle Program Manager
City of San Francisco
San Francisco, California

Comments on Competitors Lockers:

● “They’re still being installed, they’re not all in yet. The locks evidently come later. The lockers are not yet in operation (competitor’s lockers took 6 months to get the locks to work). These lockers look pretty crummy to me - not nearly as solid as yours (**cycle-safe**) and gaps you could possibly pry open. I think JPB will be sorry they went for them.”

Ellen Fletcher
Bicycle Parking Systems
Expert, Silicon Valley Bicycle
Coalition, CalTrain Bicycle
Advisory Committee
Palo Alto, California

“But JPB was taking a chance on buying a locker that had never been made before. I’ll bet no bikes have ever been stolen out of a **cycle-safe** locker or a number of others”

“Palo Alto’s (bike parking) ordinance was passed in March 1978. I believe it was the first in the nation to specify design standards. ”

● ‘We’ve bought about 50 American Bicycle Security lockers with good results (--James McKay, Denver).’

“ The ones I have seen have large gaps between the door and the roof and between the panels. A large screwdriver can easily pry them open.”

Ellen Fletcher
Bicycle Parking Systems
Expert, Silicon Valley Bicycle
Coalition, CalTrain Bicycle
Advisory Committee
Palo Alto, California

● “It may be a bit tangential to this list, but I really think the piss yellow bike lockers are awful looking and of very poor quality. If nothing else this gives ammunition to anti-locker people (and they do exist) to argue against installing more of them. I think that whomever was responsible for this decision should have given more consideration to using a higher quality locker that better matched the existing installations (100 **cycle-safe** lockers).”

Eric Gilbertson
Redwood City, California

Comments on Bike Racks:

● "Sometimes, here, a thief takes the saddle off a bicycle parked in the street so as to immobilize it. Then the thief comes back after dark to work on the lock and steal the rest of the bike."

Mark Irving
Cambridge, England

● "I think people steal parts just to get a kick out of doing something destructive. On campus here at RIT, not only do stupid things get stolen, but some people go around jumping on bicycles twisting rims and frames into useless junk. I've never actually witnessed this in action but the poor carcasses still chained to bike racks stand testimony. Thus my opinion that these people (including the ones who take parts) are just socially retarded and take pleasure in wanton destruction."

Eden, Student
RIT, England