

**@ Washington Metropolitan Area Transit Authority Washington, D.C.**

**Project in Brief**

<b>Project:</b>	<b>Cycle-Safe<sup>®</sup> Performs “Extremely Well” for Washington Metro</b>
<b>Location:</b>	Washington, D.C.
<b>Installations to date:</b>	Over 500 Cycle-Safe bicycle lockers at 29 Metrorail stations
<b>First Installations:</b>	1983
<b>Reasons for Specification:</b>	“Cycle-Safe meets all our requirements” Cycle-Safe lockers to save more than 26,000 one way car trips per month.

The Washington Metropolitan Area Transit Authority installed their first Cycle-Safe bicycle lockers about 20 years ago. They’ve all remained on-line since then, says Sharonlee Vogel of Washington Metro. “We’ve had no problem with them.”

One of the major advantages of the Cycle-Safe bicycle locker, she says, is its durable construction. The Cycle-Safe locker gets its long-lasting strength from:

- One-piece seamless roof/frame
- Exclusive compression-molded, non-laminated, heavy gauge panels made of polyester Thermoset toughened HMC which, like glass and concrete is rated as a permanent material
- Integral rib reinforcement

This construction allows Cycle-Safe bicycle lockers to withstand harsh treatment—which is important, Vogel notes, because some people abuse bicycle lockers. “They dance on top of them, jump up and down on them, and do all kinds of things.” Under such strain, she says some competitive lockers may dent or lose their alignment so that doors don’t close properly and moisture seeps in. If that happens, the door must be permanently sealed and the locker removed from service, because “if we try to fix it, the adjoining locker will go out of alignment.”

Cycle-Safe lockers have met all our requirements, Vogel says. “They’re low-maintenance & perform extremely well.”



**Cycle-Safe Bicycle Lockers provide shelter & security for Washington Metro commuters.**

Vogel also points to the security of Cycle-Safe bicycle lockers. “On one of the Cycle-Safe lockers, somebody spent a great deal of time attempting to rip a door off, but they couldn’t do it. They never got to the bike.” Total security is a must for today’s bicycle commuters with their new, expensive bikes as well as their helmets and other gear that they don’t want to carry to work on the train. With Cycle-Safe, Vogel says, the commuter’s belongings are completely

protected from vandals as well as the elements.

**A Smooth Operation.** An important aspect of any bicycle locker program is the administration—and Vogel has a developed an efficient system that is a model.

Bicycle lockers are rented on a contractual basis for six month periods. If someone is interested in renting a locker, they call and leave their name and address on an answering machine. Vogel sends them a contract, and they send it back filled in and accompanied by a check.

Then Vogel sends them a locker assignment and a key. In six months, renters receive a renewal letter.

“We do the entire transaction through the mail,” Vogel says, “because then we are assured that renters have valid addresses.” Renters also have to provide day and evening phone numbers, which also helps eliminate people

who aren’t bicycle commuters and want to use the lockers for other purposes. “If we’re suspicious of them,” Vogel says, “we call, and in some cases we’ve found they didn’t provide working numbers.”



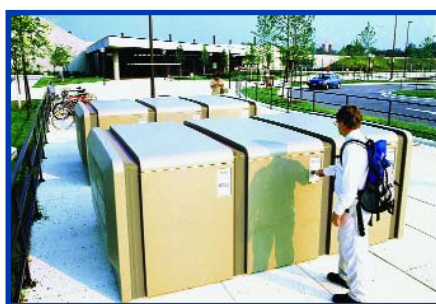
Vogel uses Word Perfect software to manage the system. There's a file that lists the lockers and their status at each location. The contract is on a form in the computer, so Vogel simply types in the required information. The system also keeps track of a renter's history, so "if you're evicted from a locker," she says, "you don't get one again." Vogel stresses that locker administration must be centralized. "You have to have one person in one office who handles the whole thing. In the past, we had different



**Stylish Cycle-Safe Bicycle Lockers blend in with Washington Metro's landscape**

aspects like maintenance orders, renting, and renewals in different places, but that led to inefficiency." She even controls the master keys. "Station managers don't have them," she says. "If someone loses a key, the station manager can't get them in. Renters have to contact us so we can be sure they are the actual customer."

Bicycle storage is a high profile part of the regions transit program, intermodal.



**Project Team:**

- Sharonlee Vogel, Washington Metropolitan Area Transit Authority.
- Washington Area Bicyclist Association (WABA).
- Bicycle Advisory Council.
- Cycle-Safe, Inc.

RESOURCE INFORMATION	WEB SITE ADDRESSES
<i>WMATA Information</i>	<ul style="list-style-type: none"> <li>● <a href="http://www.wmata.com">www.wmata.com</a></li> <li>● <a href="http://www.waba.org/wabadocs/metroloc.html">www.waba.org/wabadocs/metroloc.html</a></li> <li>● <a href="http://www.ddot.dc.gov/information/bicycle_program.shtm">http://www.ddot.dc.gov/information/bicycle_program.shtm</a></li> </ul>
<i>Other Transit System Web Sites</i>	<ul style="list-style-type: none"> <li>● Metrolink <a href="http://www.metrolinktrains.com">www.metrolinktrains.com</a></li> <li>● SEPTA <a href="http://www.septa.org">www.septa.org</a></li> <li>● Caltrain <a href="http://www.caltrain.com">www.caltrain.com</a></li> <li>● C-Tran <a href="http://www.c-tran.com/bike.html">www.c-tran.com/bike.html</a></li> <li>● New Jersey Transit <a href="http://www.njtransit.com">www.njtransit.com</a></li> <li>● King County Metro <a href="http://transit.metrokc.gov">http://transit.metrokc.gov</a></li> <li>● Tri-met <a href="http://www.tri-met.org/bikes.html">www.tri-met.org/bikes.html</a></li> <li>● Strathclyde <a href="http://www.spt.co.uk">http://www.spt.co.uk</a></li> </ul>

**Visit these Bicycle Advocacy Sites on the World Wide Web**

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| Assoc. of Pedestrian & Bike Professionals . . . . . <a href="http://www.apbp.org">www.apbp.org</a> | National Bicycling and Walking Clearinghouse . . . <a href="http://www.bicyclinginfo.org">www.bicyclinginfo.org</a> |
| Bikes Belong Coalition . . . . . <a href="http://www.bikesbelong.org">www.bikesbelong.org</a>      | Bike Alliance of Washington . . . . . <a href="http://www.bicyclealliance.org">www.bicyclealliance.org</a>          |
| League of American Bicyclists . . . . . <a href="http://www.bikeleague.org">www.bikeleague.org</a> | Millennium Trails . . . . . <a href="http://www.dot.gov/mtp">www.dot.gov/mtp</a>                                    |
| Bicycling Life . . . . . <a href="http://www.bicyclinglife.com">www.bicyclinglife.com</a>          | National Trans. Enhancements Clearinghouse . . . <a href="http://www.enhancements.org">www.enhancements.org</a>     |
| Bike Map . . . . . <a href="http://www.bikemap.com">www.bikemap.com</a>                            |   |

For more bicycle planning links visit <http://www.cyclesafe.com/Links>



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