

Bike Parking User Survey

We're reviewing our bike parking facilities to understand what works well and where improvements may be needed.

This survey should take approximately 5 minutes to complete. Your feedback will help us improve the facilities for people who cycle to this site.

About your use of the facility

1. How often do you cycle to this site?

- Every day
- Several times a week
- About once a week
- Less than once a week
- Occasionally
- This is my first time cycling here

2. How often do you use the bike parking at this site?

- Every time I cycle here
- Most times
- Sometimes
- Rarely
- Never

3. What type of bike do you normally use?

- Standard bicycle
- E-bike
- Cargo bike or long-tail bike
- Adapted cycle
- Folding bike
- Other: _____

Finding and accessing the bike parking

4. How easy was it to find the bike parking when you first used it?

- Very easy
- Easy
- Neither easy nor difficult

- Difficult
- Very difficult

5. How convenient is the location of the bike parking?

- Very convenient
- Convenient
- Neither convenient nor inconvenient
- Inconvenient
- Very inconvenient

6. How easy is it to reach the bike parking by bike?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

7. Is the route to the bike parking clear and easy to navigate?

- Yes, completely
- Yes, mostly
- Neither
- No, not really
- No, not at all

Using the bike parking

8. How satisfied are you with the type of bike parking provided?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

9. How easy is it to park and remove your bike?

- Very easy
- Easy
- Neither easy nor difficult

- Difficult
- Very difficult

10. Is there normally enough space available when you arrive?

- Always
- Usually
- Sometimes
- Rarely
- Never
- Not sure

11. How suitable is the bike parking for the type of bike you use?

- Very suitable
- Suitable
- Neither suitable nor unsuitable
- Unsuitable
- Very unsuitable
- Not applicable

12. How easy is it to secure your bike to the parking facility?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

Security and safety

13. How secure do you feel leaving your bike here?

- Very secure
- Secure
- Neither secure nor insecure
- Insecure
- Very insecure

14. How safe do you feel when using the bike parking?

- Very safe

- Safe
- Neither safe nor unsafe
- Unsafe
- Very unsafe

15. Which security or safety improvements would make the biggest difference to you?

Select all that apply.

- Better lighting
- CCTV
- More secure cycle storage
- Access-controlled cycle parking
- Better visibility of the facility
- Improved location
- More people using the facility
- None
- Other: _____

Facilities and environment

16. How satisfied are you with the weather protection provided?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- There is no weather protection

17. How would you rate the condition and maintenance of the bike parking?

- Very good
- Good
- Average
- Poor
- Very poor

18. Are there any physical features that make the bike parking difficult to use?

Select all that apply.

- Not enough space between parking stands
- Narrow access routes
- Steps or changes in level
- Difficult to manoeuvre a bike
- Difficult to use the parking stands
- Insufficient space for larger bikes
- Poor lighting
- Poor signage
- None
- Other: _____

Improvements

19. What is the single most important improvement you would like to see?

- More cycle parking spaces
- More secure cycle parking
- Better weather protection
- Better lighting
- Better signage and wayfinding
- More suitable parking for different types of bikes
- Easier access
- Better maintenance
- Cycle repair facilities
- Other: _____

20. Is there anything else you would like to see improved about the bike parking?

[Open text response]

For people who cycle but do not use the facility

21. If you cycle to this site but do not normally use the bike parking, why not?

Select all that apply.

- I don't know where it is
- There are not usually enough spaces
- I don't feel my bike is secure

- I don't feel safe using it
- The location is inconvenient
- It is difficult to access
- The parking is not suitable for my bike
- There is not enough weather protection
- I prefer to use another location
- I lock my bike elsewhere
- Other: _____

22. What would encourage you to use the bike parking?

[Open text response]

Final question

23. Overall, how satisfied are you with the bike parking at this site?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

24. Is there anything else you would like to tell us about cycling or bike parking at this site?

[Open text response]

Optional information

Your role at this site:

- Employee
- Student
- Visitor
- Customer
- Resident
- Other: _____

How long have you been using this site?

- Less than 3 months
- 3–12 months
- 1–3 years
- More than 3 years

Thank you for taking the time to provide your feedback.