



Systemwide  
Bicycle Parking  
Program  
Improvements  
and Capital  
Upgrades

February 16, 2022

Planning & Programming Committee

Legistar File #: 2021-0753

# Issue & Background

## **ACTION**

Authorize the Chief Executive Officer (CEO) to execute a five-year firm fixed price Contract No. PS78889000 to eLock Technologies, LLC for the bicycle parking program in the amount of \$6,094,458, subject to resolution of all properly submitted protest(s) if any.

## **BACKGROUND**

- September 2018 board motion for staff to assess Secure Bicycle Parking Program and provide recommendations for improvements
- Secure Bicycle Parking Program Assessment Report finalized in February 2019
  - Bicycle lockers are highly rented (>80%), underutilized (<20%), and present a long waitlist (>6 months)
  - Bike Hubs are underutilized (<10%) and offer parking on a membership-only basis
  - Systemwide increased bicycle theft
  - Labor intensive with physical keys

# Research & New Goals

- **Staff conducted surveys with bicycle locker subscribers and wait list patrons**
  - Most would use daily lockers
  - Utilization would be higher if lockers were available
  - Lockers are preferred method of bicycle parking
- **Consulted with similar agencies and bicycle coalitions for feedback on program**
  - Similar goals of ease of use, daily parking, and equitable options
- **Developed new goals for our program**

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  - Offer a variety of bicycles parking options through daily and monthly parking

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  - Increase locker utilization

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  - Reduce and/or eliminate rental wait lists

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  - Improve security

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  - Offer secure daily parking without pre-registration

# New Program

## Manage demand through pricing policy

- Free secured bicycle parking at Metro Bike Hubs until demand reaches threshold
- Pricing policy for bicycle lockers that promotes turnover or underutilized lockers

## Remove pre-registration

- ID and contact information can be processed on-site through a digital kiosk
- No waiting to gain access to a bike hub

## Transition lockers from keys to a digital keyless system

## Monitoring program

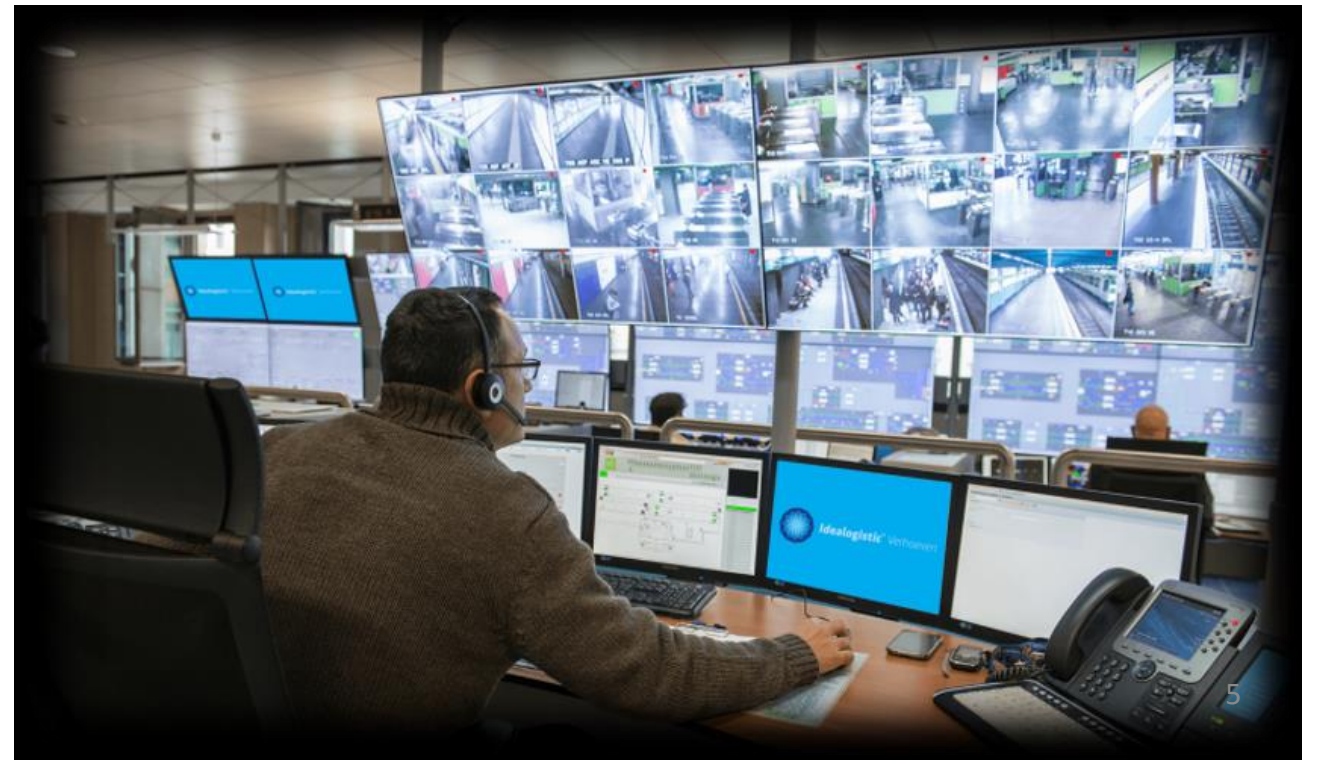
- Quality camera and two-way speaker system
- Actively monitored while occupied
- Lockers to be placed inside hubs, where possible



*Above:* eLock Technologies Lockers, as seen at UCLA – Metro Bike Lockers Retrofit with Digital Upgrades and Daily Parking Option

*Upper right:* Metro Bike Hubs – Access & Monitoring Control, and Management System Upgrades

*Lower right:* Remote Monitoring Control & Customer Service Center



# Equity & Procurement Process

- New bicycle parking options offered to communities that previously did not have bicycle parking access.
- Pre-registration eliminated making parking accessible to everyone, not just subscribers.
- New program is more inclusive by offering free secured bicycle parking at stations and expanding secured locker parking at new locations.
- First contract procurement in which **WIN-LA** provisions were successfully a part of the solicitation process.