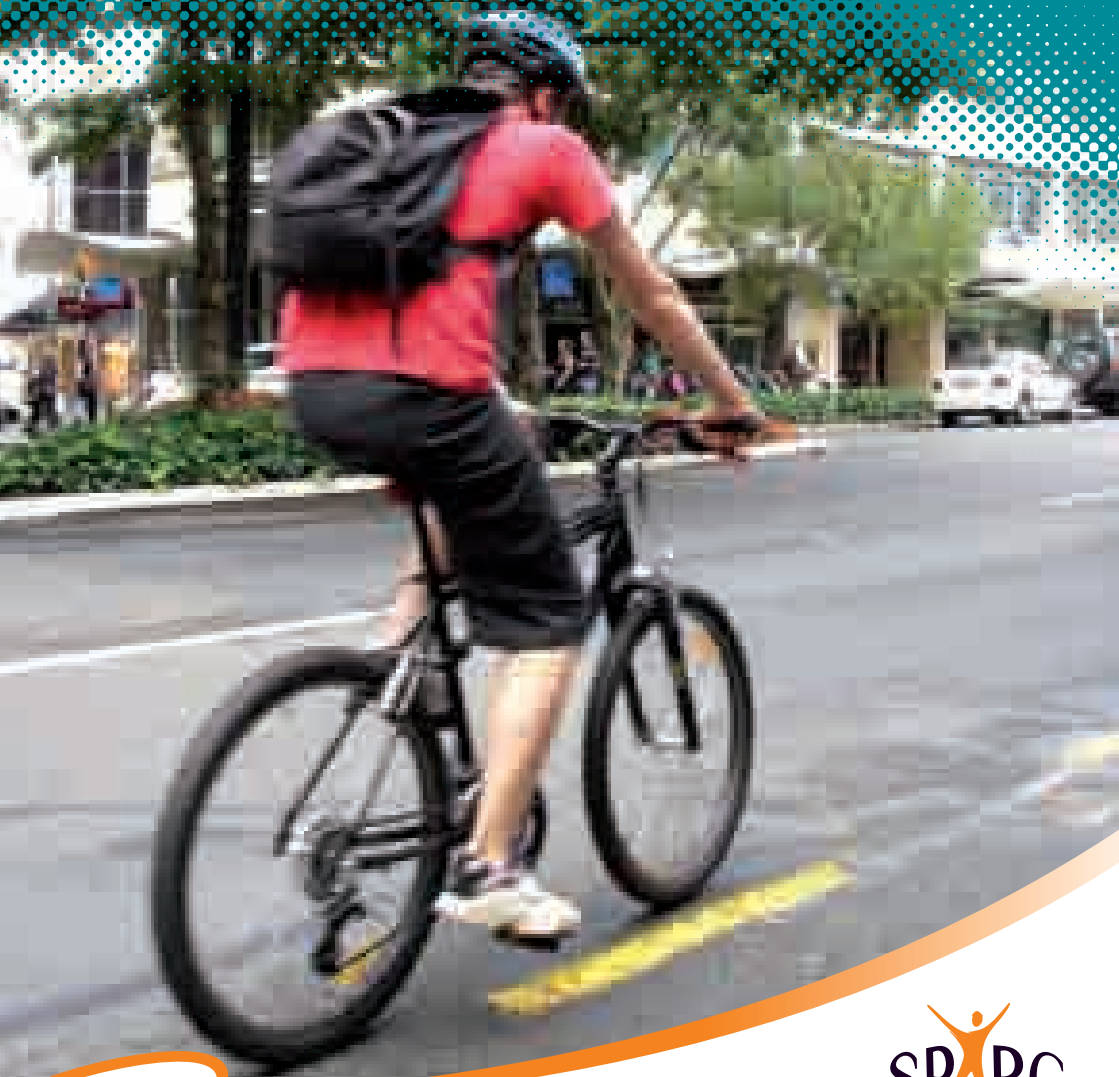


**Active  
Communities**

# *Cycle Friendly Employer*



[www.sparc.org.nz](http://www.sparc.org.nz)

**SPARC**  
ihi AOTEAROA  
Sport & Recreation New Zealand

## Acknowledgement

This resource is also available online:

**[www.sparc.org.nz](http://www.sparc.org.nz)**

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# Get Cycle Friendly

The Cycle Friendly Employer Guide is a resource that offers all you need to plan and implement cycle friendly programmes at your workplace.

You can make a difference. Physical activity and air quality have a big impact on personal well-being and the environment. Whatever your role - employer, active living coordinator, transport planner, council official or an individual who sees the benefits of using more active means of travel - the Cycle Friendly Employer Guide is the perfect tool for you. It also provides practical examples of workplaces in New Zealand that are cycle-friendly.

Cycling can make an important contribution to the success of your business or organisation.

## The benefits for employers

Healthy employees are more productive and take less sick leave

- > Cycling benefits the heart and lungs, lowers blood pressure, and helps with weight control
- > Cyclists are more alert, less prone to stress and take fewer days off sick
- > Freed from timetables and traffic jams, people arrive on time.

## Lower direct costs

### Cheaper business travel

Many short trips could easily be made by bike. Workplace shared bicycles cut vehicle fleet costs. Think of the savings in taxi and bus fares, and car travel payments.

### Cheaper parking

Parking for 10 bikes can be provided for the cost of a single car park space. Less demand on car parking space means lower costs.

### Lower company car bills

Providing a company bike and a cash alternative will encourage more employees to forgo a company car, cutting the cost of the scheme.

### A greener corporate image

The business contributes to a reduction in air pollution and road congestion. A pro-cycling policy will enhance your reputation with customers and potential employees.

## The benefits for the individual

### Lower travel costs

No more petrol bills, parking fees, season tickets and bus passes. A bike costs only a fraction as much to run as a car, and pays for itself in a few months.

Commuters can combine cycling with a train or bus journey, or drive to the outskirts of town and cycle the rest of the way, avoiding traffic and saving on parking fees.

### Better health

Regular cyclists enjoy a fitness level equivalent to being 10 years younger. Cycling 7 km a day reduces the risk of coronary heart disease by 50%. Anxiety, stress and depression are reduced by regular exercise.

### Do your bit

By cycling to work, you are directly making New Zealand a safer, quieter, less polluted and more civilised place.

### More fun

Riding through a park or along a cycleway opens up a whole world of peace, fresh air and pleasure.

## Checklist of facilities for cyclists

Which of these does your organisation provide?

### Cycle parking

- bike stands
- locked storeroom or bike lockers
- covered bike parking
- secure, well lit, and accessible bike parking
- prominent bike stands for visitors

### Washing and changing facilities

- showers
- changing rooms, with irons and hair dryers
- lockers for riding and work clothes
- clothes washer and dryer

### Company shared bikes

- shared bikes for at-work use

### Maintenance

- tools for emergency repairs, including pump, patch kit, spanners and wrenches
- covered space to carry out repairs
- light and battery chargers

## Incentives and support

- BUG (Bicycle Users' Group)
- discounts at local bike shops
- cycling noticeboard or website
- stories about cycling in staff newsletter
- interest-free loans for staff to buy bikes
- other transport options for emergencies
- covered space to carry out repairs
- light and battery chargers
- join CAN (Cycling Advocates Network) as a supporting organisation
- employee allowances for use of private bikes for work use cycling events

### Case Study:

#### Macpac supports active lifestyles and a sustainable future

Macpac Wilderness Equipment manufactures and sells outdoors clothing, packs, tents, sleeping bags and kayaking gear.

Macpac's philosophy: "If the natural world is your playground you will have heard of us. We are a team of people who are passionate about the outdoors and inspired by the lessons it teaches us about our environment, nature and ourselves ... we are Macpac!"

Based in Christchurch, Macpac's 65 staff includes many keen cyclists. Macpac is a regular entrant in the Bikewise Business Battle. They came first in their section in 2003, and around 70% of their staff participated in 2005. John Pearce organises most of the cycle events within the company and he says that the Bikewise Business Battle provides a great opportunity for internal teambuilding and development.

"We have our own awards that go hand in hand with the Bikewise competition. We have awards for the greatest participation per team, and for the highest average km's per team. The staff really get into it and

enjoy competing against the other Macpac teams," said John.

Macpac has a covered bike shed next to their main entrance, with parking for 50 cycles. It was built in 2001, at a cost of \$7,000, to match the design of the main building. It is available to both staff and visitors.

Macpac provides shower facilities, and also makes Christchurch biking maps available to staff. To encourage staff to show off their Macpac gear, staff receive a gear allowance which can be spent on the latest Macpac equipment or clothing.

Nonny Caro is part of Macpac's environmental committee. "Macpac is involved with The Natural Step sustainability project. Apart from encouraging staff to bike to work to keep fit and reduce CO<sup>2</sup> emissions, we have also planted and maintained more than 4,000 trees over the past few years to offset the emissions impact caused by air travel, car travel and manufacturing," said Nonny.

# Workplace Cycle Plans

## Developing a workplace cycle plan

A workplace cycle plan is a statement of what you can do at your place of work to improve facilities for cyclists and increase cycling numbers. A plan helps to focus your efforts and measure progress.

Writing a plan is a good task for a workplace BUG (Bicycle Users' Group). To be effective it needs to be supported and funded by management. Someone needs to be responsible for its implementation. Depending on the size and structure of the company, this could be the building service manager or human resources manager. It helps if that person is a cyclist.

One question facing everyone who sits down to write a plan is, "what does it look like"?

Here's a mock plan based on a fictional company, which can be used as a guide for drawing up your own workplace cycle plan. It consists of four sections:

1. Aims → 2. Background → 3. Targets → 4. Actions



*Telecom upgraded its bike parking facilities, changing rooms and showers for staff in Auckland (see Case Study page 11).*



Cycle plan for ABC Industries			
Aims	Background	Targets	Actions
<p>Traffic congestion costs the New Zealand economy millions of dollars annually and contributes 42% of the country's greenhouse gas emissions.</p> <p>Many of the journeys that contribute to this congestion are made by staff travelling to, from and for work. One third of vehicle trips are less than 2 km and two-thirds are less than 6 km (source: MoT).</p> <p>ABC Industries recognises that employers have a role to play in reducing traffic congestion within the city of Springfield and has developed the company cycle plan accordingly.</p> <p>The overall aim of the plan is to double the number of cycle journeys to, from and for work by employees of ABC Industries, by January 2006.</p>	<p>ABC Industries is a medium-sized employer based in the suburbs of south-east Springfield. It has 450 employees, and the majority of these (78%) drive to work alone.</p> <p>12% cycle, 6% take public transport and 4% walk. A map of employees' postcodes found that 50% of employees live within 5 km, and 70% within 12 km.</p> <p>ABC Industries has limited car parking space on site, which fills up rapidly each morning. Staff then resort to parking in neighbouring streets, leading to complaints from local residents. The City Council has mooted introducing resident parking permits for the surrounding area to discourage this. The nearest bus stop is two blocks away, and this has been cited as a disincentive by people wishing to come to work by bus.</p>	<p>ABC Industries will work to achieve its overall target of a 25% reduction in the number of car journeys made by company staff, by January 2006, by:</p>	<p>ABC Industries will:</p>
		<ul style="list-style-type: none"> <li>&gt; recognising non-physical barriers to cycling and establishing institutional structures to work to overcome these barriers, by September 2005</li> </ul>	<ul style="list-style-type: none"> <li>&gt; nominate someone to co-ordinate the plan - March 2005</li> <li>&gt; provide interest-free loans for staff to buy bicycles - June 2005</li> <li>&gt; join the Cycling Advocates' Network - March 2005</li> </ul>
		<ul style="list-style-type: none"> <li>&gt; beginning a promotional campaign to establish and foster a workplace cycling culture, by September 2005</li> </ul>	<ul style="list-style-type: none"> <li>&gt; set up a Bicycle Users' Group (BUG) - March 2005</li> <li>&gt; set aside a noticeboard to promote cycling activities - March 2005</li> <li>&gt; participate in Bike to Work day</li> <li>&gt; investigate and determine whether to have an adult cycle training course on site - March 2005</li> </ul>

Continued over ...

Aims	Background	Targets	Actions
		<ul style="list-style-type: none"> <li>&gt; identifying physical barriers and budgeting and prioritising resources to work to overcome these barriers, by September 2005</li> </ul>	<ul style="list-style-type: none"> <li>&gt; survey staff to discover what are the physical barriers to cycling - March 2005</li> <li>&gt; have BUG work through the list of barriers, and prioritise solutions in consultation with Finance - June 2005</li> <li>&gt; BUG and Finance to set works budget accordingly - September 2005</li> </ul>
		<ul style="list-style-type: none"> <li>&gt; ensuring institutional structures remain relevant and develop into a key feature of company policy, by March 2006; and</li> </ul>	<ul style="list-style-type: none"> <li>&gt; up to date - ongoing;</li> <li>&gt; organise cyclist breakfasts - Feb 2005;</li> <li>&gt; organise social bike rides - summer annually;</li> <li>&gt; run a bike maintenance seminar - annually;</li> <li>&gt; provide an on-site maintenance service - ongoing;</li> <li>&gt; provide a toolkit for repairs - March 2005;</li> <li>&gt; monitor and review the cycle plan - annually.</li> </ul>

*Continued over ...*

Aims	Background	Targets	Actions
		<ul style="list-style-type: none"> <li>&gt; reducing on site physical barriers to cycling, to be completed by March 2006.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; ensure the noticeboard is               <ul style="list-style-type: none"> <li>&gt; install an adequate number of Sheffield stands - covered, lit and close to the main building - June 2005;</li> </ul> </li> <li>&gt; set aside space and put in more stands as cycling numbers grow - December 2005;</li> <li>&gt; provide a drying/ changing room - September 2005;</li> <li>&gt; investigate the possibility of installing showers in any new building works - December 2005;</li> <li>&gt; review cycle routes leading to the work site, and lobby the Council if improvements are necessary - May 2005;</li> <li>&gt; provide visitor cycle parking near the main entrance - March 2005;</li> <li>&gt; investigate the possibility of pool bike scheme - May 2005.</li> </ul>

## Cycle plan content

Aims	Background	Targets	Actions
<p>The aims set out what you want to achieve and when.</p> <p>It should be closely linked to the more detailed targets. It can include:</p> <ul style="list-style-type: none"> <li>&gt; a preamble.</li> <li>&gt; transport change targets linked to a time line.</li> </ul>	<p>This section provides the context for your plan. You can look at:</p> <ul style="list-style-type: none"> <li>&gt; how many staff there are in your company and how they get to work.</li> <li>&gt; why staff travel a certain way and the effects of this choice.</li> <li>&gt; existing provision for bicycles.</li> <li>&gt; incentives for certain travel modes and what these incentives cost.</li> </ul>	<p>Here is where you set out the details of what you want to do and when. Such targets could include:</p> <ul style="list-style-type: none"> <li>&gt; working out how the plan will be implemented and by whom.</li> <li>&gt; encouraging others.</li> <li>&gt; deciding what you want to do and getting the time and money to do it.</li> <li>&gt; ensuring the company feels that it owns the plan and sees value in it.</li> <li>&gt; installing the tangibles – decent bike racks, lighting, etc.</li> </ul>	<p>This section sets out what you are going to do and when.</p> <ul style="list-style-type: none"> <li>&gt; Go for easy “quick win” actions initially, to get things going.</li> <li>&gt; As many as 10% of journeys can be changed through soft measures such as promoting alternatives.</li> <li>&gt; Work with the company and set realistic targets for what can be achieved – especially when these targets are going to cost money!</li> <li>&gt; Initiatives need to be maintained – small measures such as these can keep a scheme going.</li> <li>&gt; These are what many people measure success by – ensure they are realistic, well-designed and promoted. If nobody knows they are there, nobody will use them.</li> </ul>

## Case Study: Telecom pedals cycling as a way to business success

Telecom NZ Ltd is a leading online and communications company.

It offers a full range of internet, data, voice, and mobile calling services for customers in Australia and New Zealand.

Telecom enables people to reduce their impact on the environment by providing remote working, video-conferencing, internet and email services reducing people's need to travel and use paper.

With around 4,000 employees, Telecom is one of the largest businesses in New Zealand, and they are regular participants in Bike NZ's annual Bikewise Business Battle.

"There is always plenty of enthusiasm from our staff to join in the Bikewise Business Battle," said Environmental Manager Christine Turner. "in the first year, we put a story on our intranet site encouraging staff to participate and citing the benefits of cycling."

"Then we kept people up to date during Bikewise Week, by emailing our tallies each day. The number of participants grew each day as more people heard about it. We ended up with 114 participants and we scooped the "greatest distance" prize. Staff cycled more than 10,000 km during the week."

Telecom's commitment to being cycle-friendly continues, with more than 190 staff involved in the 2005 BikeWise Business Battle. Collectively, they cycled 19,854km. And it wasn't just experienced cyclists who got involved. Telecom had more than 30 "rookies" participating in 2005.

One staff member even clocked up 47 kms on his unicycle!

Christine firmly believes that Telecom is cycle-friendly. She cites many examples:

- > Telecom provides secure bike parking facilities, changing rooms and showers for staff.
- > Telecom sponsors staff taking part in sporting events, e.g. corporate triathlons.
- > It provides incentives to get people on their bikes, e.g. spot prizes for those participating in Bikewise Week.
- > Telecom reports on the intranet the cycling successes of its staff, e.g. Telecom executives who do Ironman events and adventure races.

Telecom encourages staff to cycle for health and environmental reasons. Their intranet says:

- > Biking is great for your health.
- > Riding to work can save you money on transport or petrol and parking costs.
- > Cycling is good for the environment, as it doesn't cause polluting greenhouse gases.
- > Cyclists make for a fitter, healthier, more productive workforce.

Telecom considers that the lessons and strengths used in sports such as cycling can also be used in the workplace. It asks athletes from both inside and outside the company to make inspiring presentations to staff.

# Bicycle User Groups (BUGs)

## How to start a BUG

### What is a BUG?

BUG stands for Bicycle Users' Group. A BUG is one of the best ways of supporting and encouraging cycle commuting. It is a group of people who want to improve workplace facilities for cyclists.

You only need one or two enthusiastic cyclists to get a BUG up and running.

### Why start a BUG?

Support for cycling within the organisation can encourage decision-makers to provide facilities for cyclists. The combined voices of a number of people is much more effective than individuals trying to do everything by themselves.

### The benefits to the employer

A growing number of employers now recognise the benefits of encouraging their staff to be healthier. Cycling is one of the best ways to promote health because it is affordable, practical and easily integrated into daily activity.

- > People who cycle to work regularly are more productive and take less time off sick than non-cycling employees
- > With fewer staff using cars, less space is required for car parking

- > Pro-cycling organisations are seen as caring and environmentally aware employers
- > The cycle commuter has no problems with traffic jams. Cyclists arrive at work more alert and less frustrated

### The benefits to the individual

- > Cycling is a good way of staying fit and healthy. Regular cycling can halve the risk of coronary heart disease
- > Cycling will save you money
- > In the rush hour, it is faster to use a bike than public transport or a car
- > It is easier to park a bike than a car

### What to do

#### *Step 1 - Research*

Find out how many staff are interested in starting a BUG. Contact these people by memo, email, company newsletter or by leaving a note on parked bicycles and vehicles. Remember that many non-cyclists might cycle if conditions were better. Try getting them involved too. Find out what prevents people from cycling to work (e.g. lack of facilities, being unfit, cost, change of routine, safety or security). Refer to Resource 4: Appendix: Travel Questionnaire.

### **Step 2 - Get support**

Gaining the support of one or two managers will make it easier to take your ideas forward. Target senior staff who cycle or recognise the benefits of cycling.

### **Step 3 - Meet**

Hold your first meeting. Keep it short - don't expect people to give up large chunks of their free time.

- > Get the names and contact details of people attending the meeting
- > Decide if you want to charge members a small fee
- > Remember, people may just want to support the group rather than actually spend time on projects
- > Set out your BUG's aims and draw up an action plan

### **You could work towards getting:**

- > secure cycle parking
- > showers, changing facilities and lockers for a change of clothing
- > suitable levels of travel expenses for cycle journeys in work time and
- > a newsletter, or cyclists' contributions to your staff newsletter

You need to decide how you will liaise with management to achieve these aims.

After discussion, identify what tasks need to be done and allocate them to different people.

### **Step 4 - Present your ideas**

You are now ready to present your ideas to management. Use your contact identified in Step 2 to advise you on the best approach. You may need to present to a single person or to a group.

Suggestions for your first meeting:

- > Book an appointment.
- > Type up your action plan.
- > Be ready to answer questions on problems (e.g. costs, space, etc). Grants may be available from the local council or environmental groups. Check with your council.
- > Not all changes require financial outlay; for example, providing cycle route information, or arranging access to showers in your building. Some improvements may save the organisation money; for example, less absenteeism, lower car parking costs.
- > Be positive when you're selling the benefits of cycling.
- > Show that support for cycling exists within the organisation.
- > Present information about how good cycling is for staff, the organisation and the community. Stress the cost effectiveness of cycling. The organisation may benefit from favourable local press.
- > Fix a date in the future for a further meeting.

If your initial proposal isn't accepted, don't give up. Perhaps you need to adjust your objectives. Keep your goals simple and realistic to start with.

### **Step 5 - Plan ahead**

Once the BUG is established, there are many ways to keep up the impetus, for example:

- > raise the profile of cycling by supporting events like National Bikewise Week and Bike to Work Day ([www.Bikewise.co.nz](http://www.Bikewise.co.nz))
- > arrange social events and encourage new cyclists
- > provide a 'buddy' system to assist novice cyclists travelling to work
- > contact local cycle advocacy groups ([www.can.org.nz](http://www.can.org.nz)) and other BUGs
- > promote your group in the local media

### **More Information**

- > Bicycle User Group (BUG) Manual, May 1998, PDF (720KB) Western Australia Department for Planning and Infrastructure [www.dpi.wa.gov.au/publications/](http://www.dpi.wa.gov.au/publications/)
- > Birmingham University Bicycle User Group [www.bham.ac.uk/BUBUG/](http://www.bham.ac.uk/BUBUG/)

### **Case Study: Forecasting change**

Staff at the MetService in Wellington set up a BUG (Bicycle Users' Group) in 2002.

Forecaster Paul Bruce said that 16 cyclists, out of about 150 employees at the Kelburn office, responded positively to the call for a BUG.

Because the majority of staff are shift workers, several meetings had to be held. These meetings were followed by a wider survey on key issues, such as the best location for cycle storage, size of lockers and a place to dry wet gear.

Paul said that he had been inspired by the information on similar groups set up overseas. "The only real way to get employers to do something practical for cyclists and walkers was to show them that you had the numbers and that it was in the business' interest to support staff who choose to not use cars."

Paul has been biking up the hill to the Kelburn office for 30 years and says that it has really made a difference to his well-being, fitness and alertness. Sometimes Paul chooses to bike through a park to get that "away from town feeling".

Paul is happy with the support that the BUG got from MetService. They have a dedicated bike room, which had to expand to accommodate more bikes because the original 14 hooks were often full. In 2004 MetService added large clothing storage lockers (with plenty of space to hang a suit) and drying facilities for cyclists.

Now they have a dedicated cycle room with space for 17 bikes, Paul says that more staff have joined the BUG, because they know that the facilities are available.

He hopes to see even more people join the BUG, as they are encouraged by the cycle-friendly facilities.



# Workplace Shared Bicycle Policy

## Workplace bike pools

A bike pool is an economic and healthy complement to a motor pool. Bikes are a great way of getting across town to meetings because they:

- > are cheap and easy to run and maintain
- > can be easily parked at destinations, making trips faster
- > demonstrate that your organisation cares about the local area
- > give employees the opportunity to get some fresh air and exercise and arrive at their destination alert and energized.

Bike pools are also useful where a work site is spread out. A bike pool will pay for itself after only a few hundred kilometres cycled.

In some jobs, close contact with the environment and ease of communication will help employees do their job better. Cyclists can talk to people, observe things closely, and can get access to areas cars can't go.

## How to set up a bike pool

Ask cyclists at your work to recommend a good bike shop. You will need to buy:

- > bikes - at least two different sizes
- > mudguards, chainguards and kickstands fitted
- > helmets - two or three sizes
- > locks - good quality U-locks are best
- > lights - a legal requirement for cycling at night
- > cycle computers - if you want to keep a record of mileage
- > racks and panniers on the bikes - for carrying things comfortably
- > reflective jackets and trouser bands
- > pumps and repair kits

Make sure your workplace is set up for bikes. A secure place to store bikes is essential, as well as showers and lockers for staff to store gear in.

Make sure the bike pool receives plenty of promotion and publicity. Ask senior management to set a good example.

## Case Study: North Shore City Council leads the way with travel planning

Today, over half of New Zealand primary school children are driven to and from school. That's nearly double the number from 10 years ago. At Auckland's North Shore City, the Council has introduced the 'TravelWise to School' project to work with schools, parents and pupils to reduce school-related car journeys and increase road safety through a package of practical and educational actions.

The aim is to encourage more walking, cycling, car-pooling and use of public transport through the development of school travel plans.

The North Shore City Council is leading the way by practicing what it preaches. It has introduced a number of actions to make like easier for its employees who cycle.

### Shared bikes

The Council bought three shared bikes in order to reduce the number of vehicle movements to and from the council.

The bikes are lightweight hybrid models. They provide an easy and comfortable riding position and have everything staff need to take them to meetings or site visits: panniers, lights, mudguards, safety vests and locks.

### Secure cycle parking

The Council installed two lockable cycle cages as part of the TravelWise to Work programme. The cages measure 3m x 5m and are located in the basement of the council's buildings.

The cages have a combination lock and a cycle rack which can hold six bikes. There is also a parking rack on which staff can hang bikes from the front wheel. The advantages of this system is that it saves space and reduces scratching of the bikes in traditional cycle racks. This system was chosen after looking at the LTNZ cycle-friendly employer case study in SPARC's online version of this booklet. This system is proving popular and easy to use.

The cycle cage is equipped with tools and a pump so cyclists can make minor repairs and adjustments. Up to 33 bikes can be accommodated in Council bike parks.

The Council spent \$4,600 on bike parking.

### BUG

The Council's BUG (Bicycle User's Group) has around 30 members. BUG members take part in cycling events such as the Taupo Cycle Challenge and weekend jaunts to Woodhill Mountain Bike Park. They keep in contact by email and newsletter.

The BUG has a long-standing relationship with a local bike shop, and has negotiated a discount for Council staff. The shop supports the Council's cycle promotion through the BUG and the strategic cycle plan.

### Bike to Work Day

The Council promotes and encourages cycling to and from work through the annual Bike to Work day in February.



North Shore City Mayor leads cyclists to the 'Bike to Work Day' breakfast.

## Using the bikes

Develop guidelines on how to use the bike pool. (See "Queensland Transport Department shared bike policy" page 25). Include information on carrying things while riding and locking the bikes securely at destinations. It is a good idea to consult with workplace Health and Safety Officers when developing these guidelines.

Advice on how to use bikes safely and the road rules for bicycles can be found in *The Safe Cycling Book*, published by the LTNZ and available from bookshops. Buy a copy for the company library.

For route advice, check with your local council or talk to your local bicycle advocacy group. Copies of local cycling maps should be made available with the bikes.

## Maintenance

Maintenance costs are low, but the bikes need to be kept in good order. Make sure someone takes responsibility for maintaining and recording the use of the bikes. It is also a good idea to keep a maintenance checklist near the bikes to remind users to be aware of maintenance issues.

The shop where the bikes were bought is a good place to buy spare parts and accessories and for maintenance.

## Legal issues

ACC covers employees for injuries that they sustain in the course of their duties and when travelling to and from work. Ensure employees are aware of their rights and responsibilities.

### Case Study: Ground Effect bike saves time

Christchurch clothing designer retailer Ground Effect ([www.groundeffect.co.nz](http://www.groundeffect.co.nz)) recently bought an inexpensive cruiser bike. Although all staff already bike to work, the company found it handy to have an extra bike to save time on short trips around town. "It's fun to ride, and has flat pedals so I don't have to change into my cycling shoes," said Guy Wynn-Williams.

Ground Effect also provides a lock-up for staff bikes, tools, a workstand, a shower, gear lockers, a washing machine and a drying rack for staff use.

### Case Study: City Council practices what it preaches

Christchurch City Council ([www.ccc.govt.nz](http://www.ccc.govt.nz)) promotes sustainable transport, so it comes as no surprise that it has three bikes in its vehicle pool.

The Council's Cycling and Pedestrian Transport Planner Michael Ferigo said the Council bought three bikes in 2002 to offer staff a better choice of transport options. "We bought two comfortable city bikes and a racy-looking cruiser for staff use. They are fully equipped with locks, mudguards and chainguards. Reflective gear and helmets are provided, with optional hairnets to keep hair clean."

Staff can book the use of a pool bike by computer, in the same way that they would book a pool car. Bikes are mostly used for going to meetings and trips within the 'four avenues' area of the city centre. Michael says that with increasing use of pool bikes, the Council will be able to cut back on the number of cars it operates. "Travelling by bike offers hassle-free parking and encourages staff to be physically active," explains Michael.

The Council has about 900 staff in its city offices, with 150-200 staff commuting by bike. In recognition of running costs, staff are paid \$1/day if they use their own bike for work-related journeys.

## Sample shared bike policy

### Queensland Transport Department shared bike policy

We have two great bikes for use by Queensland Transport Department (QT) employees:

- > Mongoose Crossway  
350 19" frame bike
- > Mongoose Crossway  
359 17" frame bike

They are hybrid bikes (cross between a mountain bike and road bike) and are comfortable to ride.

Bikes are fitted with cable locks, bells, speedos, front and rear lights, and rear carrier racks. Bicycle helmets in various sizes are also available.

### Who can use the bikes?

All QT employees are welcome to borrow the bikes for work purposes. It is expected that employees who use this service will have suitable cycling experience.

If you would like to try out commuting to work, you could borrow a bike for one or two weeks, as long as it is available to other employees during work hours. You would have to book the bike in and out every day.

If you use the bikes, you do so at your own risk. When you borrow a bike, the State Cycle Unit will request that you read and sign the Conditions of Use so that you are aware of your responsibilities. In return the Cycle Unit will provide you with the equipment, information and advice for a safe and enjoyable journey.

## Carrying things

The bikes are fitted with rear carrier racks and we have panniers (saddlebags) available should you need to carry things with you on your ride.

## No sweat!

Getting sweaty can be avoided by riding slowly and coasting down hills. However, if required, showers are available at most QT buildings. Security staff at these buildings will be able to direct you to the facilities.

## Procedures for borrowing bikes

To borrow one of the bicycles you need to:

- > contact the State Cycle Unit and book a time and date.

Before your ride you must:

- > fill in a vehicle usage form in the State Cycle Unit
- > obtain a key and bicycle helmet
- > collect the bicycle from the Motor Pool Office

During your ride:

- > if you have to leave the bicycle you are required to lock it with the locks provided and remove the trip computer
- > please remember to put the computer back on the bike when you return to ride

After your ride:

- > lock the bicycle to the bike rack in the Motor Pool Office
- > return the key and helmet to the State Cycle Unit
- > complete the vehicle usage form including kilometres travelled

## Maintenance

Regular maintenance will be done on the bicycles, however before you borrow a bike you should carry out a safety check on brakes, brake blocks, tyres, steering and lighting. If you become aware of any problem with any of the bikes, please tell the State Cycle Unit upon your return.

Basic instruction on how to use the bike and gearing is available on request from the State Cycle Unit.

## Safety

Bike riding, while enjoyable and relatively safe, does carry risks. We would expect that anyone who borrows the bikes rides within their ability, e.g. if you haven't ridden a bike for several years, you wouldn't immediately ride on Main Street.

You could consider taking the bicycle home on the train and ride on familiar, low traffic streets to practise and get experience. The State Cycle Unit provides a comprehensive guide to the Road Rules specific to bicycles, which users will be asked to read before they take the bikes out.

### Route advice and riding partners

The State Cycle Unit will be happy to advise you on possible routes for your ride or to put you in contact with a buddy for your first few rides.

### Conditions for use

Users must:

- > be fit and in proper physical condition to ride a bicycle
- > be an experienced cyclist and have sufficient road cycling experience
- > at all times comply with all road rules and adopt proper road safety precautions
- > wear a bicycle helmet whenever riding the bicycle and comply with all safety instructions and directions given by Queensland Transport regarding the use of the bicycle and its operation
- > immediately report any mechanical or other difficulties with the bicycle to Queensland Transport and desist from using the bicycle in those circumstances

- > advise Queensland Transport of any incidents or accidents that occur while the bicycle is signed out to them
- > not allow other people to ride the bicycle while it is signed out to them
- > acknowledge that there are inherent risks associated with riding bicycles and accept those risks
- > undertake to wear appropriate clothing when riding the bicycle and take full responsibility for personal property
- > waive any rights they may otherwise have against Queensland Transport for any damage to their personal property that may arise out of their use of the bicycle

### The State Cycle Unit will:

- > maintain the bicycles and equipment to an acceptable standard
- > make appropriate safety equipment and information available for employees
- > provide basic instruction in the use of the bicycles if necessary
- > provide advice on route choice if necessary

### More information

Queensland Transport Department Cycling  
[www.transport.qld.gov.au/cycling](http://www.transport.qld.gov.au/cycling)

## Case Study:

### Juken Nissho provides cycling facilities to improve staff well-being

Juken New Zealand Ltd is the fifth-largest forest owner in New Zealand, with 55,000 ha of plantation forests. It employs 420 workers at its sawmill and laminated veneer lumber plant, six kilometres south of Masterton.

Juken New Zealand provides covered bicycle parking for about 40 staff who cycle to work. The bike shed is located inside a staffed security gate. Showers, changing rooms and lockers are also provided.

Juken New Zealand considers it to be part of a responsible employer's role to supply these facilities.

"Several staff make a choice to cycle to work as part of their exercise regime.

We appreciate the benefits in terms of personal fitness as this helps people to cope with the demands placed on the body by shift work. Hopefully the company benefits from a reduction in sick leave due to that increased well-being, and the wider community and environment benefits by less traffic on the road," said Rodney Fraser, Health and Safety Advisor at Juken New Zealand.

"Encouraging cycling has created extra challenges in ensuring the safety of cyclists travelling on our State Highway, but our promotion of cycle safety - for example, wearing hi-vis clothing, ensuring effective lights, etc - has provided another avenue to promote a safety culture within our staff," he said.



*Juken New Zealand's Masterton sawmill.*

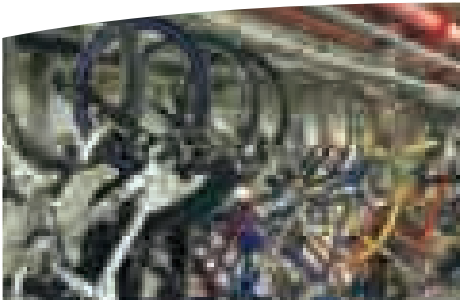
# Facilities Guide

## Cycle parking

Cycle parking should be close to the cyclists' destination and prominently placed for maximum casual observation to help prevent theft.

Consider the convenience of access:

- > Place near the most appropriate entrance
- > Allow easy access (no steps or obstacles to carry cycle over)
- > Provide parking for visitors as well as staff
- > Ensure cycle parking is clearly signed
- > Avoid obstructing pedestrians or traffic
- > Undercover, lockable cycle parking is ideal



*Close-up view of bicycles hung on plastic coated metal hooks. Bicycles are locked to the horizontal plastic coated stainless steel cable (about halfway up).*

### Case Study:

#### Land Transport New Zealand invests in secure cycle parking

The Land Transport New Zealand is New Zealand's governing road safety body.

Their head office is located in the 12-storey NZ Post building near Wellington's waterfront. The building also houses NZ Post, IRD, BNZ and Datacom. Many employees of these companies commute to work by bicycle, and park in a large basement garage.

Until 2002, bicycles were parked against a concrete wall and locked to vertical metal posts, which support building service pipes. There was space along the wall for about 25 bicycles.

When spring arrives the demand for bicycle parking increases as cyclists come out of hibernation. Sometimes it was a case of the early bird (or cyclist) got the last available parking place.

NZ Post installed a bike stand to increase the capacity, but this did not satisfy demand. Space for bicycle parking is limited since most of the floor space is allocated to car parking.

To solve the problem, LTNZ designed and financed the installation of an improved bicycle parking system on a trial basis. This consisted of a 50 mm diameter galvanised pipe bolted horizontally to the metal poles that hold the building's



service pipes. The new pipe had 12 plastic-covered metal hooks mounted along its length. Bicycles were hung vertically on the hooks by their front wheels. The hooks can slide along the horizontal pipe to accommodate the wider handlebars of mountain bikes as well as the narrower ones of road bicycles, and thus allow flexibility in spacing on the rack. Bicycle parking space is on a first-come first-served basis and can be used by anyone who works in the building.

The trial arrangement proved popular with cyclists, so LTNZ extended the new bicycle rack the full length of the wall (26 metres). The completed rack can accommodate 40 bicycles. Currently 25-36 cyclists use the rack.

Security is twofold. Entry to the basement garage is controlled by the employee's swipe card either from outside the garage entrance or internally from other parts of the building. There is also a 10 mm diameter plastic-covered stainless steel cable bolted to the vertical supports, to which cyclists can lock their bikes. When cyclists leave the basement they ride over a marked detector wire loop embedded in the floor (just like at traffic lights) and this opens the roller door leading to the outside world.

Ron McGann is a keen cyclist who works at the LTNZ. He said, "the advantages of the new bicycle rack are that commuters' bicycles can be parked at no charge in a secure area, under cover, in a compact, efficient arrangement, which minimises the risk of damaging paint and equipment".

In addition to constructing the new bicycle rack, LTNZ also provides showers, changing rooms and lockers for employees. Other floors in the building are similarly equipped with showers.

As a road safety organisation, LTNZ encourages its employees to be conspicuous when cycling in commuter traffic, and gives high-visibility orange vests to its staff who cycle. LTNZ also supports staff taking part in events such as the Round Lake Taupo ride.

The new rack is probably the largest secure, covered bicycle rack in Wellington. "Hopefully it won't be the only one for long, and other cycle-friendly employers will install similar racks for their cycle commuter employees. This type of rack is suitable for installation in public parking buildings, where the parked bicycles would be watched over by the attendant," said Ron.

Since the rack was completed there have been inquiries from a number of organisations, including CentrePort and the Reserve Bank, about constructing similar bicycle racks in their premises, where existing bicycle parking space is limited.

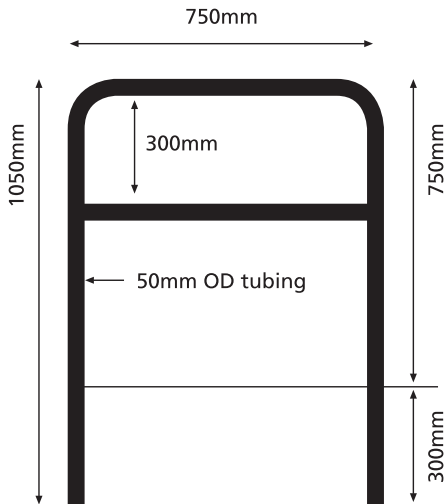
North Shore City Council have installed a similar bike rack, based on LTNZ's example and their case study can be seen on page 19 of this booklet.

## Stands

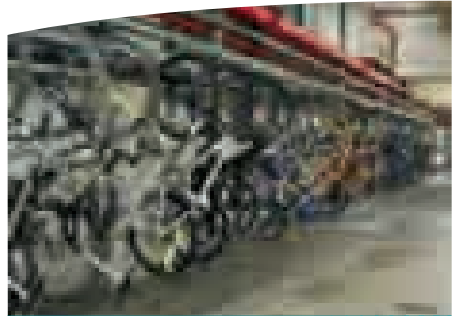
The use of concrete blocks/slots and stands that only hold the wheel are not recommended as these provide inadequate security and can damage the cycle.

The Sheffield Cycle Stand is the most popular with cyclists, as it supports the cycle, allowing both the frame and the wheels to be secured to the stand. It is cost-effective to build, install and maintain.

The Sheffield Cycle Stand is a simple inverted-U steel tube. It can be installed singly or in multiples. Each stand can accommodate two cycles and allows use of all popular types of lock.



*The Sheffield Stand*



*26 metres of new bicycle rack with 36 bicycles parked on it.*

## Material options

Nylon-coated – excellent durable finish, less damaging to bikes' paintwork.

Galvanised – industrial looking, with effective protection for 10-15 years.

Powder-coated – available in a wide range of colours. Can be done in conjunction with galvanising.

Stainless steel – non-rusting material that suits modern surroundings.

Padding – to prevent damage to cycles.

## Sheffield Cycle Stand design features

An extra horizontal bar provides additional locking points and is ideal for small-wheeled and children's bikes.

There is no patent on this design, and it can be made by any engineer.

The stand can be embedded into concrete or surface mounted (bolted to an existing hard level surface).

## Dimensions

750 mm wide x 750 mm high for surface mounting; tubing outside diameter 50 mm

750 mm wide x 1050 mm high for embedding; tubing outside diameter 50 mm Extra horizontal bar 300 mm from the top. There's a list of suppliers later in this resource:

## Spacing between cycle stands

When installing more than one cycle stand, spacing between each stand should be a minimum of 1000 mm. Any closer together and only one side of the stand will be useable.

Stands should be at least 550 mm from any walls. If cycles are forced into too small a space, they are hard to access and they could be damaged.

## Securing cycle stands

Stands must be secured to the ground by either bolting onto a hard level surface using at least two security bolts (m10 Rawlbolts) through the base plates, or by root fixing into concrete at a depth of 300 mm. Individual stands bolted into asphalt are susceptible to vandalism.

## Lockers

Lockers offer weather protection and a high level of security.

The following should be considered in the costing of a locker installation:

The cost of site preparation (levelling etc), and adjustment of units on sloping sites.

Delivery and installation costs, including future expansion or relocation of units.

Ventilation and hygiene - ease of cleaning and airing the space. Some lockers have clearance underneath to allow a high-pressure water jet to clean out leaves and other debris.

Durability of finish and ease of graffiti/billposting removal.

Opportunities for advertising revenue - especially with vertical lockers.

Spares and service parts (especially lock or key replacement and management costs).

Ease of use - if the locker takes too long to use, it offers little advantage over open stands.

## More information

Diagrams of the Sheffield Cycle Stand and acceptable alternatives:

[www.nationaltrust.org.uk/environment/html/peo\\_com/papers/cycle01.htm](http://www.nationaltrust.org.uk/environment/html/peo_com/papers/cycle01.htm)

## Types of cycle stands

The Cambridge Cycling Campaign website gives examples of the good, the mediocre and the appalling at:

[www.camcycle.org.uk/resources/cycleparking/types/](http://www.camcycle.org.uk/resources/cycleparking/types/)

## Key elements of cycle parking provision

This page by the UK Department for Transport provides best practice on cycle parking provision, management and location:

[www.dft.gov.uk/stellent/groups/dft\\_roads/documents/page/dft\\_roads\\_504716.hcsp](http://www.dft.gov.uk/stellent/groups/dft_roads/documents/page/dft_roads_504716.hcsp)

## Suppliers of cycling facilities

### Street Furniture NZ Ltd (Stands)

PO Box 72 354

Papakura, Auckland

Tel 09 267 7350

Fax 09 267 7403

[sales@streetfurniture.co.nz](mailto:sales@streetfurniture.co.nz)

[www.streetfurniture.co.nz](http://www.streetfurniture.co.nz)

### Checkmark Engineering

11 Totara Street, Taupo

Tel 07 378 7171

Taupo District Council bought 100 bike racks at \$125 each from Checkmark in 2002. The Council Parks Operations crew installed them for approximately \$60 per bike rack.

### Bob Sharp

Happy Valley Road, Wellington

Tel 04 383 7805

Supplies the Wellington City Council, \$200 per stand including paint.

### Peter Osbourne Ltd, Engineer and Welder

1277 Main North Road,

Bridgend, Belfast, Canterbury

Tel 03 323 8079

Fax 03 323 8050

### City Care Ltd – Bob Winter

245 Milton Street, Christchurch

Tel 03 337 1321

Fax 03 337 7202

### Duffill Watts and Tse Ltd (Lockers)

23 Taranaki St, Wellington

Tel 04 384 5632

[andrew.mcleod@wgtm.tse.co.nz](mailto:andrew.mcleod@wgtm.tse.co.nz)

Supplies the Wellington Regional Council with lockers located at railway stations.

## Case Study: MWH New Zealand says cycling is good for business

MWH New Zealand's team of 700 staff work from a network of 19 offices to deliver innovative infrastructure solutions. Particular expertise lies in engineering, environmental planning and management services with clients in the Government, transport, commercial and energy sectors. It is part of the global MWH organisation. The Christchurch office has about 100 staff.

Andrew Macbeth (Group Leader, Transportation) outlines how the firm's support for cycling is all part of their values. "We have a Sustainable Development Charter (<http://www.mwhglobal.co.nz/Files/SusDevPolicy.pdf>), which confirms our commitment to sound ecological principles, economic efficiency, and social and cultural well-being. We support cycling because it is good for the environment and good for MWH."

One of the ways the company supports cycling is by belonging to the Cycling Advocates' Network, a non-profit organisation working nationally to improve conditions for cyclists.

The Christchurch office supports staff that choose to cycle in many ways.

MWH:

- > has as many as 35 commuting cyclists on staff, including a number of senior staff

- > provides covered bike stands and showers for its staff
- > participated in the BikeWise Business Battle in 2003, 2004 and 2005.
- > won the top award for participation by a large employer in 2005, with 90% of all staff cycling during Bike Week.
- > has made Christchurch City Council cycle maps available to all staff
- > has a BUG (Bicycle User Group) 90% of staff cycled during Bike Week, helping win the coveted BikeWise Business Battle 2005.

One BUG project has been particularly popular. "We replaced our on-site safety vests with new ones meeting current health and safety requirements, so we've offered the old ones free to our cyclists", says Andrew.

*Continued over ...*



*Staff converted their 2005 BikeWise prize into a bike stand for visitors by the office front door, plus a bike pump and tools for bike repairs at the office.*

The vests are brightly coloured fluoro yellow and orange with wide bands of highly reflective material, ideal for night-time cycling. Staff have snapped them up, helping improve their safety on the roads, and recycling otherwise surplus materials.

MWH has many clients in local government, where MWH's engineers assist with roading projects. Andrew says, "our traffic engineers are increasingly

thinking of ways of better serving pedestrians and cyclists, the road users with the least environmental impact".

"Cycling helps keep our staff healthy, and healthy staff are good for business. Some of our clients appreciate that MWH is conscious of environmental issues. Yes, I'd have to say that MWH in Christchurch is a cycle friendly employer!"

## Case Study:

### Christchurch Polytechnic trials a travel plan to reduce costs

Christchurch Polytechnic Institute of Technology (CPIT) is the largest vocational and technical training institution in the South Island. It is located a few minutes south of Christchurch city centre. CPIT offers a wide range of courses to people of all ages; from hobby and interest courses to local community groups, through to technician, bachelor degree and graduate programmes.

Under a pilot scheme run with Environment Canterbury, CPIT is trialling a Business Travel Plan. The Plan seeks to lower the costs and mitigate the environmental impacts of CPIT travel.

CPIT has:

- > secure bicycle parking for students and staff
- > showers and changing facilities

- > produced a brochure showing the location of cycle parking, showers and bus stops
- > run car-free days to encourage staff and students to get on their bikes

CPIT's city location means that car parking is neither free nor plentiful, so it makes sense to cycle, walk or take public transport. Facilities Management staff use bikes to get around the CPIT site.

The Business Travel Plan is paying off. A travel survey showed an 8% reduction in car trips between March 2002 and March 2003, with increases in the numbers of cyclists and walkers. CPIT plan to revisit the survey in 2005/2006 to ascertain how the plan is working over a number of years.

## Case Study: Westpac Bank builds a bike shed

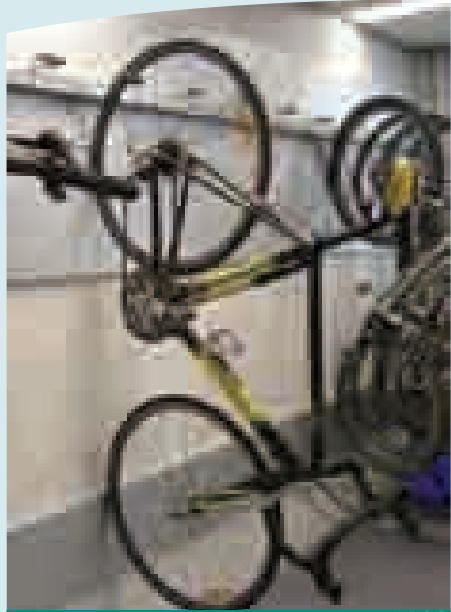
As one of New Zealand's major banks, Westpac have made an investment in its staff by building a bike shed. They were planning a refurbishment of their offices on The Terrace in Wellington, and staff feedback identified a need for secure cycle parking.

Paul Clark-Rayner, Communications Manager, says that the bank has more than 200 staff in the building, with between 20 to 30 using a bike to get to work in the summer months. A purpose-built "bike shed" was installed on the sixth floor.

It has hangers for 15 bikes, with additional space for cycle storage on the floor. It is situated behind the security doors, next to the lifts.

Bank staff have access to showers and changing rooms. Work teams compete at triathlons and the Taupo Cycle Challenge. Westpac is also planning a BUG for staff.

Despite its hills and its weather, Wellington has seen a rise in the number of cycle commuters in the past ten years – a trend Westpac is banking on.



*Westpac built a 'bike shed' for staff as part of their office refurbishment.*

# References

These are available through your local library, the LTSA Information Centre, or the CAN library (go to [www.can.org.nz](http://www.can.org.nz) and click on "publications").

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# Appendix

## Travel questionnaires

Here are some sample questionnaires to help employers collect information about how their staff travel to work and any problems they experience.

Feel free to adapt the samples as appropriate for your workplace.

### Travel questionnaire (Example 1)

The company is reviewing facilities for cyclists. This questionnaire has been prepared by members of staff. Your responses will remain confidential, so please take a minute to complete it, whether you are a cyclist or not.

Please return to:

---



---

by: 

---

**1** My journey to work is: (tick one box only)

- less than 1 km  
 1 to 5 km  
 5 to 10 km  
 More than 10 km

**2** I own a bike, or have access to a bike:

- Yes  
 No

**3** I bike to work: (tick one box only)

- daily  
 usually  
 once a week  
 about once a month  
 once in a blue moon  
 never

**4** Approximate distance biked one way (if applicable)

km

If never, do you keep a bike at work for occasional use?

- Yes  
 No

**5** I would be happier biking to work if: (tick as many as you wish)

- there were more bike racks at work
- the company bike racks were more secure
- there was a locker for my cycling gear and work clothes
- there were showers and changing facilities at work
- not applicable
- other (please specify)

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**6** Would you make use of a pool bike for trips during the day?

- Yes
- No

**7** I would like to see better cycling facilities here because: (tick as many as you wish)

- I could park my car more easily if people cycled
- cycling facilities (showers and lockers) would benefit other staff
- it would promote staff fitness, reduce pollution and ease traffic congestion

- it would promote our company as progressive and environmentally friendly
- I do not want improved cycling facilities
- other (please specify)

---



---

**8** Please add any other comments

---



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## Travel questionnaire (Example 2)

The company is reviewing facilities for cyclists. This questionnaire has been prepared by members of staff. Your responses will remain confidential, so please take a few minutes to complete it, whether you are a cyclist or not.

Please return to:

---



---

by: 

---

- 1** How did you travel to work in your last five working days? For example, if you travelled twice in a car and walked three times, then write 2 and 3 in the appropriate boxes. Please use the category that was your main form of transport for each day.

- Car
- Bicycle
- Motor cycle
- Public transport
- Walk
- Other (please specify)

---



---

- 2** Are there other ways of getting to work that you could have used but did not? (Please tick the appropriate boxes.)

- Car
- Walk
- Cycle
- Public transport
- Train and cycle
- None of the above

- 3** Do you usually drive a car to work? (Please tick the appropriate box.)

- Yes
- No

If yes, do you usually use an employer-provided car park?

- Yes
- No

If yes, is this free or is there a charge made to you for the parking space?

- Charged
- Free

**4** What is your opinion on the following statements when applied to your personal journey to work? (Tick the appropriate box on each line.)

	strongly agree	agree	neutral	disagree	strongly disagree	don't know
	1	2	3	4	5	6
a. public transport is convenient						
b. cycling is unsafe						
c. journeys by car are quick						
d. walking is convenient						
e. cycling is healthy						
f. cars are convenient						
g. public transport is quick						
h. cars are bad for the environment						
i. cycling is convenient						

**5** How far do you travel to work?

km

**6** Your gender?

- male
- female
- Your age?
- 16-29
- 30-44
- 45-59
- 60+

**7** Your name? (optional)

\_\_\_\_\_

Thanks for your time.

Please add any additional comments here.

\_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_



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