

## Downtown Santa Cruz Bike Locker Survey

Is there anything that would encourage you to use the bike lockers more often?

Number	Response Text
1	Bike lockers in more locations!
2	When it stops raining I will be considering biking from my house to where my work commute bus picks up downtown instead of driving to Scotts Valley, and I'll use the River St garage lockers.
3	I wish they were integrated with the lockers on the UCSC campus.
4	I live in Bonny Doon, and hence biking to downtown is a big time commitment. As a result, I can't think of much that could be changed to encourage me to use the lockers more. I have a locker card mostly to allow me to try commuting to/from UCSC by bike on occasion.
5	More lockers in more places.
6	I have noticed that several of the bike lockers have been inoperable the past few months (particularly on Lincoln Street/Pearl Alley and in the parking lot where the farmer's market is).
7	they're already really nice, but a better interface might be nice (single-button can be a bit frustrating, especially when entering the code after adding money to a bikelink card). A more visible backlight on the screen would be helpful - it's pretty hard to read the screen at night even with the lights on some of them. [] one useful thing about security - if the edge of the door can be framed by a metallic "hood" going all the way around (which seems to be on some lockers but not others), I think this adds some security against using a prybar on the door. even so, these lockers are the only way i feel secure locking up a bike anywhere - i just don't lock my bike to a pole/rack for more than a few minutes since the thieves are so bad. but with the lockers, I have really no worries at all.
8	If they are more maintained, cleaner, more secure (the green ones have been seen pried open), less often out of order, I would use them more often.
9	more locations and more lockers
10	No
11	Finding one open
12	Making the entry doors wider in size. I own an adult tricycle because of balance issues. The back wheels don't fit thru the door. Making it so I can't use it as often.
13	Locations outside downtown (some on the west or east side) - e.g., on West Cliff, by the boardwalk, near Whole Foods or the west-side Safeway
14	More locations
15	Different/more locations
16	more central locations ie near the movie theatre I would not use them for a quick errand but definitely if going to dinner or a movie as there is so much bike theft. I will walk downtown going to a movie now as my husband's bike was stolen
17	more bike lockers around town.
18	If I got off my butt and biked more.
19	more locations, outside of downtown
20	Lockers closer recreation areas such as the Boardwalk, West Cliff, Natural Bridges, etc. Also, I suspect that some opaque lockers are being used by homeless folks for storage. This make one's by the library unusable often. IN general, think they are a great idea but need to be more widely available in many more locations, and not just downtown. For instance, Santa Cruz is wanting to build more housing on the Eastside, but where are the lockers? One other major complaint I have is that vandalism makes the screens very hard to read. I'm 62 years old and do not see as well as I once could. We have the same problem with scratched parking meter screens too. Simply including on demand illumination would really help!!!!
21	Some of the bike lockers appear to be a little bit damaged. Also sometimes I'm more worried about getting my bike stolen when I go to take my bike out of the locker.
22	Some of the lockers seem to be broken most of the time. On some occasions, I've had to hunt for a working locker.
23	More secure facilities and updated bike lockers
24	Buying the cards at bike shops.
25	- have a mobile app that shows availability on lockers[]
26	No
27	Have them be a little cleaner and make clear that I can use my BikeLink card. The signs near the transit center seemed confusing and I didn't use them a couple times because of it. I didn't stick around downtown because of that.
28	Keep them in good working order. Often the locks don't work.
29	Put them in more locations. Make them slightly taller (my handlebars are difficult to get in and I have to twist the bike in a slightly weird way). Add lockers large enough for tandem bicycles.
30	more of them!
31	Having more of them! I don't use the bike lockers very often because they're usually all full near where I'm going.
32	Lockers at the boardwalk, Lockers at trader Joe's, generally a wider distribution of Lockers instead of the clusters that exist now.
33	A complete lack of Metro service, hah! Just kidding, please don't take away the buses...
34	A few were pretty badly vandalized - so many homeless and drug addicts downtown.
35	More lockers at more locations. [] Rain shelter over lockers, to shelter people when storing or retrieving their bikes.
36	I often find that lockers are closed for maintenance or blocked by someone sitting/sleeping near them. Also, many of the locations don't feel particularly safe for me after dark.
37	Better security. When you switched from keys to cards, the doors no longer shut flush with the locker. You can actually fit your entire hand behind the locker door at the top and bottom. I came into the parking office to warn you that the new door locks make it easy to break in. I was dismissed as being unreasonable. Last year, I found my locker door bent back in the way I warned you. I was able to open the locker and moved my bike to a new locker. It was stolen from that locked licker a day or two later. I was eventually reimbursed by the city after six months of emails and phone calls.
38	Nope, they're perfect!
39	More close to me on the Eastside
40	Bike lockers located near the places that I frequent. See below.
41	less Hobos hanging around them. Less surprise hobo junk inside them. Less urine smell around them.
42	They are often out of order.
43	Better locations. Better lighting.

- 44 More downtown activities
- 45 Less bike parking inside my office building.
- 46 More expensive parking for automobiles.
- 47 If it was wide enough for by big basket
- 48 Not having to have a card for payment!!!!
- 49 I have no idea how to access the lockers- i.e. how to get a card. I haven't really investigated since I have a solid locking system that I use. However, I have never once seen it advertised in Santa Cruz or promoted. I have lived here for almost 15 years and am a avid biker for work (until recently I biked for work besides to work), recreation and just getting around and running errands.
- 50 More bike lockers in more convenient areas
- 51 Knowing they would work well (couldn't get the time correctly)
- 52 Better security
- 53 Safety and security improvements - heard stories about lockers attacked with crowbars. Size - doesn't fit large bikes (such as that for someone 6'4").
- 54 My office is downtown. I have a store room there. That's where I store my bike.
- 55 Less sketchy people hanging around them.
- 56 They are not in convenient locations for me.
- 57 I am sold on the bike locker concept (and have been using them for many years) and tell everyone I know about it and how convenient it is. I use the lockers at every opportunity. I would think that making sure the lockers look robust and secure would encourage people to bring their bikes downtown. If you haven't already, I'd say get rid of the open cage lockers at the Metro. I have a decent bike and I would not want to leave it in one of those lockers exposed to the sun, rain and prying fingers all day while I rode the bus to work/school.
- 58 If there weren't shady/homeless people hanging around them.
- 59 More locations; less downtime (lockers are frequently nonfunctional)
- 60 They would need to be long enough for my recumbent.
- 61 The City will only sell Parking Cards starting at something like \$20. At 5 cents an hour, you'd need to park your bike for 400 hours. Jesus, that's not reasonable! And, what's even worse, there's no "cash" option. Nope, either buy the 400 hours or go without using the bike lockers.
- 62 I would like it if my payment card could pay for more than one locker at a time so I can accommodate my visiting friends when they ride to town. I guess I could buy another card, but I don't want to have to carry two. I
- 63 If they were clean and didn't smell like pee or human waste. If they were in different locations - not just the car lots.
- 64 I like the option of securely locking my bike while enjoying downtown.
- 65 Have more bike lockers and have them in more locations
- 66 more of them in more places. Such as on the westside in the Swift street complex. The wharf etc.
- 67 They don't feel secure and they stuck away out of sight. I would use them a lot more if the felt more secure and were more accessible on Pacific
- 68 More locations close to destinations.
- 69 Pay on the spot. I have never figured out how to get a card or other.
- 70 I love the lockers. I wish there were more of them, such as louden Nelson area, by the basketball arena, etc. the design could be improved (like the round ones near the bus station). It's frustrating the number of times individual lockers are out of service. They could be cleaner.
- 71 No, they are great. Although putting a map of the lockers on each one would help in finding an alternative when the lockers at one site are all full.
- 72 Yes - I would use them frequently if they were taller! They are about 2" too short for my bike.
- 73 More secure lockers. I've seen that some of them have been pulled open and I've heard that bicycles have been stolen out of the lockers. So, I was wondering, should I lock my bicycle inside the locker? Do I need to go that far, which means carrying a big lock with me, which is the only lock I have because I have a nice bicycle.
- 74 More locations - see below.
- 75 It would be nice if the park/bike locker card and the metro bus card could all be in one app on my phone.
- 76 More bike lockers around the Beach boardwalk and civic auditorium.
- 77 I have a card but often lock the bike on the sidewalk because I don't trust the flimsy seeming electric locks.
- 78 I'm never downtown for very long, so I don't use the lockers. I don't even know where they are.
- 79 Awareness of their location and availability.[]  
They don't really occur to me even though they could be good in rain or for security (particularly at night).
- 80 Nothing
- 81 More locations further from work where I have good/safe parking.
- 82 Better identification. Street signs showing where they are
- 83 If there were fewer that were broken, and/or more lockers were available. It would also be cool if there was an app that told you which lockers were free.
- 84 If the grass was cut around the lockers behind Todal Fitness. Lights put up around them for when I'm parking my bike at night.
- 85 Away from areas where homeless/drug addicted population hangout. Central, visible areas.
- 86 A nice public notice like this one - I hope it is going to explain how the bike lockers work[]
- 87 knowledge of where they are...
- 88 Knowing more about them.
- 89 Awareness
- 90 They're great as is. I occasionally get concerned about the long term parking safety (3 to 5 day storage), but that's more from paranoia than anything else. I have no real reason for concern.
- 91 An app, instead of a card, to pay for and also identify at any given time open/available lockers
- 92 I rarely go downtown, especially after dark as I don't feel safe with my family. But when I do, I ride and knowing where the lockers are located would encourage me to use them more.
- 93 my bike is too tall to fit in the lockers.
- 94 If they extended past downtown & if the broken lockers were repaired more frequently
- 95 Maybe more of them in more locations.
- 96 It's discouraging to see that many of the bike lockers have been broken into. I won't use ones in certain areas. Some areas feel kinda sketchy for my personal safety as well.
- 97 Accept debit cards. Better lighting around. Better maintained. Less junk inside.
- 98 wider lockers for cruiser bikes.
- 99 An online map of their location along with use instructions
- 100 Ya if there wasn't people living out of them
- 101 More lights around those that are not in the parking garage or by the Metro.