

Cycling UK welcome the provision of secure cycle parking but the following issues have been raised with Stevenage Borough Council:

- There are difficulties fitting some standard cycles into lower tier racks due to the upper tier racks being lower than those on other types of 2 tier racking such as those outside at the station.
- Some users are unable to use the upper tier racks especially with heavier cycles.
- The upper tier racks seem wobbly and some users are concerned about wheels bending as the racks do not have the sturdy wheel supports seen on racks seen elsewhere.
- There is very limited availability for the Room 3 designated for non standard bikes. When no places are available to book, the stands are actually empty.

We have suggested:

- Some of the 2 tier racks are replaced with standard Sheffield stands.
- On booking a user is not assigned a specific rack in a room but on arrival can choose the one that is most convenient for them from those available.
- Charging model could be reviewed to remove incentive to book a rack but use it unused for many days.

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