

Oct 1st. 2024

TransLink Cycling Projects Team

re: Safe and Secure Bicycle Parking at New Westminster Skytrain Station

Hello Derek Yau & Cycling Projects Team,

As a co-chair of the New Westminster HUB Cycling committee, I frequently hear about challenges that people cycling face in New Westminster. One particular issue that came up recently is something we believe TransLink can address without much difficulty: *access to safe, secure and conveniently located bike parking* at New Westminster Skytrain Station. Here are a selection of comments from people who bike that have contacted me about this. Please note, these are the statements of individuals, and therefore may not reflect the opinions of HUB Cycling.

I ride an e bike, use transit and have a disability. As someone who requires a cane to walk any distance, I rely on my bike to move me longer routes. Being able to secure my bike, which I think of as a mobility device, at every skytrain station opens up my independence and travel opportunities.

-Trudi

As a person with difficulties using stairs, coming down from the platform to find a bicycle locked up to the handrail makes me feel very uncomfortable while I already deal with many impatient transit users.

-S. Griffin

[New Westminster Skytrain Station is] the only place I've had a bike stolen in New West as there was no secure bike parking where it was needed. I was visiting one of the restaurants at the station. Since the event we have frequented the restaurants at the station much less than in the past.

-Andrew

Hi, As far as I know, the only bike rack is at the bus level, which makes little sense if you are using the skytrain. I've been locking my bike to a railing for years. A proper bike rack on the concourse would be great!

-Sandra

I bring my bike into Pizza Garden when I'm down there because there is no bike parking up on that level. They're accepting but that's not a scalable solution.

-Damian

Dreading to retrieve our bikes in hopes they didn't get pigeon-pooed on by parking at Safeway, inhaling smoke near Shoppers, or being forced to lock up oversized bikes on the benches so it doesn't impede in other people's comfort if they want to take a seat, are common inconveniences while parking at New West station.

Steph H.

I am a resident in New Westminster and because I work in construction I have been forced to drive my car to and from work every day for the last 9 years. For the first time in my life I have been placed on a project that is easily accessible by transit and I am excited for the opportunity to remove myself from rush hour congestion, and to improve my physical and mental health. However, it is only time efficient for me to take transit if I can ride my bike to the Skytrain station, and I've discovered that the bike parking at the New Westminster Station is almost non-existent.

The first time I brought my bike to the New Westminster SkyTrain station I asked one of the security guards where the bike parking was. He sheepishly shrugged his shoulders and said there weren't any designated spots. Somebody overheard my conversation with him and he told me that I could lock my bike to the railing below the stairs, or to a bike rack near Shoppers Drug Mart (which is big enough for 3 bikes) but in either location my bike is likely to be stolen or vandalized. I am quite perplexed as to how one of the most prominent SkyTrain stations, with a huge urban mall, and huge parking garage has zero appropriate solutions for bike riders. Even your own website states the following:

Free outdoor bike racks are available outside all SkyTrain stations, all WCE stations, and at most bus exchanges. Please note, storage at these publicly-accessible racks is done at your own risk.

Where are the free outdoor bike racks at the New Westminster SkyTrain station? There's a huge amount of space available in the parking garage, in the adjacent grassy field, or in one of

the existing plazas, and you already have full time security guards at the station, surely somebody can come up with a solution for bike parking?

Although I am trying to keep a moderate tone, I am embarrassed that I live in a community that fails to meet one of the most basic needs of urban planning. If Translink wants to make their services more accessible, then low-hanging fruit doesn't get any lower than this. At the very least, you should install bike parking so that the statement on your website isn't a lie.

-Peter

I agree with Peter 100 percent! The New Westminster SkyTrain station is a major transit hub and serves a rapidly growing population of residents who want to cycle to the Station, lock up their bikes (often valuable e-bikes) in a convenient and safe location, then hop on the SkyTrain. The need for functional bike racks at this location is growing as more individuals and families rely on their bikes and the SkyTrain to get to work, school, shopping etc.

Thank you in advance to Translink for addressing this important transportation requirement.

-Brad

Thanks for taking the time to review and address the needs of TransLink patrons like these folks who have shared their experiences. We look forward to using the improved cycling facilities there very soon!

Heidi Hizsa, Co-Chair
on behalf of the
HUB Cycling New Westminster Local Committee
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About HUB Cycling

HUB Cycling is a charitable non-profit organization that has spent over 25 years removing barriers to cycling in Metro Vancouver while cultivating active transportation's health, environmental, and economic benefits. HUB has educated thousands of people, motivated thousands more, and championed improvements such as [#UnGapTheMap](#) to create a connected cycling network.

HUB Cycling's mission is to get more people cycling more often. We make cycling better through education, action and events. More cycling means healthier, happier, more connected communities. We're leading the way in making cycling an attractive choice for everyone.

HUB Cycling has over 4,000 members and more than 65,000 direct supporters. HUB Cycling has ten volunteer [committees across Metro Vancouver](#) that encourage cycling for all ages and abilities (AAA) in Metro Vancouver.

HUB Cycling was established in 1998 (originally named the Vancouver Area Cycling Coalition) to improve cycling conditions in Metro Vancouver.