Bike Parkade Information

How to use the bike racks

1. Remove panniers, bags, and lights
   ![Diagram showing bicycle with panniers removed]

2. Pull down on the handle to lower the upper rack
   ![Diagram showing bicycle with upper rack lowered]

3. Place the front wheel in the wheel tray
   ![Diagram showing bicycle with front wheel in wheel tray]

4. Push your bike forward until both wheels are in the wheel tray
   ![Diagram showing bicycle with both wheels in wheel tray]

5. Lock your bike to the rack.
   A. ![Diagram showing bicycle with lock on frame]
   B. ![Diagram showing bicycle with lock on frame and front wheel]

6. Lift rack back up into horizontal position
   ![Diagram showing raised rack]

How to properly lock your bike
You are required to use your own lock while storing your bike inside this facility. A U-lock is the most secure way to lock your bike. Secure your bike by locking the frame to the rack. If you can, also lock the front wheel to the rack either together with the same lock, or separately with an additional cable or U-lock.

Rules & Regulations

1. Lock your bike to an unoccupied designated rack space. Bikes weighing over 40lbs/18kg must use bottom racks.
2. TransLink reserves the right to remove your bike if it is not locked to a designated rack at all times.
3. Do not allow entry to any unauthorized persons. Ensure that the door completely closes behind you when entering/exiting the Bike Parkade.
4. Long term bicycle storage is not permitted.
5. Storage of personal possessions, perishable items, or hazardous or combustible materials in the Bike Parkade is prohibited.
6. You are responsible for any damage to the Bike Parkade caused by you or your use.
7. Report any damage, security, or maintenance issues to the appropriate authorities listed below.
8. Neither TransLink nor its operating subsidiaries are responsible for theft, loss, removal, or damage to any items stored in the Bike Parkade.

Need assistance?

- In the event of an emergency, call 911.
- To report damage or theft, call Transit Police's non-emergency line: 604.515.8300 (or text 87.77.77)
- For maintenance requests or if you need additional non-emergency assistance, call TransLink Customer Information: 604.953.3333
- For Compass Card assistance, call Compass Customer Service: 604.398.2042

Learn more about how to combine cycling with transit at translink.ca/bikesontransit