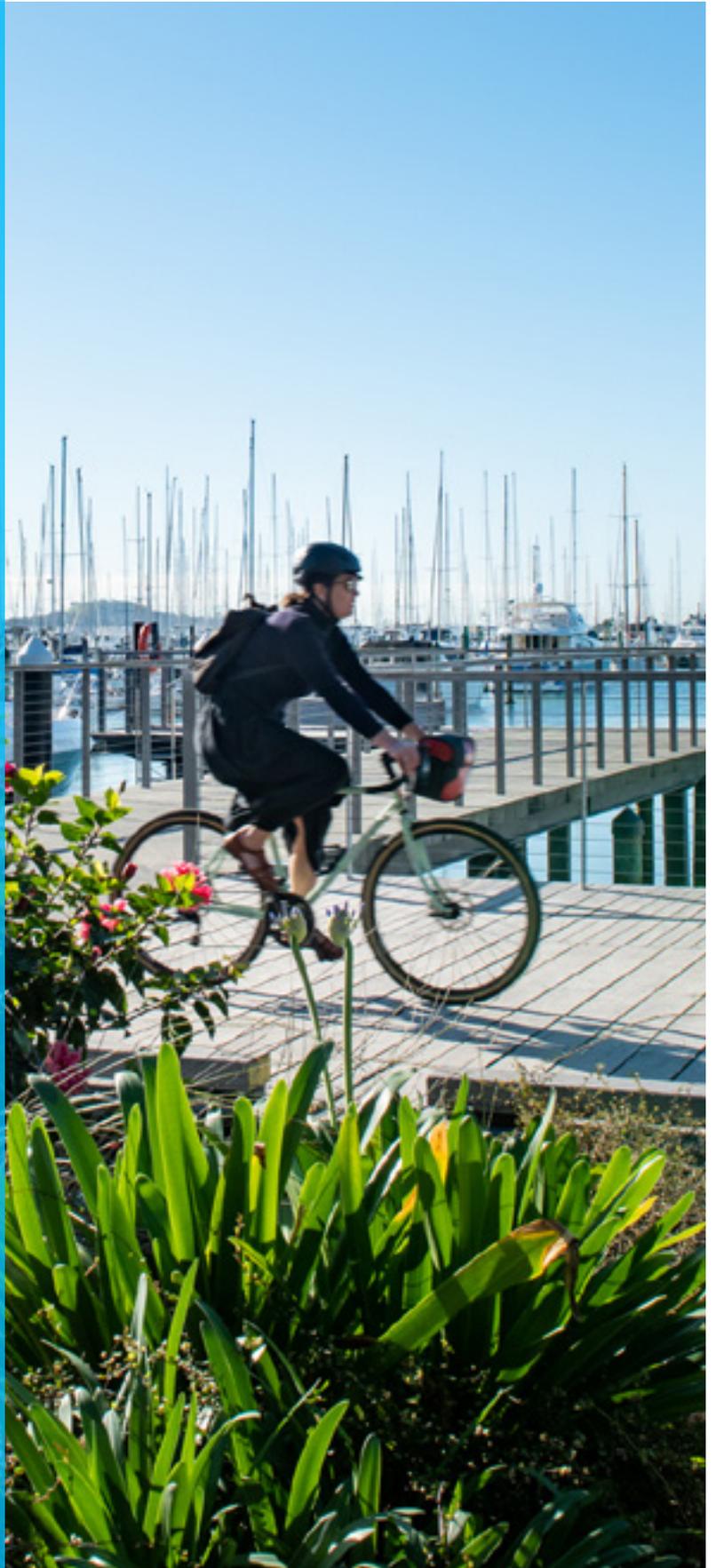


# End of trip facilities



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Image Five at Heart



# 1.

## The next step for your business

As Tāmaki Makaurau becomes a city where more people walk, cycle and jog to work, it's important that Aucklanders have end of trip facilities available to them at the office.

Much more than just a shower tucked away in a gloomy part of the building, good end of trip facilities help make healthy, eco-friendly commuting more viable and enjoyable. These are spaces that forward thinking businesses are embracing as part of boosting team wellbeing and doing their bit in the fight against climate change.

As a group of Wynyard Quarter businesses, we at the Wynyard Quarter Transport Management Association want to show you what makes a great end of trip facility that your people will want to use, meaning a happier workplace and a healthier Auckland.

# 2.

## A city on the move

One effect that lockdowns have had globally is an increased passion for walking and cycling. During these difficult times, Aucklanders took to the quieter streets to enjoy more active ways of getting around, including the use of electric bikes and scooters.

Transport is a major contributor to greenhouse gases and we are now fully aware of the climate emergency that the world is facing. We all have a part to play in reducing harmful emissions. Increasing the number of sustainable journeys is key to keeping Wynyard Quarter healthy and moving. WQ TMA strives to encourage sustainable travel options.

# 3.

## What's in an end of trip facility?

Simply put, end of trip facilities are provided by the building owner for occupiers within the building to use. Features include secure bicycle parking, shower facilities, changing rooms, drying rooms, lockers and other items to support walking, cycling, jogging, scootering and any other forms of active transport.

These designated spaces are a great way to encourage and support sustainable travel (and exercise in the Wynyard Quarter area) while having the bonus of keeping your workplace free from smelly trainers, gym bags and damp towels.



# 4.

## Why it's good for employees and employers



# 5.

## Why it's good for Tāmaki Makaurau / Auckland

- Overall improved health and fitness.
- Reduced greenhouse gas emissions and cleaner air.
- Less traffic congestion.
- Reduced demand for parking spaces.
- Quieter, safer and more attractive streets due to fewer cars, as shown during Covid lockdowns.
- Lower road building and overall maintenance costs.
- Helps the City to do its' part in reaching both local and national climate change goals.



# 6.

## Getting it right for your staff and business

Good end of trip facilities are a long term benefit for you and your team. Better to have more, than not enough.

It's important that your end of trip facilities are easily accessible for all employees. Any policies around use and access should be developed alongside your team, including representation from cyclists and walkers. Think about:

- Making it safe for everyone to get to and from the end of trip facilities.
- Keep the amount of door usage needed to a minimum, and avoid lifts.
- Have safe, clearly marked routes through any shared areas, such as car parks.
- Ensure that lighting and security is to a high standard.
- Avoid steep ramps, speed humps, drainage grates and other hazards that may be unsuitable for cyclists or scooter users or wheelchair users.



# 7.

## Changing rooms, showers and toilets

These are a must, and they can be used by employees who want to exercise during their lunch break. They should be conveniently located next to each other and close to bike / scooter parking facilities.

Best practice is for the showers to have a separate changing facility in the same area. Think sports facilities – rows of showers with changing areas close by. Combined shower and changing cubicles often lead to long wait times.

Ideally your showers should be at least 1100mm by 1800mm with a continuous flow of hot water and remember: nobody likes those annoying buttons that need to be pushed to keep the water flowing. You should also have accessible showers and toilets suitable for people with disabilities. Shelving and hooks within shower and changing facilities need to be at the appropriate height.

All shower and changing facilities should have non-slip surfaces, as well as hooks and/or benches to keep personal belongings off the floor. There needs to be good lighting and ventilation, as well as regular cleaning and maintenance. It is preferable that all facilities are accessed by a swipe card.



Image Southern Cross



Image Five at Heart



Image 10 Madden

# 8.

## Lockers

Lockers need to be secure and well ventilated, and ideally there should be one locker for each bike park provided.

Where possible, lockers are best located within the changing room area (in addition to any lockers provided in the general office area).

Lockers need to be big enough to allow for the storage of cycling gear, including helmets. They should also be long enough to hang a skirt or shirt. Ideally, there should be a separate space for shoes, and may incorporate a seating area. The ideal locker size is 300mm wide by at least 950mm high. Some lockers need to be accessible and at the correct height for wheel chair users.

For security, lockers must be in an area only accessible by swipe card. They also need to be on a regular cleaning cycle. Lockers can be secured by external locks or padlocks, or with an integral locking device.



# 9.

## Bike and scooter parking

This area must be safe for bikes, scooters and people, and needs to support storage of bikes and scooters of all shapes, sizes and designs. Good layout in the bike and scooter parking area will avoid dumping and potential damage to bikes and scooters.

These secure parking areas should ideally be located close to a main access point, and close to other end of trip facilities.

Many buildings have a caged area set aside for bike and scooter parking, and access should be via code entry or swipe card.

Good lighting and CCTV should also be provided in and around bike and scooter parking areas. Remind your staff not to 'tail gate', as some thieves like to push old bikes in after the door is opened by a staff member, then leave with a nice new bike or scooter.

Within the bike storage area, power points are required to enable the recharging of e-bikes and e-scooters. In the storage area the provision of some basic tools for bike and scooter maintenance is advisable.

Also, be sure to allow for space for pool, or loan bikes and scooters, plus safety equipment such as helmets and high-vis gear.

### Bike stand tips:

- Minimum of 1.2m apart
- At least 900 mm from any walls
- Padding on metal racks
- Avoid concrete blocks / slots / stands that only hold the wheel
- If space is an issue, wall mounted bike racks could be a solution. Note that these will not work for e-bikes as they are too heavy to lift
- Racks where bikes and scooters are well spaced, positioned at ground level and allow secure locking of both wheels and frame of equipment, are advised



Bike storage at 12 Madden Street

# 10.

## Drying room

A dedicated drying room is essential. It gives your team a place to dry out clothes, footwear and towels, with hooks and clothes racks for wet gear, meaning it stays out of the main office area. You'll also want to ensure that it's well ventilated with a heat mechanism and can only be accessed by the same staff as those accessing bike/scooter parking area.

Avoid providing freshly laundered towels, as the bleaching, washing, drying and transporting of towels would mitigate any reduction in carbon just made by using active modes to commute to work.

# 11.

## What else can you include?



Irons and ironing boards



Bike repair toolkits



Hair straighteners



First aid kit



Hair dryers



High vis jackets



Shaving points

# 12.

## Keeping your end of trip facilities at 100%

Your end of trip facilities' annual inspection and audit should:

- Review condition of items – does anything need repairing or replacing?
- Make sure that your current cleaning regime (everything from showers to cycle stands) is doing the job.
- Check occupancy of cycle parking. If something is not being used, find out if you can adapt or relocate the space for better results. Sometimes it's as simple as fixing issues around lighting, security or wayfinding.
- Remove abandoned bikes, locks and other property.



# 13.

## Getting people onboard

Just like bikes, riding skills can get a little rusty if neglected for too long. Free workshops, bike maintenance courses and cycling tours of the local area are all available for Wynyard Quarter businesses. Contact us to get the wheels turning and we'll be in touch.

Employer bike, e-bike, scooter and or e-scooter purchase support schemes are a great way to buy these green vehicles in bulk, either for employees or for your own fleet, at a discounted price. Suppliers usually offer discounts, training sessions and maintenance, as well as ongoing support. Alternatively, you can provide your employees with a wage advance or loan (typically around \$2,000) towards their purchase. This is then paid back through automatic deductions from their salary over an agreed period (e.g., 12 months).

You could also offer pool and or loan bikes during business hours for meetings and short trips, as well as fleet bikes (including e-bikes) that can be loaned to employees for lunchtime rides or to try commuting to work.

For any questions or guidance on how to set up a successful bike fleet, or Health & Safety guidelines which employees must sign to mitigate risk to employers, please contact us.

Providing information and local cycle maps, along with details of road rules and safe routes for both cycling and scootering, will encourage participation. Lunch time run maps and links can also be provided.

Establishing an email newsletter will enable sharing of useful information and tips, and will encourage others to try active modes. Participation in events, such as cycling and walking challenges, can help grow positive workplace team spirit.

# 14.

## Need more info?

For more information or to enhance, or create great end of trip facilities, contact us on [transportwq@outlook.com](mailto:transportwq@outlook.com) or 0220 252720.

Sign up to our newsletter [here](#)



Image Big Street Bikers



Image NZTA

