FAQs Relating to the Policy and Procedure for Removal of Bicycles Suspected of Being Abandoned

Q. Why is this policy being introduced?
A. The aim of this policy is to ensure that valuable space is not taken up by abandoned bikes in locked cycle parking facilities. Cycle parking facilities are for active users only; it is not a long term store.

Q. Will my bicycle be removed if I store my bicycle in a University cycle parking facility overnight?
A. Bicycles suspected of being abandoned will only be removed one month after they have been tagged.

Q. Can I use the University’s cycle parking facilities for long term storage of my bicycle?
A. The University cycle parking facilities are only for daily use while staff and students are working / studying at the University.

Q. What if I am going away from Bristol on holiday, University business or to study and need somewhere to store my bicycle?
A. The University cycle parking facilities are only for daily use while staff and students are working / studying at the University, not long-term storage. Under normal circumstances they will be deemed as having been abandoned if they have been left in a cycle parking facility for more than a month after which they will be tagged for removal.

Q. What measures will the University do to reduce the likelihood that bicycles which have not been abandoned are not removed inadvertently?
A. The University’s Sustainability team communicates the abandoned bicycle policy through multiple channels to both staff and students. Signage at the cycle parking facilities will
notify users that the facility is for daily use only and that bicycles left for prolonged periods will be removed by the University.

Q. Will the University take a picture of the bicycle before it is removed and what other records will they keep?
A. The University will save the following on each bicycle removed which will include:
   a. Photo of the bicycle before removal,
   b. Date and time of removal,
   c. Location it was removed from,
   d. Description of the bicycle (make, model and colour),
   e. A photo after removal of the bicycle in storage.

Q. How do I report an abandoned bicycle?
A. Please email the Sustainability team at transport-plan@bristol.ac.uk with the location of the bicycle, a photo of the bicycle and briefly outline why you think it may be abandoned. Please note that the bicycle will not be removed immediately (please refer to policy document) but rather a minimum of one month after it has been reported and tagged.

Q. Is the University going to install more cycle parking on its sites?
A. Yes. The University has a rolling cycle parking installation programme and we are installing as many cycle parking facilities as we can within the resources we have (both in the financial sense and space available).