



On-demand lockers FAQs

Why is Sound Transit installing on-demand bicycle lockers?

As more and more Sound Transit riders use a bicycle as part of their transit trip, and as Sound Transit vehicles become more crowded, Sound Transit encourages cyclists to park their bicycles securely at our facilities. In order to ensure our bicycle lockers are available to as many cyclists as possible, Sound Transit has contracted with BikeLink (bikelink.org) to install new shared, on-demand lockers. In contrast to our older lockers that are leased annually, these new lockers will be available by the hour on a first-come, first-served basis. They will accommodate many more cyclists per space than our older lockers.

How does it work?

In order to use BikeLink lockers, you must first purchase a BikeLink card and add value to it. Your BikeLink card provides access to and payment for lockers at more than 350 locations nationwide.

The locker screen guides you through a very quick process to start your rental. It's like using a parking meter:

1. Insert your BikeLink card into a bicycle locker reader and select how long you want to park, adding extra time as a cushion to avoid the expired parking rate.
2. The locker door opens when you remove your card.
3. Roll your bicycle into the locker back wheel first, with the handlebar end nearer the locker door.
4. Shut the door. Your bike remains secure even if the meter expires.
5. To retrieve your bike, insert your BikeLink card and confirm the end of the rental.
6. Remove your card, the door opens and you retrieve your bicycle.
7. If you return early, the system refunds the difference back to your card.

Where are they going in?

Sound Transit will begin installing BikeLink lockers in 2019, starting at University of Washington, SODO and Rainier Beach stations. Over the coming five to ten years, on-demand lockers will replace older lockers at all Sound Transit facilities. As the Northgate, East Link, downtown Redmond, and Federal Way extensions open over the next five years, all new stations will open with on-demand lockers from day one.

How do I purchase a BikeLink card, find more information or contact BikeLink?

Through the BikeLink website at <https://www.bikelink.org> or by calling 1-888-540-0546.

I'm currently leasing an older Sound Transit locker for a year. What happens with my annual rental? Will I be guaranteed a BikeLink locker?

At Sound Transit facilities where older lockers will be replaced with BikeLink lockers, current renters will be given at least one-month notice prior to the removal of the older lockers and their replacements with BikeLink lockers. They will need to return their locker keys to receive their \$50 key deposit refund.

Space will not be guaranteed, but on-demand lockers should increase overall availability for all users.

How can I stay informed about the BikeLink locker installations?

You can sign up for Sound Transit bicycle updates at soundtransit.org/bicycles. Look for "Sign up for project updates and construction alerts" at the bottom of the web page and after entering your preferred means of contact, select "Bicycle Updates" under "Rider News." You can also follow us on Facebook at facebook.com/SoundTransit and Twitter at twitter.com/SoundTransit.

Where can I find BikeLink lockers?

Both Sound Transit and King County Metro are using the same vendor to install electronic lockers. You can find a map of all BikeLink locker locations at bikelink.org/map.