64880 - Cycle Locker Management

1. How many Council-managed cycle-locker spaces are there across Edinburgh?

1636

2. How many are currently allocated, and how many are vacant?

Occupied: 1461
Vacant: 175 (130 under offer to people on the waitlist)

3. How many people are currently on the waiting list for a cycle-locker space?

4744 (3187 unique users)

4. How often does the Council check whether allocated spaces are still being used?

The Council does not check whether spaces are being used by their owners. Occupancy is determined by whether the monthly payment is being received which is managed by Grease Monkey as per their terms and conditions (https://veloboxes.cc/terms-and-conditions/).

5. How many spaces have been reclaimed during the past two years because the holder had moved away, died or was no longer using the locker?

This information is not held. We do not record this, however further information regarding this question is covered in our answer to Q6 below.

6. What system do you use to identify unused spaces and reallocate them to people on the waiting list?

Grease Monkey manage and maintain the cycle hangars on the Council's behalf. Users pay a monthly fee to use the hangars; if the fee is no longer being paid then this will be investigated, and unused bikes will be removed and the space allocated to a new user. Grease Monkey have received notifications of spaces becoming available due to the death of a user in the past and have met with family members on site to remove bikes. Cases where Grease Monkey have not been informed would be captured when payments stop being received and investigated as above.

When spaces become available, they are allocated to a new user from the waitlist. Grease Monkey aim to fill empty spaces as soon as possible, although there are several steps that must be completed before a new user starts using a space, and so this can take a while.

7. Please provide any audits, reports or performance information concerning the management and occupancy of cycle lockers during the past two years.

All such reports held are provided in the attached zip folder.

8. How many cycle-locker spaces have been allocated to new applicants during each of the past two years?

FY 25/26: 268 – includes new hangars with requests

FY 26/27: 58