

CYCLE TRAINING UK

Better Bankside

Services for Better Bankside Business Improvement District

- CLIENT:** Better Bankside Business Improvement District
- OVERVIEW:** Established in 2005 to manage the Better Bankside Business Improvement District (BID), Better Bankside offers a range of different services to employees of its 486 member businesses. Their Travel Planning programme includes bike servicing and cycle maintenance training sessions, a secure cycle park, pool bike loans and a programme of guided walks.
- AIMS:** Better Bankside's goal is to increase walking and cycling journeys both as part of the daily commute and during the day in the area.
- SERVICE:** Cycle Training UK (CTUK) delivers bike servicing and cycle maintenance training sessions to the Better Bankside business community.

Cycle Training UK has been working with Better Bankside since 2007 delivering both bike servicing sessions and maintenance training. CTUK has also provided pre ride bike checks for after-work rides organised by Better Bankside and information and advice sessions at the community space at Zoar Street and alongside local events.

From May 2010 until May 2012 CTUK worked closely with Better Bankside delivering a regular series of Dr Bike sessions at their community space; at neighbouring businesses and additional Dr Bikes at events throughout the year. In these bike servicing sessions mechanics check the bike's general roadworthiness; brakes and brake cables, gears and gear cables, wheel alignment and tyre inflation/puncture repair.

CTUK also delivers evening taster maintenance training sessions for employees of member businesses. These sessions include:

- Wheels/tyres, puncture repair and tools for basic repair
- Brakes – adjusting brakes, replacing brake cables, replacing brake pads plus bike cleaning
- Gears – indexing gears, replacing gear cables plus bike fitting
- Bepoke session i.e. cantilever brake system/linear pull brakes/spokes, or a particular type of bike – Brompton /Pashley or for women only.

During 2010-2012 CTUK has serviced over 600 bikes and taught over 100 individuals from Better Bankside's business community. During that period CTUK attained a 95% customer satisfaction rating. CTUK is proud to have won the tender in 2012 to continue to deliver maintenance services to Better Bankside.

“Our cycle maintenance services are the most popular travel services we provide for Bankside employees. We have been consistently impressed with CTUK's high quality of service and attention to detail. We have no hesitation in recommending them to other BIDs.” Sophie Tyler, Travel Planning Coordinator Better Bankside



For more information on the services we can offer your Business Improvement District contract

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