

# BikeLab

*Bringing bike repair stations to the streets of Vancouver*



Brought to you by:  
Kevin Chan, Emily Louie, Andrea Sanchez, Ryan Trasolini

April 10th, 2013

# CityStudio



Langara.  
THE COLLEGE OF TRADES & TECHNOLOGY

emily carl



VANCOUVER  
GREEN CAPITAL



SFU





## Press Release

April, 4th, 2013

FOR IMMEDIATE RELEASE

### Vancouver's first public bike repair stations hit the streets

VANCOUVER - CityStudio students from SFU and UBC bring bike repair stations to the streets of Vancouver in support of the growing cycling culture in the city. The project aligns with The Greenest City 2020 Action Plan in encouraging sustainable transportation and providing tools free for use for cyclists who need an on-the-go repair.

"This is awesome, we should have more of these in the city", says student and avid cyclist GP Mendoza, "they open up future potential for cyclists of all ages and abilities". Having access to tools for free, as well as being near a high-traffic bike route, will benefit and ease the ride of anyone with a bike.

In partnership with the City of Vancouver's Bike Vancouver initiative and the Vancouver South Lions Club, this pilot project will pioneer two stations donated by DERO and Urban Racks. The stations will be located in the Woodwards Atrium on the W Hastings entrance, and Science World next to the air pump.

On Saturday, April 6th, a station will be on display, and the team will be hosting a workshop and bike ride beginning at 11am from the Science World location. Come by to pick up a few tips, and go on a short bike ride. The aim is to test the viability of the project in order to evaluate the possibility of developing 8 more stations in the future. So grab a bike and see for yourself what these stations can do for you.

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CityStudio Vancouver is a unique partnership between the City of Vancouver and six post-secondary schools; UBC, Simon Fraser University, Emily Carr University, BCIT, Langara and Vancouver Community College. CityStudio directly involves students in designing and implementing solutions for Vancouver's Greenest City 2020 goals. Over 1000 students have contributed over 30,000 hours of research learning and action on local food, access to nature, transportation green economy, zero waste and more.

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## **CITYSTUDIO**

CityStudio Vancouver is an energetic hub of learning and leadership where students design and implement Greenest City projects. CityStudio is co-led by Duane Elverum (Emily Carr University of Art and Design) and Dr. Janet Moore (Simon Fraser University – Centre for Dialogue). The project is a collaboration of the City of Vancouver, Vancouver Economic Commission (VEC), British Columbia Institute of Technology (BCIT), Emily Carr University of Art and Design, Langara College, Simon Fraser University (SFU), University of British Columbia (UBC) and Vancouver Community College (VCC). The project is supported by Vancouver's Campus City Collaborative (C3).

## PROJECT SUMMARY

### PROJECT TITLE

BikeLab - Bike Repair Stations

### PROJECT DESCRIPTION

BikeLab is bringing bike repair stations to the streets of Vancouver.

### CITY STAFF ADVISOR and COMMUNITY CONTACTS

- John Clelland, Active Transportation, Engineering Assistant  
[john.clelland@vancouver.ca](mailto:john.clelland@vancouver.ca), 778-834-3432
- James Smerdon, Vancouver South Lions Club, Board Member at Large  
[james.smerdon@colliers.com](mailto:james.smerdon@colliers.com), 604-760-4891
- Linda Flegel, Science World, Special Projects, Special Projects Project Manager  
[lflegel@scienceworld.ca](mailto:lflegel@scienceworld.ca), 604-443-7594
- Peter Campion, Westbank Corporation, Property Manager Westbank Woodwards  
[peter@westbankcorp.com](mailto:peter@westbankcorp.com), 604-893-1725

### PROJECT TEAM

Kevin Chan, *UBC Human Geography*; Emily Louie, *SFU Communication and Human Geography*; Andrea Sanchez, *SFU Communication and Dialogue*; Ryan Trasolini, *UBC Political Science*

### GREENEST CITY GOAL

- Supports the **Green Transportation** target to “make the majority (over 50%) of trips by foot, bicycle, or public transit.”
- Supports the **Transportation 2040** priority to “pilot a publicly available bike maintenance station on a high-volume bike route.”

### PROJECT SUMMARY

BikeLab provided three key deliverables:

- determined ten potential sites for bike repair stations in Vancouver
- piloted bike repair stations at two of the potential sites (to be evaluated)
- delivered a plan for the implementation of the remaining eight bike repair stations

Each bike repair station may be used without cost and includes basic tools for quick maintenance. Each pilot location used a different model of bike repair station: one from Urban Racks Company and one from Dero Bike Racks Company. The first station was installed at Science World near the “cycling corner” on April 6th 2013. The second station was installed at the 111 W Hastings entrance to Woodwards on April 10th 2013. Both stations will be maintained by volunteers of the Vancouver South Lions Club.

## PROJECT DETAILS

### METHODOLOGY

BikeLab was formed in February 2013 from a common interest in Green Transportation and improving bicycling in Vancouver. A democratic voting process was used to propose the final project, where all four members of the team unanimously voted in favour of pursuing public bike repair stations after it was determined that piloting the stations were desired by the *Transportation 2040* plan.

On February 19th members from BikeLab and iGo (a second CityStudio Green Transportation team) met with Peter Stary and John Clelland from the City of Vancouver Active Transportation Department. We were informed that work on public bike repair stations had started but was currently stalled because no locations had been secured up to this point. We were also informed that the Vancouver South Lions Club was willing and ready to donate a station and the maintenance costs, for a period of one year to get the project started.

Our team undertook an extensive search of bike repair stations around the world where we documented the various locations, styles, criticisms, and any difficulties if they had emerged. At the same time we also did a search for pre-fabricated bike repair stations determining the two potential options that had local distribution. We also proposed twelve potential locations based on proximity to high traffic bike routes, a nearby community partner, existing amenities, and ownership that would be shown to the city. Finally, we created a matrix of evaluation options.

On March 4th a joint focus group, hosted by BikeLab and iGo was held at the City of Vancouver Engineering building. Participants included members of Active Transportation, including Dale Bracewell (manager), Peter Stary, John Clelland, Marnie McGregor; representatives from Viva Vancouver, including Jennifer Sheel; and community members from HUB: Your Cycling Connection, the British Columbia Cycling Coalition, and Kickstand. The focus group provided feedback on potential locations and evaluative methodology.

On March 19<sup>th</sup>, a community conversation was held at two potential locations (SFU Harbour Centre and Westbank Woodwards) to gauge community interest, and to receive feedback on the suitability of the station. We brought the Dero Fixit unit to the street for the public to view and test, and also provided light snacks and beverages at our station. Feedback was positive and the tools were used by a cyclist within minutes of being set up.

Due to the desire to place the stations on private land because of fear of maintenance and potential liability to the City, Woodwards and Science World were selected as the two pilot locations. Maintenance agreements were signed with both organizations that set out the parameters of the pilot. In the case of Woodwards the Dero Unit was donated by the distributor. Installation costs, and any maintenance costs (up to \$1200) are covered by CityStudio through the Starbucks Canada funding for the period of one year. At Science World, the station was purchased and donated by the Vancouver South Lions Club who will also cover the maintenance (up to \$1200). However, the pilot

at Science World is for three months, at which time the station will be reevaluated. Liability at Science World still needs to be resolved by April 30th 2013.

The first station was installed at Science World near the “cycling corner” on April 6th 2013 just in time for the CityStudio Engagement Expo. A launch party was held at this location and 45 members of the public attended. An Urban Bike Tour left from our location and travelled to Hornby Street to view the iGo project. The second station was installed at the 111 W Hastings entrance to Woodwards on April 10th 2013.

An implementation plan for a future eight bike repair stations has been prepared and can be viewed later in the document.

## **PROJECT OUTCOMES AND IMPACT**

Public bike repair stations are found around the globe on university campuses across North America and in cities such as Boston, USA, Copenhagen, Denmark and Brisbane, Australia. Bike repair stations increase accessibility for cyclists in urban areas by providing access to tools without cost or time barriers, in convenient locations along high-traffic bike routes. BikeLab is proud to bring the first public bike repair stations to the streets of Vancouver.

This project will scale up when the City of Vancouver receives positive feedback from the public about these stations. After the pilot period, it will be easier to estimate the ongoing maintenance costs of the stations. Assuming the pilot is successful it should be easier to find sponsors to partner with each of the stations allowing the City of Vancouver to follow through with the recommendation plan for the final eight stations and will further build the case for bike repair stations on public land.

The CityStudio Engagement Expo on April 5<sup>th</sup> and 6<sup>th</sup> provided an excellent opportunity to build awareness about the first public bike repair stations. Media coverage in the Georgia Straight, Vancity Buzz, 24 Hours, CBC Radio, and CBC Television have greatly raised the profile of the repair stations and hopefully will jumpstart their use. We hope that the story of the stations, that they were implemented by students and funded by a community organization (the Vancouver South Lions Club), will minimize vandalism.

## **KEY CHALLENGES**

Though BikeLab was successful in getting two public bike repair stations in the ground before the end of the CityStudio semester, there were some key challenges that arose during the development of the project. These challenges included:

The site of installation is a key property of this pilot project, as the bike repair stations’ success will largely be determined by its exposure to the public particularly along high-traffic bike routes in Vancouver during the pilot period. In site selection, stewardship for the bike repair stations was a grand consideration. Initially we chose locations on public land given our course theme of “Orphaned Spaces” and also because we wanted to support the city’s goals. However, after speaking with our City contact it was determined that the project should shift to publicly

accessible private land. The primary concerns of the City were ongoing costs, additional difficulties for maintenance, and potential liability. Even if these concerns had not existed getting permission from the legal department would have taken four to six months far longer than our semester would allow.

Private landholders still presented a few challenges, for example, Science World requested a shortening of the proposed pilot period from one year to three months. They also did not want to accept liability for the station, but were willing to have the station installed with the understanding that liability would be resolved before April 30th 2013.

### **CURRENT PROJECT STATUS**

Due to the long timeline and the liability associated with installing the stations on City property, sites with publicly accessible private space were prioritized. In March 2013 the two pilot stations were installed including a three month trial at Science World and a twelve month trial outside Woodwards.

### **STEWARDSHIP PLAN**

#### *Maintenance*

A Maintenance Agreement was created to ensure regular upkeep and liability responsibilities were accounted for. James Smerdon is currently the Curator for both repair stations, as outlined in the Maintenance Agreements.

The Vancouver South Lions Club is currently responsible for monthly visual inspection and is the point of contact for both repair stations in the event of tool replacement or other necessary upkeep. In such an event, the Vancouver South Lions Club will contact the respective station manufacturer to order the maintenance service. The monthly visual inspection will be supplemented by a daily visual inspection by the location hosts, Science World and Woodwards staff, who may directly contact the Vancouver South Lions Club to proceed with contacting the service. Each bike repair station will also have a contact phone number directly on the station for the general public to call for immediate maintenance. Currently, maintenance issues may be directed to James Smerdon at a phone number that will be provided on a plaque/sticker for each station.

A removal clause is also included in the Maintenance Agreement. The Vancouver South Lions Club is the official owner of the bike repair station unless otherwise stated, thus this party is responsible for the removal of the bike repair stations if required. Costs associated with removal are outlined in the Agreements.

Liability is currently covered by the private property owners where the repair station is situated. In the case of Science World, an alternative policy must be found. Urban Racks carries insurance for general liability and this is currently the top option being investigated.

### *Recommendation*

Initial criteria to determine the current two locations were based on the evaluated site's bike traffic, nearby businesses and organizations, existing infrastructure and amenities, and site ownership. Over 20 potential sites were chosen based on feedback through community conversations with City staff, bike advocacy groups, and the general public. The top ten potential sites were then chosen upon a more rigorous selection for the first ten public bike repair stations in Vancouver. The initial two locations were chosen primarily based on the ownership criterion, where private property became the most viable option at the time of implementation. Please note that some locations are property of the City of Vancouver, which is included in the long-term recommendation that bike repair stations be adopted by Bike Vancouver and the City of Vancouver.

The recommendation for the next eight public bike repair stations is the remaining locations from the top ten list. These locations are:

1. Union and Hawks, along the Adanac Bikeway
2. 10<sup>th</sup> and Cambie, outside Vancity
3. 10<sup>th</sup> and Ontario
4. Mount Pleasant Community Centre
5. Coal Harbour Community Centre
6. Olympic Village
7. YWCA Downtown
8. Dunsmuir and Seymour

After determining the top ten locations, interest was raised for the potential of more public bike repair stations in addition to these ten. With this in mind, the City of Vancouver should consider further public consultation to accommodate demand for public bike repair stations in underserved areas other than those listed above. In addition, the City of Vancouver should consider further partnerships with private business owners to accommodate public bike repair stations on their property when determining future locations.

In March 2013, BikeLab was approached by Paul Sleumiers at ING Direct with interest to sponsor a public bike repair station in ING's community in downtown Vancouver. There is therefore potential to pursue partnerships with private business owners to implement future bike repair stations in Vancouver, who would be able to financial sponsor costs as well as act as stewards for various units throughout Vancouver.

### *Implementation Steps*

1. Review site feasibility, as location feasibility may have changed since the time of publishing
2. If feasible, approach location and determine the contact person, and community contacts
3. Discuss costs and maintenance for bike repair station

4. Draft a Maintenance Agreement to accommodate any terms particular to the term of agreement, parties, liability, and maintenance responsibilities
5. Determine which bike repair station unit that will be installed
6. Installation can be done in a couple of hours, and contracted to the repair station distribution company for under \$300
7. Consider evaluation media, such as human counters, security cameras, etc.

## BUDGET

BikeLab Budget			
As of 4/10/2013			
Accountant: Kevin Chan			
REVENUE			
CityStudio Grant	Starbucks Canada		\$1,798.94
Urban Racks Unit, Installation, and Maintenance Cost Donation	SV Lions Club		\$2,500.00
Dero Unit Donation	Habitat Systems		\$1,300.00
TOTAL REVENUE:			<u>\$5,598.94</u>
EXPENSES	SUPPLIER	QUANTITY	
OPERATING			
1 Stand 1: Ongoing maintenance (including tool replacement)	Urban Racks		\$1,200.00
2 Stand 2: Ongoing maintenance (including tool replacement)	Dero		\$1,200.00 cs
3 Guaranteed Removal Fee			\$250.00 cs
4 Food for Focus Group	Whole Foods		\$123.19 cs
TOTAL OPERATING EXPENSES:			<u>\$2,773.19</u>
HARDWARE			
5 Stand 1: Bike repair station	Urban Racks	1	\$1,300.00
6 Stand 1: Installation	Urban Racks	1	\$0.00
7 Stand 2: Bike repair station	Dero	1	\$1,300.00
8 Stand 2: Installation	Dero		\$225.75 cs
TOTAL HARDWARE EXPENSES:			<u>\$2,825.75</u>
SUBTOTAL EXPENSES:			<u>\$5,598.94</u>
TOTAL EXPENSES:			<u>\$5,598.94</u>

# BIKE REPAIR STATIONS

Vancouver's first public bike repair stations

## ABOUT

What if you had access to a free, accessible, and convenient place to fix your bike?

Our team sought to support:

- the Greenest City 2020 Action Plan Green Transportation goal to "make the majority of trips (over 50%) by foot, bicycle, or public transit"
- the transportation 2040 priority to "pilot a publicly available bike maintenance station on a high-volume bike route"

Our project:

- Held a focus group with City of Vancouver staff
- Developed a map of potential pilot locations
- Hosted community conversation events at SFU Harbour Centre and in the Woodward's atrium for feedback
- Installed a bike repair station at two of the ten sites
- Delivered a plan for the implementation of eight additional bike repair stations across Vancouver



## PROJECT STATUS

Due to the long timeline and the liability associated with installing the stations on city property, sites with publicly accessible private space were prioritized. In March 2013 two pilot stations were confirmed including a three month trial outside the Woodward's atrium.

## STEWARDSHIP

A tool replacement and station removal fund was created to pay for ongoing maintenance for a period of one year. Youth volunteers from the Vancouver South Lions Club regularly monitor both repair stations and are responsible for organizing maintenance.

In addition to the two pilot bike stations eight additional sites for future stations were proposed. A report was created to guide the implementation of the next eight stations after lessons from the pilot have been incorporated.

## THE STATIONS



## BIKELAB TEAM



## ACKNOWLEDGEMENTS

We would like to thank John Clelland and the City of Vancouver, James Smerdon and the Vancouver South Lions Club, community bike advocacy groups HUB, Kickstand, and urban BC Cycling Council, and many dedicated individuals from the Greenbank Corporation and Science World. We would also like to thank Janet Moore, Duane Elverum, Sean Blenkinsop, and Lena Spots from CityStudio for their support.

CityStudio is an innovative collaboration between the City of Vancouver and the city's six post-secondary institutions (BCIT, Capilano University, UBC, VCC), developed in conjunction with Mayor Gregor Robertson's ambitious 10-point plan for Vancouver to become the greenest city in the world by 2020. In the last 2 years, CityStudio has become an energetic hub of learning and leadership where students and faculty have contributed more than 30,000 hours of research, learning, and action toward putting projects on the ground to support Vancouver's Greenest City Action Plan. The project is co-directed by Duane Elverum (Emily Carr University) and Dr. Janet Moore (SFU Centre for Dialogue).

Contact: Lena Spots  
citystudio.coordinator@gmail.com | @citystudiovancouver

**CityStudio**

## **ACKNOWLEDGEMENTS**

We would like to thank John Clelland and the City of Vancouver staff, James Smerdon and the South Vancouver Lions Club, community bike advocacy groups HUB, Kickstand, and the BC Cycling Coalition, community dialogue participants, Westbank Corporation and Science World. We would also like to thank Dr. Janet Moore, Duane Elverum, Sean Blenkinsop, and Lena Soots from CityStudio for their support.

## **REFERENCES**

- City of Vancouver. *Transportation 2040* 31 Oct. 2012.  
City of Vancouver. *Greenest City 2020 Action Plan* 2012.

## APPENDIX

### EVALUATION

In order to evaluate the effectiveness of the stations in terms of receptivity with the public, we designed a series of criteria to operationalize our measurements, and a matrix of different alternatives for evaluation methods.

This matrix was used in the Community Conversation as well as discussed in the final City Hall presentation to determine the effectiveness of this criteria for evaluation purposes.

	Traditional methods					Online methods		
	Bike traffic counter	Print surveys	Surveillance camera	Hire Human counter	On location comment cards	Online survey	Social media tracking	Online Check-ins
Criteria	To count for how many people like the station(s) and why							
	To count for which tools are used the most?							
	How many people like the specific location (Science World or Woodwards) and why?							
	What other recommendations does the public have in terms of location, tools, etc?							
	How many times has the station(s) experienced vandalism or theft?							

## **MAINTENANCE AGREEMENT** **PUBLIC BICYCLE REPAIR STATION FACILITY**

April 5, 2013

CityStudio will donate a public bicycle repair station to be installed and maintained by the Vancouver South Lions Club at the 101 West Hastings Holding Ltd.'s Woodwards Atrium, 111 West Hastings Street, Vancouver. The bicycle repair station will be located outside the Hastings Street entrance.

This bicycle repair station will be installed and maintained for repairs up to \$1200 for the period of one year, with a temporary and revocable permit to be re-evaluated after the first term of one year.

To facilitate the operation of the bicycle repair station, it is agreed that:

1. The bicycle repair station will be installed, including costs covered for installation, by CityStudio.
2. The bicycle repair station will receive a monthly visual inspection by the Vancouver South Lions Club. In addition, 101 West Hastings Holding Ltd. will perform a daily visual inspection. In the event that maintenance or repair is needed, 101 West Hastings Holding Ltd. is responsible for contacting the Vancouver South Lions Club to perform the maintenance or repair.

Maintenance will include:

- Ensuring the operation and performance of the bicycle repair station is maintained to the condition of its original installment including necessary replacement of broken or missing tools and
- The removal of any graffiti, signs and/or labels

In the event that the bicycle repair station is damaged beyond repair, the Vancouver South Lions Club is responsible for its removal and disposal. Any replacement of the bicycle repair station will be negotiated between 101 West Hastings Holding Ltd. and the Vancouver South Lions Club at this time. 101 West Hastings Holding Ltd. will not be responsible for its removal or replacement.

The cost of maintenance and repairs described in this Agreement will be covered by CityStudio and invoices may be sent to CityStudio Coordinator Lena Soots.

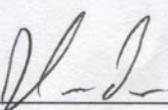
3. Insurance liability will be placed under 101 West Hastings Holding Ltd.'s private property insurance coverage or any other applicable insurance coverage.

4. Future enhancements to this facility will be considered. Any proposed enhancement must satisfy the requirements of all public agencies with jurisdiction over the request.

The bicycle repair station will be re-evaluated after the period of one year with terms of maintenance and existence to be negotiated.

1. In the case that the bicycle repair station requires removal, from either party wishing to discontinue this Agreement, the Vancouver South Lions Club is responsible for its removal and disposal.
2. The cost of removal will be covered by CityStudio and invoices may be sent to CityStudio Coordinator Lena Soots.

Primary responsibility for this Agreement falls on the Vancouver South Lions Club. In the event that the general tenets of this Agreement are not fulfilled, the Curator, currently James Smerdon, will be responsible for fulfilling the requirements of this Agreement.



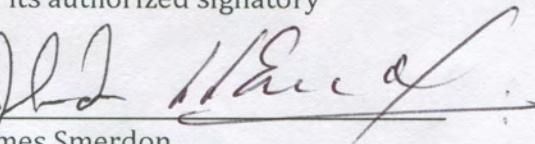
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James Smerdon,

April 5, 2013

Date

Vancouver South Lions Club  
By its authorized signatory



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James Smerdon  
Member at Large

April 5, 2013

Date

101 West Hastings Holding Ltd.  
By its authorized signatory



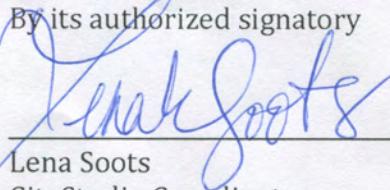
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Peter Campion  
Property Manager

5/4/13

Date

CityStudio Vancouver  
By its authorized signatory



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Lena Soots  
CityStudio Coordinator

Apr. 10/13

Date

## **MAINTENANCE AGREEMENT** **PUBLIC BICYCLE REPAIR STATION FACILITY**

April 5, 2013

The Vancouver South Lions Club will own and maintain a public bicycle repair station to be installed at the TELUS World of Science, 1455 Quebec Street, Vancouver. The bicycle repair station will be located at the "Cycle Corner" in association with the Ken Spencer Science Park.

This bicycle repair station will be installed and maintained for repairs up to \$1000 for the period of 90 days, with a temporary and revocable permit to be reviewed after this initial term.

To facilitate the operation of the bicycle repair station, it is agreed that:

1. The bicycle repair station will be installed, including costs covered for installation, by the Vancouver South Lions Club.
2. The bicycle repair station will receive a daily visual inspection by the ASTC Science World Society. In the event that maintenance or repair is needed, the ASTC Science World Society is responsible for contacting Vancouver South Lions Club who will contract with Urban Racks Company (bike repair station manufacturer) or other appropriate agency to perform any necessary maintenance or repair. In addition, the Vancouver South Lions Club will perform a visual inspection at least once per month.

Maintenance will include:

- Ensuring the operation and performance of the bicycle repair station is maintained to the condition of its original installment including necessary replacement of broken or missing tools and
- The removal of any graffiti, signs and/or labels

In the event that the bicycle repair station is damaged beyond repair, the Vancouver South Lions Club is responsible for its removal and disposal. Any replacement of the bicycle repair station will be negotiated between the ASTC Science World Society and the Vancouver South Lions Club at this time. The ASTC Science World Society will not be responsible for its removal or replacement.

3. Science World will not assume any responsibility for insurance liability. The matter remains outstanding and will be resolved by April 30, 2013.

4. Future enhancements to this facility will be considered. Any proposed enhancement must satisfy the requirements of all public agencies with jurisdiction over the request.

The bicycle repair station will be re-evaluated after the period of three months with terms of maintenance and existence to be negotiated.

1. In the case that the bicycle repair station requires removal, from either party wishing to discontinue partnership agreement, the Vancouver South Lions Club is responsible for its removal and disposal.
2. The cost of removal will be covered by Vancouver South Lions Club.

Primary responsibility for this Agreement falls on the Vancouver South Lions Club. In the event that the general tenets of this Agreement are not fulfilled, the Curator, currently James Smerdon, will be responsible for fulfilling the requirements of this Agreement.

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James Smerdon,

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Date

Vancouver South Lions Club  
By its authorized signatory

---

James Smerdon  
Member at Large

---

Date

ASTC Science World Society  
By its authorized signatory

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Bryan Tisdall  
President & CEO

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Apr. 5, 2013  
Date