

6 Steps to Getting Started with On Bike Share

1

Where Do We Install the Racks?

The docking racks can be located inside or outside. They do *not* need any power or wiring. The racks just need to be installed onto concrete. The best locations for the bike station are close to where riders would naturally start and end their ride – such as near building entrances – or near other amenities.

We provide a **Rack Installation Guide** that includes instructions and drawings of configurations and spacing based on the number of bikes. For the rack installation, each rack takes about 5-10 minutes.

Although the bikes are designed for extended outdoor use, rack locations that protect the bikes from weather and UV will help keep the bikes looking and riding their best, and prolong the life of the bikes.



2

Bike Assembly

The bicycles will arrive to your property **95% assembled** on the pallet. Before shipping, each bike is professionally tuned and branded for your property.



Once delivered, you will add the pedals, rotate the handlebar and attach the basket. We provide the tools, instructions and a video to guide you through the assembly.

Final assembly takes about 10 minutes per bike. If you or your facilities/maintenance team don't want to do the bike assembly, we can connect you with our bike maintenance partner who can offer you options for on-site bike assembly.

3

Training

Once your bicycles are delivered, we provide comprehensive on-line training for the On Bike Share Admin Portal and the Rider App.

During training, we'll configure your system and set up alerts to help keep you informed. We'll show you how to use the admin dashboard to simplify your work, and keep up to speed on who's using the bikes and when the bikes need attention.

The On Bike Share system is cloud-based, so there is no software for you to install. All admins of your system will get a login to the Admin Portal that they use to monitor and manage the system.



4 How Do Riders Checkout the Bikes?

Riders use the On Bike Share App to checkout (rent) the bikes. They can checkout bikes with just 2 clicks in the App. This makes it fast and convenient for riders, while minimizing staff time.

The App uses Bluetooth to communicate with the smart locks on the bikes, so riders need to be within 10-15 feet of the bikes. Bikes are free to use and must be returned to the racks to end

the ride. All rides are recorded by the admin portal, so you always know who has the bikes.

5 How Much Time Will the Bike Share Take to Manage?

If you're new to bike share, you may not know what to expect. But don't be intimidated. The best way to think of it is in stages.

Stage I: System Launch: From our experience, the keys to a successful bike share program are **communication** and **education**. The On Bike Share Admin Portal has a **Rider Guide** that you can email to your riders when you announce your program.

Once you announce the bike share to your riders, they will use the **On Bike Share App** to register for your system. Their registration will be Pending until you Activate each rider into the bike share system. This is your way of controlling access to just those you want to give access to. We encourage admins to register as a rider so they understand the rider's experience.



Stage II: First 30-60 Days: During the first couple of months, riders will be registering for the system and trying out the bikes for the first time. This would be a great time to have a launch event to kickstart the program and demonstrate the bike checkout/return process. During this first 30-60 days, we also encourage admins to check the Admin Portal regularly to activate riders, address any problem reports, and monitor system use.

Stage III: Ongoing Management: Once the bulk of your riders have registered and are comfortable using the bikes, you'll have your own routine for checking the admin portal and you'll have alerts as reminders.

From our experience, the two most important activities for admins on an ongoing basis are:

1) Smart Lock batteries need to be charged. Each bicycle has a smart lock that docks the bikes to the rack. This smart lock is what the App uses to unlock the bikes from the racks. The smart locks use rechargeable batteries that last 2-3 months per charge. The rider App will update the admin portal on the battery levels each time the bikes are used, so you will get regular updates. If the smart locks are low/dead, the bikes cannot be unlocked from the racks. This can negatively affect the rider experience and result in complaints. The system comes with a battery charger so you can easily charge and replace the batteries.

2) Bikes needing service. Our bicycles are specially designed to require very little maintenance. However, the bicycles will still

need periodic inspections and attention. This will improve bike safety, prolong the life of the bike, maximize bike availability, and minimize rider complaints.

6

Bike Maintenance

You can think of the basics of bike maintenance as the ABC's: **A** – **Air** in the tires; **B** – check the **Brakes**; and **C** – **Clean** the bikes. To help you with the maintenance, we provide resources and videos on our [Customer Resources website](#). You can also call us for help anytime.

One of the tools we provide to help with bike maintenance is the **On Bike Maintenance App**.

The **On Bike Maintenance App** is made just for mechanics and admins. It allows you to work directly with the bicycle Smart Locks to check battery levels and



test unlock each bike. This App also allows you to record bike maintenance so you can document and track bike service done by you or contracted bike mechanics.

If you or your team do not want to perform the routine maintenance on your bikes, we can connect you with our partner who provides on-site bike maintenance services to our customers. ■