

Departmental Bike Sharing Manual
How to Start a Small-Scale Bike Sharing Program for Employees



Updated May 2014
Facilities & Services

Table of Contents

Introduction	2
What is Bike Sharing?.....	2
Why Bike Sharing?.....	2
Benefits of a Bike Sharing Program	3
How to define success.....	4
Preparing for Your Department’s Bike Sharing Program	4
Evaluate Needs.....	4
Logistics.....	4
Selecting and Purchasing Bicycles	5
Establishing & Maintaining the Program	6
Bicycle Registration	6
Bike racks and storage options	6
Bicycle Maintenance	7
Launching the Program.....	7
Rental Procedure.....	7
Disclaimer	7
Troubleshooting Section	7
What happens if I (UI employee) get hurt?	7
What happens if there is damage to the bicycle?.....	8
What happens if I cause harm to others or damage their property?	8
How do I report an incident?.....	8
What if a bike is stolen?	8
Appendix A: Resources and Links.....	9
Campus and Community Partners	9

Introduction

This manual was originally developed by the Fall 2011 Engineering 315 Learning in Community (LINK) class for Facilities & Services at the University of Illinois at Urbana-Champaign, and has been revised by Facilities & Services with the help and input of many university staff. This document was developed from the Bicycle Sharing Feasibility Study. The study was funded by the Student Sustainability Committee in order to assess whether or not a bicycle sharing program would be beneficial for the University campus. The study recommended a multi-tiered approach to setting up bicycle sharing programs on campus, including a departmental program for employees as the first to be implemented. Further studies to be researched starting Fall 2013 are to continue executing the multi-tiered approaches recommended to increase bike usage on campus. Administrative Information Technology Services (AITS) has aided in continuing to fund this study.

This manual serves as a guide, rather than the final say, on setting up a departmental bicycle sharing program. It offers suggestions for implementation, recommended bicycle models, potential funding sources, a maintenance reference, and links to external resources that have been found helpful. Any questions, suggestions, etc., on material in this manual should be directed to Facilities & Services at fandscampustdm@uillinois.edu.

Facilities & Services would like to thank all those involved in the creation of this document and for their efforts toward bicycle awareness and education in Champaign-Urbana: Fall 2011 LINC students and project managers, Grace Kyung, Amelia Neptune, Ken Sutto, Morgan Johnston, Wojtek Chodzko-Zajko, Roopali Malhotra, Tina McEllin, Mike Lyon, Michael Hites, Champaign County Bikes, The Bike Project of Urbana-Champaign, Champaign Cycle, Durst Cycle, departments who offered feedback, and particularly the Student Sustainability Committee for funding the feasibility study and AITS for funding a graduate student from the department of Urban Planning and Applied Health and Sciences to continue the research on this topic.

This is a living document, expected to be updated regularly as information and circumstances change. If you would like to suggest any updates or additions to this manual, please email bike@uillinois.edu.

What is Bike Sharing?

Bike sharing is a service provided where bikes are shared among the community to promote non-motorized transportation services. They are meant to be used for short term trips that range between 30 to 60 minutes. The departmental bike share bikes will be determined under the discretion of the department of how they will be shared. Bike sharing is different from bicycle rental because they are used for short trips and has minimal user liability.

Why Bike Sharing?

Bike sharing has been successful in helping the environment, increasing productivity, decreasing road congestion, better overall health, and increasing mobility and traffic. It is an adaptable service that can be used in any department setting to create active transportation alternatives. Bike sharing is an affordable public transport option as well.

Bike sharing has been proven to be successful in reducing carbon emissions and increasing health benefits. Several studies are being done to track the health benefits of trips taken via bike share. Bike sharing as well will improve productivity in the workplace. It has been shown that absenteeism can cause the US \$153 billion lose each year in productivity.

Bike share programs can be implemented and operated at a low maintenance costs. It is a very flexible program to use to create changes in the workplace. The University of Illinois Urbana-Champaign's mission is to commit to creating a bike share program for the 2010 Illinois Climate Action Plan (iCAP). This will increase active transportation on campus for individuals to live a healthier lifestyle.

Benefits of a Bike Sharing Program

- **Mobility** for employees – providing transportation options that assist University employees to conduct their duties and responsibilities in an efficient, environmentally-friendly manner
- **Safety** through reduced motor vehicle traffic – reducing the amount of motor vehicle traffic in areas with complicated infrastructure or high pedestrian volumes
- **Health** through increased physical activity – providing methods for employees and students to add more movement into their daily routine, thus impacting alertness, health, longevity, and more
- **Environmental** benefits of reduced motor vehicle traffic – reducing greenhouse-gas emissions, decreasing impervious surfaces for parking lots, decreasing need for road maintenance
- **Social** benefits through enhancement of bicycling culture – supporting a culture that sees cycling as a preferred transportation mode choice, and a community that respects and works with the different transportation options
- **Convenience** factor – providing efficient transportation choices to aid users in arriving at destinations quickly and safely by reducing the need to always be in search of a bicycle or car parking area as well as the need to have to do own maintenance on bicycles
- **Economically** self-sustaining – implement a system that will pay for itself and reduce transportation costs for the campus community
- **Research** opportunities – provide the potential for research in urban planning, kinesiology and community health, marketing, environment, engineering, and more, with opportunities to publicize findings internationally
- **Education** campaign – participate with the campus-wide bicycle education campaign, by creating a platform for information sharing

- **Enhanced Image** of the Campus – Implementing a bicycle sharing program would improve the campus’ standing as a preferred employer and be an attractive feature for prospective students. This could positively impact recruitment and retention.¹

How to define success

There are various ways to determine success for a departmental bike share program. We would highly recommend discussing this as a department while developing the program. Below are some recommendations we have in order to determine what success is.

One way to determine success for the departmental bike share programs can be determined based on use. If bikes are being used at least 80% of the time during the school year when operational, then that would be a great indicator for success. In addition, there should be enough bike share bikes where every individual has access to use one when needed. In addition, there are various program evaluations that could be implemented to determine effectiveness of a bike share program.

Preparing for Your Department’s Bike Sharing Program

Evaluate Needs

If you are unsure how many bicycles will be needed, or to find out whether there is sufficient demand for a bike sharing program within your department, you may want to consider conducting a basic survey to assess employee interest. Illinois Web Tools (<https://illinois.edu/toolbox>) provides a survey tool that can be used to develop a survey to share with your staff.

In general, 1 bicycle for every ten employees should be plenty. Remember, it is better to add more bikes later than to start with too many. The Kinesiology and Community Health Department offered six bicycles for roughly 50 employees.

Logistics

- Identify a person who will be able to manage the program, e.g. a building receptionist or front desk staff.
- Consider whether your building has sufficient bicycle parking, and whether indoor storage for bikes is a possibility.
- Determine whether obtaining new or used bicycles will be more appropriate for your department.
- Maintenance will be needed to be conducted in-house, through the Campus Bicycle Center, or through a local bike shop to sustain bicycles. This will affect your ongoing

¹ 2012 UI Bicycle Sharing Feasibility Study, 10.

budget.

- Additional information is available upon request from Facilities & Services.

Selecting and Purchasing Bicycles

There are many options and bikes to choose from. A list is available for review through Facilities & Services of examples to choose from with detailed descriptions. The ideal bicycle for departmental bike share should meet the following standards:

- Easy to ride and get on and off from the bikes when dressed in business attire.
- Should fit both males and females comfortably with one-size-fits-all bike frame.
- An upright riding position is preferred over a low riding position.
- Easy to be operate with smaller number of gears (single to 3-speed) and fewer shifting mechanisms.
- Handle brakes are recommended for easy movement.
- Storage compartment such as a basket or rack.

Purchasing New Bikes vs. Used Bikes

New bicycles have a higher up-front cost, but lower maintenance needs and costs. Used bicycles can be acquired either by purchase or donation, but will require greater maintenance each year, as well as requiring a range of mechanical needs. Departments should consider their budgets for initial set-up and purchasing costs, as well as for ongoing maintenance needs, when selecting bicycles.

Sources for Used Bikes

Bikes can be found through the Campus Bicycle Center, The Bike Project of Urbana-Champaign, a number of local bicycle shops, and the YMCA Dump and Run.

Additional Items

Helmet

- Helmets are not required but offer protection for the rider in case of accidents
- Departments may choose to offer helmets for employee use with the shared bicycles if desired.

Bike Locks

- Every bike must be locked no matter where it is parked.

- U-locks are the most preferred lock used by bike users. This article from Slate Magazine gives a look into bike lock evaluations: http://www.slate.com/articles/life/shopping/2006/04/avoiding_the_bicycle_thief.html

Bike Lights & Reflectors

- The state of Illinois requires that all bikes ridden at night have, at minimum, a white light on the front of the bike, and a red reflector on the back.²
- Battery-powered LED front and back lights can be purchased and installed at the Campus Bicycle Shop. Replacement batteries are also available at the Campus Bicycle Shop.

Basket

- Providing a front and/or rear basket on each bicycle is recommended to accommodate passengers who must carry books or other items.
- Baskets can be purchased at the [Campus Bicycle Shop](#) as well as other [local bike shops](#) in the community.

Bell

- A bell is recommended on all bikes to allow riders to easily communicate with other cyclists and pedestrians

Fender

- Fenders can help keep the rider and the bicycle clean when riding in rain and other wet or muddy conditions.

Establishing & Maintaining the Program

Bicycle Registration

All departmentally-owned bicycles should be registered with the University to help ensure it can be recovered if lost, stolen, or impounded. Bikes can be registered for free online at <http://go.illinois.edu/MyBike>.

Bike racks and storage options

All bikes require a secure place to lock the bike onto. It is expected that a departmentally shared bike will be parked at the department's designated bike parking location when not in use. Existing bike parking on campus can be used by departments for their bike sharing program. During winter, storing bicycles indoors would be the best option available, but requires approval from the

²Section 11-1507 of the Illinois Motor Vehicle Code

Transportation Demand Management Coordinator in F&S.

Bicycle Maintenance

Bicycles will need at least yearly checkup to maintain maximum use and longevity of bicycles. A few options are available such as:

- [Champaign County Bikes](#) Resources – This website shares community resource information, including local bike shops, where the bikes can be brought in for regular repair and maintenance.
- [Campus Bike Center](#) – With an annual membership, departmental staff can use the parts, tools, and trained volunteer staff for assistance in DIY bike repair and maintenance.
- A bicycle maintenance tool kit for the department

Launching the Program

Notify Employees

Send a message to department employees that are eligible to use the program, letting them know about the program. See the draft email template in the Departmental Bike Share Toolkit for a sample email that departments may use when announcing the new program to their employees.

Departments when sending emails should include department-specific information such as the detailed check-out process, equipment provided with the bikes, or additional policies or protocols developed internally for the departmental bike share program.

Rental Procedure

Employees should fill out a checkout sheet before borrowing a bike. A sample bike checkout sheet has been included in the Departmental Bike Share Toolkit.

Disclaimer

A Departmental Bike Share program is a program developed under individual departments. Facilities & Services is not responsible for maintenance or repair of the bicycles. Extensive overall bike maintenance should be done at least once a year by either an employee or by a local bike shop. Departmental employees would not be paid to work on bikes during their normal work hours and will not be compensated if injured while working on bicycles.

Troubleshooting Section

What happens if I (UI employee) get hurt?

The Office of Claims Management will review the circumstances surrounding the injury and make a determination if it happened in the course of employment. If it is deemed a work accident the [University's Workers Compensation](#) coverage will apply and cover medical and lost wages.

What happens if there is damage to the bicycle?

The University does not provide any type of physical damage coverage for the bicycle. Any damage sustained to a University-owned bicycle will be the responsibility of the Department. Employees using their personal bicycles are responsible for all repairs and/or maintenance needed.

What happens if I cause harm to others or damage their property?

The University has an insurance program that provides coverage for bodily injury, personal injury and damage to tangible property if the harm/damage resulted from occurrences in the conduct of University business, and if the University was negligent. University employees are covered while acting on behalf of the University and within the scope of their University duties.

How do I report an incident?

Incidents involving employee injury, or injury or damage to others, must be reported promptly to the employee's Department and to the Office of Workers Compensation and Claims Management.

Injured employees should refer to the following link for instructions on reporting their claim: <http://www.obfs.uillinois.edu/risk/workers-compensation/reporting/>.

If the incident involves injury or damage to others a Public Injury/Property Damage report should be completed: <http://www.obfs.uillinois.edu/cms/One.aspx?portalId=909965&pageId=912295>.

For additional claims information contact the Office of Workers Compensation and Claims Management at 217-333-1080.

What if a bike is stolen?

Should a departmental bike be stolen, the department should contact the UI Police Department to report the stolen bicycle, at 217-333-1216. Each department should register their bikes with the University in order to better track each bicycle and ensure that it can be recovered should the missing bike be found. Bikes can be registered for free online at <http://go.illinois.edu/MyBike>.

Appendix A: Resources and Links

Campus and Community Partners

[Bike @ Illinois](#)

[The Wellness Center](#)

[Campus Bike Center](#)

[Champaign County Bikes](#)

[Champaign Cycle](#)

[Durst Cycle](#)

[Facilities & Services](#)

[Neutral Cycle Workshop](#)

[Student Sustainability Committee](#)

[The Bike Project of Urbana-Champaign](#)