**Existing Bicycle Share - Program Maintenance Checklist**

1. **Evaluate Program:** How has the program been progressing? Are people still using the bikes or has usage died down? Is usage exceeding the number of bikes you have? Is there still a person in charge of maintaining the program? Identify areas that need might need improving in the program and write down possible steps to fix those.
2. **Register Your Bikes:** If you have not already, register your bikes with the University. It is mandatory, but will also help you by allowing Campus Parking or other departments to contact you if necessary concerning the bicycles. It will also aid in recovery should the bike ever be stolen. It is easy to do and is completely free! The registration can be completed at <http://go.illinois.edu/MyBike>
3. **Get Feedback from your Staff:** Get feedback about how people in the department like the program. Perhaps they have not even heard of it! Web Tools (<http://illinois.edu/toolbox)> offers a free survey tool to create short, easy to use surveys with University URLs. This would be a quick, easy, and convenient way to engage with your staff and get some feedback about any suggestions or concerns they might have concerning the bike share program.
4. **Physical Maintenance of the Bikes:** How often are the bikes maintained? Bikes should have regular maintenance (lubing the chain, pumping the tires,) performed about twice a month. They should also have more intensive maintenance (“tune-ups”) performed about once a year. Neglecting this maintenance step will cost more in the long run as the bike and the parts on it will simply wear out and break more quickly. Local shops typically have multiple “tune-up” options in the range of $50-150 per bike. Additional costs may arise due to necessary part replacements (tires, brake pads, etc.).
5. **Additional Purchases:** Based on feedback from users and your own evaluation of how the program is going, it might be good to think about making additional purchases. This could range from new equipment for the program such as helmets to offer people, lights if people find themselves riding at night, bells, bags, racks, etc. The purchases might also be aimed more towards simplifying maintenance, such as purchasing a bicycle pump to keep in the department to reduce the risk of flat tires, as well as a spare tube, and tire lever should one of the bikes ever get a flat tire.
6. **Advertise changes to your staff:** Letting your staff know about changes you have made to the program will keep them informed and perhaps reinvigorate a desire to take advantage of the program. It would probably also help to make them aware of changes made that stemmed directly from their feedback and this would promote a feeling of inclusion in the program.

* This checklist was developed in September, 2016 and drew heavily from the “Departmental Bike Sharing Manual: How to Start a Small-Scale Bike Sharing Program for Employees” available at <https://icap.sustainability.illinois.edu/files/project/108/Departmental%20Bike%20Sharing%20Manual_May%202014.pdf>
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