



## City of Aurora Bike Share Permit Program Frequently Asked Questions

### **Who can use a bike-share bicycle in Aurora?**

For a fee, bikes are available for use by anyone who lives in, works in or visits Aurora. Users are encouraged to keep the bikes within the city of Aurora. The bike share permit program only permits use of the bicycles within the city of Aurora limits.

### **Who are the current bike-share operators in Aurora?**

LimeBike: [LimeBike.com](http://LimeBike.com)

ofo: [ofo.com](http://ofo.com)

### **What do they cost?**

Limebike: \$1 per 30 minute trip

ofo: \$1 per hour

Students (with an .edu e-mail account) receive half off from both operators.

Operators are allowing for a first ride free, and may offer other discounts for monthly bulk purchases.

### **How do the bikes work?**

The easiest way to use these bikes is to download the app on a smartphone (Android or Apple) associated with a specific bike-share operator, and use the app to locate and unlock the bikes. You will be asked to create a user profile within the app to provide your personal information and account with your personal payment method. The app will keep your personal information secure. Bike-share providers are working on alternative options for individuals without a smartphone to be able to access bikes for use.

### **Where is it permissible for bikes to be parked for the next user?**

The best place to leave a bike is at any existing bike parking location, bike rack, etc. In the absence of that, parking in the city right of way provided it does not block travel (on foot, bike or car) and does not damage landscaping or other street furniture.

More specifically: Restrictions to eligible bicycle parking zones on sidewalks include:

1. Bicycles shall not be parked at the corners of sidewalks.
2. Bicycles shall not be parked against trees or within landscape planting beds.
3. Bicycles shall not be parked on blocks where the landscape/furniture zone is less than 3 feet wide, or where there is no landscape/furniture zone.
4. On blocks without sidewalks, bicycles may be parked if the travel lane(s) and 6-foot pedestrian clear zone are not impeded.



5. Bicycles shall not be parked in the landscape/furniture zone adjacent to or within:

- Parklets or streateries
- Transit zones, including bus stops, shelters, passenger waiting areas and bus layover and staging zones, except as existing bicycle racks
- Loading zones
- ADA Handicap parking zones
- Street furniture that requires pedestrian access (e.g. benches, parking pay stations, bus shelters, transit information signs, etc.)
- Curb ramps
- Entryways
- Driveways
- Landscape planting beds or other landscape materials

**How does the bike know when to stop charging me?**

When you are done with your ride, lock the bike, using the smartphone app, and the ride is over. The app will stop charging you as soon as the bike is locked.

**Do I get charged per ride from open lock to closed lock or a straight 30-minute timeframe?**

You may complete multiple trips during the allotted time frame, which differs between bike-share operators. A trip begins when the bike is unlocked and ends when the bike is locked.

**Does it matter which email I use to sign up?**

It doesn't matter which email you use, although students must use a .edu email to qualify for a discount. There are currently no other discounts available for other types of users. Users also may sign up using a cell phone number instead of an email.

**Where do I find the app?**

You can search on the app store, via Android or Apple device, using the bike share provider's name, or click on the link on their website.

**Can I take the bike on the R Line? Can I take the bike to another city?**

You may take the bike on transit provided you do not end your trip. At this time approved bike share operators are only authorized to operate within Aurora city boundaries.

**What stops people from just "kidnapping" the bike without using the app?**

The bikes have multiple theft prevention features including an alert when a locked bike is traveling above a certain speed and non-standard, proprietary parts that make the bikes less appealing to bike thieves. If a bike doesn't move for 48 hours or so, the company comes to move the bike. The operator can then go investigate to see if the bike was not properly checked back in or can call the last person who used that bike, etc.

**Can I reserve the bike while I'm shopping to guarantee there is a bike available when I am ready to leave?**

A user would have to end their trip once reaching their desired destination. The user would then need to start a new trip once leaving their destination. There is no way to "reserve" the bike. If someone else has decided to take the bike while you were away from it, you may use your app to search for the next closest bike to complete your trip.

**Can I use my own lock to reserve the bike while I shop?**

Bike share operators discourage users from doing so in order to ensure the most number of bikes are available to as many users at any one time. The goal is for there to be enough bicycles available that it would be easy for any user to use another bike at any given time.

**Do the bikes have GPS?**

The bikes are equipped with GPS to allow the bikes to be visible on the operator's app, but the bikes are not equipped with a screen to allow for GPS usage while riding.

**Where do I get a helmet?**

Helmets are not provided by bike share operators, nor are they required to be worn when riding bike share bicycles. They are encouraged, however, and each individual is responsible for providing their own helmet. You may get a bike helmet at any local bike shop as well as many online outlets.

**What happens if the GPS battery dies?**

The operator will continually do maintenance on bicycles to ensure the GPS and smart technology functions are always working. The company will need to evaluate the battery life and make any replacements as necessary as the batteries age.

**What do I do if I see one in the Highline Canal or parked in an inappropriate location?**

Please call the bike-share operator to report any vandalized or mis-parked bike. People may elect to physically move bikes that may be poorly parked (it's quicker and more effective), but citizens and employees are not expected nor required to "self-police" bike parking. That is ultimately the responsibility of the operator. Customer service information is available on every bicycle in order to contact the bicycle share operator for any reason.

**Can I put one in my car and drive it elsewhere to use and just leave it there?**

Yes. Please check out the bike before you put it on/in your car so it doesn't raise any red flags as being stolen. A perfect example would be to take the bike to Quincy Reservoir, park and bike around the reservoir.