

## **FREQUENTLY ASKED QUESTIONS**

### **General**

#### **What is Healthy Ride?**

Healthy Ride is Pittsburgh's bike share system. Bike-sharing is meant for quick trips around the city of Pittsburgh. Customers can pick up a bicycle at one of the 30+ stations throughout the city, return the bike at one of the other stations, and move about their day.

#### **Where are the stations?**

There is a station map on the touchscreen at each of the kiosks. Visit our blog to find the most up-to-date list of active stations. [www.healthyridepgh.com/stations](http://www.healthyridepgh.com/stations)

#### **How do I register?**

You can register in three ways. You must be registered before you can rent a bicycle.

1. Smartphone app: nextbike
2. Website: [www.healthyridepgh.com](http://www.healthyridepgh.com)
3. Call Customer Service: 412-535-5189

Enter in your personal information, then a method of payment. You will be charged \$1 to activate your payment method. This \$1 will be applied to your first ride. You must enter in a method of payment to rent a bike.

#### **Do I need a smartphone to use the system?**

No. You can use a landline to register. You can then use the bicycle keypad to enter your phone and PIN. Call our Customer Service line 412-535-5189 with any problems.

### **Rules and Safety**

#### **Do I have to wear a helmet?**

While Healthy Ride does not offer helmets, all riders are STRONGLY encouraged to wear their own helmets.

#### **How old do I have to be to ride?**

Riders must be 16+ years and must be 18+ years to register for the system.

#### **How do I ride in the city?**

In Pennsylvania, bicycles are treated just as another vehicle.

Follow all traffic signals and signs.

Yield to pedestrians.

Do not ride on sidewalks.

We strongly encourage all of our riders to bring and wear a helmet.

For more information, please visit: <http://bikepgh.org/101/>

### **What if I get in an accident?**

If you are in an accident and someone is injured or there is any type of property damage to the bicycle or other vehicles, call the police. Once you have a police report, you will need the officer's name, the names of all persons involved, and a copy of the report. Please call our office to follow up, (412) 621-0464.

### **Am I allowed to ride on the sidewalk?**

No. We strongly discourage riders from riding on the sidewalk, and in many cases it is illegal to ride on the sidewalk. If you need to use the sidewalk, please dismount and walk your bicycle. Please ride on the street, obey all traffic signs, and yield to pedestrians.

For more information on cycling safely and legally in the City of Pittsburgh, please see <http://bikepgh.org/101/>

## **Bike Rentals and Returns**

### **How do I rent a bike?**

You can rent a bike in three ways.

1. Use the smartphone app, it's called "nextbike", either: - Open the app, use the QR code reader in the bottom right of screen to capture the QR code on the back of the bicycle. - The app will tell you that the bicycle is available, simple press "Rent Bike" button. - A green light will flash on the dock indicating that you can release the bike. Pull the bike out within 30 seconds. - The app will provide a 4-digit unlock code. This is not necessary for rental or return. The unlock code is only used in conjunction with the bicycle cable lock OR, using the app, enter bike number into app, press "Start New Rental."
2. Use the keypad located on the bicycle enter phone number of your account, press OK, then enter your 6-digit pin assigned at registration, press OK. A green light will flash on the dock indicating that you can release the bike. Pull the bike out within 30 seconds. A 4-digit unlock code will be texted to your phone. This is not necessary for rental or return. The unlock code is only used in conjunction with the bicycle cable lock. Do not use the bicycle cable locks at this time.
3. Call Customer Service 412-535-5189 Customer service will ask for your phone and 6-digit PIN. They can rent the bike on your behalf if you are standing at a station. You'll provide the bike number you want to rent. A green light will indicate the bicycle is released from the dock. You have 30 seconds to pull out the bike.

### **How do I return a bike?**

Align the bike with the direction of the dock. Direct the front wheel toward the dock, (the lock is on the left side of the fork) and make contact with the dock. Take a breath. Push the bike into dock firmly. A successful return will be confirmed with a green light on the dock. Try to pull the bike back out: if it pulls out, you have not returned your bike. Try again.

### **How many bikes can I rent at one time?**

Once registered, you may rent up to 4 bicycles at one time. Each bike is the same rate, \$2 per 30 minutes. If you are a monthly member, you will be charged \$2 per 30 minutes for each additional bicycle you rent.

### **What is the unlock number? What is the PIN number?**

OK, here's the thing: there are two different numbers you need to know. Your PIN number is a 6-digit number that was emailed, or sent using a text, when you registered. Keep your PIN safe, do not share it with anyone. If you use the bicycle keypad, you will use your PIN every time you rent a bike. The 4-digit unlock code is only used in conjunction with the bike-mounted cable lock.

### **What if I arrive at a station and it is full?**

If all station docks are full, lock the bike to itself using the internal cable lock located directly behind the basket. Insert the lock through the front fork of the bicycle until it locks securely to the opposite side of the fork. Then call Customer Service at 412-535-5189 to return the bike.

### **Can I return my bike at an inactive station?**

No. Return bikes only to active stations. Visit our blog for the most up-to-date list of active stations.  
[www.healthyridepgh.com/blog](http://www.healthyridepgh.com/blog)

### **How do I use the bike-mounted cable lock?**

At this time, we are asking customers not to use the bike locks. We are aware the locks do not always release using the unlock codes. Enabling this feature is a top priority of ours!

### **Can I use the integrated cable lock when the bike is not at a station?**

Not at the moment. We are working to offer this functionality at a later date. Currently the bikes cannot be secured anywhere other than at active stations.

### **Can I reserve a bike?**

No. Only rent bicycles when you are physically at the station. Although the mobile app will allow you to rent a bicycle from an offsite location, do not do this. The bicycle could be retrieved by another individual.

### **What if the bike will not return into the dock when I'm done riding?**

The green light on the dock will confirm that you have returned the bike successfully. If you don't get the green light on the dock, you are still being charged for your rental. It sounds strange, but try to shake the handlebars in the dock. If you still don't see the green light, try another dock.

## **What is the bike does not release from the dock?**

Call Customer Service. This is the best way to ensure that the bicycle is not rented on your account. Customer service will verify that the bike is still docked and will end your rental.

## **Costs, Memberships and Fees**

### **Are there overage fees? What will I be charged if I go over time?**

Pay-As-You-Go Riders: Rides are always just \$2 per 30 minutes, plus tax. So for example, if you take out a bike for 90 minutes, you'll be charged \$6.

Standard Monthly Members (unlimited 30-minute rides): If you go over 30 minutes in a single ride, you will be charged \$2 per 30 minutes. So for example, if you take a 60 minute ride, you'll be charged \$2, plus sales tax.

Deluxe Monthly Members (unlimited 60-minute rides): If you go over 60 minutes in a single ride, you will be charged \$2/additional 30 minutes. So for example, if you take a 90 minute ride, you'll be charged \$2.

### **What are the charges to change monthly subscriptions?**

If you cancel a standard or deluxe monthly subscription before 3 months, you will be charged a \$6 administrative fee.

If you upgrade from a standard monthly membership to a deluxe monthly membership, there is no charge.

If you downgrade from a deluxe monthly membership to a standard monthly membership, there is a \$6 administrative fee.

### **Do I need to have a credit or debit card to use the system?**

Yes. We are working to create a cash payment option, but for now, you must have a credit or debit card.

### **Will there be a hold placed on my card?**

No. We will not place a hold on your credit or debit card.

### **Can I purchase an annual pass?**

We do not offer an annual pass at this time. Customers will be charged the monthly subscription rate throughout the year.

### **Do you offer group memberships?**

Please contact Erin Potts at 412-621-0464 or [erin@pghbikeshare.org](mailto:erin@pghbikeshare.org) for information on group memberships.

## **Mobile Apps**

### **How do I get the app?**

The app is called nextbike. There is one app for all nextbike systems worldwide. Download it from Google Play or iTunes. There is no Blackberry version.

### **Why does my map default to a European city?**

Check to make sure that you have enabled GPS in the nextbike app.

### **Why isn't my QR Code reader working?**

Check to make sure that you have allowed the nextbike app to access your photos/camera.