



BIKE SHARE AMBASSADOR TOOLKIT



SECTION 1

BIKE SHARE

INTRODUCTION

WELCOME, BIKE SHARE AMBASSADORS!

Indego is Philadelphia's newest transportation system. The Indego bike share program provides exciting new opportunities for mobility, physical activity, recreation, and neighborhood connectedness in Philadelphia. Indego and its partners are committed to linking Philadelphia residents with this new resource.

That's where you come in! In this handbook you will find information about Indego program policies and partners. You'll also see tips for how to talk about bike share with your friends and neighbors, as well as the general public, and how to lead a group bike ride, teach a bike safety class, and more. You are a key member in a larger partnership focused on making bike share inclusive and accessible to all Philadelphians.



Photo: Mitchell Leff/City of Philadelphia

A WHO'S WHO OF BIKE SHARE IN PHILADELPHIA

The following partners are working together to bring Indego to Philadelphia and make sure it is accessible to all Philadelphians:



Indego is Philadelphia's bike share system, owned by the City of Philadelphia, operated by Bicycle Transit Systems, sponsored by Independence Blue Cross, with outreach support from the Bicycle Coalition of Greater Philadelphia. For the latest on employment opportunities working for bike share, keep an eye on www.rideindego.com/jobs.



The Bicycle Coalition of Greater Philadelphia (that's us!)
www.bicyclecoalition.org

The mission of the Bicycle Coalition of Greater Philadelphia is to make bicycling a safe and fun way to get around for anyone in Greater Philadelphia.

The Bicycle Coalition sees bike share as a tremendous opportunity to connect more Philadelphians with the benefits of riding a bike. Our role in supporting bike share is to do outreach and education work in Philadelphia as part of the Better Bike Share Partnership.



The Better Bike Share Partnership
www.betterbikeshare.org

The Better Bike Share Partnership is a grant-funded collaboration between the City of Philadelphia, Bicycle Coalition of Greater Philadelphia, the National Association of City Transportation Officials (NACTO) and PeopleForBikes to increase access to and use of bike share in underserved communities—in Philadelphia and beyond.

The City of Philadelphia is addressing some of the barriers to bike share use, including station placement and accessing bikes without a credit card. The Bicycle Coalition is working to identify some of the additional barriers to bike share use, and developing outreach programs to lower these barriers and promote the use of bike share for everyone.



The Better Bike Share Partnership Team at the Bicycle Coalition: Jorge Brito, Azephra Hamilton & Katie Monroe



MOTU: The Mayor's Office of Transportation and Utilities
www.phila.gov/motu



Among Mayor Michael A. Nutter's top priorities when he assumed office was the establishment of the Mayor's Office of Transportation and Utilities. The Mayor's Office of Transportation and Utilities (MOTU) is charged with building a shared vision for transportation and coordinating decision-making among City agencies and public and private partners in order to save money and improve conditions throughout the City's transportation system. MOTU is the city agency responsible for launching bike share in Philadelphia. MOTU owns and manages the Indego bike share system, and will oversee future program expansion.



NACTO: The National Association of City Transportation Officials
www.nacto.org

NACTO facilitates the exchange of transportation ideas, insights and best practices among large cities, while fostering a cooperative approach to key issues facing cities and metropolitan areas. As part of the Better Bike Share Partnership, NACTO is working to gather and share best practices about how to make bike share equitable and accessible to all.



peopleforbikes™ **People For Bikes**
<http://www.peopleforbikes.org/>

PeopleForBikes works to provide a unified front for advocating for bicycling on a national level, a strategic center to ensure collaboration between each piece in the bicycling movement, and the ability to support local efforts through our financial, community and communication resources. As part of the Better Bike Share Partnership, People for Bikes is doing storytelling around equity efforts in bike share, as well as managing grants to cities across the country to make their bike share systems more accessible and equitable.



Bicycle Transit Systems
www.bicycletransitsystems.com

Bicycle Transit Systems is the Philadelphia-based company that operates and maintains Indego per the terms of an agreement with MOTU and the City. Bicycle Transit Systems maintains the stations and bikes, processes memberships, manages the website, and runs Indego customer service. Bicycle Transit is also responsible for marketing and events to promote Indego throughout the City.



BCycle
www.bcycle.com

BCycle is the company that manufactures the equipment that makes up the Indego bike share system: the bikes and the stations. BCycle is based on Madison, Wisconsin and is part of Trek, one of the nation's oldest bike manufacturers.



Independence Blue Cross
www.ibx.com

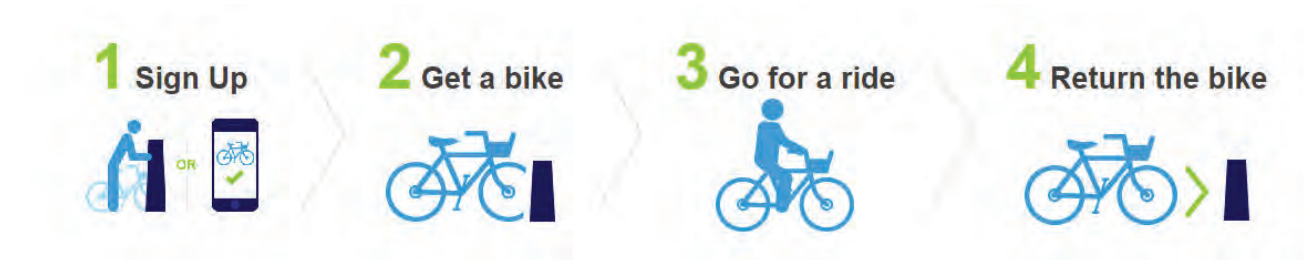
Independence Blue Cross is the proud sponsor of Indego. Proudly celebrating its 75th anniversary in 2013, Independence Blue Cross is the leading health insurer in southeastern Pennsylvania. With its affiliates, IBX serves more than 7.5 million people nationwide, including 2.2 million in the region. IBX is enhancing the health and wellness of the people and communities it serves by delivering innovative and competitively priced health care products and services; pioneering new ways to reward doctors, hospitals, and other health care professionals for coordinated, quality care; and supporting programs and events that promote wellness. To learn more, visit www.ibx.com, connect with IBX on Facebook at [ibx.com/facebook](https://www.facebook.com/ibx.com/facebook) and on Twitter at @ibx. Independence Blue Cross is an independent licensee of the Blue Cross and Blue Shield Association.

Read on to learn more about the ins and outs of bike share in Philadelphia.

WHAT IS INDEGO?

Indego is Philly's bike share program, and bike share is public transportation available throughout the city. The bikes are easy to ride and fun to use. Users can get a membership, then take a bike from any station within the system and return it to any station in the system.

HOW WILL BIKE SHARE WORK IN PHILLY?



You will be able to check out an Indego bike directly from a station with a credit card, or sign up for a membership via the website.

Members receive a key fob in the mail that allows them to access bikes directly at the dock, making the process even faster. Membership also makes the cost per trip lower if you take several trips.

3 WAYS TO PARTICIPATE

1) Walk-up rides

- Cost: \$4
- What you get: A ride of <30 minutes. If you keep the bike longer, you will be charged an additional \$4 at the beginning of each new 30 minute period.
- How you pay: This option is available at the kiosk, on a walk-up basis. You must have a credit or debit card linked to a bank account.
- Who it's for: This option is perfect for visitors to Philadelphia, or if you just want to try Indego once.

If you decide you want to keep using bike share, we suggest one of the following membership options.

2) Indego30

- Cost: \$15/month + any user fees incurred for rides of more than 60 minutes
- What you get: Unlimited rides of <60 minutes, using a key fob that is mailed to your address. If you keep the bike longer than 60 minutes without docking it, you will be charged an additional \$4 at the beginning of each new 60 minute period.
- How you pay: This option is available online at rideindego.com, and there are two options: credit/debit card and cash. For more info on the cash option, see [How Does the Cash Membership Work?](#)
- Who it's for: This option gives you the most flexibility. It's perfect for Philadelphia residents who want to use bike share for transportation or just for fun at least a few times per month. Note: Your membership will renew automatically every month, but you can cancel it at any time.

3) IndegoFlex

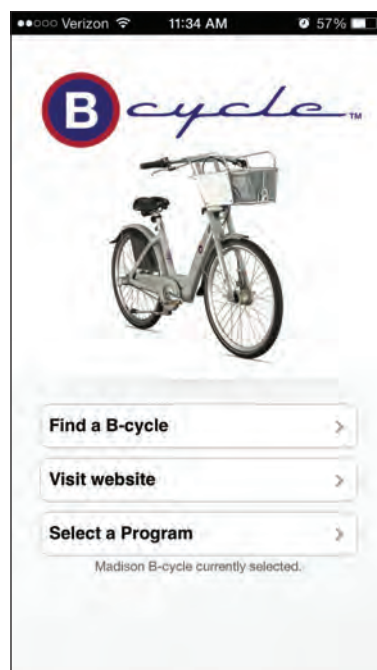
- Cost: \$10 for the key fob + \$4 per trip of <60 minutes
- What you get: Pay for just the rides you actually take, using a key fob that is mailed to your address. If you keep the bike longer than 60 minutes without docking it, you will be charged an additional \$4 at the beginning of each new 60 minute period.
- How you pay: This option is available online at rideindegogo.com, and you must pay with a credit or debit card.
- Who it's for: This option is great for Philadelphians who want to use bike share occasionally (less than 4 times per month).

HOW DO I FIND A STATION?

MAP ON STATION

B-CYCLE APP

RIDEINDEGO.COM



Members can wave their Indego Key over the card reader at any dock point to release a bike.

GO FOR A RIDE

Give the bike a quick once over, adjust the seat to your preferred height, and use your legs to pedal. You are riding a bike!

GIVE IT BACK

After your trip, return the bike to any station by gently pushing the bike into the dock. The light will turn green to confirm it is securely docked.

Remember basic safety rules: Refer to the Urban Riding Basics section. This will give you a good guideline on how to talk about riding safely through the streets of Philadelphia.

The station kiosks also have some basic safety reminders listed on them.

A. Station

B. Dock

C. Indego bicycle

D. Kiosk

E. Solar panel

F. Station map

G. Walk-up payment interface

H. Member key interface



Customer Service Info

If you have any issues checking out a bike, you can call customer service at 1-844-4INDEGO (1-844-446-3346) or email support@rideindego.com. Customer service is open from 7am-10pm.

WHY USE INDEGO?

GET PLACES FASTER

Using bikes for short trips around town can be faster and more convenient than driving. You will not have to worry about where to park—and think of all the meters you will not have to pay!

Bike share is also a great option when you've missed the bus or trolley but need to get somewhere in a hurry.

AFFORDABLE

Priced at only \$15 per month for the Indego30 membership, bike share is an affordable addition to your transportation options.

HEALTHY

Unlike going to the gym, Indego is physical activity that's just part of your day to day life—making it a lot easier to squeeze in!

BIKE SECURITY

It's nice to have a personal bike. However, one of the major concerns when riding your own bike is locking it once you've reached your destination. With Indego, once you dock the bike in the station, you are done.

BIKE MAINTENANCE

Maintaining the Indego bicycles is the responsibility of Bicycle Transit Systems. They will have their mechanics doing routine checks on the bikes. If you notice a flat tire or any other trouble, simply bring it to the nearest station, report it, and get another bike.

PARKING

There will bike share stations throughout the city and at many major destinations around downtown, like at 30th Street station and City Hall. If you currently drive downtown, think if all the meters you will not have to pay!

ENVIRONMENT

Riding a bike helps make Philly more green!

HAVE FUN!

Riding a bike is fun and is an active way to get around the city. You can get places faster than if you were walking and still be able to see the sights around you.

QUESTIONS & RESOURCES

WHAT HAPPENS IF . . .

I'm late

Bike share is meant for shorter trips, and the system only works if the bikes continue to circulate through the system. Therefore, there are time limits on the rides.

- If you are on a walk-up ride, your trip must be less than 30 minutes. You will be charged at the beginning of each half hour for the next half hour.
- If you have an Indego30 or IndegoFlex membership, your trip must be less than 60 minutes. After this initial period, you will be charged at the beginning of each hour for the next hour.

The station is full

If you get to a station to return a bike and the station is full, don't worry! You can either dip your credit card at the kiosk or call customer service to get an additional free 15 minutes. You'll have enough time to take the bike to the nearest station. Do NOT leave the bike undocked.

The bike breaks

Call customer service. Bring it to the nearest station and dock it. We'll take it from there.

I get mugged

File an incident report with the Philadelphia Police and report the theft to Bicycle Transit Systems within 48 hours; you will likely not be required to cover the costs of the bike.

HELMETS

Helmets are not mandatory, but strongly encouraged. You can buy one at a bike shop or other retail locations such as a big box store or a sporting goods store. Check the Indego website for a list of partner locations where Indego members can get 10% off of helmets.

CRASHES

If there is someone else (a vehicle, pedestrian, or another bike) involved in the crash, please notify the police and file a report. If you are hurt, please seek medical attention! After that, please notify customer service and we will take care of the bike and membership for you. Remember to always wear a helmet.

CAN I TAKE MY KIDS

Indego bikes are built for adults. You must be at least 16 to ride a bike, and minors can ride only with the consent of a parent or guardian.

YOUTH BIKE RESOURCES

If your child has a bike, you can use bike share to go for a ride with them. There are groups in the city that also sponsor family rides that you can connect with, such as Kidical Mass: kidicalmassphl.org.

I DON'T KNOW HOW TO RIDE OR FEEL UNCOMFORTABLE IN CITY STREETS

The Bicycle Coalition offers Learn To Ride Classes and Urban Riding Basics Classes. You can check bicyclecoalition.org/calendar to sign up.

If you have a group of 10 or more people already formed, you can call us directly to request a class (215-BICYCLE, or 215-242-9253).

WHY ISN'T BIKE SHARE IN [INSERT NEIGHBORHOOD]?

This is just the first year for Indego. The City plans to expand Indego into more neighborhoods in 2016 and beyond. If a community member would like to suggest a location that would fit a bike share station and be useful to the community, they and their neighborhood associations should talk to MOTU bike share program co-managers Cara Ferrentino (Cara.Ferrentino@phila.gov) and Aaron Ritz (aaron.ritz@phila.gov).

HOW DOES THE CASH OPTION WORK?

A cash payment option is available for the Indego30 Membership. If you prefer to pay in cash, you still need to start at the website and create a profile.

- Under the “join” page, select “Indego30 Cash” and fill out your profile information. As part of that process, you will fill out information for our cash payment partner, PayNearMe.
- PayNearMe will give you a payment code. You can send it to your phone or print it out.
- You can take the payment code to any 7-11 or Family Dollar location in Philadelphia, show it to the cashier, and make a cash payment.
- Once a payment is made, you will receive an Indego Key card in the mail. You can use the card to check out a bike at any time.
- At the end of 30 days you will need to make another payment to keep your membership active. Indego will send you a reminder and a new payment code in a text message or email, and you will need to return it to a 7-11 or Family Dollar to make the payment.
- Remember, an Indego30 membership lets you take unlimited free 60 minute rides. If you ride longer than 60 minutes at a time, you will be charged \$4 for each extra hour. Those charges are due when you renew your membership and make a new payment.
- If you need assistance in signing up online, you can go to one of the following Philly Keyspot locations:

Dixon House

Diversified Community Services
1920 S. 20th Street
Philadelphia, PA 19145
Phone: 215-336-3511

Mantua Haverford Community Center

631 N. 39th Street
Philadelphia, PA 19104
Phone: 215-382-4591

Institute for Community Justice

Philadelphia FIGHT's Critical Path Project
21 S. 12th Street, 7th Floor
Philadelphia, PA 19107
Phone: 215-525-0460

Urban Affairs Coalition

1207 Chestnut St
Philadelphia, PA 19107
Phone: 215-851-1784

Philadelphia OIC Open Access Community Lab of Broad

Philadelphia OIC
1231 N. Broad Street
Philadelphia, PA 19122
Phone: 215-236-7700

You can also visit one of the Free Library locations listed below, and a staff member can help you:

- Queen Anne Branch
- Central Library
- Ramonita de Rodriguez Branch
- Charles L. Durham Branch
- Walnut Street West

COMMUNITY INVOLVEMENT

As a Bike Share Ambassador, you are a valuable resource for your community, and can help connect your friends, family, neighbors, and fellow Philadelphians with Indego. So what's next in terms of community involvement?

- **Start conversations** about Indego with community members. Indego is brand new, and face-to-face conversations are the best way to educate people about it. Whether you're at church, at home, or just walking down the street, a casual conversation can go a long way.
- **Answer questions.** You now know the answers to most of the questions people will have about Indego. If someone wants to know the 'who, what, where, and why' of bike share, you will be able to help them, which makes all the difference. Don't know the answer? Reach out to the Bicycle Coalition and we can help!
- **Come out to an event.** Work with the Better Bike Share Team at the Bicycle Coalition to set up and attend events in your neighborhood and beyond. We will be leading rides, teaching classes, and giving presentations throughout the City, and we could always use your help.
- **Invite us to YOUR events.** Even if it's not related to bike share, if there's an important community event happening where you think folks would be interested in learning about Indego, please invite us! We'll do our best to be there.
- **Communicate with Customer Service** about day-to-day operations. The system will work best if people actively use Customer Service to help work out the kinks!
- **Listen to feedback** and let us know what you hear. The Better Bike Share Team wants to know what you're hearing from your friends and neighbors about bike share. What's working? What could be improved? We are happy to share your community's feedback with the City of Philadelphia.
- **Ride those bikes!** As role models and leaders in your communities, it is powerful for you to be seen on Indego bikes. Set an example by using the bikes to get around, and others will follow. Have questions about the cash membership? Email or call Claudia Setubal, Access Manager for Bicycle Transit Systems: csetubal@bicycletransit.com, 540-808-9470
- **Stay in touch!** You can always reach out to anyone on our Better Bike Share Team with questions or ideas:

Our address:

Bicycle Coalition of Greater Philadelphia
1500 Walnut Street, Suite 1107
Philadelphia, PA, 19102

Azephra Hamilton

Better Bike Share Community Liaison
azephra@bicyclecoalition.org
215-BICYCLE (215-242-9453) ext 316

Katie Monroe

Better Bike Share Outreach Manager
Katie@bicyclecoalition.org
215-BICYCLE (215-242-9453) ext. 310

Jorge Brito

Rides & Volunteers Coordinator
Jorge@bicyclecoalition.org
(267)-909-8726

Or use our general email address: betterbikeshare@bicyclecoalition.org

SECTION 2

LESSONS

INTRODUCTION

The Learn to Ride and Skill Building class is a five-step process that builds upon a riders skill and comfort levels. Those who do not know how to ride a bicycle start at step 1, those who need a refresher start at step 4, and those who simply want to build skills, start at step 5. In any given class, you may have a mixture of ability levels or a group that all falls into the same category; account for these differences and similarities in preparing and designing the class structure. It is possible that you will run a class that is only focused on building skills or only focused on learning how to ride. No matter where the riders are starting, they are showing an interest to learn more about bicycling and instructors should encourage and support this interest with patience and enthusiasm.



OBJECTIVES

Participants, depending on skill level, will be able to:

- Glide on a bicycle while steering straight and without their feet touching the ground
- Push bicycle into motion from “power pedal position”
- Pedal bicycle in a straight line continuously
- Bring bicycle to a complete stop using the hand brake levers before placing feet on the ground
- Turn bicycle right and left, without coming to a stop; perform hand signal before turning
- Steer bicycle around barriers
- Scan backwards while continuing to ride in a straight line



MATERIALS

- | | |
|---|---|
| <ul style="list-style-type: none"> ■ Enough bicycles for everyone in the class (preferably one with hand brakes) ■ Enough helmets for everyone in the class ■ Tools <ul style="list-style-type: none"> ■ 2-4 15mm pedal wrenches (optional) ■ 2-4 Allen Wrenches ■ 1 Adjustable wrench | <ul style="list-style-type: none"> ■ Name tags and markers so instructors can call participants by name ■ Chalk, poly dots, or cones to set up a skills course ■ Brooms for ensuring outdoor space is clear of debris ■ Stop watches (optional or Step 5) ■ First Aid Kit (very rarely used, but a must to have on hand) |
|---|---|



pedal wrench

TIPS:

- Learn to Ride and Skill Building classes should be held in a large open space such as an empty parking lot, unoccupied basketball court or large gymnasium (works best for smaller groups).
- Arrive at least 20 minutes early to set up, clear the space of any debris, and place cones around potholes, bumps etc. It is best if you scope out the space in advance to ensure its safety.
- Participants should attend class in clothes that are easy to move in and comfortable, closed toe shoes.

BEFORE CLASS BEGINS

1. Review the guidelines on how to group participants based on ability.

GUIDELINES FOR PARTICIPANT TO INSTRUCTOR RATIO & STARTING POINT

GROUP A: Never biked before group(s)*:

- At least 1 instructor to every 2 participants
- Start on step #1

**Indego bikes will not be used for this class because they are harder for new riders to learn the skills of balance due to their size.*

GROUP B: Has not ridden a bike in many years group(s):

- At least 1 instructor to every 4 participants
- Start on step #4
- Indego bikes may be used

GROUP C: Can ride, but need to build skills group(s):

- At least 1 instructor to every 6 participants
- Start on Step #5
- Indego bikes may be used

2. Make sure each participant fills out a waiver and photo release form. *If the participant is under 18, their parent or guardian must sign both forms.*

TIP: Often people who are learning how to ride a bike for the first time are nervous. Make sure to greet each participant warmly and answer any questions.

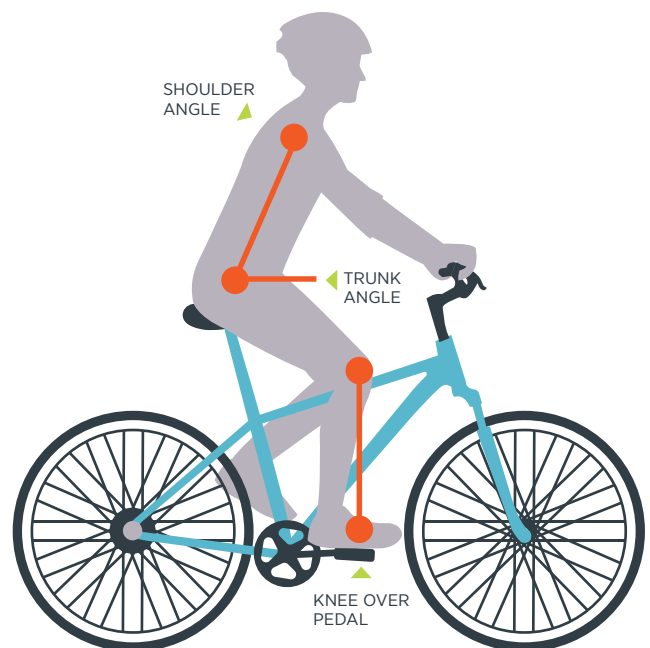
3. Assign each participant a bike and a helmet for the day (if they are not bringing their own).

4. Find out on what level the participant self-identifies:

- a. Never biked before (GROUP A)
- b. Has not ridden a bike in many years (GROUP B)
- c. Can ride, but needs to build skills (GROUP C)

BIKE FITTING TIPS:

- For a straight top tube (sometimes referred to as a "male" bike), there should be at least 1–2 inches of clearance between the top of the rider's inseam and the bike frame.
- Adjust seat height so the rider can fully extend legs while feet are on the pedals. When saddles are too low, legs will not have enough room, thus making pedaling more difficult. *(Note: for Group A seat height will begin lower so that feet touch the ground while sitting on the saddle).*



INTRODUCTIONS AND SAFETY

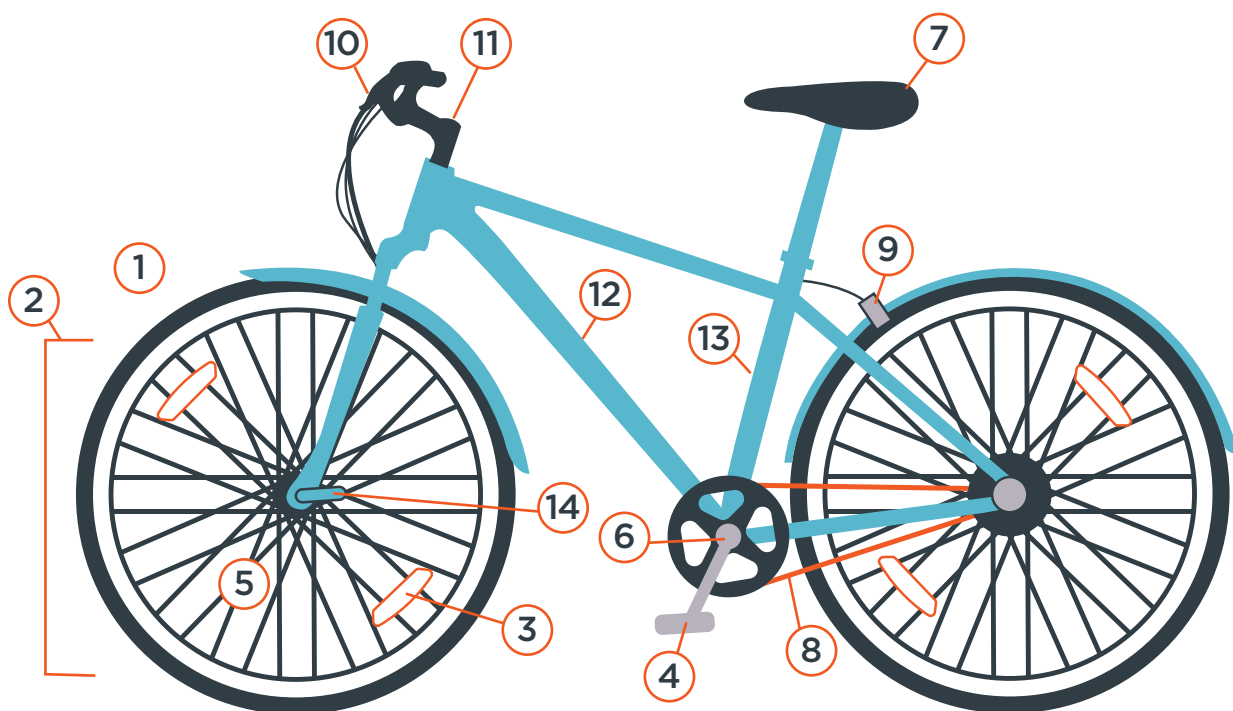
 10 MINUTES

1. Introduce the team of instructors, as well as the mission and programs of the Bicycle Coalition and the Better Bike Share Partnership
2. Review the basic parts of a bike: Seat/saddle, wheels and tires, brakes, and gears (see page 17).
3. Teach the ABC Quick Check and perform on every bike (see page 18).
4. Teach proper helmet fitting and have instructors check participants helmets for fit (see page 17).
5. Review other bike safety measures including:
 - a. Proper shoes—closed toe and sturdy
 - b. No headphone in ears
 - c. Rolling up the right pant leg if the chain is exposed
6. Break into groups based on ability level (see page 15). Pair each group with at instructors.



BASIC PARTS OF A BICYCLE

- | | | |
|--------------|------------------|-------------------|
| 1. Tire | 6. Crank | 11. Handlebars |
| 2. Wheel | 7. Saddle (seat) | 12. Down tube |
| 3. Reflector | 8. Chain | 13. Seat tube |
| 4. Pedal | 9. Brake | 14. Quick release |
| 5. Spokes | 10. Brake lever | |



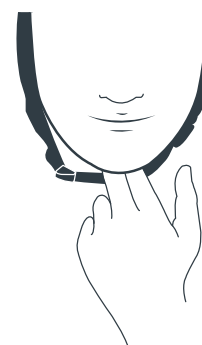
HELMET FITTING INSTRUCTIONS



Helmets should cover most of the forehead. When looking up, you should be able to see the tip of your helmet.



The clip on the adjustment strap should fall just below the ear.



The chin strap should not be too tight or too loose. Fitting two fingers between the chin and chin strap is a good guide.

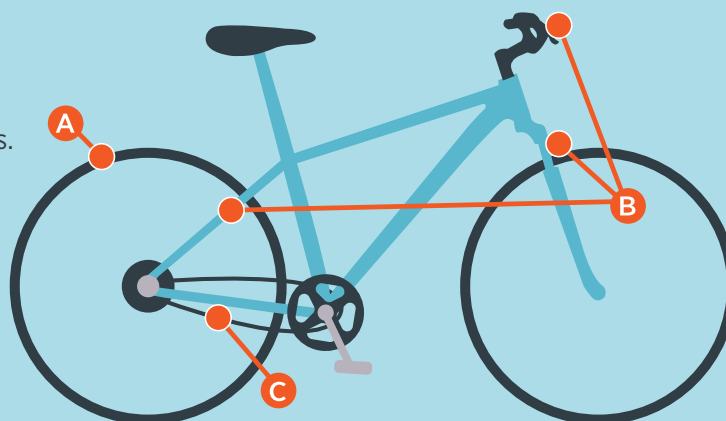
ABC QUICK CHECK

One nice thing about bike share is that you don't need to do your own maintenance on your bike. That doesn't mean you shouldn't know how to do a few basic things to your bike. Most importantly, you should be able to tell if your bike is in proper working order. Also, just because you're using bike share doesn't mean you (or your friends or family) won't be riding on non-bike share bikes. Every time you get ready to ride any bicycle, you should begin by making sure the bike is safe.

The ABC Quick Check should be done before all rides. It will soon become second-nature. The purpose of the ABC Quick Check is to ensure that the bike is in safe, proper riding condition. The ABC Quick Check provides an opportunity to talk about most parts of the bike, as necessary. It's best to layer information about these systems; an in-depth lecture about the entire bicycle is not the most effective way for students to learn and retain information about the bicycle systems. This lesson gets taught and re-taught throughout the course of any class or ride.

■ Ask students if they know what an ABC Quick Check is, and discuss its parts.

- **Air**
- **Brakes**
- **Chain and Cranks**
- **Quick Releases**
- **Check it over**



Air: Squeeze the tire with your fingers. It should feel firm without too much give.

In order to put the correct amount of air in a tire, check the side of the tire for the maximum PSI (pounds per square inch) and then use an air pump with a gauge to fill it up.

Brakes: Roll the bike slightly forward and squeeze both hand brake levers to ensure they are stopping the tire when squeezed. When you squeeze your brakes hard, you should still be able to fit your thumb between the brake levers and the handlebars. Check that brake pads are not worn out. If they are, replace them.

Chain and Cranks: Lift the back wheel slightly off the ground and with the other hand rotate the pedals forward and backwards a few times. If the chain moves smoothly, it is working. Keep chains from rusting by using chain lubricant.

Quick Releases: Some bikes have quick releases on each wheel to make it easier to take wheels on and off. To ensure they are properly secured, lift one wheel at a time off the ground and firmly pound on the top of the tire with your fist. If the wheel stays in place, the quick release is secure. If the wheel moves, the quick release must be tightened.

Check it over: Take the bike for a quick spin, listening for any unusual rubbing, grinding, or clicking that many indicate something is not working properly. Fix what you can yourself and take the bike to a mechanic for additional assessment and repair.

STEP 1: PREPARING THE BIKE

 10 MINUTES

Each instructor should explain the steps of the class below with their group participants before the action begins and answer any questions

- Take the pedals off of each bike with a 15mm pedal wrench; label the pedals “L” and “R” so it will be easy for you to put them back on the bike later.

Note: this step can happen before class if you are using a fleet of bikes or as participants arrive with their own bikes. Either way, it is important for participants to understand that the pedals come off at first in order for them to learn how to glide and balance. Once that is mastered, the pedals will go back on the bike.

- Lower the seat on each bike so that riders can place both feet planted on the ground.

TIPS:

- If participants are using their own bikes or all bikes with different pedals, place the labeled pedals into brown paper bags with the participants name on it.
- If you do not have a pedal wrench, the lesson can be taught with the pedals remaining on the bike. The participant will just have to practice a wider stance while “running” the bike into the gliding motion.

STEP 2: MOUNTING THE BIKE

 5 MINUTES



- Model how to mount the bike and remain stable in a still position.

Hold onto handlebars with both hands. For straight top tubes, swing one leg over and for diagonal top tubes, step through. Keep both hands on the handlebars and place both feet flat on the ground.

- Encourage participants to practice sitting still with the bike for a minute or two. They can make sure their seat height is correct and that both feet can touch flat on the ground, pump their brakes a few times, and swivel the front wheel to get used to that motion. This step supports the notion that the rider is in control of the bike.

STEP 3: TEACHING BALANCE

 15-20 MINUTES

■ Model how to push off, “run”, and glide:

With both hands securely on the handlebars, place both feet on the ground. Push off the ground with both feet and then begin to alternate left and right feet as if you were running. Once you have built up a good amount of momentum, lift your feet off the ground and glide with the bike. Keep your arms stable, steering the bike forward at all times. Brake by squeezing the levers and then placing your feet on the ground!

TIP: Make sure all participants are gliding and riding in the same general direction so that collisions are avoided.

■ Before participants begin this step, cover the following:

- The rider is in complete control of the bike.
- Always keep your arms straight and your eyes forward.
- To stop, practice using the brake levers and then placing feet back on the ground.

Note: many riders may stop with only their feet while the pedals are off. This is a habit to be avoided. Once the pedals go on, stopping with only the feet is dangerous and ineffective.

■ As riders progress, instruct them to:

- Try to use fewer pushes and spend more time gliding.
- Count how long they can keep their feet off the ground and create goals.
- Begin to practice moving the handlebars right and left while balancing and gliding. This helps riders learn how to adjust the center of balance when the bike turns.

■ Riders are ready for pedals when they can:

- Glide with their feet off the ground for 10 seconds or more.
- Use their brakes properly (squeeze brakes, then place feet on the ground).
- Use the handlebars to steer the bike in a straight line.



Even if riders appear technically ready for pedals, also be aware of their emotional state and how comfortable they are moving onto the next step. They can always spend a little longer gliding and practicing balance. Encourage riders with patience and positivity!

STEP 4: PRACTICE PEDALING

 20 MINUTES

Group B participants start on Step 4

- Re-attach the pedals to the bicycle. Remember, the right and left pedals will only fit on the correct side of the bike. Tighten with a pedal wrench if necessary.
- Model the best starting pedal position and how to push off.



Place one of the pedals in the 2 o'clock position (also called “power pedal position”) and push down on the pedal with your foot, propelling the bike forward. Once the bike is moving, your other foot finds the second pedal. Repeat with the opposite pedal starting. Pedal for at least 30 seconds without stopping. Next, model how to stop the bicycle, first squeezing the hand brakes and then placing one foot on the ground to balance.

- Before riders start this step, cover the following:
 - Always keep their eyes forward, at the time of push off and thereafter. Looking down does not aide in balance.
 - The more they pedal, the more balance increases, but use the brakes (not feet) if losing balance.
 - Keep their arms taught and steer the bike forward.
 - Review which hand does what (front/back brakes). Discuss the danger of flipping over your handlebars if they slam on their front brakes. Remember that controlled stops do not involve skidding.

Note: for riders that are having a particularly challenging time staying balanced, instructors may need to provide extra balance by hanging onto the back of the seat or handlebars for a few seconds.



- Have participants pedal around without stopping for increasing periods of time or distance, coming to complete stops after each interval. You can start with 10 seconds or 1 minute depending on the rider's comfort level. As you're the rider's confidence increases, their speed will increase as well.
- Once the rider shows proficiency in pedaling and stopping correctly, he or she should move onto Step 5, skill building.

STEP 5: BUILD SKILLS

 20-60 MINUTES

Starting with Step 5: The number of Group C participants (those who know how to ride, but want to build skills) will determine how many skill-building stations to operate at once. Each station should have no more than 8-10 riders at once. If you have more than 10 riders, set up stations, each led by different staff or volunteers. Participants can rotate through each station.

Transitioning from Steps 1 – 4 to Step 5: As Group A and B riders gain confidence and are ready to build skills, they should be rotated into the skill building stations. If the class has only Group A and B participants, skill building stations can be set up off to the side of the learn to ride course and riders can transition there as ready.

TIP: Staff and/or volunteers should be solely dedicated to the skill building stations, and not splitting time between teaching one person how to ride and one person how to perform a skill.

SKILL BUILDING STATIONS

■ Beginner Activities

■ Intermediate Activities

■ Advanced Activities

STARTING, STOPPING, AND SCANNING

Set up: Place cone(s) at the rider starting location(s) and also across the space from the starting location, at least 40 ft away, indicating where riders will stop. Place a line of cones or chalk line to demarcate the return alley back to the start of the drill.



■ **Push, Pedal, Sit:**

- Line up at a line, standing over bike (see mounting bike instructions on page 19).
- Put pedal in power pedal position (see page 21), push down, and pedal, coming to a complete stop in the box at the end of the course.

■ **Looking Forward:** Ride toward instructor and call out how many finger s/he is holding up as it constantly changes (can be done in loop circle as well).

■ **Looking Backward:** One at a time, ride straight and look back over shoulder, calling out the number of fingers or color of sponge the instructor is holding up .

Set up: Using cones or chalk, create boundaries for a large circle.

■ **Red/yellow/green light:** Pedal around the space in the same direction; respond to the following verbal instructions from the leader:

- Red Light: Bring the bicycle to a complete stop
- Yellow Light: Slow the Bicycle
- Green Light: Start or go faster

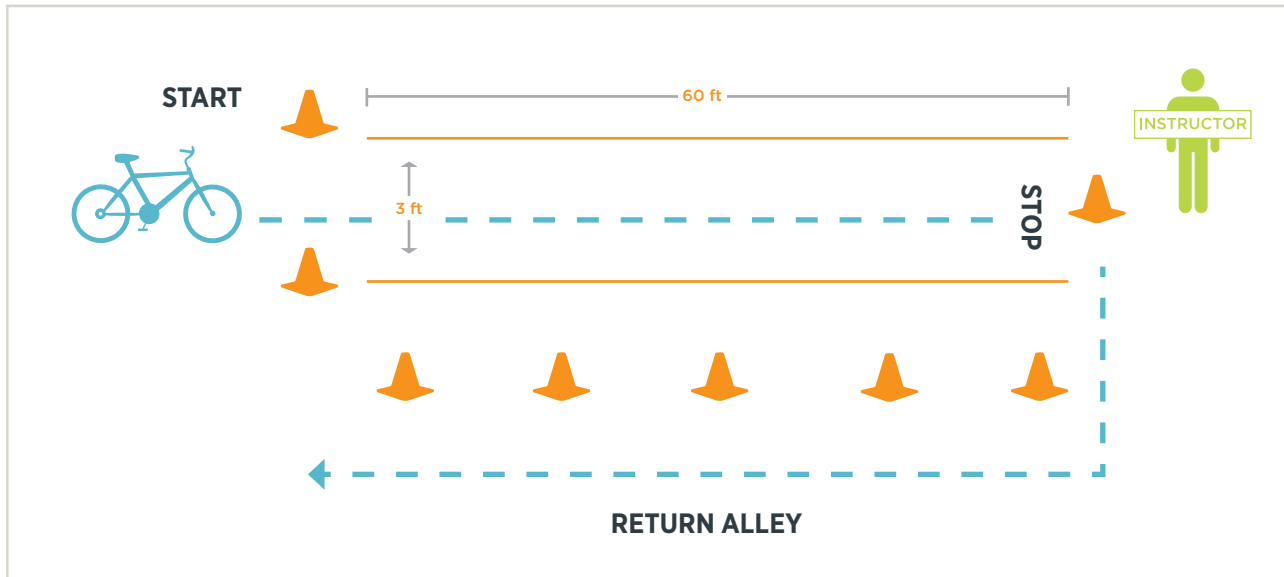
■ **Gears:** Riders practice shifting into different gears as they are riding around (e.g. 3 on left and 7 on right, 1 on left and 1 on right, etc).

■ **Telephone:** Riding as a group in a line, the person in the back says “look” and holds up a number; the rider directly in front of the last rider looks back to see the number being held up, but does not say out loud. Now the second to last rider holds up the same number, and the pattern repeats until the number gets to the front of the line.



BALANCE AND CONTROL

Set up: Draw a narrow lane (3ft wide and at least 60ft long) with chalk, mark out with cones or use existing lines at the space; Place cones at the beginning and end of the drill; Place a line of cones or chalk line to demarcate the return alley back to the start of the drill.



■ **Slow Race:** Ride from start to finish without putting foot down; instructor records times and the slowest time wins!

■ **Traffic Stop:** Approach a cone or line while slowing down. Come to a full stop at the line without putting a foot down and hold the position counting 1-2 aloud while looking both ways, then ride forward.

Set up: Using cones or chalk, create boundaries for a large circle.

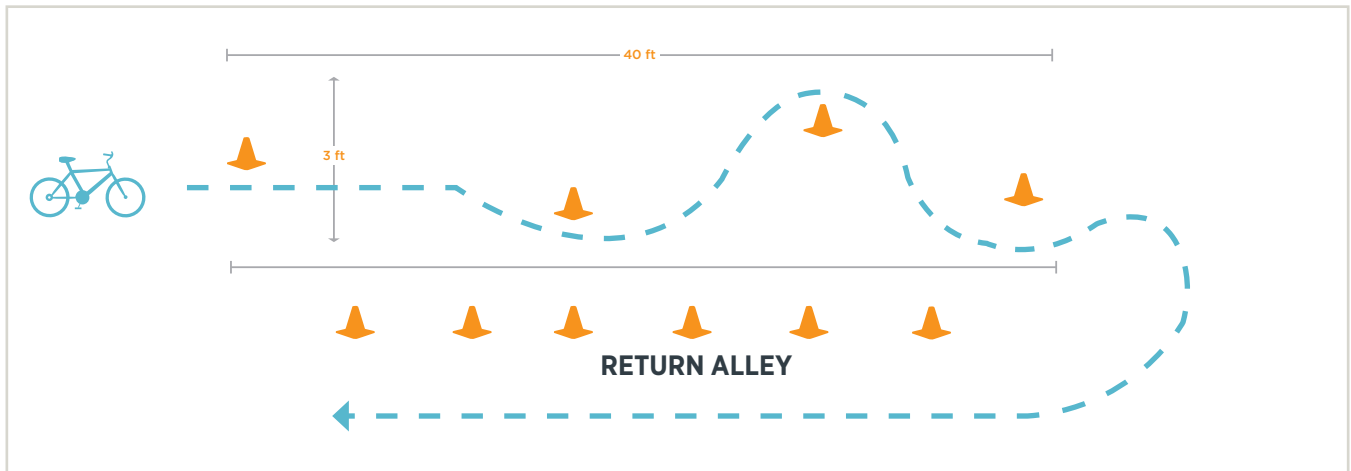
■ **Reverse Circle:** ride in a circle with your group; when the leader calls out to reverse, turn in the other direction without hitting others, putting your foot down, or going out of bounds.

Set up: Draw a narrow lane.

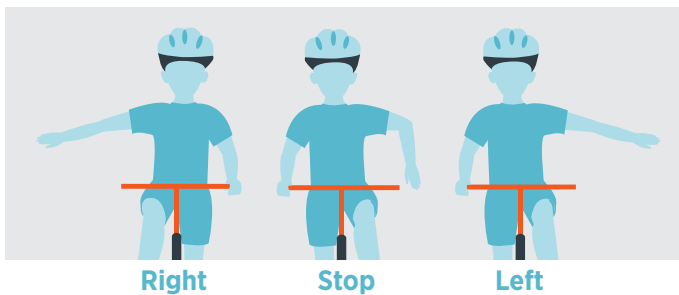
■ **Figure 8:** Ride alone or in a group following a leader; turn inward or outward balancing as you follow the figure 8 lines.

AVOIDING HAZARDS

Set up: Place one or two cones in the middle of a straight path. As riders master avoiding those obstacles, add more cones, approximately 3–4 feet apart along a 40 ft. space.



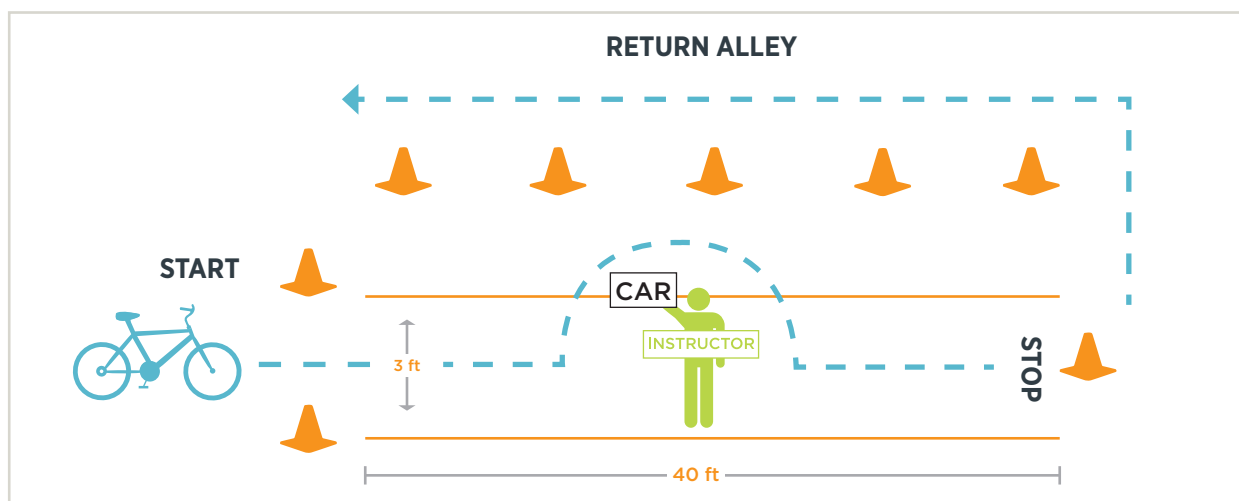
■ **Avoiding hazards:** Ride in a straight line and avoid a hazard (cone) by slowing and steering around the obstacle; return to original straight course after maneuvering around hazard. As more cones appear, ride bike in between the cones, steering the bicycle, leaning, and using breaks as needed to avoid the obstacles.



Double Parker Set up: Set up chalk lines or cones to resemble a 3-foot-wide bike lane blocked by a double-parked car. Have a volunteer hold a large poster board picture of a car. (If a large poster is unavailable, have a volunteer hold up colored sponges to signify a car).

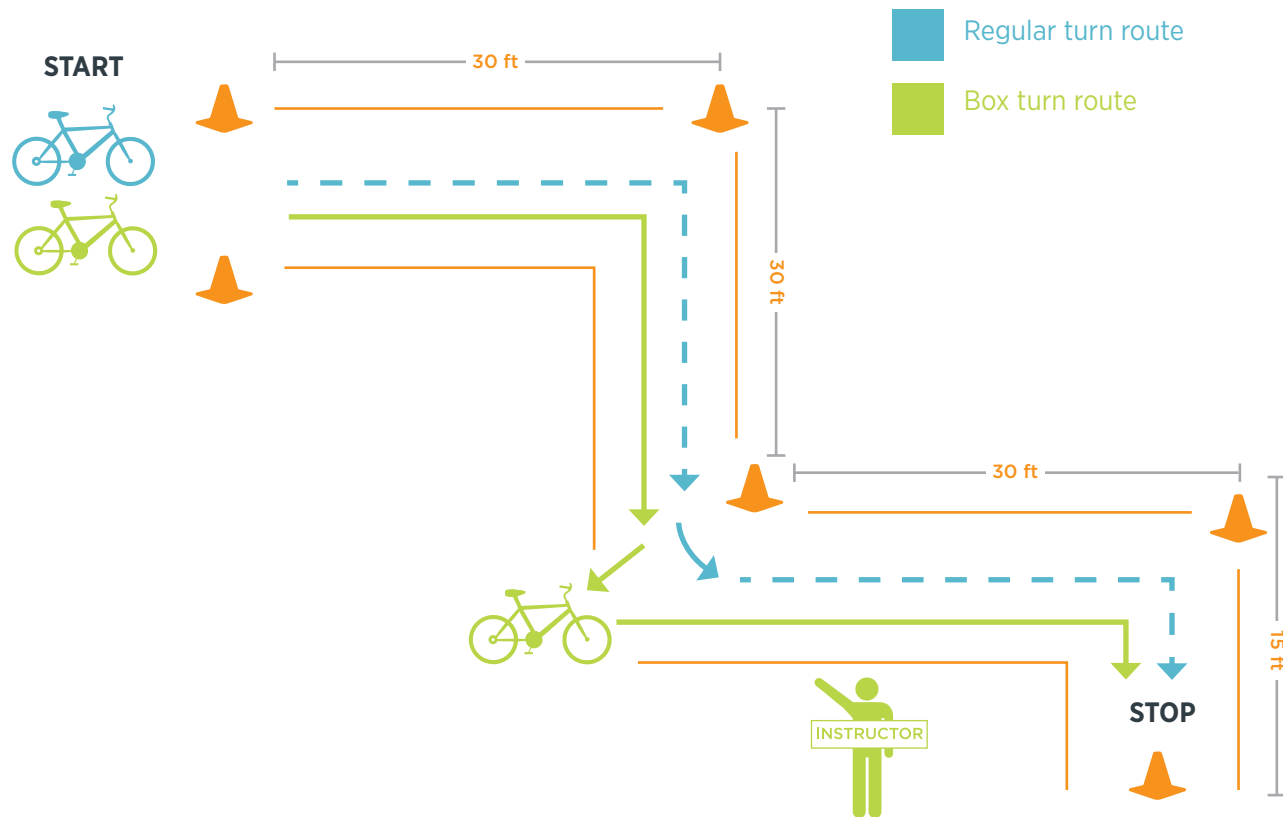
**Before practicing double parker, review hand signals with riders.*

■ **Double Parker:** ride down the “bike lane” toward the “parked car”; slow down if necessary, scan over left shoulder, use left turn signal, and merge into traffic to avoid the obstacle. Merge back into bike lane after avoiding the parked car.



TURNING AND SIGNALING

Set up: First set up a straight path of at least 30 ft. and mark the ending with a cone; next, turn 90 degrees to the right and set up another straight path of 30 ft. and mark that end with a cone; then, turn 90 degrees to your left and set up another straight path of 30 ft. marked with a cone at the end; finally, turn 90 degrees to the right and set up a 15 ft. straight path with a cone at the end. For each straight path, place a cone or write “signal” approximately 10 ft. before the ending cone, marking the pace that the rider should signal, before placing hands back on the handlebars to turn. If practicing box turns, draw a box on the ground with chalk at the second corner of the course.



■ **Right turn/ Left turn:** Ride in a straight line toward the first cone; signal right before the cone and place hands back on handlebars before making the turn; Ride toward the second cone and signal left before making the turn; Repeat for right turn and then come to a complete stop before traveling back to the beginning of the line.

■ **Box turn:** After practicing basic turns, try a box turn (green arrows on the diagram). Box turns are the safest way to make a left turn on a multi-lane road. Instead of remaining in the traffic lane to make a traditional left turn (blue arrows on diagram), proceed to the far right corner of the intersecting road and stop facing the direction you want to turn; once the instructor gives the green light (simulating a green light), proceed, straight through the “intersection.”



INTRODUCTION

Urban Riding Basics should portray bicycle commuting as a fun, cheap, and easy way to get around the city. This class is an adaptation of the Bicycle Coalition's Urban Riding Basics class to be geared toward a new bike share rider, although it would also be useful to a bike owner. Instructors are encouraged to speak from their personal experience with urban riding, as long as personal experience reflects safe and legal biking practices.



OBJECTIVE

At the end of the class, participants will leave feeling more confident about how to ride safely in Philadelphia. This class should encourage them to ride a bicycle more often, no matter who they are or what previous cycling experience they've had.



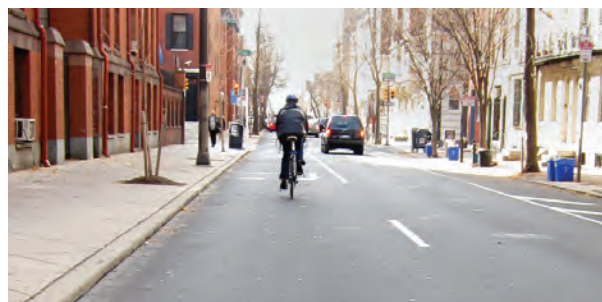
MATERIALS

- Properly fitted helmet
- Functioning bicycle (ideally an Indego bike!)
- Literature: bike maps, How to Ride in Philly tri-fold, any additional bike share literature, etc.



- List of attendees who signed up in advance (if applicable)
- Urban Riding Basics poster, Philly Bike Map
- Dry erase marker and regular marker
- Masking tape
- If you are not using an Indego bike, also bring a ULock and cable, as well as front and rear lights

ARE YOU AN URBAN RIDING EXPERT? If you've been riding in the city for a while, try to remember what it was like when you first started. Put yourself in the shoes of a new rider to help set your students up for success!



BEFORE CLASS BEGINS

- ✓ Plan to arrive at least thirty minutes before class is scheduled to begin.
- ✓ Call contact before arrival to arrange logistics and to confirm class is happening. Don't forget to mention that you'll be bringing a bike inside and make sure that you know the building policies for bringing a bike inside. For example, if you have to load the bike into a service elevator or need to enter through a alternate entrance.
- ✓ Familiarize yourself with resources in room (chalkboard, whiteboard, seating, tables).
- ✓ If possible, organize seats in horseshoe pattern beforehand.
- ✓ Tape the Urban Riding Basics poster and Philly Bike Map up on the wall.

INTRODUCTIONS AND EXPLANATIONS

Begin by introducing yourself! Explain who you are and what the Bicycle Coalition is.

The Bicycle Coalition of Greater Philadelphia is a nonprofit organization founded in 1972. Our mission is to make bicycling a safe and fun way to get around for anyone in Greater Philadelphia.

Explain what Indego is.

Indego is the City of Philadelphia's bike share system. With bike share, residents, commuters, and tourists can check out bikes from 70+ stations around the city to make one-way trips for transportation and recreation.

In a small class, ask students to introduce themselves with their names and have them answer a brief question such as 'What was your first bicycling memory?' or "Do you ride a bike? If so, what kind of riding do you do?" This will give you a sense of the room and how you might want to tailor the class.

In a large class, don't have students introduce themselves. Instead, ask a few general questions to be answered by show of hands. For example: Have you ever ridden a bike?

TIP: With a larger group, clarify the need to hold questions until the end, to economize class time. Smaller classes can ask questions as they come up, but if you're going to address their question later on in the class, let them know instead of getting off-track.

1. WHY COMMUTE AND/OR SHOP BY BIKE?

■ Start by talking about benefits of commuting by bike—have people raise their hands and see how many they can come up with!

- Healthy
- Affordable
- Convenient/Efficient
- Environmentally friendly
- . . . and FUN!

■ Acknowledge that there are challenges that get in the way of riding a bike—and the goal today is to try to get past a few of them!

■ Talk about the specific benefits of using Indego (versus bike ownership). These include:

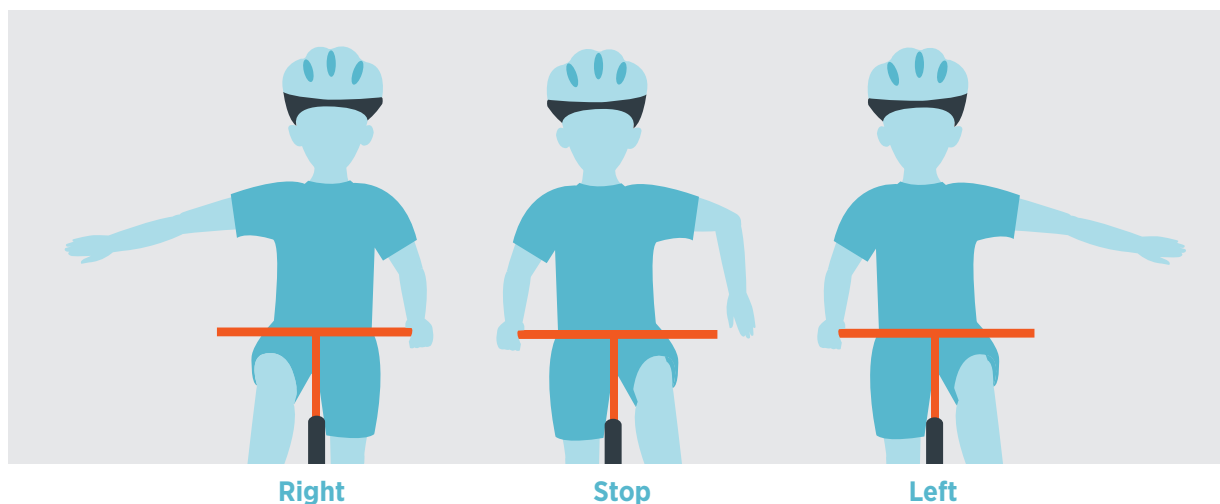
- Cheaper, especially upfront (\$15/month)
- No worrying about storage
- No worrying about theft
- No worrying about maintenance
- Don't need to find a place to park
- One way trips!
- A bike when you want it, that's gone when you don't



2. PHILADELPHIA AND PENNSYLVANIA BICYCLE LAWS

A bicycle is a legal vehicle—Bicycles traveling on roadways have all the general rights and responsibilities of drivers of vehicles. That means ride with traffic, obey all traffic signals and use hand signals to indicate turning, slowing or stopping.

- Teach the group hand signals by modeling left, right, and stop signals. If time permits, have the group stand up and play a quick game of signals Simon says.



PHILADELPHIA BICYCLE LAWS

- Bicycles must ride in the same direction as traffic and obey all street signs and signals, including traffic lights, stop signs, yield signs, and crosswalks. Like a car, bicyclists must yield to pedestrians in sidewalks.
- Sidewalk riding is illegal in Philadelphia if you are over 12 years of age. You must walk your bike on the sidewalk. It is also unsafe to ride on the sidewalk—for you and for pedestrians. Cyclists double their chance of a crash by riding on the sidewalk (important to emphasize, since most people ride on the sidewalk because they think it is safer!).
- Ride with lights from dusk until dawn. You are required by law to have a front white light and rear red reflector, but we recommend a red light. Explain that most lights aren't intended to SEE the road, but to BE SEEN.
- It is illegal to wear headphones while riding a bicycle in Philadelphia. It is also unsafe because you cannot hear your surroundings—all five senses are important when you're riding!

TIP: A lot of people are scared of riding in the street. Let them know that the next section will be all about strategies for their boosting confidence!

3. LANE POSITIONING AND RIDING TECHNIQUES

Riding in traffic is a dance that you lead. Drivers don't want to hit you, and your confidence and communication will help them know how to act courteously toward you. A car is probably going to pass you one way or another—you have the power to make them pass you safely instead of unsafely. It's important to know the basics when you start, but all the details of what to watch for will come over time.

- **Be visible and predictable.** That means ride in a straight line, don't weave in and out of parked or moving cars and use clear hand signals. You'll be surprised how much people driving cars will appreciate it!
- **Make eye contact.** This allows you to communicate with other vehicles on the road, especially at stop signs and intersections.
- **Position yourself properly in the lane.** Use the Urban Riding Basics poster to talk about different types of roads/bike infrastructure.



- If there is a bike lane, you should (but are not legally required to) ride in it.
 - Traditional bike lanes are 6 ft wide and often positioned between a travel lane and parking lane or the curb.
 - Buffered bike lanes often take up an entire travel lane; the bike lane is 6ft wide and has a 3 ft painted buffer between the bike lane and the vehicle travel lane.
 - Some bike lanes in Philadelphia are painted green to make them stand out (examples: South Street Bridge and Benjamin Franklin Parkway). Green paint is also used to demarcate conflict zones.
- On streets without a bike lane, ride about where the right wheel of a car would be. The law says you should ride as far to the right as practicable—AKA as far to the right as is safe for you. Taking the lane forces cars to pass you with enough space between them and you.
 - There are several streets in Philly that do not have bike lanes, but have sharrows painted in a travel lanes. Sharrows are another way of saying “share the road” and stating that bicycles can take the entire lane
- If the street is too narrow to let a car pass mid-block (for example, many streets in South Philadelphia), wait until you get to the next intersection where you can safely pull over, and let the car pass there. This strategy maximizes your safety and minimizes driver frustration.
- On any street, stay clear of the “dooring zone.” People getting out of parked cars often do not look for cyclists. We recommend riding with 4ft between you and parked cars.

ARE YOU A DRIVER WHO GETS STRESSED AROUND BICYCLISTS? We've all been there! Next time you're driving, keep in mind: bicyclists are legally allowed to ride in the center of the lane, and usually do this to keep themselves safe from aggressive drivers and parked car doors. They can generally tell when a car is behind them by listening, so no need to honk!

TIPS:

Turning left

- You can always allowed to turn like a motor vehicle. Simply merge to the left, signaling and looking over your shoulder, and then proceed with the left hand turn as you would in a car.
- Another option is a Box Turn—go straight through the intersection, stop at the far corner, turn 90 degrees counterclockwise, and continue when the next light turns green (see diagram on URB poster on page 31).

Trolley tracks

- Always cross trolley tracks at a perpendicular angle (see diagram on URB poster on page 31).
- Be especially careful if the roads are wet.

Right hooks

- When you approach in intersection in a bike lane, and there is traffic to your left, be aware of cars who might cut you off by turning right.

BEFORE MOVING TO THE NEXT SECTION, THIS IS WHERE WE TAKE QUESTIONS ABOUT SPECIFIC TRAFFIC SITUATIONS.

4. PICKING A ROUTE

- Bike route selection is often very different than car route selection – the most direct route isn't necessarily the best one! Be willing to experiment and try various options.
- Lots of factors to consider, based on your comfort level and preference:
 - Where there is a bike share station
 - If there are bike lanes
 - Width of shoulders
 - Speed of traffic
 - Hills
 - Bus routes
 - Construction, potholes, sewer grates, trolley tracks



- Google Maps has biking directions! Philly Bike Maps show which streets have bike lanes, too. You can always ask a more experienced bicyclist about their routes.
- If you are a new rider, we recommend practicing riding during a low-traffic time before you get out on the streets during rush hour.
- Ask for a volunteer who wants to map their personal route – from home to work, to the grocery store, to the Schuylkill River Trailhead, etc. Use a marker on the Philly bike map to talk them through route options, including which Indego station they would start and end at. Don't forget to show them how to get back!
- Have a “stock” routing example in mind to show in case no one volunteers – e.g. West Philly to Center City.

5. LOCKING YOUR BIKE

If you're riding an Indego bike, there's good news: you do not need to lock it up. In fact, you should never leave your Indego bike unattended! Leave the bike at the bike share station nearest to your destination. If you have your own bike, it's important to know how to lock it up. No bike is impossible to steal, but proper locking can greatly increase the security of your bike.



Example of good locking technique



Example of bad locking technique

■ Good places to lock:

- Official bike racks (inverted U, converted parking meters, etc.)
- Street signs that are securely attached to the sidewalk and have signs on top.
- Places that are visible and well-lit

■ Bad places to lock:

- Trees (it damages them!)
- Fences
- Sign posts without signs on top
- Bike racks that are loosely secured to the cement
- Private property
- Outside overnight—avoid if you can!

- We recommend using a U-lock and Leash to lock your bike, so that your frame and both wheels are secured. Demonstrate how to do this for the class. Remember: you invested in the bike, don't skimp on the security for it!

MOST BIKES ARE STOLEN OVERNIGHT. There are creative ways to store your bike inside overnight—and if you don't have space, consider using Indego instead!

- It's a good idea to know your bike's serial number and have a picture of you with your bike in case it is stolen.

6. HELMET SAFETY

- Emphasize the importance of wearing a helmet. It should be as automatic as wearing a seatbelt. Never ride without one—most crashes are actually a result of “user error,” so don’t just wear it when you’re riding around cars!
- All helmets are equally safe, regardless of price. Choose your price range and pick the one you like best within that price range. The most important qualification for a helmet is that you like it enough to actually wear it.
- Replace helmets every five years or if you have a crash. Helmets are single-use!

7. KEEP YOURSELF HEALTHY ON AND OFF THE BIKE!

- Biking in the city is a low-impact form of mild exercise. No need to be Lance Armstrong—people of all shapes, sizes, and athletic abilities can and do ride bicycles! That being said, your body is powering your vehicle and it’s your job to make sure you take care of that engine!
- New riders should make sure to stay hydrated, especially in the summer months. A water bottle can be stored in the front basket of the Indego bike for easy access.
- If the bike is uncomfortable to ride, make sure the seat is at the right height. Too low, and your knees might hurt. Too high, and you might not have enough control over it.
- Is the seat hurting your . . . nether regions? While Indego seats are designed to be as comfortable as possible, new riders who haven’t ridden in a long time sometimes experience some discomfort at first. Don’t give up! Usually, this discomfort will just go away with time. Start with shorter rides and work your way up to longer ones. If you’re really hurting, give yourself a breather. No need to hurry.
- What do I wear? Most people find they can just wear their everyday clothes. The only thing that’s difficult is pencil skirts!
- What about the summer heat? You can bike slowly to minimize sweating, you can wear just your first layer and add a button down when you get there, or you can change completely if that works best!

8. QUESTION AND ANSWER

For the remainder of the time, let people ask questions and do your best to answer them. If you don’t know the answer, get their contact info and tell them you’ll get back to them!



INTRODUCTION

As part of the Better Bike Share Partnership, you will be encouraging the use of Indego by leading group rides. At the end of these rides participants will feel empowered and encouraged to ride on their own, use bike share regularly and familiarize themselves with best practices for riding.



OBJECTIVE

To encourage Indego use by leading a group ride to highlight the positive attributes of bike share.



MATERIALS

- Bicycles for riders
- Helmets for riders
- Maps
- Cue sheets (if needed)
- First Aid Kit

BEFORE THE RIDE—BASICS



10–15 MINUTES

- ✓ Be prepared, which includes having the proper clothing, gear, water bottle, and bike. Familiarize yourself with the day's route. Be prepared to share the route in the most effective manner with the group going on the day's ride.
- ✓ Wear a helmet that is properly adjusted and familiarize yourself with how to properly adjust a helmet on someone else.
- ✓ Be prepared to model safe riding skills which includes riding in the bike lane or along the right side of the road if there is no bike lane, using hand signals, stopping at all yellow and red traffic lights and stop signs, communicating with the group as needed. Familiarize yourself with best practices by checking out the Urban Riding Basics section.
- ✓ Set a good example of what a good bicycle rider looks like especially when dealing with cars and pedestrians. Remember, you are representing Indego and the Bicycle Coalition and you are responsible for the safety and well being of the people on your ride.
- ✓ If necessary, have a cue sheet or map available for the ride, which clearly states the route being taken with starting and ending points. Any other relevant information to the ride could be added to the cue sheet to be distributed.
- ✓ Determine how many group-ride leaders and assistants you will need for the event with your supervisor. Make sure they know their responsibilities for the whole ride. One leader should head the group and one tail the group as the sweep. Assistants should ride near the front and act as traffic guards throughout the ride.

DAY OF RIDE PREP

 10-15 MINUTES

- ✓ Explain the work of the BBSP and where they could get more information on BBSP and Indego.
- ✓ Before the ride, give a short group riding safety talk. Explain how group riding is very different from riding alone. Highlight important aspects of group riding: keep space between bikes, point out and shout out road hazards to those behind you, signal turns and slowing/stopping, stay together, etc.
- ✓ Have the group do a quick bike fit check and use your bike as an example (see page 15).
- ✓ Divide riders by ability if necessary. The less experienced the riders, the smaller the group should be and the shorter the ride. You can determine ability by asking riders to identify their own skill level.

 10-15 MINUTES

DURING THE RIDE

- ✓ Remember that in a group ride the fastest rider is only as fast as the slowest rider. Start the ride off slow and set the pace for the ride. Factor in riders skill levels, group size and ride distance to determine pace.
- ✓ Once on the street, make sure participants are riding at least 4 feet from parked cars.
- ✓ Be courteous to motorists, but if necessary, take the lane to prevent motorists from speeding by riders.
- ✓ Remember, do not be afraid to get off the road and stop the ride to walk on sidewalks if you encounter problems with the route. Be sure to relay this practice to riders if you encounter a participant who may be distressed.

 5-10 MINUTES

POST RIDE

Once all riders have arrived at the end of the ride, take time to review the following with the participants:

- ✓ Ask participants how they felt on the ride and encourage all participants to elaborate on positive comments. Be prepared to address any negative comments by stressing safe riding practices.
- ✓ Encourage comments or feedback about the ride itself or Indego.
- ✓ Provide handouts, maps and other materials to ride participants.

SECTION 3

RESOURCES

STREET TEAM TRAINING AND RESOURCES

POLICIES AND PROCEDURES

- New hires will review the BCGP employee handbook with the Office Manager during training to learn policies and procedures applicable to this seasonal position.
- Street Team Member reports directly to the Street Team Leader, and ultimately to the Rides and Volunteer Coordinator.
- The Street Team Leader will arrange meet up logistics based on information provided by the Rides and Volunteer Coordinator.
- The Rides and Volunteer Coordinator will create weekly schedules based on employee's availability. Schedules will be distributed a week in advance. Any scheduling conflicts should be reported to the Rides and Volunteer Coordinator immediately.
- Timesheets should be completed and turned into the Rides and Volunteer Coordinator weekly. Employees are paid on the 15th and last day of every month. If those days are on a weekend or holiday payment will go out on the closest business day.
- Dress Code / Uniform: The Street Team Leader and Street Team Members will wear the proper Street Team uniform when working. If replacement clothing is necessary contact the Rides and Volunteer Coordinator to order the necessary items. Employees will pay for any replacement items.
- Street Team Members will work 20 hours a week on average based on availability. The Street Team Leader will work 30 hours a week based on availability. There will be a 2-week training period with 10 hours of training a week.
- There will be a 4-week introductory for all new hires which starts after training is complete.

STRATEGIES FOR WORKING OUTSIDE

- Follow weather reports each day to ensure proper attire for the day. It is always better to bring raincoat and have it not rain than to be unprepared.
- Check site schedule to determine if you will be working indoors, outdoors or changing settings throughout the day.
- Wear shoes and clothing that are comfortable to wear all day while doing outreach. You want to be comfortable off and on the bike.
- Bring extra sets of clothing to layer up on cooler days. Have a bag or a storage space in mind to be able to take off layers on warmer days.
- Get to know the areas in which you work frequently. It is helpful to have a place with a friendly staff that will let you use their restrooms, charge your phone or let you sit to make a phone call when needed.
- During warmer days be sure to stay hydrated, use sunscreen and take breaks as needed. During days of extreme heat, take time to break in places with air conditioning throughout the day.
- Familiarize yourself with signs of dehydration and heat stroke. Dizziness, nausea, severe fatigue, etc.
- Keep electronics like cell phones and tablets out of the rain. Carry some sort of waterproof holster or bag to store items during precipitation.

TEAM MEETINGS AND FEEDBACK

- Meetings, phone calls and email reports to give information on public feedback about Bike Share.
- Street Team members are expected to report to the Street Team Leader every week to give feedback. Formal feedback forms as well as anecdotal evidence are important as we explore our outreach approach.
- Street Team meetings to share best practices and present feedback on work done in target neighborhoods.
- Group visit to BTS to get behind the scenes look at the inner working of Bike Share. Q&A with operators, re-balancers and customer service hub of system operators.

IN CASE OF EMERGENCY

In the case of a minor injury (cut, bruise, some blood, etc.)

- Remember to use precaution by wearing latex gloves.
- Treat the wound using the First Aid Kit.
- Make sure that the injured person is physically ok to continue with the activity.
- Fill out an Incident Report form (it can later be filed appropriately).

In the case of a truly severe injury, which does not include a car, follow these guidelines:

- Follow CPR/First Aid first response guidelines by assessing the situation.
- If the person looks badly injured (potentially broken bones, a lot of blood, unconscious, etc.), CALL 911.
- Treat the person as instructed through CPR/First Aid until an ambulance arrives.
- Call Bicycle Coalition staff (Rides and Volunteer Coordinator first) to report the crash.

In the case when a car is involved:

- Assess whether the incident is severe or minor and deal with the situation as you would above.
- If a car is involved in the crash, always call 911. DO NOT admit any fault. DO NOT discuss the crash until the police arrive.
- Get information from the driver of the vehicle in the crash: Name, address, driver's license number, and phone number. Additionally, the year, make, model, and license plate number of the vehicle(s) involved. If there are other drivers or witnesses not directly involved in the crash, get the name and phone number from them as well.

INSURANCE/LEGAL

- For staff injured while on the job, medical expenses will go through workman's compensation.
- For ride participants injured on a Bicycle Coalition ride, for which the injured party signed a waiver, the Bicycle Coalition's liability insurance will apply.

CITY OF PHILADELPHIA 311

Philly 311 is the City of Philadelphia government's centralized non-emergency contact center that is accessible to all residents, businesses and visitors. Requests for service through 311 generally have expected timeframes for action and/or resolution. When submitting a request for service you will be provided with a reference number to track the status of your request at your convenience by calling our call center, or via our website and mobile app, if you are a registered user (the website and mobile app are accessible 24 hours a day).

How to contact 311?

We make it easy for you to contact us using the method that is most convenient for you.

Phone:

Simply dial 3-1-1.

For those with VOiP (Voice over Internet Protocol) and for calls from outside of Philadelphia dial 215-686-8686. Our Call Center is open Monday-Friday from 8am-8pm excluding City holidays.

Mobile App:

Download our free mobile app from the app store via your smart device (phone, tablet, etc.). The first civic engagement app to offer language translations; 16 of the most popular languages spoken in Philadelphia.

Social Media:

Ask a question or submit a request using Facebook or Twitter.

Email:

Send your inquiry or request from your email to Philly311@phila.gov.

Walk in Center:

Prefer face-to-face contact? Our walk in center is open Monday-Friday from 9am-5pm excluding City holidays.

USES OF PHILLY 311 FOR CITY CYCLISTS

- Potholes and other road problems that may endanger cyclists and motorists
- Frequently blocked bike lanes / parking in bike lanes (please refer to BCGP site on bike lane laws)
- Damaged or broken bike racks provided by the city (ex. broken bike racks on Walnut St.)
- Keep track of when bridges are open during inclement weather (ex. Ben Franklin Bridge closures during snow storms)
- Information on bringing bicycles on public transit like trains, trolleys and buses
- Bicycle parking facilities at public transit and city buildings
- Report abandoned bicycles locked to public property



10TH & CHESTNUT

STATION SPONSORED BY SEPTA

YOU'RE LOOKING AT AN INDEGO STATION, one of over 70 across the city that together provide a new transportation option for residents and visitors alike. Check out a bike, go for a ride, then check the bike back in to any station (don't leave it in between!). Use bike share for work, errands, fun, and exercise.

Sign up for a membership online at www.rideindego.com. Pay for your membership online or with cash at participating retailers. You also can try bike share by swiping your credit card right here at this kiosk! Questions? Call customer service at 1.844.4INDEGO (1-844-446-3346).

Indego bike share will expand to additional neighborhoods in spring 2016.

SAFETY INFORMATION

- OBEY ALL TRAFFIC SIGNS AND SIGNALS**
Always yield to pedestrians.
- PROTECT YOUR HEAD**
Wear a helmet.
- ALWAYS RIDE WITH TRAFFIC**
Riding against traffic is unsafe and illegal.
- DON'T RIDE ON THE SIDEWALK**
It's illegal unless you are under 12 years old.
- SHARROWS**
Share the road. Ride in line with the arrows.
- WATCH FOR CAR DOORS OPENING**
Ride at least 3 feet from parked cars.
- BE AWARE OF BUSES**
Never pass on the right and yield to exiting passengers.
- SEE AND BE SEEN**
Use your voice or bell, if necessary.
- MIND THE TRACKS**
Cross trolley tracks slowly and at a right angle.
- YIELD TO PEDESTRIANS**
When riding's done you're one.

MAP LEGEND

- BIKE LANES/ BUFFERED BIKE LANES
- SHARROWS/CONNECTOR STREETS
- TRAILS
- SEPTA TROLLEY LINE
- SEPTA MARKET-FRANKFORD LINE
- SEPTA REGIONAL RAIL
- SEPTA BROAD STREET LINE
- PATCO TRAIN LINE
- INDEGO BIKE SHARE STATION
- FREE LIBRARY OF PHILADELPHIA

- 1 CITY HALL, DILWORTH PARK, AND LOVE PARK
- 2 PENNSYLVANIA ACADEMY OF THE FINE ARTS
- 3 READING TERMINAL MARKET
- 4 PENNSYLVANIA CONVENTION CENTER
- 5 LOGAN SQUARE, FRANKLIN INSTITUTE, AND ACADEMY OF NATURAL SCIENCES
- 6 CHINATOWN
- 7 RITTENHOUSE SQUARE
- 8 WASHINGTON SQUARE
- 9 INDEPENDENCE NATIONAL HISTORIC PARK
- 10 EASTERN STATE PENITENTIARY
- 11 ITALIAN MARKET
- 12 PHILADELPHIA MUSEUM OF ART
- 13 CONSTITUTION CENTER AND FRANKLIN SQUARE
- 14 PENN'S LANDING
- 15 BOATHOUSE ROW

