

Ursinus BikeShare Frequently Asked Questions

Becoming a Member of Ursinus BikeShare

How do I become a member?

1. Signing up for BikeShare is electronic and the link can be found on the [Office of Sustainability BikeShare Webpage](#). When prompted, enter in your Ursinus username and info.
2. Review and agree to the Terms of Use and Liability forms associated with the program and then select how you would like to be billed for membership. (Students can elect to have their student accounts billed).
3. You will receive an automated email confirming your membership, please allow 12 hours grace time for the Office of Sustainability to process your membership if you sign up after normal business hours (after 5pm). Then, take your student ID to the Campus Safety Office. Campus Safety Dispatcher will ask to see your ID and verify your membership in the BikeShare online portal; they will then give you a sticker with your BikeShare ID number to place on the white area of the back of your Ursinus ID. You are now a member of Ursinus BikeShare!

Are there fees with being a member?

Yes, there is a one-time yearly fee of \$10 to become a member of Ursinus BikeShare. There are also fines if you do not follow the guidelines of the program. Below is a breakdown of those fines.

Late Bicycle Return Fine:

- \$50 fine if bike is returned within 24 hours of scheduled return
- \$100 if bike is returned after 24 hours but within 48 hours of scheduled return
- Market Price of replacement bike and components if bike is not returned after 48 hours of its scheduled return

Late Key Return Fine: \$10/each day it is late

Lost Key Replacement Fine: \$25/incident

Lost Lock Replacement Fine: \$25/incident

Replacement of Bicycle: market price for new bicycle of similar specs (typically \$500 - \$1,000)

By becoming a BikeShare member, you have agreed to pay the \$10 UC BikeShare Membership fee per year, and any additional fines that may occur.

I do not use PayPal, can I still become a member?

Membership fees are payable through PayPal or Student Accounts. For PayPal, you will need either a credit, debit card, or PayPal account. Student Accounts will bill you at a later date. (FYI: you do not need to be a member of PayPal to utilize PayPal.)

Can my membership ever be taken away?

If you fail to follow the Terms of Use that you agree to when becoming a member, then yes, your BikeShare privileges may be revoked.

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Using BikeShare

Where are the bikes located? How do I find them?

Ursinus BikeShare bikes can be found on the east side of the Wismer Center building. (This is the opposite side of the building that Campus Safety is located) They are always parked at a bike rack that has numbers on it. The number on the rack corresponds to the number of the bike. Ursinus BikeShare bikes are always labeled “BikeShare” with red letters and a red number.

How do I take out a bike?

First, you should wear a helmet when using BikeShare. You should provide your own helmet to ensure proper fit when utilizing BikeShare. Also, take some time to look at the bikes that are available. (Remember this is a sharing amenity); another person may have taken out the bike you really like. Make sure you are comfortable with the bike you want to use. Go to Campus Safety and tell the Dispatcher what number bike you would like to use and give them your ID. The Dispatcher will enter this information into the BikeShare portal. You will need your Ursinus ID every time you take out a bike and when you return a bike. The Dispatcher will hand you the key to unlock the bike. You take this key with you and you are able to bike to where ever you need.

How do I return a bike?

Park the bike in front of Campus Safety and go in to give the key back to the Dispatcher and allow them to see your ID number again. They may ask to see the bike. After you have returned the key and had your info entered in the system, you are then able to park the bike at the BikeShare rack. Make sure to park the bike in the numbered slot that corresponds to the bike number.

Can I keep the bike for longer than the daytime hours?

No. We inspect and maintain bikes at night. In addition, the bikes are not equipped with lights. It is for everyone’s safety that bikes are returned in the evening. Not returning the bike on time interferes with our inspection and maintenance of bikes. (Bikes are available from dawn to dusk 7a to 7p from April-September; 8a-5p from October-March).

Where can I go on the bike? (Can I leave campus?)

Anywhere! You can go around campus, in town, and on trails. Bikes just need to be back at dusk.

What should I do if I get on a bike and something does not feel right?

If you notice something about the bike, then dismount, return the bike, and immediately inform Campus Safety of the oddity. They will make a note of it and we will inspect it.

The Campus Safety Dispatcher was busy when I went to return a key and bike, can I just leave the key on the counter and leave?

No, the Dispatcher must have your BikeShare ID number (located on your ID). *It is up to you to make sure the Dispatcher does this when you are taking out a bike and returning a bike.* (Let’s take a moment to realize Dispatchers are doing many tasks at any given time).

I use BikeShare so regularly that the Dispatchers know me, do I still need to have my ID with me?

Yes. You will not be allowed to use the BikeShare amenity without your ID.