

DECOBIKE SAN DIEGO – Bike Sharing Program



Frequently Asked Questions (FAQs)

What is Bike Sharing?

A bicycle sharing program, also known as a “bikeshare” program, is a service in which bicycles are made available for shared use to individuals on an automated, short term basis. The central concept of these systems is to provide affordable access to bicycles for short-distance trips in urban areas as an alternative to motorized public transportation or private automobiles, with a goal of reducing parking and traffic congestion, as well as air pollution. Bike sharing is a solution for connecting the first or last mile between public transit hubs. Bike share programs also address some of the primary disadvantages to bicycle ownership, including loss from theft or vandalism, lack of parking or storage, and maintenance.

How does bike sharing work?

Patrons may access program bicycles via a network of bike sharing stations around the city. Bicycles can be checked out from any station and returned to any other station (bikes don't have to be returned to the station where they were checked out). Access to bicycles is available with either a membership key fob or a credit/debit card.

How do I rent a bike?

Patrons may approach any station stocked with bicycles and select the bike number of their choosing. Then, a patron would either use a membership card or a credit card to check out a bike by entering the corresponding bicycle number (each bike has a unique identification number). Once selected, simply approach the bike dock and remove the bike when the LED light turns green, indicating the bike is unlocked. Enjoy!

When will DECOBIKE SAN DIEGO open?

The Program is expected to launch during the summer of 2014.

How many stations and bikes will DECOBIKE SAN DIEGO offer?

Our current goal is to provide 175 stations and 1,800 bikes within the City of San Diego.

How do the stations work?

Stations are solar-powered and automated. They will operate 24 hours a day, 7 days a week. Their modular design can be easily expanded to meet demand. Each station will have a map indicating station locations. You will also be able to find locations via the DECOBIKE SAN DIEGO website and mobile apps once the program is launched.

Do the DECOBIKES fit everyone?

We use a standardized custom program bicycle. DECOBIKES are comfortable, and have adjustable seats which will accommodate most riders with a height of 5 feet or more. We suggest trying one on for size prior to riding.

How long can I use a DECOBIKE?

For as long as you want, based on your choice of membership or casual use. Different membership and rentals options will be available. Please check back prior to the program's launch for more details. At least two membership options will be offered: “Standard”, with unlimited 30-minute check-outs, and “Deluxe”, with unlimited 60-minute check-outs. Short term rentals will include 30-minute, 60-minute and 2-hour options.

How old do I need to be to use a DECOBIKE?

DECOBIKE is for riders ages 18 years and older.

Are helmets provided at the stations?

No. DECOBIKE does not provide helmets at stations. You may obtain a helmet from any bike shop or sporting goods store.

Do I need to wear a helmet?

DECOBIKE encourages all riders to wear a helmet. Utilizing a properly fitted helmet is the only way to help reduce the risk of severe head injury in the event of an accident. Users of DECOBIKE ride at their own risk.

How do I take a bike out of a bike dock?

There will be two ways to access bikes at stations. Registered members will receive an RFID key fob and non-members may simply use a credit or debit card at the station.

How do I return a bike to a bike dock?

Simply pull the bike into the dock and the probe will lock in place.

How do I ensure that my bike is properly docked?

You will see an LED light up to confirm the bike is locked in place at the dock.

Can I take out more than one bike with my key or my credit card?

You can only check out one bike on a single membership key. You may check out up to three (3) bikes on a credit or debit card.

Can I lend my DECOBIKE SAN DIEGO membership key to other people?

No. You are not permitted to share or lend your membership with other people. Doing so creates financial liability for you in the event that the bike is not returned on time or if there is damage to the bike. Further, it is grounds for the cancellation of your membership.

Will DECOBIKE SAN DIEGO offer any types of discounted memberships?

DECOBIKE will, on a case by case basis, offer discounted memberships to non-profit, government and student groups.

What is the difference between a membership subscription and a rental?

A membership is generally recommended for ongoing access to or for regular commuting around the city. A membership will get the rider from station to station without additional usage fees. Members may check-out a bike from any station and return it to any station in the city. Members can access all bikes and stations in the city. A rental is generally for one-time users of the program and can replace the need for a taxi or excessive walks on short trips. During the rental period the rider may check-out a bike from any station and return a bike to any station. Renters may access all bikes and stations in the city during the rental period.

Will there be additional usage fees if I do not return my DECOBIKE on-time?

Yes. Additional usage fees will apply to riders who do not return their DECOBIKE on-time.

What do I do if my DECOBIKE isn't working properly?

If you experience issues with your DECOBIKE, simply dock it at any station and report it at the dock or kiosk as "needing service". The bike will then be locked down until it is serviced. You may also call the DECOBIKE SAN DIEGO helpline.

What do I do if my DECOBIKE has been lost or stolen?

Immediately notify us by calling the DECOBIKE SAN DIEGO helpline. You will need to complete a DECOBIKE Theft Form within 24 hours. Additionally, you will be required to contact the police department at (619) 531-2000 or (858) 484-3154 and file a police report within 24 hours of the incident. DECOBIKE may charge your credit or debit card for the cost of recovering or replacing the DECOBIKE.

www.decobikesandiego.com