



WASHINGTON COUNTY BIKE FLEET PROGRAM

Program Manual

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Program Description

In early 2017, Washington County created a pilot bike fleet program, responding to repeated requests from employees interested in using bikes for transportation. The purpose of the program is to provide employees with an active transportation option in the County fleet, as well as temporary access to bicycles for employees who do not have access to one either at work or at home. The pilot program was initiated with five bikes from the WashCo. The pilot ran through fall 2017 with good utilization and low cost. During winter 2017 it was determined the program should continue long-term.

Sustainability and Wellness Benefits

The Bike Fleet Program supports the County's sustainability and wellness initiatives. Providing access to bikes fosters an active employee base and supports a culture of fitness and reduced stress through exercise. Bike riding as a substitute for driving reduces environmental and road impacts, lessens traffic congestion, and can cut costs of travel. If the bikes are also used in place of commuting by car, the program should help the County continue progress toward our Employee Commute Option target auto trip reduction goal as required by the Oregon Department of Environmental Quality.

The Bikes

The main bikes are designed for casual biking in business attire, with an upright riding style, hand brakes and a chain guard to protect pants. They are single-speed cruising bikes with a step-through frame style. They have hand brakes, a front basket and a rear rack. The bikes have kickstands, reflectors, bells, and front and rear lights. They came to the County used but in good working condition after a preliminary tune-up and cleaning at the Community Bike Center by WashCo Bikes employees. Two of the bikes are pictured on the right. An additional bike was added to the fleet in early 2018 that is a hybrid style bike with a rear rack, fenders and kickstand, but no front basket or chain guard.



Accessory Equipment

- Bike Locks – A secure u-lock, that fits inside the basket or is attached with a bracket, is provided with each bike. The locks are opened by combination code. Participants are required to secure bikes when not in use.
- Helmets – A selection of helmet styles and sizes is available. Employees may also provide their own if available. Use of helmets is required per the Program Guidelines on page 3 of this manual. (See Basic Cleaning Supplies & Requirements below for more details.)
- Bike Tire Pump – A floor pump is available in the bike storage area so tires can be pumped up before use. The Bicycle Pre-Ride Inspection Checklist, provided upon reservation, includes information about proper tire pressure to reduce the occurrence of flats.
- Basic Tools – Basic tools for minor pre-ride adjustments are available in the bike storage area.
- Basic Cleaning Supplies & Requirements – Sanitizing wipes are available for helmet interiors and employees are required to clean helmets before and after each use. Washable rags and cleaners are available to remove any dust or dirt from the exterior of the helmet or the bike.
- Emergency Contact Cards are attached to each bike basket and provide information about what to do in case of an emergency, injury or bike problem.
- Safety equipment – Lights that are illuminated by pedaling and reflectors are attached to the bikes to help ensure visibility to others.

Program Guidelines & Permitted Uses

The bicycles are available for both business and personal use during daytime work hours. Employees who choose to participate in the Bike Fleet Program are required to sign a waiver form (see Reservations & Waiver below), acknowledging the rules and risks of participating in the program.

The bikes may be used for personal and business-related activities, including, but not limited to going to lunch, running errands, getting exercise and going to meetings. The bicycles should only be used by the employee who has signed a waiver and should not be loaned to other employees or other people.

The program bicycles are for employee use only and should not be loaned to anyone else. The bike will be the responsibility of the employee who reserved it from check out time until it is checked back in.

County bicycles will be used in accordance with the [Vehicle and Equipment Administrative Policy # 801](#).

Reservations & Waiver

To reserve a bike for the first time, employees must download and complete the [Bike Fleet Waiver form](#) acknowledging understanding of the program guidelines, permitted use and associated risk. Once completed, the waiver should be emailed to sustainability@co.washington.or.us, along with desired size of bike (small, medium or large), dates of usage and pick up time. See Figure 1 below for bike sizing.

Figure 1: Bike Size Chart

BIKE SIZE	RIDER HEIGHT RANGE
Small	5' 3" – 5' 6"
Medium	5' 5" – 5' 10"
Large	5' 9" – 6' 4"

Adapted from PerformanceBike.com

Waivers are valid for one year. Employees must update their waiver each year to ensure contact information is up-to-date.

Once a current waiver is on file for any employee, that employee can email sustainability@co.washington.or.us or call Carolina Martins at extension 8807 with desired dates and times of usage for their next reservation.

Bikes can be checked out for up to two weeks with one reservation if multiple trips are planned and a secure storage location is available at the employee work site. Bike reservations will be filled on a first come, first serve basis. Reservations will be managed by a Sustainability staff from 8am to 4pm from Monday through Friday. They will be confirmed within two business days by Outlook calendar appointment. The confirmation will include instructions about how to retrieve the bike, the combination to the lock, and a rider information packet (including safety tips, general riding information a pre-ride inspection checklist and a downtown Hillsboro map).

Bikes can be picked up from the downtown Hillsboro secure bike corral (in the parking garage) or Blanton St office. Employees who work in County facilities are eligible to use the bike corral but have to request electronic access and agree to the terms of use which can be found at this [this link](#). If eligible, Facilities & Parks Services will give access rights on the existing key fob of the employee. If the borrower is not able to self-checkout using the key fob (or MAG card), they should contact the Sustainability staff member by cell phone to meet them and open the bike corral.

When picking up a reserved bike, riders must look them over before leaving. The pre-ride inspection list includes checking tire pressure, testing brakes and wheels, and checking for any loose fasteners. Seat height can be adjusted by using the quick-release lever on the seat post. A sustainability Staff member will meet borrowers at the bike corral and prompt inspection, offer instructions and assistance as needed. If the borrower has access to the bike corral approved by Facilities and Parks and is familiar with the bikes, they can check out and return a bike on their own after a reservation is made.

If the bike is needed sooner or if a reservation needs to be cancelled, call Carolina Martins in Sustainability at extension 8807.

The bikes are available for pick up from 8 am to 4 pm, Monday through Friday at the Washington Street parking structure (location details are provided in the reservation email). Bikes should be returned by the date described in the Outlook appointment. Returns will be considered late if the borrower do not confirm the check in of the bike by email within 12h the due date of the return.

Safe Riding & Helmets

Employees are required to wear a helmet when riding a County bicycle in order to improve safety and reduce risk of injury. Staff can use their own personal helmet or use a shared helmet provided by the County (see Basic Cleaning Supplies & Requirements on page 2).

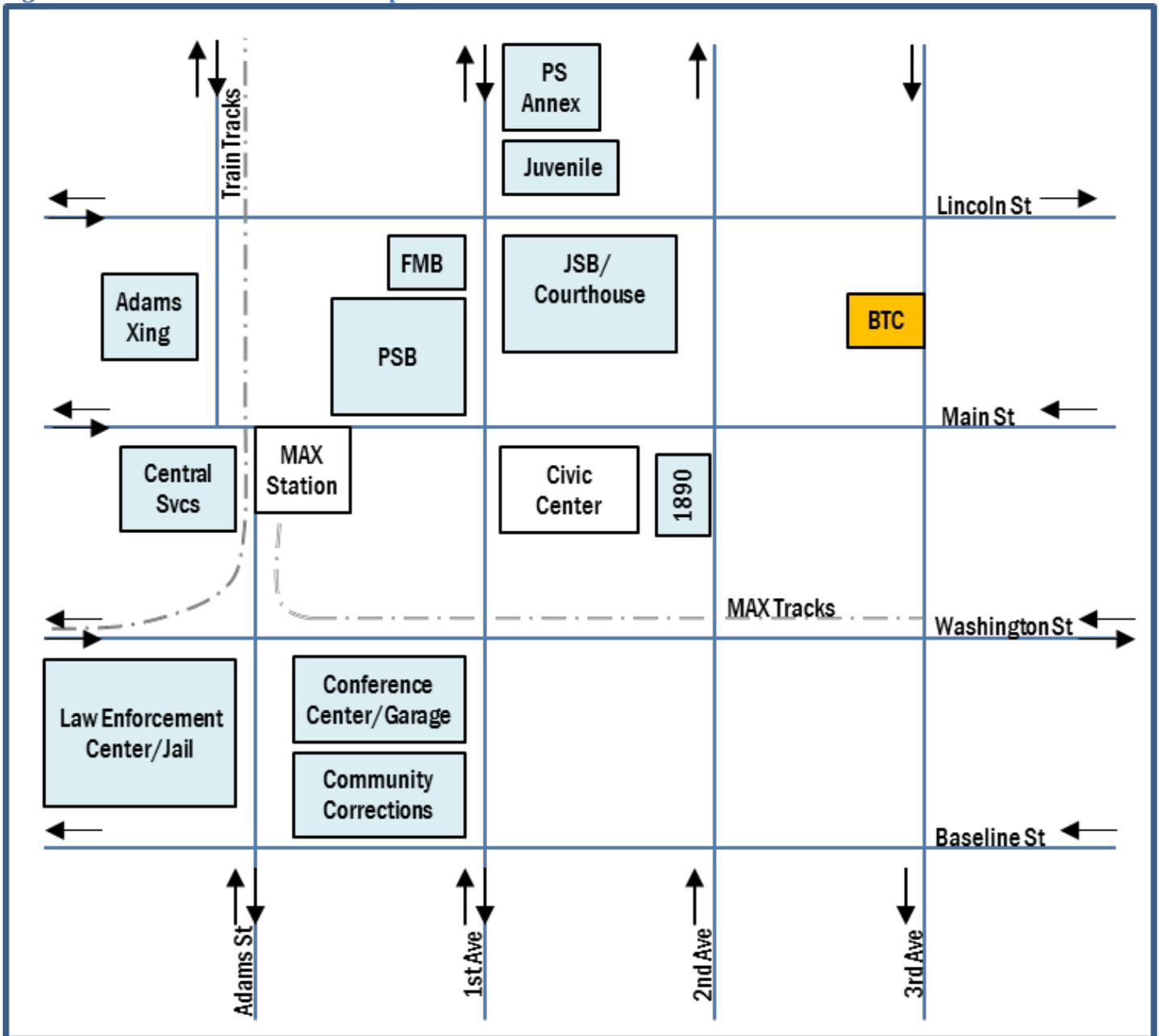
Employees are responsible for riding in a safe, courteous and lawful manner. While the bike is not in use or while in the community, the employees must keep it secure using the lock provided or by other means.

Program Management

The Bike Fleet is managed by the Sustainability Program. Please direct general questions and comments to Carolina Martins at extension 8807 or via email at sustainability@co.washington.or.us. Sustainability staff will assist with some basic bike maintenance tasks, visual inspections, request maintenance service from our contracted provider, and purchase additional equipment as necessary.

If riders experience any problems with a Bike Fleet Program bicycle while riding, they can call Carolina Martins or take the bike directly to the Community Bike Center at 137 NE 3rd Ave in Hillsboro. An emergency contact card is provided with each bike for quick reference. The orange box labeled “BTC” on Figure 2 below shows the location of the WashCo Bikes Community Bike Center, formerly known as Bicycle Transportation Coalition (BTC). The shop is open all week for drop-in maintenance assistance, starting at 10 AM.

Figure 2: Downtown Hillsboro map



Repairs & Maintenance

A bike tire pump, cleaning supplies and basic tools are in the bike storage location for pre-ride adjustments. In addition, there are public repair stations with a work stand, pump and tools at the following locations:

- Community Corrections Center, 260 SW Adams Ave, Hillsboro; in bike parking shelter near street
- Justice Services Building, 150 N First Avenue, Hillsboro; near the loading dock
- Service Center East, 3700 SW Murray Blvd, Beaverton; near the existing bike racks on lower level
- Walnut Street Center, 1400 SW Walnut St, Hillsboro; east of the front entrance

Major repairs, safety checks and general maintenance of the bikes are handled by WashCo Bikes mechanics at regular scheduled intervals. Employees should notify Carolina Martins at extension 8807 or via email at sustainability@co.washington.or.us if they notice a needed repair on a bike they have reserved.

Risk Management

The County is responsible for the maintenance of the bicycles and accessories. Any incidents that occur as a result of use of the Bike Fleet Program during the employee's work day shall be reported to the employee's supervisor, Risk Management and the Sustainability Program.

Injury

If a serious injury or accident occurs, employees shall assess the situation and call 911 if emergency response is needed. Employees and/or their supervisors will initiate a workers' compensation claim by reporting an injury to the Employee Injury Call Center at 877-764-3574.

Damage or Theft

If a bike is damaged or stolen it shall be reported to Risk Management and the Sustainability Program after the appropriate authorities are contacted. Any additional questions about risk can be addressed by Risk Management at extension 4476.

Training & Education

The primary responsibility for learning to ride a bike, and associated riding skills, rests with the bike rider. The Sustainability Program provides some education support when resources permit. The program periodically offers optional training for bike riders through a lunchtime informational program, the Green Bag Series. Past training topics include bike and pedestrian laws, tips for safe commuting and riding in adverse weather. These are very useful classes for both new and experienced riders, and employees are encouraged to attend free of charge.

The Sustainability Program can direct employees to specialized video learning or local in-person classes for those who need more information.

Bike maps and informational handouts are available through the Sustainability Program and in the rider information packet provided to employees who have reserved a fleet bike.

The program conducts bike-related outreach annually during National Bike Month in May; information is shared on Horizons and employees will be invited to participate in special events like the Bike More Challenge. Any employees who wish to receive year-round information on bicycling can join the bike riders email list by sending a message to sustainability@co.washington.or.us.