



CityCycle Toolkit and Outreach Materials 2014



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City and County of San Francisco CityCycle

The City and County of San Francisco encourages its employees to reduce work-related vehicle trips by providing departments with bicycles and related accessories through the CityCycle program. Employees can use bicycles to attend meetings, perform inspections/audits, conduct neighborhood surveys, travel between different plants/clinics, go on patrol, conduct outreach, manage park maintenance, and other duties.

This guide is assembled by the [San Francisco Department of the Environment's CommuteSmart Program](#) as part of an effort to encourage walking, biking, taking transit and ridesharing to, from and while at work. For more information on CommuteSmart programs and services, call (415) 355-3727 or email CommuteSmart@sfgov.org.

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* Also available as an individual Word document (.doc)

Background

What is the CityCycle Program?

City and County of San Francisco (CCSF) employees can conduct work-related business by pedaling around San Francisco, helping reduce vehicle trips and greenhouse gas emissions. This program supports the Healthy Air and Clean Transportation Ordinance (HACTO) by reducing the number of fleet vehicles that are needed by shifting these trips to bicycles.

Departments have signed up to receive free bicycles, helmets, u-locks, and lights. CommuteSmart and the San Francisco Bicycle Coalition also conducted on-site consultations to help departments with the logistics of starting their fleet and training workshops for employees to learn biking basics.

CommuteSmart, an initiative of the San Francisco Department of the Environment manages the program. CommuteSmart also provides other programs to assist CCSF employees save money, time and stress in commuting to work. [Learn more about these convenient and flexible programs.](#)

Who can participate?

Any City and County of San Francisco paid employee or intern can use a CityCycle bike. Unpaid interns and volunteers are prohibited from using CityCycle equipment, unless they receive written approval from their department's director.

CityCycle Policies

Rules and Regulations

- Bikes and accessories are shared department resources to be kept at the department and available for use by all City employees
- City employees only are eligible to participate in this program; unpaid interns and volunteers are prohibited from using CityCycle equipment
- Bikes and accessories are available for work-related errands only, not for commuting to and from work or non-work related trips
- Bikes and accessories are City and County of San Francisco property and must be housed in a secure and designated location in the department (with signs clearly identifying the bikes as part of CityCycle)
- Departments must designate a CityCycle Coordinator who will be responsible for:
 - Ensuring regular maintenance and repair of all equipment
 - Completing quarterly usage reports
 - Distributing annual surveys to all CityCycle participants at their department
- Departments must establish a fund to pay for maintenance not covered by the limited maintenance plan as well as lost/stolen/damaged equipment
- It is optional for participants to fill-out the Disclaimer of Liability and attend the training with the Department of the Environment before using CityCycle
- Participants are required to follow safe riding practices when using CityCycle, including wearing a helmet at all times and using bike lights when riding at night or in the rain

Liability

Liability for the CityCycle program is identical to that of the City Vehicle Pool. City and County employees are covered under Workers' Compensation benefits while using CityCycle equipment for work-related purposes.

CityCycle participants take part in this program voluntarily and to the best of your knowledge are in good physical condition and fully able to participate in this program. *If you are injured or in an accident while using the CityCycle bicycle or personal bicycle for work purposes, you may only make a claim against the City for Workers' Compensation benefits.* The City and County of San Francisco has no other liability for any claims arising from use of CityCycle equipment. It is optional for participants to fill out and submit a [Disclaimer of Liability](#) while participating in the CityCycle program. The Disclaimer of Liability is a voluntary form for participants, stating the stipulations of the CityCycle program and release of personal liability.

If you are involved in an accident while using the CityCycle bicycle, you must notify your supervisor, department bicycle coordinator, and the Department of the Environment immediately. You must also fill out an [Accident Report](#) and file it with CityCycle immediately following the incident. You must cooperate with the City in providing information regarding the incident and the identities of the parties involved in the incident.

Program Requirements

Sharing Equipment

CityCycle is a bike sharing program, meaning that bicycles distributed to departments are not meant for individual use but are to be shared by all members of that department. Bicycles may also be shared with employees of other nearby departments to further the reach of the CityCycle program in reducing work-related vehicle trips.

Maintenance

Maintenance will be covered by a full plan in the first year of use and then basic lifetime plan. Departments must establish their own fund to cover additional maintenance beyond the initial maintenance plan. Check the maintenance plan that came with your bike, or contact CommuteSmart at 415.377.3727 or CommuteSmart@sfgov.org if you are not sure of your plan.

Helmets

All fleet bicycles come with a helmet. Participants must wear a helmet at all times when riding a fleet bicycle.

Lights

If riding at night or in cloudy/rainy weather, both front and rear lights must be placed on the bike. This helps with visibility for both you and others around you.

Lost/Stolen Equipment

Departments are responsible for replacing lost/stolen equipment. CommuteSmart recommends establishing a fund to purchase equipment.

Signage

You are required to post signs identifying the bike fleet and promoting the program in common areas. Signs and posters will be provided by CommuteSmart.

Basic Bike Usage and Maintenance

ABC Quick Check

Conducting a bike safety check before using a CityCycle bicycle is as easy as "A, B, C!": Air, Brakes and Chain!

A

Air

The tires are one of the most important aspects of a bicycle. Make sure before you ride that the tires are properly inflated. Many tires have a maximum pound per square inch (PSI) located on the sidewall of the tire. You can check the tire pressure on the go simply by squeezing the tire or by pushing down or sitting on the bicycle. Wider tires, such as mountain bike tires, will have a little give when squeezing or pushing down on the tire, while thinner tires will be more rigid.

After you check the tire pressure, spin the tire to make sure that the wheel doesn't wobble where the tire and frame are connected, or that it doesn't rub on the brake pad. As you spin the tire it should spin true, meaning that it shouldn't wobble left and right or up and down. If it does a little, it should still be okay to ride, but tell your bike fleet coordinator as soon as possible to ensure that the proper maintenance is scheduled.

B

Brakes

Besides checking the parts that make the bicycle go, you also need to check the ones that make the bicycle stop, namely the brakes! As you squeeze the brake lever on the handlebar, make sure that the brake pad makes full contact with the side of the rim for maximum stopping power. With both brakes engaged, rock the bike back and forth to ensure the brakes keep the bicycle in place. As you let go of the brake lever, make sure that the brake pads move away and make no contact with the side of the rim. This makes sure you will be able to pedal away without any unnecessary friction that might damage the brake pads.

C

Chain

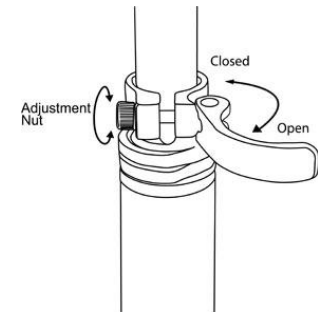
Another important part of the bicycle is the chain drive. It brings the bicycle into motion, meaning that it lets you go! Take a look at the chain and make sure it is clean.

Gently pedal the cranks backwards and ensure the chain spins freely and without noise.



Seat Height Adjustments

The main adjustment that you may like to make to the bicycle before riding is the seat height. The seat is attached to the bike with a quick release, as seen in the drawing to the right. To adjust the post height up or down, simply follow these instructions:

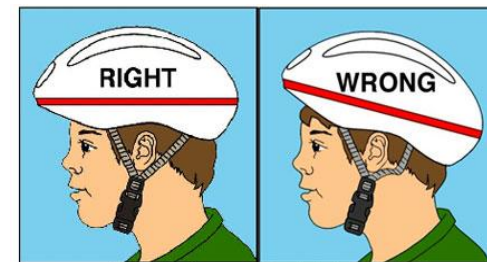


1. Release the quick release clamp on the seat post.
2. Adjust the height of the seat so that the tips of your feet are touching the floor.
3. Stabilize yourself by placing a hand on the wall or a railing, and put your feet on the pedals.
4. When the pedal is at its lowest point, your knee should be slightly bent (at about a 75 degree angle).
5. If you need to fully extend your leg to pedal, your seat is too high. This may hurt your knee, so lower the seat so that your leg will be slightly bent.

Wear a Helmet

Participants in the CityCycle program are required to wear helmets while using the bicycles.

Helmets should be worn level on the head, with two finger's width between the rider's eyebrow and the bottom edge of the helmet. Ear slides should be positioned just below the ears and chin straps should be snug, with no visible slack under the chin. Helmets should not wobble side to side or front to back. For more information about how to properly fit a helmet, please refer to the [Bicycle Helmet Safety Institute guide](#).



Lock it up!

Once you have reached your destination on your bike, you should start looking for places to securely park your bike. Some places that you might consider:

Garage or Dedicated Bicycle Parking Facility

All public garages are required to provide bicycle parking. This is probably the safest option to park your bike, so if you see a space available, use it!

Bike Racks

Bike racks or on-street bike corrals are the best option for parking your bike on the sidewalk. Try to make sure your bike is parked in a public area with a high amount of pedestrian traffic. This creates less of a chance that someone will try to take your bike since there will probably be witnesses. Another tactic is to park your bike next to nice looking bikes so that your bike doesn't look as attractive to thieves.

Parking Meters and Sign Poles

Parking meters and sign poles are acceptable, but not reliable, places to park a bike because the bike is unstable and may fall over and be damaged. Some sign poles also have easily removable signs, meaning that your bike could be lifted off the pole. Make sure the pole or meter is securely in the ground by shaking it before considering locking your bike there.

Trees, Handrails or Scaffolding

Trees are not advisable as a parking location as you may damage the tree, or someone could saw the tree in half and take your bike. Handrails are essential for safety – it is dangerous, rude, and illegal to lock your bike to a handrail and your bike may be confiscated. Scaffolding at construction sites is easily removed by a single bolt or screw, as it is temporary, making them a poor choice for bike parking.

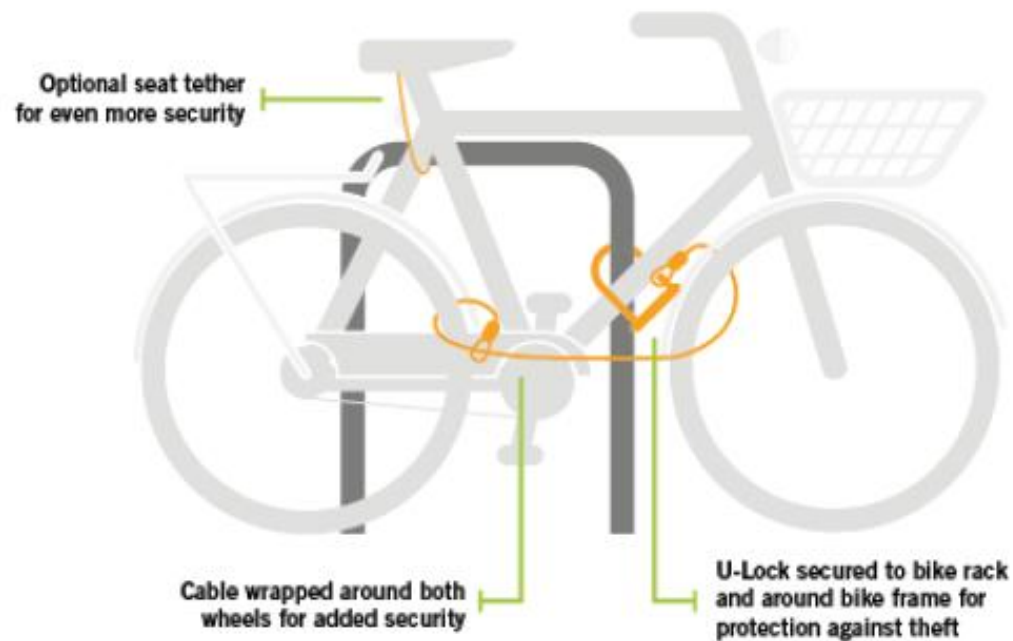
Using a bike lock

Now that you've found the right spot to park your bike, be sure to secure the lock properly! The U-lock should always go around the frame and the object you are locking it to, so that the most expensive part of the bike (the frame) is fully secure. Next, it is important to lock both your wheels and the frame of the bike with the bike rack



or pole, especially if your bike has quick release mechanisms. Wrap the chain or wire lock around the back tire, front tire and frame. Then lock it to the bike rack. Lift the bike to make sure that both locks are secure. See the attached lock poster for additional details.

If both of the wheels have quick release skewers, take the front wheel off and place it next to your rear wheel that is still attached to the frame. Then, take your lock and go through both wheels, the frame of your bike, and the bike rack/pole/tree. This should keep your bike safe.



Remember: Always properly lock the bike – even if you are just going to be gone for a minute.

Lost or Stolen Bicycles

Departments are responsible for replacing lost/stolen equipment. CommuteSmart recommends establishing a fund to purchase equipment.

If your bicycle is stolen, report it to the police immediately by calling 415.553.0123. Then, contact CityCycle staff who will have the serial number on file for the SFPD to use.

Basic Maintenance Recommendations

Departments are responsible for general upkeep of the CityCycle equipment. CityCycle Coordinators are responsible for scheduling bikes for maintenance at least twice a year. Maintenance will be covered by a full plan for two years of use and then a basic lifetime plan. Departments must establish their own fund to cover additional maintenance beyond the initial maintenance plan. Check the maintenance plan that came with your bike, or contact CommuteSmart at 415.377.3727 or CommuteSmart@sfgov.org if you are not sure of your plan.

Establishing a Fund

Departments must establish a fund to pay for maintenance not covered by the limited maintenance plan, as well as to cover any lost, stolen, or damaged equipment.

To establish this fund, previous participants have set aside some of the fleet budget, in recognition of the reduced reliance on fleet vehicles and their associated maintenance through participation in the bike fleet program.

Departments may also consider allocating the savings that will be realized from reduced gas and maintenance costs as a result of replacing vehicle trips with bike trips. These savings can be utilized to establish a maintenance fund for the bike fleet equipment.

Some departments have internal maintenance shops, or work with other departments that perform maintenance tasks. In these situations where the department plans to conduct their own on-site maintenance of the CityCycle equipment assigned to them, a fund for maintenance need not be established when the program is started. However, any lost, stolen, or damaged equipment will continue to be the responsibility of the department.

If a bicycle needs repair, notify the department CityCycle Coordinator. He or she will arrange to take care of the repair in-house, or schedule a repair with a bicycle shop.

Some simple maintenance is easy to take care of without the need to take the bike to a repair shop. Here's how to do some basic maintenance tasks.

Lubing Chain

Frequency: About once every three months, or as needed

Materials Needed:

- Lint-free cloth/rag (a paper towel could be used as a temporary substitute)
- Greaseless chain lubricant (oil can be also used as a temporary substitute, though it tends to attract unwanted dirt)

1. Place your bicycle in a position that would allow you to work with both hands and allow you to turn the pedals freely. Upside down, resting on the handlebars and seat, is generally a good bet. You can put a towel down underneath the bike to protect the floor.
2. Using the cloth, hold on to the bottom of the chain and turn the pedals backwards. This should move the chain with the freewheel without actually moving the wheels of the bike, and allow you to get rid of any grit in the chain with the cloth.
3. Next, grab the lubricant and slowly drip it into the bottom of the chain as you turn the pedal backwards a few times, ensuring the chain has gone through a few cycles. This allows the lubricant to touch all of the bases of each link of the chain, as well as lubricating the gears.

Pumping the Tires

Frequency: As needed, at least once a month

Materials Needed:

- Tire pump

1. First, check the sidewall of the tires and find the Maximum PSI number. This will tell you about how much air you should pump into the tire.
2. Find the valve on the wheel, which should be located on the inside of the wheel sticking out of the rim.
3. Unscrew the cap and put it in a safe place so you don't lose it. Take the pump tip and attach it to the valve, securing the connection by flipping the lever on the pump tip. If the tire has a Presta valve, be sure to unscrew the top of the valve before attaching to the pump tip.
4. Looking at the gauge, pump to the appropriate PSI. If there is no pressure gauge on the pump, inflate until the tire feels firm enough depending on the tire type.
5. Release the pump tip from the valve and screw the cap back on. If the tire has a Presta valve, don't forget to twist the top of the valve back down before replacing the valve cap.
6. Repeat all steps for the other wheel.

Replacing the Tube

Frequency: As needed

Materials Needed:

- Spare tube (or patch kit)
- Tire pump
- Tire levers

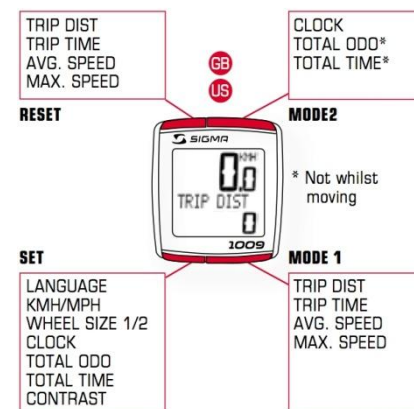
Here are a few resources with step-by-step information on how to replace the tube, including a video to help you with this task:

- <http://www.youtube.com/watch?v=FzqjoFAXA5I>
- http://www.ehow.com/how_2000519_change-flat-bike-tire.html

Using the Mileage Tracker

The Sigma BC 1009 mileage tracker allows you to see your distance, speed and time while you are riding the CityCycle bike.

CommuteSmart requests that CityCycle Coordinators track the total odometer reading on a quarterly basis. You can do this by clicking through Mode 2 (right top button on the tracker) and read the Total Odometer reading. This information will be submitted to the CityCycle program to keep CommuteSmart staff and the program's funders apprised of the program use and effectiveness. After each quarter, please reset the odometer, by holding the set button (bottom left button) for 2 seconds. *Please only reset when the "total odo" has been tracked.*



CityCycle participants are free to track their distance, speed and time, by clicking the Mode 1 and Mode 2 buttons.

Please do not click on the Reset Button or Set buttons on the computer during your trip. It is not necessary to turn off the computer once the bike has stopped, it will enter idle mode.

If you have questions concerning the mileage tracker contact CommuteSmart at 415.377.3727 or email CommuteSmart@sfgov.org.

Education

CityCycle Workshops

The San Francisco Bike Coalition (SFBC) will conduct workshops for CityCycle participants. Workshops will help employees get started riding for their work errands. Workshop topics will include, but are not limited to, bike safety, proper helmet fit, road rules, route selection, proper bike security, and cargo strategies.

San Francisco Bike Coalition Workshops

SFBC also offers a number of free, public bicycling workshops for interested employees. These classes can help you feel safe and confident sharing the streets and teach you the basic rules of the road. From Adult Learn to Ride classes to an on-road class, there are options for all skill levels. For more information and to sign up, please visit <http://www.sfbike.org/?edu>.

Materials on-site

Departments can keep bicycling materials on-site and available to participants. Some items to consider offering include:

- SFMTA Handbook: <http://www.sfmta.com/cms/bsafe/documents/2010SanFranciscoBicycleGuide.pdf>
- Bicycle Rules of the Road: Remind your employees of their rights and responsibilities before they ride by posting near your department bikes. <http://www.sfbike.org/?bikelaw>
- San Francisco Bike Map: Help employees determine routes for biking with this helpful map. http://www.sfbike.org/download/SF_Bike_Map_2011.pdf

Outside Resources

San Francisco Bicycle Guide

This brochure provides comprehensive information about bicycling in San Francisco.

Riding Predictably (Video)

SF Bicycle Coalition shows you how to ride your bicycle safely in an urban environment like San Francisco with this instructional YouTube video.

League of American Bicyclists' "Ride Better"

This website provides five easy steps to help you ride more safely.

Google Maps Biking Directions

Not sure how to bike to your destination? This beta site will give you turn by turn biking directions, and you can see designated bike trail and lanes directly on the map.

Sheldon Brown

This personal, informal website offers extensive and very detailed articles on things beginner bicyclists should know. If you look around the website, you can also find a plethora of information about every other aspect of bicycling as well.

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CityCycle Disclaimer of Liability

I, _____, as a participant in the CityCycle program, hereby agree to the following Rules and Regulations:

- Bikes and accessories are shared department resources to be kept at the department and available for use by all City employees
- City employees only are eligible to participate in this program; unpaid interns and volunteers are prohibited from using CityCycle equipment
- Bikes and accessories are available for work-related errands only, not for commuting to and from work or non-work related trips
- Bikes and accessories are City and County of San Francisco property and must be housed at a secure parking facility in the department (with signs clearly identifying bikes as part of the CityCycle program)
- Departments must designate a CityCycle Coordinator who will be responsible for:
 - Ensuring regular maintenance and repair of all equipment
 - Completing quarterly usage reports
 - Distributing annual surveys to all CityCycle participants at their department
- Departments must establish a fund to pay for maintenance not covered by the limited maintenance plan as well as lost/stolen/damaged equipment
- Participants must complete a Participation Agreement and required training with the Department of the Environment before using the CityCycle
- Participants are required to follow safe riding practices when using CityCycle, including wearing a helmet at all times and using bike lights when riding in the dark

I am participating in this program voluntarily, and to the best of my knowledge I am in good physical condition and fully able to participate in this program. If I am injured or in an accident while using the CityCycle bicycle or personal bicycle for work purposes, I understand that I may only make a claim against the City for Workers' Compensation benefits. I understand that the City and County of San Francisco has no other liability to me for any claims arising from use of CityCycle equipment.

If I am involved in an accident while using the CityCycle bicycle, I will notify my supervisor, department bicycle coordinator, and the Department of the Environment immediately. I will also fill out an Accident Report and file it with CityCycle immediately

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following the incident. And I will cooperate with the City in providing information regarding the incident and the identities of the parties involved in the incident.

Please complete the information below acknowledging that you have read and understand the above. Your signature means that you agree to follow all rules and regulations of the CityCycle program and that you have read and understand the forgoing waiver of liability.

Employee Name (print):	Supervisor Name (print):
Employee's Signature:	Supervisor Signature:
Employee Phone:	Supervisor's Phone:
Date:	Date:

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CityCycle Bicycle Accident Report

**Please complete this form in its entirety and submit to CityCycle as soon as possible. This form is for reporting only. CityCycle is not liable for claims, and is not responsible for damaged equipment or property.

Employee

Name of City Employee Bicyclist:

Work Phone Number:

Department:

Work Address:

Accident

Date of Accident:

Time of Accident:

Specific Site or Location of Accident:

Collision with: Pedestrian Bicyclist Parked Vehicle Fixed Object
 Skateboarder Moving Vehicle
 Other:

No Collision: Fell Over Ran Off Road Other:

Others Involved

Name of other Person Involved:

Home Phone Number:

Home Address:

Cell Phone Number:

Work Phone Number:

(If more than one other person is involved, note that information here and document the same information for each vehicle on a separate sheet.)

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Description

Describe the accident/incident in full detail (attached a separate page if necessary)

Injury

Name, Address, Phone Number, Age, Gender, Employer of any Injured Parties (Describe injuries, if possible):

Injured Take To (Treating Facility):

Was First Aid Administered? When? By Whom?

Was Aid Refused? When? By Whom?

Witnesses

Name, Address, Phone Number, Age, Gender:

Signature

Employee Name (print):	Supervisor Name (print):
Employee's Signature:	Supervisor Signature:
Employee Phone:	Supervisor's Phone:
Date:	Date:

Reserved Parking



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Need to travel for work?
Use a bike!



CityCycle

A CommuteSmart Program for
City and County of San Francisco Employees

Using your department's CityCycle is easy:

- 1 Review the rules
- 2 Reserve a bike
- 3 Grab a helmet and go!

Questions? Talk to _____ to get started!

Learn more about the program at
SFEnvironment.org/CityCycle



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Need to travel for work?
Use a bike!



CityCycle

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City and County of San Francisco Employees

Using a City Hall CityCycle is easy:

- 1 Review the rules
- 2 Reserve a bike by emailing CityCycle@SFEnvironment.org
- 3 Grab a helmet and go!

Questions? Email CommuteSmart@sfgov.org to get started!

Learn more about the program at
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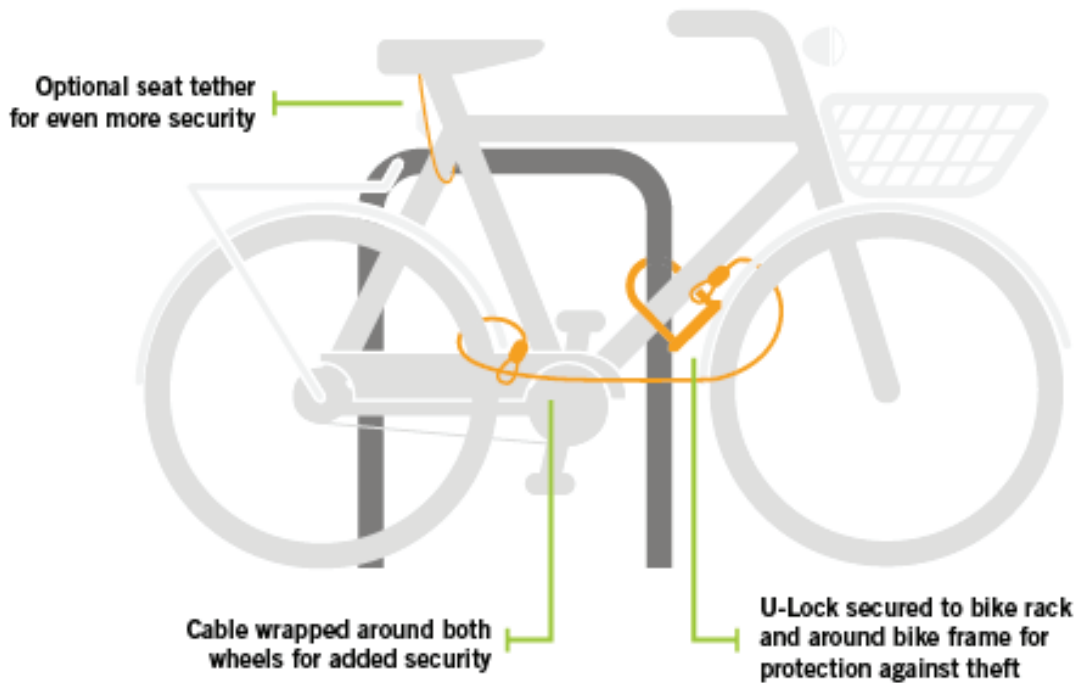
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Lock the bike.



Tips for properly locking the CityCycle bike!

- 1 Place the U-lock on the front wheel frame and the bike rack.
- 2 Wrap the chain around the back tire, front tire and frames.
- 3 Lock the bike to the bike rack.
- 4 Lift the bike to make sure that both locks are secure.

Learn more about the program at:
SFEnvironment.org/CityCycle



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