



FREQUENTLY ASKED QUESTIONS

What is bike share?

Bike sharing is a new and fun form of public transportation. Twenty-five easy to ride and professionally maintained bikes and a network of six docking stations and six “virtual” stations were deployed in April 2021. The bikes and stations provide a convenient, affordable, and healthy transit option that makes it easy to take short trips. Bike share users can access a bike at any station and return it to any other station by using an app on their smart phone. Lancaster has partnered with Tandem Mobility to provide bike share in the city. The City of Lancaster’s bike share program is called Bike It Lancaster.

Who paid for the bike share?

The Bike It Lancaster bike share system is funded through sponsorships. Four sponsors and the City of Lancaster paid for the six stations and 25 bikes. The bike share program we have in Lancaster is known as a “turn-key” system where Tandem Mobility owns and operates the system and is responsible for maintaining the bikes and rebalancing the stations. The current sponsors are the City of Lancaster, Penn Medicine/Lancaster General Health, Franklin and Marshall College, Cargas Systems and Woodstream. We have also received generous support from Lancaster County Community Foundation for bicycling.

How much did the bike share system cost?

The entire system cost the sponsors \$45,000 per year for the six stations and 25 bikes. The cost for a branded station and 5 branded bikes is \$9,000 per year.

How much does it cost to ride bike share?

There are currently two membership options – a pay-as-you-go plan and an annual membership. The pay-as-you-go plan costs \$1.50/30 minute ride. The \$25 annual membership gives the rider a free 1-hour ride then \$1.50 /30 minutes.

Do you need a credit or debit card to use bike share?

At this time, a credit or debit card is required to join Bike It Lancaster. We are exploring other options that would make the program available to persons without a credit or debit card.

Where are the stations located?

Station locations show up on the app. Docking stations are located at College Square, Rotary Park, Amtrak, W. King St, W Orange St and S Duke St. Virtual stations, Red Rose bike racks that are digitally designated as a station, are at the North Museum, W King St and Ruby St, Culliton Park, Reservoir Park, Science Factory and E Frederick St and N Lime St.

Will the City require that riders wear a helmet?

The City of Lancaster does not require the use of a helmet, but it does strongly encourage riders to always wear one.

How safe is bike share to use?

Riding a bike share bicycle is like riding your own bike. According to the 2018 study, The Safety of Bike Share Systems, by the International Transportation Forum, cities with bike share programs have seen a reduction in

the overall number of cycling related injuries, even as the number of bicyclists in these cities has increased. Please obey all traffic laws and ride safely.

How does the Bike It Lancaster bike share work?

Download the bike share app at <https://www.movatic.co/> to join Bike It Lancaster bike share. If you are new to bike share, take the tutorial that will walk you through the process.

Who is eligible to join the Bike It Lancaster Bike It Lancaster bike share?

Membership in the bike share program is available to everyone over the age of 18.

Where can my Bike It Lancaster bike go?

While you are using a Bike It Lancaster bike, you are free to ride it wherever you like. If you want to make a stop, you must lock the bike to a secure object (but never just lock the bike to itself). Before you end your bike trip, you must return your bike to a Bike It Lancaster station. Trips won't end unless the bike is locked to a station. Do not leave a bike anywhere else unless you have an active trip on the bike.

I ride Bike It Lancaster all the time, can I just keep a bike?

No, you cannot leave a Bike It Lancaster bike locked anywhere other than a designated station unless you have an active trip on the bike. The bike sharing program is for everyone, so please leave bikes where others can access them.

Can I get an extra bike for my friend?

Bike It Lancaster bike share members may check out two bikes simultaneously.

What do I do if my bike breaks down?

Please contact us right away with details on what's happening:

Call us at 313-217-9220 OR Email support@tandem-mobility.com

Then, return the bike to the nearest Bike It Lancaster station. Once it's locked there, end your trip. We'll get the bike fixed up, but in the meantime you're free to start a ride on a new bike and get on your way.

What do I do if I cannot lock or unlock the bike?

Don't panic. First, make sure there are no spokes in the way of the ring lock. Sometimes a spoke will seat up against the ring lock with enough pressure to keep the ring lock from retracting. If the spokes are clear, double check that you are entering the correct code, and try again after waiting for 30 seconds. If the lock won't close make sure there are no spokes in the way. Once the ring lock has been engaged, and locked, make sure you plug the docking cable into the port on the top of the ring lock. If you cannot secure your bike, please call us at 313-217-9220 right away!

What do I do if my Bike It Lancaster bike has been lost or stolen?

If you believe your Bike It Lancaster bike has been stolen, immediately contact the Lancaster Police Department at 717-664-1180. Please notify Bike It Lancaster as soon as possible at 313-217-9220.