



UNH Departmental Bike Program

Frequently Asked Questions – June 2019

1. How Much do the Bikes Cost/Who Owns them?

Bikes are purchased, owned and maintained by the sponsoring department. The base bike we have selected is approximately \$575. Required fit up and local assembly adds another \$100-\$150 to this cost (lock, lights, etc). Other accessories may be added to suit the user (racks, baskets). These are belt-drive, rust-free and expected to last many years.

Users are requested to procure the standard UNH bike to be part of this program. The bikes are manufactured by [Priority Bicycles](#). The selected model is the [ClassicPlus](#). UNH requests that the standard UNH logo graphics be applied to the bike. (it's a UNH vehicle!).

2. What other costs are there?

Each rider must receive a department provided new helmet. (alternatively, we are testing a system where the rider must provide proof of ownership of CPSC safety certified helmet < 5 years old with no signs of crash/cracking to the pod manager and sign a waiver) The bikes should be tuned each year. We suggest budgeting approximately \$75/year/per bike for maintenance and repairs. A pump and basic repair kit should be purchased for each pod.

3. How Do I order a bike?

Sponsor Department will order the bike directly from Priority Bicycle website using UNH discount code. The bike will be shipped to a local vendor for assembly and delivery (UNH has a contracted fixed cost for this) to the Department.

4. Why was this model/brand selected?

UNH reviewed numerous bike brands to select a bike with best fit for:

- non-ferrous (rust free) construction
- lightweight but durable construction
- durable and appropriate gearing system (we selected an internal 3 speed hub)
- positive peer review and pricing
- variety of frame sizes and configurations

We believe these bikes will last ten years with proper care and annual maintenance. Facilities has had excellent results with them for the past year.



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5. What Does My Department Need to Commit?

Finances to purchase the bikes, provide maintenance and train/equip riders with helmets. Ensure compliance with USNH prescribed rider safety training and program rules. Appoint a pod manager for general bike oversight, data collection, pod oversight and twice a year pod manager meeting

6. Who Services the Bikes?

Currently, Durham Bike is the preferred assembler and service provider and provides pickup and delivery. Basic services are at a negotiated UNH price. The Pod Manager, would, ideally handle basic adjustments, flat tires, air in tires etc as well as keeping lights charged.

7. What is the required protocol and training

Each Pod Manager must meet with the Facilities Bike Pod Manager to review USNH and Legal requirements of the program *before* proceeding with establishment of a new pod.

Each staff member who wishes to use the bikes must go through a 20 minute bike/program review followed by a field ride. The field ride is to ensure that the user is correctly fitted on the bike (and helmet) and familiar with the braking/shifting of the bikes. The participant will then receive a printed copy of the program rules and sign the required document.

8. Where do the bikes get stored?

Each pod will select its own storage area/rack protocol as part of the review process. Ideally, bikes would be stored inside, but the selected bikes can be stored outside, locked at racks. Each pod will determine its own best practice. Some may choose to have the bikes outside M-F only. By program rules, the bikes are 'in-service' spring through late fall only (ie they are stored away for winter months for safety)

9. How Does My Department Join?

1. Review program website and FAQ
2. Attend a general information session or reach out to Facilities Pod Manager
3. Confirm Departmental/Leadership support in your organization
4. Establish a budget for your program (Procurement and maintenance)
5. Order your bike, helmets etc
6. Schedule your pod training course for interested staff
7. Report back on use statistics and attend biannual pod manager meeting