

FREQUENTLY ASKED QUESTIONS

What is dockless bike share?

Dockless bike share is a system of bikes that can be used for short trips anywhere within a designated zone. Bikes are located, booked and unlocked via a user app. Once the journey is complete, the user locates a suitable parking location and finishes their trip and locks the bike via the app. The bike is then ready for the next user.

Dockless bike share provides more flexibility than docked systems, where bikes need to be returned to a docking station. Dockless bike share schemes have proven a very effective element of integrated transport systems worldwide, providing more flexibility for short trips, in conjunction with public transport.

When will bike share be available in Canberra?

From 30 July 2018 Canberra will host a six month trial of dockless bike share.

What are the features of the trial?

- 200 bikes
- The trial area includes the ANU Acton campus, city centre, and the Parliamentary Zone
- Geofencing of the trial area and geolocation of bikes
- Daily rebalancing of bikes
- An evaluation at the end of the trial will determine whether and in what form dockless bike share could be developed in the longer term.

How much does it cost to use?

A single trip costs \$1.30 for every 30 mins. Your ride time will start after you unlock your bike. The timer will reset once the bike has been locked. Fares are based on the duration you use the bike.

Do I have to wear a helmet and is a helmet provided?

Yes, helmet laws apply equally to people using bike share schemes. Airbike provides helmets with each bike, helmets lock and unlock from the bike lock mechanism.

What do I do if I see a bike that is damaged or in the wrong place?

[Let Airbike know](#). They will respond within agreed times, depending on the severity of the situation. With a limited number of bikes in service, they want to make sure they are in good condition and where people can use them.

Who are the partners in the bike share trial?

The ACT Government is working with land managers from the National Capital Authority, the Australian University and Australian-owned and operated company, [Airbike](#). And most importantly, Canberra residents and visitors, who are encouraged to use the system and share their experience. Everyone should have a stake in the trial's success.

Why is ANU part of a bike share trial?

ANU sees cycling as a great alternative to other transport options and encourages staff, students and visitors travelling to, from and within the Acton Campus to use it as much as possible. The partnership with the ACT Government and the National Capital Authority (NCA) is a great way for the dockless bike share to be introduced to the Canberra community and attract members of the community that are currently not riding. As it is a trial, it will allow the partners in the trial to see what works and what doesn't so that we get it right.

At the end of the trial, the project will be evaluated to decide whether it can offer value to the Canberra community and to visitors alike.

Bike share is an initiative that will contribute to ANU reaching one of its Environmental Management Plan targets of '80% of staff, students and visitors choosing a sustainable transport option when commuting to the Acton Campus by 2021'.

Why is Canberra getting bike share when it has created problems in other cities?

Canberra has been watching and learning from the experience in other cities in Australia and overseas. The evidence shows that residents feel a greater sense of ownership of the scheme when cities work cooperatively with providers.

We are trialling a model that reflects the needs and preferences of Canberrans, this includes the staged introduction of a small fleet of bikes in a small operational area.

Will these bikes be left in trees and block footpaths?

Inevitably yes, there will be some people who do the wrong thing, as they do in cars, on buses and with privately owned bikes. However, unlike individually owned bikes that have been abandoned, Airbike's fleet are easily identifiable and traceable through patented 3G technology. Airbike takes a genuine interest in maintaining its fleet of bikes and making sure they are in good condition and where people need them.

All trial partners are working together to educate users to park bikes responsibly and have agreed to strict but achievable recovery times that the provider must meet for inappropriately placed bikes.

Evidence shows that cities that work cooperatively with providers see less vandalism and irresponsible behaviour. The trial partners are confident that Canberrans are proud of their city and will generally try to do the right thing.

How can I be a responsible bike share user?

It's easy, when you park your bike, ask yourself 'is it in the way' keeping in mind the impact that it may have on people with mobility issues or vision impairments.

It's common sense, but here's a few parking tips to keep share bikes organised:

1. Do park next to existing bicycle hoop locations
2. Do park at least 10m back from the hold-line at any road intersection, roundabout, traffic island or median strip, and pedestrian crossings
3. Park 5m away from a bus stop shelter, marker post, steps, ramps, building access points etc.
4. Do park 1.5m away from any building line/wall
5. Do park 1.5m away from the road kerb
6. If parking in a thoroughfare, do make sure there is 2m clearance so people can move through the space
7. Do always observe street signs and line markings
8. Don't park on any grass area across the Acton Campus
9. Don't park on the grassed area adjacent to Sullivans Creek
10. Don't park within a public road, driveway, public/shared path, traffic islands, median strip, and car parking bays (including loading zones, disabled zones etc.)
11. Don't park across visually impaired pedestrian tactile marks

Your question hasn't been answered?

Please visit [Airbike](#) or [Transport Canberra](#).