



FREQUENTLY ASKED QUESTIONS

Safety Tips while Riding a Bike

- Wear a Helmet
- Be Visible and Predictable to Motorists
- Ride along Traffic, Follow all Traffic Rules
- Yield to Pedestrians

How do I sign up for the City of Fort Lauderdale's employee bike share program?

1. Download and install the FTL Bikes app from [Google Play](#) or the [App Store](#).
2. Start the app and follow the instructions. Make sure Bluetooth and GPS is turned on.
3. Add your smartphone number and enter the code sent to you via text message.
4. Enter your City email address. Open and validate the email sent to your @fortlauderdale.gov inbox.
5. Your account is set up and you are ready to check out a bike.

Once I have signed up for the employee bike share program, how do I check out a bike?

That's simple! You can check out a bike by following these steps:

1. Open the Fort Lauderdale Bikes app on your smartphone. The app will detect your station location via GPS.
2. Click on the "Check Out a Bike" button to see available bikes.
3. To check out a bike, simply press and hold the lock icon with the number corresponding to the bike you want to use and then follow the instructions.

Before riding, please check the bike over to ensure the brakes are working and the seat is adjusted for your height.

What should I do if I don't see any bikes available on the "Check Out a Bike" tab?

The bike share system uses Bluetooth Low Energy, which allows your smartphone to communicate with the bike. If your app is not seeing any bikes and you are within several feet of a station, please take the following steps:

1. Make sure the phone is within a couple of feet of the bike station.
2. Make sure the bike you are trying to check out is pushed all the way into the rack. Bikes will not display if they are not fully docked. If the bike was not pushed in all the way, push it in, wait 10 seconds, and see if the bike appears on screen.
3. If the bike does not appear, close and restart the app. Then wait at least 10 seconds so the app has time to load the bike.
4. If the bike still does not appear, close the app and restart Bluetooth on your device. Once Bluetooth is restarted, reopen the app.
5. If the above steps do not work, restart your smartphone and then open the app.

Who can check out a bike?

During the initial phase of the bike share program, only employees with a smartphone and a @fortlauderdale.gov e-mail address may check out a bike. Future phases of the program will enable employees without a smartphone or a @fortlauderdale.gov e-mail address to check out bikes.

Where can I check out a bike?

Initially, eight bike share bikes will be located at three City locations – City Hall, Transportation and Mobility and Department of Sustainable Development. Based on demand, consideration will be given to expanding this program to other City locations in the future.

How do I know how many bikes are available at the closest station?

- Open the Fort Lauderdale Bikes app on your smartphone.
- Look at the color of the icon for each bike station. The icon color identifies how many bikes/racks are at a station.
 - **GREEN** - The station is a great spot to check out or return a bike.
 - **RED** - The station is low or out of bikes, but it is a great spot to return a bike.
 - **BLUE** - The station is low on racks, but it is a great spot to check out a bike.

When and where can I use the bike?

Bikes are available to check out Monday through Friday from 7:30 a.m. to 5:00 p.m. You may ride the bike anywhere within the City of Fort Lauderdale.

Are helmets provided with the bikes?

Yes. Courtesy helmets are available from the reception/ security desk at the location you are checking out a bike from. Please make sure to return your helmet to the reception/security desk at the location where you return your bike.

How can I secure the bike outside of the bike share stations?

Combination locks are provided with each bicycle for your use.

How do I return a bike?

You can return your bike by locking it at any station. Stations can be found by using the map on the “Find a Bike” page within the Fort Lauderdale Bikes app. To lock up the bike:

1. Move the front tire into the wheel guide. The bike should be placed into the wheel guide as straight as possible to make docking easier.
2. Move the bike forward so that the rack pin goes into the lock module on the fork of the bike.
3. Once the bike is locked, the server will be signaled to end your checkout.

If your phone is dead, the bike will be returned when another user’s app sees the bike. (Note: the return time will reflect when you originally returned the bike at the station.)

What should I do if I crash?

In an emergency or if you are hurt, please call 911. Move away from traffic and wait for help. Once you are in a safe location, please report the incident to City of Fort Lauderdale Police Department.

Are there any incentives for riding the bikes?

Wellness points for physical activity (50 points per month) may be obtained by eligible employees who regularly use the bikes. Eligible employees should report wellness activities on the Management Wellness Program Tracker and submit it to Blossom Paravattil at Blossom.paravattil@cigna.com or fax it to 860-847-5126 when they have met the program requirements to earn the annual wellness incentive reimbursement.

How does a bike share program contribute to the City’s overall sustainability and wellness initiatives?

The bike lock and dock stations are solar powered, which saves energy. Employees who ride the bikes will be using a completely emission free form of transportation, which improves air quality and reduces pollution. Biking also reduces traffic congestion, saves gas, creates a sense of place and community, and contributes to the overall wellness of our employees by promoting healthy activity.

Who should I contact if I have additional questions or problems with my bike?

For assistance with the bikes or the bike share program, please contact the 24-hour Customer Service Center at 954-828-8000.