

# Bikes on Buses

## **Frequently Asked Questions**

**(Q): What is the Bikes on Buses program?**

(A): Palm Tran's "Bikes On Buses" program allows customers to take a bicycle on the bus by securing it onto a bicycle rack attached to the front of every Palm Tran bus.

**(Q): Does a customer need a permit or pass to bring their bike on a bus?**

(A): No permit is required.

**(Q): Is there an age requirement for using the bike racks?**

(A): No, as long as the rider can independently put the bike on the rack, they may use the system. Children and persons unable to lift their bikes must be accompanied by another rider capable of lifting the bike.

**(Q): Are bus operators required to assist the customer?**

(A): Bus operators are required to observe the customer loading the bike and note that the customer has secured the bike properly. Bus operators will not be required to physically assist the customer.

**(Q): What about the new electric bikes, can they go in the bike racks?**

(A): No, only regular bikes can be transported.

**(Q): What if three customers with bikes are waiting for the same bus?**

(A): The rack will only hold two bikes. Bike rack space is on a first-come, first-served basis. The customers must determine who loads their bike and who waits for the next bus. Bikes will not be allowed inside the bus.

**(Q): Can a customer lock a bike to the bike rack?**

(A): No.

**(Q): If a bike is left on the bus, how can a customer claim it?**

(A): The customer should contact Palm Tran's *Lost & Found* by calling 841-4BUS(4287) or in South County 1-877-930-4BUS(4287).

## **Loading & Unloading Instructions**

### **To Load:**

1. The passenger prepares their bike by removing any detachable or loose items. They inform the bus operator that they will be loading their bike.
2. The passenger then squeezes and pulls up on the silver latch and pulls down the folded rack. Only one hand is needed for this operation while the other hand can hold onto the bike.
3. From curbside, they load their bike onto the rack, fitting the wheels into the designated slots. Each slot is clearly labeled.
4. Finally, they raise the support arm over the front tire to secure the bike. The support arm should be resting on the tire itself.

### **To Unload:**

1. When departing the bus, the passenger should remind the bus operator that they are removing their bike, and leave through the front door.
2. When unloading their bike, the passenger should raise the support arm off the tire. They should then move the support arm down out of the way.
3. After lifting the bike out of the rack, the passenger needs to return the rack to the upright position if there isn't another bike in the rack.