

## Operations Plan

### OPERATIONS

RTA will create a well-defined set of functions for the Link Tech's role. A Link Tech will be available Monday-Friday from 8AM to 8:30PM, Saturday from 9AM to 5PM, and Sunday 8AM to 4PM.

- Ongoing, in-the-field bike and station maintenance shall occur on a biweekly basis. (See Exhibit A) This ongoing maintenance includes:
  - **Preventative maintenance check to each bike, including:**
    - Visual inspection of frame, shroud, baskets, ad panels, fenders, grips, fork and components. Adjustment and replacement on an as-needed-basis
    - Inflation of tires to 50 PSI
    - Short test ride of bike to ensure proper shifting, braking, pedaling, and functionality of lights
    - Adjustment and/or replacement of above listed components on an as-needed-basis
    - Adjustment and lubrication of the seat clamp collar on an as-needed basis
    - Adjustment and replacement of bell on an as needed basis
    - Inspection of the bike lock and replacement on an as needed basis
    - Inspection and lubrication of the chain on an as-needed basis
    - Wipe down of the bike, including cleaning the baskets of any debris
    - For work that is not able to be completed in the field, the bike should be taken from the station for off-site repairs and returned when maintenance is complete in a timely fashion. In the event that a bike is removed from the system for off-site service work, the Link Tech will note this in the Admin system.
  - **Preventative Maintenance Check to Each Station, including:**
    - Checking out a bike from each dock to assure functionality. Non-functioning docks will be repaired and/or reported to B-Cycle for repairs.
    - Checking the functionality of each Kiosk screen
    - Cleaning the station, including wiping down the docks, kiosk, baseplates, and ad panels on an as-needed basis

- Removing debris from the station base and concrete slab
- Requesting replacements of any damaged station decals or maps
- Report any deformities or damages to docks, baseplates, and/or end caps.
- Nonfunctioning docks and kiosks will be reported to B-cycle via phone or email, so that B-cycle can direct on-site troubleshooting efforts.
- Creation of a daily log of completed work and replacement parts
- Link Techs will perform post-routine paperwork, put bikes into the repair queue, set up batteries for recharging (if applicable), warranty paperwork, parts inventory and order requests, and working on bikes that need repair
- Visits to other stations on an as-needed basis to perform all initial station troubleshooting, repairs, and/or cleaning. Any issue outside of the Link Tech's training or equipment capacity will be sent to B-Cycle for repair and/or evaluation.

The expectation is that there may be times when the Link Tech is sent out during the day, or more than one time a day, in response to a "real-time" need. The expectation is that RTA will try to use its staff to cover real-time needs that arise during the day and evening, but will also consider the Tech to be an available resource if BMV staff cannot take care of a need or needs.

The expectation is that we will work together to identify any special needs and work together to cover those needs on an ad hoc basis.

Link Tech will take care of warranty paperwork, parts inventory and spare parts ordering. All parts ordering shall be agreed upon by all parties of this agreement prior to purchase.

The expectation is that the designated Link Tech will need a phone and/or tablet to assist in carrying out the Tech's functions, and that providing such tools will be the responsibility of RTA.

RTA is not responsible to continue operations if adequate funding is not in place for the Bike Share program.

**CALL CENTER**

Bike Miami Valley will provide staff to field customer phone calls weekdays from 8AM to 5:30PM. Link Techs will be available to answer customer calls weekdays from 5:30PM to 8PM, and weekends from 9AM to 5PM. After hours callers will have the option to leave a voice mail or speak with RTA Dispatch.

**PLANNING**

Any change, alteration, or expansion to the operations of the bike share system shall be agreed upon by all parties of this agreement.

## **EXHIBIT A**

### **Link Service Check Procedure (Bi-weekly)**

Check out individual bike from station dock using Inspection Card

#### **Test ride bike**

- Run through gears, check brakes (function, lever return), Out of saddle pedaling (check for BB or pedal noise)

#### **Check headset**

- Sit on bike with front wheel against wall and gently rock back and forth to check for knocking or movement

#### **Check Wheels**

- Grab wheel and rock side to side to check bearing tension on hub
- Check tires for wear or damage
- Clamp fixture to fork leg or NDS chain stay to check wheel for true

#### **Visually check cable housing for kinks or cracking**

#### **Check BB for wear**

- Grab crank arms and rock side to side to check for play in bearings

#### **Check chain tension**

- Rotate pedals to find any tight spot in rotation. Adjust tension at that point (.25 - .5" vertical movement)
- Lube chain, attention to roller/pin area, wipe off excess

#### **Frame/Baskets**

- Unbent and clean

#### **Handlebar and Stem:**

- Aligned and tight

#### **Saddle**

- Tight, Proper angle

#### **Lights**

- Operational

**Drivetrain**

- Clean, tight, cranks and pedals smooth and tight

**Controls**

- Clean, unbroken, straight lines

**Check all fasteners for proper torque**

**Return bike to station dock.**