



## PRESIDIO E-BIKE SHARE ROLL OUT

### Frequently Asked Questions

#### **Which electric bike and scooter share companies operate in the Presidio?**

JUMP Bike is the first electric bike (e-bike) share operator with a permit in the Presidio, but we anticipate additional bike and scooter share providers will be available in the future. For information about JUMP Bikes and e-bike use, visit their website at: <https://jumpbikes.com/about/>

You can also rent both traditional and e-bikes at [Sports Basement](#) in the Presidio at 610 Old Mason Street.

#### **How do I use e-bike share?**

For JUMP Bike, start by downloading the JUMP Bike app on your smartphone. You'll be assigned a user ID and PIN number.

Use the map on the app to find an available JUMP Bike nearby. If you reserve the bike in the app, your session has begun. Once you arrive at the bike, enter your PIN into the keypad located behind the seat. Remove the u-lock and place it in the holder on the side of the bike.

#### **How much does it cost to use JUMP Bike?**

As of September 2018, each rental costs \$2. This includes up to 30 minutes of ride time. If you go over the 30 minutes time period, you'll be charged a prorated fee of \$0.07/minute for additional use. Please note the system area parameters highlighted in red when using the JUMP Bike app. If you end your rental outside of the system area, there's a \$25 out of system fee. Learn more: <https://help.jumpbikes.com/hc/en-us/articles/115005960643-System-area-and-hubs>

#### **Are there discounts for low income users?**

Low income riders may qualify for the Boost Plan, which provides 12 months of free 60 minute ride time per day for a \$5 signup fee. Learn more: <https://jumpbikes.com/cities/san-francisco/boost-plan/>

#### **How do e-bikes work?**

JUMP Bikes are Class 1 e-bikes, which feature electric assist to provide a boost every time you pedal. The harder you pedal, the more motorized assistance (up to 20 mph) you'll receive.

#### **How do dockless bike-share systems work?**

Dockless systems do not require a docking station; instead, bicycles may be parked within the defined system area at a bike rack. Dockless bikes can be located and unlocked using a smartphone app. They have an integrated u-lock that requires riders to lock bikes to existing bike racks and parking infrastructure.



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#### **Where can I park an e-bike in the Presidio?**

E-bikes must be parked at an official bike rack. There are 125 bike racks in the park. Bicyclists may not leave bicycles on their sides on the sidewalk or park bicycles in a manner which obstructs pedestrian pathways.

#### **Can I use an e-bike on a trail?**

E-bikes are considered motorized vehicles, which are not currently allowed on Presidio trails, including paved trails.

#### **Is all of the Presidio within the e-bike share service area?**

Areas of the Presidio managed by the National Park Service are not currently in the e-bike service area. While you may use the bike outside of the service area, you must lock it within a service area to avoid the \$25 fee. For brief stops, you may also place the bike on hold while outside the service area to avoid the fee.

#### **Am I required to wear a helmet?**

Per the California Vehicle Code, bicyclists and bicycle passengers under age 18 must wear an approved helmet when riding on a bicycle.

#### **Are children allowed to use the e-bikes?**

Riders must be 18 years-old or above.

#### **Who should I contact if I see a JUMP Bike blocking a roadway or access path?**

JUMP Bike's permit requires that improperly parked e-bikes be removed or relocated within four hours. Notify JUMP at 1-877-781-4009 or send an email to [support@jumpbikes.com](mailto:support@jumpbikes.com) and Meaghan Mitchell at [meaghan@jumpbikes.com](mailto:meaghan@jumpbikes.com) if you come across an improperly parked bike in the Presidio.

#### **May I ride an e-bike across the Golden Gate Bridge?**

E-bikes may be ridden across the bridge in pedal mode only. For updated Golden Gate Bridge e-bike policies, please contact Priya Clemens at: [pclemens@goldengate.org](mailto:pclemens@goldengate.org)

**Additional FAQs specific to using JUMP Bikes can be found here: <https://help.jumpbikes.com/hc/en-us>**

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