Operations Manual
University of South Dakota
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Updated 5/2/2018
Introduction

Yote Bike Share was started by the Sustainability Capstone class in 2017. This was started to better the mental and physical health of the students and faculty of the University of South Dakota. Not only does it make Vermillion healthier and more connected, but it also gives students and faculty that do not have access to a bike a sustainable option of transportation. Over the first year the bike share program has been a huge success. Students have found the bike share program extremely enjoyable. In the future we hope to expand. We see this program being expanded to other areas on campus, and hopefully we can make this available to the entire community. The bike share program is a great service that betters the health of the university.
## Assets and Inventory

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<tr>
<th>Items</th>
<th>Quantity</th>
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</tr>
<tr>
<td>Batteries</td>
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<tr>
<td>Bikes</td>
<td>9</td>
</tr>
<tr>
<td>Cables</td>
<td>12</td>
</tr>
<tr>
<td>Lights</td>
<td>white (11), red (10)</td>
</tr>
<tr>
<td>Locks</td>
<td>12</td>
</tr>
<tr>
<td>Spare tubes</td>
<td>9</td>
</tr>
<tr>
<td>Tools</td>
<td>WD40 (1), inflator sealant (1), tube patches (5)</td>
</tr>
<tr>
<td>Helmets</td>
<td>4</td>
</tr>
<tr>
<td>Trackers</td>
<td>0</td>
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</tbody>
</table>

*Inventory conducted on March 26th, 2016*
Policies

User Rules in progress...

Bike rentals only require users to show their USD ID card.
* need to leave ID cards at checkout? (Doug)

The rental period is currently 24 hours--may change to 10pm the day of check out? (Meghann)

Late fees will be incurred for every day the bike is not returned past the initial rental period, culminating in a charge for the total cost of the bike.

Proposed Fines:
* $5 per day or less (Meghann)
* Cost of bike/7 = $ per day OR total of cost bike after 1 week + $5 per day (Doug)

A waiver is signed at the time of checkout (see below in appendix).

Students are responsible for reporting damages.

Safety

- Coyote Bike Share offers helmets for the safety of its riders.
- Users will be in charge of their own safety.
- No user under the age of 18 will be able to use the bikes.
- Users must sign mandatory waivers before checking out the bikes.
- Yote Bike Share is not liable for any injury to the user during the time of the loan.
Help Desk Procedures

Check Out: To be determined
Check In: To be determined
Troubleshooting: To be determined

- The bike share program currently utilizes a paper format; however, we have recently received approval through IT to transition to an electronic system* and should be receiving a information from John Flack and Katherina Wymar about the next steps of the project and to determine a realistic timeframe--this may take some time as there are currently 12 IT-related projects prioritized above ours.
- This approval included the stipulation that the Wellness Center software would be adequate to meet our needs in order to keep costs down. If not, the project will need to go back to the committee for re-approval.
- The proposed system would link rentals directly the the user’s USD student account and would negate the need for the paper form, as well as for students to leave their IDs at the MUC front desk. It would also remind students when their rental is overdue and inform them of impending late fees. We hope that this system will encourage accountability and minimize the need for UPD involvement or complex tracking systems.

Tracking:
- As of right now we do not have trackers for the bikes
- Bike trackers could be bought in the future, but there was no room in the budget to purchase the adequate equipment (GPS).
- An assessment throughout the year could see if the electronic check out system held users accountable for returning the bikes.

Retrieving lost bicycles:
- Bike user will be contacted for the status for the bike.
- UPD will be contacted in order for them to keep an eye out for the bikes.
- Common places could be checked for the bikes (Coyote Village, Wellness Center, Dakotadome, North side of library).
Maintenance

Current:
All bikes purchased from Two-Wheeler Dealer in 2017 received comprehensive tune ups and any necessary repairs (facilitated by Kamp Kirsch) during the spring semester of 2018 as part of their 2 year limited warranty agreement.

Future options:
* Bike Plus, downtown Vermillion
* creation of a new student organization which would involve teaching students about basic bike maintenance, involvement of fraternity members as a service project
* Ace Bike Shop in Yankton
* partnership with Vermillion community’s Barking Dog Bicycling Club (would require further exploration/outreach)

Storage

*Bikes are currently in the MUC, pending the official launch of the program for the season. In the fall (when the weather turns bad), they are stored in the McFadden Apartment Garage number 11 on North University Street until spring when the weather is consistently nice. A garage door opener is the only way to access the bikes. The garage opener can be obtained at the front desk of the Belbas Center (ask for Brookney Delgado for help).

During bike season, bikes are locked to bike racks on the North Side of the MUC.

All bike accessories are stored at the MUC front desk.

Updated 5/2/2018
Future Expansion

Possible checkout locations
- Dorms
- Wellness Center
- Coyote Village

Other Campus Organizations/Schools
- University of South Dakota Law School

Community Involvement
- Sponsors
  - Hy-vee
  - Sanford
- Locations
  - Downtown
  - Wellness Center
  - Hy-Vee
  - City Parks

Alternative Systems
- Spin
- Zagster

Possible Models
- Fort Collins, Colorado
- Purdue University

If the Coyote Bike Share program proves successful enough to expand into the community, we recommend an infrastructure overhaul due to limitations of current programming. Professionalizing would require establishing an entity to oversee the future success of the program and partnering with a formal firm like Spin or Zagster. Although no official research was conducted, a professional system appears to be the direction to go.
Funding

- 2016 Campus Green Initiatives Fund - $5000 was secured to purchase bicycles and initial materials.
- 2017 Campus Green Initiatives Fund - $1700 was secured for bicycle maintenance and continuity costs.

How funds were spent this semester (spring 2018):

• Remaining funds may be used to purchase 1-2 new bikes?

Future funding possibilities
- University of South Dakota Foundation
- Student Services
- Sponsorships from local businesses in Vermillion or Sanford
- SGA bill or formation of a student organization
- Partnership with Law School
Conclusions

The Yote Bike Share has grown significantly since it began in May 2017. Policies have been updated, maintenance has been performed, parts have been purchased, and stakeholders have been increasingly involved. While the program has become more polished, organized, and efficient, the program continues to evolve and will require continued improvements.

Future directions for the program include:

- Put out bikes!
- Revamping the waiver once new users rules and policies have been agreed upon
- Continue working with ITS to implement check out system
- Decide on how to meet future maintenance needs
- Expansion--more bikes, other checkout stations through USD campus, involving the community at-large
Appendix

University of South Dakota - Yote Bike Share Program
ASSUMPTION OF RISK AND WAIVER FORM

I, __________________________, being over 18 years of age, desire to participate in the Yote Bike Share Program. I am aware that riding a bicycle can be a dangerous activity involving many risks of serious injury.

I agree to adhere to all city, state, and federal laws and regulations as well as university policies regarding the operation of bicycles.

I hereby represent that I am in good physical condition and do not know of any condition or reason that I should not be able to operate one of the bicycles provided through the Yote Bike Share Program. I further acknowledge that the University of South Dakota has no duty to supervise, monitor or provide assistance (medical of otherwise) in connection with my use of a bicycle from the Yote Bike Share Program.

FINANCIAL LIABILITY
I understand that I am responsible for the care and on-time return of this bicycle. If the bicycle is lost, stolen, or irreparably damaged due to my neglect; or if the helmet or lock are lost or damaged, I agree to pay the following repair/replacement costs.

Check the items you are checking-out:  Fee if lost/stolen/damaged

☐ Bicycle (lost or stolen)................................. $300
☐ Bicycle (damaged)........................................ $100
☐ Helmet.......................................................... $35
☐ Lock.............................................................. $35

Furthermore, I understand that this bicycle is due back at the point of loan before the facility closes today. USD Police Department will be notified of any non-returns. Failure to pay these fines will void my ability to check out bikes from the Yote Bike Share Program in the future and will result in a charge to my student account in the amount owed.

By my signature below, on behalf of myself, my heirs, next of kin, successors in interest, assigns, personal representatives, and agents, I hereby:

1. Waive any claim or cause of action against and release from liability the State of South Dakota, South Dakota Board of Regents, University of South Dakota, its officers, employees, and agents for any liability for injuries to my person or property resulting from my participation in the Yote Bike Program;

2. Agree to indemnify and hold harmless the State of South Dakota, South Dakota Board of Regents, University of South Dakota its officers, employees, and agents for any claims, causes of action, or liability to any other person arising from my participation in the Yote Bike Share program;

3. Agree to all of the terms and conditions as referenced in this waiver.

I HAVE READ THIS RELEASE AND WAIVER OF LIABILITY, ASSUMPTION OF THE RISK AND INDEMNITY AGREEMENT AND CONSENT TO MEDICAL TREATMENT, FULLY UNDERSTAND ITS TERMS, UNDERSTAND THAT I HAVE GIVEN UP SUBSTANTIAL RIGHTS BY SIGNING IT, AND HAVE SIGNED IT FREELY AND VOLUNTARILY WITHOUT ANY INDUCEMENT, ASSURANCE, OR GUARANTEE BEING MADE TO ME AND INTEND MY SIGNATURE TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO THE GREATEST EXTENT ALLOWED BY LAW.

Name: __________________________ Date: _______________ Phone #: __________________________

Email Address: __________________________ USD ID #: __________________________

Updated 5/2/2018
Signature: __________________________