

Bikeshare FAQ

You may have noticed turquoise bikes around town lately. These bikes are from a private company called VeoRide, which is currently the only commercial “bikeshare” company licensed to operate in Urbana. The bikes are available for use by anyone, for a fee.

1. How do these bikes work?

In general, a rider downloads the VeoRide app on their smartphone, creates an account, adds a payment source (e.g. PayPal, credit/debit card), then finds and unlocks a bike with the app. They ride the bike, and when finished with, they park and lock the bike in an appropriate place.

2. Where should these bikes be parked?

In Urbana and Champaign, bikes can be parked:

- At bike racks;
- Near the edge of wider sidewalks (e.g. downtown). Space must be left so people who are walking or are in wheelchairs can still get by on the sidewalk.

Parked Bikes MUST NEVER block doors, sidewalks, or handicap ramps.

- Anywhere a car can park for free (i.e. not in metered or permit parking spaces). This includes streets in residential neighborhoods.

On the University of Illinois campus, bikes can be parked:

- At or near bike racks.

3. What do I do if I find a bike that isn't parked correctly?

Call **1-855-VEO-2256**.

They will send someone to move the bike.

If you have called the number above during normal business hours and the bike isn't moved within three hours, you can call 328-8269 to file a complaint.

4. Why is a private bikeshare company allowed to make money by using public infrastructure for their service?

Many companies make money using public infrastructure. Telecommunications (e.g. internet, cell phone) companies, taxis and rideshare companies, and freight carriers rely heavily on public infrastructure to provide goods and services to the public. Private bikeshare companies provide a valuable service to the public. In exchange for being allowed to operate in the public right-of-

way, each bikeshare company must pay an annual licensing fee and adhere to the rules adopted by the City of Urbana, the City of Champaign, and the University of Illinois.