



bike
doc

North Natomas Transportation Management Association



The North Natomas Transportation Management Association is a nonprofit organization with the mission to foster transportation behaviors that enhance placemaking in our community through advocacy, programs, education, and services.

Advocacy



Bicycling



Commuter Shuttle



Walk & Bike to School

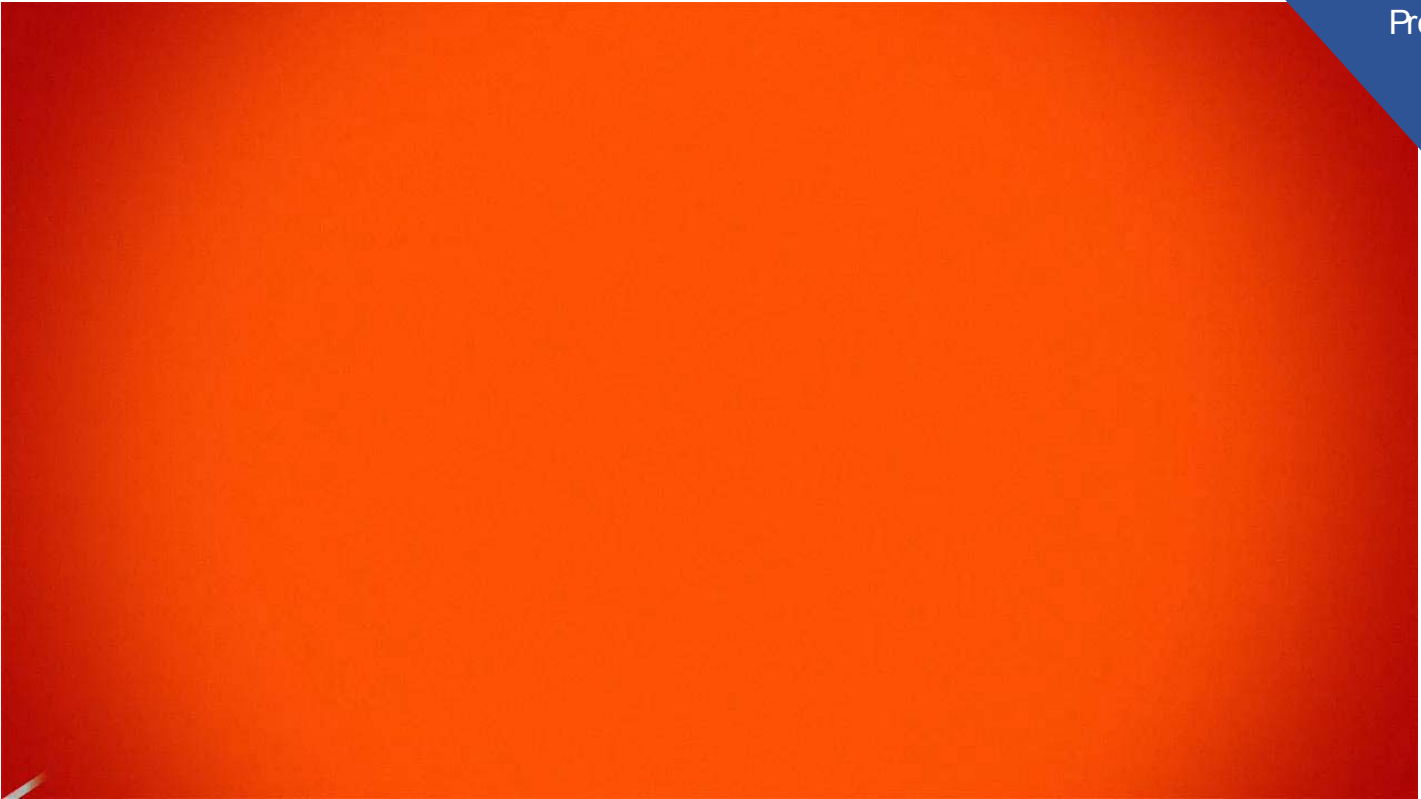


What is Bike Doc?

The Bike Doc program is a mobile bicycle repair service committed to getting more people riding their bikes by repairing bicycles, for free, one wheel at a time. Each year Bike Doc visits schools, community events and local businesses to repair and provide maintenance to residents' and employees' bikes.

Bike Doc got its start with a Tier II grant from SACOG.





Program Goals

- Provide accessible bike repair service to North Natomas residents, students and employees
- Educate people about basic bicycle maintenance
- Prevent unusable bicycles from sitting in garages unriden
- Promote use of bicycles as a form of transportation



How Have We Done?

- Since 2010, Bike Doc has serviced 2,643 bicycles
 - This includes a two-year hiatus during 2014 and 2015
- Approximately 20-24 events are scheduled each year
- The Bike Doc brand has become not only recognizable, but requested and anticipated





The Bike

- Custom built cargo bike
- Manufactured by Metrofiets in Portland, OR
- Designed to haul 2 sets of bicycle tools
- In 2016, bike received several upgrades to enable a smoother ride
- Ridden to each event





Event Types

- Schools
- Community Events
- Homeowners Associations & Community Groups
- Apartment Complexes
- Businesses
- Health Clubs
- Wherever will have us!





Check-In and Triage

- Participants check-in to complete a waiver release and receive a number
- Check-in table attendant monitors bikes received, serves as liaison between participant and mechanics, and distributes bicycle-focused information



Repairs and Tools

• Repairs

- Service provides basic bike maintenance, repairs and diagnostics
- Common repairs include:
 - Flat tires
 - Brake adjustments
 - Derailleur adjustments
- Bike fittings are often needed
- What about unsafe and unfixable bikes?

• Tools

- Tool list
- Bike stands

Bicycle Maintenance Inspection

Type of Bike	Check	Maintenance Performed	Check	Parts Used	Amount
Kids - 12"		Brake Adjustment		Tube	ea.
Kids - 16"		Shifting & Gear Adjust		Cable	ea.
Kids - 20"		Chain Tension		Housing	ea.
Kids - 24"		Wheel Truing		Brake Pads	pr.
Adult - Mountain		Kickstand Fix		Chain Lube	
Adult - Road		Bottom Bracket		Pedals	pr.
Adult - Hybrid/Comfort		Headset Adjustment		Handle Grips	pr.
Adult - Cruiser		Flat Repair		Tire	ea.
Other:		Pump Air			

Needs further repair

Bike fitting performed

Notes: _____

 Mechanic's Name

 Date

NOTIFICATION OF UNSAFE BIKE
 The bicycle mechanic has told me that my bicycle is unsafe to ride. As my bike needs more substantial repairs than the mechanic could perform, it should be taken to a reputable full-service bike shop (i.e. Natomas Bike Shop, 3291 Truxel Rd.) for further repairs.

 Participant's Printed Name

 Participant's Signature

 Date

Marketing

- Banners
- Posters
- Lawn Signs
- Flyers
- Social Media
- Print Ads
- Online Calendars
- Website
- ConnectEds
- Newsletters





Best Practices & Lessons Learned

- Length of events
- Time of day/ day of the week
- Event activities
- Partnerships



Costs

- Tools
- People Power
- Bike
- Marketing & Promotion
- Insurance/Waiver
- Supply Inventory
- Program Management
- Printing Costs





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