

# DOEE Bike Operator FAQ

Updated May 2024

## What do I need to know and do before riding an agency electric bike (E-bike) or a traditional bike for the first time?

- To help ensure everyone's safety and ability to use the bikes, please review this Bike Operator FAQ and the DOEE Bike Program Office Order.
- In the [Bicycle Reservation](#) QuickBase, click "Create Rider Profile" to complete the profile requirements, watch the E-bike safety video, and sign the bike acknowledgment form.

**\*All employees who would like to use the traditional and/or electric bikes must sign the acknowledgement form prior to riding agency bikes.**

## How do I reserve a bike?

Scheduling of bikes is done on a first-come, first-serve basis.

Once you have submitted your acknowledgment form and created your user profile, you will have the ability to schedule bikes as needed, via [QuickBase](#).

- Click 'New Reservation.'
- Complete the reservation details and click Save.

## Where are the keys and helmets?

Once you have scheduled the bike for use, you can get your key and helmet from Keren O'Brien Murphy ([keren.murphy@dc.gov](mailto:keren.murphy@dc.gov)) on the 6<sup>th</sup> floor. If Keren is not in the office, Young Tsuei ([young.tsuei@dc.gov](mailto:young.tsuei@dc.gov)) can assist.

## Where do I find the DOEE bikes?

DOEE bikes have designated parking spaces on level P2 at DOEE headquarters.

## How many bikes are in the DOEE bike fleet?

- 4 electric bikes
  - 2 RIIDE brand bikes (throttle only)
  - 2 REI Co-op brand bikes (pedal assist only)
- 5 traditional manual bikes
  - 2 size small
  - 2 size medium
  - 1 size large

### **How fast does an E-bike go?**

The E-bikes will provide assist to about 20MPH.

### **What is the range for a full charge?**

The range may average around 25 miles per full charge but will vary depending on terrain, weather, assist level, and rider.

### **How do I recharge the bike?**

Plug the bike into a standard wall outlet using the appropriate charger provided. For the REI E-bikes, plug the charge plug into the battery charge port on the right side of the bike/battery behind the seat tube, paying attention to the orientation of the plug. For the Riide bikes, the charging cable plugs into the port on the underside of the down tube near the head tube where it meets the fork, paying attention to the orientation of the plug.

### **How long does it take to fully recharge the battery?**

From empty, it may take 7 hours.

### **Do I need to wear a helmet?**

Yes, per DOEE's Bike Operator Policy, you must wear a bike helmet while operating a DOEE bike. There are green DOEE bike helmets (S, M, L) available for your use. You can also use your own as well.

### **Where should I park the bike?**

DOEE bikes have designated parking spaces on level P2 at DOEE headquarters.

Always make sure the bikes are securely locked. We have green DOEE locks for each bike.

### **Can I ride an E-bike in the rain?**

E-bikes can handle getting wet if you get caught in the rain. Try to avoid large puddles, as the bikes do not have fenders. The bike should never be fully submerged in water, however.

### **What if a DOEE bike is stolen?**

For stolen DOEE bikes call MPD to file a police report and then work with your manager to file an incident report with DOEE.

Note - All DOEE E-bikes have an Apple AirTag installed in the frame.

### **What are the hours of use for a DOEE bike?**

All DOEE bikes can be operated during the normal tour of duty and may not be taken home overnight. Use outside of those hours, like evenings and weekends, should be cleared with your manager.

### **Who do I notify if the bike needs maintenance or has issues?**

Please notify Keren O'Brien Murphy ([Keren.Murphy@dc.gov](mailto:Keren.Murphy@dc.gov)) and Young Tsuei ([Young.Tsuei@dc.gov](mailto:Young.Tsuei@dc.gov)).