




INFORMATION UPDATE

TO:	Mayor and Members City Council
DATE:	June 30, 2020
SUBJECT:	Hamilton Bike Share System Relaunch (City Wide)
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Brian Hollingworth Director, Transportation Planning and Parking Planning and Economic Development Department
SIGNATURE:	

Hamilton Bike Share will be reactivated this Tuesday, June 30, 2020 and riders will have access to the fleet once again following a pause of the system.

Transition of SoBi Hamilton and Member Refunds Update

The former SoBi Hamilton system, operated by Uber, has been fully transitioned to Hamilton Bike Share Inc. and all member refunds have been successfully completed. As of Tuesday, June 30, 2020, riders will be able to sign up to the new Hamilton Bike Share Program and sign out bikes.

How Riders Can Sign Up to the New Hamilton Bike Share Network

As of Tuesday, anyone who had a bike share membership in the past, and would like to continue riding, will need to log into their account at www.hamiltonbikeshare.ca or on the Social Bicycles app and select a payment plan to re-subscribe to. New riders will also be able to sign up at both the website and on the app. Hamilton Bike Share will continue to offer pay-as-you-go (15¢/minute) and monthly (\$20/month) membership plans, as well as, a new Seasonal Supporter plan (\$100 for 6 months).

The re-launched system will be operated by the local not-for-profit Hamilton Bike Share Inc. following Uber's sudden closure of the public bike share system on June 1, 2020. The System will continue to span from Ottawa Street to Dundas with over 800 bikes and 130 hubs. The iconic blue bikes will be available to rent 24/7. Follow @HamOntBikeShare on Twitter to keep informed. Those who have any questions

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

SUBJECT: Hamilton Bike Share System Relaunch (City Wide) - Page 2 of 2

about accounts, accessing bikes, or system operations, can contact Hamilton Bike Share at help@hamiltonbikeshare.ca or 289-768-BIKE Ext. 1.

Everyone Rides Initiative

Hamilton Bike Share also offers the Everyone Rides Initiative for people who face barriers to accessing the system. To learn more about subsidized membership options, adaptive bikes, and additional programming, visit www.everyonerides.org, call 289-768-2453 Ext. 2, or email everyonerides@hamiltonbikeshare.ca.

Bike share is an essential service and special measures are underway during the COVID-19 pandemic to reduce the spread of COVID-19. Hamilton Bike Share staff are taking extra precautions to regularly sanitize touch surfaces when the bikes are serviced. Riders are encouraged to wash or sanitize hands before and after using the bikes, and to follow public health guidelines to maintain physical distance, avoid touching your face, and stay home when sick.

If you have any questions regarding the above, please contact Peter Topalovic, Program Manager, Sustainable Mobility - Transportation Planning, at Ext. 5129 or via email.

APPENDICES AND SCHEDULES ATTACHED

N/A