

Erie County Reddy Bikeshare Registration Instructions and Frequently Asked Questions

In order to register for Reddy Bikeshare, Erie County staff need to download the Social Bicycles app to their cell phone using their county email address.

The \$40 membership cost is waived, but you must use a credit card to register for Reddy to cover program fees. The fee to ride a traditional Reddy bike is \$0.01 per minute, and the electric bike fee is \$0.10 per minute.

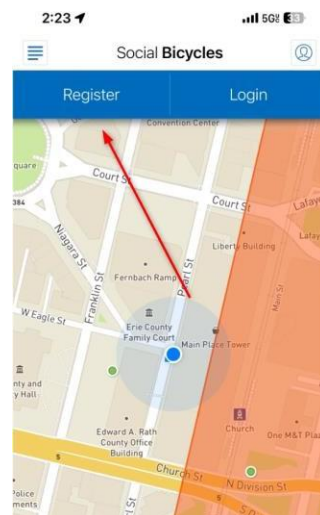
One free helmet per staff is available upon verification of Reddy Bike registration, subject to availability.

Registration instructions

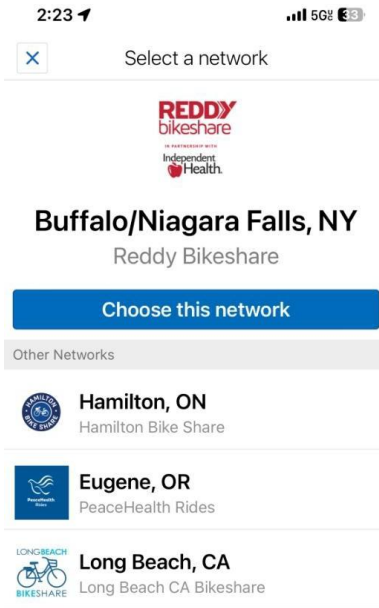
- 1) Download the Social Bicycles app onto your cell phone.



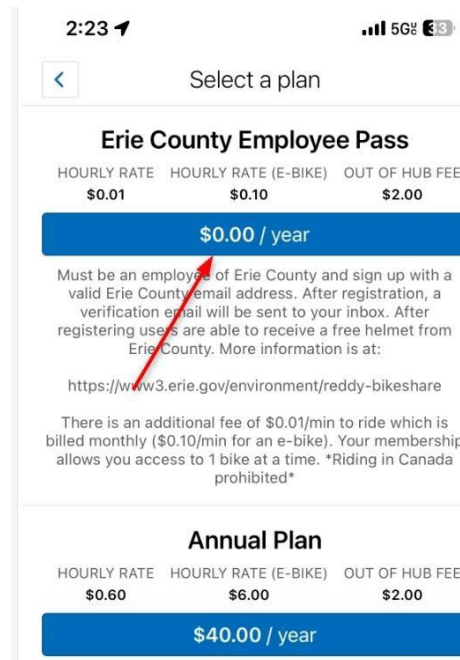
- 2) Open the app and click on Register.



3) Choose the Buffalo/Niagara Falls, NY network.



4) Choose the Erie County Employee Pass plan (\$0.00 per year).



5) Confirm the registration in your work email, and log in to the app.

6) To receive your free helmet email sustainability@erie.gov.

Frequently Asked Questions

1) Why is my email rejected when I try to register?

You must register using an Erie County erie.gov email address to receive the free membership.

2) Why do I need to use a credit card to register if the membership is free?

County staff receive free membership and a helmet (while supplies last), approximately a \$50 value. Use of Reddy Bikeshare involves the following fees:

PLAN DESCRIPTION		
Must be an employee of Erie County and sign up with a valid Erie County email address. There is an additional fee of \$0.01/min to ride which is billed monthly (\$0.10/min for an e-bike). Your membership allows you access to 1 bike at a time. *Riding in Canada prohibited*		
ADDITIONAL FEES & BONUSES		
	Classic Bikes	E-bikes
Hourly rate (after free time)	\$0.01	\$0.10
Free time per day		0 min.
Out of hub fee	\$2.00	\$2.00
Return to hub bonus	\$1.00	\$1.00
Out of system area fee	\$50.00	\$50.00

3) What are the Out of Hub and Out of System fees?

Bikes can be locked securely anywhere (not just at Reddy racks) within the free parking zone (yellow in the map below and also shown on the app). Bikes locked outside the free parking zone must be locked at Reddy racks or otherwise incur a \$2 fee. Finally, bikes left outside the System Area incur a \$50 fee. The System Area includes the entire City of Buffalo.



4) Where can I find instructions for using Reddy Bikeshare bikes?

Detailed information can be found here: <https://www.reddyblogshare.com/blog/how-to-ride-reddy-bike>

5) Can my family or friends get free membership or helmet? Can interns and contractors receive free membership or helmet?

You must have a County email address to receive free membership and helmet. Only one membership and helmet per employee.

6) How can I get a helmet if I missed the roll out event?

Email your registration confirmation to sustainability@erie.gov. Free helmets are subject to availability.

7) Can the free helmet be mailed to me?

We can send the helmet through interoffice mail. Provide interoffice mailing address.

8) To whom do I ask additional questions?

For questions about using Reddy Bikeshare, email info@reddybikeshare.com or call 716 407-7474. For County specific questions, email sustainability@erie.gov.