**Bolt FAQ**

**When is the bike share program launching?**

Bolt’s bike share program is launching in 2021! Please keep an eye on our website for more information.

**How many bikes will be available for rent?**

300 bikes will be available for rent and strategically dispersed in mobility hubs along the SMART rail corridor.

**Where will the hubs be located?**

Bolt’s site planning team is working to determine where the hub locations will be placed. If you have input, we’d love to hear it! Please visit our website to submit a suggestion.

**What is an e-bike? Do I need to do anything to activate the motor?**

Bolt’s bikes are electric (motorized) to give you a subtle boost during your ride. Since they are pedal assist, all you need to do is start pedaling normally and the motor will engage on its own.

**Does Bolt operate any other systems nearby?**

Yes! Bolt is launching 250 e-bikes in Richmond, California.

**How much does it cost?**

Typically, it costs $2 to unlock the bike then riders are charged 10 cents per minute of usage. Monthly and annual subscriptions are available for more frequent riders. Please visit our website for local pricing.

**My business is interested in purchasing bulk memberships. Who should I contact?**

Please reach out to Katie Sims at katie@ridegotcha.com.

**My business is interested in sponsorship opportunities. Who should I contact?**

Please reach out to Katie Sims at katie@ridegotcha.com.

**Do I need to wear a helmet while riding a bike?**

Bolt encourages all riders to wear helmets, but they are not always required by  law. Riders are required to comply with all local safety laws.

**Is there a minimum age requirement to rent a bike?**

All riders must be at least 18 years old to ride a Bolt bike.

**Bolt Glossary**

**Mobility hub** - A parking zone where riders can regularly locate bikes and initiate trips. Riders are encouraged to return bikes to designated hub locations when their  trip is complete. Bolt’s mobility hubs are geofenced and indicated on the system map. Sonoma and Marin’s hubs will include physical infrastructure (racks) where  bikes are securely locked. Temporary virtual hubs may be created to support special events.

**Out of hub fee** - A penalty, typically $5, that riders incur for parking a bike at a non designated hub location at the end of their ride.

**Riders** - We always call our customers riders. This term is a little more personal than customer, user, or anything else that sounds overly technical.

**System area** - A designated, geofenced area in which users are allowed to ride and  park bikes without incurring out of system area fees. This area is designated by a  perimeter line within the app and on the signage panel maps.

**Out of system area fee** - A penalty, typically $50, that riders incur for parking a bike outside of the designated system area at the end of their ride.