

## **BIKE CAGE OPERATING PROCEDURES**

*\*The University shall not be responsible for fire, theft, or damage to vehicles or content therein when parked or operated on campus. Please lock bicycles and mopeds to designated racks for more security.*

### **I. Who Can Apply for a Bike Cage Access Card**

- A. Only UHM Affiliates can apply for Access Card (Student, Faculty or Staff)
- B. UHM Affiliate's bicycle/moped needs to be registered with the City and County of Honolulu and have the license decal displayed at all times
  - i. Register bicycle/moped with the City and County of Honolulu with one of the following steps:
    - Visit website at [www.honolulu.gov](http://www.honolulu.gov)
    - Contact the main registration station at 808.733.2540
    - Any satellite city hall
- C. UHM Affiliate's bicycle/moped needs to be registered with Commuter Services Registration Program
  - i. Register bicycle/moped Online at Commuter Website:
    - Visit website at [www.manoa.hawaii.edu/commuter/](http://www.manoa.hawaii.edu/commuter/)
    - In the top right hand corner click on "Online Account"
    - Click on "Users with a myUH account please click here"
    - Click "myUH Login" tab
    - Enter myUH password and username then press "login"
    - Click on "Manage Vehicles"
    - Click on "Add Bicycle" or "Add Vehicle" for moped
    - Enter all indicated as field required
    - Click submit when all fields entered
  - ii. Register bicycle/moped in person at Commuter Services Office
    - Office located at QLC ground Floor room 014
    - Bring bicycle/moped registration
    - Bring valid faculty/staff/student ID

### **II. How To Apply for a Bike Cage Access Card**

- A. To obtain a Bike Cage Access Card please complete registration with the City and County of Honolulu and Commuter Services first
  - i. Applying online
    - Customer would email [parking@hawaii.edu](mailto:parking@hawaii.edu) about inquiry for access card
    - Commuter Services staff would direct customer to Wufoo link to insert the following necessary information:

- a. First name, M.I. (optional), Last name
- b. Valid UH ID number
- c. Valid UH email address
- d. Bicycle/moped license plate number
- e. Primary contact number
- f. Secondary contact number
- Once Wufoo link is submitted, Special Programs Coordinator will insert customer information into Bike Cage Software.
- Access card will be assigned to customer
  - a. Pick up at Commuter Services office
- ii. Applying in Person
  - Customer can go down to Commuter Services office located at QLC ground floor room 014
  - Forms will be issued to customer to fill out immediately
  - Parking Office worker will collect form, scan and email form over to Special Programs Coordinator
- iii. Access Card shall be returned or renewed at the end of each semester. If we do not receive a notification for renewal or returned access card by the start of the following semester a \$10 fee will be assessed.

### **III. How to Access Bike Cage with Key Card**

- A. To enter bike cage wave key card up against the card reader (red light).
  - i. Card reader is located on the cement pillar immediately outside of the gate.
- B. Card Reader will turn green and buzz
  - i. Gate will stay unlocked for ten (10) seconds and if the gate is not opened it will relock
- C. Gate must be closed when exiting the bike cage after every use. If the gate is not closed after use a warning will be issued to the customer. Customer with two written warnings, on third violation customer is subject to removal from bike cage access.
- D. If the door is shut and a customer is locked inside the customer can use the emergency access button located on the inside next prior to exiting.
  - i. To access emergency push button lift the clear box and push button
  - ii. Once button is pushed it will stay unlocked for 10 seconds

### **IV. Bike Cage Etiquette**

- A. UHM Commuter Services is not responsible for any loss, theft or damage to bicycles/mopeds or belongings inside the bike cage
- B. A bicycle/moped can be left untouched in the bike cage for up to 30 days

- C. Bike Cage door should be closed at all times
- D. Bicycle/moped should be locked to designated racks at all times
- E. Access cards must be utilized by assigned customer only
- F. Any violation of these rules a customer shall be subject to penalties ranging from a written warning notice up to, and including, removal from bike cage access

**V. Bicycle Removal**

- A. Any bicycle/moped left abandon after 30 days will be subject to removal
  - i. On the 31<sup>st</sup> day bicycle/moped will be tagged as abandon
  - ii. Follow maintenance abandon procedures
- B. Customer with two written warnings, on third violation customer is subject to removal from bike cage access
  - i. Customer will be contacted to remove bicycle/moped and return access card by 3:00 p.m. business day
  - ii. If no response from customer by 3:00 p.m. next business day, bicycle lock will be cut (UHM Commuter Services not responsible for lock replacement) and access card will be deactivated with a \$10.00 lost card fee

**VI. Lost/Stolen Access Card**

- A. Lost or stolen Access Card
  - i. Report a lost or stolen access card to Commuter Services
  - ii. Fill out a lost/stolen form
  - iii. Replacement card will be issued and a \$10.00 fee assessed
  - iv. Previous lost or stolen access card will removed from account

**VII. Renewal or Return Access Card**

- A. Renewing Access Card
  - i. Access cards are to be renewed at the end of each semester please contact Commuter Services via email or at the parking office to renew card
  - ii. If access cards are not renewed or returned by the start of the following semester a \$10 fee will be accessed
- B. Returning Access card
  - i. Access cards are to be returned at the end of each semester (if not renewed) to the parking office
  - ii. If access cards are not returned or renewed by the start of the following semester a \$10 fee will be accessed

**VIII. Security**

- A. Video Surveillance
  - i. One camera will be fixed on the rear gate near elevators
  - ii. The other camera will be on a 360 routine

- B. Key Card Access Only
  - i. Key cards are the only way to gain entrance to the bike cage
  - ii. When key card is used to open door it is documented to date and time
- C. Security Patrol
  - i. Bike Cage was added to the security guards patrol route
  - ii. Incident Reports are completed if any discrepancies are found

**IX. Contacts**

- A. In case of an emergency or immediate attention please call the Department of Public Services **(808)956-6911** or **911**
- B. For all other Bike Cage inquiries please call Special Programs Coordinator **(808)956-2977** or Commuter Services Office **(808)956-8899**