

UNIVERSITY OF HAWAI'I AT MĀNOA

BIKI FREQUENTLY ASKED QUESTIONS

WHAT IS BIKI?

Biki is Honolulu's bikeshare program, a form of public transit using a network of bikes that are available to the public for short trips around town. When it's too far to walk, but too close to drive, you can now Biki instead. Simply check out a Biki bike at over 100 solar-powered [Biki Stops](#), ride to your destination, and dock your bike at a nearby Biki Stop.

WHERE WILL THE BIKI STATIONS BE LOCATED?

There are six proposed Biki station sites at the UH Mānoa campus ([click here to see the map of the proposed locations](#)):

- Off Dole Street between Frear Hall and Gateway House (suggested relocation of bike racks would be near the Biki station)
- On the walkway between Hamilton Library and Henke Hall on the makai side of Paradise Palms Café (suggested relocation of bike racks will be across the walkway)
- On the makai side of Campus Road outside of Sinclair Library
- On the bridge from the parking garage to the Law School (suggested relocation of bike racks will be evaluated as construction at the Law School is completed)
- Between the Art Building and the Warrior Recreation Center (suggested relocation of bike racks will be on the other side of the light pole, next to Biki Station)
- Across from Duke Kahanamoku Pool on the makai side of Lower Campus Road, on the Diamond Head side of the Varsity Circle entrance gate

WHAT HAPPENS TO THE EXISTING BIKE RACKS THAT THE PROPOSED BIKI STATIONS WILL BE REPLACING?

These bike racks will be relocated to another part of campus. Please see the responses to the previous question for more information.

WHO CAN USE BIKI?

Biki is for everyone 16 and over who is capable of riding a bike, even if you don't bike now. Looking for the opportunity to learn how to bike or interested in a refresher course on the rules of the road? Our partners at the [Hawai'i Bicycling League](#) can help you with that. Whether you're a student, faculty, or staff, there is a trip in your day that Biki can help you with.

DO I NEED BIKESHARE IF I HAVE MY OWN BIKE?

Bikeshare can still be a convenient transportation option even if you own your own bike. You can Biki for one-way trips in conjunction with [TheBus](#), ride share, carpooling with friends, or when you want to leave your own bike at home for security or storage reasons. It provides you with the freedom of choice and saves the hassle of having to carry around a bike lock and bike lights.

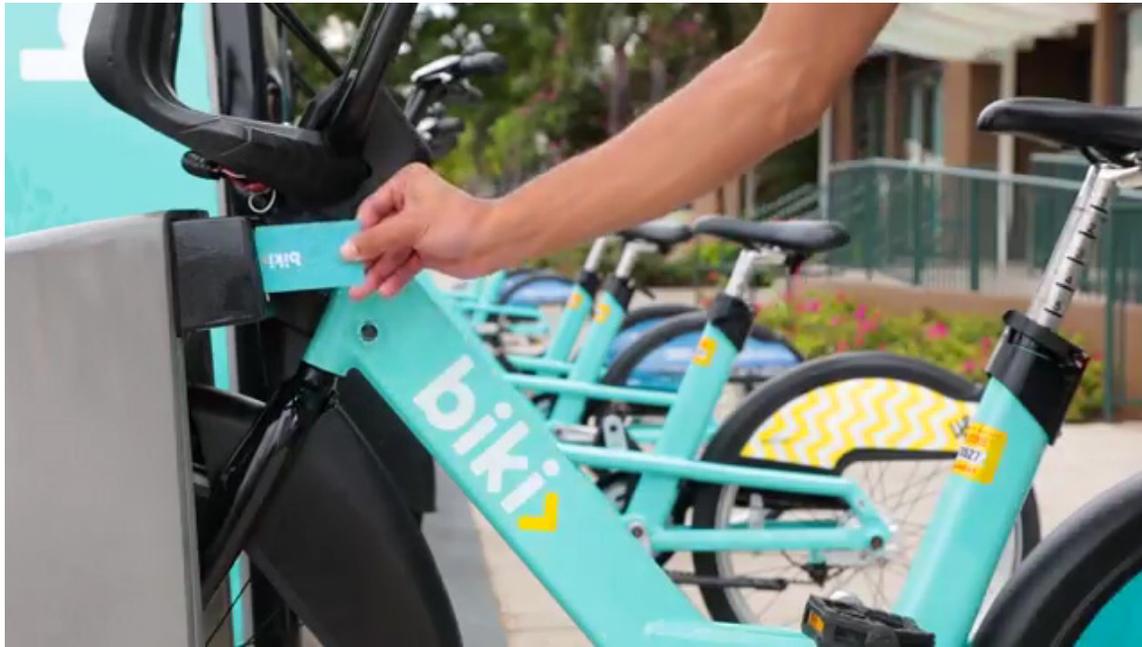
HOW MANY BIKES AND BIKI STOPS ARE THERE?

There are 1,000 bikes and over 100 Biki Stops. The planned expansion will increase this number to approximately 1,300 bikes at 140 Biki Stops. Download the [Biki app](#) or check out the [Map of Biki Stops](#) on Biki's website to view the number of bikes available at each Biki Stop in real time.

HOW DO I BUY A PLAN?

[Online](#) or through the [Biki App](#): You may use a credit card to purchase a [\\$15 Monthly Plan](#) (for an

unlimited number of 30-minute rides), a [\\$25 Monthly Plan](#) (for an unlimited number of 60-minute rides), or a [\\$20 Free Spirit Plan](#) (for 300 minutes that can be used in any increment, and never expire). Memberships purchased online will include a [Biki Pass](#) that will be mailed to the member and allow the member to check a bike out directly at a docking point.



New Member - How-to video

Purchasing a ride at the Biki kiosk (not recommended for residents or long-term visitors): You may use a credit card to purchase a Single Ride (\$3.50 for up to 30 minutes), or a \$20 Pass (300 minutes that can be used in any increment, and never expire). A code to unlock the bike will be distributed after the credit card is inserted at the kiosk. Take the code to any dock with an available bike and unlock the bike. Check out our [video tutorial](#)!

A \$50 temporary credit card hold (per bike) is applied to all kiosk purchases. Payment can be made with VISA, MasterCard, American Express, JCB, Diners, or Discover. No prepaid cards will be accepted.

WHAT ARE THE BIKI FARES?

There are several Biki Fare options:

- \$15 Monthly Plan (a month of unlimited 30-minute rides)
- \$20 Free Spirit Plan (a bank of 300 minutes to use whenever and however you like)
- \$25 Monthly Plan (a month of unlimited 60-minute rides)
- \$3.50 Single Ride (for a quick ride around town)

For more information on Biki fares, visit <https://gobiki.org/fares/>

CAN I TAKE THE BIKI BIKE OUTSIDE OF THE BIKI SERVICE AREA?

You can take the Biki bike outside of the service area, but it's a good idea not to go too far, since you will have to return to the service area to dock your bike at a Biki Stop. Monthly membership plans incur additional overage fees after 30 and 60 minutes.

IS THERE ANYTHING I SHOULD DO BEFORE STARTING A RIDE?

Familiarize yourself with the rules of the road, cycling etiquette, system map and safety tips. Please reference the City & County of Honolulu's rules of the road, or join [FREE workshops](#) hosted by the Hawai'i Bicycling League to familiarize yourself with Hawai'i's bike laws and feeling safe! Biki helmets

are available for a \$20 donation at their Kaka'ako headquarters (914 Ala Moana Boulevard), members can also show their Biki Pass at Island Triathlon and Bike (Kapahulu) to get 10% off their purchases.

Before each ride, always be sure to adjust the seat to a comfortable height and secure any belongings in the front basket. It's also a good idea to squeeze the brakes to make sure there's good resistance, and to check the tires to make sure they're not flat.

HOW DO I KNOW IF MY BIKE IS PROPERLY RETURNED?

Go to any Biki Stop and push the bike into an open docking point. A green light will flash to signal the bike is now locked into the system and has been returned successfully. You will also receive a text message within a few minutes confirming your trip has ended. If you do not see the green light please try pushing the bike into the dock again or call customer service to make sure it was returned properly.

WHAT SHOULD I DO IF THERE'S A PROBLEM WITH MY BIKE?

Return the bike to any Biki Stop and hit the red wrench button on the dock. It will be locked in place and our operations team will be alerted. Then, check out another bike.

WHERE CAN I GET MORE INFORMATION ON BIKI?

For more information and a complete list of FAQs, visit Biki's website at gobiki.org or call Biki Customer Service at 1-888-340-2454 (6 a.m. to 11 p.m., seven days per week).

ADDITIONAL RESOURCES:

How to Biki - <https://gobiki.org/how-to-biki/>

Privacy Policy - <https://gobiki.org/privacy-policy/>

Expansion Plans - <https://gobiki.org/biki-expansion/>

Safety Tips - <https://gobiki.org/bikisafely/>