

SAFE OPERATING GUIDELINES: E-BIKES FOR WORK-RELATED TRAVEL

Attached Documents:

1. Attachment 1 – Work bicycle pre-ride check list
2. Attachment 2 – Work bicycle maintenance and service register
3. Attachment 3 – Work bicycle fault report form
4. Attachment 4 – Cycling Risk Register

BACKGROUND

Auckland Council offers a Bicycle Fleet for staff to use for work-related travel. There are a number of bicycles and pedal assist bikes (e-bike) available across five offices.

- 135 Albert Street
- Bledisloe House
- 35 Graham Street
- Waitakere Service Centre
- Waiheke Service Centre

Please follow these guidelines when using the bikes to ensure you are using the bikes appropriately and remember that you are representing Council while out on the road.

This policy will be reviewed yearly from 14 December 2016.

Before using an e-bike for the first time, employees must:

1. Complete an assessment with our external trainer or with a super user, a Council staff member approved to assess their colleagues' competence on the e-bikes. Contact travelplan@aucklandcouncil.govt.nz for details
2. Conduct a pre-ride checklist (Attachment 2) prior to using the e-bike. This checklist is clearly displayed on the shelf at the e-bike storage areas.
3. Ensure you are familiar with the [official New Zealand code for cyclists](#).
4. Read [Road rules and equipment for cycles](#) and follow these rules when out cycling.
5. Book an e-bike through the Outlook calendars

ELECTRIC PEDAL ASSIST BICYCLES (E-BIKES)

If you would like training on an e-bike, please contact travelplan@aucklandcouncil.govt.nz

Charging the e-bikes

All users are responsible for ensuring that the e-bike batteries are fully charged.

- The e-bikes must be placed on charge when returned to the office. If you are travelling to distances far away or you plan on being out of the office for the day, take the charger with you.
- The e-bikes can be recharged in the bicycle storage area of each building. The instructions are written next to the power units.

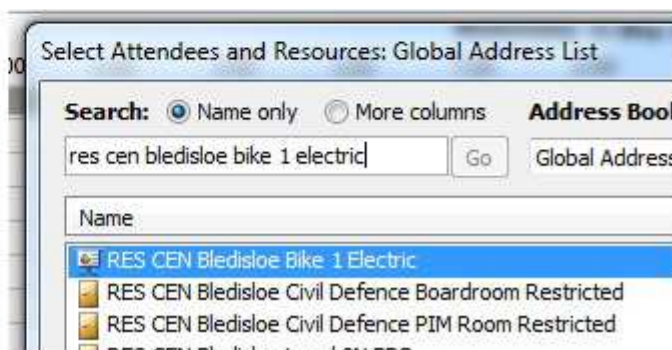
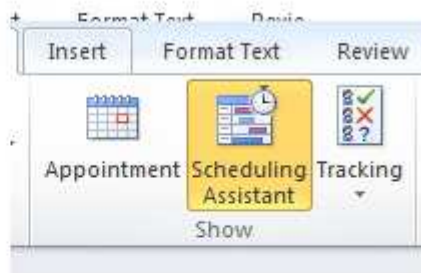
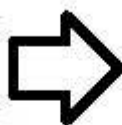
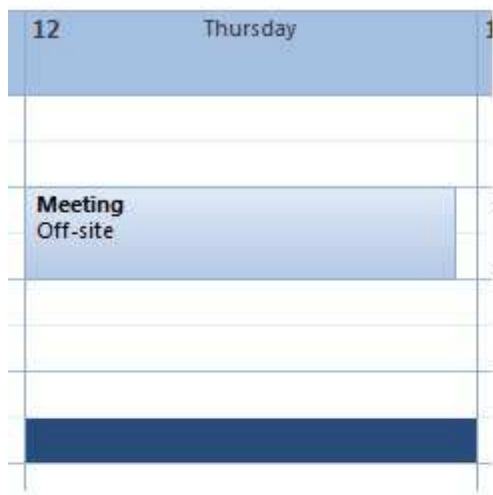
BOOKING AN E-BIKE

- The e-bikes can be booked through Outlook calendars.
- There must be **at least 15 minutes between bookings** for a specific bike to allow for delays in the bike being returned. This also allows time for ebike batteries to be topped up.

If for any reason a bike is not returned on time, the user must make every attempt to contact the next user of the e-bike so that alternative transport arrangements can be made.

Calendar name	Location	Make
RES CEN Graham Street Bike 3 Electric	Bike room, Graham Street	Ezee
RES CEN Graham Street Bike 4 Electric	"	Ezee
RES CEN Graham Street Bike 5 Electric	"	Ezee
RES CEN Bledisloe Bike 1 Electric	Bike room, Bledisloe Basement. Raise a logit for access	Smart Motion
RES CEN Bledisloe Bike 2 Electric	"	Ezee
RES CEN Bledisloe Bike 3 Electric	"	Ezee
RES CEN Albert Street Bike 3 Electric	Bike cage, Albert level B3	Ezee
RES CEN Albert Street Bike 4 Electric	"	Ezee
RES CEN Albert Street Bike 5 Electric	"	Ezee
RES WST Henderson Bike 3 Electric	Under the main stairs, Henderson.	Ezee

E-bikes can be invited to a meeting as an attendee, like you would invite a colleague (this is how equipment is set up in Outlook). Bookings will be tentative until our admin team can confirm your booking against our list of approved users.



CONDITIONS OF USE

- E-bikes must be returned in a clean and tidy condition.

- When an e-bike is left unattended, it must be securely locked up at all times. Each e-bike comes with a combination lock and a metal chain and key. When a bike booking is approved the code for the combination lock will be emailed to the staff member. The metal chain and key must be used when the e-bike is out of the office.
- Employees will be liable for any traffic infringements or fines incurred whilst riding an e-bike. All incidents must be reported to your Manager.

E-BIKE MAINTENANCE

E-bikes must be maintained in safe working order and are included on a maintenance register that is held where the bikes are parked.

Damage to Helmet

All bike helmets must be replaced after an incident e.g. dropping the helmet onto a hard surface, or a crash. This must be done even if there is no obvious damage.

- Fill out a Fault Report Form (Attachment 3)
- Submit this to travel.plan@aucklandcouncil.govt.nz so that a new helmet can be purchased.

Damage to an e-bike

If an accident or any damage occurs to a e-bike during use:

- Fill out a Fault Report Form (Attachment 4)
- Submit this to travelplan@aucklandcouncil.govt.nz and Insurance@aucklandcouncil.govt.nz.
- If the e-bike is not rideable, please lock the bike securely and call Electric Bike Hub Auckland (see stickers on the bike for the phone number) and email travelplan@aucklandcouncil.govt.nz

If you notice a fault with an e-bike, please report this via the Fault Report Form (Attachment 4) and send to travelplan@aucklandcouncil.govt.nz

Place an “Out of Action” warning on the e-bike, which will be removed once the e-bike is repaired.

THEFT

- If any e-bike or equipment is stolen this must be immediately reported to the Police and to your manager. Follow the guidelines as set out in Council's [Theft Security Procedure](#) via [Security Services](#).
- Details of the incident must also be sent to travelplan@aucklandcouncil.govt.nz and claims@aucklandcouncil.govt.nz.

Note: Personal items belonging to an employee, their family or other persons that are stolen with an Auckland Council bicycle are not covered by the Council's insurance arrangements.

HEALTH AND SAFETY

In the event of accident or injury you are to [report it on Kotahi](#).

Please familiarise yourself with the Cycling Risk Register, attachment 4.

RECORDS

All documents relating to the e-bikes, including maintenance records and the Safety Guide for first-time users, are stored on the U: drive at U:\CFO\Property\Strategy and Asset Planning\Sustainability Team\Projects\Travel Plan\Cycling

FURTHER INFORMATION ON CYCLING

For detailed information on cycling on Auckland's roads please refer to the following webpages and guides.

- Auckland Transport's Cycling & Walking webpage:
<https://at.govt.nz/cycling-walking/>
- NZTA's Cycling pages:
<http://www.nzta.govt.nz/safety/walking-and-cycling/cycling/>

[Road rules and equipment for cycles](#)

- The New Zealand Road Code for Cyclists:
<http://www.nzta.govt.nz/resources/roadcode/cyclist-code/>

FURTHER INFORMATION

Contact travelplan@aucklandcouncil.govt.nz for more information.

Attachment 1

WORK BICYCLE – PRE RIDE CHECKLIST

Check yourself

- Avoid riding if you feel unwell
- Do you have sunscreen and sunglasses if needed?

Check the weather

- If it is raining, very hot or windy have you considered alternative transport e.g. bus?

Check your clothing and personal equipment

- Tuck loose shoelaces into shoes
- Secure trouser legs e.g. with reflective straps, folded up or tucked into socks
- Bright or easily visible clothes. Hi-vis vests are also available and recommended on dark days
- Mobile phone
- Is your helmet fitted correctly, as per the below image and instructions?

Check your bike equipment

- Bike lock and combination code (pedal bike). Chain lock and key (e-bike)
- Pannier bags (if required)

'60 second' bike check

- The tyres should feel very firm to the touch. You can use the floor bike pump in the bicycle storage area to check and adjust the tyre pressure. The correct pressure is written on the side wall of each tyre.
- Check that your bike has easily visible reflectors (pedal bikes) and that the lights are working (e-bikes).
- Saddle at correct height – seat post tight in frame and inserted at least 5 cm into the frame.
- Handlebars in the correct position for your height and seat position.
- Push the bicycle and then apply the brakes individually to see that the front and rear brakes are both working. Operate the gears and brakes. In both cases check that:
 - wheel is properly secured in forks
 - quick-release lever secure, axle nut secure
 - wheel rotates freely without rubbing on the brakes
 - brakes operate smoothly and directly.

Required by law

Helmet

When riding you must wear a helmet. It must comply with Australian Standard AS/NZ2063, be properly adjusted and securely fastened. A helmet must also be worn by any passenger, such as a child in a carrier seat or trailer.

A correct fit is important. Your local bike shop can help you find the right size and adjust it for best fit.



Tips for correct fit

1. Position the helmet so that it protects the forehead (10 to 15mm above your eyebrows).
2. Fasten the strap under the chin, with one finger width ease between strap and chin.
3. Tighten the straps so that they are both firm and comfortable. The plastic slide should make the straps meet just below the ears.
4. The helmet should fit securely and be unable to slide forwards, backwards or side to side.

In the event of a crash, you should purchase a new helmet even if damage is not visible. The foam in your helmet provides protection by absorbing the impact. This impact compresses the foam, reducing its future effectiveness.

Attachment 2

WORK BICYCLE MAINTENANCE AND SERVICE REGISTER

Bicycles should be maintained in safe working order.

E-bike services are carried out monthly. Bicycle services are carried out less frequently, but are inspected to by our bike mechanics and serviced as needed

All servicing and repair costs are covered by the Travel Plan's budget.

It is important for staff using the work bike to carry out basic checks at the beginning and end of each trip, using the checklist in Attachment 1.

Make / Model	Location	Recommended service intervals	Last service date	Odometer reading (if applicable)	Service completed (y/n)
Smart Motion electric assist bike	135 Albert St, B2.	12 months	3 October 2014	79 km	Yes
Legacy ACC bicycle	Graham Street, B1.	12 months	3 October 2014	0	Yes

Attachment 3

WORK BIKE – FAULT REPORT FORM

In case of a fault please complete and return this form to travelplan@aucklandcouncil.govt.nz

Which bike has the problem?

Make / Model	Location

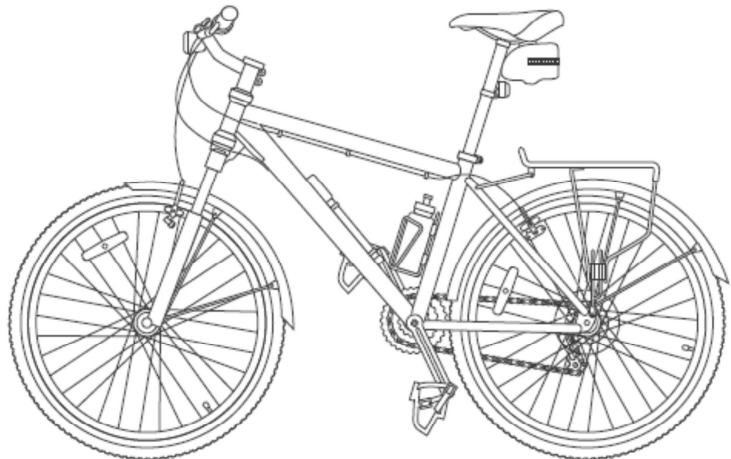
Where is the bike now?

- As above
- Other (specify details below, including street name and nearest cross street)

What is the nature of the problem?

- Flat tyre or puncture
- Buckled wheel
- Other (specify details below)
- Brakes not working properly
- Gears not working properly

(PLEASE DESCRIBE AS FULLY AS POSSIBLE. IF APPROPRIATE, INDICATE THE LOCATION OF THE PROBLEM BY WRITING 'X' ON THE BIKE PICTURE BELOW)



If the bicycle is unable to be ridden, has it been labelled "Out of action" until it is fixed?

Name _____

Unit and department _____

Date _____

HST - 01 General Risk Assessment
Refer: HSSTD03 - Risk Assessment Procedures



Business Unit: Energy Efficiency & Sustainability

Department: Community Facilities

Workplace Location: Bledisloe House, 24 Wellesley Street West, Auckland, 1010

Assessment Date: 11/05/2017

Assessment Team: Duncan Munro, Ursula Hartnell, Paulette Mullaney

Task or workplace/location being assessed? Workplace electric bicycles

Assessment Lead sign off

Name:
Date:

Review Date:

Ref ID #	What are the hazards? Look for hazards in tasks or the workplace/location	Who might be harmed and how? Consider how the hazard may arise and how it will effect you and others	Untreated Risk Rating			CONTROLS IN PLACE What are you already doing? ELIMINATE (E) MINIMISE (M) Substitute (S) Isolate (I) Engineering Controls (EC) Administration Controls (AC) Personal Protective Equipment (PPE)	ADDITIONAL CONTROLS Do you need to do anything else to control the risk?	Treated Risk Rating			Action by who	Action by when	Monitoring review date
			Likelihood	Consequence	Risk Rating			Likelihood	Consequence	Risk Rating			
	Inexperienced cyclist - Riding in an unsafe manner, not understanding the cyclist road code and/or not using appropriate safety gear	- Staff, visitors, members of the public. - Bicycle accident resulting in injury - Damage to Bicycle	Possible	Major	High	- First-time users read Safety Operation Guidelines - First time users assessed by trainer or super user and sign Safety Guide for first-time fleet bike users - Optional high-visibility vests are provided - Provide Cycle Training Courses to Staff when requested - Cycling safety and road rules provided to staff - Mandatory helmets provided for staff - Staff take responsibility for their own personal safety	- Risk assessment available for staff	Unlikely	Major	Moderate	Duncan Munro	26/05/2017	1/09/2017
	Inexperienced cyclist - Lack of awareness of local hazards and risks. E.g. road conditions, road layout, driveways	- Staff, visitors, members of the public. - Bicycle accident resulting in injury - Damage to Bicycle	Possible	Major	High	- Staff to read Safety Operation Guidelines- - Provide Cycle Training Courses to Staff when requested - Staff may book bikes for familiarisation		Unlikely	Major	Moderate			
	Inexperienced cyclist - unfamiliarity with bicycle / e-bike. Bicycle weight, bicycle acceleration, braking, etc.	- Staff, visitors, members of the public. - Bicycle accident resulting in injury - Damage to Bicycle	Possible	Major	High	- First time users assessed by trainer or super user and sign Safety Guide for first-time fleet bike users - Staff to read Safety Operation Guidelines - Provide Cycle Training Courses to Staff when requested - Staff may book bikes for familiarisation		Unlikely	Major	Moderate			
	Staff take bike without following processes and procedures for booking and health and safety	- Staff, visitors, members of the public. - Bicycle accident resulting in injury - Damage to Bicycle	Possible	Major	High	- Admin team approves or denies booking requests for staff if they have completed rider assessment	- Bikes to be integrated into fleet management system. This will make keys for the bicycles unavailable for staff unless they have engaged with the correct processes	Rare	Major	Moderate	Duncan Munro, Fleet / Procurement	29/09/2017	27/10/2017

Ref ID #	What are the hazards? Look for hazards in tasks or the workplace/location	Who might be harmed and how? Consider how the hazard may arise and how it will effect you and others	Untreated Risk Rating			CONTROLS IN PLACE What are you already doing? ELIMINATE (E) MINIMISE (M) Substitute (S) Isolate (I) Engineering Controls (EC) Administration Controls (AC) Personal Protective Equipment (PPE)	ADDITIONAL CONTROLS Do you need to do anything else to control the risk?	Treated Risk Rating			Action by who	Action by when	Monitoring review date
			Likelihood	Consequence	Risk Rating			Likelihood	Consequence	Risk Rating			
	Bike not fit for use - Inadequate bike maintenance, mechanical fault, tyre puncture or de-railed chain.	- Staff, visitors, members of the public. - Bicycle accident resulting in injury - Damage to Bicycle	Possible	Moderate	Moderate	- Bicycles serviced monthly by external provider - Staff to report damage to bicycles. - Damaged bicycles to be unavailable for booking and appointments cancelled until bicycle has been repaired - Bicycles fitted with puncture proof tyres - Bicycles have internal gearing (no derailuer)		Rare	Moderate	Low			
	Clothing caught in bike parts - Staff wearing long trousers or skirts whilst riding and clothes getting caught in the bike parts	- Staff, visitors, members of the public. - Bicycle accident resulting in injury - Damage to Bicycle	Unlikely	Moderate	Moderate	- Staff asked to consider appropriate clothing before riding - Bicycles fitted with chain guards to cover chain and front sprocket		Rare	Moderate	Low			
	Cyclist not visible in traffic - Staff riding with clothes that do not allow them to be clearly visible on the road	- Staff, visitors, members of the public. - Bicycle accident resulting in injury - Damage to Bicycle	Possible	Moderate	Moderate	- Staff asked to consider appropriate clothing before riding - Staff asked to consider weather conditions before riding - Optional high visibility jackets provided for staff - Bicycles fitted with lights, front and rear		Unlikely	Moderate	Moderate			
	Cyclist hits pedestrian or vehicle or has single vehicle accident - Riding in an unsafe manner, not understanding the cyclist road code	- Staff, visitors, members of the public. - Bicycle accident resulting in injury - Damage to Bicycle	Possible	Major	High	- First-time users read Safety Operation Guidelines - First time users assessed by trainer or super user and sign Safety Guide for first-time fleet bike users - Provide Cycle Training Courses to Staff when requested - Cycling safety and road rules provided to staff - Mandatory helmets provided for staff - Staff take responsibility for their own personal safety		Unlikely	Major	Moderate			

Ref ID #	What are the hazards? Look for hazards in tasks or the workplace/location	Who might be harmed and how? Consider how the hazard may arise and how it will effect you and others	Untreated Risk Rating			CONTROLS IN PLACE What are you already doing? ELIMINATE (E) MINIMISE (M) Substitute (S) Isolate (I) Engineering Controls (EC) Administration Controls (AC) Personal Protective Equipment (PPE)	ADDITIONAL CONTROLS Do you need to do anything else to control the risk?	Treated Risk Rating			Action by who	Action by when	Monitoring review date
			Likelihood	Consequence	Risk Rating			Likelihood	Consequence	Risk Rating			
	Medical condition exacerbated by cycling - Not being in sufficient health to participate in moderate intensity physical activity	- Staff, visitors, members of the public. - Bicycle accident resulting in injury - Damage to Bicycle	Rare	Major	Moderate	- First-time users read Safety Operation Guidelines - First time users assessed by trainer or super user and sign Safety Guide for first-time fleet bike users. Guide asks staff if they are in sufficient health to participate in cycling		Rare	Major	Moderate			
	Environmental conditions - weather, sunstrike, road conditions	- Staff, visitors, members of the public. - Bicycle accident resulting in injury - Damage to Bicycle	Possible	Moderate	Moderate	- Staff asked to consider appropriate clothing before riding (e.g. sunglasses) - Staff asked to consider weather conditions before riding		Unlikely	Major	Moderate			