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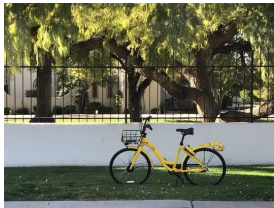


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## What's with these bikes lying around Phoenix and Scottsdale?

Garrett Mitchell, The Republic | azcentral.com Published 2:01 p.m. MT Jan. 24, 2018 | Updated 12:23 p.m. MT Jan. 25, 2018



(Photo: Garrett Mitchell/The Republic)

Seemingly abandoned bikes left outside businesses and around neighborhoods in Phoenix and Scottsdale have spun a tug-of-war over proper procedures for people who take advantage of new bike-sharing services.

The bikes are rented via apps that let users hop on GPS-tracked two-wheelers near them, then leave them at their destination.

Read on to find out who owns the bikes and what to do if you think dropped-off bikes are piling up in your neighborhood

GPS

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[\(/story/news/local/scottsdale/2017/11/15/limebike-bike-sharing-launches-first-arizona-program-scottsdale/844285001/\)](/story/news/local/scottsdale/2017/11/15/limebike-bike-sharing-launches-first-arizona-program-scottsdale/844285001/)

### Who owns the bikes?

Four bike-share services are available in Scottsdale but many bikes can be found in Phoenix's Arcadia neighborhood. They operate similarly to Uber and Lyft.

A person uses an app to find a bike, pays to rent it, then drops it off when finished. GR:D Bikes has parking stations where bikes can be picked up and dropped off in Phoenix. LimeBike, Spin and ofo are considered "dockless," meaning a rider finds a nearby bike and leaves it at his or her destination.

Here's how to contact the companies.

• **ofo** (<https://www.ofo.com/us/en>) (yellow bikes): support@ofobike.com | 844-289-9747 | iPhone (<https://itunes.apple.com/us/app/ofo-smart-bike-sharing/id1190831637?mt=8>)/Android (<https://play.google.com/store/apps/details?id=so.ofo.abroad&hl=en>) | [www.ofo.com/us/en](http://www.ofo.com/us/en) (<http://www.ofo.com/us/en>)

• **LimeBike** (<http://www.limebike.com/>) (green bikes with yellow trim): support@limebike.com | 888-546-3345 | iPhone (<https://itunes.apple.com/us/app/limebike-your-ride-anytime/id1199780189?mt=8>)/Android (<https://play.google.com/store/apps/details?id=com.limebike&hl=en>) | [www.limebike.com](http://www.limebike.com) (<http://www.limebike.com/>)

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• **Spin** (orange bikes): Instant message (<https://help.spin.pm/>) | 888-262-5189 | iPhone (<https://itunes.apple.com/us/app/spin-bike-around-your-city/id1241808993?mt=8>)/Android (<https://play.google.com/store/apps/details?id=pm.spin&pcampaignid=MKT-Other-global-all-co-prtnr-py-PartBadge-Mar2515-1>) | [www.spin.pm](http://www.spin.pm) (<http://www.spin.pm>)

### Where can you drop bikes off?



A LimeBike is seen parked in Phoenix's Arcadia neighborhood on Jan. 19, 2018. (Photo: Garrett Mitchell/The Republic)

Dockless bikes can be left at public bike racks or curbside away from buildings. Don't park them at bus stops, on private property or street corners or lay them on the ground.

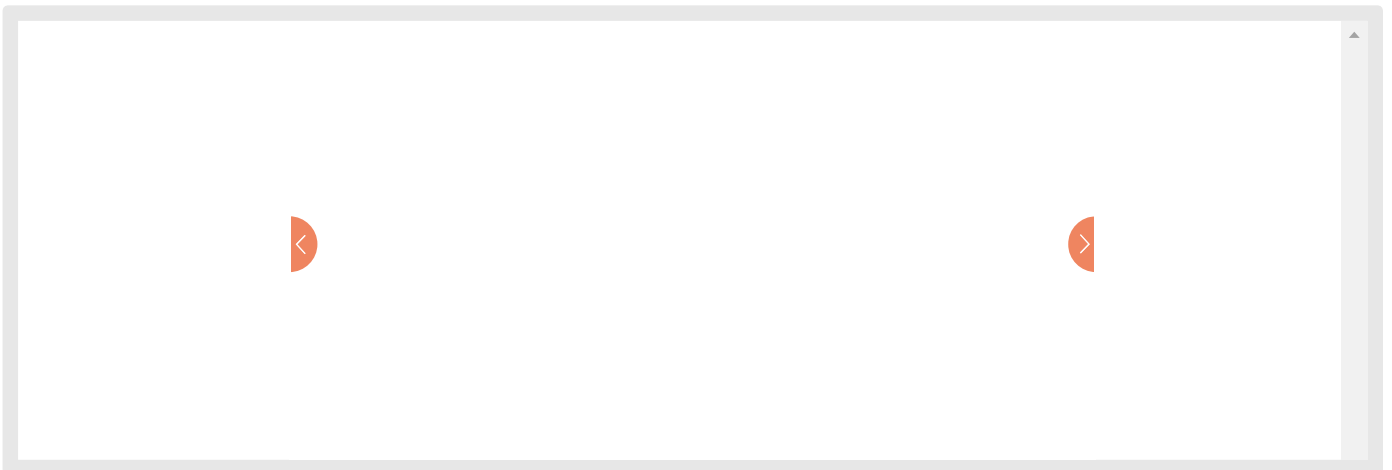
Don't let a parked bike crowd a sidewalk for pedestrians, and don't leave bikes in inappropriate places such as traffic medians. In short, be courteous and aware of your surroundings.

"Dockless bike shares work if we all take responsibility and park in places that are safe and don't block traffic and pedestrian access," LimeBike spokeswoman Mary Caroline Pruitt told *The Republic* in November 2017. ([/story/news/local/scottsdale/2017/11/15/limebike-bike-sharing-launches-first-arizona-program-scottsdale/844285001/](https://www.azcentral.com/story/news/local/scottsdale/2017/11/15/limebike-bike-sharing-launches-first-arizona-program-scottsdale/844285001/))

## When should I report a parked bike?

LimeBike, ofo and Spin bikes don't have designated parking areas, so renters just drop them off wherever. If you live in a high-density area with lots of attractions such as stores and restaurants, give it a little while before calling the company to retrieve the bike. Someone may swoop in and rent it before the company has a chance to arrive.

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## What if I find a bike parked in my yard?

Every bike has a label that tells how you can contact the company to have it removed from your property. LimeBike and ofo said they have ground crews that pick up wayward bikes within 24 hours of being reported.

Unsatisfied? Scottsdale residents who see a bike parked illegally or unsafely should call the company first and then Scottsdale police if the situation persists.

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If the company doesn't respond within a few hours, Phoenix residents can make an unclaimed-property call to the Phoenix Police Department to get in contact with the company on their behalf.

## No, you shouldn't throw a bike in the trash



This ofo bike was left parked at 84th Street just north of Cactus Road in Scottsdale. (Photo: Ginger Rough/azcentral)

Phoenix Councilman Sal DiCiccio recently recommended in a now-deleted Facebook post that Arcadia homeowners throw offending bikes in the trash. On Jan. 22, DiCiccio's office met with ofo and both parties said they will continue discussions to make sure bikes are parked properly and don't interfere with pedestrians or private property.

"While there may be certain circumstances where disposal is appropriate, the expectation is that reasonable efforts be made to identify and contact the bicycle owner. If residents need assistance with this, they can call the Police Department," said Phoenix Street Transportation spokeswoman Monica Hernandez.

Phoenix has GR:D bikes with stations. It doesn't have a dockless bike-share program. The city has been approached by other bike-share businesses and is working with Tempe, Scottsdale and Mesa to develop a permit for safe and efficient dockless bike-share operations, Hernandez said.

For now, the city encourages bike-share users to review instructions on proper parking locations and avoid public rights of way, residential properties and alleyways.

Paul Vidal, the local general manager of ofo, told *The Republic* that the company wants to be a good neighbor. It has a team of 16 people whose responsibility is to collect parked bikes. He promises to respond to emails about improperly parked bikes within two hours and that residents can expect the bikes to be cleared soon after.

"We're very serious about it. I'd pick it up myself if I have to," he said. "We hear loud and clear what the problem is and want to alleviate it."

**MORE:** [Scottsdale's best biking paths \(/story/news/local/scottsdale/2014/04/02/scottsdale-best-bike-paths-prog/7226641/\)](http://story/news/local/scottsdale/2014/04/02/scottsdale-best-bike-paths-prog/7226641/)

## What does Scottsdale say?

Paul Basha, Scottsdale's transportation director, told *The Republic* on Monday that the bike-share businesses have been "extremely successful" in their introductory months.

He said they generated 55,000 rides in the past two months.

However, the city has received questions and complaints. Some people don't like the color of the bikes. Others are concerned about pedestrian safety and private-property violations. A Scottsdale ordinance says blocking a sidewalk can result in a minimum civil fine of \$250 per day. ([https://library.municode.com/az/scottsdale/codes/code\\_of\\_ordinances?nodeId=VOLII\\_CH47STSIPUWOG\\_ARTVIEN\\_DIV3BAMAEN\\_S47-105CIFIBAMAVI](https://library.municode.com/az/scottsdale/codes/code_of_ordinances?nodeId=VOLII_CH47STSIPUWOG_ARTVIEN_DIV3BAMAEN_S47-105CIFIBAMAVI))

"We are expecting the bike-share companies to police their bicycles and move the bicycles that are improperly or illegally parked, knowing that if they do not cooperate fully we will need to add additional ordinances," Basha said. "The bike-share companies would rather comply voluntarily than be forced by the government to behave properly."

He said he was pleased that easy access to bikes is encouraging people to come to Old Town or the waterfront on two wheels instead of four.

"It's a magnificent way to live and play in downtown Scottsdale by using a bike-share bicycle for travel that's good for the environment and minimizes congestion on the streets and parking problems," Basha said.

## What do residents say?



The Republic made a list of its favorite biking spots in Scottsdale: (Photo: The Republic)

On Jan. 18, the Scottsdale Transportation Commission held an informational meeting about bike-share providers that included comments from residents.

Many supported the concept but some residents had concerns.

"It's good that people are exercising and being environmentally friendly, but the problem is there isn't a designated area for drop off," said Austin Prutch. "You drive down the streets and (the bikes) are by the light poles and all over the park. It looks like litter in a way. It doesn't look very organized at all."

Prutch said he didn't want Scottsdale's attractiveness to be damaged by people who leave bicycles scattered around.

"I think the program is a neat thing. I'm not against it entirely but I think it needs some organization and for people to be accountable for where the bikes are left," he said.

Kathy Duley said she was excited about the bike-sharing companies. She said a bike left in her neighborhood was picked up within two hours.

"I think it's a very positive thing and I'm sure we'll be able to work the kinks out. It's a nice amenity to have for a bicycle-friendly town," she said. "As with any new thing, I'm sure there'll be some bumps in the road and some complaints but I think it'll balance out once the companies see how many people use them and the areas they travel most."

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[Bike-share program coming to Tempe, creating 3-city program \(/story/news/local/tempe/2016/07/12/bike-share-program-coming-tempe-creating-3-city-program/86868722/\)](#)

[Phoenix bike-transit system, Grid Bike Share, launches \(/story/news/local/phoenix/2014/11/25/phoenix-launches-grid-bike-share--system/70094380/\)](#)

[3 Phoenix-area cities have bike-share programs; Scottsdale could become the 4th \(/story/news/local/scottsdale/2017/06/29/scottsdale-metro-phoenix-city-bike-share-program/430696001/\)](#)

[Phoenix plans to add 176 miles of new bike lanes by 2022 \(/story/news/local/phoenix/2017/12/08/phoenix-plans-add-176-miles-new-bike-lanes-2022/910518001/\)](#)

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