CERN BIKE-SHARING – SUMMER PILOT 2021 – CONDITIONS OF USE

Prepared by: G. Bollinger, L. Castiglione [Author/s]  
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Approved by: C. Garino [GL]  
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1 INTRODUCTION

As part of the evolution of CERN's mobility services, CERN is deploying a connected “bicycle sharing service” pilot scheme for a consecutive period of three months beginning on mid July 2021. CERN has selected “Urban Connect” as the bicycle-sharing service partner for this pilot (See section 3).

The objective of this pilot is to help the CERN Mobility Service validate the concept and assess the level of support and interest for this new type of service among applicable members of the CERN community.

The pilot will allow CERN to gather enough data to define the best strategy to offer a sustainable “soft mobility” service solution across the CERN sites.

2 CONDITION OF USE

These conditions are in addition to the Urban Connect Conditions of Use that apply to Urban Connect users.

Due to insurance conditions, only certain categories of CERN personnel may borrow the Urban Connect equipment (i.e., MPE and MPA). Nor may those individuals registered at CERN in the category of “externals” borrow or use any of the Urban Connect equipment.

Explanations of the various categories of personnel can be found on the Admin e-guide:
- MPEs/MPAs
- “Externals”

The Urban Connect equipment is made available to permitted members of the personnel for use in the context of their professional activities at CERN. Use of the bicycle-sharing service and charging stations for personal purposes is strictly forbidden. In particular (and different to the regular CERN bicycles) it is prohibited to use the Urban Connect equipment (including e-locks) for journeys between an individual’s private accommodation and CERN.

Each individual use of the Urban Connect equipment is limited to a maximum period of 4 consecutive hours. All equipment must be returned to a docking station by the expiry of this time limit. Failure to do so may result in the termination of Urban Connect subscription.

Users of the Urban Connect equipment must be familiar with and strictly adhere to the applicable road and traffic regulations applicable in the territory in which they are using the equipment.

Users are responsible for their conduct, handling, and possession of the equipment for the whole time that it is loaned out to them. In the event of damage or theft of any Urban Connect equipment, CERN and Urban Connect reserve the right to hold the individual user liable for the cost of its repair or replacement. As mentioned in the chapter 6 namely: "DAMAGE, LOSS OR THEFT OF THE BICYCLE"

Misconduct or misuse of the equipment may result in disciplinary action (as defined in the Staff Rules and Regulations) against the individual(s) concerned.

Users of the Urban Connect equipment must always have on their person for the duration of their use of the equipment:
- a valid passport or identity card (with visas if necessary); and
- a valid CERN attestation issued by the Users’ Office, or valid "legitimation" documents issued by the Swiss and French authorities.
All users must successfully complete the CERN E-learning module “Road Traffic: Bike Riding”: The “Road Traffic: Bike riding” offered by the Safety Training Section of the HSE Unit and designed specifically for anyone who uses a bicycle (whether an e-bicycle or a regular bicycle) on the CERN site: (https://lms.cern.ch). A computer is available at the Mobility Centre (Entrance A, Build. 6167) for this purpose.

The wearing of a safety helmet is a mandatory obligation for all riders using any of the Urban Connect equipment. The wearing of a high-visibility safety jacket is also highly recommended: such safety accessories are also available for free at the Mobility Centre (Entrance A, Build. 6167) for this purpose.

Where available, users of the Urban Connect equipment must keep to the bicycle paths on the CERN sites. For equipment that is permitted to be used outside the site (i.e., e-bicycles and e-locks) it is also highly recommended to use available dedicated bicycle paths (e.g., for trips between the Meyrin and Prévessin CERN sites).

Upon request, users can use the parking lot at the Mobility Centre (Entrance A, Build. 6167) to familiarise themselves with the Urban Connect equipment and how to handle it safely and confidently before taking it away. Familiarisation is strongly recommended for all users.

3 THE PILOT

3.1 Available Equipment

Urban Connect offers regular bicycles, e-bikes, e-scooters in a shared platform. The concept is to offer the most adequate transport mean for the needed journey, based on the users’ requirements.

CERN has selected “Urban Connect” as the bicycle-sharing service partner for this pilot. Urban Connect will supply the equipment for the pilot: 30 electric bicycles (“e-bicycles”), 10 electric scooters (“e-scooters”), as well as connected “e-locks” for use on 30 regular CERN Mobility Service bicycles.

Note that the Urban Connect electric bicycles are different to and separate from the regular CERN bicycles that are available from the Mobility Service, and their use is governed by these separate Conditions of Use.

The Urban Connect equipment will be available to borrow by eligible members of the personnel during normal CERN working days and hours (Monday – Sunday: 06:00 until 20:00).

- Urban Connect e-bicycles may be used for trips in and between CERN’s sites.
- Urban Connect e-scooters are not allowed to be used outside the Meyrin and Prévessin CERN sites.
- Regular CERN bicycles fitted with Urban Connect e-locks are also restricted to use for trips in and between CERN’s sites.

All Urban Connect equipment must be returned to a docking station by 20:00 on the day of their use.

Note that the Urban Connect equipment is fitted with GPS tracking technology and users of the equipment consent to the fact that their usage data will be processed by Urban Connect and the CERN Mobility Service in accordance with their respective data processing policies. In particular, CERN may use GPS data to carry out checks to ensure that the Urban Connect equipment is being used in compliance with the provisions of this document.
Urban Connect website, instructional videos and service specifications are available to have a better understanding of the delivered service on the following link:

- [https://www.urban-connect.ch/cern](https://www.urban-connect.ch/cern)

To have a more precise overview of technical aspects of the e-bikes and e-scooters additional videos are also available in the following link:

- [https://youtube.com/playlist?list=PLCwUIZ4Y44CFiy0ox2DzZSUahEBDWkrBA](https://youtube.com/playlist?list=PLCwUIZ4Y44CFiy0ox2DzZSUahEBDWkrBA)

### 3.2 Urban Connect subscription

Users of the bicycle-sharing service must obtain an Urban Connect subscription, valid for the period of the pilot (July – September 2021). The Urban Connect subscription app is free for the CERN network and can be download either for Android or IOS devices.

Instructions for using the Urban Connect scheme and the conditions that govern its use are provided when the Urban Connect subscription application is issued. All useful links are available directly into the Urban Connect application on the information menu (i.e., contact, FAQ, etc...)

Note that, as part of the subscription terms, users accept to be responsible for the equipment they borrow in the event of its damage, loss or theft while on loan to them, including to be responsible for paying any deductible applied by Urban Connect in connection with such damage, loss or theft (precisions in chapter 6 “DAMAGE, LOSS OR THEFT OF THE BICYCLE”).

An Urban Connect “hotline” can be contacted by phone +41 77 479 0128 (Mon-Fri, 08:00 to 18:00) or by email info@urban-connect.ch

The Urban Connect subscription and the associated codes are strictly personal and non-transferable. The Urban Connect app and services are the property of Urban Connect and may not be loaned, rented, or otherwise transferred to another person.

### 3.3 Pickup drop off locations and where to find the equipment

The equipment may be pickup and must be returned at a station as shown below. (Please read the condition of use in chapter 2).

The pickup / drop off points are planned and set as per the following link; [https://www.urban-connect.ch/cern3g0f1-location](https://www.urban-connect.ch/cern3g0f1-location)
The overview of the locations in Meyrin:

![Map of Meyrin locations]

The overview of the locations in Prévessin:

![Map of Prévessin locations]
3.4 How do the docking stations work?

The Urban Connect scheme allows each subscriber to, at any one time, borrow one of either their e-bicycles, e-scooters, or e-locks and to return it after use. The return can be done at the same docking station as originally used or any other docking station within the CERN sites with capacity to accept the return.

A docking station comprises:

- Bicycle docking points
- Charging cable (if any as not all location are provided with charging stations)
- IOT for Urban Connect app connection

Each docking station gives practical information about the service and the various additional subscription options (contact details, T&C, user guide and website).

The docking station can accommodate Urban Connect e-bikes and e-scooters, as well as the regular CERN shared bicycles.

It is not possible to charge personal e-bicycles or e-scooters at the docking stations, nor park any motorized / unmotorized vehicles at them as mentioned in chapter 2 “CONDITION OF USE”.

To have a better understanding of the use of the docking station the step by step in the following link can be downloaded on SCE web page

3.5 Cancelation / No show

Confirmed booking via application are valid for 30 minutes. In case of a no-show, the booking will be automatically cancelled so that the e-bike can be rented to another User.

3.6 Prices

The use of the shared bicycles, e-bikes and e-scooters during the pilot phase is free of charge. CERN is happy to promote the environmental transition towards a better use of the resources.

4 CARE AND MAINTENANCE

Prior to using any Urban Connect and CERN equipment, and particularly because of the shared-use nature of the scheme, all users are highly recommended to make basic initial checks of the equipment before using to ensure that it is in proper working order, verifying that (non-exhaustive list):

- the seat, pedals and basket are firmly secured;
- the bell, brakes and lights are in proper working order;
- the frame and tyres are in good condition;

Users are further recommended:

- to take account of increased braking distances in bad weather conditions;
- to adjust the height of the saddle to their body morphology;
- to wear an approved bicycle helmet and suitable high-visibility protective clothing¹;

Members of the personnel are forbidden to use the Urban-Connect equipment, as well as the regular CERN bicycles, in any of the following manners:

- Riding on ground or under conditions that are likely to damage the bicycle (e.g., stairs, steps, rough ground, etc.);
- Transporting passengers;
- Riding in a manner that could endanger the member of the personnel or a third party;
- Dismantling the bicycle or any part of it;
- Making any other non-standard use of the bicycle;

Users are to take note of the fact that the basket mounted on the Urban-Connect e-bicycle is not designed to carry a load of more than 10 kg.

5 FAILURE TO OBSERVE NATIONAL LAWS AND REGULATIONS

The User undertakes to comply with road traffic regulations and is responsible for taking the liability of it. The use and wearing of the helmet is a mandatory obligation. In case of necessity helmets are provided free of charge at the Mobility Centre Building 6167.

The individual user shall bear any consequences that arise in the event of their failure to observe applicable national laws and regulations while using the equipment. If legal proceedings are instituted by the national authorities, the Legal Service shall inform the user, their head of department, the Head of Human Resources Department and the Host State Relations Service, which shall take any steps deemed appropriate in the circumstances.

6 DAMAGE, LOSS OR THEFT OF THE BICYCLE

Members of the personnel must take every precaution to ensure that the Urban Connect equipment is not damaged, stolen or otherwise mistreated. Such equipment must not be used for purposes for which they were not designed.

Any damage, loss, theft or other incident negatively impacting any Urban Connect equipment is to be immediately reported to Urban-Connect via their hotline (Hotline Urban Connect can be reached by phone +41 77 479 0128 (Mon-Fri, 08:00 to 18:00) or by email info@urban-connect.ch). Users should also inform the Mobility Centre (Entrance A, Building 6167) of the incident.

In the event that a CERN bicycle is lost or stolen, the member of the personnel must follow the instructions set out in the document "Compulsory declaration of the disappearance, loss or theft of property and a serious incident" (CERN/DG-RH/17306, updated on 27 April 2014).

The e-bike shall not be handed over to anyone else and must always be locked. The User is responsible for all damages caused to the e-bike as a result of serious negligence or improper use.

¹ Safety vests and helmets are made available for free at the Mobility Centre (Entrance A, Building 6167) in the purposes of this pilot
In case of damage, loss or theft of any of the Urban Connect equipment the user responsible for the equipment at the time of its loss will be fully liable for any deductible applied by Urban Connect, presently 200 CHF per item. A user will be deemed responsible for the equipment for the time between its removal from a docking station and its secure return to a docking station at the end of its use).

7 BREAKING THE RULES

If the rules are not observed, individual users can be blocked from using the app for this service for the rest of the pilot duration.

8 ACCIDENTS AND INSURANCE

All users must ensure that they have adequate health and public liability insurance before borrowing any of the Urban Connect assets or regular CERN bicycles. Users of the equipment who are MPEs are covered by the CHIS and CERN’s public liability insurance, while MPAs must ensure that they have appropriate insurance to cover the risks to themselves and third parties from their use of this scheme.

In the event that you are involved in an accident on or off site while using the scheme, you must follow the procedure set out in Chapter V, Part III of Operational Circular no 4 "Use of vehicles belonging to or rented by CERN”.

All accidents must also be reported accordance with the applicable CERN accident reporting procedure: (CERN Admin e-guide).