

NICE RIDE MINNESOTA CUSTOMER SERVICE
POLICIES & PROCEDURES

March, 2015

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Nice Ride Minnesota Information

Nice Ride is the Minneapolis/St. Paul public bike sharing system. It is a 501(c)3 nonprofit and is available seasonally from early April through the first Sunday in November. The system launched in June, 2010 with 65 stations and 700 bikes, and in 2014 offers 1,550 bikes and 170 stations.

Customer Service is based in South Minneapolis. **The Customer Service phone number is 877-551-6423. The Customer Service email is customerservice@niceridemn.org.** The call center is open 7AM-10PM Monday-Friday, and 9AM-10PM Saturday and Sunday during the peak Nice Ride operating season. During hibernation, voicemails and emails are monitored and responded to within one business day, and the phone is answered when staff is available during regular business hours. Our rebalancing staff works 7 days a week from 7AM-Midnight during the operating season. ([Back](#))

Station and Bike Information

Stations are labelled with a 5-digit number and name on each station's Map Frame and kiosk. Bikes are identified with an alphanumeric code found on a barcode sticker on the frame near the rear axle of the bike. ([Back](#))

Contact Information

Nice Ride's Director of Customer Service is Melissa Summers. She is available at (612) 436-2072 (office), and (651) 295-3830 (mobile), or by email at msummers@niceridemn.org. Melissa is the main contact for any questions not covered here. Nice Ride's Executive Director is Bill Dossett who can be reached at 612-436-2074 (office), 612-747-4659 (mobile), or by email at bdossett@niceridemn.org. A complete contact list for all Nice Ride staff is available [here](#).

Nice Ride's World Headquarters is located at 2701 36th Avenue South, Minneapolis, MN 55406. ([Back](#))

Nice Ride Membership Costs and Usage Fees

Members pay: Membership Price + Usage Fees

Membership (purchased on line)		+	Usage Fees charged per trip over 60 minutes
1-Year	\$65.00	+	0-60 minutes Included
Student 1-Year	\$55.00		up to 90 minutes \$3.00
30-day Pay-as-you-go	\$15.00		Each additional half hour +\$3.00

Pass holders pay: Pass Price + Usage Fees

Passes (purchased at any station) + Usage Fees charged per trip over 30 minutes

24 Hours	\$6.00	+	0-30 minutes	Included
30 Days	\$15.00		up to 60 minutes	\$3.00
			Each additional half hour	+\$3.00

Usage Fee Chart

Ride Time	Member usage fees	Pass holder usage fees
0-30 minutes	\$0.00	\$0.00
31-60 minutes	\$0.00	\$3.00
1 - 1.5 hours	\$3.00	\$6.00
1.5 - 2 hours	\$6.00	\$9.00
2 - 2.5 hours	\$9.00	\$12.00
2.5 - 3 hours	\$12.00	\$15.00
3 - 3.5 hours	\$15.00	\$18.00
3.5 - 4 hours	\$18.00	\$21.00
4 - 4.5 hours	\$21.00	\$24.00
4.5 - 5 hours	\$24.00	\$27.00
5 - 5.5 hours	\$27.00	\$30.00
5.5 - 6 hours	\$30.00	\$33.00
6 - 6.5 hours	\$33.00	\$36.00

Maximum usage fees per day: \$65.00

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Comment and Complaint Procedures – Call Center Handling

These comment and complaint handling procedures should be followed by all staff in order to resolve call and email comments and complaints regarding the Nice Ride Minnesota bikeshare system. [\(Back\)](#)

Handling Call-ins

General policy for handling calls during the Nice Ride season is that telephone answer time not exceed thirty-five (35) seconds. The time to transfer the call to a knowledgeable service representative (including hold time) shall not exceed an additional thirty (30) seconds. This standard must be met eighty percent (80%) of the time during each calendar month. Every attempt shall be made to provide the caller with a successful resolution to the comment or complaint presented during the same phone conversation. If additional follow-up is necessary for resolution, this will be provided to the caller during a call back (or email, if requested) within 48 hours from the time the call was originally received. During the off-season the call center will be minimally staffed; however, voicemails will be responded to within one business day of receipt.

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Handling Emails

General policy for handling emails during the Nice Ride season requires that emails shall be responded to within 24 hours of receipt. During the off season, emails to customer service will be responded to within one business day of receipt. [\(Back\)](#)

Console Notes in Accounts

For every communication that pertains to an account, the account should be pulled up in the Console and the notes examined for additional information that could assist in the issue resolution. Call Center staff must add notes to the accounts when they have any interaction with an account holder. [\(Back\)](#)

Internal Communication

Internal communication of comments and complaints are to be routed to the appropriate staff based on the subject of the call, which must be classified according to these procedures with appropriate notes where necessary. All calls requiring supervisor review or callback should be “Flagged to Supervisor” in the Telax system. Issues requiring attention by rebalancing or technical staff should be sent to stationproblems@niceridemn.org. Emails should be sent to other staff based on the issue involved. Format the email as follows and copy the email into the account notes in the Console when possible:

<p>Email Subject: Select from “Issue List” below</p> <p>Caller’s name and contact information:</p> <p>Station Location (ID and Name, if applicable):</p> <p>Bike Number (if applicable):</p> <p>Brief explanation of situation:</p> <p>Other details as necessary:</p>

Tracking Call/Email Type

The Issue List provides a list of reasons someone may contact the call center, organized by general topic titles. Handling procedures are to be followed as outlined in the list. [\(Back\)](#)

Nice Ride Issue List – Procedures

Accidents

The safety and well-being of our riders, employees, and the general public is always the top priority. Ask first if there have been any injuries. Tell them they should call 911 immediately if necessary. Do not discuss the incident with other staff or with anyone outside of Nice Ride without clearing it with your manager.

Accident with Injuries

- **Get the caller's name and phone number.** Instruct them that they should call 911 immediately if they have not yet done so, and the injured person requires emergency services -- the first priority is to get the injured person help. We will call back for additional information. **Tell the caller not to worry about the Nice Ride bike; we'll come and get it.** Get a quick description of where the bike is. If the caller is able to dock the bike in a station, ask them to do that and to press the wrench button so the bike can be retrieved.
- If a call to 911 or an emergency trip to the hospital is not necessary, get as much information as possible about what happened and where the bike involved is, and bring up the account in the Console.
- With accidents involving injuries, **you MUST reach a manager.** Order to call (day or night): Bill/Mitch/Melissa/Coreen/Mark Bixby. [See Contact List for phone numbers.](#)
- Refer all media requests to Bill or Katherine Roepke (Board Member) and do not answer any questions from the media or the public even of the most general nature.
- Email Melissa (msummers@niceridemn.org) and Coreen (celwell@niceridemn.org) with the caller's name and phone number, and any other information that can be taken from the Console in regards to the caller and/or rider's account such as account number, bike number, time and place rental started, and type of account. **(Email subject Crash – Injuries)**
- Flag the call to supervisor.
- Block the dock containing the bike if it was docked and the wrench button was not pushed.
- Email stationproblems@niceridemn.org with the location of the bike and the bike number, and that the bike must be brought back to the shop for inspection. If the bike is not in a station, give as complete a description as possible of where it is. **(Email subject "Bike Recovery - <LOCATION OF BIKE>")**
- Follow up with a call to the Foreperson to be sure the bike(s) are collected, red-tagged, and all bike numbers recorded. [\(Back\)](#)

Accident without Injuries

If there were no injuries, ask the rider for the following information and email it to Melissa (msummers@niceridemn.org) and Coreen (celwell@niceridemn.org): Name, telephone number, email address, location and time of crash, brief description of what happened, and any other information that can be taken from the Console in regards to their reservation. **(Email subject Crash – No Injuries)**

Instruct the caller to dock the bike at a station and press the wrench button, or block the dock if the bike has already been returned. If they cannot dock the bike, take down the location of the bike. Flag the call to supervisor. Email stationproblems@niceridemn.org with the location of the bike(s) and the bike number(s), and that the bike(s) must be brought back to the shop for inspection. **(Email subject "Bike Recovery - <LOCATION OF BIKE>")** Follow up with a call to the Foreperson to be sure the bike(s) are collected, red-tagged, and all bike numbers recorded. [\(Back\)](#)

Bike Theft/Abandoned or Found Bike

Bike Theft

Request the following information from the user reporting the theft: Name, phone number, email address, last known location of bike, time bike went missing, any other details. Inform them they must file a report with the local police department within 48 hours and call or email us with the case number. If they fail to do this, they are responsible for the replacement cost of the bike. Look up the caller's account in the Console to determine Bike Number. Send Melissa (msummers@niceridemn.org) an email that includes all of the above information and flag the call to supervisor. **(Email subject "Bike Theft")** Copy the email into the user's Console account. ([Back](#))

Abandoned or Found Bike

Request the following information from person reporting the bike: exact location of bike, bike number (if possible), any other details. Look up the bike in the Console to determine last member with rental and note the account about the recovered bike. Send stationproblems@niceridemn.org an email with all of the above information and follow up immediately with a phone call to Foreperson alerting him/her of the situation. **(Email subject "Abandoned Bike Found - <LOCATION OF BIKE>")** If the recovered bike is in good condition, the rebalance staff may redock it. ([Back](#))

Billing

Annual Membership – Refund

Refunds are only permitted within the first 30 days of membership for the following reasons:

- Service does not meet the member's needs
- Member did not/will not use service

Refunds incur a \$10 service charge. Request a refund to the member's card of amount paid for membership, less \$10. **Note account with reason for refund.** ([Back](#))

30-Day Pay-As-You-Go Membership – Refund

Refunds are only permitted for one 30-Day PAYG membership period for the following reasons:

- Service does not meet member's needs
- Member did not/will not use service

If the member successfully checked out a bike during the 30-Day period in question, a 50% refund will be issued. In cases where no bikes were used, a 100% refund can be issued. Cancel the pass and request a refund. Be sure the autorenew option is enabled after the cancellation is complete unless the member says s/he will be discarding their key. **Note account with reason for refund.** ([Back](#))

24-Hour or 30-Day Pass – Refund

Refunds are only permitted for the following reason:

- Purchased pass for more bikes than s/he needs
- Has converted to an Annual or PAYG membership and still has an active pass
- Never checked a bike out during the time the pass was active

Cancel pass and request a refund to the passholder's credit card of the amount paid for the pass. **Note account with reason for refund.** ([Back](#))

Usage Fees – Refund

Users who call/email are allowed a one-time partial refund of incurred usage fees if they did not understand usage fee structure (explain usage fees, **note account**). Reduce fees according to chart below:

NICE RIDE USAGE FEE REFUND CHART		
FEE	REFUND	CUSTOMER PAYS
\$3.00	\$0.00	\$3.00
\$6.00	\$0.00	\$6.00
\$9.00	\$0.00	\$9.00
\$12.00	\$3.00	\$9.00
\$15.00	\$6.00	\$9.00
\$18.00	\$9.00	\$9.00
\$21.00	\$11.00	\$10.00
\$24.00	\$12.00	\$12.00
\$27.00	\$13.50	\$13.50
\$30.00	\$15.00	\$15.00
\$33.00	\$18.00	\$15.00
\$36.00	\$21.00	\$15.00
\$39.00	\$24.00	\$15.00
\$42.00	\$27.00	\$15.00
\$45.00	\$30.00	\$15.00
\$48.00	\$33.00	\$15.00
\$51.00	\$36.00	\$15.00
\$54.00	\$39.00	\$15.00
\$57.00	\$42.00	\$15.00
\$60.00	\$45.00	\$15.00
\$63.00	\$48.00	\$15.00
\$66.00	\$51.00	\$15.00
+\$66.00	Reduce to:	\$15.00

Any refund greater than what is listed on this chart must be approved by management. This is for TOTAL CHARGES, not per-bike.

A 100% refund of usage fees is allowed for the following:

- Bike was not docked properly (explain how to dock bike, **note account**) This is a one-time courtesy; subsequent misdocked bikes will have usage fees reduced to \$30.
- Unable to find an open dock to return bike (explain how to add Time Credits, **note account**)

Any other refunds or special circumstances need supervisor approval. Note account and email Melissa (msummers@niceridemn.org) with request. ([Back](#))

Damaged/Lost Bike Fee

Look up account in Console and explain to caller what the fee was for. Get caller's name and contact information and email Melissa (msummers@niceridemn.org) for follow-up. **(Email subject "Damaged/Lost Bike Fee")** Note account. ([Back](#))

Damage Reporting

Bike Damage

Ask the caller if the bike can be safely ridden. If yes, ask them to return the bike to the nearest station and press the wrench button. If the bike is not safe to ride, ask if caller can wait with the bike or otherwise secure it. Email stationproblems@niceridemn.org to have it picked up and follow up with a call to Foreperson. If caller is waiting with bike, ask that pickup be expedited. **(Email subject "Damaged Bike Pickup - <BIKE LOCATION>")**. Include the following information: Caller's name and phone number, location, bike number. ([Back](#))

Station Damage

Ask the caller for the following: name and phone number, station location, and what details they can provide regarding the damage to the station. Email stationproblems@niceridemn.org with the information. **(Email subject "Station Damage - <STATION NAME>")** ([Back](#))

Employer Program

Requesting Employer Program Information

Ask for caller's name and phone number, and the company name. Email information to Nice Ride Marketing Director Anthony (aongaro@niceridemn.org) for follow-up. **(Email subject "Employer Program Request")** ([Back](#))

Equipment Malfunction

Bike Malfunction

- Ask the caller if they are able dock the bike at the nearest station and press the wrench button; block the dock if the bike has been docked and the wrench button wasn't pushed. Note the caller's account. No need to notify rebalance staff since the blocked dock will show up in daily reporting.
- If the bike can't be docked, instruct the caller to stay with or otherwise secure the bike. Ask for the following: name and phone number, location of bike, and bike number. Email stationproblems@niceridemn.org with that information. **(Email subject "Bike Malfunction - <BIKE LOCATION>")** Follow up with a phone call to the Foreperson to be sure the bike pickup is expedited. ([Back](#))

Station Malfunction

Ask the caller for the following: Name and phone number, station location and dock position, and what details they can provide regarding the malfunction of the dock. Email stationproblems@niceridemn.org with that information. **(Email subject "Station Malfunction - <STATION NAME>")** ([Back](#))

General Complaints/Comments/Suggestions

Station Location Suggestions

Tell the caller about the [Station Location Suggestions map](#). There is a link to the map on the main page at niceridemn.org. If the caller doesn't want to use the map, email the location suggestion to Melissa (msummers@niceridemn.org). Get the caller's name and contact information. ([Back](#))

Lost and Found

Ask the caller for the following: Name and phone number, relevant station or bike information, and description of the article that was lost or found. Email stationproblems@niceridemn.org the information. **(Email subject "Lost & Found")** ([Back](#))

Rebalancing Complaints

Listen to the caller's complaint, thank them for their patience, and assure them that we are working to improve our rebalancing efforts. Email Melissa (msummers@niceridemn.org) with the time and date of call, as well as the station(s) involved, what the problem was, and any other relevant information, including the caller's contact information if s/he requires follow-up. **(Email subject "Rebalancing Complaint")** ([Back](#))

General Complaints

Listen to the member's complaint, thank them for their patience, and provide them with whatever information they are asking for. If they require follow up, take their name and email address and email that information to Melissa (msummers@niceridemn.org). **(Email subject "General Complaint")** ([Back](#))

Helmet Inquiries

Helmet Purchase Discounts

Nice Ride subscribers can purchase Trek helmets at a 20% discount at any Freewheel Bike location. ([Back](#))

Nice Ride Helmets

Nice Ride helmets are not available for sale. They are distributed at certain public events and to organized rides for our sponsors. People can make an appointment to come in to the Nice Ride office and get a helmet for free. Nice Ride has a limited supply of helmets and cannot guarantee they will be available. Helmets are sized for adults. Nice Ride does not offer children's helmets. ([Back](#))

Helmet Fitting Instructions

[See instructions at the end of this document.](#) ([Back](#))

Marketing/Event Inquiries

Marketing Opportunity

If calling, ask the caller to email Nice Ride Marketing Director Anthony (aongaro@niceridemn.org) with their contact information and marketing opportunity details. Forward marketing related emails to Anthony. ([Back](#))

Event Opportunity

If calling, ask the caller to email Tami (ttraeger@niceridemn.org) with their contact information and details about the request. Forward emails related to events to Tami. ([Back](#))

Donation Request

Representatives of various charitable organizations often call or e-mail with requests for silent auction and other types of donations. Please forward all requests for donations to Coreen (celwell@niceridemn.org). Once she has approved the donation, Call Center staff is responsible for preparing donations for delivery. Detailed instructions and the donation fulfillment form are [here](#). ([Back](#))

Media Inquiries

General Media Inquiries

If calling, ask the caller to email Nice Ride Marketing Director Anthony (aongaro@niceridemn.org) with their contact information and request. Forward media related emails to Anthony. ([Back](#))

Interview Requested

If calling, ask the caller to email Nice Ride Marketing Director Anthony (aongaro@niceridemn.org) with their contact information and request. Forward media related emails to Anthony. ([Back](#))

Membership Inquiries

Annual or PAYG Memberships

Explain membership options. Initial membership starts when key is activated. Renewals start when membership is renewed. Direct them to the "Pricing" page at <https://www.niceridemn.org/pricing/> for additional information. ([Back](#))

30-Day or 24-Hour passes

Explain the pass options and the usage fee structure. Stress that the pass is charged up front and is the minimum the subscriber will pay. Explain the usage fees, making sure the caller understands about the 30-minute trip limit if they want to avoid usage fees. Direct them to the "Pricing" page at <https://www.niceridemn.org/pricing/> for additional information. ([Back](#))

Activating Bike Key

Verify identity by asking for the member's name, last four digits of card on file and expiration date, or some other identifying question such as birthdate. Assist member in activating their bike key. It's best if they do it themselves so they become familiar with the website, but if that isn't possible, activate the key for them. Note the account that the key was activated. Explain that new members' subscriptions start when the key is activated. ([Back](#))

Account Login

Verify identity by asking for the member's name, last four digits of card on file and expiration date, or some other identifying question such as birthdate. Provide member with their username, and explain the procedure of requesting a new password on the login site

(<https://secure.niceridemn.org/profile/login>). You can also send a “Reset password” e-mail to the e-mail address on file. ([Back](#))

Gift Certificates – purchasing

Gift certificates for annual memberships and other Nice Ride merchandise can be purchased online at <https://www.niceridemn.org/merchandise/>. ([Back](#))

Gift Certificates – redeeming

Instruct the member to fill out the Member Registration on <https://secure.niceridemn.org/register/step1> and input the gift certificate code at the bottom of the page. ([Back](#))

Member Usage Issues

Bike Return – Unable to find open dock

Using the Console, determine the next closest station with an available dock that they return their bike to. Explain the Time Credit option on the kiosk for their use. If Usage Fees have already been incurred, make a note in the member’s account and refer to [Usage Fees- Refund](#) for procedure. ([Back](#))

Bike Return – Unable to dock bike (Bike In Use)

Explain the proper procedure to secure the bike into the dock. If issues continue signifying a possible malfunction of the bike or dock, ask the member for their location so the rebalancers can pick up the bike. If member cannot wait, ask where and when we can pick up the bike. Ask the member for the following: Name and phone number, station location (if able to return bike), location (if cannot return, but will wait for Street Team member), location and time for pick up (if cannot return or wait, and will allow Street Team member to pick up bike), bike number. Send a stationproblems@niceridemn.org email with all of that information. (**Email subject “Bike Pickup – <BIKE LOCATION>”**) ([Back](#))

Lost/Broken/Stolen Bike Key

Verify identity by asking for the member’s name, last four digits of card on file and expiration date. In the case of a lost/stolen key, find out when the key was lost and ensure no bikes have been checked out on the key since then. If there has been unauthorized use of the key, email the member’s name and account number and a description of the issue to Melissa (msummers@niceridemn.org) for further investigation. Nice Ride will replace keys once per season at no charge. Deactivate the lost/broken/stolen key and create a new one. The member is welcome to come to the Nice Ride office between the hours of 9AM and 7PM during the season to pick up the new key or it can be mailed. Offer a coupon code for a 24-hour pass while they wait for the new key. Note the account. ([Back](#))

Found Bike Key

Ask the caller for a time and place a rebalancer may come by and pick up the key from them and get the key number. Send a stationproblems@niceridemn.org email that contains the following: Name and phone number of caller, key number, address key is being held at. Look the key up in the Console and contact the member to let them know the key’s been found and they can pick it up at the Nice Ride office between the hours of 9AM and 7PM. Disable the key until it has been returned to the member. Note the account. ([Back](#))

Comment and Complaint Procedures

This is intended to provide Nice Ride staff with policies and handling procedures for issues requiring top tier resolution.

Bike Theft/Missing Bike Handling Procedures

Each weekday morning, the Customer Care Manager (Melissa) will check for missing bikes in the Console.

- For bikes out longer than 24 hours, we will attempt to contact the user at the phone number provided in the account, and ask for the bike's current location or where they attempted to return the bike. The *Missing Bikes* spreadsheet will be kept up to date, and accounts noted when bikes are missing.
- If a user calls to report their bike stolen, the Call Center will request that they file a Police Report and send the case number to customerservice@niceridemn.org. The *Bike Theft* procedures will be followed.

If no contact has been made by the user within 24 hours of the initial call about the stolen or missing bike, the Customer Care Manager will attempt once more to contact the user. If the user is not reached via telephone, the Customer Care Manager will suspend the account and attempt to inquire via email, if provided. If at 92 hours no contact has been made, Nice Ride will charge the account a fee of \$1,000, unless the situation dictates differently at Nice Ride's discretion. When/if the bike is returned, it should be checked over by rebalance staff or bike shop staff before being returned to service. ([Back](#))

Accident Handling Procedures

The call center shall follow the *Accidents* procedures when a call is received regarding accidents involving Nice Ride bikes.

<< INSERT DETAILED TOP TIER ACCIDENT PROCEDURES including: insurance information, contact with involved parties, contact with law enforcement and/or EMS, media handling, internal communications, etc. etc. >> ([Back](#))

Damaged bike cost recovery

When a bike that has been missing for more than 24 hours is recovered, the rebalance team will assess the bike on the street for damage and return it to service if it is in good working condition.

When a bike involved in a crash or vandalism is recovered, the bike is brought to warehouse for a detailed damage assessment by shop staff. Upon completion and determination of cost of needed repairs, the Nice Ride Customer Service Manager will contact the user to discuss settlement or insurance claim, at Nice Ride's discretion. ([Back](#))

Easy Steps to Properly Fit a Bicycle Helmet

It's not enough to simply buy a bicycle helmet – it should be properly fitted, adjusted, and worn each time you ride.

The Proper Helmet Fit

Helmets come in various sizes, just like hats. Size can vary between manufacturers. For the most comprehensive list of helmet sizes according to manufacturers, go to the Bicycle Helmet Safety Institute (BHSI) site: <http://www.danscomp.com/products/charts/helmetchart.htm>

To select and properly fit a bicycle helmet, follow the helmet fitting instructions in this flyer.

It may take some time to ensure a proper fit. It is easier if you have someone help you adjust the straps.

Step 1 Size:

Measure your head for approximate size. Try the helmet on to ensure it fits snugly. While it is sitting flat on top of your head, make sure the helmet doesn't rock side to side. Sizing pads come with new helmets; use the pads to securely fit to your head. Mix or match the sizing pads for the greatest comfort. In your child's helmet, remove the padding when your child's head grows. If the helmet has a universal fit ring instead of sizing pads, adjust the ring size to fit the head.



Step 2 Position:

The helmet should sit level on your head and low on your forehead—one or two finger-widths above your eyebrow.



Step 3 Buckles:

Center the left buckle under the chin. On most helmets, the straps can be pulled from the back of the helmet to lengthen or shorten the chin straps. This task is easier if you take the helmet off to make these adjustments.



Step 4 Side Straps:

Adjust the slider on both straps to form a "V" shape under, and slightly in front of, the ears. Lock the slider if possible.




Step 5 Chin Strap:


Buckle your chin strap. Tighten the strap until it is snug, so that no more than one or two fingers fit under the strap.




Step 6 Final Fitting:

- A. Does your helmet fit right? Open your mouth wide...big yawn! The helmet should pull down on the head. If not, refer back to step 5 and tighten the chin strap.
- B. Does your helmet rock back more than two fingers above the eyebrows? If so, unbuckle, shorten the front strap by moving the slider forward. Buckle, retighten the chin strap, and test again.
- C. Does your helmet rock forward into your eyes? If so, unbuckle, tighten the back strap by moving the slider back toward the ear. Buckle, retighten the chin strap, and test again.
- D. Roll the rubber band down to the buckle. All four straps must go through the rubber band and be close to the buckle to prevent the buckle from slipping.

 **When to Replace a Helmet.**
Replace any helmet that has been involved in a crash, or is damaged.


 **The Helmet Should Fit Now.**
Buy a helmet that fits your head now, not a helmet to “grow into.”

Replace any helmet that has been outgrown.

 **The Helmet Should Be Comfortable.**
If it feels small, put in the thinner sizing pads or purchase a larger helmet. Ideally, select a helmet brand and size that fits well prior to any adjustments. If you buy a helmet that you find comfortable and attractive, you are more likely to wear it.

 **The Helmet Must Cover Your Forehead.**

 **The Chin Strap Must Be Tight and Properly Adjusted.**

 **The Helmet Should Not Rock Forward or Backward on Your Head.**
If it does, see step 6.

A bicycle helmet can protect your head and brain ONLY if you wear it each time you ride!

Helmet Laws

Many States and local jurisdictions have bicycle helmet laws; please refer to your State or local jurisdiction. To find this information go to www.helmets.org/mandator.htm

A bicycle crash can happen at any time. A properly fitted bicycle helmet reduces the risk of head injury by as much as 85 percent and the risk of brain injury by as much as 88 percent.

More children age 5 to 14 go to hospital emergency rooms for injuries associated with bicycles than with any other sport. Many of these injuries involve the head. Helmet laws ensure the safety of our children.



Model Safe Behavior

Everyone — adult and child — should wear bicycle helmets each time they ride. Helmets are the single most effective way to prevent head injuries resulting from bicycle crashes. Wearing a helmet each ride can encourage the same smart behavior in others.

Helmet Certification

Buy a new helmet that has been tested and meets the uniform safety standard issued by the U.S. Consumer Product Safety Commission (CPSC); use an old helmet only if it has a seal from one or more of the voluntary bicycle helmet standards, such as ASTM, Snell, or ANSI. Look for the certification seal labeled on the helmet.

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For more information on bicycle safety, visit the National Highway Traffic Safety Administration (NHTSA) Web site at: www.nhtsa.dot.gov



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