



Vélo Mondial

33 questions & answers to learn everything there is to know about Vélib' The Public Bicycle in Paris





Vélo Mondial

33 questions & answers to learn everything there is to know about Vélib'

WHAT, EXACTLY, IS VELIB'?

1) *How does it work? What is the underlying principle?*

Vélib' is a self-service bicycle hire system. Cycle racks have been set up all over the city to allow subscribers to the system to take a bicycle from a rack close to their point of departure and to leave it at the rack closest to their destination. They borrow the bicycle for the trip and then they return it.

2) *Where can you find a bicycle?*

At a fixed point, there will be 8/10 cycle racks within a radius of 300 m in each 20 districts of Paris. The number of cycle racks will be strengthened near places generating traffic (railway stations, shopping districts, etc.).

The website will provide a map of the cycle racks, with the availability of bicycles in real time: www.velib.paris.fr

3) *How many cycle racks?*

- 750 on July 15
- 1,000 in early September
- 1,451 by the end of 2007

4) *How many bicycles?*

- 10,648 bicycles on July 15
- 14,197 in early September
- 20,600 by the end of 2007.

5) *Where are the cycle racks positioned?*

The cycle racks will be placed either on the road (in the place of parking spaces) or on the pavement, depending on the local situation.

6) *What are the opening hours?*

It is an automatic system that works 24 hours a day, 7 days a week.



Vélo Mondial

7) May I keep my bicycle for several days? Keep it at home?

The idea behind self-service bicycle hire is to travel from one point of the city to another on the basis of an intermodal transport strategy (travel using several different means of transport to optimize the journey and traveling time). For long term-use, there already exist bicycle hire specialists with whom JCDecaux has no intention to compete. This is why the longer subscribers keep the bicycle, the more they pay.

As there will be more than 20,000 bicycles throughout the city, subscribers are always sure to find one quickly at a cycle rack. It is in the subscribers' interest to keep the bicycle only for the time they need it and to return it to a cycle rack as soon as they have completed their journey. They then merely take another bicycle when they need one again.

SUBSCRIPTION AND PRICES

8) How much does it cost?

The cost can be broken down into two elements: the cost of the subscription, and the cost directly linked to the amount of time the bicycle is used.

- The cost of the subscription depends on its length: €1 for 1 day, €5 for 7 days and €29 for the year.
- As far as the cost of each journey is concerned, the first half-hour is always free, irrespective of the type of subscription. The second half-hour costs €1, the 3rd half-hour costs €3 and subsequent half-hours cost €4.

9) How can you subscribe?

How to subscribe depends on the length of the subscription:

- For a subscription for one year, simply send a subscription form to Vélib', along with a check for the deposit or permission to debit sums directly from your account. This form can be downloaded from the Internet (www.velib.paris.fr) or can be found in the information leaflets available in the district town halls, the Paris post offices, from baker's shops and newsagent's/tobacconist's partnering the scheme, as well as from the RATP (Paris metro) ticket offices as of June 13.



Vélo Mondial

- For short-term subscriptions (1 or 7 days), users merely need a credit card as soon as the service is up and running (mid-July). They insert their card directly into the terminals at the cycle racks; the procedure will be extremely simple; users merely follow the instructions displayed on the screen.

10) Can you borrow a Vélib' with your "carte Orange" season ticket?

It is possible to register a Vélib' subscription on a *Pass Navigo* season ticket either for a long-term subscription (simply give the *Pass Navigo* number when registering); or for a short-term subscription, by following the instructions when taking out the subscription.

11) What is the deposit used for? When is it debited?

The deposit is for a total of €150. For the long-term subscription, the deposit takes the form of a check or a direct debit authorization (valid for one year), both of which remain un-cashed.

For the short-term subscription, the deposit is paid in the form of a pre-authorization to debit the amount directly from a bank account (this remains un-cashed).

As in all rental services, the deposit is used to protect the rental company from the risk of bicycle theft. It may be cashed if the General Terms governing Access and Use of Vélib' are not respected, notably in the event of failure to return the bicycle within a period of 24 hours.

12) What do you do if you lose your subscription card?

First of all, call Vélib' at 01 30 79 79 30 to inform them that you have lost your card; your account will be frozen temporarily to ensure that nobody else can use your card.

A new card will be sent to the subscriber as rapidly as possible.

13) Do you need insurance?

All general household insurance policies also cover civil liability risks related to a bicycle trip.

THE BICYCLES



Vélo Mondial

14) Where are the bicycles manufactured? By whom?

The bicycles are a JCDecaux design and are manufactured by the Cycles Lapiere company in their factory in Hungary (for reasons of production capacity).

15) Why are different sizes of bicycle not available?

The principal idea of the service is the ability to take a bicycle from any cycle rack in the city and to return it to any other. If several different sizes were available, the fluidity of the service would be compromised because it would be impossible to guarantee that all the different sizes are available at each cycle rack. This is why it was decided to adopt a universal, unisex model, with an adjustable saddle suitable for all users taller than 1m 50.

16) Why don't you provide a helmet?

As it is an automatic system, with no human intervention at the moment of rental and return, it was not possible to plan for the supply of accessories. What is more, it is not compulsory to wear a helmet and whether to do so is up to individual users to decide.

17) Is it possible to attach a child carrier?

No. The bicycle has been designed in such a way that it is not possible to attach a child carrier or carry someone on the back. This decision was made for safety reasons: for users not familiar with carrying a child on a bicycle, the additional weight could cause them to lose their balance and fall down.

18) Why are the Vélib' bicycles so heavy?

A Vélib' weighs 22kg whereas a similarly equipped bicycle sold in a shop weighs only 18kg. The additional weight is due to the choice of materials used, which must be extremely strong to withstand intensive use.

The Vélib' are used much more than standard bicycles because they are ridden 24 hours a day, 7 days a week and are subject to considerable stress. To ensure that users enjoy access to bicycles in a good state of repair, the bicycles must be robust. The weight also guarantees their stability. A standard bicycle covers about 200 kilometers per year whereas the Vélib' will cover at least 50 kilometers per day, or 18 250 kilometers per year.



Vélo Mondial

19) How much does it cost to manufacture the bicycle?

The bicycle costs more to make than a bicycle sold in a shop because of the specific manufacturing process (strength of materials, heavy duty components, etc.).

USING THE SERVICE

20) When will we be able to use the Vélib'?

Starting in mid-July 2007, 24 hours a day, 7 days a week.

21) Who can use the service?

Everyone aged 14 or more. Between the ages of 14 and 18, users must also have permission from their legal guardian (to be sent along with the subscription form).

22) What clothes should you wear? What type of shoes?

The bicycle is very easy to use; they may be ridden by men and women wearing ordinary clothes.

INFORMATION

23) Is there a website?

Yes: www.velib.paris.fr

IMPACT OF BICYCLE MAINTENANCE ON THE ENVIRONMENT

24) How is the availability of the bicycles regulated? How do the maintenance technicians travel?

The availability of the bicycles is regulated using clean vehicles powered by bio-fuel. The maintenance technicians will travel on bicycles powered by additional electric motors.

<http://velomondial.blogspot.com>
www.velomondial.net
<http://spicycles.velo.info>
www.velo.info



Vélo Mondial

UPKEEP OF THE STREET FURNITURE

25) *How are the bicycles kept clean?*

The vehicles, bicycles and cycle racks are washed using rainwater, making it possible to avoid the use of detergents in their upkeep. "Pure" water boasts a natural cleansing property. The anti-graffiti product used is also eco-friendly.

RECYCLING

26) *Is the bicycle recyclable?*

99% of the bicycle can be recycled. JCDecaux has created channels dedicated to the recycling of used bicycle tires; this is a "first" in France.

CYCLING IN PARIS

27) *How many cycle paths are there?*

370km of cycle paths already exist; the map of these paths can be obtained from the paris.fr website, in the "bike paths" section.

28) *How many accidents occur?*

The number of bicycles used in Paris is growing constantly while the number of bicycle accidents is remaining stable.

REVENUES

30) *Where does the money earned on the self-service bicycle system go?*

Revenues from subscriptions and from bicycle hire charges are paid to the Paris town hall. However, JCDecaux will be able to benefit from a profit-sharing scheme based on the quality and efficiency of the service. The amount of the profit sharing is capped at 12% of the sum of annual advertising revenues and annual bicycle hire revenues.

<http://velomondial.blogspot.com>
www.velomondial.net
<http://spicycles.velo.info>
www.velo.info



Vélo Mondial

JOBS

31) *How many jobs have been created related to this initiative?*

400 people will be recruited to take charge of the installation and smooth working of the 20,600 bicycles in Paris. This corresponds to 285 jobs on a full-time equivalent basis.

32) *What type of jobs?*

The jobs, based in Puteaux and Paris, correspond to different profiles:

- **Maintenance Technician:** he or she is responsible for operations related to washing, upkeep and general maintenance of the cycle racks and bicycles with a concern for the quality of the work carried out.
Desired profile: experience in a maintenance activity and knowledge of spare parts, cleaning products and tools.
- **Regulation Officer:** he or she is responsible for transferring the bicycles from one cycle rack to another to ensure the best possible distribution of bicycles between the racks.
Desired profile: experience desired in a professional activity related to operations in an urban environment.
- **Mechanic:** he or she carried out upkeep and preventive maintenance work and repairs on the bicycles in a workshop.
Desired profile: Technical school certificate as a mechanic – Initial experience in a comparable activity.
- **“Terminals” Technician:** he or she is responsible for the upkeep and maintenance of the electronic terminals located at the cycle racks allowing users to borrow and return the bicycles.
Expected profile: knowledge of electromechanical or electrical engineering essential (technical school certificate or vocational training certificate in electromechanical engineering or equivalent). Initial experience in a mobile position is an additional advantage.
- **Upkeep Officer:** he or she is responsible for the upkeep of the cycle racks.
Desired profile: an eye for detail, autonomy, rigour, responsiveness and excellent inter-personal skills; heavy goods vehicle driving licence.



Vélo Mondial

- **Storekeeper:** he or she is responsible for managing arrivals/departures using the SAP software, for the reception, control, handling and inventorying of equipment, the preparation of sites and in-house orders, the verification of stocks and inventories, and the upkeep of the store and its surrounding area.

Expected profile: knowledge of inventory management essential and the use of SAP and electronic office software (Excel) desirable, physically capable to moving heavy loads, a licence as a forklift truck operator would be an advantage.

- **Subscription Administrator:** he or she takes charge of Vélib' subscription files and provides prompt and precise answers to all requests for information.

Desired profile: at ease in inter-personal relations and on the telephone, sense of customer relations, rigour, reliability and autonomy.

TRAINING

33) What is the "Cycloschool"?

The "Cycloschool" is the training course specially set up by JCDecaux to provide employees with the specific information they need for the bicycle rental



Vélo Mondial

