



Frequently Asked Questions

What is Duke Bikes?

Duke Bikes is a pilot bike-loan program organized by Duke students, Campus Services, the Office of Student Affairs, the Provost's Office and the Executive Vice President's Office to offer students no-cost options for exercise, adventure and campus commuting. This collaborative effort also provides a tangible example of several of Duke's efforts to promote sustainability, alternative transportation and health.

What bikes are available?

The fleet of bikes includes 1-speed Beach Cruisers. Adjustable seats, lights and flashers are on the bikes.



Who may borrow a bike?

Under the pilot program, all Duke undergraduate, graduate and professional students are eligible to borrow a bike. At some point in the future, the program may be expanded to Duke faculty and staff.

How does Duke Bikes work?

Duke Bikes works much like checking out a library book. All you need is your DukeCard. Go on line to the Duke Bike Outpost bike reservation page (<https://dco3.auxserv.duke.edu/outpost/>) and fill out a request. You will need your unique ID number and Duke Card number both found on the back of your Duke Card. After you reserve a bike on line you can pick up a bike at the Ship's Store in the Administration building, a staff member from DUML Auxiliaries will swipe your DukeCard, give you a bike lock and key and scan the bar code on the bike and accessories. Helmets are available and strongly encouraged, though not required under North Carolina law for people over 16. You will also need to sign a liability waiver to borrow a bike.

Where do I borrow and return my bike?

The Duke Bikes location is Duke Marine Lab Ship's Store. To reach the Ship's Store contact Ruth Rolar at 252-504-7526 or ruth.rolar@duke.edu.

When is the Ship's Store open?

Monday-Friday: 10 a.m. to 1 p.m.



Where may I take the bike?

Ride the bike on or off campus.

How long can I keep the bike?

You can borrow a bike for up to seven days.

What is the bike return policy?

Your bike, as well as the lock, key and helmet, are all due back to the Ship's Store within seven days of when you borrow it. If the bike is not returned, your bursar account will be charged \$10 a day for any day beyond the seventh day. If the bike is lost, destroyed or not returned after 10 days, you will be charged the cost of the bike and accessories.

How can I renew a bike?

You can renew your bike loan on line unless you are late. If you are late you must return your bike to the Ship's Store to renew it. If other bikes are available, you can check out the same bike for another seven days. Bikes may be renewed three times. After the third time a new request must be submitted. All bikes are due the last Wednesday of each semester or term.

How can I avoid bike theft?

Use your lock. And, don't leave your bike unattended, even for a few minutes.

How do I lock the bike?

When securing your bike with the steel U-shaped lock, lock the frame and tire together to a rack or fixed object such as a tall street sign. Make sure that the bike cannot be lifted over the fixed object. Also, position the keyhole of the lock so that it faces the ground. This will help deter people from manipulating the lock.

What if my bike is stolen?

Contact the DUML Auxiliaries Administration immediately at (252) 725.5340 to report a bike theft.

How can I get air for the tires or adjust the seat?

Bikes will be maintained by DUML Auxiliaries staff in the Ship's Store. DUML Auxiliaries staff will adjust seats, change flat tires or perform minor repairs.

What rights do I have as a bicyclist?

In North Carolina, a bicycle has the legal status of a vehicle, which means you have full rights and responsibilities on the roadway. You are also subject to the same regulations governing operating a vehicle.

Where can I find more information about bike laws and routes?

Visit the [North Carolina Department of Transportation web site](#).

The Triangle Transit Authority offers routes, maps and information about bike safety at [redefinetravel.org](#).

Information about the American Tobacco Trail, which crosses through Durham, is available at the [Triangle Rails to Trails Conservancy](#).

Where can I find more information about bike resources at Duke?

Visit [Duke Bike Advocates web site](#).

What if I have more questions?

- **E-mail:** drb1@duke.edu
- **Call:** (252) 504-7652
- **Stop by the Ship's Store:** Located in Room 101, in the Administration Building.