

POGOH START-UP GUIDE

TIPS FOR USING PITTSBURGH BIKESHARE



**Want to try riding a POGO H bike but aren't sure where to start?
This guide gets you up to speed on Pittsburgh's bikeshare service!**

WHAT IS BIKESHARE?

- Bikeshare programs offer low-cost bicycle rentals at a network of stations.
- Rentals are app-enabled and can begin and end at any station.
- In Pittsburgh, POGO H operates a bikeshare system of over 200 pedal bikes, 300 e-bikes, and 60 stations.
- There are over 3,000 bikesharing systems in cities worldwide



HOW DO I GET STARTED?

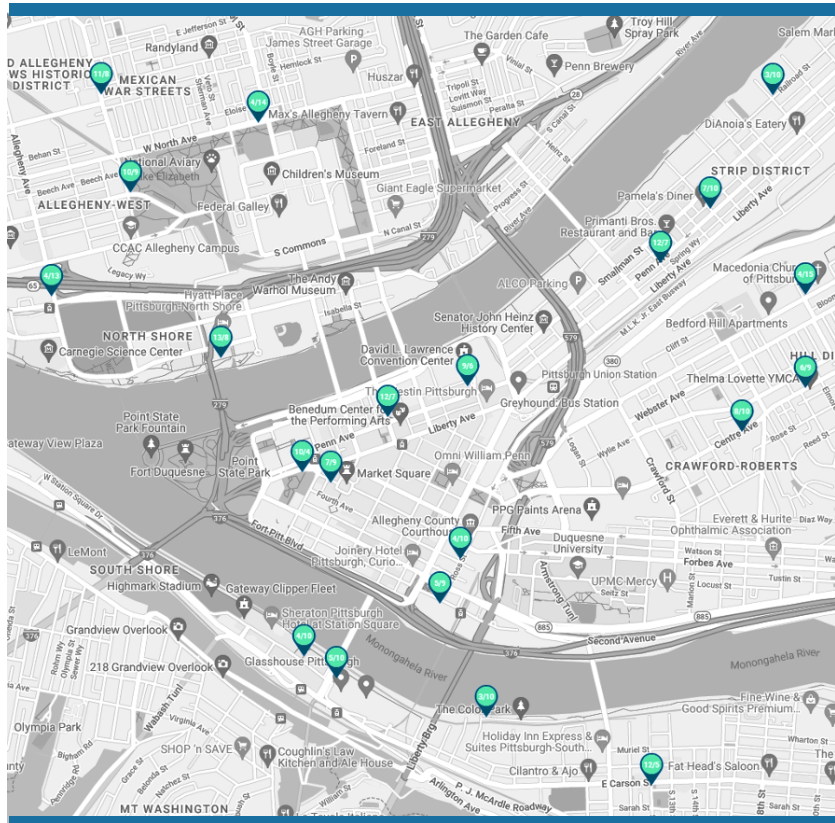
- If you know where a station is, you can follow **registration instructions on the kiosk** and get going immediately!
- **Download the PBSC app** for IOS or Android to register and enter payment information
- Before renting, you'll choose a **pricing option** (pay-as-you-go, membership, etc.)
- To rent a bike, it's as simple as hitting the **unlock button** in the PBSC app and scanning the **QR code** on the bike you want to rent. That will unlock the bike!
- When you're finished with your trip, just slide the front of the bike back into one of **POGO H's docks**. Check to see the green light to make sure it's locked and secure.

WHAT DOES IT COST?

- **Pay-as-you-go option** – great for beginners! Just \$4 for a 30-minute ride, or \$5.50 for an e-bike. Ride as long as you want, you'll be charged based on your trip duration after you've parked.
- **Flex Pass** – cost effective and flexible. Pay \$25 for 200 minutes of ride time. Includes e-bike trips. Minutes expire at the end of the year.
- **Annual Membership** – best for frequent riders. Pay \$120 to receive unlimited 30-minute trips for 12 months. Includes e-bike trips.
- **Mobility Justice Membership** – if you qualify for government assistance, you can receive a year of unlimited 60 minute rides for just \$10! Includes e-bike trips. Sign up on POGO H's website.

WHERE CAN I FIND A POGO H STATION?

- You can find POGO H stations throughout most of Pittsburgh. To view the full system of stations, visit the **POGO H website** or the **PBSC app**.
- There are **dozens of POGO H stations** in and around Downtown, see the map below.



WHAT ELSE SHOULD I KNOW?

- For any issues, contact Customer Service at **412-595-9421** or **hello@pogoh.com**
- Trips must be ended by docking your bike, failing to do so may result in **additional fees**.
- **No credit card? No smart phone? No problem!** Cash payment and unlock cards are available for most pricing plans. Contact customer service to learn more.
- Visit **Bike PGH's** Map and Route resources for planning safe trips.
- **Transit App** also supports POGO H! See stations, rent bikes, and more.
- More questions? **Visit POGO H's website** for additional information and FAQs.

MORE ABOUT POGO H:

- POGO H is operated by Bike Share Pittsburgh Inc., a small **501(c)3** non-profit with their base of operations located in the Strip District.
- The mission of Bike Share Pittsburgh Inc (dba POGO H) is to provide Pittsburgh with a **joyful, sustainable, and affordable** mobility service for all residents and visitors.
- **POGO H is welcoming partners!** If you're interested in partnering with POGO H or purchasing **bulk passes**, reach out to customer service.
- POGO H regularly hosts **Community Rides** and other **promotional events** for beginners and seasoned riders alike. Visit their website or follow POGO H on social media to stay in the loop!