



Bike Share Maintenance and Collection Procedures

Kankakee County has a bike share program! The system is owned and operated by **Zagster Bike Share** who work with local bicycle mechanics to provide on-the-ground maintenance and collection services.

While the Zagster mechanics will provide all services for the bicycles on a routine basis, a bicycle may find itself brought to your attention if it has been (though not limited to) **stolen, vandalized, reported missing, recovered or is having mechanical difficulties.**

If one of these instances occurs, Zagster will work hard to dispatch a mechanic for maintenance and/or collection services at earliest availability. To submit a bike-related request, please email **bikesupport@zagster.com** the following information:

1. **The Bike Number:** this is located in 3 locations: below the handlebar, on the side of the lockbox, and on the lock itself.
2. **Description:** 1-2 sentences description of the issue or situation and, if possible, a photo any possible physical damage or mechanical issues.
3. **Location** of the Bicycle.
4. **Bike Security:** Please provide Confirmation that the bicycle is securely locked. If the bike is experiencing locking difficulty or is unlocked please note this in your outreach.

We again thank you for your support of the bike share program in Kankakee County. Please don't hesitate to reach if you have any questions!