

HOW TO USE BIKE RACKS Video

Final Script

B-roll of METRO buses

Narrator (V.O.):

Akron METRO RTA is the public transportation provider for Summit County. Each year, we make more than five million trips countywide. Is your trip one of them? Keep watching to learn how to load your bike onto a METRO bike rack.

EXT. SIDEWALK NEAR BUS STOP – DAY

Person rides bike to bus stop, stops bike, dismounts & begins removing loose items from bike & places them in a bookbag.

Narrator (V.O.):

METRO bike racks will fit most bikes with 16-inch tires or larger. Tandems, recumbents, mopeds and tricycles cannot be placed on the bike racks. Sorry! While you wait for your bus to arrive, please remove all loose items from your bike. Our bike racks are popular and can hold only two bikes, so you might have to wait for a bus with space enough for your bike.

EXT. SIDEWALK NEAR BUS STOP – DAY

Bus pulls up, stops and opens bus doors. Person speaks to bus operator. Bus operator nods speaks back. Person wheels bike to front of bus and loads bike onto bike rack. When finished loading bike, person boards bus and pays fare.

Narrator (V.O.):

When your bus has arrived, let the bus operator know you are loading a bike. Our operators cannot exit the bus to assist you. Once the operator has acknowledged you, begin loading your bike from the curb side of the street. First, squeeze the release handle and slowly lower the bike rack. Then, lift your bike onto the rack and place the wheels in the slots. If there are no other bikes in the rack, make sure you put your bike in the rack nearest to the bus. Raise the security bar up and over your bike's front wheel to keep it safely in place. You're all set!

EXT. SIDEWALK NEAR BUS STOP – DAY

When finished loading bike, person boards bus and pays fare.

Narrator (V.O.):

Board the bus and pay your fare.

INT. MOVING BUS – DAY

Person sits in bus seat. Person reaches up and pulls stop cord. Person walks to the front of the bus & speaks to operator. Operator nods and smiles.

Narrator (V.O.):

When you're nearing your stop, let the bus operator know you will be unloading your bike.

EXT. SIDEWALK NEAR BUS STOP – DAY

Person exits bus. Person walks to front of bus, lowers security bar and removes bike from bus rack. Person raises rack into position, shakes rack and wheels bike over to sidewalk. Bus departs. Person mounts bike and rides off.

Narrator (V.O.):

To unload, lower the security bar from your front tire. Remove your bike from the rack. Raise the bike rack if no other bikes are using it. Give the rack a shake to make sure it's locked in position. Wait for the bus to pull away and then you can get rolling!

SLATE: Loading a Bike Onto Our Northcoast Express Buses

EXT. CITY STREET - DAY

Person with bike stands near Northcoast Express bus.

Narrator (V.O.):

Since you've mastered loading a bike onto our regular, line service buses, now we'll cover how to load a bike onto one of our Northcoast Express buses to Cleveland!

EXT. CITY STREET - DAY

Person with bike stands near Northcoast Express bus. Person takes all loose items from bike and then speaks to bus operator.

Narrator (V.O.):

Follow all the beginning steps for loading your bike, including removing loose items and letting the bus operator know you will load a bike onto the racks.

Narrator (V.O.):

This time, the bus operator has to open the compartment under the bus where bikes are stored.

EXT. CITY STREET - DAY

Bus operator exits bus and walks toward the rear of the bus. Person follows behind bus operator. Bus operator opens rear luggage compartment. Person reaches into the compartment, pulls bike rack knob and slides out bike rack.

Narrator (V.O.):

After the bus operator has opened the bike rack compartment for you, pull the release knob on the bike rack and slide the bike rack out until it stops. If yours is the first bike in the rack, lift open the top bike rack until it stops. Push the rack hinge until it locks. Watch your fingers! If there's another bike in the bottom rack, just place your bike on the rack as shown on the picture and secure it with the provided straps.

EXT. CITY STREET - DAY

Person opens bike rack, places bike on the rack, closes the top of the rack, pushes the bike rack back into the luggage compartment and closes the door.

Narrator (V.O.):

Place your bike on the rack as shown in the picture. Next, pull out the hinge lock pin and gently push the hinge to lower the bike rack. Remember: mind those fingers! Now with the bike rack loaded, push the rack back into the compartment until it latches. Close the compartment door, making sure the handle is sticking out. When the door is closed, push the handle in to safely latch the door. And that's that!

INT. MOVING BUS – DAY

Person sits in bus seat. Person reaches up and pulls stop cord. Person walks to the front of the bus & speaks to operator. Operator nods and smiles.

EXT. CITY STREET - DAY

Person reaches into the compartment, pulls bike rack knob and slides out bike rack. Person opens bike

rack, removes bike, closes the top of the rack, pushes the bike rack back into the luggage compartment and closes the door.

Narrator (V.O.):

When you're ready to exit the bus, just as before, let the bus operator know you will need to get your bike. The bus operator will open the bike rack compartment door for you. Again, you'll need to pull the rack release knob, fully slide out the bike rack and open the top rack – making sure the hinge is locked in place. Now that you're a bike rack expert, put your pedal on the metal and explore Summit County!