

COVID-19 BIKE FAQs

What is Gotcha doing to combat COVID-19?

Gotcha is adhering to all CDC guidelines to reduce risk of exposure to COVID-19, for both our team members and the general public. This includes enhanced cleaning practices, warehouse procedures, hygiene protocols, and more.

Why launch a shared mobility system during COVID-19?

Shared mobility systems offer affordable transportation alternatives that encourage social distancing. While people are doing their best to stay put, many need to make essential trips and may not have access to a personal vehicle. Gotcha's products offer an alternative to public transit that can cause people to gather in confined spaces like buses.

How does Gotcha clean the bikes?

We have implemented enhanced, and more frequent, cleaning of products using CDC-approved disinfectants. Bikes are not cleaned between every ride, but they are cleaned whenever they are maintained or rebalanced by Gotcha's team.

What are Gotcha's employees doing to reduce the spread of COVID-19?

Gotcha has briefed all employees on proper hygiene practices as recommended by the CDC and made hand sanitizer and disinfectant products readily available in warehouses. Their team also uses hand sanitizer when retrieving and/or rebalancing bikes.

Can riders take steps to better protect themselves and others when riding?

Gotcha recommends that riders use hand sanitizer and proper handwashing techniques before AND after using their bikes. Gotcha also recommends riders use personal protective equipment like face coverings whenever using our shared mobility systems. Riders should also practice social distancing, maintaining at least six feet of space between themselves and others.