

Capital Bikeshare Membership Frequently Asked Questions

What is Capital Bikeshare? How does it work?

Capital Bikeshare is a bicycle sharing system that serves the District of Columbia; Arlington County, Virginia; the city of Alexandria, Virginia; and Montgomery County, Maryland. It has more than 350 stations and 2,500 bicycles, all owned by these local governments and operated in a public-private partnership.

With Capital Bikeshare you can take a bicycle from any station across the Washington, DC, metro area and return it to any station near your destination. Check out a bike for your trip to work, Metro, run errands, go shopping, or visit friends and family. When you join Capital Bikeshare you have access to their fleet of bikes 24 hours a day, 365 days a year. The first 30 minutes of each trip are free. Each additional 30 minutes incurs an additional fee.

How do I sign up?

First, visit the DC Department of Human Resources website at <http://dchr.dc.gov/page/capital-bikeshare-membership-discount> to get the discount code and step-by-step instructions with screenshots. Then, visit the Capital Bikeshare website at www.capitalbikeshare.com and select the "Join" option at the top of the screen.

I'm already a Capital Bikeshare member, can I get a refund?

Unfortunately, we can't prorate or offer refunds for memberships that are already in effect; however, you will be able to renew at the new rate when your current membership expires. Please contact Capital Bikeshare Member Service at 1 (877) 430-BIKE (2453) or customerservice@capitalbikeshare.com for additional questions about refunds.

I joined online. Can I use the service right away?

Yes. There is no need to wait for your key to get started — your membership is active as soon as you complete the sign-up process. Simply visit the station kiosk, select "Rent a Bike" and insert the card you used to purchase your membership. It will use your card to identify you as a member. Your Capital Bikeshare key will arrive within seven business days; just activate it at www.capitalbikeshare.com once it arrives in the mail.

When will I receive my Capital Bikeshare key?

Your key will typically arrive in the mail within one week of joining Capital Bikeshare. If you have not received your key within seven business days after subscribing, please call to speak with a Member Service Representative at 1 (877) 430-BIKE (2453). In the meantime, you can use your membership at any station — no need to wait for your key to get started. Simply visit the station kiosk, select "Rent a Bike" and insert the card you used to purchase your membership. It will use your card to identify you as a member.

I've received my Capital Bikeshare key! Now what?

Before the key can be used to unlock a bike, it must be activated by logging in to your account at www.capitalbikeshare.com and using the username and password you chose when registering for your subscription. Follow the instructions inside the delivery envelope to complete the activation. You can still use your credit or debit card associated with your membership to take out a bike even after you activate your key.

Can I take out more than one bike with my Capital Bikeshare key or my credit card?

Your Capital Bikeshare key will allow you to take out only one bike at a time. You are not permitted to take out a second bike with the same credit or debit card that you have on file with membership.

Can I lend my Capital Bikeshare key to someone else?

No. Your Capital Bikeshare key is unique to you and not transferable to other riders. Usage charges and/or potential damages incurred during use will be charged to your credit card and your membership will be terminated.

Are the first 30 minutes always free? How will I be charged after the first 30 minutes?

There are never any usage fees for the first 30 minutes of any trip on a Capital Bikeshare bike. Trips lasting longer than 30 minutes will incur trip fees. For more information on trip fees and pricing, please visit www.capitalbikeshare.com/pricing.

My Capital Bikeshare key isn't working! What do I do?

First, make sure your key has been activated by logging in to your account at www.capitalbikeshare.com using the username and password you chose when signing up for the service. If your key is indeed broken, it can be replaced. Please call to speak with a Member Service Representative at 1 (877) 430-BIKE (2453) to have a new key sent to you. A \$10 replacement fee may be charged to your credit card. Replacement fobs cannot be provided at Commuter Store locations.

While you wait for your replacement key, you can still use your membership at any station. Simply visit the station kiosk, select "Rent a Bike" and insert the card you used to purchase your membership. It will use your card to identify you as a member.

My Capital Bikeshare key has been lost or stolen! What do I do?

Please contact a Member Service Representative at 1 (877) 430-BIKE (2453) as quickly as possible to deactivate your Capital Bikeshare key and prevent fraudulent use, as well as to obtain a new key. You will be charged a replacement fee of \$10. Replacement fobs cannot be provided at Commuter Store locations.

While you wait for your replacement key, you can still use your membership at any station. Simply visit the station kiosk, select "Get a Bike (Member)" and dip the credit or debit card you used to sign up for your membership.

Will my membership be automatically renewed upon expiration?

Capital Bikeshare offers you the option to enroll in the Auto-Renew Membership feature, so you never have to worry about a day without access to the system. Enrollment in Auto-Renew means that on the day your membership is dated to expire, your membership will automatically be renewed for another annual membership period.

All annual memberships created on or after March 13, 2012 will be enrolled in the Auto-Renew feature by default unless the Auto-Renew Membership box is deselected on the Join form during membership purchase. All annual members have access to enroll their membership in the Auto-Renew feature by logging into their Member Area and adjusting the "Auto-Renew Membership" box found on the Profile page, or by calling to speak with a Member Services Representative at 1 (877) 430-BIKE (2453).

Members that are enrolled in the Auto-Renew feature will receive an email confirming when auto-renewal of their membership has occurred. Additionally, upon any change in the cost of an Annual Membership, an email will be sent to all members that are enrolled in auto-renewal to alert them of the adjustment. Membership costs will be automatically charged to the card on file on the day your account is auto-renewed. Members may remove their membership from Auto-Renew at any point of their membership period and when their expiration date is reached, the member will need to manually renew their account in their Member Area on the Capital Bikeshare website, or by calling to speak with a Member Care Representative at 1 (877) 430-BIKE (2453).

Does Capital Bikeshare provide accommodation for individuals with a disability?

Capital Bikeshare is part of the regional transportation system which provides accommodation for individuals with disabilities as required by the Americans with Disabilities Act. If you have a specific request for a reasonable accommodation, please email info@capitalbikeshare.com.

Do the bikes fit everyone?

Capital Bikeshare bikes are designed to be used comfortably by people of a wide range of heights, simply by adjusting the seat height. To adjust the seat height, follow the seat post down to where it fits into the bike frame and flip open the quick release lever (on the right side of the seat post). Raise or lower the seat to a height comfortable for your leg length and then close the lever to lock the seat securely in place. If you have trouble moving the seat, it can be helpful to wiggle it back and forth a little while pulling it up or pushing it down. Be sure that the lever is open before you try moving the seat. After you have found your right seat height, check the number on the side of the seat post for quick reference and remember it for your next trip. If you have any problems, please call to speak with a Member Service Representative at 1 (877) 430-BIKE (2453).

Do I have to wear a helmet?

The District of Columbia Government and Capital Bikeshare recommend that everyone wear a helmet. You can keep a helmet at work or in your locker. Purchase a Capital Bikeshare branded helmet at the time of your initial membership purchase or when you renew your existing membership. Visit For a list of local bike shops in the District, Arlington and Alexandria where you can purchase a helmet, visit www.capitalbikeshare.com/bike-rental-and-helmet-shops. Some even offer discounts to Capital Bikeshare members!

Additional Questions?

For more information, please contact Capital Bikeshare or DCHR at the following:

Capital Bikeshare Frequently Asked Questions: www.capitalbikeshare.com/faq

Capital Bikeshare Member Services: 1 (877) 430-BIKE (2453) or customerservice@capitalbikeshare.com

DCHR Benefits & Retirement Administration: (202) 442-7627 or dchr.benefits@dc.gov
