

**Arlington County**  
**Fiscal Year 2024 Summary Report on Capital Bikeshare**



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## Introduction

Capital Bikeshare's 14th fiscal year (FY) of service in Arlington County ended on June 30, 2024. The service reached a new ridership record thanks in part to the introduction of a new model of e-bikes to the fleet.

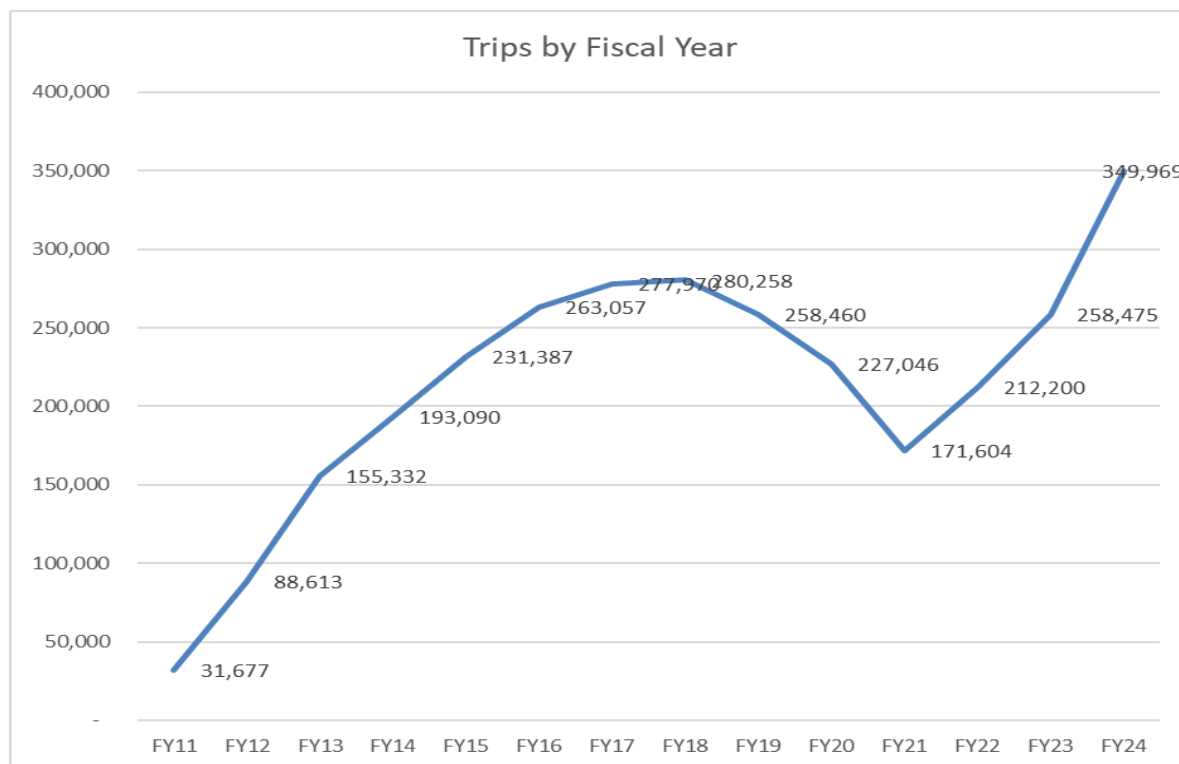
## Ridership

Ridership increased 35% in FY24, soaring to a new all-time high in Arlington, with 349,969 trips started in the County. A total of 5,058,894 trips (up 32%) were taken regionally using Capital Bikeshare.

A new e-bike model, which was added to the Capital Bikeshare system in April 2023, continues to play a major factor in the substantial and sustained increase in use of the system in the County and region. Arlington added 165 e-bikes during FY24 and other member jurisdictions of the system also purchased and added e-bikes, growing the percentage of e-bikes in the fleet.

## Bicycle Miles Traveled

E-bikes have also increased the distance of trips customers are willing to make using Capital Bikeshare because they can reach their destinations more quickly due to the e-bikes' speed. In FY24, since the e-bike fleet expansion, 48% more miles were traveled by Capital Bikeshare in Arlington compared to FY23. E-bikes have provided a convenient and affordable option for medium- and longer-distance trips by Capital Bikeshare.



*Arlington Ridership FY11 - 24*

### ***Cost Recovery***

In FY 2024, total cost recovery and operating cost recovery decreased slightly from 28% and 34% to 27% and 33%, respectively. This was due to a reduction in private sector station support and increased adoption and use of the CaBi for All equity program.<sup>1</sup>

Revenues included user fees of \$817,408 (up 12% from FY23) and 3<sup>rd</sup> party station support of \$86,154 (down 67%) for a total of \$903,562 (down 9%). Expenses included operations and maintenance (O&M) fees of \$2,270,917 (up 4%) and management and marketing of \$464,303 (up 7%) for a total of \$2,735,220 (up 5%) in expenses.

### ***Statistics***

The current and three most recent fiscal years of Arlington's Capital Bikeshare service are shown below along with regional data that includes the system's other member jurisdictions of Washington, D.C.; Alexandria, Fairfax City, Fairfax County, and Falls Church, VA; and Montgomery County and Prince George's County, MD.

## Statistics for Capital Bikeshare

Arlington data (unless otherwise noted as regional)	FY21	FY22	FY23	FY24	% Change FY23 & FY24
<b>Fleet:</b>					
stations	101	107	110	111	1%
stations – regional	631	678	737	772	5%
bikes	718	716	802	893	11%
bikes - regional	4,855	5,471	6,808	8,105	19%
docks	1,447	1,595	1,601	1,621	1%
% of regional fleet (measured by docks)	13.41%	13.28%	12.64%	12.10%	-4%
<b>Finances:</b>					
Total cost recovery ratio*	30%	28%	28%	27%	-4%
Operating cost recovery ratio**	38%	34%	34%	33%	-3%
Total Revenues:	\$760,557	\$770,484	\$992,744	\$903,562	-9%
user fees (membership + usage)	\$689,471	\$698,371	\$731,427	\$817,408	12%
station support	\$71,086	\$72,113	\$261,317	\$86,154	-67%
Total Expenses:	\$2,054,461	\$2,264,609	\$2,607,915	\$2,735,220	5%
operating (incl. credit card fees, sales tax, & refunds)	\$1,621,126	\$1,882,632	\$2,174,692	\$2,270,917	4%
management and marketing	\$433,335	\$381,977	\$433,223	\$464,303	7%
Net Operating Cost:	\$1,293,904	\$1,494,125	\$1,615,171	\$1,831,658	13%
<b>Customers:</b>					
annual (registered)	2,035	1,931	1,905	2,385	25%
annual (registered) – regional	24,378	25,957	25,667	29,461	15%
24-hour (casual) – regional	57,400	70,999	67,643	57,860	-14%
Single Trip (casual) - regional	425,848	1,093,549	1,324,821	1,607,952	21%
<b>Trips:</b>					
starting in Arlington	170,302	213,384	266,036	359,977	35%
ending in Arlington	156,589	205,512	257,671	349,969	36%
total during fiscal year – regional	2,258,687	3,176,529	3,842,433	5,058,894	32%
miles, starting in Arlington	347,428	511,535	632,271	937,880	48%
miles – regional	3,919,857	7,540,635	8,936,989	12,506,263	40%
average trip length (miles) in Arlington	2.04	2.40	2.38	2.61	10%
average trip duration (minutes) in Arlington	23	19	19	17	-11%
registered / casual trip split – regional	49% / 51%	61% / 39%	62% / 38%	64% / 36%	n/a
CO2 saved, trips starting in Arlington (tons)***	830,702	98	119	137	15%
calories burned, trips starting in Arlington	43,990,385	46,196,207	55,972,654	63,784,687	14%
reported crashes****	0	2	0	5	n/a
reported crashes – regional****	14	23	31	77	148%
unrecovered thefts	16	152	117	86	-26%
unrecovered thefts – regional	928	782	689	718	4%

\*Includes operations, management, and marketing.

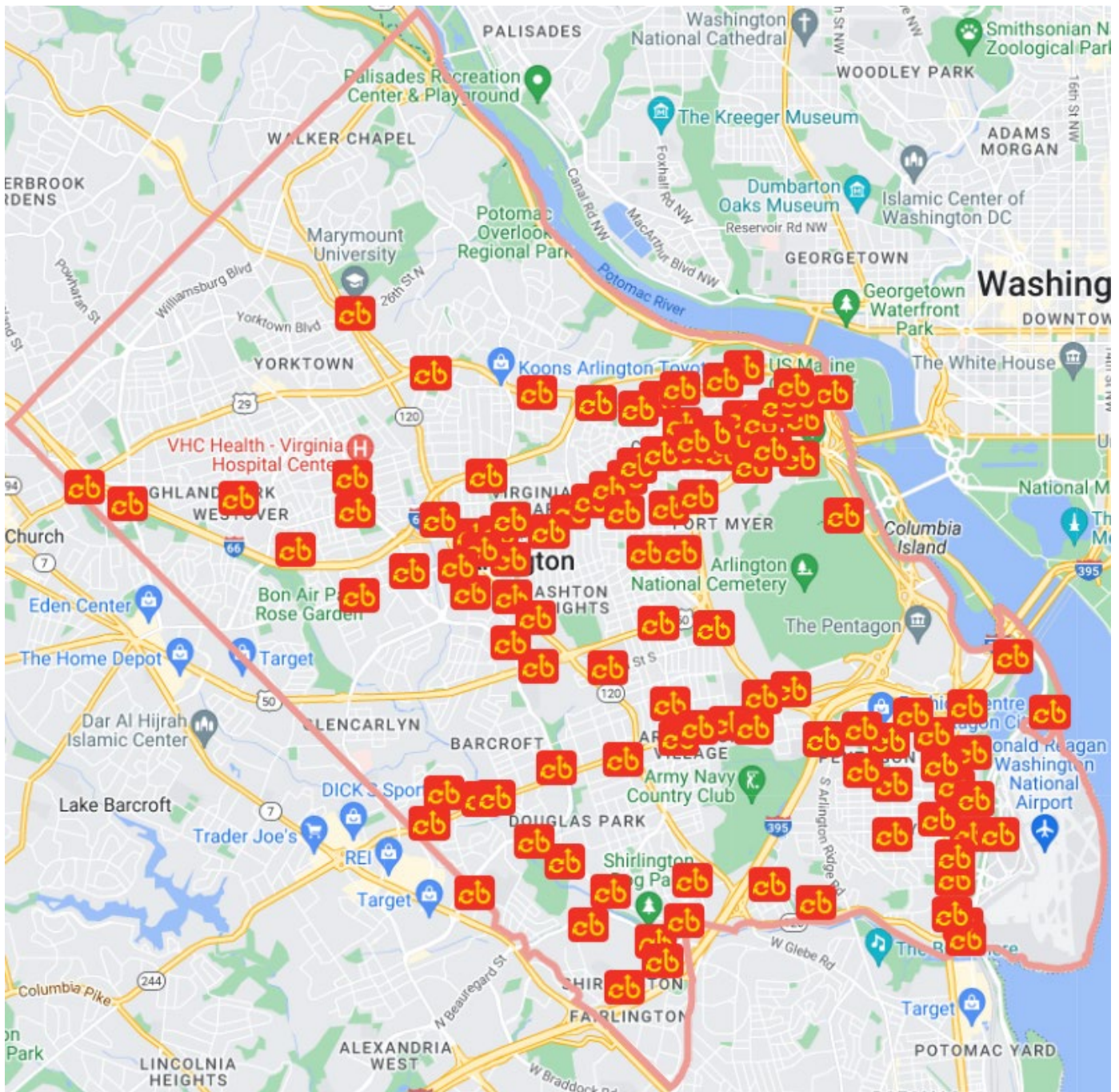
\*\*Includes operations only.

\*\*\*Data reported in pounds through FY21 and tons starting with FY22.

\*\*\*\*Prior years were updated due to a data reporting error.

### FY 2024 Network

One expansion station was installed, bringing Arlington's station count to 111. A map of Arlington's network is below.



*FY24 Station Network*

### ***Expansion Stations***

A new station was installed at Columbia Pike & W&OD Trail. The station is in an Equity Emphasis Area, improving equitable access to Capital Bikeshare within Arlington. The station also improves access to the W&OD trail by bikeshare for recreation and commute trips. Located adjacent to the Barcroft Shopping Center and across the



street from Goodwill and a bus rapid transit stop, the station makes shopping and transfers to other modes of transit seamless and convenient.



*Flexible bollards installed around the new Columbia Pike & W&OD trail station.  
Traffic cones delineate the work zone.*

### ***Equipment Replacements***

Six stations had their existing equipment decommissioned and replaced. This annual process refreshes the equipment at stations that have reached the end of its 10-year useful life with modern technology which includes faster digital communications and docks with better reliability. Stations that are decommissioned are processed to remove components that are useful and then sold to be recycled. The County's Capital Improvement Plan continues to fund the replacement of equipment as it reaches the end of its useful life. The decommissioned stations were:

- Walter Reed Dr & 8<sup>th</sup> St

- GMU / Fairfax Dr & N Kenmore St
- Eads St & 12th St S
- Eads St & 15th St S
- Arlington Mill Community Center / Columbia Pike & S Dinwiddie St
- N Pershing Dr & N George Mason Dr
- S Scott St & 13th St

Eads & 12<sup>th</sup> St S was a complex station equipment replacement, requiring substantial coordination with the reconstruction of S. Eads St. The station was relocated to a new protected bike lane for safe and convenient access to the new Amazon Headquarters (HQ2) by Capital Bikeshare.

### ***Station Relocations***

Four stations were relocated. The relocated stations were:

<b>Original Location</b>	<b>New Location</b>	<b>Relocation Reason</b>
Columbia Pike & S Barton St	S Wayne St and 9th St S	Traffic safety concern
Walter Reed Dr & 8 <sup>th</sup> St	Columbia Pike & S Highland St	School building construction
Arlington Blvd & N Queen St	12 <sup>th</sup> St N & N Pierce St	Apartment building construction
Crystal Drive & 20 <sup>th</sup> St S	Other side of the street	Building construction completion and street repaving

### **FY 2024 Marketing Highlights**

**University Memberships and promotions:** At the invitation of campus transportation staff, BikeArlington attended several tabling events at George Mason University and Marymount University to promote each's participation in the CaBi university account program for students and encouraged student to become annual members.

# Capital Bikeshare for All — \$5/año



Capital Bikeshare for All ofrece membresías de bicicletas comunitarias con descuento a los residentes de DC, Maryland y Virginia que cumplan los requisitos. Es ideal para ir al trabajo, la escuela y a donde sea que necesites ir.

## ¿Quién puede usarla?

Las membresías con descuento están disponibles para los residentes locales mayores de 18 años que cumplan los requisitos de un programa de asistencia estatal o federal, incluidos: **SNAP, WIC, TANF, SSI/SSDI, LIHEAP o Medicaid.**

## Beneficios incluidos

- Membresía con descuento de \$5/año
- Bicicletas disponibles las 24 horas, todos los días del año
- Mejoras gratuitas de bicis eléctricas
- Viajes ilimitados de 60 minutos



Solicítalo hoy en:

[Capitalbikeshare.com/pricing/for-all](https://capitalbikeshare.com/pricing/for-all)



**Updated, redesigned, and reprinted promotional brochures:** Working with colleagues from marketing and BikeArlington, updated and ordered reprints of several promotional brochures. These included a general Capital Bikeshare brochure; a CaBi for All equity program brochure in English and Spanish, and a rack card with incentive discounts for a 24-hour pass and \$20 off and annual memberships. All the cards are used by BikeArlington, ATP, Car-Free Diet and other transportation outreach staff in tabling and other community events.

**Promotional Rides with Community Partners and National Organizations staff:** Capital Bikeshare staff led station demo rides, and Learn-to-ride lessons for Community Partners. BikeArlington staff promoted CaBi as part of Safety Days with County Staff, infrastructure tours with new TDM staff at Arlington County Commuter Services, and national transportation and research meetings including National Committee on Uniform Traffic Control Devices.





**Continuation of Vision Zero Campaign in Map Frames; Then refitted with “Meet the Corrals” PSAs:** The 42 CaBi stations with map frames continued to display Vision Zero public service announcements throughout FY24. Those displays began in June 2022 and ended in June of 2024 to make way for new PSAs to promote the 100+ bike and scooter parking corrals installed around the county. The “Corrals” PSAs were designed and printed in late June for installation in July 2024. They were part of a larger promotional campaign that included printed information in transportation information kiosks, and videos played online, on transit screens and in elevators around the county.

**New Station Outreach:** Shortly after installation on Arlington’s 111th CaBi station (at Columbia Pike and W&OD Trail) in June, DS&MG and MetroBike staff made two visits to 12 retail locations near and adjacent to the station. They spoke with staff and managers about the bikeshare, the new station, and Arlington’s equity program and asked if the employees had any questions or concerns about the station.

**Arlington County Fair:** Offered Arlington County fair participants CaBi test rides and gave out informational materials. Engaged 1,102 participants.



### **Capital Bikeshare for All and Community Partners Program**

BikeArlington continued to promote the reorganized equity program called Capital Bikeshare for All, with a focus on working with Community Partners Program member.

Under both programs, qualifying individuals can join Capital Bikeshare for a \$5 Annual Membership fee, with the first 60 minutes of each trip included, and no usage fees for e-bikes. Members may also park e-bikes outside of Capital Bikeshare stations for free (regular members pay \$2 for this convenience).

Capital Bikeshare for All is available to residents of the seven member jurisdictions ages 16 and older who qualify for a state or federal assistance program, including Supplemental Nutrition Assistance Program (SNAP); Women Infants, and Children (WIC); Temporary Assistance to Needy Families (TANF); SSI/SSDI Supplemental Security Income; Low Income Home Energy Assistance Program (LIHEAP); Medicaid; and Veterans with 60% or higher disability ratings.

### **Community Partners Program**

Arlington County and the District Department of Transportation jointly launched the Capital Bikeshare Community Partners Program in May 2016. Under the partnership between the jurisdictions and social service and community outreach organizations, Community Partners can offer annual Capital Bikeshare memberships to their clients for just \$5 a year. These memberships also come with unlimited 60-minute trips instead of the usual 45-minute trips. Clients also receive a new rider kit of a backpack (or tote bag), helmet, and BikeArlington Comfort Map.

As Arlington County and D.C. continued to promote its Community Partners Program, that number of organizations and members grew. At the end of FY23, Arlington had 24 organizations and sites, up from 17 in FY23. Arlington's partnerships organizations included:

- Advanced Health Center
- Arlington Food Assistance Center (AFAC);
- Arlington Free Clinic
- Arlington Partnership for Affordable Housing (APAH),
- Arlington Housing Corporation (AHC),
- Arlington County Healthy Living Program,
- Arlington Neighbors Welcoming Afghans
- Arlington Public Schools
  - Arlington Community High School
  - Arlington Education and Employment Program (REEP)
  - Career Center
  - Carlin Springs Elementary School (for parents)
  - H-B Woodlawn
  - Randolph Elementary School Club de Madres,
  - Wakefield High School
  - Washington-Liberty High School
  - Yorktown High School
- Car-Free Diet Program
- Liberty's Promise
- Neighborhood Health
- Our Stomping Ground,
- Phoenix Bikes, and
- REACT (Resettlement Action)
- Shirlington Education and Employment Center (SEEC).

BikeArlington staff continued in-person promotional events, such as rides organized with program members at the partners' operation sites. These events encourage more ridership and provide an opportunity to sign up additional members. This included monthly outreach events at AFAC, and in-class presentations at REEP. In FY24, BikeArlington hosted 100 pop-up events, engaging 4,616 people and assisting 421 with registration for the program.

Total individuals in Arlington under Capital Bikeshare for All (CBFA) and the Community Partners Program (CPP) rose to 621, and 121% increase over the 281 members at the start of the fiscal year, the highest total since the equity programs started in 2016.

During FY24, Arlington Equity members took 50,414 trips. Of the FY24 trips, 84% were taken on E-Bike. The trips were taken by with the following distribution:

Arlington CPP Members: 32,609

Arlington Residents with CBFA accounts: 14,695

Arlington Residents in other CPP Programs: 3,110

This is a 173% increase over FY23's total of 18,464 trips.

*Capital Bikeshare is a regional bikeshare service owned and managed through a partnership between Arlington County, Alexandria City, Fairfax City, Fairfax County, and Falls Church City, VA; the District of Columbia; and Montgomery County and Prince George's County, MD; and operated by Lyft Bikes & Scooters LLC.*