

Arlington County

Fiscal Year 2024 Summary Report on Capital Bikeshare



CONTACT:

Wendy Klancher
Commuter Services Bureau Chief
wklancher@arlingtonva.us
703-228-3725

**Arlington County Commuter Services
Department of Environmental Services
Arlington County, Virginia**

February 2025



Contents

Introduction	3
Ridership.....	3
Bicycle Miles Traveled	4
Cost Recovery.....	5
Statistics	5
FY 2024 Network.....	7
Expansion Stations.....	8
Equipment Replacements	8
Station Relocations	9
FY 2024 Marketing Highlights.....	9
University Memberships and Promotions	9
Capital Bikeshare Equity Program	12
Capital Bikeshare for All	12
Community Partners Program	12
Conclusion.....	15

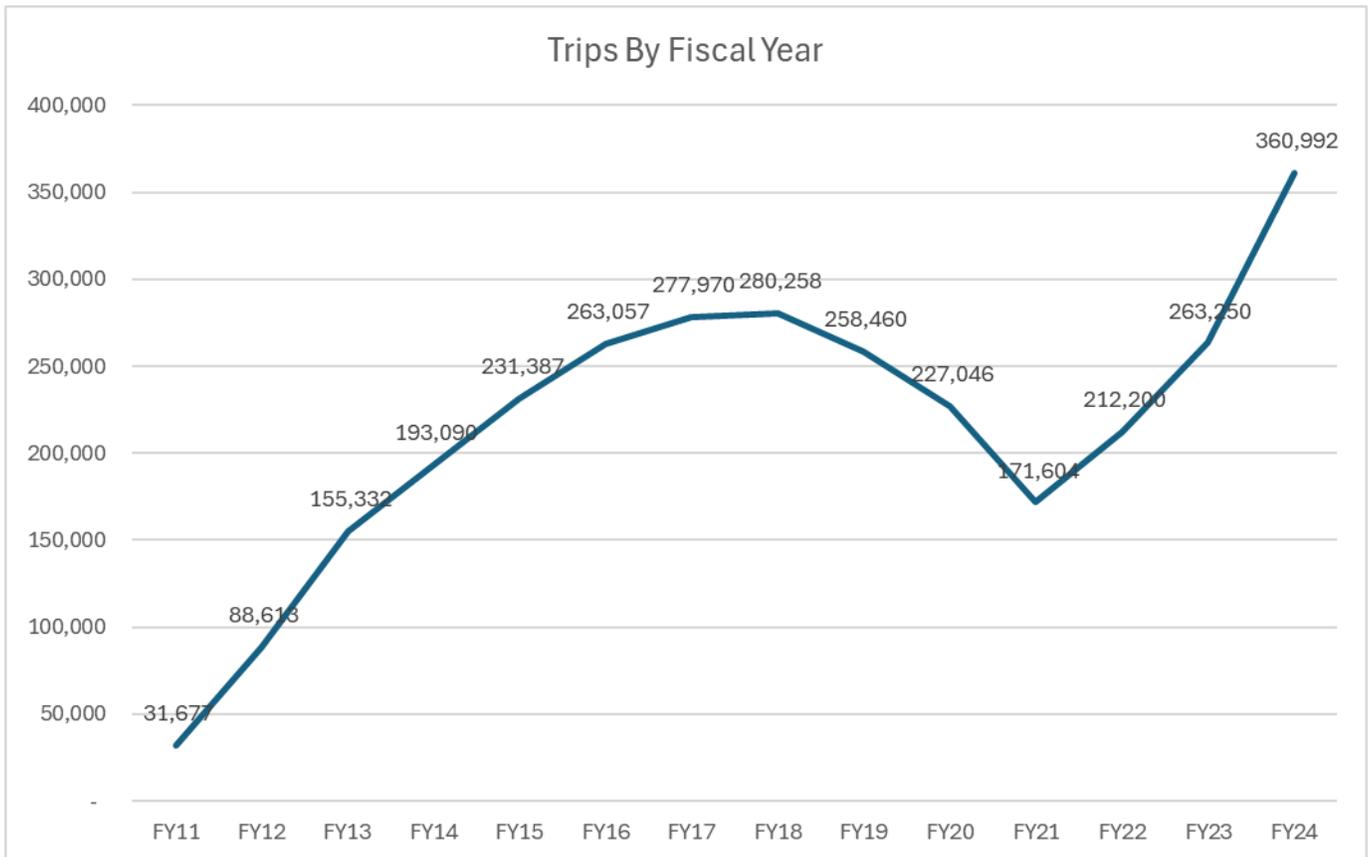
Introduction

Capital Bikeshare is a program within Arlington County Commuter Services (ACCS) which manages Arlington’s portion of the multijurisdictional bikeshare system. 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 36% in FY24, compared to the prior year, soaring to a new all-time high in Arlington, with 360,992 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.



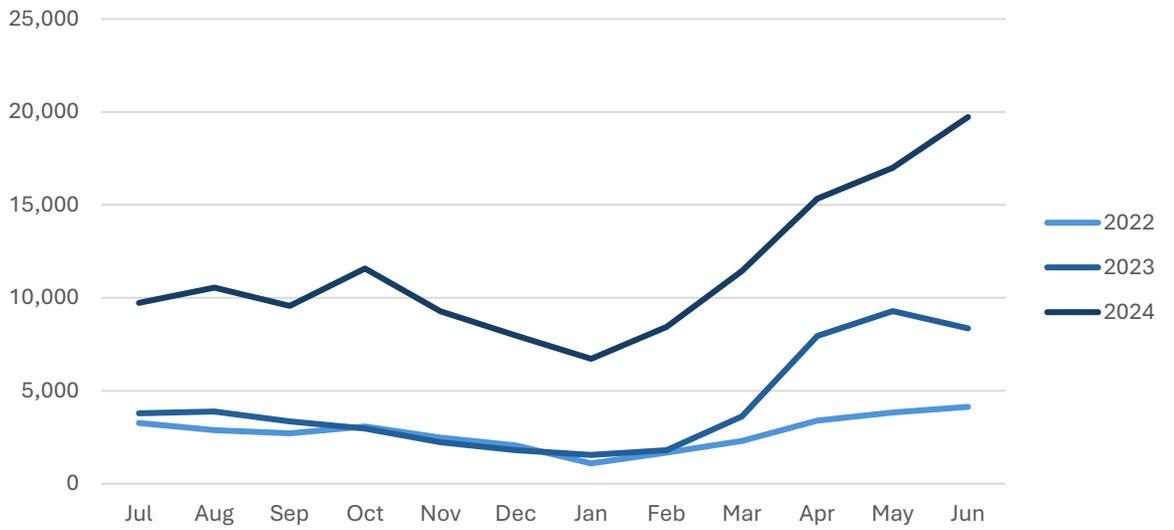
Arlington Ridership FY11 - 24

While ridership had previously peaked in FY18, the COVID-19 pandemic began in FY20 and led to a precipitous drop in trips through FY21. Ridership began to return to normal in FY22 as the effects of the pandemic were subsiding.

Bicycle Miles Traveled

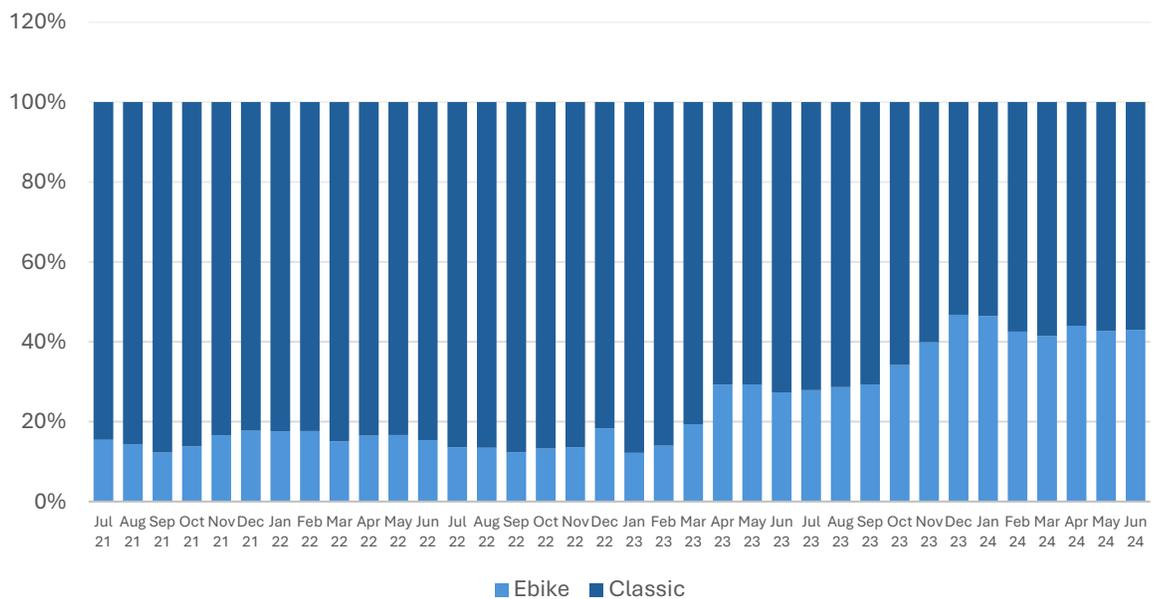
E-bikes have also increased the distance of trips customers are willing to make using Capital Bikeshare. In FY24, since the e-bike fleet expansion, 48% more miles were traveled by Capital Bikeshare in Arlington compared to FY23. E-bikes have provided a convenient and affordable option for medium- and longer-distance trips by Capital Bikeshare, serving new trip types and further contributing toward the County’s sustainable transportation mode share and goals.

Capital Bikeshare Ebike Trips



In FY24, Arlington ebikes grew in popularity, following the same pattern as regional ebike trips, with a record **19,724** ebike trips in Arlington in June. In FY24, Arlington CaBi ebike trips increased by **171%** from FY23.

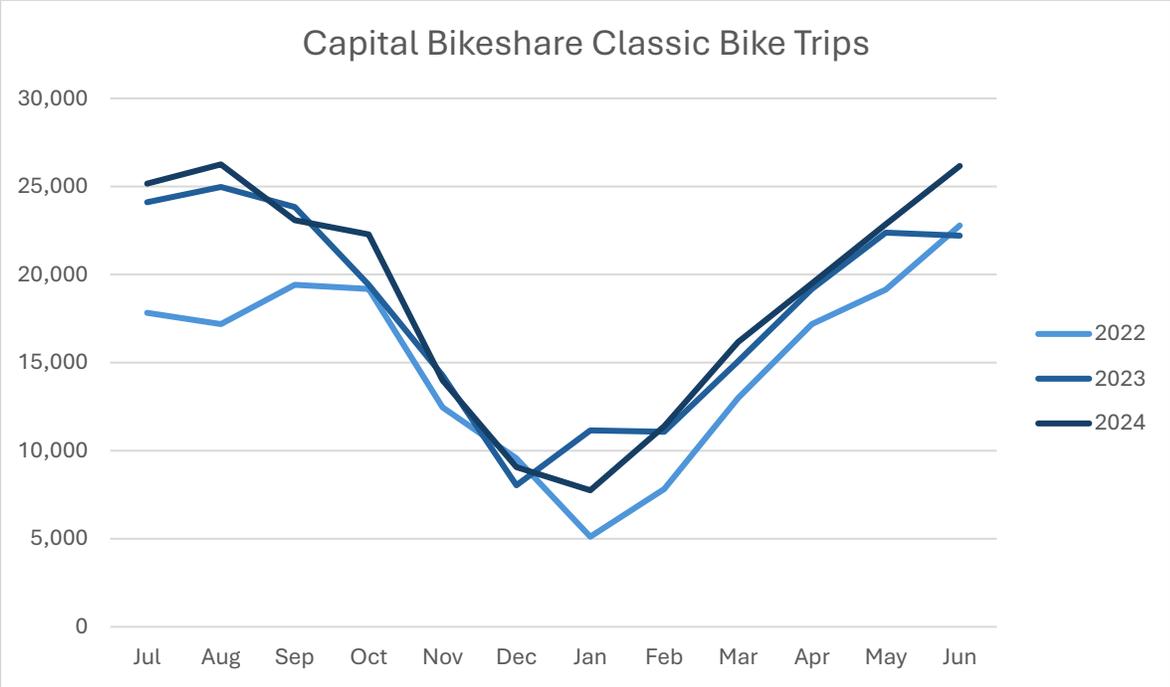
Percentage of Capital Bikeshare Trips by Bike Type



Ebike trips have grown by **43 percentage points** as a share of overall trips since July 2021. Increases in the ebike trip percentage followed increases in the regional ebike fleet availability in April 2023, Oct-Dec 2023.

In addition, Classic Bike (pedal bike) trips also increased in each of the past two years.

2023: **+19% YoY**
 2024: **+4% YoY**



Cost Recovery

In FY 2024, Arlington’s 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 Capital Bikeshare (CaBi) for All equity program.

Revenues included user fees of \$817,408 (up 12% from FY23) and third-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
Fleet:					
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%
Finances:					
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 and maintenance (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%
Customers:					
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%
Trips:					
starting in Arlington	170,302	213,384	266,036	360,992	36%
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	2.60	9%
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.

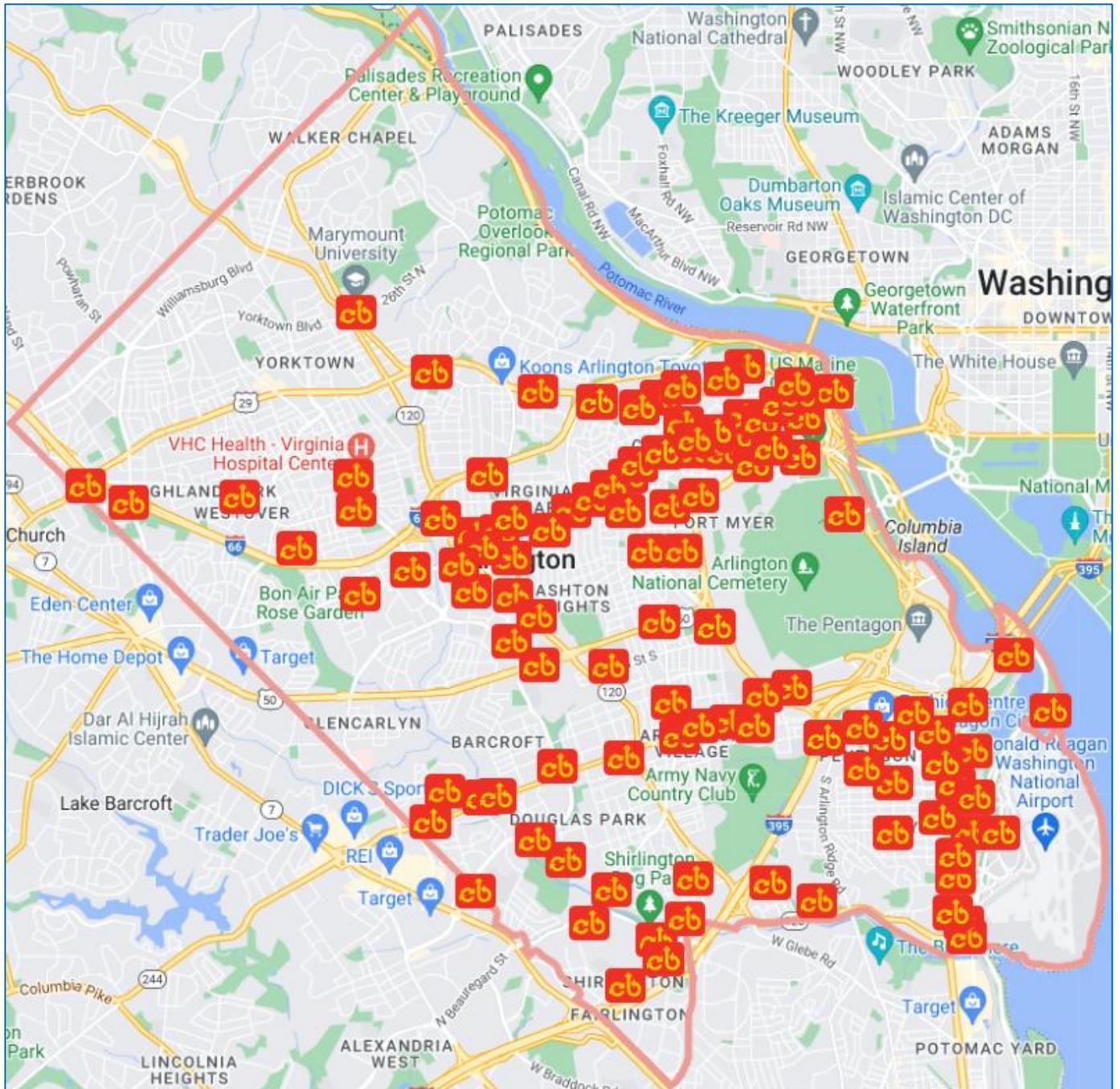
**Includes operations only.

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

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

FY 2024 Network

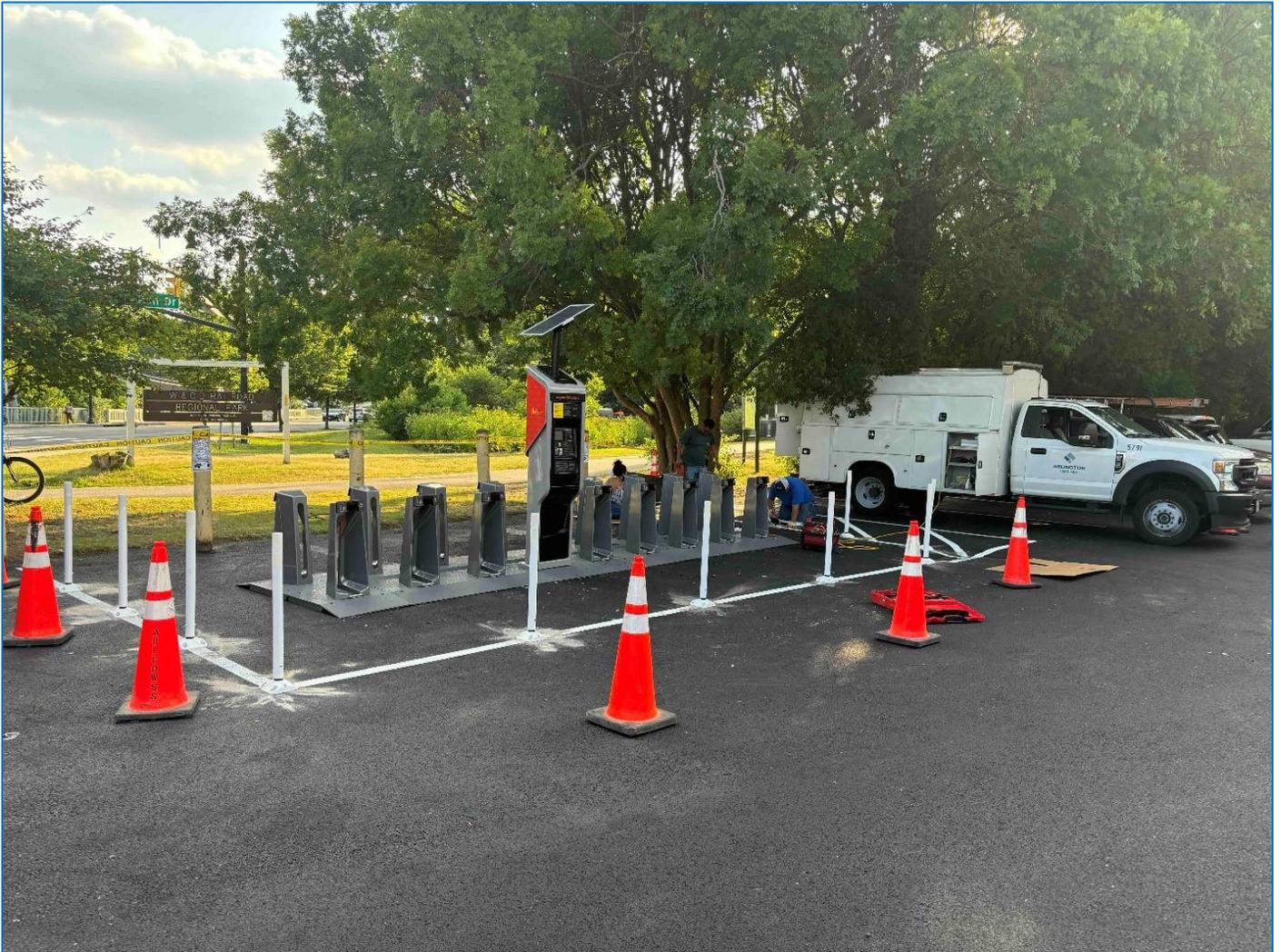
One expansion station was installed in FY24, bringing Arlington's station count to 111. A map of Arlington's network is below.



FY24 Station Network

Expansion Stations

A new station was installed at Columbia Pike and the 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

ACCS decommissioned and replaced equipment at six stations. This annual process refreshes equipment that has reached the end of its 10-year useful life with modern technology that includes faster digital communications and

docks with better reliability. Decommissioned stations are processed to remove components that are useful and then sold to be recycled. The decommissioned station sites were:

- Walter Reed Dr & 8th 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 & 12th 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 concrete pad that protects both the station equipment and adjacent bike lane from motor vehicle traffic for safe and convenient access to the new Amazon Headquarters (HQ2).

Station Relocations

Four stations were relocated in FY24. The relocated stations were:

Original Location	New Location	Relocation Reason
Columbia Pike & S Barton St	S Wayne St and 9th St S	Traffic safety concern
Walter Reed Dr & 8 th St	Columbia Pike & S Highland St	School building construction
Arlington Blvd & N Queen St	12 th St N & N Pierce St	Apartment building construction
Crystal Drive & 20 th St S	Southbound side of Crystal Dr	Commercial building construction

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 their participation in the CaBi university account program for students and encouraged students to become annual members.

- **Updated, redesigned, and reprinted promotional brochures:** ACCS 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 annual memberships. All the rack cards are used by BikeArlington, Arlington Transportation Partners, Car-Free Diet, and other transportation outreach staff in tabling and other community events.

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)



- **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 Transportation Demand management staff at ACCS, and national transportation and research meetings including the National Committee on Uniform Traffic Control Devices.



- **Continuation of Vision Zero Campaign in Map Frames; refitted with “Meet the Corrals” PSAs:** The 42 CaBi stations with map frames continued to display Vision Zero public service announcements (PSAs) throughout FY24. Those displays began in June 2022 and ended in June 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 June for installation in July 2024. They were part of a larger promotional campaign that included printed information in transportation information kiosks, as well as online videos and on transit screens and in elevators around the County.
- **New Station Outreach:** Shortly after installation of Arlington’s 111th CaBi station (at Columbia Pike and W&OD Trail) in June, CaBi staff made two visits to 12 retail locations near and adjacent to the station. They spoke with staff and managers about bikeshare, the new station, and Arlington’s equity program.
- **Arlington County Fair:** ACCS offered Arlington County fair participants CaBi test rides and gave out informational materials, engaging 1,102 participants.



Capital Bikeshare Equity Program

Capital Bikeshare for All

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

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

ACCS 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, the number of organizations and members grew. At the end of FY24, Arlington had 24 organizations and sites, up from 17 in FY23. Arlington's partnerships organizations included:

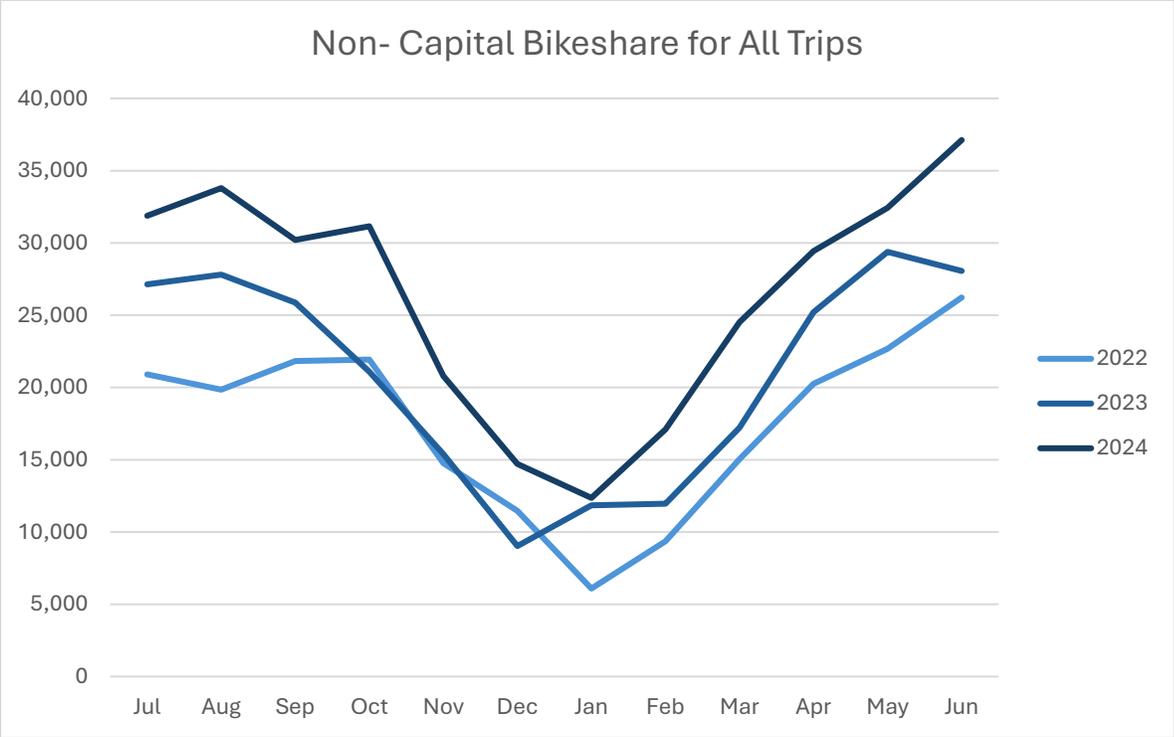
- Advanced Health Center
- Arlington Food Assistance Center (AFAC);
- Arlington Free Clinic
- Arlington Partnership for Affordable Housing (APAH),
- Arlington Housing Corporation (AHC),
- Arlington County Healthy Living Program,
- Arlington Neighbors Welcoming Afghans
- Arlington Public Schools
 - Arlington 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.

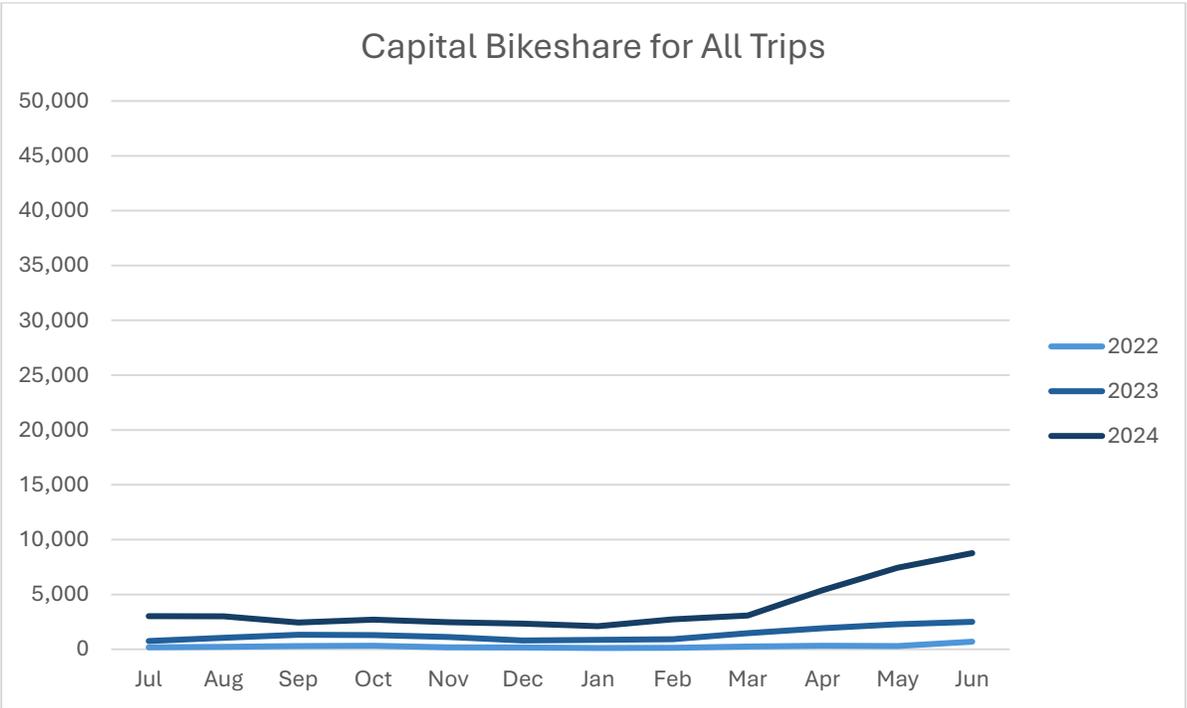
Non-Capital Bikeshare for All (Casual riders and standard members) use of the system grew every month since 2022:

2023: **+19%** YoY
 2024: **+26%** YoY



The CaBi for All equity program's use also grew substantially the past two years due to program outreach efforts and affordability of use for members:

2023: **+408%** YoY
 2024: **+179%** YoY



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

Arlington CPP Members:	32,742
Arlington Residents with CBFA accounts:	14,695
Arlington Residents in other CPP Programs:	2,977

This is a 179% increase over FY23's total of 18,464 trips.

Conclusion

In FY2024, Arlington Capital Bikeshare set record after record. Ridership increased 36% in FY24, and the equity program hit all-time highs in membership and trips thanks to outreach and community partnerships.

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. E-bikes have provided a convenient and affordable option for medium- and longer-distance trips by Capital Bikeshare. In FY24, 48% more miles were traveled by Capital Bikeshare in Arlington compared to FY23. With the addition of 165 e-bikes in FY24, and modular station upgrades planned in FY25, Capital Bikeshare membership and ridership will continue to grow.

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 Urban Solutions.