

METROBIKE FAQs

*Unlike bike rental, a MetroBike is there when you need it, 24/7/365. Bike share is economical and convenient, designed for those trips that are too far to walk but too short to drive. With a MetroBike you don't have to worry about finding a parking spot or thieves stealing your bicycle. The only thing you have to worry about is the time you'll save getting from A to B. As a member, you can use a MetroBike to run an errand, grab lunch, travel from the bus stop to your office, or just get some fresh air. There are as many reasons to use a MetroBike as there are members! *Capital Metro Quote*

WHAT IS METROBIKE?

MetroBike is a service offered by Capital Metro that solves the last-mile problem faced by many public transit users. You can use an electric bike to get from your bus stop to your final destination or from your destination to the bus stop. MetroBikes has stations throughout the city to assist a public transit rider to get from the bus stop to their final destination point for a small fee. MetroBike rentals need to start and end at a station. [Here \[austin.bcycle.com\]](http://austin.bcycle.com) is a map of the stations.

HOW DOES AN EMPLOYEE PARTICIPATE?

Employees must complete a waiver. The MetroBike pass will be activated for 31 days from the date it is issued.

An employee must use a MetroBike at least 4x a month to be issued another 31-day pass the following month. Failure to use a MetroBike the minimum number of times per month will result in cancellation of a future MetroBike pass for 2 months. In other words, an employee who does not use the MetroBike pass 4x a month will not be eligible for new one until 2 months have lapsed.

HOW MANY METROBIKES ARE THERE?

Capital Metro currently has 800 bikes in the fleet = 488 non-e-bikes and 312 e-bikes.

E-bikes are painted white while regular traditional bikes are painted red and grey

HOW DO I CHECKOUT A METROBIKE?

The MetroBike digital pass is distributed the same way a transit pass is distributed. It is recommended that the customer download the B-Cycle app and sign-in to B-Cycle before activating the pass.

1. Employee will complete the Travis County MetroBike [waiver](#) to request a pass.
2. Employee will receive an email with instructions on how to create an account.
3. Download [the BCycle App for iOS and Android](#)
4. The pass will show up in the CapMetro app.
5. Travis County Employees who choose to use the MetroBike Pass must put a credit card on file with CapMetro to account for any potential usage fees.
6. When the user clicks to activate, it opens the B-cycle app and adds the app. (We recommend having the user install the b-cycle app and create an account before activating the pass. The user has 5-minutes to go from the CapMetro app to the B-cycle app).
7. The user has 60 minutes to use the bike.
 - If the user exceeds the 60 minute limit, a fee of \$4.00 plus tax begins after 60 minutes. The excess usage fee is paid by the employee, not Travis County. The bike must be returned to a MetroBike station to restart trip time.
 - To avoid the extra fee, you can return the bike to a station before the 60 minutes is used up and check out a MetroBike again.

WHEN WILL I GET MY METROBIKE PASS?

Passes are distributed once a week on Friday's.

HOW TO RIDE A METROBIKE?

- **To unlock bikes:** Enter the dock number into your [BCycle app](#) and pull a bike from the dock.
- **To lock bikes:** Push bike into dock. Remember that bikes must be docked every 60 minutes, no matter your pass type or membership level, to avoid additional fees.
- **For e-bikes:** Activate electric assist Check the battery level before unlocking a bike.
- **To adjust the seat:** Release the seat post clamp to adjust your seat height, then tighten the clamp.
- **Be safe:** Always wear a helmet when riding a MetroBike.
- **Be smart:** Follow traffic laws and use bike lanes when available.

HOW DO I KNOW IF MY METROBIKE WAS RETURNED PROPERLY?

When returning your MetroBike, make sure you push the bike all the way into an open dock. You should hear 3 beeps and see the green light flash to confirm your return.

Opt into text messages and you'll receive a text every time your MetroBike is properly docked!

CAN'T FIND A STATION DOCK?

- If you have trouble with a dock accepting the bike, try a different available dock.
- Station full? Go to the kiosk, click start, then click more options, then click full station. This will add ride time giving you just enough time to find another station with available docks.

WHERE CAN I FIND A STATION TO CHECK OUT AND RETURN A METROBIKE?

[Here \[austin.bcycle.com\]](http://austin.bcycle.com) is a map of the stations. The map also shows the number of bikes available at each station for check out.

HOW MANY TIMES A DAY CAN I USE A METROBIKE?

There is no limit on the number of times a day you can check out a MetroBike. However, there is a limit on the amount of TIME you can use a MetroBike – that is 60 minutes. If the user exceeds the 60 minute limit, a fee of \$4.00 plus tax begins after 60 minutes. The \$4 extra fee allows the rider to use a MetroBike for 30 minutes. After 30 minutes, if the MetroBike is not docked, the user will be charged another \$4 for an additional 30 minutes. The excess usage fee is paid by the employee, not Travis County. The bike must be returned to a MetroBike station to restart trip time. To avoid the extra fee, you can return the bike to a station before the 60 minutes is used up and check out a MetroBike again.

HAVE A QUESTION?

Contact commuteconnections@traviscountytexas.gov.

