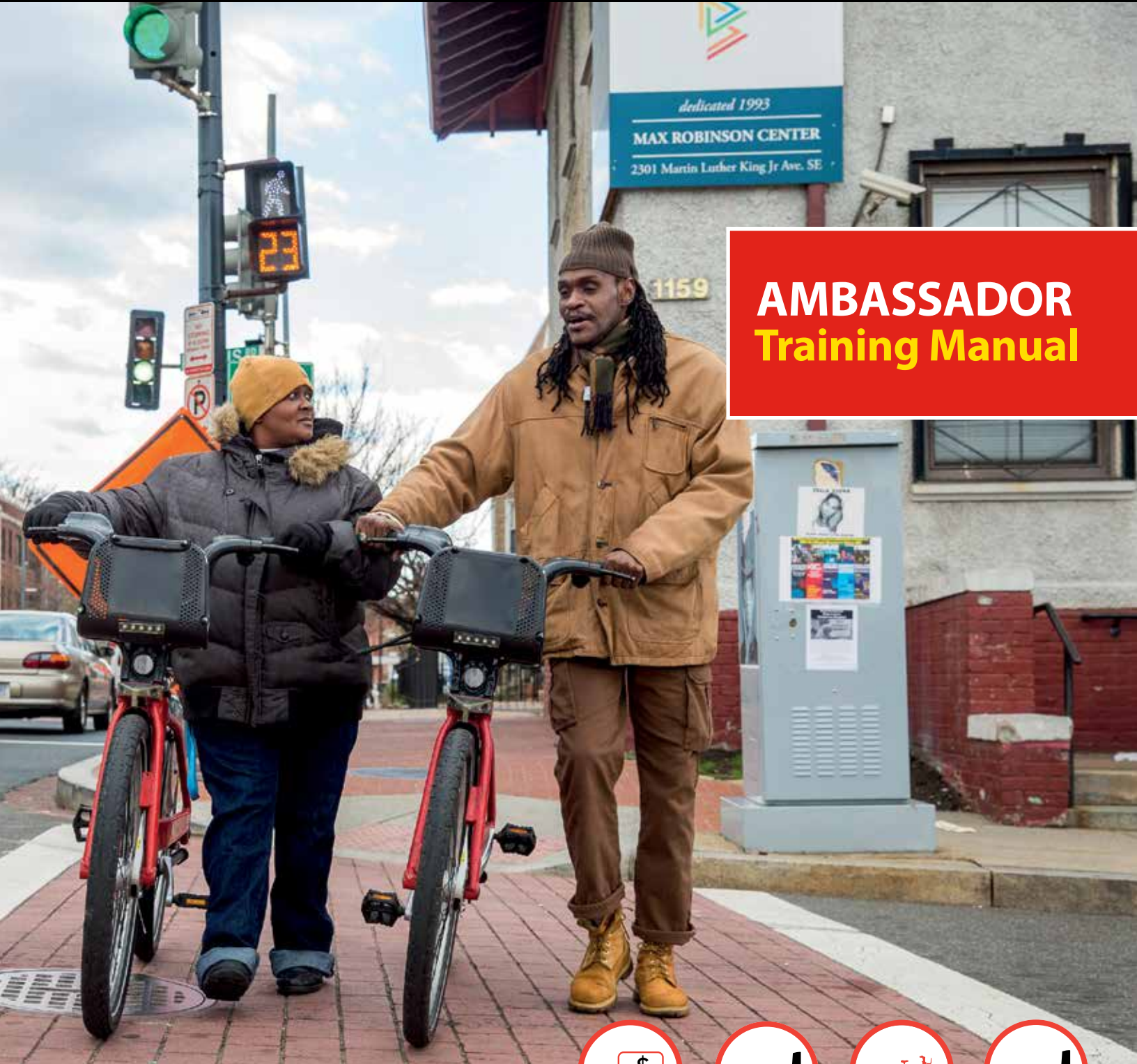




capital bikeshare™

Offer Low-Cost Memberships To The Communities You Serve



**AMBASSADOR
Training Manual**

CapitalBikeshare.com



join.



take.



ride.



return.



What is Capital Bikeshare?

Capital Bikeshare is a point A to point B public transportation network, similar to buses or trains, which uses bicycles to serve the District of Columbia, Arlington, Alexandria and Montgomery County. There are more than **375 stations** and **over 3,000 bikes**, conveniently located near many transit, employment, residential and recreational destinations.

Capital Bikeshare is publicly owned by the District of Columbia, Arlington County, the City of Alexandria and Montgomery County. The system is maintained and operated by Motivate International.

How it works?

Getting Access

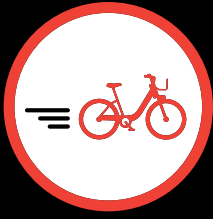
To use the system, individuals purchase an access pass/membership for 24 hours, 3 days, 30 days or one year.

Short term or “casual” memberships (24-hours, 3-days) are purchased at any station kiosk using a credit card, and are given a code at the kiosk to use to release bikes.

Longer term memberships (30-days, 1-year) are purchased online at www.capitalbikeshare.com, and the member is mailed an electronic key fob to access bikes.



take.



ride.



return.

To use the system, riders take a bike at a station near their origin, ride to another station near their destination and return the bike to an open dock.

Riders can take an unlimited number of trips. Trips under 30 minutes are free. (Trips under 60 minutes are free for members who join through the Community Partners Program.)

To learn more about the Capital Bikeshare system, visit the Capital Bikeshare 101 page and review the videos in order.

www.capitalbikeshare.com/cabi-101



Meet the Bikes



Bike Features:

- A comfortable seat with adjustable height
- Three speeds for getting around easily
- Hand brakes
- Integrated head and tail lights that blink when the bike is in motion
- A basket to carry personal items
- Fenders to keep riders dry in damp conditions
- A bell to alert others nearby
- A kickstand to keep the bike upright

Introduce yourself and your clients to the Capital Bikeshare bike on our Capital Bikeshare 101 page, where you can see videos showing you how to:

- Adjust the seat height
- Unlock a bike from a station
- Return a bike to a station
- Report a broken bike

Meet the Station

At the station kiosk, you can:

- Purchase a 24-hour or 3 day membership using a credit card
- Get bike or dock availability information from nearby stations
- Add extra ride time to your trip if the station is full

At a dock, you can:

- Check out a bike with your member key fob or access code from terminal
- Return a bike to a station
- Report a bike in need of service to our operations team

At the map panel, you can:

- Review safety information
- Look for nearby bike routes and trails
- Find other stations near your current location





How to Find a Bike or Station

Real-time station location, bike and dock availability can be found on the station map at [CapitalBikeshare.com](https://www.CapitalBikeshare.com).

Smartphone users are encouraged to download the free Spotcycle app to locate stations with available bikes and docks. Available on iOS and Android.

Planning a Trip

We recommend that users check the station status of their origin and destination stations before beginning their trip. New member kits include a DC Bicycle Map to assist your clients in planning their bicycle routes. The map features Capital Bikeshare stations as well as bike lanes, trails and other information to help them get around by bike.

The Capital Bikeshare Community Partners Program

The Capital Bikeshare Community Partners Program provides area residents receiving need-based assistance with access to Capital Bikeshare at an affordable price through partnerships with area social service providers, nonprofits and local government agencies. Clients of partner organizations receive an annual Capital Bikeshare membership with the following terms:



- **\$5 Annual Membership fee**
- **60 minute ride time per trip (regularly 30 minutes)**
- **Free Capital Bikeshare helmet**
- **Guided instructions on how to use the system**

The Capital Bikeshare Community Partners Program was developed through an extensive community engagement process, the support of our pilot program at Back on My Feet DC and made possible by a grant from the Better Bikeshare Partnership.



Registering the Organization's Account and Getting an Ambassador Membership

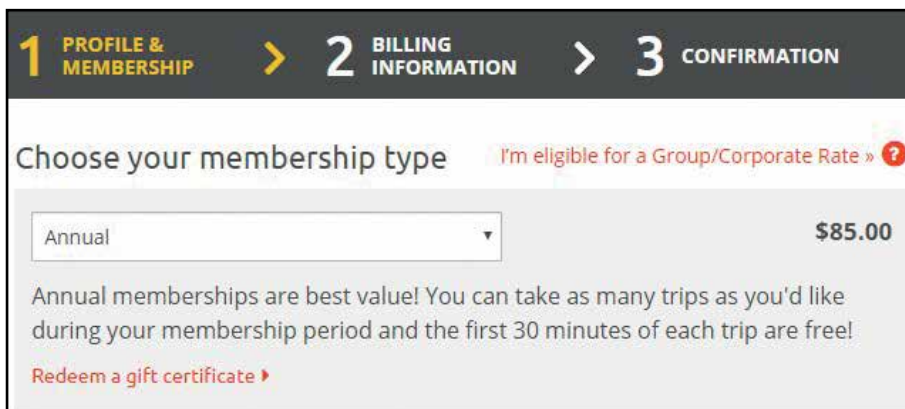
To register your clients for a subsidized Capital Bikeshare membership, first create your organization's account. The person creating the organization's account should be one of the two points of contact listed on the Community Partners Program Portal Agreement. You will also need the gift certificate code provided with the enrollment materials. **The organization's account is NOT a Community Partners account. Rides are limited to 30 minutes and usage fees will be charged to the credit card on file.**

How to Get Started

1. Visit the Capital Bikeshare website at www.CapitalBikeshare.com. Click on the **“Join”** button at the top right corner of the home page.

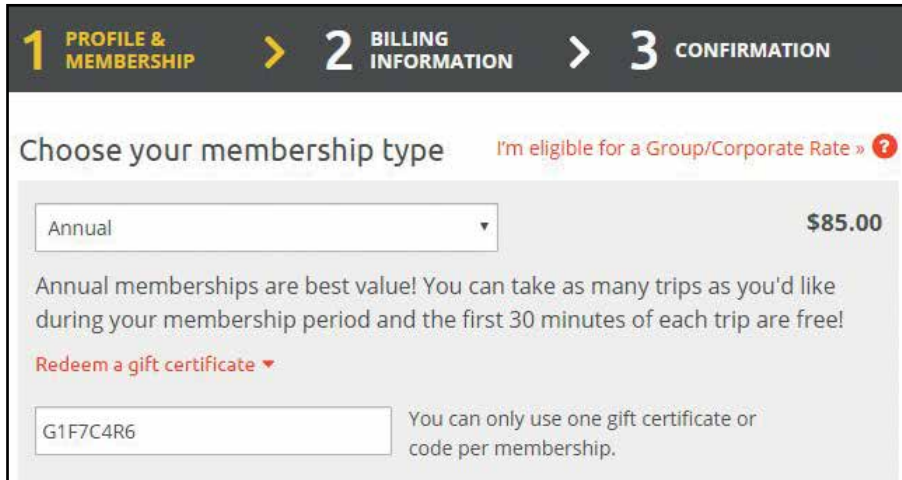


2. Choose the membership type **“Annual”** and select **“Redeem a gift certificate.”**



How to Get Started (continued)

- Using the Gift Certificate provided, enter the alphanumeric code into the field.



1 PROFILE & MEMBERSHIP > 2 BILLING INFORMATION > 3 CONFIRMATION

Choose your membership type [I'm eligible for a Group/Corporate Rate » ?](#)

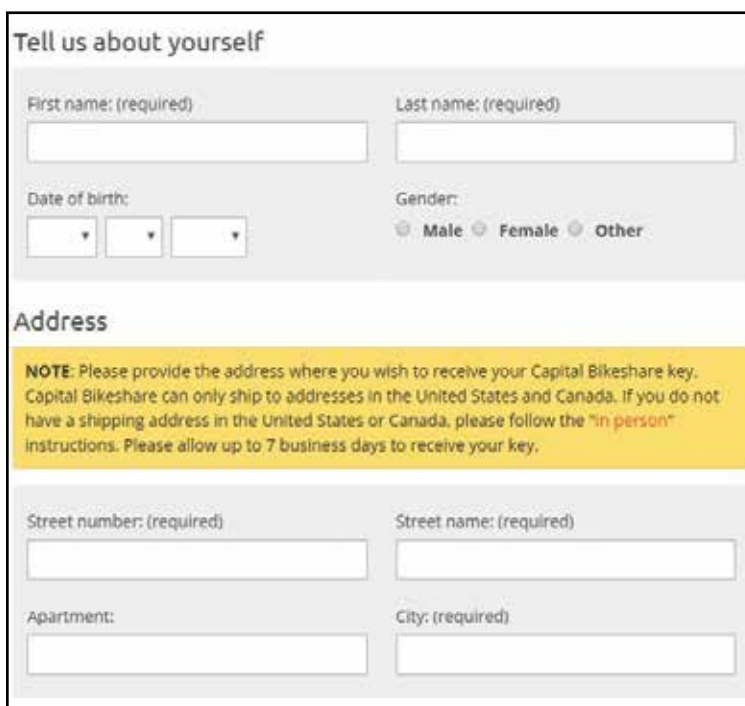
Annual \$85.00

Annual memberships are best value! You can take as many trips as you'd like during your membership period and the first 30 minutes of each trip are free!

[Redeem a gift certificate ▾](#)

You can only use one gift certificate or code per membership.

- Enter in the information of the primary contact on your organization's account enrollment forms. **This should be the person who will be signing up clients for their memberships, or otherwise spending the most time managing the Community Partners Program at your organization.**
 - This must be a real person. Capital Bikeshare memberships cannot be registered to any entity other than the individual who will be riding the bikes using that membership.



Tell us about yourself

First name: (required)

Last name: (required)

Date of birth:

Gender: Male Female Other

Address

NOTE: Please provide the address where you wish to receive your Capital Bikeshare key. Capital Bikeshare can only ship to addresses in the United States and Canada. If you do not have a shipping address in the United States or Canada, please follow the "in person" instructions. Please allow up to 7 business days to receive your key.

Street number: (required)

Street name: (required)

Apartment:

City: (required)

How to Get Started (continued)

5. Acknowledge the user agreement and safety information and click next.

User Agreement

Capital Bikeshare Member Agreement, Liability Waiver, and Release

Capital Bikeshare is a self-serve bicycle rental system ("Service"), made available by Arlington County, Virginia, the District of Columbia, Montgomery County, Maryland, and the City of Alexandria ("Clients") and managed by Motivate ("Motivate", "Our", or "We"). In consideration of your use of any Service, Motivate requires that you ("Member", "You", or "Your") agree to all terms and conditions in this User Agreement, Liability Waiver, and Release ("Agreement"), which are intended to promote the safe use of Capital Bikeshare bicycles, and which apply to all Registered Members and to all [Open in a separate window >](#)

I have read and agree to the conditions set forth in the membership agreement.

OR

I certify that I am the Parent and/or Legal Guardian of the Member, who is at least 16 years old, and I am 18 years old or over. I have read, and I agree to, the conditions set forth in the User Agreement on behalf of the Member.

Safety

I have read the contents of the [Safety](#) page on this Website, and agree to abide by the safety guidelines described on the Safety page, and in the User Agreement.

6. Verify the price of the membership (\$0) and add the organization's billing information and card information to the account.

- a. The card on file will be used to secure the account, but will not be charged at the time of use. Please see the section on invoices and payment below for additional information.

Summary	
Name & Description	Fee
Peet Peeters (account holder) Modify	
Annual (Renewed on expiry)	\$85.00
- Gift certificate BFYRZFDB	-\$85.00
Bike key: Will be sent to shipping address	\$0.00
Total (tax included):	\$0.00


Credit/Debit card information [don't have one?](#)

Card number: (required) Card holder: (required)

MasterCard, American Express, Visa

Expiration date:

Security code (CVV): (required)

The security code is the 3 or 4 digits located on the back of your credit card.

Billing address

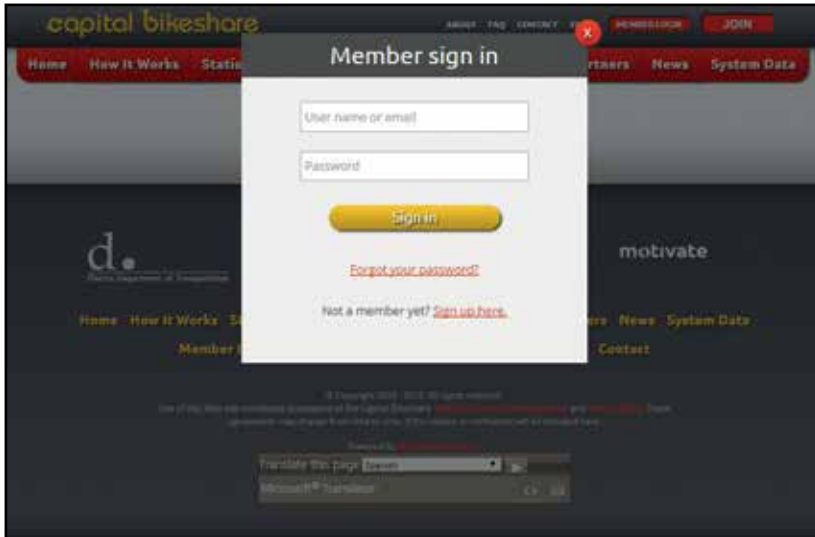
Same as mailing address

7. Click **"Purchase."**

Registering a Client

Use the following steps on the Capital Bikeshare website:

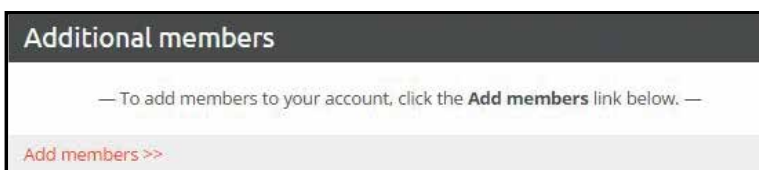
1. Visit <https://secure.capitalbikeshare.com/profile/login>.



2. Log into your organization's membership account.

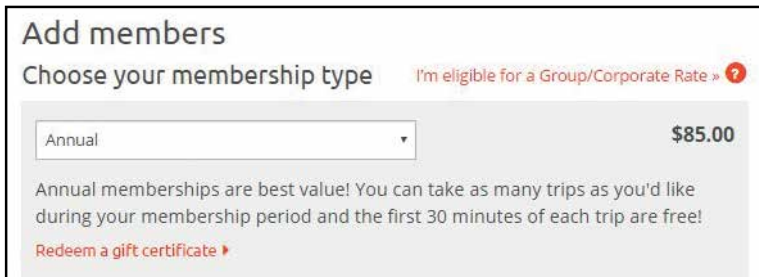


3. Scroll down to **“Additional members”** section of the page and select **“Add Members.”**



Registering a Client (continued)

4. At the top right side of the **"Add members"** menu, select **"I'm eligible for a Group/Corporate Rate >>."**



Add members

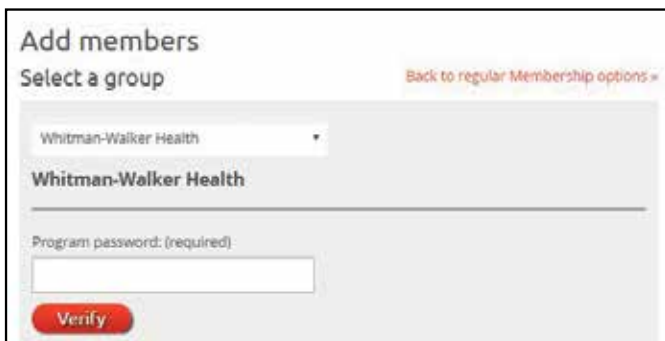
Choose your membership type [I'm eligible for a Group/Corporate Rate >>](#)

Annual \$85.00

Annual memberships are best value! You can take as many trips as you'd like during your membership period and the first 30 minutes of each trip are free!

[Redeem a gift certificate >](#)

5. Select your organization's account and enter the password for the account (you created this password in the account set up, using the Enrollment form).



Add members

Select a group [Back to regular Membership options >](#)

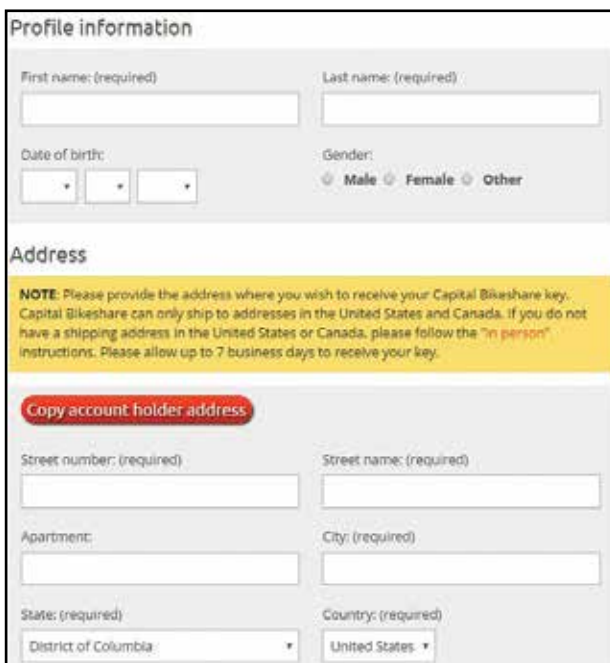
Whitman-Walker Health

Whitman-Walker Health

Program password: (required)

[Verify](#)

6. Fill out the profile information and address for new member.



Profile information

First name: (required) Last name: (required)

Date of birth: Gender: Male Female Other

Address

NOTE: Please provide the address where you wish to receive your Capital Bikeshare key. Capital Bikeshare can only ship to addresses in the United States and Canada. If you do not have a shipping address in the United States or Canada, please follow the "in person" instructions. Please allow up to 7 business days to receive your key.

[Copy account holder address](#)

Street number: (required) Street name: (required)

Apartment: City: (required)

State: (required) Country: (required)

District of Columbia United States

Registering a Client (continued)

7. If you would like to grant web access to the member to manage their own profile on the Capital Bikeshare website, provide their email address here. This access provides the member with trip statistics – no payment information is shared.

The screenshot shows a form titled "Web site access for this member". At the top, a yellow box contains a note: "NOTE: You can allow co-members to have access to the Web site. This allows them to manage their own profiles and view their ride statistics." Below the note, there is a checked radio button labeled "Allow this member to have Web site access." Underneath, there are two input fields: "Email: (required)" and "Confirm email: (required)". Below these fields is a section titled "Demographic questions" with two dropdown menus: "Do you consider yourself: (required)" and "Approximately what was your income last year? (required)".

8. Certify that you and your client have covered the membership responsibilities outlined in the Community Partners Formal Guidelines Document (which modifies the User Agreement shown here).

The screenshot shows a form titled "User Agreement". The main heading is "Capital Bikeshare Member Agreement, Liability Waiver, and Release". Below this, there is a paragraph of text explaining the service and the agreement. A red link "Open in a separate window" is visible. Below the text, there are two radio button options: "I have read and agree to the conditions set forth in the membership agreement." and "I certify that I am the Parent and/or Legal Guardian of the Member, who is at least 16 years old, and I am 18 years old or over, I have read, and I agree to, the conditions set forth in the User Agreement on behalf of the Member." Below these options is a section titled "Safety" with a radio button option: "I have read the contents of the Safety page on this Website, and agree to abide by the safety guidelines described on the Safety page, and in the User Agreement." At the bottom of the form, there are three buttons: "Cancel", "Add another member", and "Next".

Registering a Client (continued)

- Acknowledge the contents of the safety page and agree to abide by the guidelines described and click **"Next."**

- Verify the price of the membership (**\$5**), the billing information and card number on the account.

Name & Description	Fee
CPP Member Modify Delete	
Capital Bikeshare Community Partners Program Client Membership	\$5.00
Bike key: Will be sent to shipping address	\$0.00
Total (tax included):	\$5.00

[Add another member >>](#)

Billing information

Use account credit card

- Enter the CVV from the card to verify the account.

To finalize the purchase, enter the 3-digit security code (CVV) found on the back of your credit card (4 digits on the front of AMEX cards):

Security code (CVV): (required)

000 AMEX 0000

Cancel Purchase

- Click **"Purchase."**

You should now receive an email confirming that you have completed the addition of a membership to your organization's account. The member receiving the membership will receive 2 emails confirming their new membership and requesting that they log in to create a password for their account (if applicable).

The points of contact listed on the enrollment forms for your organization will each receive an email every time the program account is used to register a new membership. If the program account is being used improperly, or an individual has registered for a membership without permission, then the point(s) of contact will have 3 business days to respond to the email and cancel the membership without incurring a registration fee. See the **Portal Agreement, Section 3a** for complete details.

Activating a Key

1. Select a key from your inventory.
2. Call customer service at 1-800-430-BIKE (2453).
3. Tell the customer service rep you are a Community Partners Program organization and you need to activate a fob for one of your new members.
4. Provide the name of your organization.
5. Provide the name of the new member to the agent.
6. Verify the last 4 digits of the card on file.
7. Provide the key fob number.

After this process, the membership is active and the key may be used to check out a bike, beginning the 365 day membership.

Invoices and Payment

Each time you add a new client to your organization's membership account, a \$5 registration fee is added to your organization's next monthly invoice. To keep Community Partners' memberships accessible to as many of your clients as possible, we ask that your organization collect payment (in a payment method that is most acceptable to your organization and your clients) to remit to the operator. More information on this is available in the **Formal Guidelines Document, section 3b**. Invoices are sent to your organization's designated point of contact on or about the 15th of each month. They may be paid in one of two ways.

By credit card:

Visit the following web address:

https://www.capitalbikeshare.com/corporate_portal/pay_invoice.

Enter the invoice number and amount listed on the invoice.

By check:

Send a check to the following address:

Motivate International, Inc.

Attn: Accounts Receivable

5202 3rd Ave

Brooklyn, NY 11220

Additional information about monthly invoices is available in the Portal Agreement, Section 4.

Lost or Stolen Bicycles

In the event that a Capital Bikeshare bicycle in the care of your client is lost or stolen, please follow these procedures:

1. Request that your client **immediately** alert your organization's points of contact and notify them that a bike has been lost or reported stolen.
 2. Have the client or a representative of your organization request to file a police report detailing the circumstances of the missing bicycle.
 3. Send a copy of all police reports via email to the following parties: Motivate, DDOT and the client under whose membership the bike was reported missing or stolen.
- Ensure that the police report contains the date, time, location and circumstances surrounding the lost bike.
- a. Motivate: support@capitalbikeshare.com
 - b. DDOT: ddot.bikeshare@dc.gov
4. Meet with the client to determine the sequence of events that lead to the bike being missing or stolen. Advise the client on how to change his or her habits and avoid situations like this in the future.

More information is available about procedures for lost and stolen bicycles in the Formal Guidelines Document, section 4.

FAQ

Is our organization responsible for usage fees that our clients accrue?

No. There are usage fees associated with the account, but rather than charging the organization, we simply alert you about the membership associated with the usage fees. We require that you commit to educating your client members on the system's rules and discuss the terms of use with your clients. Fortunately, over 99.75% of our key-holding member trips (13 million and counting) are under 60 minutes in length, so this should not be a significant issue.

However, if a user is repeatedly identified as an abuser of the time limit, the Jurisdiction managing the Community Partnership program for that organization may, at its discretion, cancel the membership for that individual after notifying the organization's points of contact.

Can our clients renew their memberships for the \$5 price?

Yes. If you continue to serve a client beyond the initial annual membership, you may renew them for a subsequent year at the \$5 price.

A client has stopped receiving services from us. How do I cancel his or her membership?

You may cancel a membership at any time for one of your clients. Simply call the Customer Service call center at 1-800-430-BIKE (2453) and identify yourself and your organization as a Community Partners Program organization and let the representative know that you need to cancel a membership. Provide the key fob number and member name. See the **Portal Agreement, Section 3b** for more information.

Many of our clients do not know how to ride a bike. Can we help them learn so they can take advantage of this program?

Contact us! We'll be happy to set up a Learn to Ride class in your area with our friends at WABA. Their instructors are certified and the method they use is proven to work. To learn more about these classes, please see: <http://www.waba.org/adult-education/#l2r>. Please plan on scheduling some of your staff to be at the class as well, to help facilitate the instruction.

I have run out of new member kits. Where do I get more?

Email the Capital Bikeshare team at goDCgo! Either **Anna Ray** (anna.ray@godcgo.com) or **Nate Graham** (ngraham@godcgo.com) will take care of your request for more new member kits. We're always glad to bring some by.

I would like to recommend this program to another organization. Do you have something I can share with them?

Yes, please share a copy of the Community Partners Program flyer included in this packet or have them contact us.

Nate Graham | Regional Marketing Manager | Capital Bikeshare | goDCgo | ngraham@godcgo.com

Anna Ray | Community Outreach Coordinator | Capital Bikeshare | goDCgo | anna.ray@godcgo.com