

Boston Bikes Pass

FREQUENTLY ASKED QUESTIONS

What is the Boston Bikes Pass?

The Boston Bikes Pass is an annual Bluebikes membership that is offered at a reduced rate only to [residents who live in the City of Boston](#). The reduced-rate membership is provided by the City of Boston as part of a pilot program to explore options for making travel by bike more affordable. City of Boston residents who have not had an annual Bluebikes membership in the last three years are eligible for the **\$60/year membership (regular rate is \$129/year)**. City of Boston residents who qualify for MassHealth, SNAP, or have an income qualifying them for these or similar programs can get an even further reduced rate at **\$5/year (regular Income-Eligible rate is \$50/year)**. Any Boston resident 16-years or older who meets income guidelines is eligible for the \$5 annual pass, whether or not they have had a Bluebikes annual membership in the past.

Residents can apply for a Boston Bikes Pass by visiting boston.gov/discounted-bluebikes and filling out the appropriate form. Those applying for the Income-Eligible Boston Bikes Pass will need to upload documents to verify enrollment in a public benefit program like SNAP or MassHealth, or to demonstrate a qualifying income. Once verified, residents will be sent instructions to sign up.

The best way to check out a bike is using the Bluebikes mobile app. Your credit/debit card also functions as a key - just swipe your card on file at the station's kiosk.

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Bluebikes Annual Membership Options				
	<i>Boston residents only</i> Boston Bikes Pass	<i>Boston residents only</i> Income-Eligible Boston Bikes Pass	<i>Non-Boston residents</i> Annual Membership	<i>Non-Boston residents</i> Income-Eligible Annual Membership
Price	\$60/Year	\$5/Year	\$129/Year	\$50/Year
Membership restrictions	Must not have had a Bluebikes annual pass in the last 3 years	Household income qualifies for any of these programs: MassHealth, SNAP/EBT, Pell Grants, Public Housing, Section 8, TAFDC, WIC, LIHEAP		Household income qualifies for any of these programs: MassHealth, SNAP/EBT, Pell Grants, Public Housing, Section 8, TAFDC, WIC, LIHEAP
Ride time limits	45 minutes	60 minutes	45 minutes	60 minutes
Overtime Fees	\$2.50/30 minutes	\$2.00/30 minutes	\$2.50/30 minutes	\$2.00/30 minutes

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How do I get a bike?

Once your account is active, you can start riding right away! You can get a code to unlock the bike by using the **mobile app** or by inserting your **credit/debit card** on file into the kiosk. You'll receive a numeric code to enter on the dock by the bike.

How long can I check out a bike for?

Once you unlock a bike, you have to return it to another station within a certain period of time to avoid overtime fees. Riders with the **\$60/year** Boston Bikes Pass have 45 minutes, and riders with the **\$5/year** Income-Eligible Boston Bikes Pass have 60 minutes to return the bike. You can keep a bike out for longer, but extra time fees apply.

What extra fees should I know about?

You must return your bike within the trip time limits associated with your membership type. If you have the \$60/year Boston Bikes Pass membership, you will be charged **\$2.50 per additional 30 minutes**. If you have the \$5/year Income-Eligible Boston Bikes Pass membership, you will be charged **\$2.00 per additional 30 minutes**.

You are responsible for the bike once you take it from a station. Do not leave your bike unattended. If your bike is not properly locked into a station, it could be stolen. **If you fail to correctly return your bike, you will be charged a minimum fee of \$250, and up to \$1200.**

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How do I know if I have successfully returned my bike?

You must return your bike to a Bluebikes station when you are done using it. When your bike is properly locked into the dock, you will hear a beep and see a green light. **Do not leave the bike if you do not see the green light.** [Review this guide to correctly returning a bike.](#)

If you use the mobile app, you can sign up for a notification confirming your ride has ended.

What do I do if something feels wrong with my bike?

If you sense a safety issue with your bike, stop riding the bike, return it to the nearest station and press the button on the dock with a wrench symbol on it. This will turn the light on the dock red so no one else can use the bike before our technicians can fix it.

Bluebikes bicycles are checked in the field 1-2 times a month to ensure they are safe and are operating in top condition.

Is my spouse/partner/child/parent/etc eligible for this program?

When you sign-up for your membership, you have the option to add more riders to your account. However, if you have a Student, Group, Income-Eligible, or Boston Bikes Pass discounted membership, any additional riders you add will be added at a full-price. Anyone interested in a discounted pass will need to apply and sign-up for a membership under their own account.

For additional information and responses to common questions, please visit help.bluebikes.com.

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How can I learn more about plans to add more Bluebikes stations?

In September 2022, [Mayor Wu announced a 100-station expansion](#) of the bike share system in Boston.

These new stations will fill gaps in high-demand areas, making our system more reliable for riders. We'll also add stations in neighborhoods to improve access to the system overall. Today, more than 90% of Bostonians live within a 10-minute walk of a bike share station. We aim for a 3- to 5-minute walk in our denser residential neighborhoods. We also want to be sure all major transit stations and stops are served by bike share stations.

To stay engaged with our expansion plans, you can sign-up for our email list at www.boston.gov/bluebikes#expansion.

Who owns, manages, and operates Bluebikes?

Bluebikes is a public bike share system that is municipally owned, and managed by Boston, Brookline, Cambridge, Everett, and Somerville. As co-owners of the system, the municipalities invest in bikes and station equipment and execute station expansion plans in collaboration with residents. Blue Cross Blue Shield is our title sponsor. We have contracted with Lyft to operate the system.