



EVERYBODY RIDES FREQUENTLY ASKED QUESTIONS

How much does the Everybody Rides (EBR) pass cost?

\$5 for an Everybody Rides monthly pass. A full price annual pass is \$125.

When are the bikes available to ride?

24/7, 365 days a year

Do I need a credit card to purchase an EBR pass?

Pacers Bikeshare requires that all accounts be associated with an electronic form of payment.

Please contact the Everybody Rides Coordinator (fstone@indyculturaltrail.org) if you do not have a credit/debit card.

How do I get a promo code?

Please email the Everybody Rides Coordinator at fstone@indyculturaltrail.org or you can stop by our office, 132 W. Walnut St, Indpls, IN 46204

How do I know if I qualify for an Everybody Rides pass?

Our Everybody Rides low-income pass is \$5/month. If you qualify for any government subsidy program or feel like you need the extra discount, we want to work with you.

Our official program partners include: SNAP, HIP, Indianapolis Housing Agency, Partners in Housing, HVAF, Volunteers of America, Back on My Feet, YMCA's Membership for All, IPL Energy Assistance Program and Citizens Energy Group Energy Assistance Program.

How long do I have to ride after I check out a bike?

60 minutes.

Everybody Rides annual pass holders, have unlimited 30-minute trips after each checkout. You can ride the bike as many times as you want as long as they don't last longer than 60 minutes. For any trips lasting longer than 60 minutes, they will be charged 15 cents per minute.

Where can I go?

The Pacers Bikeshare system of stations stretch from Broad Ripple to Garfield Park and connect riders to both the White River and Monon Trails. Giving riders access to places like: the Julia Carson Transit Center, Central Library, Eskenazi hospital, grocery stores, and 3 YMCAs in downtown Indianapolis.

What is a Pacers Bikeshare Access Card and how does it work?

The Access Card keeps you from having to visit the kiosk each time. You can tap it directly at the dock to access a bike. Need help? We're happy to walk you through how it works.

Already have a pass?

How can I see all of the stations in the system?

A map of the full bikeshare system is displayed at every station. You can also use the Pacers Bikeshare mobile app “B-Cycle” or PacersBikeshare.com.

What if I have a flat tire or mechanical issues?

Please return a bike to the nearest Pacers Bikeshare station and call Customer Service if possible, (317) 653-1947.

If it is not possible to get the bike to a station, you must properly secure the bike with the built-in lock and contact Customer Service at (317) 653-1947.

How do I renew my EBR annual pass?

Riders can renew by contacting the program coordinator to obtain a new code.

Where can I learn more about bike share commuting?

EBR offers free group rides that cover route mapping to help riders navigate to their destinations. We send out monthly emails with upcoming events including group rides and bike education opportunities.

What should I do if the dock does not beep/flash when I dock a bike?

Contact Customer Service at (317) 653-1947.

What if the bike is stolen? Will I be financially responsible for the loss of the bike?

Contact Customer Service at (317) 653-1947. Under the Terms and Conditions agreed to upon registering for membership, members may be liable up to a specified limit if a bicycle is stolen or lost while under their care. Refer to the Terms and Conditions for Pacers Bikeshare.

Will I be notified when it is time to renew my annual pass?

Yes, you will receive a reminder email prior to the pass expiring.

Can I use my Pacers Bikeshare Access Card in other B-cycle cities?

Yes, Pacers Bikeshare is a part of B-connected which allows you to use your Access Card at any and all participating B-cycle systems across the world! Check out the B-cycle website for a complete list of participating cities.

Who Operates the Pacers Bikeshare?

Indianapolis Cultural Trail, Inc. (ICT, Inc.), a not-for-profit organization, which operates the Indiana Pacers Bikeshare. ICT, Inc. also manages and maintains the Indianapolis Cultural Trail: A Legacy of Gene and Marilyn Glick.