



# NYC BIKE SHARE



NYCBS December 2014 Monthly Report

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## 1. Executive Summary

After a strong summer riding season, as we entered winter ridership has declined. In December Citi Bike riders took 437,456 trips and traveled 615,387 miles. There were an average of 14,111 rides per day. On average, each bicycle in the system had approximately 3.5 rides per day.

702 annual members and 6,808 casual members signed up or renewed during the month. Total annual membership stands at 88,405.

There were 325 active stations at the end of the month. Our average number of active bikes was 4,077. Fleet size at the end of the month was 3,716.<sup>1</sup> We have continued to bring bikes in to our repair shop for annual maintenance and will have fewer bikes available on-street through the end of March.

There were no snow or weather events that impacted the system during the month.

NYCBS rebalanced 36,804 bicycles in December, averaging 1,187 bicycles moved per day.

In December, there were 968 reported bicycle maintenance issues that were addressed through in-shop maintenance. There were 50 reported cases of vandalism (including graffiti) to the stations and bicycles. There were 23,873 empty and full instances during operational hours. Per NYCBS' service level agreements, peak availability was 95% for the month and off-peak availability was 97%.

In December, there were 10,799 total customer service calls and 1,101 emails. We had approximately 2.5 customer service calls per 100 rides.

The gross revenue for December 2014 was \$159,140.

## 2. Membership

Citi Bike had 702 annual members sign up or renew during December 2014. There were 6,218 one day memberships in December and 590 seven day memberships.

## 3. Ridership

There were 437,456 trips in December 2014. Annual members accounted for the vast majority of the trips, recording 419,466 trips vs. 17,990 trips for casual members. Citi Bike riders traveled a total of 615,387 miles with an average miles traveled per trip of 1.4. Ridership was generally higher on weekdays, but casual ridership was highest on weekends. December 4 was the highest day for ridership with 22,910 rides.

The most popular origins and destinations continue to be stations near large transit hubs, including the stations near Penn Station and the Port Authority, Pershing Square, and the area around Union Square. As has been the pattern, the least frequented destination stations are in Brooklyn.<sup>2</sup>

<sup>1</sup> Day by day fleet size counts can be found in the December 2014 Domo page. In accordance with the revised contract between NYCBS and the City of New York, NYCBS began to remove bikes from the street in November for winter maintenance.

<sup>2</sup> Station by station ridership information can be found on the "Trips by Origin" and "Trips by Destination" cards in Domo

#### **4. Environmental Impact**

Citi Bike riders traveled 615,387 miles in the month of December. Citi Bike riders burned a total of 24,615,480 calories for the month. Using our calculation, we find that Citi Bike offset 320,001 pounds of carbon in December<sup>3</sup>.

#### **5. Rebalancing Operations**

NYCBS staff rebalanced a total of 36,804 bicycles during the month of December. In addition to our truck rebalancing, re-balancers using bicycle trailers moved bicycles near Penn Station, Port Authority Bus Terminal and Grand Central Station.

There were 23,873 total empty and full instances. Peak availability was 95% (SLA target level is 98%), without including whether the next closest station was full of empty. Non-peak availability was 97% (SLA target level is 96%).

#### **6. Station Maintenance Operations**

There were 325 active Citi Bike stations at the end of December. Technicians made a total of 670 station visits to address dock and station field maintenance orders. There were 449 reported station malfunctions and 221 reported dock malfunctions. Reboots, battery swaps, and docking point repairs were the most common FMO types. Station uptime for the month was 99%.

#### **7. Bicycle Maintenance Operations**

The bike shops at the Farley Building and Sunset Park completed 968 bicycle repairs in December. 4,163 total unique bikes were checked or repaired during the month.

#### **8. Incident Reporting**

In December, there were 50 reported instances of vandalism to bikes and stations, including stickers, graffiti, and damage to stations or bicycles, which were addressed either by NYCBS field staff or a third party cleaning vendor. There were no crashes reported to Customer Service by Citi Bike riders.

#### **9. Customer Service Reporting**

In December, there were 10,799 total customer service calls in December. The NYCBS call center processed 9,457 calls with an abandonment rate of 2%. The overflow call center, which also takes overnight calls, processed 1,342 calls. Call volume for December was approximately 2.5 calls per 100 rides. At NYCBS, the average time to handle a call was three minutes and twenty-six seconds with an average hold time of eleven seconds. NYCBS also received 1,101 emails.

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<sup>3</sup> See the "Environmental Impact" tab of the December 2014 Citi Bike Monthly Report spreadsheet for detailed calculations

**10. Financial Summary<sup>4</sup>**

<b>Revenue Categories</b>	<b>Total</b>
Membership: Annual	89,408
Membership: Daily	57,103
Membership: Weekly	6,200
Overages: Annual	4,320
Overages: Casual	37,237
Other revenue	3,994
Refunds and Discounts	(39,121)
<b>Total</b>	<b>\$159,140</b>

**11. Service Levels**

<b>Ref</b>	<b>Name</b>	<b>Service Level Agreement</b>	<b>Performance Level</b>	<b>Actual Performance</b>
1	Station Inspection and Litter Removal	Every station is inspected two times per week. All litter is removed two times per week. All defects are entered into the NYCBS database to be cleaned within 24 hours (station) or 96 hours (bicycle).	≥98%	94% of stations were inspected and had litter removed twice a week.
2	Station and Bicycle Cleaning	In addition to Reference 1, every station, as well as bicycles present, is cleaned and wiped down once every 14 days.	100%	Performance was 100% for December.
3	Bicycle Maintenance	In addition to Reference 1, every bicycle receives a full mechanical check at least once every calendar month. Maintenance for any individual bicycle must be conducted at least 10 days apart.	100%	100% of bicycles were given a full mechanical check in the field or depot.
4	Station Cleaning After Discovery or Notification	Stations must be cleaned within 48 hours of discovery or notification (by DOT, 311, NYCBS call center, etc.). Cleaning includes but is not limited to full wipe down and graffiti, scratchiti, and sticker removal.	≥98%	NYCBS cleaned 96% of stations within 48 hours after notification.

<sup>4</sup> These are preliminary revenue figures and not audited

Ref	Name	Service Level Agreement	Performance Level	Actual Performance
5	Bicycle Cleaning After Discovery or Notification	Operator must clean bicycles or remove them from the system within 96 hours of discovery or notification (by DOT, 311, NYCBS call center, etc.). Cleaning includes but is not limited to full wipe down and graffiti, scratchiti, and sticker removal.	≥98%	NYCBS cleaned or removed from service 11% of bicycles within 96 hours after notification. NYCBS' ability to clean bicycles in the required timeframe is limited by the lack of remote bicycle lockdown functionality.
6	Emergency Station Repair or Removal	In the event of an emergency, a station must be repaired or removed as soon as possible, but no later than 12 hours after notification by DOT.	100%	There were no emergency station repairs or removals in December.
7	Station Deactivation or Removal	To accommodate public works and other events, a station must be removed the later of (i) 48 hours after notification by DOT and (ii) 24 hours before the event start. To accommodate public works and other events, a station must be deactivated the later of (i) 12 hours after notification by DOT and (ii) 12 hours before the event start.	100%	100% of stations were deactivated or removed within the required timeframe
8	Station Reactivation or Replacement	Every station must be replaced within 24 hours or reactivated within 12 hours after the end of the event or emergency, as determined by DOT.	100%	100% of stations were reactivated or replaced within the required timeframe
9	Snow Removal (Shut Down)	If the program is shut down due to snow event: Equipment must be operational and reasonably free of snow within 5 hours of the program's reopening.	≥97%	There were no snow events that resulted in system shut down during the reporting period
10	Snow Removal (No Shut Down)	If the program did not shut down due to snow event: Equipment must be operational and reasonably free of snow within 12 hours of end of snow event.	≥99%	There were no snow events during the period.

Ref	Name	Service Level Agreement	Performance Level	Actual Performance
11	Station Uptime	Stations must be fully functional including all communications and transaction systems, excluding major upgrades to the Central Computer System providing that NYCBS has given reasonable advance notice to DOT and the customers of the program.	≥98%	Stations were operational for all transaction types 99% of the time for the month.
12	Website Availability	Website must be fully functional. This includes but is not limited to the ability to: process transactions, provide real-time data and map; and provide subscriber account information, such as rental histories.	≥98%	There were no reported website outages during the reporting period
13	Central Computer System Outage	The Central Computer System must be fully functional.	≥97%	There were no reported Central Computer System outages during the reporting period
14	Bicycle Fleet	The operator will ensure that all bicycles are in circulation as agreed upon by all parties. The bicycle fleet size shall not go below 90% of the program fleet from December to January, and shall not go below 70% between January and December.	70%  (but 50% per new agreement)	Average fleet size for the month was 4,077 (68%). Breakdown of daily fleet size can be found in the accompanying spreadsheet.  NYCBS and DOT agreed that in December NYCBS could begin to remove bikes beyond the 70% level in accordance with the parties' new contract.
15	Operational Docks	Docks must be repaired within 48 hours of discovery or notification of a defect. Defect includes but is not limited to the ability to rent and receive bicycles from all user types and full functionality of all communications and transaction systems.	≥99%	NYCBS repaired 73% of dock malfunctions within 48 hours.

Ref	Name	Service Level Agreement	Performance Level	Actual Performance
16	Peak Hours Bicycle Rebalancing	Bicycles shall be redistributed throughout the system as necessary to meet demand. The number of bicycles at any station during peak hours (peak hours being defined herein as 8 am to 8 pm Monday through Friday) shall not be completely full or completely empty. [sic] Liquidated damages shall not be assessed if the next closest station in any direction is not full or empty during the same period of time.	≥98%	Stations were available 95% of the time during peak hours. NYCBS does not have a system for calculating whether the next closest station was full or empty.
17	Non-Peak Bicycle Rebalancing	Bicycles shall be redistributed throughout the system as necessary to meet demand. The number of bicycles at any station during non-peak hours (non-peak hours being defined herein as 8:01 pm to 7:59 am Monday through Friday as well as Saturday and Sunday) completely full or completely empty. [sic]	≥96%	Stations were available 97% of the time during non-peak.
18	Call Center	The call center within New York City limits will answer a minimum of 80% of the calls each year from, at a minimum, 7 am to 7 pm, 365 days a year.	≥80%	The NYCBS Call Center handled 88% of total volume for the month.
19	Delivery of Reports	The operator will provide all reports on the agreed upon schedule.	100%	Delivery of this report is considered 100% completion of this service level agreement for the month (for this monthly report, in consideration of new ownership, NYCBS was granted a submittal extension).