



NYC BIKE SHARE



NYCBS January 2015 Monthly Report

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1. Introduction

As expected, the cold weather and snow has reduced winter riding. In January Citi Bike riders took 313,704 trips and traveled 409,152 miles. There were an average of 10,119 rides per day. On average, each bicycle in the system had approximately 2.9 rides per day.

651 annual members and 2,506 casual members signed up or renewed during the month. Total annual membership stands at 88,010.

There were 327 active stations at the end of the month. Our average number of active bikes was 3,479. Fleet size at the end of the month was 3,318. 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 several snowstorms that impacted the system during the month. On January 9 we were required to salt streets, on January 24 we shoveled pedestrian paths around off-street stations and after the January 26-27 storm we cleared snow at off-street stations and on-street stations. For the January 26-27 storm we removed bikes from the street in order to facilitate snow removal. In all cases we met our agreed-upon service level of clearing pedestrian paths within 12 hours of the end of snowfall.

NYCBS rebalanced 29,807 bicycles in January, averaging 962 bicycles moved per day.

In January, there were 1,292 reported bicycle maintenance issues that were addressed through in-shop maintenance. There were 8 reported cases of vandalism (including graffiti) to the stations and bicycles. There were 19,732 empty and full instances during operational hours. Peak availability was 95% for the month and off-peak availability was 97%.

In January, there were 6,862 total customer service calls and 1,578 emails. We had approximately 2.2 customer service calls per 100 rides.

The gross revenue for January was \$125,883.

2. Membership

Citi Bike had 651 annual members sign up or renew during January. There were 2,325 one day memberships in January and 181 seven day memberships.

3. Ridership

There were 313,704 trips in January. Annual members accounted for the vast majority of the trips, recording 307,481 trips vs. 6,223 trips for casual members. Citi Bike riders traveled a total of 409,152 miles with an average miles traveled per trip of 1.3. Ridership was generally higher on weekdays, but casual ridership was highest on weekends. January 20 was the highest day for ridership with 17,615 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.¹

4. Environmental Impact

Citi Bike riders traveled 409,152 miles in the month of January. Citi Bike riders burned a total of 16,366,080 calories for the month. Using our calculation, we find that Citi Bike offset 212,759 pounds of carbon in January².

5. Rebalancing Operations

NYCBS staff rebalanced a total of 29,807 bicycles during the month of January. 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 19,732 total empty and full instances. Peak availability was 95% without including whether the next closest station was full of empty. Non-peak availability was 97%.

6. Station Maintenance Operations

There were 327 active Citi Bike stations at the end of January. Technicians made a total of 695 station visits to address dock and station field maintenance orders. There were 492 reported station malfunctions and 203 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 1,292 bicycle repairs in January. 3,907 total unique bikes were checked or repaired during the month.

8. Incident Reporting

In January, there were 8 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 January, there were 6,862 total customer service calls in January. The NYCBS call center processed 5,973 calls with an abandonment rate of 2%. The overflow call center, which also takes overnight calls, processed 889 calls. Call volume for January was approximately 2.2 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 eight seconds. NYCBS also received 1,578 emails.

¹ Station by station ridership information can be found on the “Trips by Origin” and “Trips by Destination” cards in Domo

² See the “Environmental Impact” tab of the January Citi Bike Monthly Report spreadsheet for detailed calculations

10. Financial Summary³

Revenue Categories	Total
Membership: Annual	83,597
Membership: Daily	22,278
Membership: Weekly	3,325
Overages: Annual	30,173
Overages: Casual	15,752
Other revenue	4,376
Refunds and Discounts	(33,619)
Total	\$125,883

11. Service Levels

	Name	Agreement	Performance Level
1	Station Cleaning and Inspection	Every Station, as well as all Bicycles present, must be cleaned, wiped down, and inspected at least one time between the first and fifteenth days of the month, and one time between the sixteenth and last days of the month.	Measurement of this performance will begin with the February report. In January NYCBS did achieve its former SLA of cleaning each station twice.
2	Bicycle Maintenance	Every Bicycle in the Bicycle fleet (any Bicycle that appears in a Bicycle Fleet Level recording at least one time during the month) shall receive a Bicycle Maintenance check and cleaning at least once every calendar month.	NYCBS met this goal, checking 100% of the bicycles.
3	Resolution of Station Defects Following Discovery or Notification	Instances of deficient, damaged, or unclean Station components, or adverse conditions caused to the surrounding public property by the presence of the Station must be timely resolved following Discovery or Notification. Station Defects fall into the following severity classes, based on whether they are: (i) Defects Impacting the Area Surrounding Station (must be resolved within 24 hours); (ii) Defects Impacting the Usability of Entire Station (must be resolved within 48 hours); (iii) Defects Impacting the Usability of Specific Dock(s); (iv) Defects Impacting the Appearance of Station (must be resolved within 72 hours).	NYCBS will partially implement in March and expects its system to log and track defect response times to be fully in place by May 31.

³ These are preliminary revenue figures and not audited

	Name	Agreement	Performance Level
4	Resolution of Bicycle Defects Following Discovery or Notification	Instances of deficient, damaged, or unclean Bicycles, or adverse conditions caused to the surrounding public property by the presence of Bicycles must be timely resolved following Discovery or Notification. For the purposes of this SLA, Wrenching of Bicycle by a user will constitute Notification, and removal of Bicycle from service by NYCBS will constitute resolution of defect. Defects related to Bicycles must be resolved within 48 hours if Bicycle is Wrenched, or 96 hours if Bicycle is not Wrenched.	NYCBS expects to complete system modifications and implement this agreement on May 31.
5	Public Safety Emergency: Station Repair, De-Installation, or Adjustment	In the event of a Public Safety Emergency, a Station must be repaired, De-Installed, or Adjusted as soon as possible, but no later than 12 hours after Notification. Stations De-Installed for Public Safety Emergencies must be reinstalled within 72 hours after the end of the Public Safety Emergency, as determined by DOT.	NYCBS met this service level 100% of the time.
6	Station Deactivation, De-Installation, Re-Installation, and Adjustment	As directed by DOT, NYCBS must perform: (i) Station Deactivation(s); (ii) Station De-Installation(s); (iii) Station Re-Installation(s); (iv) Station Adjustment(s). DOT will provide a minimum of 48 hours advance notice prior to any of the above, except in instances where the continued presence/activity of the Station has been determined to pose a threat to public safety. Deactivated Stations must be reactivated within 24 hours of direction from DOT. De-Installed or Adjusted Stations must be reinstalled or Readjusted to their original configurations within 72 hours of direction from DOT.	NYCBS met this service level 100% of the time.
7	Snow Removal	Following snow events, NYCBS must remove snow within 12 hours so as to maintain: (i) Parallel pedestrian clear path adjacent to Stations located on sidewalks and in plazas; and (ii) Perpendicular pedestrian paths through Stations where gaps in Docks provide pedestrian access.	NYCBS met this service level 100% of the time.
8	Program Functionality	The Program is completely unavailable, such that no Program user can dock, undock, and Wrench Bicycles as intended, exclusive of planned Program outages for upgrades and maintenance as agreed upon by NYCBS and DOT and Program outages caused by an Event of Force Majeure.	NYCBS met this service level 100% of the time.

	Name	Agreement	Performance Level
9	Bicycle Availability	This Bicycle Availability requirement is met if the monthly average Bicycle Fleet Level, recorded once each Day of the month between the hours of 11:00 AM and 3:00 PM, meets or exceeds the required Bicycle Fleet Level.	NYCBS had an average fleet size of 3,479, above the agreed-upon level of 3,000
10	Never-Die Stations	The minutes of Station Outage at each Never-Die Station shall not exceed three (3) percent of Station-minutes at that Station between the hours of 6:00AM and 12:00AM per month. This SLA shall be adjusted or suspended during snow events and at times when the City has implemented an emergency suspension of alternate side parking following a snow event.	NYCBS will begin to pilot 4 never-die stations in mid-February 2015 and discuss with DOT plans to expand implementation of this service agreement.
11	Rebalancing	No individual Station Outage shall continue for longer than 4 hours. Damages will not accrue between the hours of 10:00PM and 6:00AM.	NYCBS will discuss the implementation of this service level with DOT.
12	Availability of Data and Reports	(i) Real-time Program data (i.e., JSON feed) will be accurate and available to the public at all times. In addition, the following data sources will be furnished to DOT: (ii) Real-time, read-only access to data as per the Functional Specifications; (iii) Real-time, read-only access to any databases or other record-keeping sources used by NYCBS to manage and operate the Program, including but not limited to all data sources required to determine compliance with the service levels incorporated herein; and (iv) A monthly report as required by Appendix G, "Reporting Requirements."	NYCBS met this service level 100% of the time.