



# NYC BIKE SHARE



NYCBS February 2015 Monthly Report

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## 1. Introduction

This month, record cold temperatures kept ridership at continued low levels. In February Citi Bike riders took 209,795 trips and traveled 276,296 miles. There were an average of 7,493 rides per day. On average, each bicycle in the system had approximately 2.17 rides per day.

402 annual members and 1,003 casual members signed up or renewed during the month. Total annual membership stands at 87,898.

There were 328 active stations at the end of the month. Our average number of active bikes was 3,457. Fleet size at the end of the month was 3,472. We are still conducting annual maintenance on our bike fleet, and therefore will have slightly fewer bikes in the field for the next few weeks.

There were snowstorms that impacted the system on the 3<sup>rd</sup>, 7<sup>th</sup>, 12<sup>th</sup>, 14-15<sup>th</sup> and 22<sup>nd</sup> of the month. In each case met our agreed-upon service level of clearing pedestrian paths within 12 hours of the end of snowfall.

NYCBS rebalanced 24,441 bicycles in February, averaging 891 bicycles moved per day.

In February, there were 1,356 reported bicycle maintenance issues that were addressed through in-shop maintenance. There were 5 reported cases of vandalism (including graffiti) to the stations and bicycles. There were 10,581 empty and full instances during operational hours. Peak availability was 96% for the month and off-peak availability was 98%.

In February, there were 4,646 total customer service calls and 566 emails. We had approximately 2.2 customer service calls per 100 rides.

The gross revenue for February was \$55,388.

## 2. Membership

Citi Bike had 402 annual members sign up or renew during February. There were 891 one day memberships in February and 112 seven day memberships.

## 3. Ridership

There were 209,795 trips in February. Annual members accounted for the vast majority of the trips, recording 207,441 trips vs. 2,345 trips for casual members. Citi Bike riders traveled a total of 276,296 miles with an average miles traveled per trip of 1.32. Ridership was generally higher on weekdays, but casual ridership was highest on weekends. February 12 was the highest day for ridership with 12,651 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>1</sup>

<sup>1</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 276,296 miles in the month of February. Citi Bike riders burned a total of 11,051,840 calories for the month. Using our calculation, we find that Citi Bike offset 143,673 pounds of carbon in February<sup>2</sup>.

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

NYCBS staff rebalanced a total of 24,938 bicycles during the month of February. 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 10,581 total empty and full instances. Peak availability was 96% without including whether the next closest station was full of empty. Non-peak availability was 98%.

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

There were 328 active Citi Bike stations at the end of February. Technicians made a total of 795 station visits to address dock and station field maintenance orders. There were 635 reported station malfunctions and 157 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 1,356 bicycle repairs in February. 3,399 total unique bikes were checked or repaired during the month.

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

In February, there were 5 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 was 1 crash reported to Customer Service by Citi Bike riders.

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

In February, there were 4,646 total customer service calls in February. The NYCBS call center processed 4,105 calls with an abandonment rate of 1.5%. The overflow call center, which also takes overnight calls, processed 541 calls. Call volume for February was approximately 2.21 calls per 100 rides. At NYCBS, the average time to handle a call was three minutes and thirty-one seconds with an average hold time of seven seconds. NYCBS also received 566 emails.

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<sup>2</sup> See the “Environmental Impact” tab of the February Citi Bike Monthly Report spreadsheet for detailed calculations

**10. Financial Summary<sup>3</sup>**

<b>Revenue Categories</b>	<b>Total</b>
Membership: Annual	56,032
Membership: Daily	7,691
Membership: Weekly	1,275
Overages: Annual	1,396
Overages: Casual	5,781
Other revenue	3,517
Refunds and Discounts	(19,304)
<b>Total</b>	<b>\$55,388</b>

**11. Service Levels**

	<b>Name</b>	<b>Agreement</b>	<b>Performance Level</b>
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.	NYCBS met this service level 100% of the time.
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.	98% (above the 95% threshold required prior to the installation of a bike locking mechanism)
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).	96% (as noted previously, NYCBS will be unable to fully track and meet this SLA until a system is in place by May 31)
4	Resolution of Bicycle	Instances of deficient, damaged, or unclean Bicycles, or adverse conditions caused to the surrounding public	74% (as noted previously,

<sup>3</sup> These are preliminary revenue figures and not audited

	Name	Agreement	Performance Level
	Defects Following Discovery or Notification	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 will be unable to fully track and meet this SLA until a system and vehicles are in palce by 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.
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	NYCBS had an average fleet size of 3,457, above the

		<b>Performance Level</b>	
<b>Name</b>	<b>Agreement</b>		
		AM and 3:00 PM, meets or exceeds the required Bicycle Fleet Level.	agreed-upon level of 3,000
10	Never-Die Stations	<p>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.</p> <p>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.</p>	NYCBS met this service level 100% of the time for its 4 pilot stations and 71% overall
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 does not yet have the fleet or a system to properly implement this SLA and is discussing an implementation timeline with DOT. NYCBS did meet this requirement 79% of the time in February.
12	Availability of Data and Reports	<p>(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:</p> <p>(ii) Real-time, read-only access to data as per the Functional Specifications;</p> <p>(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</p> <p>(iv) A monthly report as required by Appendix G, "Reporting Requirements."</p>	NYCBS met this service level 100% of the time.