



NYC BIKE SHARE



NYCBS April 2015 Monthly Report

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1. Introduction

As NYCBS approaches its peak season, warmer weather has led to higher ridership this month. In April, Citi Bike riders took 707,915 trips and traveled 1,122,050 miles. There were an average of 23,597 rides per day. On average, each bicycle in the system had approximately 6.48 rides per day.

4,799 annual members and 29,251 casual members signed up or renewed during the month. Total annual membership stands at 86,193.

There were 320 active stations at the end of the month. Our average number of active bikes was 3,643. Fleet size at the end of the month was 3,579. We are consistently making progress on bikes in need of repair and maintenance, and are putting more bikes out in the field each day.

NYCBS rebalanced 47,195 bicycles in April, averaging 1,573 bicycles moved per day.

In April, there were 3,714 reported bicycle maintenance issues that were addressed through in-shop maintenance. There were 20 reported cases of vandalism (including graffiti) to the stations and bicycles. There were 48,681 empty and full instances during operational hours. Peak availability was 89% for the month and off-peak availability was 91%.

In April, there were 24,534 total customer service calls and 2,350 emails. We had approximately 3.47 customer service calls per 100 rides.

The gross revenue, including sponsorship, for April was \$2,877,079. Membership sales and user fees accounted for \$1,219,397 in revenue, and sponsorship accounted for \$1,657,682. Year to date gross revenue was \$5,369,565.00 at the end of the month.

2. Membership

Citi Bike had 4,799 annual members sign up or renew during April. There were 27,177 one day memberships in April and 2,074 seven day memberships.

3. Ridership

There were 707,915 trips in April. Annual members accounted for the vast majority of the trips, recording 632,399 trips vs. 73,516 trips for casual members. Citi Bike riders traveled a total of 1,122,050 miles with an average miles traveled per trip of 1.59. Ridership was generally higher on weekdays, but casual ridership was highest on weekends. April 29th was the highest day for ridership with 34,427 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.

4. Environmental Impact

Citi Bike riders traveled 1,122,050 miles in the month of April. Citi Bike riders burned a total of 44,882,000 calories for the month. Using our calculation, we find that Citi Bike offset 146,359 pounds of carbon in April.

5. Rebalancing Operations

NYCBS staff rebalanced a total of 47,195 bicycles during the month of April. 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 48,681 total empty and full instances. Peak availability was 89% without including whether the next closest station was full of empty. Non-peak availability was 91%.

6. Station Maintenance Operations

There were 320 active Citi Bike stations at the end of April. Technicians made a total of 737 station visits to address dock and station field maintenance orders. There were 302 reported station malfunctions and 435 reported dock malfunctions. Reboots, battery swaps, and docking point repairs were the most common FMO types. Station uptime for the month was 90%.

7. Bicycle Maintenance Operations

The bike shops at the Farley Building and Sunset Park completed 3,714 bicycle repairs in April. 3,829 total unique bikes were checked or repaired during the month.

8. Incident Reporting

In April, there were 20 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 12 crashes reported to Customer Service by Citi Bike Riders.

9. Customer Service Reporting

In April, there were 24,534 total customer service calls in April. The NYCBS call center processed 21,887 calls with an abandonment rate of 3.9%. The overflow call center, which also takes overnight calls, processed 2,647 calls. Call volume for April was approximately 3.47 calls per 100 rides. At NYCBS, the average time to handle a call was four minutes and twenty-four seconds with an average hold time of twelve seconds. NYCBS also received 2,350 emails.

10. Financial Summary

Revenue Categories	April	April YTD	March YTD
Membership: Annual	724,956.00	1,175,845.00	450,889.00
Membership: Daily	287,056.00	376,020.00	88,964.00
Membership: Weekly	48,798.00	72,004.00	23,206.00
Overages: Annual	56,014.00	181,361.00	125,347.00
Overages: Casual	169,307.00	224,146.00	54,839.00
Other revenue	7,318.00	18,189.00	10,871.00
Refunds and Discounts	(74,052.00)	(177,186.00)	(103,134.00)
Sponsorship	1,657,682.00	3,499,186.00	1,841,504.00
Total	\$1,219,397.00	\$5,369,565.00	\$2,494,486.00

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.	NYCBS met this goal 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.	NYCBS checked 77% of the required number of bicycles in the Bicycle Fleet.
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 met this service level 80% of the time overall. NYCBS met SLA 3(i) at 100%, 3(ii) at 97%, 3(iii) at 42%, and 3(iv) at 81%.
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	NYCBS will begin reporting on this metric next month.

	Name	Agreement	Performance Level
		<p>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.</p>	
5	<p>Public Safety Emergency: Station Repair, De-Installation, or Adjustment</p>	<p>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.</p>	<p>NYCBS met this service level 100% of the time.</p>
6	<p>Station Deactivation, De-Installation, Re-Installation, and Adjustment</p>	<p>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.</p>	<p>NYCBS met this service level 100% of the time.</p>
7	<p>Snow Removal</p>	<p>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.</p>	<p>There were no snow events in April.</p>
8	<p>Program Functionality</p>	<p>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.</p>	<p>NYCBS met this service level 100% of the time.</p>
9	<p>Bicycle Availability</p>	<p>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.</p>	<p>NYCBS had an average fleet size of 3,643.</p>
10	<p>Never-Die Stations</p>	<p>The minutes of Station Outage at each Never-Die Station shall not exceed three (3) percent of Station-</p>	<p>NYCBS Never-Die Stations were</p>

		Performance Level	
Name	Agreement		
		<p>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>	available 92.65% of the time to users within active time.
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.	There was an average of 10.77 violation hours per day.
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.