



NYC BIKE SHARE



NYCBS September 2015 Monthly Report

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1. Introduction

NYCBS recorded its highest ridership ever in September, with nearly 1.3 trips completed by annual and casual riders. In September, Citi Bike riders took 1,289,709 trips and traveled a total of 2,495,965 miles. There were an average of 42,990 rides per day. On average, each bicycle in the system had approximately 5.88 rides per day.

16,081 annual members and 67,764 casual members signed up or renewed during the month. Total annual membership stands at 87,842, including memberships purchased from Jersey City billing zip codes.

There were 442 active stations at the end of the month. Our average number of active bikes was 7,350. Fleet size at the end of the month was 7,454.

NYCBS rebalanced 86,298 bicycles in September, averaging 2,877 bicycles moved per day.

In September, there were 4,534 bicycle maintenance issues that were addressed through in-shop maintenance. There were 17 reported cases of vandalism (including graffiti) to the stations and bicycles.

In September, there were 32,027 total customer service calls and 4,052 emails. We had approximately 2.48 customer service calls per 100 rides.

The total revenue for September was \$3,781,5489, all from membership and user fees. Year to date revenue was \$27,819,017 at the end of the month, with \$17,885,081 from membership and user fees, and \$9,933,936 from sponsorship.

2. Membership

Citi Bike had 16,081 annual members sign up or renew during the month of September. There were 61,958 one day memberships in September and 5,806 seven day memberships purchased.

3. Ridership

There were 1,289,709 trips in September. Annual members accounted for the majority of trips, recording 1,079,569 trips vs. 210,140 trips for casual members. Citi Bike riders traveled a total of 2,459,965 miles with an average of 1.94 miles per trip. Ridership was generally higher on weekdays, but casual ridership was highest on weekends. September 24th was the highest day for ridership with 52,706 rides.

The most popular origins and destinations continue to be stations near large transit and tourist hubs, including the stations near Central Park, 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 2,495,965 miles in the month of September. Citi Bike riders burned a total of 99,838,600 calories for the month. Using our calculation, we find that Citi Bike offset 1,297,902 pounds of carbon in September.

5. Rebalancing Operations

NYCBS staff rebalanced a total of 86,298 bicycles during the month of September. In addition to our truck rebalancing, re-balancers using bicycle trailers moved bicycles near Penn Station, Port Authority Bus Terminal, Grand Central Station, the Financial District, the Lower East Side, and the East Village.

6. Station Maintenance Operations

There were 442 active Citi Bike stations at the end of September. Technicians made a total of 1,012 station visits to address dock and station field maintenance orders. There were 58 reported station malfunctions and 1,294 reported dock malfunctions. Reboots, battery swaps, and docking point repairs were the most common FMO types. Station uptime for the month was 99.90%.

7. Bicycle Maintenance Operations

The bike shops at the Farley Building and Sunset Park completed 4,534 bicycle repairs in September. 7,899 total unique bikes were checked or repaired during the month.

8. Incident Reporting

In September, there were 17 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 28 crashes reported to Customer Service by Citi Bike Riders.

9. Customer Service Reporting

In September, there were 32,027 total customer service calls in September. The NYCBS call center processed 27,779 calls with an abandonment rate of 4.00%. The overflow call center, which also takes overnight calls, processed 4,248 calls. Call volume for September was approximately 2.48 calls per 100 rides. At NYCBS, the average time to handle a call was four minutes and fifty-one seconds with an average hold time of sixteen seconds. NYCBS also received 4,052 emails.

10. Financial Summary

| Revenue Categories | September | September YTD |
|-----------------------|-----------------------|------------------------|
| Membership: Annual | \$2,090,711.70 | \$10,104,975.98 |
| Membership: Daily | \$608,524.88 | \$2,979,655.81 |
| Membership: Weekly | \$144,695.99 | \$677,826.84 |
| Overages: Annual | \$149,039.73 | \$729,041.12 |
| Overages: Casual | \$714,445.00 | \$2,867,055.01 |
| Other revenue | \$137,426.80 | \$331,405.93 |
| Refunds and Discounts | -\$371,651.97 | -\$1,392,180.68 |
| Taxes | \$308,356.86 | \$1,587,300.93 |
| Sponsorship | \$ - | \$9,933,936.00 |
| Total | \$3,781,548.99 | \$27,819,016.95 |

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. Prior to the earlier of completion of the implementation of the Ability to lock down bikes (with visual indicator) in the Remote Functionality Section of Appendix or 12 months from the Effective Date, 95 percent of Bicycles in the Bicycle fleet will receive a Bicycle maintenance check and cleaning at least once every calendar month. | NYCBS met this goal 99.87% of the time. |
| 2a | Bicycle Maintenance: Accrual | A Bicycle in the Bicycle Fleet that has not received at least one Bicycle Maintenance check and cleaning during a period of one calendar month plus seven days, except: Prior to the earlier of completion of implementation of the Ability to lock down bikes (with visual indicator) in the Remote Functionality Section of Appendix or 12 months from the Effective Date, a Bicycle in the Bicycle Fleet that has not received at least one Bicycle Maintenance check and cleaning during a period of | NYCBS checked 100% of the Bicycle Fleet within two months and seven days. |

| | | Performance Level | |
|------|---|--|---|
| Name | Agreement | | |
| | | two calendar months plus seven days. | |
| 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 SLA 3(i) at 100%, SLA 3(ii) at 94.83%, SLA 3(iii) at 98.61%, and SLA 3(iv) at 88.57%. |
| 3a | Accrual of Station Defects Following Discovery or Notification | Every individual instance of a deficient, damaged, or unclean Station component must be resolved within 7 Days of Discovery or Notification. Station Defects fall into the severity classes listed in SLA #3, above. | NYCBS met SLA 3(i) at 100%, SLA 3(ii) at 100%, SLA 3(iii) at 100%, and SLA 3(iv) at 88.57%. |
| 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 met this goal 84.79% of the time. |
| 4a | Accrual of Bicycle Defects Following Discovery or Notification | Every individual instance of a deficient, damaged, or unclean Bicycle must be resolved within 7 Days of Discovery or Notification. | NYCBS met this goal 99.42% of the time. |
| 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. |

| | Name | Agreement | Performance Level |
|----|--|---|---|
| 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. | There were no snow events in September. |
| 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 AM and 3:00 PM, meets or exceeds the required Bicycle Fleet Level. | Average Bicycle Fleet Level exceeded the required Bicycle Fleet Level; NYCBS met this service level 100% of the time. |
| 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 Never-Die Stations were available 94.00% 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. | NYCBS station outages during active time were |

| | Name | Agreement | Performance Level |
|----|----------------------------------|---|--|
| | | | resolved within 4 hours 95.67% of the time. |
| 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. |