citi bike

operated by motivate

August 2019 Monthly Report

Table of Contents

Introduction 3
Membership 3
Ridership 3
Environmental Impact 4
Rebalancing Operations 4
Station Maintenance Operations 4
Bicycle Maintenance Operations 4
Incident Reporting 4
Customer Service Reporting 4
Financial Summary 5
Service Levels 5
SLA 1 – Station Cleaning and Inspection 5
SLA 2 – Bicycle Maintenance 5
SLA 3 - Resolution of Station Defects Following Discovery or Notification 6
SLA 3a - Accrual of Station Defects Following Discovery or Notification 6
SLA 4 – Resolution of Bicycle Defects Following Discovery of Notification 6
SLA 4a – Accrual of Bicycle Defects Following Discovery or Notification 6
SLA 5 – Public Safety Emergency: Station Repair, De-Installation, or Adjustment 6
SLA 6 – Station Deactivation, De-Installation, Re-Installation, and Adjustment 7
SLA 7 – Snow Removal 7
SLA 8 – Program Functionality 7
SLA 9 – Bicycle Availability 7
SLA 10 – Never-Die Stations 8
SLA 11 – Rebalancing 8
SLA 12 – Availability of Data and Reports 8

Introduction

On average, there were 77,213 rides per day in August, with each bike used 6.03 times per day.

23,088 annual members and 213,338 casual members signed up or renewed during the month. Total annual membership stands at 153,726 including memberships purchased with Jersey City billing zip codes.

There were 781 active stations at the end of the month. The average bike fleet last month was 12,789 with 13,144 bikes in the fleet on the last day of the month.

There were 196,008 bike/dock actions in August, averaging 6,323 per day.

Citi Bike technicians conducted 23,500 bicycle inspections and repairs throughout the month and responded to 18 reported cases of vandalism.

In August, there were 18,370 total customer service calls and 8,156 emails and web forms, with a rate of 0.78 customer service calls per 100 rides.

The total revenue for the month was $6,504,391.47, with $5,409,400.07 from membership and user fees and $1,021,680.19 from sponsorship.

Membership

Citi Bike members purchased or renewed 23,088 annual passes, 213,338 single-trip passes, 67,656 single-day passes, and 5,372 three-day passes in August. There were 153,726 active annual members by the end of August.

Ridership

There were 2,393,606 trips in August, with an average of 77,213 trips per day. The combined distance traveled for all trips was 4,436,534.2 miles. The average trip lasted 14 minutes and 50 seconds and covered 1.9 miles. Annual members completed the majority of trips, recording 1,942,284 trips, compared to 451,322 trips by casual members. Ridership was generally higher on weekdays, but weekends were more popular among casual riders. August 1st was the highest day for ridership this month with 89,553 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 and Queens.

Environmental Impact

Citi Bike riders burned a total of 177,460,160 calories for the month. According to a calculation published in the 2012 MTA Sustainability Report, we find that Citi Bike offset 2,306,982 pounds of carbon in August.[1]

Rebalancing Operations

Citi Bike staff rebalanced a total of 196,008 bicycles during the month of August. The Service Delivery Department utilizes box trucks, vans, contracted trikes, articulated trikes ('bike trains'), valets, and member incentives ('Bike Angels') to redistribute bikes system-wide. Trike service is available in the Financial District, Midtown, Lower East Side and East Village, and valet service is available in the Financial District, Flatiron, East Village, Midtown, Penn Station, and Port Authority Bus Terminal. Bike Angels incentives are available throughout the system and dependent on predicted need for docks and bikes.

Station Maintenance Operations

There were 781 active Citi Bike stations at the end of August. Technicians made a total of 2,589 station visits to address dock and station field maintenance orders. There were 1,773 reported station malfunctions and 377 reported dock malfunctions. Docking point repairs were the most common ticket types. Station uptime for the month was 99.84%.

Bicycle Maintenance Operations

The bike shop at Gowanus completed 23,500 bicycle repairs in August. 13,093 total unique bikes were checked or repaired during the month in depots or in the field.

Incident Reporting

In August, there were 18 reported instances of vandalism, including stickers, graffiti, and damage to stations, which were addressed either by Citi Bike field staff or a third-party cleaning vendor. There were 33 crashes reported to Customer Service by Citi Bike riders.

Customer Service Reporting

In August, there were 18,370 total customer service calls. The Citi Bike call center processed 15,352 calls with an abandonment rate of 8%. The overflow call center, which also takes overnight calls, processed 3,018 calls. Call volume for August was approximately 0.78 calls per 100 rides. At Citi Bike, the average time to handle a call was eleven minutes and five seconds with an average hold time of sixteen seconds. Citi Bike also received 8,156 emails and web forms.

[1] See the 'August Environmental Impact' spreadsheet for detailed calculations

Financial Summary[2]

Revenue Categories	August	August YTD
Annual Membership	$ 3,215,768.70	$ 16,838,558.89
Monthly Membership	$ 16,530.00	$ 272,234.09
Casual Membership	$ 1,580,650.05	$ 7,110,070.25
Annual Overages	$ 76,241.98	$ 455,675.75
Monthly Overages	$ 6,335.00	$ 34,442.59
Casual Overages	$ 513,874.34	$ 2,539,181.29
Other Revenue	$ 33,732.30	$ 364,834.26
Refund & Discounts	$ (407,541.43)	$ (2,304,095.69)
Tax	$ 447,120.34	$ 2,223,759.65
Sponsorship	$ 1,021,680.19	$ 8,489,855.63
Total	**$ 6,504,391.47**	**$ 36,024,516.71**

Service Levels

SLA 1 – Station Cleaning and Inspection

Description: 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.

Performance Rate: 98.52%

SLA 2 – Bicycle Maintenance

Description: Every Bicycle that appears in the Bicycle Fleet level recording each day shall have received a Bicycle Maintenance check and cleaning within the last 45 Days.

Performance Rate: 99.37 %

[2] These are preliminary revenue figures and not audited.

SLA 3 - Resolution of Station Defects Following Discovery or Notification

Description: 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) (must be resolved within 48 hours);
(iv) Defects Impacting the Appearance of Station (must be resolved within 72 hours).

Performance Rate: (i) 90.77%; (ii) 100%; (iii) 99.52%; (iv) 97.83%

SLA 3a - Accrual of Station Defects Following Discovery or Notification

Description: 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.
Performance Rate: (i) 93.85%; (ii) 100%; (iii) 100%; (iv) 100%

SLA 4 – Resolution of Bicycle Defects Following Discovery of Notification

Description: 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 Citi Bike 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.
Performance Rate: 99.11%

SLA 4a – Accrual of Bicycle Defects Following Discovery or Notification

Description: Every individual instance of a deficient, damaged, or unclean Bicycle must be resolved within 7 Days of Discovery or Notification.
Performance Rate: 99.99%

SLA 5 – Public Safety Emergency: Station Repair, De-Installation, or Adjustment

Description: 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.
Performance Rate: 100%

SLA 6 – Station Deactivation, De-Installation, Re-Installation, and Adjustment

Description: As directed by DOT, Citi Bike 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.

Performance Rate: 100%

SLA 7 – Snow Removal

Description: Following snow events, Citi Bike 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.

Performance Rate: 100%

SLA 8 – Program Functionality

Description: 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 Citi Bike and DOT and Program outages caused by an Event of Force Majeure.
Performance Rate: 100%

SLA 9 – Bicycle Availability

Description: 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.

Performance Rate: 101.97%

SLA 10 – Never-Die Stations

Description: 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.

Performance Rate: 92.28%

SLA 11 – Rebalancing

Description: No individual Station Outage shall continue for longer than 4 hours. Damages will not accrue between the hours of 10:00PM and 6:00AM.

Performance Rate: 97.13%

SLA 12 – Availability of Data and Reports

Description:
(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 Citi Bike 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."
Performance Rate: (i) 100%; (ii): 100%; (iii) 100%; (iv): 100%