



Dockless Bike Share 2018 Pilot

Queens CB 14 Transportation Committee

June 3, 2019



Pilot Recap

Eleven Months of Bike Share

- Pilot launched July 13th
- Now 600 bikes in operation
 - Lime (600)
 - Pace withdrew from Pilot Sept. 30th
- Three extensions given
 - 1st extension – November 2018
 - 2nd extension – February 2019
 - 3rd extension – May 2019



Pilot Recap: Lessons Learned

What We've Learned So Far

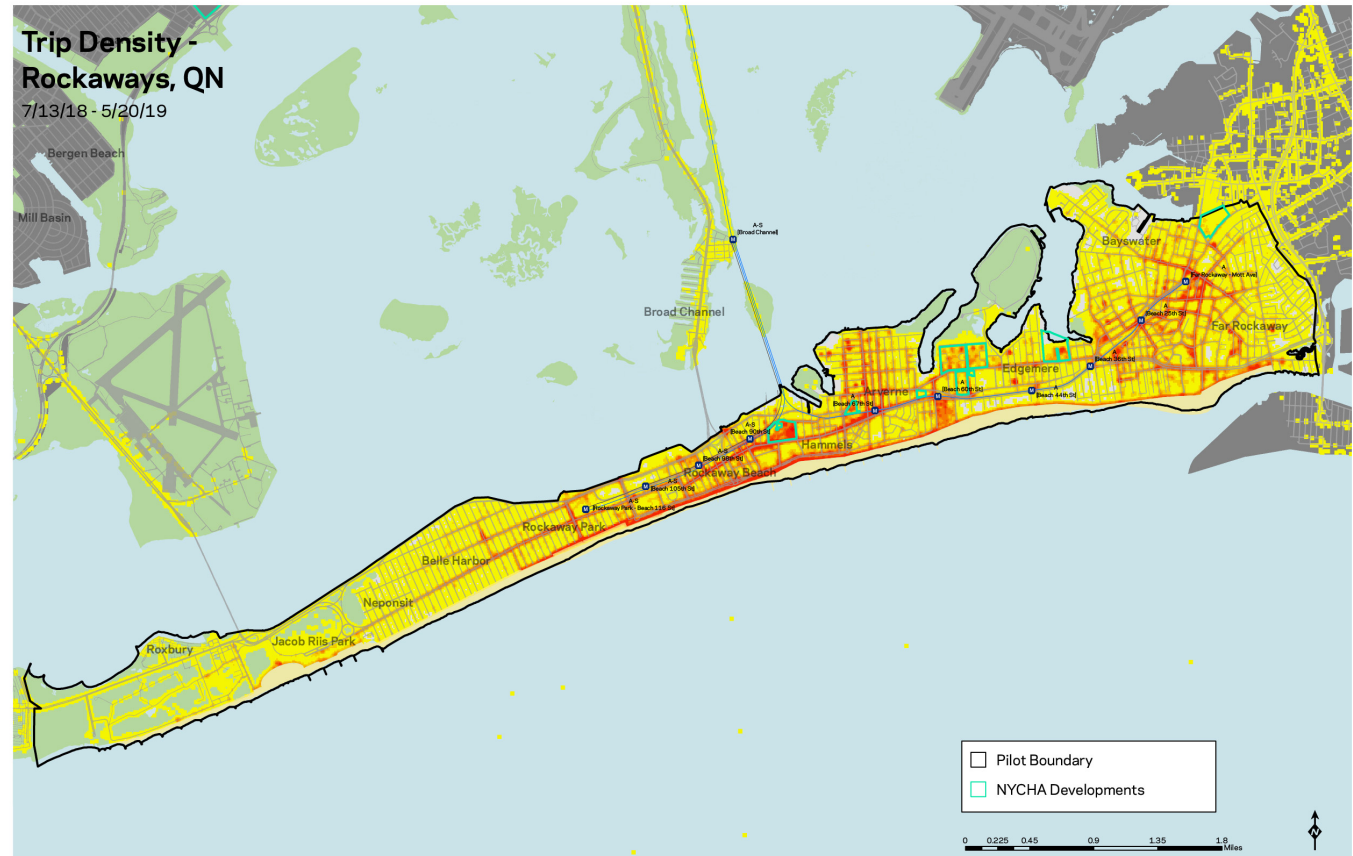
- There is demand
 - 1k-3k trips a week
- Room for improvement
 - Parking and maintenance concerns
- Not everyone familiar/aware with how to use service
 - Survey Conducted – Fall 2018
 - 98% of respondents recognized the bikes but close to 40% were “Not at all” familiar how to use dockless bikes.



Pilot Recap: Rockaways

Ridership

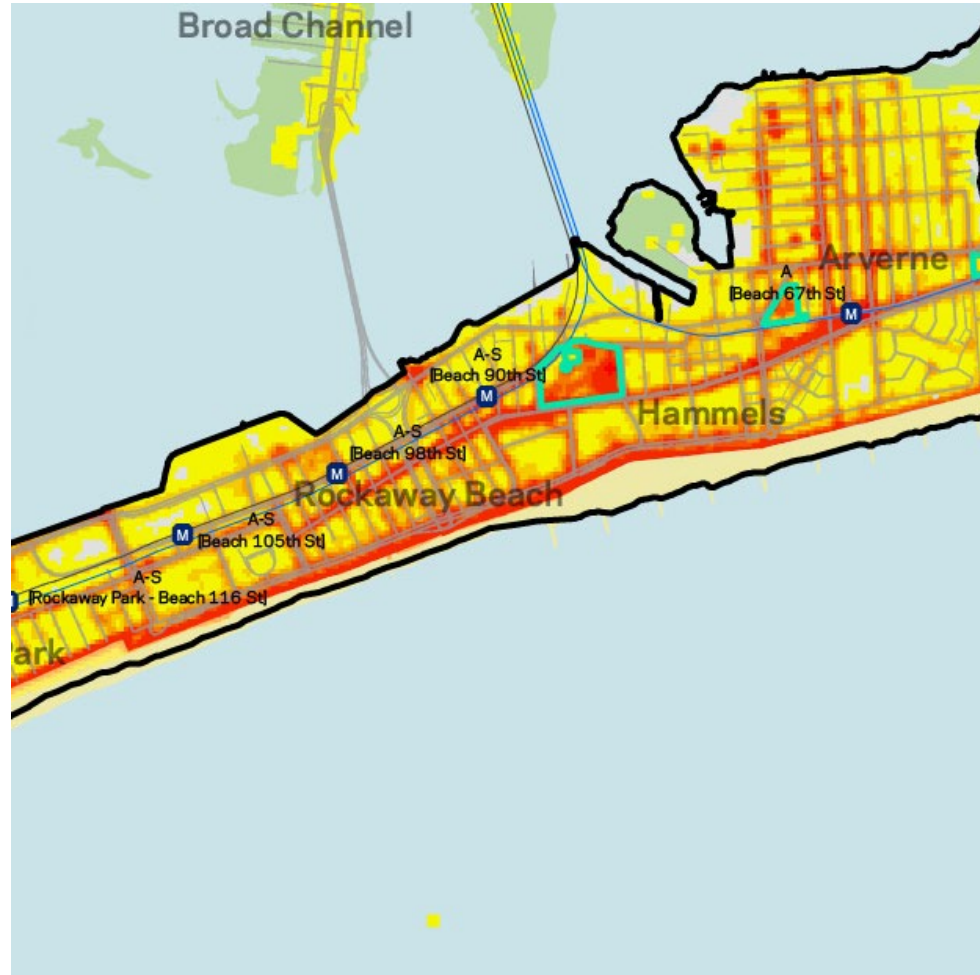
- DOT estimates over **78,000** trips have been taken in the Rockaways from pilot launch to the end of May



Pilot Recap: Rockaway Beach

Ridership

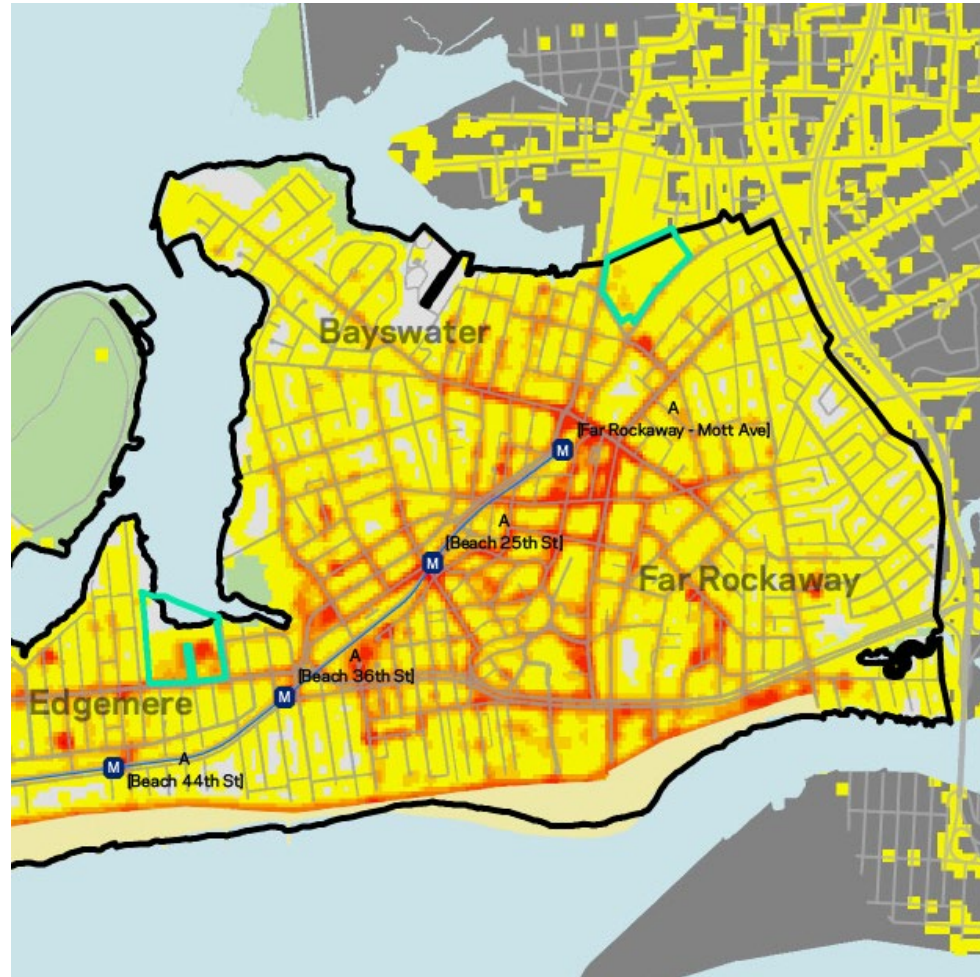
- Concentrated Ridership
 - Shore Front Pkwy
 - Rockaway Beach Boardwalk
 - Rockaway Beach Blvd
 - Beach 116 St
 - Beach 69 St



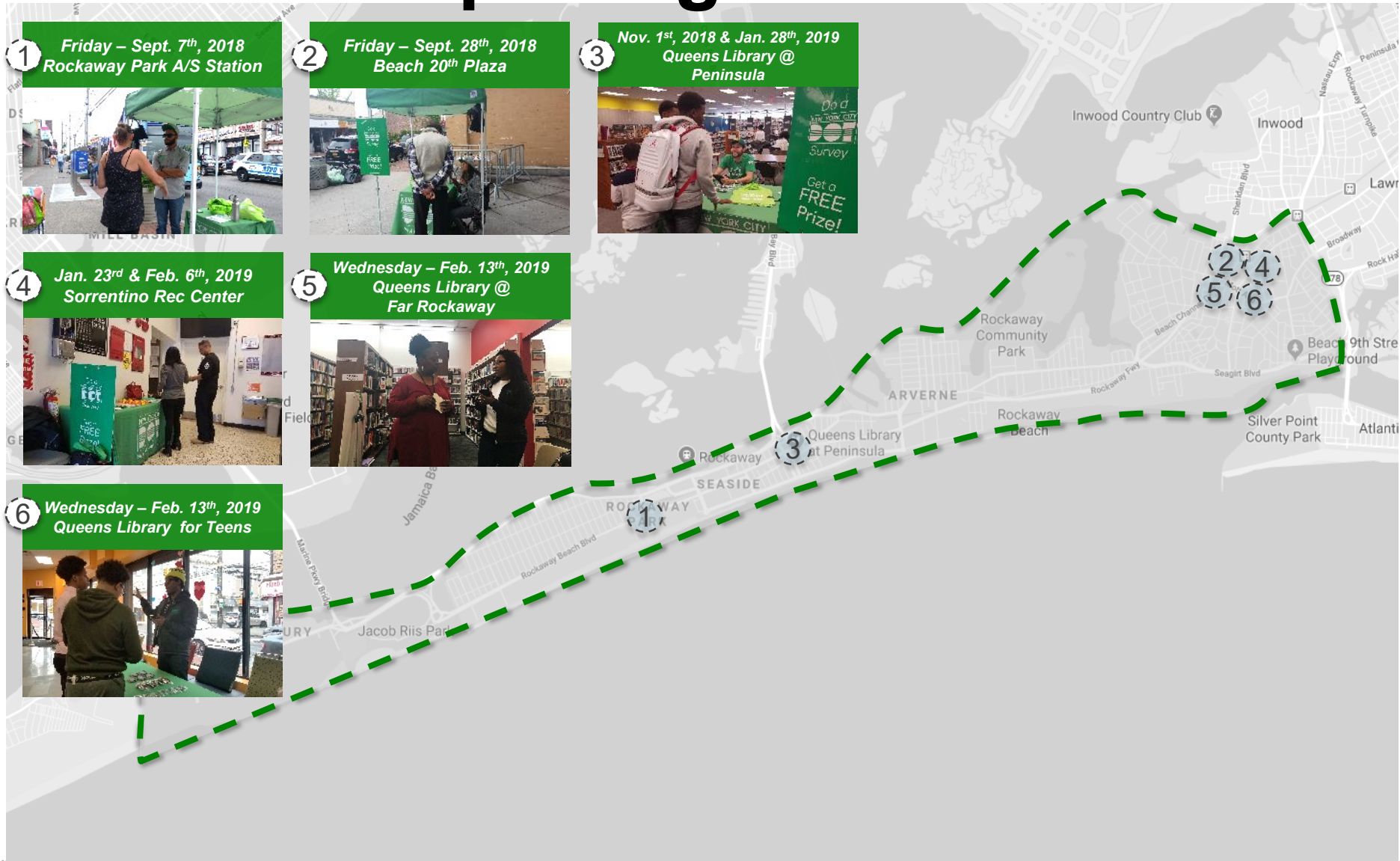
Pilot Recap: Far Rockaway

Ridership

- Concentrated Ridership
 - Beach 25 St
 - Beach 22 St
 - Beach 20 St
 - Mott Av
 - Rockaway Beach Boardwalk



Pilot Recap: Targeted Outreach



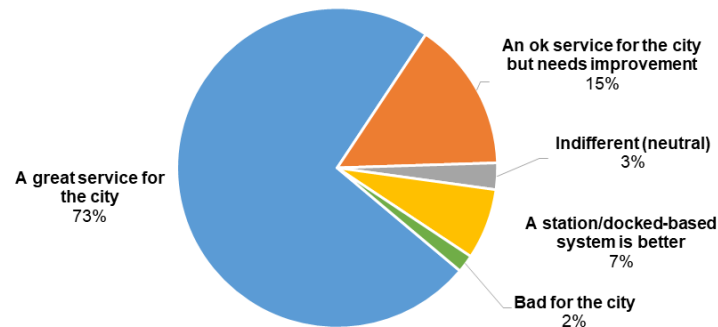
Pilot Recap: Survey

Feedback Survey

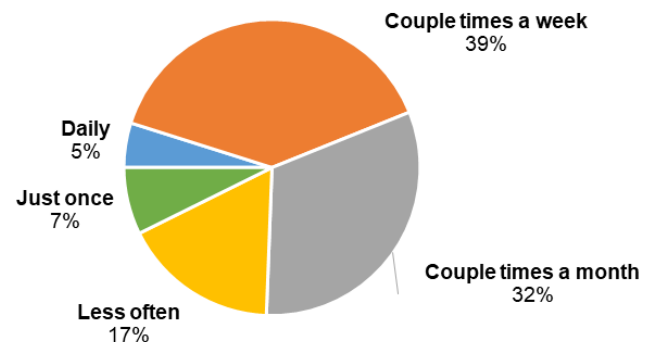
- ~115 responses from Rockaway residents
 - In person + online
 - Responses from users and non-users
- Overall, very positive response



What is your opinion of dockless bike share service in NYC?



If you used dockless bikes, how often did you ride the bikes?



Pilot Recap: Quotes

“Keep the program in Rockaway.”

“Think the bikes are fairly priced, everyone can afford. It's very annoying seeing when the bikes are left in the middle of the street and at the entrance of the subway station”

“They are a nuisance and should be eliminated”

“Please work to make it available throughout the entire borough of Queens.”

“Mejor el sistema de citibike con sitios designadas. Pero si eso no es posible es preferido tener bicicletas sin estaciones designadas.”

(I'd rather have Citi Bike with stations. But if that's not possible, then I'd rather have dockless bikes.)

“Far Rockaway is a great neighborhood for this service because of the obvious lack of Uber or Lyft drivers. I am there every summer to visit my family and I used the Limes bikes this summer to get everywhere.”

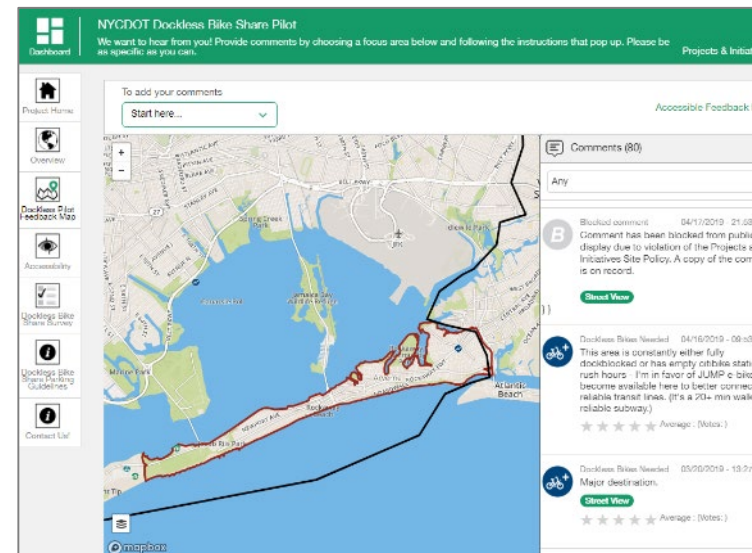
“Need more and need to be in better condition but still love them.”

I LOVE these bikes. I just wish others treated them well. Very convenient and inexpensive and just plain cool! I was thrilled we got to try them first in Rockaway Park.

Dockless Pilot: This Summer

Next Steps

- Summer evaluations
 - Transition to summer riding season
 - Feedback map
 - 311 messages
 - Field inspections
 - Conversations with local leaders
- Use lessons learned to help guide next steps



Thank You!

Questions?



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