



# Dockless Bike Share 2019 Demonstration Pilot

Staten Island Community Board 2

June 3<sup>rd</sup>, 2019



# 2019 Dockless Bike Share Project

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## Presentation Overview

- Dockless Bike Share
- 2018 Dockless Pilots
- 2018 Staten Island Pilot
- 2019 Staten Island Project
- Community Feedback
- Questions?

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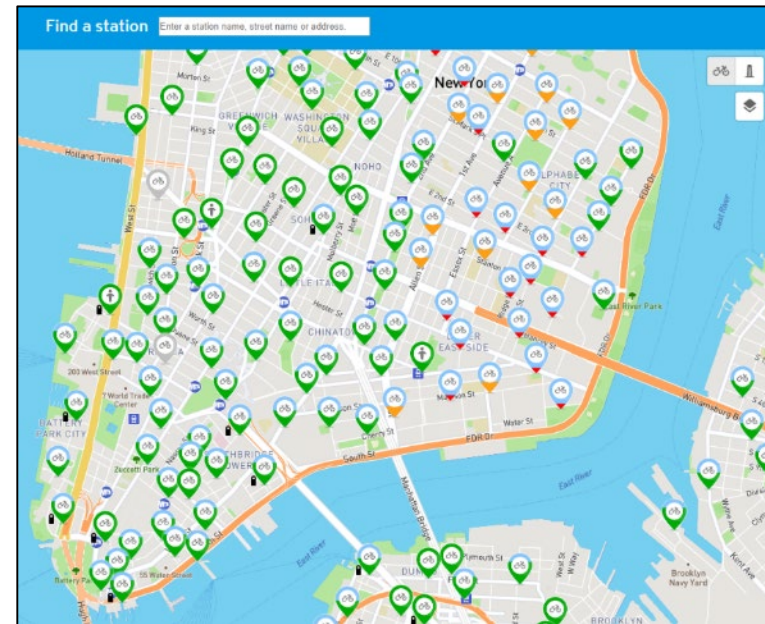
What is Bike Share?

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# What is Bike Share?

## Shared-use Mobility

- **Network of shared bicycles**
  - Intended for point-to-point transportation
- **Increased mobility**
  - Convenient for trips that are too far to walk, but too short for a taxi or the subway
- **Always available**
  - System operates 24/7
- **Payments vary**
  - Pay-per-ride or memberships available





# What is Dockless Bike Share?

## Different Service Model

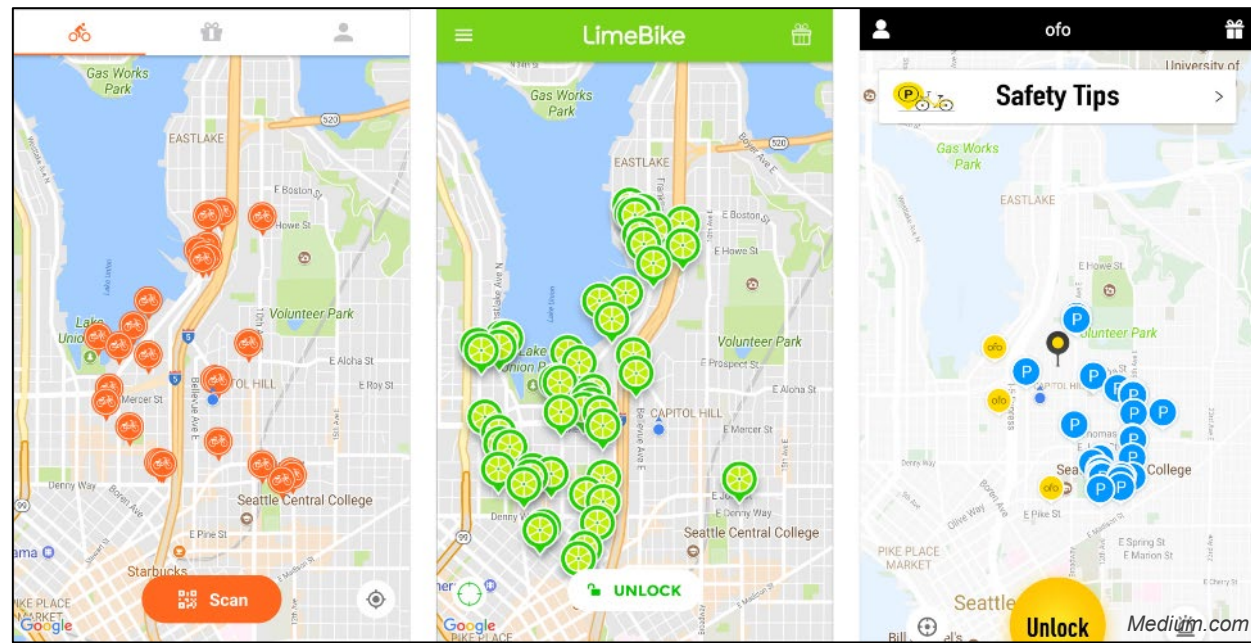
- **New technology makes it possible for a system without docks**
  - Unlocked via app
- **Generally pay as you go**
  - Some low-income options
- **Potential to expand quicker with less up front cost than traditional docked bike share**
  - No docks, no installations, less planning involved



# How Does it Work?

## Smartphone App

- Search





# How Does it Work?

## Smartphone App

- Search
- Scan



# How Does it Work?

## Smartphone App

- Search
- Scan
- Unlock





# How Does it Work?

## Smartphone App

- Search
- Scan
- Unlock
- Ride



# How Does it Work?

## General Parking Guidelines

- Search
- Scan
- Unlock
- Ride
- Park/Lock

## Parking Guidelines

- Bikes must be parked on the sidewalk with existing street furniture
- Bikes must leave a straight, unobstructed path of 6' or more for pedestrian traffic
- Bikes must not:
  - Block any doorway, driveway, curb cut, subway entrance
  - Be parked in a bus stop
  - Be parked in a crosswalk or intersection
  - Be parked on private property



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## 2018 Dockless Pilots

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# 2018 Dockless Pilots

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# 2018 Dockless Pilots

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## Pilot Participants

- **Staten Island**
  - Jump
  - Lime
- **The Bronx**
  - Jump
  - Lyft (Citi Bike)
- **Rockaways**
  - Lime
  - Pace\*
    - Withdrew on 9/30/2018



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## 2018 Staten Island Pilot

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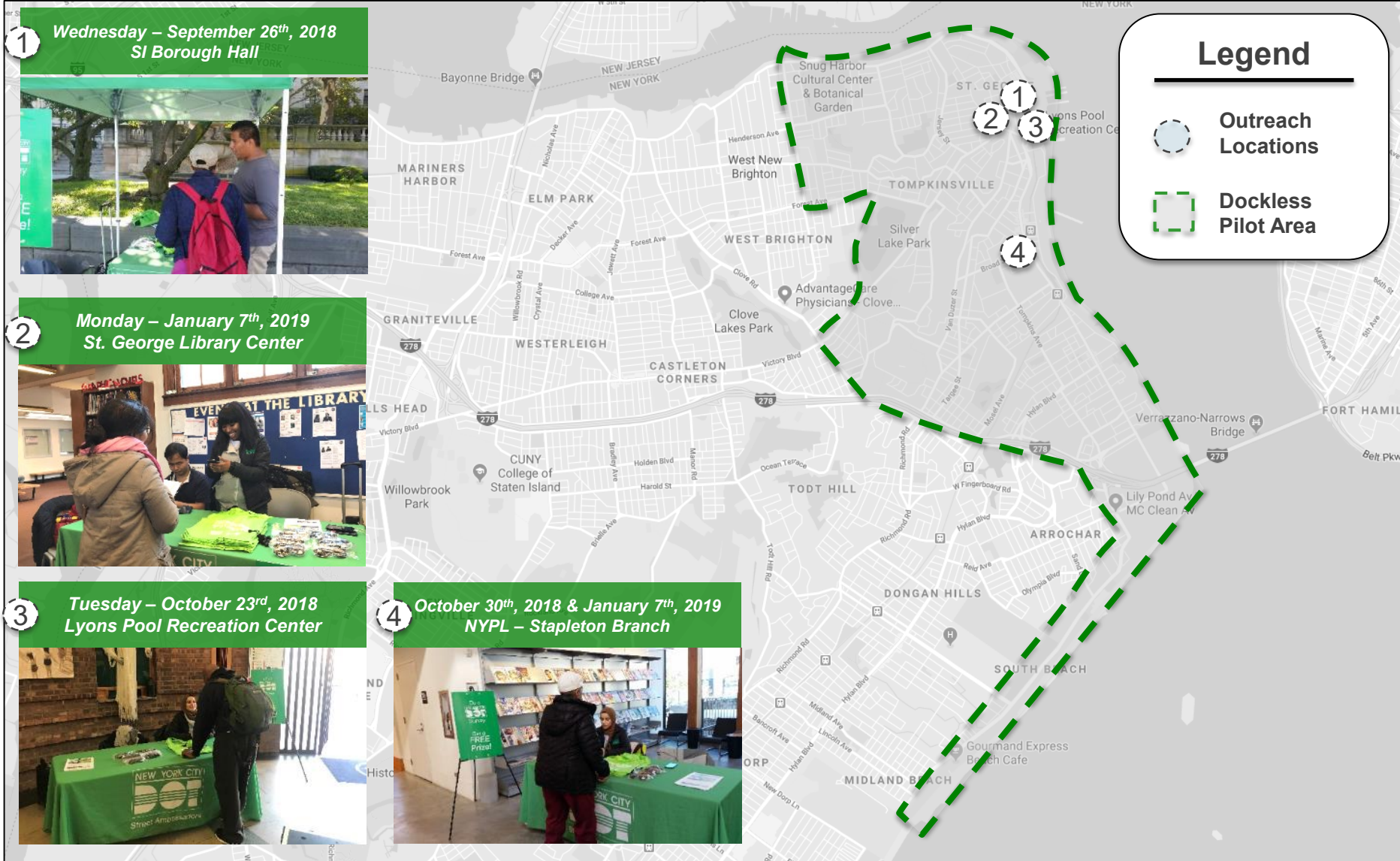
# 2018 Staten Island Pilot

## Pilot Recap

- Pilot launched 7/26
- 400 bikes in operation
  - Lime (200)
  - Jump (200)
- 3 extensions given
  - November 2018, February 2019, May 2019
- Pilot analyzed:
  - Usage
  - Rider satisfaction
  - Safety
  - Sidewalk blocking
  - Durability of bikes
  - Data compliance
- Over **68,000** trips taken as of April 2019



# Targeted Outreach





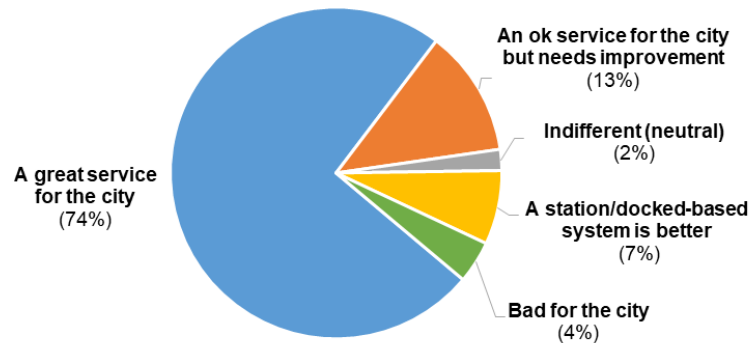
# Pilot Recap

## Feedback Survey

- ~100 responses from SI residents
  - Winter 2019
  - In person + online
  - About 50/50 response rate from users vs non-users
- Overall, very positive response



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





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## 2019 Staten Island Project

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# 2019 Staten Island Project

## Community Requests

NEWS





### Island's bike share program needs expansion (commentary)

Posted Apr 3, 2019




Staten Island Advance


(Staten Island Advance/Erik Bascome)

25     93 shares

By Peter Lisi

 HABorgal · 5 months ago

Yay! I LOVE Jump bikes. I use them several times per week and they save me 20 minutes on my daily commute. More bikes please!

 Vincent Barone · @vinbarone · Jan 23

@CMDDebiRose says a lot of users are taking the bikes outside of the designated pilot because of the need to get transit deserts to St. George.

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 ThinkFirstPostLater · updated 1 month ago

Glad to hear that Borelli's on board, even if he's a little too desperate to seem like the first to know what's happening on the Island. (Why try to scoop the DOT before a decision is even finalized?) Assuming it does happen (which seems likely), this will be positive step in the evolution of a service that has benefited many, many people on the North Shore so far, both as a transit option and as a means of recreation. I see no reason to think it won't succeed on the rest of the Island as well.

For those of you who neither want nor see the need for shared bikes on the South Shore, you should feel free to choose not to ride them. However, please don't speak for your neighbors, many of whom are likely to welcome the opportunity to do so. < less

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*I currently reside in Staten Island and I used bikes when I get off of the bus to ride to work. I would greatly prefer bikes to be closer to my home so I can actually ride from my house to work. I hated the bikes at first. I started riding lime bikes until a friend of mine recommended Jump bikes. Much more sturdy bike and Ive been riding ever since"*

*"Biggest issue is not being able to [bike] out of a very limited service area."*

# 2019 Staten Island Project

Larger scale, longer term

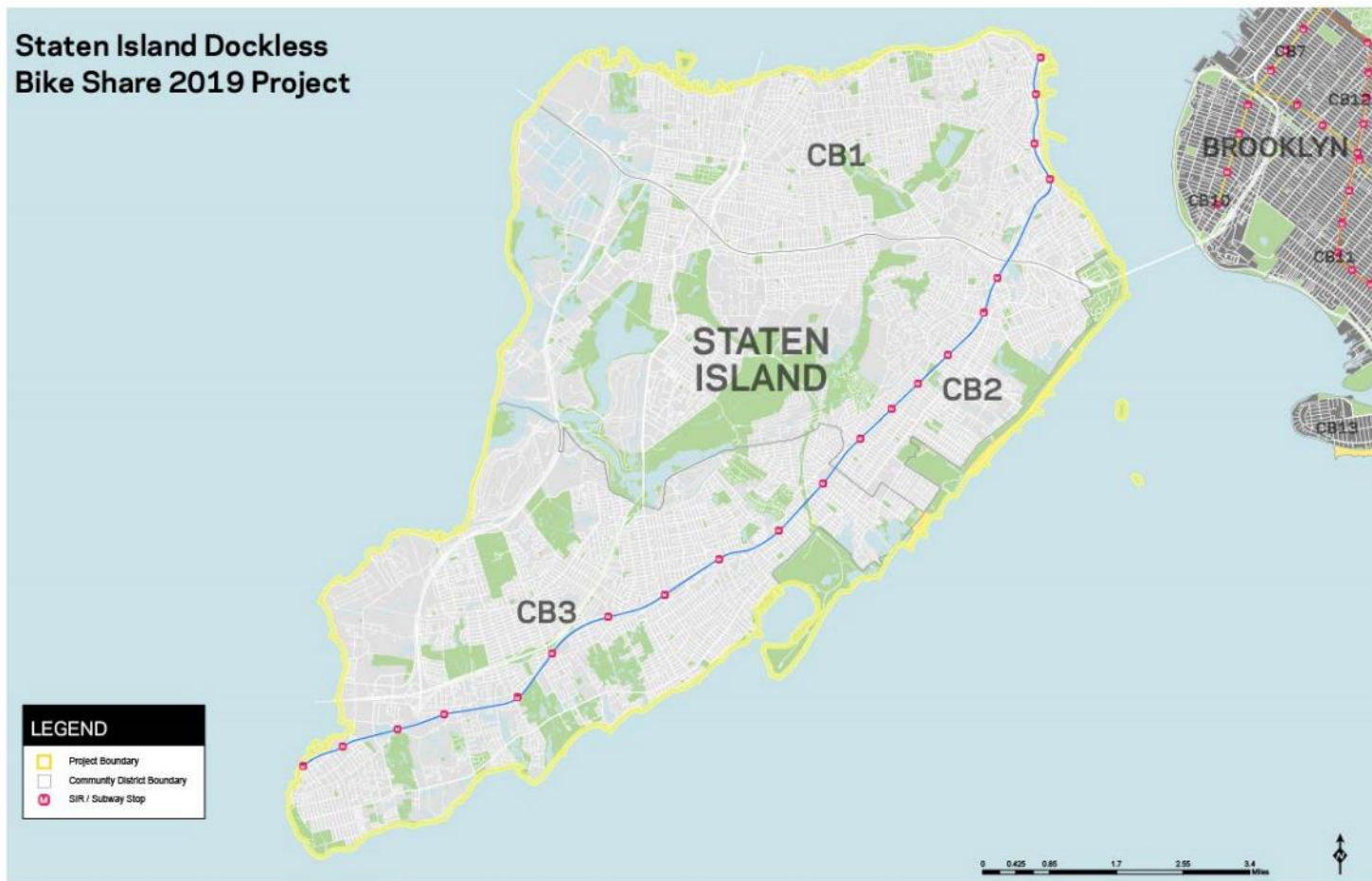
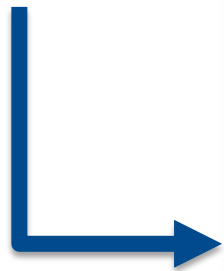
- **Given desire, need to evaluate system at scale**
- **Evaluation Goals**
  - Safety
  - Orderliness
  - Quality
  - Utilization
  - Transportation utility
- **Continue to refine operations based on feedback and findings**



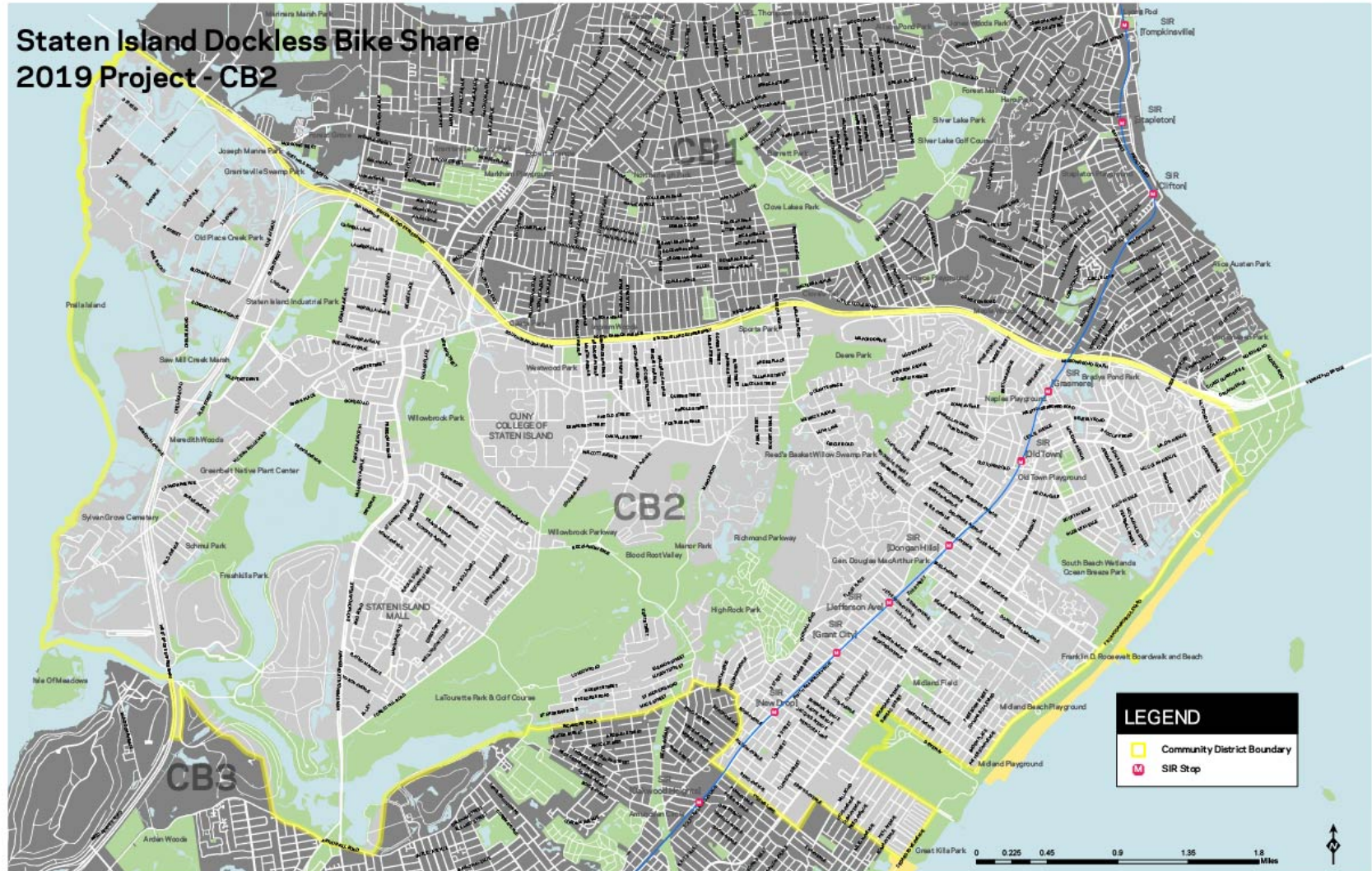


# 2019 Staten Island Project

## Pilot Project



# 2019 Staten Island Project: Community Board 2

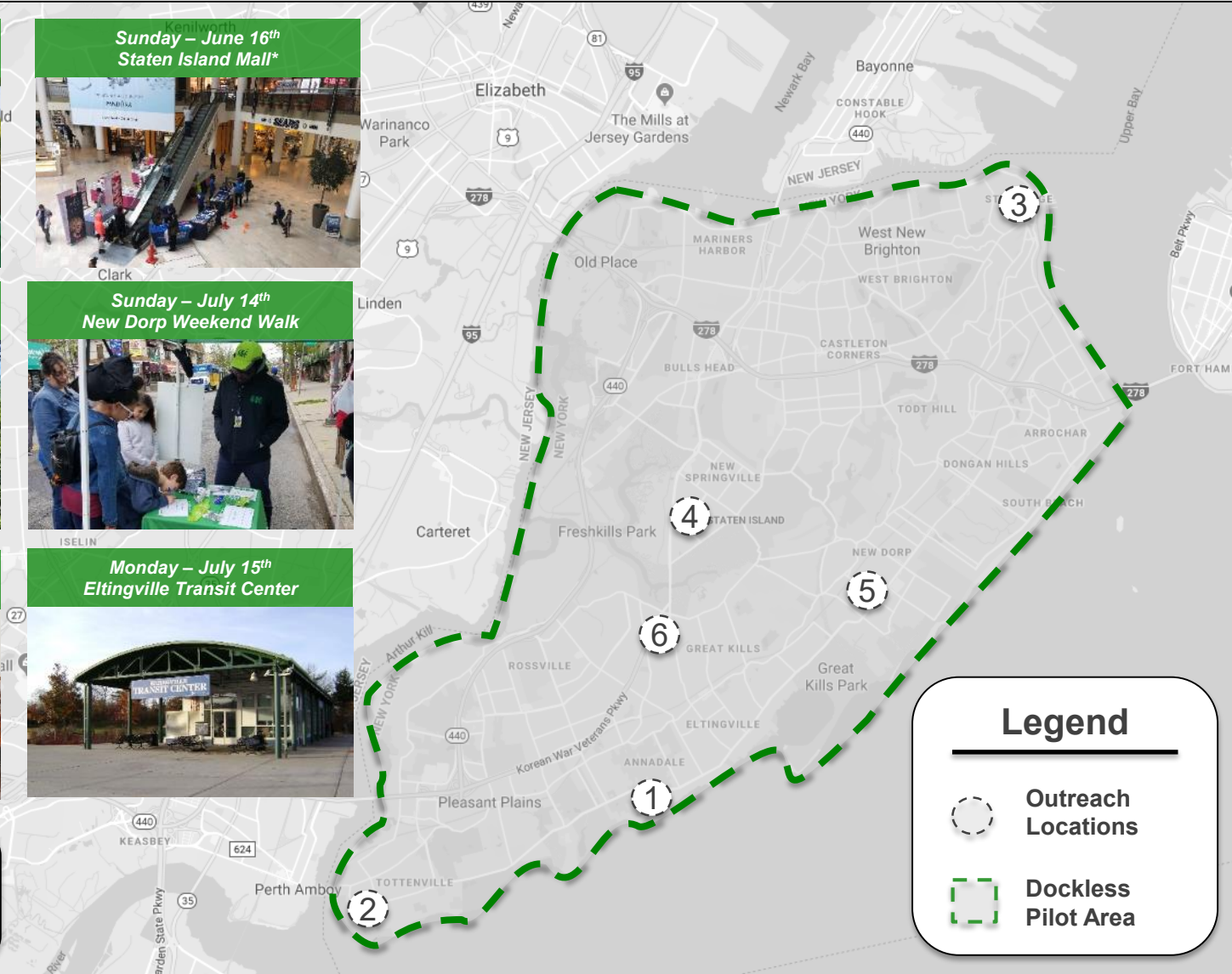




# Planned Outreach



**More outreach opportunities in later in the summer**





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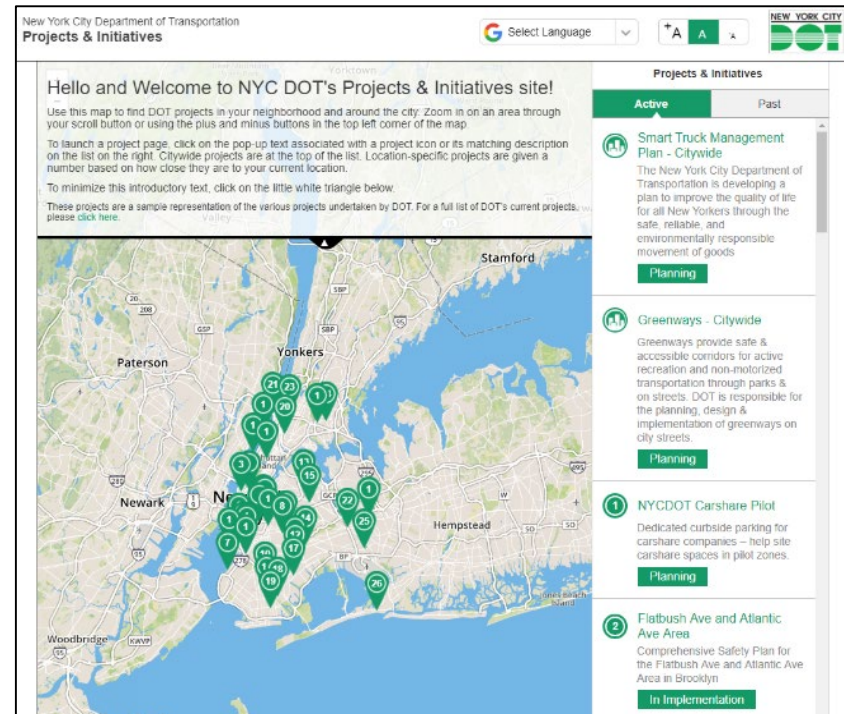
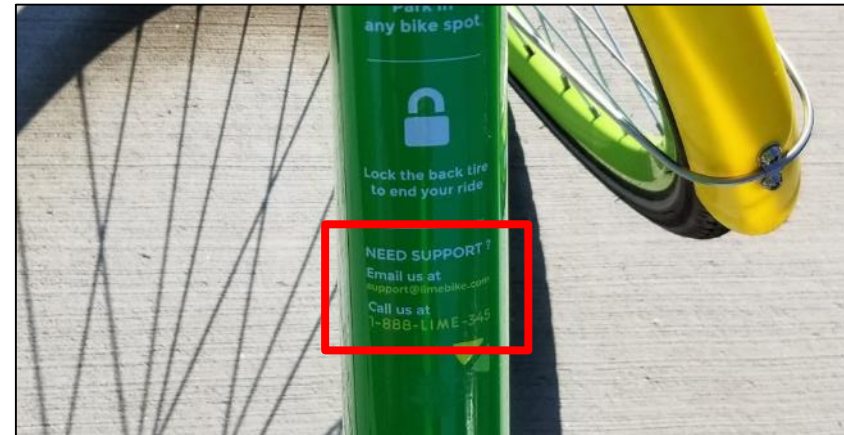
## Community Feedback

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# Community Feedback

## Multiple ways to participate!

- **Contact the bike share operator**
  - All bikes will have easy-to-find customer service numbers
- **Contact 311**
  - Report any issues and get general information
- **Email Bike Share directly**
  - [dockless.bikeshare@dot.nyc.gov](mailto:dockless.bikeshare@dot.nyc.gov)
- **Feedback Portal**
  - [nycprojects.info/NYCDockless](http://nycprojects.info/NYCDockless)
- **DOT Staten Island Boro Commissioner's Office**
  - (212) 839-2400



# Thank you!

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## Questions?



NYCDOT



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