



Dockless Bike Share 2019 Demonstration Project

Staten Island Community Board 3

June 5th, 2019



2019 Dockless Bike Share Project

Presentation Overview

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

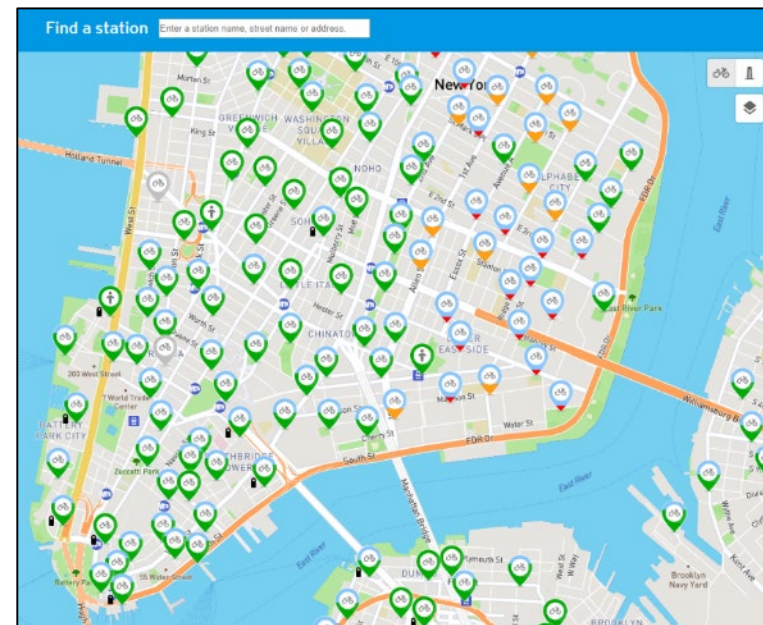
What is Bike Share?

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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

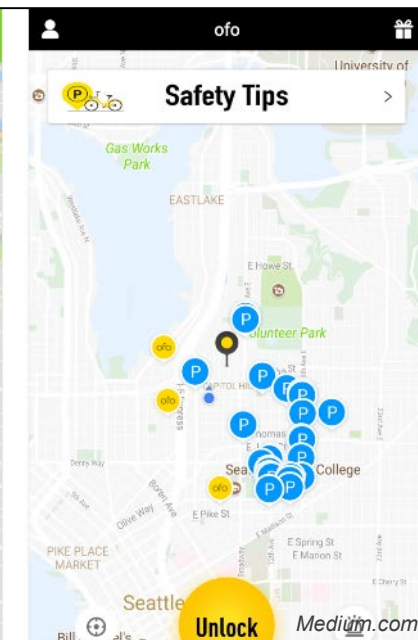
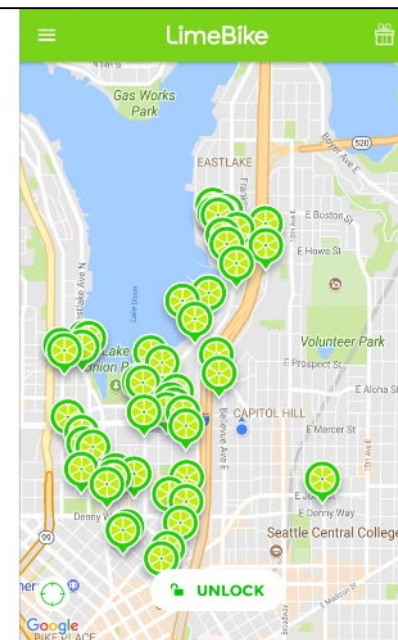
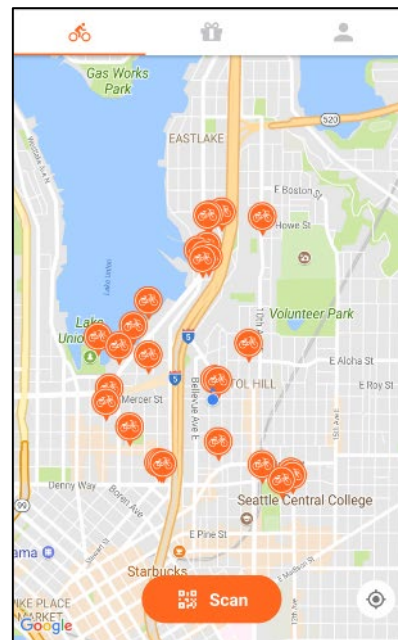
- **New technology makes it possible for a system without docks**
 - Unlocked via app
- **Generally pay as you go**
 - Some low-income options
- **Potential to expand quicker with less up front cost than traditional docked bike share**
 - No docks, no installations, less planning involved



How Does it Work?

Smartphone App

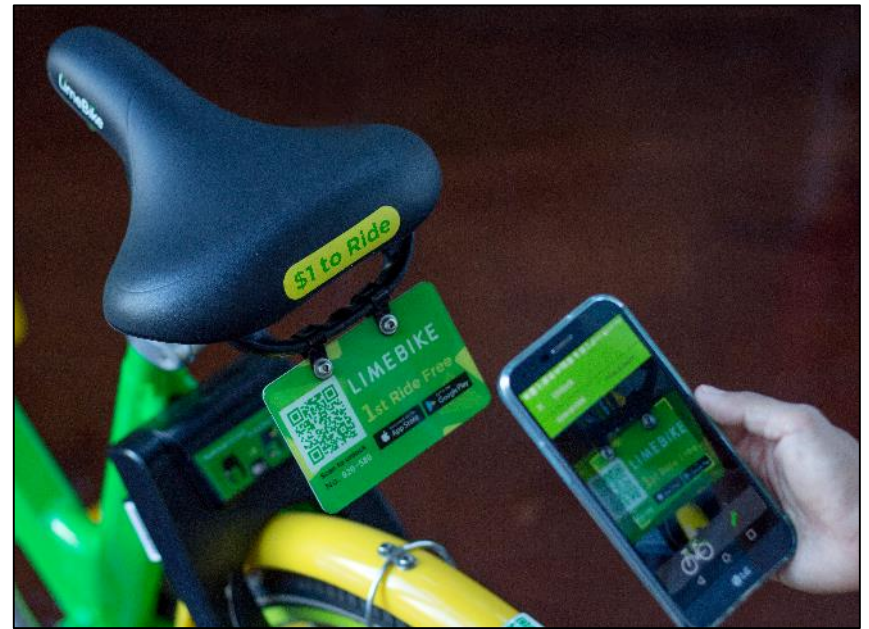
- Search



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



2018 Dockless Pilots

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2018 Dockless Pilots



2018 Dockless Pilots

Pilot Participants

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



2018 Staten Island Pilot

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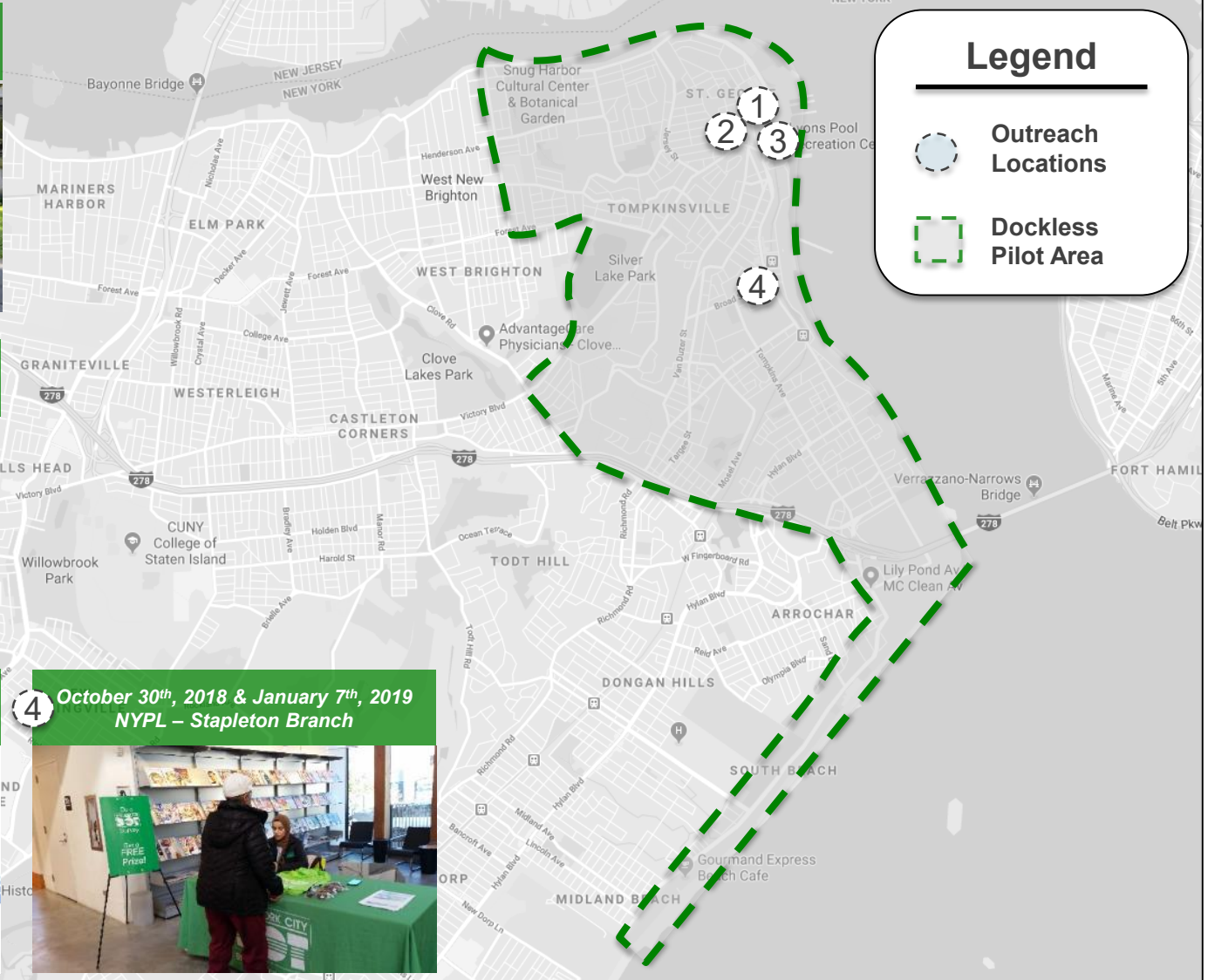
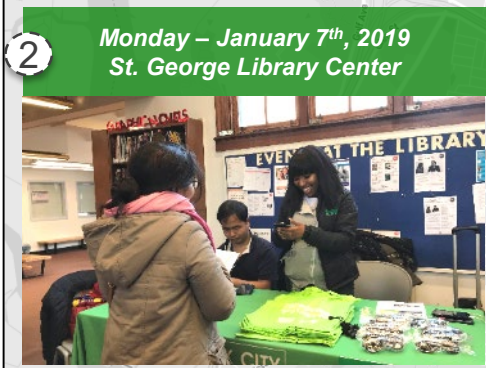
2018 Staten Island Pilot

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



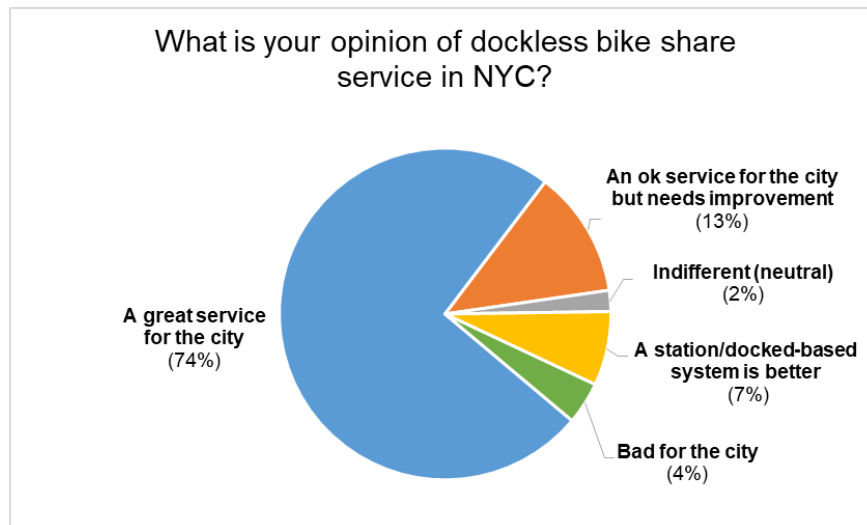
Targeted Outreach



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



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

 Harborgal · 6 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

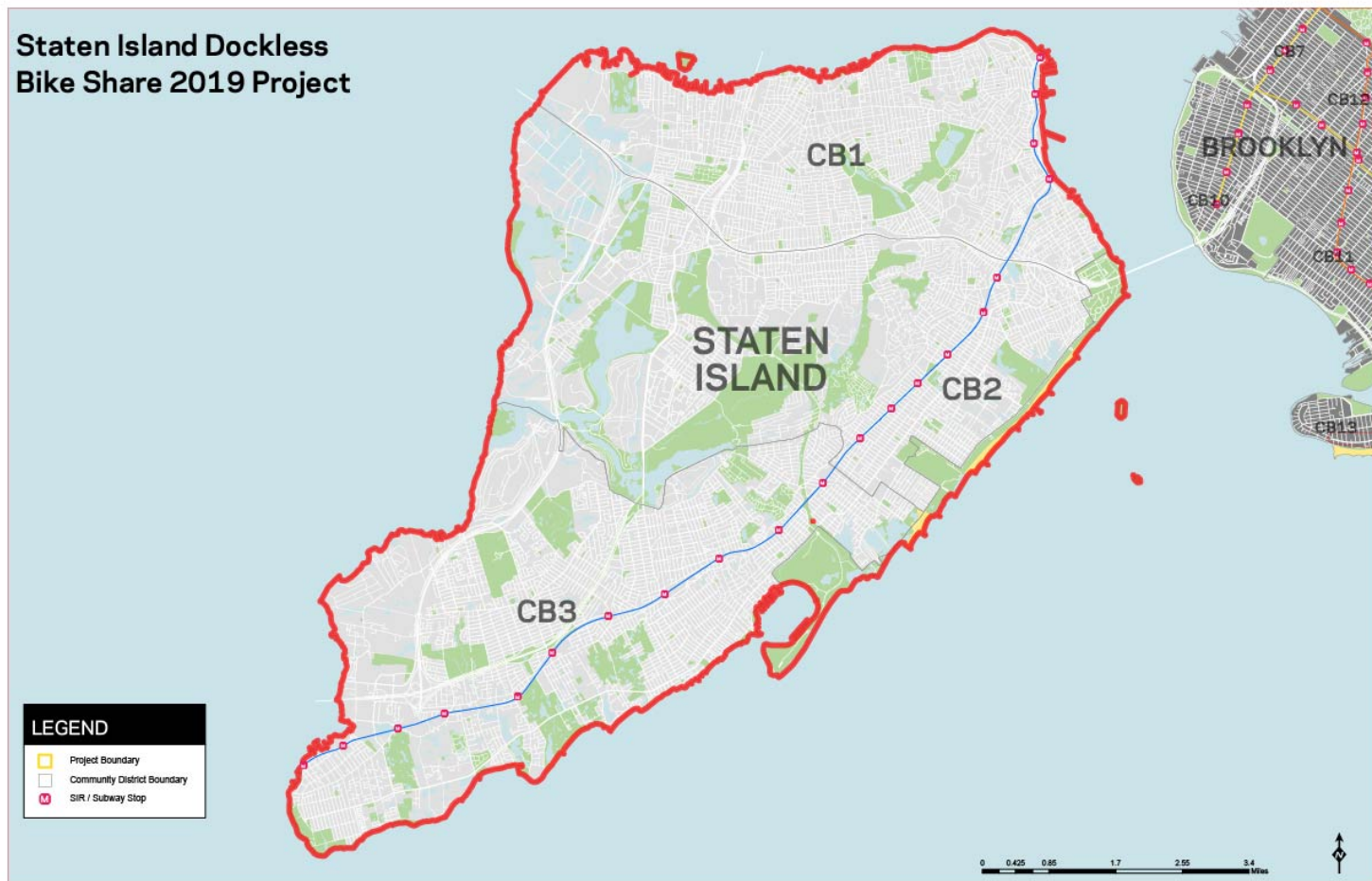
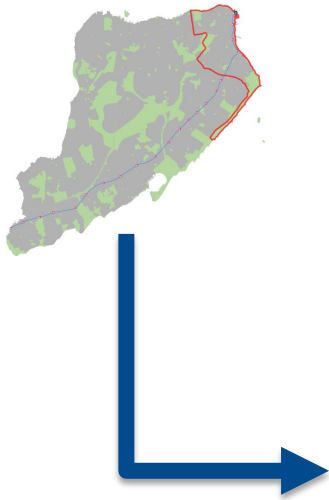
Larger scale, longer term

- **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**



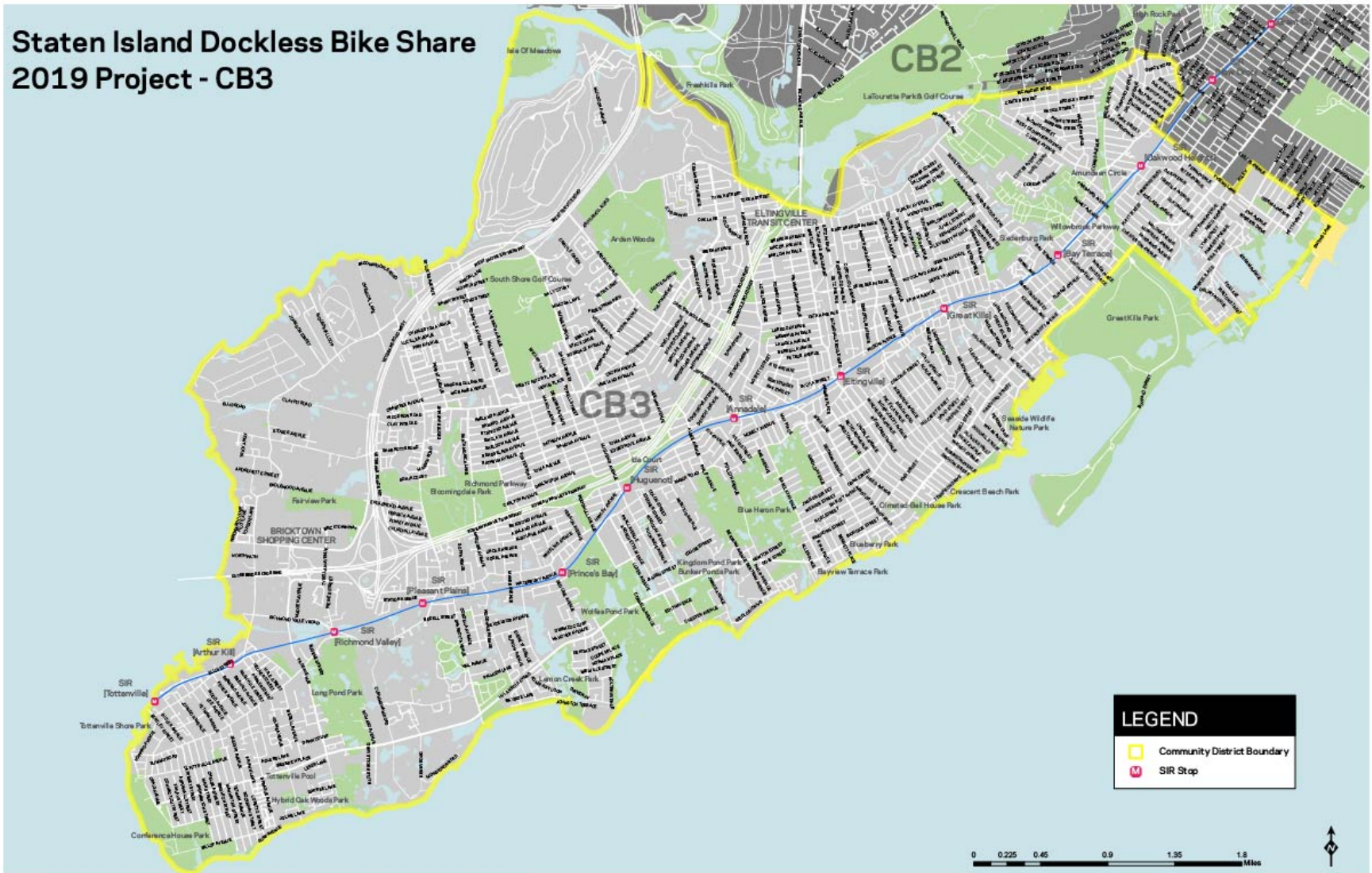
2019 Staten Island Project

Pilot Project



2019 Staten Island Project: Community Board 3

Staten Island Dockless Bike Share 2019 Project - CB3



Planned Outreach

1 Sunday – May 26th
Wolf's Pond Park



Sunday – June 16th
Staten Island Mall*



Sunday – June 2nd
Conference House Visitor's Center



Sunday – July 14th
New Dorp Weekend Walk



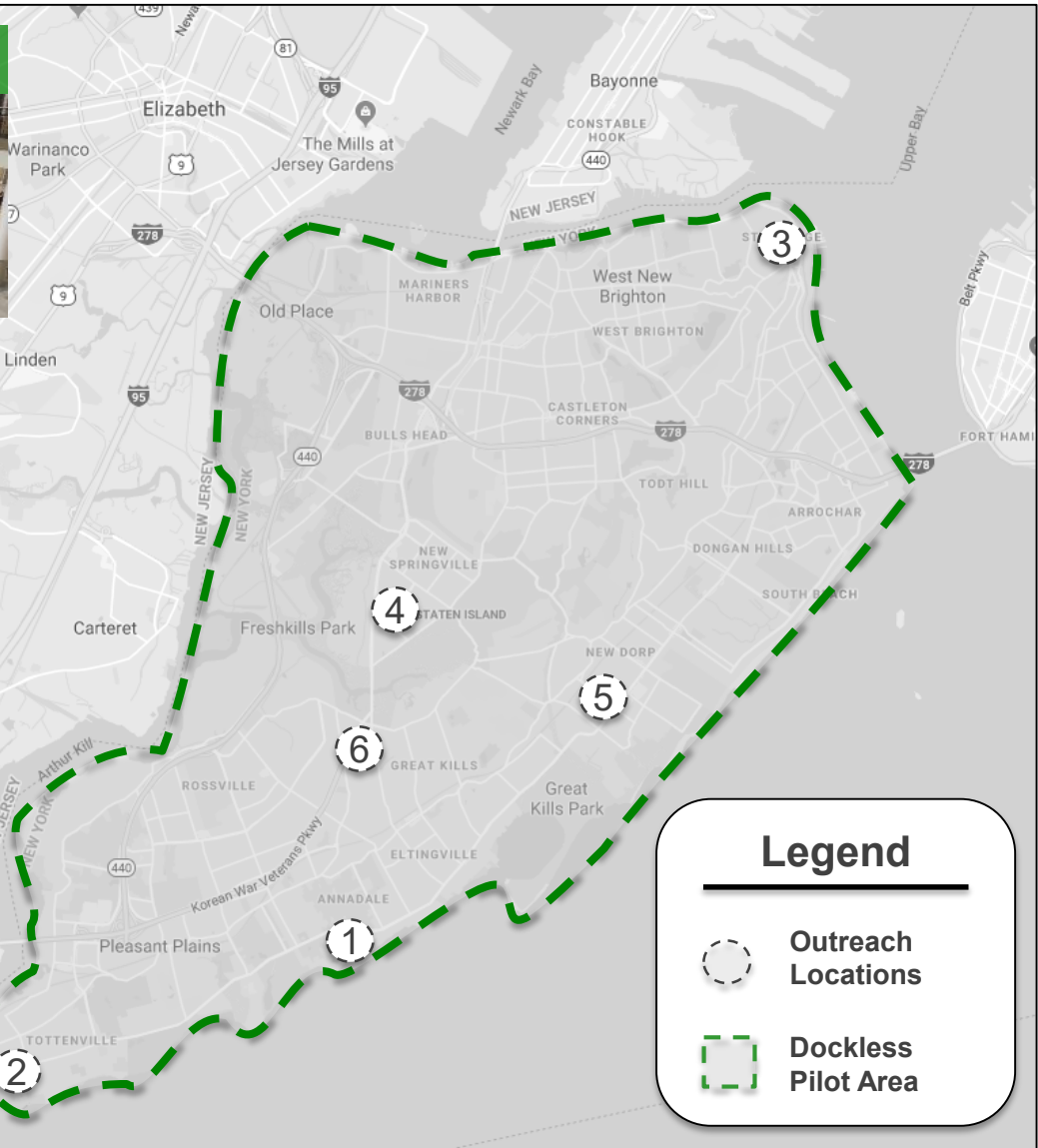
Wednesday – June 5th
St. George Ferry Terminal





Monday – July 15th
Eltingville Transit Center



More outreach opportunities in later in the summer



Legend

-  Outreach Locations
-  Dockless Pilot Area

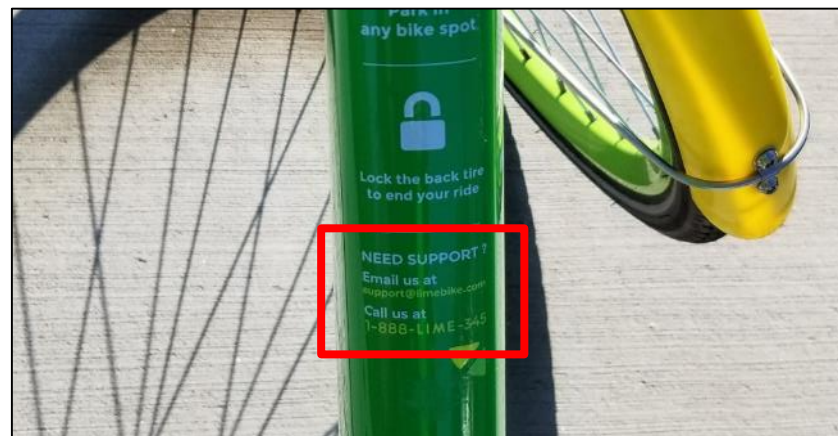
Community Feedback

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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
- **Feedback Portal**
 - nycprojects.info/NYCDockless
- **DOT Staten Island Boro Commissioner's Office**
 - (212) 839-2400



A screenshot of the New York City Department of Transportation (DOT) Projects & Initiatives website. The page features a map of NYC with various project locations marked by green pins. To the right of the map is a sidebar titled "Projects & Initiatives" with a list of projects: "Smart Truck Management Plan - Citywide" (Planning), "Greenways - Citywide" (Planning), "NYCDOT Carshare Pilot" (Planning), and "Flatbush Ave and Atlantic Ave Area" (In Implementation). The website header includes "New York City Department of Transportation Projects & Initiatives" and a "Select Language" dropdown.

Thank you!

Questions?



NYCDOT



nyc_dot



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NYCDOT