

MONTHLY STATUS REPORT – APRIL 2019

Seattle Free-Floating Bike Share Program

Summary

- Ridership in April 2019 was about even with March 2019 and a bit lower than in April 2018 (though the fleet size this month is about half what it was in 2018).
- The bike share program partnered with local non-profit Outdoors for All to offer free adaptive cycle rentals this summer (check out our blog post: <https://sdotblog.seattle.gov/2019/05/07/expanded-bike-access-for-all-free-adaptive-cycle-rentals-through-a-new-partnership-with-outdoors-for-all/>)
- Tracking report-response compliance remains a work in progress as the vendors update their internal complaint-tracking systems to adhere to our unique reporting requirements.

Permitted vendors

- Jump launched under Permit 2.0 on November 19, 2018, and it had **about 1,000-1,500 bikes** in April 2019.
- Lime launched under Permit 2.0 on January 2, 2019, and it had **about 3,500-3,900 bikes** in April 2019.
- Lyft received its permit on December 14, 2018, and it is planning to launch in the summer of 2019 (it had **0 bikes** in April 2019).

Types of devices available

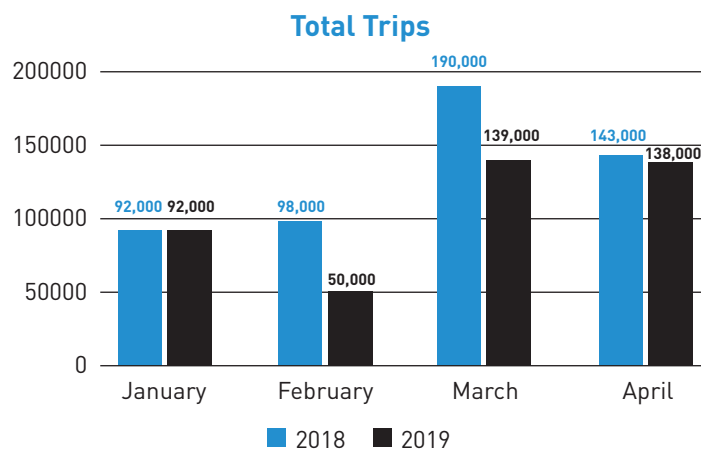
Electric-assist bicycles only. Lime has removed all pedal bikes from their active Seattle fleet.

¹This total is down from about 143,000 trips in April 2018, but there were about 10,000 bikes in April 2018 and our data definition has changed slightly to exclude trips where the distance is 0 meters or the duration is less than 30 seconds.

²This value is the sum of each vendor's unique user totals and does not account for users that are registered with both companies. This is because each vendor reports its total unique users separately to decouple rider information from trip information.

Total trips

In April 2019, bike share users took about 138,000 trips on a fleet of about 4,500-5,300 bikes.¹



Total individual users²

Around 65,000



Average number of trips per day per 1000 residents

6

Average number of trips per individual user

1



Seattle
Department of
Transportation

Parking

Vendor	Jump	Lime
Reports vendor received of improperly parked devices	94	79
Number of reports received that noted obstruction hazards	9	Unknown
Percentage of reports that vendor responded to in time* (Target: 75%)	55%	100%
Percentage of reports that vendor responded to within 48 hours* (Target: 99%)	70%	100%
Percentage of quality assurance reports that appear in log (Target: 100%)	94%	0%



*"In time" means within 2 hours for reports of obstruction hazards received between 6:00 AM and 11:59 PM, within 4 hours for reports of obstruction hazards received between 12:00 AM and 5:59 AM, and within 24 hours for all other reports of improperly parked devices. Reports submitted by the vendor's field staff are not counted in the percentages.



Parking construction

To accommodate up to 20,000 more bikes in the public right-of-way, SDOT is committing to a 15-20% increase in citywide bike parking spaces in 2019.

New bike parking spaces installed³

61

Total bike parking spaces installed since January 1, 2019

250

New bike parking spaces scheduled for installation⁴

90

Compliance audits

In January, SDOT began conducting field audits of each vendor's fleet to ensure progress is being made in improving user parking behavior. These audits will continue throughout 2019, and vendors are working toward the following targets:

- No more than 3% of devices in the audit sample create an obstruction hazard
- No more than 30% of devices in the audit sample are otherwise improperly parked

For initial results, please refer to the Free-Floating Bike Share Report for Quarter 1 2019 (forthcoming).

Coming up next

Vendors spent Quarter 1 working to meet our data reporting requirements. In Quarter 2, SDOT will take appropriate enforcement action to address non-compliance, including for incomplete parking report logs and ADA-prohibited obstruction hazards.

Curious to learn more?

Take a look at our webpage: www.seattle.gov/transportation/projects-and-programs/programs/bike-program/bike-share

And check out our previous monthly status reports: www.seattle.gov/Documents/Departments/SDOT/BikeProgram/BikeShare_Summary_Report_Dec_Final%20{2-5-2019}.pdf

www.seattle.gov/Documents/Departments/SDOT/BikeProgram/BikeShare_Summary_Report_Jan19_Revised_03262019.pdf

www.seattle.gov/Documents/Departments/SDOT/BikeProgram/BikeShare_Summary_Report_Feb19.pdf

www.seattle.gov/Documents/Departments/SDOT/BikeProgram/BikeShare_Summary_Report_Mar19.pdf

Still have questions? Email BikeShare@seattle.gov to get them answered.

³This total includes both "lock-to" spaces (i.e., bike racks) and "wheel-lock" spaces (i.e., designated areas where devices that self-lock through the wheel may be parked).

⁴These bike parking spaces were approved and are awaiting crew availability for installation.