

MONTHLY STATUS REPORT – DECEMBER 2018

Seattle Free-Floating Bike Share Program

Under the new permit requirements, vendors are now required to submit device data and trip data to SDOT via application program interface (API), in addition to parking, maintenance, and incident logs. New data sharing specifications mean new back-end IT infrastructure is needed, so we appreciate your patience as we transition. Without further ado, we're excited to share some early numbers!

Total vendors

2 (Jump and Lime)

- Jump launched under permit 2.0 on November 19, 2018.
- In December 2018, Lime was still operating under Permit 1.0. It launched permit 2.0 on January 2, 2019.
- Lyft received its permit on December 14, 2018, and is planning to launch in March 2019.

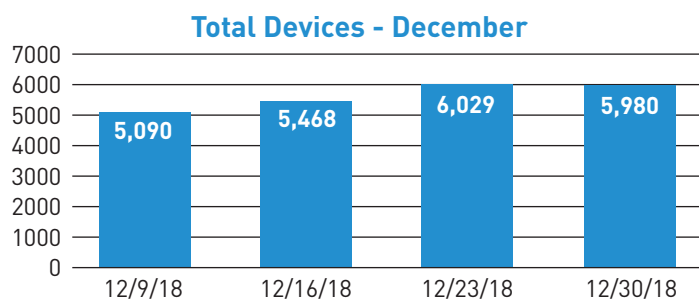
Types of devices available

Pedal bikes (Lime only) and e-bikes (Jump and Lime)



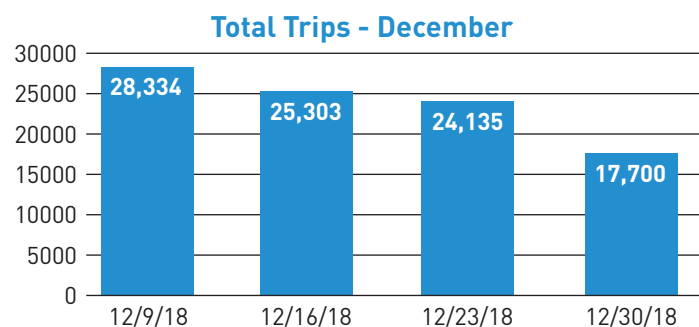
Total number of devices available in any given week

5000-6000



Total trips

Over 100,000



There was a decline around the holidays, but this figure is up from 66,000 trips in December 2017 with a 10,000-bike system (see 2017 Free-Floating Bike Share Pilot Evaluation Report)



Seattle
Department of
Transportation



Total unique users:
Around 4,800¹



Average number of trips
per day per 1000 residents:
4.75²

Average number of trips per
device per day:
0.63³



Coming up next

You'll notice these numbers are still high-level and there are a few caveats—this is because SDOT and the bike share vendors are still getting set up with the new data sharing protocols. We plan to continue publishing monthly reports for the remainder of the permit year, and our goal is to begin publishing data dashboards in Q2 of 2019.

Here's what else you can expect to see in the January report:

- More consistency between Jump and Lime figures
- Summary of trip durations and distances
- Summary of trip start and end times



Reports to vendors of improperly parked devices:
32

Reports to vendors of ADA-prohibited
obstruction hazards:
1

Percentage of reports that vendors responded
to in time:
79%⁴

Percentage of reports that vendors responded
to within 48 hours:
93%⁴

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 blog post about permit 2.0: <http://sdotblog.seattle.gov/2018/11/19/were-launching-version-2-0-of-free-floating-bike-share-to-give-people-more-options-to-get-around-seattle/>

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

¹Jump provided a total count of unique users for December. Lime provided a daily count of unique users, but has not yet provided a count for December, so it's not possible to tell which users each day were first-time or repeat users. This total is based on a sum of Jump's figure and Lime's daily average.

²This KPI is meant to describe system use in a different way that doesn't prioritize profitability. Higher values (e.g., over 5) indicate greater use.

³This is a key performance indicator (KPI) used by vendors to assess profitability. Values over 1 are desired.

⁴These report-response figure only reflect Jump data as Lime has not yet shared response times. "In time" means within the timeframes established in the permit requirements (see Operations, 02).