

# Dockless Bikeshare: Observations from Seattle

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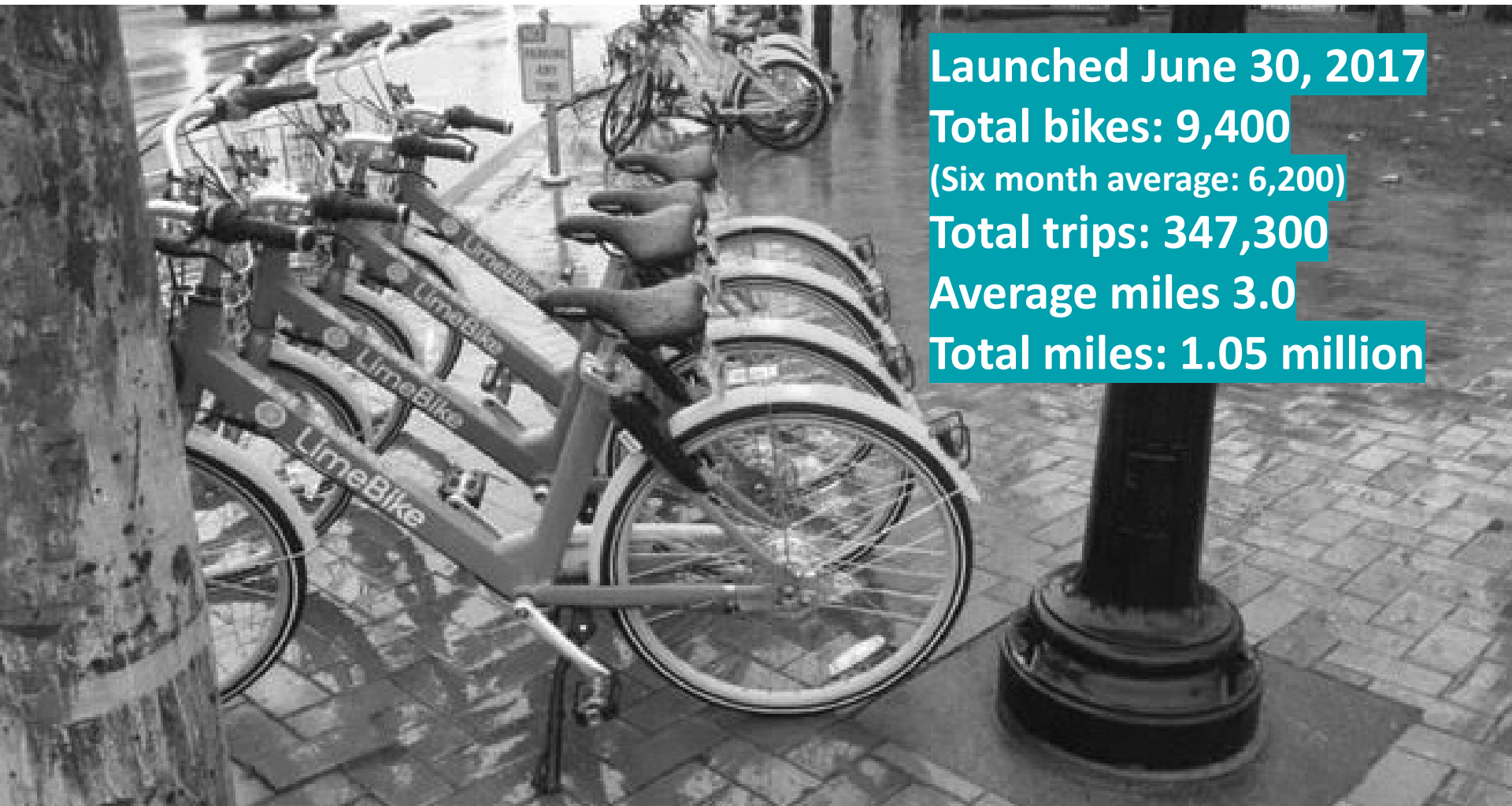






# Seattle Statistics

(Through 12/2017)



**Launched June 30, 2017**

**Total bikes: 9,400**

(Six month average: 6,200)

**Total trips: 347,300**

**Average miles 3.0**

**Total miles: 1.05 million**

# PBOT Observation Goal

Gain first-hand knowledge of:

1. **Right-of-way issues**
2. **User experience**
  - Check out process
  - Bike maintenance & safety
- **Factors: Ride, location, safety and checkout**

**Limitations:**

- Observations made on one day by four staff in December 2017
- Small sample size - Tested and rode 116 bikes



# Methodology

Staff documented information of bikes along four commercial districts.

## Survey elements:

1. Bike company
2. Bike placement
3. Unlocking / App experience
4. Riding experience and maintenance issues experienced

### Bikeshare field survey

\* Required

Select company \*

☐ LimeBike (green)

☐ ofo (yellow)

☐ Spin (orange)

What is the BIKE NUMBER?

Your answer

Approximate address, neighborhood, or description of the bike's location: \*

Your answer

## Neighborhoods Surveyed

Fremont

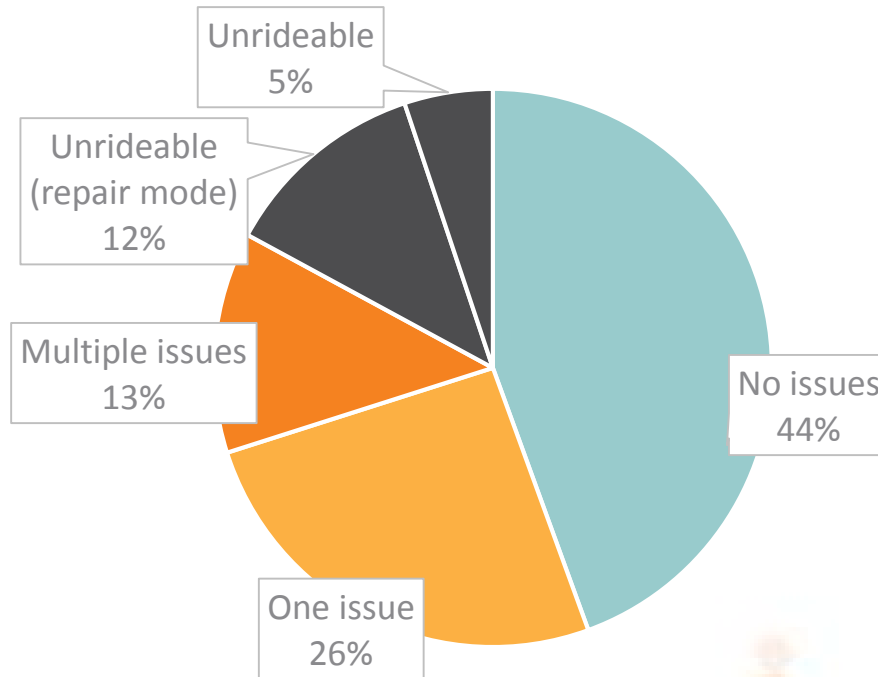
Downtown

Capitol Hill

Central District



# Findings: Maintenance/Safety concerns

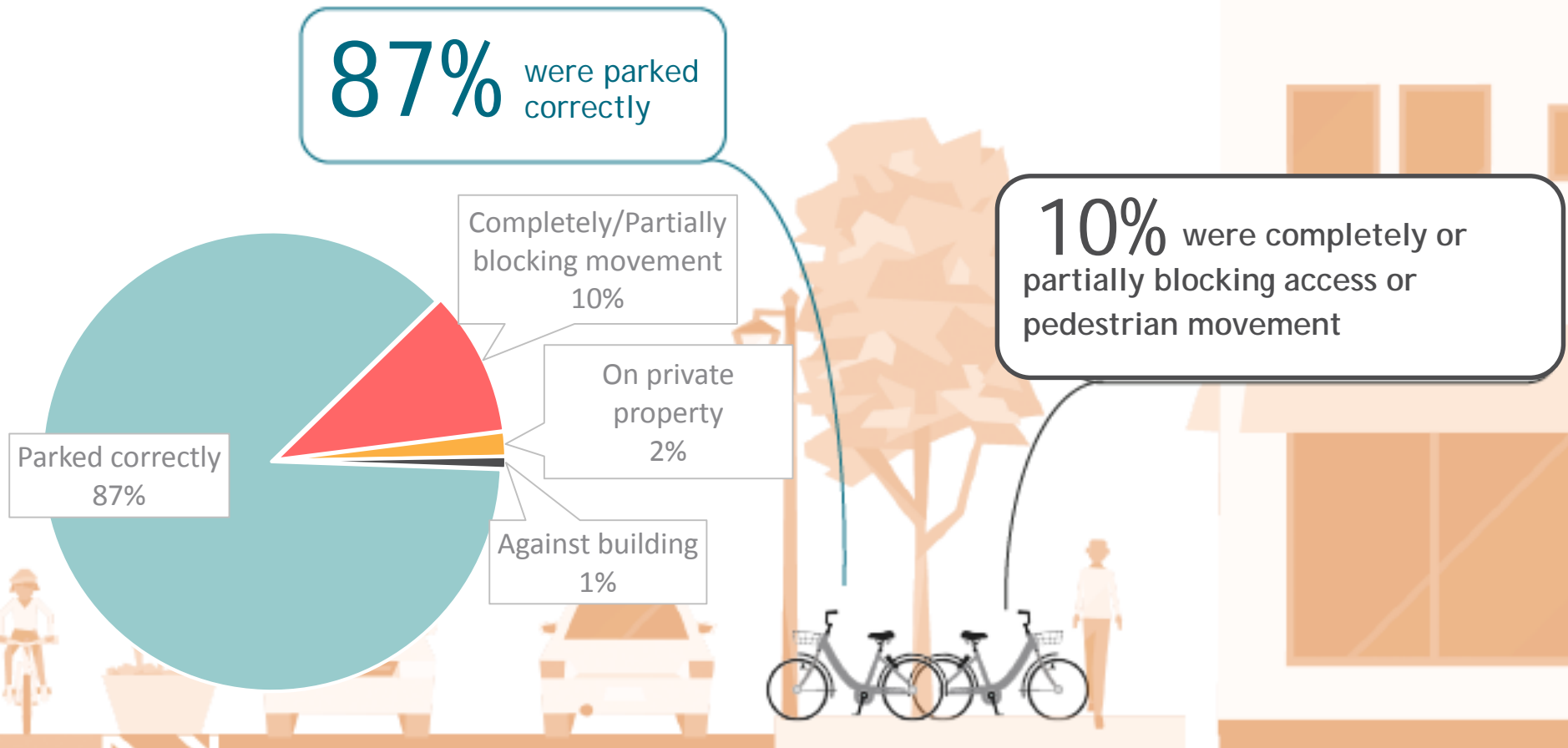


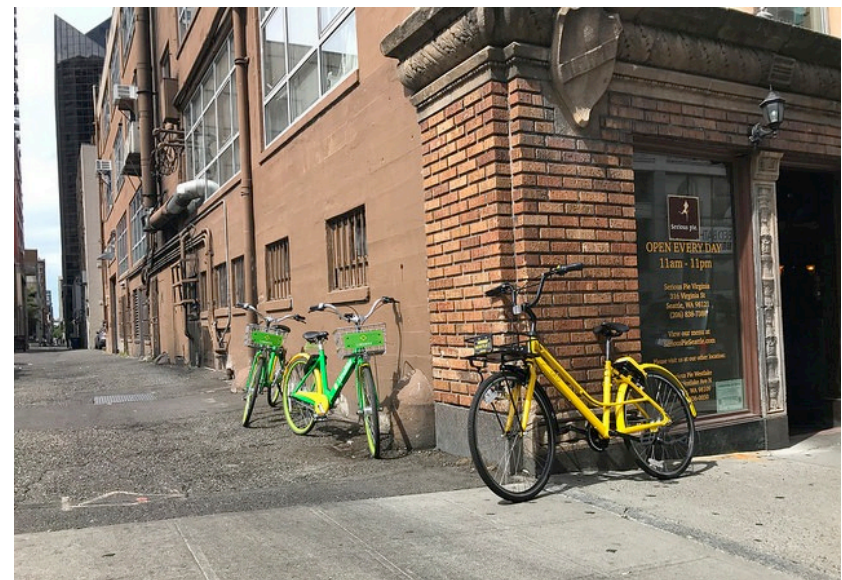
44% No Issues

5% were laying down



# Findings: Right-of-Way issues











# Seattle's Pilot Parking Strategy





# General observations - Pros 👍



- Quick and easy checkout
- Bikes readily available in Commercial Districts
- Inexpensive
- Greater bike share coverage and access than Portland

# General observations - Cons 👎



- **ADA/Pedestrian conflicts**
- **Messy right-of-way**
- **Unpredictable bike placement**
- **Firmware issues**
- **Safety (11% not rideable)**
  - Bikes are only 5 months old, but not riding like new
  - Some catastrophic maintenance issues
  - Some seat posts completely removable