



Date: September 1, 2017
To: Patrick H. West, City Manager *PHW*
From: Craig A. Beck, Director of Public Works *MO*
For: Mayor and Members of the City Council
Subject: **Bike Share Program Update**

On August 22, 2017, operation of the Bikeshare program transitioned to the City. Bikeshare first started in March 2016, and has grown to 400 bikes system-wide. While initial efforts were positive, progress has stalled. There have been a number of performance issues with the vendor, CycleHop, including not delivering a 500-bike system (required in the contract to be completed within 90 days), and not securing advertising sponsorships.

Bikeshare members will have no interruption in service, as staff has established a working relationship directly with the network provider. Activities the City will assume include:

- Maintenance and balancing of the 400 bikes within the system
- Operation of the technology: website, mobile application, and customer service
- Collection of membership revenue
- Seeking of sponsorship for the program
- Support at public events

Staff is currently in the process of ordering new bikes and mapping-out expansion locations. Additional information will be provided as new updates occur.

If you have any questions regarding this matter, please call Sean Crumby at (562) 570-6695.

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