

# APPENDIX F

## Feedback Received Report



## EXECUTIVE SUMMARY

The New Mobility Team collected feedback on the bike share pilot from July 2017 to the present. This report describes data trends and highlights issues of concern for respondents who contacted us between July and December 2017. Where requested, a member of the New Mobility Team responded directly to each contact, generally within ten days. We received feedback primarily by email and phone. We recorded 134 contacts from 119 individuals. Respondents were most concerned with incorrectly parked bikes (74 entries), pedestrian access and safety (49 entries), and the aesthetic impact of the bikes on the urban environment (34 entries).

## STUDY METHODS

Each piece of correspondence was individually analyzed, and any mention of the following themes was noted. The number next to each bullet indicates the number of contacts that raised the issue.

Negative Feedback:

- Bad/incorrect parking (74)
- Pedestrian access and safety (49)
- Ugly/Clutter/Garbage bikes (34)
- Unresponsive company (20)
- Helmets (19)
- Car access and safety (17)
- Disability Access/ADA (16)
- Idle Bikes (13)
- Unsavory riders (12)
- Company terms of service (12)
- Too many bikes (10)
- Personal bike access and safety (8)
- Riders not following traffic rules (8)
- Private use of ROW/Commercialization of public realm (7)
- Lack of city enforcement (5)
- Bike design problems (5)
- App problems (5)
- Parking in bike racks (4)
- Weather/topography (4)
- Children using bikes (3)
- Bikes outside the city (2)

Occasionally, respondents asked questions about the bike share program:

- City's enforcement role (10)
- Parking rules (4)
- Collisions and safety training (4)
- Bike infrastructure plans (4)
- Private use of ROW (3)
- Helmets (2)

We also received some positive feedback:

- General (14)
- Increased bike access (2)
- Parking video (2)

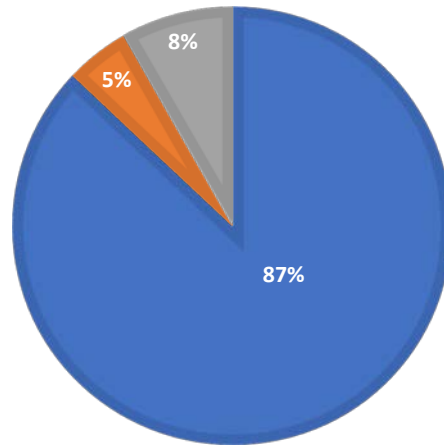
## CONTACTS BY TOPIC

### Shared Bike Parking

	Bad/incorrect parking	Parking in Bike Racks	Private use of ROW/Commercialization of public realm
Shared Bike Parking	74	4	7

### COMPLAINTS REGARDING SHARED BIKE PARKING

- Bad/incorrect parking (87%)
- Parking in Bike Racks (5%)
- Private use of ROW/Commercialization of public realm (8%)



#### **Excerpts from public comment addressing shared bike parking:**

Obstructions: “[Shared] bikes are often left where they are obstructing sidewalks. Even when left just 'off' the sidewalk they can lean into the walking space or the space where someone may want to cross at an intersection, and they create a hazard to pedestrians and runners...”

Parking in bike racks: “I take exception to the recommendation to park them in bike racks. Bike racks are hard enough to find, get installed in convenient locations, and more recently, finding an open space. The bike share bikes have a kickstand that allow them to be freestanding, and have their own locks which eliminates the need to use a bike rack.”

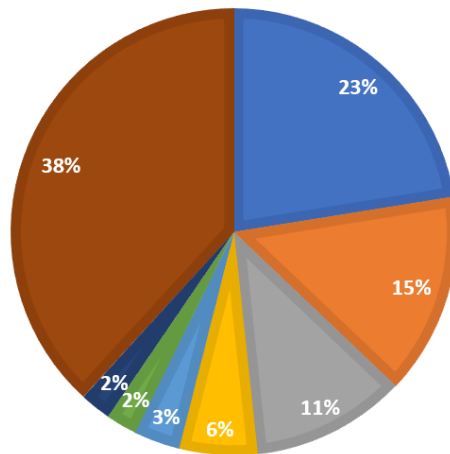
Parking in single-family neighborhoods: “In my immediate neighborhood, I have observed many unused bikeshare bikes and have had to move them off of sidewalks or away from alleys and driveways. In older neighborhoods like ours, sidewalks and parking strips are narrower than in many built later.”

## Vendor's Services and Corporate Practices

	Unresponsive company	Idle bikes	Too many bikes	Too many companies	Bike design problems	Company terms of service	App problems	Ugly/Clutter/Garbage
Corporate Practices	20	13	10	5	3	2	2	34

### CORPORATE PRACTICES

- Unresponsive company (23%)
- Idle bikes (15%)
- Too many bikes (11%)
- Too many companies (6%)
- Bike design problems (3%)
- Company terms of service (2%)
- App problems (2%)
- Ugly/Clutter/Garbage bikes (38%)



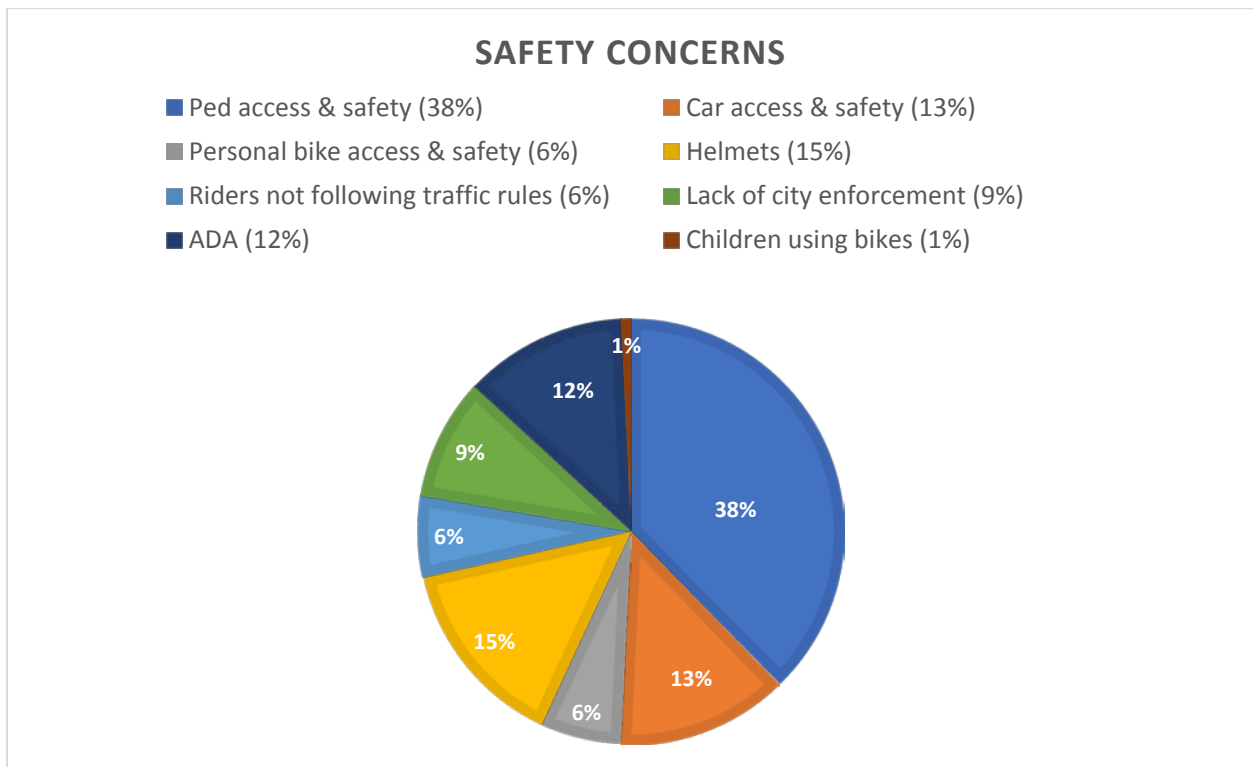
### Excerpts from public comment addressing vendor's services and corporate practices:

Ugly/Clutter/Garbage Bikes: "While the idea may be interesting on a conceptual level, the actual problems we are seeing include damaging the aesthetic environment, safety and nuisance issues related to traffic line-of-sight, lawn mowing with bikes on easements, and walking around / moving the bikes on sidewalks. The bright marketing colors and signage of each bike company are obnoxious and clash with natural habitats and neighborhoods homeowners work hard to maintain."

Unresponsive companies: "I called LimeBike, the owner of these three bikes, to have them deal with them. It took them more than a week to get someone around to move the bikes. This suggests to me that the bike management team for that company is way understaffed."

**Safety Concerns**

	Ped access & safety	Car access & safety	Personal bike access & safety	Helmets	Riders not following traffic rules	Lack of city enforcement	Disability Access/ADA	Children using bikes
Safety Concerns	49	17	8	19	8	12	16	1



**Excerpts from public comment addressing vendor’s services and corporate practices:**

Car access/safety: Commercial business owners complaining about the large swarms of these bikes parking in manner that makes exiting from the passenger side of vehicle difficult if not impossible.

Disability Access/ADA: I am observing Ofo bikes parked on city sidewalks impeding ADA accessibility. For persons dependent on wheelchairs and electric scooters, they are unable to move the bikes.

Helmets: There is no messaging about bike helmets. Some of the best research on bike helmets comes from Seattle, and there is clear evidence that serious head injuries are a common occurrence with people who ride without helmets. This is a major problem with how the program is managed!

## SUPPORT AND FEEDBACK

### Designated racks in high use areas-

“...support a more orderly model using the same payment concept but with designated racks in high-use areas (as defined by the neighborhoods themselves) and at parks, schools and universities and transportation and tourist hubs.”

### Supportive Comments-

“I think the program is working surprisingly well for a pilot. On sunny (or at least not rainy) weekends I see a great number of people enjoying the bikes. I've used them myself a couple times in a pinch when my e-bike was not with me and found them a reasonable option so long as I was on the waterfront or other flat space.”

“First, I believe people appreciate the ease and additional transportation options the bikes provide, especially since bus service has been curtailed in our area in recent years, and since developers are now building 20, 30 and 40-unit buildings with no parking for tenants.”

