

2019 VALLEYBIKE SHARE SEASON PLAN

Presented in person at Steering Committee meeting on March 20th 2019 by:

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- Pierre Beaufort, Director of Operations

*** Sections (titles) in this document are based on questions sent to BWG by Wayne ***

1. Documentation Of Bikes PVPC Paid For

- PVPC purchased, paid for and owns 290 Pedelec bicycles out of the 500 fleet:
- 468 new bikes were delivered at the Florence warehouse
- 32 new bikes were accidently shipped to Summit County
 - 32 stripped bikes from Summit County were shipped to Pioneer Valley
- Bewegen will send documentation showing 500 bikes were purchased for ValleyBike

BIKE INVENTORY LOCATION	
QTY	LOCATION
495	Florence Warehouse
5	Disappeared to be replaced

2. Status Of Working Bikes By April 1st

- SLA dictates 85% of available bikes at all times, therefor 500 bikes is not the accurate number of bikes to be deployed
- The system can open on April 1st; however, this date cannot be fixed for a full station deployment moving forward, as installation is contingent on good weather
 - All winterized bikeshare systems across the world see a gradual deployment of stations
- Maximum of 46 station locations may be ready for the start of 2019 season
 - Accordingly, with an SLA target at 85% = 391 bikes deployed out of 460 bikes
- When 50 stations are installed, 85% = 425 of 500 bikes

3. Status Of Station Installed – As Of March 25th 2019

- Rails ONLY
- Amherst
 - Town Hall
 - Kendrick Park
 - University Drive
- UMass
 - Haigis Mall
 - ILC
 - Central Residential Area
- Holyoke
 - Depot Square
- Northampton
 - Pulaski Park
 - Train Station
 - State Street
 - Jackson Street
- Rails AND enclosures
- South Hadley
 - Eink
- Northampton
 - Northampton High School
 - John M. Green Hall
 - Florence Center
 - Forbes Library
 - YMCA
 - Village Hill
- Approximately 30 stations should be installed by April 1st excluding:
 - Stations with no electrical connections in Holyoke that will not be installed
 - Mackenzie Field
 - Downtown
 - Holyoke Medical Center
 - South Holyoke
 - Pleasant Station
- Other stations with no electrical connection will have an installation delay
- Stations with snow or ice issues will also be delayed
- All things considered, a maximum of 41 stations are ready for BWG to install (maybe less based on comments from committee members)
- Station install progress will be communicated weekly to Steering Committee

4. Bike Situation

- Only a proportional number of bikes can be deployed for its total installed stations, view station installation information above. Ratio to apply is roughly 10 bikes / Station
- Considering that a maximum of 41 stations are potentially ready for us to install, the appropriate maximum number of bikes is 410. When we apply the 85% SLA requirement, 349 bikes should be available to comply to the SLA;
- Due to multiple circumstances such as vandalism (misuse) and poor management of spare parts, bike will be rolled out gradually based on status of repairs and part availability
 - We are being incentivized/penalized for this by payments being held off for SLA non-compliance. It is in our best interest to get this right ASAP.
- Bike situation progress will be communicated weekly to Steering Committee.

BIKE DEPLOYMENT SCHEDULE	
QTY (unitary 1 time)	Date ready for on street
272	Ready To Go
SLA COMPLIANT 32 STATIONS	
60 Rmb Defect Motors	Mid May
SLA COMPLIANT 39 STATIONS	
70 Basic Repairs	Mid June
SLA COMPLIANT 46 STATIONS	Mid June
50 Advanced Repairs	Mid July
5 Disappeared/Stolen New Bikes	Mid July
SLA COMPLIANT 50 STATIONS	
43 New Bikes (Summit Mistake)	End Of July
TOTAL	
500	End Of July

5. Station Situation And Deployment

- See all comments above for deployment status and comments
- Target install rate is 2 stations/day, normally roll out is 1 town at a time for operational efficiency and Steering Committee may choose order they want and prioritize one town over the other
 - At the meeting, Steering Committee requested a proportional roll-out between towns. Bewegen is working to make this happen.

Spare parts

- Bike winter inventory was poorly managed
 - The problem is now fixed with proper processes and training programs
- As a general statement, parts are arriving up to mid-June
 - Bewegen purchased \$70K USD worth of spare parts for ValleyBike Share in January 2019
- Winterizing of the system started at the end of November and took 3 weeks
 - Full inventory and assessment of bike situation took 3 weeks
 - Parts needed to fix bikes after assessment were ordered early January
- Vandalism (misuse) in Springfield is responsible for well over 100 bikes in bad shape
- There are no missing motors, there are motors that need to be fixed due to manufacturer defect. Rocky Mountain will send a team at the end of April to fix them
 - These defects are affecting all new Bewegen systems
- Full parts inventory will not be provided, as it's a central hub for all Bewegen systems
 - Sufficient parts will be stocked in our central hub for future needs. We have ordered a very large quantity of parts in January worth more than \$500K for the parts hub.
- Please view bike deployment chart for how parts will affect bike deploy

Communications

- We recognize we should have communicated better throughout the winter. We will develop a monthly report we will use during the 2019-2020 winter months to monitor spring roll-out progress
 - ValleyBike Share to suggest metrics (ex. How many bikes were fixed during past month).

Payment schedule

- No modified payment schedule will be accepted, the updated SLA and held payments cover this, it would be double-dipping;
 - We cannot absorb additional held amounts to operate efficiently.

Interesting facts

- Training program created for Corps Logistics crew, certified by Bewegen.
 - Corps employees have passed the training program
- 100 bikes were fixed during winter shutdown, bringing back the number of available bikes to summer 2018 level
- Second warehouse is secured in Holyoke, doubling the operations footprint and reducing time to deploy Corps Logistics team. This second warehouse was not included in the original contract and is an extra that will be beneficial for ValleyBike Share
- Developed and shipped repair kit for baskets that improves basket strength and greatly improve availability
- Developed and shipped new basket sticker requested by Steering Committee (NEVER ride with animals/people, not affiliated with Valley Bike Ski Werks)
- Developed and shipped new Community tag for bikes (NH, SP, etc)
- Better staffing than what was included in original RFP and contract

STAFFING LEVELS		
Title	RFP	ACTUAL
Supervisor/Project Manager	1 FTE	2 FTE
Call Center	2 FTE	8 FTE
Bike/Station Mechanic	4 FTE	4 FTE
Redistribution/Cleaner	6 FTE	6 FTE
Marketing	0	1 FTE
Part time vocational school	0	4 FTE
Total	13	25
5 vehicles, 4 trailers		

- Bewegen will audit the progress of this plan on site to ensure compliance.
- Alain Ayotte will be in Pioneer Valley next week to ensure the plan's kick off, and will reach out to Wayne.
- Jim Duffney will be in Pioneer Valley starting Monday March 25th and will be supervising the install process.
- Yanik Hardy will be in Pioneer Valley from Thursday March 28th to Tuesday April 2nd.
- Shannon Bliven will participate in the meeting with police departments of each towns, facilitated by Stephanie Ciccarello.
- Pierre Beaufort will hold call with electrical inspectors to go over requirements and permits needed, further explaining that Bewegen system is low-voltage.
- Bewegen has change the sponsorship acquisition process with a local approach to give momentum to the process for season 2.
 - 22 of 25 available station sponsorships (12k / year, 3-year commitment) are sold, BWG will not put a large amount of time/efforts on this due to low availability
 - We are putting the majority of our time in effort into the global Title Sponsorship (540k / year for all communities, 3 + 2 year commitment)

- Bewegen encourages the committee to provide assistance, especially for Title Sponsorship. The way to help is to get the communities' Mayors (or high up management) to make email introductions to Shannon
 - A lead will be considered and tracked if an introduction is made to Shannon by:
 - Email
 - Phone
 - In Person