

Catherine E. Pugh

Mayor



Room 250
City Hall

Baltimore, MD 21202

**PRIVILEGED AND CONFIDENTIAL
MEMORANDUM:**

December 6, 2016

TO: The Honorable Catherine Pugh
Tisha Edwards, Chief of Staff
Peter Hammen, Chief of Operations
Sam Sidh, Director of CitiStat

FROM: The CitiStat Team

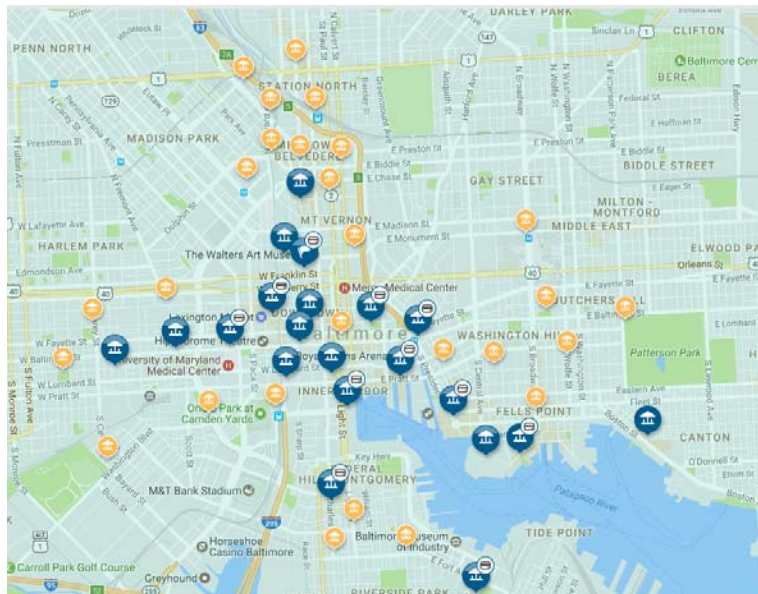
SUBJECT: Department of Transportation, Executive Briefing



• **Making Progress**

- **Bike Share.** The Department of Transportation launched Phase 1 on October 28th, which is approximately 30 locations. Phase 2 is expected to launch in spring 2017. 21 stations are live and 3 additional stations will be installed in 2016 (MICA, Penn Station, and Cross Street Metro). Implementation preparations have begun for a 26 station expansion in Spring 2017 totaling 50 stations. Below is a map of the station locations around the City.

STATIONS FIXED TEMPORARY PLANNED CLOSED PAYMENT KIOSK



Below is a screenshot of the metrics that are recorded on the Baltimore Bike Share website as of December 5th, 2016. The first 30 day statistics reported by DOT were 8,500 miles ridden, 5,900 rides and 2,533 people have ridden a bike at least once.

Stats

Total distance (mi)	9,622
Total trips	6,905
Active members	1,087
2016 Occasional members	1,580
All-time Occasional members	1,580

Favorite check-out stations

1st	Cross Street Market
2nd	National Aquarium
3rd	Harbor East

Favorite return stations

1st	Cross Street Market
2nd	National Aquarium
3rd	Harbor East

- Needs Improvement**

- o **Potholes.** CitiStat tracks and monitors all of the pothole requests that come in through the 311 system. Potholes have a 48 hour duration requirement, which means each pothole request must be resolved within 48 hours. Per the graph below the closed on time percentage was 100% and is now slightly above 80%.

Created Closed % Closed on time

