

Coca-Cola Zero dublinbikes Operational Report

May June 2015

This bi-monthly report summarises how the Coca-Cola Zero dublinbikes scheme has been operating during the period with reference to Key Performance Objectives previously identified and agreed with Dublin City Council.

Additional reports are appended, giving further detail where required and focusing on other operational aspects of the scheme, some of which may contain commercially sensitive information intended for limited distribution.

Statistics at 30 June 2015

Valid Annual Subscribers	56,406
Short Term Subscribers (YTD)	8,203
Journeys (YTD)	1,927,433
Journeys (since Launch)	11,266,511
Average Duration of Journey (Minutes) (YTD)	14
Percentage of Journeys Free (YTD)	96%
Busiest Usage Date Ever	30/6/2015
Journeys on Busiest Day	15,547

SLA

We consider that we are on track for fulfilling our key performance objectives as agreed on an annual basis.

SLA performance is outlined below for this period:

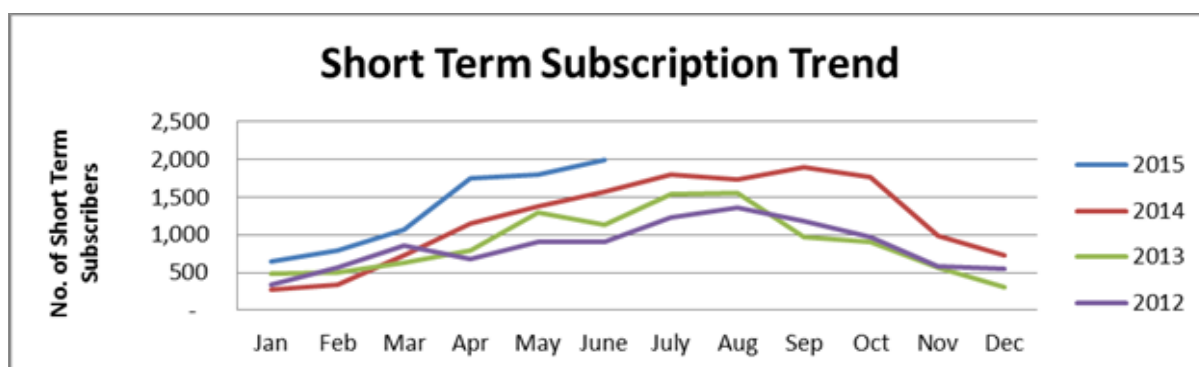
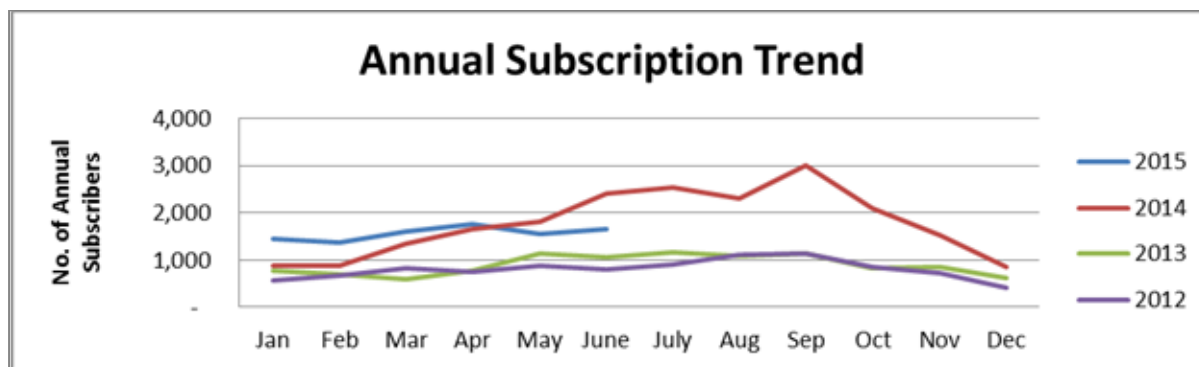
- 98% of attempted rentals were successful.
- The average active number of bikes in the fleet was 1,563.
- On average per day Monday to Friday, 705 bikes were forcibly regulated, the year to date average being 613. This involves moving bikes by truck

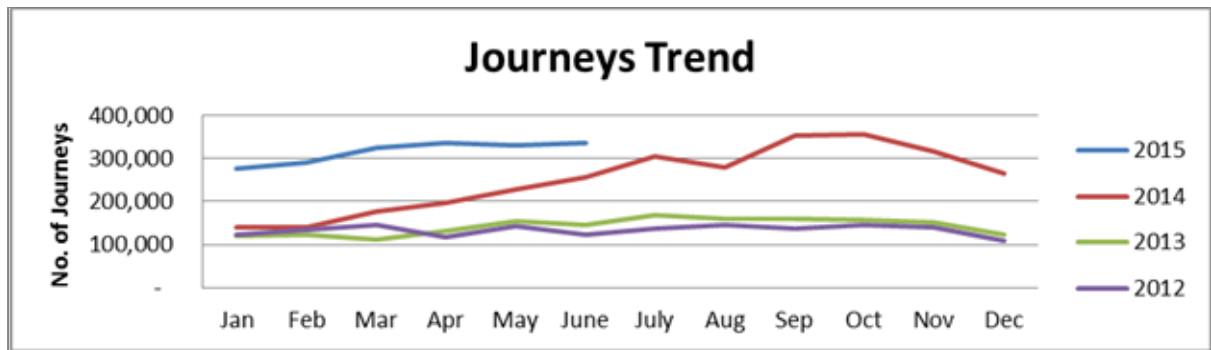
between full stations and empty ones to better redistribute bikes around the network.

- A total of 309 station cleans took place.
- Any bikes due scheduled maintenance during the period were subsequently removed from the active fleet until they could be dealt with, or were serviced in line with our servicing guidelines.
 - In excess of 1,489 separate mechanical maintenance interventions were made on bikes including scheduled maintenance and ad-hoc repair.
- Subscriptions were fulfilled on average within a maximum of 8 days.
- The Call Centre dealt with a total of 4,807 contacts.
 - 1,935 of these were by e-mail and the remainder by phone.
 - Six official written complaints were received and closed.

Subscriptions and Rentals

Both Subscriptions and rentals continue to grow as indicated by the graphs below. Year on year Annual Subscriptions have grown by 5%, Short Term Subscriptions by 48% and Journeys by 67%.





Rental Patterns

Normal weekday rental activity continues to see the bulk of rentals occur during three peak periods, morning rush hour, lunch time and the evening rush hour period.

Operational Considerations and Observations

An issue with an external data communications provider on the evening of 26 May caused many stations to disconnect for a period of shortly less than 7 hours. Subsequently in the period 26 May through to 12 June there was a concentration of outages of less than 15 minute duration due to ongoing issues with this external data communications provider.

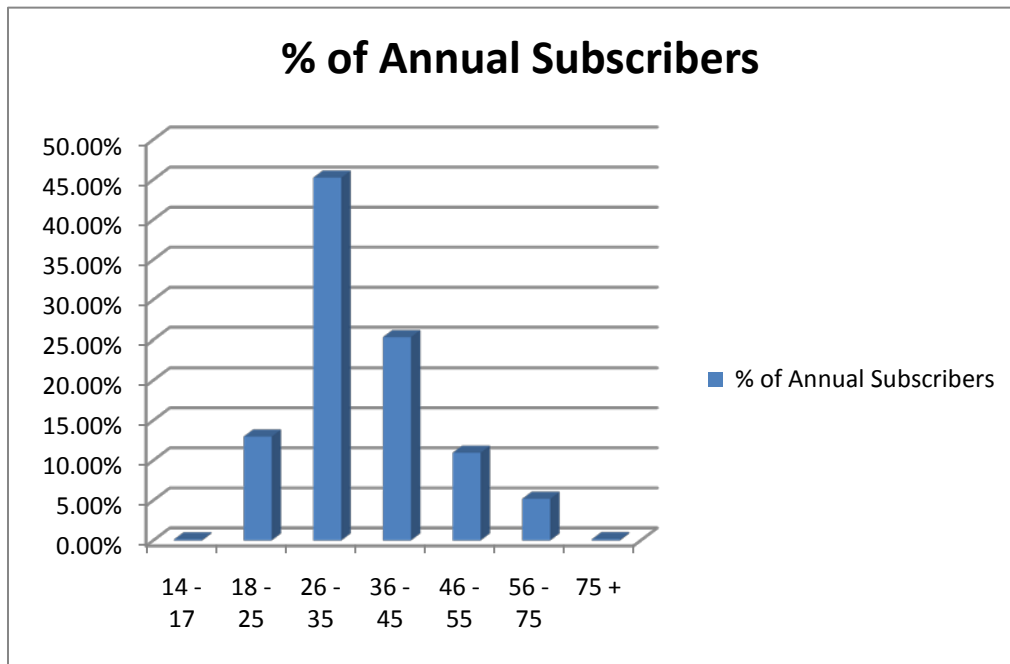
As a result, alternatives have been investigated and a project was undertaken to implement a solution which will make the network more robust and reduce the chances of this happening again.

Appendices

Appendix 1 - Subscriber Profile

Gender Breakdown	
Male	Female
64%	36%

Age Bracket (Years)	% of Annual Subscribers
14 - 17	0.13%
18 - 25	12.98%
26 - 35	45.26%
36 - 45	25.33%
46 - 55	10.96%
56 - 75	5.20%
75 +	0.15%



Appendix 2 – Station Closures – May/June 2015

Coca-Cola Zero dublinbikes Station Closures

Availability 99.726%

Period: May to June 2015

Incident	Station No.	Station Name	From	To	Days	Hours	Minutes	Duration (DDD, HH, MM)	Planned/Unplanned	Category	Type	Subtype
1	89	Fitzwilliam Square	03/05/2015	04/05/2015	1	0	26	1 Day 26 Mins	Unplanned	Outage	Ext. Fault	Flooding
2	26	Merrion Square West	31/05/2015	01/06/2015		18	55	18 Hours, 55 Mins	Planned	Closure	Event	Organiser Request
3	89	Fitzwilliam Square East	31/05/2015	01/06/2015		18	36	18 Hours, 36 Mins	Planned	Closure	Event	Organiser Request
4	39	Wilton Terrace	31/05/2015	01/06/2015		18	37	18 Hours, 37 Mins	Planned	Closure	Event	Organiser Request
5	20	James Street East	31/05/2015	01/06/2015		18	41	18 Hours, 41 Mins	Planned	Closure	Event	Organiser Request
6	100	Heuston Bridge South	08/06/2015	08/06/2015		4	0	4 Hours	Planned	Closure	Event	Liffey Drainage
7	1	Chatham Street	26/05/2015	26/05/2015		6	45	6 Hours, 45 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
8	5	Charlemont Street	26/05/2015	26/05/2015		6	45	6 Hours, 45 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
9	8	Customs House Quay	26/05/2015	26/05/2015		6	37	6 Hours, 37 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
10	9	Exchequer Street	26/05/2015	26/05/2015		6	46	6 Hours, 46 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
11	10	Dame Street	26/05/2015	26/05/2015		6	46	6 Hours, 46 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
12	14	Fownes Street	26/05/2015	26/05/2015		6	44	6 Hours, 44 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
13	19	Herbert Place	26/05/2015	26/05/2015		6	42	6 Hours, 42 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
14	20	James Street East	26/05/2015	26/05/2015		6	44	6 Hours, 44 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
15	21	Leinster Street South	26/05/2015	26/05/2015		6	38	6 Hours, 38 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
16	24	Cathal Brugha Street	26/05/2015	26/05/2015		6	37	6 Hours, 37 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
17	26	Merrion Square West	26/05/2015	26/05/2015		6	38	6 Hours, 38 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
18	27	Molesworth Street	26/05/2015	26/05/2015		6	45	6 Hours, 45 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
19	31	Parnell Street	26/05/2015	26/05/2015		6	37	6 Hours, 37 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
20	32	Pearse Street	26/05/2015	26/05/2015		6	39	6 Hours, 39 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
21	33	Princess Street	26/05/2015	26/05/2015		6	45	6 Hours, 45 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
22	35	Smithfield	26/05/2015	26/05/2015		6	43	6 Hours, 43 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
23	36	St Stephens Green East	26/05/2015	26/05/2015		6	45	6 Hours, 45 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
24	37	St Stephens Green South	26/05/2015	26/05/2015		6	40	6 Hours, 40 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
25	38	Talbot Street	26/05/2015	26/05/2015		6	39	6 Hours, 39 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
26	39	Wilton Terrace	26/05/2015	26/05/2015		6	37	6 Hours, 37 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
27	41	Harcourt Terrace	26/05/2015	26/05/2015		6	41	6 Hours, 41 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
28	43	Portobello Road	26/05/2015	26/05/2015		6	36	6 Hours, 36 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
29	46	Strand Street Great	26/05/2015	26/05/2015		6	38	6 Hours, 38 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
30	47	Herbert Street	26/05/2015	26/05/2015		6	38	6 Hours, 38 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
31	49	Guild Street	26/05/2015	26/05/2015		6	46	6 Hours, 46 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
32	53	Newman House	26/05/2015	26/05/2015		6	41	6 Hours, 41 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
33	54	Clonmel Street	26/05/2015	26/05/2015		6	42	6 Hours, 42 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
34	58	Sir Patrick Duns	26/05/2015	26/05/2015		6	38	6 Hours, 38 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
35	62	Lime Street	26/05/2015	26/05/2015		6	46	6 Hours, 46 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
36	63	Fenian Street	26/05/2015	26/05/2015		6	41	6 Hours, 41 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
37	65	Convention Centre	26/05/2015	26/05/2015		6	43	6 Hours, 43 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
38	80	St James Luas	26/05/2015	26/05/2015		6	36	6 Hours, 36 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
39	82	Mount Brown	26/05/2015	26/05/2015		6	48	6 Hours, 48 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
40	84	Brookfield Road	26/05/2015	26/05/2015		6	46	6 Hours, 46 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
41	91	South Dock Road	26/05/2015	26/05/2015		6	43	6 Hours, 43 Mins	Unplanned	Outage	Ext. Fault	Mobile Data provider issue
42	46	Strand Street Great	23/06/2015	23/06/2015			32	0 Hours, 32 Mins	Unplanned	Outage	Ext. Fault	ESB Fault
43	25	Merrion Square East	26/06/2015	28/06/2015	1	12	0	1 Day, 12 Hours	Planned	Closure	Event	Organiser Request
44	92	Heuston Bridge North	26/06/2015	29/06/2015	1	6	47	1 Day, 6 Hours, 47 Mins	Unplanned	Outage	Int. Fault	Technical Issue

3 304 1729
 Total Mins 24,289
 100% Uptime Mins 8,871,840

Note: Only greater than 15 mins. Samples Below:

- Closure Event DCC Request
- Garda Request
- Organiser Request
- Outage Ext. Fault ESB Supply Issue
- Flooding
- Vandalism
- Telecoms Supplier Issue
- Int. Fault Technical Issue

During the period 26 May through to 12 June there was a concentration of outages of less than 15 minute duration due to an issue with an external data communications provider.

Appendix 3 – Incidents – Mar/Apr 2015

CCZ dbs Reported Incident Summary 2015	CCZ dublinbikes					Total
	Subscriber	Public	Property	Vehicle	Other	
May	0	1	32	0	1	34
June	1	0	35	2	0	38
Totals for Period	1	1	67	2	1	72

Appendix 4 – Carbon Footprint Savings Estimation

Coca-Cola Zero dublinbikes Carbon Footprint Savings Estimation

Number of Journeys Since Launch	Average Rental Duration (Mins)	Estimated Average Cycling Time (Mins)	Estimated Total Cycling Time (Hours)	Estimated Average Speed (Km/hr)	Estimated Total Distance Cycled (Km)	Estimated Average CO2 emissions grams per Kilometer (Assume Class A car [0-120 g/Km])	Max Estimated CO2 Saving (tonnes)
11,266,511	13	12	2,253,302	11.0	24,786,324	100	2,479

Percentage of Journeys Replacing Car Journeys	Max Estimated CO2 Saving (tonnes)
100	2,479
75	1,859
50	1,239
33	826
25	620
10	248
5	124

Times around the World
560.1 times*

Times to the moon and back
32.2 times**

*based on circumference of 44,250 km

**based on an average distance between Earth and the moon of 384,403 km