



SF Environment

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A Department of the City and County of San Francisco



CommuteSmart

**CityCycle Program
2012 Report
May 2013**

EXECUTIVE SUMMARY

In San Francisco, the transportation sector accounts for 43 percent of greenhouse gas emissions. With approximately 27,000 employees, the type of transportation City and County of San Francisco (CCSF) employees use to get to and from work and while at work has a significant impact on air quality in the area and the City's climate impact.

The City has committed to policies that promote the use of sustainable transportation that, along with other initiatives, will work towards the goal of reducing greenhouse gas (GHG) emissions from 1990 levels 80% by 2050.

The three initiatives that most clearly promote the use of bicycles for City business trips are the City's Transit First Policy, the Healthy Air and Clean Transportation Ordinance (HACTO), and the City's Greenhouse Gas Emissions Targets and Departmental Climate Action Plans (DepCAP). In 1973, the Transit First Policy was adopted, giving sustainable transportation modes priority over single occupancy vehicle travel. HACTO is a mandate that all City departments should implement Transit First plans for its employees and report annually on its success and failures and reduce the size of their vehicle fleets. And it is the Greenhouse Gas Emissions Targets and DepCAP initiative that coordinates the City's goals and departmental accountability.

CityCycle is a key program to realize these goals and ordinances. By offering an accessible, healthy, and safe way to travel, CityCycle aims to reduce work-related vehicle miles traveled (VMT) by City employees, therefore reducing greenhouse gas emissions and the size of the City's motorized vehicle fleet.

CityCycle also functions as a model for other municipal agencies and private companies that are considering bikeshare programs for its employees. The processes, data, and best practices will be a resource to realize greater VMT reduction in San Francisco and beyond.

This report assesses the CityCycle program through the results of the 2012 CCSF Transportation Survey to determine positive findings and areas for future improvement.

- Once CityCycle was an available resource, City employees chose to ride a bike with greater frequency. Driving for trips up to three miles decreased by five percent, and driving for trips three to six miles decreased by six percent. Over 32,800 vehicle miles are reduced annually as a result.
- CCSF employees bike an estimated 10,638 miles per week, or approximately 510,500 miles per year on both private and City-owned bicycles, averaging 5.6 miles per week per cyclist.
- 1,360 gasoline gallon equivalents are reduced annually, reducing costs by \$4,366 and CO₂ emissions by 35,467 lbs.

- Employees are most encouraged to bike because of the health benefits associated with cycling, suggesting cross-promotion with health focused departments and programs.
- Employees are most discouraged to bike because of the weather; however, since little can be done to remedy this, the next most common barrier is that they have too much to carry during trips. This can be remedied by offering baskets.
- 47 percent of CCSF employees who ride a bike for work related trips use a City-owned or CityCycle bike. Of those biking on City-owned bikes, 19 percent can identify the bikes as part of the CityCycle fleet. A campaign to brand and educate can increase awareness and use.
- Data used to assess the CityCycle program was collected through a self-reported surveying process. To date, this is the best available data, but it has two shortfalls. The first is human error and the challenge of accurate recollection. This can be addressed through GPS enabled data collection, which could also provide real-time updates. The second is that those who do not currently bike for at-work trips were not asked additional questions to understand the barriers. This was due to the limitations of the survey and can be addressed through additional surveys and outreach initiatives.

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1. INTRODUCTION

1.1 CITY POLICY AND CITYCYCLE BACKGROUND

In 2004, the City and County of San Francisco (CCSF) became one of the first cities in the United States to take political action against climate change, setting goals to reduce greenhouse gas emissions from both community and municipal sources. The current municipal emission reduction goal stated in the Greenhouse Gas Emissions Targets and Departmental Climate Action Plans is 25 percent reduction below 2005 levels by the end of 2017.¹ According to the CCSF Climate Action Plan, 37 percent of municipal greenhouse gas emissions are due to transportation.

To help reduce transportation related greenhouse gas emissions, CCSF issued the Healthy Air and Clean Transportation Ordinance (HACTO) as part of the Environmental Code.² Under HACTO, city departments are required annually to: 1) report to SF Environment their policies for using transit first strategies for official duties, 2) report their record in implementing transit first policies, 3) reduce the size of their light-duty and passenger vehicle fleet, and 4) report annually on their fleet reduction. The Transit First Policy³ within the Transportation Element of the San Francisco General Plan establishes principles for municipal implementation that emphasize the importance of sustainable transportation. One principle specified bicycling to be promoted by encouraging safe streets for riding, convenient access to transit, bicycle lanes, and secure bicycle parking.

To support the mission and implementation of HACTO, CCSF developed CityCycle in 2001 as part of SF Environment's Clean Air and Transportation Program. The program was originally launched with the name "City Bike Fleet" and was renamed CityCycle in 2012. The program is a necessary component to fulfilling the goal of providing City employees with a full spectrum of sustainable transportation options to reduce carbon emissions and improve the health and well-being of employees. Through 2010, bicycles were requested by individuals and many were distributed for individual use. This type of fleet, as opposed to a shared resource pool, proved less efficient than intended. Though bikes were shared among colleagues, SF Environment's Clean Transportation Program modified program functionality to more formally create a shared city-wide bicycle pool.

All CCSF paid interns and staff may access CityCycle at any time for work-related trips. Like the City Hall Vehicle Pool, the CityCycle program is a shared bike fleet that can be reserved by employees as needed. Instead of driving from one meeting to another, CCSF employees can conduct work-related business by bicycling around San Francisco, helping reduce vehicle trips and greenhouse gas emissions. Employees can use the bicycles to attend meetings, perform inspections or audits, conduct neighborhood surveys, travel between different plants/clinics, go on patrol, conduct outreach, manage park maintenance, and other duties. In 2012, bikes were equipped with odometers to track bicycle miles traveled. 256 bicycles and 30 bike trailers have been distributed since program inception [Appendix A].

¹ City & County of San Francisco. *Environment Code*, 2010.

² City & County of San Francisco. *Environment Code*, 2010.

³ City & County of San Francisco. *General Plan, Transportation Element*, 1996.

Funding for the program comes from Prop K and the Transportation Fund for Clean Air (TFCA) issued by the San Francisco County Transportation Authority (SFCTA) and the Bay Area Air Quality Management District (BAAQMD). Funds are used for program administration, bicycles and accessories, and safety trainings.

1.2 PROGRAM BENEFITS TO CITY AND EMPLOYEES

Increasing bicycle use by CCSF employees has positive impacts on the following four areas; energy and time efficiency, economic savings, health benefits, and environmental improvements.

- **Energy and Time Efficiency**

- For trip distances less than three miles, commuting by bike usually takes less time than driving or public transit
- Bicycling uses less physical energy than walking and gets you where you are going faster
- Replacing a motor vehicle trip with a bicycle trip reduces energy consumption and uses renewable pedal power

- **Health Benefits**

- Regular moderate-intensity physical activity is important for personal wellbeing. Bicycling is an easy way to improve physical fitness and is much less stressful on joints than jogging
- The psychological health benefits of cycling range from preventing and treating anxiety and depression to improving cognitive functioning⁴
- Studies in the San Francisco Bay Area show that increasing median daily walking and bicycling from 4 to 22 minutes reduced the burden of cardiovascular disease and diabetes by 14 percent⁵

- **Economic Savings**

- Each trip by bicycle reduces expenses to CCSF. The IRS Standard Mileage Rate for a business mile driven is 56.5 cents
- Employees who are healthier, and more productive at work, can contribute more to the success of CCSF
- Providing motor vehicle parking on City property costs the City millions each year, minimal compared to bicycle parking
- Departments can reduce the size of their vehicle fleet by promoting the use of CityCycle bicycles, leading to additional savings

⁴ Pucher, John, and Ralph Buehler. *City Cycling*. Cambridge, Massachusetts: MIT Press, 2012. Print.

⁵ Maizlish, Neil, James Woodcock, et al. "Health Cobenefits and Transportation-Related Reductions in Greenhouse Gas Emissions in the San Francisco Bay Area." *American Journal of Public Health*. 103.4 (2013): 703-709. Web. 7 May. 2013. <<http://ajph.aphapublications.org/doi/pdf/10.2105/AJPH.2012.300939>>.

- **Environmental Improvements**

- Riding a bicycle produces zero GHG emissions or air pollutants, which helps combat climate change and reduces environmental health issues such as asthma
- It is estimated that approximately 20 percent of the energy of the lifecycle of a motor vehicle originates in its construction. Bicycles require a fraction of the materials needed to construct a motorized vehicle
- By choosing to ride a bicycle rather than drive a private automobile for work related trips, CCSF employees are assisting in meeting CCSF's GHG emissions reduction goals.

1.3 PROGRAM SCOPE

CityCycle bikes are available for free to all CCSF departments and come with accessories and maintenance. SF Environment conducts on-site consultations to help departments with the logistics of starting their fleet and training workshops for employees to learn biking basics.

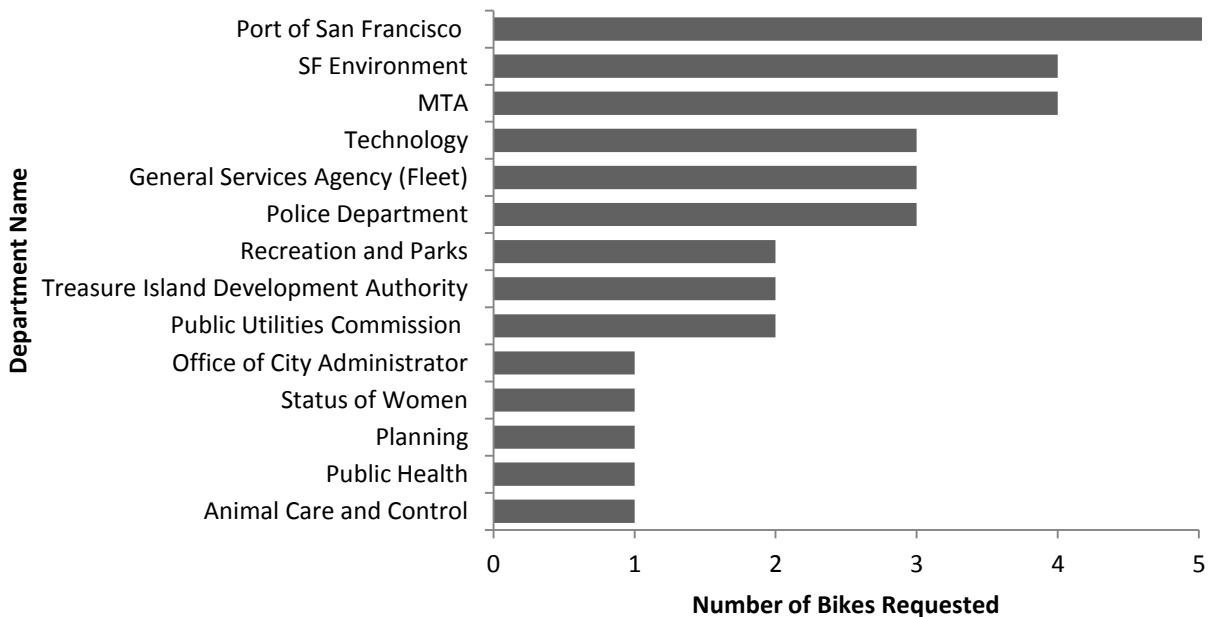


Figure 1. Distribution of CityCycle Bikes by Department for the 2011 Grant

n = 34

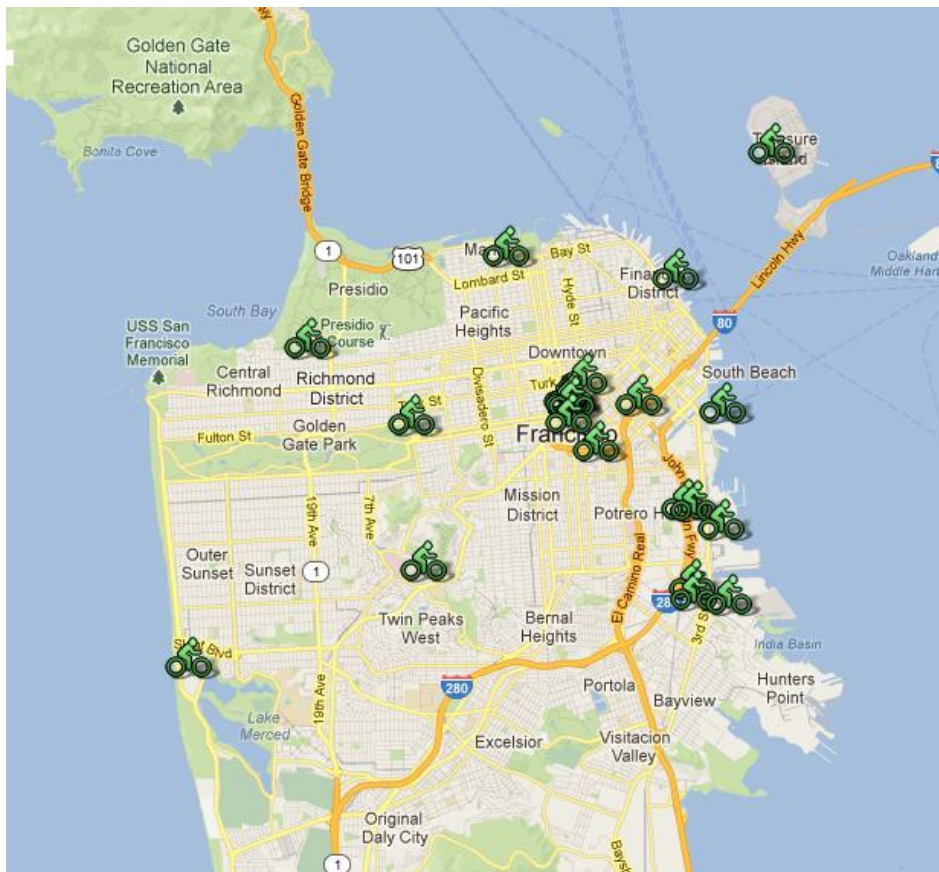


Figure 2. Map of 2012 Distribution of Bikes by Department for the 2011 Grant

n = 34

2. ADMINISTRATION OF CITYCYCLE

CityCycle bikes are provided complimentary to all CCSF departments and come with a helmet, u-lock, and lights. In the 2011 TFCA grant, bikes were equipped with odometers for mileage tracking. Depending on the vendor, bikes may also come with a limited or lifetime maintenance plan. CommuteSmart, an initiative of the San Francisco Department of the Environment's Clean Transportation Program, administers the CityCycle Program. Staff conduct on-site consultations to assist departments with the logistics of hosting CityCycle bikes and schedule training workshops for employees to learn the basics of safe biking in San Francisco. Through phone, email, and on site consultations, staff answer questions ranging from basic programmatic and procedural inquiries to requests for new bicycles and program implementation.

2.1 CITYCYCLE POLICIES

Any City and County of San Francisco department may request bicycles through CityCycle for their employees and must observe the following policies:

Rules and Regulations

- Bikes and accessories are shared department resources to be kept at the department and available for use by all City employees
- City employees only are eligible to participate in this program; unpaid interns and volunteers are prohibited from using CityCycle equipment
- Bikes and accessories are available for work-related purposes only, not for commuting to and from work or for non-work related trips
- Bikes and accessories are City and County of San Francisco property and must be housed in a secure and designated location in the department (with signs clearly identifying the bikes as part of CityCycle)
- Departments must designate a CityCycle Coordinator who will be responsible for:
 - Ensuring regular maintenance and repair of all equipment
 - Completing quarterly usage reports
 - Distributing annual surveys to all CityCycle participants at their department
- Departments must establish a fund to pay for maintenance not covered by the limited maintenance plan as well as lost/stolen/damaged equipment
- Participants are required to follow safe riding practices when using CityCycle, including wearing a helmet at all times and using bike lights when riding at night
- It is optional for participants to fill-out the Disclaimer of Liability and attend the training with the Department of the Environment before using CityCycle

Program Requirements

- CityCycle is a bike sharing program, meaning that bicycles distributed to departments are not meant for individual use but are to be shared by all members of that department. Bicycles may also be shared with employees of other nearby departments to further the reach of the CityCycle program in reducing work-related vehicle trips

- Maintenance will be covered by a full plan in the first year of use and then basic lifetime plan. Departments must establish their own fund to cover additional maintenance beyond the initial maintenance plan
- All fleet bicycles come with a helmet. Participants must wear a helmet at all times when riding a fleet bicycle
- If riding at night or in cloudy/rainy weather, both front and rear lights must be placed on the bike
- Departments are responsible for replacing lost/stolen equipment. CommuteSmart recommends establishing a fund to purchase equipment
- CityCycle Coordinators are required to post signs identifying the bike fleet and promoting the program in common areas. Signs and posters are provided in the toolkit

Liability

Liability for the CityCycle program is identical to that of the City Vehicle Pool. City and County employees are covered under Workers' Compensation benefits while using CityCycle equipment for work-related purposes.

CityCycle participants take part in this program voluntarily and to the best of department knowledge are in good physical condition and fully able to participate in the program. If an employee is injured or in an accident while using the CityCycle bicycle, they may only make a claim against the City for Workers' Compensation benefits. The City and County of San Francisco has no other liability for any claims arising from use of CityCycle equipment. It is optional for participants to fill out and submit a disclaimer of liability which states the stipulations of the CityCycle program and release of personal liability.

If an employee is involved in an accident while using a CityCycle bicycle, they must notify their supervisor, department bicycle coordinator, and CommuteSmart immediately. They must also fill out an accident report and file it with CommuteSmart immediately following the incident.

2.2 BIKE REQUEST PROCESS

Departments can request bicycles for their employees through the SF Environment website. To participate, each department must identify a CityCycle coordinator who will be the main contact person for CommuteSmart administration and department employees who want to use the bicycles. The program coordinator facilitates administration and helps streamline the program. The request form is a simple, ten question assessment that asks for contact information, bicycle sizing, storage, and trip-related questions. The form is provided in Appendix B.

2.3 SITE VISITS

Site visits are conducted with each requesting department to assess its viability as a CityCycle host. Each site is required to have adequate bicycle storage, reservation system, and space for informational signage.

For the 2011 grant cycle, site visits were conducted in the spring and summer of 2012 at 15 CCSF departments. Pre-surveys were also administered to assess employee work-related travel patterns prior to implementing CityCycle. A copy of the survey is provided in Appendix C.

After the requested bikes were distributed to each department a secondary site visit was conducted to ensure proper compliance with CityCycle regulations and engage CityCycle coordinators on best practices.

2.4 TOOLKIT

CityCycle toolkits are distributed at each site visit and are also available online through the SF Environment website. The toolkit, prepared by the CommuteSmart team and the San Francisco Bike Coalition, contains comprehensive program policies and information, a copy of which is provided in Appendix D:

- CityCycle policies: how to request bikes, rules and regulations, department liability, program requirements, accident reporting
- Department procedures: implementing the program, establishing a coordinator
- Bike safety: basic information and maintenance recommendations
- Outreach resources: posters and reservation sheets that coordinators can use to communicate the program to their department.

2.5 WORKSHOPS

Beginning with the 2011 grant, CommuteSmart contracted with the San Francisco Bicycle Coalition (SFBC) to lead ten bicycle safety trainings, educating employees on how to safely and easily use the bicycle for their work trips. These one-hour classroom trainings took place in the fall of 2012 at the same time bikes were distributed and took place across the city at departments that received CityCycle bikes. Trainings were open to all City employees and paid interns and covered San Francisco bike laws, techniques for safe riding, route-finding, and secure bike-locking. A copy of the training presentation can be found in Appendix E.

Many CCSF employees have conveyed hesitation to use CityCycle due to concerns around cycling on urban streets and safe route mapping. For the upcoming grant cycle, CommuteSmart will work with SFBC and CCSF departments to plan the workshops and other educational initiatives to address these concerns.

2.6 BRANDING

In rebranding the City Bike Fleet name to CityCycle, the bicycles received signage to reflect the new brand. With it, the City had an opportunity to message to both the CityCycle rider and passers-by the role of the bicycles in the larger City fleet. In San Francisco, City vehicles are easily identified by the gold City seal on the side of the vehicle. CityCycle utilizes the strength of this vehicle branding and extends it to bicycles, clearly stating that these CityCycle bikes are part of the comprehensive City fleet. This message is useful for City employees who are potential users and the public to be

aware that the City supports sustainable transportation. Usage of the official City seal was approved by City Hall.

After the requested bikes were distributed to each department a secondary site visit was conducted to ensure proper compliance with CityCycle regulations, to brand all of the bicycles with fleet stickers, and to post CityCycle signage. Continued efforts in adoption and branding of old bikes into the CityCycle bike fleet will significantly increase knowledge of the CityCycle program and therefore bicycle ridership.



Figure 4. CityCycle Fleet Stickers

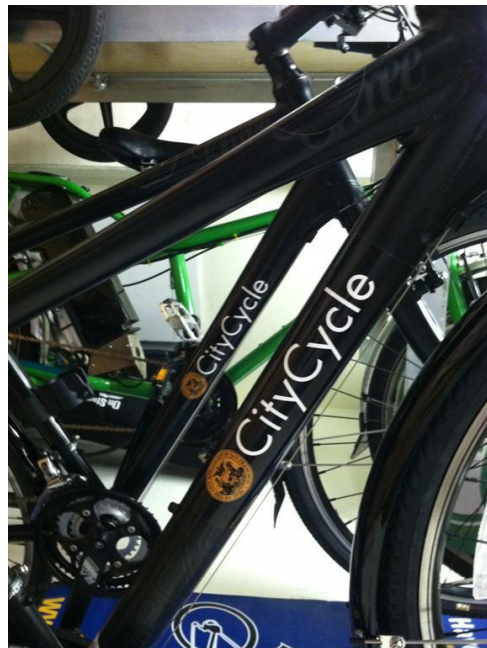


Figure 5. Branded CityCycle Bicycles

Brand Identification

To evaluate the success of the rebranding of the program, employees were asked to identify the type of bicycle used at work. As shown below, 19 percent can identify the bike as a CityCycle bike, while 17 percent are unsure, and 57 percent report that while the bike is City-owned, it is not a CityCycle bike. As nearly all City-owned bicycles have been distributed through the CityCycle program, these responses demonstrate a lack of awareness about the program.

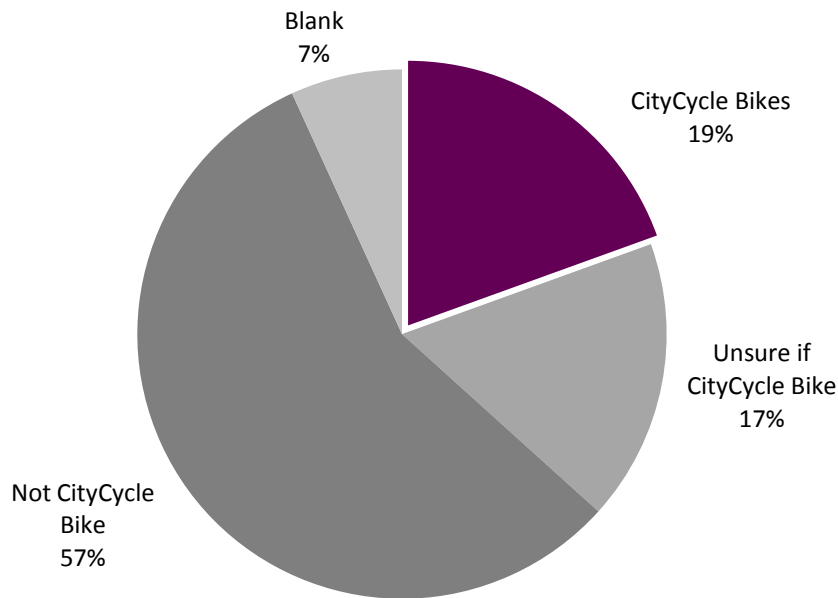


Figure 6. Knowledge of Type of Bike Being Used

n = 308

Bicycle users who identified the City-owned bikes as part of CityCycle were also grouped by department to see which best recognize the CityCycle brand. As shown below, SF Environment has the highest number of individuals who can identify the brand of any City department, which is not surprising as the department manages CityCycle.

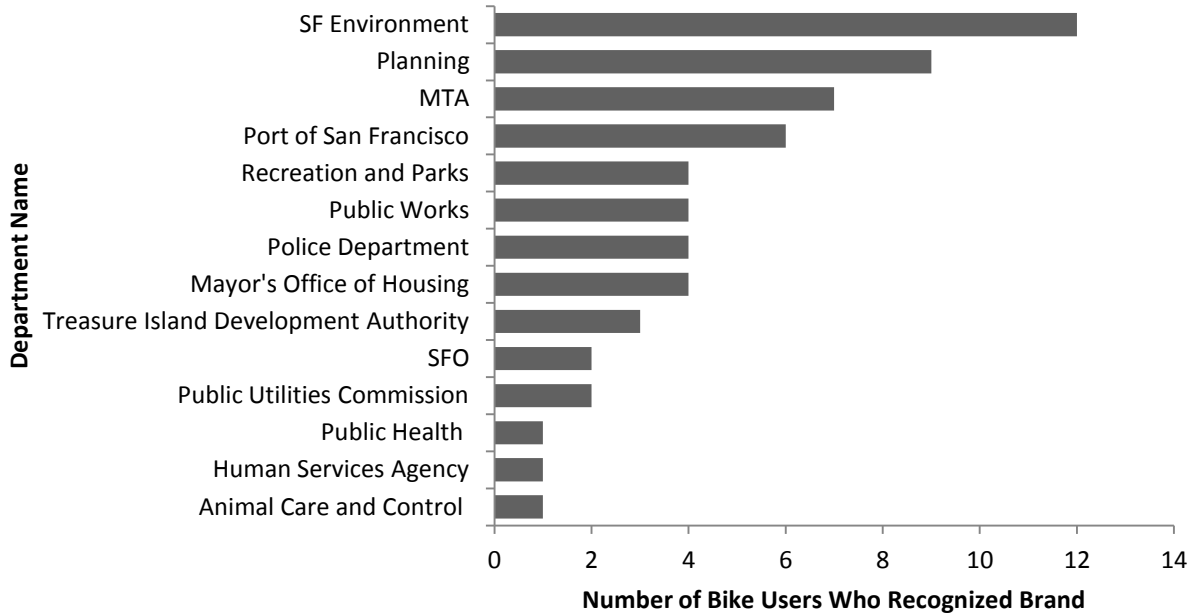


Figure 7. Distribution of CityCycle Brand Recognition by Department

n = 60

The above data clearly shows the importance of integration and branding for the CityCycle program, as well as a need for improved outreach to all City departments.

2.7 CITYCYCLE COORDINATORS

Departments with CityCycle bikes must designate a CityCycle Coordinator to help in the on-site management of the bikes. These coordinators are responsible for being the on-site reference for City employees and a liaison from the sites to the CommuteSmart team. They work closely with CommuteSmart staff in information distribution, program promotion, and problem solving. Additionally, they ensure regular maintenance and repair of all equipment. CityCycle Coordinators are a key component to managing a shared bicycle fleet that spans the breadth of the City departments and employees.

3. TRANSPORTATION SURVEY RESULTS

3.1 SURVEY METHODOLOGY

Every two years, CommuteSmart conducts a CCSF Transportation Survey to assess employee commute patterns. The 2012 survey was the first of its kind to include work-related travel questions, which incorporated CityCycle. There were a total of 5,861 respondents from all departments out of approximately 27,000 CCSF employees, a 22 percent response rate. The survey was dynamic, meaning a respondent's answer to one question informed the subsequent questions. For example, only employees who responded that they ride a bike for work-related trips were asked questions about CityCycle. As a result the "n," or sample size, varies on the questions applicable to the respondent. The results of the 2012 Transportation Survey relevant to this report can be found by question in Appendix F.

It should also be noted that the newly branded CityCycle bikes were delivered in late October and early November of 2012, and the survey was conducted in December of 2012. As a result, the survey data may not show high recognition of the new brand or use in new locations. In addition, the newly distributed bikes have odometers that track the bicycle miles traveled (BMT); however due to the short time-frame those numbers were not included in the overall analysis. Instead, the survey asks respondents to recall their travel behavior before CityCycle was available as well as their current travel behavior.

The following assumptions were made when analyzing the data from the 2012 Transportation survey:

- The data is a representative sampling of municipal job categories; therefore all results were multiplied by four to apply the sample to the entire CCSF employee population
- CO₂ emissions per mile per fuel type were determined using an emissions calculator provided by the Department of Energy⁶
- Decreases in vehicle miles traveled were distributed evenly across the light duty fleet, assuming that no travels on heavy duty vehicles could be replaced by bicycles. CCSF's Light Duty fleet is comprised of 31 percent CNG, 3 percent Biodiesel, and 14 percent Electric. The remaining 52 percent of the vehicles are gasoline⁷

3.2 BICYCLE POPULARITY AMONG EMPLOYEES

Of the 5,861 survey respondents 647, or 11 percent, reported using bicycles for work-related trips. "Using a bike" is defined as anywhere from less than once a week, to six times or more per week.

⁶ US Department of Energy, Alternative Fuels Data Center, <http://www.afdc.energy.gov/widgets/>.

⁷ Coleman, Dan. E-mail Conversation, HACTO Inventory Spreadsheet. 23 Jan 2013.

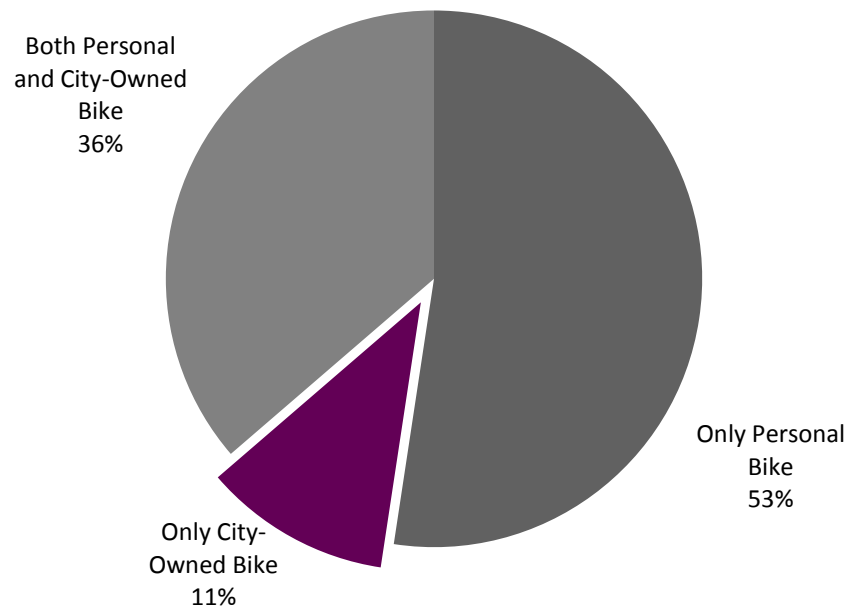


Figure 8. Percent of Surveyed Employees Using a Bike for Work-Related Trips

n = 647

Of the 647 survey respondents who reported riding a bike for work-related purposes 53 percent reported exclusively riding personal bikes, eleven percent reported exclusively riding City-owned communal bikes, and 36 percent reported riding both personal bikes and City-owned communal bikes for work related purposes.

3.3 SUCCESS OF CITYCYCLE

As shown in Figure 8, of the 647 surveyed employees who use bicycles for work, 57 percent report biking on City-owned communal bikes. It is important to note that nearly all City-owned bikes are CityCycle bikes, even when not branded as such or identified as such by employees.

Measures of CityCycle success have been divided into four categories;

1. Number of people using CityCycle bikes and the associated bicycle miles traveled;
2. Vehicle miles reduced;
3. Gallons of fuel reduced and associated cost savings; and
4. Reductions in CO₂ emissions.

The chart below shows the distribution of CityCycle users by department.

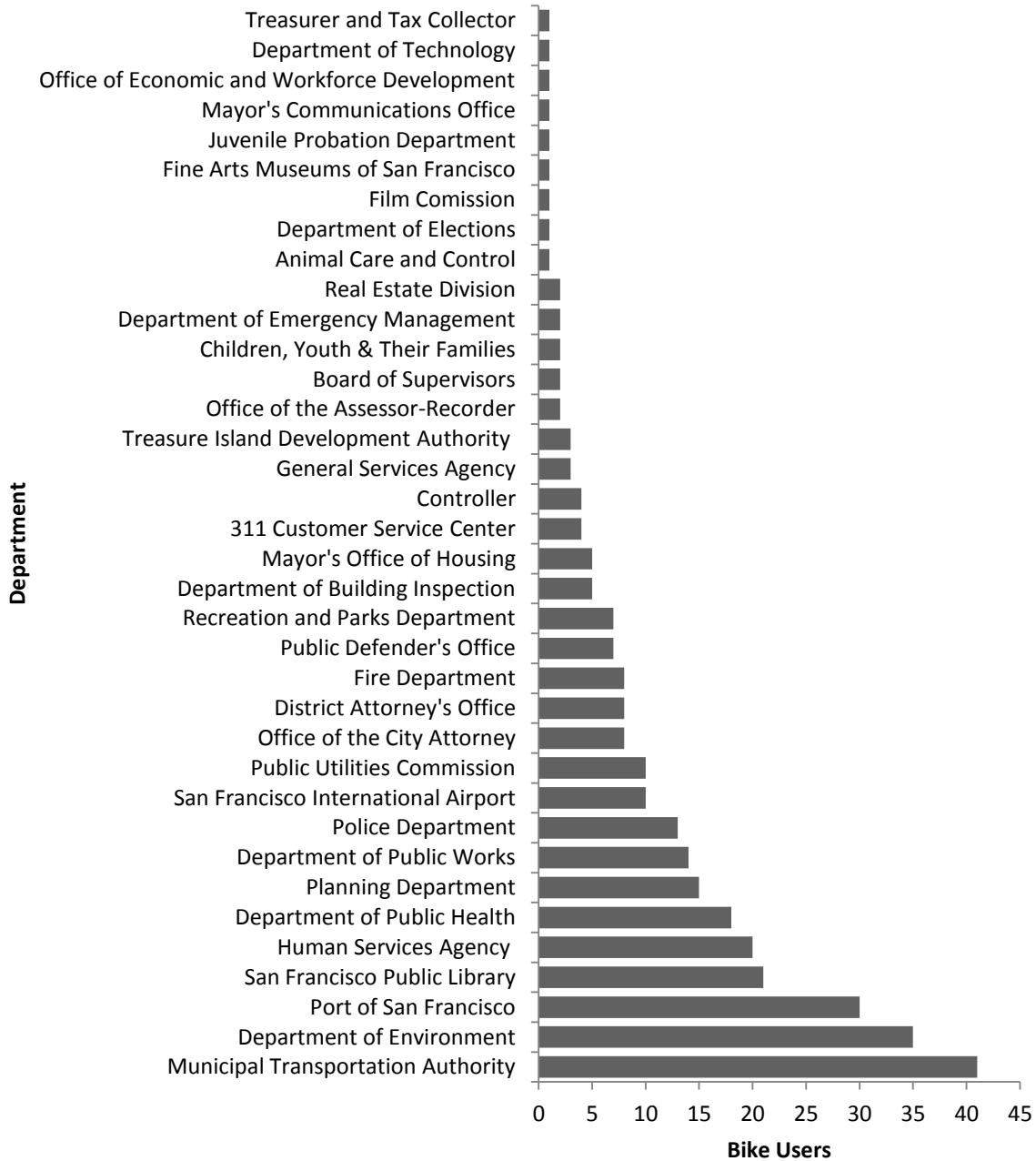


Figure 9. Distribution of CityCycle Users by Department

n = 308

The total weekly ridership for all CCSF employees is approximately 10,638 miles. The employees who exclusively use a personal bike for work trips cumulatively bike approximately 8,160 miles per week, which averages to 3.6 miles per rider per week. The employees who ride on a CityCycle bike cumulatively account for 2,478 bike miles traveled per week, averaging to two miles per rider per week. These data show that the goals of the CityCycle program are being realized and access to the bikes are replacing short trips for people who are new to urban bicycling. The difference in mileage between personal and City-owned trips is not surprising, as those who own a bicycle are likely to be very comfortable riding bikes and are accustomed to riding more often and for longer distances. To

extend this logic, as employees gain comfort through riding CityCycle bikes, there should be increased usage.

Table 1. Work related bicycle miles traveled per week

	Number of Reported Users	Bicycle Miles Traveled per Week		
		Reported	Estimated CCSF Population [^]	Average per Cyclist
Personal Bike	567	2,040	8,160	3.6
CityCycle Bike	308	620	2,478	2.0
Total	647*	2,660	10,638	5.6

n = 647

[^] Close to 6,000 responses were received to the CCSF Transportation Survey, of an employee population of 27,000. In order to get city-wide estimates, a conservative multiplier of 4 was used

*Many CCSF employees use both personal and City-owned bicycles

To measure vehicle trips replaced, the reported travel before and after access to CityCycle were examined. If vehicle trips had decreased and bicycle trips increased, causation could be drawn. However, self-reported travel before and after access to CityCycle increased across all modes, likely due to inaccurate recollection or change in job function. Therefore, the data examined through percent mode share proved to be the most accurate method of change. The table below demonstrates that once CityCycle was an available resource, City employees chose to ride a bike with greater frequency. Even though miles traveled increased significantly, people were choosing to use the bicycle for a greater percentage of their trips.

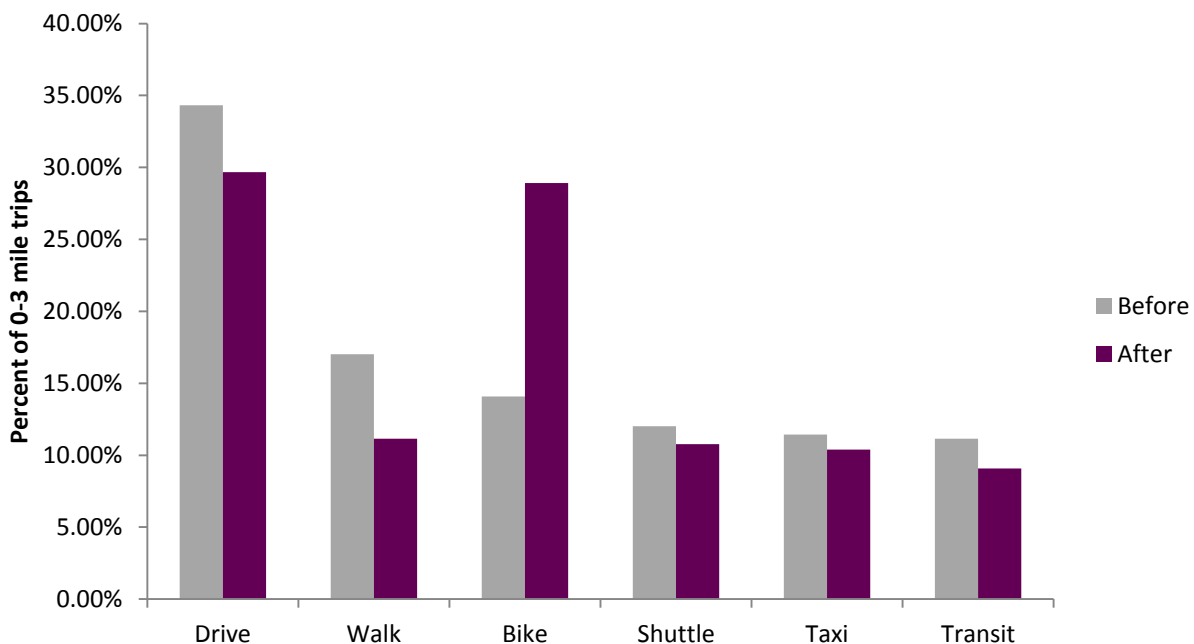


Figure 10. Mode Share of Short At-Work Travel Trips (0-3 miles) Before and After CityCycle Access

n = 308

Though overall City employee at-work travel appears to have increased since obtaining access to CityCycle, the data clearly show a decrease in percentage of trips made in motorized vehicles. Driving for short trips decreased by five percent since CityCycle became available, and since all other modes except for biking decreased as well, it can be deduced that the reduction of driving is because of bicycling. Currently, survey respondents reported traveling a total of 2,444 miles per week via short trips. Consequently, it can be inferred that 117 VMT per week were replaced by CityCycle bicycles.⁸ Extending these numbers to the entire CCSF employee count⁹ results in 467 VMT replaced per week or 22,412 VMT replaced per year from short trips replaced by bicycle.¹⁰ The table below shows the annual VMT reductions as a result of CityCycle bikes per trip length.

Table 2. Annual VMT Reduction as a Result of CityCycle or City-Owned Bikes

Trip Length	Reported Miles Traveled	Full CCSF Employee Miles Traveled	% Change in Driving	VMT Reduced / Week	Annual VMT Reduced
0-3 miles	2,444	9,774	4.8%	467	22,412
3-6 miles	1,197	4,788	5.9%	285	13,659
6-12 miles	1,224	4,896	-1.4%*	-68*	-3,243*
Total	4,865	19,458	9.3%	684	32,829

*The negative represents an increase in use of motorized vehicles for employees with weekly travel greater than six miles.

Table 2 shows an increase in respondents relying on vehicles when greater travel distances were necessary throughout the week. This can be seen by the increase in reported miles traveled for trip lengths of the six to twelve miles by bike. This is not surprising since the program aimed to target “short trips” defined as zero to three miles long and “medium trips” defined as three to six miles long.

⁸ Total reported miles traveled for work per week was 2,444 and the driving of short distances by motorized vehicle decreased by 4.8%; the calculation for VMT replaced by bicycle is $2,444 \times 0.048 = 117$.

⁹ The CCSF Transportation Survey had a 22 percent response rate. To adjust the numbers for all City & County employees, a conservative multiplier of four is being utilized.

¹⁰ To account for vacation and holidays, 48 week work year is being used.

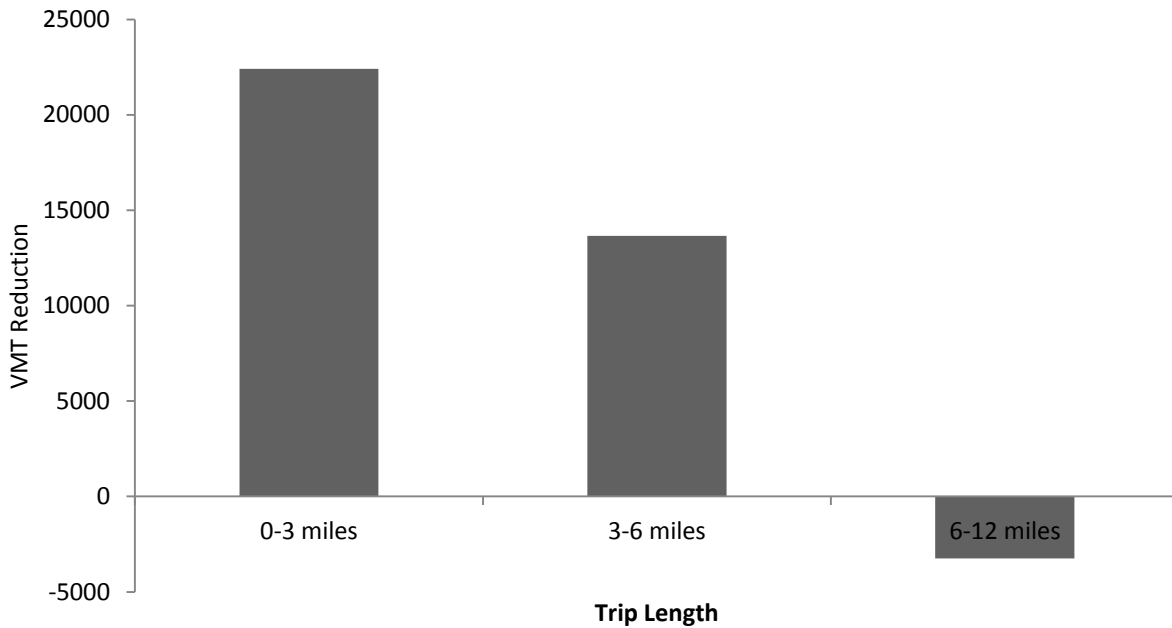


Figure 11. Annual VMT Reduction by Distance Traveled on CityCycle Bikes

n = 308

Given the bicycle trips are not likely replacing trips taken using a heavy duty vehicle, all CO₂ emissions reduced are calculated according to the statistics of CCSF’s light duty fleet. As stated earlier, the light duty fleet is comprised of 31 percent Compressed Natural Gas (CNG), three percent biodiesel (B20)¹¹, and 14 percent hybrid vehicles. The remaining 52 percent are gasoline.

Based on the annual VMT reduction calculated in Table 2 and the respective monetary cost and CO₂ emissions of each fuel type, the 32,829 VMT reduced leads to a financial savings of \$4,365.58 and emissions reduction of 35,467 pounds of CO₂.

Table 3 below displays the annual VMT reductions per fuel type within the City fleet.

Table 3. Annual VMT Reduction per Fuel Type

	Annual VMT Reduced by Bike Use (from Table 2)	CNG	B20	Hybrid	Gasoline
		31%	3%	14%	52%
0-3 miles	22,412	6,948	672	3,138	11,654
3-6 miles	13,659	4,234	410	1,912	7,103
6-12 miles	-3,243	-1,005	-97	-454	-1,686
Total	32,829	10,177	985	4,596	17,071

Using the reduction in miles traveled per fuel type as well as the MPG ratings and cost of fuel, the annual gallons of fuel reduced per fuel type as well as the annual fuel cost savings were determined, as shown in Table 4.

¹¹ San Francisco’s Biodiesel is a blend comprised of 20 percent biofuel and 80 percent diesel.

Table 4. Annual Gallons Reduced per Fuel Type and Fuel Cost Savings

Fuel Type	Annual VMT Reduced	MPG per Fuel Type	Gallons Reduced	Cost per Fuel Type	Fuel Cost Savings
CNG	10,177	24	424	\$ 2.23	\$ 945.60
B20	985	22	45	\$ 3.58	\$ 160.26
Hybrid	4,596	40	115	\$ 3.66	\$ 420.53
Gasoline	17,071	22	776	\$ 3.66	\$ 2,839.19
Total	32,829	-	1,360		\$ 4,365.58

The pounds of CO₂ reduced per fuel type were determined using the Department of Energy’s online emissions calculator within the Alternative Fuels Data Center.¹²

Table 5. Annual CO₂ Reduction per Fuel Type as a Result of Bike Use

	Annual CO ₂ Reduced (lbs)	CNG	B20	Hybrid	Gasoline
		31%	3%	14%	52%
0-3 miles	22,036	6,476	502	1,942	13,116
3-6 miles	13,431	3,946	307	1,184	7,994
Total	35,467	10,422	809	3,126	21,110

3.4 MOTIVATIONS AND CHALLENGES

To ascertain the most pressing areas for future improvement, two of the questions in the 2012 Transportation Survey assessed the motivations and barriers employees face when traveling via bicycle. Respondents were able to select as many reasons or barriers as applicable. The most popular incentive was “it’s healthy” at 21 percent. The most common barrier was “weather;” however since there is little that can be done to remedy weather conditions, the next highest barrier “too much to carry” at 18 percent of respondents will be considered for future improvements in the program. The survey was conducted in December, a rainy month in San Francisco, and as a result weather may have been more of a concern for respondents than perhaps other times of the year. The charts below display the distribution of incentives and barriers.

¹² US Department of Energy, Alternative Fuels Data Center, <http://www.afdc.energy.gov/widgets/>.

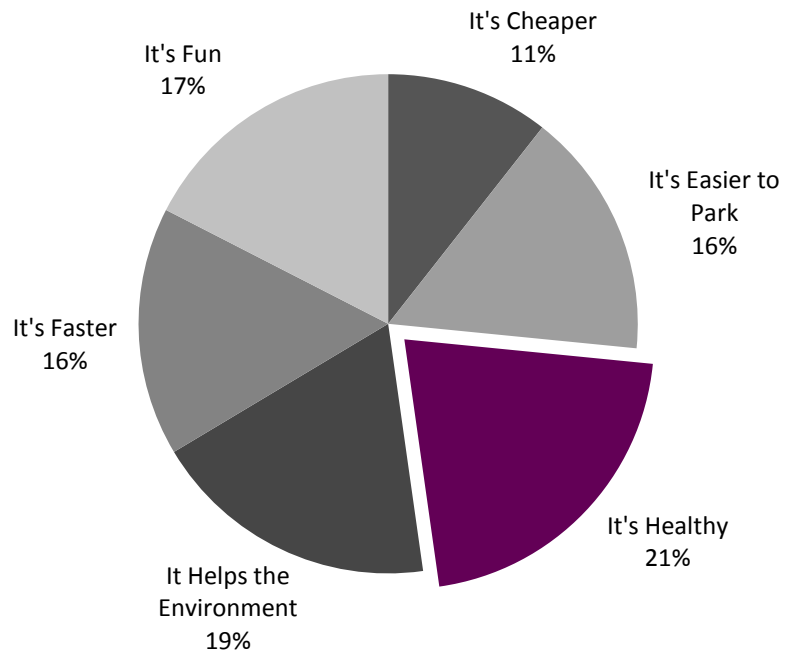


Figure 12. Reasons CCSF Employees Choose to Bike for Work Related Trips

n = 804

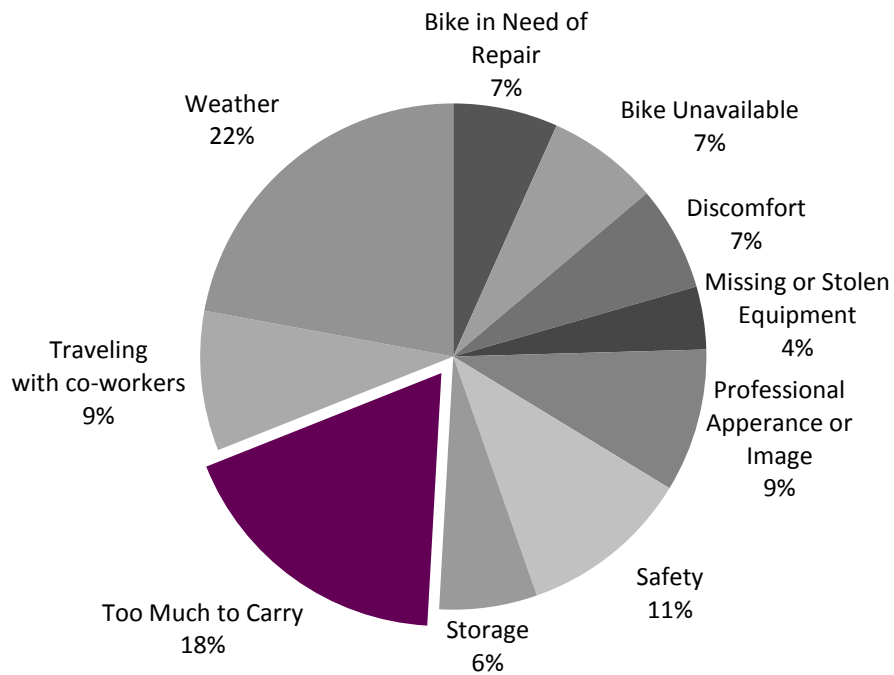


Figure 13. Barriers to Biking for Work Related Trips

n = 804

4. CONCLUSION AND RECOMMENDATIONS

4.1 CONCLUSIONS

The 2012 CCSF Transportation Survey showed many positive conclusions, as well as some areas for improvement and opportunity in coming years. Overall, the presence of CityCycle bikes has increased the frequency of bicycle ridership for work related trips. Providing employees with a shared bicycle fleet offers the opportunity to use a more sustainable and active mode of transit, as well as reduce vehicle miles traveled, fuel consumption, fuel costs, and CO₂ emissions.

The presence of CityCycle has led to the reduction of 32,829 VMT which, because of fuel reductions, led to annual fiscal savings of \$4,365.58 and emissions reduction of 35,467 pounds of CO₂. Such results suggest that CityCycle is critical for realizing the municipal and city climate goals and compliance with the Transit First policies embraced by the City and reinforced by the Healthy Air and Clean Transportation Ordinance.

By the metrics of this report, CommuteSmart has deemed CityCycle a successful program and will continue to support its expansion and growth.

4.2 RECOMMENDATIONS

Although the CityCycle program has successfully met its programmatic goals thus far, CommuteSmart will consider administrative and functional improvements for increased program use. Given that “it’s healthy” was the most popular incentive to ride a bike for work related trips, more marketing should be geared towards the physical and mental health benefits of cycling for employees. In addition, this information encourages partnerships with other City departments and programs that focus on City employee health.

To address the issue of employees having too much to carry, CityCycle should consider including a basket with future bikes and retrofitting current bikes to include storage options. While conducting site visits to CityCycle departments, CommuteSmart staff discovered that the San Francisco Police Department had retired many bike bags from their fleet. One opportunity is to work with them to repurpose those for CityCycle bikes. If implemented, future surveying will indicate whether, if the bikes were better equipped with carrying equipment, more people would ride bikes for work related trips.

The 2012 CCSF Transportation Survey was the first time at-work travel behavior was surveyed on such a large scale. Consequently, the information on at-work cyclists will be a baseline for future years. Beyond looking at the number of cyclists, miles biked, and VMT replaced, two trends to monitor in future surveys are the use of personal bike vs. City-owned bike and commuting behavior in response to CityCycle access. These changes will be interesting indicators as to the success of the program in the larger framework of City property administration and transportation behavior that extend beyond the workplace.

In summary, the program improvements will focus on the following:

1. Improved program awareness and marketing:

The survey responses showed the need for more effort towards CityCycle program recognition and marketing. Despite the majority of City-owned bikes being part of CityCycle, very few CCSF employees are able to identify the bicycles as such. To address this issue, the CommuteSmart team will work with past departments to brand all City-owned bikes with CityCycle signage and run an awareness campaign in an effort to improve name recognition and program use.

2. Improved bicycling education:

Though there was steady participation, the bicycling workshops did not reach the numbers necessary to increase the use of bicycles for work related trips. For future educational initiatives, CommuteSmart should consider other modes of education such as online tutorials, videos, and on-bike trainings.

3. Improved data collection:

While the 2012 CCSF Transportation survey provided very important data on commute behavior and at-work travel, the accuracy of self reported data, as it pertains to exact distances traveled, can be questionable. To obtain the most accurate data possible, the CommuteSmart team is looking into alternative options for tracking bicycle miles traveled and trips. One such option is to use application based software on GPS enabled personal cell phones to track bicycle usage and trip distances. This would provide live, accurate data while eliminating self reporting and personal error. In addition, the gamification¹³ potential of the applications would motivate employees to bike through friendly competitions and prizes, helping them achieve their goals while simultaneously contributing to program goals of increased usage and VMT reduction.

4. Collect data from non-users:

Data collected from this survey for the purpose of this report provided valuable information on the past success of the program. Conversely, the survey failed to provide data on why people are *not* using CityCycle. Anecdotal observation is useful, but future surveys should attempt to understand why City employees are not utilizing this resource.

5. Regional bikeshare integration:

The SFMTA, in partnership with the Bay Area Air Quality Management District, is launching a bikeshare program in San Francisco and south. The pilot area encompasses City Hall and downtown, but it does not reach the breadth of the City where many City employees work.¹⁴ Nonetheless, future programs to increase bike usage among City employees should incorporate this bikeshare program. There is

¹³ Gamification is used in applications to improve user engagement, data quality, timeliness, and learning

¹⁴ SFMTA, Bike Sharing,

http://www.sfmta.com/cms/bshare/documents/BikeShare_StationMap_35_Stations_Public_000.pdf

already precedent for this, as the City promotes use of carsharing for departments and private use.

6. Partnering with other departments:

Assessing the motivations and barriers connected to at work bicycle use revealed the importance of health to City employees. 21 percent of employees surveyed indicated that “it’s healthy” is the greatest incentive to ride a bike at work. This information provides the CommuteSmart team with an opportunity to partner with other departments, such as the Department of Public Health, Health Service System, and Wellness Coordinators, on campaigns promoting the health benefits of cycling. Such a campaign could simultaneously lead to increased commuting via bicycle, since the shared bicycles could be a way for people to test out the feasibility of urban bicycling before requiring a financial commitment to purchase a bicycle themselves.

7. Increase CCSF bike commute share:

CityCycle users are good candidates for commuting by bike to and from home, and specific outreach can help commuting mode shift. See Appendix F for complete data on commuting behavior.

APPENDIX A – CITY WIDE BIKE DISTRIBUTION 2005-PRESENT

Department	Date Received	Total
Adult Probation	10/19/2007	1
	3/17/2009	4
	Total	5
Animal Care & Control	10/22/2012	1
	Total	1
Assessor	9/6/2006	1
	Total	1
Controller	10/28/2009	1
	Total	1
Emergency Management	3/11/2009	3
	Total	3
Environment	11/6/2009	2
	8/26/2011	1
	12/20/2011	2
	1/10/2013	3
	3/1/2013	1
	Total	9
Fire Department	4/20/2006	1
	5/1/2008	2
	3/3/2009	2
	Total	5
General Services Agency	2/4/2009	1
	4/15/2009	1
	Total	2
General Services Agency (Fleet)	10/19/2012	1
	10/23/2012	2
	Total	3
Human Resources	8/17/2006	1
	Total	1
Mayor's Office of Housing	5/1/2007	2
	9/18/2008	1
	12/20/2011	1
	Total	4
Municipal Transportation Agency	5/9/2006	1
	5/16/2006	4
	8/12/2011	1
	12/20/2011	4
	12/15/2012	4
	Total	14
Municipal Transportation Agency (Parking and Traffic)	3/20/2009	3
	3/24/2009	4
	3/30/2009	3
	4/3/2009	2
	4/16/2009	3
	Total	15
Office of City Administrator	10/31/2013	1

	Total	1
Planning	12/20/2011	3
	10/19/2012	1
	Total	4
Port	12/20/2011	2
	10/19/2012	4
	10/31/2012	2
	Total	8
Public Defender	3/7/2009	1
	Total	1
Public Health	8/25/2005	8
	4/4/2006	1
	8/17/2006	3
	1/9/2007	4
	7/19/2007	1
	10/19/2007	1
	5/5/2008	1
	3/6/2009	1
	3/12/2009	5
	10/22/2009	4
	12/20/2011	1
	10/18/2012	1
		Total
Building Inspection	11/9/2009	2
	Total	2
Public Library	3/10/2009	1
	Total	1
Public Utilities Commission	8/15/2006	5
	6/11/2007	1
	9/20/2007	1
	9/24/2008	1
	11/26/2008	1
	3/3/2009	3
	3/4/2009	1
	3/6/2009	2
	3/10/2009	1
	5/19/2009	1
	10/3/2009	1
	10/11/2009	1
	10/16/2009	4
	10/20/2009	7
	10/29/2009	1
	11/3/2009	2
	12/21/2010	35
	8/12/2011	3
	8/15/2011	2
	8/23/2011	1
12/20/2011	15	
10/17/2012	1	
10/22/2012	1	
	Total	91

Public Works	3/11/2008	1
	3/13/2009	2
	10/5/2009	3
	1/26/2012	1
Total		7
Recreation and Parks	2007	1
	2/12/2007	1
	9/3/2008	1
	2/25/2009	6
	3/3/2009	2
	3/13/2009	6
	11/10/2009	1
	12/20/2011	7
11/15/2012	2	
Total		27
SFPD - Administration	10/30/2012	3
Total		3
Status of Women	12/5/2012	1
Total		1
Technology	11/15/2012	3
Total		3
Treasure Island Development Authority	11/28/2012	2
Total		2
Grand Total		246

APPENDIX B – BICYCLE REQUEST FORM

CityCycle Request

Your Contact Information

Name *

First Last

Job Title *

Department *

Street Address *

Floor/Suite

City *

State *

Zip Code *

Work Phone Number *

 - -

#####

Work Email *

Will you be the CityCycle Coordinator? *

Yes

No

If no, please provide the Bike Fleet Coordinator's contact information below:

Coordinator's Name

First Last

Coordinator's Title

Coordinator's Phone Number

 - -

#####

Coordinator's Email

Your Supervisor's Contact Information

We will contact your supervisor to verify that they are aware and approve of your request.

Supervisor's Name *

First Last

Supervisor's Title *

Supervisor's Phone Number *

 - -

####

Supervisor's Email *

Bike Request

1) How many bikes are you requesting? *

2) How many people do you foresee using the bike(s)? *

3) Please describe how you or your program staff will use the bike(s): *

4) Please describe your bike storage facilities, including exact address: *

5) Please provide the average height of the riders for each bike you are requesting. This will be used to determine the bike sizes. *

6) How do you currently travel for work-related events, meetings, etc.? Please choose the option that is most frequently used. *

7) On average, how often do you use the transportation mode specified in the previous question to get to work-related events, meetings, etc. each week? *

8) What is the average distance you travel for work-related events, meetings, etc.? Provide the average distance for all events attended in a week. *

9) What is or will be your funding source and annual budget for bike maintenance? *

By typing your name in the field below, you agree to abide by the City Bike Fleet Rules and Requirements listed on the first page of this request.

Name *

Date *

/ / 
MM DD YYYY

APPENDIX C – 2012 CCSF TRANSPORTATION SURVEY

2012 CCSF Transportation Survey – Sample

Thank you for your assistance with this survey effort. Your answers will help us improve your transportation options and contribute to the City and County of San Francisco Department Climate Action Plan process.

In appreciation of your time, we will be giving *prizes* to three randomly selected survey respondents.

- *iPod nano*
- *Pair of Movie Tickets*
- *Jamba Juice gift card*

Thank you.

Notes:

1. We recommend that you use Firefox or Chrome internet browsers to complete this form (though it will work in Internet Explorer).
2. Estimated time to complete survey is 5 minutes.

If you have any questions, please email commutesmart@sfgov.org.

What is your home zip code? *

Must be at least 5 digits. Currently Used: 0 digits.

Department

Primary Work Address.

If you work at multiple locations, select the location you spend the majority of your time at.

Street:

City:

Zipcode:

On average, how many minutes does your one-way commute take?

On average, what time do you start work?

On average, what time do you finish work?

Survey Terminology

Main Form of Transportation:

The one form of transportation you use during your commute that covers the most distance [ex: if you walk five minutes (1/4 mile) to the bus where you ride for 20 minutes (3 miles), your main form of transportation is the public transit].

Typical Work Week:

A work week excluding holidays, vacations, sick days, doctors appointments, compressed time off, and non-regular telecommuting hours.

Please select your main form of transportation going **to work** on a typical work week. Please select "Don't Work" for days off.

	Don't Work	Walk	Bike	Public transit (bus, light rail/train, ferry)	Carpool/ Vanpool	Private shuttle/ taxis/ limousine	Motorcycle/ scooter	Tele-commute	Drive Alone
Monday To-work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tuesday To-work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wednesday To-work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thursday To-work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friday To-work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Saturday To-work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sunday To-work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please select your main form of transportation returning **from work** on a typical work week. Please select "Don't Work" for days off.

				Public					
--	--	--	--	--------	--	--	--	--	--

	Don't work	Walk	Bike	Public transit (bus, light rail/train, ferry)	Carpool/ Vanpool	Private shuttle/ taxis/ limousine	Motorcycle/ scooter	Tele-commute	Drive Alone
Monday From-work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tuesday From-work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wednesday From-work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thursday From-work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friday From-work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Saturday From-work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sunday From-work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please choose how much you agree or disagree with the following statements about why you may drive alone:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
There's always a risk of adverse weather conditions (e.g. rain, extreme heat/cold).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I don't feel safe using public transit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I don't feel safe walking/biking.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I need to make stops to and/or from work (e.g. errands, pick up/drop off).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I use my vehicle for work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It's difficult to find people to carpool/vanpool with.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Driving alone is more convenient, flexible, and/or less stressful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Public transit does not match my route/schedule.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe driving saves me money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please choose how much you agree or disagree with the following statements about what would incentivize you to not drive alone:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Financial assistance for purchasing transit tickets.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More comfortable, convenient, or reliable transit options.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More accessible bicycle facilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being required to pay for parking or increases in parking fare.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having an alternate work schedule, or being able to work from home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with finding car- or vanpool matches.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nothing would discourage me from driving alone.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are you currently enrolled in the City's Pre-Tax Commuter Benefits program?

- Yes
 No
 I'm not sure

Do you know about the Emergency Ride Home Program?

- Yes, I'm well informed and have used it
 Yes, I'm well informed but have not needed it
 I've heard about it, but don't know much
 No, I've never heard of it

Travel During the Business Day

As part of the City's Transit-First Policy, we are all required to use the most sustainable option available to us for travel required in the performance of public duties. Your answers to questions help us measure the City's base line and progress.

How often do you use each of the following modes for work-related trips in a typical week?

	Less than once a week	1-2 a week	3-5 a week	6 or more a week	Do Not Use
Bicycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Department Shuttle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Motorized Vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transit (BART, Muni, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How many miles do you use the following forms of transportation for work-related trips in a typical week?

	0-3 miles	3-6 miles	6-12 miles	12+ miles	Do Not Use
Bike on a CityCycle bike or other City-owned bike	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bike on a personal bike	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drive a department-owned vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drive a city-owned vehicle through a Vehicle Pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drive a personal car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take a taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take a department shuttle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take transit (BART, Muni, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CityCycle & City owned bicycles

The City owns and operates many bicycles. Some are managed by individual departments, others through CityCycle. Formerly known as the City Bike Fleet, CityCycle is a fleet of bicycles housed at departments across the city for employee use. Instead of driving from one meeting to another, San Francisco's City and County employees and paid interns can conduct work-related business by pedaling around San Francisco, helping reduce vehicle trips and greenhouse gas emissions.

Is the bike that you use part of the City's CityCycle (City Bike Fleet) program?

- Yes
- No
- Not sure

BEFORE you started to use a City bicycle, how often did you use each of the following modes for work-related trips in a typical week? (choose N/A if you've always had access to a City bicycle)

	Less than once a week	1-2 a week	3-5 a week	6 or more a week	Do Not Use	N/A
Bicycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Department Shuttle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Motorized Vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transit (BART, Muni, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

BEFORE you started to use a City bicycle, how many miles did you use the following forms of transportation for work-related trips in a typical week? (choose N/A if you've always had access to a City bicycle)

	0-3 miles	3-6 miles	6-12 miles	12+ miles	Do Not Use	N/A
Bike on a personal bike	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drive a department-owned vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drive a city-owned vehicle through a Vehicle Pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drive a personal car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take a taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take a department shuttle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take transit (BART, Muni, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What encourages you to use a City bike? Check all that apply

- It's cheaper
- It's healthy
- It's faster
- Other
- It's easier to park
- It helps the environment
- It's fun

What barriers, if any, prevent you from using a City bike more often? Check all that apply

- Bike is in need of repair
- Discomfort
-
- Bike is unavailable
- Missing or stolen equipment
-

- Professional appearance/image
- Storage
- Traveling with co-workers
- Other

- Safety
- Too much to carry
- Weather

Have you received an orientation or training for using a City bicycle?

- Yes
- No

Additional Information

If you would like to receive additional information, please check the topics you are interested in and fill in your email.

I would like to receive information on the following:

(Note: to receive information, please include your email in the box below)

- CityCycle
Access the City's fleet of bicycles to be used by city employees for work purposes and/or get a bike for your department.
- Emergency Ride Home Program
Get reimbursed for taxis or car rentals in emergencies if you take alternative transportation to work.
- Rideshare Matching
Get help finding partners you can carpool/vanpool with.
- Pre-Tax Commuter Benefits Program
Save up to 40% on monthly transit passes (Muni, BART, etc) & vanpool expenses by using pre-tax dollars.
- Personal Car-Sharing Discounts
Save on membership and usage fees for personal accounts with City Carshare and Zipcar.
- CCSF CommuteSmart List
Join our quarterly mailing and receive tips on discounts and new programs.

Email:(optional, but must include email to be eligible for the prize and, if you requested it, to receive additional information)

Feel free to leave additional comments on commuting, transportation or this survey (Optional):



CityCycle Toolkit and Outreach Materials 2013



SF Environment
Our home. Our city. Our planet.
A Department of the City and County of San Francisco



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City and County of San Francisco CityCycle

The City and County of San Francisco encourages its employees to reduce work-related vehicle trips by providing departments with bicycles and related accessories through the CityCycle program. Employees can use bicycles to attend meetings, perform inspections/audits, conduct neighborhood surveys, travel between different plants/clinics, go on patrol, conduct outreach, manage park maintenance, and other duties.

This guide is assembled by the [San Francisco Department of the Environment's CommuteSmart Program](#) as part of an effort to encourage walking, biking, taking transit and ridesharing to, from and while at work. For more information on CommuteSmart programs and services, call (415) 355-3727 or email CommuteSmart@sfgov.org.

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* Also available as an individual Word document (.doc)

Background

What is the CityCycle Program?

Instead of driving from one meeting to another, City and County of San Francisco (CCSF) employees can conduct work-related business by pedaling around San Francisco, helping reduce vehicle trips and greenhouse gas emissions. This program supports the Healthy Air and Clean Transportation Ordinance (HACTO) by reducing the number of fleet vehicles that are needed by shifting these trips to bicycles.

Departments can sign up to receive a free bicycle, helmet, u-lock, lights, bike computer and maintenance plan. CommuteSmart and the San Francisco Bicycle Coalition will also conduct on-site consultations to help departments with the logistics of starting their fleet and training workshops for employees to learn biking basics.

CommuteSmart, an initiative of the San Francisco Department of the Environment manages the program, including securing funding, procuring and delivering bikes and responding to any inquiries. CommuteSmart also provides other programs to assist CCSF employees save money, time and stress in commuting to work. [Learn more about these convenient and flexible programs.](#)

Who can participate?

Any City and County of San Francisco department may request bicycles and equipment through the CityCycle program for employees. Unpaid interns and volunteers are prohibited from using CityCycle equipment.

What does the program provide?

- Hybrid bicycle
- Bike accessories (lights, helmet, u-lock, racks, bike computer for those that qualify)
- Two year full service and lifetime basic maintenance plan
- On-site consultations to help departments with the logistics of starting their fleet
- Training workshops for employees to learn biking basics

CityCycle Policies

Who Can Request Bikes?

Any City and County of San Francisco department may request bicycles through CityCycle for their employees. The request form is available [online](#).

Rules and Regulations

- Bikes and accessories are shared department resources to be kept at the department and available for use by all City employees
- City employees only are eligible to participate in this program; unpaid interns and volunteers are prohibited from using CityCycle equipment
- Bikes and accessories are available for work-related errands only, not for commuting to and from work or non-work related trips
- Bikes and accessories are City and County of San Francisco property and must be housed in a secure and designated location in the department (with signs clearly identifying the bikes as part of CityCycle)
- Departments must designate a CityCycle Coordinator who will be responsible for:
 - Ensuring regular maintenance and repair of all equipment
 - Completing quarterly usage reports
 - Distributing annual surveys to all CityCycle participants at their department
- Departments must establish a fund to pay for maintenance not covered by the limited maintenance plan as well as lost/stolen/damaged equipment
- It is optional for participants to fill-out the Disclaimer of Liability and attend the training with the Department of the Environment before using CityCycle
- Participants are required to follow safe riding practices when using CityCycle, including wearing a helmet at all times and using bike lights when riding at night

Liability

Liability for the CityCycle program is identical to that of the City Vehicle Pool. City and County employees are covered under Workers' Compensation benefits while using CityCycle equipment for work-related purposes.

CityCycle participants take part in this program voluntarily, and to the best of your knowledge are in good physical condition and fully able to participate in this program. *If you are injured or in an accident while using the CityCycle bicycle or personal bicycle for work purposes, you may only make a claim against the City for Workers' Compensation benefits.* The City and County of San Francisco has no other liability for any claims arising from use of CityCycle equipment. It is optional for participants to fill out and submit a [Disclaimer of Liability](#) while participating in the CityCycle program. The Disclaimer of Liability is a voluntary form for participants, stating the stipulations of the CityCycle program and release of personal liability.

If you are involved in an accident while using the CityCycle bicycle, you must notify your supervisor, department bicycle coordinator, and the Department of the Environment immediately. You must also fill out an [Accident Report](#) and file it with CityCycle immediately following the incident. You must cooperate with the City in providing information regarding the incident and the identities of the parties involved in the incident.

Program Requirements

Sharing Equipment

CityCycle is a bike sharing program, meaning that bicycles distributed to departments are not meant for individual use but are to be shared by all members of that department. Bicycles may also be shared with employees of other nearby departments, to further the reach of the CityCycle program in reducing work-related vehicle trips.

Maintenance

Maintenance will be covered by a full plan in the first year of use and then basic lifetime plan. Departments must establish their own fund to cover additional maintenance beyond the initial maintenance plan. Check the maintenance plan that came with your bike, or contact CommuteSmart at 415.377.3727 or CommuteSmart@sfgov.org if you are not sure of your plan.

Helmets

All fleet bicycles come with a helmet. Participants must wear a helmet at all times when riding a fleet bicycle.

Lights

If riding at night or in cloudy/rainy weather, both front and rear lights must be placed on the bike. This helps with visibility for both you and others around you.

Lost/Stolen Equipment

Departments are responsible for replacing lost/stolen equipment. CommuteSmart recommends establishing a fund to purchase equipment.

Signage

You are required to post signs identifying the bike fleet and promoting the program in common areas. Signs and posters will be provided by CommuteSmart.

Department Procedures

CommuteSmart staff are happy to support your bike request and interests. In order to continue and grow this program, we need minimal assistance from the departments and participants:

Designate a Department CityCycle Coordinator

The department coordinator will be the point of contact for the CityCycle program, and will be responsible for adhering to all CityCycle policies and requirements. Coordinators will develop departmental procedures, including how bikes will be signed out, ensuring that bicycles are taken for necessary maintenance and repair, and be in touch with CityCycle staff about any issues or concerns.

Identify Secure Bike Parking

CityCycle bicycles are required to be housed at a secure parking facility in the department with signs clearly identifying bikes as part of the CityCycle (sample signs are included at the end of this toolkit and will be provided when you receive your bike, or upon request). Before taking responsibility for CityCycle equipment, departments must identify a secure parking area for the bicycles where bikes are able to be locked, or within a locked area such as a storage room or bicycle cage. The area will be evaluated during the site visit process, and if needed additional equipment such as bike stands or racks will be provided to assist with secure bicycle parking.

The bicycle storage area for each department should be accessible by all employees, so that the department may fully share the use of the equipment provided through the CityCycle program. Bicycles are not to be stored at individual desks so as to limit the availability of the equipment to other members of the department

Many City departments have secure bicycle parking available within the building where the CityCycle bicycles could be housed. If you work in or near City Hall, call (415) 554- 4933 to gain access to the bike room. For other buildings, contact building management to see if bike parking is available at your department.

Attend a Training Workshop

All users of the CityCycle program can attend a training workshop conducted by the San Francisco Bike Coalition (SFBC) and CommuteSmart. The workshops help users get started riding for their work errands. Topics covered include, but are not limited to, bike safety, proper helmet use, road rules, route selection, proper bike security and cargo strategies. An email will be provided to departments to forward to employees.

Establish and Maintain a Reservation Procedure

CityCycle Coordinators are responsible for developing a process for checking out bicycles. Some options for this procedure include using Microsoft Outlook or Lotus Notes to reserve the equipment, using a department-wide Excel spreadsheet, or having a hand-written reservation and check-in/check-out list.

The IT Help Desk is available to assist with creating a reservation system depending on what type of email program the department uses. Call the Help Desk for assistance at 415.581.7100.

Distribute CityCycle Surveys

CommuteSmart will conduct periodic surveys to evaluate the effectiveness of the program for continued funding.

Prior to the site visit, you will forward a survey link from CommuteSmart to employees. This survey will assess how many people in the department plan to use the bicycles; how employees currently travel for work-related errands, meetings, or tasks; average distance traveled for work-related errands, meetings, or tasks; and how often employees need to travel for work-related purposes.

You will also be asked to forward a second survey link for the annual Bike Fleet survey. This survey, conducted in December, evaluates equipment utilization, reduction in vehicle trips and vehicle miles in addition to the following:

- Work-related travel before and after receipt of the CityCycle bicycle
- If access to CityCycle bikes has reduced the number of vehicles owned by the department or the number of vehicles being purchased.
- Barriers preventing usage of the bicycles for work-related tasks
- How many people in the department currently use the CityCycle bicycles and how often.

Record Bike Usage

For bikes with mileage trackers, CommuteSmart requests you to compile data on a quarterly basis. This information will be submitted to the CityCycle program to keep CommuteSmart staff and the program's funders apprised of the program use and effectiveness.

Schedule Repairs and Regular Maintenance

Maintenance will be covered by a full plan in the first year of use and then basic lifetime plan. Departments must establish their own fund to cover additional maintenance beyond the initial maintenance plan. Check the maintenance plan that came with your bike, or contact CommuteSmart at 415.377.3727 or CommuteSmart@sfgov.org if you are not sure of your plan.

Promoting Bikes and Bike Safety to Employees

CommuteSmart will continually promote the program, but also needs your assistance in promotion at staff events, forwarding emails to staff and posting flyers in the building's common areas. Employees are invited to attend a CityCycle workshop, or they may opt to attend other bike workshops hosted by the SFBC.

Basic Bike Usage and Maintenance

ABC Quick Check

Conducting a bike safety check before using a CityCycle bicycle is as easy as "A, B, C!": Air, Brakes and Chain!

A

Air

The tires are one of the most important aspects of a bicycle. Make sure before you ride that the tires are properly inflated. Many tires have a maximum pound per square inch (PSI) located on the sidewall of the tire. You can check the tire pressure on the go simply by squeezing the tire or by pushing down or sitting on the bicycle. Wider tires, such as mountain bike tires, will have a little give when squeezing or pushing down on the tire, while thinner tires will be more rigid.

After you check the tire pressure, spin the tire to make sure that the wheel doesn't wiggle where the tire and frame are connected, or that it doesn't rub on the brake pad. As you spin the tire it should spin true, meaning that it shouldn't wiggle left and right or up and down. If it does a little, it should still be okay to ride, but tell your bike fleet coordinator as soon as possible to ensure that the proper maintenance is scheduled.

B

Brakes

Besides checking the parts that make the bicycle go, you also need to check the ones that make the bicycle stop, namely the brakes! As you squeeze the brake lever on the handlebar, make sure that the brake pad makes full contact with the side of the rim for maximum stopping power. With both brakes engaged, rock the bike back and forth to ensure the brakes keep the bicycle in place. As you let go of the brake lever, make sure that the brake pads move away and make no contact with the side of the rim. This makes sure you will be able to pedal away without any unnecessary friction that might damage the brake pads.

C

Chain

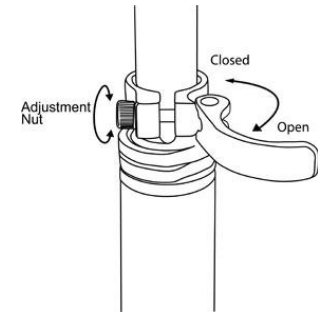
Another important part of the bicycle is the chain drive. It brings the bicycle into motion, meaning that it lets you go! Take a look at the chain and make sure it is clean.

Gently pedal the cranks backwards and ensure the chain spins freely and without noise.



Seat Height Adjustments

The main adjustment that you may like to make to the bicycle before riding is the seat height. The seat is attached to the bike with a quick release, as seen in the drawing to the right. To adjust the post height up or down, simply follow these instructions:

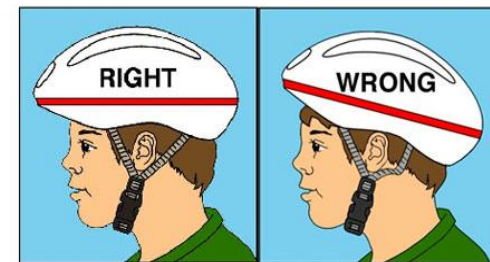


1. Release the quick release clamp on the seat post.
2. Adjust the height of the seat so that the tips of your feet are touching the floor.
3. Stabilize yourself by placing a hand on the wall or a railing, and put your feet on the pedals.
4. When the pedal is at its lowest point, your knee should be slightly bent (at about a 75 degree angle).
5. If you need to fully extend your leg to pedal, your seat is too high. This may hurt your knee, so lower the seat so that your leg will be slightly bent.

Wear a Helmet

Participants in the CityCycle program are required to wear helmets while using the bicycles.

Helmets should be worn level on the head, with two finger's width between the rider's eyebrow and the bottom edge of the helmet. Ear slides should be positioned just below the ears and chin straps should be snug, with no visible slack under the chin. Helmets should not wobble side to side or front to back. For more information about how to properly fit a helmet, please refer to the [Bicycle Helmet Safety Institute guide](#).



Lock it up!

Once you have reached your destination on your bike, you should start looking for places to securely park your bike. Some places that you might consider:

Garage or Dedicated Bicycle Parking Facility

All public garages are required to provide bicycle parking. This is probably the safest option to park your bike, so if you see a space available, use it!

Bike Racks

Bike racks or on-street bike corrals are the best option for parking your bike on the sidewalk. Try to make sure your bike is parked in a public area with a high amount of pedestrian traffic. This creates less of a chance that someone will try to take your bike since there will probably be witnesses. Another tactic is to park your bike next to nice looking bikes so that your bike doesn't look as attractive to thieves.

Parking Meters and Sign Poles

Parking meters and sign poles are acceptable, but not reliable, places to park a bike because the bike is unstable and may fall over and be damaged. Some sign poles also have easily removable signs, meaning that your bike could be lifted off the pole. Make sure the pole or meter is securely in the ground by shaking it before considering locking your bike there.

Trees, Handrails or Scaffolding

Trees are not advisable as a parking location as you may damage the tree, or someone could saw the tree in half and take your bike. Handrails are essential for safety – it is dangerous, rude, and illegal to lock your bike to a handrail and your bike may be confiscated. Scaffolding at construction sites is easily removed by a single bolt or screw, as it is temporary, making them a poor choice for bike parking.

Using a bike lock

Now that you've found the right spot to park your bike, be sure to secure the lock properly! The U-lock should always go around the frame and the object you are locking it to, so that the most expensive part of the bike (the frame) is fully secure. Next, it is important to lock both your wheels and the frame of the bike with the bike rack



or pole, especially if your bike has quick release mechanisms. Wrap the chain or wire lock around the back tire, front tire and frame. Then lock it to the bike rack. Lift the bike to make sure that both locks are secure. See the attached lock poster for additional details.

If both of the wheels have quick release skewers, take the front wheel off and place it next to your rear wheel that is still attached to the frame. Then, take your lock and go through both wheels, the frame of your bike, and the bike rack/pole/tree. This should keep your bike safe.

Remember: Always properly lock the bike – even if you are just going to be gone for a minute.

Lost or Stolen Bicycles

Departments are responsible for replacing lost/stolen equipment. CommuteSmart recommends establishing a fund to purchase equipment.

If your bicycle is stolen, report it to the police immediately by calling 415.553.0123. Then, contact CityCycle staff who will have the serial number on file for the SFPD to use.

Basic Maintenance Recommendations

Departments are responsible for general upkeep of the CityCycle equipment. CityCycle Coordinators are responsible for scheduling bikes for maintenance at least twice a year. Maintenance will be covered by a full plan for two years of use and then a basic lifetime plan. Departments must establish their own fund to cover additional maintenance beyond the initial maintenance plan. Check the maintenance plan that came with your bike, or contact CommuteSmart at 415.377.3727 or CommuteSmart@sfgov.org if you are not sure of your plan.

Establishing a Fund

Departments must establish a fund to pay for maintenance not covered by the limited maintenance plan, as well as to cover any lost, stolen, or damaged equipment.

To establish this fund, previous participants have set aside some of the fleet budget, in recognition of the reduced reliance on fleet vehicles and their associated maintenance through participation in the bike fleet program.

Departments may also consider allocating the savings that will be realized from reduced gas and maintenance costs as a result of replacing vehicle trips with bike trips. These savings can be utilized to establish a maintenance fund for the bike fleet equipment.

Some departments have internal maintenance shops, or work with other departments that perform maintenance tasks. In these situations where the department plans to conduct their own on-site maintenance of the CityCycle equipment assigned to them, a fund for maintenance need not be established when the program is started. However, any lost, stolen, or damaged equipment will continue to be the responsibility of the department.

If a bicycle needs repair, notify the department CityCycle Coordinator. He or she will arrange to take care of the repair in-house, or schedule a repair with a bicycle shop.

Some simple maintenance is easy to take care of without the need to take the bike to a repair shop. Here's how to do some basic maintenance tasks.

Lubing Chain

Frequency: About once every three months, or as needed

Materials Needed:

- Lint-free cloth/rag (a paper towel could be used as a temporary substitute)
- Greaseless chain lubricant (oil can be also used as a temporary substitute, though it tends to attract unwanted dirt)

1. Place your bicycle in a position that would allow you to work with both hands and allow you to turn the pedals freely. Upside down, resting on the handlebars and seat, is generally a good bet. You can put a towel down underneath the bike to protect the floor.
2. Using the cloth, hold on to the bottom of the chain and turn the pedals backwards. This should move the chain with the freewheel without actually moving the wheels of the bike, and allow you to get rid of any grit in the chain with the cloth.
3. Next, grab the lubricant and slowly drip it into the bottom of the chain as you turn the pedal backwards a few times, ensuring the chain has gone through a few cycles. This allows the lubricant to touch all of the bases of each link of the chain, as well as lubricating the gears.

Pumping the Tires

Frequency: As needed, at least once a month

Materials Needed:

- Tire pump
1. First, check the sidewall of the tires and find the Maximum PSI number. This will tell you about how much air you should pump into the tire.
 2. Find the valve on the wheel, which should be located on the inside of the wheel sticking out of the rim.
 3. Unscrew the cap and put it in a safe place so you don't lose it. Take the pump tip and attach it to the valve, securing the connection by flipping the lever on the pump tip. If the tire has a Presta valve, be sure to unscrew the top of the valve before attaching to the pump tip.
 4. Looking at the gauge, pump to the appropriate PSI. If there is no pressure gauge on the pump, inflate until the tire feels firm enough depending on the tire type.
 5. Release the pump tip from the valve and screw the cap back on. If the tire has a Presta valve, don't forget to twist the top of the valve back down before replacing the valve cap.
 6. Repeat all steps for the other wheel.

Replacing the Tube

Frequency: As needed

Materials Needed:

- Spare tube (or patch kit)
- Tire pump
- Tire levers

Here are a few resources with step-by-step information on how to replace the tube, including a video to help you with this task:

- <http://www.youtube.com/watch?v=FzqjoFAXA5I>
- http://www.ehow.com/how_2000519_change-flat-bike-tire.html

Using the Mileage Tracker

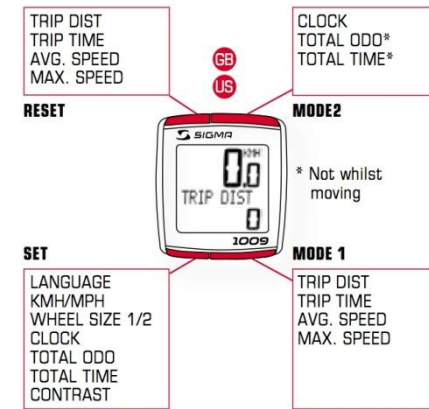
The Sigma BC 1009 mileage tracker allows you to see your distance, speed and time while you are riding the CityCycle bike.

CommuteSmart requests that CityCycle Coordinators track the total odometer reading on a quarterly basis. You can do this by clicking through Mode 2 (right top button on the tracker) and read the Total Odometer reading. This information will be submitted to the CityCycle program to keep CommuteSmart staff and the program's funders apprised of the program use and effectiveness. After each quarter, please reset the odometer, by holding the set button (bottom left button) for 2 seconds. *Please only reset when the "total odo" has been tracked.*

CityCycle participants are free to track their distance, speed and time, by clicking the Mode 1 and Mode 2 buttons.

Please do not click on the Reset Button or Set buttons on the computer during your trip. It is not necessary to turn off the computer once the bike has stopped, it will enter idle mode.

If you have questions concerning the mileage tracker contact CommuteSmart at 415.377.3727 or email CommuterSmart@sfgov.org.



What Maintenance is included with CityCycle?

Each new CityCycle bicycle comes with a full basic maintenance plan for the two years and a lifetime of basic maintenance including derailleur, chain, brake and tire adjustments.

Education

CityCycle Workshops

The San Francisco Bike Coalition (SFBC) will conduct up to 10 workshops for CityCycle participants at various locations. Workshops will help employees get started riding for their work errands. Workshop topics will include, but are not limited to, bike safety, proper helmet fit, road rules, route selection, proper bike security, and cargo strategies. Department CityCycle Coordinators are required to attend one CityCycle workshop prior to receiving their requested bicycles. Employees in departments receiving CityCycle equipment are strongly urged to take a workshop prior to using one of the bicycles. CommuteSmart will provide a schedule of events for you to forward to employees.

CommuteSmart will provide email templates for departmental use to aid in promoting the workshops to City employees.

Requested bicycles will be distributed after the workshops, and only departments that have attended the workshops will be eligible to receive their CityCycle equipment.

San Francisco Bike Coalition Workshops

SFBC also offers a number of free, public bicycling workshops for interested employees. These classes can help you feel safe and confident sharing the streets and teach you the basic rules of the road. From Adult Learn to Ride classes to an on-road class, there are options for all skill levels. For more information and to sign up, please visit <http://www.sfbike.org/?edu>.

Materials on-site

Departments can keep bicycling materials on-site and available to participants. Some items to consider offering include:

- SFMTA Handbook: <http://www.sfmta.com/cms/bsafe/documents/2010SanFranciscoBicycleGuide.pdf>
- Bicycle Rules of the Road: Remind your employees of their rights and responsibilities before they ride by posting near your department bikes. <http://www.sfbike.org/?bikelaw>
- San Francisco Bike Map: Help employees determine routes for biking with this helpful map. http://www.sfbike.org/download/SF_Bike_Map_2011.pdf

Outreach

Once you've attended the CityCycle workshops and received your equipment, employee outreach is critical to the success and utilization of the program. Consider using the following outreach techniques:

Emails to Staff

Promoting the program to department employees is an important role for the CityCycle Coordinator. CommuteSmart will provide email templates for gauging interest in the program, announcing workshops to your department, sending survey links for program surveys, and promoting the program.

Staff Announcement

Once CityCycle equipment has been delivered to your department, let your employees know that the bicycles are ready and waiting for them! Give information about reservation policies, promote the use of bicycles rather than driving for work related tasks, and make this toolkit available for employees to reference when getting started with using CityCycle. Staff meetings are a great place to talk about the program, or in new employee orientation meetings as well.

Flyers

CommuteSmart has created a flyer to post near your department bicycles to identify them as part of CityCycle. A sample is included at the end of this guide and copies will be provided with your bike, or upon request.

Posters

Post flyers about the CityCycle program in high-visibility places! CommuteSmart has also created a poster to hang in common areas such as kitchens and break rooms, the mailroom, or on general notice boards to let department employees know that your department participates in CityCycle and there are bicycles available for their use. The poster is included at the end of this guide.

Outside Resources

San Francisco Bicycle Guide

This brochure provides comprehensive information about bicycling in San Francisco.

Riding Predictably (Video)

SF Bicycle Coalition shows you how to ride your bicycle safely in an urban environment like San Francisco with this instructional YouTube video.

League of American Bicyclists' "Ride Better"

This website provides five easy steps to help you ride more safely.

Google Maps Biking Directions

Not sure how to bike to your destination? This beta site will give you turn by turn biking directions, and you can see designated bike trail and lanes directly on the map.

Sheldon Brown

This personal, informal website offers extensive and very detailed articles on things beginner bicyclists should know. If you look around the website, you can also find a plethora of information about every other aspect of bicycling as well.

CommuteSmart

CityCycle Disclaimer of Liability

I, _____, as a participant in the CityCycle program, hereby agree to the following Rules and Regulations:

- Bikes and accessories are shared department resources to be kept at the department and available for use by all City employees
- City employees only are eligible to participate in this program; unpaid interns and volunteers are prohibited from using CityCycle equipment
- Bikes and accessories are available for work-related errands only, not for commuting to and from work or non-work related trips
- Bikes and accessories are City and County of San Francisco property and must be housed at a secure parking facility in the department (with signs clearly identifying bikes as part of the CityCycle program)
- Departments must designate a CityCycle Coordinator who will be responsible for:
 - Ensuring regular maintenance and repair of all equipment
 - Completing quarterly usage reports
 - Distributing annual surveys to all CityCycle participants at their department
- Departments must establish a fund to pay for maintenance not covered by the limited maintenance plan as well as lost/stolen/damaged equipment
- Participants must complete a Participation Agreement and required training with the Department of the Environment before using the CityCycle
- Participants are required to follow safe riding practices when using CityCycle, including wearing a helmet at all times and using bike lights when riding in the dark

I am participating in this program voluntarily, and to the best of my knowledge I am in good physical condition and fully able to participate in this program. If I am injured or in an accident while using the CityCycle bicycle or personal bicycle for work purposes, I understand that I may only make a claim against the City for Workers' Compensation benefits. I understand that the City and County of San Francisco has no other liability to me for any claims arising from use of CityCycle equipment.

If I am involved in an accident while using the CityCycle bicycle, I will notify my supervisor, department bicycle coordinator, and the Department of the Environment immediately. I will also fill out an Accident Report and file it with CityCycle immediately

CommuteSmart

following the incident. And I will cooperate with the City in providing information regarding the incident and the identities of the parties involved in the incident.

Please complete the information below acknowledging that you have read and understand the above. Your signature means that you agree to follow all rules and regulations of the CityCycle program and that you have read and understand the forgoing waiver of liability.

Employee Name (print):	Supervisor Name (print):
Employee's Signature:	Supervisor Signature:
Employee Phone:	Supervisor's Phone:
Date:	Date:

CommuteSmart

CityCycle Bicycle Accident Report

**Please complete this form in its entirety and submit to CityCycle as soon as possible. This form is for reporting only. CityCycle is not liable for claims, and is not responsible for damaged equipment or property.

Employee

Name of City Employee Bicyclist:

Work Phone Number:

Department:

Work Address:

Accident

Date of Accident:

Time of Accident:

Specific Site or Location of Accident:

Collision with: Pedestrian Bicyclist Parked Vehicle Fixed Object
 Skateboarder Moving Vehicle
 Other:

No Collision: Fell Over Ran Off Road Other:

Others Involved

Name of other Person Involved:

Home Phone Number:

Home Address:

Cell Phone Number:

Work Phone Number:

(If more than one other person is involved, note that information here and document the same information for each vehicle on a separate sheet.)

CommuteSmart

Description

Describe the accident/incident in full detail (attached a separate page if necessary)

Injury

Name, Address, Phone Number, Age, Gender, Employer of any Injured Parties (Describe injuries, if possible):

Injured Take To (Treating Facility):

Was First Aid Administered? When? By Whom?

Was Aid Refused? When? By Whom?

Witnesses

Name, Address, Phone Number, Age, Gender:

Signature

Employee Name (print):	Supervisor Name (print):
Employee's Signature:	Supervisor Signature:
Employee Phone:	Supervisor's Phone:
Date:	Date:

CommuteSmart

CityCycle Bicycle Sign-out

Name (optional)	Date	Mileage

For more information about the CityCycle program, contact your CityCycle Coordinator or CommuteSmart at 415.377.3727 or email CommuteSmart@sfgov.org



SF Environment

Our home. Our city. Our planet.

A Department of the City and County of San Francisco



Reserved Parking



CityCycle

A CommuteSmart Program for
City and County of San Francisco Employees



SF Environment

Our home. Our city. Our planet.

A Department of the City and County of San Francisco



BAY AREA
AIR QUALITY
MANAGEMENT
DISTRICT



Paid for by Your
Prop K Sales Tax

Need to travel for work?
Use a bike!



CityCycle

A CommuteSmart Program for
City and County of San Francisco Employees

Using your department's CityCycle is easy:

- 1 Review the rules
- 2 Reserve a bike
- 3 Grab a helmet and go!

Questions? Talk to _____ to get started!

Learn more about the program at
SFEnvironment.org/CityCycle



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**BAY AREA AIR QUALITY
MANAGEMENT DISTRICT**



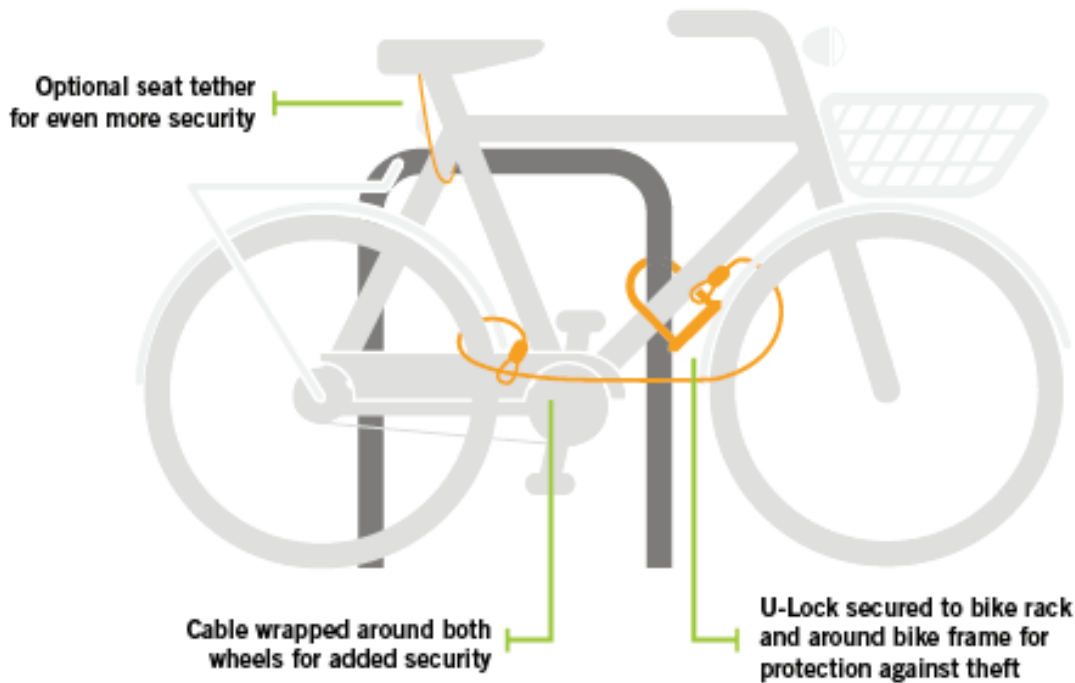
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CityCycle

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Lock the bike.



Tips for properly locking the CityCycle bike!

- ① Place the U-lock on the front wheel frame and the bike rack.
- ② Wrap the chain around the back tire, front tire and frames.
- ③ Lock the bike to the bike rack.
- ④ Lift the bike to make sure that both locks are secure.

Learn more about the program at:
SFEnvironment.org/CityCycle



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PROP K
SALES TAX

11 Grove Street, San Francisco, CA 94102
SFEnvironment.org • (415) 355-3700

APPENDIX E - SF BIKE COALITION TRAINING PRESENTATION

Introduction to CityCycle & Safe Bicycling



CityCycle

- Free bicycles to conduct work-related business around SF
- Housed at departments
- Available to *all* employees & paid interns
- Helmet, lights, lock & basic maintenance included
- Managed by the Commute Smart team at SF Environment
- Partnering with SF Bike Coalition
- Sponsored by the Prop K Sales Tax & the Transportation Fund for Clean Air (SFCTA & BAAQMD)



Online Resources

- SFEnvironment.org/citycycle
- Download toolkit with:
 - Introductory information
 - Policies & Procedures
 - Basic Maintenance
 - Departmental Education & Outreach



Biking is Great and Getting Better



Connecting the City



Safety In Numbers

The more people ride,
the safer bicycling becomes



Getting Started

1. Preparing for Riding
2. Bicycling Safely, Easily
3. Locking The Bike



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CityCycle Fleet – Hybrid Bicycles



7

Getting Started: Accessories

Lights



U-Lock



Helmet



8

Getting Started: What to Wear



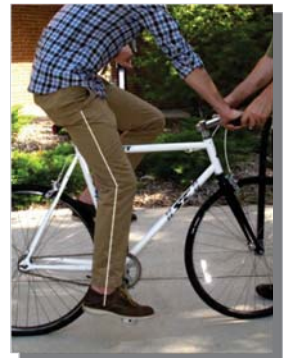
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Bike Fit



10

Adjusting Your Seat



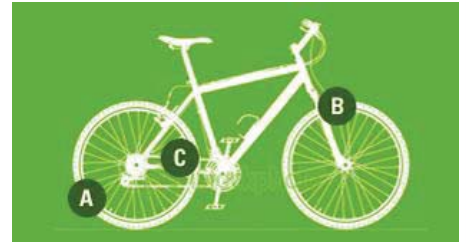
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Helmet Fit



ABC Quick Check

- Air
- Brakes
- Chain
- Quick Release



Riding a CityCycle Bike



How to Bike Safely

The Law

CVC 21200: "A person riding a bicycle ... has all the rights and is subject to all the provisions applicable to the driver of a vehicle..."



Give Respect, Get Respect
Same Rights, Same Rules

Rules of the Road



Pedestrians Always Have the Right of Way.
In the crosswalk or not, bike riders and drivers are required to yield to pedestrians. CVC 21954 (b))



Light up the Night!
Reflectors and a front white light are required by law. We recommend you use a rear light as well. (CVC 21201)



Stop Behind the Crosswalk.
Leave crosswalks free and clear for pedestrians. Always stop behind the line. (CVC 21950, 21455)



Take the Lane.
Whether you're next to parked cars, or there are hazards in the bike lane, if you feel safer, take the lane and ride outside the door zone. (CVC 21202)



Stay on the Streets.
It's illegal and unsafe to ride on the sidewalk if you are over the age of 13. (SF Transportation Code Sec. 7.2.12)



It's OK to Leave the Bike Lane.
If you feel safer outside the bike lane, you can ride in other vehicle travel lanes. (CVC 21208)



Go With the Flow.
Ride the same direction as traffic. Walk your bike on the sidewalk if you find yourself on the wrong block of a one-way street. (CVC 21650)



Be a Friend to Disabled Neighbors.
Help your neighbor by being considerate of paratransit carriers (including taxis) that need access to the curb.



Mind the Signs and Lights.
Stop at stop signs and obey red lights, just like all other vehicles. (CVC 21200)

How to Bike Safely

Ride predictably



How to Bike Safely

Common hazards

- Door Zone
- Light Rail and Train Tracks
- Sewer covers
- Potholes



How to Bike Safely

Take the lane



How to Bike Safely

Ride on the outside of the bike lane



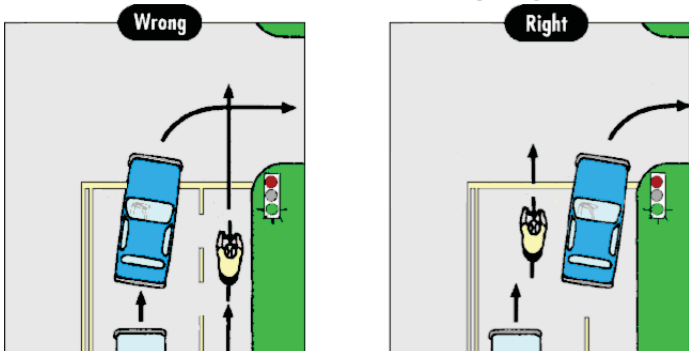
How to Turn Safely

Turn signals



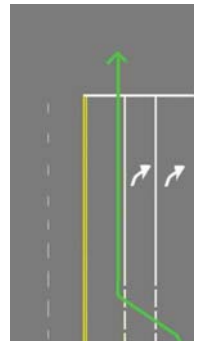
How to Turn Safely

When a car is turning right



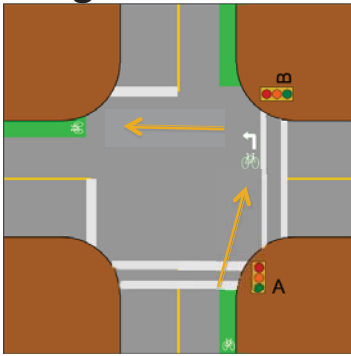
How to Turn Safely

Right turn lanes



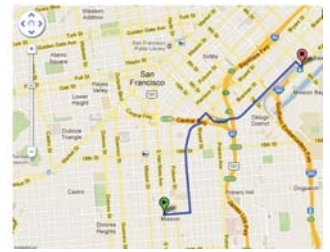
How to Turn Safely

Turning left: "Box Turn"



Choosing Your Route

- Ask a coworker
- Local bike map
- Use a trip planner like:
Google Maps Bike
sfbike.org/mapper
ridethecity.org
bikesy.org
amarpai.com/bikemap



Locking a CityCycle Bike



Locking a CityCycle Bike



Locking a CityCycle Bike



Locking a CityCycle Bike



Locking a CityCycle Bike



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Continue Your Journey – Beyond Work

- SF Bike Coalition - 12,000 members strong
- Recreational riding
- Set a Goal
- Explore the City
- Sunday Streets



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Other Classes



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CityCycle
An Initiative of the
San Francisco Department of the
Environment

415-355-3727
CommuteSmart@sfgov.org
SFEnvironment.org/CityCycle



Presentation by:
San Francisco Bicycle Coalition
sfbike.org/education



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APPENDIX F – 2012 TRANSPORTATION SURVEY RESULTS BY QUESTION

The survey results listed below are a subset of the questions in the 2012 Transportation Survey. The questions below are all the questions that pertain directly to CityCycle and therefore this report. In addition, the survey was dynamic and as a result the question numbers may differ below from another survey's results.

Question 1: What is your department?

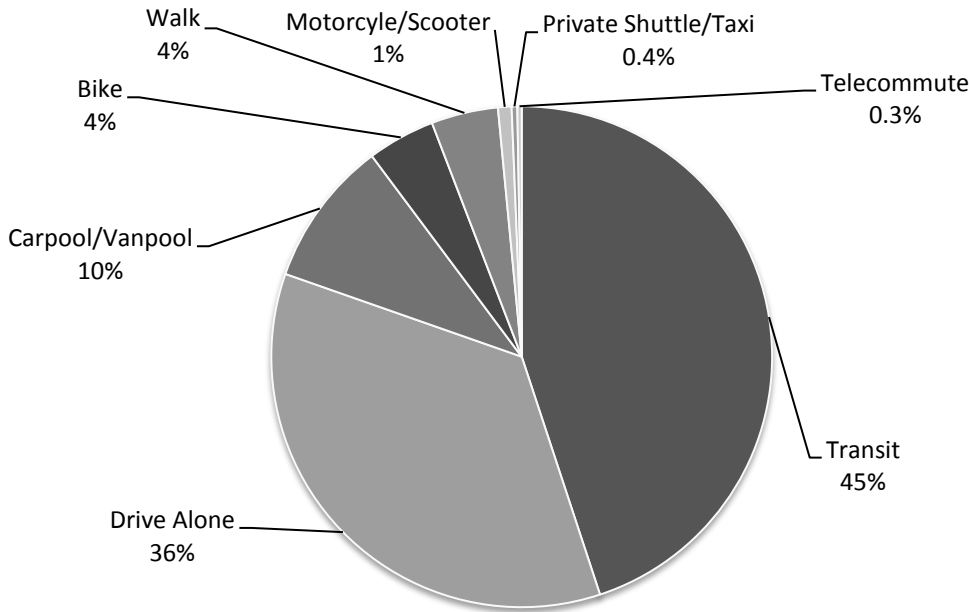
All employees were asked to take the Survey. Below is a distribution of survey respondents per department. It should be noted that department sizes vary immensely, so although it may appear that some departments did not have high participation it may be that the department does not have many employees.

Department Name	Survey Respondents
MTA	694
Human Services Agency (HSA)	660
Library, San Francisco Public	492
Public Health, Department of (DPH)	349
Airport, San Francisco International (SFO)	348
Police Department	286
Public Works, Department (DPW)	270
Fire Department	267
California Academy of Sciences	196
City Attorney, Office of	161
Public Utilities Commission (SFPUC)	157
Controller	128
Port of San Francisco	125
Environment, Department of (SFE)	116
Planning Department	116
District Attorney's Office	99
Assessor-Recorder, Office of the	89
Building Inspection, Department of (DBI)	82
Child Support Services	81
Emergency Management, Department of (DEM)	77
Treasurer and Tax Collector	73
Real Estate Division	69
Other	64
General Services Agency	62
311 Customer Service Center	59
Public Defender's Office	57
Technology, Department of (DT)	55
Recreation and Park Department	53
Health Service System	47

Human Resources (DHR)	43
Office of Economic and Workforce Development	43
Juvenile Probation Department	41
Board of Supervisors	40
Mayor's Office of Housing	37
Children, Youth & Their Families	34
Elections, Department of	34
Fine Arts Museums of San Francisco	33
Sheriff's Department	28
Rent Board	24
Citizen Complaints, Office of	18
Mayor's Budget/Policy Office	18
Animal Care and Control (ACC)	15
Arts Commission	14
Retirement Services	12
Adult Probation	10
Office of Contract Administration	10
Mayor's Communications Office	8
City Administrator	7
Civil Service Commission	7
Status of Women, Department on	6
Treasure Island Development Authority (TIDA)	6
Purchasing	5
County Clerk	4
Office of Small Business	4
War Memorial PAC	4
Medical Examiner's Office	3
Board of Appeals	2
Convention Facilities Department	2
Film Commission	2
Human Rights Commission	2
City College	1
Mayor's Office of Neighborhood Services	1
Mayor's Office of Protocol	1
Mayor's Office on Disability	1
Office of the City Administrator - Central Shops Department	1
Public Finance	1
Redevelopment Agency	1
Total	5,855

Question 2: What is your primary mode of transportation to and from work each day?

Public transportation accounts for the greatest percentage of mode share for City employees' commuting trips. Though driving alone accounts for 36 percent, the remaining 64 percent of City employees are commuting by sustainable modes.



n=58,835

Question 3: How often do you use each of the following modes for work-related trips in a typical week?

Walking, transit and motorized vehicles are the most common modes of transportation for work-related trips in a typical week. Conversely, most respondents reported not using department shuttles and bicycles for work-related trips in a typical week.

	Bicycle	Department Shuttle	Motorized Vehicle	Transit	Walk
less than once a week	9%	7%	18%	22%	18%
1-2 a week	3%	1%	10%	10%	17%
3-5 a week	2%	1%	15%	15%	17%
6 or more a week	1%	0%	7%	8%	10%
Do Not Use	79%	84%	43%	38%	32%

n = 5,855

Question 4: How many miles do you use the following forms of transportation for work-related trips in a typical week?

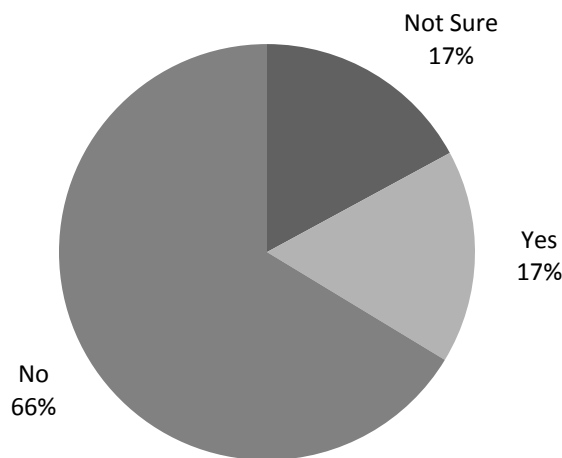
Walking and transit are the most common modes for shorter distances. Mode share shifts to motorized vehicles as distances increase.

	Bike on a CityCycle bike or City-owned communal bike	Bike on personal bike	Drive a department-owned vehicle	Drive a city-owned vehicle through a Vehicle Pool	Drive a personal car	Taxi	Take a department shuttle	Take transit (BART, Muni, etc.)	Walk
0-3 miles	5%	8%	10%	7%	11%	5%	6%	20%	46%
3-6 miles	1%	2%	5%	2%	5%	1%	1%	10%	11%
6-12 miles	0%	1%	5%	1%	6%	0%	0%	7%	3%
12+ miles	0%	1%	9%	1%	15%	0%	0%	14%	2%
Do Not Use	84%	82%	65%	81%	57%	86%	86%	43%	31%

n=5,855

Question 5: Is the bike that you use part of the City's CityCycle (City Bike Fleet) program?

Of the respondents who indicated they rode a City-owned bike for at work travel, two-thirds were not able to recognize the bike as a CityCycle bike, while one-sixth were unsure, and one-sixth were able to identify the bike as CityCycle.



n=392

Question 6: BEFORE you started to use a City bicycle, how often did you use each of the following modes for work-related trips in a typical week?

Before bicycles were available, many respondents who now use a bicycle for work did not have it available to them. 70 percent of City employees who use a bicycle for at-work travel always have access to a bike. This question was used to calculate the at-work travel behavior of respondents before CityCycle was available to assess the behavior changes due to CityCycle.

	Bicycle	Department Shuttle	Motorized Vehicle	Transit (BART, Muni, etc.)	Walk
Less than once a week	37%	29%	28%	26%	25%
1-2 a week	5%	1%	8%	12%	17%
3-5 a week	4%	0%	11%	11%	14%
6 or more a week	1%	1%	9%	9%	8%
Do Not Use	23%	39%	14%	13%	6%
N/A - always had bike access	30%	30%	30%	30%	30%

n = 294

Question 7: BEFORE you started to use a City bicycle, how many miles did you use the following forms of transportation for work-related trips in a typical week?

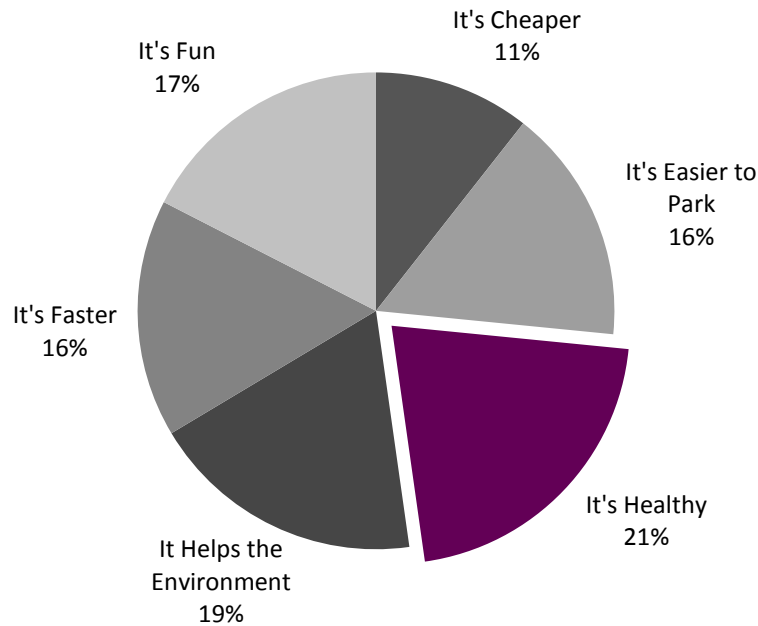
This question was used to calculate the at-work travel behavior of respondents before CityCycle was available to assess the behavior changes due to CityCycle.

	Bike on a personal bike	Drive a department-owned vehicle	Drive a city-owned vehicle through a Vehicle Pool	Drive a personal car	Take a taxi	Take a department shuttle	Take transit (BART, Muni, etc.)	Walk
0-3 miles	33%	27%	29%	23%	26%	28%	26%	39%
3-6 miles	7%	6%	4%	5%	1%	1%	12%	15%
6-12 miles	1%	5%	4%	4%	1%	0%	8%	4%
12+ miles	1%	9%	1%	5%	0%	1%	10%	3%
Do Not Use	27%	20%	30%	31%	39%	38%	12%	6%
N/A - always had bike access	30%	30%	30%	30%	30%	30%	30%	30%

n=294

Question 8: What encourages you to use a City bike? Check all that apply

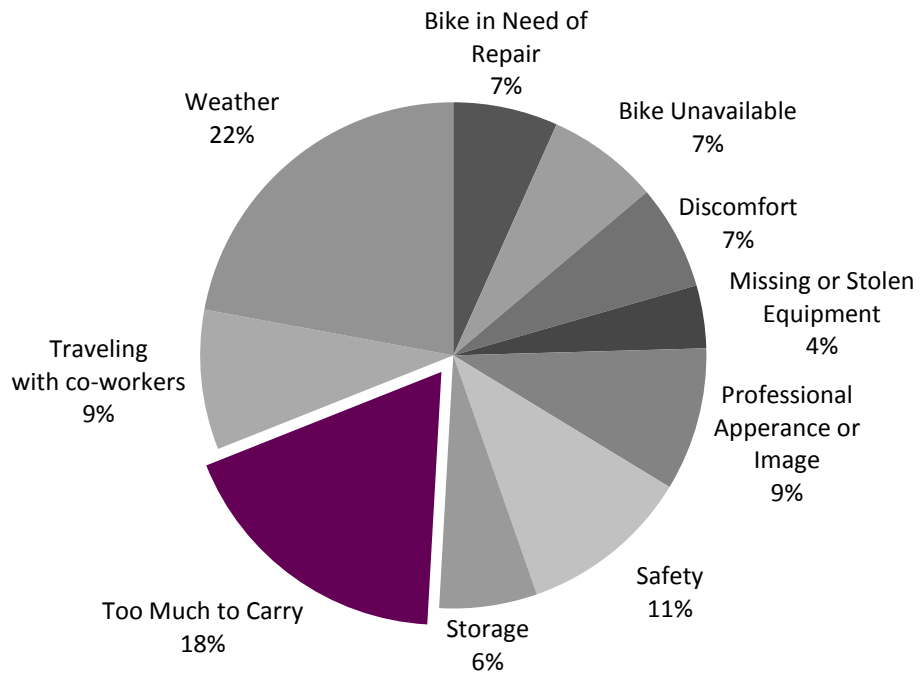
The greatest incentive to biking for work-related trips was that it's a healthy choice. Though the program is being administered through the Department of the Environment, this response suggests that the health message be advertised.



n=804

Question 9: What barriers, if any, prevent you from using a City bike more often?

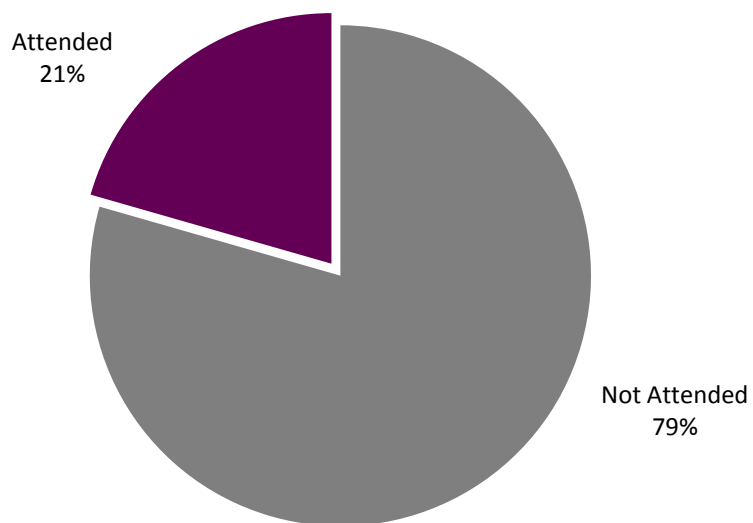
The most significant barrier to using a bicycle for work-related travel, besides for the uncontrollable realities of weather, is that there is too much to carry. This is a challenge that can be addressed through baskets, which can be promoted and distributed.



n=804

Question 10: Have you received an orientation or training for using a City bicycle?

The low participation suggests that there is great potential for education.



n=287