

News Release

For Immediate Release: July 12, 2018

Online Survey on Durham's Dockless Bike Share Program Now Open

Residents Invited to Share Their Thoughts through August 5

DURHAM, N.C. – What do you think about Durham's dockless bike share program? If you have feedback to share, an online survey is now open to collect your recommendations on the City's program.

Dockless bike share companies have been in operation in Durham since November 2017. Since then, more than 50,000 trips have been taken on the approximately 1,400 bikes in circulation. As an early adopter of this type of bike share program, the City has experienced the benefits as well as the challenges of this type of program. As part of the program evaluation, the City's Transportation Department is asking residents to provide feedback through an [online survey](#), which will be open from now until August 5.

The online survey asks residents to share whether they have used the bikes, what they like and dislike about the program, potential modifications to the program, and other recommendations and feedback. The results will then be evaluated by the department and used to inform future program recommendations.

In October 2017, the Durham City Council approved an ordinance change establishing a permit process, and three companies were approved for operation. The following month, [LimeBike](#), [Spin](#), and [Ofo](#) were issued a one-year permit to operate a dockless bike share fleet, and each company is permitted up to 500 bikes throughout the city. The bikes can be unlocked using an app on a smart phone, and the cost is usually \$1 for 30 minutes.

More information about the bike share program, as well as how to access the bikes without a smart phone or credit card, can be found on the Transportation Department's bike share [webpage](#). For more information about the program evaluation or online survey, contact Bicycle and Transportation Planner Bryan Poole with the City's Transportation Department at (919)-560-4366, extension 36423 or by email at Bryan.Poole@DurhamNC.gov.

About the Transportation Department

The [Transportation Department](#) is responsible for a broad range of transportation services, which include traffic signs and signals, transportation planning, [parking operations](#), street lighting, taxicab administration, and bicycle and pedestrian planning. The department also oversees [GoDurham](#) and [GoDurham ACCESS](#) as well as leads planning functions for the [Durham-Chapel Hill-Carrboro Metropolitan Planning Organization](#) (DCHC MPO), which is the regional organization that is responsible for planning and programming state and federal transportation projects in the urbanized areas of Durham, Orange, and Chatham counties. Guided by the City's [Strategic Plan](#), the department helps to strengthen the foundation, enhance the value, and improve the quality and sustainability of neighborhoods that are necessary for a strong and diverse community.

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