

MXD Bicycle Valet Parking Monitoring & Reporting Plan 2022 03 09

Overview

The goal of the monitoring will be to ascertain whether the system is meeting the user needs and meeting the intent of the bicycle parking requirements in zoning. This assessment will be achieved by User Surveys, Valet Operator Reports, and On-site counts and observations.

This document serves as a framework for the Bicycle Valet Monitoring and Reporting Plan, required to be submitted and approved by the City as part of the design review submission for the first building associated with PB-315 Amendment #2. For a complete description of required conditions, please refer to the PB-315 Amendment #2 Decision.

Monitoring Parameters

For the Valet Operations, the following information will be documented via survey, automated data collection, user feedback, or other methods/combination of methods:

- What is the average wait time for people to park their bikes and retrieve their bikes?
- What is the longest wait time?
- Is there enough space for the demand (both short-term and long-term)?
- Are different sized bicycles adequately supported?
- Are e-bikes being used?
- Are people wanting to use the space for e-scooters or other micromobility devices?
- In general, what is the average daily and peak utilization and times of the bicycle parking spaces.

For the User Experience, through user surveys, identify:

- Who is using the facility (residents, workers, visitors) - how many/when (days and times of day)
- Who is using the short-term spaces located on site?
- Are people finding the short-term spaces more convenient and therefore not using the long-term valet bike spaces even for long-term bicycle storage?
- How convenient/easy/challenging is the valet system for users?
- Have users of the valet operations chosen to use a bicycle more or less because of the valet service?
- How satisfied are users with their experience on a scale of 1-5:

For site and short-term bicycle parking information:

- Counting the number of bicycles parked in all the available locations, including in the valet parking system, at the short-term racks on site, and attached to any other object (e.g., sign posts, benches, trees, etc.) on the property and along the immediately abutting sidewalks on an annual basis. The counts should be done at three times during a week with clement weather, in May, June or September. The times should be: mid-day on a weekday; evening hours in the 9 PM –12 midnight time frame, and a Saturday mid-day.

Through Valet Operator reports, identify:

- Challenges in operating the system
- How much are the repair services being used, for which purposes, and by whom?
- Reports of any incidents, such as theft, damaged bikes, lost bikes, etc.

Reporting Parameters & Performance Evaluation

Monitoring and report frequency; each monitoring report should be sent to TP&T and CDD.

- i. Starting one-year post-occupancy and biannually thereafter.
- ii. Reports should include all of the above, including user surveys; site counts and Valet Operator Reports as applicable and/or required.

If the valet system monitoring identifies a deficient condition, Permittee will work with City staff on a corrective action plan. A Deficient Condition shall mean:

- i. Survey results indicating a “Not Satisfied” condition of valet service.
 1. For the purpose of this condition, “Not Satisfied” shall mean anything lower than at least 85% of people rating their experience 4 or higher, assuming 1 is the lowest satisfaction and 5 is the highest.
- ii. Any time there is not the capacity to enable a resident or worker to park their bike with the valet system.
 1. Notwithstanding the foregoing, general demand for valet spaces that exceeds approved bike valet capacity shall not in-and-of itself constitute a deficient condition. Should such a situation arise, Boston Properties and the City will work together on developing a solution.