



REPORT FOR ACTION

Update on Nathan Phillips Square Bike Station

Date: October 6, 2020

To: Executive Committee

From: General Manager, Transportation Services

Wards: All

SUMMARY

In response to a request from City Council, the purpose of this report is to provide a summary on usage and revenue for the Nathan Phillips Square Bicycle Station. Information for the Union Station Bicycle Station is also provided.

The Bicycle Station at Nathan Phillips Square opened in May 2019. The station has capacity for 175 bicycles and can serve approximately 200 people, since not every member parks every day. Since opening day, 172 people have registered to use the facility, 117 of whom maintained active member status as of March 17, 2020. Occupancy peaked at just over 50% of capacity early in March 2020, with 92 bicycles parked.

Since March 17, the Bicycle Station counter-service has been closed as a result of COVID-19, and existing staff have been reassigned, and as such, the facility is temporarily closed to new members. Existing members with multi-month passes have continued to utilize the facility.

RECOMMENDATIONS

The General Manager, Transportation Services recommends that:

1. The Executive Committee receive this report for information.

FINANCIAL IMPACT

There are no current or known future year financial impacts arising from the recommendation contained in this report.

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial implications as identified in the Financial Impact section.

DECISION HISTORY

On June 30, 2020, City Council requested the General Manager, Transportation Services to report to the Executive Committee no later than the first quarter of 2021 on the use of the bike storage facility at Toronto City Hall.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.EX14.10>

On May 31, 2018, the General Manager, Transportation Services provided a report on Nathan Phillips Square Bike Station - Update

<http://www.toronto.ca/legdocs/mmis/2018/gm/bgrd/backgroundfile-115866.pdf>

COMMENTS

Bicycle Stations are secure, indoor parking facilities for bicycles. Protected with 24 hour video surveillance, they provide safe, all-day parking and protection from bad weather. Only people who register can access the facilities.

The City of Toronto operates Bicycle Stations at the following locations:

Location	Capacity	Opening Year
Union Station	114	2009
Victoria Park Station	52	2012
Union Station expansion	168 (total=282)	2016
Finch West Station	68	2018
Nathan Phillips Square	175	2019

Operational Status Update

In May 2019, the Nathan Phillips Square (NPS) Bicycle Station was opened to the public, with 170 bicycle parking spaces, washrooms and showers, and a staff office for counter-service. Users pay a one-time membership fee (\$26.91) and may then purchase parking plans for one month (\$21.53), four months (\$64.57) or a year (\$129.17).

Between May and December 2019, 130 people registered to use the NPS Bicycle Station, providing \$16,495 in revenue. To date, a total of 172 people have registered to use the NPS Bicycle Station. As of March 17, 2020 there were 117 active members.

Before COVID-19, revenue for 2020 was projected at approximately \$20,000 for the Nathan Phillips Square facility and \$45,000 for Union Station.

As part of the City's response to the pandemic, the Bicycle Station counter-service were closed on March 17 and staff were redeployed. To date, the Bicycle Station counter-service remains closed and additional security patrols have been deployed to address security concerns at the NPS station.

Existing Bicycle Station members have been allowed to continue using the facility, but no new members are being accepted, since in-person verification of photo ID is required in order to obtain an access card.

Fees collected and the number of active members at the end of each month are listed in the table below. Data for the Union Station Bicycle Station, which opened in 2009 and was expanded in 2016, is included for comparison.

Bicycle Station Usage and Monthly Revenue (January 2019 - March 2020)

	Union Station		City Hall	
	Active Members	Revenue	Active Members	Revenue
January '19	154	\$2,103.97	0	0
February '19	157	\$2,074.91	0	0
March '19	176	\$5,994.38	0	0
April '19	205	\$4,865.44	0	0
May '19	234	\$4,692.33	41	\$4,191.63
June '19	230	\$2,351.60	68	\$2,584.97
July '19	235	\$4,131.59	70	\$1,484.05
August '19	243	\$4,430.81	75	\$1,097.72
September '19	240	\$4,719.22	72	\$1,904.91
October '19	230	\$3,670.04	77	\$1,856.46
November '19	224	\$3,217.99	81	\$1,931.74
December '19	227	\$2,674.46	79	\$1,442.08
January '20	225	\$5,117.45	87	\$1,996.31
February '20	227	\$3,349.24	108	\$2,329.97
March '20	234	\$2,900.39	117	\$1,404.45

Occupancy at the Union Station Bicycle Station reached 90% of capacity less than three years after the facility was expanded. Prior to COVID-19, a similar trend was expected for the Nathan Phillips Square Bicycle Station.

While COVID-19 has impacted commuting to downtown with many downtown offices remaining closed, Bicycle Station members have retained access and continue to utilize the facilities, particularly food couriers whose work supports the local food and beverage economy as part of the City's recovery from COVID-19.

Membership growth is expected to continue once the counter-service is re-opened. Staff are planning to move recurring payments online, although in-person registration will still be required for new members.

Average Monthly Operational Costs

The main costs of operating the Bicycle Stations are daily cleaning, regular maintenance, towel service and miscellaneous supplies. Staff time (consisting of one staff person, half time at NPS and half time at Union Station) is excluded from the costs below.

Cost	Amount/Month
Cleaning/maintenance (City Facilities & Property Management)	\$2,000 ¹
Towel Service	\$700
Miscellaneous Supplies	\$200
Total Per Month: \$2,900 / Total Per Year: \$34,800	

Based on projected revenues of \$65,000 annually for NPS and Union Station Bicycle Stations, the operational costs for the Bicycle Stations as noted above would be expected to be fully offset by revenue, and the cost of staff time to support the bicycle station operations would be partially offset. Similar to other public services that support mobility (i.e. public transit, bike share, and overall maintenance and operations of the roadway network), this service does not operate on a full-cost recovery basis.

CONTACT

Jacquelyn Hayward
Director, Project Design & Management
Transportation Services Division
Tel: 416-392-5348
E-mail: Jacquelyn.Hayward@toronto.ca

SIGNATURE

Barbara Gray
General Manager, Transportation Services

¹ Cleaning/maintenance of the Bicycle Station facility at Union Station are accounted for as part of the overall building operating costs.