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COMMUNITY BOARD NO. 2, MANHATTAN

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March 25, 2026

Hon. Danielle Zuckerman
Manhattan Borough Commissioner
NYC Department of Transportation
59 Maiden Lane, 37th Floor
New York, NY 10038-4643

Honorable Borough Commissioner Zuckerman:

At its Full Board meeting of Community Board 2/Manhattan on March 19, 2026, CB2M adopted the following resolution.

Resolution Calling on Lyft/Citi Bike to Adhere to Its Contractual Obligations and Provide a Two-Week Membership Credit to Riders

Whereas:

1. Citi Bike is a critical component of New York City's transportation network, serving tens of thousands of riders daily and functioning as essential mobility infrastructure;

2. Citi Bike is operated by Lyft under a contract with the City of New York that requires the company—not the City—to maintain its infrastructure, including snow removal and ensuring stations are operational and accessible;
3. Following a major winter storm in late January 2026, the majority of Citi Bike docking stations remained unusable for an extended period due to snow and ice accumulation, leaving large portions of the system inaccessible to paying members (see image to the right from February 10, 2026);
4. Users reported that stations appeared available in the app but were in fact blocked or frozen, forcing riders to search for multiple stations to dock bikes and, in some cases, incur additional per-minute charges;
5. Reports indicated that even more than a week after the storm, only a small fraction of stations had been cleared, significantly degrading the reliability and usability of the system;
6. During this same period, Citi Bike membership costs had recently increased, with annual memberships reaching approximately \$239 per year, raising concerns about value and fairness for riders;
7. The Citi Bike contract includes performance standards requiring operational stations, bike availability, and proper maintenance, with penalties for non-compliance, yet enforcement of these standards has been inconsistent;
8. Instead of providing financial relief to affected users, Lyft reportedly offered promotional “swag” to a limited number of riders, rather than addressing widespread service failures experienced by the broader membership base; and,
9. Transportation advocates have called for a two-week membership extension or credit as a reasonable remedy for riders who paid for a service that was not meaningfully available during this period.



Therefore Be It Resolved, that Manhattan Community Board 2 calls on the New York City Department of Transportation to:

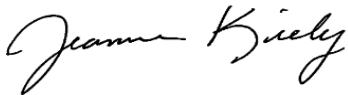
1. Ensure that Lyft, as the operator of Citi Bike, fully comply with its contractual obligations to maintain and service all bike-share infrastructure, including timely and effective snow and ice removal;
2. Demand that Lyft provide all active Citi Bike members with a minimum two-week membership credit or extension to compensate for the period during which the system was substantially unusable;
3. Rigorously enforce all contractual performance standards, including imposing penalties where appropriate, to ensure reliable service for riders; and
4. Insist that Lyft develop and publicly disclose a clear winter operations plan, including timelines and accountability measures, to prevent future systemwide service failures.

Vote: Unanimous, with 33 Board Members in favor.

Respectfully submitted,



Valerie De La Rosa
Chair, Community Board 2 Manhattan



Jeannine Kiely
Chair, CB2M Traffic and Transportation Committee

Copies: Hon. Brad Hoylman-Sigal, Manhattan Borough President
 Hon. Christopher Marte, NYC Council, 1st District
 Hon. Harvey Epstein, NYC Council, 2nd District
 NYC Council, 3rd District
 Hon. Mark Levine, NYC Comptroller
 Hon. Brian Kavanagh, NYS Senate, 27th District
 Hon. Erik Bottcher, NYS Senate, 47th District
 Hon. Grace Lee, NYS Assembly, 65th District
 Hon. Deborah Glick, NYS Assembly, 66th District
 Hon. Dan Goldman, U.S. Representative, 10th Congressional District