City of Port Moody

Strategic Priorities Committee

Date: February 18, 2025
Submitted by: Community Development Department – Policy Planning Division
Subject: Proposal for the Implementation of an Electric Scooter and Electric Bike Share Program in Port Moody

Purpose

The purpose of this report is to seek Council's approval to proceed with the procurement of an e-bike and e-scooter share system operator in the City of Port Moody. This initiative aligns with the City's Climate Action Plan, Master Transportation Plan Update, OCP update and is a key action within the Council endorsed Zero Emission Mobility Strategy. This project will help reduce community carbon emissions, improve transportation accessibility, and enhance mobility options for residents and visitors.

Recommended Resolution(s)

THAT staff be directed to initiate the procurement of an e-bike and e-scooter share operator, as outlined in the report dated February 18, 2025, from the Community Development Department – Policy Planning Division regarding Proposal for the Implementation of an Electric Scooter and Electric Bike Share Program in Port Moody;

AND THAT staff explore a potential inter-municipal Request for Proposal for an e-bike and e-scooter share operator with shared borders with Port Moody;

AND THAT staff be directed to report back to Council with the chosen operator and operating plan before final award of a contract.

Executive Summary

The City of Port Moody is exploring the implementation of an e-bike and e-scooter share program to support its Climate Action Plan, Zero Emission Mobility Strategy, and Master Transportation Plan, contributing to reducing vehicle dependency and providing sustainable transportation options. The proposed program would partner with a third-party operator responsible for maintaining the fleet, managing the mobile app, and ensuring safety and regulatory compliance. The operator would bear the costs of vehicle procurement, maintenance, and operations, while the City would oversee the procurement process, develop designated parking areas, and monitor program performance through data-sharing requirements and performance metrics. A two-year permit, with the option to extend an additional year, would allow the City to evaluate the program's effectiveness while minimizing financial risk. Key

benefits of the program include sustainability through reduced carbon emissions, enhanced mobility and accessibility for residents and tourists, and support for local businesses. Safety, infrastructure, and equitable access will be prioritized, and the operator will be required to provide public education on safe usage. If supported, the program could launch in summer 2025 following a procurement process beginning in February 2025, with ongoing evaluations of the program's impact through key performance indicators such as mode shift and Kgs of estimated carbon offset.

Background

Electric bike (e-bike) and electric scooter (e-scooter) share program is a form of shared micro-mobility service where a fleet of motor-assisted electric bicycles and scooters are made available in the public realm to be rented for a period of time, ridden, and then returned to a designated parking area. Access to the system is primarily through a proprietary smartphone application developed by the operator.

As cities across Canada and the world strive to meet sustainability goals, e-bike and e-scooter share programs have emerged as viable solutions for reducing traffic congestion, lowering greenhouse gas emissions, and providing flexible transportation alternatives. Several municipalities within Metro Vancouver, such as Coquitlam, Richmond, North Shore, Surrey, and Vancouver, amongst others have already implemented similar programs with positive results.

The City of Port Moody has committed to ambitious targets and actions through its Climate Action Plan, Zero Emissions Mobility Strategy, and Master Transportation Plan Update, aiming to reduce vehicle dependency and provide sustainable transportation options. The proposed e-scooter and e-bike share program is a key action both within the Zero Emissions Mobility Strategy and Master Transportation Plan Update, offering an environmentally friendly and convenient mode of transport. In addition, these programs would provide low-cost transportation options that complement active transportation and transit and make use of Port Moody's expanding cycle lane network. This shared model would eliminate the upfront costs of purchasing a device and help form part of a complete transportation system.

This report builds on a previous Council report and motions from May 28, 2024:

> *RC24/130*
> THAT the City of Port Moody consents to the Electric Kick Scooter Pilot Project taking place within the City of Port Moody, starting on April 5, 2024, as recommended in the report dated May 28, 2024, from the Engineering and Operations Department – Infrastructure Engineering Services Division regarding Provincially-led Electric Kick Scooter Pilot Project;
>
> AND THAT the Ministry of Transportation and Infrastructure be advised accordingly;
>
> AND THAT staff explore potential options to implement a shared E-Bike and E-Scooter Pilot Program within the City of Port Moody.

Discussion

Key Considerations

Sustainability and Environmental Benefits

The introduction of shared e-bikes and e-scooters will support the City's goal of reducing carbon emissions by providing alternatives to car travel for short trips and improving access to transit for further destinations. This potential program will reduce reliance on fossil fuels, contributing to the City's zero-emission goals. It will provide residents with an opportunity to try an e-bike or e-scooter before potentially investing in a private one to help support a car-light city, reducing traffic congestion.

Shared micro-mobility systems provide low-cost mobility opportunities, facilitating a mode shift away from automobiles towards active transportation and transit. The provision of an e-bike share service works in support of the City's mode share target of 40% walk, cycle, or transit mode share by 2030.

Mobility and Accessibility

A share program will provide residents, commuters, and visitors with an accessible, low-cost, and flexible transportation option. E-scooters and e-bikes can bridge the gap between transit stops and final destinations, addressing the "first-mile/last-mile" issue. This will encourage greater transit use and provide greater mobility for those without personal vehicles. It will further facilitate connections between people, groups, organizations, and places, offering a new sustainable way to access spaces, opportunities, and connections.

Homes and Housing Options

An e-bike and e-scooter share program will support mobility and increase transportation options for people across housing types. This is especially important when considering recent amendments to the *Local Government Act*, which will restrict the City's ability to require on-site vehicle parking in new developments located within 800m of SkyTrain stations.

Economic and Tourism Benefits

An e-scooter and e-bike share program can support local businesses by increasing accessibility to commercial areas. Tourists will also benefit from an easy way to explore the City's sites and activities, boosting local tourism. Moreover, the program will create potential new business opportunities for partnerships with local operators.

Safety and Infrastructure

Safety would be a key consideration of any program. The program would include strict safety regulations, such as helmet requirements and speed limits no more than the Provincially mandated speed limit of 25km/h. This would be enforced through a licensing agreement with a chosen operator. The program can be integrated with current cycling and pedestrian safety initiatives.

The education and outreach performed by the e-bike share operator will help raise awareness of cycling safety and injury prevention. Education and outreach will also be aimed at motorists, to ensure safe operation of a motor vehicle in spaces shared with people on bicycles, in addition to being aimed at those riding the e-bikes.

E-Bike and E-scooter Share System Operator and Recommended Business Model

Staff recommend that the City permit a third-party vendor to install and operate the e-bike and e-scooter share system, using an approach similar to that of New Westminster, Richmond, Coquitlam, and the North Shore municipalities. The operator would be responsible for adhering to all required safety and device specification standards. They would similarly be responsible for proposing and carrying out education and engagement around e-bike and e-scooter share regulations, safety and etiquette, and proposing a plan for their operations and maintenance and parking model.

A privately-owned and operated, municipally permitted system minimizes cost and risk to the City. The procurement of e-bikes and e-scooters, their operations (charging, rebalancing, and maintenance etc.), responsible parking, responses to complaints, the education regarding safe e-bike usage, public engagement surrounding the program, data collection, and data reporting are all undertaken by the operator. Depending on the specifics in the proposals from the operators, the costs to the City would include staff time in procuring the program, co-creating a plan with the provider for designated parking areas, and working with the operator to address complaints regarding public safety and devices impeding the right-of-way. Staff will return to Council with further details regarding resource implications for the program when proposals have been evaluated, and the full costs are known.

Operators bidding on this opportunity will propose measures to meet the operational and programming requirements established by the City. This will allow potential operators a chance to showcase their strengths and highlight their devices and programs, while allowing staff to determine which provider best aligns with the City's needs.

Implementation and Operation

The program would be launched through a partnership with an experienced operator of e-bike and e-scooters systems through a Request for Proposal (RFP). The operator would provide and maintain the fleet, provide and maintain parking infrastructure, manage the mobile application for users, and handle customer service. The City would work closely with the operator to ensure safety, accessibility, and service availability as well as discounted riding rates for those from lower income backgrounds.

Key considerations for implementation include:

- Identifying appropriate zones for operation (e.g., along popular transit corridors, near business districts, and parks).
- Identify routes with speed reduction requirements (e.g. Shoreline Trail)
- Ensuring there are designated parking areas to avoid sidewalk clutter.
- Addressing concerns of vandalism and responsible use.
- City staff would prepare a Request for Proposals (RFP) to select an operator, with a pilot program recommended to start in summer 2025.

Staff suggest a permit of one (1) shared micromobility operator to operate the e-bike and e-scooter share scheme within city boundaries. The term of the Permit would be two (2) years from permit issuance date (recommended to be summer 2025), with the option to renew for one (1) additional year.

Fleet Size

It's suggested that the Operator would provide and maintain a minimum of 150 e-bikes and e-scooters within six months of beginning operations, and 250 e-bikes and e-scooters within 12 months of operations. The City would reserve the right to amend fleet size at any time. The total fleet size of e-bikes and e-scooters will be based on mutually agreed upon terms with the City, and at least half of the total shared micromobility fleet must be made up of e-bikes.

Device Specifications

All e-bikes and e-scooters deployed by the Operator must meet any federal, provincial, and municipal safety standards and regulatory requirements for motor-assisted/power-assisted cycles and scooters and include the following features:

- Functional lights on the front and back.
- Cargo basket.
- Kickstand.
- Fenders.
- Bell or audible device that allows the user to notify others when passing.
- A helmet that meets the safety standards set for cycles in British Columbia, affixed to the vehicle.
- A unique, high-contrast identification number that is clearly legible from a minimum of 4.57m (15ft).
- Speed limits no more than the Provincially mandated speed limit of 25km/h.

Any device failing to meet these specifications would be subject to immediate impound. Operators would not introduce new device types without prior written approval from the City.

Fees

The City would require the Operator to pay fees promptly. Failure to pay any fees or invoices would result in a permit suspension.

Table 1: Suggested fees to be included in the Fees and Rates Bylaw

Fee	Operator Cost	Invoice Frequency
Per device deployed (per year) for access to city ROW	$50	Upon Application
Per trip Fee	$0.10	Quarterly

The Operator could also deposit a Security for Performance ("Security") with the City in the form of a certified cheque in the amount of $10,000 annually. The City may at any time deduct from the Security any costs incurred by the City in relation to the e-bike and e-scooter share program, including but not limited to retrieval and impoundment of e-bikes and e-scooters as outlined in any permit conditions we require, and any other legal and administrative costs arising directly or indirectly out of a breach of a Permit or the repair or replacement of any City land or facilities.

The City could charge the following fees related to retrieval and impoundment:

- E-bike and e-scooter retrieval fee: Resource costs and staff time + 15%.
- E-bike and e-scooter impoundment fee: $50 per e-bike / e-scooter plus $1 per day for storage.
- If the Operator fails to retrieve the e-bike or e-scooter after 30 days, the City could recycle the e-bike or e-scooter and charge any recycling costs incurred.

If the Security is used up prior to the end of the Permit Term, the City could request an additional Security in the form of a certified cheque in the amount of $10,000. The City could then return/refund the balance of the Security upon expiry of the Permit.

The Operator would also need to apply for and receive a Non-Resident Business License prior to commencing operations. This Business License would be renewed yearly.

Insurance

The Operator would be required to carry proof liability insurance (minimum $5 million) with the City of Port Moody named as co-insured and the policy must include a 30-day cancellation notice.

Operations

The Operator would need to operate the e-bike and e-scooter share system in accordance with all applicable federal, provincial, and municipal laws, bylaws, and regulations. The Operator would need to be able to operate 24 hours a day, 7 days a week. Interruptions in service would only be permitted with approval in writing from the City. Service could be suspended for up to 72 hours at the Operator's discretion in response to adverse weather conditions including snowstorms, freezing rain, and hail.

The Operator would also be required to meet with City staff on a monthly basis for the first 12 months of service to review compliance with Permit requirements and other issues or concerns regarding the e-bike and e-scooter share service. These meetings could be scheduled more or less frequently depending on need.

Repeat or continuous violation of policies would result in suspension of any Permit given. While suspended, the Operator would cease all operations in the City and will be required to remove all e-bikes and e-scooters for at least 24 hours. Subsequent suspensions could result in longer periods of suspension and could lead to Permit revocation.

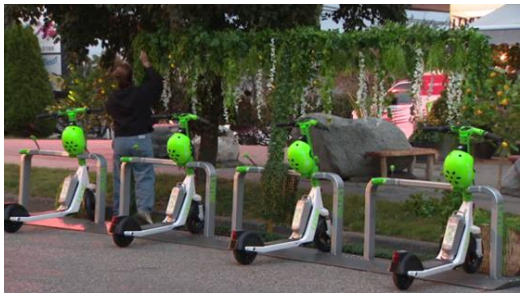
Deployment and Parking

E-bikes and e-scooters would only be deployed or rebalanced in designated parking areas / zones, and the Operator must not allow users to end a trip outside of a designated parking area / zone. The City would approve any suggested e-bike and e-scooter share parking areas / zones and the operator would be required to install and maintain these areas. The City would work with the provider to incorporate either physically docked, Bluetooth beacon, augmented reality parking, or marked parking bays in areas of high pedestrian activity (e.g., SkyTrain Stations, bus stops, Rocky Point Park, Recreation Complex, etc.) (Figure 1) and dockless parking for areas outside of those zones. The City would work with the Operator to identify and

establish additional designated parking areas as needed. It is recommended to use removable tape or paint to mark the parking bays at the outset of the scheme. This approach allows for flexibility to experiment with different locations and make adjustments if the initial parking / docking areas prove unsuitable, prior to applying permanent markings.

Parked e-bikes and e-scooters would need to remain in an upright position within designated parking areas and must not obstruct the path of travel of other road users or pedestrians. The Operator would need to ensure that parked e-bikes and e-scooters are not blocking sidewalks, pathways, laneways, doorways, driveways, curb ramps, bus stops, travel lanes, and bike lanes. The provider would need to outline the relevant methods and technology they will be implementing to prevent device clutter, especially on sidewalks and in areas with high pedestrian activity.

Figure 1 – Photo examples of augmented reality parking, physically docked parking, Bluetooth beacon parking, and marked parking corrals that could be used for the scheme.



Siting and installation of designated parking areas

The selection of parking areas would be in desirable locations that are easily accessible. Recommended locations for parking areas in Port Moody include:

- Transit stops (SkyTrain stations and bus stops)
- Attractions and popular destinations (Heritage areas, Eagle Ridge Hospital, etc.)
- Parks and open space (Rocky Point Park, Old Orchard Park, etc.)
- Existing and planned bike routes

- Commercial zones
- Community centres
- Any other appropriate location

Ideally, all of Port Moody would be within 0.5km (about a six-minute walk) from a designated parking / docking area. A suggested map of no-ride zones, slow ride zones and key ride routes can be found in **Attachment 1**. This would be developed further and in more detail with the chosen Operator.

Geofencing

The Operator would need to geofence designated parking areas, slow zones, or other locations at the request of the City. The Operator would be responsible for marking these areas appropriately in their app within one week of notice and ensure users are informed on how to operate in these areas. E-bike and e-scooter speeds are suggested to be capped at 15km/hr in designated slow zones areas the City suggests.

Rebalancing

The Operator would be required to have staff (in-house, contractor, or third-party) actively monitoring the service area to correct any improperly or haphazardly parked vehicle and/or collect such vehicles for regular redistribution. The City would reserve the right to require specific geographic distribution of e-bikes and e-scooters if it determines that specific neighborhoods do not have adequate vehicle availability.

Response to complaints

If City staff identify or receive a nuisance complaint, the Operator would be required to relocate or rebalance e-bikes and e-scooters related to the complaint within two (2) hours of receiving notice of the complaint between the hours of 8am-8pm, and within eight (8) hours between the hours of 8pm-8am. If the City determines the e-bike or e-scooter is a public safety concern or is impeding the public right of way, the issue must be addressed immediately by the operator.

Safety

Operators would need to comply with the following safety requirements:

- Require all users to wear helmets in accordance with British Columbia helmet laws and make best efforts to ensure that users wear helmets while using the e-bikes.
- Conduct routine inspections of the e-bike and e-scooter fleet (including wheels, grips, lights, nuts and bolts, brakes, kickstand, handlebar alignment, GPS and battery units, and decals) and remove any vehicle that fails to meet inspection requirements until the deficiency is corrected.
- Perform ongoing maintenance and repair of the e-bike and e-scooter fleet.

Equitable Access

The Operator would be required to offer discounts to income-qualified residents of Port Moody, as well as cashless and non-digital/non-smartphone ways for users to check out e-bikes and e-scooters. Permit applicants would need to include a plan that shows how they propose to provide equitable access and distribution of e-bikes and e-scooters across Port Moody. The Plan should include an overview of the applicant's pricing philosophy and any recommended

options for alternative payment and pricing models including any daily, monthly and annual pass options.

Data Sharing and Reporting

The Operator would need to comply with the following data sharing requirements:

- Publish real-time information about their systems and device availability to the public through the General Bikeshare Feed Specification (GBFS).
- Supply the City with raw consumable trip data and status change data conforming to the Mobility Data Specification (MDS). The City would prefer that the Operator make a dashboard available with historic and real-time data.
- Provide monthly summary reports on usage and other metrics as defined by the City.

If not included in a dashboard provided to the City, reports are suggested to include the following at a minimum:

- Total number of e-bikes and e-scooters.
- Usage (total trips, per time frame, per location, per vehicle).
- Trip origins, destinations and routes by census tract.
- Complaints and response times.
- Vehicle maintenance reports.
- Reported collisions.

In addition, annual reports on equity impacts of the e-bike and e-scooter share service, including metrics on low-income users and outreach and engagement efforts. An annual report on sustainability impacts of the e-bike and e-scooter share service would also be required, including metrics on emissions offsets and mode shift from other modes to the e-bike and e-scooter share program. Finally, an annual customer survey would also be required and results of all of these shared with City staff.

Education and Encouragement

The Operator would be responsible for informing users on how to use its services, including operating and parking e-bikes and e-scooters legally and in compliance with our Permit requirements. The chosen operator would be required to provide safety training to current and potential users throughout the city. This outreach could take multiple forms (campaigns on social media or other media outlets, participation at special events, and engagement at community events).

In addition, the Operator would be required to:

- Create and maintain a webpage that provides contact information for customer service and clearly states the terms of service, including user instructions, privacy policies, and all rental fees and costs.
- Provide education on safe e-bike and e-scooter use to its users via its smartphone mobile app, webpage, and other access media. At a minimum, the Operator shall require riders to confirm they are legally allowed to ride an e-bike or e-scooter and educate users on Provincial and City laws and regulations regarding e-bike and e-scooter riding,

how and where to appropriately park and where not to park e-bikes / e-scooters, parking zone location information and the benefits of helmet use.
- Provide a customer service toll-free phone number and email address that is monitored 24 hours a day, 7 days a week, so the public can report safety concerns, complaints, or ask questions.

Next steps

With Council's endorsement of the proposed approach outlined in this report, Policy Planning and Transportation staff would work with the Purchasing team, in accordance with the City's procurement policies and requirements, to develop a procurement strategy to procure an e-bike and e-scooter share system operator.

Staff would commence the procurement process in Q1 2025, with the objective to select a recommended operator during Q2 2025. Staff will return to Council with the recommendation of an operator and further details of the financial and resource implications of the program for final approval before awarding the contract. Operators typically need 60-90 days from contract award to commence operations, putting a targeted launch date in Summer 2025. The below phases summarise this process:

Phase 1 – Procurement and pre-launch

- Design an RFP to go out to providers
- Staff develop a plan of suggested designated parking areas
- Operator solicitation
- Evaluation of responses
- Selection of operator

Phase 2 – Launch and evaluation

- Service launch
- Ongoing analysis of Key Performance Metrics (KPIs)

Other Option(s)

THAT staff be given direction on alternative options to reduce transportation emissions in Port Moody to meet its Climate Action Plan, Zero Emission Mobility Plan, Master Transportation Plan and OCP targets and objectives.

Financial Implications

Staff propose to collect a per-vehicle, per-year fee, and a per-trip fee from the e-bike and e-scooter share operator, which will be used to offset any costs incurred by the City and improve City facilities. The operator would bear the cost of vehicle procurement, maintenance, and costs related to signage, parking zones, and any other necessary infrastructure improvements.

Costs to the City will include staff time during the procurement stage and designing the designated parking plan for the e-bikes and e-scooters. The full cost implications will be

determined through the procurement process and the solicitation of an e-bike and e-scooter share operator.

Staff would assess whether additional resources would be required for program administration and operations through the duration of the two-year permit.

Communications and Public Engagement Initiatives

There are no communications or public engagement initiatives associated with this report.

This project was endorsed by the Climate Action Committee in September 2024.

Council Strategic Plan Goals

The recommendations in this report align with the following Council Strategic Plan Goal(s):

- Strategic Goal 2.2 – Advance climate change mitigation and adaptation; and
- Strategic Goal 3.2 – Provide safe, efficient, and accessible transportation options.

Report Author

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Report Approval Details

Document Title:	Proposal for the Implementation of an Electric Scooter and Electric Bike Share Program in Port Moody.docx
Attachments:	- Attachment 1 - Draft map showing suggested e-bike and e-scooter no-ride zones, slow Ride zones, and key riding routes.pdf
Final Approval Date:	Feb 10, 2025

This report and all of its attachments were approved and signed as outlined below:

Tracey Takahashi, Deputy Corporate Officer - Feb 5, 2025 - 2:18 PM

Mary De Paoli, Manager of Policy Planning - Feb 7, 2025 - 2:22 PM

Kate Zanon, Deputy City Manager - Feb 10, 2025 - 9:15 AM

Stephanie Lam, City Clerk and Manager of Legislative Services - Feb 10, 2025 - 3:18 PM

Lindsay Todd, Manager of Communications and Engagement - Feb 10, 2025 - 3:26 PM

Paul Rockwood, General Manager of Finance and Technology - Feb 10, 2025 - 3:38 PM

Anna Mathewson, City Manager - Feb 10, 2025 - 3:54 PM