

TRANSPORTATION COMMITTEE

TO: MAYOR AND COUNCILLORS

SUBJECT: ELECTRIC-BIKE SHARE PILOT PROGRAM

RECOMMENDATION:

THAT the Electric-Bike Share Pilot Program, as outlined in the report titled “Electric-Bike Share Pilot Program” dated June 18, 2025, of the Transportation Committee meeting, be endorsed;

THAT staff be directed to initiate the procurement of a shared micromobility operator through the Request for Proposal (RFP) process; and

THAT the City Solicitor be authorized to bring forward the necessary bylaw amendments to support the Electric-Bike Share Pilot Program.

REPORT

The Transportation Committee, at its meeting held on June 18, 2025, received and adopted the attached report seeking approval of the Electric-Bike Share Pilot Program.

On behalf of the Transportation
Committee,

Councillor R. T. Lee
Chair

Councillor D. Tetrault
Vice Chair

TO: TRANSPORTATION COMMITTEE (TC)
FROM: GENERAL MANAGER ENGINEERING
SUBJECT: **ELECTRIC-BIKE SHARE PILOT PROGRAM**
PURPOSE: To seek approval of the Electric-Bike Share Pilot Program.

RECOMMENDATION

THAT the Electric-Bike Share Pilot Program, as outlined in the report titled “Electric-Bike Share Pilot Program” dated June 18, 2025, be endorsed;

THAT staff be directed to initiate the procurement of a shared micromobility operator through the Request for Proposal (RFP) process; and

THAT the City Solicitor be authorized to bring forward the necessary bylaw amendments to support the Electric-Bike Share Pilot Program.

1.0 POLICY SECTION

The Electric-Bike Share Pilot Program supports the City of Burnaby’s Corporate Strategic Plan and goals for a safe, connected, healthy, and dynamic community. The program is also aligned with Council-adopted goals, policies, and targets within Burnaby’s Transportation Plan and the City’s Climate Action Framework that support a sustainable, safe, and accessible transportation system.

2.0 BACKGROUND

Over the years, shared micromobility services have experienced rapid growth, becoming a leading trend in urban transportation towards sustainability. The advancement of such services offers opportunities to increase and improve cycling mode-share and urban mobility while complementing public transit usage.

The introduction of Electric-Bikes (“E-Bikes”) in traditional bike share systems is a key catalyst leading to sustained growth in shared micromobility trips. With technological advancements that have attributed to their ability to reduce barriers to cycling, the popular E-Bike has allowed a wider demographic to travel longer distances while navigating steep terrains. Regionally, the projection for the E-Bike share market is expected to expand and grow over the upcoming years.

Guided by the Burnaby Transportation Plan, the implementation of a public bike share program that provides a fleet of pedal-assist E-Bikes is an initiative to support the transportation goals and targets. The program will allow users through mobile apps or membership systems to rent bikes for short trips within designated service areas,

promoting sustainable, active, and convenient mobility. The key benefits of an E-Bike share program include:

- **Sustainability:** Reduces greenhouse gas emissions and supports the City's climate action goals by replacing vehicular trips.
- **Traffic Reduction:** Alleviates congestion by encouraging mode-shifts away from vehicular use.
- **Improving Accessibility:** Provides an affordable, inclusive option for diverse users.
- **Public Health:** Promotes active transportation, enhancing physical and mental well-being.
- **Economic Impact:** Supports local businesses by increasing access and reducing individual transportation costs.
- **Transit Connectivity:** Provides a first- and last-mile mobility option, improving access to public transit systems.
- **Tourism Development:** Attracts visitors by offering a sustainable and enjoyable way to explore the city.
- **Data-Driven Planning:** Provides valuable insights to guide future transportation and infrastructure improvements.

Within Lower Mainland, municipalities that have implemented a shared E-Bikes system include Vancouver, Richmond, Coquitlam, New Westminster, Surrey, and the North Shore. To support the development of Burnaby's E-Bike Share Pilot Program, the above municipalities were engaged to further understand program requirements and key learnings, including approaches to regulation, public education, device parking management, and operator oversight.

3.0 GENERAL INFORMATION

To support the implementation of the E-Bike Share Pilot Program, the following requirements were developed to guide and inform the delivery of the service. These requirements are summarized as follow:

3.1 E-Bike Share Pilot: Operator Program Requirements

The Operator Program Requirements (detailed in Attachment 1) outline the conditions and procedures for Shared Micromobility Operators ("Operators") to operate in the City. The Operator is a service provider required to establish the framework for safe, effective, and collaborative program delivery, including operational standards, data reporting expectations, safety measures, and performance monitoring. The requirements are designed to ensure the E-Bike Share Pilot Program aligns with the City's strategic transportation goals and supports the needs of the community.

Operator and Service Area

The E-Bike Share Pilot Program will permit one Operator to deliver the E-Bike Share program within a defined service area as detailed in Attachment 1. As the Program progresses, opportunities to adjust or expand the service boundaries, including designate no-ride zones or slow zones, will be considered. This approach is similar

to that of other municipalities in the Lower Mainland and will provide flexibility for the Operator to adjust as the Program adapts to public needs.

The service agreement will be valid for one year with an option to renew for a second year. The one-year timeframe will confirm the Program requirements are met and provide the opportunity for data collection to assess the Program's successes and challenges prior to the operation continuing a second year of operations.

Fleet Management

During the initial six months of the Pilot Program, the Operator will deploy a minimum of 150 E-Bikes and expand to 250 within the first year. All devices must meet federal, provincial, and City safety and equipment standards. E-Bikes can only be parked in City-approved parking zones, which will be maintained by the Operator, and must not obstruct or impede public safety or access. The Operator will also be responsible for the maintenance of the fleet that includes charging and replacing batteries and maintaining the devices in good operating condition.

Regulatory Compliance

The Operator's E-Bike share system must comply with all relevant federal, provincial, and municipal laws, Bylaws, and regulations. The E-Bike share system will operate 24 hours day, seven days a week, except in extreme weather or with City approval. The Operator is responsible for fleet maintenance, redistribution, and ensuring helmet compliance and regular safety checks. The Operator will remove or relocate e-bikes as necessary in response to special events or emergencies.

Operations

The Operator will be required to pay a per-device annual fee and a per-trip fee while maintaining a security deposit to cover potential program service costs. The Operator will also be required to obtain a business license to operate in accordance with all City regulations and Bylaws. Insurance and liability will be an additional requirement from the service provider. The Program will set standards in regard to financial penalties, operational suspensions, or contract termination.

Public Communication

As part of the Pilot Program, the Operator will provide safety and educational materials concerning usage of the devices including parking and maintain a customer support line. The Operator is also required to conduct ongoing public outreach and share information on E-Bike share regulations, safety practices, and riding etiquette.

The Operator is required to address all service complaints — within two hours during the day and eight hours overnight. For issues concerning safety or roadway obstruction, the City will remove the device at the Operator's cost.

A Service Opportunity plan will also be required, outlining efforts to provide affordable access and alternative payment methods to the E-Bike share system.

Data Sharing

The Operator will provide real-time system data and detailed monthly and annual reports on usage, maintenance, equity, and sustainability outcomes. The reporting will help establish clear benchmarks to assess the program's performance and compliance with City's requirements. The performance monitoring will also help guide future decisions to extend contract, expand service area, or potentially seek a new Operator. Personal user data will be protected and anonymized in alignment with City's information privacy policies.

3.2 Enforcement

Enforcing the operations and the usage of personal and shared e-bikes will primarily fall to law enforcement (i.e. Burnaby RCMP) as infractions will be considered under the Motor Vehicle Act (MVA). City staff will continue to prioritize education to encourage compliance and will collaborate with both the Burnaby RCMP and the Bylaw Enforcement throughout the Pilot Program to support appropriate use of shared E-Bikes within the city.

To support the implementation of the E-Bike Share Pilot Program, amendments to both the Street and Traffic Bylaw and Consolidated Fees and Charges Bylaw are proposed. These amendments include new definitions related to shared micromobility (e.g. shared e-bikes, and micromobility parking zones), and provisions to regulate their use on City streets. These amendments are intended to ensure public safety and maintain accessibility in the public right-of-way. Enforcement of the City's Street and Traffic Bylaw will be through Community Safety - Bylaws Enforcement.

3.3 Procurement

A Request for Proposals (RFP) will be issued to qualified Operators where the Program's technical, operational, and safety requirements will be shared. Operators through the proposal submission can propose their strategies, which must demonstrate their experiences and their ability to fulfill the City's Program requirements. Through this structured approach, the selected Operator will be well-positioned to deliver a high-quality Program that meets the specific needs of Burnaby's communities.

4.0 COMMUNICATION AND COMMUNITY ENGAGEMENT

As described in the Program requirements, the selected Operator will be required to lead public education and engagement efforts, including clear communication on safe usage of device, helmet use, and proper parking practices. Outreach efforts will be delivered through digital platforms, printed materials, and participation in community events. In addition, a 24 hours day, seven days a week customer service will be provided, and a public-facing webpage will be available for information on service instructions, safety guidelines, parking zone information, pricing details, contact information, frequently asked questions, and pilot program updates.

In preparation for the E-Bike Share Pilot Program, staff have engaged with regional municipality staff (i.e. TransLink) who have established similar programs to further understand requirements and key learnings. Staff have also engaged with internal

stakeholders across various City departments, including Engineering, Parks, Recreation and Culture, Communications and Marketing, Community Safety - Bylaws Enforcement, Burnaby Legal Counsel, and the Burnaby RCMP. The discussions included development of Program requirements, identified operational and enforcement considerations, and established a foundation for coordinated implementation of the pilot program.

5.0 FINANCIAL CONSIDERATIONS

As outlined in the program requirements, the Operator will be responsible for procuring E-Bikes, managing operations (such as charging, fleet rebalancing, and maintenance), addressing public concerns, providing educational and safety material, conducting public engagement, and collecting and reporting/sharing data. The Operator will provide the City with a fee of \$50 per device and \$0.15 per device trip. The new revenue will contribute to the E-Bike Share Pilot Program operational and maintenance costs for the city.

Respectfully submitted,

May Phang, P.Eng., General Manager Engineering

ATTACHMENTS

Attachment 1 – Electric-Bike Share Pilot: Operator Program Requirements

REPORT CONTRIBUTORS

This report was prepared by Po Sun, M.Sc., ACIP, Senior Transportation Planner, and reviewed by Kathy Ho, P.Eng., PTOE, Senior Manager, Transportation, and Amy Choh, P.Eng., PMP, Director Engineering, Transportation.