

Risk (including triggers)	Consequences of	Likelihood	Risk Strategy	Risk Category	Mitigation Actions	Responsible Parties
Helmet law compliance	3	2	Transfer, Mitigate, Accept	Operational, Political, & Institutional	Staff worked with Braintrust Canada to understand get more people on bikes wearing helmets and lower the incidence of head trauma while promoting more physical activity. Staff believe it would be unsafe to provide shared helmets. Additionally, the likelihood of shared helmets being worn by riders is low.	City of Kelowna
Not enough of the potential target market has cell, credit card and data plan	1	3	Mitigate, Accept, Transfer	Operational	There is significant uptake in wireless service especially with younger household's province-wide. It's important to eliminate the perception of this system being exclusively for the wealthy.	City of Kelowna
Good uptake, then pilot ends, backlash from removal	2	2	Mitigate, Transfer	Operational	Ensure the agreement has a caveat for interim extension if both parties agree. This give us time to plan without removing a service that works.	City of Kelowna & Dropbike
Someone is injured or dies	5	1	Transfer, Accept	Operational	Bikeshare is significantly safer when compared against regular cycling for a variety of reasons. We believe this program will overall have a positive safety impact on road safety in Kelowna. With a new program we will face additional scrutiny about performance and likelihood of non-compliance with the helmet law. Even though the City does not operate the service, Dropbike still carries liability insurance on our behalf to guard against this. (http://transweb.sjsu.edu/PDFs/research/1204-bikesharing-and-bicycle-safety.pdf).	City of Kelowna & Dropbike
A bike breaks	1	5	Transfer	Operational	Providers have maintenance plans where users can flag damaged or broken bikes that are then automatically taken out of service and sent to a repair facility. The City of Kelowna does not get involved with any piece of this process, it's all done in-app.	Dropbike
Bikes are stolen	1	4	Transfer	Operational	All bikes are equipped with GPS, LTE, and Bluetooth connectivity. Bikes that are stolen are immediately flagged and easily trackable. In previous pilots Dropbike had no bikes lost to theft over a multi-month pilot.	Dropbike
Blocks sidewalk, impedes accessibility or is unsightly	2	3	Transfer	Operational	Staff will add clauses in the agreement to ensure we discourage impediments to accessibility. We will work with Downtown Kelowna to address any impacts to the right-of-way and help the public efficiently report this so we can then pass it onto Dropbike.	Dropbike
Provider not fulfilling their contractual obligations	4	1	Mitigate	Operational	City of Kelowna will retain the ability to exit the agreement with sufficient notice or review the service.	City of Kelowna
Contractual obligations	3	2	Mitigate	Operational	Keep an open dialogue through agreement negotiations. Think about possible	City of

are too loose and provider poses unforeseen consequences					loopholes that we are missing. Talk to other departments about what they are concerned about and try and address that in the pilot structure.	Kelowna
Contractual obligations too stringent and provider pulls out of the market	2	1	Mitigate	Operational	Ensure Dropbike is comfortable with any deviation from their desired agreement structure.	City of Kelowna
Provider insolvent, right of way cleanup implications	4	1	Accept	Operational	Within the agreement there is a clause where refundable financial securities can be provided to the city that are sufficient to pay for the gathering up and disposal of deployed DropBike bicycles and other materials from the City's right-of-way.	City of Kelowna
Not meeting use targets, this might impact the perceived validity of our projections	1	1	Mitigate	Institutional	Staff will not set targets and instead propose a range of expected benefits. Make it clear the pilot project will give us more data to structure our cycling investments and a possible permanent bikeshare system in the future.	City of Kelowna
Liability of municipality	2	1	Transfer	Institutional	Dropbike covers the municipality in their general liability coverage. We need to manage safety in the right-of-way with regards to bikeshare parking and any possible injuries.	City of Kelowna
Perception that City of Kelowna is the service provider instead of a private provider	1	4	Mitigate	Institutional	Make sure it's well communicated that this is a company coming in instead of the City launching a program.	City of Kelowna
Internal support but challenge comes w/ timeline	2	1	Accept	Institutional	Timeline should not be a problem because there is very little workload for other groups at the City with this project. Highlighting this lack of inputs should help reduce the risk.	City of Kelowna
Little internal support	2	1	Accept	Institutional	At the moment this does not seem to be a problem but as we move forward and solidify details, it may occur. Looping key internal stakeholders in early helps with building buy-in.	City of Kelowna
Other work gets delayed due to the extra workload	2	2	Accept	Institutional	This is possible. Within the integrated transportation team the bikeshare pilot will ensure we have better data for the planning work we conduct which will enable to move through upcoming projects like the Regional Active Transportation Master Plan with better and more complete information.	City of Kelowna