



Micromobility Program

Overview of Key Contract Terms

February 26, 2024

Background

- ▶ Provincial e-scooter pilot has been extended until April 2028
- ▶ January 22nd 2024 meeting:
 - ▶ Council voted to continue Kelowna's participation
 - ▶ Provided feedback on changes to the program
 - ▶ Directed staff to return with summary of key contract terms

Term and Fleet Size

▶ Term

- ▶ 2 years
- ▶ 2 one-year extensions, at the City's discretion

▶ Maximum fleet size

- ▶ Unchanged from previous years
 - ▶ 700 e-scooters
 - ▶ 300 e-bikes
- ▶ 40% of deployed fleet must be e-bikes

Parking Rules

▶ Within Downtown

- ▶ Mandatory parking areas
- ▶ Operator must ensure all vehicles in parking areas by 6 am

▶ Outside Downtown

- ▶ Unchanged



Parking Rules – outside Downtown

- ▶ Do not block the path of travel
 - ▶ 1.5m clear space
- ▶ No time limit if parked correctly



City of Kelowna

Parking Audits

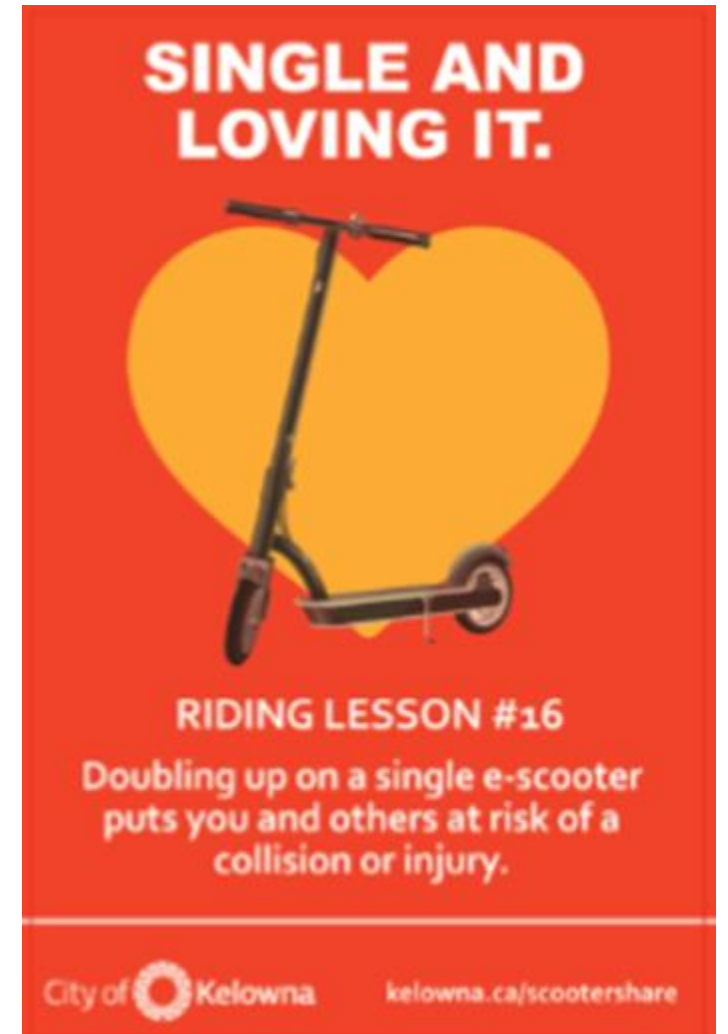
- ▶ Standard is 97% compliance
- ▶ City can randomly audit at any time
 - ▶ Staff will now conduct audits before business hours
- ▶ Failed audits lead to fines and reduced fleet size

Response Times

- ▶ 24/7 phone number printed on every vehicle
- ▶ Operator must provide City with direct contact
- ▶ Operator must respond within 1 hour
 - ▶ 4am – midnight

Education and Enforcement

- ▶ Operator is responsible for ongoing education of users
- ▶ Rules must be printed on vehicles, displayed in operator's app and website
- ▶ Operator must report on warnings and fines issued to users monthly



Location Tracking and Geofences

- ▶ Operators must share vehicle location and status at all times
- ▶ Must be able to geofence slow speed, no-parking, and no-riding zones
- ▶ Geofences must be tested before service begins



Meet Me on Bernard

- ▶ Downtown Kelowna Association has requested e-scooters allowed on Bernard Ave
- ▶ Staff recommend slow speed zone (15 km/h)
 - ▶ Slower than most pedal bicycles

Safety

- ▶ All vehicles must be equipped with helmets
- ▶ E-scooters must have sidewalk detection technology
- ▶ ID verification and mandatory safety quiz when creating an account



Safety

- ▶ Half-speed first ride
- ▶ No riding Downtown after 10:30pm
- ▶ Mandatory cognitive test elsewhere



Penalties

- ▶ \$50 per infraction of contract terms

- ▶ Reduced fleet size if operator fails parking audits



Insurance

- ▶ Operator must hold \$5m general liability insurance
 - ▶ City named on policy
- ▶ Operators must indemnify City for all claims or costs resulting from the use of their service



Conclusion

- ▶ Shared micromobility is reducing emissions at no cost to taxpayers
 - ▶ Equivalent to one-quarter of public transit ridership in peak months
- ▶ Contract terms give the City tools to hold operator accountable
- ▶ With Council's approval, competitive selection process will begin



Questions?

For more information, visit kelowna.ca.