

## **Document 1: Development and Administration of Micromobility Agreements**

### **Framework Development**

The framework was based on municipal best practices and modelled on the City's former bike share agreement with providers.

The shared micromobility system framework was posted on Ottawa.ca and asked shared e-scooter system companies to complete the application form and submit the non-refundable application fee of \$5000 to the City, along with their proposal that clearly demonstrated that they could meet the framework requirements.

The framework identified several requirements that were based on the information in the two earlier reports to committee and Council (ACS2020-PIE-RHU-0007 and ACS2020-TSD-PLN-0001 - TRC June 3, 2020). These requirements were organized under the following headings:

- Application Form
- Fleet Operations
- Support Staff
- Data Collection
- Low GHG Emissions Plan
- App Information
- Regulatory Requirements
- Fleet Size
- Data Requirements
- Communications and Education Requirements
- Parking and Stations
- Technical Requirements
- Vehicles
- Geofencing
- COVID-19 Sanitization

Applicants had to demonstrate how they could meet the framework requirements in a proposal submitted to City staff.

Post application approval, a security of \$25,000 was required and applicants had to demonstrate that they had commercial liability insurance in the amount of \$5 million dollars.

The Right of Way (ROW) permit office processed the permit application fees and securities.

### **Fee structure**

In compliance with the City's User Fees and Charges policy, a new fee structure was approved by committee and Council for micromobility system providers for the 2020 season (ACS2020-PIE-RHU-0007 - TRC June 3, 2020). This new fee schedule shifts away from station-based charges to an overall vehicle fee to recover costs.

The following table describes the 2020 fee structure:

Description of Fee	Amount
Vehicle Fee	\$50 per vehicle per season
Communications and Engagement Fee	\$10 per vehicle per season
Non-refundable application fee to operate a shared micromobility program within the City of Ottawa	\$5000
Non-refundable application fee to request an increase to the existing fleet size	\$3000
Security	\$25,000
Station Encroachment Fee	\$250

The fees covered administrative costs related to the intake, analysis, processing and issuance of applications.

The Communications and Engagement fee was intended to cover costs related to raising awareness of the program and promotion of desired rider behaviours (ex: no sidewalk riding, safe riding conduct).

The Vehicle Fee was intended to cover operational costs associated with the program including signage, analysis and reporting, issue management and vendor management.

The station encroachment fee would only be charged for physical structures placed in the right of way (ex: “docked” stations, charging stations for e-scooters) and not for parking areas delineated with paint.

Operational costs related to requests for service that the vendor has not responded to in a timely manner (ex: misparked e-scooters) were to be charged back to the vendor at the City’s cost, plus 15 per cent overhead. In total, Roads and Parking Services attended to four misparked scooters and charged back one company two times. The other two instances were during the initial deployment and were taken in error; staff were able to troubleshoot this so that it did not happen again.

### **Agreements with Shared Micromobility System Providers**

The City entered into agreements with three micromobility service providers: Bird Canada, Lime Technology Inc. and Roll Technologies Inc. The agreements featured the following:

- All recommendations related to the strategy shared in the Transportation Planning e-scooter strategy report (ACS2020-TSD-PLN-0001);
- Non-exclusive (as with the bike sharing agreements in the past);
- Applicable only for 2020 (season dates May 1-October 31), with an option to renew for additional years;
- Provisions regarding maintenance, liability, and removal of infrastructure and vehicles (reflective of what is contained in the Encroachment By-Law 2003-446);
- Requirement to share data on cycling/e-scooter trips with the City, including injury data, to provide insight on travel behaviours;

- Requirement to follow Ottawa Public Health COVID infection prevention guidance for daily fleet sanitization, and:
- Requirement to obtain permission from the City to expand fleet size.

The term of all agreements ended on October 31, 2020.

### **Contract Administration**

Overall, the three shared e-scooter system providers performed well and met the City's expectations.

A critical piece that was built into the framework was identification of an on the ground operations manager with a 24 hour seven days a week contact number. This allowed the City to have a single point of contact to discuss and resolve issues.

Frequent touchpoints in the first few weeks were helpful to determine how the program was being received and to troubleshoot issues. As the program progressed and stabilized into the late summer, City staff were able to move to a less frequent schedule for regular meetings with providers.