

Staff Report

Origin

In June 2021, Council endorsed implementation of the City's E-Scooter Pilot Project (the Project) subject to approval by the Province of BC. Following Provincial approval of the City's Project, Council approved final adoption of amendments to several bylaws to enable implementation of the Project in July 2021.

Municipalities participating in the Province's e-scooter pilot project are required to provide an annual report to the Province related to the use and operation of e-scooters. The Ministry of Transportation and Infrastructure sent its Annual Report Form to the City in early May 2022 with a completion deadline of June 5, 2022. Staff completed and sent the Form to the Province by the deadline (Attachment 1). This report provides a status update on the City's Project as submitted to the Province.

This report supports Council's Strategic Plan 2018-2022 Strategy #2 A Sustainable and Environmentally Conscious City:

Environmentally conscious decision-making that demonstrates leadership in implementing innovative, sustainable practices and supports the City's unique biodiversity and island ecology.

2.2 Policies and practices support Richmond's sustainability goals.

This report supports Council's Strategic Plan 2018-2022 Strategy #4 An Active and Thriving Richmond:

An active and thriving community characterized by diverse social and wellness programs, services and spaces that foster health and well-being for all.

4.1 Robust, affordable, and accessible sport, recreation, wellness and social programs for people of all ages and abilities.

This report supports Council's Strategic Plan 2018-2022 Strategy #6 Strategic and Well-Planned Growth:

Leadership in effective and sustainable growth that supports Richmond's physical and social needs.

6.3 Build on transportation and active mobility networks.

Analysis

E-Scooter Pilot Project Scope

As of July 27, 2021, e-scooters can be legally operated in Richmond on some municipal streets and paved pathways shared with pedestrians as defined by regulations within the City's Traffic Bylaw No. 5870 and Public Parks and School Grounds Regulation Bylaw No. 8771. These

bylaws identify the conditions of where and how e-scooter users may operate in Richmond during the Project. E-scooters are permitted to operate only on the following routes:

- Streets with cycling facilities such as bike lanes
- Local streets without cycling facilities, defined as a street without lanes lines or a directional dividing line and a maximum speed limit of 50 km/h or less
- Streets without cycling facilities that have a directional dividing line and a maximum speed limit of 30 km/h
- Off-street paved pathways next to the roadway or in parks that are signed and marked for shared use with pedestrians

E-scooters are not permitted on sidewalks or on unpaved trails and helmets are required when riding. Maximum speeds are:

- 20 km/h on roadways
- 15 km/h on paved pathways shared with pedestrian

The City regularly posts messaging on its social media channels to raise awareness of the Project's operating regulations and encourage safe riding behaviour.

E-Scooter Safety

Vancouver Coastal Health (VCH) is in the process of developing and validating data collection and analysis of emergency room visits to Richmond General Hospital and other health outcomes related to e-scooters. According to surveillance data from the entire VCH region that includes Richmond, emergency room visits involving e-scooters are increasing along with the growing awareness and popularity of e-scooter ridership. Seasonality plays a role as the number of visits in 2021 peaked during summer months. A small portion of e-scooter related visits were hospitalized. While most of the data from VCH is at a regional level, in Richmond, the ratio of e-scooter related emergency department visits compared to bicycle related visits is approximately 1 to 12.

E-Scooter Enforcement

As with bicycles, the enforcement of e-scooter regulations when riding is within the mandate of Richmond RCMP. From the start of the Project to Victoria Day, Richmond RCMP have not received any complaints regarding e-scooter usage nor recorded any enforcement activities. The City has received a few comments regarding e-scooter usage, primarily regarding sidewalk riding.

Shared E-Scooter and E-Bike Pilot Program

As part of the City's Project, Council approved the award of a contract for a shared e-scooter and e-bike pilot program to Lime Technology, Inc (Lime) in September 2021. The service allows the City to explore and evaluate the potential of a public shared system to advance expanded travel choices in support of the City's mobility goals and targets in a cost-effective manner.

Service Area

Following execution of an agreement with the City, Lime launched operations on May 4, 2022 within the City Centre as its initial deployment area with 15 parking corrals and a fleet of 75 devices comprised of 50 e-scooters and 25 e-bikes (Attachment 1, page 5). Starting in the City Centre allows for access to community services and transit, and enables Lime and the City to confirm system use, safety and assess any operational issues. As demand for the shared service continues to grow, service expansion will be considered jointly by staff and Lime to increase coverage area in the City (Attachment 1, page 6).

Parking and Operations

A helmet is provided with each vehicle using Lime's on-vehicle helmet lock mechanism. All parking corrals are located on roadways with cycling facilities and each parking corral has a bike rack to maintain a tidy fleet. All parking corrals are geo-fenced and riders can only end their rides in a designated parking corral.

The GPS capability of the devices enables geo-fence technology to ensure speed limits and "no go" zones consistent with the City's bylaws. A mandatory "Training Mode" reduces a first-time user's maximum speed to 12 km/h for the first three trips while they become more confident riders. As part of the launch, Lime Patrol teams have been deployed as on-the-ground ambassadors to educate the public and provide customer support.

Ridership

At this time, ridership data for privately owned devices is challenging to collect beyond observations of e-scooter usage in Richmond continuing to increase since the Project launch in summer 2021. A Let's Talk Richmond survey, planned in fall of 2022, will collect feedback from the public regarding e-scooters, including e-scooter riders, other motorists and pedestrians.

Conversely, the shared e-scooter service collects ridership data. Highlights of shared e-scooter usage during the 21-day period of May 4 through May 24, 2022 include (Attachment 2):

- Total of 1,415 trips or an average of 67 trips per day
- Average trip length of 2.5 km and average trip duration of 25 minutes
- Highest usage on Fridays and Saturdays
- Total of 3,444 users have signed up for membership
- Total of 1,318 active users with total of 1,191 unique rider first trips
- Most popular parking corral is located at Hollybridge Way-Lansdowne Road

User Training

In partnership with HUB Cycling, Lime is offering in-person First Ride events, which are recurring, interactive hour-long safety sessions to educate riders on best practices to safely ride and properly park an e-scooter. The first event was held May 14, 2022 and further events are planned throughout the summer. Lime will also offer monthly First Ride training in partnership with HUB Cycling for users seeking a supervised first trip.

Lime has not received any notifications of an incident involving an injury since the launch of service in May 2022.

Next Steps

During fall 2022, staff intend to use the City's engagement platform, Let's Talk Richmond, to obtain community feedback on the Project. The City is participating with other BC jurisdictions who are part of the Province's e-scooter pilot project to develop a consistent set of questions for the survey. Targeted consultation of shared e-scooter users will be undertaken by Lime on a regular basis.

Financial Impact

None.

Conclusion

The City's e-scooter pilot program permits the use of both personal and shared e-scooters on selected streets and shared pathways in the city. The Project supports a new low carbon mobility option for Richmond residents, employees and visitors, and encourages transit use with a solution for the first and last mile trip. To date, usage of e-scooters indicates that the community is interested in trying out this new travel option.

Data collection is integral to monitoring and assessing the outcomes to safety and alternate mode share in Richmond. Through the shared e-scooter program, detailed trip information can be obtained from Lime. To better understand the operation of privately owned e-scooters, staff will continue to seek feedback from the public and other sources such as Richmond RCMP and VCH. Staff will report back annually on the status the City's E-Scooter Pilot Project concurrent with the City's required reporting to the Province.



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- Att. 1: Provincial Annual Report – Electric Kick Scooter Pilot Project
- 2: Lime Shared E-Scooter Ridership for May 4-24, 2022



BRITISH
COLUMBIA

Ministry of Transportation
and Infrastructure

MOTOR VEHICLE ACT PILOT PROJECT ANNUAL REPORTING FORM

INTRODUCTION

The electric kick scooter pilot project provides an opportunity for participating communities and the B.C. government to research, test and evaluate the safety and efficiency of electric kick scooters in supporting expanded active transportation networks and CleanBC.

The **Electric Kick Scooter Pilot Project Regulation** sets out broad provincial rules and requirements (including helmet, minimum age, and bylaw requirements) for the use of electric kick scooters on roads in pilot communities currently listed in the schedule of the regulation.

This document is to be completed by employees acting on behalf of communities listed as a participating community in the Schedule of the Regulation.

As per the agreement Section 20 – “Within 60 days of the end of each 12 month period following the coming into force of this regulation on April 5, 2021 or as otherwise specified by the minister, a pilot community must provide a report to the minister related to the use and operation of electric kick scooters within the boundaries of the pilot community, on matters including the following:

- (a) the extent to which electric kick scooter use promotes active transportation;
- (b) the safety of electric kick scooter users and other highway users;
- (c) compliance with and enforcement of this regulation and the bylaws of the pilot community;
- (d) the provision and use of electric kick scooter rental services and their regulation by the pilot community.”

All costs associated with preparing this report and the proposed pilot project are the responsibility of your local community.

If you have questions regarding the electric kick scooter pilot project, please contact:

Email: MVA.Pilot.Project@gov.bc.ca

Phone: 778-974-5469

HOW TO COMPLETE THIS DOCUMENT

Please provide responses immediately below each question or attach a summary report. Please refer to attached supplements if additional space is needed. Please provide any reports that have been submitted to your council.

PART 1 - COMMUNITY CONTACT INFORMATION

Name/Location of Community: City of Richmond

Contact Name:

Sonali Hingorani

Phone:

604-276-4049

Email:

shingorani@richmond.ca

PART 2 - OVERVIEW OF YOUR COMMUNITY'S PILOT

- 2.1 Please provide information about your community's pilot project including: (1) pilot duration, (2) pilot location (attach a map of the geographic boundaries) and, (3) any proposed or current partnerships with adjacent local or Indigenous governments

Council approved final adoption of City bylaw amendments on July 27, 2021, which permit the operation of e-scooters on selected municipal roadways and paved pathways shared with pedestrians as defined by regulations within the City's Traffic Bylaw No. 5870 and Public Parks and School Grounds Regulation Bylaw No. 8771. E-scooters are permitted to operate only on the following routes:

- streets with cycling facilities such as bike lanes;
- local streets without cycling facilities, defined as a street without lanes lines or a directional dividing line and a maximum speed limit of 50 km/h or less;
- streets without cycling facilities that have a directional dividing line and a maximum speed limit of 30 km/h;
- off-street paved pathways next to the roadway or in parks that are signed and marked for shared use with pedestrians.

The areas of operation and the lower operating speeds are additional mitigative measures designed to address potential safety concerns beyond the provincial regulations. The pilot duration of 3 years is the same as the Electric Kick Scooter Pilot Project Regulation. The pilot location is the municipal boundary of Lulu Island in the City of Richmond (see attached map). On May 4,

- 2.2 Consultation/public review and comment

- If applicable, has there been any public or stakeholder consultation in preparation for the pilot and/or, any plans for public or stakeholder consultation after the pilot is complete.

In preparation for the pilot, City staff in Transportation consulted internally with other departments (e.g., Parks, Engineering, Community Bylaws) as well as externally with the following agencies: Richmond RCMP, Vancouver Coastal Health, City of Kelowna, City of Vancouver. A report to Council seeking approval to join the Provincial pilot program was presented in June 2021, which provided an opportunity for the public to comment. A report to Council seeking approval to award the contract for a shared e-scooter and e-bike pilot project was presented in September 2021, which provided an opportunity for the public to comment. Information on the City's pilot project is available on the City's website at:

<https://www.richmond.ca/services/http/cycling/e-scooter.htm>

There will be public and stakeholder consultation during and after the pilot is complete. Broad public consultation is planned using the City's engagement platform, Let's Talk Richmond, and targeted consultation of shared e-scooter users will be undertaken by Lime on a regular basis. The City is participating with other BC jurisdictions who have pilot projects to develop a consistent set of questions for the surveys.

PART 3 - SECTION 20 (a): extent to which electric kick scooter use promotes active transportation

3.1 How has your community been monitoring the number of electric kick scooter trips/use?

The City has not actively monitored the use of privately owned e-scooters from July 27, 2021 to date. Starting May 4, 2022 with the launch of the public shared e-scooter pilot project, the City has access to Lime data to monitor shared e-scooter activity. During summer 2022, counts are planned for selected streets with bike lanes to record the number of privately owned and public shared e-scooters.

3.2 Have you seen an increase in active transportation use through the implementation of this pilot and if so, how was that measured and what were the details?

Data from Lime for the period May 4, 2022 (launch date) to May 24, 2022 indicates (see attachments):

- 39 devices deployed with 1,415 trips
- average trip length of 2.5 km and average trip duration of 25 minutes
- total of 3,444 users have signed up for membership
- total of 1,318 active users
- total of 1,191 unique rider first trips
- highest usage on Fridays and Saturdays

PART 4 - SECTION 20 (b): safety of electric kick scooter users and other highway users

4.1 Please report any quantitative health and safety data available such as emergency room visits associated with electric kick scooters.

Vancouver Coastal Health is in the process of developing and validating data collection and analysis of emergency room visits and other health outcomes related to e-scooters. On this basis, the City expects that the next annual report will be able to provide quantitative safety data. For the shared e-scooter pilot program, Lime data indicated 0 injured riders reported for the period May 4-24, 2022. Lime held a First Ride safety event on May 14, 2022 and will hold further events over the course of Summer 2022. The City also undertakes regular safety-related messaging using its social media channels.

4.2 Please report any known collisions, injuries, and fatalities involving electric kick scooters.

The City is not aware of any collisions, injuries or fatalities involving e-scooters.

PART 5 - SECTION 20 (c): compliance with and enforcement of this regulation and the bylaws of the pilot community

5.1 Please provide the bylaws your community enacted pertaining to electric kick scooter use. You may refer to an attached supplement if necessary.

See attached - amended sections are highlighted in yellow.

5.2 How has your community been tracking compliance and enforcement of the pilot project regulation and your community's bylaws on electric kick scooters?

The enforcement of e-scooter regulations when riding is within the mandate of Richmond RCMP. Since the start of the Project, Richmond RCMP have not recorded any enforcement activities. Shared e-scooters use geo-fencing to ensure compliance with City bylaws regarding maximum speeds and "no go" zones.

5.3 Please provide compliance and enforcement data pertaining to electric kick scooters.

Since the start of the Project, neither Richmond RCMP nor the City have received any complaints regarding e-scooter usage.

PART 6 - SECTION 20 (d): the provision and use of electric kick scooter rental services and their regulation by the pilot community

6.1 Did you use any third-party service providers to allow public access to electric kick scooters and if so, how were they implemented and regulated?

Following an RFP process, Council approved award of a contract for shared e-scooter and e-bike pilot program to Lime Technology, Inc on Sept 27, 2021. A legal agreement between the City and Lime governs operation of the pilot including fees and payments; vehicle specifications, equipment and maintenance; vehicle operations; corral siting; vehicle parking; fleet size; customer service; insurance; and data reporting. The pilot is for 18 months with an option to renew for another 18 months pending the status of the Provincial pilot program. The shared service launched May 4, 2022 in the City Centre as the initial service area with 15 parking corrals and a fleet of 75 devices (50 e-scooters and 25 e-bikes). Starting in the City Centre allows for access to community services and transit, and enables Lime and the City to confirm system use, safety and assess any operational issues. If operations within this test area are deemed successful, expansion will occur to cover the majority of Richmond's population and key points of interest including but not limited to waterfronts, community centres and shopping centres. The GPS capability of the devices enables geo-fence technology to ensure speed limits and "no go" zones consistent with the City's bylaws. A mandatory "Training Mode" reduces a first time user's maximum speed to 12 km/h for the first three trips while they become more confident riders. Sidewalk detection technology reminds riders to stay off the sidewalk; penalties increase

PART 7 - OTHER COMMENTS OR INFORMATION

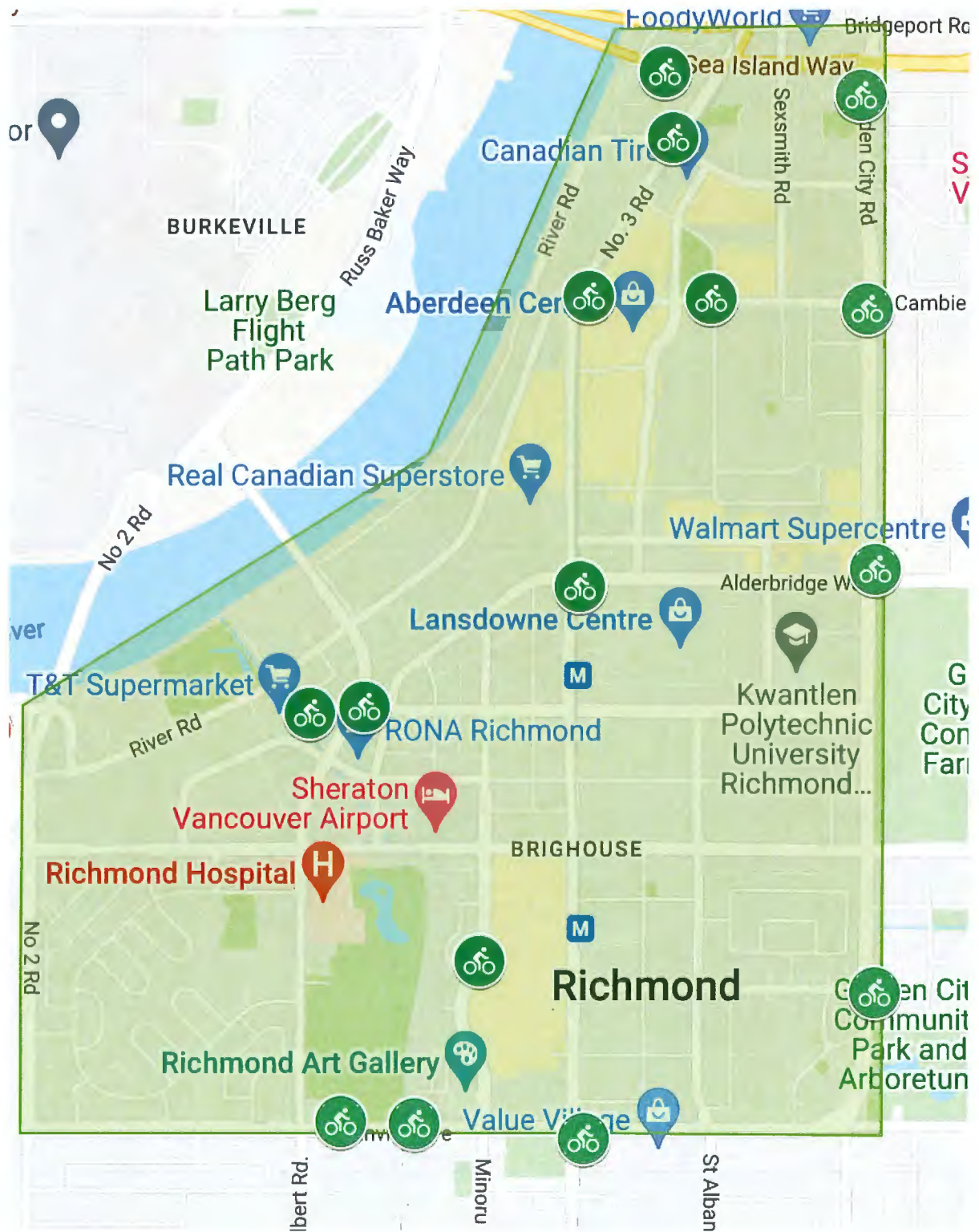
If you have any comments or information that relate to your implementation, please feel free to provide them here.

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**City of Richmond E-Scooter Pilot
Program: Geographic Boundary**

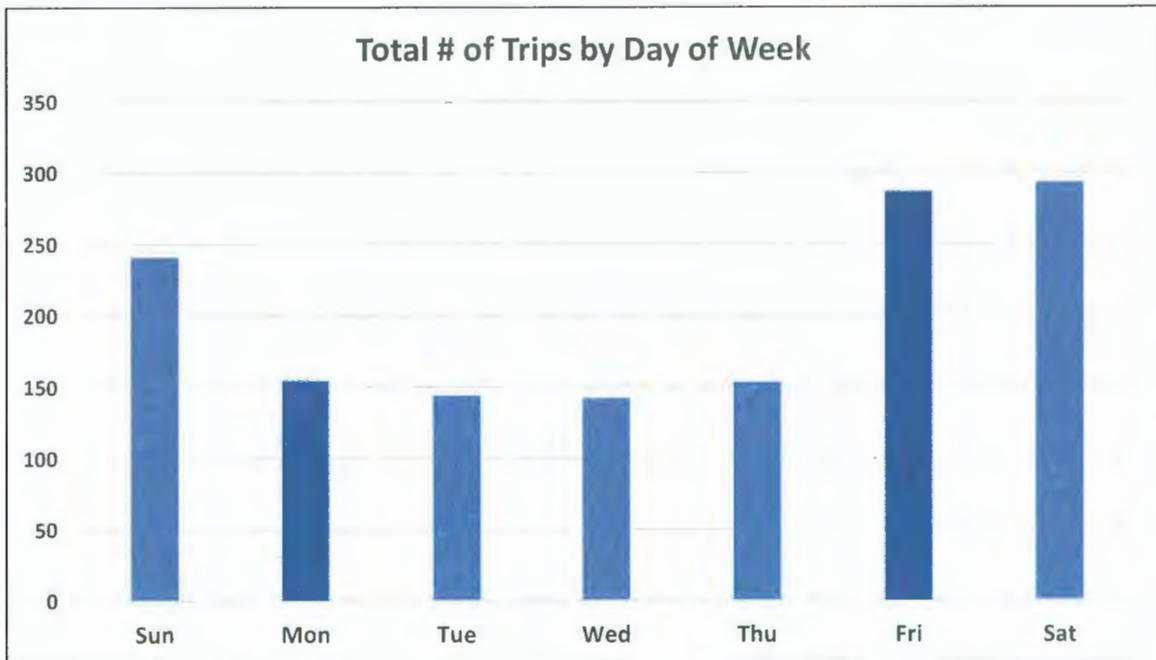
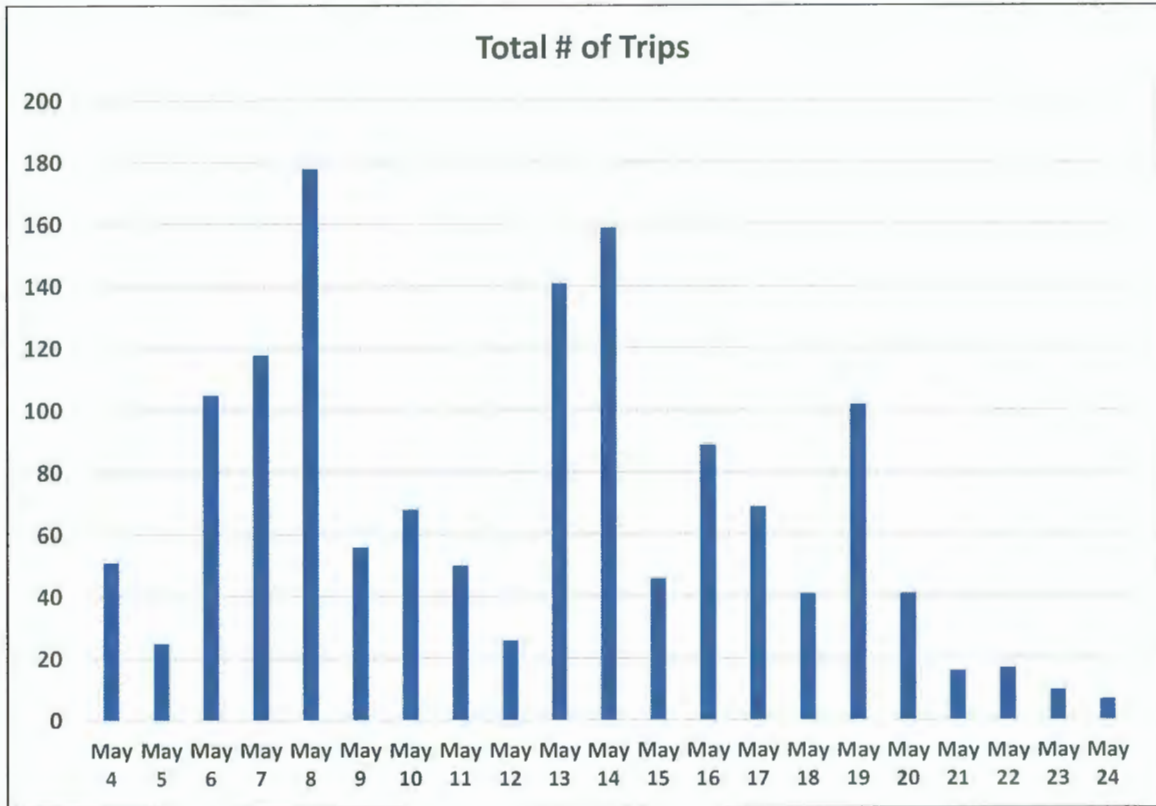
Lime Shared E-Scooter and E-Bicycle Pilot Program: City Centre Service Area





**City of Richmond Shared E-Scooter
Pilot Program Ultimate Service Area:
Green Line = Deployment Service Areas
Yellow Lines = Service Areas**

Lime Shared E-Scooter Usage: May 4-24, 2022



Lime Shared E-Scooter Usage: May 4-24, 2022

