

DATE OF MEETING MAY 05, 2025

AUTHORED BY MADELEINE KOCH, ACTIVE TRANSPORTATION PROJECT SPECIALIST, TRANSPORTATION

SUBJECT **Evolve Shared E-Mobility Program Update and Expansion Plans**

OVERVIEW

Purpose of Report:

To present Council with an update on the Evolve shared e-mobility program, and to share plans for program expansion, including e-scooter launch.

BACKGROUND

BCAA's E-Bike Share program, Evolve, has been operating in Nanaimo as a pilot project since May 2024. Based on strong program uptake, Evolve is planning a program expansion to include additional stations, and to introduce a fleet of shared electric scooters (e-scooters).

In 2024, Council adopted changes to the Traffic and Highways Regulation Bylaw 1993 No. 5000, to allow the use of e-scooters wherever bicycles are permitted in the City.

The Evolve electric mobility (e-mobility) program aligns with key City Plan and Integrated Action Plan directives.

- The mobility target for cycling trips to account for 4% of total transportation trips in Nanaimo by 2041 (Section D.5.3 of City Plan)
- The mobility target to reduce the average daily distance driven per person per day to 10 km by 2041 (Section D.5.3 of City Plan)
- City Plan Policy C1.1.9: "By 2050, all transportation trips are zero carbon, through active transportation and zero emission vehicle adoption"
- Integrated Action Plan Item No. C2.2.7: "Explore opportunities and potential partners/vendors to operate a public bicycle/ micromobility share program" |

DISCUSSION

Program Results

Between the program's launch during the 2024 BC Land Summit and the end of 2024, more than 27,000 kms were travelled on Evolve electric bikes (e-bikes) in Nanaimo by 2,198 unique riders. At the end of 2024, Evolve conducted a survey of local users to measure program impacts and user experience. Survey highlights include:

- Approximately 50% of Evolve trips replaced vehicle trips, demonstrating the program's role in supporting mode shift and reducing car usage
- 37% of riders were repeat users, indicating strong ongoing interest

- Over 109 users subscribed to the monthly plan, demonstrating consistent engagement with the service
- 55% of the users reported making purchases at local businesses while using the e-bikes, indicating the program's support for the local economy

The program also saw a low rate of vandalism, theft, and abandoned trips, with no major incidents reported. Additional details on program impacts and survey findings are contained in Evolve's presentation (Attachment A).

Program Expansion

Based on the success of the program to date, Evolve has developed plans to expand the program. The expansion will include:

- Adding 26 new stations (to be completed in 2 phases)
- Introducing 60 shared e-scooters to the program (to take place during Phase 2 of the expansion)

Phase 1 (from now until June) will see 15 new stations added, generally between the Nanaimo Regional General Hospital to Southgate. During Phase 2 (beginning in June), 11 stations will be added from the hospital area northward. A fleet of e-scooters will be introduced to the program during Phase 2 and will share parking stations with the e-bikes.

Other municipalities with shared e-scooter programs have seen a significant increase in the number of users and trips, as e-scooters have been found to be more accessible for many people than e-bikes. This new option will increase access to sustainable transportation options and help to work towards the City's mode shift goals.

Like Evolve's e-bikes, the new e-scooters will be equipped with helmets and will be accessed using the Evo app. This app provides customer service features, including real-time information on available vehicles, and user-friendly payment options. Evolve uses data from the app as well as hardware in the e-bikes/e-scooters to monitor, manage and enforce the system.

Ongoing Program Management

Evolve will continue to monitor, maintain, and redistribute the fleet of both e-bikes and e-scooters, ensuring that all vehicles are properly sanitized, inspected, and repaired as needed.

A Licence and Service Agreement between Evolve and the City was established when the pilot project commenced for the operation of the e-bike share program at 17 parking stations on City-owned property for an initial term of one year with the right to be renewed for three additional one-year terms. The existing agreement will be replaced with a new agreement to include the initial 17 stations, add the 26 new stations and will also include the provision to allow for the operation of e-scooters. As the program is still in the "pilot" stage, Staff will continue to monitor it and will renew the agreement annually provided Evolve is in compliance with the terms of the agreement.

The agreement places the responsibility of all costs, repairs, maintenance, insurance and liability with Evolve for the operation of the program. |

CONCLUSION

This spring, Evolve's shared e-mobility program will expand to include 26 new e-mobility stations and a fleet of e-scooters, offering a broader range of sustainable transportation options in Nanaimo. Staff will continue to work with Evolve to implement the program expansion and will report back to Council with an update on both programs following Evolve's 2025 user survey and usage data release. |

SUMMARY POINTS

- BCAA's Evolve shared e-mobility program launched e-bike sharing in Nanaimo in May 2024.
- Usage data and user feedback indicate the program has been successful to date.
- Council amended Traffic and Highways Regulation Bylaw No. 5000 in 2024 to allow use of e-scooters wherever bicycles are permitted.
- Evolve plans to expand the program this spring by adding 26 new stations across Nanaimo and introducing a fleet of e-scooters.

ATTACHMENTS

ATTACHMENT A: Evolve Presentation – 2025 Program Update and Expansion Plans |

Submitted by:

Jamie Rose
Manager, Transportation |

Concurrence by:

Nancy Skeels
Manager, Real Estate

Poul Rosen
Director, Engineering

Bill Sims
General Manager, Engineering & Public Works |