



MEETING MINUTES

Minutes of the meeting held at City Hall in Conference Room A,
141 West 14th Street, North Vancouver, BC on December 4, 2024

The City of North Vancouver respectfully acknowledges that this meeting is held on the traditional and unceded territories of the Skwxwú7mesh (Squamish) and Səlílwətał (Tseil-Waututh) Nations.

Members Present

Jonathan Arnold (Vice Chair)*
Matthew Cusanelli
Jane Farquharson
Brady Faught (Acting Chair)
Allan Moors
Richard Walton
Benjamin Woodyatt
Karen Speirs

Denis Beaulieu (RCMP)
Cllr. Jessica McIlroy

*participated electronically

Absent

Anna Hardy (Chair)

Staff Present

Michelle Lam, North Shore Mobility Options Coordinator
Jennifer Draper, Deputy Director, Planning and
Development
Sarah Tremblay, Transportation Planner
Eleanor Parrott, Committee Clerk – Secretary

Guests

Michael Okun, CNV Resident - Meeting Observer

The meeting was called to order at 6:05 pm.

1. ADOPTION OF AGENDA

1.1 The Chair informed members that he would need to leave the meeting at 7:00 pm. Members agreed to nominate Brady Faught as Acting Chair.

1.2 The Agenda for December 4, 2024 was adopted as circulated.

2. ADOPTION OF MINUTES

2.1 Minutes of the meeting held on September 4 were approved as circulated.

3. BUSINESS ARISING FROM THE MINUTES

3.1 None raised.

4. E-CARGO BIKE LENDING PILOT PROGRAM

4.1 The North Shore Mobility Options Coordinator noted that she works across the three North Shore Municipalities to oversee micro-mobility programs. She presented the following highlights regarding the e-cargo bike lending pilot program:

- The North Shore's free e-cargo bike share program that launched in September 2024 was the first in the Province. The program ran from September-October 2024, and will restart from March-October 2025.
- Three of seven e-cargo bikes were stationed at library branches that were accessible to the public. One was stationed at a residential building and was only accessible to residents of that building.
- Staff worked collaboratively with partners to accommodate one to two bikes in each location.
- Two different models of e-cargo bikes were used, each with space for carrying heavy loads such as groceries.
- Evolve is the e-cargo service provider and they also have operations in Whistler and Nanaimo. Evolve manages operations, maintenance, and is responsible for ensuring a positive user experience.
- The program was advertised via pop-up events at libraries in the City and Lynn Valley.
- The bike must be picked-up and dropped-off at the same location.
- From September-October, seven bikes were available at five locations. The City Library was the most popular location. The residential building had a low usage rate with only one trip made. Users tended to take longer trips. 40% of users took more than one trip. The data is positive considering the program is in the early pilot stage.
- Focus is now on raising awareness and bettering education to increase ridership. Plans to create video tutorials, increase physical Evolve presence in the community and provide bikes at additional locations such as civic and community recreation centers will work towards this aim. Program operation improvements such as changing the display to measure distance in kilometers and showing battery information are also being explored.
- In 2025, a post-trip survey will be launched to gather feedback on trip usage and behavioral changes, to find out if the program has encouraged users to purchase their own e-cargo bikes.
- Additional funding to scale up the program to increase accessibility and impact is being sought.

4.2 Members presented the following notable questions and comments:

- Do the locations with the most usage correlate with the most densely populated areas? **A:** Yes, the data points towards this trend.
- Are hills a deterrent for the use of e-cargo bikes? **A:** Staff ensured the bikes could travel on the hills.
- In your survey, did you ask what users use the e-cargo bike for? Partnering with grocery stores or other major attractors like hardware stores may help in gaining more awareness of the program. **A:** The post-survey will be implemented in the spring.
- The proximity of pick-up locations to riders' homes is key. If riders have to travel to the pick-up location, then to their end destination, then back to the pick-up location in order to drop-off the bike prior to going home, this mode of transport becomes less appealing. Do we have any more granular statistics on where riders live? **A:** Evolve

has only provided generic demographic data that 90% of riders live in the City and the District of North Vancouver.

- Is a heat map available to indicate where bikes have been used? **A:** All bikes are equipped with GPS trackers but this data has not been fully analyzed yet.
- Some new bike locations were suggested as follows; Lonsdale Quay due to good connectivity to transit, the catchment area near to large grocery stores and other shops since many riders use these bikes to run errands, Spirit Trail, Green Necklace and other areas where there are safe bike paths connecting to key amenities and community centers.
- Can these bikes be taken on the SeaBus? **A:** Yes.
- How was the residential building selected? **A:** Through engagement with Landlord BC. Originally, two residential locations had been identified but this was reduced to one throughout the onboarding process.
- The residential bikes should be made available for public use as well. The potential usage is otherwise very small.
- Evo car share scheme uses home zones to enable different pick-up and drop-off locations. Could the zone system be used in this program to give access to a larger area? Could staff ask riders if different pick-up and drop-off locations are desired in the post-rider survey? **A:** The e-cargo bike fleet is small. The Lime e-bikes are available for riders requiring different pick-up and drop-off locations. The e-cargo bike program uses a home-based model so users can try out e-cargo bikes on journeys such as running errands.
- How is the program's success being measured? Did staff set Key Performance Indicators or program goals? There should be a robust analysis before scaling up the program. **A:** The main aim of the program is to lower the barrier to trialing e-cargo bikes as a means to encourage private ownership as a car replacement option. This program is the first of its kind in the Province.
- Carrying out a needs assessment in advance of the program would have provided a better understanding of community wants and targets to measure success against. Staff could consider a survey before the spring launch to ask what residents want out of the program (i.e., opportunities to access the Lonsdale Quay, weekend riding, etc.).
- Staff could explore a more compact e-cargo bike as larger models tend to be unwieldy and are not ideal for brand new users with limited experience.
- Is a charger provided to riders? What is the range of these bikes? **A:** Riders can swap batteries at the pick-up location if needed. The range is 50-60km.
- Staff should inform Council on infrastructure improvements and policy changes that would support the use of e-cargo bikes.
- Were advertisements mailed out to the resident building site? If not, staff should do door to door outreach and work with the building manager. **A:** No. Staff have asked Evolve to increase advertising at the residential building as these bikes are currently in storage. Evolve did not provide an in person demo at this site.
- Staff should make advertising more noticeable via increased signage emphasizing free usage, and barcodes enabling people to find out more information using their smartphones, as well as at the following locations; at schools and Parent Advisory Council meetings, social media, the North Van Bike Fest, and local grocery stores.
- Staff should share with Council what the City needs to do to make this successful, including infrastructure, programming, and policy changes.

Action: Staff to circulate the micro-mobility updated slides presented during this meeting.

5. E-SCOOTER SHARE POLICY DEVELOPMENT

5.1 The North Shore Mobility Options Coordinator presented the following highlights regarding the e-scooter share policy development:

- The City is part of the Provincial pilot program facilitating e-scooter usage. Work is underway to consider seeking authority for permanent usage in the Province.
- Interest in e-scooters is growing and Metro Vancouver communities are increasingly developing e-scooter share programs.
- In November 2024, staff received Council endorsement to research and develop policy for an e-scooter share program as part of the micro-mobility network options on the North Shore.
- The Mobility Strategy aims to make walking and rolling the easiest choice for short distance trips, and improve access to shared micro-mobility services for everyone.
- The next steps are to review other jurisdictions' programs to gather information on best practice such as Coquitlam, Kelowna, Surrey, and most recently, Vancouver.
- Staff are maintaining a close relationship with TransLink which has expressed long-term interest in working to provide regional connectivity.
- Safety is a key consideration in policy development. The groups most likely affected by increased e-scooters are e-scooter users, pedestrians, road users and young people as this is the demographic most likely to use this mode of transport.
- Another key consideration is speed limits. The Province sets speed limits for e-scooters but staff will also consider lower limits in certain riding zones.
- Other main considerations are the docked and designated zone parking models, equity in access to e-scooters and a flexible system capable of coordinating long-term regional connections.

The Chair left the meeting at 7:00pm. The Acting Chair chaired the remainder of the meeting.

5.2 Members presented the following notable questions and comments:

- Where can people use the e-scooters and how will usage be regulated? **A:** Under the Ministry of Transportation and Transit pilot, e-scooters are treated the same as e-bikes and the same restrictions apply. For example, e-scooters cannot be ridden on sidewalks and speed is capped at 32 km/h.
- The North Vancouver RCMP receive some complaints regarding e-bikes and e-scooters. It is difficult to regulate e-scooter models as many available for purchase online do not comply with speed limits. Unless riders are caught in the act of non-compliance, officers face challenges in enforcement due to the lack of license plates and the higher priority and risks associated with car-related non-compliance. An e-scooter licensing requirement would not solve non-compliance but might standardize usage and education.
- What is the average price range of e-scooters? **A:** The average price is \$800-1,000. This is a fairly accessible price-point and riders may be comfortable buying their own without first needing to trial e-scooters via this program. The general trend shows that the increased presence of privately owned e-scooters is inevitable.
- If the share program offers a reliable and accessible system, riders will be less inclined to purchase their own scooters which allows the City to retain a greater level of control over models and safety and decreases the risk of non-compliant models on streets. In addition, cheaper models available online tend to be built for planned obsolescence

and will end up in landfill sooner. It will be more environmentally friendly to encourage the use of higher quality models in the shared scheme.

- Infrastructure is key to successful implementation. Staff could research case studies in the USA to gather further information on best practice. Mobility lanes were constructed in Memphis prior to enabling e-scooters and this program is considered very successful. Dallas also has very wide bike trails which are safe and pleasant to ride on.
- Programs in areas which have become littered with e-scooters parked inappropriately receive the most negative feedback. In the City, residents have already expressed concerns around e-bikes being left in inappropriate locations and it is important that the e-scooter program does not worsen this situation.
- Have e-scooter docking locations been identified yet? **A:** No because policy development is still underway and the program will not be confirmed for further steps until policy recommendations are finalized and co-ordination with the two Districts has taken place. If it is not possible to mitigate risks, the program may not be developed further.
- Public education is needed to ensure children are not riding e-scooters, they are using helmets and going the speed limit.
- Public education is needed to increase awareness of the age restrictions and basic safety precautions that apply. E-scooter riders must be over 16 years of age and should wear a helmet. Bright or reflective clothing is also advisable when riding in the dark.
- The hilly terrain in North Vancouver is a natural deterrent to the use of e-scooters. Some e-scooters are not strong enough to make it up the hills.
- Has a needs assessment been carried out to discern whether there is a desire for e-scooters within the community? A survey would also increase awareness of the program in advance. **A:** No. The success of the Lime e-bike share program suggests there may be a desire for greater micro-mobility options and some Lime users have queried the availability of e-scooters.
- Staff should focus on answering key questions during the policy development and research phase. In particular, what is the fundamental objective of this program? If it is to add another device type, how many people would prefer to travel via scooter? What is the value-add? Lime bikes focus on trips to an end destination, what is the intended main use of these scooters and will they serve an outstanding need?
- The effects of other policies should be considered too. Free parking and the lower cost of making short trips by car compared to e-bikes and e-scooters, is an incentive to continue driving.

6. COUNCILLOR UPDATE

6.1 Councillor McIlroy presented the following highlights:

- Funding Bus Rapid Transit (BRT) was a fundamental campaign commitment of the BC New Democratic Party in the recent election. Further work needs to take place before the Treasury commits funding, and to understand what the rollout will mean for the City's streets. The first phase will relate to the route from Phibbs Exchange to Metrotown and Burnaby, though exact routes are not yet confirmed. Construction is due to begin in 2025. The BRT ridership is expected to be high. The provision of a BRT link from the North Shore, over the bridge to the SkyTrain is key.
- Staff will begin work to progress a Midtown Connector as part of the Mobility Lane Network. A Council workshop to consider the route is being scheduled. Chesterfield and the Casano-Loutet overpass are key areas.

- A Request for Proposals (RFP) to operate the e-bike share program has been endorsed by Council. Lime operations have been extended until the RFP concludes and a long-term future provider has been identified.

6.2 Members presented the following notable questions and comments:

- Are staff working with the Minister of Transportation and Transit on the Lonsdale Overpass? Will this be completed prior to the opening of the new Harry Jerome Community Recreation Centre (HJCRC)? **A:** Ideally this timeline would align as safe and accessible travel to the HJCRC is important.
- Has any further progress been made in the Lonsdale Great Streets project? **A:** Gehl People has been appointed as the consultant.

7. TRANSPORTATION EVENTS – MEMBER UPDATE

- December 15, 2024 – Light Up North Van Holiday Bike Parade at Grand Boulevard and 15th Street.

8. ROUND TABLE

- Can staff provide an overview of agenda items scheduled for 2025? **A:** There have been some significant projects underway this year, which have led to agenda changes. Staff will provide a written overview of key upcoming agenda items. Directors' quarterly review of Council agenda items will help to facilitate greater certainty in 2025.
- Given that the mobility strategy has been ratified, and the purpose of this strategy is to guide future development through the lens of mobility, why has the sidewalk on St Andrews been rebuilt to its existing condition without bike infrastructure? This seems like a lost opportunity, especially given the need to create an accessible path to the new HJCRC. **A:** It is not always possible to achieve a high level of community engagement, and acting opportunistically is subject to budget restrictions.
- If the Mobility Strategy is now shaping policy, can future infrastructure decisions be made without a robust engagement process? In areas where development is already underway, pushback is unlikely. Tying in mobility infrastructure improvements with these areas makes sense.
- The North Shore News recently ran a story about the District of North Vancouver's opposition to the Ministry of Transportation and Transit proposed traffic flow changes at the Ironworkers Memorial Second Narrows Bridge, due to potential impact on Dollarton Highway. However, the lack of changes to traffic lanes has resulted in significant queuing in parts of the City in the Main Street and Grand Boulevard areas. Staff should consider the City's stance and relay this to the Ministry.
- An update on Lonsdale Great Streets was scheduled for the October 2024 meeting, which was cancelled due to staff illness after the agenda package had already been circulated to members. The agenda package noted that Lonsdale Avenue has been designated for BRT. If this is the case, more lanes will be required and staff should reconsider the implementation of paid parking spaces if they are going to be removed. **A:** These considerations are being taken into account. Lonsdale Great Streets has not yet been discussed by Council. TransLink's 10-Year Priorities outline that the 240 bus route will become BRT eventually. The North Shore BRT alignments have not yet been finalized. Lonsdale Avenue tries to accommodate a number of different elements including goods movement, transit and opportunities for lingering. It is not a uniform area and different zones require defining.

- Is Lonsdale Avenue dissimilar to Esplanade? **A:** Yes due to the commercial retail presence and high density, which require social and community infrastructure. It is not possible to compromise in order to accommodate everything as is the case on Esplanade. There will be opportunity for input to the Lonsdale Great Streets project in the future.

Action: Staff to provide a written overview of upcoming agenda items to members.

9. DATE OF NEXT MEETING

9.1 The next regular meeting is scheduled for January 8, 2025.

10. ADJOURN

10.1 The Chair adjourned the meeting at 7:56 pm.

“Certified Correct by the Chair”

Brady Faught, Chair