

Mobility services made in B.C.

- ▷ [British Columbian Automobile Association \(BCAA\)](#) with 117 years of transportation services and 1 million Members in B.C.
- ▷ 9 years of experience in shared mobility in British Columbia with consistent and sustainable growth with [Evo Car Share](#)
- ▷ [Evolve](#) launched Whistler in 2022, expanded to SFU Burnaby Burnaby Campus and New Westminster



Evolve overview



E-bike fleet stationed throughout the city and made available to anyone over 18 years old



\$0.35/min or \$12.99/hr
+ \$1.25 unlock fee

Monthly subscription:
\$9.99/mo, reducing
per-min rate to \$0.10

Community program:
\$0.10/min

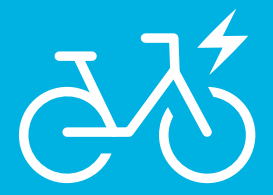


Riders have 24/7 access to Evolve E-Bikes and our customer service team through our app



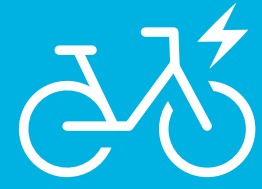
The app can lock the bike during a rental stopover anytime, anywhere – no need for a separate bike lock





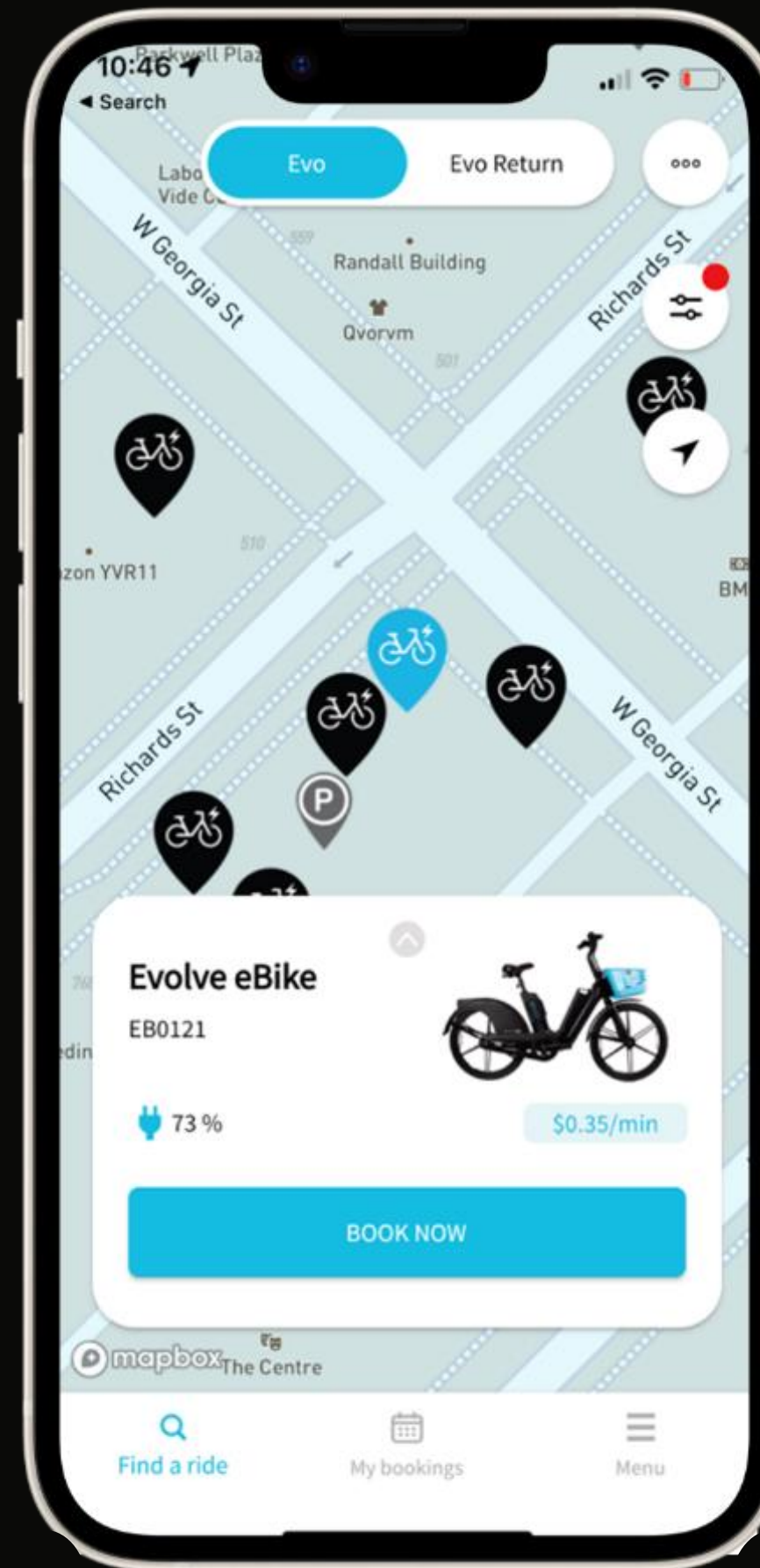
Evolve E-Bike features



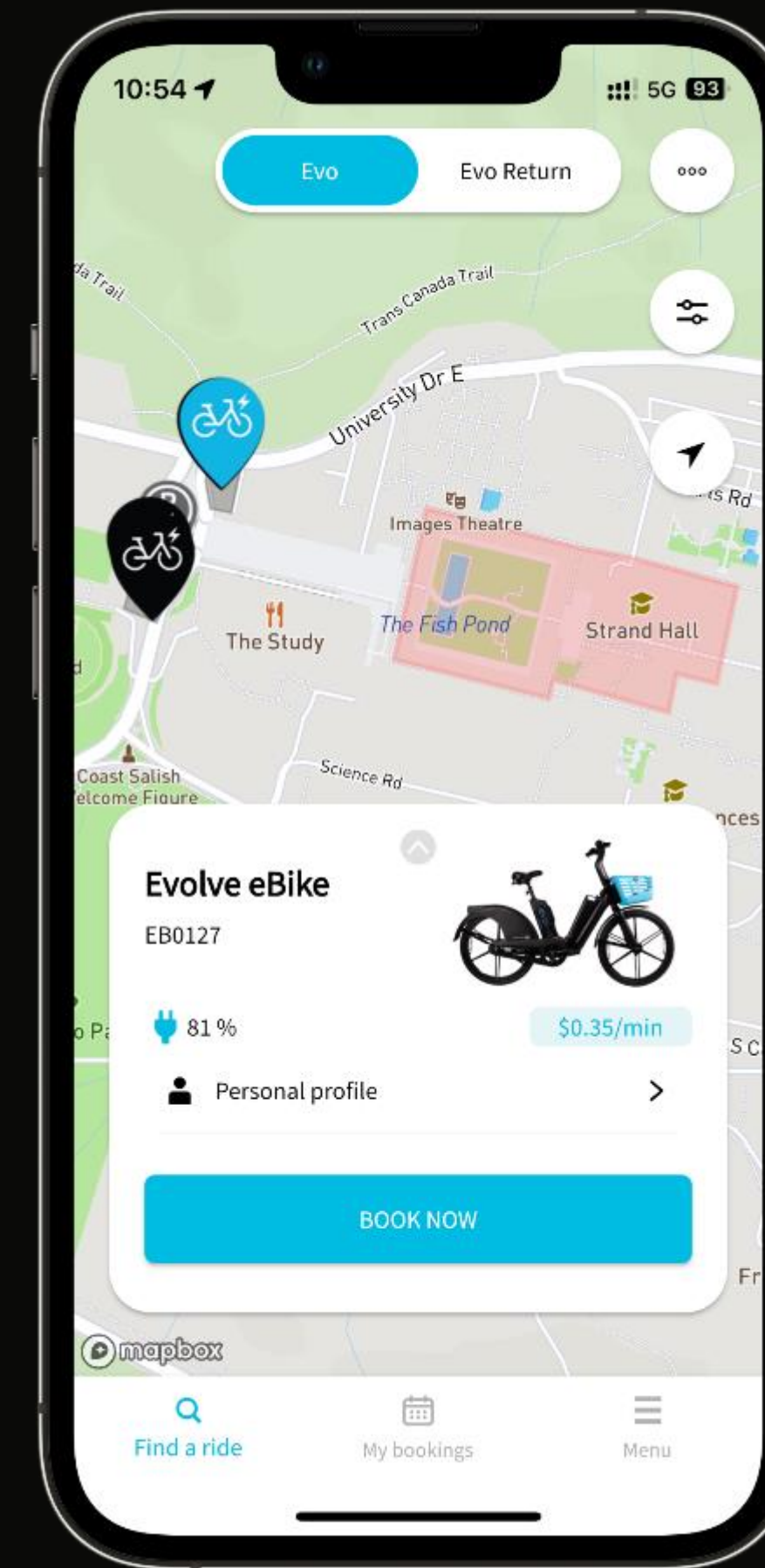


The Evo App

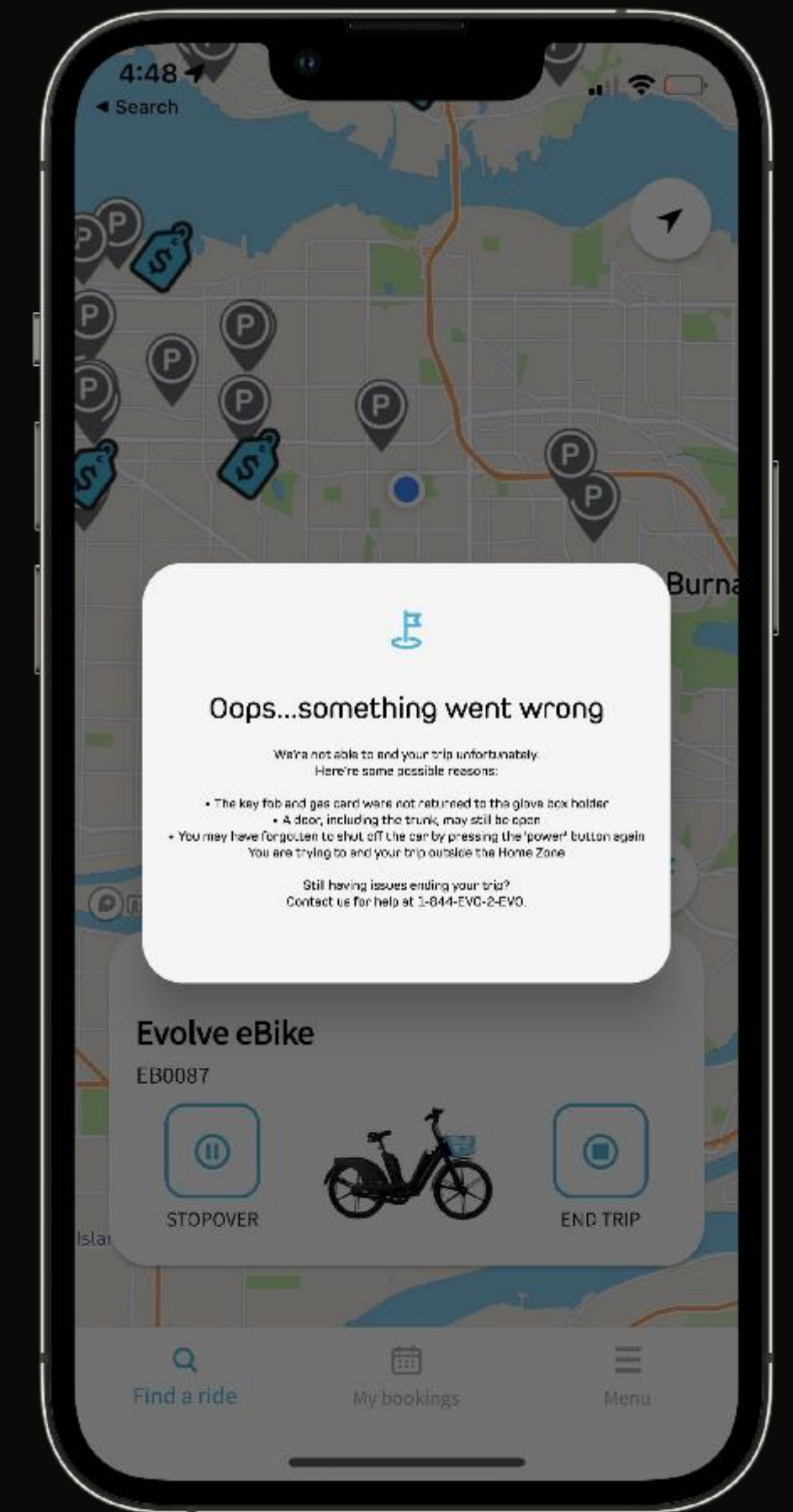
- ▶ Registration & instant approval
- ▶ Start, end & pause trips
- ▶ Access to your trip history
- ▶ Integrated with Evo Car Share



Find an e-bike or a parking zone in the app



Identify slow and no-riding zones within the app to ensure safety of all road users.



Error message if the Evolve is not parked correctly within the designated parking zone.





Evolve E-Bike Share in the CVRD

Dockless Fleet

BCAA recommends piloting ~75 e-bikes for both Courtenay and Comox.
Operating year round, 24/7

Program Scope

Create a network of geo-fenced parking zones in the commercial and residential areas of Courtenay and Comox. Parking zones only require wayfinding signage

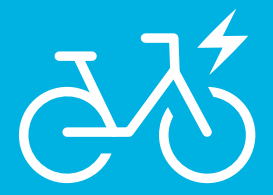
Sustainability Data & Surveys

Monthly reports and surveys share insights with the cities and CVRD with aggregated information about the program

Community Engagement

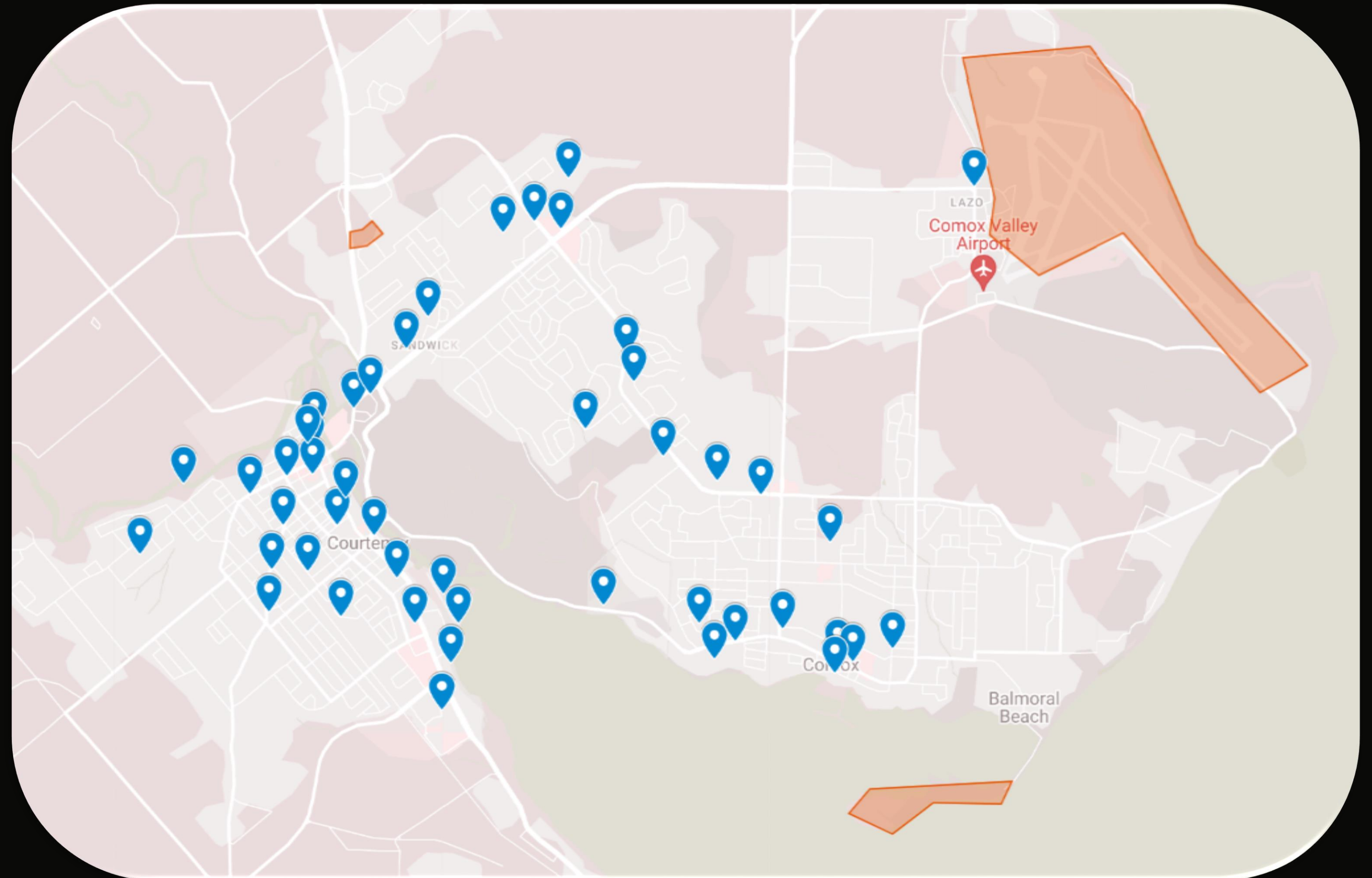
Evolve loves working with local partners, and attending local community events to engage businesses and residents

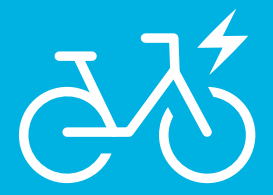




Possible Parking Zones

- Designated no-riding zones in areas that are unsafe to ride
- Slow ride zones are created in areas of high pedestrian traffic

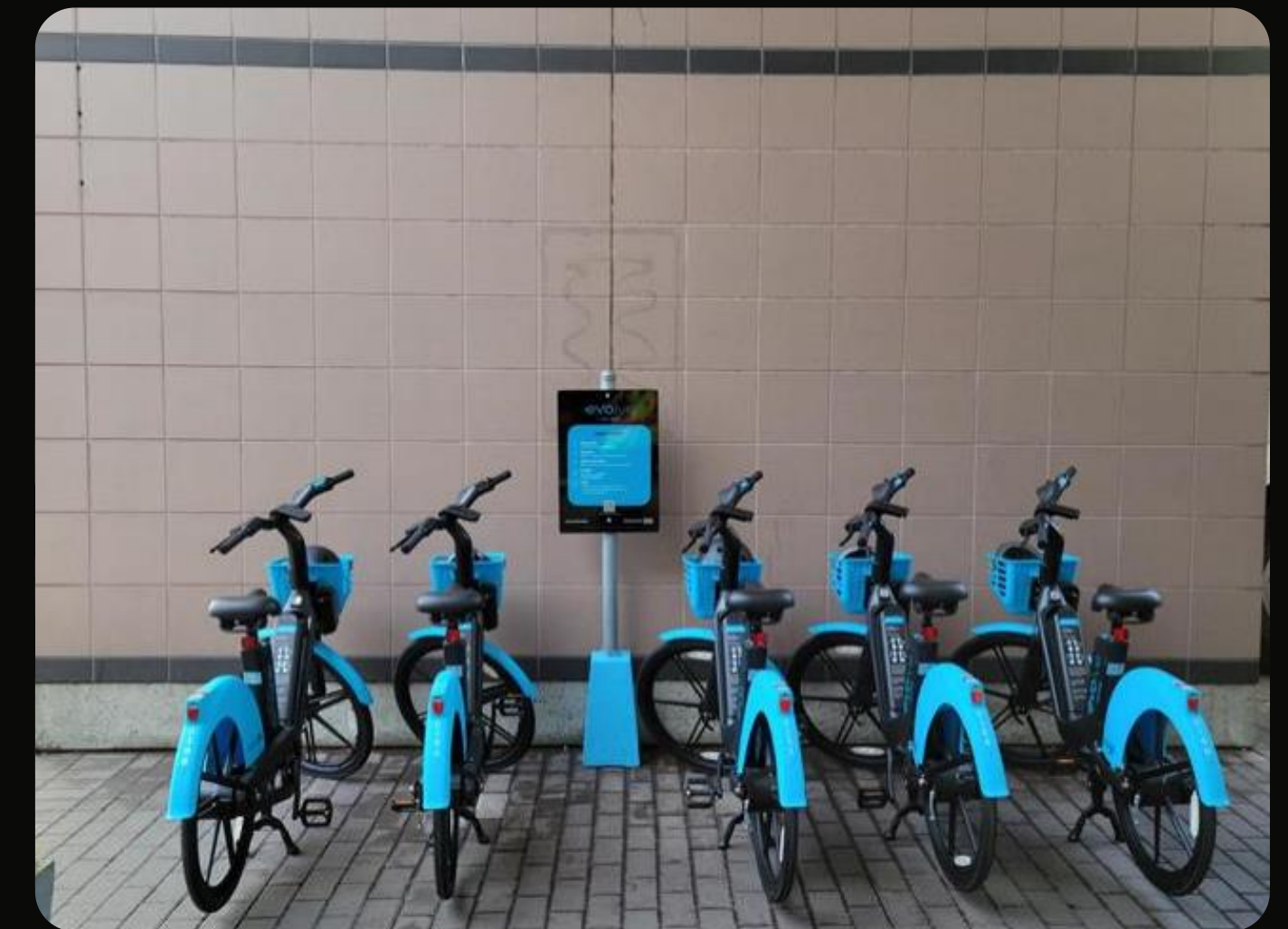
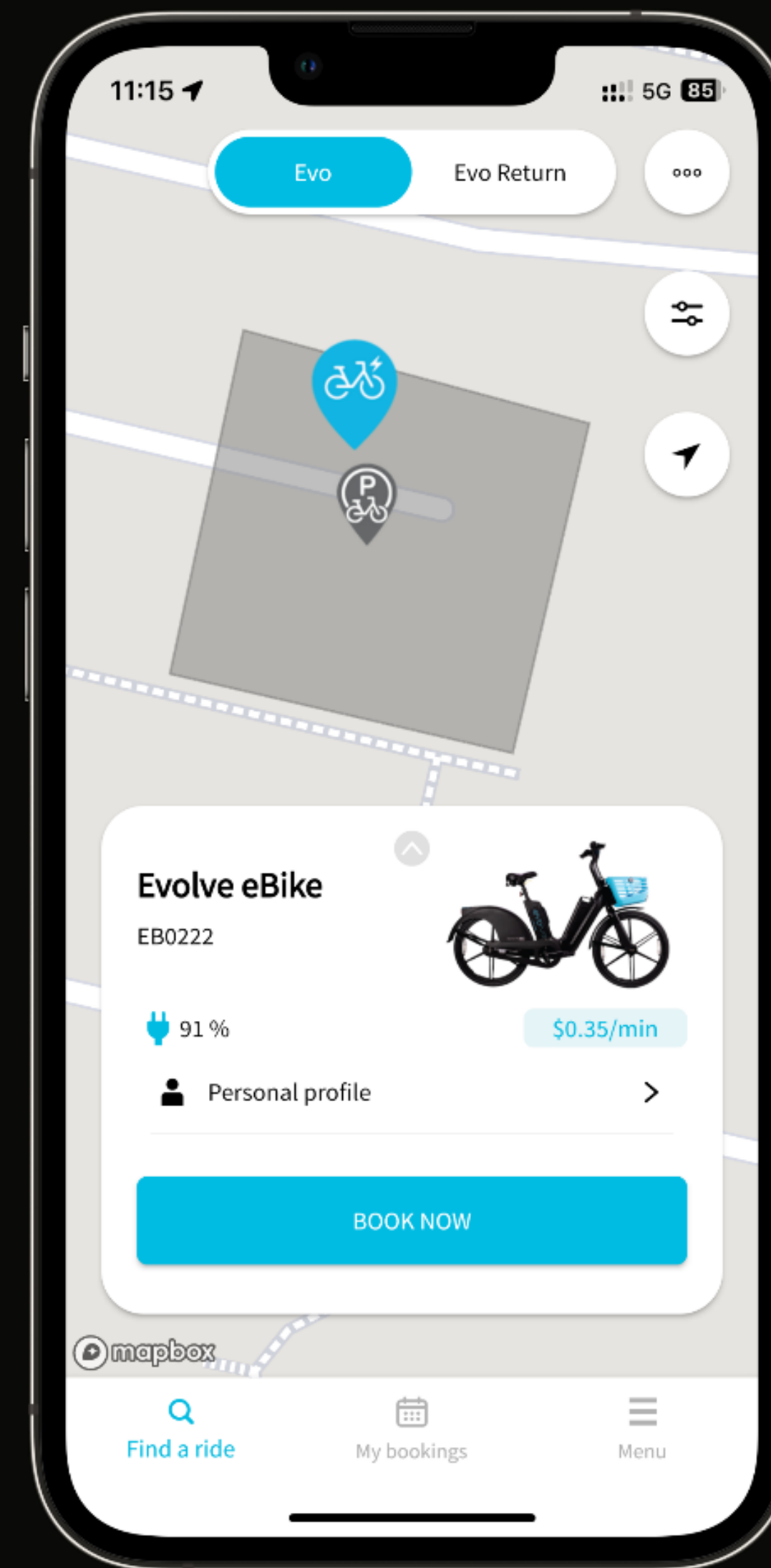


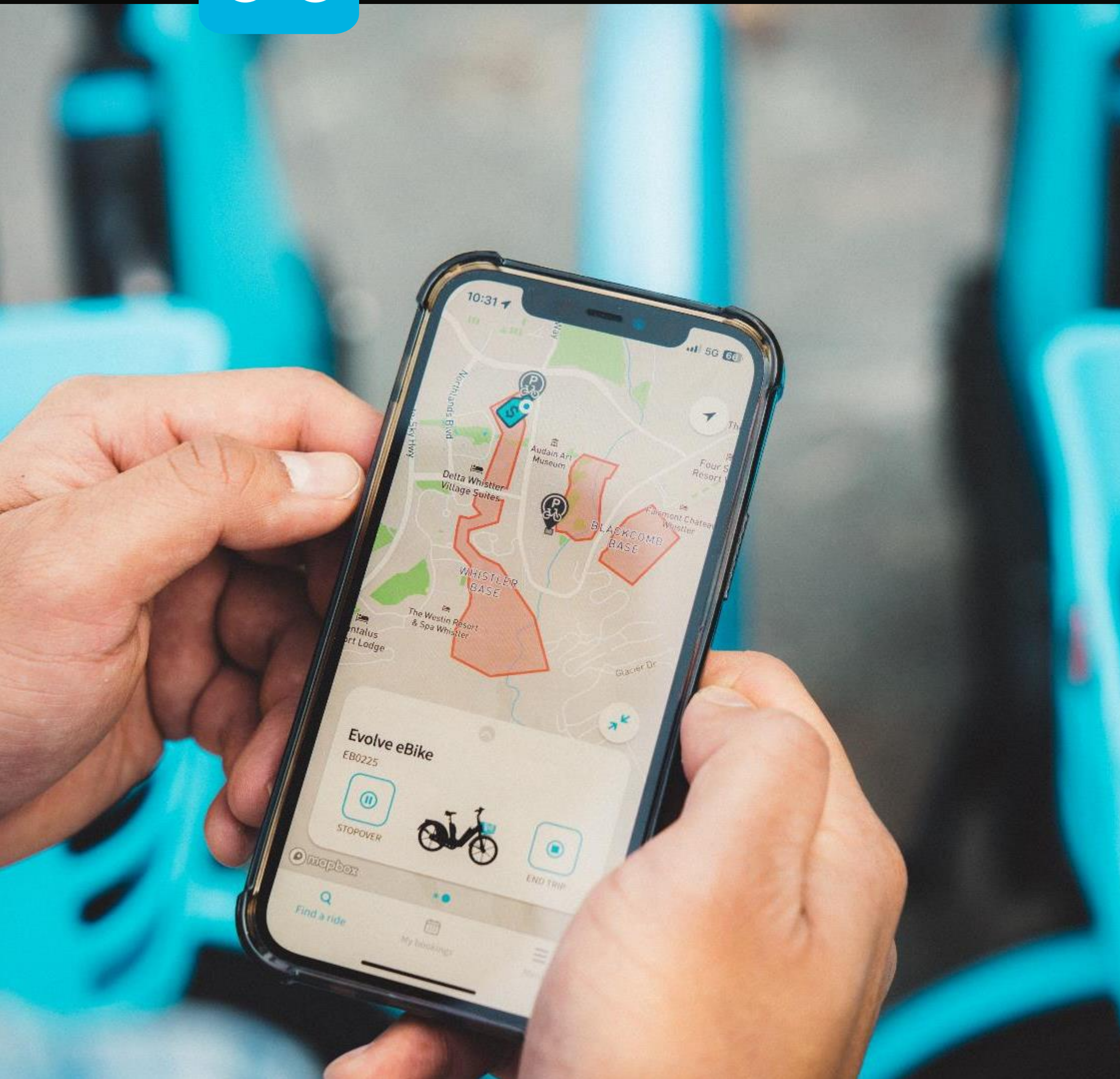


Parking Management

To prevent issues and ensure safe use of the Evolve E-Bike Share service. We propose the following:

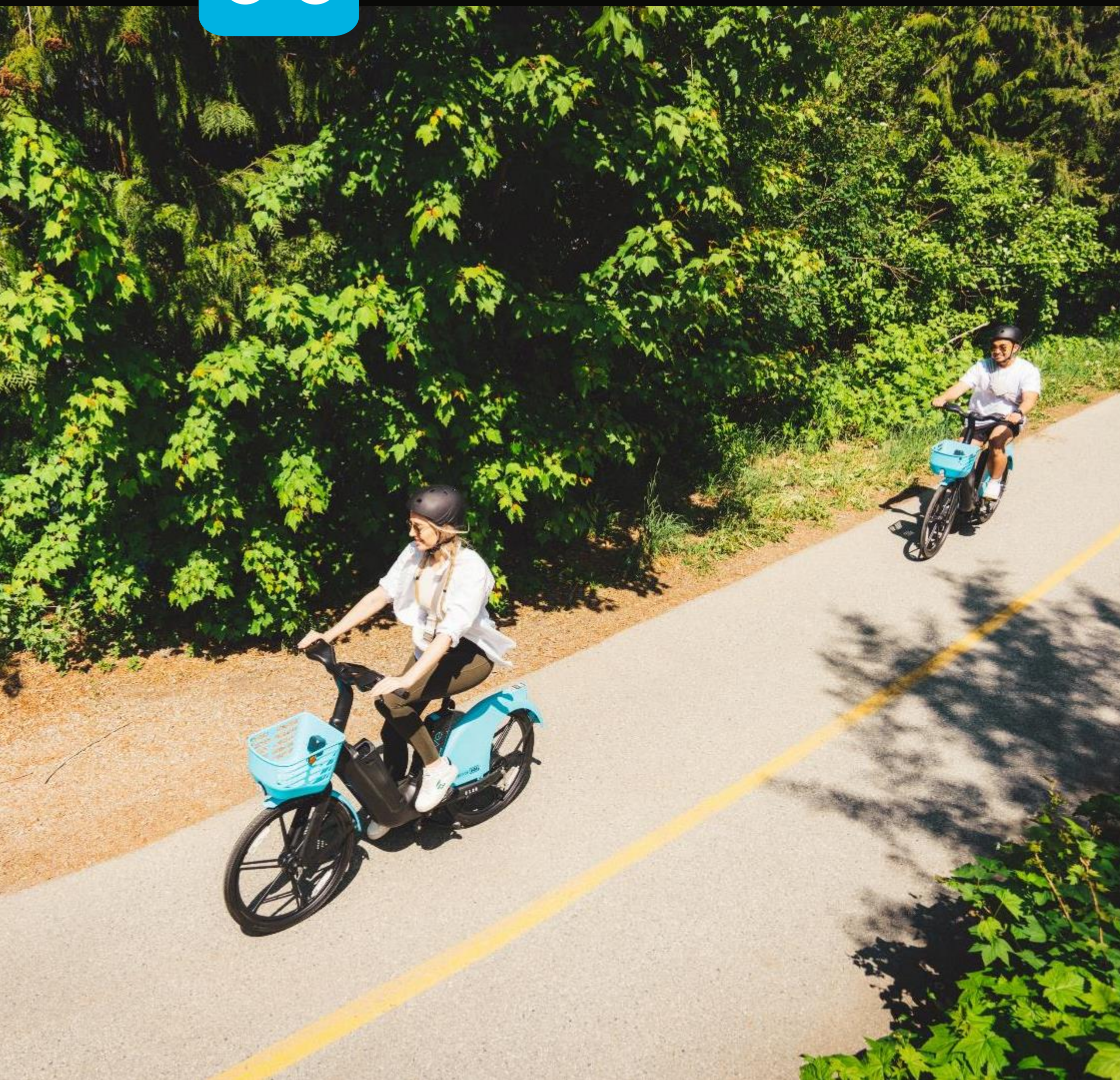
- ▶ Trips will only begin and end in geofenced area. Ensuring bikes are organized
- ▶ No bike racks required
- ▶ Wayfinding signage helps ensure orderly parking





Operations Management

- ▷ Combination of internal staff and external local contractors
- ▷ Evolve monitors all devices in real-time, tracking location and device health:
 - ▷ helmet present
 - ▷ battery health
 - ▷ electric motor health etc.
- ▷ Daily routine consists of:
 - ▷ Battery swaps
 - ▷ Cleaning and sanitation, helmet and damage checks
 - ▷ Organize bike parking
 - ▷ Retrieval of mis-parked or abandoned bikes
- ▷ Evolve can respond to issues within 24 hours, faster if issues appear during the day



Marketing & Communications

Media communications

- Collaborate with the CVRD to announce the program to key media in the region and boost tourism

Community engagement

- Active participation in local community events to raise awareness towards the program
- Explore opportunities to partner with community groups including non-profit organizations and first nations to provide tailored programs

Safety education

- Distribution of safety materials including educational booklets and videos for first-time riders
- Safety courses to enhance riders' comfort when riding with traffic