



Regional E-Bike Share RFP Question Responses

1. **Question:** Are you able to provide any details of station locations from the previous Avon (Zagster) and Vail (pilot) programs and any revenue/ridership metrics associated with each locations?

Answer: The data that is available for each system is provided below.

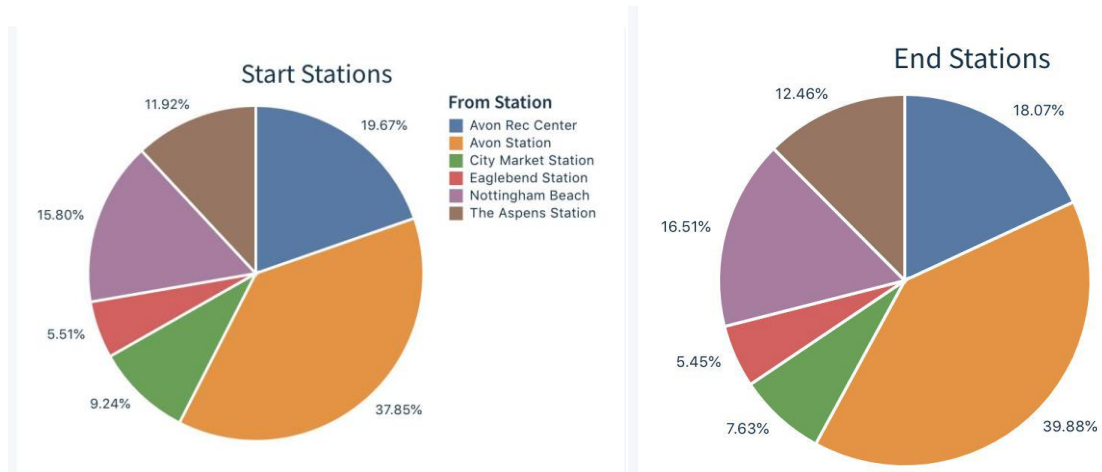
Avon Zagster System:

Ridership:

- 2017 – 267 rides
- 2018 – 718 rides
- 2019 – 715 rides

Fleet size (2019): 25 bikes, 6 stations

Ridership by Station: from April-November, 2019



Bewegen Vail e-Bike Share Pilot:

Duration: Ten-week pilot program July 1 – September 9, 2020

Fleet size: 12 e-bikes, 6 stations (only 1 physical docking and charging station, 5 geofenced stations)

Ridership: 518 rides (over 30 seconds)

Revenue: ~\$3,000 for the duration of the pilot. Per station revenue is not available.

Ridership by Station: rides over 1 minute included here

Number of Trips	Destination							Grand Total
Origin	Donovan Pavilion	Ellefsen Park	Ford Park - Temp station	Library	Pitkin Creek Bus Stop	Vail Village Parking Structure	West Vail Mall	
Donovan Pavilion	30	1		20	1	16	3	71
Ellefsen Park		23		5		10	2	40
Ford Park - Temporary station			5				1	6
Library	15	3		32	26	14	5	96
Pitkin Creek Bus Stop	1		1	11	28	32	2	74
Vail Village Parking Structure	25	8		15	42	42	8	142
West Vail Mall	11	2		7	1	7	12	40
Grand Total	82	37	8	90	98	121	33	469

2. Question: Are there any lessons learned that either Avon or Vail could provide based upon the prior systems?

Answer: Ensuring the operations plan is smooth and well implemented is critical for the success of the system. Below are lessons learned from the programs:

- The system must be easy to use, including use of the mobile application, ease of unlocking both primary and secondary locks, checking out, and re-docking bikes.
- Education and outreach on the purpose of bike shares is critical and communication with local bike shops is important. The purpose of the bike share is to provide an alternative and sustainable mobility option for commuting purposes rather than be used for recreation. Ensuring this distinction is clear and providing information for local bike shop rental programs is important.
- Clear instructions at each station on how to check out, utilize, and return bikes must be provided.
- Bikes must have ample battery life and power to be effective in the Vail and Eagle River Valley.
- Bikes must be clean and well maintained, with fully charged batteries and tires with appropriate air pressure.
- A tiered pricing structure is important in the community, including rates specific to low-moderate income levels, Eagle County residents, and visitors. Rates should also encourage
- More physical docking and charging stations should be available to ensure adequate charging.

3. Question: Are there any special environmental considerations that a bike share operator should be aware of in serving the Avon, Eagle-Vail and Vail area that would affect station installation, e-bike speeds, user safety, etc.?

Answer: The partner communities are located in the Rocky Mountains of Colorado between 7,000-8,600 feet in elevation. The terrain is mountainous, and weather can be variable.

4. Question: Term of program: we note that the initial term for operations is one-year with the possibility of contract extensions. Can you provide any details as to how this process would work and would extensions be on a year to year or multi-year basis?

Answer: The Partner Communities are open to multi-year contracts, but can only sign one year at a time due to TABOR laws. Any multi-year contract would require a clause that states future years are dependent on budget allocation and approval. The program success will be evaluated by the Partner Communities on an annual basis

5. **Question:** Would any of the participating jurisdictions have storage space for the bike share equipment for the program service provider to make use of in the off season?

Answer: The Partner Communities of Vail and Avon do not have available storage. Alternative storage should be considered when developing a proposal. EagleVail Metro District may have space to store the portion of the system located in EagleVail.

6. **Question:** Noting the tax requirements noted in section on Contract, Licensing and Sales Tax, can you please address any permitting fees that may be required for station locations? Would these fees be governed by a single agreement or individually with each jurisdiction?

Answer: Each jurisdiction would govern the permitting and sales tax fees associated in that jurisdiction. For details on the associated costs per jurisdiction, please refer to the links and reach out to finance representatives per jurisdiction listed in the RFP for additional questions.

7. **Question:** Your requirement for bike equipment includes making panniers available on the shared bikes. As bike share bikes typically come with a front basket, panniers would not be permanently attached to our bikes, would you be open to making panniers available as part of a membership fulfillment program. (This fulfillment option could also be extended to helmets.)

Answer: The Partner Communities request that the bikes have adequate storage for things like groceries. Panniers were included as an example. Large cargo baskets or other cargo bikes would be acceptable too. However, the Partner Communities are open to vendors proposing membership fulfillment programs.

8. **Question:** What is the intention for solar powered stations? Is it to charge the bicycles entirely? Or for partial electrification?

Answer: The intention for solar powered stations is to provide a renewable energy charging source to ensure the e-bike batteries are adequately charged. The Partner Communities are open to a vendor recommendation on whether solar stations are feasible for full or partial electrification of the e-bike share system.

9. **Question:** Do Avon, Vail, and Eagles Nest want to retain ownership of hardware and software?

Answer: No, ideally the Partner Communities would prefer the selected vendor maintains ownership of hardware and software.

10. Question: Is there a precise date you wish to launch the system? Or is there some flexibility within the month of May?

Answer: Ideally the system is launched no later than May 15, 2022.

11. Question: Have sponsors/advertisers expressed interest for the program yet?

Answer: To date, no sponsors or advertisers have been secured, but there are a couple of potential program sponsors interested.

12. Question: Do you have already identified the locations for the stations? Is there directly a connection possible to the grid?

Answer: Partner Communities have identified potential locations for stations and will prioritize those with possible connection to the grid. Partner Communities will also look to the selected vendor to help vet and identify final locations.

13. Question: Is the potential vendor free to make calculations and offer a number of vehicles and stations that are more appropriate, or should we stick to the 60 vehicles, 10 station plan provided in the RFP?

Answer: Yes, the potential vendor is welcome to make calculations and offer a number of e-bikes and stations that they feel are most appropriate. The partner communities would like to see a minimum of 50-60 e-bikes and 10 stations and are open to recommendations from the vendors.

14. Question: How much money is the partner communities ready to spend on this project? Can you please go into more detail about the budgeting of the project?

Answer: The current budget range for the e-bike share program in 2022 is \$175,000 - \$250,000. The partner jurisdiction would like the funding and revenues leveraged to provide the largest system possible with that level of funding. Partner Communities are also exploring grant opportunities that could possibly allow for a larger system to be implemented. Partner Communities are working to seek additional grant funding, so please provide a budget that can be scaled based on final funding.

15. Question: Will the partner communities consider virtual docking stations that are supported by geofencing instead of physical parking stations for the electric bikes? Please note that the virtual stations have all the benefits of physical stations on top of being more cost-effective and taking up less space.

Answer: The partner communities would be open to a mixed system of physical docking and virtual geofenced stations if there is a proven plan for ensuring e-bikes are adequately charged for use.