

City of Oakland Electric Bike Program: Community Engagement for Program Design: Results 2022



GRID Alternatives' mission is to build community-powered solutions to advance economic and environmental justice through renewable energy. We envision a rapid, equitable transition to a world powered by renewable energy that benefits everyone.

About Oakland Electric Bike Library Program

The Oakland Electric Bike Library Program is the culmination of longtime efforts by CBOs and the City of Oakland and the Let's Bike Oakland! community engagement process. Through the program, Oakland residents will be able to reserve e-bikes, cargo e-bikes, and adaptive e-bikes for short to long periods of check out time to experience ownership of an e-bike for fees determined with community input, and with reduced fees for income qualified residents. The engagement will be focused on SB 535 identified disadvantaged communities in Oakland, particularly Chinatown, West and East Oakland, San Antonio, Fruitvale and other priority communities. Community buy-in of this program is pivotal for it to function as intended. The City of Oakland E-Bike Lending Library will be community oriented to better serve Oakland needs. Equity in program implementation, community engagement and procurement decisions will be prioritized to meet program goals and to provide climate and resilience benefits to income-qualified residents in Oakland. While low-income households typically have low greenhouse gas (GHG) emissions, they often bear the greatest burdens of a changing climate. The Oakland E-bike Lending Library will operate on the Huichin, or Huchiun, lands of Chochenyo speaking Ohlone people. There will be two focused engagement opportunities within the first year launch period, one being the call for survey responses for program design and the next being the call for participants, finally followed by an opportunity for ongoing engagement until 10/15/2026.



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Community Engagement Background

This report focuses on the first engagement opportunity for the program. The goals for the first engagement are to establish program design such as determining vehicle choice, reservation periods, and potential costs. The program design is to be done in three phases. Phase one consists of creating digital content to cross promote digitally and print physically. Phase two consists of survey cross promotion by partners and distribution of fliers physically where possible. Phase three consists of continued connections to partners to meet community members where they are using pop-up surveying. The goals for the engagement opportunities throughout this program are to build awareness, gather information, and activate participant buy-in of e-bike offerings. Further GRID offerings will be shared by directing participants to accesscleanca.org and its incentive finder to maximize clean energy benefits.

COVID-19 context for procurement

COVID-19 impacts to community engagement

The COVID-19 pandemic had major impacts on engagement strategies.

- Capacity at community based organizations was varied and often very limited
- COVID-19 impacted efforts to engage community members and findings from partners show deep impacts to capacity due to COVID-19

Adjustments due to COVID-19

- Community engagement - Project team engaged with respect to CBO needs and goals.
- Partner feedback findings were prioritized to meet capacity limitations and increase program success.
- Limited in-person activities occurred with the use of Personal Protective Equipment

Engagement Strategy

The engagement strategy is to connect with partners from priority neighborhoods to host fliers and tabling opportunities, as well as 1-on-1s to increase awareness of the program. Fliers are to be distributed via partner networks and community spaces, including food distributions to gain community insights on program design. Further community insights are gathered during pop-up surveying at events and food distributions to meet people where they are.

Community Focused Decision Making



Vehicle Types and Mix



Time Period of Reservation



Potential Costs



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Engagement Outcomes

Connected with 81 partners from priority neighborhoods to host fliers and pop-up survey opportunities, including 12 1-on-1s with community leaders to increase awareness of the program. Shared 4 presentations during community forums. Distributed 2000+ fliers via partner networks and community spaces, including food distributions to gain community insights on program design. Gathered further community insights during 4 pop-up surveying activities at events and food distributions to meet people where they are. Obtained 147 (63%) priority area responses via digital and in person survey. Obtained a total of 243 total responses including those outside of the priority area.

Engagement Findings

Findings showcase responses from SB 535 priority zip codes corresponding to East Oakland, West Oakland, San Antonio, Chinatown, Fruitvale and other Oakland communities impacted by economic and environmental injustices (94621, 94612, 94609, 94608, 94607, 94606, 94603, 94601). Use case for groceries support is consistent among community members, followed by recreational use cases and support for economic mobility use cases such as entrepreneurial, schooling or work related activities. Community insights show strong trends for low-cost fee design. When surveying in-person to meet community members where they are, there was strong preference for free access to participate in the program to access e-bikes along with a strong preference for longer reservation periods. Self reporting was strongly preferred among respondents when asked what should be used to consider qualification for income-qualified rates.

Bike Usage

From the priority zip codes, 88% of the participants would use an E-bike for groceries, 82% for fun, and 62% to commute to work or school. Direct quotes from the participants' feedback are shown below.



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Community Feedback:

“Great to have for groceries”

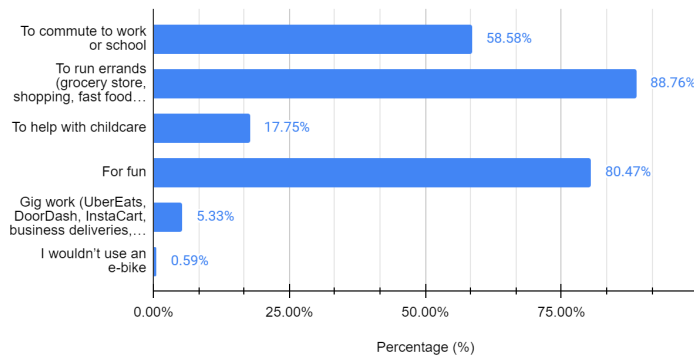
“Going to the park or shoreline to exercise and have fun”

“Going to work or school”

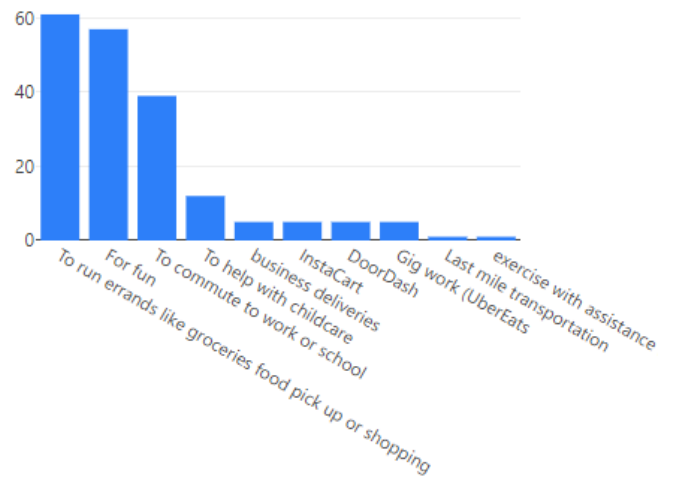
“For recycling”

Overall Community

Which of these trips would you be interested in using an e-bike for?



Priority Zip Codes

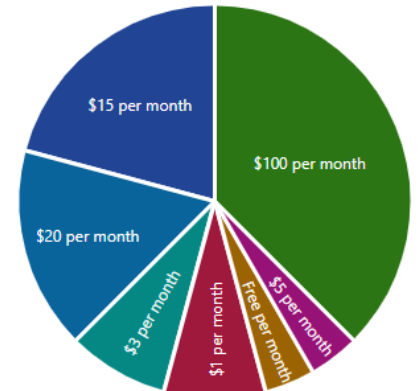
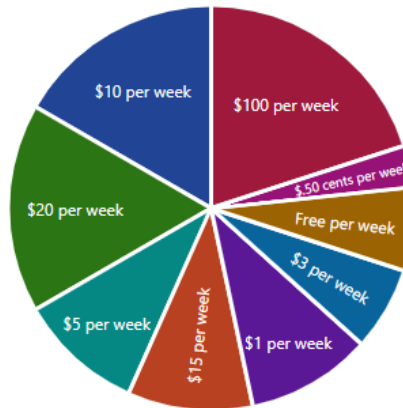
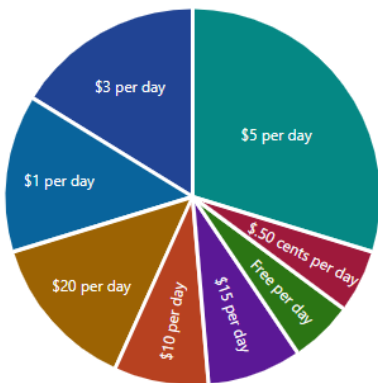


Cost and Qualification

Cost and qualification findings showed strong trends to support a low-to-no-cost program design. A common insight was to have the cost similar or less than current transit options to make the option more balanced. Some findings are summarized below along with direct quotes from the participants. Free was a strong preference shared among community members we engaged with pop-up surveying, where we met community members in their community. Another 17% of in-person responses showed a preference for \$5 per week, about \$1.40 per day. More than 20% of digital responses shared preference of costs of \$5 per day or \$20 per month, showing a continued trend of low-cost choices. Self-reporting income-qualification or using a prior income-qualified program were strongly preferred as methods to focus benefits of this program for income-qualified residents.

Potential costs		Income qualification	
Digital surveying:		In-person surveying:	
79% - Free to \$5 per day		48% - Free	54% - think they'd be income qualified for a reduced rate
64% - Free to \$15 per week		7% - \$1 - \$5 per month	37% - Prefer to self report income qualification
62% - Free to \$20 per month		11% - low cost	20% - Prefer to have the low fare clipper card be the income qualification

Priority Zip Codes



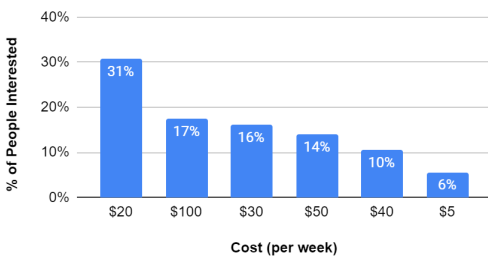
79% - Free to \$5 per day

64% - Free to \$15 per week

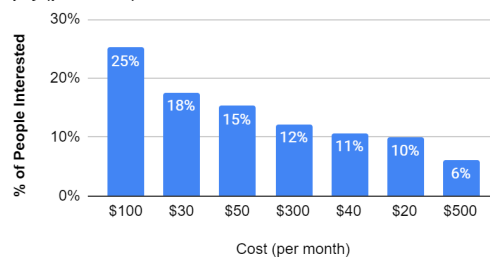
62% - Free to \$20 per month

Overall Community

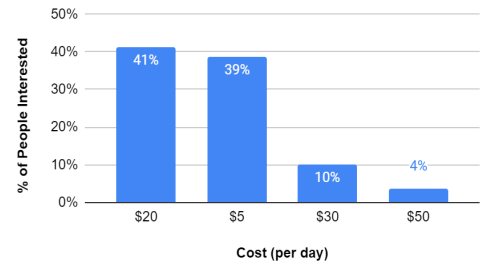
Question 16: If not eligible how much would you be willing to pay (per week)?



Question 16: If not eligible how much would you be willing to pay (per month)?



Question 16: If not eligible how much would you be willing to pay (per day)?



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Community Feedback:

"If an e-bike borrower already participates in another income qualified program, then they should qualify for borrowing at a reduced rate"

"It should be as cheap or cheaper than using a ride-share"

"Why not free?"

"How accessible will this be to BIPOC?"

"How would it be affordable to our community?"

- Even the unhoused can benefit"

"Calling it a Library is problematic

- It sounds like it's part of the Oakland Public Library*
- Unless we can figure out how to make it no-cost*
- Charging people for using the library is confusing."*

"Doesn't see why we should charge for this, other than to have people respect them

- Doesn't see why this should have a high fee."



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Time Period of Reservation

Time period of reservations preferred by SB 535 community members are presented below along with direct quotes from their feedback. There was a need to contextualize a library model for survey respondents. The context was possible with in-person pop-up surveying. Digital survey responses did not have the context of the difference between a library model and a normal bike share. Digital survey responses showed shorter time preferences similar to those seen in bike share models; 17% of digital responses showed a preference for other longer term reservation periods. In-person survey responses showed a stronger preference for reservation periods in the month to month range, as well as several responses preferring a year or longer in reservation periods.

Time period of reservation

Digital surveying:
47% - A few hours

33% - 1-2 days

13% - 1-2 weeks

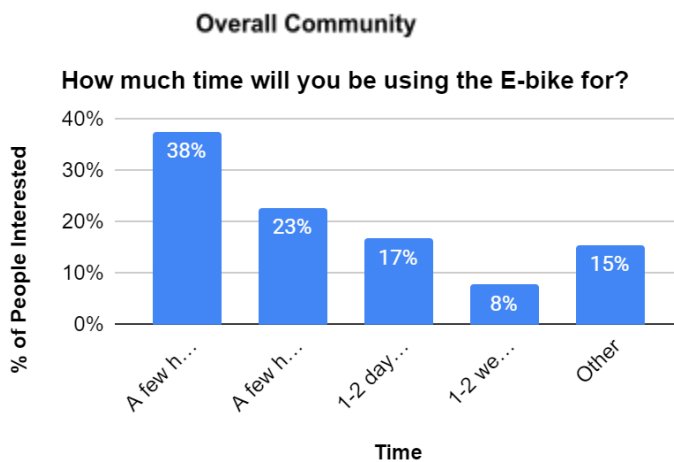
7% - Other More than a month

In-person surveying:

38% - 1-6 Months

32% - 1-3 Weeks

24% - 1 Year or more

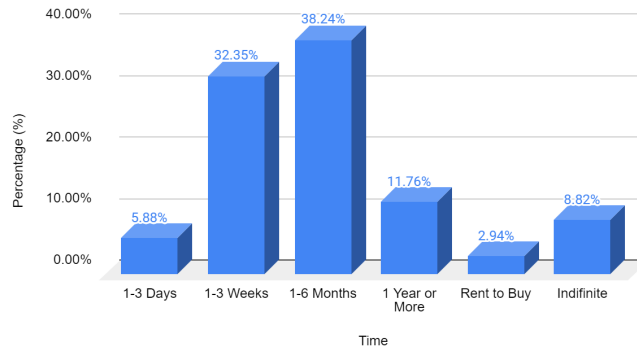


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In Person

How long might you borrow an E-Bike ?



Community Feedback:

"It would be good to have for daily tasks"

"Month long reservation to help people build habits"

"Increase circulation as much as possible to broaden exposure"

"Summer program with school parent to test the bikes"

"Ongoing financial literacy cohort to have continued exposure and support education"

"Hoping to have bike rented for longer than 1-2 weeks"

Bike Selection

Bike selection findings for standard E-bikes consists of 69% preference for a Step-Through design, 38% preference for a standard frame, and 32% preference for a suspension mountain bike. Participants were additionally asked why those choices stood out to them. 77% said that it looks more comfortable, 48% said that it has enough space to carry things, and 40% said that it looks easier to get on or off.



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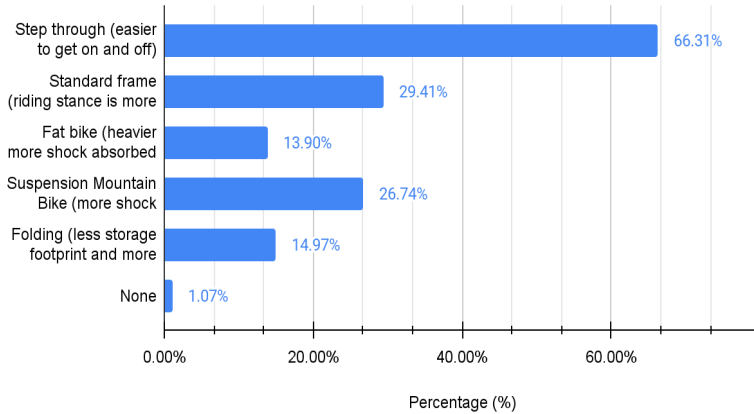
Standard Vehicle Types and Mix Preference



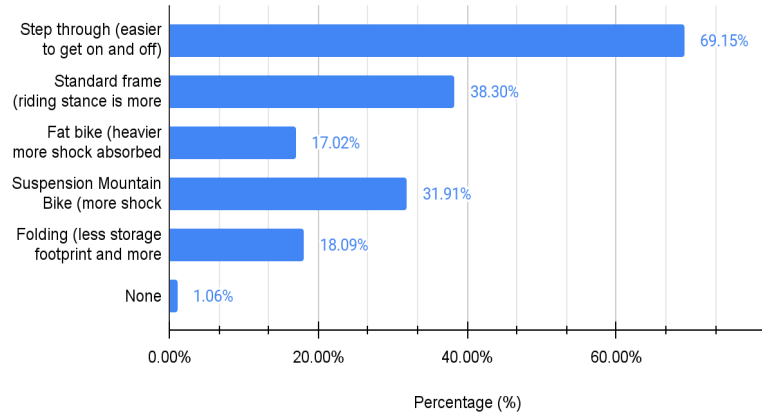
Overall Community

Priority Zip Codes

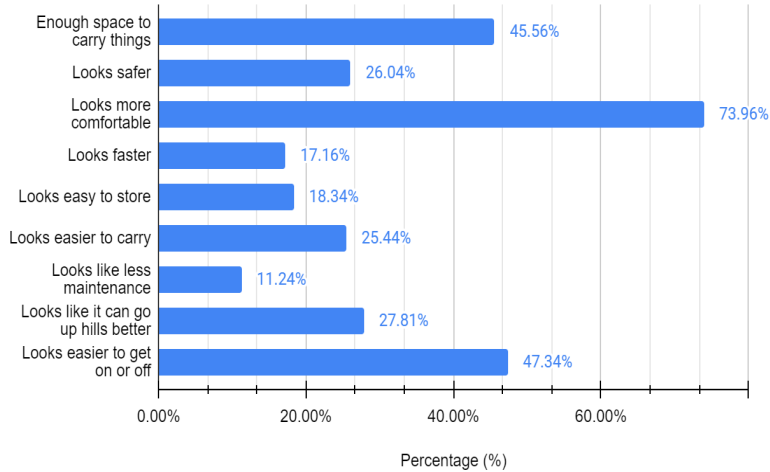
Of the following e-bike types, choose the TOP TWO you'd be interested in borrowing:



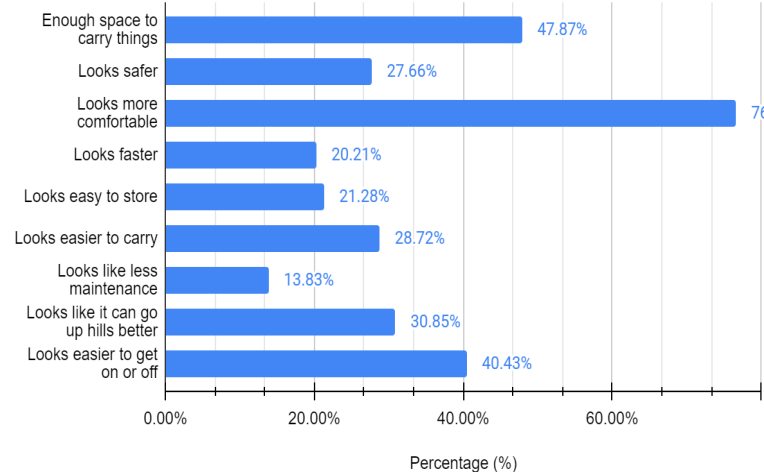
Of the following e-bike types, choose the TOP TWO you'd be interested in borrowing:



Why did those choices stand out to you?

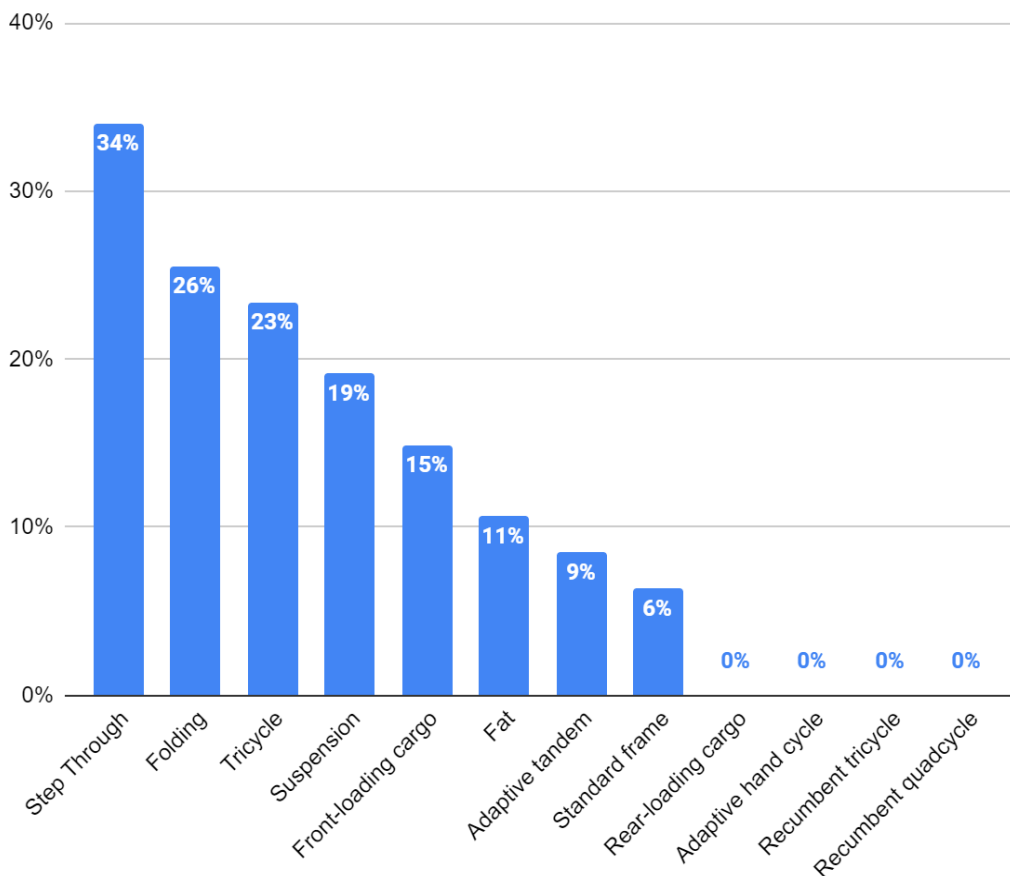


Why did those choices stand out to you?



In- Person

What e-bike would you be interested in borrowing?



Bike selection findings for cargo E-bikes consist of a 53% preference for cargo bike front loaded and a 34% preference for cargo bike back loaded. Results show that top reasons for preferring a cargo E-bike are maneuverability, capacity, location-of-cargo, safety, security, kids, style, and wanting to try it.

Cargo Vehicle Types and Mix Preference & Reasoning



53%
Cargo Bike front loaded



34%
Cargo Bike back loaded



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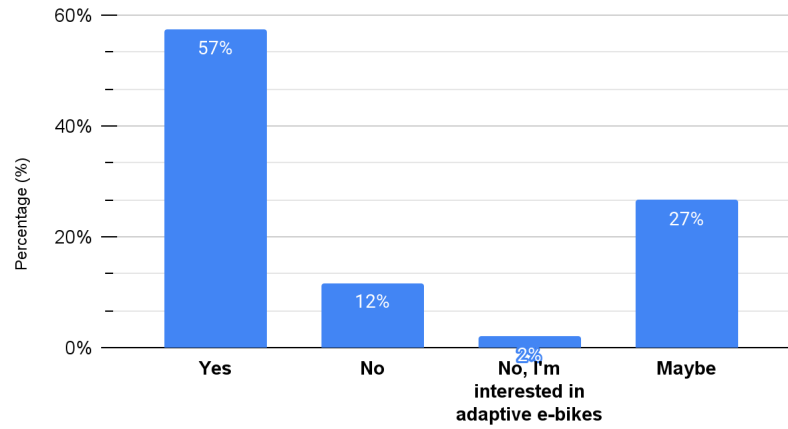
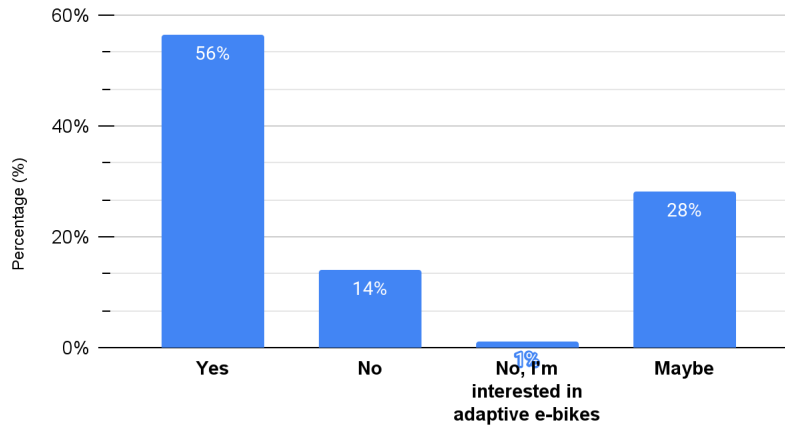
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Overall Community

Priority Zip Codes

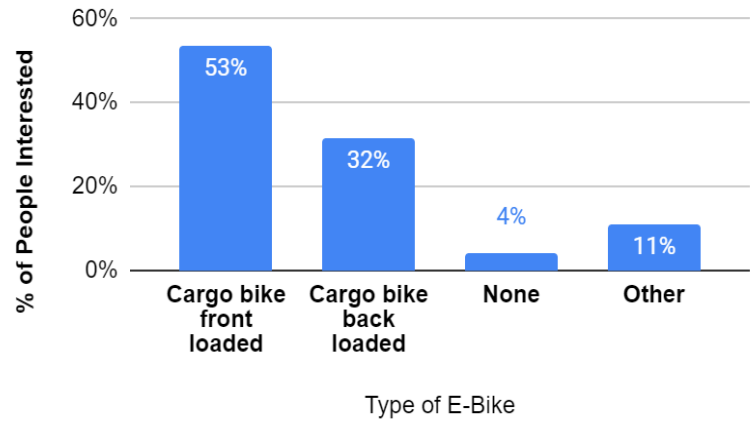
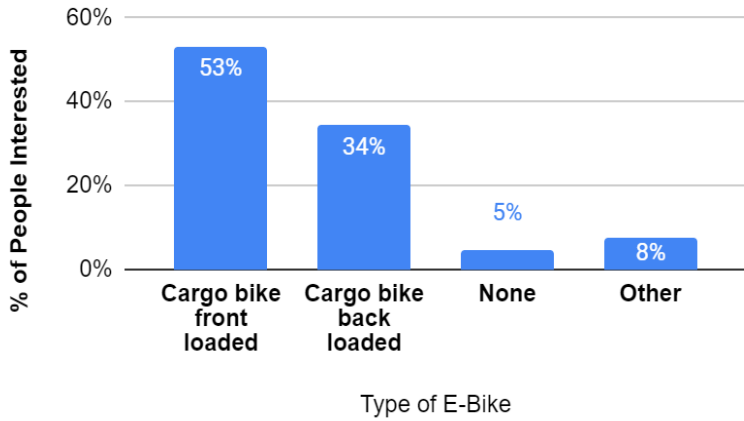
Do you think you'd borrow a cargo e-bike?

Do you think you'd borrow a cargo e-bike?



Preferred E-Bike

Preferred E-Bike



Bike selection for adaptive E-bikes consists of a 24% preference for an adaptive side-by-side tandem tricycle and a 17% preference for a tricycle. The top key words participants used to describe their preference for an adaptive E-bike are fun, easy, safe, style, space, fast, and comfortable. A common feedback insight shared for preference in tandem style bikes was people with different abilities being able to experience mobility while having someone they trust there as well; people experiencing blindness, other disabilities as well as mobility issues shared that a tandem bike would increase their mobility options.

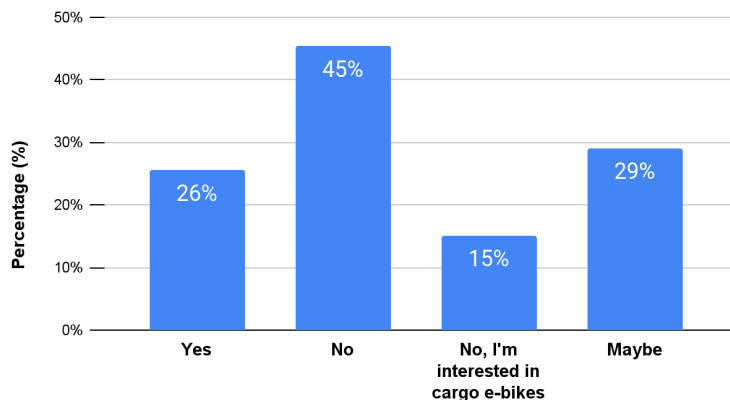
Adaptive Vehicle Types and Mix Preference & Reasoning



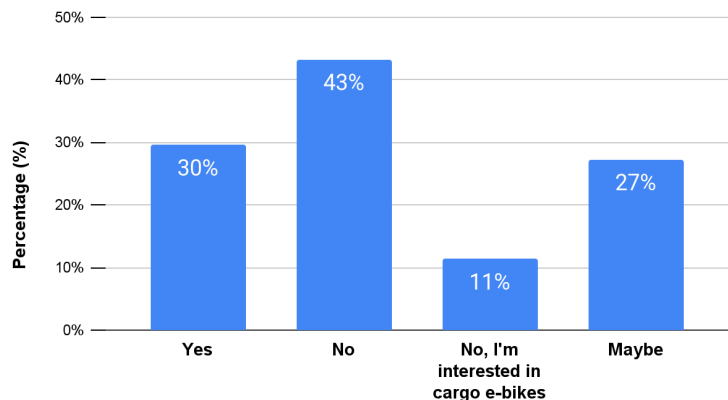
Overall Community

Priority Zip Codes

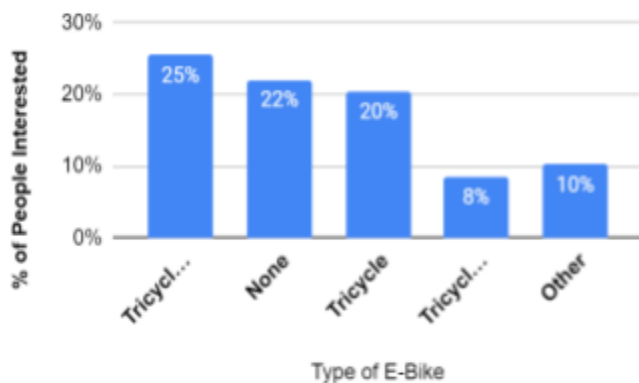
Do you think you'd borrow an adaptive e-bike?



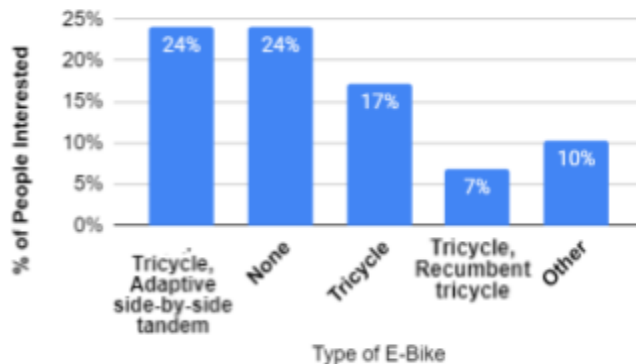
Do you think you'd borrow an adaptive e-bike?



Adaptive E-Bike Preference



Adaptive E-Bike Preference

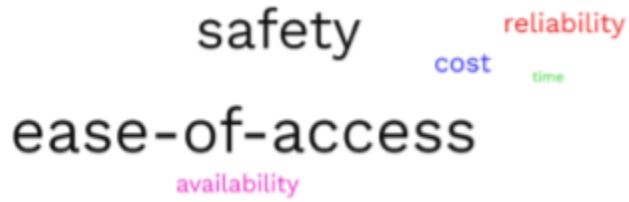


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Community Concerns

Findings illustrated that some things that could stop participants from using this program and e-bikes are ease-of-access, safety, reliability, cost, and time.



Keywords Used:	
Frequency	Word
36	ease-of-access
29	safety
20	reliability
19	availability
18	cost
11	time



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Partner feedback on program design

We connected with 10 bicycling supporting organizations across Oakland's SB 535 neighborhoods, as well as bike shops already supporting e-bikes in the area. 1-on-1's were held to understand the capacity to support the program design as envisioned in the program concepting, as well as gaining deeper understanding of e-bike support in Oakland for this type of program. Of these 11 connections, 4 are being further considered for subcontracting to support the program. Organizations we connected to were named in the concept proposal and others were additionally added as the community engagement progressed. Organizations named in report to City: Spokeland, Bikes4Life, Cycles of Change / The Bikery, The Shed / Scraper Bike Team, Lucky Duck. Additional organizations explored: East Oakland Collective, It Takes A Village Bay Area, The Crucible, BikeHub Fruitvale, Towne Cycles.

There was a strong need for capacity strengthening among original and additional organizations we connected with. When asked if they can support the program, only 1 organization said yes they are ready to support the program as a reservation space, another organization that would serve as a warehouse space also stated they are ready to support the program. Four other organizations shared they could support the program but in a very limited capacity. 3 organizations said no they cannot support the program and 1 stated maybe depending on the program design. Theft prevention was a common concern among organizations we considered for reservation space, including prevention measures requested at the site being considered. The need to have electric bike lifts to safely lift an e-bike for maintenance was another common need shared among bike shop partners. Bosch equipped e-bikes were a common request along with ensuring maintenance feasibility with common and spare parts being considered for the program.

Capacity to support

Yes: 2 (Additional partners: BikeHub Fruitvale, It Takes a Village *warehousing*)

Yes / limited: 4 (Named in report: LuckyDuck Cafe, Bikes4Life, ; and Additional partners: Towne Cycles, The East Oakland Collective)

Maybe: 1 (Additional Partner: The Crucible)

No / limited: 2 (Named in report: Spokeland, The Shed / Scraperbike Team)

No: 1 (Named in report: The Bikery / Cycles of Change)

Positive feedback

Neutral feedback

Negative feedback

<p>a. "Let's check in soon after vehicle choice to size out warehousing need." - <i>ITAV</i></p> <p>b. "Interested in being included in network for maintenance support" - <i>Towne Cycles</i></p> <p>c. "More interested in Job Training Curriculum development - Need grants for developing mechanic training programs Also interested in adaptive e-bikes" - <i>The Crucible</i></p> <p>d. "Ability to participate - Yes, interested, follow up - Need for a bike lift" - <i>Lucky Duck Cafe</i></p>	<p>a. "Staff interest not there but there is community interest - Start smaller then go bigger down the line" - <i>Cycles of Change (The Bikery)</i></p> <p>b. "Need sustainable budget for maintenance and operations support" - <i>Spokeland</i></p> <p>c. "Interested in the end of life of bikes" - <i>The Crucible</i></p> <p>d. "1 year to test partnership is more likely" - <i>Spokeland</i></p> <p>e. "Need to consider if we can dedicate staff member or do all pitch in" - <i>EOC</i></p> <p>f. "Cannot commit to maintenance but can commit to training for maintenance or job training curriculum formation. - Maybe down the line can do maintenance" - <i>The Crucible</i></p> <p>g. "Good idea to avoid costly maintenance by procuring quality - Be aware of manufacturers and distributors cutting corners and using non-quality parts" - <i>Lucky Duck</i></p>	<p>a. "This is another example of ideas being stolen from E. Oakland and support given to others to bring additional program to E. Oakland. - Support what is here" - <i>Scraperbike Team (The Shed)</i></p> <p>b. "Would rather this not happen - There is a lack of leadership - Major effects on program - Pandemic has been huge impact" - <i>Cycles of Change (The Bikery)</i></p> <p>c. " No, not happening, our audience is youth - If focused on families, then maybe" - <i>Scraperbike Team (The Shed)</i></p> <p>d. "No, there is a huge need for storage" - <i>Several CBOs</i> " Need a building" - <i>Scraperbike Team (The Shed)</i></p> <p>e. " No, support what is already being worked on -- Community lending library -- Serves everyone and emphasizes on youth" - <i>Scraperbike Team (The Shed)</i></p>
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Recommendations for program design and implementation.

The following recommendations are informed by conversations with potential program partners, community engagement findings, as well as goals shared in the program scope. Highlighted data points helped inform the choices for program design and procurement.

Type	Initial design	Findings from priority zip codes	Recommendation
Transportation need and use case	Use community engagement to determine transportation need and use case	<p>5. Trips considering e-bike use:</p> <ul style="list-style-type: none"> 88% errands like groceries, food; 83% for fun; 63% commute to work or school; 21% Help with childcare 6% Gig work <p>7. Why did e-bike stand out to you?</p> <ul style="list-style-type: none"> 77% Looks more comfortable 48% Enough space to carry things; 40% Looks easier to get on or off INPERSON ordered with most response first: More social, Looks durable and sturdy, Easier to store, Enough space to carry things, Looks more comfortable, Looks easier to carry 	<p>Prioritize step throughs with cargo capacity. Focus on supporting rider comfort and cargo needs.</p> <p>Consider providing accessories and onboarding to support safe cargo transport with most e-bike types.</p>
Cost to reserve	Consider 2 tier system for collecting potential fares. An income-qualified rate and a market rate	<p>16. What should the lower cost e-bike rate be?</p> <p>INCOME QUALIFIED</p> <ul style="list-style-type: none"> 79% Free to \$1 per hour; 79% Free to \$5 per day; 64% Free to \$15 per week 62% Free to \$20 per month; 38% \$100 per month INPERSON: 48% Free; 7% up to \$5 per month; 7% \$20 per month <p>16a. What should the Market rate be response (overall results):</p> <ul style="list-style-type: none"> 95% \$1 to \$5 per hour; 80% \$5 to \$20 per day; 77% \$1 to \$50 per week 79% \$1 to \$100 per month; 12% \$300 per month, 6% \$500 per month <p>17. Most willing to pay to access e-bike library membership</p>	<p>Options:</p> <ol style="list-style-type: none"> No-cost consistency with Library. Apply fees for no return, late return <ol style="list-style-type: none"> Consider fee dismissal policy Fee approach <ol style="list-style-type: none"> Income-qualified rate to have fee forgiven Market rate to have fee collected Two-tier fare system. Income-qualified rate & market rate <ol style="list-style-type: none"> Income-qualified: Free check outs & renewals Market-rate: \$5 per hour up to 5 hours, \$20 per day up to 3 days, \$25 per week up to 3 weeks, \$80 per month up to 3 months <ol style="list-style-type: none"> Market rate to pay membership fee of \$20 to access library



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		<ul style="list-style-type: none"> • 36% \$20; • 20% No membership fee; • 19% \$50; • 14% \$10; • 5% \$5; <p>18. How might you want to pay?</p> <ul style="list-style-type: none"> • 36% Credit • 32% Clipper Card • 14% Cash • 9% Phone pay • 5% charge to library account 	
Income-qualification for reduced rate	Use community engagement to determine income qualification	<p>14. <u>What should we use to validate income-qualified rate</u></p> <ul style="list-style-type: none"> • 38% Self report; • 20% Low fare clipper card • 17% Zip code of home • 15% EBT food stamps <p>15. Do you think you'd qualify?</p> <ul style="list-style-type: none"> • 21% Yes; 33% Maybe <p>20. <u>What is your zip code?</u></p> <ul style="list-style-type: none"> • 38% 94601; 23% 94608; 21% 94609; 7% 94612; 7% 94621; 6% 94603 <p>21. <u>Age</u></p> <ul style="list-style-type: none"> • 46% 31-45; 30% 46-60; 13% 21-30; 11% 61-80; <p>4.. Interested in participating</p> <ul style="list-style-type: none"> • 77% Yes; 	<p>Self reporting, as consistent with other reduced rate programs in the bay area as well as community engagement results.</p> <p>Limit reservation operation needs by reducing verification requirements</p>
Reservation period	Use community engagement to inform potential reservation periods	<p>12. <u>How long do you think you'd like to borrow an e-bike?</u></p> <ul style="list-style-type: none"> • 47% a few hours • 33% 1-2 days • 13% 1-2 weeks • 17% Other - more than a month <p><u>IN PERSON:</u></p> <ul style="list-style-type: none"> • 30% 1-2 weeks • 30% More than 2 months • 28% 1-2 months 	<p>Consistent with OPL 3 week rental period with 3 renewals unless e-bike is reserved</p>



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<p>Bike types and mix</p>	<p>Use community engagement to inform bike types and mix to consider in procurement</p>	<p>6.. Which bike are you most interested in</p> <ul style="list-style-type: none"> • 69% Step through; • 38% Standard frame • 33% Suspension Mountain Bike • 18% Folding • 17% Fat Tire <p>10. Which Cargo or Adaptive bike?</p> <ul style="list-style-type: none"> • 57% Cargo bike front loaded • 30% Cargo bike back loaded • 33% Tricycle; • 28% Adaptive tandem side-by-side • 8% Adaptive hand cycle, Recumbent tricycle, Recumbent quadcycle <ul style="list-style-type: none"> • INPERSON ordered with most response first: 34% step through; 30% Tricycle; 26% folding; 26% Cargo front loaded; 21% Suspension; 10% side-by-side; 10% fat tire; <p>25. What additional features would you like to see on e-bikes</p> <ul style="list-style-type: none"> • 19% Bright lights (to increase nighttime visibility) • 16% More cargo racks (to carry more things); • 14% Fenders (to block water / debris) • 13% Throttle assist trigger (to assist when pedaling is less than ideal) <p>Partner Feedback:</p> <ul style="list-style-type: none"> • Bosch preferred • Consider rider experience • Emphasize bike safety as well as traffic safety • Beware of manufacturers with newer or proprietary hardware 	<p>Prioritize step throughs that support safe cargo transport and rider comfort. Ease of use should also be considered in the bikes chosen.</p> <p>Risk should be limited by focusing on quality e-bikes to limit equipment maintenance needs and increase rider comfort. Electrical equipment, like batteries and motors, should be certified to be safe for public use as determined by UL.</p> <p>Preference for Bosch equipped e-bikes should be considered to increase maintenance support in the region. E-bikes equipped with alternate systems other than Bosch should have operations established regionally to support the program in the long term.</p>
<p>Partner feedback</p>	<p>Connect with past Let's Bike Oakland supporting organizations to gather partner feedback</p>	<ul style="list-style-type: none"> • 1 organization said yes they are ready to support the program as a reservation space, • 1 organization said yes they are ready to support the program as a warehouse space • 4 other organizations shared very limited capacity to support. • 3 organizations said no they cannot support the program • 1 stated maybe depending on the program design. <ul style="list-style-type: none"> • Theft prevention a common concern • Bosch equipped e-bikes preferred 	<p>Carry out a smaller project size with a soft launch. The quantity of bikes should be reduced to be able to have proper support from community partners.</p> <p>Increase e-bike support capacity at organizations who partner as maintenance partners, as well as reservation space partners.</p> <p>Limit program exposure to decrease risk of theft.</p> <p>Test program design and adjust to meet equity goals</p>



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Additional learnings	Gain additional insights using community engagement survey	<p>1. Current Travel method:</p> <ul style="list-style-type: none"> 73% Drive alone; 67% Walking; 57% Bicycle; 54% BART; 43% Carpool; <p>2. Had experience using e-bike:</p> <ul style="list-style-type: none"> 29% e-bicycle; 52% bicycle; 7% cargo no e-assist, 5% e-cargo, 4% none, 3% adaptive no e-assist, 1% scooters/e-scooters <p>3. How do you feel about program? 50% Excited; 37% Ready; 10% Nervous;</p> <p>19. Barriers: Distance to e-bike pickup, crime, traffic, health, restrictions for operating the bike, maintenance, multiple fees, No barriers, Cost, Qualifying, Weather, Storage, Theft risk, Health/Injuries, Bike Weight, Safety</p> <p>22. Race or ethnicity: 43% White/Non-Hispanic; 15% Asian/Asian American; 15% Black/African American; 12% Latino/Hispanic; 8% prefer not to share</p> <p>23. Gender: 40% Female; 51% male; 9% non-binary or other</p> <p>24. Additional languages: 47% Spanish; 11% Vietnamese; 11% Chinese/Cantonese; 4% American Sign Language, Hmong, Arabic, Khmer</p> <p>26. Other groups to connect with: Scaper Bike team, Transform, NCP's , East Oakland, Oakland Public Library, East Oakland Collective, Senior centers, Bike East Bay; Walk Oakland Bike Oakland, Downtown street team, West Oakland Cultural Action Network, Guatamalan community East Bay Bike Coalition, Shelters, Schools, Local Bike Co-ops, Spokeland, Low-income Asian community, Students, Calfresh/DREDF</p> <p>27. Ideas for promoting the program? Ride with large flag as advertisement, Bike parties, Safety rides, organizations in E. Oakland, Social Media, Billboards, Libraries and Schools, Multiple languages, Fliers at housing complex, Buy nothing groups, Golden Gate Neighborhood Association, BART station ads, Fliers, Nextdoor, word of mouth, library, grocery store</p>	



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<p>Access to e-bikes</p>	<p>Participant does a survey, proves eligibility for reduced rate.</p> <p>E-bike pickup is coordinated with reservation partners</p>	<p>See OPL rules</p> <p>Theft prevention at partner sites is pivotal to ensure longevity of program support</p>	<p>Consistent with OPL with additional requirements consistent with metrics gathering</p> <p>E-bike pickup and reservation is coordinated with reservation partners.</p> <p>Keep location announcements minimal.</p>
<p>Marketing considerations</p>	<p>E-bike library with 500 e-bikes including Cargo, folding, adaptive e-bikes</p> <p>Rentals at low or no cost</p>	<p>Consider language regarding reduced equipment quantity.</p> <ul style="list-style-type: none"> - How Plus-Up supplements original intent to support more equipment? <p>Consider messaging regarding fees.</p> <ul style="list-style-type: none"> - What they will be paying for. - How this is consistent with other programs. <ul style="list-style-type: none"> - OPL Tool Lending Library fees and deposits. 	<p>Maintain program description consistency with OPL or other Bay Area Library programs</p>
<p>Making reservation</p>	<p>Use online tool and phone call to reserve, if not available then use OPL</p>	<p>Online reservation tools not budgeted</p> <p>OPL not interested in involvement at the moment</p>	<p>Use reservation tool with minimal costs to operation</p> <p>Maintain as much as possible, operation rules consistent with OPL to prepare for potential adoption</p>
<p>Reservation & Maintenance network sustainability</p>	<p>Bike shops serve as reservation and maintenance space for program</p>	<p>Bike shops do not have sufficient capacity to support multiple elements of e-bike reservation and maintenance.</p> <p>Bike shops are concerned with theft increase due to e-bike activities</p> <p>Increase in capacity for e-bike repair and maintenance is needed across all partners considered for program to support participants</p>	<p>Keep program operations for reservations and maintenance separate</p> <p>A. Provide electric bike lifts (5)</p> <p>B. Provide mechanic tools (5)</p>
<p>Participant access to maintenance</p>	<p>Go to bike shop to get maintenance</p>	<p>Maintenance partners need capacity support including equipment to support safe maintenance and repairs of e-bikes</p> <p>Maintenance partners requested training for e-bike maintenance</p>	<p>Go to maintenance partner bike shop to get free e-bike maintenance or basic repairs</p> <p>Maintenance partners to invoice for their service up to contract cap.</p> <p>Bonus includes the electrical lift,</p>



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			revenue share in year 3
Participant access to e-bike safety support	Participant to agree that they are proficient. If not proficient, then they are to go to Bike East Bay.	Outreach budget needs of 10% for outreach purposes gives opportunity to support e-bike and traffic literacy activities to limit risk in participant operations of e-bikes. Partner feedback uplifted need for traffic safety education support. Community feedback also showed concern for traffic safety as well.	Coordinate with reservation space partner to receive supplemental e-bike and traffic literacy support
E-bike procurement	Use community engagement for program design to inform vehicle types and mix to procure. Evaluate vendors using procurement requirements and program goals. Equipment to test: a. Carbon Fiber Belt Chain b. Velotric c. Element LEV d. Current Vendors	Community needs showed strong preference for step throughs with cargo capacity. Quality e-bike equipment was strongly recommended by partners being considered for the program. A. Preferred vendor a. Standard bikes - Pedego b. Alternate standard bikes - Gazelle through BlueHeronBikes c. Cargo bikes - Tern & Urban Arrow d. Adaptive bikes - McIlwain Mobility & JPM Pro Equipment findings: a. Carbon fiber belt chain is long lasting but difficult to work with during the most common repair, changing a flat tire. b. Velotric was a good platform but lacked safety features needed in a public facing program. c. Element LEV e-bike Lithium Batteries are not UL certified. Element LEV operational support needs more evidence d. See preferred vendors	Consistent with program goals, procurement criteria and community engagement A. UL certified, Bosch equipped or demonstrate operational and maintenance support B. Operational support items to be gained from vendor proposals an negotiations a. Telematics, helmets, locks, battery boxes,
Additional measures to limit risk	Make sure each rider has a helmet Each rider has to sign agreement and waiver	There has been an increase in risks across multiple elements needed to run a lending library: payment systems, digital sites and databases, theft at physical sites. A soft launch would allow for testing for the program while limiting exposure to the risks. Potential partners have also requested 1 year to test the relationship and program.	Helmet and Waiver required Increase safety measures in operations and maintenance 1. Operations a. Digital operations - reservation and communication tools b. Participant operation - traffic literacy and equipment



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			onboarding 2. Maintenance <ol style="list-style-type: none"> a. Repair and maintenance safety - bike lifts and battery storage SOP b. Equipment storage and handling
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Appendix

Survey data presentation

Presentation link: <https://drive.google.com/file/d/1Op4fFapWWi0Di1ySTYkOtFzlh4uaFkRe/view?usp=sharing>

OPL Circulation Policy:

<https://oaklandlibrary.org/policies/circulation-policy/#:~:text=Most%20circulating%20Library%20items%20may,owning%20branch%20during%20open%20hours>

OPL Tool Lending Library Rules:

<https://oaklandlibrary.org/otll/tool-list/>

Presentation feedback and notes:

https://docs.google.com/document/d/1sW_rUe-ALlqvNA2pUuiKJGDABJJf5MfIVQI5ykCVvuA/edit#heading=h.em1ebzcbmmbm



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