

## Attachment A

Issue	Staff Recommendation and Rationale	Permit Reference	Status
<p>1. How many vendors would be permitted in the pilot program?</p> <p>Councilmember Carson Councilmember Margeson Councilmember Birney Councilmember Padhye</p>	<p>The City will limit the number of vendors for the pilot to two vendors that meet all the City requirements.</p> <p>Rationale</p> <ul style="list-style-type: none"> <li>• Reduce the monitoring burden for the City,</li> <li>• Reduce the complexity for users and residents,</li> <li>• Improve the service each company can provide in meeting permit requirements.</li> <li>• Maintain price competition to keep the service affordable.</li> </ul> <p>The first two vendors that complete the application process and meet all the requirements will be granted permits.</p> <p>Revision for 3/26/19 After additional review staff recommend a competitive process to select vendors. There are three vendors that have secured permits in the City of Seattle and numerous bike share vendors across the United States. A competitive process will help ensure that the highest quality vendors are selected to provide service rather than simply the first two that apply.</p>	<p>These criteria will be in the application process, and not in the permit conditions.</p>	<p>Opened 5/22/18 Closed 7/10/18 Revised 3/26/19</p>
<p>2. What would be considered a proven track record?</p> <p>Councilmember Birney</p>	<p>Proven Track Record:</p> <ul style="list-style-type: none"> <li>• Must be functioning legally in at least two U.S. cities for at least 6 months;</li> <li>• Must have at least 500 bikes deployed nationwide at the time of application;</li> <li>• Must have Class 1 e-bikes deployed in at least one city for at least three months;</li> <li>• Must provide two government-entity references from two different cities with 6-month of deployment;</li> <li>• References must respond affirmatively when asked if the company's bike quality and operational compliance are "satisfactory".</li> </ul> <p>Rationale</p> <ul style="list-style-type: none"> <li>• Increased confidence for stability in an industry that is new.</li> </ul>	<p>These criteria will be in the application process, and not in the permit conditions.</p>	<p>Opened 5/22/18 Closed 7/10/18 Revised 3/26/19</p>

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	<ul style="list-style-type: none"> <li>Addresses vendor experience with both e-bikes and standard bikes.</li> </ul> <p>Revision for 3/26/19</p> <p>Dockless bike share has been operating for nearly two years across the United States. The industry is now more developed and several companies have a longer operating history and are operating in numerous cities.</p> <p>It is recommended to increase the minimum requirements, or proven track record, needed to apply for a bike share permit. Smaller or brand-new companies may be prone to issues such as bankruptcy or inability to acquire newer vehicles which may include new safety features.</p> <p>A new proposed minimum requirement is:</p> <ul style="list-style-type: none"> <li>Legally operating in a minimum of five U.S. cities for at least 6 months</li> <li>Minimum 2,500 bikes deployed nationwide at the time of application</li> </ul> <p>Note that references will now be checked as part of the application process rather than as a minimum qualification to allow the quality of reference provided to be considered in the selection process.</p>		
<p>3. What is the right number of bikes for Redmond during the pilot?</p> <p>Councilmember Padhye</p>	<p>Staff recommends a total initial quantity of 400 bikes in Redmond and allowing phased expansion of 50 bikes per permittee based on compliance and demand. Total bike quantities will not exceed 800 during the pilot program.</p> <p>Rationale</p> <ul style="list-style-type: none"> <li>Redmond's own study of docked bike share indicated a minimum of 125 bikes in Overlake and a minimum of 125 in downtown (250 total) to establish a successful docked bike share program.</li> <li>Comparison analysis of Nike campus bike share program shows a campus like Microsoft may have a demand requiring over 1000 bikes.</li> <li>A comparison analysis of Seattle with 10,000 bikes shows an equivalent number of bikes in Redmond to be near 1000 bikes.</li> </ul>	<p>D1. Minimum Quantity</p> <p>D2. Maximum Quantity</p> <p>D3. Phase Timing</p> <p>D4. Seasonal Reduction</p> <p>D5. Subarea Zones</p> <p>D6. Deployed Bikes Definition</p>	<p>Opened 5/22/18</p> <p>Closed 7/10/18</p>

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	<ul style="list-style-type: none"> <li>400 bikes are expected to be around 40% of these comparison values; Starting at this low level allows time to assess the impact of a smaller number of bikes before allowing for more.</li> </ul>		
<p>4. What types of bikes will be required in the pilot program?</p> <p>Councilmember Margeson</p>	<p>Staff recommends a minimum of 10 percent of the bike fleet be Class-1 e-bikes. Staff is also recommending no scooters be allowed during the pilot.</p> <p>Rationale</p> <ul style="list-style-type: none"> <li>Standard bikes are more affordable than e-bikes and require less support.</li> <li>Areas of Redmond expecting heavy use – Downtown, Marymoor, and Overlake -- are each relatively flat and standard bikes are sufficient.</li> <li>Areas of Redmond are hilly and will benefit from the option of e-bikes.</li> <li>A portion of Redmond’s population will prefer the assistance of e-bikes.</li> <li>Suggest focusing on bikes and considering scooters at a later date.</li> </ul>	<p>A2. Other Bike Types</p> <p>D1. Minimum Quantity</p>	<p>Opened 5/22/18</p> <p>Closed 7/10/18</p>
<p>5. How will the pilot program be structured – by neighborhood, or rotated to different areas, or the entire city?</p> <p>Councilmember Anderson</p>	<p>Staff recommends that bike share is implemented citywide. However, language exists in the draft permit allowing the City to create subarea zones if needed to manage bike clutter or to make sure bike share services exist where needed.</p> <p>Rationale</p> <ul style="list-style-type: none"> <li>The vendors are likely to provide bikes where the demand is.</li> <li>Staff will monitor bike availability and use in neighborhoods during the pilot</li> <li>Logical subarea zones are where excess bikes are causing clutter or where a lack of bikes denies populations of this transportation option.</li> <li>Subareas would require quantity minimums or maximums and monitoring.</li> <li>The pilot evaluation will include bike availability and demand in all neighborhoods, with a particular interest in low-income areas.</li> </ul>	<p>D5. Subarea Zones</p> <p>E1. Purpose</p> <p>E2. Automatic Triggers</p> <p>E3. Time of Response</p>	<p>Opened 5/22/18</p> <p>Closed 7/10/18</p>

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<p>6. How do we encourage the vendors to educate the public on safety?</p> <p>Councilmember Birney Councilmember Anderson Councilmember Padhye Councilmember Margeson</p>	<p>Proposed permit conditions stipulate that educating users is a duty of the vendor. They also include a list of prescriptive items the City believes should be proactively addressed (helmet use, age limits, traffic laws, etc.).</p> <p>Rationale</p> <ul style="list-style-type: none"> <li>The use of a bike is an agreement between a user and the vendor creating a joint responsibility to address local regulations.</li> <li>This is the same approach used by Seattle and other communities permitting bike share of this kind.</li> </ul>	<p>A7. User Education A8. Education Responsibility</p>	<p>Opened 5/22/18 Closed 7/10/18</p>
<p>7. How are we addressing equitable access to bike share?</p> <p>Councilmember Anderson Councilmember Margeson Councilmember Birney</p>	<p>Providing options for both standard bikes and e-bikes allow for a lower cost option at the outset. During the pilot phase, staff will monitor any bike share price changes and the availability of bikes in low-income areas. In addition, staff will explore options for those who do not have credits cards or smartphones.</p> <p><u>Revision for 3/26/19</u>  <u>It has now become more common for jurisdictions to include permit language requiring bike share vendors to provide access for those without credit cards or smartphones. A new permit condition has been added to require vendors to provide an option to rent a bike share bicycle without a smart phone or credit card.</u></p>	<p>A9. Non-Smartphone Rental</p>	<p>Opened 5/22/18 Closed 7/10/18 Revised 3/26/19</p>
<p>8. Are there specific parking rules for Redmond?</p>	<p>The proposed permit conditions include a detailed list of general parking rules and a drawing that details the area of a sidewalk for bike share parking. Parking complaints are expected to be resolved within two hours, 6:00 am-9:00 pm, 7 days/week, otherwise by 7:00 am the following day.</p>	<p>B3. Parking Response Time C1. Where to Park</p>	<p>Opened 5/22/18 Closed 7/10/18</p>

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Councilmember Birney	<p>Rationale</p> <ul style="list-style-type: none"> <li>• Responds to significant concerns related to safety and bike clutter.</li> <li>• Alignment with Redmond's existing bike parking code (RZC 21.40.020.B.4).</li> </ul>	<p>C2. Where NOT to Park</p> <p>C3. How to Park</p> <p>C4. Non-Right-of-Way Parking</p> <p>C5. Creating Parking/No-Parking Areas</p> <p>C6. Parking Duration</p>	
<p>9. How is this going to impact the City budget?</p> <p>Councilmember Carson</p> <p>Councilmember Birney</p>	<p>Staff recommends full cost recovery for the City costs to issue and administer the permits, in keeping with existing Council policy.</p> <p>Rationale</p> <ul style="list-style-type: none"> <li>• The following four fees, which are already part of the right-of-way use permit fee structure, will be used to pay for city staff time: <ul style="list-style-type: none"> <li>➤ Permit Application Fee – Cost of City time for permit review.</li> <li>➤ Process, Review, Inspection Fee – Compliance monitoring costs.</li> <li>➤ Performance Bond – protection up to \$10,000 in case of abandonment.</li> <li>➤ Reimbursement – Costs of City staff or PD monitoring, or moving bikes.</li> </ul> </li> </ul> <p>Revision 3/26/19</p> <p>Planning, Public Works, and Finance are coordinating to establish a set of new bike share related user fees which would be adopted by Council to ensure full cost recovery. This is anticipated to be completed on a timeline aligned with the bike share approval process.</p>	<p>G1. Application Fee</p> <p>G2. City Evaluation and Operation Fees</p> <p>G3. Performance Bond</p> <p>G4. Reimbursement</p> <p>G5. City Charges</p>	<p>Opened 5/22/18</p> <p>Closed 7/10/18</p> <p>Revised 3/26/19</p>
10. Do we have specific e-bike rules? Where can they go?	<p>Bike share e-bikes will be Class-1 only and are allowed on the city's rights-of-way where standard bikes are allowed.</p> <p>Rationale</p>	A2. Other Bike Types	<p>Opened 5/22/18</p> <p>Closed 7/10/18</p>

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Councilmember Birney	<ul style="list-style-type: none"> <li>Recent State legislation specifies 3 classes of e-bikes, Classes 1 and 2 are limited to low-power motors governed at 20mph.</li> <li>The law states these two classes are allowed where standard bikes are allowed unless a current law/rule restricts e-bikes.</li> <li>The law also requires consistency on multi-jurisdictional trails.</li> <li>Redmond changed its park rules to be consistent with the State in March 2018, which included a 15mph speed limit,</li> <li>Class-1 e-bikes are “electric assist” only—power requires pedaling.</li> </ul>		
<p>11. Interested in what can be done with Geofencing, and can the vendors know if the bikes are lying down?</p> <p>Councilmember Margeson</p>	<p>At the start of the pilot, staff does not intend to require geofencing or provide marked bike share parking areas, however, a permit condition does allow the City to implement geofencing at any time. Staff currently does not recommend requiring the technology to recognize that bikes are upright, however, this could be incorporated at any point in the future as that technology advances.</p> <p>Rationale</p> <ul style="list-style-type: none"> <li>GPS accuracy is around 10 ft. when in open areas, and worse when the bike is near large buildings (+100 ft. inaccurate).</li> <li>Geofencing accuracy will not work for specific areas of a sidewalk, for example, but will in larger areas like parks.</li> <li>Currently, staff is unaware of a vendor who has outfitted their bikes with the ability to recognize if the bike is standing.</li> <li>Staff will continue to monitor the technologies and practices of the industry to require any valuable new capabilities.</li> <li>Staff has also inquired with Parks if there are areas to geofence. The intent is to create geofenced areas as issues arise.</li> </ul>	C5. Creating Parking/No-Parking Areas	<p>Opened 5/22/18</p> <p>Closed 7/10/18</p>
<p>12. Metrics on safety, injury, complaints, use, accountability?</p> <p>Councilmember Birney</p>	<p>The staff recommends focusing data on safety and compliance, with minimal data demands on trips and transportation planning data during the pilot. Permit language allows the ability to modify the data requested from the vendor at any time.</p> <p>Rationale</p>	<p>F1. Monitoring</p> <p>F2. Mobility Data Specifications</p> <p>F3. Safety Reports</p> <p>F4. Community Service Data</p> <p>F5. Compliance Measures</p>	<p>Opened 5/22/18</p> <p>Closed 7/10/18</p> <p>Revised 3/26/19</p>

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Councilmember Anderson Councilmember Padhye Councilmember Margeson	<ul style="list-style-type: none"> <li>To minimize staff time and data management, staff is suggesting focusing on monitoring safety issues (daily), bike quantities (daily), and complaint &amp; response times (weekly) – the data necessary to monitor program success.</li> <li>The proposed permit language allows for the development of compliance measures (pass/fail criteria) over time, as data is gathered and criteria are developed</li> </ul> <p><u>Revision for 3/26/19</u>  Bike share data analysis continues to evolve and has recently created a method, called the Mobility Data Specification, to more efficiently gather data regarding use. This eliminates the previous approach of each individual City determining separate data requirements which led to special work processes for vendors and high amounts of data processing for Cities.</p> <p>In addition, there is now a third party bike share data industry that the City could utilize to process trip data. This service would be an eligible expense for Washington State Eastside bike share funds.</p>	F6. Future Data	
13. What will be the enforcement method (2 strikes you're out, increasing penalties, loss of the permit)?  Councilmember Anderson Councilmember Margeson	<p>Ordinance (language being added to RMC 12.08)  12.08.070 Criteria for suspension, revocation, or modification of the permit.  The Director of Public Works may suspend, revoke, or modify any permit issued under this section when such permit holder, or any party to the permit:</p> <ol style="list-style-type: none"> <li>(1) Violates any of the terms and requirements outlined in the approved permit;</li> <li>(2) Exceeds the scope of the use or work outlined in the permit application;</li> <li>(3) Has obtained a permit by fraud, misrepresentation, concealment, or through inadvertence or mistake;</li> <li>(4) Makes a misrepresentation or fails to disclose a material fact to the City related to any of the obligations set forth in this chapter;</li> </ol> <p>Rationale  The language above is being added to the right-of-way use permit code to clarify the potential enforcement responses when the permit conditions are not met.</p>	N/A	Opened 5/22/18 Closed 7/10/18

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14. Can we integrate bike parking into PW projects and schools?  Councilmember Anderson	<p>Current code and practice does add bike racks to public infrastructure projects and development where appropriate. During the pilot, staff will assess if and where additional bike parking may be needed including bike-parking racks, corrals, and painted boxes.</p> <p>Rationale</p> <ul style="list-style-type: none"><li>Currently, <a href="#">RZC 21.40.020</a> requires new developments to place short-term bike parking outside in an open, highly-visible area within 100 ft. of the building entrance.</li><li>The quantity of parking depends on use, units, or square footage.</li><li><a href="#">Part F</a> of this code section also requires bike parking at transit stops along Transit Modal Corridors where there is no bike parking in reasonable proximity.</li><li>Go Redmond program provides grants for property owners who would like to put in bike parking.</li><li>Go Redmond has also helped fund numerous publicly-owned bike racks around the city in the public right-of-way.</li><li>It is a general practice in appropriate PW projects to consider the need for bike parking.</li></ul>	N/A	Opened 5/22/18 Closed 7/10/18						
15. What are the effects of bike share deployment in the fall, after missing the peak summer season?  Councilmember Anderson	<p>Staff is recommending a “seasonal reduction” permit clause which allows the Director to reduce the number of bikes in the off-season to 75 percent of the maximums.</p> <p>Rationale</p> <ul style="list-style-type: none"><li>Staff does not expect this clause to be applied if the fleet is deployed in the fall because the initial fleet is below expected need.</li><li>Bike-share ridership is likely to be lower as a result of starting in the fall, however, the pilot will finish with the summer peak.</li></ul>	D4. Seasonal Reduction	Opened 6/12/18 Closed 7/10/18						
16. Which bike shops offer rentals and how do they feel	<table><tr><th>Shop Name</th><th>Rentals</th><th>How will Bike Share affect your business?</th></tr><tr><td></td><td></td><td></td></tr></table>	Shop Name	Rentals	How will Bike Share affect your business?				N/A	Opened 6/12/18 Closed 7/10/18
Shop Name	Rentals	How will Bike Share affect your business?							



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this will affect their business?  Councilmember Carson Councilmember Fields	Element Cycles	Yes	People will get free bikes and not rent or purchase bikes. It will affect us negatively.		
	Performance Bicycle	No	Not sure it will affect business. Did not affect sales in Seattle store when bike share was implemented there.		
	Redmond Cycle	Yes	It would affect business negatively. People would use the bike share bikes at a low price, and not purchase a bike.		
	Trek Bicycle	No	Can't imagine that putting more people on bikes would be a bad thing.		
	Pedego Electric Bikes	Yes	If the bike share includes E-bikes, it will hurt my business.		
	Edge & Spoke	Yes	We think it will affect our business a little, but it will not kill our rental business.		
17. What is the market for bike share in Redmond?  Councilmember Carson Councilmember Fields	Staff recently (January 2019) reached out to the two bike share vendors that are currently providing bike share bicycles in the central Puget Sound region, Lime and JUMP. Their responses are summarized below.  <i>Lime</i> Lime sees a market for electric scooter share but is not sure if a market exists for bicycle share in Redmond. The company cited two recent experiences in the central Puget Sound region: <ul style="list-style-type: none"><li>- Mercer Island The City paid Lime to launch bicycle share services for three months. After this period Lime determined there is a market in Mercer Island and is operating without a City subsidy.</li><li>- Tacoma Tacoma recently allowed Lime to launch a fleet of both electric scooters and electric bicycles at the end of 2018. As of February Lime will revise the fleet to keep the electric scooters, which are well utilized, and remove the electric bicycle share vehicles due to low utilization.</li></ul>			N/A	Opened 7/10/18

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	<p>Lime anticipates needing a City subsidy to launch an exclusively bicycle based sharing service given lower utilization of electric bicycles than electric scooters in both local and national markets. If both scooters and bicycles are permitted then Lime could launch without a subsidy.</p> <p>Lime would prefer to launch with a combination of approximately 250 electric bikes and scooters in the public right of way (minimum 150 scooters). If employers, such as Microsoft, are interested then Lime may consider deploying an additional 150 to 250 vehicles on private property at launch.</p> <p>As the system grows Lime would prefer to determine the number of vehicles based on use (such as at least 3 rides per scooter per day) rather than cap the total number of vehicles. If use is lower than 3 rides per scooter per day then Lime looks to reduce fleet size due to costs.</p> <p><i>JUMP</i></p> <p>JUMP sees a market for bike share in Redmond, particularly for electric bikes. Determining market size can be difficult but their initial estimate is that a minimum of 250 bikes per each bike share company would be necessary at launch.</p> <p>Cities like Redmond with strong Uber rideshare business have built JUMP demand quickly. Long term numbers would depend on success of the system but the number of bikes could potentially grow to 750.</p> <p>In addition, it would be ideal for neighboring cities such as Redmond, Bellevue, and Kirkland to have similar regulations and operating frameworks. This reduces operational costs and benefits users who ride between cities.</p>		
18. Are we overregulating on bike quantity, device types, and	<p>Staff has attempted to minimize regulation while addressing the concerns of the Council and community.</p> <p>Rationale:</p>	A2. Other Bike Types	Opened 7/10/18

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<p>off-season quantity reductions?</p> <p>Councilmember Myers</p>	<ul style="list-style-type: none"> <li>Quantity: Evidence from Seattle's pilot study indicates regulating bike-fleet quantity reduces can help limit the number of bike share bicycles on City streets which may in turn help reduce clutter. Quantity maximums have been calculated based on Seattle &amp; Nike-campus (Portland) bike densities, and from vendor surveys.</li> <li>Types: Requiring that at least 10 percent of the bike fleet be e-bikes improves options for users with minimal market distortion, since the market indicates a higher percentage is likely.</li> <li>Scooters: Scooter sharing programs are now operating across the country. These operations have raised safety concerns in many communities but initial studies do not provide a clear answer regarding whether or not there is an actual safety issue. A Portland Bureau of Transportation Study found that scooter sharing has the potential to contribute to a reduction in serious injuries and fatalities from all types of transportation collisions while a UCLA study found that there are more total scooter injuries than total bicycle injuries in the westside of Los Angeles. The Center for Disease Control will begin research regarding scooter collisions in the City of Austin soon. Staff recommends waiting to consider allowing scooters until further safety research is available. Scooters could be allowed in a future phase after the initial pilot.</li> <li>Off-season: The Public Works Director has the option to require an off-season reduction to 75 percent of the existing fleet maximum. During the off-season, Nike campus reduces their fleet to 65 percent of their summer fleet due to low ridership. Seattle saw a 40 percent drop in ridership from October to November in 2017 without reducing the number of bikes. Staff recommends a small reduction percentage, and to make it the Director's option when bike use is low.</li> </ul>	<p>D1. Minimum Quantity</p> <p>D2. Maximum Quantity</p> <p>D.4 Seasonal Reduction</p>	
<p>19. Can we put educational and safety information on our website?</p>	<p>Yes. Staff are developing educational and safety material for the bike share website on issues such as where to leave a bike, what to wear (helmet use &amp; clothing), where to ride, how to pass a bike when driving. This is to be published before bike share is launched.</p>	<p>N/A</p>	<p>Opened 7/10/18</p>

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Councilmember Birney			
20. Is 45 hours a good estimate of monitoring time per vendor?  Councilmember Anderson	Planning, Public Works, and Finance are coordinating to establish a set of new bike share related user fees which would be adopted by Council to ensure full cost recovery. This will include a detailed review of potential work tasks and a revised estimate of hours per task. This is anticipated to be completed on a timeline aligned with the bike share approval process.	G2. City Evaluation and Operation Fees	Opened 7/10/18
21. Can the bike share parking (corrals, etc.) eventually be addressed in the parking code?  Councilmember Anderson	It is possible to update the parking code to address bike share parking. Staff will consider this after the pilot based on information regarding program performance and identified impacts.  Rationale: The information gained through the pilot process will help determine what, if any, changes to the parking code are needed to accommodate bike share parking.	N/A	Opened 7/10/18
22. Can we require the vendors to do a survey of their users?  Councilmember Padhye	Yes. This has been added to the permit.	F6. Survey	Opened 7/10/18