

**From:** "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>

**To:** "Direct to Mayor and Council - DL"

**CC:** "City Manager's Correspondence Group - DL"

"Dobrovolny, Jerry" <jerry.dobrovolny@vancouver.ca>

"Wittgens, Margaret" <Margaret.Wittgens@vancouver.ca>

**Date:** 4/19/2018 2:29:34 PM

**Subject:** Memo - Mobi Expansion Update - RTS 12539

**Attachments:** RTS 12539 - Mobi Expansion Update - New Public Bike Share Stations in Mo....pdf

Greetings Mayor and Council,

Please see the attached memo from Jerry Dobrovolny regarding RTS 12539 -Mobi Expansion Update – New Public Bike Share Stations in Mount Pleasant and Commercial Drive . A short summary of the memo is as follows:

- Mobi by Shaw Go launched in summer 2016 in the Phase I area (within the Downtown peninsula, and the area bounded by Arbutus, 16th Avenue and Main Street). Expansion of the Mobi service area east of Main Street to Victoria Drive is well underway. The expansion includes a total of 50 stations and 500 bikes and is expected to be complete in Summer 2018.
- There are 10 new Mobi stations that are now operational along East 10th Avenue to the Commercial-Broadway and VCC-Clark SkyTrain stations. There are seven additional stations planned for the Commercial Drive area in the coming week.
- One of the recently installed stations is located at Woodland Drive and East 10th Avenue. While many residents have reached out to express their support for this station, some have expressed concern about the visual appearance of the station, impact to parking, and commercialization of the street in a residential area.

If you have any questions, please feel free to contact Margaret Wittgens, Director of Public Space & Street Use, at 604-673-8227 or [margaret.wittgens@vancouver.ca](mailto:margaret.wittgens@vancouver.ca).

Best,  
Sadhu

**Sadhu Afochs Johnston** | City Manager  
City of Vancouver | 453 W 12<sup>th</sup> Avenue  
Vancouver | BC V5Y 1V4  
604.873.7627 | [Sadhu.johnston@vancouver.ca](mailto:Sadhu.johnston@vancouver.ca)  
Twitter: sadhuajohnston



**CONFIDENTIALITY NOTICE:** This message and any accompanying documents contain confidential information intended for a specific individual and purpose. This message is private and protected by law. If you are not the intended recipient, you are hereby notified that any disclosure, copying or distribution, or the taking of any action based on the contents of this information, is strictly prohibited.

## MEMORANDUM

April 19, 2018

TO: Mayor and Council

CC: Sadhu Johnston, City Manager  
Paul Mochrie, Deputy City Manager  
Katrina Leckovic, City Clerk  
Lynda Graves, Administration Services Manager, City Manager's Office  
Rena Kendall-Craden, Communications Director  
Kevin Quinlan, Chief of Staff, Mayor's Office  
Naveen Girn, Community Relations Director, Mayor's Office  
Margaret Wittgens, Director of Public Space and Street Use  
Scott Edwards, Manager of Public Bike Share

FROM: Jerry Dobrovolny  
General Manager, Engineering Services

SUBJECT: RTS 12539 – Mobi Expansion Update – New Public Bike Share Stations in Mount Pleasant and Commercial Drive

---

The purpose of this memo is to inform Mayor and Council of the planned and recently installed public bike share (PBS) stations in Mount Pleasant and Commercial Drive areas. These stations represent the first deployment of the fifty new stations that will be installed in the Phase II Expansion area this spring and summer.

Further to a memo to Mayor and Council dated April 5, 2018, staff are working with Vancouver Bike Share Inc. (VBSI) to deploy stations in the Phase II area. Station deployment has begun, and ten new stations are now operational along 10<sup>th</sup> Avenue to Commercial-Broadway and VCC-Clark SkyTrain stations. These new stations provide a minimum level of service and it is expected that additional stations will infill this area in the coming months. Station deployment will continue into next week to expand the system northwards to serve Commercial Drive and the surrounding neighbourhood. Seven stations will be installed as part of this upcoming work.

New stations will follow the same station siting and outreach process as all other stations. Outreach begins at least two weeks in advance of the station installation and includes notifying residents and business owners in the direct vicinity, and subsequent phone calls and emails with City staff. In some cases, there may be on-site meetings or 'walkabouts' with residents and business owners so staff can better understand site-specific considerations.

A new station was installed on Woodland Drive at East 10<sup>th</sup> Avenue today. This station followed the typical outreach process, and while many residents have reached out to express their support for this station, some have expressed additional concerns about issues beyond the PBS station. In response to those broader issues, City staff have reached out to residents directly.

---

For the past month, staff have been communicating with residents, and have shared background information and statistics to address the majority of their concerns. The outstanding concerns that remain are generally focused on:

- Visual appearance/aesthetics of the PBS station;
- Impacts to on-street parking (loss of two car parking spaces); and
- Commercialization of the street in a residential area.

Although declined by the residents, staff have offered mitigation strategies such as a review of existing on-street parking usage or exploring existing programs such as residential permit parking to lessen the impacts to parking. As well, staff have offered to re-visit the station location post-installation when station usage data is available. Some of the residents have proposed a solution to re-locate the station to a different block. However, it was acknowledged, this would result in the same effect to the streetscape and parking but impact a different group of residents.

There were some key lessons learned from outreach in the Phase I area that staff are applying to the Phase II area. For example, when adding stations to residential areas in the West End and Mount Pleasant, residents preferred stations located on the flankage of buildings rather than in front of homes. Additionally, ridership data shows a clear indication that riders prefer to use stations located on bikeways. These factors are strongly considered when identifying suitable station locations, in addition to many other station siting requirements (e.g. located at intersections, underground utility access points, grades and topography, existing use of the street including access for emergency services, ground surface quality, proximity to destinations, network density, etc.) which limit the opportunities for station placement.

Staff consider this site, Woodland Drive & East 10<sup>th</sup> Avenue, to be the best location for a station serving this immediate area. In addition to meeting the technical considerations, it is located at the intersection of two popular bikeways, adjacent to the flankage of a building, and complements the network of stations that will be installed near Commercial Drive and the surrounding area.

The on-going support of Council as new stations are installed in the coming months is appreciated. Feedback from nearby residents and businesses is expected to continue as the system expands. Since the system first launched in summer 2016, East Vancouver and the Commercial Broadway area have been the most highly recommended area for PBS and success of the program is expected to grow throughout the summer.

If you have any questions, please contact Margaret Wittgens, Director of Public Space and Street Use, at 604-673-8227 or [margaret.wittgens@vancouver.ca](mailto:margaret.wittgens@vancouver.ca).



Jerry W. Dobrovoiny, P.Eng., MBA  
General Manager, Engineering Services

604.873.7331 | [jerry.dobrovoiny@vancouver.ca](mailto:jerry.dobrovoiny@vancouver.ca)