

## **Improvements & Transition/Mobilization**

### **Improvements**

The information below is a summary of some but not all of the improvements to MBS as a result of the new contract.

#### **Equipment Based:**

- More secure and integrated battery placement on e-bikes – batteries secured within the frame of the bicycle;
- New, improved, safety-certified and longer life e-bike batteries – increases e-bike range from 30+ miles to 60+ miles;
- E-bikes equipped with on-bike displays to provide information and messages;
- Improved theft/loss management – including wheel immobilization;
- Improved remote bike monitoring management and data;
- Installation of in-dock charging stations to safely support e-bike charging – 50 stations and 1,200 docks;

#### **User/Community Based:**

- Improved station/dock designs to better integrated MBS stations into the community – stations can now consist of a single dock versus the current 10-20 docks/station;
- A new MBS specific website and mobile application will be designed and deployed with a focus on streamlining the user experience;
- Development and deployment of the new “Good Neighbor/Community” policy and practices to ensure that MBS is focused on being a valued member and resource in each community within which it operates;
- Station kiosks will have new displays, support multiple methods of checking out a bicycle, enable integration of third-party payment solutions, support Pay Near Me, Metro Mobility Wallet, and other non-credit card payment services;

#### **Systems/Operational:**

- Contractor required to ensure on-street fleet size and availability;
- Station relocation to improve MBS to transit connection;
- Support and improved integration with TAP and coordination with Metro’s single mobile app efforts;
- Improved use of data, analytics and systems to better monitor and track system performance, optimize maintenance activity, and actively track battery performance;
- 24-hour operations management and support will be standard, compared to the current 6:00 am to 8:00 pm hours of operation, to ensure the ability to respond to customer needs or service requirements at all times

### E-Bikes and Station Electrification:

As MBS moves to a predominately pedal-assisted e-bike fleet, the monitoring and management of available battery charge will be critical. The new contract requires the installation of in-dock charging stations to enable the charging of batteries, thereby improving the number of e-bikes with sufficient battery power while lowering on-going maintenance costs associated with battery swaps and related actions.

Safety is of primary importance and in recognition of the e-bike incidents in New York City where batteries from privately owned bikes caused home fires while being charged, the contract requires MBS equipment to meet the following safety certifications:

- Underwriter Laboratories (UL) 2271 – Standard for Batteries
- UL 2849 – Standard for E-Bike Electrical Systems
- International Organization for Standardization (ISO) 4210 – Safety and Performance requirements for the design, assembly and testing of bicycles

The UL certifications have been updated to ensure battery and e-bike safety. Safety to both MBS users and the public at large will continue to be of paramount importance. MBS and the Contractor shall monitor and address any safety concerns.

Implementation of electrified/in-dock charging stations requires the Contractor to obtain approval from both Metro and the local jurisdiction (includes securing permits and identifying the source and provisioning of required power). Should the Contractor be unable to connect the stations to enable in-dock charging, the stations will still be functional as a standard non-powered station. In order to mitigate potential vandalism of the power sources, the connections are designed to be hidden from public view. Alternative solar powered stations are also available, however additional discussions with the Contractor will be needed.

Initial discussion has begun between Metro and the City of Los Angeles (LADOT, Bureau of Engineering, LADWP) and all parties are in general agreement to support this effort. There are also ancillary benefits to having electrified stations, which includes the opportunity to collaborate and support additional uses within the footprint or adjacent to the stations, such as charging stations for privately owned equipment or possible EV charging capabilities – such as the possible coordination with the City of Los Angeles BlueLA electric carsharing program when the opportunity arises.

### Transition/Mobilization

During the first four months of the transition, the current/existing contractor will continue to operate MBS. During this time the new contractor will be completing its mobilization efforts and begin staging and exchanging up to 50% of the on-street equipment. It is anticipated that the new contractor will begin service operations at the end of the fourth month at which point the current service will no longer be operational. This will ensure that there is limited to no service interruptions during the transition, albeit there will be service limitation due to the equipment exchange.

Customer-focused improvements will also be implemented during the transition, including a new website, mobile application and streamlined methods to check out a bike. With respect to the mobile application, the Contractor and Metro staff will investigate and develop the mobile application in coordination with Metro's concurrent work towards the development of a single Metro app. The transfer of existing MBS membership may require some member interaction to set up the application (password, payment, etc.). Upon successful completion of the transfer of member information, Metro will take steps to ensure the proper closure of the prior mobile application and the removal of all data.

During the transition, stations may be relocated to improve connectivity to transit or meet other needs. This includes the relocation of MBS stations onto Metro Rail station plazas to improve the first-last mile connectivity between MBS and Metro Rail. Additionally, new station designs allow for improved neighborhood integration with the capability to install single or a smaller number of docks compared to the current practice of 10 to 15 docks per station. This flexibility allows MBS to be more efficient in the placement of docks and better integrate MBS equipment into a neighborhood/community.