

**Q. In Section C.9 of the Permit Program, it states application fees should be sent to Matt Worona, however, the Permit Selection Process states they should be sent to Kamil Rogowski at a different address. Can the City please clarify where the payment should be sent?**

A. Please send to:

*Attn: Kamil Rogowski*

*City of Kelowna Integrated Transportation*

*#104-346 Lawrence Ave*

*Kelowna, BC V1Y 6L4*

**Q. The application fee information provided on page 10 conflicts with the information outlined on the Combined Shared E-Scooter and E-Bike Permit Selection Process document. If applicants processed payments to one of these points of contacts, will they be accepted as part of the initial screening process?**

A. Please send to Kamil Rogowski at the address listed above. However, if an applicant sends the fee to Matt Worona, it will still come to the same department and be accepted.

**Q. In the second to last paragraph of Section G. Operations and Maintenance, there appears to be a typo. Can the city please clarify the intended language of that paragraph?**

A. See corrections in **green** below:

Combined **Electric Scooter** and **Power Bicycle Permit Holders** must have a minimum of 100 hours per week of staff time dedicated to education **for** riders, coordinating rider training events, reparking improperly parked vehicles and delivering fines and warnings for unsafe riding behaviours. Electric Scooter Permit Holders **must** issue warnings and fines to riders with verifiable complaints that include a photo time and location for improper riding or parking.

**Q. Can applications be emailed?**

A. The first line in Section III.C Application Materials states the following: "Application materials must be submitted in English, by email to, [tranmgmt@kelowna.ca](mailto:tranmgmt@kelowna.ca) in PDF format."

**Q. Can applicants wire money instead of a check?**

A. No, please mail a cheque.

**Q. Can the City clarify which communities it considers low-income and underserved neighbourhoods?**

A. In Kelowna, the majority of our low-income residents live in the Core Area and our Urban Centres (see [2040 OCP Map 1.1](#)). The City uses Statistics Canada's Low-Income After Tax (LICO-AT) measure.

**Q. In B2, the City says that it will refuse to issue a permit for any reason including if the City believes the applicant will be unable to provide "Reliable? service. Can the City clarify what it means by this? Is this tied to financial durability?**

A. Reliable service means shared micromobility transportation services that customers can rely upon for their transportation needs.

**Q. Downtown scooter cap of 30% (highest ridership area) - if we can show more demand might be room for an increase?**

A. Not at this time. The cap is in place to encourage broader distribution of devices throughout the entire community, rather than concentrating devices downtown.

**Q. The City, through the Strategic Transport Planning Manager, at their sole discretion, can approve other bike-share devices for inclusion in the permit program. Can the Manager please provide areas in which they would consider inclusions in the program?**

A. This text is in Section IV.C of the Micromobility Permit Program which sets out specifications for different device types. This text acknowledges that specifications for additional device types could be added to the permit program in the future, in which case the Micromobility Permit Program document would be updated. However, the application intake process is based on the current version of the Micromobility Permit Program document (Version 1.4), and no update is anticipated at this time.

**Q. Scoring Rubric for "Experience and references – Highest scoring applications will include detailed references." - What would the City require as "detailed references?"**

A. An example of a detailed reference would be the name and contact information for the micromobility program manager (or staff equivalent) in other jurisdictions where your company has previously delivered micromobility services.

**Q. Section F - Parking requirements (p19) - What is the minimum sidewalk clear space required by the City not to obstruct or interfere in the pedestrian or vehicular clearway? We have different guidelines from different documents (1.5m on Kelowna Website and 1.8m on BC ACTIVE TRANSPORTATION DESIGN GUIDE).**

A. The Micromobility Permit Program does not define a specific distance, but states that bikeshare devices must not be parked in a way that obstructs or interferes in the pedestrian or vehicular clearway at any time including blocking sidewalks, pathways, laneways, doorways, driveways, curb ramps, cycle ramps, bus stops, bus bays, travel lanes, and bike lanes. Typically 1.5m is considered the minimum width in constrained locations, with 1.8m or more recommended depending upon the land use context and level of pedestrian activity.

**Q. Section F - Parking requirements (p20) - We wanted to clarify if we will need to seek approval from the City for all deployment/parking stations we have identified in our deployment mapping or if this is valid only for 'Preferred Parking Areas' that will be shown in our App?**

A. The text referred to on page 20 refers only to the preferred or "designated" parking areas, not all areas where devices might be deployed.

**Q. Is a 2nd signature of an Authorized Corporate Agent required? What is a 2nd acceptable form?**

A. The 2<sup>nd</sup> Signature of Authorized Corporate Agent is not a requirement of the City – it is provided in the case two signatures are required by the applicant's company.

**Q. If we are a current operator, do we mark the “New” or “Re-application” box on the waiver form (see page 13)?**

A. Please mark “re-application” if you are an existing permit holder.

**Q. Section C(2)(c) asks for the diameter of each wheel and C(2)(d) asks for the width of each tire. Can you please specify the difference between these two? The B.C. regulations only note the diameter of the wheels.**

A. The diameter of the wheel and width of the tire refer to different measurements and applicants need to provide both. Here is an example graphic that helps depict the difference between these two measurements: [https://i.b5z.net/i/u/1631707/i/ATV\\_Tire\\_Size.jpg](https://i.b5z.net/i/u/1631707/i/ATV_Tire_Size.jpg).

**Q. What measuring system and units does the selection committee want operators to use when providing images and descriptions of all Bikeshare Devices? For example, kg. versus lb. or km versus mile, etc.). City documents use different measurements.**

A. Metric is typically preferred, but we can convert any measurements provided.