

Dockless Bike Share Guidelines

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INTRODUCTION

These *Dockless Bike Share Guidelines* provide guidance to organisations considering the establishment of dockless bike share systems in Canberra.

Canberra is Australia's cycling capital. The ACT Government is supportive of activities which enhance Canberra's cycling culture, provided such activities are complimentary to Canberra's unique urban environment and compliant with applicable laws and regulations.

Any organisation contemplating the establishment of a bike share system in Canberra should first consult with Transport Canberra and City Services (a part of ACT Government). Contact details are as follows:



Transport Canberra Active Travel Office
Phone: (02) 6205 4258 | Email: Tccs.Activetravel@act.gov.au



GUIDELINES FOR BIKE SHARE OPERATORS



1 Protection of the public realm

1.1 Bike Parking

The ACT Government is committed to protecting the public realm for locals and visitors, ensuring a safe, vibrant and attractive city environment, including for those with visual and/or mobility impairments. It is critical that bikes do not clutter our streetscapes and urban areas, and that bikes do not block people walking or moving through the public realm, including those with prams or mobility aids. The ACT Government places a strong importance on safe and equitable access for all. Bike share providers are encouraged to work with the ACT Government to map, in detail, appropriate locations for the parking of dockless share bikes. This will enable the ACT Government to determine and mark appropriate locations where dockless share bikes may be parked.



1.2 End of operations

Should a dockless bike share provider cease to operate, all bikes are to be removed by the service provider from the public space within seven calendar days. Any bikes removed or impounded by the ACT Government may result in costs being incurred by the service provider.

1.3 Rebalancing

Prompt and appropriate rebalancing/redistribution of bikes will be critical to ensure the maintenance of public amenity, and to avoid the cluttering of bikes across the Canberran streetscape.

Each dockless bike should be equipped with GPS functionality to enable service providers to easily identify and take action to ensure appropriate balance of bikes across the catchment network. Service providers should have an appropriate number of maintenance/repair/redistribution staff, available to redistribute and repair bikes.

1.4 Repair and maintenance

To ensure user safety, it is critical that any bikes in need of repair or maintenance are quickly removed from the fleet and are not reintroduced until safe for riding.

Users should be able to easily report a bike in need of repair/maintenance at all times, and the service provider should immediately respond by locking the bike to prevent other users from using it until it is safe to do so.

2 Customer Experience



2.1 Personal information

The ACT Government takes seriously the protection of personal information. Service providers must adhere to the *Information Privacy Act 1988*, including with regards to the collection, storage, management and sharing of personal information.

2.2 Liability insurance

All bike share operators must have appropriate liability insurance in place, which includes costs incurred in the case of insolvency. The ACT Government does not accept any liability associated with the operation of private bike share systems.

2.3 Bike quality

Bikes must be of a sound quality to ensure user safety and comfort. Minimum legal standards which apply for riding a bike in the ACT are:

- red rear reflector;
- working bell;
- working brakes; and
- front (white) and rear (red) lights (preferably integrated).

2.4 Helmets

In the ACT, every person riding a bike must wear a helmet. Helmets must meet AS/NZ 2063:2008



3 Innovation and technology



3.1 Data sharing

Bike share operators should provide the following, de-identified data to the ACT Government at no cost and in a timely manner to assist with future transport and land use planning in the ACT.

- age of riders (if known)
- gender of riders (if known)
- GPS tracking of bike usage, including:
 - the collection of data for future land use and transport planning purposes;
 - duration and distance of journey

3.2 Software maintenance

Bike share operators must ensure the timely upkeep and maintenance of all software associated with the scheme, including online content and smartphone applications.

3.3 Electric-bikes

Electric-assist bikes in the ACT must be limited to 200 watts and speed limited to 27kph. These bikes can include throttle and cruise control.

Pedal-assist electric bikes must be limited to 250 watts, with throttle and cruise control limited to 6kph, and power assistance which ceases at 25 kph.

Important Notes

Dockless bike share organisations who establish operations in the ACT do so at their own risk, unless otherwise agreed in a written contract with the ACT Government. The ACT Government may introduce, amend or repeal any legislation or regulation at any time which may impact the operations of dockless bike share providers.