

Co-wheels e-bikes

PROPOSAL FOR

Organisations in the REPLICATE area



Introduction

Co-wheels e-bikes offers a cost effective, hassle-free electric bike management service for businesses and public sector organisations. Since 2014 Co-wheels has been building a track record in delivering a successful e-bike management service in partnership with Inverness and Gateshead Councils. In Bristol, Co-wheels are currently delivering this service in partnership with organisations such as UWE, Avon Fire & Rescue Service, Bristol Community Health, Bristol Dementia Wellbeing Service and Bristol City Council's Early Help teams.

Co-wheels e-bikes is part of Co-wheels Car Club. Co-wheels Car Club is a national car club operator run as a social enterprise. Geographically, Co-wheels is the UK's largest car club and currently manages over 650 low emission, hybrid and electric cars across 60 towns and cities.

The e-bikes fit into the Co-wheels' existing car club membership, management, booking and billing system, following significant systems development. This provides the opportunity for our clients to choose a low-cost, easy to use mobility service with low administrative burden.

How the Co-wheels Electric Bike Management Service works

1. Co-wheels provide e-bikes to meet the requirements of the organisation. There is a free two-week trial period to help with getting used to the bike
2. The organisation provides a suitable location for the bikes to be kept
3. If requested by the organisation, the bike/s are placed on Co-wheels' online booking system
4. The organisation and Co-wheels work through the terms and conditions of use, and sign contracts
5. If they have not already done so, the organisation signs up as a corporate member of Co-wheels car club. This provides access to both the e-bikes and to Co-wheels' national network of cars
6. The organisation invites members of staff to join the car club under the corporate membership
7. Staff members join the car club and access Co-wheels' easy to use online booking and management system to book the e-bikes
8. Co-wheels provide a full maintenance and service package for the bikes, including basic quarterly services, a full annual service, repairs and emergency call-out support (Mon-Fri 9am – 5pm excluding bank holidays)
9. Every two years, Co-wheels provides new replacement e-bikes or provides option to buy.

What else is included?

As well as provision of e-bikes, access to the online booking system, maintenance, servicing, repairs, emergency support and replacement of bikes after two years, the following are also included in the package:

- Insurance for theft and technical malfunction. Co-wheels also have the necessary public liability insurance in place in case of injury caused by any act of negligence where we may be at fault.
- 24hr helpdesk & outstanding customer service

Cost

Due to our involvement with a Bristol City Council led, EU funded project called REPLICATE, we are able to offer **significant cost savings over the next two years**. The REPLICATE project is being delivered in the Ashley, Lawrence Hill and Easton Neighbourhood Partnership area in Bristol. The cost savings are significant when compared to the standard market rate of similar packages of more than £1000 per bike. Following the project, the annual cost will revert to the standard rate, but there is also the option to purchase the bikes to help provide further cost savings.

REPLICATE area	Per bike (annual cost - first two years)	£345 + VAT
	Per bike (2 years up front)	£660 + VAT

Placing bikes on the booking system (optional) £36 + VAT (annual cost)

Additional costs

Emergency call outs are included in the cost of the package if there is a bike failure (e.g a puncture from a sharp object). However, the call-outs will be chargeable if they are as a result of negligence on the part of the user (e.g lost items such as locks or keys, a “pinch puncture” due tyres not being pumped to correct pressure, damage caused by unsuitable storage of the bike etc). In these circumstances the call out is charged at **£40 + VAT** and the cost of any labour, parts or replacement items required.

If a **cycle training** need is identified, arrangements should be made by the organisation for the user to attend accredited cycle training. Lifecycle are a good source of cycle training and provide free training for individuals. Alternatively, Lifecycle can also provide tailored training at your workplace for groups of employees, for which there would be a charge payable to Lifecycle. Details can be found on their website, www.lifecycleuk.org.uk/cycle-training-bristol.

Benefits for organisations

By embedding the use of electric bikes into their transport strategies, organisations benefit through:

- Reduced spending on transport
- Reduced pressure on parking
- Happier, healthier employees
- Reduced administration for transport solutions
- Access to electric cars, the wider co-wheels national network, and to car club fleet options.

Staff also benefit from membership to the scheme:

- Free **personal** membership for all staff registered as drivers, giving access to Co-wheels cars in 60 locations across the UK
- Supports employees to travel actively when they arrive at work and during the working day
- Improved health and wellbeing.

The bikes

The bikes are Staiger Sinus BC30f in silver. They are equipped with 7-speed hub gears, hydraulic rim brakes, dynamo head and tail lights, step-through frame, Bosch motor, battery, and multifunction display.

The bikes will be provided with rear pannier rack, bags and a lock. Regular servicing of the bikes will be scheduled to ensure that the bikes are always in excellent working order.

