

# **E-Cargo Bike Trial**

## **Important Information**

**Details within this guidance are currently provisional and may be subject to change.**

### **What is the e-cargo bike trial?**

Nestrans will provide businesses one or more e-cargo bikes/trikes free of charge for a period of up to 12 months for use by the businesses to undertake logistics or delivery services.

Provision of bikes/trikes are subject to an application process. If more businesses apply than there are bikes/trikes available, the application will be used to determine which companies best fulfil the aims of the project.

Work progress to identify and deliver a Low Emission Zone (LEZ) in Aberdeen city centre, funding under this project has allowed Nestrans to secure six ecargo bikes for offer, for a free loan agreement to business and organisations across Aberdeen and Aberdeenshire. We had previously limited the availability only organisations within Aberdeen city centre, however, are keen to explore the potential across our entire area.

The bikes, trikes and all associated equipment have been purchased by Nestrans on behalf of Aberdeen City Council, and management of the pilot project will be their responsibility.

Specification for the two bike models are available at the bottom of this document.

### **What do I need to do?**

If you think that an e-cargo bike or trike would be beneficial and suitable for your business, please fill out an application form. All applicants will be contacted within 3 weeks following the closing date to be advised of whether they were successful. If an applicant is successful but no longer wishes to be involved in the scheme, they must contact Nestrans as soon as possible, and prior to signing of the agreement, to allow the award to be offered to another applicant.

Following the application process, successful applicants will be invited to meet with Nestrans to discuss particulars of the loan, go over the terms and conditions of the agreement and see the chosen bike or trike.

We will then require the following:

- A signed copy of the agreement;
- A copy of your Public Liability Insurance;
- Evidence of safe storage for the bike/trike (see below for a definition). Evidence can include a visit by Nestrans to the business, or photographic evidence if a visit is not practical or feasible.

Nestrans will organise and cover the cost of training on the ecargo bikes/trikes for all identified users, prior to commencement of the trial. It is the responsibility of the pilot organisation to ensure that all potential users of the bikes are given appropriate training.

## **What do I need to know before I apply?**

Nestrans does not insure the user of any loaned e-cargo bike used as part of the pilot, or the goods transported within the cargo bike. It is the responsibility of the pilot organisation to hold adequate insurance to cover the rider and goods, including public liability insurance.

Nestrans are not responsible for any injury, loss or damage to any property or to any person resulting from the use of the bike. It is the responsibility of the pilot organisation to ensure that they are adequately insured for any such occurrence.

The responsibility for the security of the bikes will be with the pilot organisations. They will be required to take care of the bike and ensure that it is securely locked when unattended, using the locks provided by Nestrans.

Businesses will be required to provide a secure location to store the bike when not in use. This means either indoors or in a covered area that is weatherproof where the bikes can be securely locked. Storage of the bikes should be in an area that is not available to the public. Suitability of storage location will be checked by Nestrans prior to the start of the trial. If you have any questions or concerns regarding suitable storage locations, please contact Nestrans before you apply.

If the location where the bikes are stored is not heated, batteries will need to be removed from the bikes and stored indoors so as to avoid degradation over time. This does not apply to situations where the bikes are being left for a short period, although removal of the batteries can provide an extra level of security against theft.

## **Is there anything I need to do during the trial?**

At the start of the trial, businesses will provide Nestrans with basic data on vehicles that they currently use. This will be used to personalise a monitoring report that will provide an opportunity for businesses to see the impact of using the bikes in terms of emissions and costs compared to similar journeys made by their motor vehicle(s).

As part of the trial, businesses will be provided with a small cycle mounted computer that will track usage and mileage undertaken on the bike.

Businesses taking part in the trial will be expected to use this information to complete monthly monitoring reports regarding their use of the bike. If these reports are not completed in a timely manner, or indicate that a bike is not being utilised appropriately then Nestrans reserve the right to recall the bike.

This is an opportunity to fully experience the benefits of electric cargo bikes, and to understand any drawbacks to their use. Nestrans encourages all businesses to make full use of the monitoring reports to document rider experiences.

Nestrans will be responsible for the management and overall monitoring of the project. If organisations fail to return reports in a timely manner, it is the responsibility of Nestrans to liaise with the organisation directly in the first instance.

Nestrans will not release any confidential information belonging or relating to the pilot organisations except by agreement in writing. The monitoring reports will not be classed as confidential and Nestrans has the right to publish data such as usage and lessons learnt, as well as to use photographs/videos of the bikes in use. All photos/videos will be with prior agreement of the rider.

### **How do I charge the bikes?**

Both the Christiana Trike and the Riese and Muller bike have batteries that can be removed and charged using any 3-pin wall plug.

The pilot organisations will be responsible for charging of the e-cargo bike. Any costs associated with charging the bikes are to be covered by the pilot organisation. Charging of electric bikes typically costs between 5 and 10 pence per charge from flat, dependent on tariff and battery capacity.

### **What about maintenance?**

The e-cargo bikes will be supplied following a comprehensive maintenance and safety check.

Maintenance of the bike will be the responsibility of the pilot organisation, who will be required to ensure that the bike remains in a safe and roadworthy condition for the period of the loan. Basic maintenance of the bike will include maintaining the chain, ensuring the bike is regularly cleaned and keeping the tyres pumped up. Businesses will be provided with all the necessary tools and accessories to undertake basic maintenance, which will be covered as part of the training.

If a repair is required that cannot be rectified through basic maintenance, businesses will be expected to contact Nestrans in the first instance. Businesses may be liable to cover the cost if it is deemed to be due to misuse of the bike. If there is a fault with the bike that cannot be repaired, the bike will be returned to Nestrans.

### **What if the cargo bike is damaged or stolen while on loan?**

Over the course of the loan period, it is expected that there will be some natural wear and tear to the bikes. However, if there is any significant damage to bike or associated equipment, the business is expected to inform Nestrans as soon as practicable and to provide details of how it happened.

Similarly, if the bike is lost or stolen, it is expected that the business will report this to the police and will let Nestrans know as soon as practicable.

Nestrans trusts that businesses will take good care of both the bikes and the equipment and will use the supplied locks to ensure that the bikes are well secured. At the end of the agreed period of the loan, businesses will be expected to return the loaned e-cargo bike(s) in good condition along with all bike accessories provided by Nestrans. If, for any reason the organisation is unable to return any of the accessories, Nestrans must be notified and costs may be repayable.

### **What if someone gets hurt?**

Before commencing the trial, Nestrans will provide safety equipment to help ensure that riders are seen and protected by riding. This includes a helmet, reflective wear, lights and a bell. It is the responsibility of the riders to use these.

By taking part in this trial, businesses agree to take responsibility for the health and safety of their staff, and to take due care at all times.

Riders are responsible for complying with traffic rules and regulations when using the bikes. Any individual reported to have cycled recklessly with no regard for others may lead to early termination of the agreement.

### **Can I let other people use the bike/use the bike for personal reasons?**

No. All users of the bike are expected to have received training prior to using the bike. If businesses would like extra members of their organisation trained during the period of the trial, this can be arranged. A charge for this may apply.

Use of the bike will only be for business purposes, unless otherwise agreed prior to the commencement of the trial.

### **What if my business wants to return a bike early?**

Organisations have the right to return a bike to Nestrans, subject to a period of notice defined within the agreement.

Nestrans reserve the right to recall a loaned bike at any time if the terms of the agreement are considered to not be met.

In the event of an organisation ceasing to trade, move their operations or change their business operation, the bike should be returned to Nestrans, unless otherwise agreed in writing.

### **What cargo bikes are available for use?**

There are two models available for use.

#### ***Christiana Model P Electric Cargo Trike***



Dimensions: 208 x 87 x 117cm

Weight: 51kg

Box Size: 322L

Max Load: 100kg

Internal Box Dimensions: 88 x 62 x 59cm +/- 0.5cm

Box Material: Waterproof birch wood

Turning Radius: 480cm

***Riese and Muller Load 60 Touring Electric Cargo Bike***



Dimensions: 248 x 110 x 65cm (approx.)

Weight: 35.5kg (approx. 40kg with box)

Box capacity: 110 – 120L (box is angled to frame)

Max Load Total: 200kg

Cargo Area: 100kg

Rider Max: 115kg

Box Material: Weather-resistant plastic