

Statement of Work

Community Access to Electric Bicycles Grant Program

I. Project Background and Description

The Grantee was awarded funding as part of the competitive Community Access to Electric Bicycles Grant Program Request for Applications (RFA). The Colorado Energy Office (hereinafter called “CEO” or the “State”) agrees to provide funding to the City of Fort Collins (hereinafter called the “Grantee” or the “City”) for its Choose Your Ride, Shift Your Ride Program.

The Grantee shall implement a program that deploys electric bicycles and accessories using both e-bike ownership and e-bike/e-scooter share models.

- Forty individuals who meet the selection criteria for low-income community members will choose between e-bike ownership or Spin e-bike/e-scooter share passes.
- Participants will receive education and ongoing support through classes, group rides, and regular check-ins with personal “Bike Buddies.” Intense, individualized support recognizes the challenges and lack of resources faced by many individuals with low income.
- Choose Your Ride, Shift Your Ride prioritizes those with the lowest income who may not be able to afford an e-bike. This project provides participants with a transportation option for those who work early or late shifts when the transit system isn’t in operation or at other times when transit service is reduced, and prepares participants with education and a supportive community, so that if they or individuals connected to them do use the e-bike rebate, they will be more likely to be successful with their e-bikes.

II. Work Tasks, Deliverables and Timeline

Grantee shall perform the following work tasks and provide the following deliverables to CEO, each subject to CEO’s final approval and discretion. It is anticipated that the Grantee will begin work upon CEO’s issuance of a Small Dollar Grant Award.

Task 1 - Project Communication and Administration

- Following issuance of the Small Dollar Grant Award, Grantee will hold a project kick-off meeting with CEO and Colorado State University (Grantee’s partner in this project) to discuss project scope, activities and milestones, and project schedule, within two weeks of issuance of the Purchase Order.
- Grantee shall submit monthly progress reports to the CEO summarizing work accomplished to date including project status, description of the deliverables and tasks completed during the reporting period, findings or results, unanticipated outcomes or roadblocks, and next steps in the project. If work is behind schedule, a summary of reasons for delay and a plan of action to bring back on schedule will be included (template to be provided by CEO).
- Grantee will hold monthly coordination calls with CEO and other check in calls as needed.

Deliverables:

- Kick off meeting agenda one day prior to kick-off meeting and meeting minutes within two days after kick-off meeting.
- Monthly progress reports until all e-bikes are deployed.
- Monthly call summaries within two days of monthly call.

Task 2 - e-bikes, Equipment, and Accessories

The City will work with The Spoke, CSU's bike co-op, to purchase e-bikes and accessories. Since the City is partnering with CSU, The Spoke made sense and has already proven to be responsive and easy to communicate with. The Spoke uses Haro Bikes as its supplier. Haro Bikes e-bikes will be assembled by student mechanics and inspected by certified mechanics at The Spoke. Haro Bikes e-bikes include:

- Shoreline I/O Throttle
- Railer Plus I/O Throttle
- LXI I/O Throttle

The e-bikes will be selected based on participant needs and may be one of the three listed above or others provided by Haro Bikes and in stock. Haro Bikes has indicated if bikes are in stock, they will be shipped promptly and one month is sufficient lead time for shipping and assembly by Spoke staff. However, based on the Project partners' recent experience with e-bike supply, the time of year this is occurring when e-bikes are in high demand, and the increased demand due to the e-bike rebate program may result in delays that could affect the schedule.

Simple Bike Insurance will be used for theft protection. Simple Bike Insurance was recommended by Investopedia for nationwide coverage and discounts for insuring multiple bikes.

Spin passes will be provided by Spin for one year.

Accessories will be purchased through The Spoke. Accessories will vary based on participant needs, and may include GPS trackers, lights, U-lock, cable lock, helmet, cold/wet weather gear, and panniers as well as services such as maintenance vouchers (limited to one per participant), or phone plans that might be needed to successfully participate in the Project.

Amcrest GPS GL300 Tracker is an example of a rechargeable tracker that could be used for tracking trips. With 60 second updates, the battery life is 10-14 days.

Deliverables:

- Grantee shall provide a final list of equipment and accessories ordered, along with pricing, including make and model for each.
- Grantee shall provide a final list of Spin passes purchased
- Grantee shall provide a final list of participants with a list of what they were provided with (e-bike; accessories; and/or 1 year Spin pass)

Task 3 - Project Work Plan and Schedule

This section details Grantee's approach to the scope of work, including methods, tasks, timeline, and deliverables. Milestone dates are estimates. Grantee shall provide an update as part of the monthly report on how closely activities align with anticipated milestone dates.

3.1 *Participant Recruitment*

- Create an application form which includes preferred method of communication, choice of Selection Sessions (with sessions available during a wide range of times and days), and an agreement to complete required activities, allowing collection of qualitative and quantitative information in support of project outcomes and to support changes needed for future projects.
- Open the application form. The application form will be open until all slots are confirmed or until June 1, 2023.
- Invite individuals enrolled in the GetFoCo app with income <80% area median income to apply and connect with organizations that serve this population.
 - GetFoCo is an all-in-one application portal to discounted services and municipal benefits offered by the City for income-eligible residents. FC Moves staff will work with City Give to inform GetFoCo users of this opportunity.
 - Outreach to partner organizations that support low-income community members to inform them about the project and encourage them to enroll in GetFoCo to participate. Partner organizations include: Neighbor to Neighbor, La Familia, and Homeward Alliance.
- Invite CSU employees with income <80% area median income to apply.
 - CSU CARE program matches people to resources and is known by CSU community members.
- Applicants will be income-verified through the GetFoCo app or CSU CARE program.

3.2 *Recruit and train Bike Buddies*

- Grantee will prepare a detailed plan of expectations of Bike Buddies, paid volunteers who will provide individualized support to help participants be successful in using e-bikes or Spin passes for transportation, including how often they are expected to communicate with participants, how quickly and how often they should respond to questions, and the expected schedule.
- Recruit 8-13 Bike Buddies (one Bike Buddy for every 3-5 participants) from among current FC Moves Bicycle Ambassadors, including Spanish-speaking ambassadors.
- Schedule and host two-hour training sessions for the Bike Buddies, as many as needed to accommodate schedules.
- Schedule potential Selection and Distribution Sessions.

3.3 *Develop Participant Packages*

- Prepare interview questions for Selection Sessions designed to determine participants' needs.
- Select participants from among applicants, prioritizing applicants with the lowest incomes, and considering applicants' transportation needs.

- Contact selected participants to confirm Selection Sessions. Where no response is received, multiple attempts will be made to contact selected participants before dropping them from the project and making new participant selections.
- Bike Buddies, FC Moves staff, and/or CSU staff will attend Selection Sessions with participants, ensuring communication and comfort by participant in determining their needs and choice of Project offerings. FC Moves staff will work with Bike Buddies to develop a calendar of Selection Session dates, and participants will select their date at the time of their application. FC Moves and/or CSU staff will attend as many Selection Sessions as possible, but Bike Buddies will be the lead.
- FC Moves and CSU staff will work with Bike Buddies to develop individual packages and seek feedback from participants on proposed packages. The package will include e-bike or Spin pass and accessories tailored to participant needs.
- All participants will be enrolled in and trained on use of Spin Access, which provides participants an option to continue in the e-bike and e-scooter share program after this project is complete at a discounted rate.

3.4 *Participant enrollment in chosen deployment model*

Participants will attend a Selection Session with their Bike Buddy about their needs and the Project's available options. Participants will decide on the following:

- Deployment model:
 - E-bike ownership: Participants will have the opportunity to select an e-bike model that will work best for them.
 - Spin Community Passes (free e-bike/e-scooter share): participants will have the option to choose a one-year membership pass. The Spin Community Pass offers up to five (5) free 30-minute rides per day.
- Accessories: Participants will choose accessories customized to their needs. Accessories may include:
 - Trackers and subscriptions
 - Helmets
 - Locks
 - Theft insurance
 - Trailer for carrying children or cargo
 - Cold or wet weather gear
 - Mobile phone and subscription for using the Spin app and OpenPATH for those without a smartphone
 - 1 tune-up per e-Bike (ownership model deployment)
 - Other goods and services that will be needed for their successful use of their e-bike or Spin pass.
- Reporting method:
 - Mobile App (OpenPATH)
 - At Selection Session, participant will install and activate the app. Bike Buddy to provide some training on usage.
 - Bike Tracker

- Other: Bike Buddy and participant will discuss what other reporting options are available and if this option is chosen a short write-up describing the chosen reporting method will be submitted to Grantee.

The Bike Buddy and Project administrators will use this information to compile an e-bike or Spin pass package with accessories tailored to the participant, with feedback from the participant before the package is finalized. After packages are finalized, Project administrators will order the package.

3.5 *Distribution Sessions*

- During their Selection Session, participants will select a Distribution Session that is compatible with their schedule and commit to attending it.
- With support from FC Moves and CSU staff, Bike Buddies to develop individual training based on the needs of each participant that will be provided during Distribution Sessions. For example, participants who select e-bike ownership will receive training on how to securely lock up their bike and will need to demonstrate this skill. Participants who receive Spin passes will need to install and download the app to activate the pass and demonstrate that they can unlock a Spin bike or scooter, start a ride, park correctly, and end a ride. All participants will receive education on Smart Cycling principles for riding e-bikes and e-scooters. FC Moves and/or CSU staff will attend as many Distribution Sessions as possible, especially the first session for each Bike Buddy.

3.6 *Participant Support*

Participants will receive one-on-one and group support from the project to create a connected community to support their e-bike use beyond this project. This support and community will occur through:

- A Bike Buddy who will mentor up to five participants, with two one-on-one, in-person meetings (Selection Session and Distribution Session).
- Regular check-ins with the Bike Buddy.
- Regular tips and polls to encourage sharing experiences and discussions with other participants.
- Group rides and education offered at times that are compatible with participants' schedules.
- Participants may receive a gift card incentive for participating in at least 7 classes and group rides.

3.7 *Data Collection*

- During Selection Sessions, participants will choose how they wish to report trips (mobile app, tracker, or other). Those who elect to use the mobile app will download it and receive training during the Selection Session.
- Participants will track trips before and after Distribution Sessions.
- Participants who choose the tracker will receive it on their e-bike already installed.
- Bike Buddies will check in with participants on trip reporting and help troubleshoot problems.
- Ongoing communication will include reminders to report or label trips.
- Data collected to include:
 - Number of trips and miles by e-bike/e-scooter before vs. after the Distribution Session
 - Emissions and energy impact
 - Number of participants reporting trips
 - Qualitative feedback from participants

- Qualitative feedback from Bike Buddies and staff
- Participants will receive gift cards for completing 5 polls and for completing the final survey.

3.8 *Evaluation*

- FC Moves staff analyze and report trip data quarterly.
- Bike Buddies will report monthly on participants' experiences, such as whether the participant has responded and qualitative experiences beyond that measured by the OpenPATH app, tracker, or trip log.
- FC Moves staff will develop an end-of-project survey to assess participants' experience and e-bike or e-scooter use. The survey will include similar questions as the initial application form for before-and-after comparisons of attitudes toward riding e-bikes and e-scooters. Gift cards will be used as survey incentives.
- FC Moves staff will compile, analyze, and report survey responses.

Task 3 Deliverables:

- Summary of Bike Buddies' monthly reports to be included in monthly and quarterly reports.
- Schedule of group rides and classes. Description and summary of classes and rides included in monthly and quarterly reports.
- Brief analysis on whether participant engagement corresponded to increased e-bike and e-scooter usage to be included in final report.

Task 4 - Final Report and Quarterly Reporting

Grantee shall submit quarterly reports to CEO for one year following e-bike deployment with the first report falling at the beginning of the subsequent quarter and then each following quarter for a total of four reports. Reports shall be submitted by the end of the first month of the quarter. Reporting criteria will include, but may not be limited to, the following:

- Quantitative data as identified in Task 3
- Qualitative data as identified in Task 3
- Qualitative data including data collected through surveys, project anecdotes, and project observations
- Testimonials/Quotes including statements about the project's importance from participants that could be used for communications.
- Summary of Communications including press releases, advertising, or newsletters.
- Final quarterly report shall include a final summary of any key project insights from deployment and one year of data collection.
- At any time, the CEO may determine that additional reporting information is needed and reserves the right to request this information at any time during the reporting period.

Grantee will submit to CEO a project completion report that provides a summary account of the total work performed including all tasks contained in the project work plan. The report shall include:

- Project Summary Narrative: This should summarize the project and its achievements including, project objectives and benefits, if and how they were met, project participants, and anything else about project development and implementation.
- Project Lessons Learned: summarize project challenges and how they were overcome, findings, and recommendations for future projects. Brief analysis on whether participant engagement

corresponded to increased e-bike usage.

- Financial Status: summary of project expenditures including e-bikes and equipment, administrative costs, and any other project costs.
- Project Communication: Include a description of promotional activities including newsletter, email, or social email content, and photos documenting the project.
- Other Information: Other information as requested by CEO.

Deliverables:

- Four quarterly reports – first report is due by end of the first month following the end of the quarter in which e-bikes started to be deployed.
- Final report - due within 30 days after final quarterly report.

Project Deployment Schedule - Estimated

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Program evaluation														
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III. Grantee Personnel

Grantee shall immediately notify the State if any of the below Personnel cease to serve on the Project Team. Provided there is a good-faith reason for the change, if Grantee wishes to replace the Personnel on this Project Team, it shall notify the State and seek its approval. Such approval is at the State's sole discretion, as the State issued this Small Dollar Grant Award in part reliance on Grantee's representations regarding Personnel. Such notice shall specify why the change is necessary, who the proposed replacement is, what their qualifications are, how Grantee plans to ensure quality assurance and quality control of the program, and when the change would take effect. Anytime Personnel cease to serve, the State, in its sole discretion, may direct Grantee to suspend Work until such time as their replacements are approved.

A. Project Team

1. Rachel Ruhlen, Transportation Planner, FC Moves
2. Jamie Gaskill, Active Transportation Professional, Colorado State University
3. Lauren Nagle, Adult Bicycle Education Team, FC Moves
4. Educator, Adult Bicycle Education Team, FC Moves

IV. Testing & Acceptance Criteria

CEO shall determine whether deliverables meet the task requirements in the scope of work. The Grantee shall provide professional, high-quality deliverables that have gone through an internal quality assurance process. If the deliverables, invoices, and reports are inadequate, the CEO Program Manager will notify the Vendor with a request to correct, modify, or replace as needed.

V. Budget

The total budget shall not exceed \$148,350 as described in the chart below. Budget line items may be moved among and between tasks with pre-approval from CEO Program Manager.

Item	Cost	Match	Total
E-bikes, Spin passes, and accessories (estimated \$3000 package/ participant)	\$120,000		\$120,000
Administration		\$14,980	\$14,980
Bike Buddies (\$20/ hour,	\$24,000		\$24,000

estimated 30 hours/ participant, with 40 participants)			
Participant Incentives (gift cards, refreshments at classes/events)	\$3,050		\$3,050
Translation	\$1,300		\$1,300
Total	\$148,350	\$14,980	\$163,330

Match amount

In-kind staff (Administrative) time will be provided by City's FC Moves personnel based on a TOTAL of **305 hours** from May 2023 through April 2024 using the following hourly rate for salary and % applied for fringe benefits. Per City policy, fringe benefits for classified employees includes retirement FICA, Medicare, Life insurance, long and short term disability and health benefits (medical and dental).

305 hours of staff/administrative time from May 2023 through June 2024

Hourly rate: \$39

Fringe benefit %: 25.94%

Total compensation rate = \$49.12 (based on hourly rate with applied fringe benefit %)

VI. Payment

The maximum amount payable under this Small Dollar Grant Award to Grantee by CEO shall be \$148,350, as determined by the State from available funds. Payments shall be made in accordance with the budgets described for each task herein.

Grantee shall submit monthly invoices on a time and materials basis according to the budget above. Grantee shall provide a schedule of values substantiating work complete to date by task, which shall be provided to CEO with each invoice. The invoice documentation shall be submitted with each monthly report and shall indicate all work performed in the invoicing period in a manner sufficient to CEO to justify any payment requested for the Work. e-bikes, equipment, and accessories will be reimbursed upon delivery. The State shall pay Grantee the reasonable, allocable, and allowable costs for work performed based on satisfactory progress of the work defined in this scope and the associated tasks. Grantee shall be compensated only for work and services performed by Grantee and accepted by CEO pursuant to the terms of this Agreement. Payment shall also be contingent upon CEO's timely receipt and acceptance of required invoices and associated reports and deliverables described herein.

Grantee shall be reimbursed no more than once per month based on the submission of Grantee's invoice providing a detailed account of the work completed and the amount of costs incurred relating to line items per the project set forth in the above section.

VII. Purchase Order Term

The Grantee shall begin work upon the latter of the Purchase Order Service From Date as shown on the cover page of this Small Dollar Grant Award, or upon Grantee's acceptance of this Agreement. This Agreement shall terminate on June 30, 2024, unless sooner terminated or further extended as specified elsewhere herein.