



# Checklist

This checklist is intended to guide municipal partners through the stages of planning, implementing, and evaluating a cargo e-bike pilot program. It outlines the key action items and coordination needs across each phase to support a structured and effective approach to the development, implementation, and evaluation of the pilot program.

## Pre-launch phase



- ☐ Define a clear program vision, goals, and success metrics.
- ☐ Include representation from all involved internal departments on the project team.
- ☐ Identify and engage key partners (including anchor clients, cargo e-bike operators, vendors, service providers, and community-based organizations).
- ☐ Review local cargo e-bike regulations and outline operational boundaries (where bikes can ride, load/unload, and park).
- ☐ Assess zoning and curb management policies to identify opportunities and barriers for siting microhubs and loading and unloading spaces.

## Planning phase



- ☐ Explore appropriate microhub models and assess suitability based on local context and program needs.
- ☐ Identify and assess potential microhub sites based on staging needs, infrastructure requirements (including electricity, plumbing, restrooms) and proximity to highways and delivery zones.
- ☐ Design a data collection framework tied to program goals and success metrics.
- ☐ Develop a communications plan to promote the program benefits and address any public concerns prior to launching the program and provide public engagement opportunities throughout the pilot.
- ☐ Conduct inclusive community outreach to build support and awareness on cargo e-bikes.
- ☐ Develop a framework for the cargo e-bike registration process.
- ☐ Coordinate training opportunities for operators, events and test ride opportunities.
- ☐ Develop financial incentives and subsidy programs to support operators and small business participation.

## Implementation phase



- ☐ Launch the pilot with clear defined roles and expectations across partners.
- ☐ Provide safe, secure, and accessible parking and loading and unloading spaces for cargo e-bikes.
- ☐ Monitor pilot operations through real-time feedback from operators, partners, and the community.

## Post-pilot phase



- ☐ Evaluate pilot program outcomes using collected data and feedback to identify key pain points.
- ☐ Refine program design using lessons learned for scalability and explore opportunities for continued funding.
- ☐ Document findings, outcomes, challenges, and successes, and share the results with the broader community.

