

REBUILD TOMORROW'S MOBILITY

Reporting back on the impact of **COVID-19** on travel behaviour, mobility and workplace preferences of Metro Vancouver residents



A Snapshot in Time: June 10th, 2020 - July 5th, 2020



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Executive Summary

One of the most emotionally charged topics of discussion in the Vancouver region this summer has been the bike versus car on Stanley Park drive in Vancouver's beloved downtown park. The COVID-19 pandemic has been a defining moment for urban mobility because our usual patterns have been revised, reshaped and remodelled.

This report is capturing the changes to Metro Vancouverites lifestyles and travel behaviour during the initial Phase 1 (work-from-home state) and the following recovery phase 2 as reported by our Rebuild Tomorrow's Mobility survey. It was conducted online by means of voluntary participation and was distributed mainly by our partner organizations through social media and other channels (see Appendix A for more details on methodology). The surveys were conducted from June 10th to July 5th and capture the behaviours, sentiments and wishes of the general population of Metro Vancouver. With 958 responses the survey has a confidence rating of 95%.

The pandemic has changed the way we interact in our urban spaces, and we'd like to highlight five main takeaways from our questionnaire.

01

Benefits of Remote Work: We are adaptable and reliant on modern-day technology: we transitioned to a work from home culture quickly and successfully in part because of technology. Working from home has eliminated the need to commute altogether, resulting in substantial benefits environmentally and economically.

“

I think the government should offer incentives to employers that allow staff to work from home once or twice a week.

“

Working from home is critical, I am afraid of going outside, especially on public transit.

02

A Slower Pace of Life: There has been a reduction in mobility demand that goes beyond commuting. We are reserving our outings to socializing and errands and have started to explore local parks and beaches more. These are indications of a potential larger cultural shift towards a life more centered around social connections and personal well being.

“

Finding so much joy in the cleaner air, chirping birds and quiet that came with COVID-19. Generally trying to live my values and travel less and focus on walking and biking wherever possible.

“

Since the pandemic, I've been actively trying to live hyperlocal. I avoid all unnecessary travel and keep my outings for socializing and errands. I've also been reconnecting with area parks and green spaces and feel much happier and healthier doing so.

03

Health is the New Mobility Decision Factor: We are taking the risk of infection very seriously, in fact these days it is the most important decision-making factor for us when we choose a transportation mode. Transportation providers in the region need to address this concern through improved cleaning and physical distancing measures, educational campaigns and recommendations around personal protective measures.

““

On public transit: require everyone to wear a mask, reduce crowding.

““

I feel the risks are low when sharing (car share) vehicles, and take precautions to wipe down the steering wheel and high-touch points myself.

““

I think public transit vehicles could be refitted to reduce disease transmission - individual seats, fewer people per vehicle, sneeze guards etc.

““

I am avoiding public transport until there is virtually no risk. I could be persuaded to take car share or bike share if sanitizer was readily available.

04

Shift towards Individual Transportation: The pandemic has shown us our own mortality and that translates into wanting more control over our transportation modes. We love to walk and bike more (+2%) and have reverted to our own cars. In fact, around 14% of car free households in Vancouver are considering buying a new car.

““

The main thing I have changed since the pandemic started is I stopped taking public transit. I don't plan on going back to transit, as I think my lifestyle is much healthier now that I am biking everywhere.

““

I walk and bike everywhere now but because of my physical condition it is not easy, especially for further distances. For that reason I'm looking to buy a car again, but it is unaffordable for me at this time.

05

Support for Shared Mobility: Despite the fact that we are concerned about shared spaces and vehicles, we are aligned behind policies that reduce vehicles on the road. To rebuild tomorrow's mobility we would like to see continued funding for public transit, more support for shared mobility, road spaces allocated towards biking and the introduction of mobility pricing.

“

I am worried that the pandemic will have negative effects on support for transit - I think it's really important to continue the trend of increasing transit and decreasing vehicles on the road.

“

We need e-bike sharing and more dedicated bike lanes on the North Shore.

“

Road pricing, mobility pricing, congestion charging, whatever you want to call it. We need to get on with it. COVID19 or otherwise, if it had already been in place prior to this event, we could have avoided what will likely be a step in the wrong direction towards more driving behaviour in an unconstrained transportation network for motor vehicles.

“

We need car-free spaces to provide for safe cycling corridors.

Mobility is a vital aspect of our lives, even if trip volume has decreased during the initial phases of the pandemic. To rebuild tomorrow's mobility we need a transportation network where infrastructure favours people over vehicles. A system that prioritizes services providing access to shared bikes, buses, cars over individually owned vehicles.

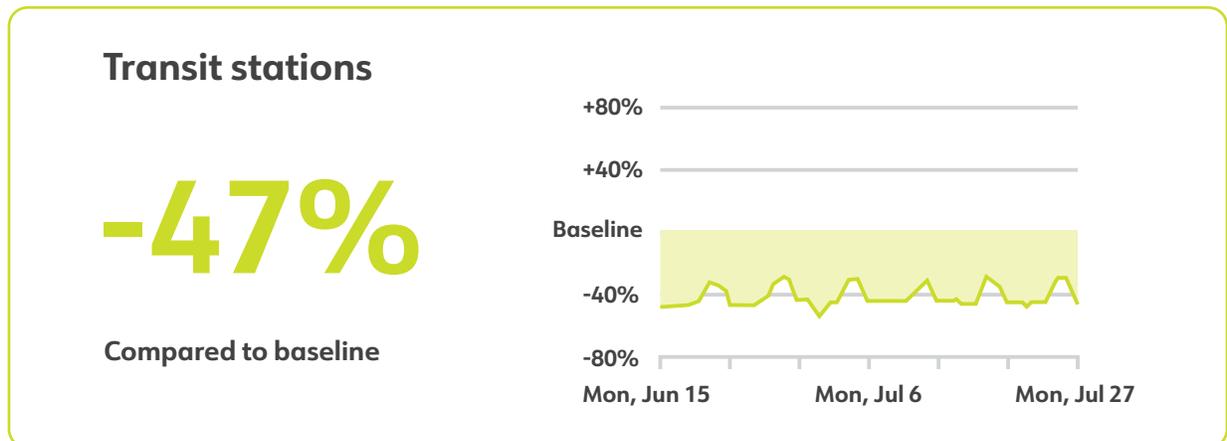
We need a more **resilient transportation ecosystem** so it can continue to provide access to services for our residents, reduce our region's carbon footprint, and remain the circulatory system for our local economy.

We should not wait for another pandemic or disaster to happen to implement the necessary changes to build **a multi-modal, safe, and reliable mobility network** in our region.

Background

British Columbia first declared a state of emergency due to the ongoing COVID-19 pandemic on March 18. At the end of March, the province and its municipalities had taken a variety of emergency measures in an effort to reduce the spread of the virus. These measures included closing all non-essential businesses, as well as discouraging non-essential travel. During Phase 2 of BC's Restart Plan (May 19 - June 23), the government asked people to stay close to home and avoid any travel between communities that was not essential. While the recently launched Phase 3 (June 24th) allows for smart, safe and respectful travel within B.C., Metro Vancouver's residents have been continuously reassessing daily routines and have been finding alternative methods for some of their activities (e.g. working from home).

According to Google's COVID-19 Community Mobility Report of the City of Vancouver public transportation ridership has seen a drastic reduction since the start of the year. Currently, ridership is almost halved compared to pre-COVID levels.



Experts believe that it will take years for ridership and trust in public transit to return to pre COVID-19 levels. Additionally, a survey conducted during the last week of May by the Mustel Group found that 36% of respondents plan to increase their car use.

We - the [Covid19 Shared Mobility Task Force](#), chaired by movmi - are concerned about these trends. We strongly believe that we need a clean transportation reboot that continues to offer residents alternatives to car ownership.

This is why we decided to hear directly from Metro Vancouver residents about the impacts of the epidemic on their daily routines and mobility habits. Almost 1,000 residents responded to our survey which makes it the largest independently conducted transportation survey during the pandemic in the region.

The survey focused on these four areas:

01 Changes to work arrangements and how that impacts our mobility patterns.

02 Shifts in mobility behaviours and decision factors.

03 Sentiments around shared mobility, active transportation and public transit and if they have been adjusted.

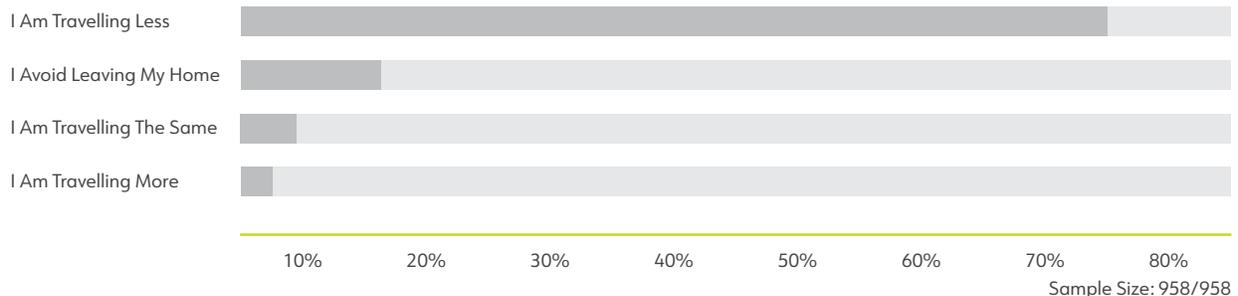
04 The butterfly effect on the vision of transportation and policies for our region.

Analysis

■ Avoidance: how the pandemic has drastically changed our commuting behavior

The COVID-19 pandemic has turned the mobility world upside down. Despite the countless disruptions the pandemic has caused, it has practically proven overnight that our mobility needs and desires can look very different in the future. Arthur D. Little's 'The Future of Mobility' describes the crisis as "causing society to reflect and reassess its values and priorities in what could be a quite fundamental way, highlighting the importance of issues such as health, hygiene, the environment and home life, as well as speed, convenience and consumption."

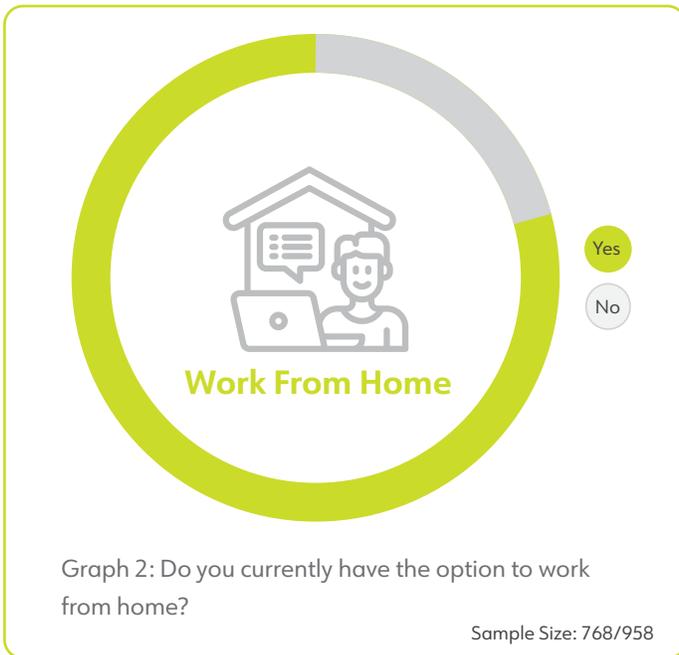
Similar to other cities impacted by the virus, Metro Vancouver saw an immediate decrease in overall mobility demand of up to 70% once the state of emergency was declared in mid-March. According to a recent transportation update on July 7th, the city reported that the total number of daily trips across the city was 1.6 million between May 24th-30th. This compares to around 2 million trips that were taken per day before the pandemic. Our survey confirms this data, as almost 72% of participants indicated that they are reducing the number of trips they are taking in Metro Vancouver and 17% of participants are not travelling at all.



Graph 1: How much do you travel today versus Pre Covid19?

In the academic world of sustainable urban mobility, this overall reduction in trips is a positive revelation known as "avoidance," and this phenomenon can have a positive impact on carbon emissions. Professor Cathy Macharis of the Vrije Universiteit Brussels and head of the research group MOBI developed the 4 A's of sustainable urban mobility practices to help cities reduce the external costs of mobility. These As are: Awareness, Act and shift, Avoidance, and Anticipation—each A represents a strategy describing behaviour change. Avoidance is the most effective strategy to reduce our transportation-associated carbon footprint, however, previously it has been extremely difficult to convince people to avoid any travel."

Now, as a result of Covid-19, avoidance is the primary response being taken as a safety precaution to contracting the virus. The survey results indicated that Metro Vancouver residents consciously reduced their overall mobility demand by avoiding various day-to-day activities. One area the avoidance factor was particularly noticeable was the work from home phenomenon. This trend has been gaining traction with the evolution of digital technology over the past decade, but the pandemic created an immediate shift of behaviour. Over 75% of our survey respondents indicated that they are working from home full-time, and not commuting to the office. An additional 9% of survey respondents temporarily had the chance to work from home during the initial lockdown at the end of March.



In comparison, just 8% of Metro Vancouverites indicated they worked from home full time in the 2016 census and 13% of our survey participants did so before the pandemic. Our survey clearly indicates that a large proportion of all jobs (80%+) in Metro Vancouver are able to be completed online.

This newfound work from home experience might lead employers as well as employees to question the traditional idea of an office place. Especially since employers have generally observed positive levels of productivity, and many employees have realized the advantages of homeworking. Some organizations are even going as far as closing their offices

downtown permanently. In addition, employers have also embraced the idea of flexible hours to reduce their staff travel during peak hours. This flexibility trend is an added advantage for our urban mobility systems. Karen New, the Director of Information Systems at Vancouver’s own Modo explains “uniformity is the enemy of sustainable transportation. If everyone in a neighbourhood needs the same mobility at the same time, then any transit network becomes unpleasant & overcrowded twice a day, and unsustainably empty in between. Uniform zoning, uniform work schedules, and uniform expectations give most people little choice but to own their own car.”

■ What does this behaviour shift potentially mean for Vancouver’s mobility systems?

The impact of these phenomenons is varied and immense. In the long-term, a mix of work from home, and work at the office seems like the most likely outcome of the pandemic. Overall, Vancouver’s mobility planners can expect an overall reduction in demand (total km traveled) and a flattening of the critical morning and evening peak rush hours. According to the census, the average one-way commute for Vancouverites was almost 30 minutes in 2017, and 69% of these commutes were taken in a private vehicle. Therefore, the shift would effectively reduce the direct and indirect costs associated with commuting and potentially reduce the desire of Vancouver residents to own vehicles. Although, we also heard from survey respondents that more people were considering purchasing a vehicle due to the pandemic.

There are a number of other potential aftereffects of this trend. The reduction of commuting should immediately free up parking, road and curb space in commercial areas that could be repurposed or reallocated. In the long-term, it is also comprehensible that the value of commercial land might decrease as employers explore reducing office spaces to take advantage of the changed behaviours. This could help Vancouver tackle it’s affordability crisis as land could be used for other purposes such as increasing the amount of residential land. These are just a few of the potential long-term impacts of this new working from home world.

■ Outside of work: we're travelling less yet being more active

To further comprehend the behavioural aspects of the pandemic we wanted to understand why Vancouver residents were leaving their homes, and the nature of these activities. This would help explain the relative importance of certain activities to residents, as well as the demand for certain types of mobility modes during the pandemic. The big takeaways from this section of the survey are seen in the illustration below. All in all, Vancouver residents tried to reduce their exposure to the virus by generally limiting the time spent outside of their homes. In all examined categories more than half of the survey respondents indicated that they were reducing their activity levels.



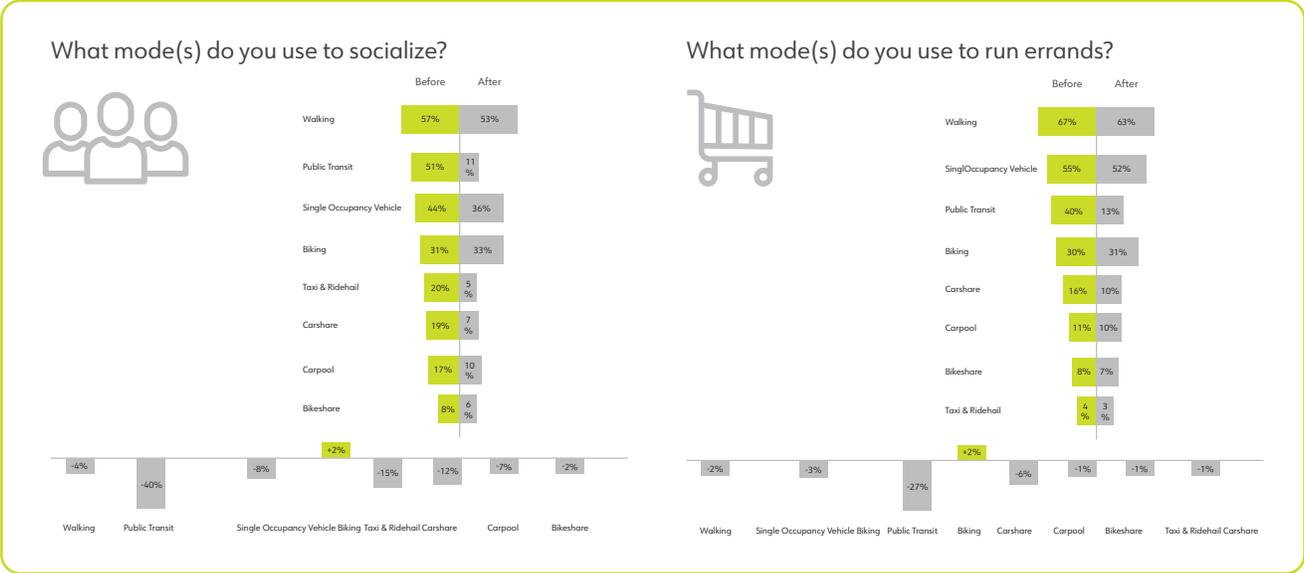
Graph 3: How often do you leave your home to engage in activities today versus before Covid19?

Unsurprisingly, 72% of residents were reducing the number of shopping trips, but they still indicated that they leave the house for those. Following guidelines from the provincial health ministry, citizens were encouraged to exercise and spend time outside. Almost half of all respondents indicated that they were exercising as regularly as prior to the pandemic. In fact, there were a few respondents that have indicated that they exercise (17%) more and head out to parks and beaches more frequently (13%) now than before the pandemic. This data confirms the importance of parks and green spaces to Vancouverites as they allow for social distancing and have acted as a safe green haven for many condominium residents.

The survey data also highlights Vancouverites' increased appetite for healthier lifestyles including increased interest in active mobility. As gyms and other indoor fitness-orientated studios - while slowly reopening from the initial complete shutdown - are still seen as potentially higher risk, a larger number of residents have been exercising outside. As a result, bike stores across the city have seen a spike in sales as residents are adjusting to the new normal. Julie Bischoff, the general manager of the Denman Bike Shop is thrilled about this development, she comments "people who never used to ride bikes are now having the opportunity to discover just what a great solution bicycles are to everyday problems."

Our survey results paint a relatively clear picture of the impact of the pandemic on the different modes of transportation in Vancouver. The bicycle was the only mode of transport that has seen increased usage during the pandemic. Beyond that, there are a number of clear cut winners and losers.

Overall, it is evident that the share of individual transport (biking, walking, driving) in the modal mix has grown in response to social distancing and hygiene concerns. Our survey suggests that walking has remained the preferred mode of transport in Vancouver, and biking saw an increase in ridership of 1% to 2%. It will be interesting to observe if these trends persist once the winter comes around.



Graph 4: What modes(s) of transport do you use?

Regardless of use case, the biggest loser of the pandemic has been public transit as the share of mass transit in the modal mix has decreased sharply. The number of survey participants who indicated that they used public transit to meet up with friends decreased from 491 respondents prior to COVID-19 to 109 respondents in June. This is a 78% reduction in ridership. It is important to understand that a proportion of transit users are known as captive users. These are users that can't afford to switch modes, and oftentimes economically disadvantaged. We believe the remaining 22% of riders are part of this group. We also believe that essential workers that still rely on public transit might be underrepresented in our survey because our data skews towards well educated professionals.

Psychological and visual comforts seem to be very important for transit passengers, as riders have been avoiding public spaces. A recent poll from the [Angus Reid Institute](#) found that 73% of British Columbians support masks being made mandatory for indoor spaces where physical distancing isn't possible. On August 6th, TransLink and BC Transit announced that face masks will be mandatory on public transit starting August 24th. This might act as a stepping stone to rebuild trust between TransLink and their riders.

When the survey was released, there was anxiety among our Task Force that it would indicate that a large portion of transit riders plan to shift away from transit and buy a personal vehicle. This concern originated from a previous survey conducted by the Mustel group which indicated that 36% of Vancouver respondents planned to increase their car use. Therefore, we did ask the 35% of car free households who took the survey if they are considering purchasing a car. Only 14% of the 331 participants were in the market for a new car because of health safety concerns. While this sounds small in percentage, it's worth noting that , if we assume this sample is representative, this could translate into an additional 122,500 cars in Metro Vancouver.



Graph 5: Are you considering purchasing a car because of the pandemic?

On the contrary, 59% of all respondents indicated that they weren't interested in purchasing a car, and were looking to use alternative solutions and modes. This might come as a silver lining to the shared mobility providers in Vancouver. They had been initially hit hard by the pandemic as they suspended their services, but are now seeing a rebound in demand.

■ **What does this behaviour shift potentially mean for Vancouver's mobility systems?**

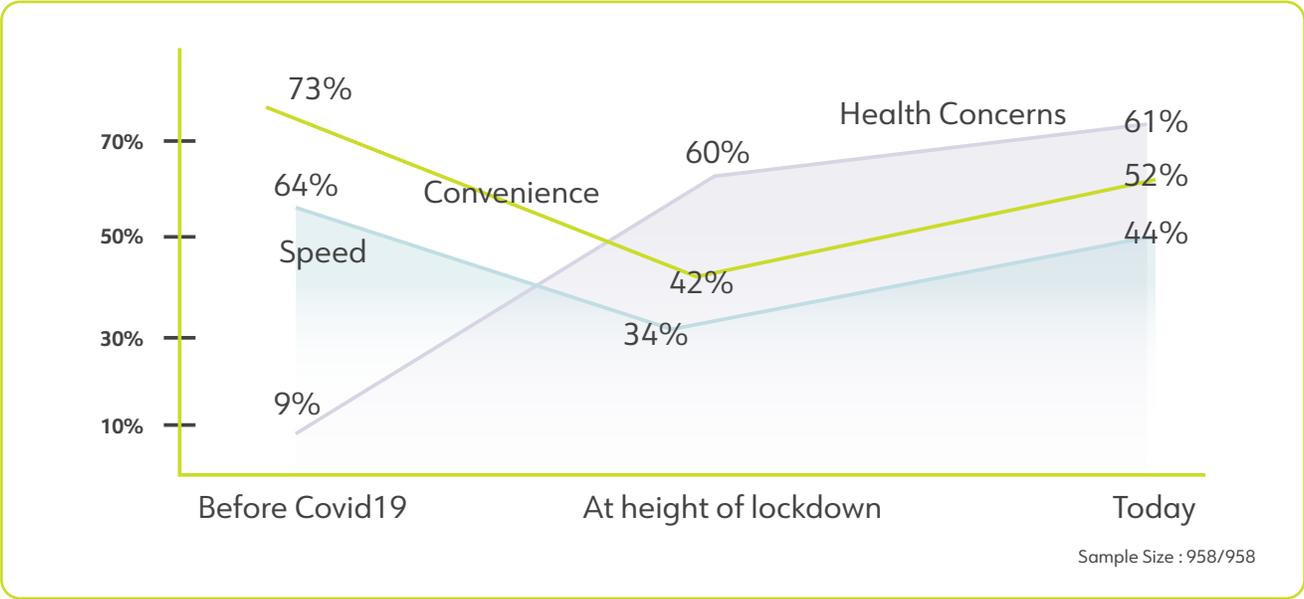
The pandemic and our fear of infection has slowed down everyone's lives: people socialize less, eat out less and we plan our shopping trips much more carefully. We also choose walking and biking over shared modes. If the pandemic has shown one thing it's that people enjoy spending time within their communities and supporting those around them socially and economically. Unfortunately, Metro Vancouver's car centric road infrastructure was not prepared for this shift.

Cities in Metro Vancouver have started to implement both short- and long-term strategies to make more space for pedestrians and micro mobility options. Taking away lanes and parking spaces from vehicles will further prevent a shift towards people increasing their car usage. But as the Canadian Urban Institute has highlighted "cities across Canada need to continue to pursue plans that create local communities where residents can live, work, shop and socialize nearby." This so called network approach to urban planning has a ripple effect on transit planning - an area that has been woefully unprepared for the current crisis. Instead of large scale transit systems which are less adaptable, transit planning should support a shift to operate smaller on-demand transit options and integrate shared mobility better.

■ **Our physical health is trumping other mode choice decision factors**

While it appears that people are more active and spending more time outdoors since the pandemic started, there is a very new and real health concern that impacts mobility operators. Physical health and wellbeing is the number one decision factor that determines how our survey respondents travel around Metro Vancouver. Safety has always been a central issue for mobility systems, but safety was predominantly associated with the risk of an accident or injury. Today, safety is associated with the cleanliness and hygiene of a mode of transportation.

The graph below shows the progression of decision-making factors over the course of the pandemic. Health concerns exhibit the most dramatic changes from having a 9% influence pre-Covid19 to a 61% influence today. Pre-Covid winners of decision-making, such as convenience and speed of a transport mode, have significantly reduced in relative importance. This explains why there has been a radical shift away from public transit as the perceived risk of infection is high. We believe the increased health consciousness is a potential mid to long-term trend that will require adaptation from mobility operators.



Graph 6: Top 3 decision factors that influence mobility mode choices

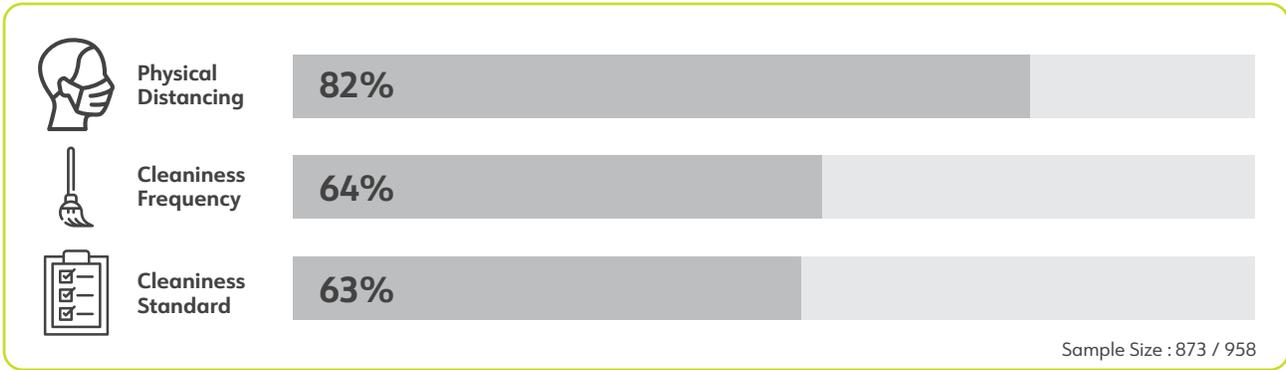
Since health and sanitation concerns have been on top of mind, we wanted to understand a bit more about it which is why we included several questions tackling this subject.

One of the areas we tried to get a better grasp on is what part of their journey are respondents concerned about cleanliness.

Our survey shows that 70% of respondents are concerned about riding in a shared vehicle together with others, whether that is a bus, a carpool vehicle, a ride-hail car or a taxi. This is also reflected in the modal split as only 5% of survey respondents were open to using ride-hailing services compared to 20% pre-COVID.

70% of respondents are concerned about sharing vehicles with others simultaneously while traveling.

When understanding the reasons why people are concerned about sharing vehicles, the findings above are no surprise: the better part of the respondents were extremely worried about physical distancing. It is obviously much harder to control physical distancing in a vehicle that is shared with strangers. The BC Center for Disease Control discourages anyone who has come in contact with a person infected with Covid19 from “use of public transportation including buses, taxis, or ride sharing”, but we also know that public transit is used by a large portion of essential workers. Jennifer Whiteside, secretary business manager for the Hospital Employees Union, which represents more than 50,000 members in all sectors of the health-care system, said in April that “public transit is especially crucial in the Lower Mainland where high housing costs have forced many outside of city centres, who then rely on a transit system to get to work.”



Graph 7: Top 3 concerns that influence mobility mode choices

This explains why carsharing and bikesharing services are a little better off with 54% of respondents being concerned about using those services. Today, 7% of participants would use car-sharing and 19% did so pre-COVID.

Physical distancing is not as much of a concern for shared modes. And while cleanliness frequency and standards are top of mind to a majority of our respondents, there are ways that an individual can control the cleanliness of a shared car or bike by bringing their own sanitizer to wipe down high touch areas such as steering wheel or gearshift or wearing gloves.

54% of respondents are concerned about sharing vehicles consecutively with strangers.

- What does this behaviour shift potentially mean for Vancouver’s shared mobility operators?

The pandemic will come as a serious challenge for this nascent industry that has struggled with razor thin margins for years. Earlier this year car2go, Daimler’s free-floating car share service that entered Metro Vancouver in 2011, discontinued its North American operations and during the pandemic Zipcar shut down its services. The pandemic has reduced carshare patronage and thus revenues significantly while at the same time has increased operating costs, mainly around sanitization efforts. Several micro mobility providers (Lime, Bird and Spin) have all closed markets or paused services in certain cities because of the pandemic. Nonetheless, the pandemic has also shined light of the communal benefits and urban resiliency that shared mobility operators can provide their communities. Metro Vancouver’s two carshare providers, Evo and Modo as well as the local bikeshare, Mobi, created programs to support healthcare workers in the midst of the pandemic to ensure their safe transportation.

It is currently believed that the virus can remain viable on a hard, non-porous surface such as plastic or steel for up to three days but that the amount of virus on a surface drops rapidly with

time. However, there is a growing body of scientific research that indicates that the coronavirus does not often spread from people touching surfaces. This scientific data is clearly not driving people's decision making process. It would be beneficial if there was an educational program that highlights these new findings so decisions are influenced by data and research, rather than fear.

Until that day, shared mobility solution providers need to consider more pivotal and fundamental adaptations to increase their operational resiliency. They need to implement new cleaning and sanitation approaches that address the hygiene concerns of the users as well as find new agile crisis processes. In May 2020, research of the Covid19 Shared Mobility Taskforce has found that 37% of measures taken by shared mobility operators were focused on sanitization protocols and cleanliness standards. In June, we published an update on different methods that are being tested: from bleach solutions to chemical fogging to UV sanitation, operators are being creative in how to address the health concerns of citizens. It would be helpful if the CDC would provide recommendations as to what type of sanitation methods are safe for long term use.

■ **Conclusion: Rebuild Tomorrow's Mobility with these Four Actions for Metro Vancouver**

In one of the more highly anticipated questions, we asked our survey respondents how they'd like to see the municipalities in the region of Vancouver respond to the COVID-19 pandemic. The responses we received from the survey were in line with the City of Vancouver's official mobility recovery plan. This is very encouraging, as the city has already taken various measures to continuously adapt to our changing mobility needs during the pandemic.



Graph 8: Top 4 transportation policies Metro Vancouverites would like to see in response to Covid19

The number one priority for survey respondents (69%) is to **support public transit** during this difficult time, and encourage Translink to keep high service levels. In response to the pandemic, TransLink has significantly reduced service levels in an effort to reduce operational costs. The cities in the region as well as the provincial and federal government have yet to financially assist TransLink, which is losing around 2 million dollars a day. We believe that funding should also be used to help accelerate the digitalization of public transit and the integration with other shared modes. For example, the region could help fund the launch of a MaaS offering, with public transit as the backbone of the service. This ties into priority number three: 42% of Vancouverites are looking to create an affordable and flexible **mobility offer that includes shared mobility**. The integration of the two systems would make it more **resilient overall**.

Another 65% of participants are asking the cities of Metro Vancouver to **repurpose infrastructure and allocate more road space to active mobility**. This is a drastic increase in percentage compared to the 24% of Vancouverites that supported active mobility in TransLink's 2050 Transport online survey that was conducted last year. Cities in the region have already transformed road space for outdoor patios, bike lanes, pop-up plazas as well as a couple of slow streets to help residents socially distance. In order to further push the limits of change, we'd recommend discussing the usage of parking space requirements. The land costs associated with parking could be repurposed or reassigned and put towards enabling healthier lifestyles. For example, more dedicated active transportation facilities, mobility hubs where all shared modes are connected or green spaces and parks.

Finally, 31% of participants encouraged the implementation of congestion and mobility pricing. Mobility pricing would more effectively pass along the true costs associated with using certain mobility modes, in particular driving where every \$1 spent results in an additional 9.20\$ in externalities and social costs. Introducing mobility pricing would ultimately lead to a **more equitable mobility network**.

Mobility is a vital aspect of our lives, even if trip volume has decreased during the pandemic. To rebuild tomorrow's mobility we need a transportation network where infrastructure favours people over vehicles. A system that prioritizes services providing access to shared bikes, buses, cars over individually owned vehicles. We need a more **resilient transportation ecosystem** so it can continue to provide access to services for our residents, reduce our region's carbon footprint, and remain the circulatory system for our local economy.

We should not wait for another pandemic or disaster to happen to implement the necessary changes to build **a multi-modal, safe, and reliable mobility network** in our region.

Appendix A - Methodology

This survey was conducted online by means of voluntary participation and was distributed mainly by our partner organizations through social media and other channels. The surveys were conducted from June 10th to July 5th and capture the behaviours, sentiments and wishes of the general population of Metro Vancouver. With 958 responses the survey has a confidence rating of 95%.

A complete representative sample of Metro Vancouver's city can't be assumed. In particular, we are aware of the following skews of our data:

- The survey respondents tended towards having higher educational qualifications. Over 73% of our respondents indicated that they had a completed Bachelor or Master's degree compared to 47% of Vancouverites in the 2016 census. This is probably a result of the dispersion of the survey in university-related circles.
- Our data also has a slight skew towards professional couples without kids, with only 17% of respondents having children compared to 39% in the 2016 census. Again this is most likely a result of the partner organizations that helped disperse our survey.
- Our survey was conducted solely online, and solely in English. According to the 2016 Canadian Census, Vancouver has 5.6% of residents who don't speak any English. And a separate 2018 Statistic Canada survey reported that another 6% of British Columbia residents don't have internet access at home. These residents wouldn't have access to participate in our survey.
- The age of our respondents indicate that the oldest generation (65+) is strongly underrepresented, and young adults (26-45) are similarly overrepresented. This is a common phenomenon among online surveys, and can be explained by the way our survey was conducted.

Postal Code of Survey Participants



- Our data also is skewed towards residents from the city of Vancouver. 59% of the respondents resided in the city of Vancouver while only 26% of Metro Vancouver residents live in the city of Vancouver. The Tableau map visualization on the left illustrates where the survey respondents come from.

For quality control this report has been peer-reviewed by four industry experts from Metro Vancouver.

Acknowledgement

We would like to thank the following people that supported the Rebuild Tomorrow's Mobility Report.

Dissemination:

City of North Vancouver, UBC, SFU, BCAA, Modo, Poparide, Hub, Mobi by ShawGo, Pay-by-Phone, Liftango, Swiss Canadian Chamber of Commerce, Swiss Consulate, VEVA, Look4Loops and Spare

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Natalie Corbo, City of North Vancouver
Selena McLachlan, Modo
Krista Falkner, UBC
David Holzer, Independent New Mobility Consultant

Covid19 Shared Mobility Taskforce: Chaired by Sandra Phillips, the global Covid-19 Shared Mobility Taskforce, is composed of shared mobility experts who have hands-on experience in technology & operations, policy and government relationships, as well as legal and insurance issues of carsharing, micro mobility and microtransit. Our objective has been to provide assistance by sharing knowledge, data and best practices during the current crisis and the recovery phase. You can contact the taskforce by writing an email to taskforce@movmi.net.

movmi: movmi is an award winning, WBE Canada certified (Women Only Business Certification) boutique agency specialised in Shared Mobility Architecture: the planning, implementation and launch of new shared mobility services.

Our team has unparalleled qualifications and experience with new forms of shared mobility (ridehailing, carsharing, on-demand microtransit and micro mobility) and public transit. We have spearheaded the launch of carsharing, micro mobility, microtransit and integrated transportation services in more than 10 cities across the world.

In Metro Vancouver, movmi and its staff has been involved in the launch of Evo and car2go in Vancouver, Bowen Island's microtransit pilot and is currently leading the efforts around TransLink's Mobility-as-a-Service initiative integrating the offers of Mobi, Modo, Evo and TransLink. If you want to learn more about movmi's work, please contact us at info@movmi.net.