



# Austin Energy e-Bike Rebates & Initiatives

Mobility Committee, City of Austin

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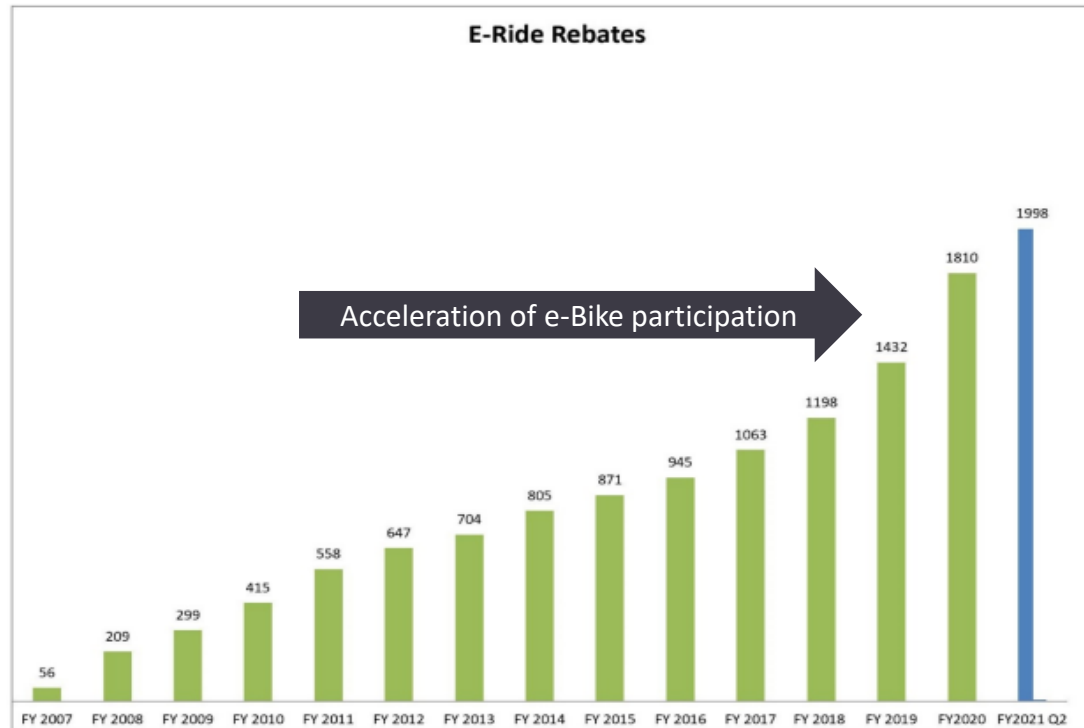


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# e-Bike Rebates

- Austin Energy E-Ride Rebates, as part of a larger transportation electrification program, offers individual rebates of up to \$300 per bike for individuals and \$400 per bike for fleet applications
- Supports local e-bike dealers





# Equity & Inclusion

**Vision – to create a future of mobility that is equitable, affordable, and accessible while helping the environment**

- Conducted 100s of e-bike access and safety trainings for underserved community members
- Electric Drive showcase includes bike share and e-bike charging infrastructure

30.2% of a low-income family's income goes to transportation vs. 13% for middle-income families - TxETRA



Electric Drive Showcase



"I can take my kids to school and then get to the store."  
-Maria at e-Bike demo





# “E-Bikes are for EVeryone” Campaign



- Austin Energy is leading a collaborative effort with MetroBike, CapMetro, and HACA to conduct e-mobility safety training for residents in affordable housing
- The project also includes general public training to promote e-Bike adoption





# e-Bike Multifamily Pilot



## Provide e-Bike convenience, security, and charging at home

- Austin small business fabricated e-bike racks
- System is modular so it can be customized by property needs
- Sub-meter installation to study consumption
- Resident engagement - conduct surveys, provide marketing outreach, onsite signage & lockers
- In collaboration with Austin Energy's Green Building Program
- Pilot property includes 20% affordable housing

# Staff Recognition

## Customer Driven

- “One of the best customer service experiences I have ever had with any organization – public or private.” -*Craig L.*
- “The ease, kindness, understanding and efficiency with which he assisted me was commendable.” -*Stephanie D.*
- “We've even been getting to know more neighbors, and everyone is always so curious (and jealous) of our bikes. We are so happy there was a rebate!” -Hand-written card from e-Bike Rebate Customer
- “Just writing to thank your team for such quick and courteous assistance. Y'all have a great team and service.” -*Gibrán L.*

### The EV Operations & Rebates Team



Lindsey



Nathan



Caitlin

