

# Shared Micromobility Parking Coquitlam Central Station Pilot Phase 1 2025



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New Mobility and Innovation  
Strategic Planning and Policy  
TransLink



# Executive Summary

The purpose of the Shared Micromobility Parking Pilot at Coquitlam Central Station is to test whether shared e-bikes and e-scooters can be accommodated on TransLink property in a way that better supports convenient first- and last-mile connections while maintaining safety, accessibility, and transit operations. The pilot responds to growing requests from local governments and mobility service providers (MSPs) and the need for a consistent enterprise approach to support shared micromobility and transit integration at TransLink stations.

Implemented in partnership with the City of Coquitlam, the pilot introduced designated parking areas and utilized geofencing to define a digitally mapped operating zone that automatically reduced speeds and restricted riding and parking to designated areas at both the SkyTrain and the West Coast Express station entrances. The intention was to improve convenience, support multimodal integration, and reduce the potential for conflicts between transit users and operations.

The pilot created three shared micromobility parking areas, implemented a multi-use pathway to improve access through the Coquitlam Central Station Park and Ride, and applied geofenced zones. The pilot publicly launched in April 2025 and, although originally planned to run until December 2025, has since been extended to April 2027.

The pilot shows that installing shared micromobility parking next to the fare gates at Coquitlam Central Station increased parking utilization by 43 per cent and reduced average parking duration compared with the previous parking area, located approximately 200 metres outside TransLink property. As of December 2025, no incidents related to improper parking, operational impacts, or accessibility issues were reported to TransLink's New Mobility or Facilities teams.

Public feedback indicated that proximity to the SkyTrain and the West Coast Express fare gates significantly improves convenience and supports first- and last-mile travel, while also highlighting ongoing demand for safe and dedicated active transportation infrastructure.

The pilot demonstrates that shared micromobility parking on TransLink property can be integrated effectively in a way that supports customer access while protecting operational requirements. The pilot also informs the development of enterprise processes, legal frameworks, and design approaches that can guide future requests.

Key recommendations include to continue operating the Shared Micromobility Parking Pilot at Coquitlam Central Station through April 2027, formalize the Enterprise Shared Micromobility Physical Integration Policy and intake process, and continue coordination with local governments to improve safe and dedicated cycling infrastructure that connects to transit. This should include close monitoring and additional evaluation to ensure additional areas continue to align with TransLink's objectives.

The pilot aligns with Transport 2050 goals by improving seamless transfer between different transportation options, providing parking for shared vehicles at transit stations, and improving access to shared micromobility by enabling convenient and safe access.

# Background

In summer 2023, the City of Coquitlam launched an 18-month shared micromobility pilot as part of its commitment to expanding sustainable travel choices. Initially, two MSPs, Lime and Neuron, were approved to operate shared e-bikes and e-scooters within the City Centre, with potential for service area expansion. Neuron withdrew its fleet at the end of 2024 and has since then been acquired by Lime. The service area encompassed three SkyTrain stations including Lafarge Lake-Douglas, Lincoln, and Coquitlam Central.

The City of Coquitlam proactively allocated shared micromobility parking areas close to Lafarge Lake-Douglas Station and Lincoln Station in the City's right of way, allowing a seamless connection between shared micromobility and our transit system. However, Coquitlam Central Station Park and Ride is located on TransLink's property, and TransLink and CMBC staff expressed concerns about device parking and potential impacts on transit operations.

As a result, the City of Coquitlam required providers to geofence Coquitlam Central Station as a no-ride zone, directing riders to park at the property's eastern edge at Lougheed Highway in the City of Coquitlam's right of way. This approach helped manage operational risk but reduced the convenience of connecting shared micromobility with transit.

TransLink's New Mobility and Innovation team, together with the Policy Development and Decision Analysis team, was directed to engage internal partners – including Real Estate, Facilities, Wayfinding, Legal, and TransLink's three Operating Companies – to assess the feasibility of establishing shared micromobility parking closer to the fare gates. The objective was to enable convenient transitions between shared micromobility and transit as a first- and last-mile solution.

Coquitlam Central Station already functions as a multimodal hub, with SkyTrain, West Coast Express, bus transit, a Park and Ride facility, carsharing, and secure bike storage and racks. Introducing dedicated shared micromobility parking, supported by improved wayfinding, the creation of a multi-use pathway and geofencing technology, presented an opportunity to further develop the station into a more integrated mobility hub. This aligns directly with Transport 2050 including:

- Transforming transit stops and stations into multimodal mobility hubs that enable seamless transfers between different transportation options. (Action 1.4.1)
- Providing parking and charging infrastructure for shared vehicles at transit stops and stations. (Action 1.3.3)
- Improving access to shared micromobility by enabling convenient, safe, accessible, and interoperable services that are well distributed throughout the urban parts of the region. (Action 1.1.5)

Establishing shared micromobility parking areas at Coquitlam Central Station would enable more customers to conveniently reach transit and travel without relying on private vehicles, strengthening the regional sustainable transportation network.

Together, these factors created the need for a pilot to test processes, responsibilities, and policy considerations for physically integrating shared micromobility within TransLink property.

TransLink served as the lead partner responsible for operational considerations, evaluation of potential locations, permitting, and implementation. TransLink and the City of Coquitlam worked collaboratively on parking allocation, multi-use pathway design, and geofencing areas and rules. MSPs implemented geofencing, managed fleet rebalancing, and will support surveying at the end of the pilot.

## Program Overview and Objectives

### Program scope

The Shared Micromobility Parking Pilot at Coquitlam Central Station introduced three shared micromobility parking areas:

- West Coast Express Hub: 4.0m x 4.0m
- SkyTrain North Hub: 3.5m x 4.0m
- SkyTrain South Hub: 2.5m x 3.5m

Each area supports designated, geofenced parking for shared e-bikes and e-scooters. The shared micromobility parking areas are available to any MSP approved to provide service in the City of Coquitlam, provided they use the designated areas in accordance with the agreement.

The project also includes:

- Wayfinding improvements to access and exit Coquitlam Central Station Park and Ride,
- Conversion of an existing sidewalk into a multi-use pathway to improve safe access for active transportation users,
- Operational and legal agreements among partners, and
- Data sharing through the Populus platform.

### Timeline

The three shared micromobility parking areas at Coquitlam Central Station were publicly launched on April 8, 2025, as a collaborative initiative led by TransLink in partnership with the City of Coquitlam. The project was originally planned to run until December 2025; however, the pilot has been extended to April 2027 to align with the City of Coquitlam's shared micromobility service pilot extension.

### Objectives and KPIs

The pilot was designed to address the following objectives:

1. Physically integrate transit and shared micromobility to enable a convenient first- and last-mile connection to transit users.
2. Increase shared micromobility usage among transit riders to encourage adoption of shared micromobility as part of the transit journey.
3. Pilot an operational and legal model for shared micromobility physical integration at TransLink stations and exchanges to inform enterprise policy.
4. Collect data to evaluate results such as shared micromobility parking utilization and user feedback through surveys.
5. Maintain safety and compliance at TransLink property which includes ensuring shared micromobility does not interfere with buses, pedestrian flow, or accessibility, and improve active transportation integration.

To evaluate progress towards these objectives, the pilot uses the following KPIs:

1. Utilization metrics on usage such as:
  - a. Average time parked at the location (in minutes)
  - b. Average number of devices at the location
2. Number of obstructions or complaints reported at the station
3. Number of conflicts between TransLink and City of Coquitlam or operators

Other factors being monitored included:

1. User experience and feedback via survey results
2. Lessons supporting development of Enterprise policy, processes, and agreements

## **Approach**

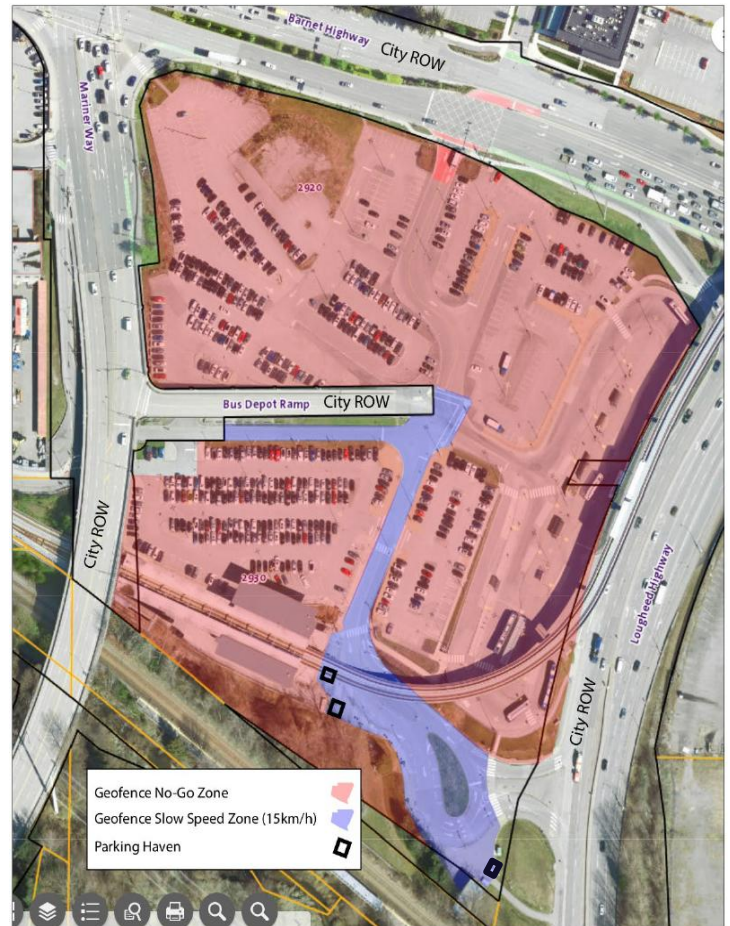
The pilot was initiated through a coordinated approach that combined physical infrastructure improvements, operational agreements, and the development of the Enterprise Physical Integration for Shared Micromobility Policy.

TransLink and the City of Coquitlam reviewed various entry and exit points, car and bus volumes adjacent to the station and at the station, active transportation users' desire lines, and TransLink operational constraints and feedback to determine appropriate parking locations and risk.

This resulted in the final area plan including geofenced operational requirements such as:

- Restrict parking to only inside the designated parking areas,
- Reduce device speeds to 15km/h within the Park and Ride area to minimize conflicts in the multi-use pathway, and
- Establish no-ride zones to prevent conflicts in the bus loop and parking areas.

The parking areas were delineated using white paint on the ground. A new multi-use pathway, signage, and pavement markings were added to improve access for people using shared micromobility and other active transportation modes to enter and exit the Park and Ride. The signage required to establish the multi-use pathway signage was placed on existing poles, lowering the implementation cost.



Development of the draft Enterprise Shared Micromobility Policy for Physical Integration occurred alongside pilot implementation. The process included structured engagement with internal stakeholders across TransLink and its operating companies, facilitated by the Policy Development and Decision Analysis team in collaboration with the New Mobility and Innovation team. This helped clarify operational considerations, financial and legal implications, and organizational alignment needed to support potential expansion to other locations.

Pilot implementation and legal agreement costs were covered by TransLink, with the City of Coquitlam providing in-kind contributions.

## Results

### Quantitative results

Available Populus data was analyzed alongside the City of Coquitlam's historical monthly ridership data to help normalize results.

Before the pilot, the nearest shared micromobility parking area was approximately 200 metres from the fare gates, within the City Right-of-Way. Following installation of the shared micromobility parking areas adjacent to the fare gates on TransLink property, utilization increased, and average parking duration decreased. Over a five-month comparison period, normalized average utilization was 43 per

cent higher after the parking areas were moved next to the fare gates (see Table 1: Quantitative Results: Summary Table).

*Table 1: Quantitative Results: Summary Table*

|                                               | Pre-Pilot | During Pilot | Change   | Result                                                                             |
|-----------------------------------------------|-----------|--------------|----------|------------------------------------------------------------------------------------|
| Transfer time                                 | 2 mins    | 10 seconds   | Decrease | Faster and more convenient transfers                                               |
| Total average device count                    | 2         | 11           | Increase | Higher averages suggest stronger integration with transit                          |
| Average parked time (minutes)                 | 1206      | 748          | Decrease | Shorter times may indicate higher turnover; longer may indicate storage of devices |
| Normalized Average Utilization Comparison (%) | 43%       |              | Increase | Measures utilization of parking location independent of ridership growth           |

As of December 2025, no incidents related to improper parking, obstructions, operational impacts, or customer conflicts had been reported to the project teams.

According to insights and data provided by Lime, trips beginning or ending at Coquitlam Central Station grew 2.5 times faster than overall shared micromobility trip growth in the Tri-Cities area during the pilot period. In May 2025, the month following installation of the parking areas, trips beginning or ending at Coquitlam Central Station also nearly doubled, increasing by 99 per cent.

### **Qualitative results**

A customer feedback survey was designed by TransLink’s Customer Research & Insight team with input from TransLink’s New Mobility team, the City of Coquitlam, and Lime. The survey was distributed by Lime using their own internal email communications to customers who had used their services within Coquitlam.

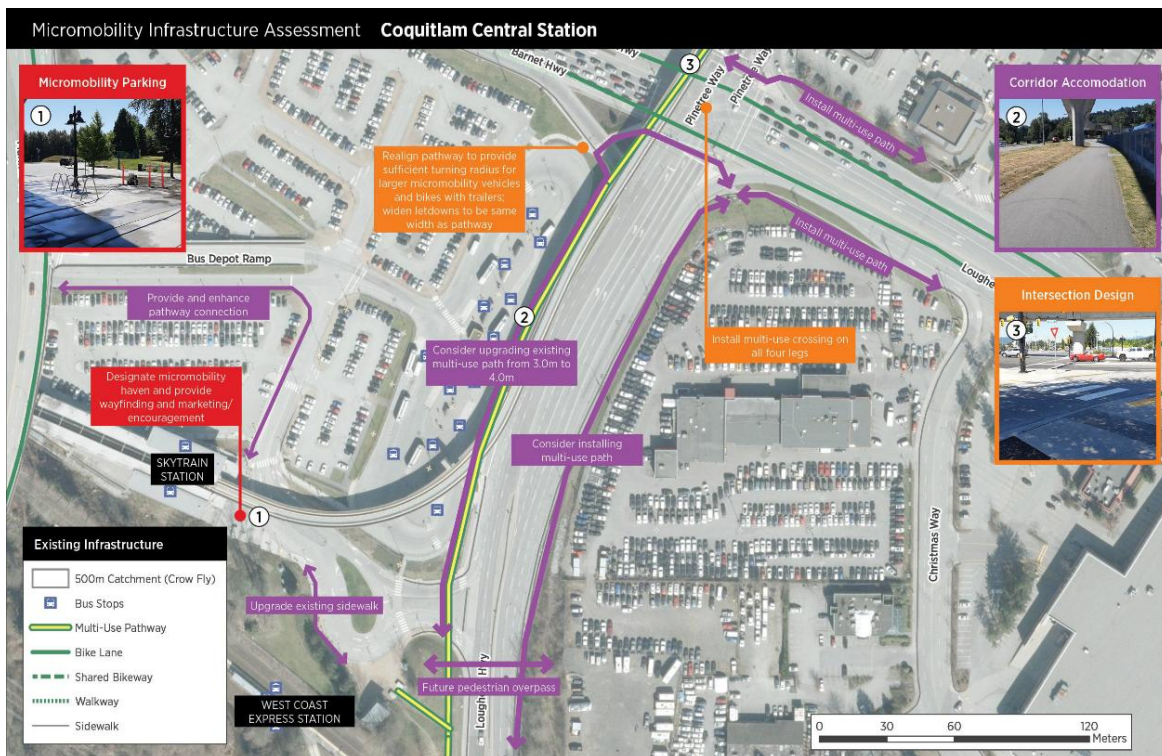
The survey received a low number of responses (n = 7) and responses should be interpreted with caution.

- *Mobility Hub Perspectives*
  - Four of the seven Coquitlam Lime respondents report being satisfied with the shared micromobility parking areas located at SkyTrain stations in Coquitlam. Among the six attributes evaluated, the service ranks highest for providing convenient connections to public transit and other transportation options. This aligns with the most frequently cited reason for using Lime e-scooters/e-bikes—the convenience of having them located close to home or work.
  - When asked about desired enhancements to the Mobility Hubs, more than half of respondents highlighted the need for safe and dedicated cycling infrastructure.
- *Coquitlam Lime Respondent Profile*

- The majority of the survey respondents in Coquitlam started using Lime services in 2025. While about half reside in Coquitlam, others come from nearby areas such as Port Moody and Vancouver. Users represent a diverse mix of ages and income levels, with most working full-time.
- The user base is predominantly male, and most have access to a personal vehicle such as a car, van, or truck.
- Transportation habits are split — around half primarily use their own vehicle, with the other half relying on public transit. Nearly all respondents had used public transit within the year before taking the survey, and two-thirds had used it within seven days before taking the survey.

The main shared micromobility operator, Lime, indicated the area was supplied with an adequate number of devices largely due to natural vehicle flow rather than manual rebalancing.

Feedback received from the City of Coquitlam notes the pilot as a success as it has improved connectivity between shared micromobility and transit. The City is also currently planning mobility hub improvements at the four SkyTrain Stations located in Coquitlam including Coquitlam Central Station. The City recommends improving parking options, wayfinding, and other amenities, which will require working with Translink to install. This work could take place in 2026-27. The City acknowledges the need for improved safe and dedicated cycling infrastructure to connect shared micromobility to TransLink's stations and exchanges. The City previously conducted a micromobility infrastructure assessment of Coquitlam Central Station. Several recommendations were identified as seen below:



Evaluation against objectives:

| Objective                                                                         | Result                                                                                                                                                                                                | Evaluation                              |
|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| Improve convenience                                                               | 2-minute transfer saving time and 184 metres closer.                                                                                                                                                  | Result met or exceeded expectations     |
| Improve first- and last-mile connections between transit and shared micromobility | Utilization increased and parking times decreased, suggesting improvements in first- and last-mile integration.                                                                                       | Result met or exceeded expectations.    |
| Pilot operational model for SMM integration at TL property                        | Successfully created procedure and standardization for future requests.                                                                                                                               | Result met or exceeded expectations     |
| Collect data and user feedback through surveys                                    | Collected data via Populus. The survey was designed by TransLink's Customer Research & Insight team.<br>The survey was distributed by Lime to customers who had used their services within Coquitlam. | Result met or exceeded expectations     |
| Enhance safety                                                                    | Multi-use pathway created an access route but did not meet respondent's safety expectations.                                                                                                          | Result was mixed or partially achieved. |
| Assess compliance                                                                 | No reported incidents or improper parking, obstructions, or operational conflicts during the evaluation period.                                                                                       | Result met or exceeded expectations     |

## Lessons Learned

### Success factors

1. Early and ongoing engagement with internal TransLink teams and operating companies, alongside close coordination with the Enterprise Policy, helped align operational, legal, and strategic considerations. This reduced friction during implementation and ensured the pilot could proceed within TransLink's operations.
2. The collaborative relationship between TransLink and the City of Coquitlam was a key enabler of the pilot. Shared objectives and mutual trust supported coordinated decisions around parking allocation, geofencing rules, active transportation improvements, and legal agreements.
3. Clearly marked, company agnostic, geofenced parking areas adjacent to fare gates shortened transfers and improved user convenience and compliance.
4. Converting an existing sidewalk into a multi-use pathway, supported by signage and pavement markings, to improve access and circulation for all active transportation users entering and exiting the Park and Ride.

5. Coordination with TransLink’s Communications team, who supported a clear and well-timed public launch, helping users understand where and how shared micromobility devices could be parked.
6. The data indicates that the number of devices increased, parking times decreased, and utilization was 43 per cent higher than at the previous location – findings that are consistent with stronger integration between shared micromobility and transit.

### **Challenges and barriers**

1. Installation of painted parking areas was sensitive to weather conditions. Pavement needed to remain dry for an extended period to ensure durability, this created scheduling constraints and required flexibility in deployment timing.
2. The available data begins from the initiation of the data analytics platform Populus pilot rather than the start of the Shared Micromobility Parking Pilot.
3. The survey response rates were lower than anticipated, limiting the strength of quantitative insights.

### **Unexpected findings**

Despite the addition of a multi-use pathway and improved access to the Park and Ride, survey respondents continued to highlight the need for safe and dedicated cycling infrastructure to access and exit our stations. This suggests that while localized improvements at the station are valuable, broader network connectivity remains a key factor to improve utilization.

### **Transferable insights**

The pilot generated several transferable insights that can inform future shared micromobility parking on TransLink property:

- The value of Enterprise policy engagement and alignment across different TransLink departments.
- The importance of clear standardized procedures to enable consistent and streamlined processes to shared micromobility integration across our system.

## **Recommendations**

### **Strategic recommendations**

- Utilize the application intake and process guidance for future shared micromobility parking on TransLink property.
  - Advance requests from other local governments to explore opportunities for piloting shared micromobility parking at additional TransLink controlled property.

### **Operational recommendations**

- Create a centralized program email address for the SMM parking program to improve internal communication, share procedures and allow for better tracking of progress.
- Refine user engagement and feedback survey responses to improve qualitative data insights.

- Improve data availability across the region to have a baseline and support evaluations of future pilots.

#### **Next phase opportunities**

- Continue improving safe and dedicated cycling infrastructure to connect shared micromobility to TransLink's stations and exchanges recognizing that station level integration is most effective when supported by a strong active transportation network.
- Develop standardized, company agnostic shared micromobility parking signage and wayfinding for shared micromobility parking across the system.
- Continue working with the City of Coquitlam and other local governments on mobility hub enhancements and monitor changes to the shared micromobility service, adjusting parking areas accordingly.

#### **Risk and dependency considerations**

- Data consistency and availability across operators and platforms may continue to affect evaluation efforts. These limitations should be considered as future pilots are launched.

Overall, the pilot met its objectives by improving convenience, strengthening first- and last-mile connections, and establishing a clear operational model for shared micromobility on TransLink property. Data collection through Populus and user surveys provided valuable insights, and the absence of reported compliance issues demonstrated the effectiveness of designated parking and geofencing.