

RIDES Guidance document

Why should I consider using an e-cargo bike?

This project will support more local groups or organisations to adopt a greener alternative to traditional deliveries and travel, leading to reduced congestion and improved air quality. Trialling a RIDES e-cargo bike is free and will allow you to experience how choosing a more sustainable delivery method can work for yourself, your business or organisation.

What e-cargo bikes are available?

RIDES has a fleet of five Tern GSD S00 e-bikes. These bikes are good for city deliveries and are quick and easy to use. No training is needed for these bikes as they ride like a normal bicycle. We have multiple adaptations that come on the Tern model including; panniers, papillon seat; front rack and / or rear rack.

Five Urban Arrow flatbed e-bikes equipped with lockable boxes capable of carrying up to 100kg to enable the transportation of multiple goods in and around the city. Training will be provided for using these bikes, however they are still very easy to get the hang of.



Tern E-Cargo Bike



Urban Arrow E-Cargo Bike

How can I trial a RIDES e-cargo bike?

To trial a RIDES e-cargo bike, your business or organisation must be in the Southampton City Council Local Authority area or Eastleigh Borough Council Local Authority Area. You can trial a bike for up to 3 months.

We will ask you to fill out a RIDES project application form for your trial, where you will be required to detail how long you'd like to trial the bike for, for what purpose, and the aims of your trial.

If your application is successful, any staff or volunteers wishing to use the bike will have to take part in a short training session about operating the bikes and loading them correctly. Training is provided free of charge.

Who helps with servicing and maintenance of the bikes?

Zedify Southampton has been appointed as the service provider responsible for maintaining the bikes and managing the scheme. Zedify is a national zero emissions delivery service which uses an all-electric fleet of specially adapted cargo bikes, trikes and vans to serve the needs of local businesses, national brands and local authorities. Southampton's Zedify operation is run by The Hub Cycleworks bike store in Shirley and provides several delivery services to the council.

Monty's Bike Hub provide the training on the Urban Arrow and are very knowledgeable and trained on riding cargo bikes around the city.

If, after the trial, I see a use for e-cargo bikes within my business or organisation, how can the council support me further?

A My Journey Workplaces Travel grants is available to large businesses working with the My Journey Workplaces team, so you can apply for up to £5k of match funding to help you purchase your own e-cargo bike. Find out more about applying for a [Workplace Travel Grant](#) and contact workplaces@myjourneyhampshire for more information.

If you are interested in trialling a RIDES e-cargo bike, please email the RIDES project manager, Amber Titchener, at amber.titchener@southampton.gov.uk