



Grätzlrad © Christian Fürthner

Factsheet

# E-cargo bike

## Service for free in the district

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e-cargo bikes for free rental

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IT platform

### Ansprechpartner

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### Project partners:

- Mobility Agency Vienna
- GB\* ost
- Balu&Du
- Wiener Linien
- Sycube



Follow this link to the Grätzlrad website!

For more details see  
[www.smartertogether.at](http://www.smartertogether.at)

### Project context

Since 2017, 'Grätzlräder', or cargo bikes, for local use can be borrowed free of charge from participating businesses in Vienna. Grätzlrad operators include local pubs, offices and shops that own the bikes. The purchase of the cargo bikes by their operators was partly financed through the City of Vienna's bike subsidy. In return, the operators make the bikes available for the public free of charge. They can be reserved online via the website [www.graetzlrad.wien](http://www.graetzlrad.wien), which is maintained by the Vienna Mobility Agency.

### Smarter Together measures

Acquisition of an e-cargo bike for the WienMobil station; since autumn 2020 Balu&Du has been responsible for servicing the cargo bike and acquired it at the end of the project.

Acquisition of an e-cargo bike as part of the Vienna-wide Grätzlrad initiative with support from GB\*.

Connecting stakeholders Wiener Linien, Sycube, GB\*, Mobility Agency and Balu&Du.

### Boosting the process

Thanks to EU funding, Smarter Together was able to offer the project area its first sharing model for an e-cargo bike that is suitable for everyday use.

### Process

In August 2017, a first e-cargo bike was made available by GB\* in the project area. In March 2018, this was integrated into the free city-wide bike-sharing platform [graetzlrad.wien](http://www.graetzlrad.wien).

From September 2018, another e-bike was made available through the WienMobil station. This bike has been managed by Balu&Du since October 2020 and was taken over by them in March 2021.

### Demand

In the course of the local mobility surveys and questionnaires on mobility offers, many residents expressed an interest in e-cargo bikes.

### Monitoring

The utilisation of the e-bikes is recorded and fed into the data platform created under Smarter Together by the project partners.



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## Lessons Learned

- Networking between individual services helps them to become more efficient.
- Vandalism issues at the WienMobil Station prompted those responsible for the project to enlist a local operator (Balu&Du) to maintain and operate the e-cargo bike.
- The integration into the Vienna-wide bike-sharing platform on the one hand, and the guarantee of day-to-day management by GB\* Ost and Balu&Du on the other ensures both intensive use and necessary maintenance and control.

## Replication

The sharing model is well established through the common Vienna-wide platform. This means that the service can continue without any problem even after the end of the project.

Siemens Mobility purchased e-cargo bikes for its plant logistics.



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