

MWCOG Dockless Vehicle Update

Baltimore City Department of Transportation



August 2020

Baltimore City Dockless Vehicle Program

Annual Evaluation Report: Permit Year One

Scooting from Pilot to Permanence



May 2020

Report and Pres. Outline

- I. Overview
- II. Data Analysis
- III. Community Input
- IV. BCDOT Program Support
- V. Recommendations

APPENDIX 1: Equity Zone Deep Dives

APPENDIX 2: 2020 User Survey Full Results

APPENDIX 3: COVID-19 Response and Effect Analysis

Full report and appendices available at:

<https://transportation.baltimorecity.gov/bike-baltimore/dockless-vehicles>

On the cover: Dockless vehicle routes traveled in Baltimore City. The map shows routes with at least three trips per day from August 2019-February 2020.



Dockless Vehicle Timeline

August 2018: Dockless Pilot launched



March 2019: Dockless Pilot extended after
positive evaluation sent to City Council



May 2019: Dockless -enabling ordinance passed



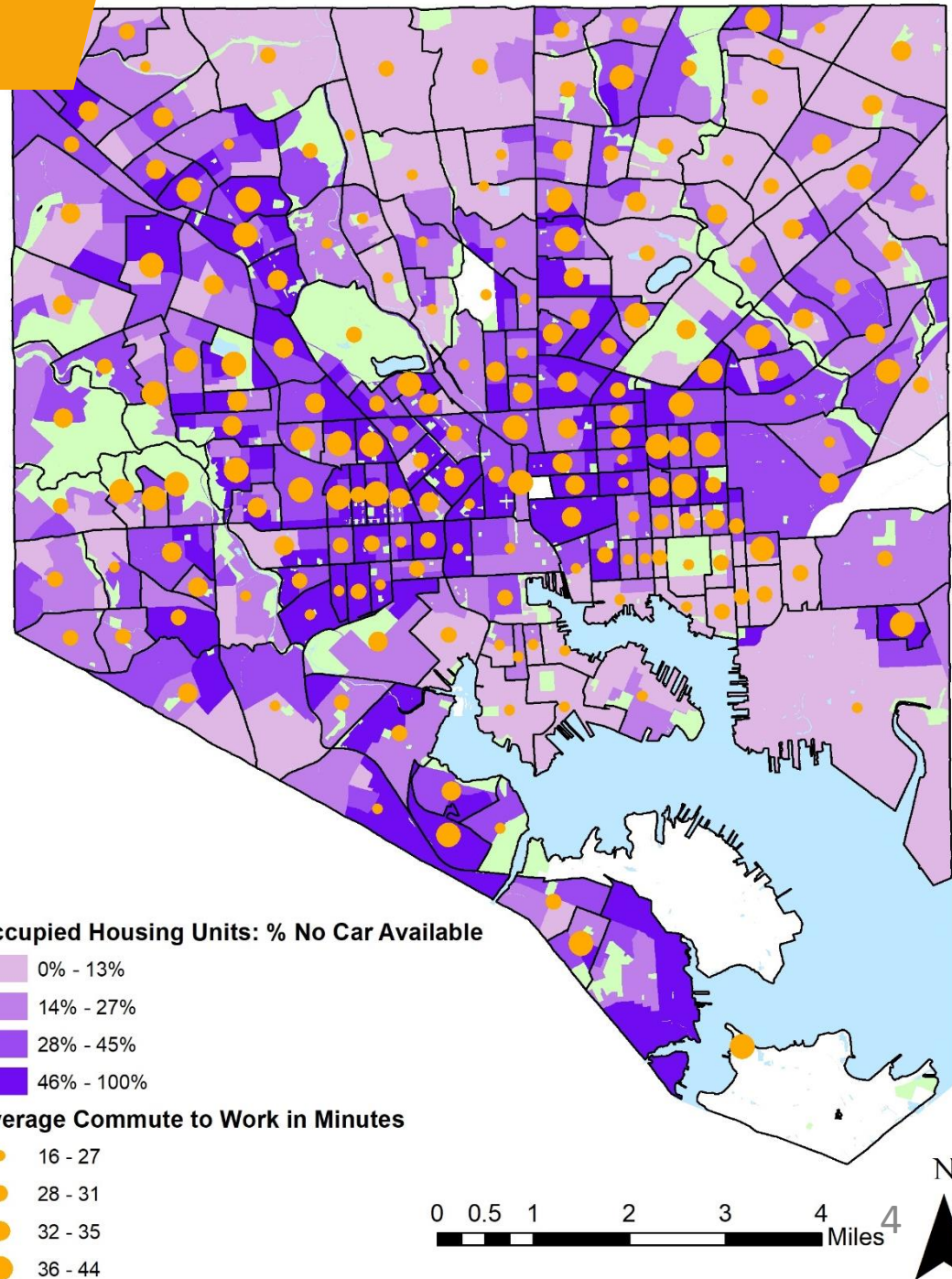
August 2019: First Annual Permits issued



May 2020: Rules & Regulations updates
released in response to COVID-19

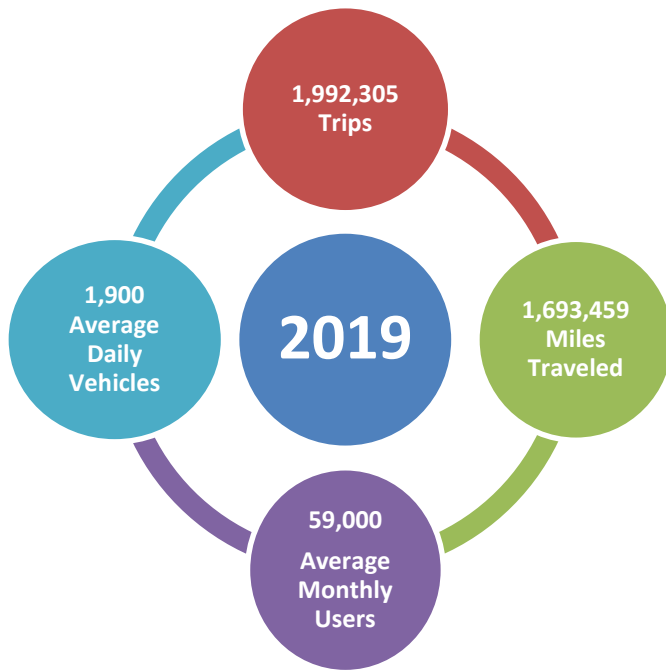
Baltimore's Dockless Goals

- Equity of Access
 - Deployment requirements
 - Programmatic requirements
 - Focus of DOT policy making and support



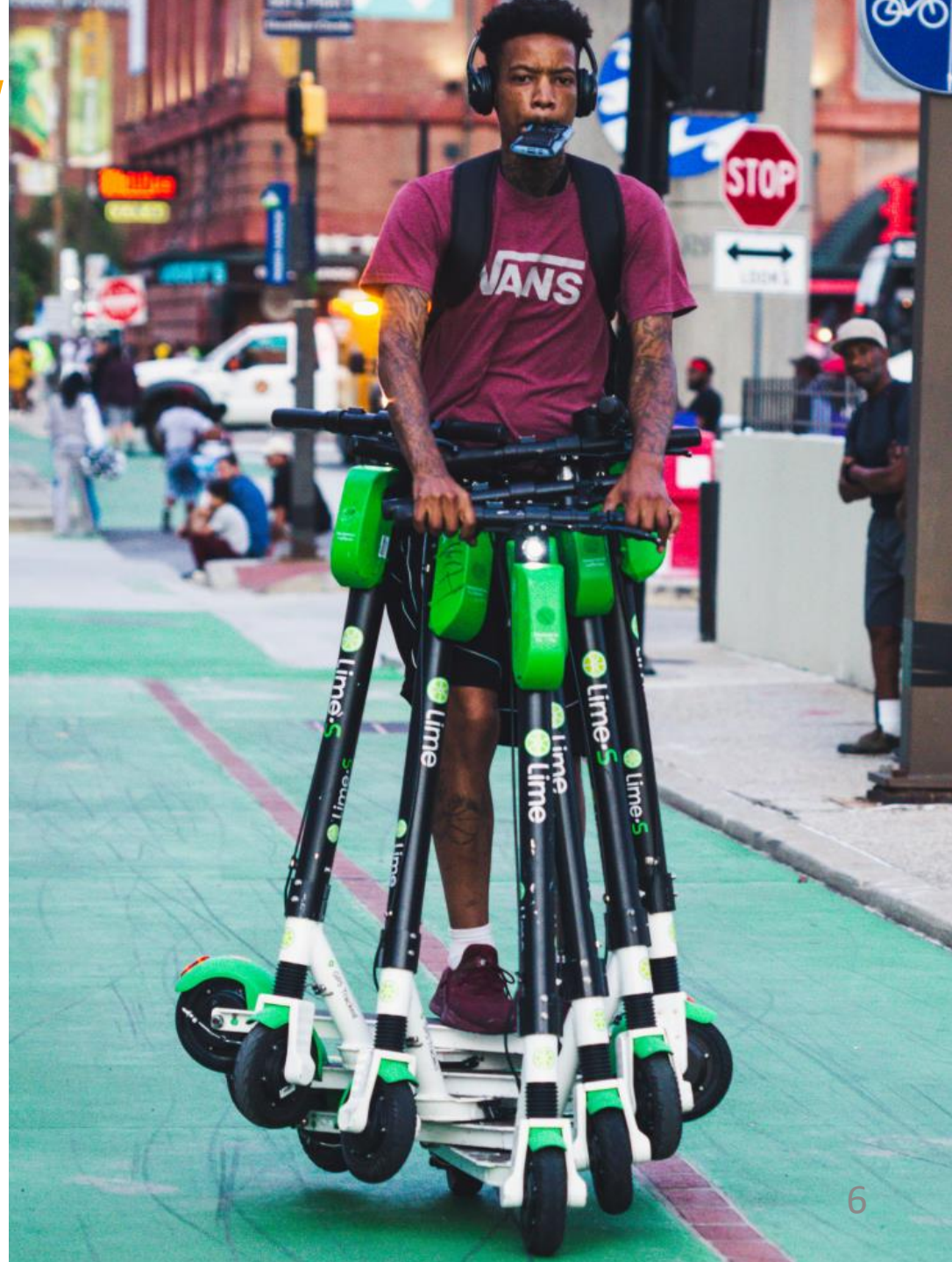
Baltimore's Dockless Goals

- Encouraging Active Transportation
 - DOT Support
 - Allowing communication with permit holders
 - Reinvesting permit fees



Dockless Vehicle Committee

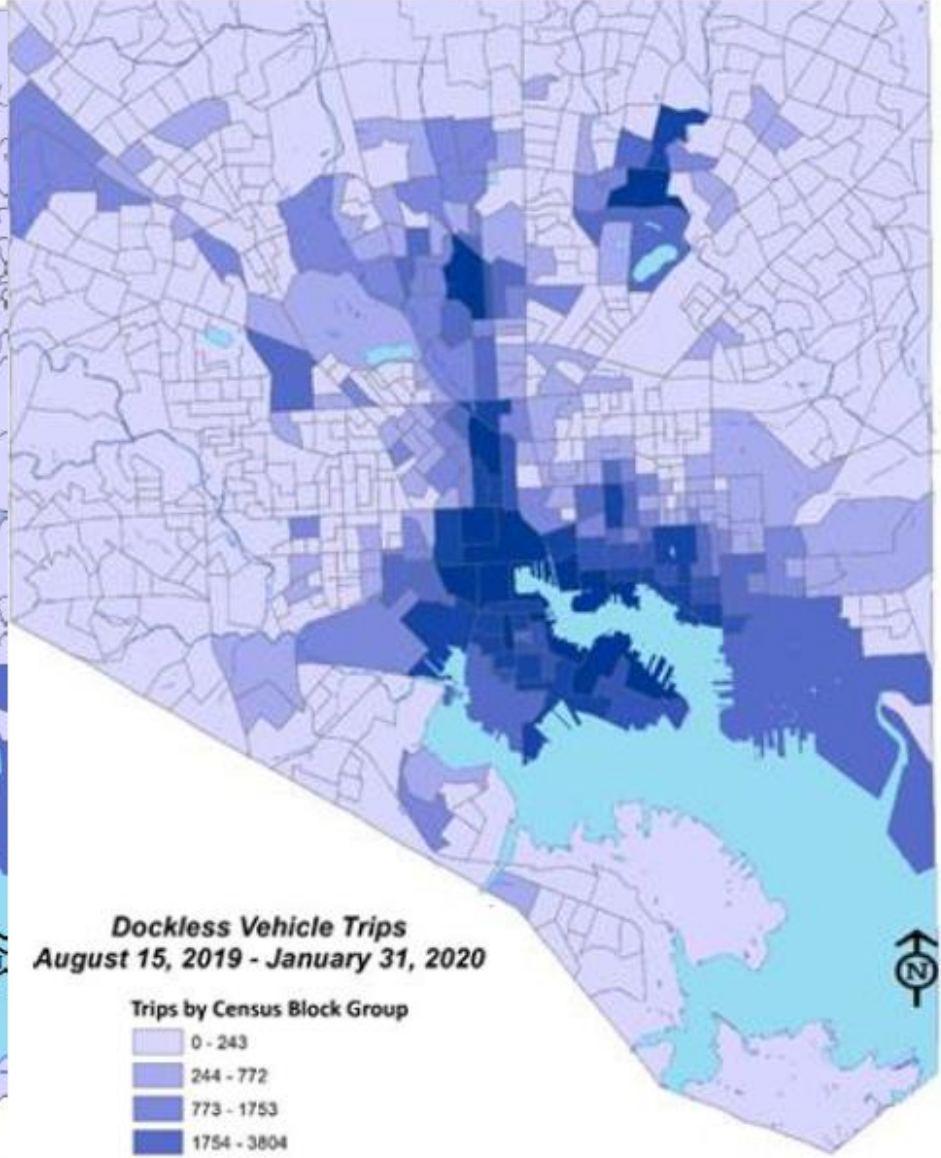
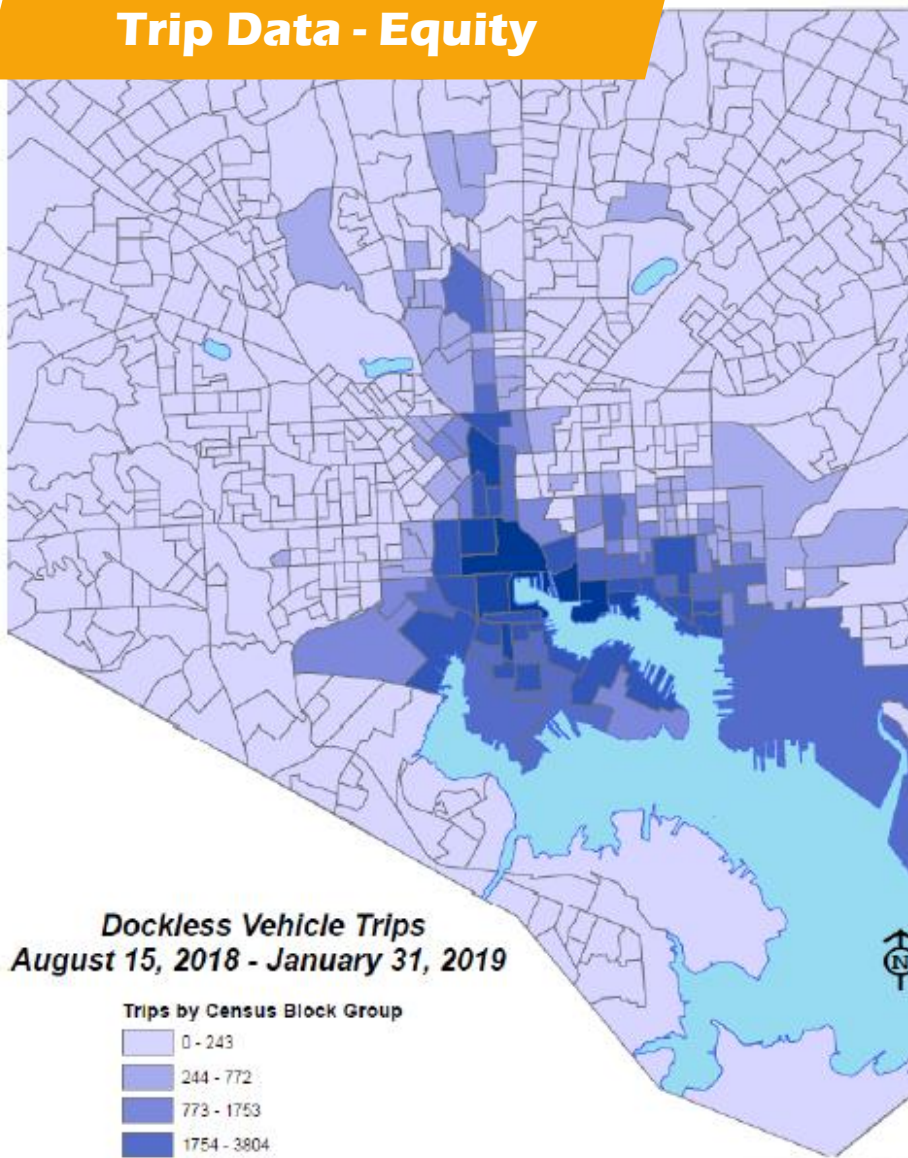
- Mayor's Office
- City Council
- Law Department
- Baltimore Police Department
- Department of Planning
- Parking Authority
- Health Department
- Mayor's Bicycle Advisory Commission
- Office of Sustainability
- Maryland Transit Authority
- Maryland DOT
- Dockless Companies
- Bikemore
- Center for Mobility Equity
- University of Maryland Baltimore
- Johns Hopkins University
- Downtown Partnership of Baltimore
- Waterfront Partnership of Baltimore
-AND MANY MORE



Goals Q & A

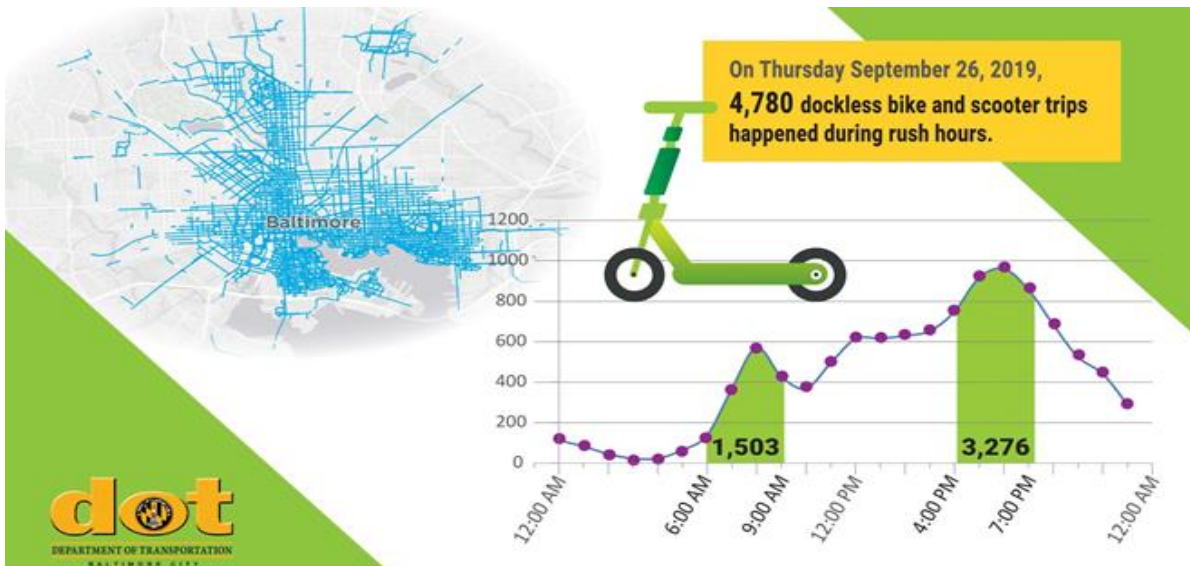
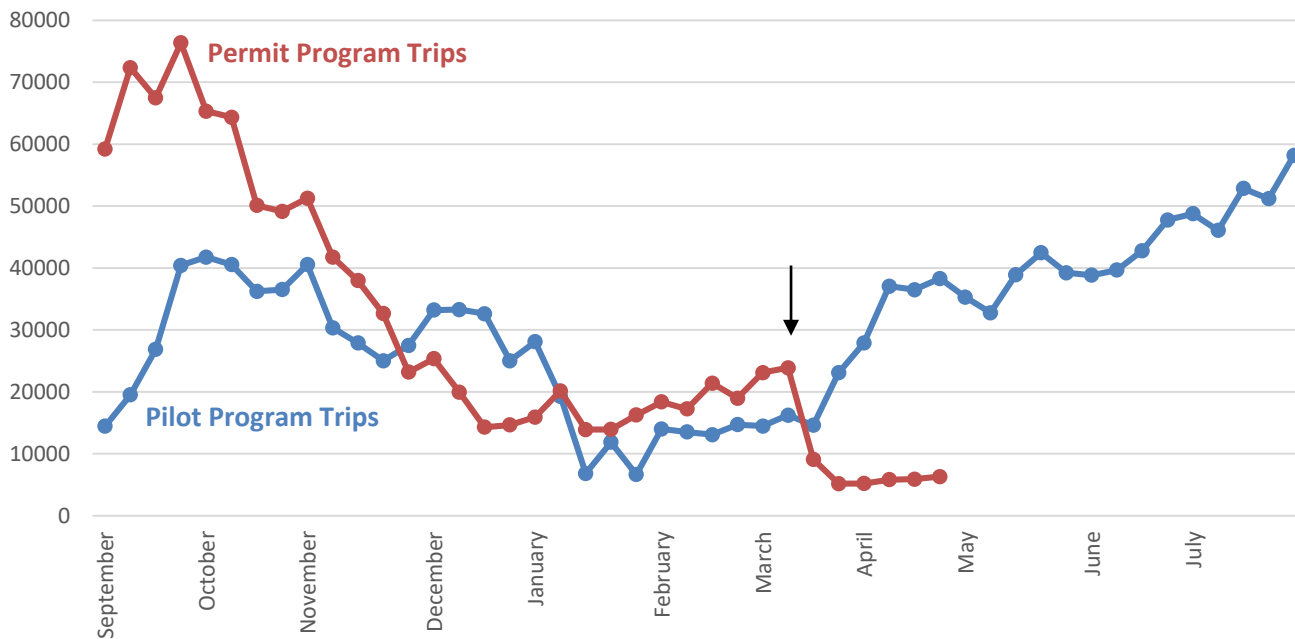
- What are the top goals for your jurisdiction?
- How did you define them?

Trip Data - Equity



Trip Data – Program Growth

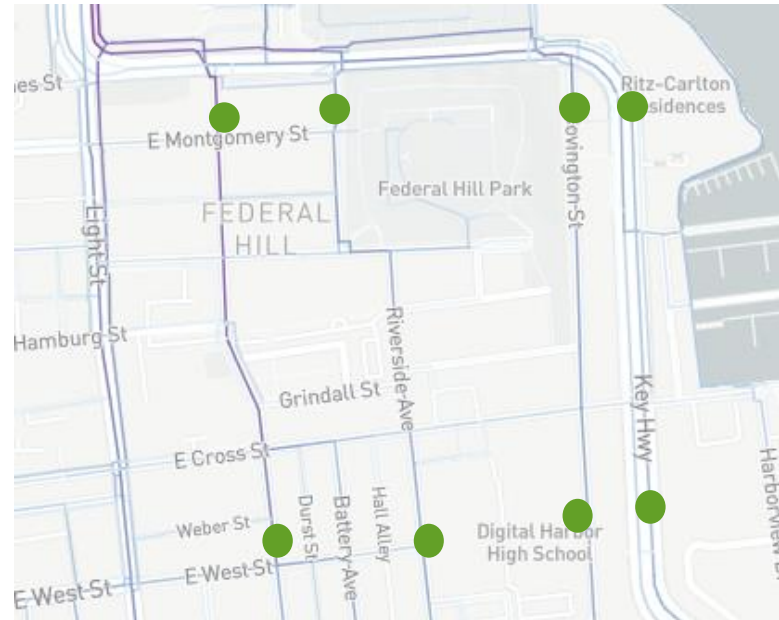
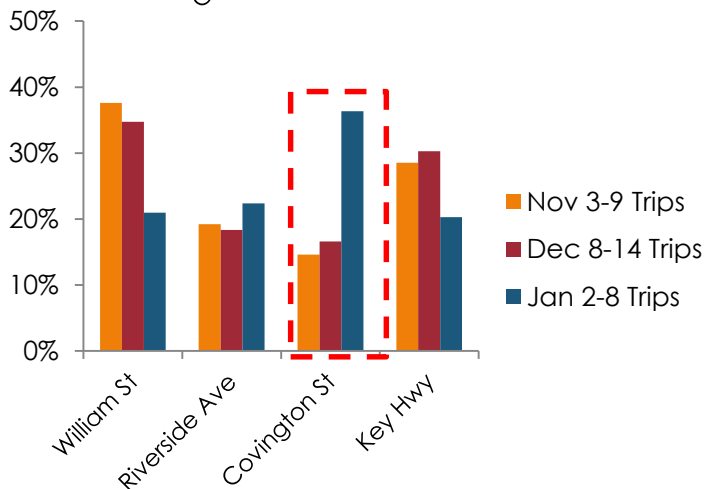
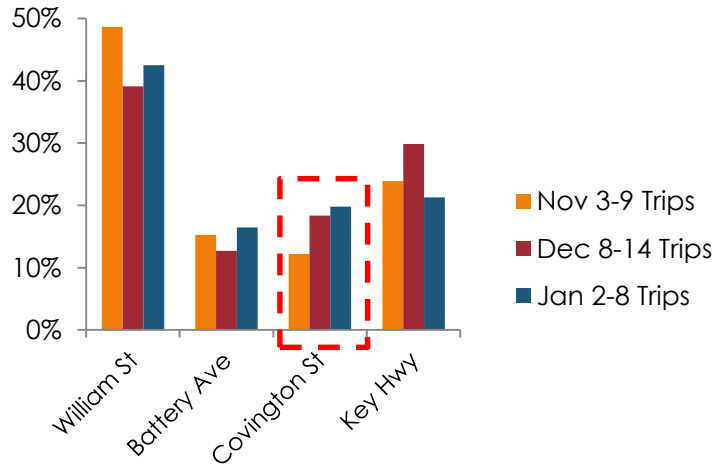
Total Dockless Vehicle Trips by Week - Pilot v. Permit



Trip Data – Active Transportation

E-scooter trip data: Covington Street Case Study

In late November, Covington Street in Federal Hill became a low stress bike connection with DOT installing a cycle track and other treatments. Dockless data shows use growing on Covington street and reduced on adjacent Key Highway.

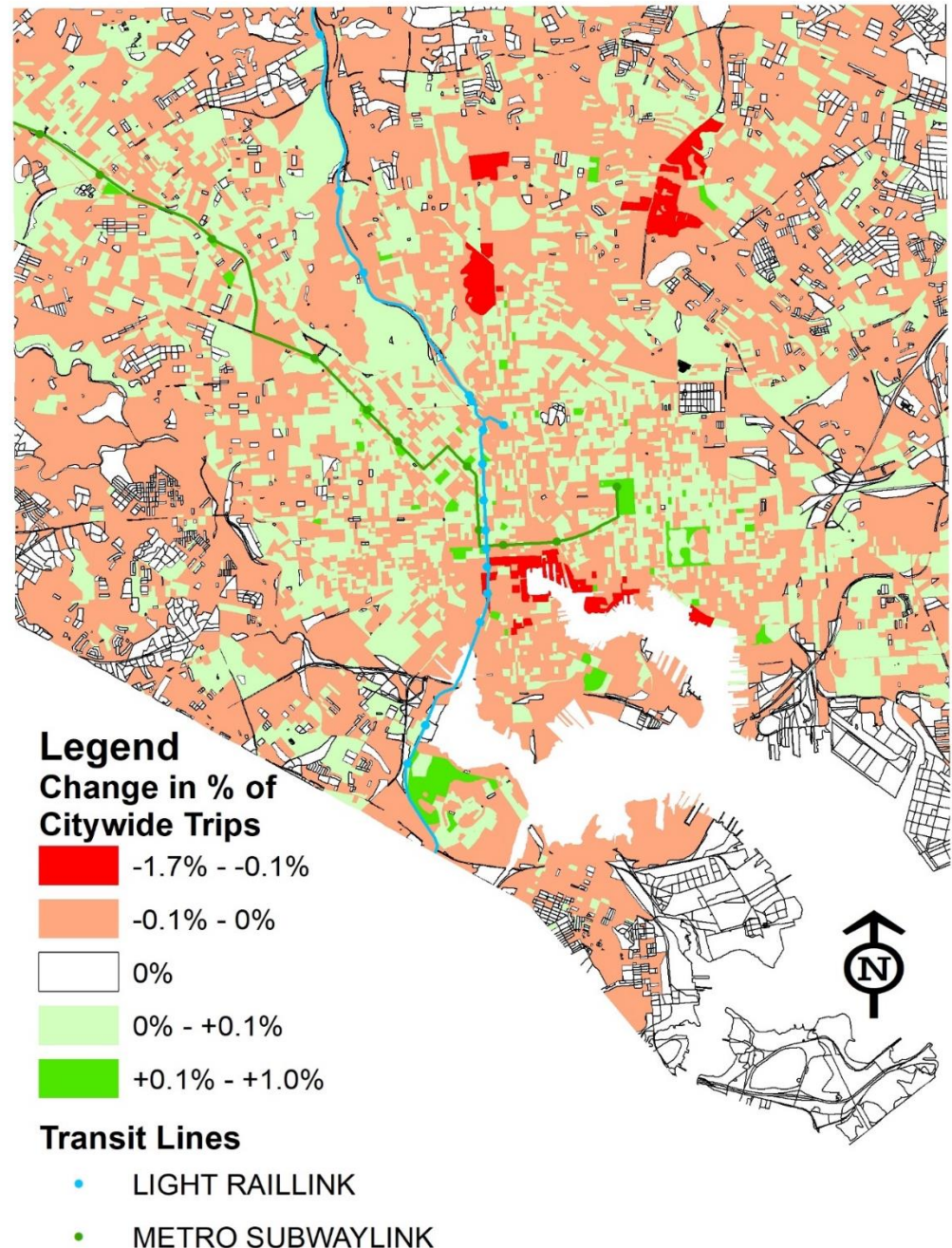


Trip Data – COVID 19 Effect

We interrupt the regularly scheduled evaluation to bring you....

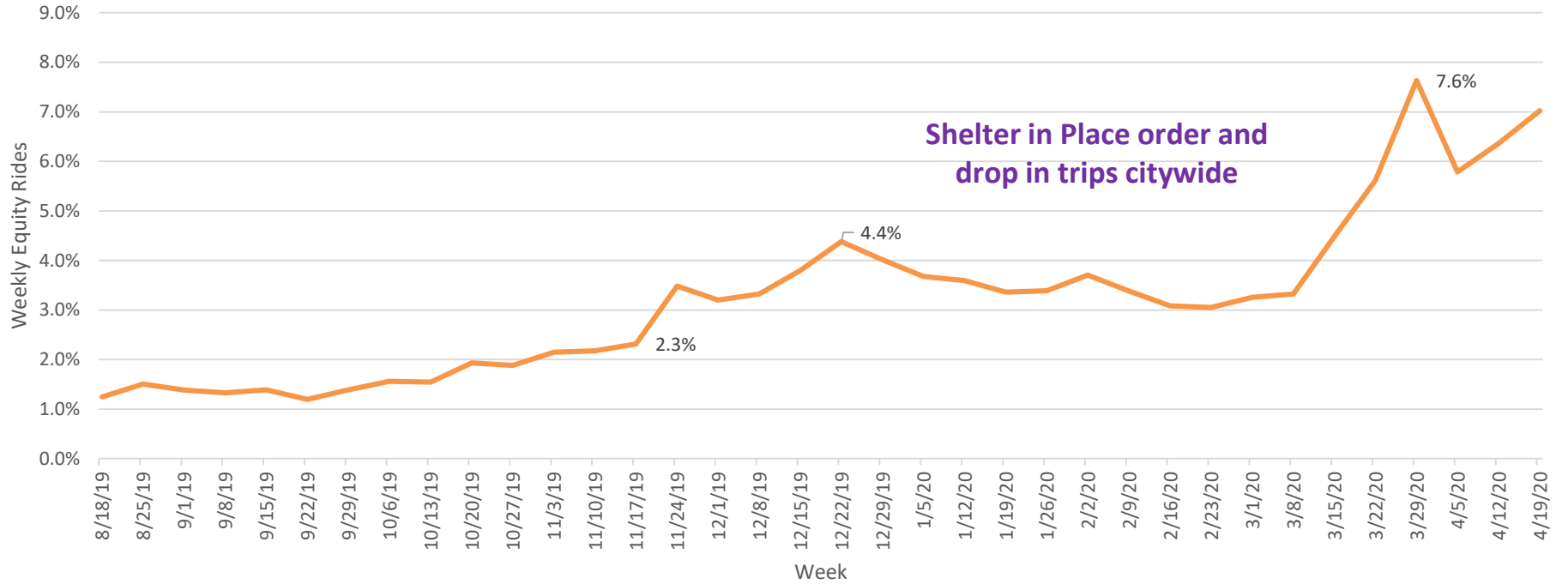
COVID 19 Trip Impacts:

- 2 distinct time periods:
 - March- Mid May
 - Late May- July
- Ridership down:
 - 50% fewer rides than 2019
- Equity Zones account for higher percentage of rides than ever before
- Few blocks with net increase in rides, predominately near rail transit lines in West/NW



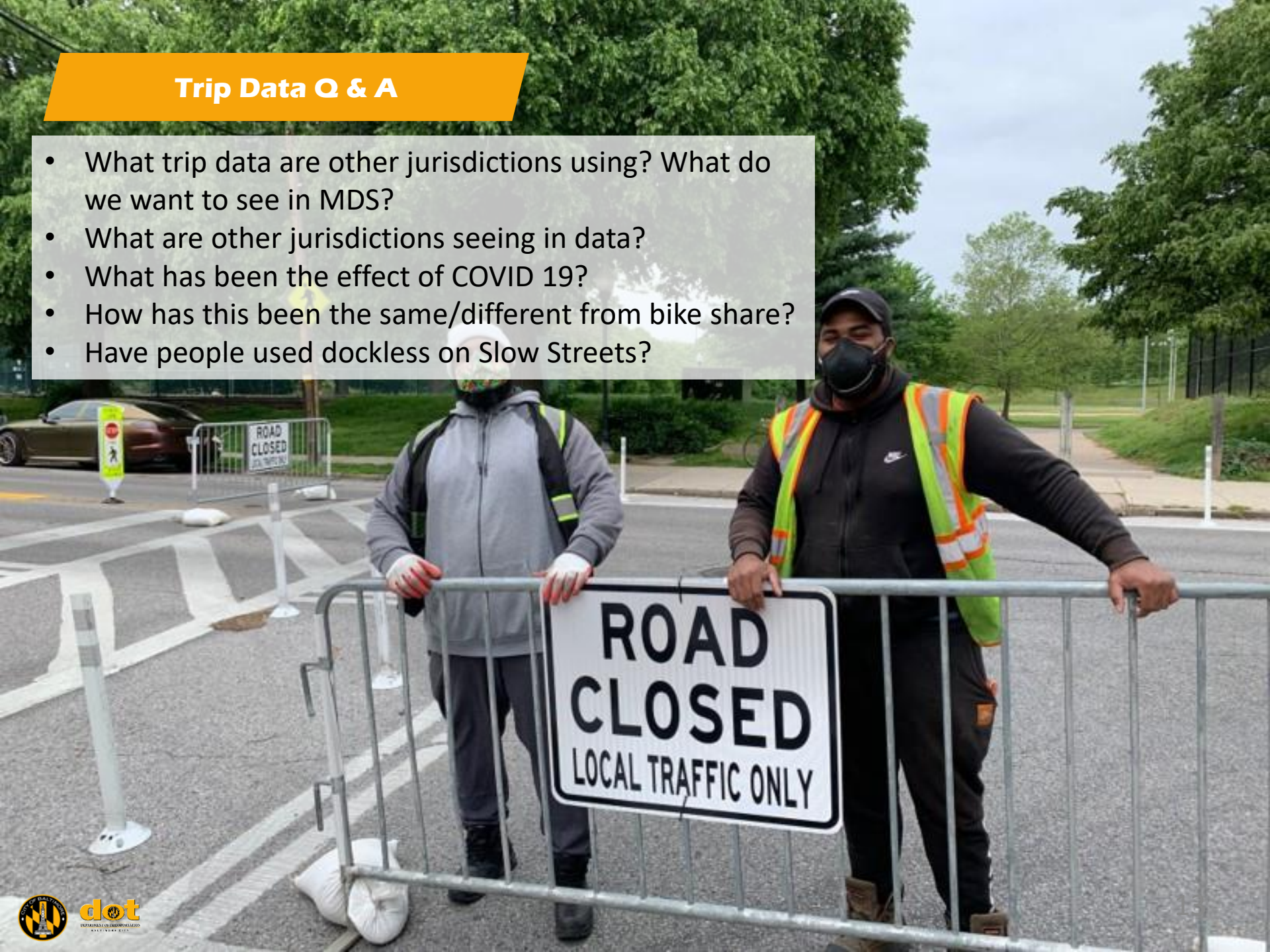
Trip Data – COVID 19 Effect

Weekly Equity Zone Trips as a percentage of Citywide Trips



Trip Data Q & A

- What trip data are other jurisdictions using? What do we want to see in MDS?
- What are other jurisdictions seeing in data?
- What has been the effect of COVID 19?
- How has this been the same/different from bike share?
- Have people used dockless on Slow Streets?





Community Input

- Dockless Vehicle Committee
- Strategic Partners
 - Other government agencies
 - Large Parcels
 - BIDs
 - Community Associations
- 311 & Community Emails
- Annual Survey
- Observations



Partners

- Community Association Meetings
 - Low cost outreach
- Waterfront and Downtown reporting systems



Survey Results

Rank the top 3 most common purposes of your dockless bike or scooter trips				
	Most common purpose	2nd most common	3rd most common	Percent who selected option as one of top 3
Entertainment/socializing	22.4%	14.5%	13.0%	50.0%
Commute to/from work or school	37.9%	6.7%	3.9%	48.5%
Shopping or errands	12.4%	13.9%	11.8%	38.2%
For trips during my work day	13.6%	11.2%	12.1%	37.0%
Connections to transit	5.2%	7.9%	8.8%	21.8%
Recreation or exercise	7.3%	6.4%	6.7%	20.3%

Has your household car, bike, or scooter ownership changed as a direct result of dockless bikes or scooters?				
	Reduce Number Owned	No Change	Increased Number Owned	Have Not Owned This Vehicle
Car	9.6%	66.7%	1.5%	22.2%
Bike	3.5%	59.5%	4.2%	32.8%
Scooter	2.9%	41.0%	4.4%	51.7%

How has your use of other modes changes as a direct result of dockless vehicles?			
	Use Less Often	Same	Use More Often
Driving in my own car	36.9%	30.0%	4.9%
Riding as a passenger with friend or family in their car	26.4%	53.0%	5.4%
Taxi, Uber/Lyft, or informal hack	51.1%	35.0%	5.5%
Riding my own bike	16.6%	32.4%	4.3%
Personal scooter or other small vehicle	7.3%	14.7%	3.2%
Walking	32.8%	49.4%	13.6%
Bus, subway, light rail, or other train	20.8%	39.8%	7.2%
Water Taxi or other boat	9.6%	25.6%	3.0%

Survey Results

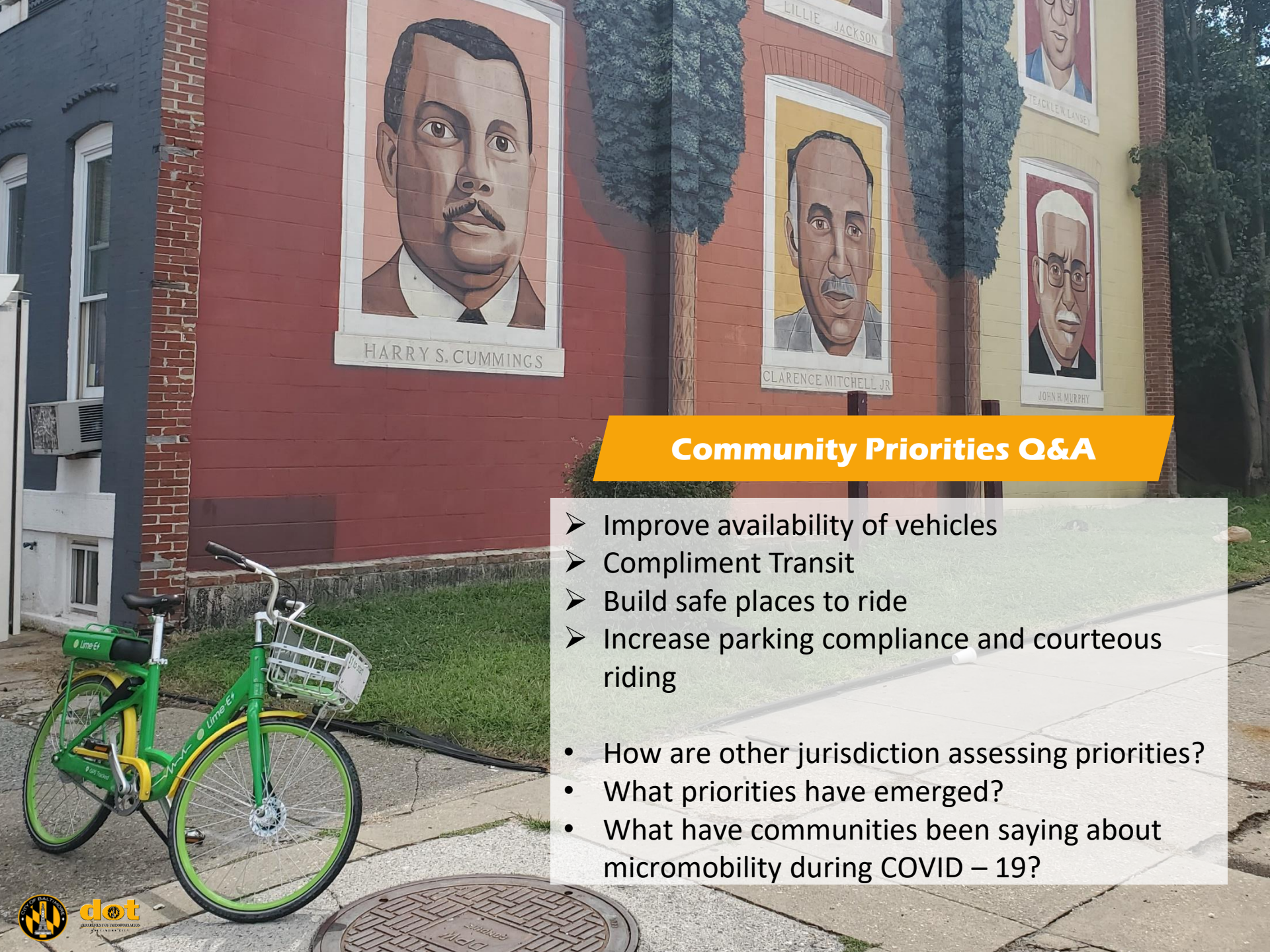
How could Baltimore City DOT improve the Dockless Vehicle Program?				
	Best option	2nd best option	3rd best option	Percent who selected option as one of top 3
Build more connected, safe, and comfortable bike lanes	39.0%	15.9%	11.0%	65.9%
Improve maintenance and enforcement of existing bike lanes	9.4%	13.6%	17.5%	40.6%
Allow companies to provide more dockless scooters	15.6%	8.1%	16.2%	39.9%
Make existing bike lanes safer/more comfortable	6.8%	17.9%	14.3%	39.0%
Change street design and/or increase enforcement to slow down cars	9.7%	13.0%	6.2%	28.9%
Build designated parking for dockless bikes and scooters	5.5%	7.1%	7.1%	19.8%
Require companies to provide more dockless bikes	5.8%	6.2%	6.2%	18.2%
Create more PSAs and messaging directed to drivers about safety	1.0%	5.2%	3.9%	10.1%
Require companies to provide more adaptive vehicles (vehicles for people with disabilities)	1.9%	2.3%	2.9%	7.1%
Create more safety tips for riders	1.9%	1.3%	2.6%	5.8%

How could Permit Holders (Lime, Jump, Spin) improve the Dockless Vehicle Program?				
	Best option	2nd best option	3rd best option	Percent who selected option as one of top 3
Provide more vehicles for rent	36.6%	11.9%	12.5%	61.1%
Make vehicles available in more neighborhoods	10.9%	15.5%	26.1%	52.5%
Better vehicle maintenance	20.1%	20.8%	8.9%	49.8%
Reduce rental cost	13.9%	18.5%	8.9%	41.3%
Improve vehicle design to make them safer	5.3%	5.9%	6.9%	18.2%
Provide more dockless bikes, specifically	4.3%	4.3%	8.6%	17.2%
Fix app issues	2.3%	3.6%	4.0%	9.9%
Make rental easier without a credit card	1.3%	2.0%	3.0%	6.3%
Provide new vehicles which fit my size or physical needs	1.0%	3.0%	2.0%	5.9%
Make rental easier without a smartphone	0.7%	2.0%	1.7%	4.3%
More responsive customer service	0.7%	1.0%	1.7%	3.3%
Have more instructions in the app about learning to ride safely	1.0%	1.0%	0.7%	2.6%
Have more safety events	0.0%	1.3%	0.7%	2.0%

COVID EZ Observations

- Micromobility overwhelmingly perceived as a benefit
- Notable concern about mass transit
- Specific mention of service decline
- Common trends of safety concern on arterials
- Need for more observations, led by JHU



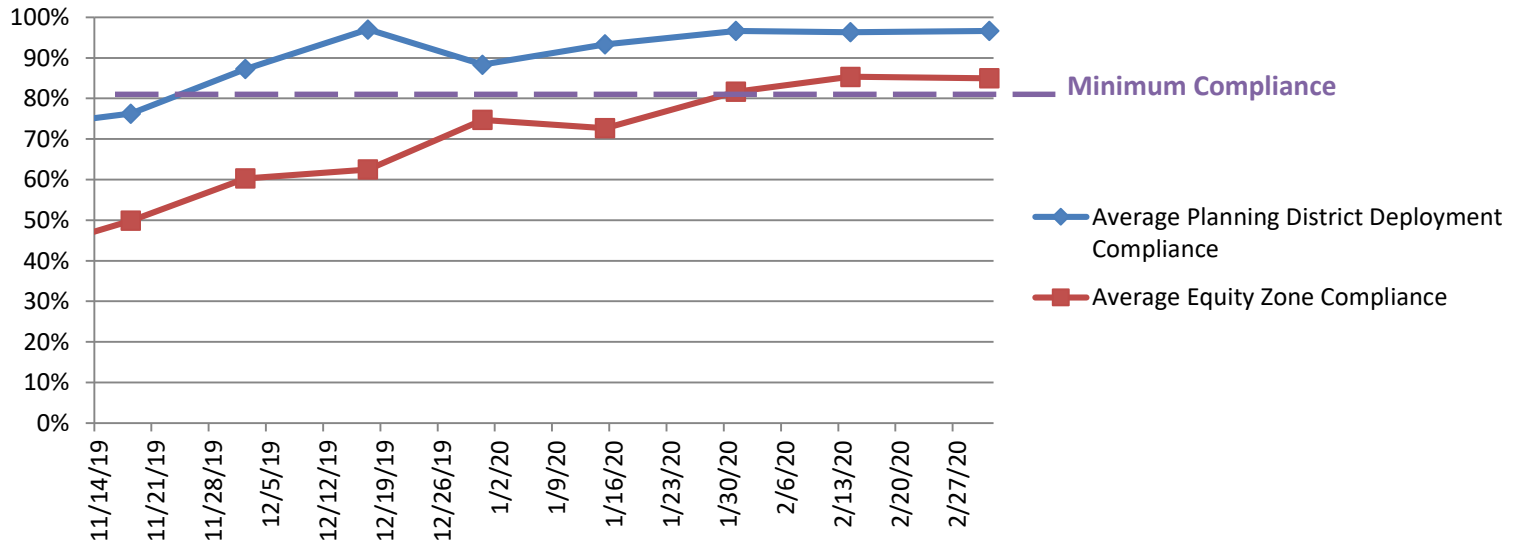


Community Priorities Q&A

- Improve availability of vehicles
 - Compliment Transit
 - Build safe places to ride
 - Increase parking compliance and courteous riding
-
- How are other jurisdiction assessing priorities?
 - What priorities have emerged?
 - What have communities been saying about micromobility during COVID – 19?

DOT Support

	Program Expense approved by BOE	Approved Cost **	Progress through July 2020	Spent through July 2020
Management	Program Staff (consultant from on call contractor) \$70 x 25 hours per week	\$105,000	Average of 25 hours per week to date.	\$79,375
Evaluation	Evaluation Data storage and analysis	\$20,000	Populus Survey	\$17,500
	TOTAL	\$125,000		\$96,875



DOT Support

	Program Expense approved by BOE	Approved Cost **	Progress through July 2020	Spent through July 2020
Education	Resident Mobility Advisors \$1,000 x 6 meetings (stipends + meal) \$10,000 Micro-grants (5)	\$16,000	Program outlined, put on hold during COVID - 19	\$0
	Community Education \$5,000 Print Materials/designs \$14,000 PSA/Ad placement	\$19,000	Educational Cards PSA Ad placements	\$7,224
	TOTAL	\$35,000		\$7,224

How to Ride an E-scooter Legally and Safely:

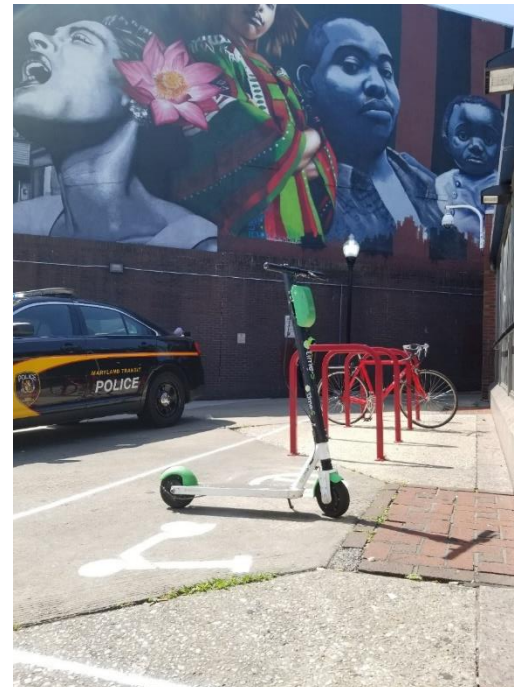
- Ride in the street-- to the right or in a bikelane when possible
- Only ride on the sidewalk for safety if the road is HIGH speed
- Yield to people walking on the sidewalk or in crosswalks
- Give people 3 feet of space when passing
- Limit one person per vehicle
- Do not bring a vehicle on a bus, light rail or Metro
- Obey all traffic signs and signals

Share the Road!



DOT Support

	Program Expense approved by BOE	Approved Cost **	Progress through July 2020	Spent through July 2020
Infrastructure	Shared Mobility Corrals <i>Construction of 20 Shared mobility corrals x \$1,000</i>	\$20,000	Striping Machine Racks Stencils Installation- 8 racks	\$12,654
	Micro-Mobility ROW infrastructure <i>Upgrades to micro-mobility lanes</i>	\$100,000	Bike Facility Audit Flex posts and Grate Replacements	\$17,100 \$70,000
	TOTAL	\$120,000		\$99,754



Program Support Q & A

- What is the best way to support a program?
- What priorities are jurisdictions investing in?
- How are jurisdictions stretching or changing investment during COVID 19?



Recommendations – New Timeline



- State of Emergency lifted



- BCDOT Releases final Rules & Regulation for 30 days of Public Comment



- BCDOT Releases Final Rules & Regulations and Public Comment Report



- Permit Application Opens



- Permits are awarded 60 days after State of Emergency is lifted



- New Permits become active 90 days after State of Emergency is lifted



Recommendations Q & A

- What issues are other jurisdictions working through?
- How have timelines changed as a result of COVID-19?