



Dockless Pilot Program

Baltimore City Department of Transportation





Dockless Pilot Program Overview

- Six Month pilot program began on August 15, 2018, set to expire on February 28, 2019
- Two operators participating, Bird and Lime
- Each operator is allowed up to 1,000 of each dockless vehicle type
- Bird operates scooters only
- Lime operates scooters and bikes
- The pilot program requires operators pay fees to participate, including \$15,000 pilot program fee, \$1 per day per scooter, and \$20 per bike



Dockless Pilot Program Overview

Operators are required to:

- Adhere to rules regarding where and how vehicles can be parked, to include providing at least 4' clear width on sidewalks, not to block entrances and ramps, and not to impede transit operations.
- Offer 24 hour staffing and respond to community requests within 6 hours of receiving notification.
- Enter into separate agreements to operate anywhere other than the public right of way.



Dockless Pilot Program Overview

Rules of the Road:

- Under 16 you are required to wear a helmet
- Scooters or bikes are not allowed to be ridden on the sidewalk





Addressing Equity

Operators are required to offer a low-income customer plan

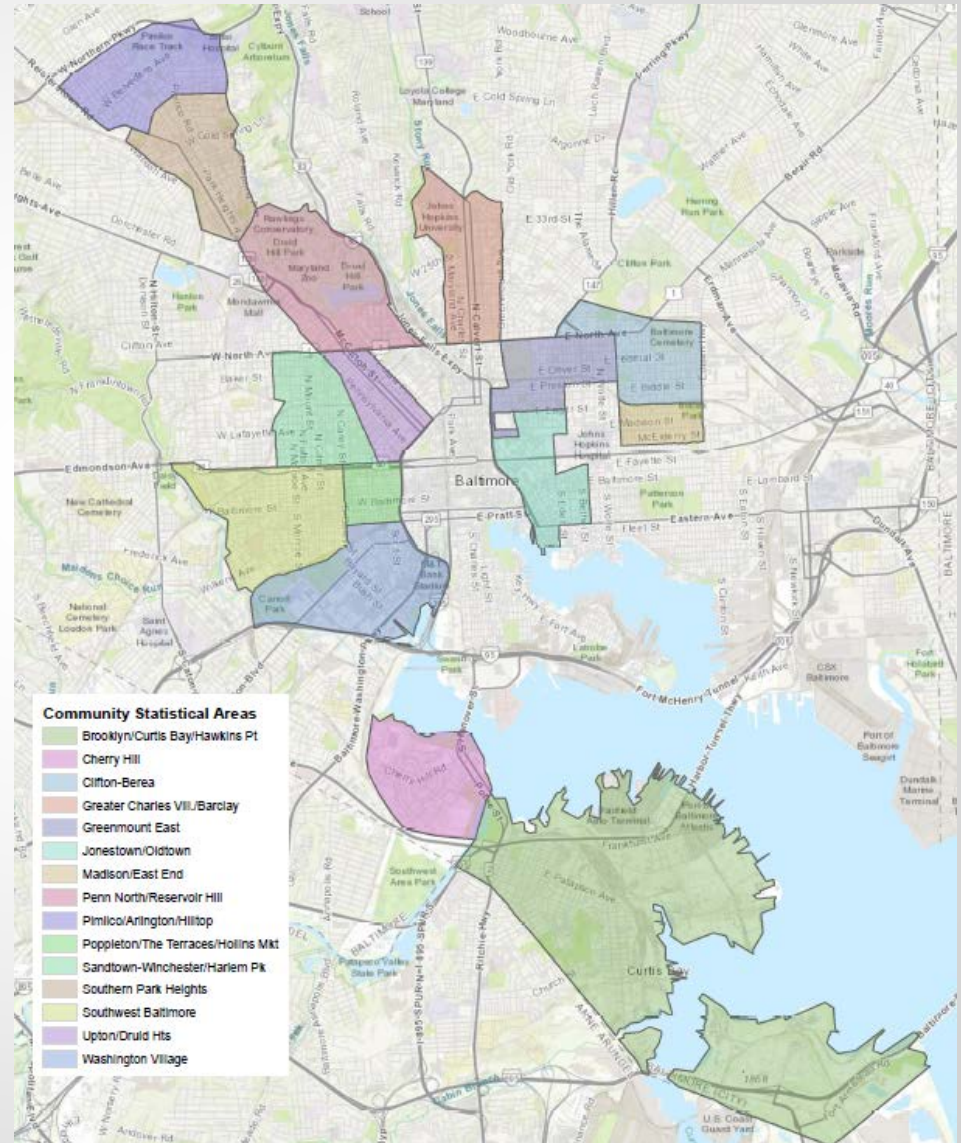
- Lime Access offers members a 95% discount on Lime pedal bikes and 50% discount on all Lime e assist vehicles. You can sign up calling or emailing Lime with proof of low-income status. Once you become a member you can pay in cash at Pay Near Me locations throughout Baltimore City to get pre-paid trips. You can then unlock a vehicle through the app or by text message.
- Bird waives the \$1 fee to start a ride for individuals who can show proof of low-income status.



Addressing Equity

Operators are required to provide at least 25% of their fleet in 15 low-income community statistical areas.

The areas were identified as having the highest percentage of the households earning \$25,000/yr or less.





Data Reporting

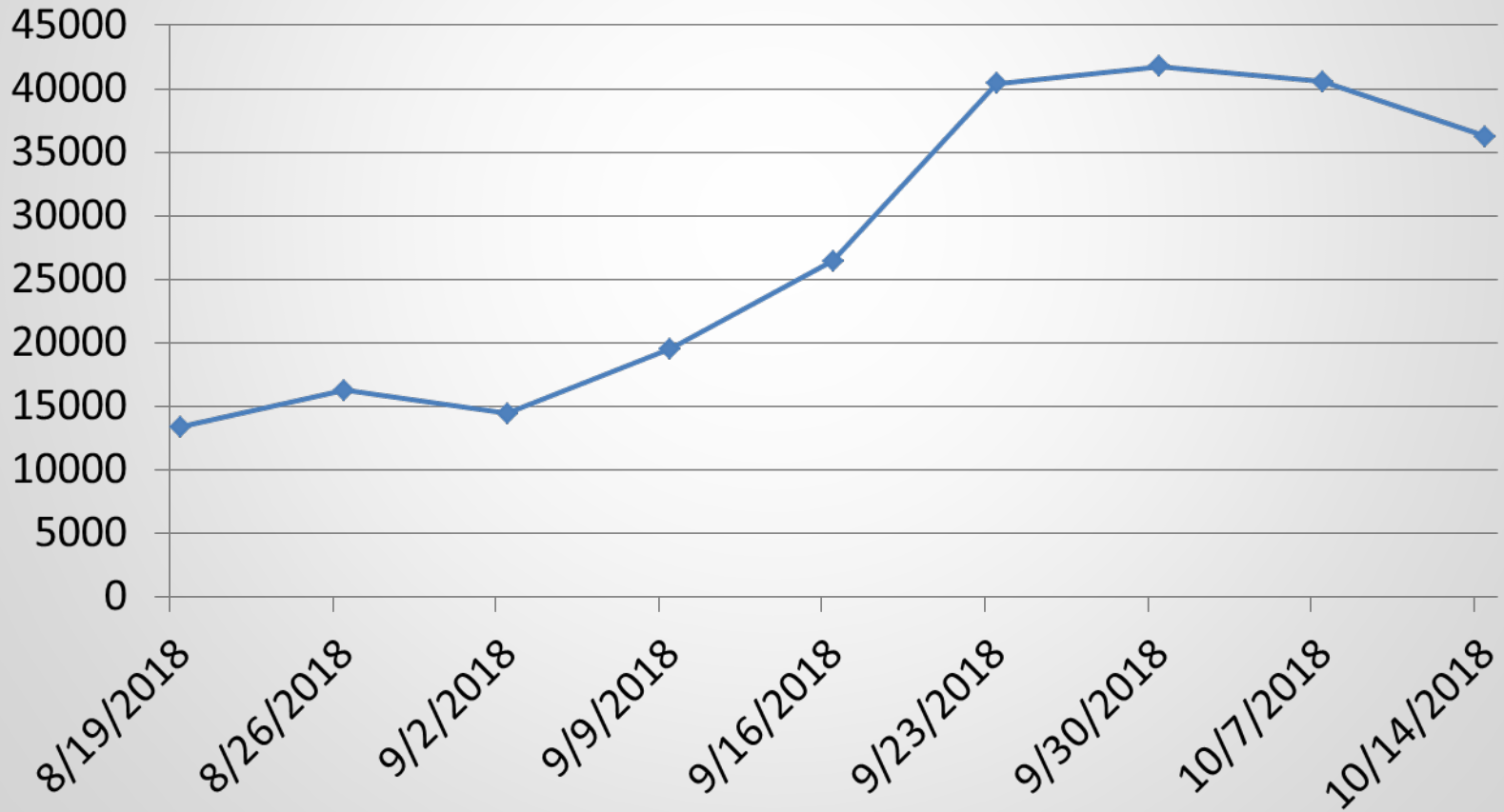
Operators are required to provide weekly reports, to include

- Number of Riders
- Number of Vehicles in service
- Anonymized origin/destination data
- Point-map location of vehicles
- Report on crashes, vandalism, theft, and customer raised issues
- Report on daily average location



Program To Date

Number of Weekly Rides





Dockless Vehicle Data Report

2. Number of Vehicles in service

Allowed: 1000 vehicles

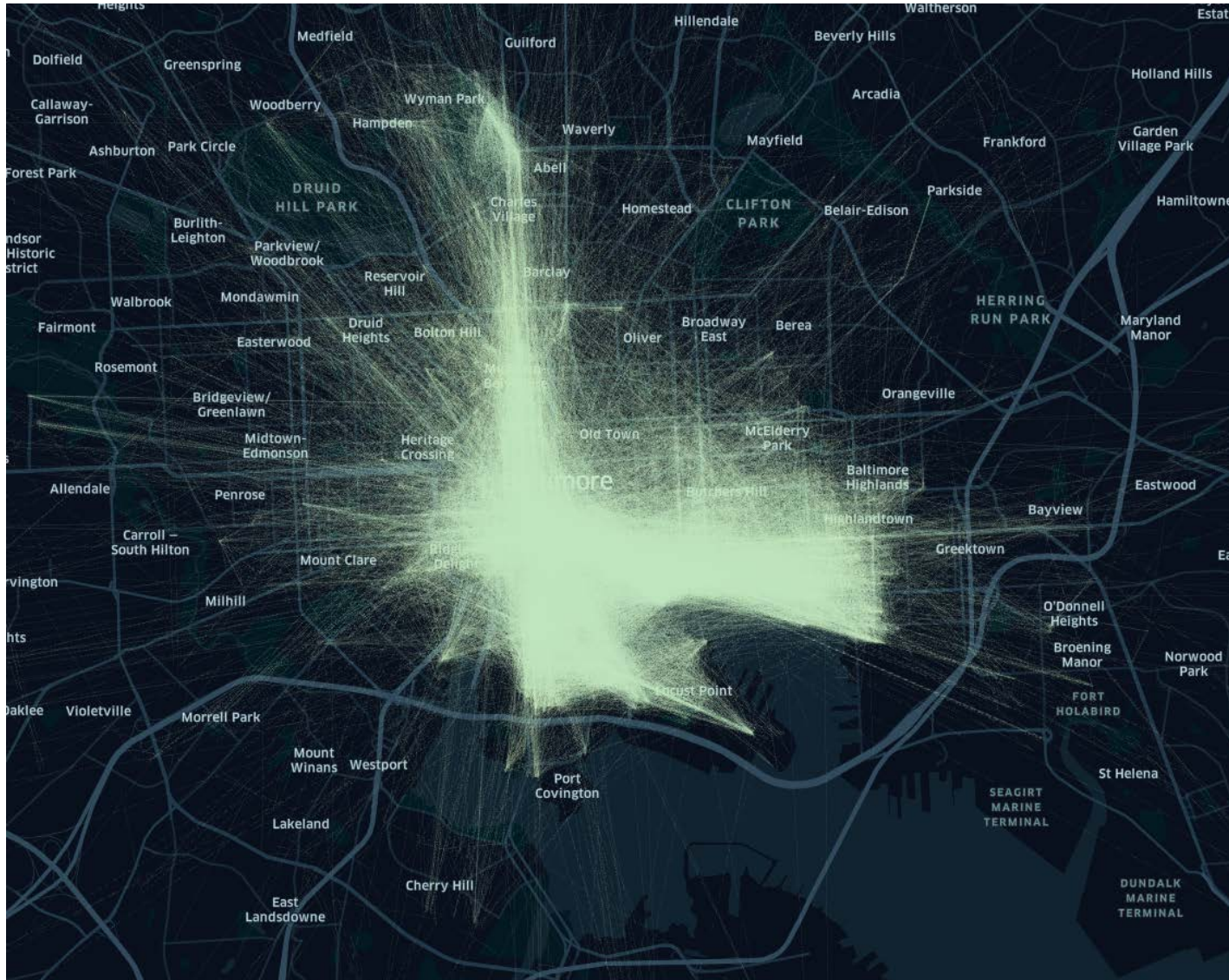
Daily Range - 400-950 per company





Dockless Vehicle Data Report

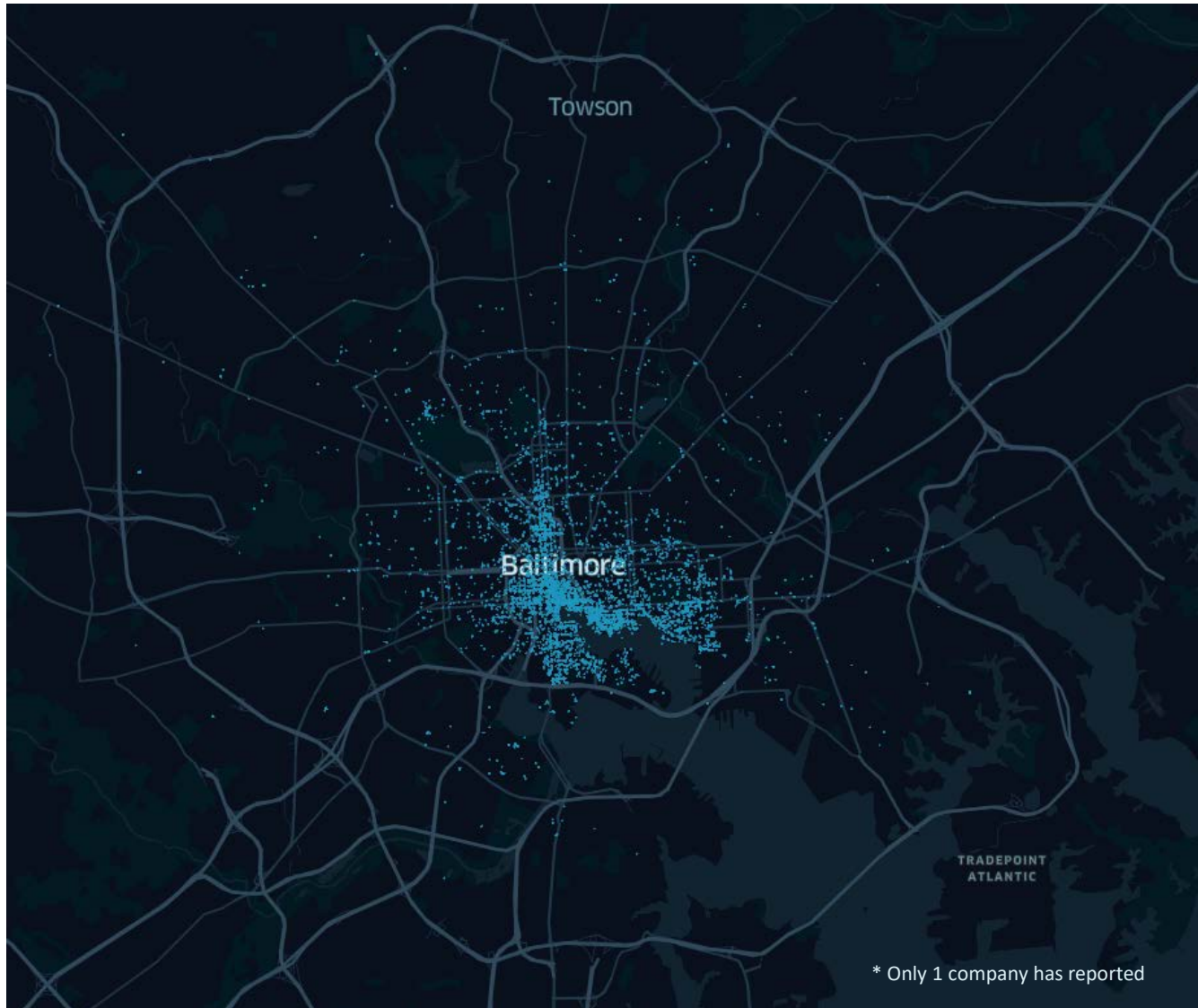
3. Anonymized origin/destination data. September:





Dockless Vehicle Data Report

4. Point-map location of vehicles in the morning and evening. September:





Dockless Vehicle Data Report

5. Report on crashes, vandalism, theft, and customer raised issues.
September:
 - 557 Damaged Scooters
 - 24 Illegal Parking Complaints
 - 244 Lock issues

6. Report on daily average location - No Data to report



Dockless Vehicle Evaluation

Dockless Vehicle Committee Priorities:

1. Evaluating Pilot program
2. Resolving Legal Issues
3. Potential Permanent Program
4. Pilot Support

Membership:

- DOT (chair)
- City Council Members
- Police Department
- Law Department
- CitiStat Office
- Chief Data Officer
- Sustainability Office
- Mayor's Chief of Strategy





Dockless Vehicle Committee

Evaluating Pilot program

1. Safety

- *What is the best metric to evaluate safety?*
- *How do we access the data?*
- *At what point would we say it is too dangerous?*

2. Equity

- *How can we tell if access has been provided to those who need it?*

3. Optimization

- *What is the optimal amount of vehicles?*
- *How can we be sure to set the right fee structure?*

4. Community Feedback

- *How do collect feedback?*
- *How do we weight concerns?*

THE BALTIMORE SUN

OCT. 30, 2018 LATEST ENEWSPAPER VOTER GUIDE SPORTS OBITS ADVERTISING BEST REVIEWS POPULAR

Bird and Lime scooters lead to bumps, bruises and broken bones for Baltimore riders

The electric Bird and Lime scooters have become wildly popular since they hit Baltimore streets but some riders are discovering they can be hazardous. (Kenneth K. Lam/Baltimore Sun video)

By **Andrea K. McDaniels** · Contact Reporter
The Baltimore Sun

OCTOBER 30, 2018, 5:00 AM



Dockless Vehicle Committee

Resolving Legal Issues

1. Defining a scooter and where they ride
 - *Should scooters be treated as bicycles?*
2. Enforcement authority
 - *What recourse can we have with vendors?*
 - *How would we enforce rules with users?*
3. Liability concerns
 - *For what could the City be held liable?*



Dockless Vehicle Committee

Potential Permanent Program

1. Timeline

- *Should we wait for updated NACTO Guidance?*
- *Would we want to extend the pilot or experience a gap in service?*

2. RFP creation

- Number of vehicles/vendors
- Equity Requirements/ Low barrier options
- Engagement//Education requirement
- Fee Structure/ Fund redistribution
- Reporting requirements
- Safety zones// no ride zones
- Enforcement



Dockless Vehicle Committee

Program Support

1. During pilot

- *How can we educate all roadway users QUICKLY about a new transportation mode?*
- *What does effective outreach for a mode run by a private company look like?*

2. Permanent Support

- *How do we incentivize use of dockless hubs?*
- *Is the City responsible to continue education or is that the responsibility of the vendors?*





Dockless Pilot Numbers to Date

	Dockless Pilot (2.5 months)
Unique Riders	99,651 Riders
Rides	376,754 Rides
Miles Travelled	458,288 Miles



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