

Dockless Vehicle Pilot Update

Montgomery County, Maryland

Update to Metropolitan Washington Council of Governments

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Topics Covered

- Pilot Program Goals and Objectives
- Pilot Areas, Vendors & MOU Requirements
- Experience with Pilot Program To Date
- Information Collected for Evaluation, Planning
- Issues Being Addressed
- Next Steps



Pilot Program Goals and Objectives



Improving Personal Mobility Choices

- Supports County Executive's Goals
 - *A Greener County*
 - *Easier Commutes*
 - *Safe Neighborhoods*
 - *Effective, Sustainable Government*
- Serves MCDOT Vision

A seamless transportation system for people of all ages, incomes and abilities that supports a vibrant and sustainable community

- Answers broader need as demonstrated by regional trends

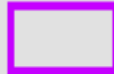
Improving Personal Mobility Choices

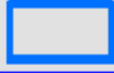



- First-Mile / Last-Mile connections to transit and employment
- Broader access for minorities and underserved communities
- Private interest from developers and property managers
- Support of Transportation Demand Management (TDM) program goals
- Support of Climate Change goals
- Reduced auto trips and parking demand
- Participation from Cities of Takoma Park, Rockville and Gaithersburg

MCDOT Dockless Vehicle Demonstration Project Service Areas *

Spring 2019

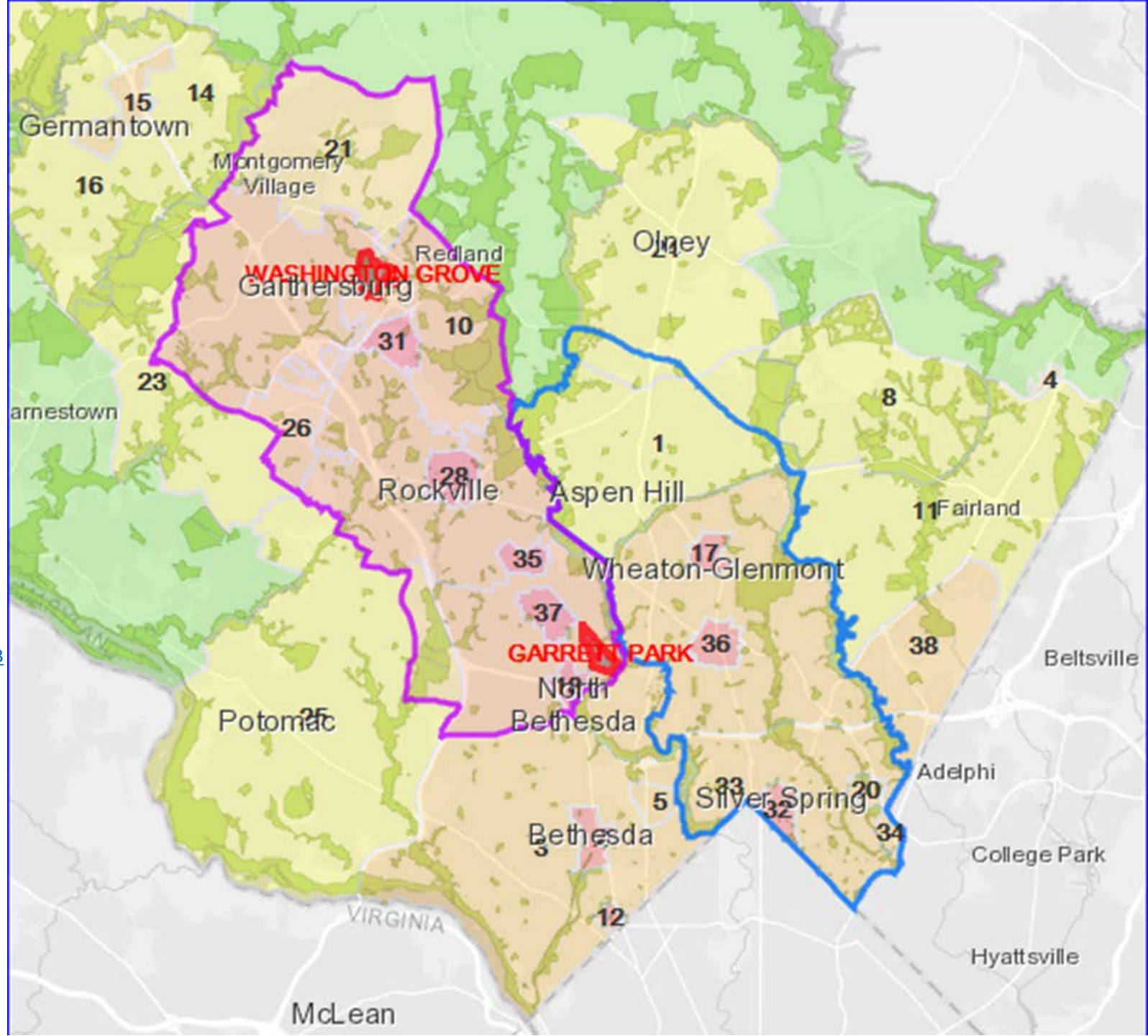
 West County Service Area

 East County Service Area

 Jurisdictions within Service Areas Not Participating

Interactive Map:
<http://mcgovgis.maps.arcgis.com/apps/View/index.html?appid=1449ea63a4f941b6bc13e8249d520aeb>

*The Montgomery County Parks Department is adopting their own program regarding use of dockless vehicles in County parks. Please visit their website for further information: www.montgomeryparks.org



Dockless Vehicle Program Expansion

Pilot Program – Phase 3



MOUs signed with 3 Vendors: **Lime**, Bird & **Lyft**

Provisions

- Start with minimum 50 vehicles/vendor;
ramp up gradually to minimum 200 vehicles & maximum of 500 vehicles/vendor
- Permit increasing maximum if daily use warrants
Average weekly ridership: 1 trip/day for bikes, 3 trips/day for e-scooters
- 15 mph max speed
- Operations permitted between hours of 5 a.m. – 10 p.m.
- Note: Montgomery County Parks Department conducting separate dockless vehicle pilot program – similar MOUs/regs

Vendor Responsibilities



- **Operate in compliance with MOU**
 - MOU (posted on MCDOT website)
 - Insurance, \$10K Performance Bond
 - Weekly or Monthly Reporting – e.g. use, complaints, accidents
 - Data to be provided to 3rd party vendor designated by County to consolidate & analyze info from all operators
- **Respond to calls within established time parameters – w/in 2 hrs 6am – 11pm**
- **Responsible for customer and public information**
 - Conduct regular training sessions and public education programs – 1st ones June 2019
- **Display visible/tactile logo, contact information, website and phone numbers on dockless vehicles**
- **No more than 3 dockless vehicles per block face for each company**
 - Subject to adjustment for block sizes, composition of area
 - Designated deployment areas max = 15 vehicles

Dockless Vehicle Deployment & Parking Policies



- Only permitted in public ROW, bike parking areas, designated areas, adjoining sidewalks
- May not impede pedestrian access, fire hydrants, street furniture, bus stops or interfere with traffic
- Vendor required to move improperly parked dockless vehicles
- County can remove violating dockless vehicles at vendor expense if vendor does not
- Vendors required to ensure that dockless vehicles do not impede sidewalk snow removal
- County can require removal of dockless vehicles for other special or emergency conditions
- Identifying “Corrals” in high activity areas

County Regulations/MOU Requirements



- Permits riding non-motorized/pedal bicycles on sidewalks
- Prohibits motorized vehicles on sidewalks
 - Except motorized wheelchair & similar ADA-related vehicles
- E-bikes and e-scooters are not permitted to be ridden on sidewalks
- E-bikes and e-scooters must follow all Maryland bicycle codes

State e-Scooter Legislation



- **Added definition of e-scooters to State transportation law**
 - “Vehicle Laws - Electric Low-Speed Scooter”
 - SB 770/HB 748 – Sponsored by Senator Will Smith & Delegate David Fraser-Hidalgo
 - Passed by both Chambers of Maryland Legislature
 - Governor signed April 2019
 - <http://mgaleg.maryland.gov/webmga/frmMain.aspx?id=hb0748&stab=01&pid=billpage&tab=subject3&ys=2019RS>
- **Defined as a type of bicycle** (Note: e-bikes already defined in State code)
- **e-Scooters required to follow traffic laws**
 - Controls types of roads on which they can operate
 - Requires adherence to traffic control devices
 - Maximum speed of 20 mph – **County Pilot Program limits speed to 15 mph**)

Experience with Pilot Program to Date



Program Parameter

- **Fleet Numbers:**

- Start with minimum 50; ramp up gradually to a minimum of 200 vehicles & maximum of 500 vehicles per company
- Permit increasing maximum if daily use warrants – avg 3 trips/day for e-scooters

- **Speed:** 15 mph speed

- **Operational Hours:** Permitted between hours of 5 a.m. – 10 p.m.

Status

- Minimum fleet numbers not being met:
Average daily scooters observed = 275
600 should be the minimum for 3 vendors
- Increasing max # not yet an issue
- No known issues re speeds
- Checking per data analysis
No known issues

Experience with Pilot Program to Date



Program Parameter

• Monthly Reporting:

- #s of Trips
- Complaints & Responses
- Accidents
- Data provided to 3rd party vendor for analysis

• Information:

- Provision of customer/public info
- Training sessions
- Display visible/tactile info on vehicles

Status

- Full range of monthly reporting not consistent in timing and completeness – but data now available
- Complaints generally handled responsively
- No reported significant accidents
- Data-sharing agreements in place
- Customer information improving
- Several training sessions held; attendance spotty
- Installation of tactile info underway

Embossed Lettering for Visually Impaired



Experience with Pilot Program to Date



Program Parameter

• Deployments

- Max 3 dockless vehicles per block face
- Deployment #s larger in designated areas
- Distribution across pilot area geography

• Parking:

- Parked properly per guidelines
- Complaints & Responses/times
- Moving improperly parked vehicles

• Enforcement:

- County can remove improperly parked vehicles

• Customer Service: 311 & CSS

Status

- Deployment #s per block face not an issue
- Larger areas of deployment not an issue
- Achieved E/W geographic distribution
- Parking perceived to be larger issue than observed
- Complaint response times generally acceptable
- Moving improperly parked vehicles acceptable
- No towing or impounding of vehicles necessary
- Customer Service approach generally effective

Experience with Pilot Program to Date



Sample Program Parameters

- **Total Monthly Trips**
 - Ranged from 44K in July to 14K in October
- **Average Daily Scooter Availability**
 - June – October = 275
 - Ranged from 400+ in August to 180 in October
- **Average Trips/Vehicle**
 - Approximately 3 trips/vehicle
- **Average Trip Distance**
 - 1.19 Miles

Initial Findings

- **Use of Scooters to Access Transit**
 - Initial indications are that there is significant use of scooters for travel to & from Metro stations
- **Denser urban street network yields more trips**
 - East Pilot Area – Silver Spring/Takoma Park streets display much greater use patterns than most streets in West Pilot Area, which has generally more suburban street network
- **Average distances traveled varied for Pilot Areas:**
 - October averages:
 - East = .9 mile
 - West = 1.4 miles



Montgomery County, MD

ACTIVE MANAGEMENT

Current Devices  143
today

Caps and Regulations

Policy Zones 0 active

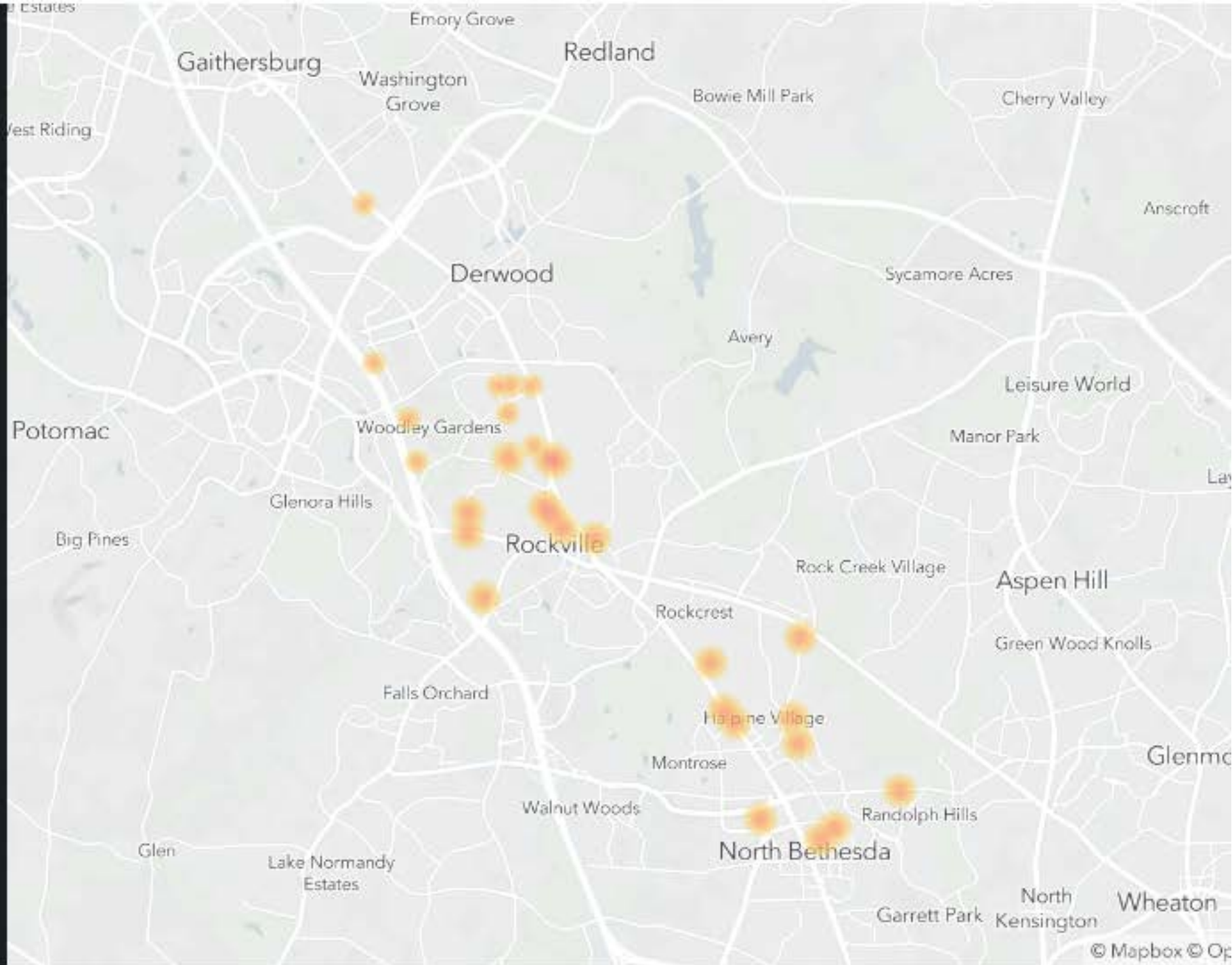
PLANNING

Fleet Distribution  138
7d per day

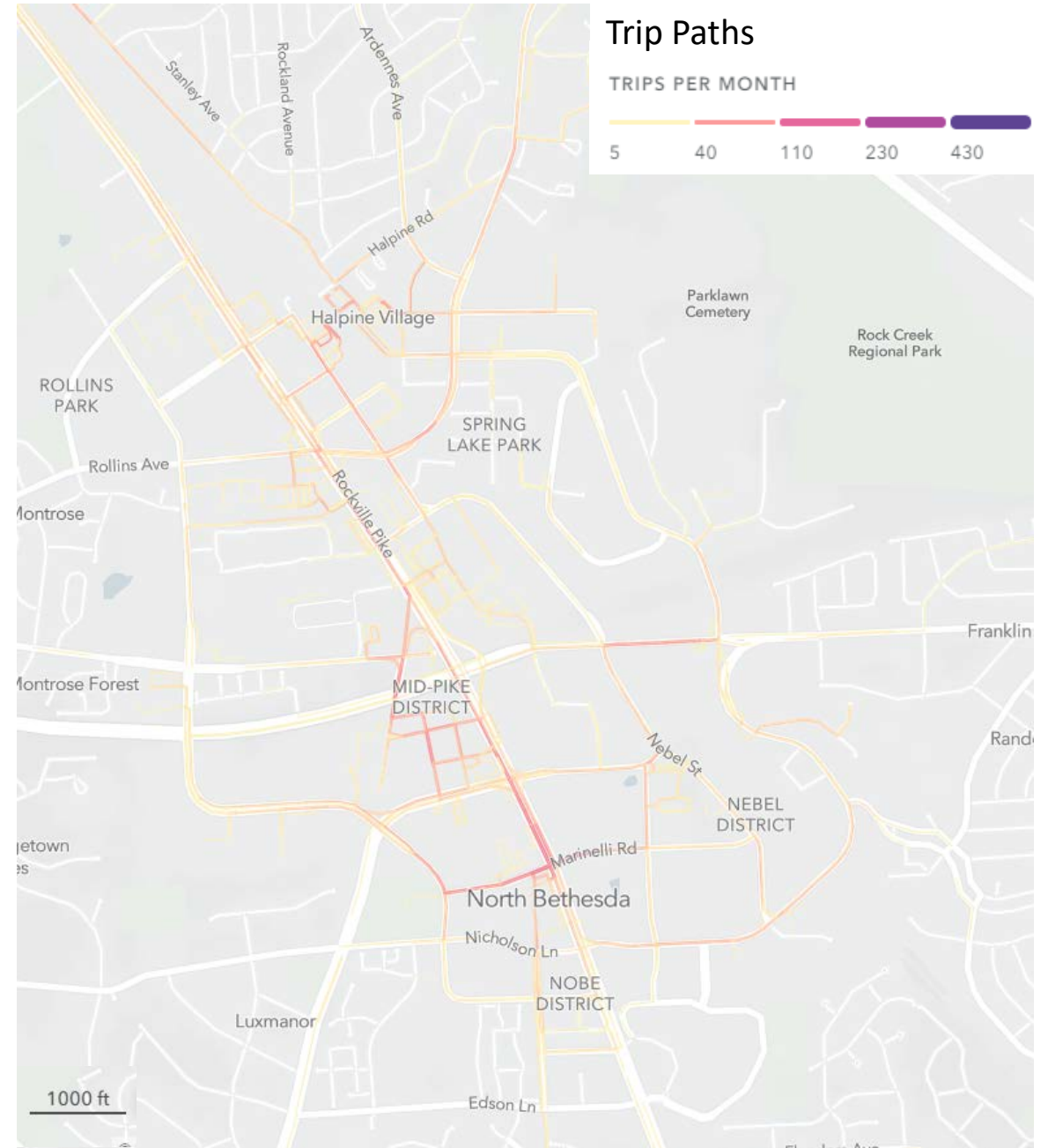
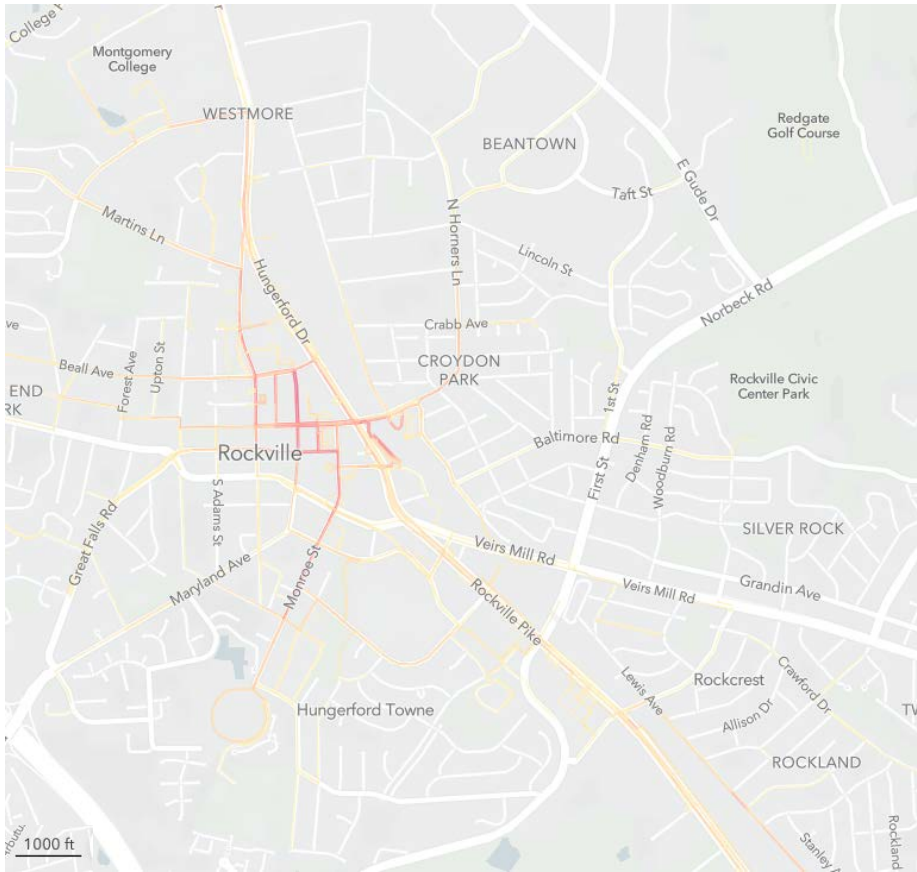
Deployments  70
7d per day

Rider Dropoffs  245
7d per day

Trips  219
7d per day



October High-Ridership Routes: Western Service Area





Trip Paths

September 2019 ▾



9/2 9/9 9/16 9/23 9/30

Avg daily trips 544

Trips per device per day 3.18

Avg distance 0.98 mi

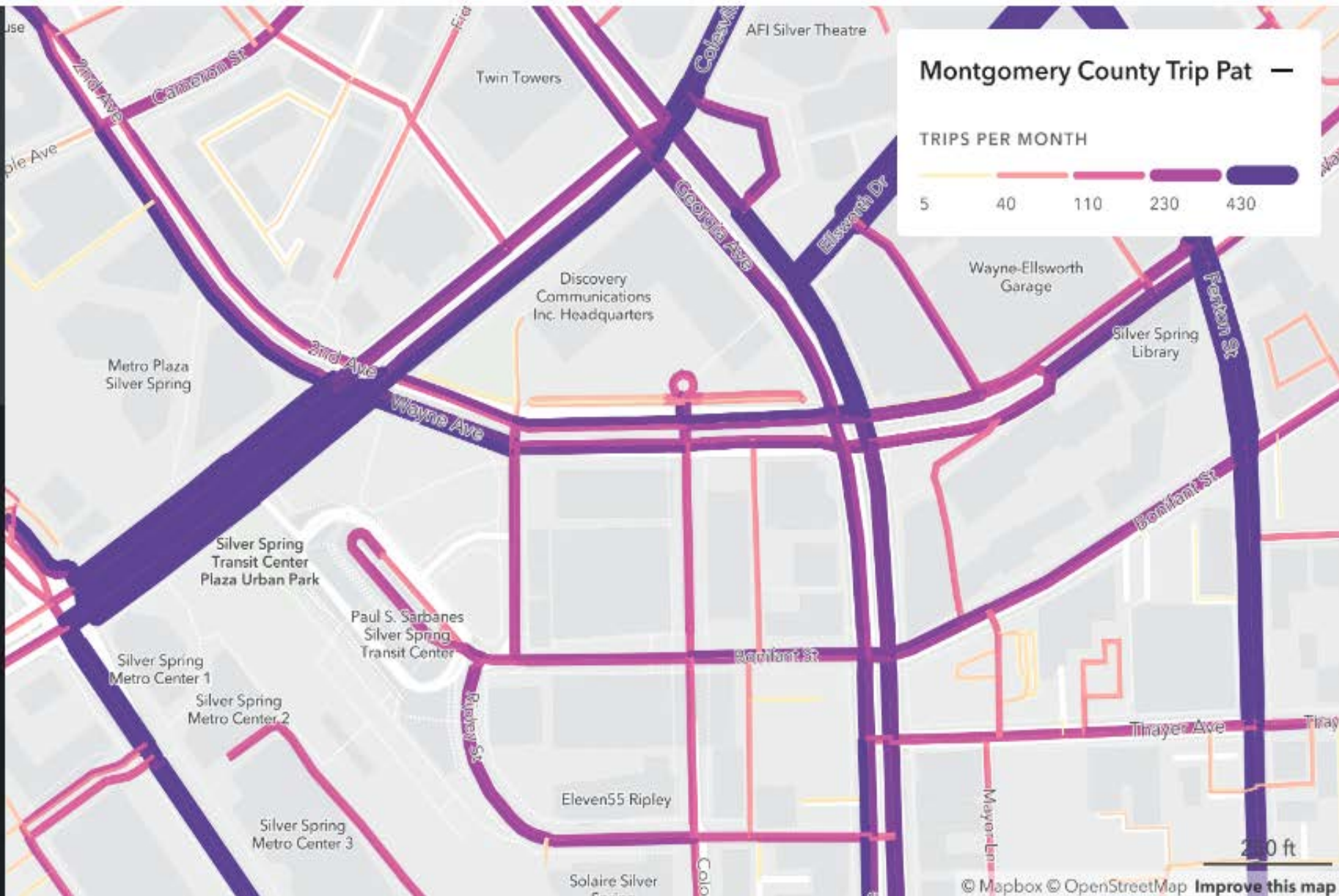
Avg duration 10.23 min

Day of week

Weekday 536 98.5%

Weekend 561 103.1%

Time of day



Issues Being Addressed



- **Safe Sidewalks Initiative**

- Elevating issues re sidewalk use: Control of dockless vehicle riding and parking
 - Exploring enforcement authority, other actions
 - Potential Fines

- **ADA Concerns**

- Braille or raised lettering not on all vehicles
- Need for stricter enforcement of riding and parking restrictions
- Need to require use of parking corrals

- **Education, Communication & Training**

- MCDOT has produced 2 videos for 2 different audiences
 - General Public – Website: <https://www.youtube.com/watch?v=Q-Oo1ft2LTw&feature=youtu.be>
 - Police – To be used during Roll Call
- Public Feedback – Online survey for residents; MC311 complaints tracked
- In-person training
 - Linking with other events to increase attendance

Next Steps

Evaluation

- Data consolidator obtaining past months of data from vendors
- Complete analysis of data, compliance
- Compile report, recommendations
- Public review and comment/input on changes needed

Policy Decisions

- Determine changes necessary for extension of Pilot Program for additional 6 months = end of FY20
- Determine parameters for permanent program to begin (if approved) in June 2020 (FY21)
 - Could include fees to offset ongoing costs of program administration
- Obtain approval for permanent program



Questions?



Contact Information:

Montgomery County Commuter Services

Department of Transportation
Office of Transportation Policy
101 Monroe Street –10th Floor
Rockville, MD 20850

www.montgomerycountymd.gov/commute



Bikeshare/e-bike & e-Scooter Information:
www.montgomerycountymd.gov/bikeshare



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