

# Dockless Vehicle Committee

November 10, 2021



Picture Credit: Side A Photography

# Agenda

## October Recap:

- Q1 compliance: fleet increases for Spin and Link
- Ridership: starting to drop off as weather gets colder
- Parking research: perception worse than reality, BCDOT started a new parking audit procedure.

## November Agenda

### Timeline Check In

Permit Cycle and Forecast  
R & R revision timeline

### Updates

Ridership numbers  
Adaptive vehicles

### Discussion

Survey topics  
Survey questions for permit renewal

### Miscellaneous

Community announcements

## Permit Cycle

### 2021 Permit

- 1-2 companies will be eligible for renewal based on:
  - BCDOT Ratings - Compliance ratings, warnings and citations issued
  - Community Ratings - 311, complaints, community survey

### Quarterly

- Compliance Review
- Fleet Increase applications (Q1 Increases: Link +100, Spin +250)

### Permit Revisions

- **First R&R Discussion at December DVC, full review in April DVC**
- **Survey during Feb/March 2022**
- **R&R public comment April 2022, release May 2022 with permit application**

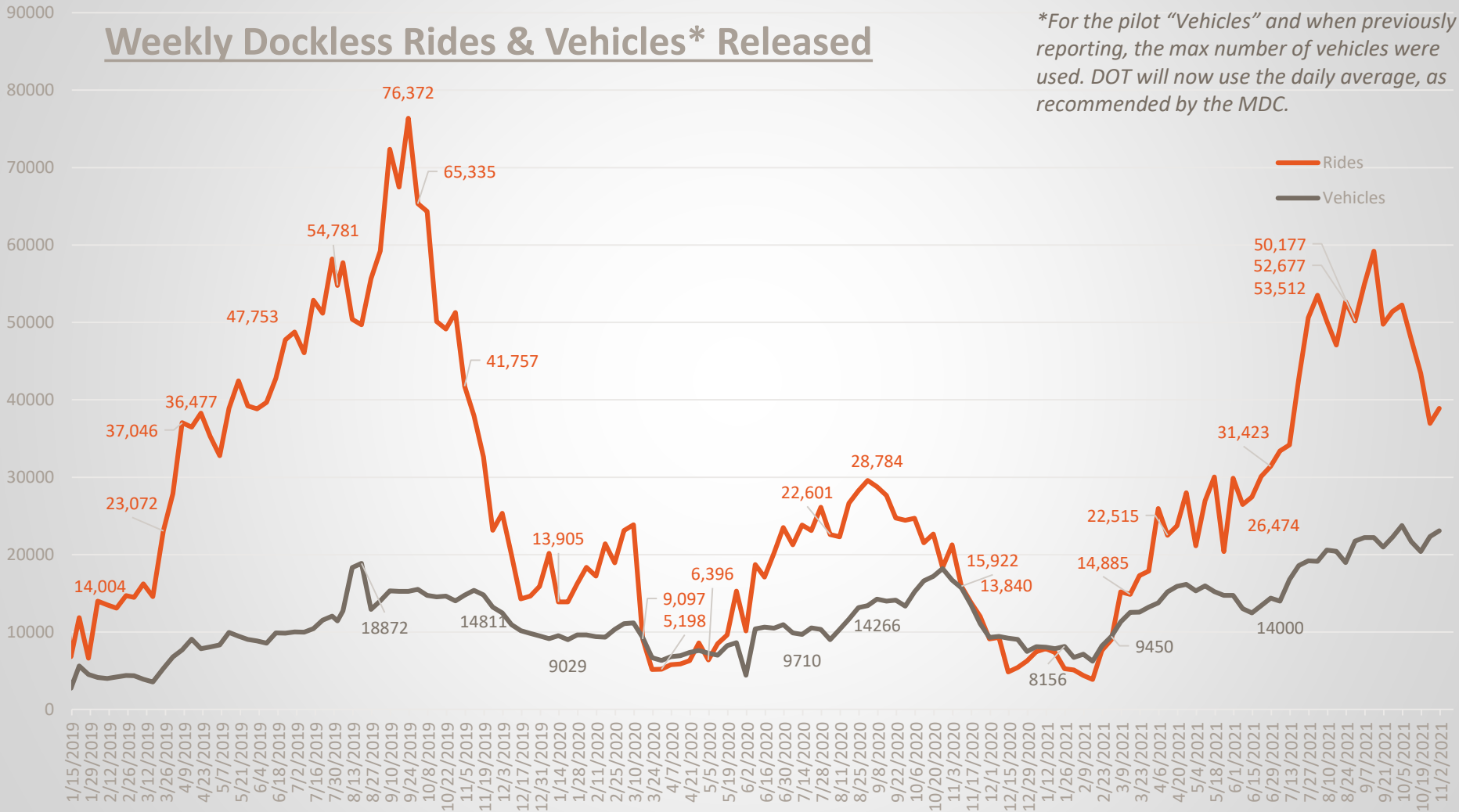
### Future Permits

- 2022: Anticipate awarding 2-3 permits
- 2023: Possible longer term RFP for dockless scooter + bikes

# Data Updates

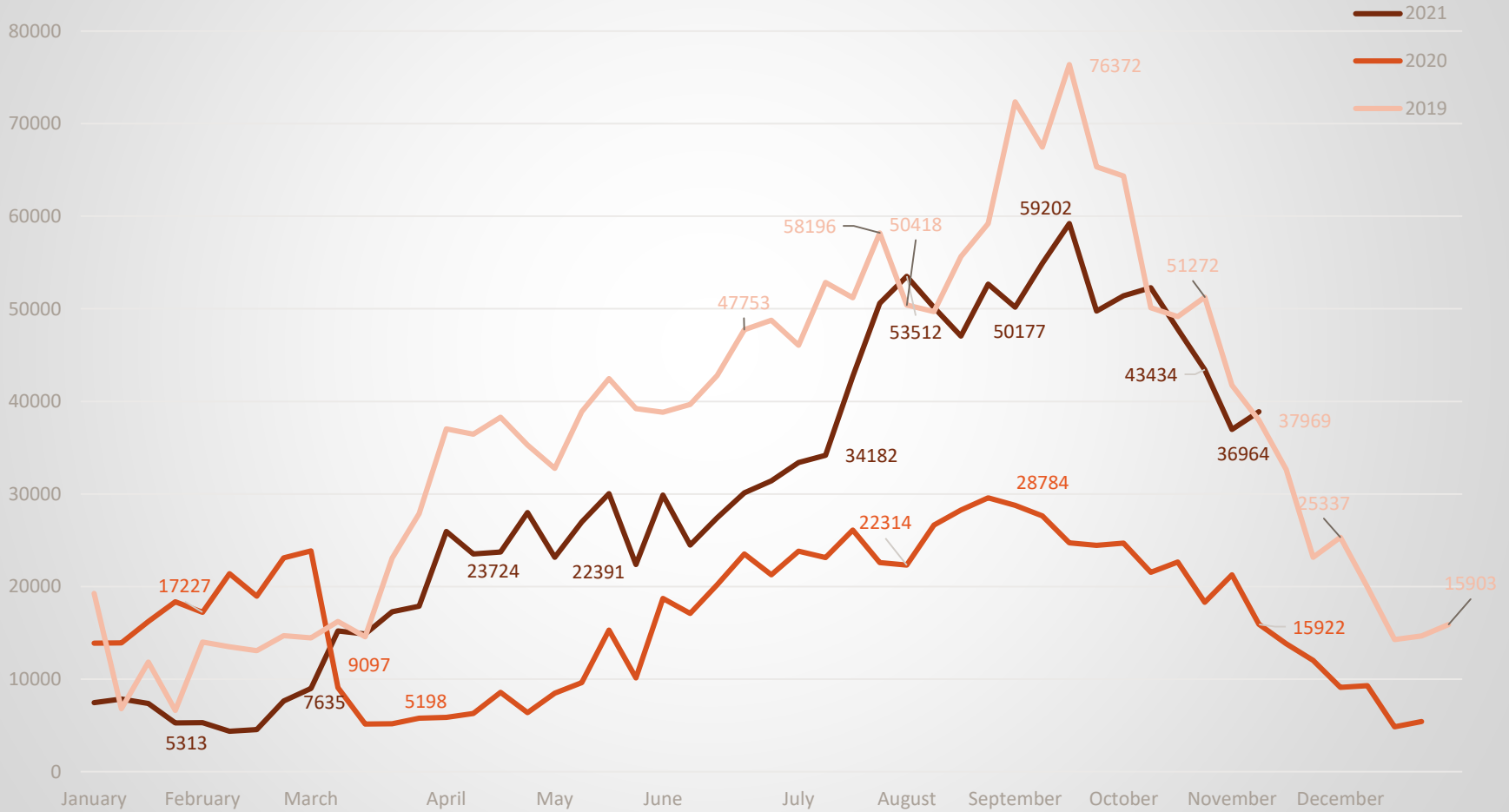
## Weekly Dockless Rides & Vehicles\* Released

\*For the pilot "Vehicles" and when previously reporting, the max number of vehicles were used. DOT will now use the daily average, as recommended by the MDC.



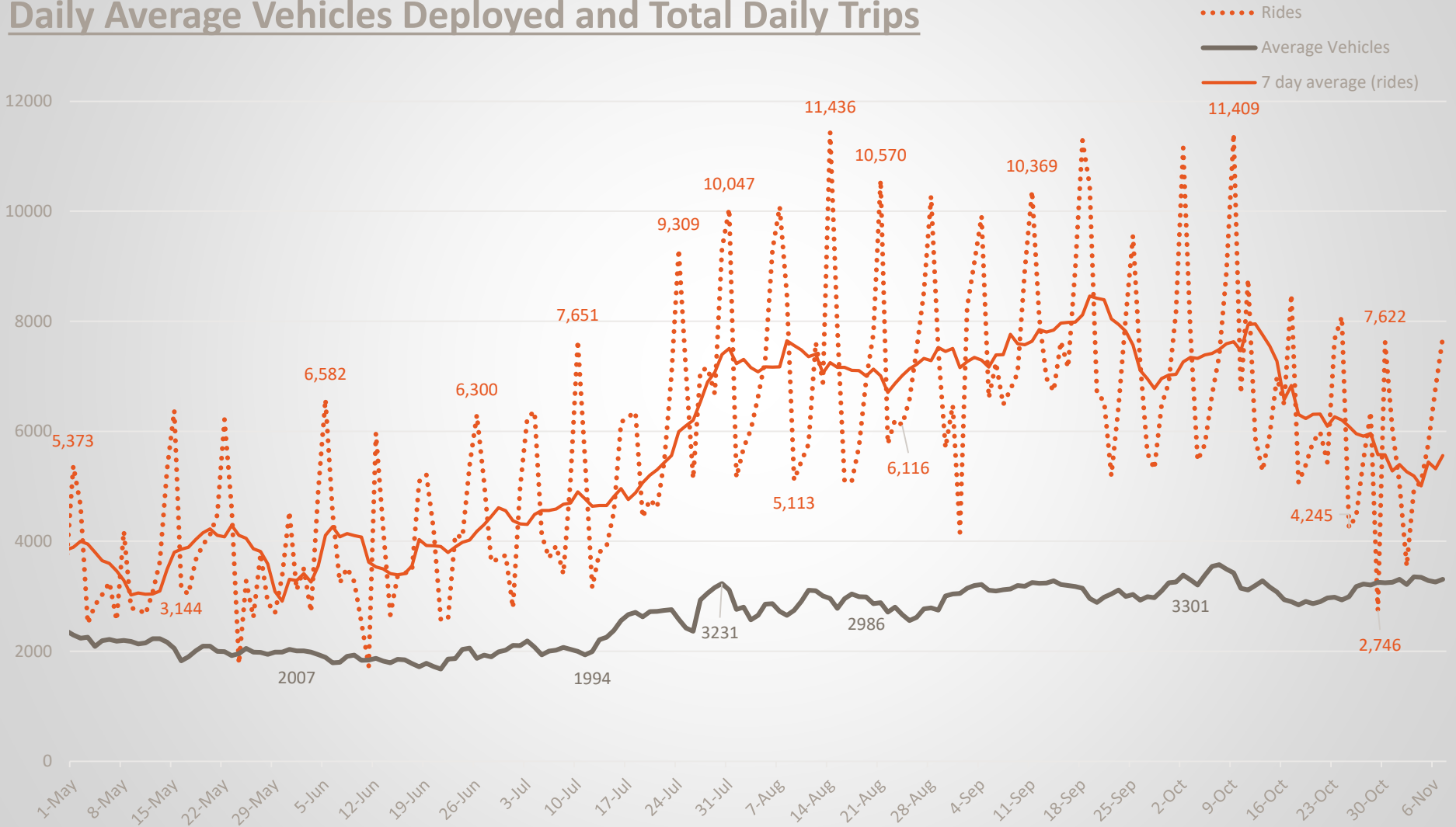
# Data Updates

## Annual Comparison of Weekly Trips



# Data Updates

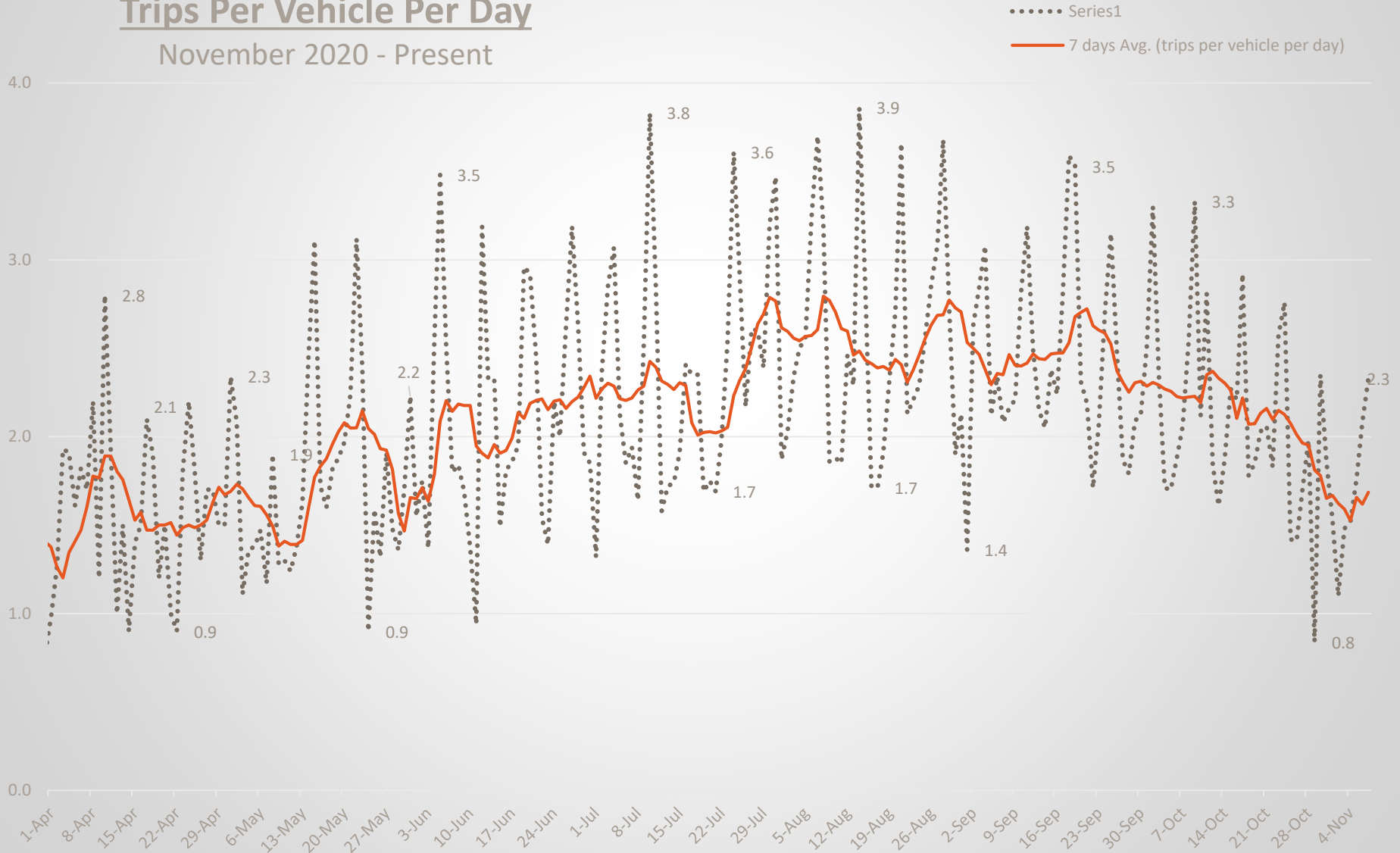
## Daily Average Vehicles Deployed and Total Daily Trips



# Data Updates

## Trips Per Vehicle Per Day

November 2020 - Present



# ADAPTIVE SCOOTER PILOT BALTIMORE

LIME ABLE



November 2021



## Reservation Process

- Riders can reserve an adaptive vehicle and we will deliver it to them directly to the location of their choosing.
- Vehicles are available for their exclusive use for a 24-hour period.
- Riders have the ability to reserve a scooter up to seven days in advance.
- The program accepts reservations seven days a week, 24 hours a day (request must be made 24 hours before desired delivery time).
- **Reservations are now accepted online at our newly built out landing page <https://www.li.me/en-us/adaptive-vehicles/> as well as through the Lime app.**

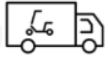


The image shows a composite of two mobile device screens. The background screen is a "Safety Center" page with a menu including "How to ride", "Report an accident", "Lime's commitment to safety", and "Adaptive Vehicle Reservation". The foreground screen is a web browser displaying the "Lime SF Adaptive Vehicle Reservation" form. The form includes a title, an introductory paragraph, and several sections with text and input fields:

- Title:** Lime SF Adaptive Vehicle Reservation
- Introductory Text:** "At Lime, we believe in providing mobility for all. That is why we've launched our Pilot Program in San Francisco. Please use this form to reserve an adaptive vehicle in San Francisco."
- Text:** "\*Each reservation is for a 24 hour period and requires a refundable deposit of \$50. Access users it is free)." (Note: the image contains a typo "Access users it is free")
- Text:** "\*Each reservation request must be submitted at least 24 hours in advance of your desired delivery time."
- Text:** "\*Our team will use this form to contact you and schedule a delivery of the vehicle to your desired location."
- Text:** "\*Email address must be the same as for your Lime app."
- Form Fields:**
  - Email:** "Email address must be the same as used for your Lime app." (Input field)
  - Phone Number:** "Provide a phone number we can reach you at via text message." (Dropdown for "United States" and "+1" followed by an input field)
  - Delivery Address:** "Please provide delivery address for adaptive vehicle" (Input field)
  - Select City:** "Please Select" (Dropdown menu)
  - Adaptive Vehicle Options:** Three images of vehicles: "Three-wheel stand up scooter", "Three-wheel sit down scooter", and "Two wheel sit down scooter".
  - What date are you requesting a vehicle?:** "Requests must be made at least 24 hrs in advance." (Input field with "Add a date 24 hours in advance" placeholder)
  - What time would you like the vehicle dropped off?:** "Requests must be made at least 24 hrs in advance." (Dropdown menu with "Please Select" placeholder)
- Submit Button:** "Reserve Vehicle" (Green button)

## Adaptive Vehicles at Launch: Timing TBD





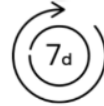
### Easy to reserve

Riders can reserve an adaptive vehicle and we will deliver it to them directly to the location of their choosing



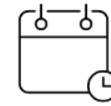
### Yours for 24 hours

The vehicle is available for the rider's exclusive use for a **24 hour period**



### Reserve ahead

Riders have the ability to reserve a vehicle up to **seven days in advance**



### Next day requests

The reservation request must be submitted **at least 24 hours in advance** of your desired delivery time



### Convenient

The Lime team will contact you and schedule a delivery of the vehicle at your desired location



### Easy usernames

Email address submitted via the reservation form **must be the same** as the email used in the Lime app



### Platform agnostic

Reservations are accepted online and through the Lime app



## Updates: Corrals

### BCDOT Corrals

- In-street Corrals installed in corner zones



## Discussion: Survey

### 2021 Permit – User Survey

*Planned for February- March 2022*

#### Question development

- 2019 community survey – 5283 responses
- 2020 user survey – 706 responses
- JHU equity user survey – 65 responses, ongoing
- NACTO survey guidance – question bank from other cities

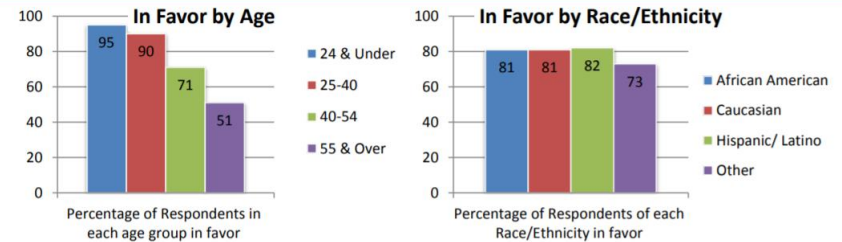
#### Users – not community-wide

- Pop-up in app
- BCDOT social posts
- BCDOT flyers in equity zones
- Other distribution ideas?

#### Results

- Inform rules and regulations
- One of the criteria for permit renewal
- Show change over time

**81%** of respondents are in favor of continuing the program



#### 2019 Community survey results

#### How has your use of other transportation changed as a direct result of dockless?

	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%

#### 2020 User survey results

## Discussion: Survey

### Survey Topics – Previous User Survey

- Frequency of ridership
- Trip purpose
- Effect on use of other modes
- Brand and vehicle preferences
- Crash history
- Familiarity with dockless vehicle rules and regulations
- Ideas for provider and program improvement
- Demographics

#### 2020 Dockless Vehicle User Survey Methodology & Full Results



##### Overview

The Baltimore City Department of Transportation (BCDOT) Dockless User Survey is part of the Dockless Vehicle Program evaluation. The user survey aimed to assess the demographics, use, and areas of improvement for the annual permit. It was open for responses from February 28 to March 28, 2020. The survey was released online on the DOT website, on social media and was also included as a clickable link in permit holder (JUMP, Lime, Spin) smartphone apps. For more information about the Dockless Vehicle Program, please visit: <https://transportation.baltimorecity.gov/bike-baltimore/dockless-vehicles>

##### Survey Design

The survey was designed to answer specific questions about the Baltimore City Dockless Permit Program. Questions covered: frequency of ridership, purpose, effect on use of other modes, preference, crash history, ideas for improvement and demographics. Questions were based on similar surveys nationwide and on discussions at Dockless Vehicles Committee (DVC) meetings. For more information about the DVC, please visit: <https://transportation.baltimorecity.gov/dockless-vehicle-committee>

##### Results

The following results are presented with the same instructions as the survey. For each question, the total number of responses to each provided answer is listed, along with the percentage of total responses. For some questions respondents could select multiple answers. For open ended questions, the most common phrases or words were selected to be counted and sample answers are listed. On the survey respondents who responded "Never" to "How often do you ride a dockless bike or scooter" were advanced to demographic questions without the option to answer other questions which were aimed at users of dockless vehicles.

Total Responses: 706

##### Dockless Vehicle User Responses: 571

How often do you ride a dockless bike or scooter?		
Answer	#	%
Every day	82	11.6%
A few times per week	156	22.1%
About once per week	56	7.9%
A few times per month	129	18.3%
About once per month	88	12.5%
At least once per year	60	8.5%
Never	135	19.1%
<b>TOTAL</b>	<b>706</b>	

Which dockless bike and scooter brand(s) have you used in the past 6 months? Select all that apply.		
Answer	#	%
Lime	503	88.7%
JUMP	289	51.0%
Spin	258	45.5%
Bolt	79	13.9%
<b>TOTAL RESPONDENTS</b>	<b>567</b>	

## Discussion: Survey

Community Survey Poll  
Mentimeter Poll: Menti.com  
Code:3050 7915



What other topics would you like to include in the survey?

What questions could be asked about company/brand preference for renewal purposes?

## Action Items

### Q2 Large Events:

- Ravens Games
- Comic Con
- Concerts: MECU, M &T, Baltimore Arena

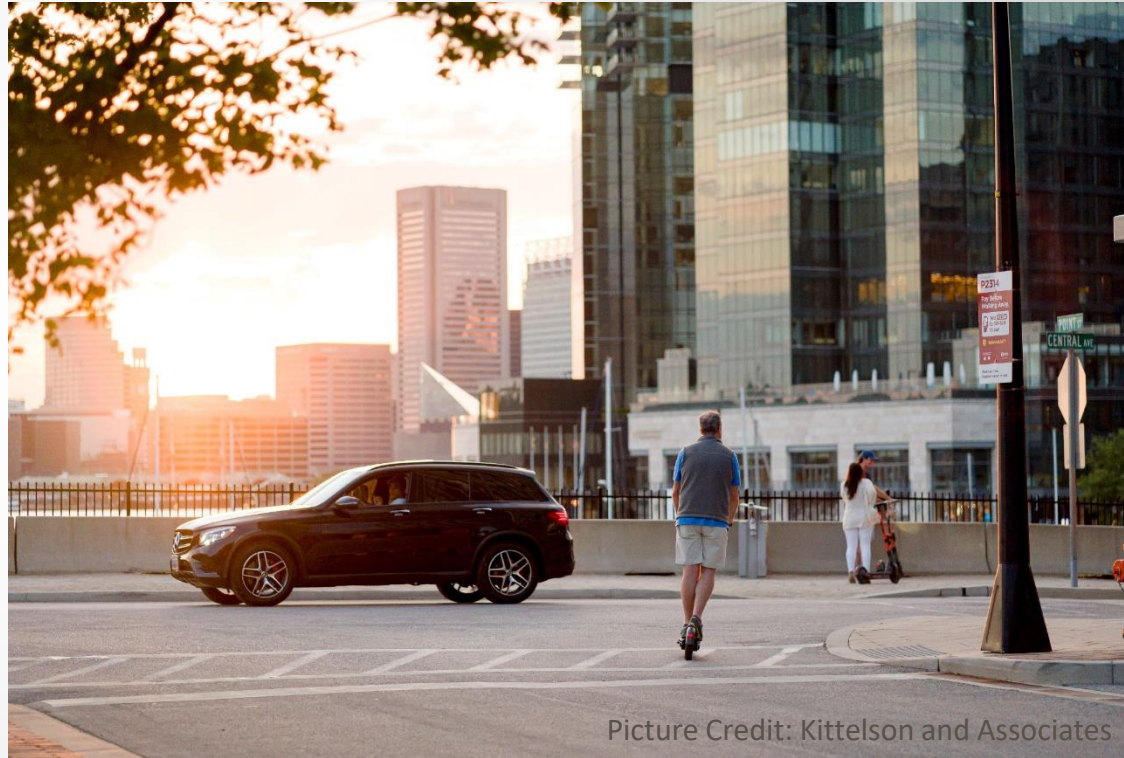
### Community Events:

- Other events?

### Next Meeting:

- December 8, 2021
- Topics:
  - R&R first revision
  - In-street Corral analysis
  - Infrastructure priorities

- Data/Analysis Requests?



Picture Credit: Kittelson and Associates