

Dockless Vehicle Committee Meeting

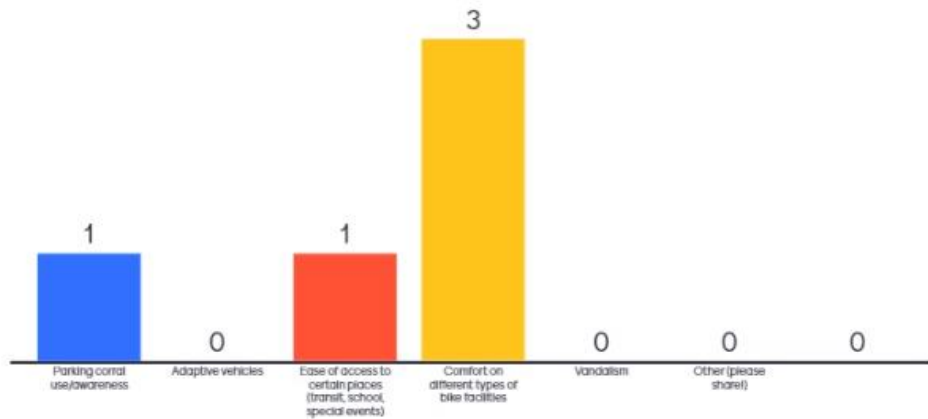
November 11, 2021

Attendees:

Alex Lima, Superpedestrian/Link	Jed Weeks, Bikemore
Anjanette Wiggins, Superpedestrian/Link	Jourdin Roberts, Spin
Andrew Hellinger, Johns Hopkins University	Kaitlyn Schaffer, Kittelson & Associates
Arco Sen, Parking Authority	Matt Hendrickson, DOT
Breanna Bledose, Spin	Meg Young, DOT
Chelsea Linton, City Council	Patrick McMahon, MDOT
Cheyenne Woodyard, Superpedestrian/Link	Robert Garner, Lime
Clarissa Chen, Bikemore	Theo Ngongang, DOT
Hugh Scoggins, Civil Rights	Victor Tervala, Law Department

Meeting Minutes:

- **Timeline Check In**
 - Permit Cycle and Forecast
 - First rules and regulations discussion at December DVC
 - Full review of rules and regulations at April DVC
 - Survey during February/March 2022
 - Rules and regulations public comment in April 2022
 - Release rules and regulations in May 2022 with permit application
 - Anticipating awarding 2-3 permits next year
- **Updates**
 - Ridership numbers
 - Corrals
 - 9 in-street corrals have been installed
 - Upcoming analysis to compare in-street and sidewalk corrals
- **Discussion**
 - Annual survey
 - Recap of past surveys – 2019 community-wide survey, 2020 rider survey, NACTO survey guidance, JHU equity zone survey
 - User vs. community-wide
 - Leaning towards user survey
 - Survey distribution
 - Pop-up in app
 - BCDOT social posts
 - BCDOT flyers in equity zones
 - Other distribution areas?
 - Topics
 - **Poll:** What other topics would you like to include in the survey?



- Comfort on different types of bike facilities was the most popular topic in the poll
- Poll: What questions could be asked about company/brand preference for renewal?

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

Ask about the vehicles more than brands.	Which scooters do you usually ride? Why?	Do you have a preference for one provider over another and if so why?
A ranking system, "Please rate your vehicle preference" Link, Lime, Spin	Ask if people are willing to be a part of a focus group and have unbranded scooters from all three brands	Do you have a preferred shared dockless vehicle brand? Is your preference based on cost, availability, vehicle type, etc.
If you had all 3 company vehicles available, which would you take for a ride?	Which brand is right for me?	What scooter would you like to see more of in Baltimore?



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

How do I know which brand to use?	What have been your customer service experiences with the providers? Do you feel safe utilizing this provider's vehicles?	Are you aware of the vehicle options offered by the providers?
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- Clarrisa Chen: I'm also curious about affordability, like riders' perceptions on it especially with the equity programs from companies, if that has had any impact
- Alex Lima: ranking system
- Ask about vehicle types/comfort rather than brand
- What scooter do you usually ride? Why?
- Have focus group with unbranded scooters
- Preference based on cost, availability, vehicle types

- Results
 - Inform rules and regulations
 - Criteria for permit renewal
 - Track program's change over time
- Updates from JHU equity zone survey
 - Trip purposes: school/work, recreation, errands
 - Use scooter a few times a week
- Adaptive vehicle – presentation from Lime
 - Vehicles
 - Seated scooter
 - Tricycle and two-seated tricycle
 - Electric wheelchair attachment
 - Process
 - Reservation system: <https://www.li.me/en-us/adaptive-vehicles/>
 - Free rental for first 24 hours and \$5/day after first 24 hours
 - Launch date: TBD

Upcoming:

- Q2 Large Events: Ravens games, Comic Con, Concerts (MECU, M&T, Baltimore Arena)
- Next Meeting: December 8, 2021
 - Possible topics: R&R discussion, in-street corral analysis, infrastructure priorities