

# Dockless Vehicle Committee

October 25, 2023



# October Agenda – Q1

## 1. Introduction

## 2. Data Updates

Ridership

Corrals

Parking Procedures

Compliance Updates

## 3. Presentations

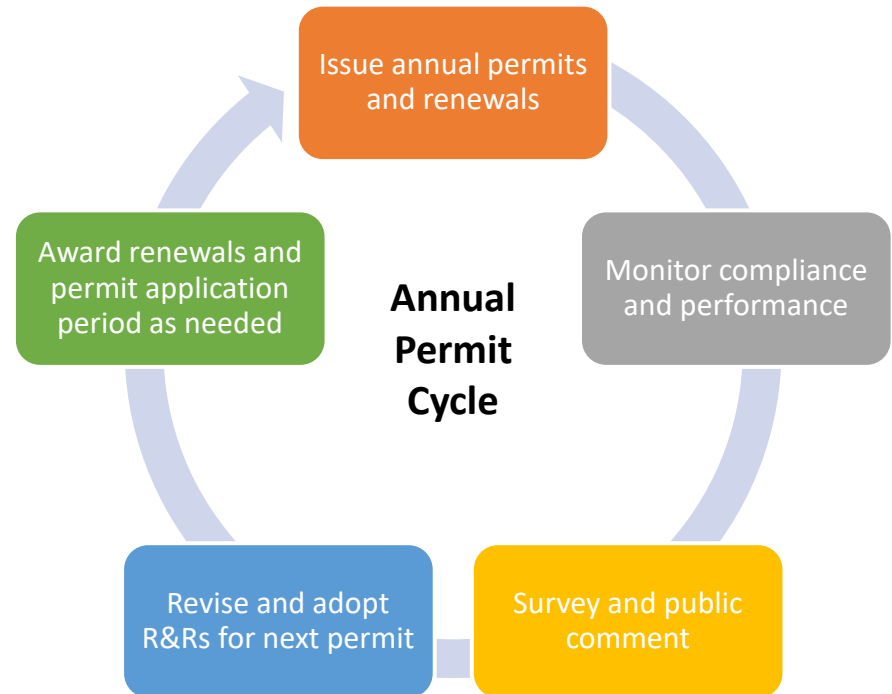
Superpedestrian

Spin

## 4. Discussion

Better Bikeshare Partnership Mini Grant

Program Goals



*DVC is now quarterly with monthly newsletters.*

*Email [dot-community@baltimorecity.gov](mailto:dot-community@baltimorecity.gov) or [michael.kebede@baltimorecity.gov](mailto:michael.kebede@baltimorecity.gov) to receive emails.*

## Introduction

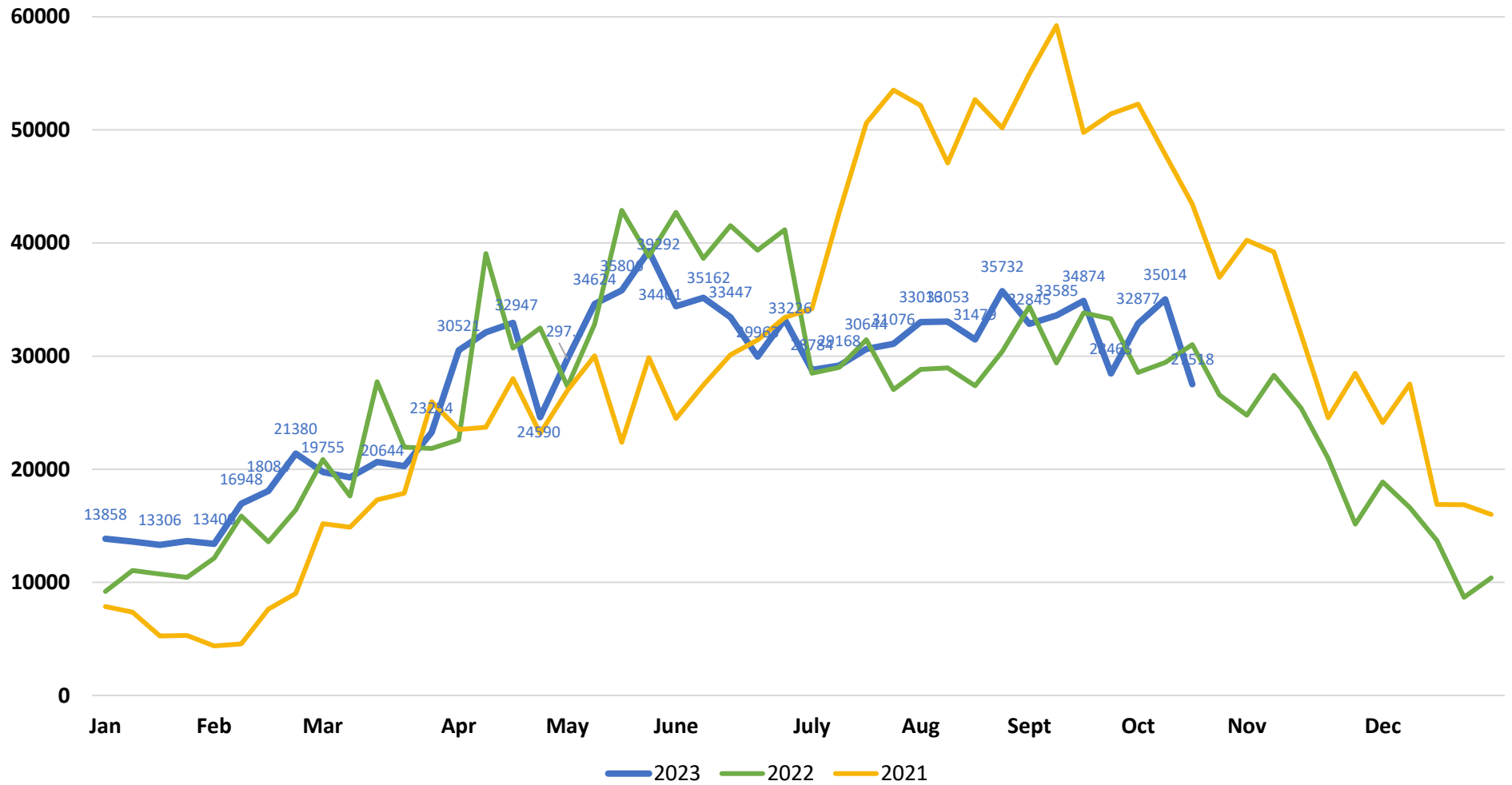
- New Mobility Program Manager- Michael Kebede
- Over 6 years experience in Transportation
- Build upon the current Complete streets program using micro-mobility to create lasting transportation solutions.
- Add to the current dockless vehicle program to promote equal accessibility, increased sustainability, and
- Work with community leaders and organizations



# Ridership

## Weekly Trips, Annual Comparison

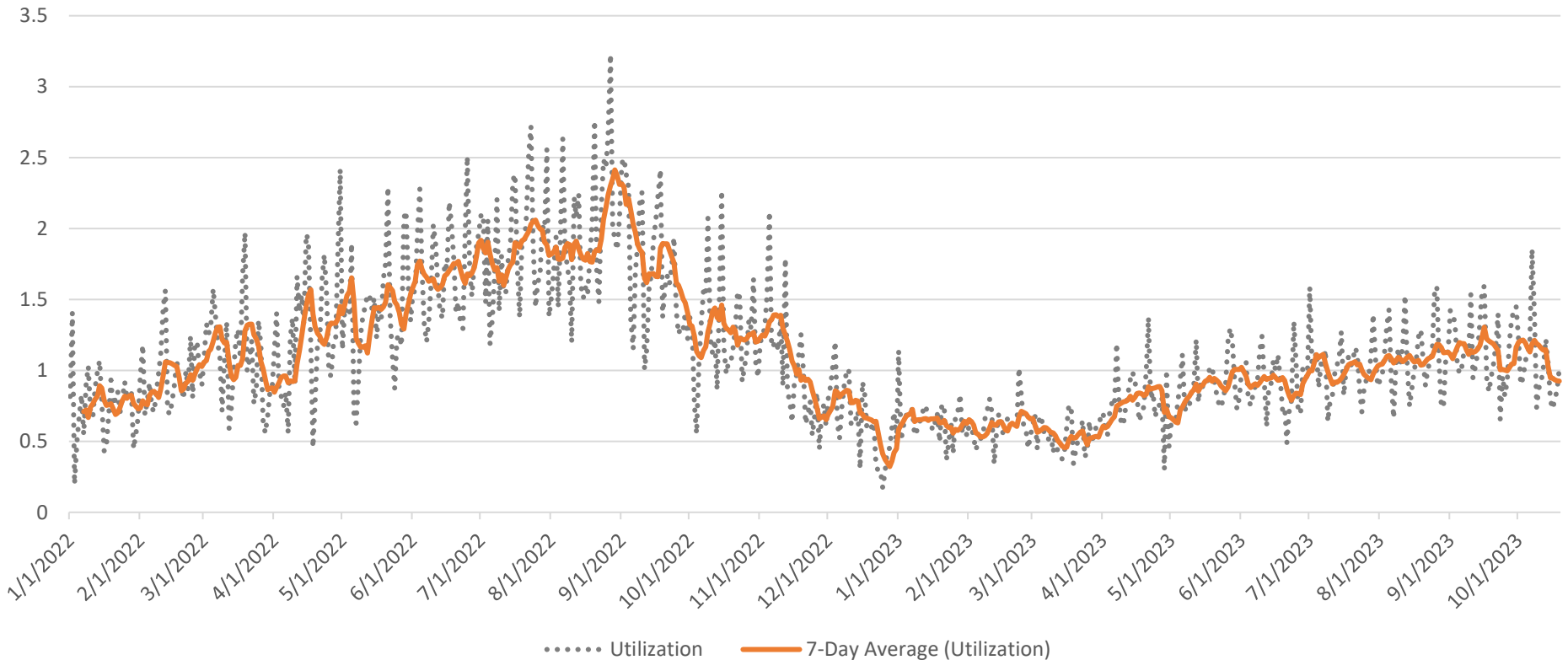
1,149,564 trips in 2023 so far!



# Ridership

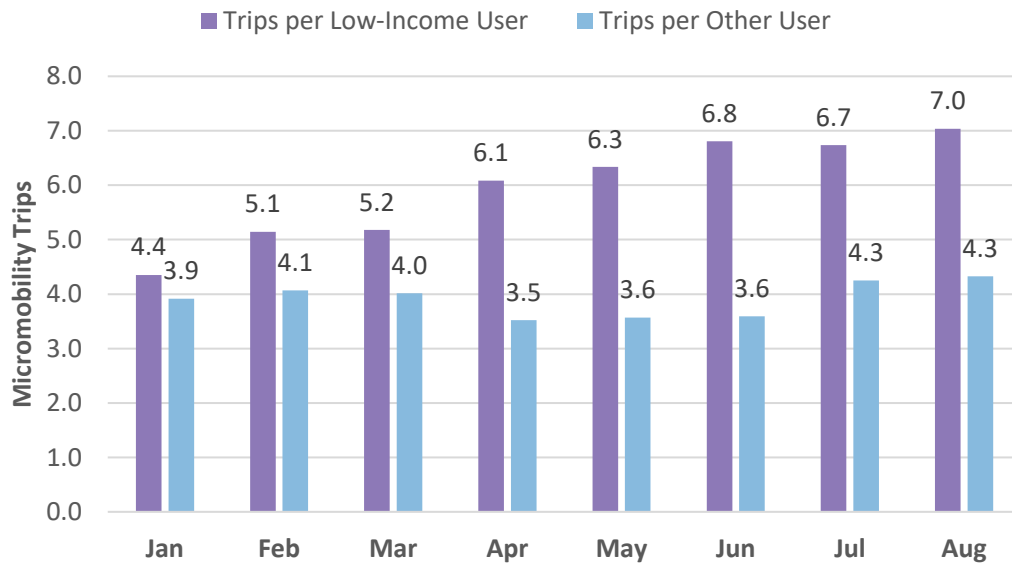
**Average Utilization since July 2023:  
1.03 trips/vehicle/day**

## Trips Per Vehicle Per Day



## Equity Plan Ridership

An equity plan user takes an average of 6 micromobility trips per month whereas a non-equity plan user takes an average of 4 micromobility trips per month.



## LOW-INCOME MICROMOBILITY PLANS

**DID YOU KNOW THERE ARE DISCOUNTED PLANS  
(UP TO 70% OFF)  
FOR RIDING E-SCOOTERS, AND E-BIKES  
FOR LOW-INCOME RESIDENTS?**



### LINK

SEATED E-SCOOTERS  
& E-SCOOTERS

**YOU NEED:**

- A PHOTO ID
- A SNAP CARD, UTILITY BILL, MEDICAID INSURANCE CARD, OR REDUCED FARE CARD

**SIGN UP:**  
[airtable.com/shr9gqDUibN1azFco](https://airtable.com/shr9gqDUibN1azFco)  
**NEED HELP?**  
 1.844.701.8163  
 SUPPORT@LINK.CITY

### SPIN

E-SCOOTERS  
& E-BIKES

**YOU NEED:**

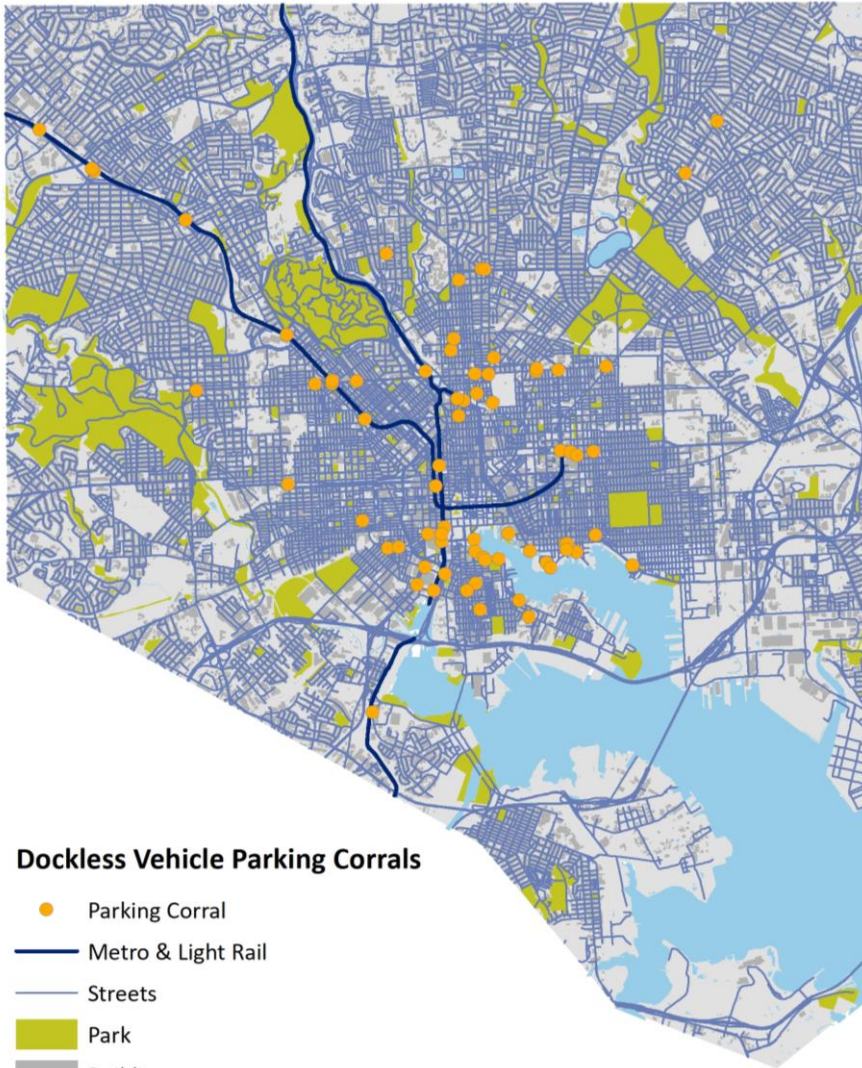
- PROOF OF ADDRESS (BILL)
- A SNAP CARD, UTILITY BILL, MEDICAID INSURANCE CARD, OR REDUCED FARE CARD

**SIGN UP:**  
[web.spin.pm/spin\\_access/usa](https://web.spin.pm/spin_access/usa)  
**NEED HELP?**  
 1.888.262.6189  
 SUPPORT@SPIN.PM


BMORECITYDOT

TRANSPORTATION.BALTIMORECITY.GOV

# Parking Corrals



# Parking Corrals

Recent corral installations:

- Ellwood Park (in-street)
- Johnston Square (sidewalk)





## Requesting Corrals & Bike Racks

If you're interested in having a corral or bike rack installed, please visit <https://transportation.baltimorecity.gov/bikerackrequestform> and fill out the request form.

Please have the below information readily available upon making a request:

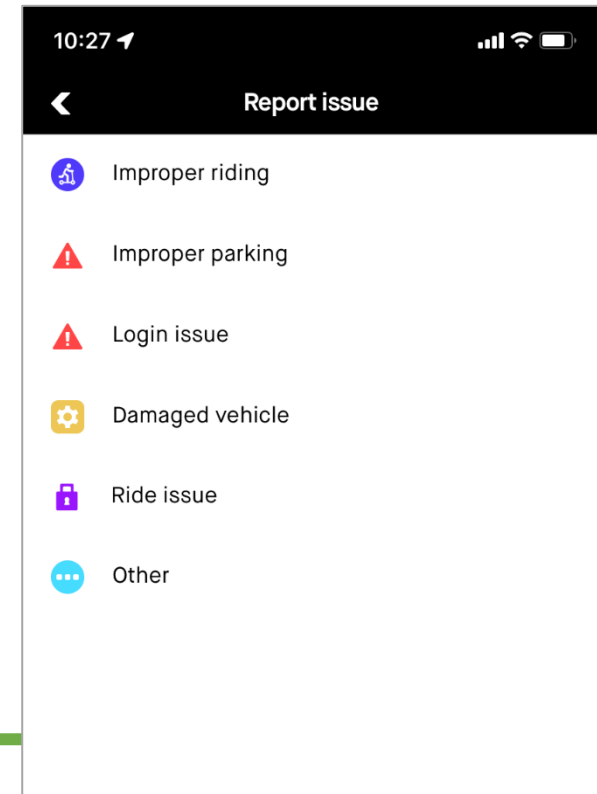
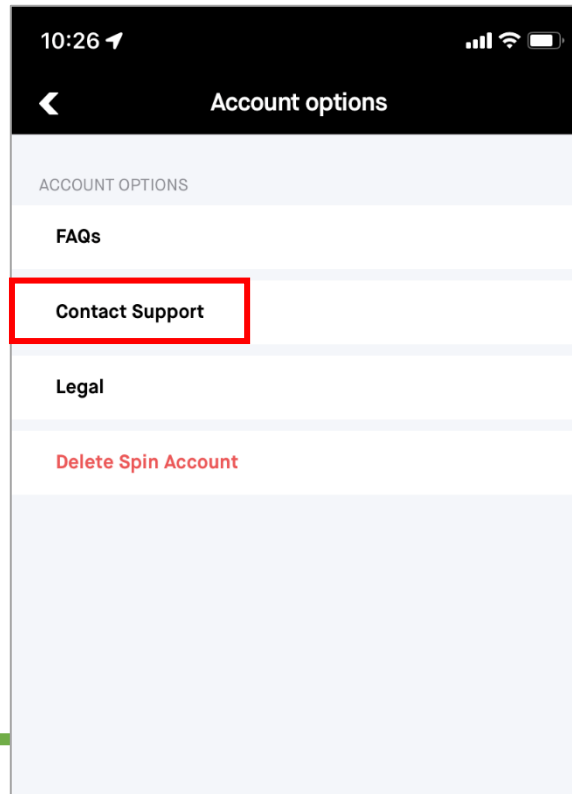
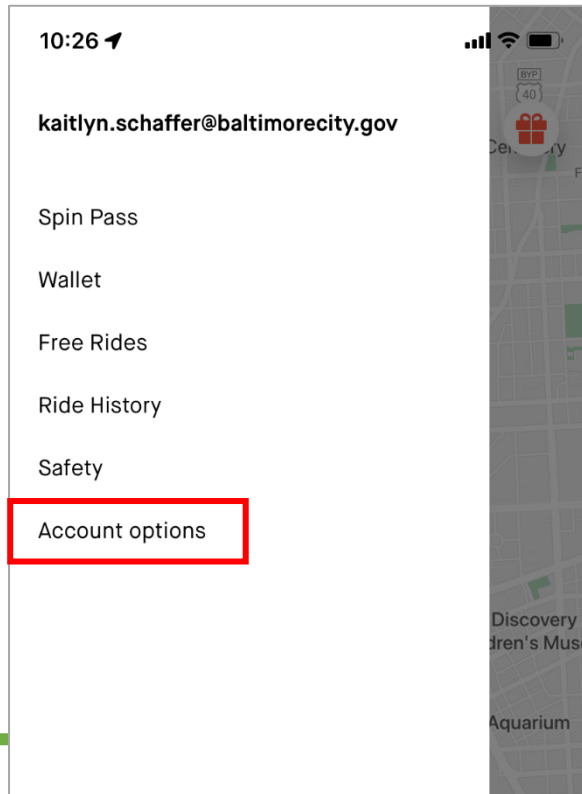
- Contact information
- Specific location
- Reason



# Reporting Incorrectly Parked or Damaged Vehicles

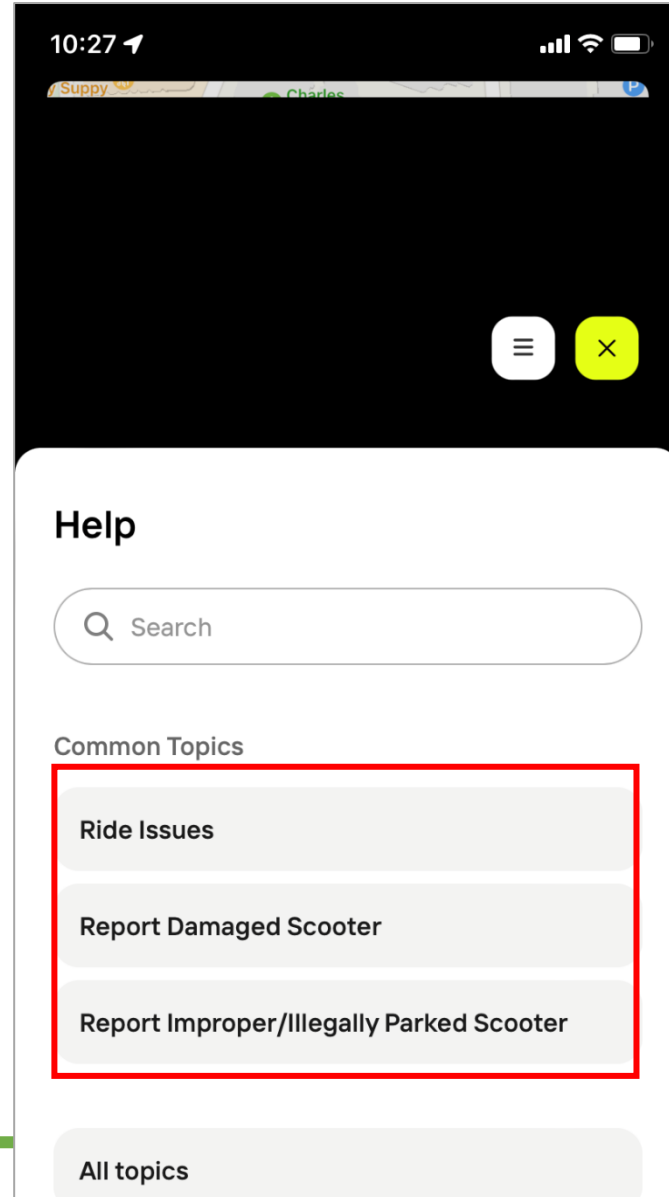
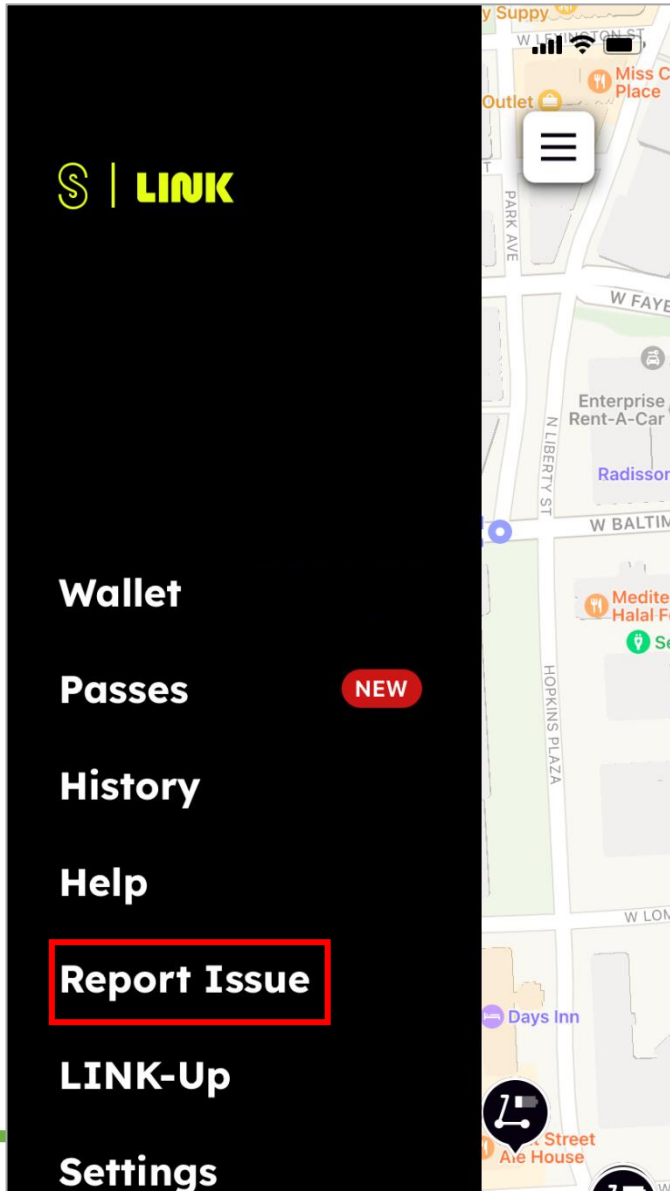
1. Use provider mobile applications
2. Call or email provider customer service
  - **Spin – 1-888-249-9698 or spin.pm**
  - **Superpedestrian - 1-844-701-8163 or support@link.city**
3. Email [dot-community@baltimorecity.gov](mailto:dot-community@baltimorecity.gov)

## Spin Mobile App



# Reporting Incorrectly Parked or Damaged Vehicles

## Superpedestrian Mobile App



## Permit Holder Compliance

Metric	Enforcement	2022-2023 Permit Year
Deployment (fleet size, Equity Zones & Deployment Districts)	Twice monthly	0 warnings, 0 citations
App/geographical updates	Twice monthly	0 warnings, 0 citations
5-Day Parking Maximum	Twice monthly	2 warnings, 0 citations
Vehicle Inspections	Monthly	0 citations
Parking Audits	As needed/ongoing	0 citations
Specific Parking Issues	As needed	0 citations
Customer Response Time	As needed/ongoing	0 citations

## Superpedestrian

- 2000 e-scooters
- Adaptive vehicles



## Spin

- 2800 e-scooters
- 150+ e-bikes





# **Superpedestrian**

## **Baltimore Q3 Update**

### **July 2023**

# About Us

Spun out of the MIT Senseable City Lab at MIT in 2013

40+ patents in AI and electrified vehicle technologies

Superpedestrian scooter fully designed in-house

Operated in 65+ cities since 2020

Began operating in Baltimore in Summer 2021



# Baltimore Team

**Zach Williams** - Director, Policy and Government Partnerships, US&C

**Serge Augustin** - Operations Manager, Baltimore

**David Dorsey** - Assistant Operations Manager, Baltimore

**Alex Berg** - Director, Market Operations





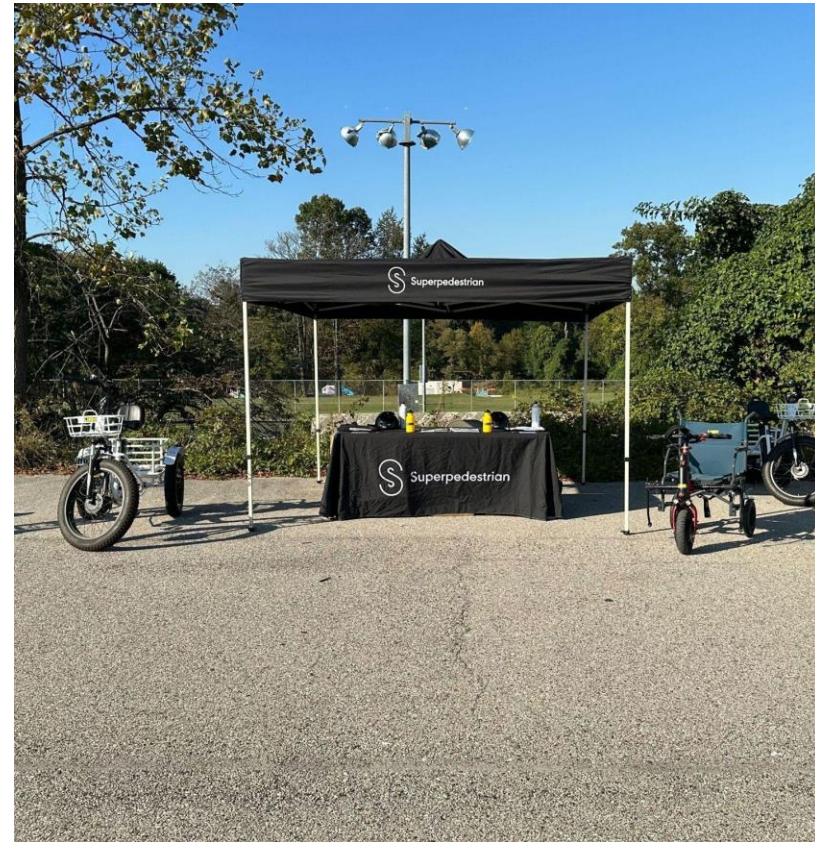
# Q3 Review and Updates

## Q3 Review

- Strongest ridership quarter since launch
  - 3,500+ reduced fare trips
- Lake Montebello and BBSP Programming

## Upcoming for Q4

- BBSP
- Civil Rights Week Programming
- Ops team growth



# Equity + Access

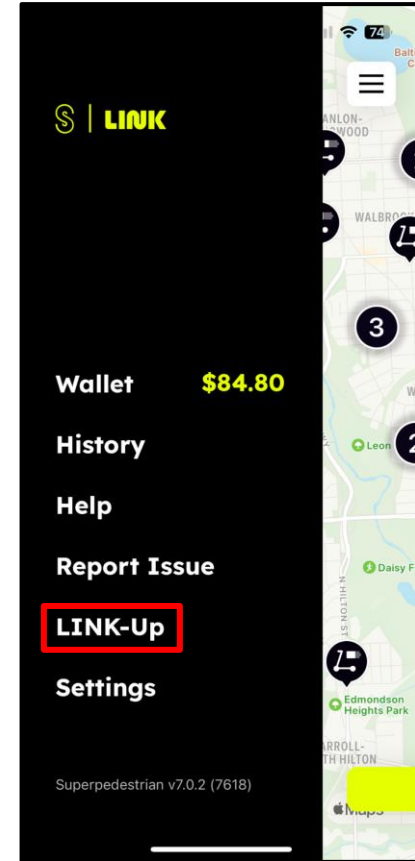
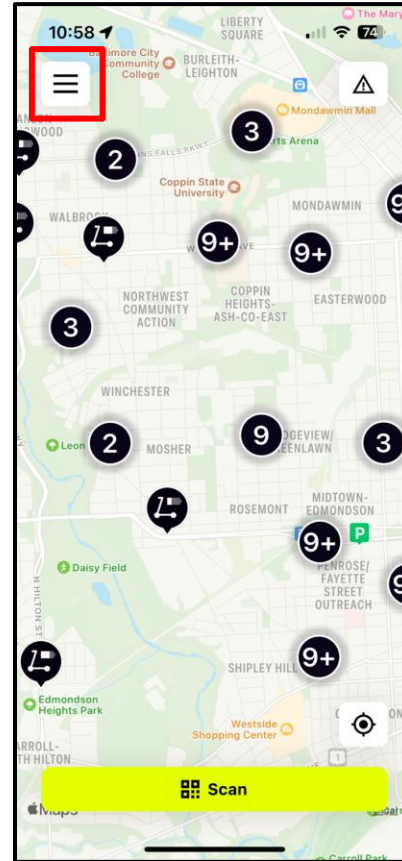
## Two Key Programs:

### LINK-Up - Low Income Program

- 70% all trips in Baltimore
- Broad qualification guidelines
- Access points on website and in-app

### LINK Access - Adaptive Vehicle Program

- Free Trike and Firefly Rental
- Currently offered 9am - 6pm, 7 days/week
- Airtable -> Customer Service Outreach



**SPIN**

# Dockless Vehicle Committee Meeting

**Baltimore City Department of Transportation**

October 2023



# Baltimore Highlights

- 2023 record trips in September with 73,870. On track to for a record breaking trip year.
- Baltimore x Baltimore Festival
- Bikemore/ BCDOT Partnership
- Spin / Bird Acquisition



**SPIN**

# Thank you!

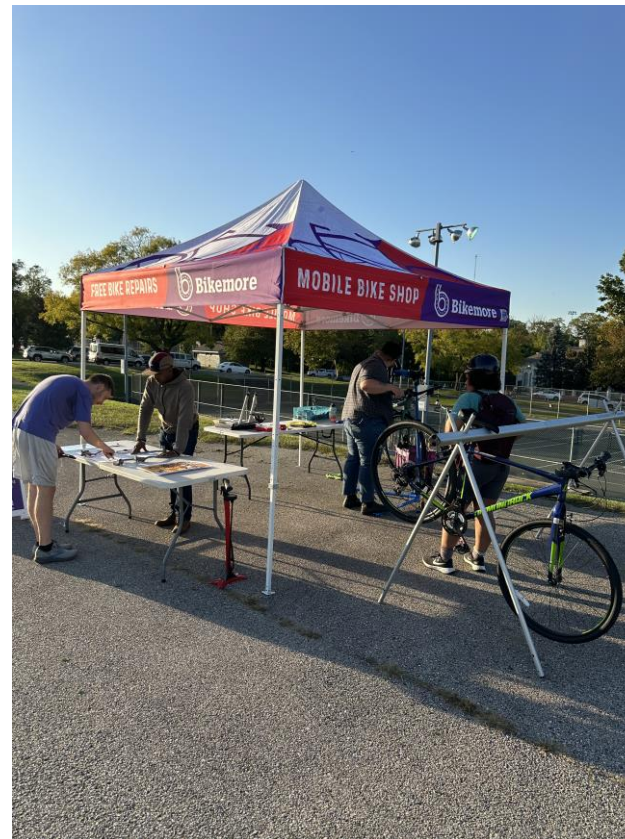
For more info, contact [timothy.wilcox@spin.pm](mailto:timothy.wilcox@spin.pm)



[spin.app](https://spin.app)

## Better Bike Share Partnership Grant Updates

Baltimore City Department of Transportation received \$21,500 to effectively reach transportation-insecure communities by hosting low-income micromobility plan registration events, providing free rides, sponsoring bike lane clean-up activities, and distributing informational materials at libraries and community centers.



## Successes so far...

- Printed and distributed over 2,000 flyers advertising available equity plans and how to register for the equity plans
- Distributed flyers at libraries and community centers and with help from Moveable Feast
- Partnered with Bikemore to host 10 equity plan registration events at Mobile Bike Shops
- Providing over \$8,000 in free rides from Equity Zones
- Sponsoring Big Jump Clean Up Event on November 18<sup>th</sup>

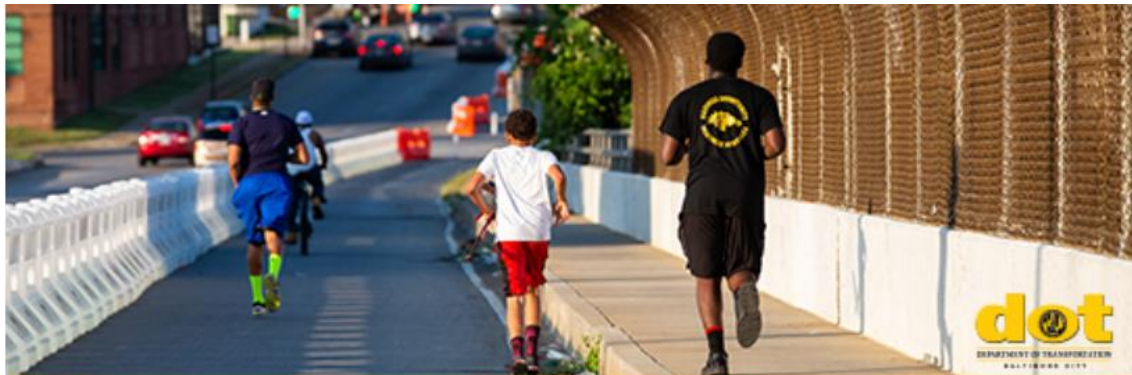
## Big Jump Clean Up Event

Baltimore City DOT will be teaming up with the Reservoir Hill improvement council and the Great Remington Improvement Association on a big jump cleaning event!

- Event takes place November 18<sup>th</sup>
- If interested in attending, please email me directly at [Michael.Kebede@Baltimorecity.gov](mailto:Michael.Kebede@Baltimorecity.gov)



Reservoir Hill  
Improvement Council, Inc.





## Looking forward

Our goals with the program is to address the following:

- Create a better user experience
- Focus on equity programs
- Increase accessibility
- Promote sustainability
- Improve infrastructure
- Receive feedback
- Educate the public
- Follow the complete streets manual



## Q2 Events:

- 10/28 Reservoir Hill Harvest Festival
- 11/18 Big Jump Clean Up

## Next Meeting:

- January 10, 2023

**Should we adjust the time of this meeting?**

**Data/Analysis Requests?**



\$1 for 6 mos.

Sign in

Newsletters Orioles postseaso

Transportation

## Scooters are changing the way people get around Baltimore

But as the trendy vehicles increasingly share streets with cars and bikes, doctors warn riders to be careful and wear a helmet.

Daniel Zawodny

Published 10/17/2023 5:30 a.m. EDT, Updated 10/17/2023 8:26 p.m. EDT

+ Share this article



## Poll Questions

**Scan the QR code or use the link to access the mentimeter.**

1. Should we move this meeting to later in the day?
2. Any data/analysis requests for our next meeting or mailer?



<https://www.menti.com/alivhwx7tiap>

Access Code - 3407 9153