

Community Mobility and Dockless Survey

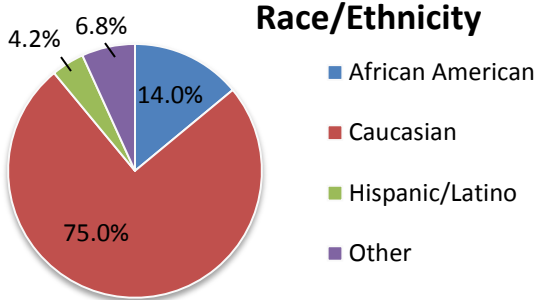
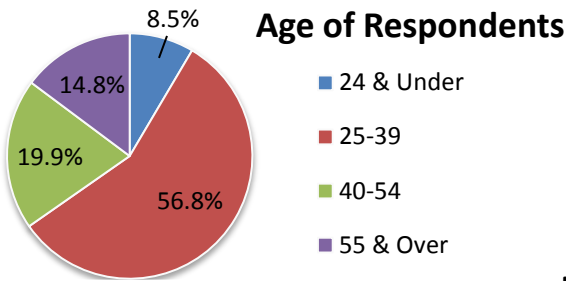


Results Preview

The DOT Community Mobility and Dockless Survey aimed to gauge how the Dockless Vehicle Pilot Program affected mobility across the city. It was open for responses from December 21, 2018 until January 20, 2019. The survey was released online and paper copies were available upon request. Initially, the survey was publicized and distributed by DOT community liaisons, DOT social media, members of the Dockless Vehicle Committee, and the Mayor’s Office of Neighborhoods. Two weeks and Three weeks after distribution, DOT performed analyses of response demographics in order to target outreach to underrepresented populations through community partners.

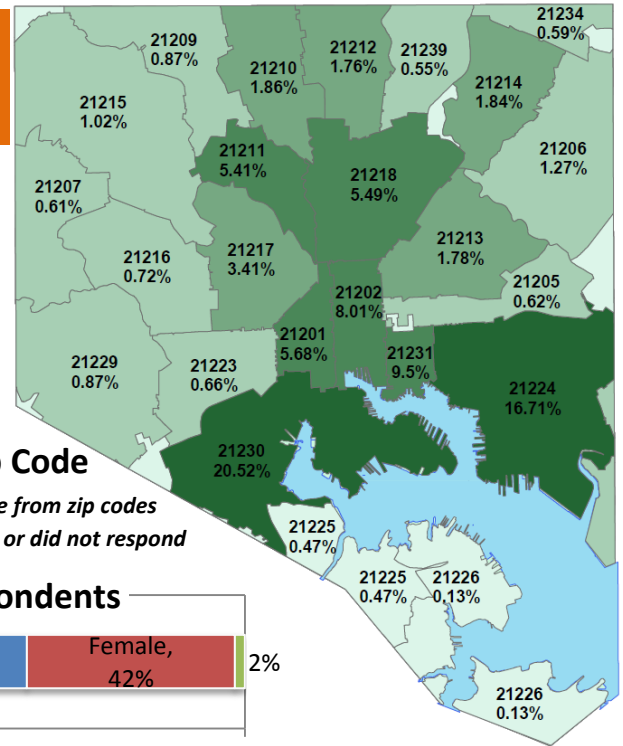
The following is a preview of the results; full results and analysis will be available as part of the Dockless Vehicle Pilot Evaluation, expected to be released at the end of February.

5283 Total Responses

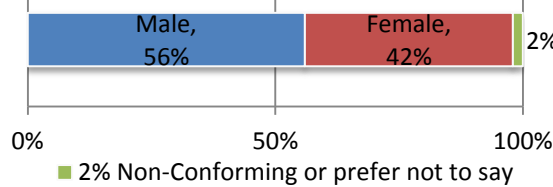


Response by Zip Code

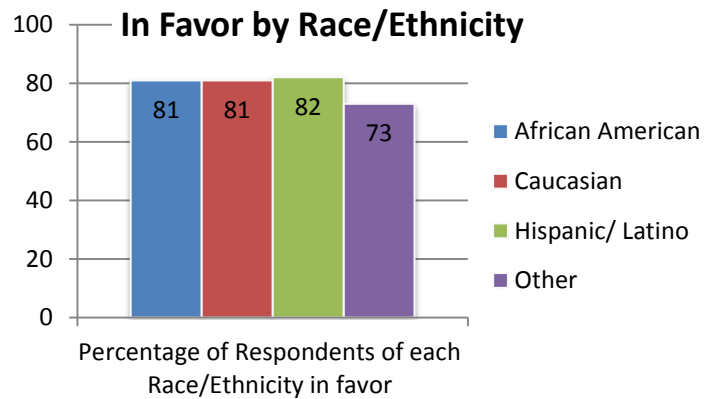
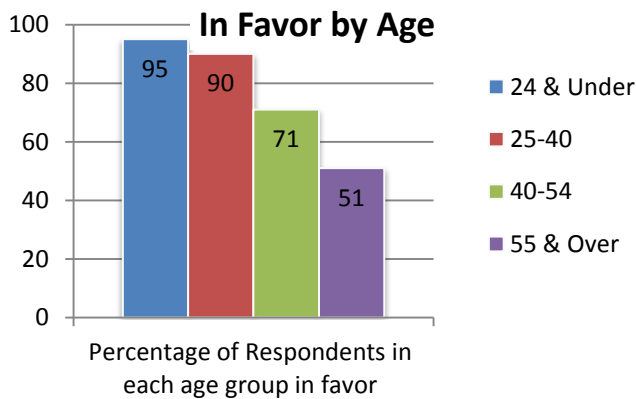
* 9% of respondents were from zip codes outside of Baltimore City or did not respond



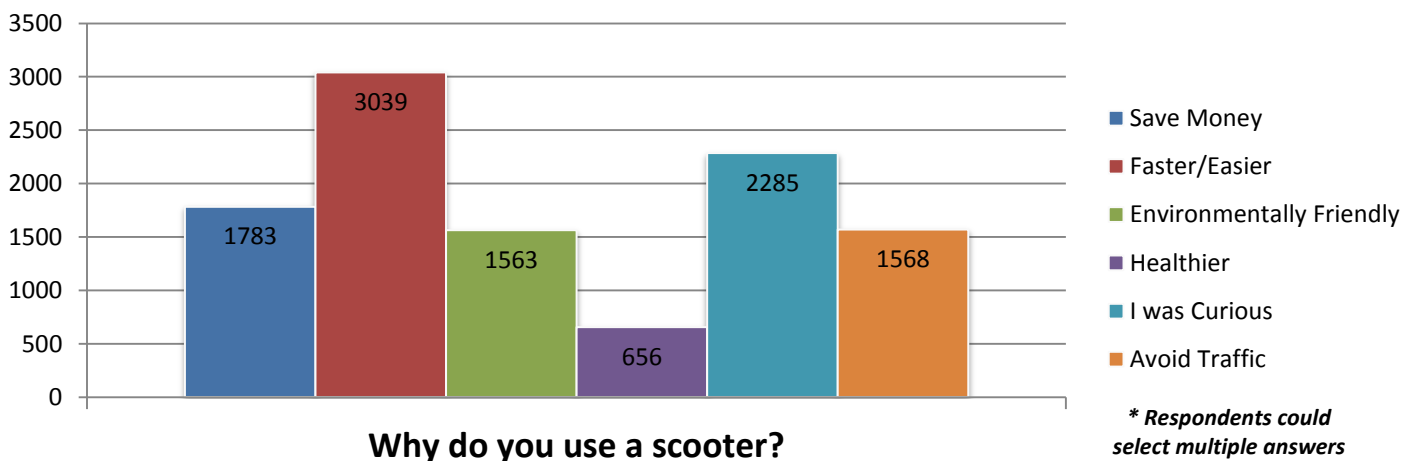
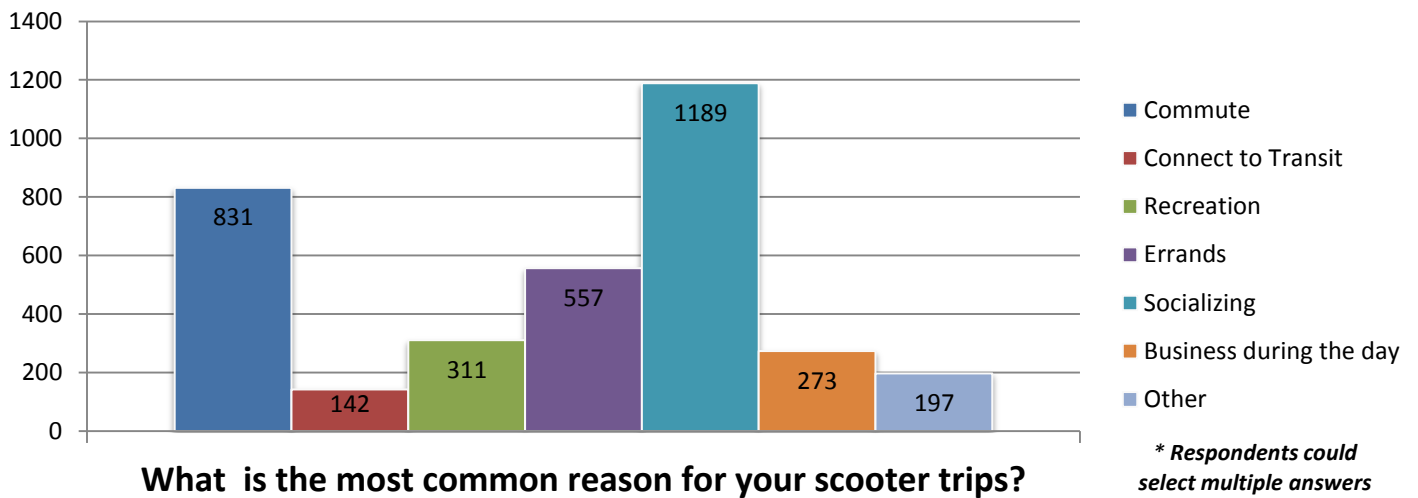
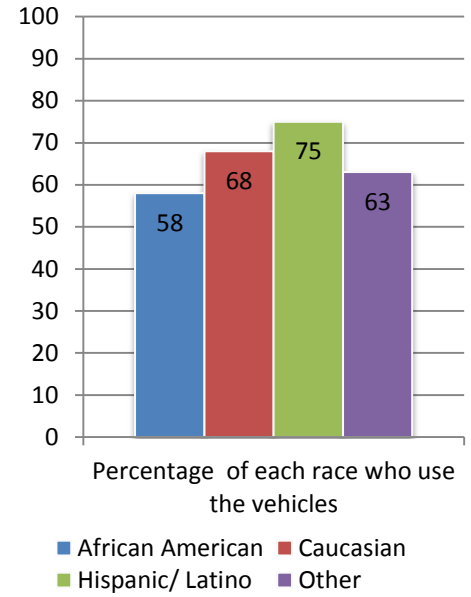
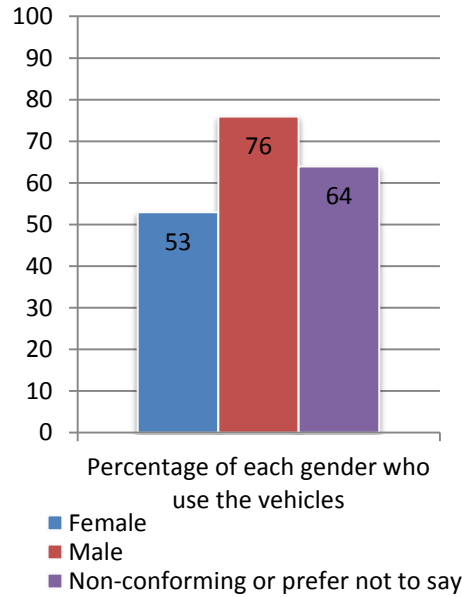
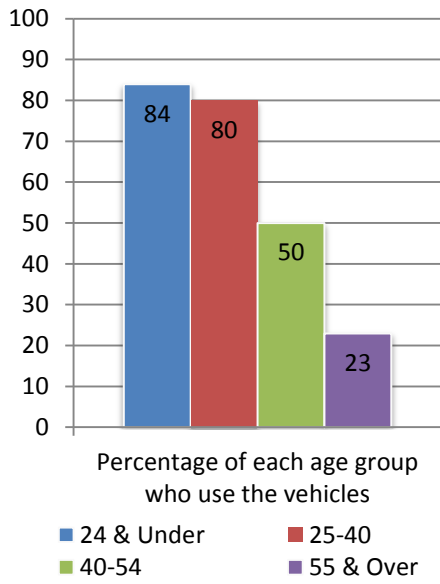
Gender of Respondents



81% of respondents are in favor of continuing the program



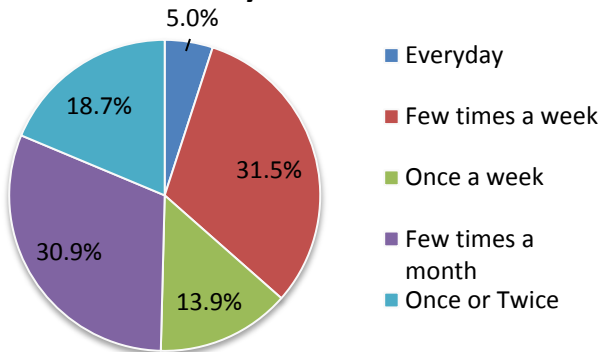
66% of respondents have used the vehicles



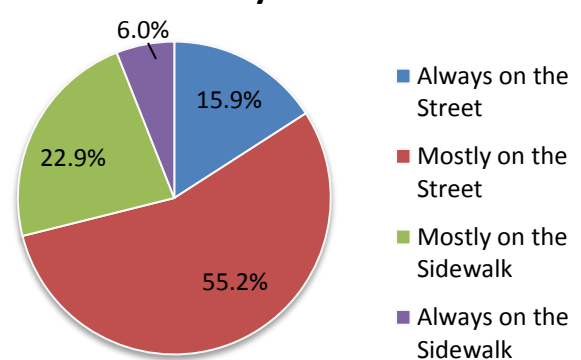
Riding Behavior

Questions about riding behavior can be used to inform the education and messaging about riding dockless vehicles. Knowing how people ride can shape requirements for vehicle providers and safety campaigns.

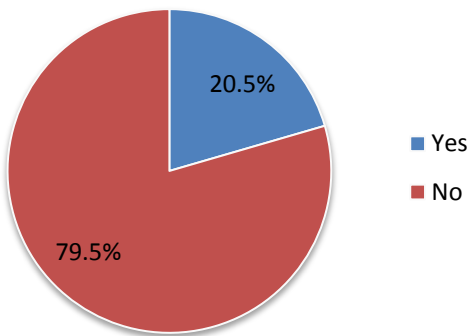
How often do you ride a scooter?



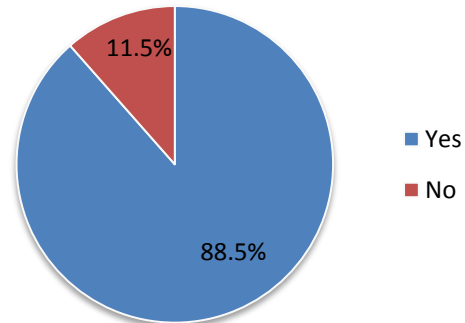
Where do you ride?



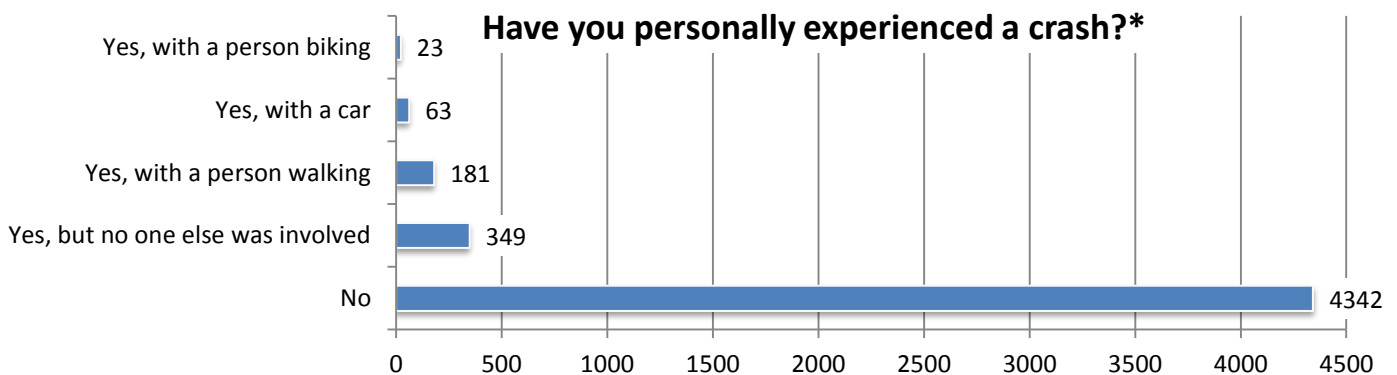
Do you wear a helmet when you ride?



Have you received parking instructions from the vendors?



Have you personally experienced a crash?*

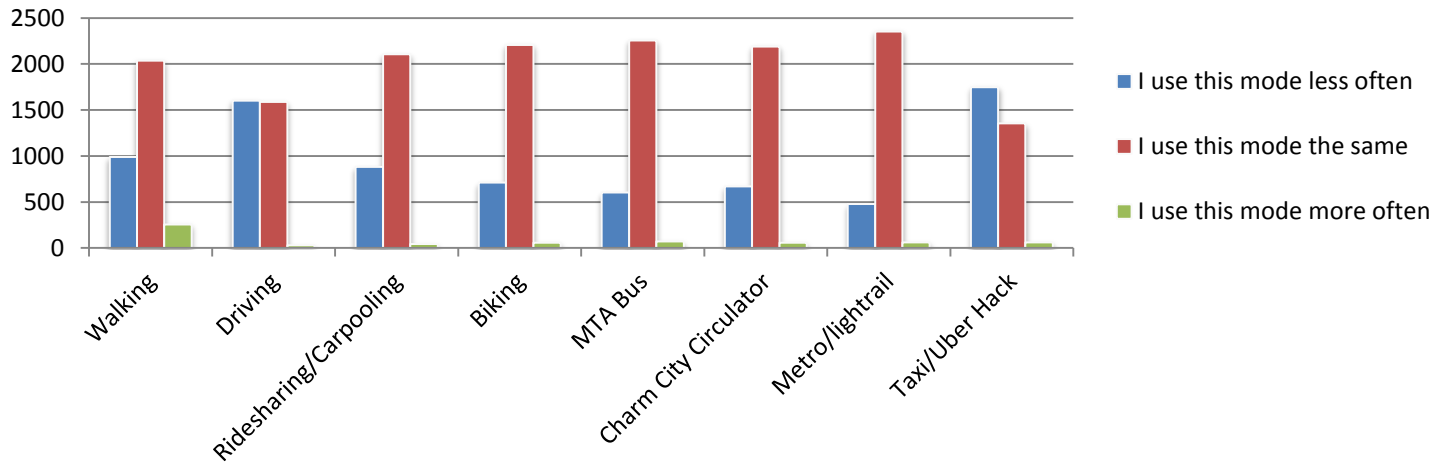


**This was asked to both users of the vehicles and non-users who interact with the vehicles on the roadway- respondents could also select multiple responses. This survey question is intended to gather qualitative information from respondents about whether or not they had personally experienced a crash and, if so, the nature of the crash. In order to track crashes in a more scientific manner, DOT is working with public health partners to track crashes and injuries involving scooters.*

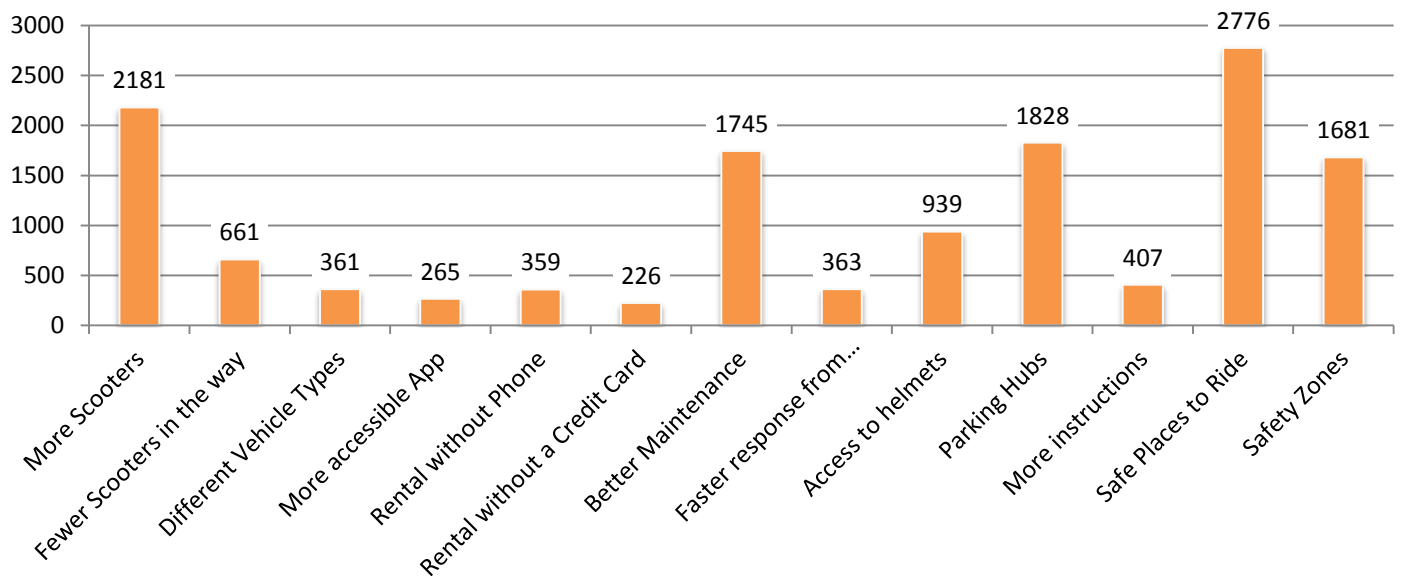
Effect on the Roadway

Adding new vehicles to the roadway affects everyone. It may reduce trips made in other modes and require new regulations or City support to improve the service.

How have Dockless Vehicles changed your use of other transportation modes?



How would you improve the Dockless Service?



DOT Community Mobility: *The dockless program is another OPTION which moves and connects the Baltimore community – making it livable, vibrant and safe city where people enjoy living and visiting. DOT is adapting to new and future needs by supporting options, such as ridesharing, walking, biking, and public transit. By providing access to more transportation modes, community members can choose the mode which fits their need at that specific moment and switch between modes whenever necessary.*