

Dockless Vehicle Committee

April 12, 2023



WYPR 88.1 FM Baltimore
WYPR 88.1 FM Frederick
WYPR 106.9 FM Ocean City

WYPR Morning Edition

WYPR News

There's a new hobby in Baltimore, fishing hunks of metal out of the Patapsco River with magnets

WYPR - 88.1 FM Baltimore | By Scott Maucione
Published February 3, 2023 at 3:13 PM EST

▶ LISTEN • 3:18

49°

THE BALTIMORE BANNER
Nonprofit. Local news.

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Culture > Things to do

Locals hooked on magnet fishing reel in treasures at St. Patrick's Day meetup

Scooters, golf clubs and tires were among the objects uncovered at the Salvage Arc event

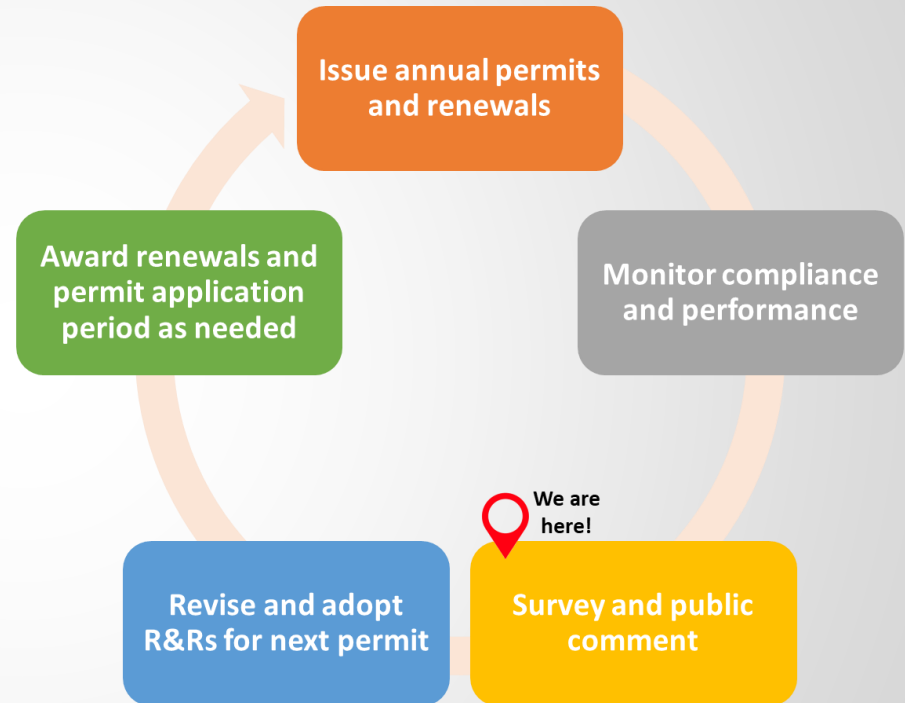
By Kaitlin Newman

Published on: March 17, 2023 9:57 AM EDT | Updated on: March 17, 2023 8:25 PM EDT

Agenda

April Agenda – Q4

1. Permit Cycle and forecast
2. Updates
 - Ridership numbers
 - Data requests
3. Presentations
 - Updates from vendors
4. Discussion
 - Survey Results
 - Rules & Regulation updates for 2023
 - Permit Renewals
 - Number of Permits
 - Better Bikeshare Partnership Mini Grant



DVC is now quarterly with monthly newsletters.

Email dot-community@baltimorecity.gov to receive emails.

Permit Cycle

2022 Permit

- Any company is eligible for renewal based if they did not receive a citation this permit year.
- Spin & Superpedestrian are still eligible.

Quarterly

- DVC meetings
- Compliance Review
- Fleet Increase applications (2022 Permit Increases: Link +150, Spin +150 e-bikes)

Permit Revisions

- Q2 - DVC reviewed first draft
- Q3 - Survey completed
- **Q4- R&R public comment**

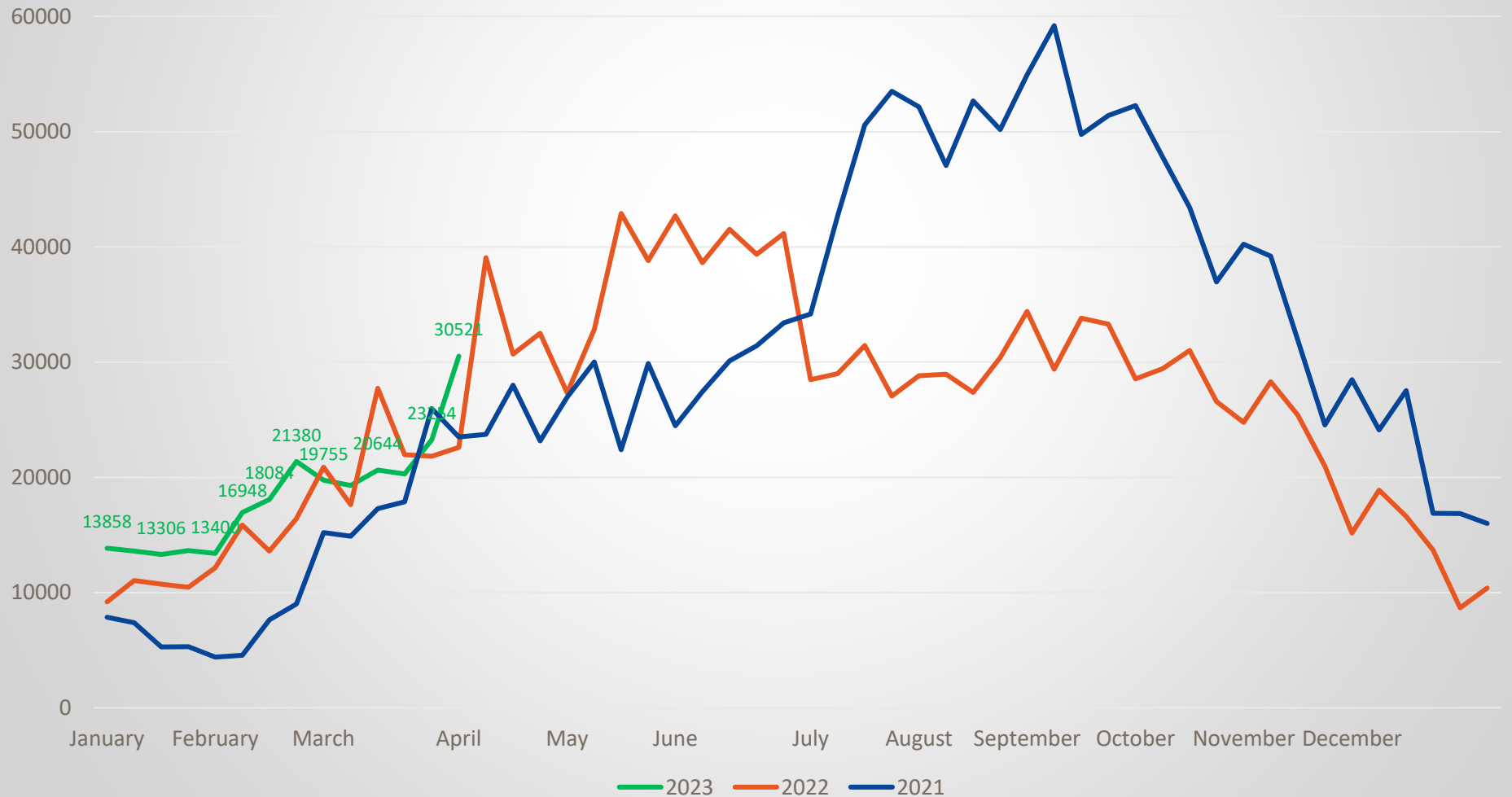
2023 Permit

- **Renewal(s) to be announced May 1, 2023**
- Application open May 8-26, 2023 (if needed)
- Permits to be award June 9 and active July 1, 2023

Data Updates

275,226 trips in 2023 so far!

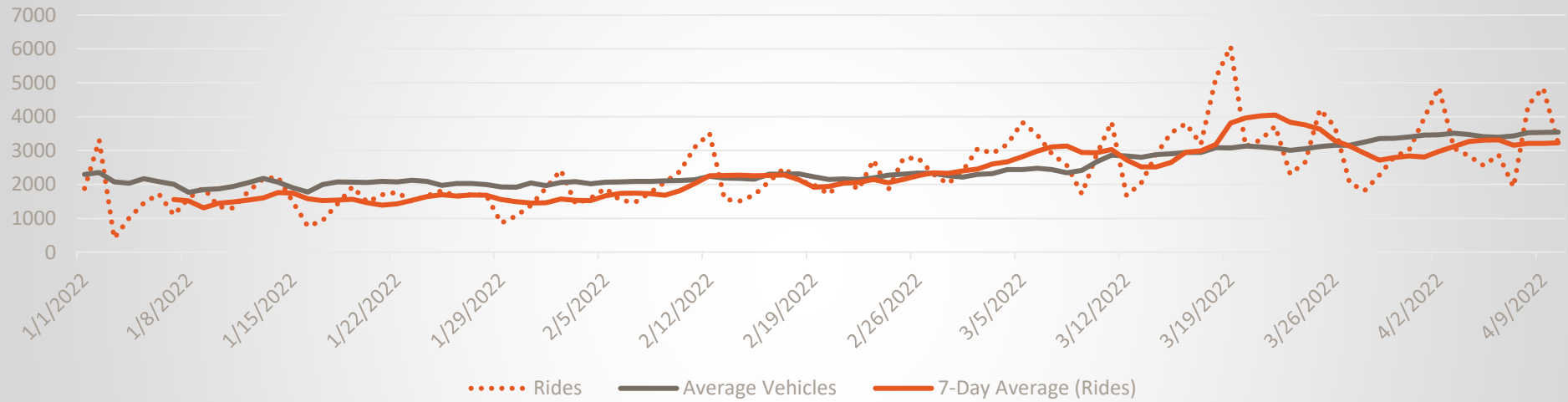
Weekly Trips, Annual Comparison



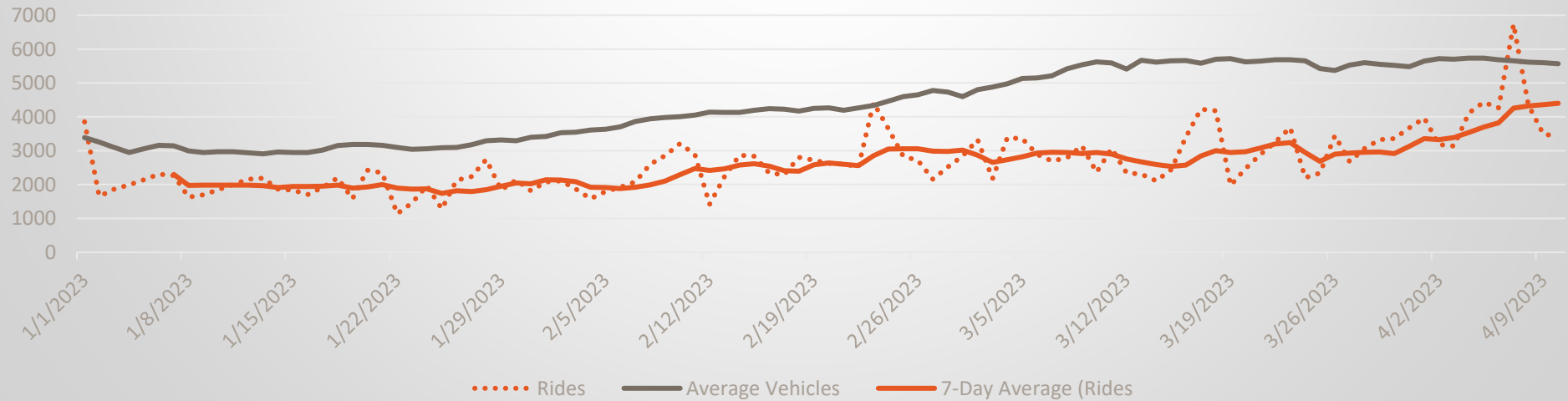
Data Updates

Daily Average Vehicles Deployed and Total Daily Trips

2022



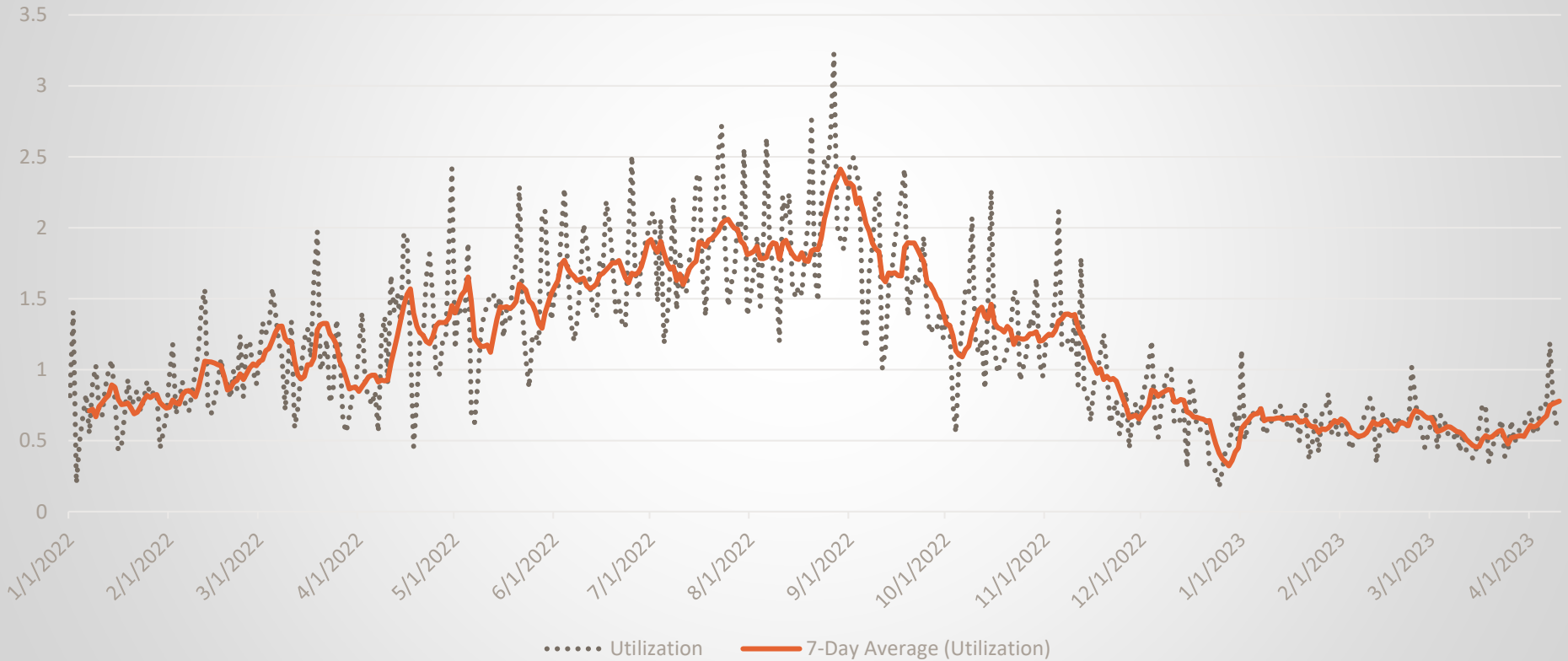
2023



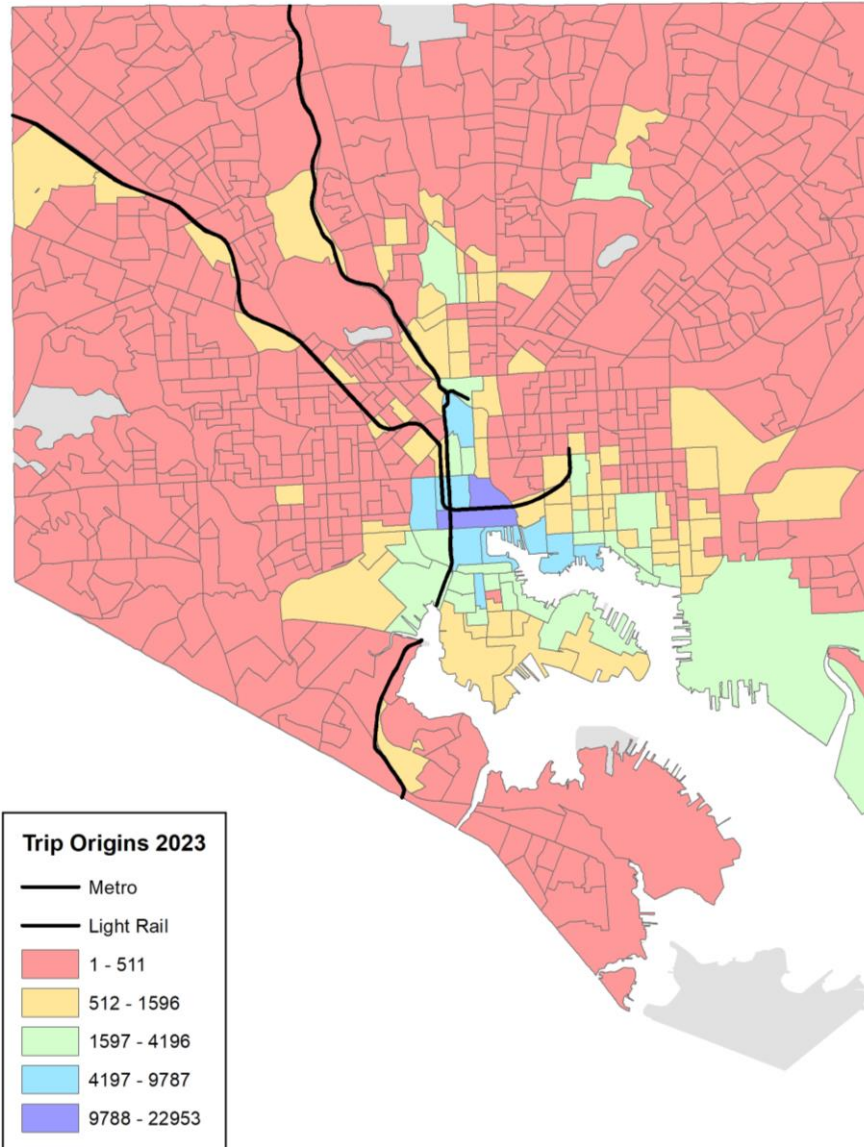
Data Updates

Trips Per Vehicle Per Day

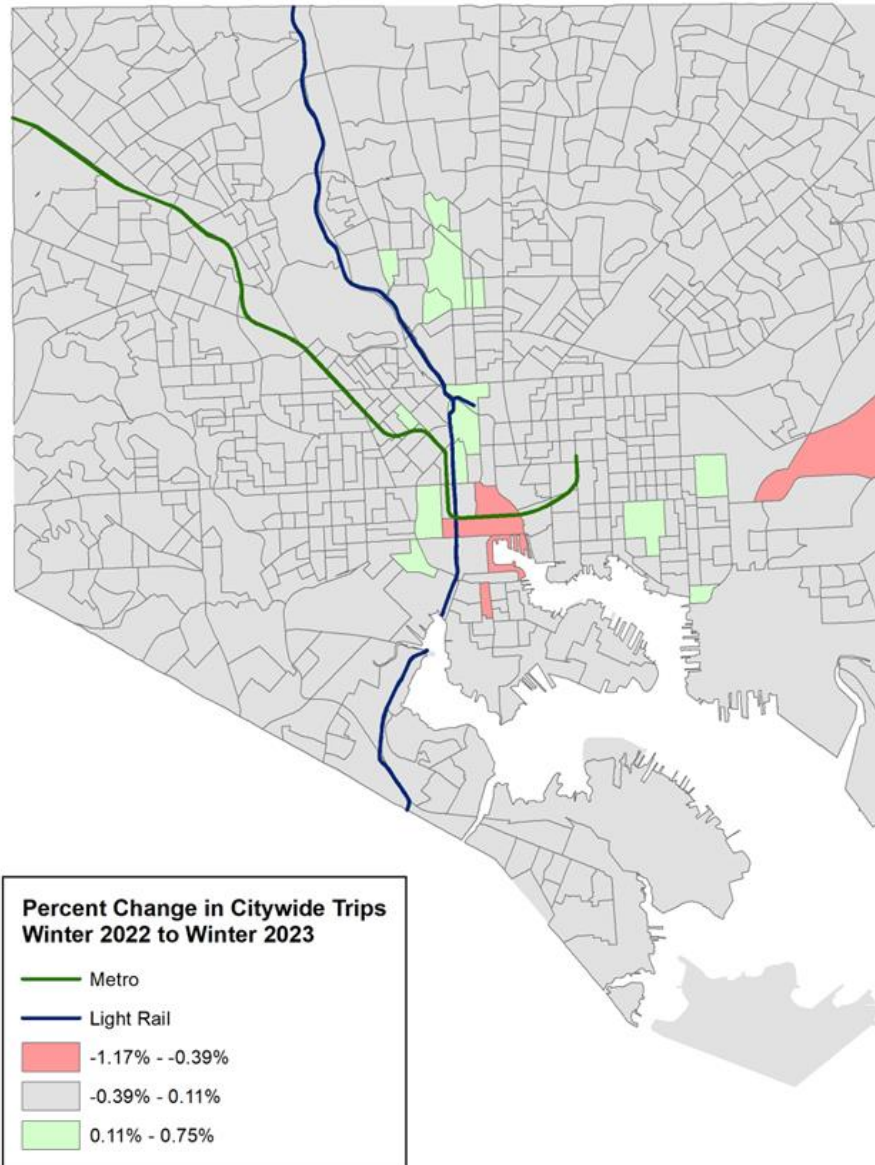
Average Utilization in 2023:
0.61 trips/vehicle/day



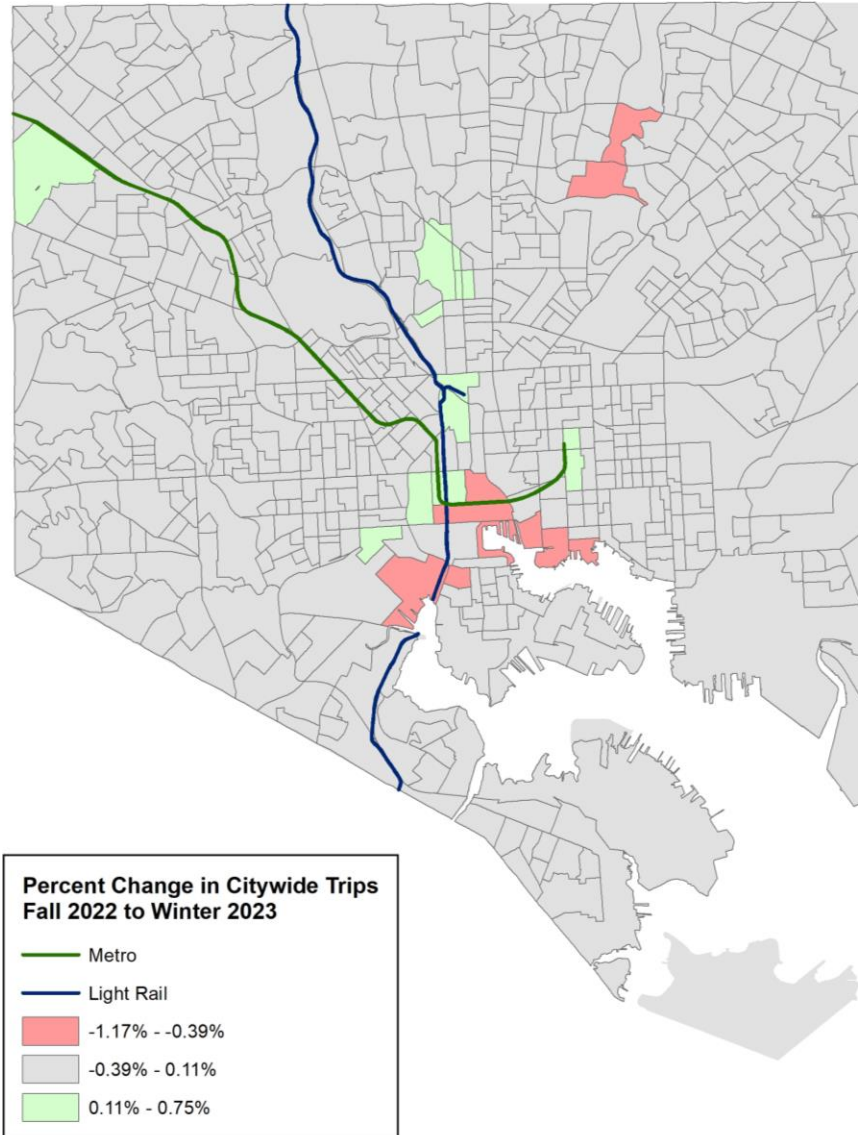
Updates: Ridership



Updates: Ridership



Updates: Ridership



Data Updates

Compliance

- 2 warnings issued before a citation
 - Goal to address issues. Permit holders may ask for exemptions for verified issues.
- All citations include the right to appeal

Metric	Enforcement	2021-22	2022-23 to date
Deployment (fleet size, EZ + DD)	Twice monthly	12 warnings	7 warnings, 3 citations (Bird)
App/geographical updates	Twice monthly	13 warnings 1 citation (Lime)	0 warnings
5-day parking maximum	Twice monthly	20 warnings 10 Citations (8 Lime, 1 Spin, 1 Link)	4 warnings, 1 citation (Bird)
Vehicle inspections	Monthly	4 warnings	2 warnings
Parking Audits	Monthly	4 warnings	0 warnings
Specific parking issues	As needed	5 warnings	0 warnings
Customer response time	As needed	4 warnings, triggering 2 audits	0 warnings

Permit Holder Updates

2022-2023 Permit Holders

LINK by Superpedestrian

- 1250 e-scooters
- Adaptive vehicles



Bird

- 2000 e-scooters
- 150+ e-bikes
- Whill – wheelchair attachment



Spin

- 2800 e-scooters
- 150+ e-bikes





Local team:

Ahmed Rashad, General Manager

Serge Augustin, Operations Manager

Zach Williams, Policy Director

Customer Service / Feedback channels

2023 Results / Planning

Q1:

~50K Trips
Close to 1100 deployed
One event at Lake Montebello

Q2:

Fleet increase approved
New tools to increase ridership
Expansion of LINK Access w/senior centers





Hello, Baltimore

April 2023



We're making cities
more livable by
reducing car usage,
traffic, and carbon
emissions.



Baltimore team



Philip Sung
Senior Manager,
Government
Partnerships



Nick Mitchell
Account Manager,
Government
Partnerships



Nathan Barash
Associate, Operations



Ana Malladi
Senior General Manager,
Operations

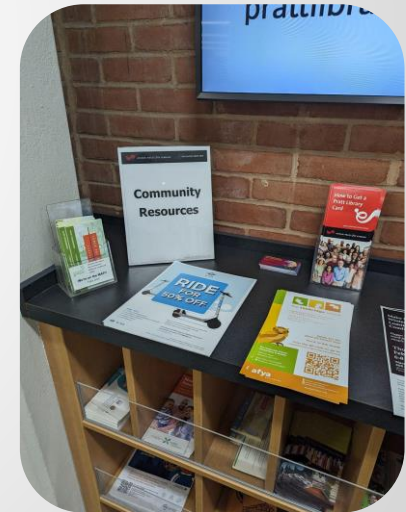


Ross Holden
Engagement
Manager,
Operations

Bird + Baltimore

Q1 2023 Program Highlights

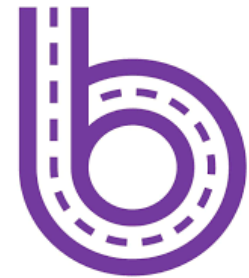
- Continued to advertise motorized **WHILL** wheelchairs, available for rent through the Bird app
- Scaled our fleet size to **1000 scooters and 150 bikes**
- Built community presence through **education and safety engagements**, including St. Francis Neighborhood Center Food Drive, WHILL demos at Cherry Hill and Douglass Homes, connecting with libraries
- Promoted **Community Pricing** through the Bird app



Judith Gonzalez
NYC Whill renter

Organizations and Partnerships

Bird has worked with the City to identify several non-profit organizations (ex: St. Francis Neighborhood Center, Bikemore, Baltimore Pride) to provide its patrons with enrollment instructions and information on equity programs.



Accessible Vehicles: Providing Options for all Mobility Capabilities

Bird is the **industry leader** in offering accessible vehicles through our **exclusive partnership** with Scootaround – the leader in adaptive vehicle delivery services



WHILL Model Ci Features

- Equipped with two powerful motors and engineered for superb stability
- Basket is conveniently located under the seat
- Turning radius of 29.9" allowing for tight turns
- Turn on power and adjust speed with one hand
- Automatic brakes when release controller
- Can climb over obstacles up to 2" in height
- Rear wheel suspension to absorb impact
- Detachable battery - 5 hour charge can power 11.2 miles

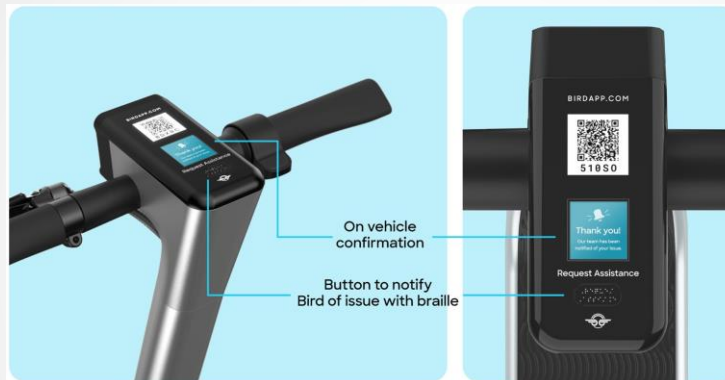
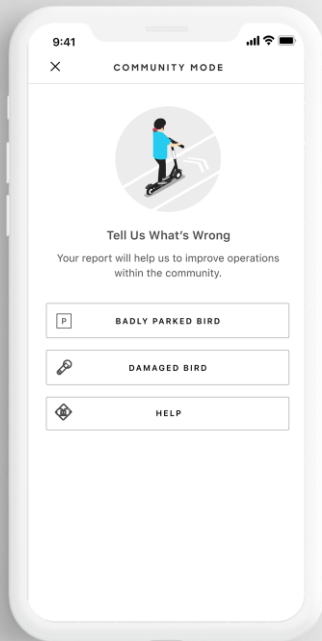
Upcoming Demo:

4/27 (Cherry Hill Homes)

4/28 (Douglass Hill Homes)

Community Mode & Customer Service

Easy-to-use reporting tool for riders and non-riders



Community Pricing

Bird Community Pricing provides eligible riders, including those receiving state and federal financial assistance, Pell Grant recipients, US Veterans and senior citizens with an automatic 50% discount.

BIRD



**RIDE
FOR
50% OFF**



ARE YOU...

- A non-profit employee?
- In a state or federal assistance program?
- A Pell Grant recipient?
- A senior citizen?
- A US Veteran?

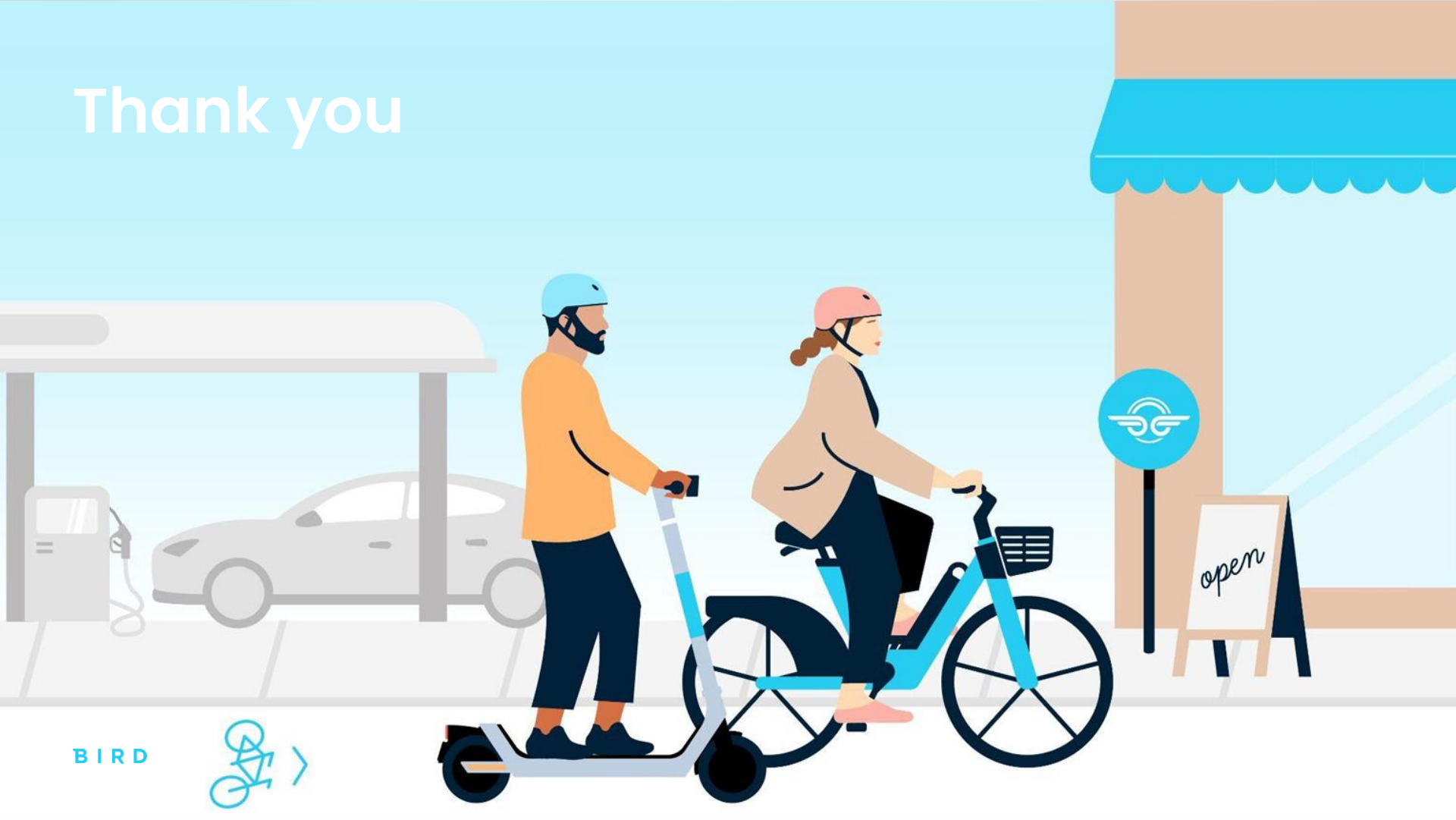
We're committed to helping to provide safe, reliable and environmentally friendly transportation for everyone.

Download the Bird App to create an account and email your proof of eligibility to access@bird.co.

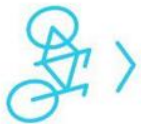
Fine print: Approval takes 2-3 business days. Rides of up to 30 minutes qualify. Program subject to change. Terms apply.



Thank you



BIRD



Dockless Vehicle Committee Meeting

Baltimore City Department of Transportation

April 2023



SPIN

:15 MIN CITY



Be the #1 choice for cities and campuses



Own the Bike Lane



Run an affordable and reliable service that keeps people coming back



Build a company that reflects the communities and riders we serve



Give markets the tools they need to win



SPIN

SPIN
:15 MIN CITY

Baltimore Highlights

- Deployed 175 EBikes, Increased Scooter fleet to 2,800
- Insight level 2 pilot: Expanding pilot
- Completed our Johns Hopkins Carey Business School Research Partnership



Expansion of Tests

May - Collect data with no correction

- Collect data on current behaviors
- No behavior correction

June - Trial sound enforcement

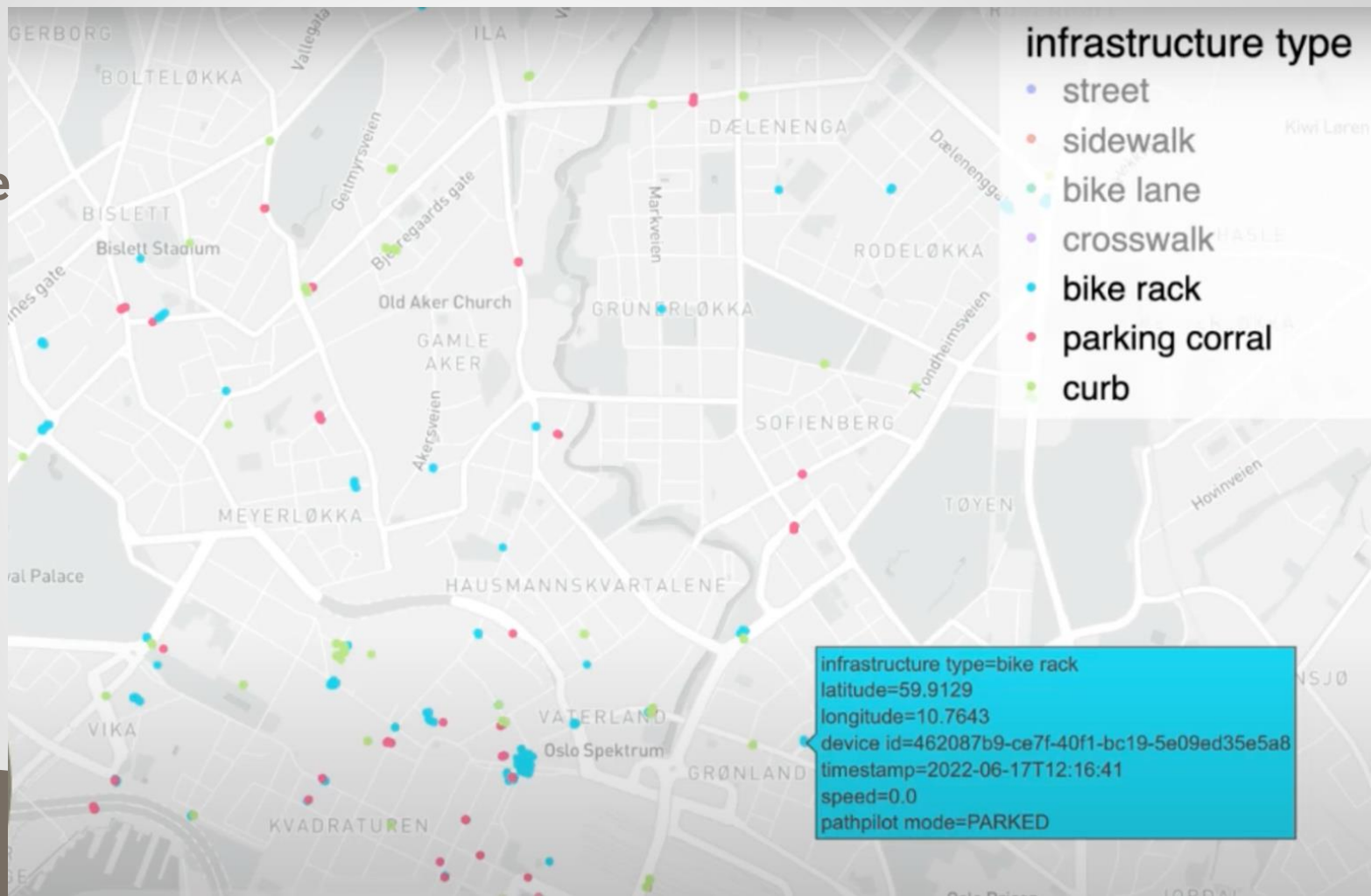
- Collect data on the efficacy, compare to base data

July - Trial slow speed on sidewalk

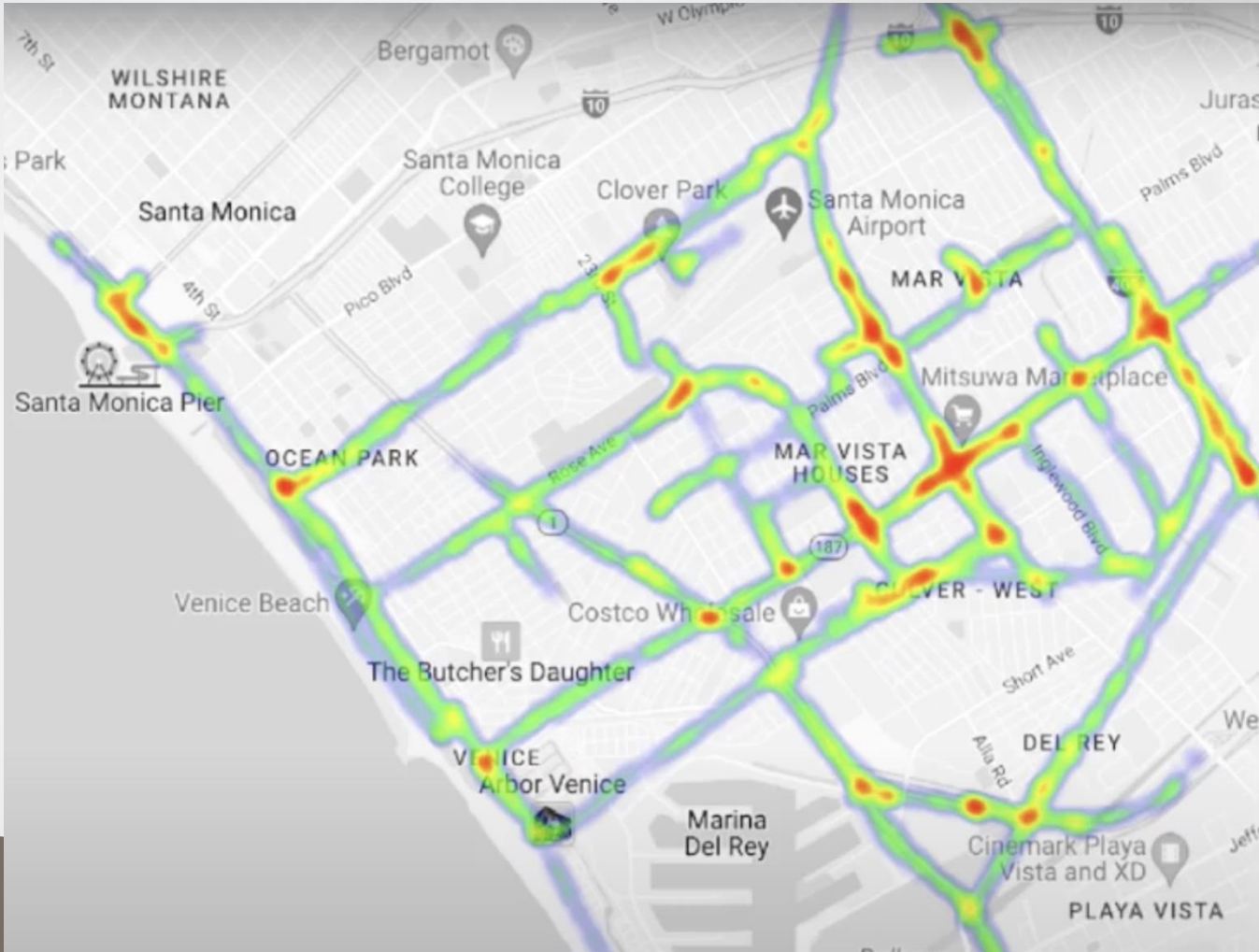
- Collect data on the efficacy, compare to base data



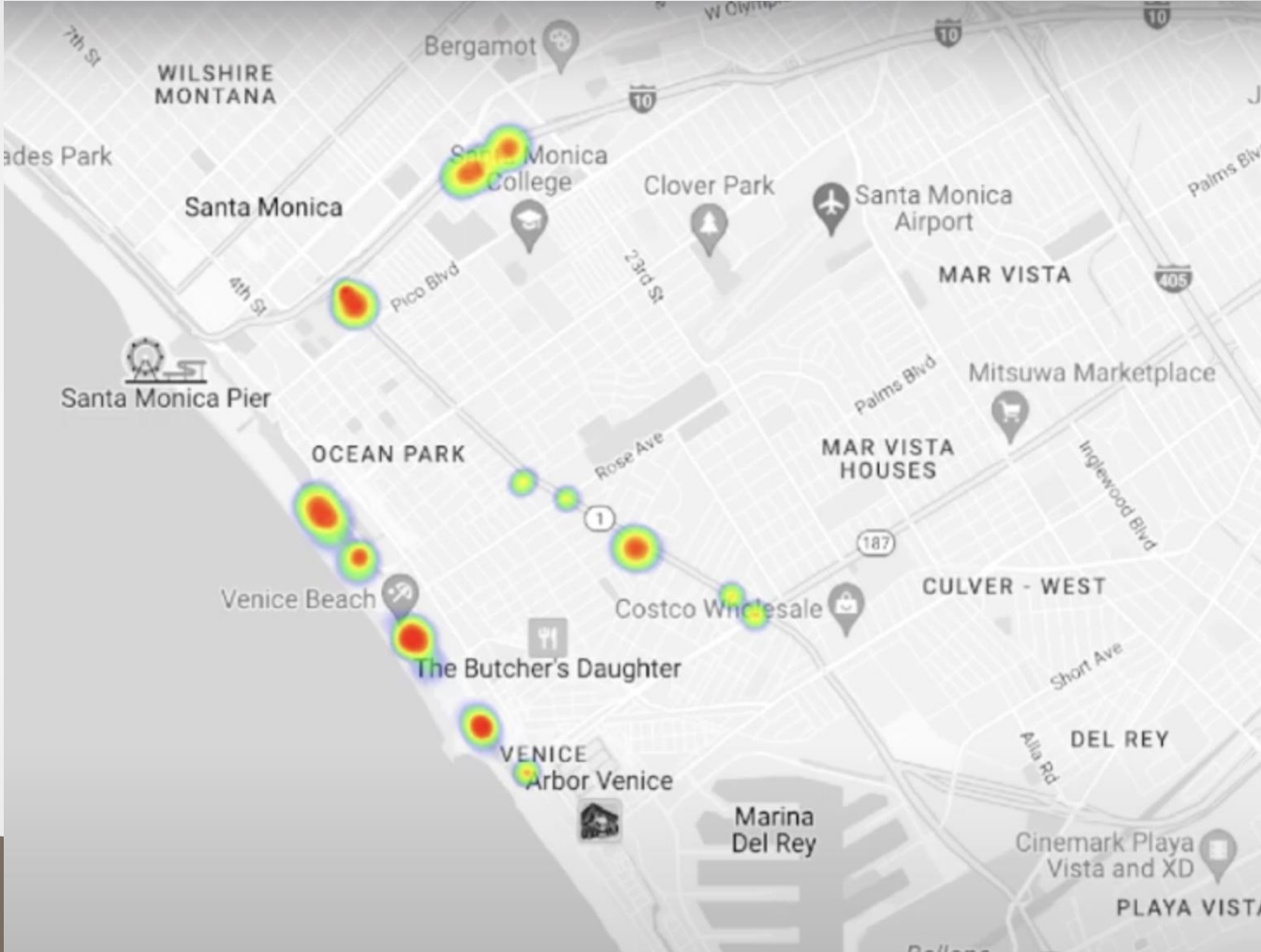
Parking by infrastructure type



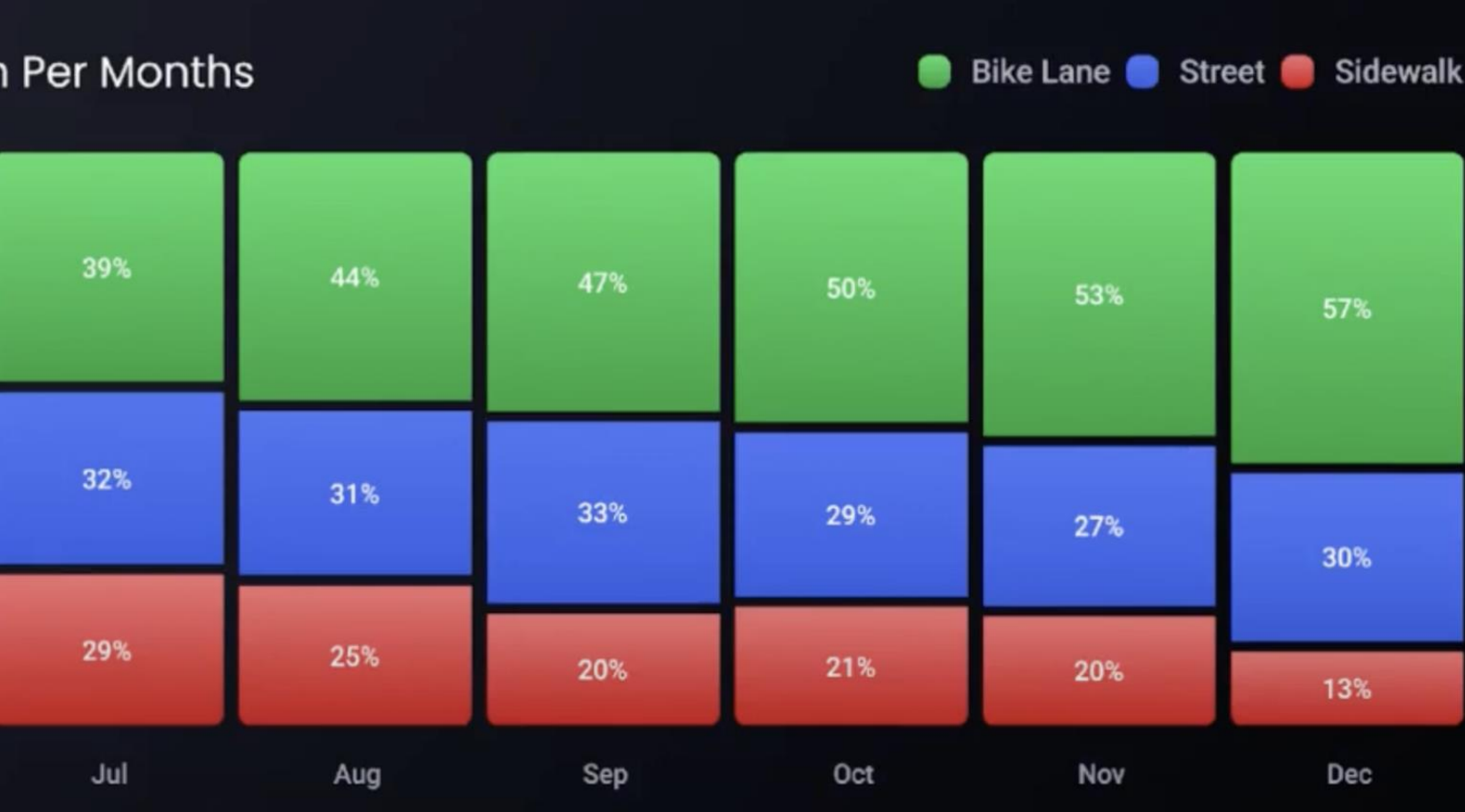
Heat maps show increased sidewalk riding can help create infrastructure plan



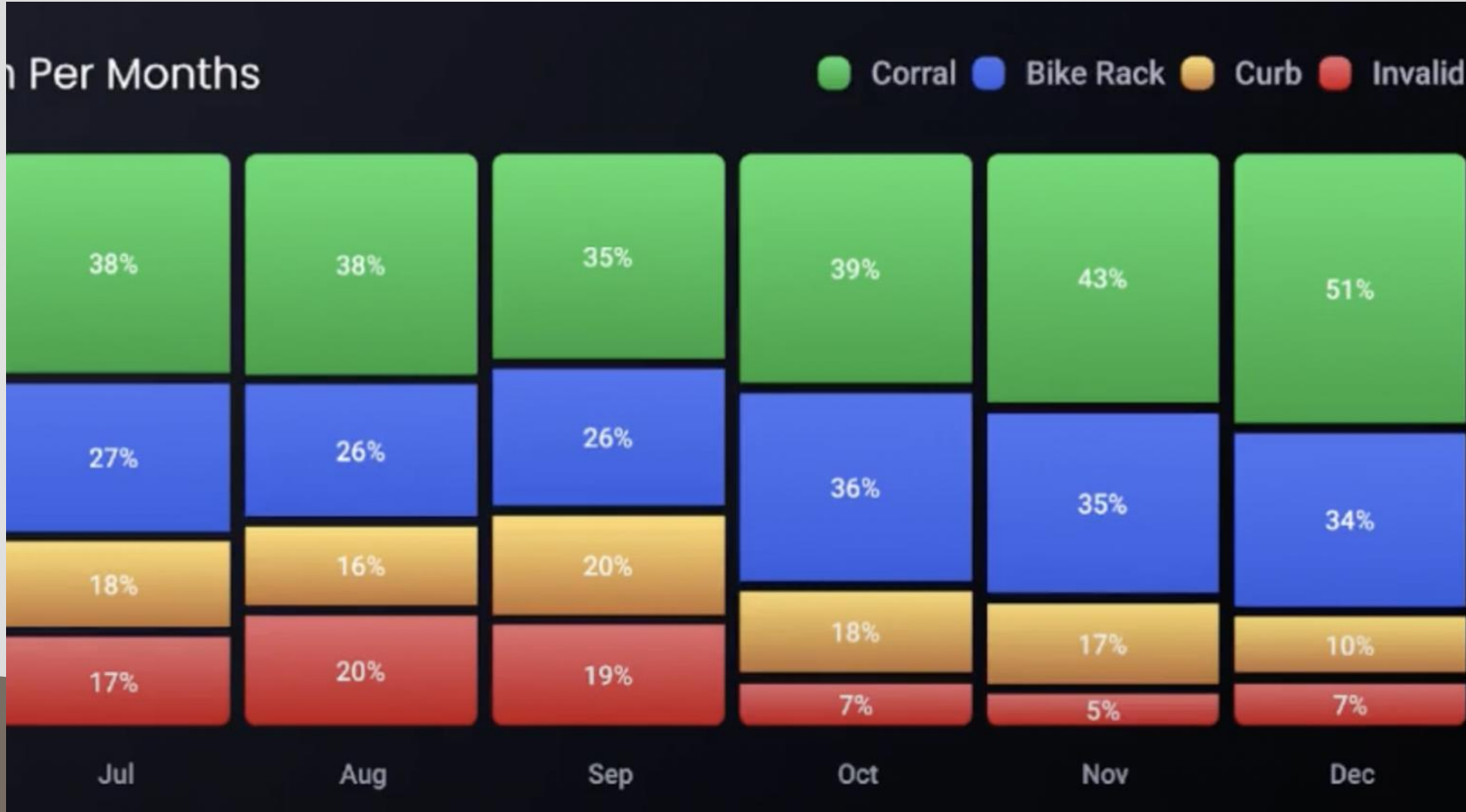
Heat maps show
invalid parking areas



Trip data per month



Parking data per month





E-Bike Specifications

We partner with cities to provide electric bike-share services to residents and visitors, so they can have and enjoy the freedom to move, getting to where they need to go whenever they want to go.

Features

- 1 Pedal Assist: Up to 32 km/h
- 2 160 km range on a single charge
- 3 Swappable battery (UL Certified)
- 4 On-vehicle display with speed and warnings
- 5 Adjustable seat for adults between 152 - 192 cm (5 ft. to 6.3 ft.)
- 6 Front cargo basket: 25 lbs capacity

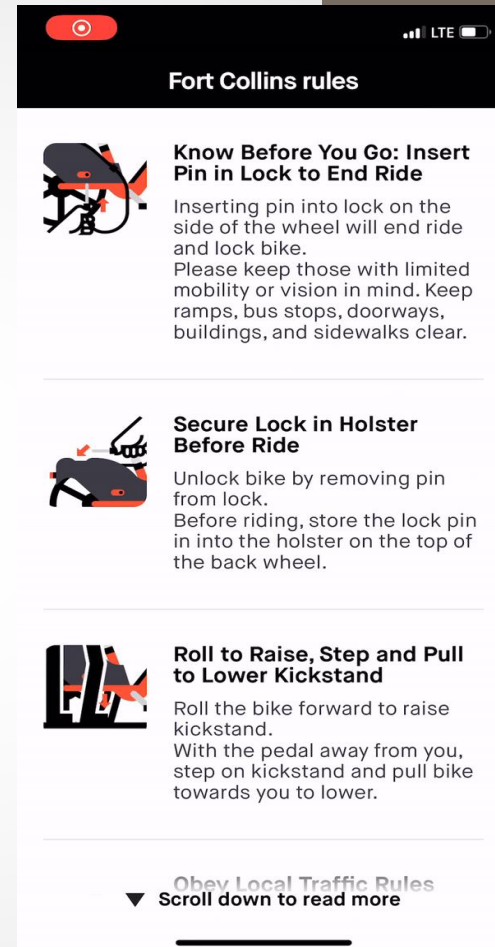
Safety

- 1 Dual hand braking system: front and rear drum brake
- 2 Double kickstand for greater stability
- 3 Rear brake light, engaged at night
- 4 Powerful front light with visibility from 500 ft away (300+ Lumens)
- 5 All-season puncture resistant tires

E-Bike In-App Photos

Sample image and .gif of pre-ride information screen showcasing how to use the bike lock (lock and unlock), lowering the kickstand, and obeying local traffic rules.

Pre-ride info screens can be further customized to align with city requirements.



Discussion: Survey Results

The annual rider survey was open from February 6, 2023 to March 31, 2023

- Released through the provider mobile phone applications and via notifications to users
- Received 625 responses, 581 of which were from people who actively ride dockless vehicles (93%)
- Responses from equity plan users:
 - Low-income plans: 135 responses (23%)
 - Non-smartphone: 26 responses (4%)
 - Cash payment: 66 responses (11%)
 - Weekly subscriptions: 39 responses (7%)

74% of riders said the Dockless Vehicle Program has improved over the past year.

Discussion: Survey Results

How has your use of other transportation changed as a direct result of dockless bikes or scooters?

	Use Less Often	Same	Use More Often	Do Not Use
Driving in my own car	33%	23%	8%	36%
Riding as a passenger with a friend or family member in their car	30%	40%	11%	18%
Taxi, Uber/Lyft, or informal taxi	47%	27%	10%	16%
Riding my own bike	19%	29%	13%	39%
Using my personal scooter or other small vehicle (such as a moped or motorized skateboard)	13%	17%	9%	61%
Walking	33%	42%	21%	5%
MTA bus, Charm City Circulator, Light rail, Metro Subway, university shuttle bus, or other train	27%	34%	16%	24%
Water taxi	12%	22%	7%	59%

Discussion: Survey Results

How could BCDOT improve the Dockless Vehicle Program?

	Best Option	2 nd Best Option	3 rd Best Option	Percent who selected option as one of top 3
Build more connected, safe, and comfortable bike lanes	52%	30%	18%	33%
Make existing bike lanes safer/more comfortable	26%	41%	34%	25%
Improve maintenance and enforcement of existing bike lanes	23%	41%	36%	22%
Change street design and/or increase enforcement to slow down cars	37%	32%	31%	20%
Allow companies to provide more dockless scooters	45%	34%	21%	15%
Offer free low-income ride passes	45%	20%	34%	15%
Build designated parking for dockless bikes and scooters	22%	41%	38%	11%
Require companies to provide more dockless bikes	32%	24%	44%	11%
Require companies to provide more adaptive vehicles (vehicles for people with disabilities)	41%	28%	31%	7%
Create more PSAs and messaging directed to drivers about safety	29%	37%	34%	6%
Create more safety tips for riders	36%	23%	41%	4%

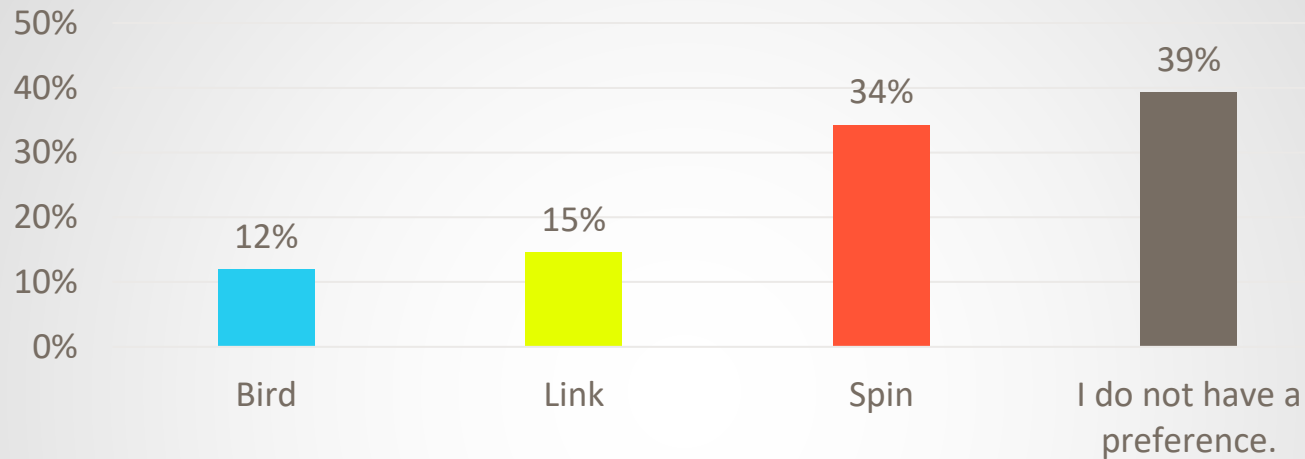
Discussion: Survey Results

How could Permit Holders improve the Dockless Vehicle Program?

	Best Option	2 nd Best Option	3 rd Best Option	Percent who selected option as one of top 3
Reduce rental cost	51%	28%	21%	30%
Provide more vehicles for rent	55%	21%	25%	28%
Better vehicle maintenance	36%	41%	22%	25%
Make vehicles available in more neighborhoods	19%	33%	47%	24%
Provide more dockless bikes, specifically	43%	18%	40%	12%
Fix app issues	23%	47%	30%	10%
Improve vehicle design to make them safer	24%	34%	42%	7%
Provide new vehicles which fit my size or physical needs	23%	46%	31%	6%
Make rental easier without a credit card	29%	44%	26%	6%
Make rental easier without a smartphone	13%	57%	30%	5%
Have more instructions in the app about learning to ride safely	29%	18%	53%	3%
More responsive customer service	19%	50%	31%	3%
Have more safety events	17%	42%	42%	2%

Discussion: Survey Results

Do you prefer one brand over the other brands?



How do you decide which brand to ride? Select all that apply.

Availability of dockless bikes and scooters near me	52%
Pricing	36%
App is already downloaded on my phone	31%
Maintenance condition of the available dockless bikes and scooters at the time I am renting	24%
Quality of app	19%
Features specific to a certain brand of dockless bikes or scooters (such as wheel size or handlebar height)	12%
Other (Please Specify)	8%

Discussion: Rules and Regulations

The Baltimore City Department of Transportation (BCDOT) is accepting public comment on proposed changes to the regulations for Dockless Vehicle Permits. The public comment period will last from April 14, 2023 until May 14, 2023. The full text of the proposed Rules and Regulations can be found online at: <https://transportation.baltimorecity.gov/regulations-public-comment>

Process for annual revision:

- Internal BCDOT review and review of national policy examples
- Review with DVC stakeholder group
- Rider survey for users of the service
- Public comment for 30 days open to general public

Public may submit comment online, by emailing DOT_PublicComments@baltimorecity.gov, leaving a voicemail at (410)545-3212, or mailing comments to:

DOT Shared Mobility
417 E Fayette Street
Room 559
Baltimore, MD 21202

Discussion: Rules and Regulations

Proposed Changes

Permit Requirement: All permit holders will be required to operate two of more vehicle types or one vehicle type and an adaptive vehicle program.

Reason for change:

- Community demand for e-bikes/bikeshare
- Meet needs of more riders
- As number of permit holders decrease, expectations increase.
- Current permit holders already meet this requirement.

Discussion: Rules and Regulations

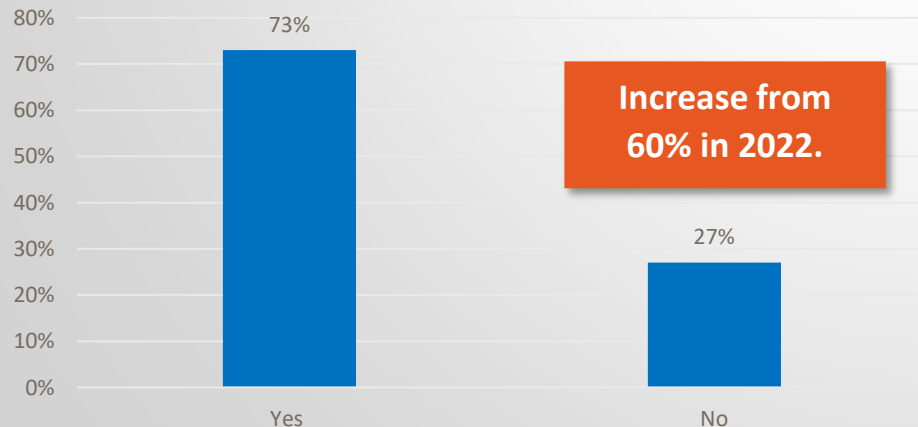
Proposed Changes

Parking requirements: Permit holders will be required to discount rides that end in BCDOT designated parking corral.

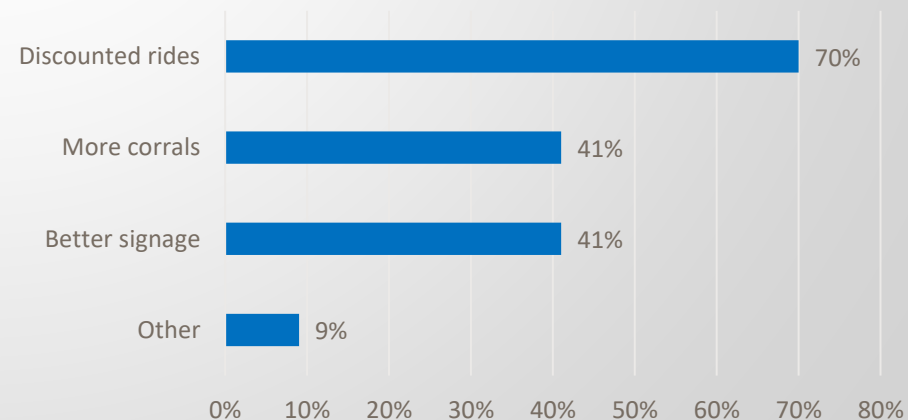
Reason for change:

- Increase rider familiarity with corrals
- Community demand - call for parking management strategies

Did you know there are designated parking spots for scooters?



What would motivate you to park scooters in designated spots? Select all that apply.



Discussion: Rules and Regulations

Proposed Changes

Required insurance:

A. Required Insurance.

- (1) A permit holder shall procure and maintain during the term of an initial or renewal dockless vehicle permit:
 - (a) Worker's compensation coverage as required by the State, and similar coverage required for this work by applicable federal law or the laws of other states;
 - (b) Commercial general liability insurance for claims arising out of bodily injury or death and property damage, that includes contractual liability insurance, with a minimum coverage of:
 - (i) \$1,000,000, generally, and
 - (ii) For policies with aggregate limits, \$2,000,000; and

Reason for change:

- Bureau of Risk Management

Discussion: Rules and Regulations

Formatting Changes

Standards for Issuing a Permit - *previously found in Scope*

- Number of permits
- Daily fleet of two or more vehicle types
- Valid for one year
- Eligible for permit renewal

Standards for Renewal of a Permit – *previously found in Scope & SOP*

- BCDOT may renew a dockless vehicle permit without requiring a permit holder to reapply if the permit holder has not been issued a citation in the previous permit year.

Standards for Compliance – *previously found in Standards for Deployment & Standards for Equitable Access of Vehicles*

- Citation procedures
- Bi-monthly compliance scoring

Discussion: Permit Renewals

- **2022** – First permit renewal awarded to Spin based on compliance and community ratings
- **2023** – Permit renewals offered to any permit holder that does not receive a citation by May 15, 2023.
- **May 2023** – Renewals will be offered to companies that do not have citations. Contingent on not receiving a citation in May.



Discussion: Number of Permits

14.02.01.03. Standards for Issuing a Permit.

- A. BCDOT may issue up to three dockless vehicle permits annually through either or a combination of the following:
- (1) A renewal of an existing permit, or
 - (2) A competitive application process.

Do you think Baltimore should limit to two permits next year? Why?

Go to [menti.com](https://www.menti.com) and use the code 3775 9374
<https://www.menti.com/al9jsopw8srv>



Better Bikeshare Partnership Mini Grant

In order to be eligible for funding, projects must have the broad goal of increasing access to and use of shared micromobility options in low-income, historically underserved, and/or BIPOC communities.



- Creating and printing educational materials about available equity plans and how to register for the equity plans
- Distributing materials at libraries, community centers, and transit stations
- Hosting registration events at program equity zones and at transit stations with DOT staff, dockless vehicle providers, and other non-profit organizations to help individuals register for equity plans
- Providing free ride passes at equity zones and during outreach events
- Sponsoring bike lane clean-up activities to clear bike lanes of trash and to encourage micromobility riders to use the bike lanes

Action Items

Q4 Large Events:

- Orioles Games
- First Thursdays

Community Events:

- Bike to Work Week
- Other events?

Next Meeting:

- July 12, 2023

Data/Analysis Requests?

