No statues or scooters were harmed in this taking of this photo. All scooters were retrieved intact thanks to the Waterfront Partnership of Baltimore.

Photo Credit: Lt. Steve Olson
Dockless Vehicle Evaluation

Milestones:
- August 1 - Permit Period began
- Quarterly Changes: November 1, February 1, May 1
- Permit Year 2 timeline:
  - May - Release Revised Rules and Regulations for 30 days of Public Comment
  - June - Release final R&R, fees, and permit application
  - July – Announce year 2 permit holders
  - August 1 – Year 2 permit begins

DVC monthly Tasks:
- Assist with ongoing monitoring
- Nominate safety messages
- Highlight community events

DVC as-needed tasks:
- Safety campaign
- Maintenance items
- Corral evaluation
Weekly Dockless Rides & Vehicles Released
Rides Per Vehicle Per Day
October 1-present
Safety Messaging:
For March, there will be no in-app safety messaging. Companies will continue to display a link to the DOT user survey.

Public Service Announcement in Development:
- Voice over and b-roll to be filmed Thursday

Educational Cards:
They have arrived! If any other organization would like cards to distribute, please email me.

2020 Safety Events
Email me if organizations want a scooter safety presentation at upcoming events.
Updates

User Survey
- Survey is live until March 22, 2020
- 460 responses to date (as of March 9, 2020), 341 from riders

Response Demographics
Riders who completed demographics only (n=192 as of March 9, 2020):

- I prefer not to say: 1.6%
- 65 or older: 1.0%
- 55-64: 4.7%
- 40-54: 20.3%
- 25-39: 61.5%
- 17-24: 10.9%
- Under 16: 0.0%

- I prefer not to say: 6.3%
- Hispanic or Latinx: 3.1%
- Middle Eastern or North African: 1.0%
- Native Hawaiian/Pacific Islander: 1.0%
- Native American/Alaska Native: 0.5%
- Black/African American: 12.5%
- Asian: 4.7%
- White: 76.0%

- I prefer not to say: 3.7%
- Non-Binary/Genderqueer: 2.6%
- Man: 66.7%
- Woman: 27.1%

Response by Zip Code as of 3/9/2020
## Updates

**Corrals**  
- Tentatively planning install for late March

**Facility Maintenance**  
- Audit underway!

### Immediate Safety Items
- Locations of pot holes
- Locations of broken or missing flex
- Locations of non-bike friendly grates
- Location of obstructions such as vegetation or puddling
- Locations where an allowable turn on red crosses a bike facility.

### Long Term Maintenance
- Description of pavement and striping quality
- Street intersections with no green skips or other conflict paint
- Description of specific hazardous intersections *(if time and budget on contract allows)*
Upcoming Evaluations:

- Annual Evaluation Report – Early May
  - Safety Update
  - Ridership
  - Analysis of User Survey results
  - Evaluation of DOT Support
  - Analysis of Rules & Regulations requirements. Today’s discussion:
    - Deployment
    - Education and Engagement
    - Equitable Access
  - Recommendations for 2020 Permit
## Action Items

### Rules and Regulation Revisions:

<table>
<thead>
<tr>
<th>Deployment</th>
<th>Summary of Requirements</th>
<th>Intent</th>
<th>How is it functioning?</th>
<th>Data Point</th>
<th>Revisions</th>
</tr>
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<tbody>
<tr>
<td>Companies are responsible for vehicle parking and repositioning in 3 hours if notified by DOT and 6 hours if notified by the public of illegal parking</td>
<td>Enables DOT to enforce response times</td>
<td>Well</td>
<td>99% successful response time checks</td>
<td>No revisions proposed for regulations, but would like to try to update SOP to integrate into 311.</td>
<td></td>
</tr>
<tr>
<td>Deployment limits (12 per block face, none at k-8, non-deployment requests)</td>
<td>Prevent overconcentration, keep scooters away from schools, honor non-deploy requests</td>
<td>Well</td>
<td>Non-deployment requests have been implemented</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Overnight service must be special-approved</td>
<td>Ensure safe overnight operations</td>
<td>Well</td>
<td>All companies have overnight plans</td>
<td>Allow overnight service</td>
<td></td>
</tr>
<tr>
<td>Entire fleet must be removed for severe weather or other emergencies when DOT provides at least 24 hours notice</td>
<td>Adhere to emergency response, clear way for snow plows.</td>
<td>Well</td>
<td>Vehicles were removed from ROW for “president” visit.</td>
<td>Add more specifics: No deployment requirements when school is out, clear vehicles from evacuation routes during snow emergencies</td>
<td></td>
</tr>
</tbody>
</table>
### Action Items

#### Rules and Regulation Revisions: Deployment Discussion Questions

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<td>Companies must deploy vehicles equitably (to 9 Planning Districts and 20 Equity Zones)</td>
<td>Equitable distribution</td>
<td></td>
<td></td>
<td>Compliance rates</td>
<td>Reconsider morning deployment times to be a wider window (i.e. 5-9)</td>
</tr>
<tr>
<td>Allow a temporary exemption from deployment regulations if application received 5 days prior to requested exemption</td>
<td>Avoid over concentration</td>
<td>Well</td>
<td>Other metrics in development</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Consider relocating or removing underperforming equity zones</td>
<td></td>
</tr>
</tbody>
</table>

- What measures should DOT use to assess Equity Zones?
  - Proposed metrics:
    - Trip origins
    - Vehicle utilization
    - Miles travelled within .75 miles of Equity Zone
    - Growth in ridership (September 2019 vs April 2020? % of total rides?)
### Rules and Regulation Revisions:

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<td></td>
<td>Companies must display a banner for up to one week each month</td>
<td>High-visibility safety messages relevant to the time of year, DVC input</td>
<td>Well</td>
<td>It's in all of the apps, social media chatter about some of the messages</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Companies must attend a minimum of 4 public meetings if requested by DOT</td>
<td>Ensure the companies will attend meetings at the request of BCDOT</td>
<td>Well</td>
<td>Good DVC Attendance, Bike to Work Day, Etc.</td>
<td>N/A</td>
</tr>
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</table>
## Action Items

### Rules and Regulation Revisions: Education & Engagement Discussion Questions

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<td></td>
<td>Must make new users read laws and they must be viewable to users at any time</td>
<td>Educate users about safe and legal operations</td>
<td>Okay</td>
<td>It's in each of the apps, but sometimes difficult to find.</td>
<td>Standard banner? Quiz users?</td>
</tr>
<tr>
<td></td>
<td>Attend or host a minimum of one community event per deployment zone annually</td>
<td>Engagement with communities all over Baltimore City and those who need more transportation options</td>
<td>Okay</td>
<td>Very few community events so far, hope to see more in the spring.</td>
<td>Require at least 3 events per quarter (except winter)</td>
</tr>
</tbody>
</table>

How can DOT and vendors augment education & engagement? How do we measure effectiveness?

**City of Austin:**
*Licensee shall employ an electronic method to test the vehicle user no less than one out every 5 rentals on proper usage, ADA accessibility, and vehicle parking prior to allowing the usage of a dockless vehicle as approved by the Director.*
### Action Items

#### Rules and Regulation Revisions: Equitable Access Discussion Questions

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<td></td>
<td>Require low income, cash payment and non-smartphone options</td>
<td>Equity</td>
<td>Not well</td>
<td>Information available on websites.</td>
<td>Require company promotion?</td>
</tr>
<tr>
<td></td>
<td>24-hour customer service lines in multiple languages</td>
<td>Equity and Accessibility</td>
<td>Well</td>
<td>Monthly reporting from permit holders- not as many sign ups as we would like to see.</td>
<td>Provide some sort of rebate/refund based on number of equity sign-ups?</td>
</tr>
<tr>
<td></td>
<td>WCAG compliance for apps and websites</td>
<td>Equity and Accessibility</td>
<td>Well</td>
<td></td>
<td>Require reporting of number of rides by equity users?</td>
</tr>
</tbody>
</table>

- How can DOT promote/incentivize equity sign-ups?
- How can DOT verify number of equity sign-ups?
- Standardized equity program eligibility?

---

Washington, DC:

*Permit holder will offer a low-income customer plan that *waives any applicable vehicle deposit and offers an affordable cash payment option and unlimited trips under 30 minutes* to any customer with an income level at or below 200% of the federal poverty guidelines, subject to annual renewal.*
NACTO Better Bike Share Roundtable:

- June 8-10 in Baltimore!
  - Brainstorm – Community Event/Tour

Next Meeting Dates:

- April 8
- May 13
- June 10 is during the NACTO roundtable. Rescheduling options for DVC meeting about permit application:
  - June 12(Friday)?
  - June 15 (Monday)?
  - June 17 (week late)?