

Dockless Vehicle Committee

March 11, 2020



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:

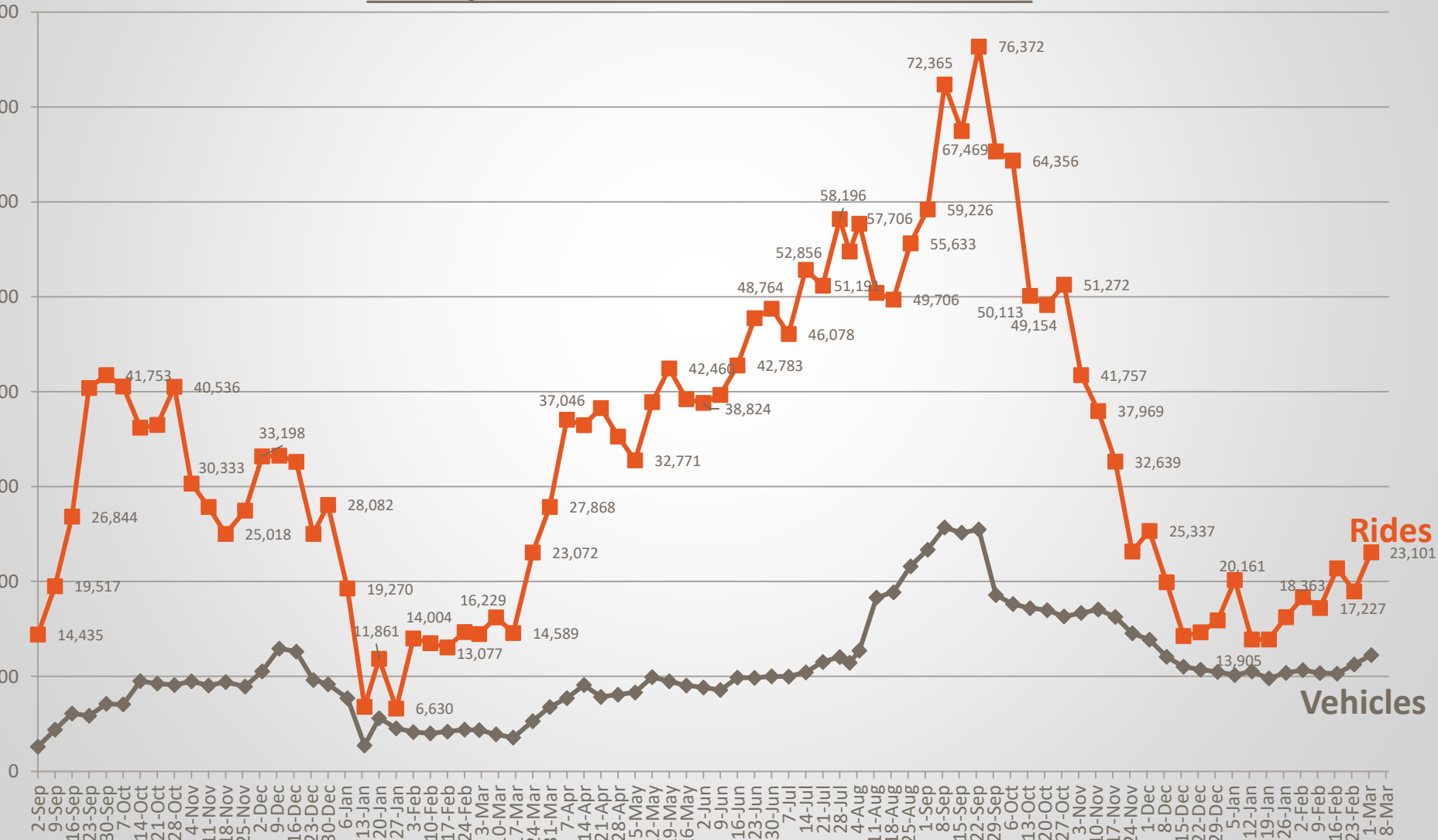
- Assist with ongoing monitoring
- Nominate safety messages
- Highlight community events

DVC as-needed tasks:

- Safety campaign
- Maintenance items
- Corral evaluation

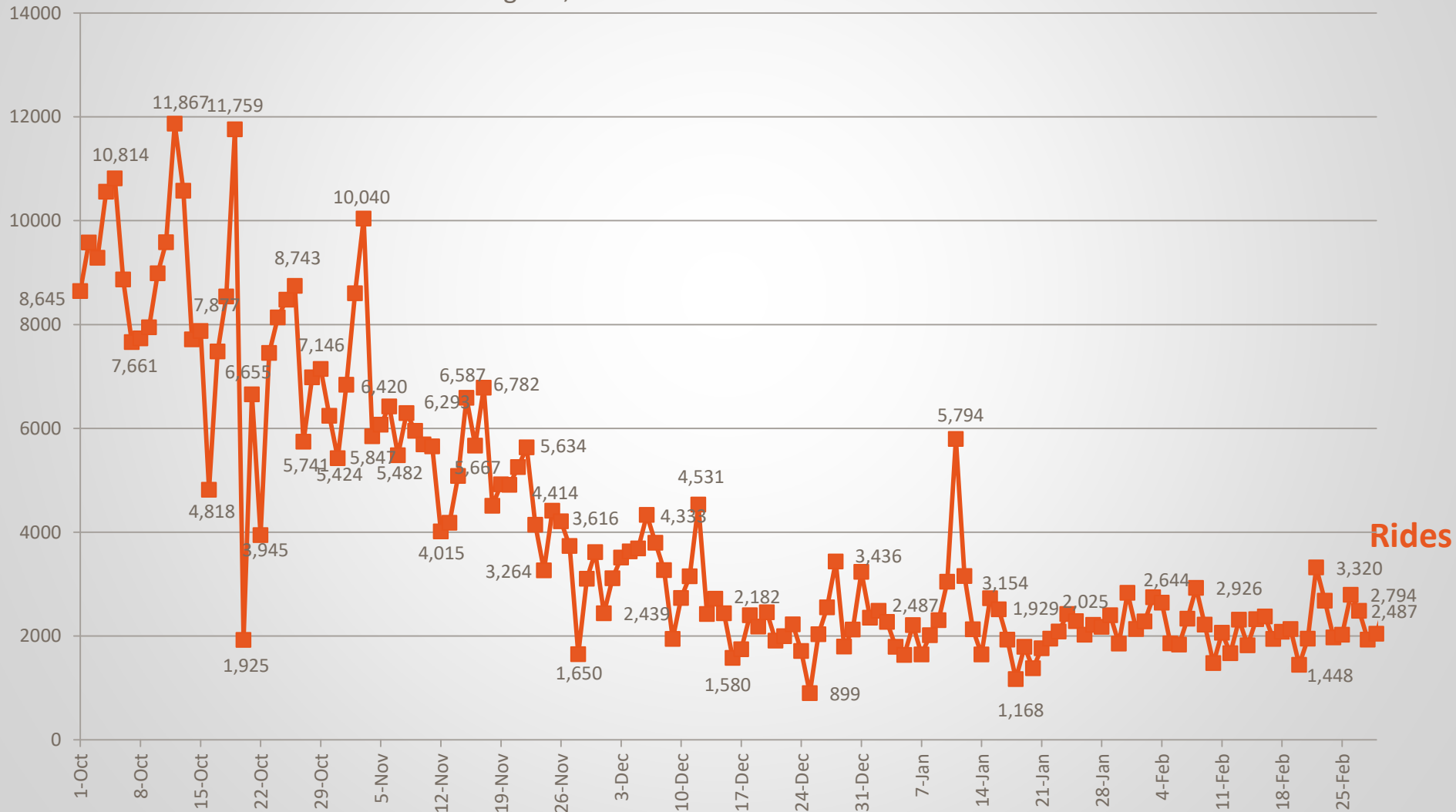
Data

Weekly Dockless Rides & Vehicles Released



Data

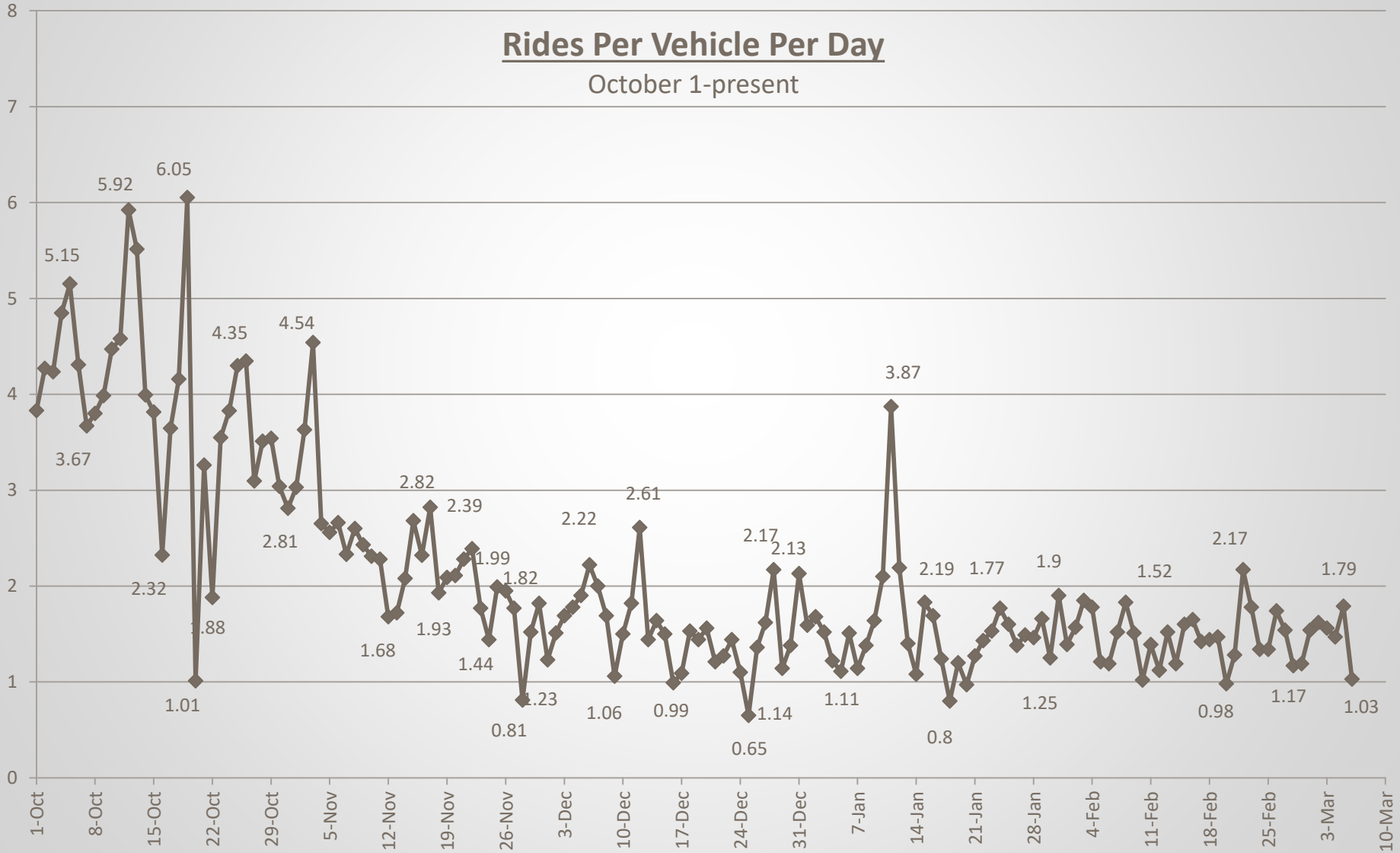
Daily Dockless Vehicle Rides Permit Program, October 1 2019- Present



Data

Rides Per Vehicle Per Day

October 1-present



Updates

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.

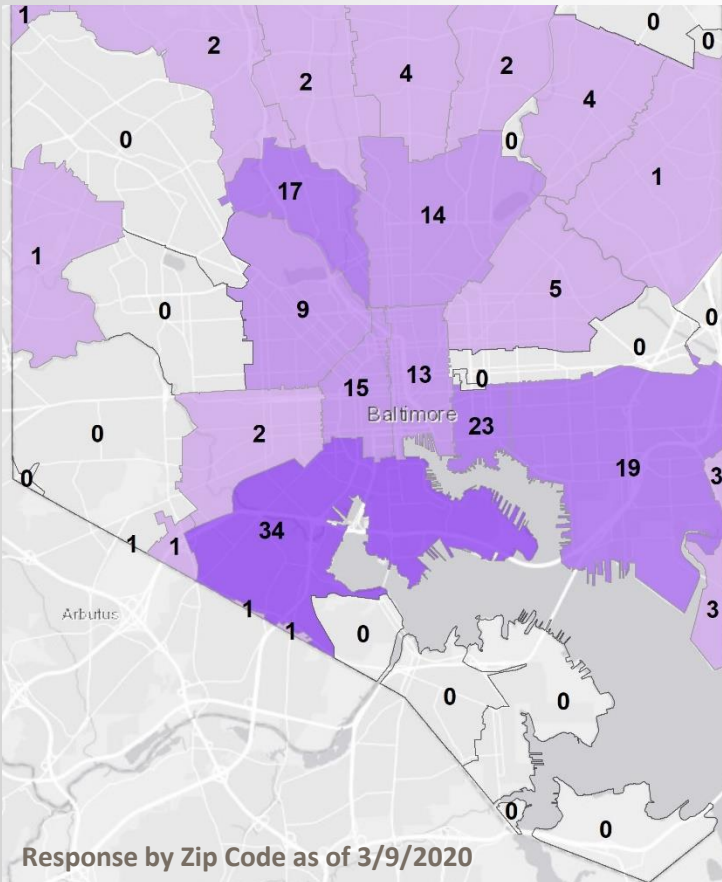
2020 Safety Events

Email me if organizations want a scooter safety presentation at upcoming events.

Updates

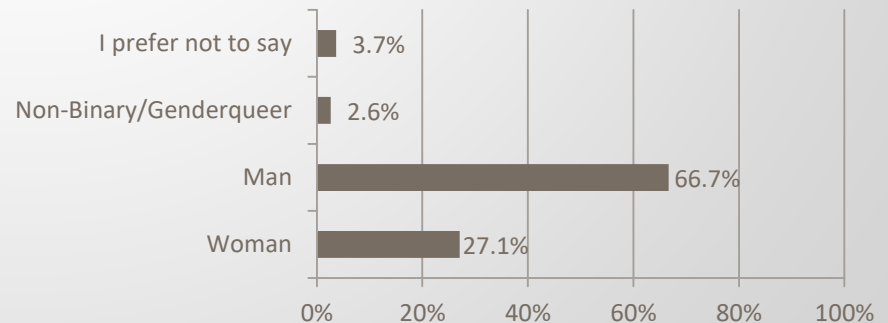
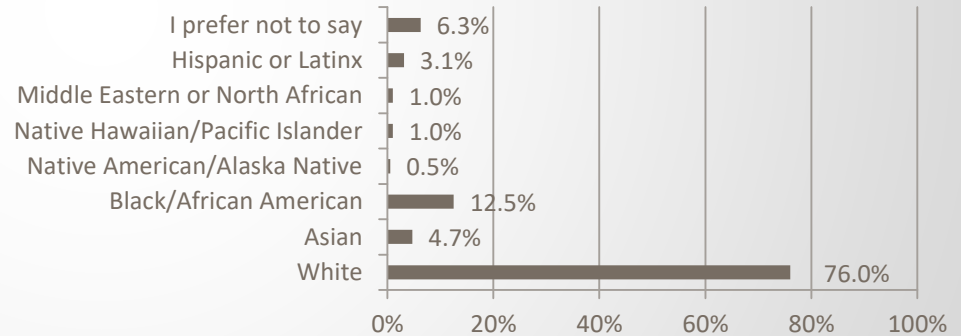
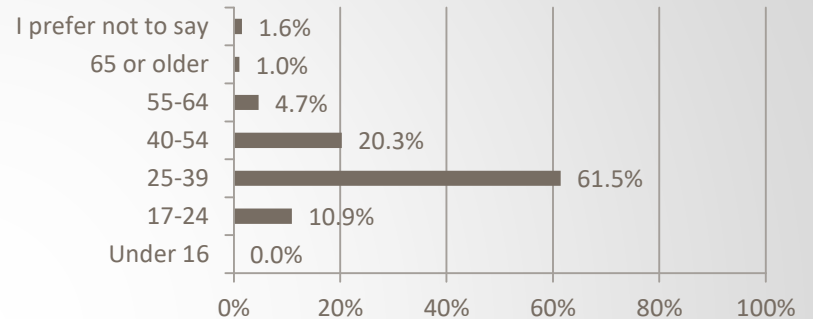
User Survey

- 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):



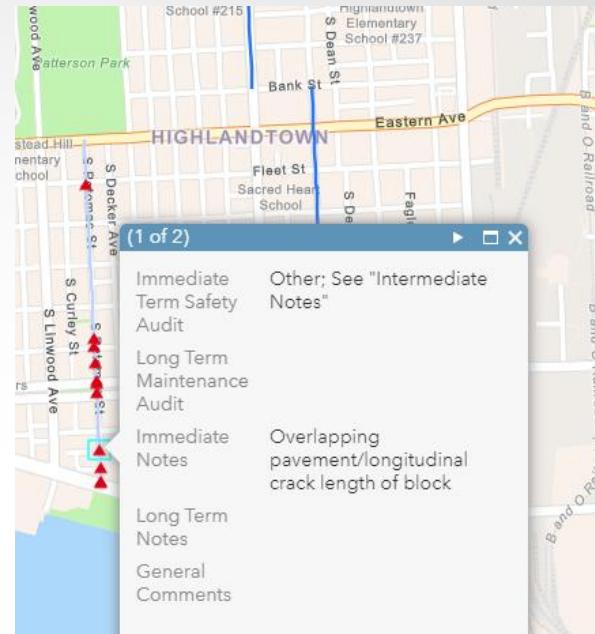
Updates

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)*

Action Items

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:

	Summary of Requirements	Intent	How is it functioning?	Data Point	Revisions
Deployment	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	Enables DOT to enforce response times	Well	99% successful response time checks	No revisions proposed for regulations, but would like to try to update SOP to integrate into 311.
	Deployment limits (12 per block face, none at k-8, non-deployment requests)	Prevent overconcentration, keep scooters away from schools, honor non-deploy requests	Well	Non-deployment requests have been implemented	N/A
	Overnight service must be special-approved	Ensure safe overnight operations	Well	All companies have overnight plans	Allow overnight service
	Entire fleet must be removed for severe weather or other emergencies when DOT provides at least 24 hours notice	Adhere to emergency response, clear way for snow plows.	Well	Vehicles were removed from ROW for "president" visit. Companies received snow protocol, but no snow this year.	Add more specifics: No deployment requirements when school is out, clear vehicles from evacuation routes during snow emergencies

Action Items

Rules and Regulation Revisions: Deployment Discussion Questions

	Summary of Requirements	Intent	How is it functioning?	Data Point	Revisions
Deployment	Companies must deploy vehicles equitably (to 9 Planning Districts and 20 Equity Zones)	Equitable distribution Avoid over concentration	Well	Compliance rates Other metrics in development	Reconsider morning deployment times to be a wider window (i.e. 5-9) Consider relocating or removing underperforming equity zones
	Allow a temporary exemption from deployment regulations if application received 5 days prior to requested exemption	Allow for unexpected incidences, safety, or experimentation by vendors	Very helpful	Experience with Bolt and safety incidences	Require a communications plan to be approved by DOT as a prerequisite (in-app messaging, public messaging) ?

- 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?)

Action Items

Rules and Regulation Revisions:

	Summary of Requirements	Intent	How is it functioning?	Data Point	Revisions
Education & Engagement	Companies must display a banner for up to one week each month	High-visibility safety messages relevant to the time of year, DVC input	Well	It's in all of the apps, social media chatter about some of the messages	N/A
	Companies must attend a minimum of 4 public meetings if requested by DOT	Ensure the companies will attend meetings at the request of BCDOT	Well	Good DVC Attendance, Bike to Work Day, Etc.	N/A

Action Items

Rules and Regulation Revisions: Education & Engagement Discussion Questions

	Summary of Requirements	Intent	How is it functioning?	Data Point	Revisions
Education & Engagement	Must make new users read laws and they must be viewable to users at any time	Educate users about safe and legal operations	Okay	It's in each of the apps, but sometimes difficult to find. Survey Results about law knowledge forthcoming.	Standard banner? Quiz users?
	Attend or host a minimum of one community event per deployment zone annually	Engagement with communities all over Baltimore City and those who need more transportation options	Okay	Very few community events so far, hope to see more in the spring.	Require at least 3 events per quarter (except winter)

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

	Summary of Requirements	Intent	How is it functioning?	Data Point	Revisions
Equitable Access	Require low income, cash payment and non-smartphone options	Equity	Not well	Information available on websites. Monthly reporting from permit holders-not as many sign ups as we would like to see.	Require company promotion? Provide some sort of rebate/refund based on number of equity sign-ups? Require reporting of number of rides by equity users? Require eligibility for anyone receiving federal, state, or local assistance.
	24-hour customer service lines in multiple languages	Equity and Accessibility	Well	Compliance	
	WCAG compliance for apps and websites	Equity and Accessibility	Well	Compliance	

- 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.***

Action Items

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)?

