

Dockless Vehicle Committee

April 8, 2020



Photo Credit: Charles Penny

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

Updates

Permit Holders:

Considered Essential: each employee and vehicle given letters

Most requirements paused and response time extended to 6 hours

Operational: Spin and Jump

Paused: Lime

What we've asked:

- Deploy at food sites
- Deploy at healthcare sites
- Deploy when there is a disruption in transit

What has been additionally offered:

- Free rides for anyone employed at a hospital: janitors through doctors– all staff
- JUMP now expanding free rides to all essential workers – need staff contacts for interested workplaces

Updates

DOT Efforts:

Management and Analysis

Going full force!

Safety Messaging

All messaging is dedicated to COVID-19 at the moment.

Public Service Announcement voice overs completed but now on hold.

2020 Safety Events

All events are on hold and requirements are currently suspended.

Infrastructure

All non-emergency work is paused. Corrals and audits are paused.

Status of Baltimore City Department of Transportation

Updated March 31, 2020 at 4:00pm

- **Residential Permit Parking, Metered Parking, Street Cleaning Parking, 48-Hour Parking, Abandoned Vehicles, and Peak Hour Parking Violations**
Transportation Enforcement Officers will focus on citing immediate safety and pedestrian issues. Payment is no longer required at parking meters.
- **Charm City Circulator/Harbor Connector**
- **City's Impound Facilities at Pulaski Highway and Fallsway**
- **Conduit Contractors**
- **Dockless Vehicles**
- **DOT Community Meetings**
- **Federal contract work will continue to operate**
This includes bridge, buildings and reconstruction/streetscape projects
- **Paving and Sidewalk Work**
- **Maintenance Operations**
Significantly reduced and will focus on immediate safety issues
- **Right-of-Way Office**
The office is not open to the public. Permit requests should be submitted online at transportation.baltimorecity.gov
- **Traffic calming studies**
- **Vehicle Towing Operations**
Significantly reduced and will focus on immediate safety issues



Bernard C. "Jack" Young
Mayor

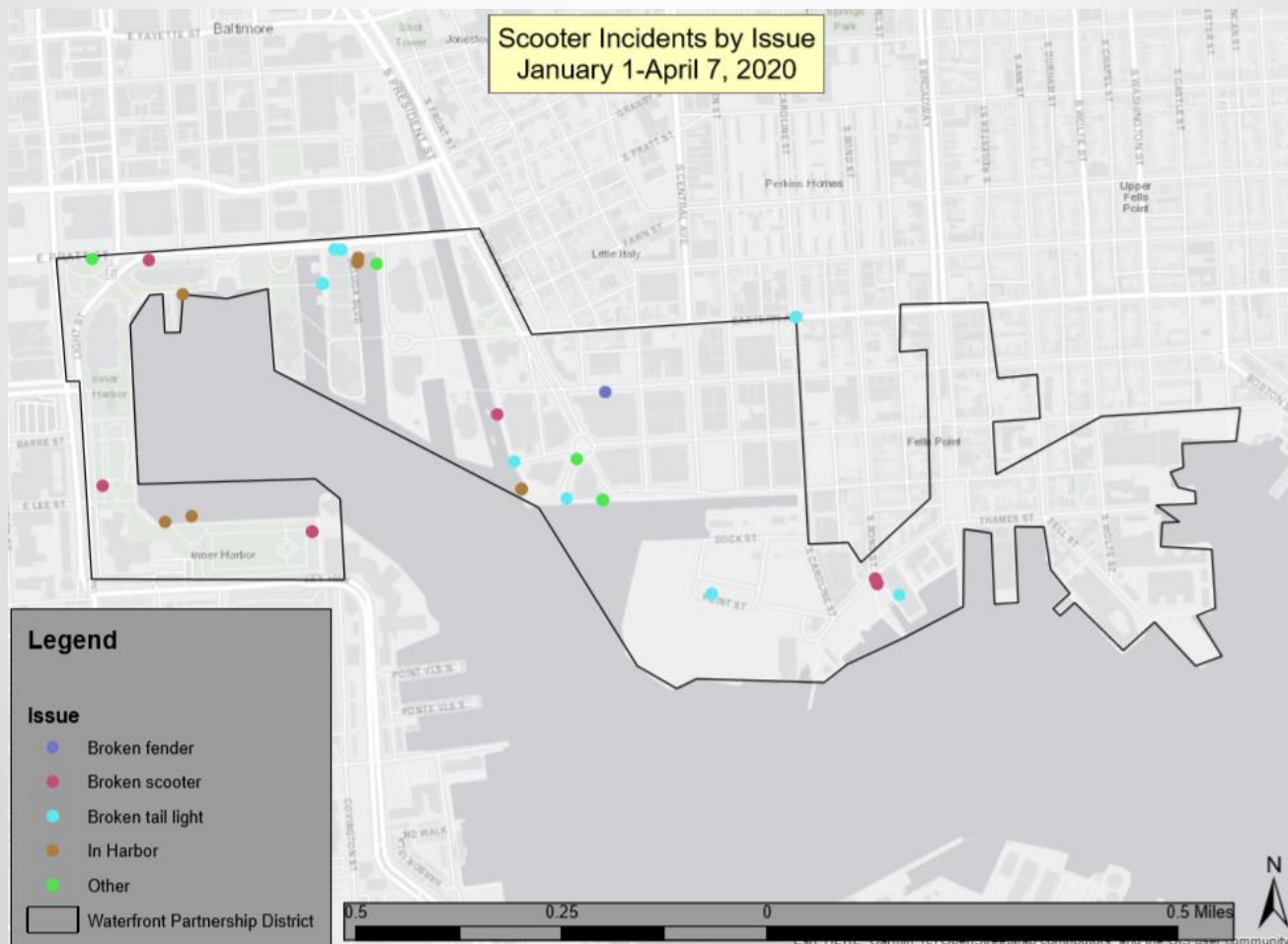
Symbols: ● Unaffected ● Modified ● Suspended

CALL 311 for information on a particular service or a service that is not listed.
For more information on COVID-19, visit coronavirus.baltimorecity.gov

Updates

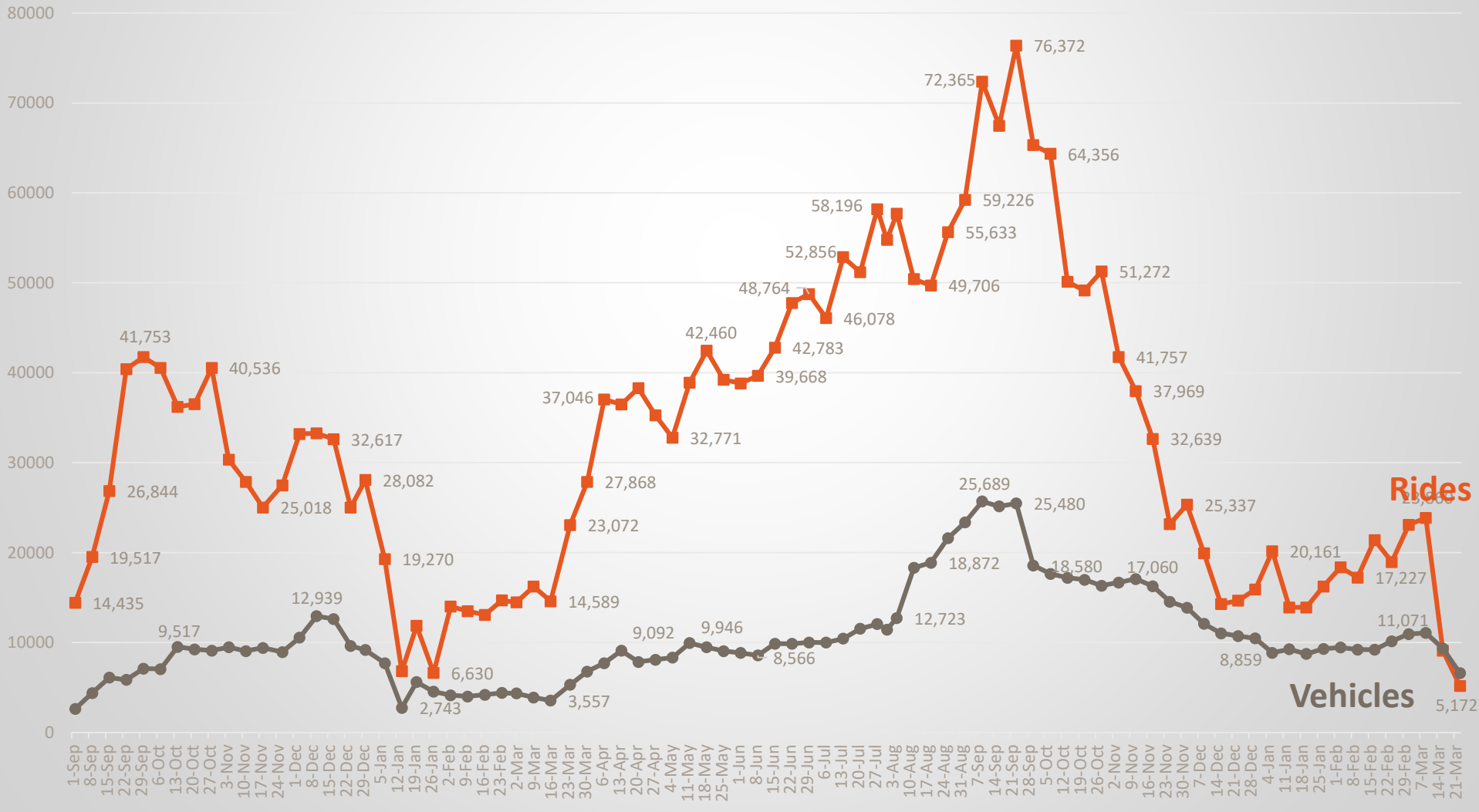
Waterfront Partnership of Baltimore reporting updates: Reports down, all reports since March:

37	601 E Pratt St	Baltimore	MD	21202	39.28667	-76.607219	3/12/2020 11:29	Broken tail light
38	201 E Pratt St	Baltimore	MD	21202	39.286491	-76.611438	3/16/2020 8:07	Broken scooter



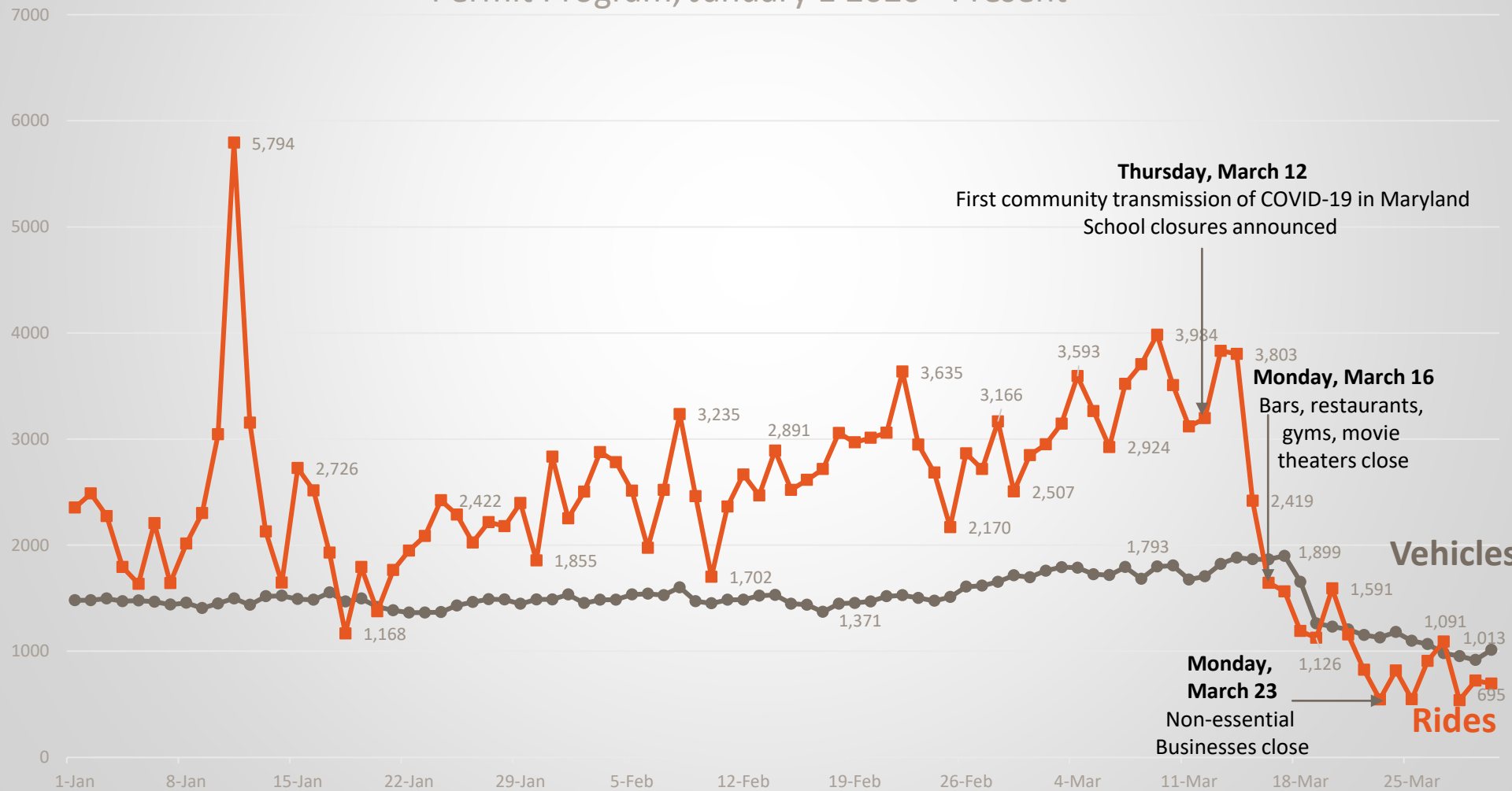
Data

Weekly Dockless Rides & Vehicles Released



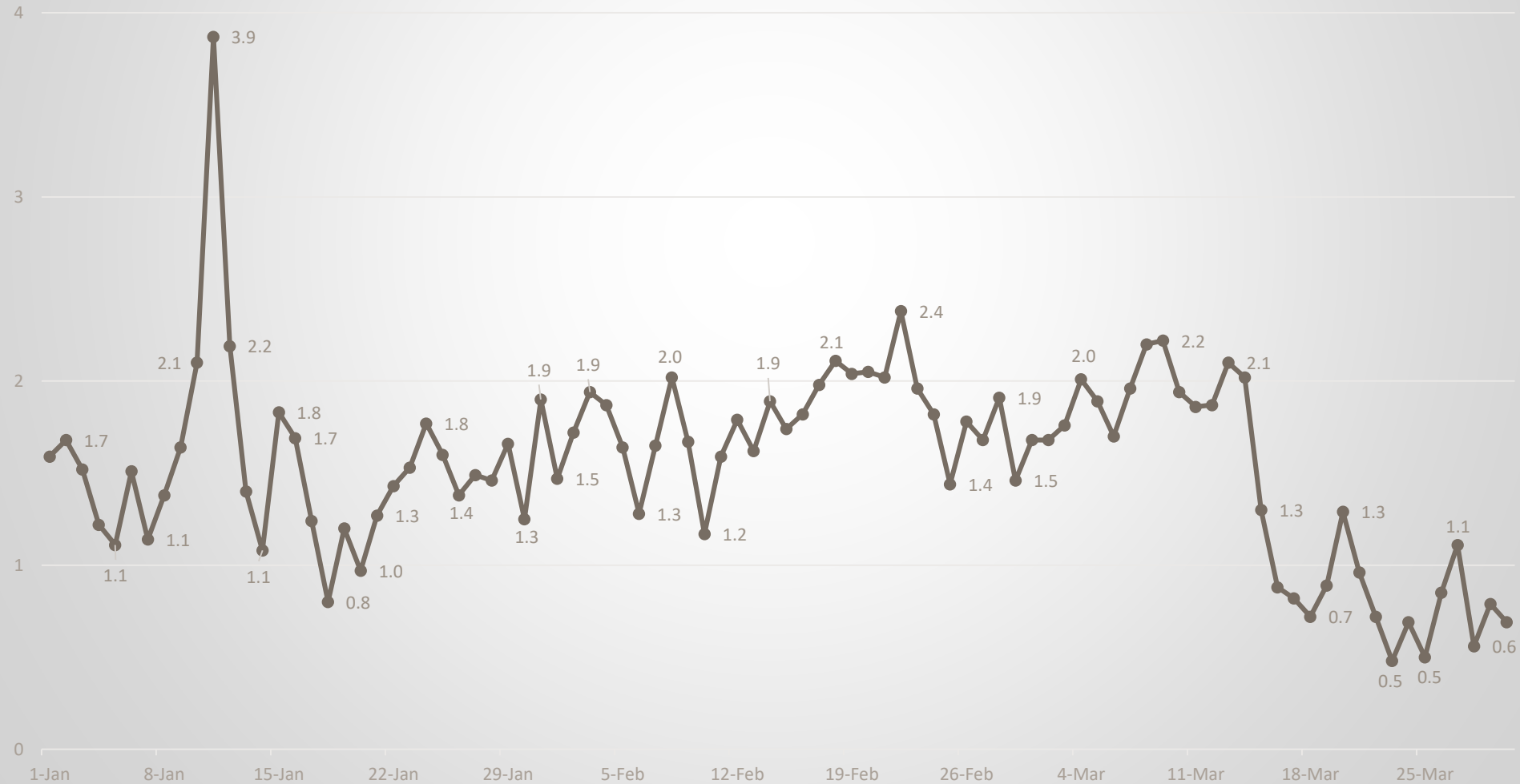
Data

Daily Dockless Vehicles Deployed and Rides Permit Program, January 1 2020 - Present



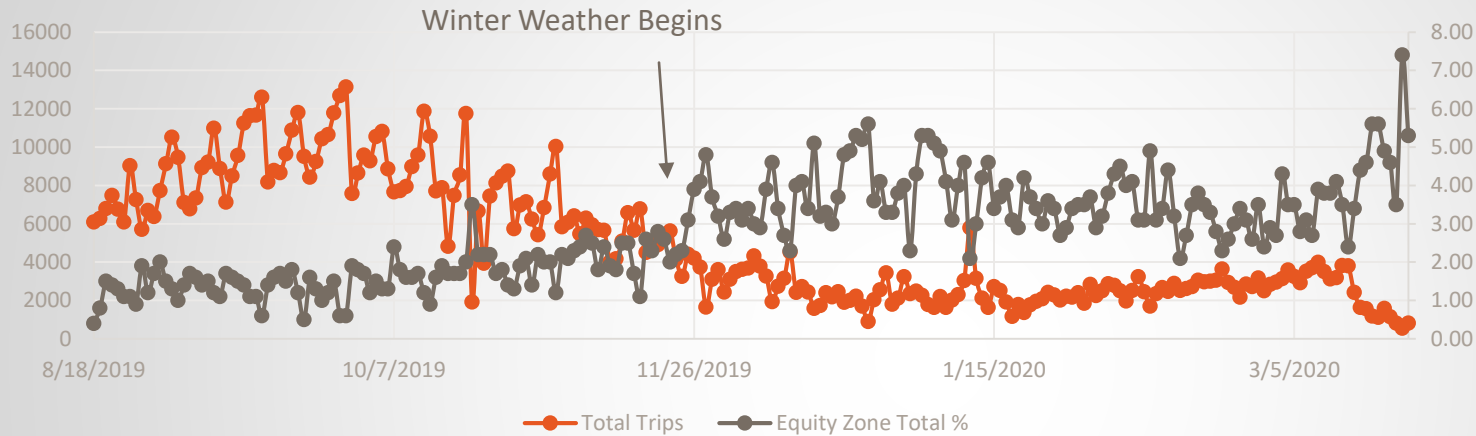
Data

Rides Per Vehicle Per Day January 1, 2020 - present



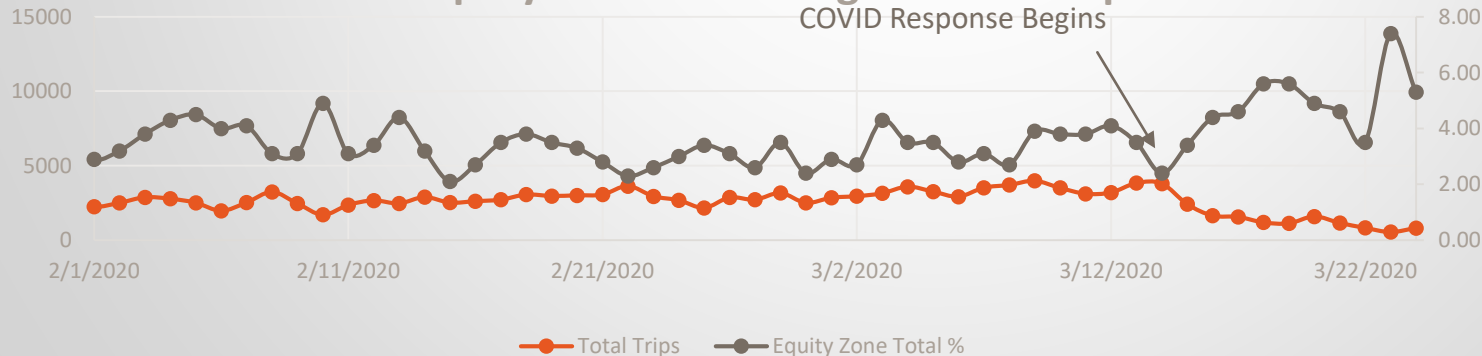
COVID -19 Data

Equity Zone Percentage of Total Trips



Ridership in Equity Zones has grown and is consistent because people have integrated Dockless Vehicles into their daily patterns.

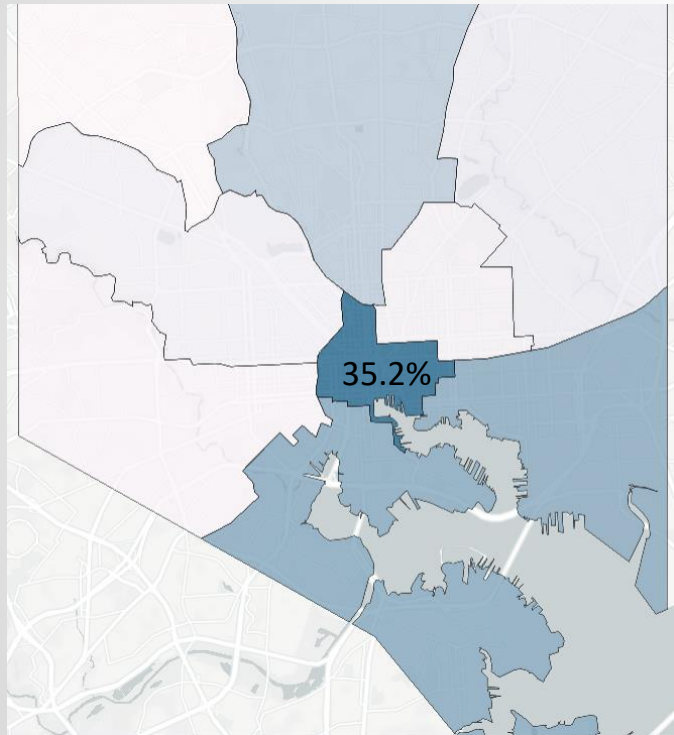
Equity Zone Percentage of Total Trips



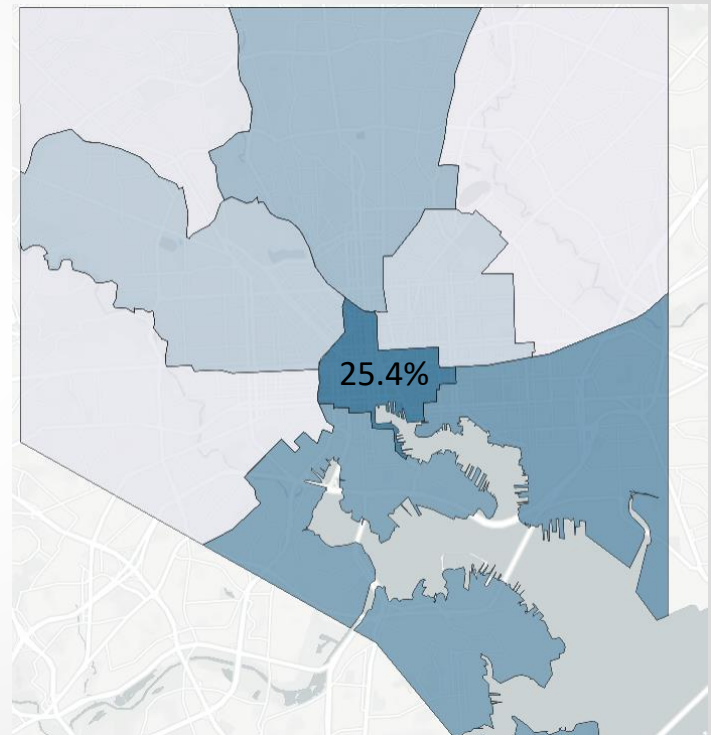
As a result, when citywide ridership dropped with winter weather and COVID-19 response, Equity Zones make up a larger share of rides than ever before.

COVID -19 Data

Trips are more dispersed than ever, the concentration of trips downtown has decreased.



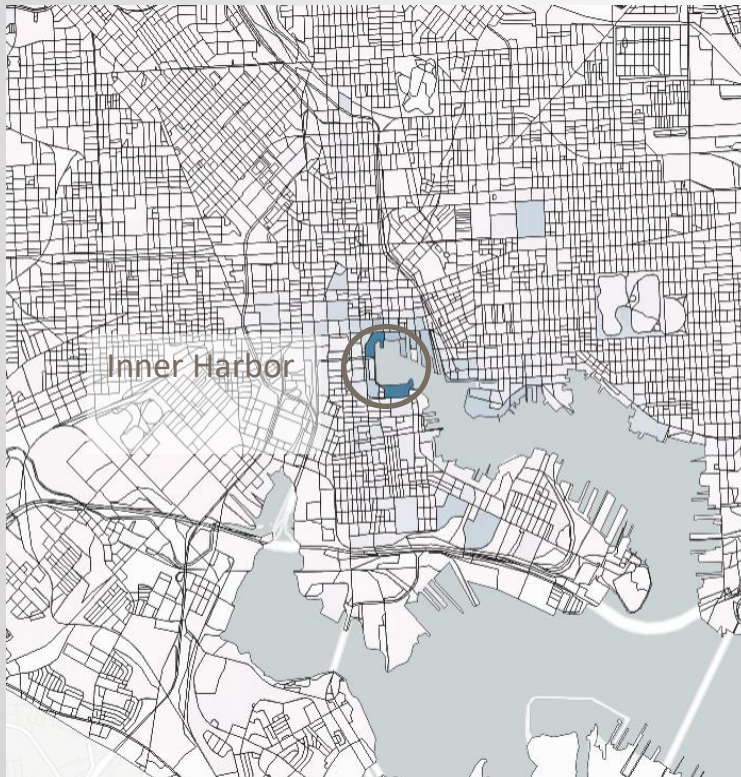
September – December 2019



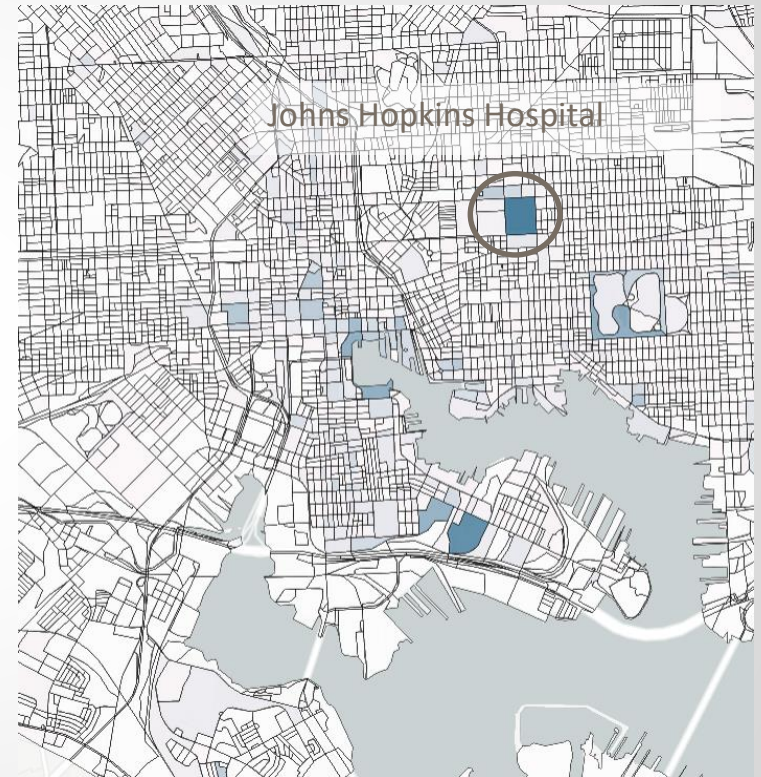
March 21-27 Data displayed and aggregated by Populus

COVID -19 Data

Johns Hopkins Hospital is now the top trip location, even ahead of the Inner Harbor.



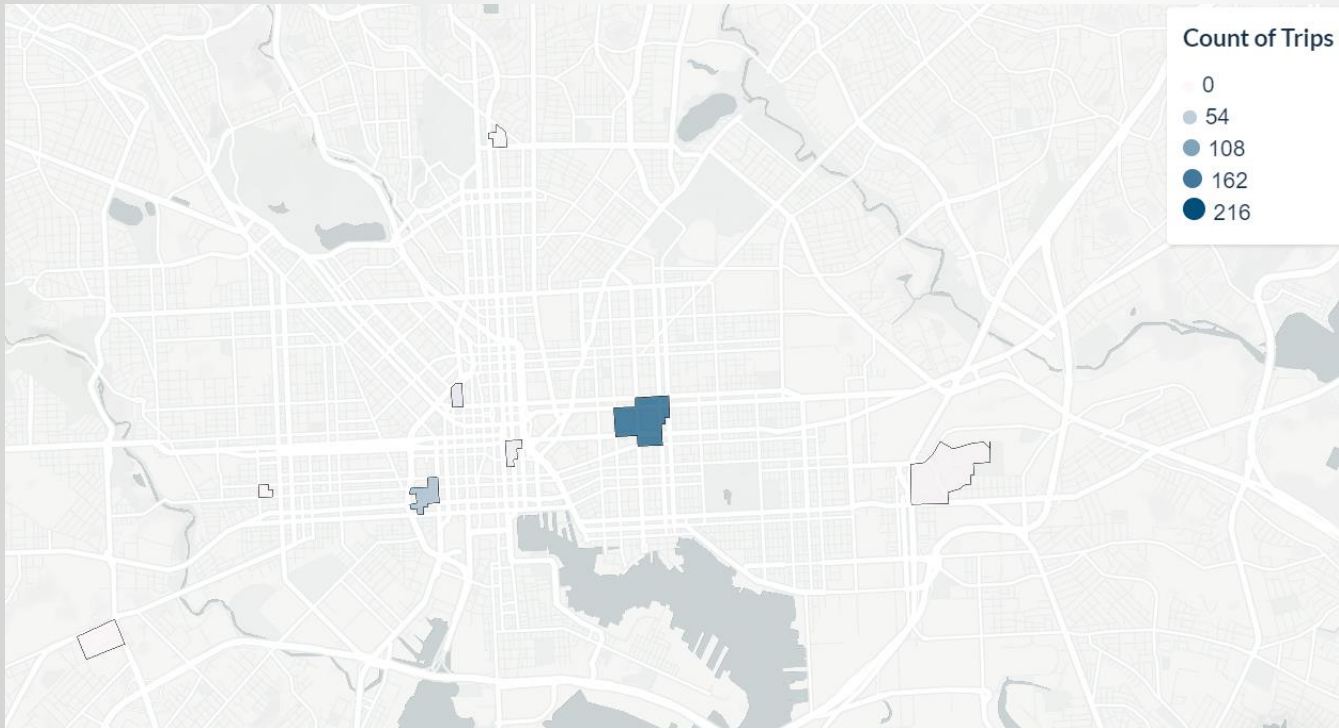
September – December 2019



March 21-27 Data displayed and aggregated by Populus

COVID -19 Data

Trips to Hospitals: We can track how many essential trips are taken to hospitals, with a new policy layer we developed.



March 24-30

Data displayed and aggregated by Populus

Other Metrics in Development:

- Trips to food sites
- Trips to/in parks
- Others?

Survey Preview

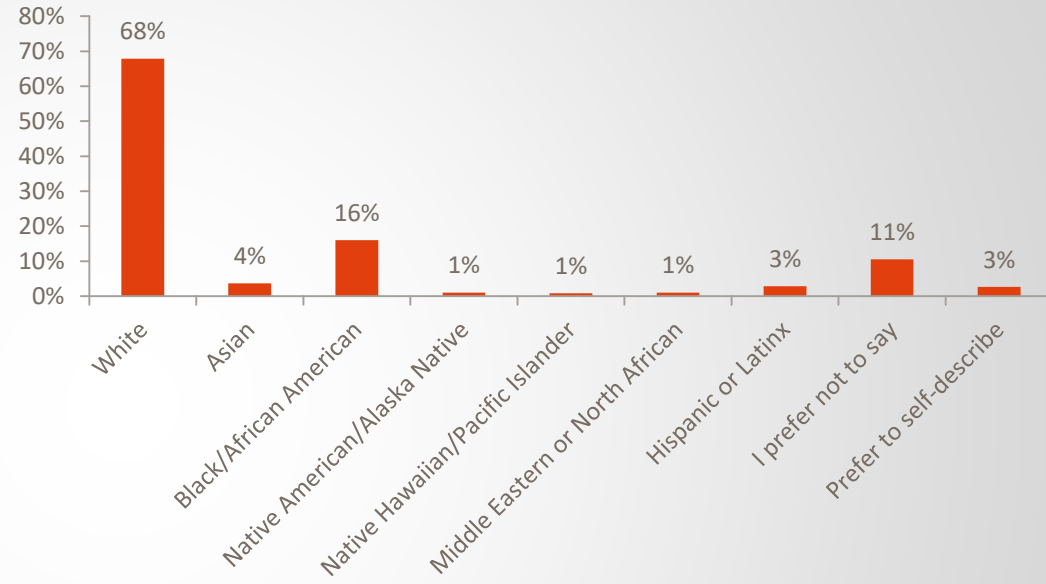
User Survey

- Total responses:
 - Riders: 571
 - Non-riders: 135
- Open from February 28- March 28
 - Lower response, partially attributed to COVID-19
 - Reduced outreach
 - Many Baltimore residents acutely affected

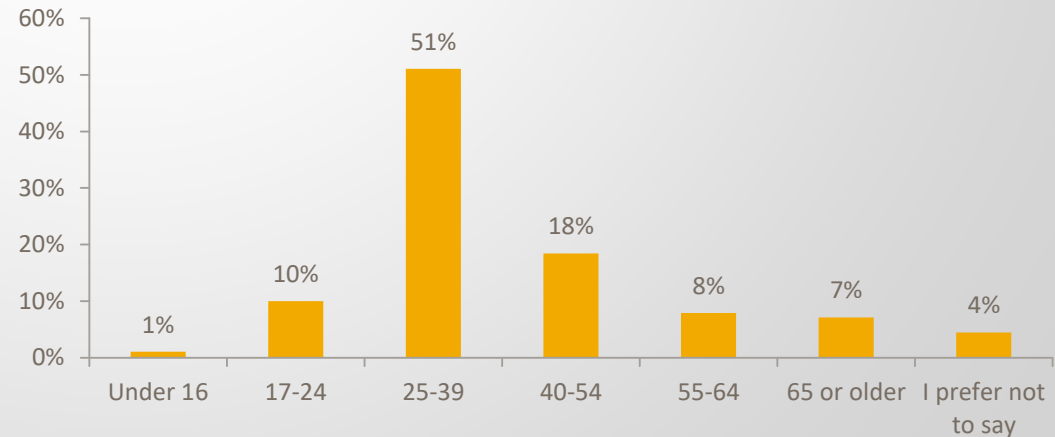
Notes

- Riders who completed demographics (n=380)
- 124 respondents use one of the equity plans
- It's hard to tell how much of this is a skew in responses, versus the actual demographics of riders.

Race/Ethnicity

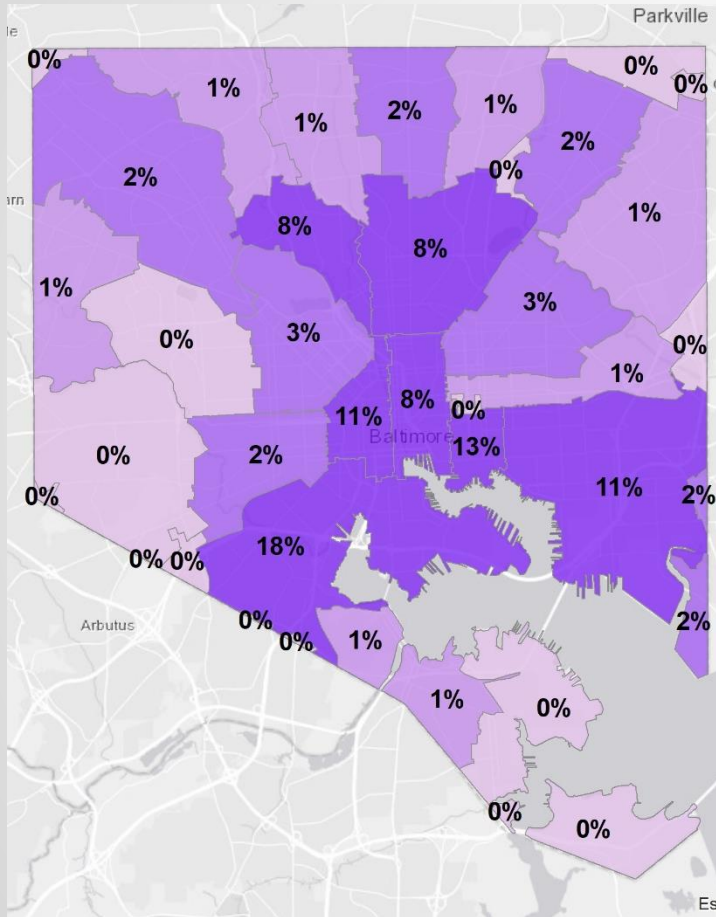


Age



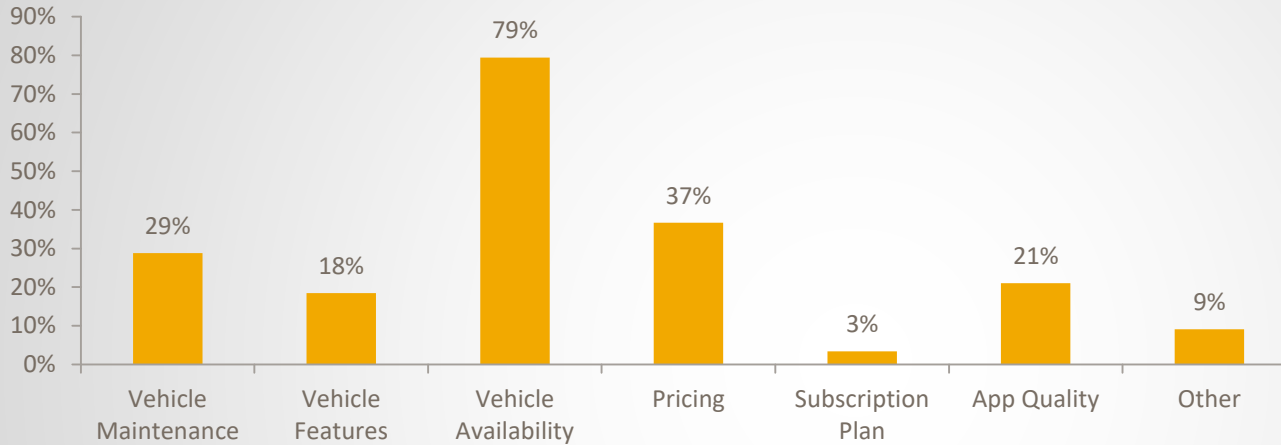
Survey Preview

Survey Respondent Home Zip Code (n=274)



Survey Preview

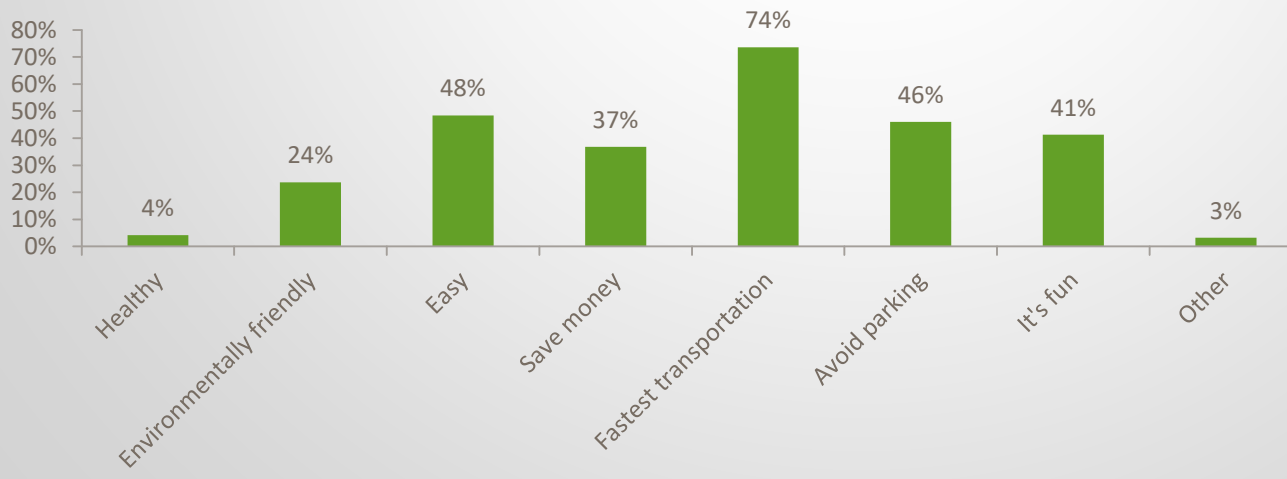
How do you decide which brand to ride? Select all that apply



Notes

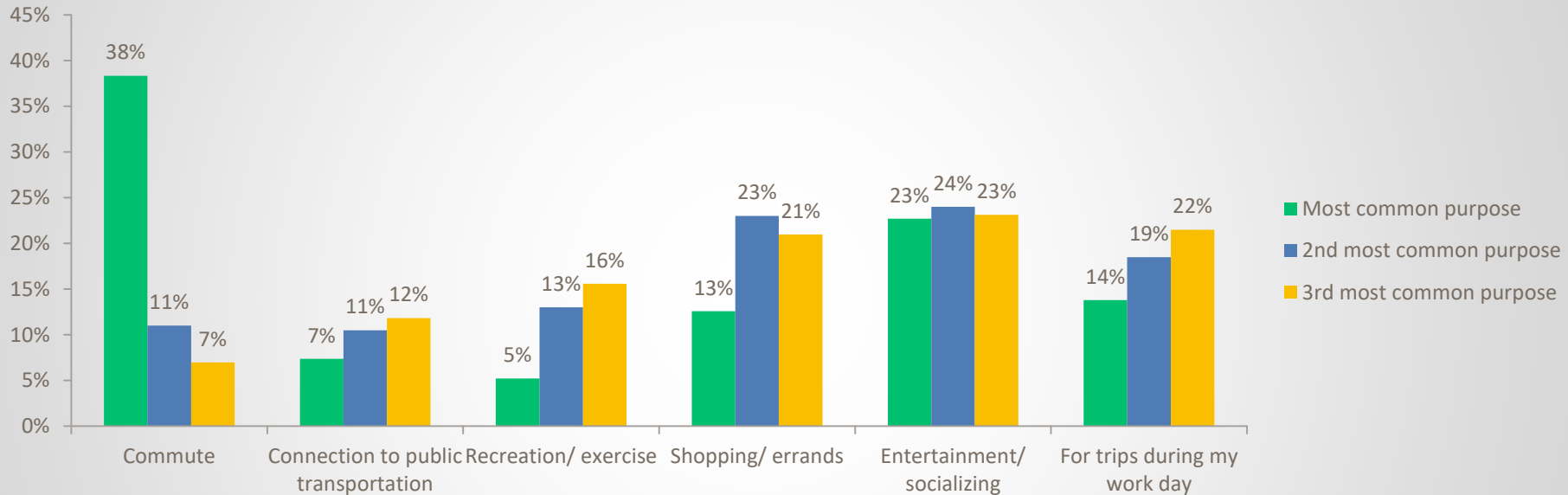
- Riders who completed questions (n=570)
- Vehicle Availability is the top reason for brand selection
- People like fast, easy transportation! This is why we want networks to be intuitive for modes we want to encourage.

Chose the top 3 reasons that you ride dockless bikes or scooters



Survey Preview

Rank the top 3 most common purposes of your dockless bike or scooter trips

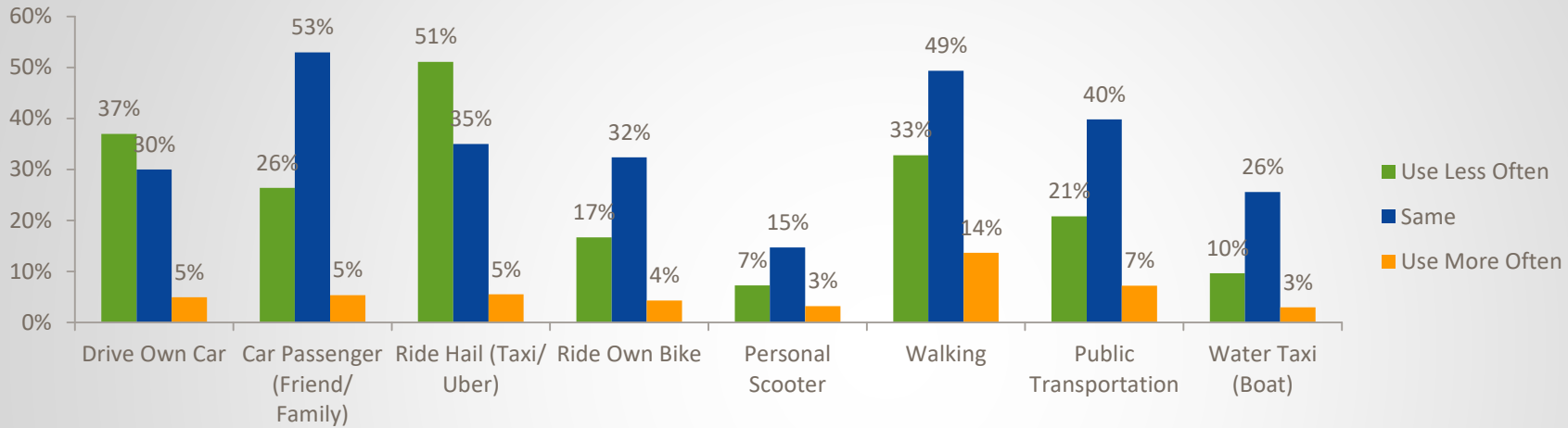


Notes

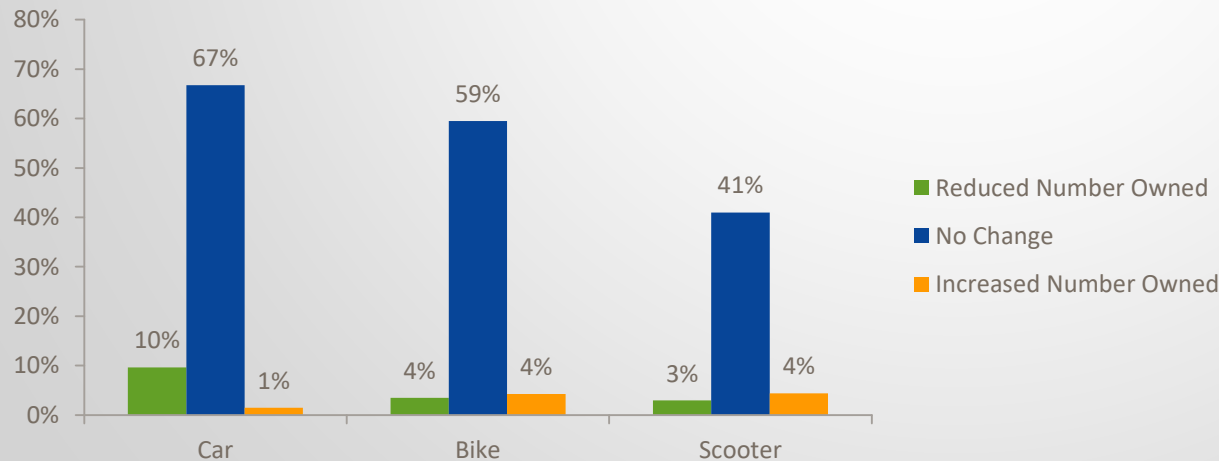
- Riders who completed questions (n=570)
- Commuting is the top most common purpose, socializing is second. This is similar to last year's survey.

Survey Preview

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



Has your household car, bike, or scooter ownership changed as a direct result of dockless bikes or scooters?

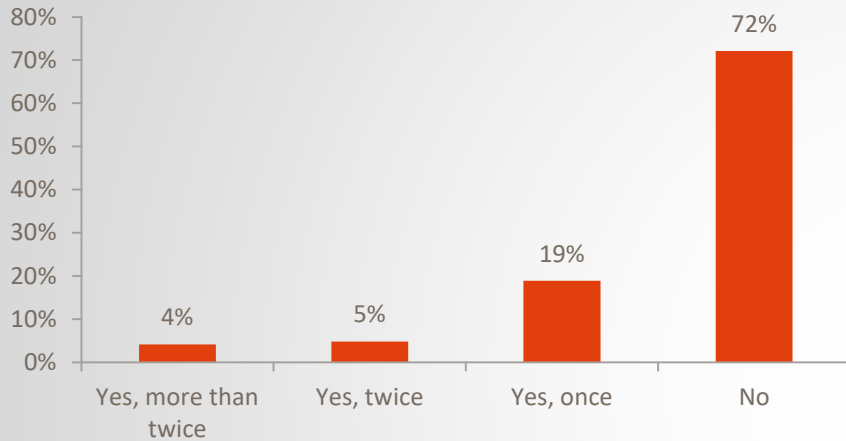


Notes

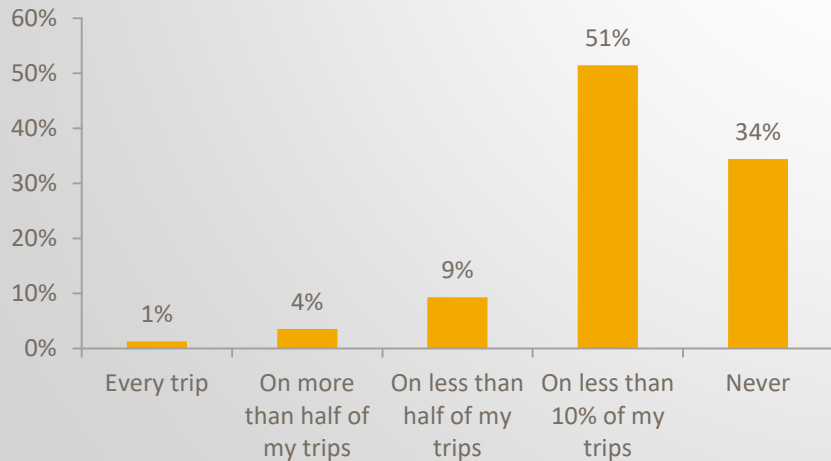
- Riders who completed questions (n=560)
- Ride Hail/Taxi still taking the biggest reduction- same as last year's response
- Walking is the only significant increase – same as last year's response
- 10% of respondents have reduced cars owned! Over 50 cars!

Survey Preview

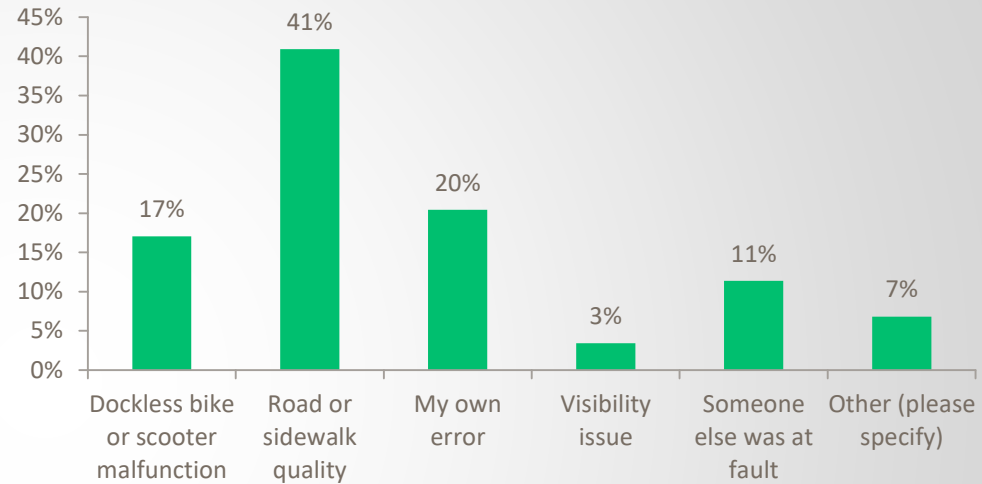
Have you ever experienced a crash while riding a dockless bike or scooter?



How often do you have a close call where you almost crash?



In your most recent crash, what would you say was the main cause?

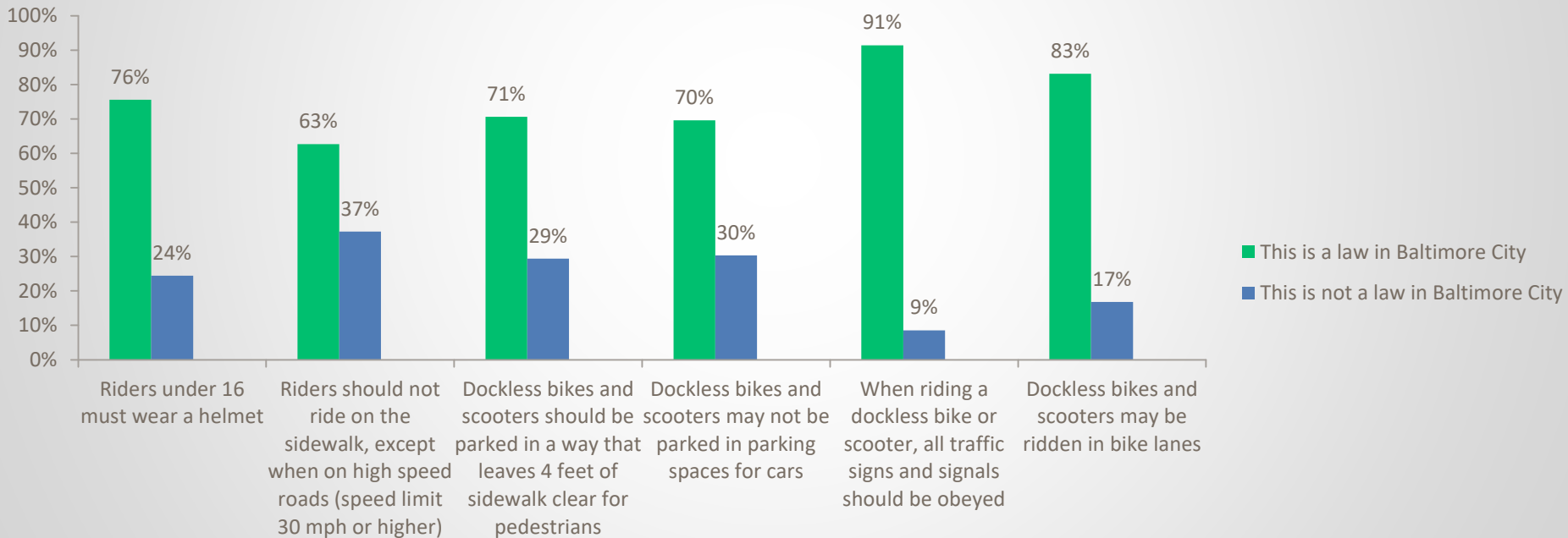


Notes

- Riders who completed questions (n=260)
- 85% of riders seldom have close calls
- Roadway quality is still reported as a major cause of crashes.

Survey Preview

To your knowledge, which of the following laws are true for dockless bikes and scooters in Baltimore City?

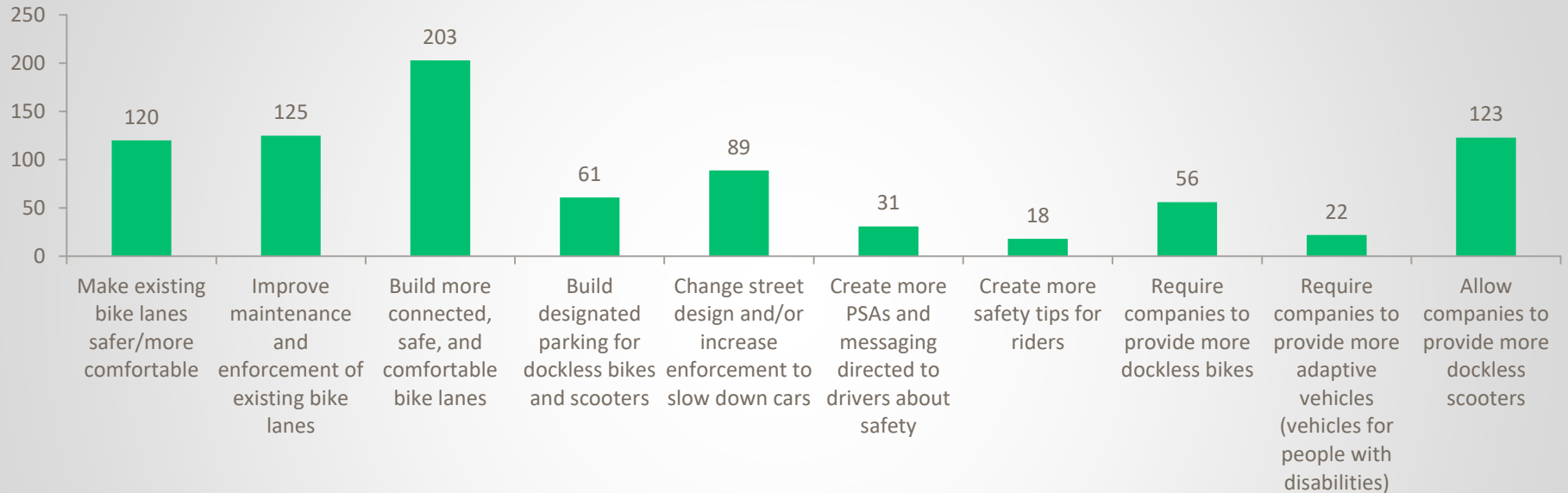


Notes

- Riders who completed questions (n=303)
- Overall, knowledge level is passing.

Survey Preview

How could Baltimore City DOT improve the Dockless Vehicle Program?

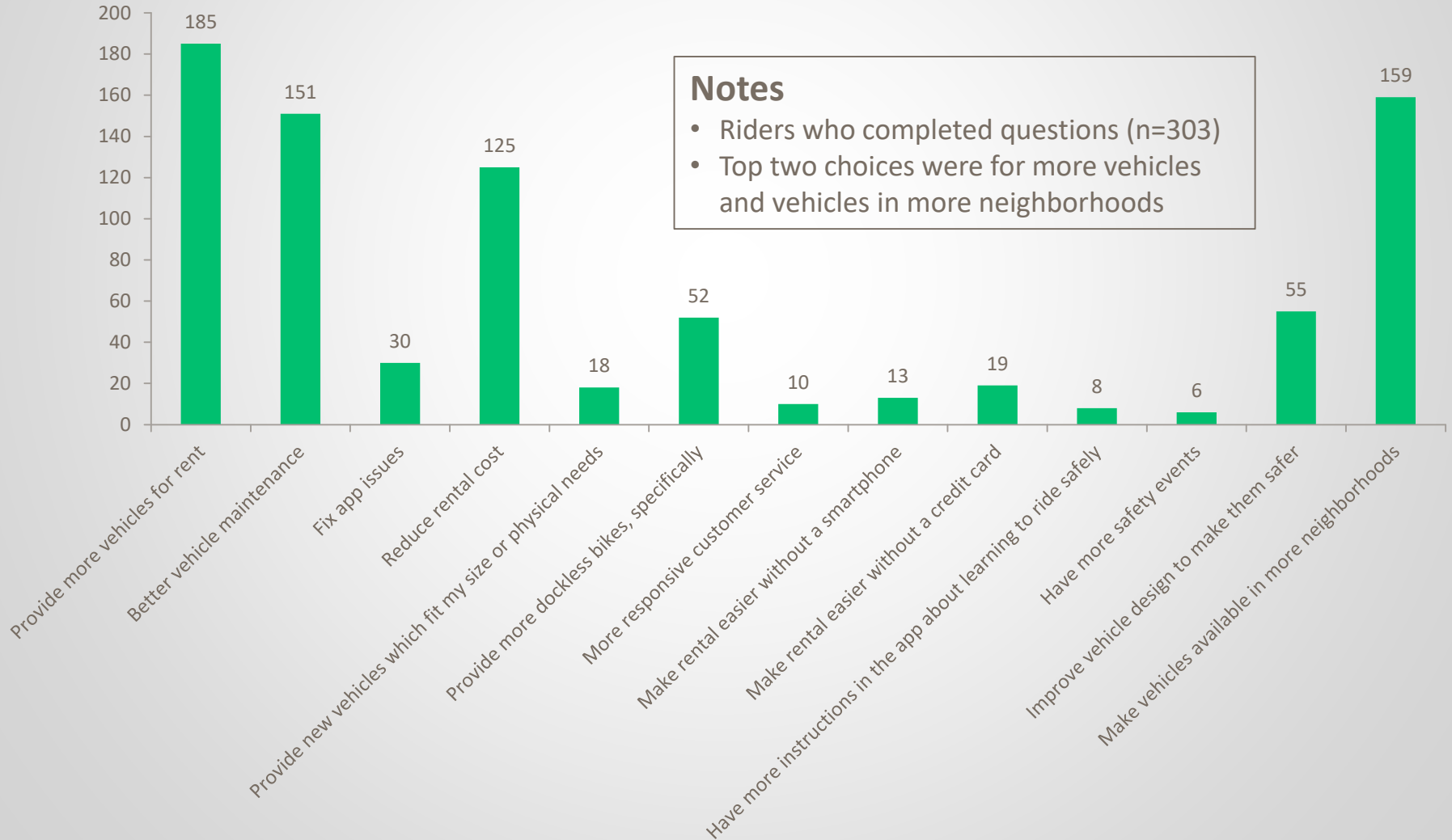


Notes

- Riders who completed questions (n=308)
- Three of the top choices are about bike lanes, justifying use of permit fees

Survey Preview

How could the Permit Holders (Lime, Jump, Spin) improve the Dockless Vehicle Program?



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:
 - Seizure**
 - Data & Reporting**
 - Insurance**
 - Recommendations for 2020 Permit

Action Items

Rules and Regulation Revisions: SEIZURE

	Summary of Requirements	Intent	How is it functioning?	Data Point	Revisions
Seizure	Improperly parked and inaccessible vehicles may be towed using the DOT Towing Division protocol	Keep the right of way clear and keep hazardous materials out of the environment	Well	Jones Falls and Inner Harbor tows	n/a

Action Items

Rules and Regulation Revisions: DATA REPORTING

Data and Reporting	Summary of Requirements	Intent	How is it functioning?	Data Point	Revisions
	Companies must provide GBFS feed as a public API	Public Transparency	Mostly well	Functioning feeds, inclusion in Transit app	Clarify idle vehicle reporting
	Companies must conduct a member survey, including questions submitted by DOT	Help DOT with survey response rates	Okay	Unclear expectations for in-app links	Clarify that a clickable link must appear and that an e-mail must be sent to all active users
	GPS should not rely on user cell phones and app should notify user of any data it accesses	Privacy for user	Well	All apps notify users	n/a
	Companies must notify DOT of changes to data portal or hacking issues	Allow DOT to monitor any hacking issues	Okay	One-off issues fixed promptly	n/a
	Companies must provide free rides for DOT education, vehicle inspections, repositioning	Allow for standard functions	Well	We use this for vehicle inspections	n/a

Action Items

Rules and Regulation Revisions: DATA REPORTING

	Summary of Requirements	Intent	How is it functioning?	Data Point	Revisions
Data and Reporting	Companies must provide monthly data reporting to DOT	Allow DOT to track company performance: <ul style="list-style-type: none"> - Equity plan sign ups - Active accounts - Maintenance issues - Education & engagement efforts 	Okay	Variable monthly data reports	<ul style="list-style-type: none"> - Provide standard format and level of detail - Require reporting of location of alternative sign up users by zip code - Require a maintenance API to be compatible with a third party reporting system?
	Companies must protect user privacy/payment info	Privacy for users	Well	No known issues	Limit or remove temporary holds on bank accounts?
	Companies must report non-deployment requests and issues related to public safety to DOT within 24 hours	Allow DOT to stay on top of urgent issues	Okay	Crime evidence provided, non-deployment requests processed	Clarify safety issues that need to be reported – needs to include crashes reported

Oakland requires integration of a maintenance API where people can input issues to “See-Click-Fix” and issues and then directly reported to companies.

Action Items

Rules and Regulation Revisions: DATA REPORTING

	Summary of Requirements	Intent	How is it functioning?	Data Point	Revisions
Data and Reporting	Companies must provide MDS feed to DOT	Help DOT track compliance and understand patterns	Mostly well	Populus dashboard	Clarifications: <ul style="list-style-type: none"> - MDS type - Updates within 10 days - Data to be cleaned within 24 hours
	DOT may provide the MDS API to third parties for research purposes through an MOU	Encourage research from local institutions	Okay	Data sharing agreement with JHU	<ul style="list-style-type: none"> - Clarify what kind of third parties are eligible - Clarify MOU process

The City may, in its sole discretion, release subsequent versions and/or updated versions of the [Mobility Data] Specification and require operator to use the most current version by releasing an automatic update and/or disabling support for the previous version. – City of Santa Monica

Action Items

Rules and Regulation Revisions: Education & Engagement Discussion Questions

	Summary of Requirements	Intent	How is it functioning?	Data Point	Revisions
Insurance	Companies must maintain liability insurance	Cover liability	Well	Vendor compliance	n/a
	"Hold harmless clauses"	Limit liability for Baltimore City	Well	Vendor Compliance	n/a

*What types of optional personal insurance for riders is available?
Is there a value in alternative insurance options?*

Action Items

NACTO Better Bike Share Roundtable:

- June 8-10 VIRTUALLY
 - Brainstorm – Community Event/Tour

Better Bike Share Emergency Response Grants

- Government or 501C3
- \$7,500-\$10,000
- Applications due April 17

Next Meeting Dates:

- May 13
- June 10

