

Dockless Vehicles - Shared Scooters and Bicycles



Frequently Asked Question

For more information, visit: <https://transportation.baltimorecity.gov/bike-baltimore/dockless-vehicles>

Why are there scooters all over Baltimore suddenly?

Baltimore City launched a Pilot Program for shared dockless vehicles on August 15, 2018 and moved to a permanent program on August 1, 2019. These vehicles can include bicycles, e-bicycles, and e-scooters which are available to the public for rent. You can use the vehicles to catch your bus, go to a meeting, for fun, or any reason you want to!

Who owns the vehicles?

The scooters are privately owned and rented out by the minute using a smartphone app. Three companies rent electric scooters and bikes within Baltimore City: Lime, Link and Spin. Companies Bird and Bolt are no longer permitted in Baltimore City and any of their vehicles can be reported to DOT.

Is this costing taxpayer money?

The program does not cost the City any money – the companies pay to operate on City streets. Program support is funded through annual permit fees and a \$.10 tax on each ride is deposited to the general fund.

How do I find and rent a scooter?

The easiest way to locate vehicles is to download the company app (Lime, Link or Spin) and create an account with a credit/debit card and a driver's license or state ID. Once you have the app, you can locate and unlock scooters using your phone. You can also view scooter from all companies on the Transit app.

If you need or want to use a pre-paid cash account or text-to-unlock account, you can call the company to set up an account. DOT has links and steps to posted online to register from a desktop computer.

Are there discounted payment options?

All companies are required by Baltimore City DOT to provide a low income plan, a non-smartphone plan, and a cash option. To learn more or register for the plans, you can call Spin or Lime. DOT also has links and steps posted online for registering from a desktop computer.

I've never ridden a scooter before, do you have any tips?

- **Always be cautious, as a person on foot, scooter, bike, or other personal devices, you are more vulnerable than someone in a car – do not assume a driver sees you just because you see them.**
- If it's your first ride, try it out in a safe location and please take it slow. Learn how to balance, steer, and how the scooter handles bumps in the road before accelerating. Always keep two hands on the scooter handlebars.
- Riders under 16 are legally required to wear a helmet, though helmets are recommended for all users.
- Scooters should yield to people walking. Riders are safest in a bike lane or on a low traffic street riding on the right-hand side of the street in the same direction as traffic. Only on major streets with 30 mph+ speed limits can scooters be ridden on the sidewalk.
- If you are passing a person on foot, be sure to give them warning! The scooters all have bells, but you may also say, "Passing on your left" to let the person know.

Request a safety demonstration at a community events by emailing dot-community@baltimorecity.gov

How should I park a scooter when I'm done with my ride?

Scooters should be parked courteously – not blocking sidewalks, bus stops, driveways, or doorways. You can park it next to a bike rack, but allow space for bicycles to still use the rack. Always leave 4 feet for people to pass walking, in a wheelchair, pushing a stroller, etc.

How can I report a vehicle that is not parked appropriately or has an issue?

Please contact the companies directly- the vehicle identification number and company number contact are on each vehicle. Here are the numbers for the current companies:

- Lime – Green/Black Scooter, Red E-bikes, and Red Jump Scooters
 - o 1 (888)-LIME-345 or support@limebike.com
- Link – Gray and Yellow Scooters
 - o 1 (844) 701-8163, support@link.city
- Spin— Orange/Black Scooters
 - o 1 (888) 262-5189 or support@spin.pm

If there is a recurring issue please email DOT at dot-community@baltimorecity.gov.

I want to report something I saw happen with a scooter, what should I do?

If it is a life threatening emergency, please call 911 immediately. If it is not an emergency, you can notify the company. All scooters are equipped with GPS, so you should immediately write down the time and location of the incident. If the company does not handle the issue, email DOT at dot-community@baltimorecity.gov

How does DOT management of the permit work?

Under a permit, companies must adhere to the Rules and Regulations posted on the DOT webpage. DOT uses permit fees to support the program:

- Enforcing program Rules and Regulations
- Storing and analyzing trip information from the scooter GPS
- Working with communities and stakeholders to monitor new issues with scooter
- Maintaining and improving micro-mobility and bicycle lanes
- Building designated parking spaces for scooters and bikes
- Monitoring and evaluating the program

