

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. Four companies rent electric scooters and bikes within Baltimore City: Jump, Lime, Spin, and Bolt (launching in September).

Is this costing taxpayer money?

The pilot program is not costing the City any money- the companies pay to operate on City streets. Under the new permitted program all program costs will be paid from permitting fees and a \$.10 tax will go to the general fund.

How do I find and rent a scooter?

To locate vehicles you need to download the company app and you'll need a credit or 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.

Are there low income 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 or access the company websites 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.
- Riders under 16 are legally required to wear a helmet, although helmets are recommend 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 30MPH+ 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.

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.

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: 1 (888)-LIME-345 or support@limebike.com
- Spin: 1 (888) 262-5189 or support@spin.pm
- Jump: 1(844)505- 9155 or support@jump.com

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, you can email DOT at dot-community@baltimorecity.gov

How does the new permit work?

- Under a permit, companies must adhere to the Rules and Regulations posted on the DOT webpage.
- DOT will use permit fees to support the program:
 - o Launching an educational safety campaign
 - o Creating a Mobility Advisors program for engagement with communities
 - o Maintaining and improving micro-mobility lanes
 - o Building designated parking spaces for scooters and bikes
 - o Monitoring and evaluating the program

