

Dockless Shared Scooter and Bicycle Frequently Asked Questions



Why are there scooters all over Baltimore all the sudden?

Baltimore City, led by DOT, launched a Pilot Program for shared dockless vehicles which will last from August 15, 2018 until February 28, 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 them?

The Scooters are privately owned and rented out by the minute using a smartphone app. Currently, two companies rent electric scooters within Baltimore City: Lime and Bird. Additional companies could join them in coming months and we could start to see bicycles on the streets too. Lime and Bird both entered into a pilot agreement with the City of Baltimore that gives them legal permission to operate.

What does it mean to be a pilot program?

A pilot program is a temporary program which Baltimore City is evaluating before making it permanent. The City is evaluating the aspects like the safety and equity of the program through the Dockless Vehicle Committee.

Is this costing taxpayer money?

The pilot program is not costing the City any money- the companies are actually paying to operate on City streets.

How do I find and rent a scooter?

Go to the Bird or Lime website and download their app. 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.

Are there low income payment options?

All companies are required by Baltimore City DOT to provide a low income plan.

View Lime's plan here: <https://www.li.me/community-impact>

View Bird's plan here: <https://www.bird.co/one-bird>

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

- 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 recommend for all users.
- **Scooters should not be ridden on the sidewalk;** scooters should ride on the street in the same direction as traffic. Riders are safest in a bike lane or on a low traffic street riding on the right-hand side of the street.
- 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 scooter that is not parked appropriately?

Please contact the companies directly:

- Bird: hello@bird.co or 866-205-2442
- Lime: Call: 1 (888)-LIME-345 | Text: 1 (888)-546-3345

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.

How can I tell the City what I think about the pilot program?

For comments and feedback email dot-community@baltimorecity.gov and keep an eye out for the forthcoming community survey. We thank you for being engaged!