

2020 Dockless Vehicle User Survey

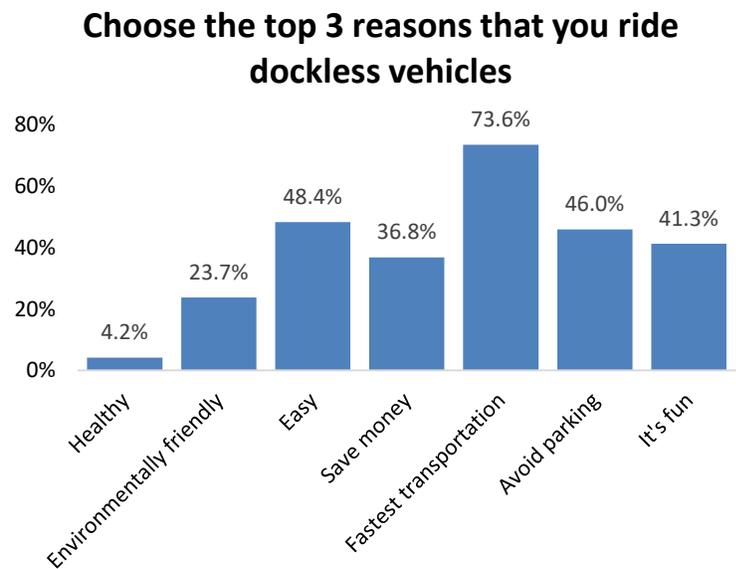
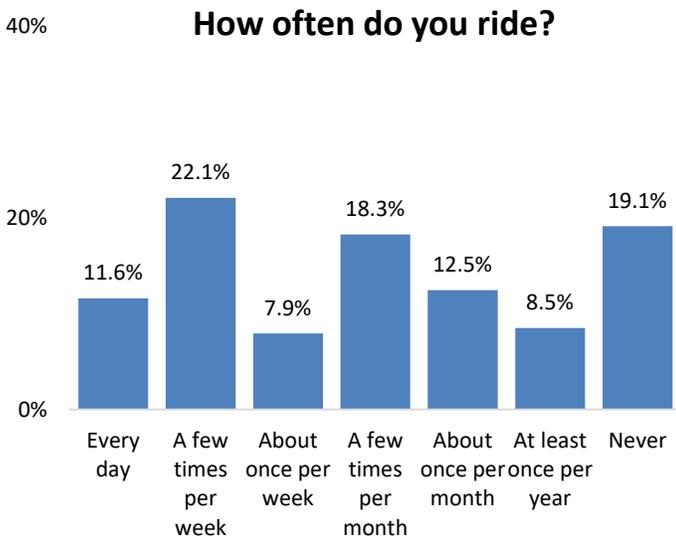
Results Preview



As part of the annual Dockless Vehicle Program evaluation, the DOT Dockless Vehicle User Survey assesses who is using dockless vehicles, user comprehension of traffic laws, the choices that these users make, safety issues, and overall program effectiveness. It was open for responses from February 28, 2020 until March 29, 2020. The survey was released online on the DOT website, on social media and was also included as a clickable link in provider cell phone apps.

In total, we received 706 responses, 571 of which were from people who actively ride dockless vehicles. This responses rate was lower than the 2019 community survey about Dockless Vehicles, which was likely affected by the COVID-19 outbreak. Due to the State of Emergency in Maryland, DOT did not perform planned outreach around the survey and populations affected by the pandemic may not have completed the survey. **The following is a preview of the results; full results and analysis will be available in the Dockless Vehicle Permit Program Evaluation, to be released in May.**

Usage questions can help answer questions about why and how people choose to ride dockless vehicles. Responses can shape program requirements and messaging to users.



Rank the top 3 most common purposes of your Dockless trips

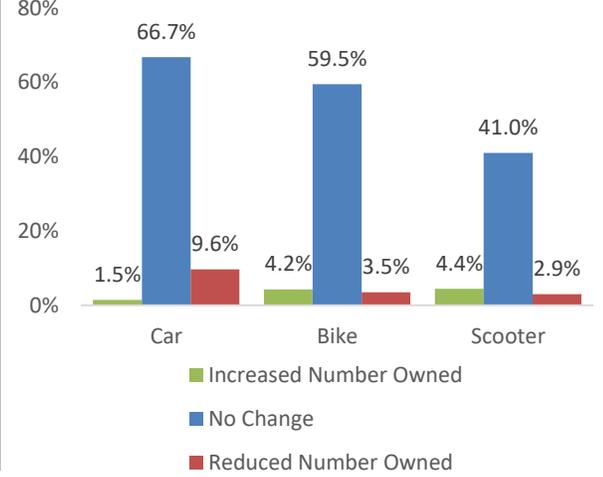
	Most common purpose	2nd most common	3rd most common	Percent of respondents who selected option as one of top 3
Entertainment/socializing	22.4%	14.5%	13.0%	50.0%
Commute to/from work or school	37.9%	6.7%	3.9%	48.5%
Shopping or errands	12.4%	13.9%	11.8%	38.2%
For trips during my work day	13.6%	11.2%	12.1%	37.0%
Connections to transit	5.2%	7.9%	8.8%	21.8%
Recreation or exercise	7.3%	6.4%	6.7%	20.3%

Behavior change questions help to assess the impact of dockless vehicles on the roadway.

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

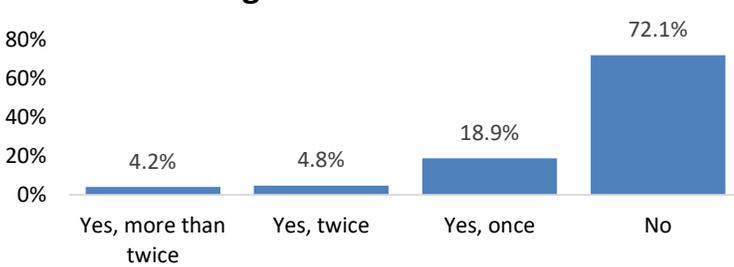
	Use Less Often	Same	Use More Often
Driving in my own car	36.9%	30.0%	4.9%
Riding as a passenger with friend or family in their car	26.4%	53.0%	5.4%
Taxi, Uber/Lyft, or informal hack	51.1%	35.0%	5.5%
Riding my own bike	16.6%	32.4%	4.3%
Personal scooter or other small vehicle	7.3%	14.7%	3.2%
Walking	32.8%	49.4%	13.6%
Bus, subway, light rail, or other train	20.8%	39.8%	7.2%
Water Taxi or other boat	9.6%	25.6%	3.0%

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

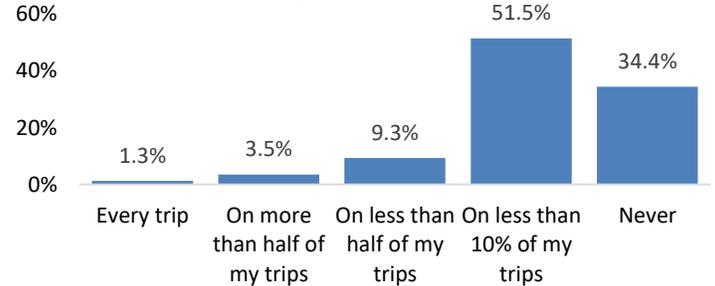


Questions about crashes and close calls can help gather qualitative information about crashes which are difficult to track. Most respondents have not experienced a crash and seldom experience close calls – of those who have crashed, over 74% did not report it to anyone.

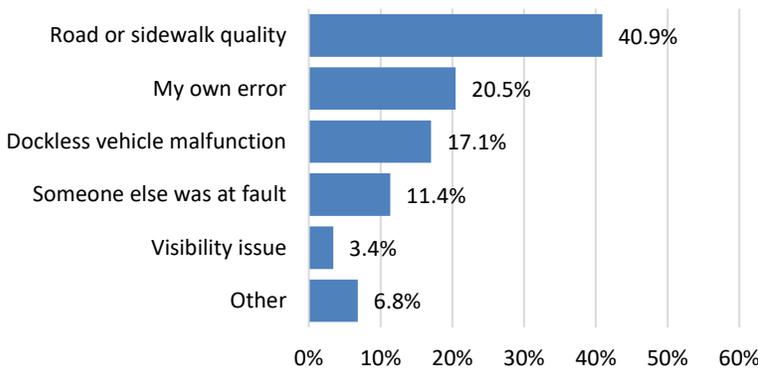
Have you ever experienced a crash while riding a dockless bike or scooter?



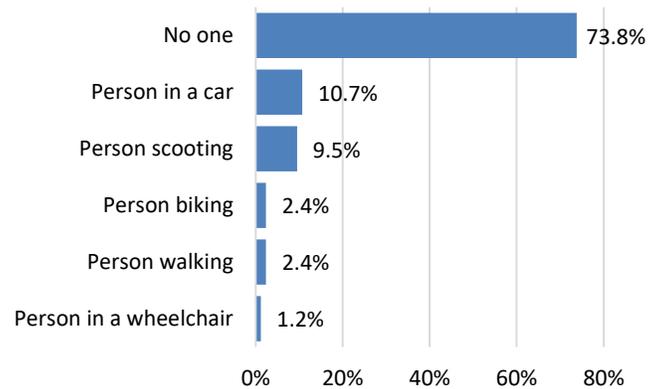
How often do you have a close call where you almost crash?



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



In your most recent crash, who else was involved? *



*These questions were only asked of respondents who reported crashes

Program evaluation questions help DOT to assess its requirements and management of the Dockless Vehicle Program in order to make improvements for the 2020-2021 permit.

How could Baltimore City DOT improve the Dockless Vehicle Program?

	Best option	2nd best option	3rd best option	Percent who selected option as one of top 3
Build more connected, safe, and comfortable bike lanes	39.0%	15.9%	11.0%	65.9%
Improve maintenance and enforcement of existing bike lanes	9.4%	13.6%	17.5%	40.6%
Allow companies to provide more dockless scooters	15.6%	8.1%	16.2%	39.9%
Make existing bike lanes safer/more comfortable	6.8%	17.9%	14.3%	39.0%
Change street design and/or increase enforcement to slow down cars	9.7%	13.0%	6.2%	28.9%
Build designated parking for dockless bikes and scooters	5.5%	7.1%	7.1%	19.8%
Require companies to provide more dockless bikes	5.8%	6.2%	6.2%	18.2%
Create more PSAs and messaging directed to drivers about safety	1.0%	5.2%	3.9%	10.1%
Require companies to provide more adaptive vehicles (vehicles for people with disabilities)	1.9%	2.3%	2.9%	7.1%
Create more safety tips for riders	1.9%	1.3%	2.6%	5.8%

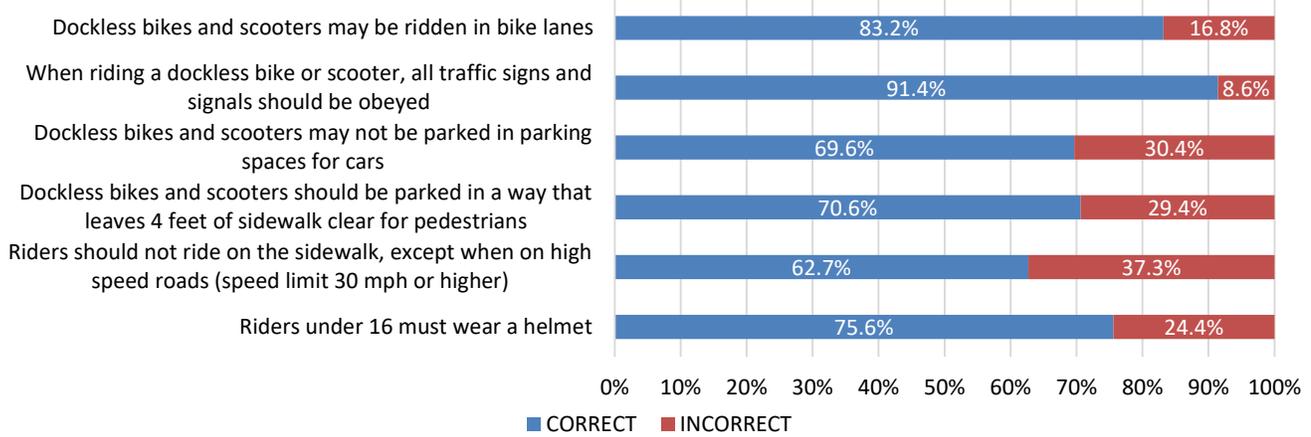
How could the Permit Holders (Lime, Jump, Spin) improve the Dockless Vehicle Program?

	Best option	2nd best option	3rd best option	Percent who selected option as one of top 3
Provide more vehicles for rent	36.6%	11.9%	12.5%	61.1%
Make vehicles available in more neighborhoods	10.9%	15.5%	26.1%	52.5%
Better vehicle maintenance	20.1%	20.8%	8.9%	49.8%
Reduce rental cost	13.9%	18.5%	8.9%	41.3%
Improve vehicle design to make them safer	5.3%	5.9%	6.9%	18.2%
Provide more dockless bikes, specifically	4.3%	4.3%	8.6%	17.2%
Fix app issues	2.3%	3.6%	4.0%	9.9%
Make rental easier without a credit card	1.3%	2.0%	3.0%	6.3%
Provide new vehicles which fit my size or physical needs	1.0%	3.0%	2.0%	5.9%
Make rental easier without a smartphone	0.7%	2.0%	1.7%	4.3%
More responsive customer service	0.7%	1.0%	1.7%	3.3%
Have more instructions in the app about learning to ride safely	1.0%	1.0%	0.7%	2.6%
Have more safety events	0.0%	1.3%	0.7%	2.0%

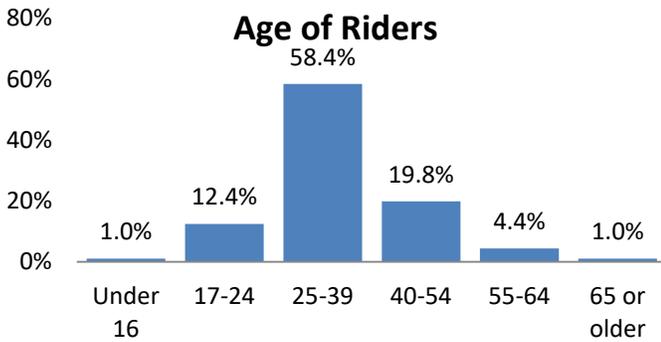
70% of riders say the Dockless Vehicle program has improved over the past year

Knowledge about laws was asked in order to assess efficacy of educational messaging.

Are the following laws true in Baltimore City? Note: They are all true!

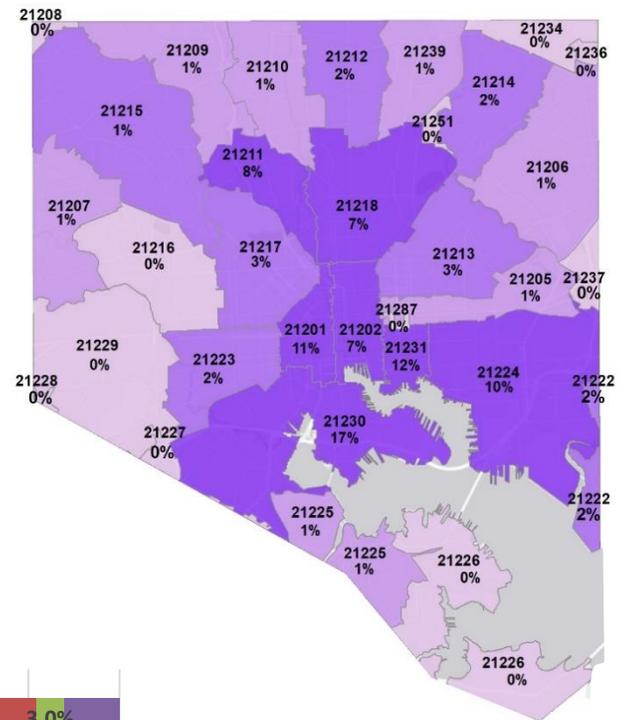


Demographic questions are important because otherwise we do not have information about who is riding dockless vehicles. These answers in particular could be affected by COVID-19, with those more affected less likely to answer the survey.

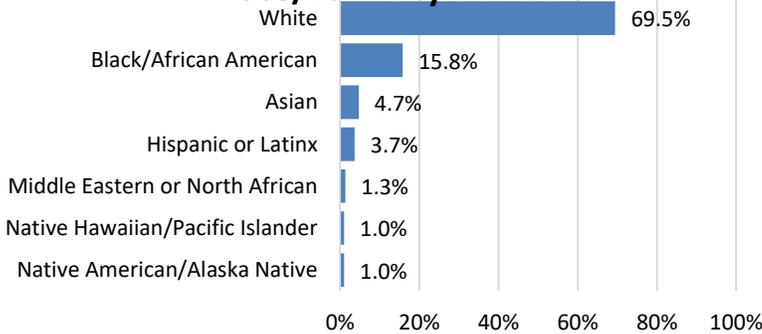


Rider Responses by Zip Code

5% of responses were from zip codes outside of Baltimore City



Race/Ethnicity of Riders



Gender of Riders

