
Dockless Vehicle Program: 2019 Permit Year

First Quarter Summary: August 1 2019 - November 1, 2019

Following the Dockless Vehicle Pilot, the passing of Council Bill 19-0324, and public comment period on Rules & Regulations, the Baltimore City Department of Transportation (BCDOT) launched an annual permit for Dockless Vehicles, with the first annual permit lasting from August 1, 2019 - July 31, 2020. The ordinance and permit are based on the evaluation of BCDOT's pilot, where private companies provided dockless scooters and bicycles for the public to rent.

Through a competitive application process, four companies received permits for the first year: Bolt, Jump, Lime, and Spin. Each provider of the four permitted companies signed a contract agreeing to the Rules and Regulations. The Rules and Regulations will be re-evaluated annually and revised accordingly. Limited changes (such as the location of equity hubs) can be made quarterly. Additionally, BCDOT is launching increased support for the program, including safety education and infrastructure, such as designated parking. The following is a summary of the first quarter (3 months) of the permit year.

Key Changes in Rules & Regulations from the Pilot

The permit sets Rules & Regulations for companies and contains many changes from the Dockless Vehicle Pilot Program. Below are the key changes for permit holders.

Fleet

- Companies have both a minimum (150) and maximum (1000) fleet size. To encourage more vehicle types, bicycles and adaptive vehicles do not count toward the fleet maximum.

Distribution

- Vehicles must be deployed throughout all of Baltimore City, with a minimum of 5% of vehicles in each of 9 zones, and vehicles cannot be over-concentrated in any one zone.
- Vehicles must be deployed to 20 specific locations outside of the downtown core. These locations are called "Equity Zones" because they are historically underserved and were underserved by vehicles during the pilot.

Education

- All operating and parking laws must be displayed in smartphone apps. A monthly safety message is also displayed for one week of each month.
- Companies must attend or host an educational event in each deployment zone annually.

Equity of Access

- Companies must offer non-smart phone, cash payment, and low-income options.
- Smartphone apps must meet Web Content Accessibility Guidelines.

Safety

- Scooter speeds are geo-fenced to 8 mph on the Harbor Promenade and 3 mph in Stadium Authority areas.
- Vehicles must pass monthly checks for required components and operational safety.

Company Permitting Fees

- Companies pay \$70,000 to sustain BCDOT management and support of the program — summary in the next section
- Companies maintain a performance bond to pay for damage to public property (not seen to date) or vehicle retrieval.



DOT Support and Expenditures

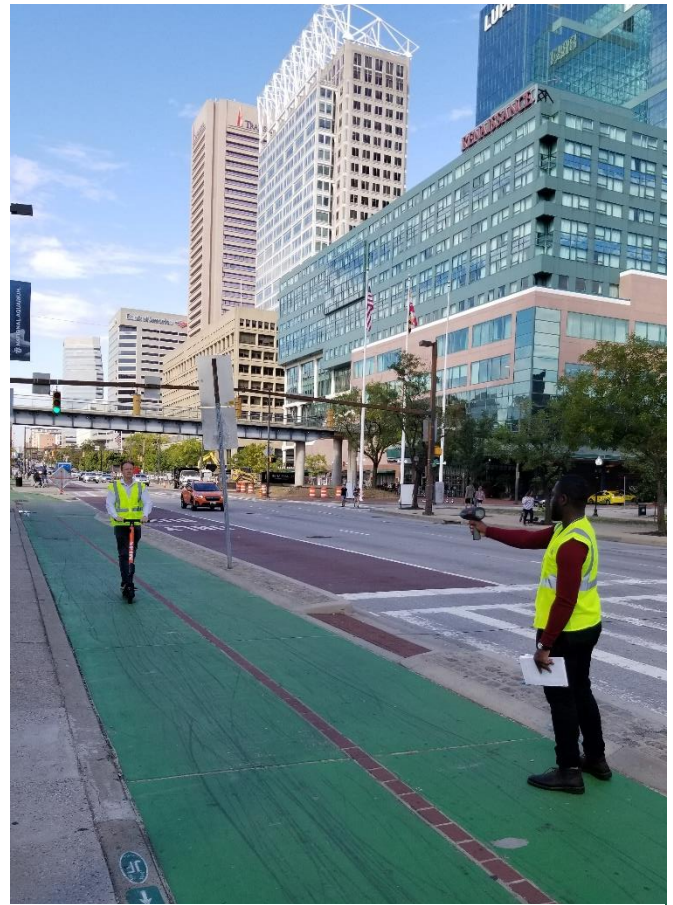
BCDOT support of the Dockless Program is directly funded through company permitting fees — the following are highlights from the first quarter.

Management

- BCDOT can now see all vehicle and trip information through a secure digital platform for the visualization, analysis, and storage of sensitive data. *Cost: \$17,500 annually.*
- BCDOT staff has been augmented with consultant analyst support three days per week. *Cost: \$105,000 annually.*

Inspections

- Monthly vehicle safety inspections check for all required components and safe operation of vehicles. *Cost: staff and consultant time.*
- Monthly “response time checks” ensure provider compliance with the requirement to move improperly parked vehicles within three hours of BCDOT notification. *Cost: staff and consultant time.*
- Five vehicles were retrieved from the Jones Falls Creek to protect the watershed. *Cost: \$450 hazardous material removal fee taken from company performance bonds.*



Pictured: BCDOT staff test top vehicle speeds with a radar gun as part of vehicle safety inspections.

Education

- Each month, providers are required to display a pop-up safety or educational message in their apps. Messages are selected by BCDOT and community partners. *Cost: staff time.*
 - **September message:** Hop on a scooter to get to or from transit, but please leave bus stop areas clear and NEVER take a rented vehicle on a bus, Metro or Light Rail train.
 - **October message:** If you’ve been drinking, don’t endanger yourself or others: get a safe ride home. You can be charged with a DUI while operating any vehicle, including a bike or scooter.
 - **November message:** Regardless of how you travel, give everyone 3 feet of space when passing. When on a bike or scooter, announce “on your left/right” to give the person you’re passing a warning.
- BCDOT designed educational cards in partnership with the Baltimore Police Department (BPD) that BPD officers, Waterfront Partnership employees, and Downtown Partnership guides will distribute to scooter riders. *Cost: staff time, first-round printing estimated at \$1,000.*
- BCDOT, in partnership with Bikemore and the BPD Training Academy, developed an interactive bulletin to train officers on the newly passed scooter laws and safe riding practices. *Cost: staff time.*

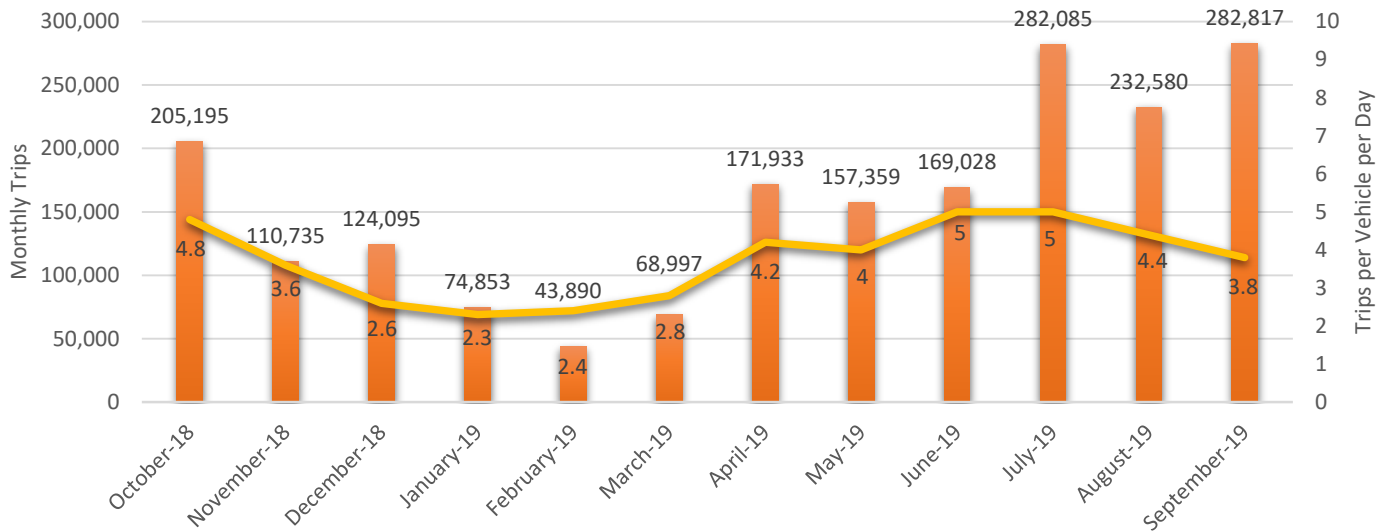
Infrastructure Upgrades

- Maintenance and safety upgrades in facilities used by dockless vehicles can be funded through permit fees. The first expenditures were filling a large pothole in the Pratt St cycle track/Jones Falls trail and replacing flex posts. *Cost: \$100,000 annually.*
- BCDOT designed scooter parking “corrals” to encourage courteous parking. The first locations are planned in partnership with MDOT MTA, with equity zones to follow after community outreach. *Costs: estimated at \$1,000 per corral.*

Ridership Update

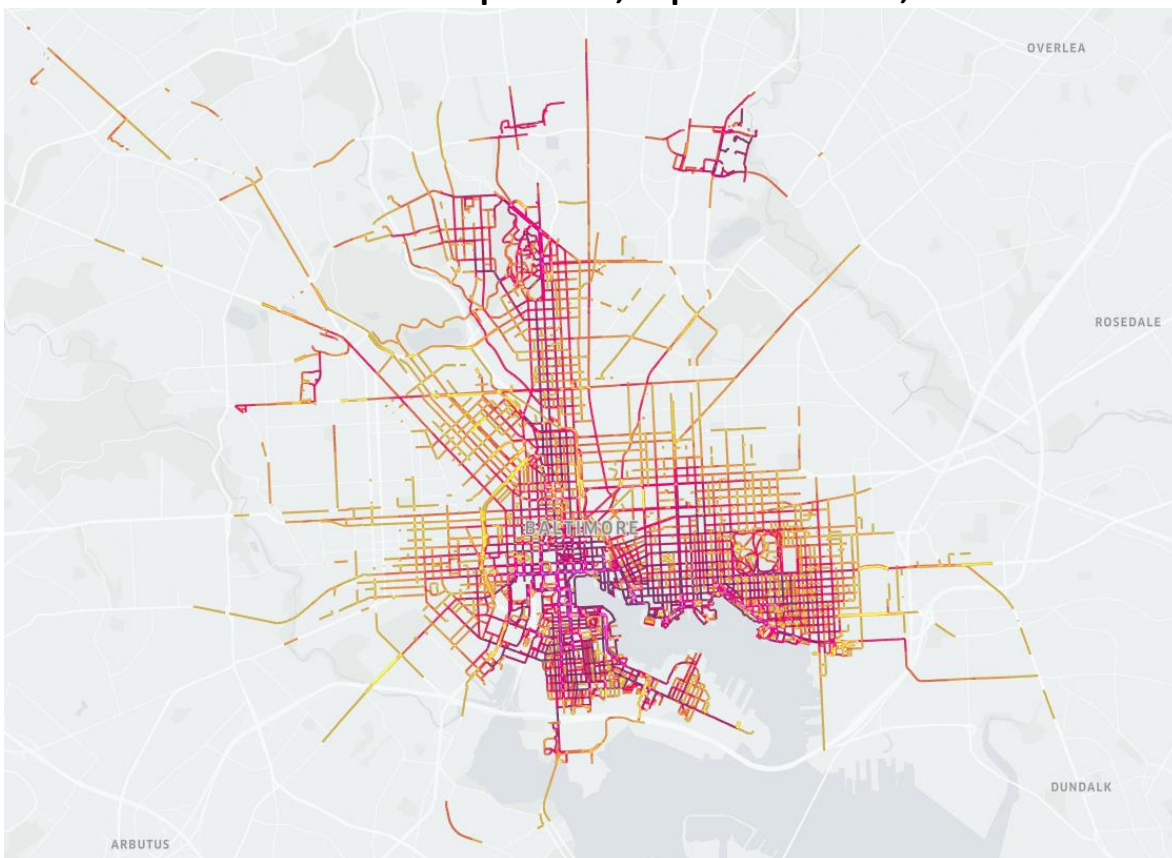
Usage of Dockless Vehicles is measured with the number of trips taken and by the number of daily trips per vehicle deployed ideally around 3 – this indicates that the right number of vehicles are placed out on the street.

Dockless Vehicle Trips and Trips per Vehicle per Day



Since the permit launched on August 1, ridership has been high. Trips continue to mirror vehicle traffic patterns on weekdays, including a morning rush hour, a lunchtime peak, and an evening rush hour. On the weekends, rides peak midday. September 2019 set new ridership records: 13,040 rides in one day on September 29 and 75,007 rides in one week from September 23- 29.

Dockless Vehicle Trip Routes, September 23-29, 2019*



*Routes mapped have a minimum of 3 average daily trips

Looking Ahead

From November 2019 to February 2020, Dockless Vehicle Trips are expected to decline due to weather conditions. However, BCDOT and permitted companies will be at work evaluating the program and planning for the spring.

Implementing Educational Campaign

- BCDOT developed educational cards in partnership with the Baltimore Police Department (BPD). In the next quarter, BPD officers, Waterfront Partnership employees, and Downtown Partnership guides will distribute to scooter riders.

How to Park an E-scooter Legally and Courteously:

- Park on the sidewalk, but leave at least 4 feet of space
- Do not block any ramps, driveways, or doors
- Do not block any bus stops or fire hydrants
- Park next to a bike rack if possible

Scan for more information

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How to Ride an E-scooter Legally and Safely:

- Ride in the street-- to the right or in a bikelane when possible
- Only ride on the sidewalk for safety if the road is HIGH speed
- Yield to people walking on the sidewalk or in crosswalks
- Give people 3 feet of space when passing
- Limit one person per vehicle
- Do not bring a vehicle on a bus, light rail or Metro
- Obey all traffic signs and signals

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- BCDOT worked with BPD and Bikemore to develop an interactive bulletin and training program about pedestrian, bicycle, and scooter laws and enforcement. In the next few months, the police and BCDOT Traffic Enforcement Officers are expected to complete the training.
- BCDOT is planning for spring community engagement, including a Resident Mobility Advisor program in which residents throughout the city discuss how Complete Streets and Dockless Vehicles affect their communities.

Corral Installation

- The designed corrals with space for bicycle and scooter parking will be installed at approved MTA partner locations, weather permitting. BCDOT will conduct outreach for the additional corrals in equity zones.

Evaluation

- BCDOT will work with local partners and the permitted companies to develop a survey focused on the experiences and behaviors of scooter users. The permitted companies are required to display the survey in their apps.
- BCDOT is partnering with the Johns Hopkins University New Mobility Initiative to evaluate equity strategies and vehicle use across Baltimore City.

Did you know that there are open and public Dockless Vehicle meetings?

The Dockless Vehicle Committee meets monthly to review data, report issues, determine monthly in-app safety messaging, and discuss ongoing improvements to the program. The Committee generally meets on the second Wednesday of each month at 10:00 a.m. in the BCDOT Foxx Conference Room, located on the 5th floor at 417 E Fayette St. The final meetings of 2019 will be on November 13 and December 11.

For more information about the BCDOT Dockless Vehicle program, please visit:

<https://transportation.baltimorecity.gov/bike-baltimore/dockless-vehicles>

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