

Dockless Vehicle Program: 2019 Permit Year

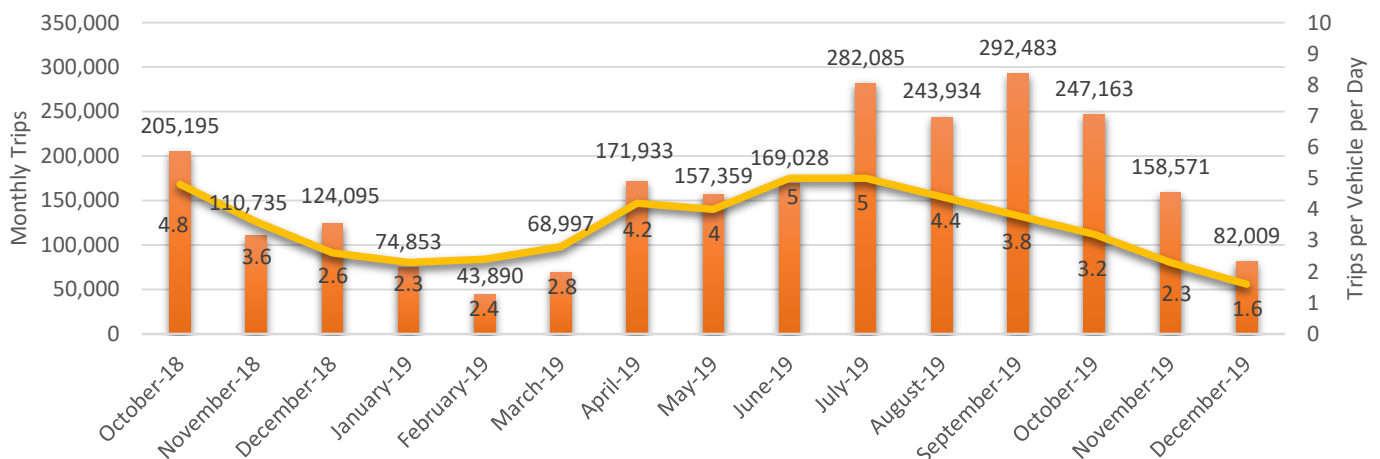
Second Quarter Summary: November 1, 2019 – January 31, 2020

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. In an effort to be transparent and constantly evaluate the Dockless Vehicle Program, the following is a summary of the past three months of the permit. For more information, visit: <https://transportation.baltimorecity.gov/bike-baltimore/dockless-vehicles>

Ridership Update

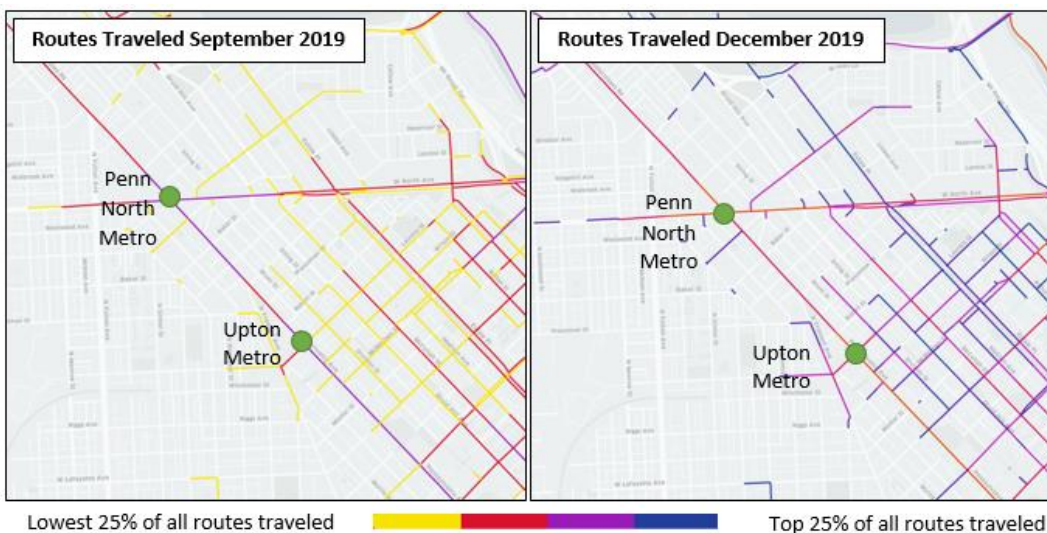
Usage of Dockless Vehicles is measured with the number of trips taken and by the number of daily trips per vehicle, ideally around 3 – this indicates that the right number of vehicles are placed out on the street.

Dockless Vehicle Trips and Trips per Vehicle per Day



Following record setting ridership in September 2019, ridership has declined as expected with colder weather. Peak trip times 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.

The GPS tracking which allows BCDOT to determine popular routes for scooters has shown interesting patterns with the winter decline in ridership. Routes used by people who have made dockless vehicles part of their daily routine now show a higher share of rides, while those routes more visited by tourists ridership have declined.



Tracking and enforcement of equity zone requirements by BCDOT have made more vehicles available in West Baltimore. As shown to the left, this allowed for consistent ridership in areas where people need more ways to get around, even in colder weather.

DOT Support and Expenditures

BCDOT support of the Dockless Program is directly funded through company permitting fees — the following are highlights from the past three months.

Management

- BCDOT uses Populus, a secure digital platform for the visualization, analysis, and storage of Dockless Vehicle data. BCDOT meets with representatives from Populus weekly to resolve data accuracy issues and request features that increase efficiency. *Cost: \$17,500 annually.*
- BCDOT staff has been augmented with consultant analyst support three days per week. The consultant has focused on vendor compliance tracking, equity corral siting, and the design of the 2020 User Survey. *Cost: \$105,000 annually.*

Inspections and Real Time Monitoring

- Monthly vehicle safety inspections check for all required components and safe operation of vehicles. These inspections have helped DOT and the companies to identify recurring issues. *Cost: staff time.*
- Monthly “response time checks” ensure provider compliance with the requirement to move improperly parked vehicles within six hours of citizen notification or within three hours of BCDOT notification. *Cost: staff time.*
- The Waterfront Partnership of Baltimore has continued to support the Dockless Vehicle program by integrating reporting into their guides’ daily activities. BCDOT trained guides to send reports directly to the companies when they see vehicles in disrepair, crashes, or abandoned scooters – this has already led to the retrieval of 5 vehicles from the Inner Harbor waterway. *Cost: staff time.*

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.*
 - **December message:** Always park courteously – don’t forget to leave space for sidewalk users who may be in a wheel chair, pushing a stroller, or who are just not able to move this vehicle to get around it.
 - **January message:** Allow yourself time to stop – braking suddenly increases your chance of injury! If the ground is wet or icy, it may take you longer to come to a full stop.
 - **February message:** Follow traffic laws! Riders should travel in the same direction as traffic and obey all signs and signals.
- BCDOT designed educational cards in partnership with the Baltimore Police Department (BPD). These cards are being distributed in commonly traveled areas by BPD officers, Waterfront Partnership guides, Downtown Partnership guides, and other community partners. *Cost: staff time, first-round printing \$649.*

Infrastructure Upgrades

- Maintenance and safety upgrades in bicycle facilities used by dockless vehicles can be funded through permit fees. BCDOT has developed a task to have a local consultant perform a maintenance needs audit of existing infrastructure, locating safety issues such as potholes and missing flex posts. *Cost: quoted at \$20,000.*
- 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. BCDOT has purchased the striping machine and bicycle racks to install the corrals. *Cost: striping machine and bike racks \$7,103.37.*



Pictured: BCDOT, MTA, and the IMAGE center plan the placement of a corral at Upton Station to meet ADA compliance.

Vendor Updates

Moving into spring weather, permitted dockless companies are gearing up for more community events and more mobility options for everyone Baltimore City! Check out their plans below.



JUMP
by Uber

JUMP works to ensure ease of access to dockless vehicles within Baltimore City and to provide a safe end to end transit solution. We hope that anyone who works, lives, or plays in Baltimore finds our vibrant red electric powered scooters to be an affordable, fun and convenient option to move around the city. In the spring we plan to participate in various events within the city in order to bring awareness and dockless vehicle education to different communities.

- To find out more about our low-income Boost plan or sign-up you can visit <https://www.jump.com/us/en/cities/baltimore/boost/>.
- If you would like to schedule an event with JUMP, please contact Krys Johnson, Baltimore Operations Manager at krys.johnson@uber.com.

Jump has scooters available for rent in Baltimore City through the Uber app. They are red with black and white accents.

Lime has both bikes and scooters available for rent in Baltimore City. They are green, white, and black. Limebike also has yellow accents.

Lime cares deeply about ensuring that dockless vehicles are available to Baltimoreans regardless of income. Our Lime Access program ensures this opportunity at more than 70% off market price. For Lime Access users, our vehicles are just \$.50 to unlock and \$.07 per minute. Anyone who receives a Federal, state, or local subsidy is eligible for Lime Access. Individuals can sign up on site at events, by finding fliers at libraries throughout Baltimore, or at www.li.me/community-impact



Lime has plans to do bi-monthly events through 2020 such as First Ride Academies in all of Baltimore and in those areas that are high traffic -- like Fells Point, Downtown, and Waterfront. At these events, we will offer Lime Access sign-ups, a stress-free environment to learn to ride, and promo codes for those participants that take our First Ride Academy (FRA) course. Lime will be posting a full calendar of events through our upcoming twitter channel.

The SPIN logo features the word "SPIN" in a large, bold, orange, sans-serif font.

Spin has scooters available for rent in Baltimore City. They are orange with black and white accents.

Spin remains committed to equity and safety in all of its operations. You can find out more at spin.app
Here is what Spin is up to around Baltimore:

- We are building on our relationship with Bikemore and plan to hold safety trainings and distribute helmets at upcoming Mobile Bike Shops -- more details to come!
- We will be tabling and signing people up for Spin Access at the Govans Farmers' Market this summer. In the meantime, if you are low-income, sign up for 50% off rides at www.spinaccess.com

Community organizations who would like to invite Spin to an event can contact Shannon Dulaney, Community Partnerships Manager at shannon.dulaney@spin.pm

Looking Ahead

As the weather warms up, dockless vehicle ridership is expected to rise. Here are our plans for the spring!

Real Time Program Monitoring

- BCDOT is working with the Downtown Partnership to develop a similar program to the Waterfront Partnership for real time reporting of vehicles in disrepair, crashes, and abandoned scooters. These eyes on the streets will be even more important as weather warms up and more people head outside!

Implementing Educational Campaign

- In partnership with the Office of Civil Rights, the Mayor's Office of Disabilities, and Charm City TV productions, BCDOT is producing an educational PSA to spread awareness of how to share the road while on a scooter. Keep an eye out for it so you can learn how riding affects other people on the roadway.
- For the first time, scooters will be included in Baltimore's Bike awareness month and Bike to Work Day (B2WD) in May. B2WD stops and messaging will provide safety tips for users and everyone who shares the roadway.

Infrastructure Upgrades

- BCDOT plans to kick off the needs audit for bicycle facilities. Developing a list of safety issues will allow permit fees to be used for safety upgrades such as filling potholes, replacing flex posts, and updating signs.
- Following BCDOT's purchase of materials, 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 installation of corrals in the 20 equity zones across the city.

Evaluation

- BCDOT has developed a 2020 User Survey, which will be open for responses between February 28 and March 22, 2020. The permitted companies are required to display the survey in their apps and BCDOT will share the survey on all of its platforms. BCDOT will aggregate and publish results.
- BCDOT is partnering with the Johns Hopkins University Bloomberg School of Public Health's New Mobility Initiative to evaluate equity strategies and vehicle use across Baltimore City.
- BCDOT is partnering with the Maryland Department of Transportation State Highway Administration (MDOT-SHA), the National Study Center at the University of Maryland Baltimore, and the Maryland Transportation Institute at the University of Maryland College Park to evaluate Dockless Vehicle safety and crash reporting.
- Permit Rules and Regulations are under evaluation and proposed revisions will be available for Public Comment in May. This allows for changes to the permit which would take effect on August 1, 2020.

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 Street. The next meetings will be on February 12, March 11, and April 8, 2020.

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

<https://transportation.baltimorecity.gov/dockless-vehicle-committee>

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