



## CHICAGO DOCKLESS BIKESHARE PILOT PROGRAM



The City is conducting a pilot program to learn about the potential demand for dockless bikes and related impacts to the city, including how dockless bikeshare might assist in expanding biking options in areas not served by Divvy. Dockless bikeshare allows riders to begin and end their rides without needing a docking station, unlike Chicago's Divvy system. Other cities are in various stages of identifying the role dockless bikeshare will play in their public and/or private bikeshare networks.

- ▶ **Who is participating?** Multiple third-party vendors will be eligible to participate in the program and will operate their fleets of dockless bikes in a designated pilot area.
- ▶ **Why is the City doing this?** There has been interest from aldermen, bikeshare companies and other organizations to pursue dockless bikeshare service to expand bike access in communities not yet served by Divvy. Additionally, CDOT would like to test and observe the operations of and demand for dockless bikes in order to support the Divvy system in the future. The pilot program will test one method of potentially expanding access to currently underserved areas.
- ▶ **How does dockless bikeshare work?** Residents can use the vendor's smartphone app, website or customer service phone number to locate and unlock bikes. At the end of each ride, the bikes can be parked anywhere, subject to the same parking requirements as a regular private bicycle. No docking station is required.
- ▶ **How are vendors selected?** Vendors that meet a list of criteria established by the City and have agreed to comply with specific rules and requirements to ensure the safe and effective execution of the pilot are invited to apply for an Emerging Business Permit from the Department of Business Affairs and Consumer Protection (BACP). The City reserves the right to revoke the permit of any operator that fails to comply with the permit terms at any time during the pilot program.
- ▶ **When is the pilot program period?** The pilot program will last from May 1 to November 1, 2018.
- ▶ **What happens after the pilot program?** City staff will evaluate the impact and success of the pilot, including ridership data, before making any determination regarding the long-term suitability of dockless bikeshare within the city.
- ▶ **What areas will dockless bikeshare serve?** The pilot service area is in the far South Side, south of 79th Street, including part or all of Wards 6, 7, 8, 9, 10, 17, 18, 19, 21, 34. A map is attached.
- ▶ **How was the service area created?** The service area was designed to provide access to bikeshare in areas currently not served by Divvy and support the interest of aldermen to test dockless bikeshare access in their wards this year.

- ▶ **What about bike racks in this area?** CDOT will be supporting the installation of supplemental bike racks throughout the service area to lessen the impacts that the dockless pilot has on residents' ability to find parking for their own private bikes.
- ▶ **Where will bikes be located and parked?** Dockless bikes will be located throughout the pilot area, residents can locate the bikes via vendors' smart phone apps, websites, and via phone with customer service agents. Dockless bikes will be subject to the same parking requirements as regular private bicycles. In the event that bikes are parked improperly, vendors will be required to remedy any reported incident within 2 hours, at their own cost.
- ▶ **What are the parking requirements for dockless bikes, and for private bikes in Chicago?** Approved bike parking locations include: designated public bike racks and corrals, covered bike parking shelters, retired Chicago parking meters, and street signs. If bikes are locked to a street sign, it must be positioned parallel to the sidewalk or roadway so as to prevent blockages on roadways and sidewalks.
- ▶ **What if there are issues with errant or improperly parked bikes?** Members of the public are encouraged to call vendors directly with any issues they experience or see. All bicycles will display easily visible contact information, including toll-free phone number with 24/7 customer support hotline. Vendors are required to remedy any bikes that are not parked lawfully or in accordance with the conditions attached to the issuance of the emerging business permit within 2 hours of the report, 24 hours a day, 7 days a week. See "Enforcement Procedures" below for more information.
- ▶ **Can residents without smart phones access dockless bikes?** Yes, each dockless vendor is required to provide access to their system without a smart phone. Residents can learn more at each vendor's website or customer service phone number.
- ▶ **Can residents without credit or debit cards access dockless bikes?** Yes, each dockless vendor is required to provide cash based payment options. Residents can learn more at each vendor's website or customer service phone number.

## PROGRAM RULES

**Operations and Maintenance** - Any bikes that are parked outside the pilot area within the City of Chicago must be locked down and retrieved by the vendor within 2 hours and may not be rented by a customer until returned to the pilot area. Vendors are required to remedy any bikes that are not parked lawfully or in accordance with the conditions attached to the issuance of the emerging business permit within 2 hours of the report, 24 hours a day, 7 days a week. The City has the right to remove any and all such bikes that are not remedied in accordance with the provisions outlined in this permit and pass the costs of doing so on to the vendor. All vendors shall conduct bicycle maintenance on each bicycle in their fleet at least once per a calendar month.

**Fleet Size and Parking** - Vendors are permitted to include a maximum of 250 bikes in their fleet at any given time during the pilot period -- and only 50 bikes of the total can be wheel-lock bikes. Wheel-lock bikes may only be operated until July 1st, 2018. Starting July 1st, vendor must provide a fleet of dockless bikes that have lock-to technology only, which requires that the bikes be locked to a fixed object to end a rental trip. From May 1st to June 30th, any vendor participating in the pilot program may utilize up to 50 wheel-lock technology bikes, with the requirement that further participation in the pilot program from July 1st to November 1st must guarantee lock-to technology only or cease operations in the City of Chicago.

**Equity Requirements** – Vendors must provide cash payment options for the unbanked community, and provide locating and locking capabilities without the use of smartphones for customers with limited technology access.

**Data Requirements** – Vendors must send periodic data reports with appropriate City staff on trip and issue reporting information. Vendors must detail their hiring plan in their application materials. Vendors are encouraged to include in their hiring plan steps they will take to identify, train, and employ local residents that have been historically disadvantaged in participating in the local economy. Vendors are also encouraged to have specific contracting goals for minority and women-owned businesses (M/WBE).

**Safety, Education & Outreach** – Vendors must educate dockless customers to be courteous of public way and encourage proper parking behavior. Vendor shall implement a marketing and targeted community outreach plan at its own cost by distributing education and outreach materials to communities in the Pilot Area. Materials must be distributed to alderman, police commanders, local chambers and community organizations. Vendors must host one community event in the Pilot Area for education and outreach, and/or present at local alderman's Ward Night. Vendors must have visible language on vendor's website and smartphone app that informs riders about applicable laws and regulations requiring riders to agree to follow rules before allowing them to unlock a dockless bike.

## Dockless Pilot Program Area

