



2020 E-Scooter Pilot Frequently Asked Questions

The City is conducting a second shared e-scooter pilot in 2020 to learn more about the potential benefits that scooters can bring to Chicago, while also trying to minimize potential negative impacts. The pilot program seeks to better understand whether shared e-scooters should be permitted to continue to operate longer-term in the city and, if so, how to develop and manage future programs.

Why is there a shared e-scooter pilot? There has been interest from aldermen, residents, e-scooter companies and other organizations to pursue shared e-scooter service to expand mobility opportunities in Chicago. Last year's pilot provided valuable insights, but some key questions remained unanswered. Additionally, CDOT would like to test and observe the operations of and demand for shared e-scooters across a larger part of the City to support active transportation in the future.

What is the objective of the pilot? The objectives of the pilot are to determine:

- Whether e-scooters can effectively improve mobility for residents who face economic, social, educational and transportation barriers;
- Whether dangers for riders and non-riders can be substantially limited;
- Whether e-scooters can meaningfully reduce single-occupancy vehicle trips;
- What best practices and policies should be for managing a potential permanent program.

Who is participating? Three companies were selected to participate in this year's pilot through a competitive application process. Only the 10 companies who received a permit last year were allowed to apply.

How were the companies selected? The City drafted updated rules and minimum requirements based on last year's pilot and feedback from residents and community organizations. The City also developed questions and objective criteria designed to help determine which companies are most able to meet the City's goals and which companies are able to run a service that goes above and beyond minimum requirements. Four companies agreed to the refined rules and minimum requirements and submitted a complete application. Each company's answers were scored by a committee using pre-determined criteria. Evaluation included City each company's performance in last year's pilot. The three companies with the highest total scores were selected to participate.

Are shared e-scooters safe during COVID-19? The latest evidence shows that the greatest risk of spreading COVID-19 is through close interaction with another person in an enclosed space. E-scooters offer a mobility option where riders can keep distance from other people while out in the open. Additionally, companies have been required to submit a safety plan that includes more frequent device cleanings. Riders are also encouraged to wear a mask if it is likely they will come within 6 feet of anyone else while riding and wash or sanitize their hands after using a e-scooter. All companies are required, at

minimum, to sanitize scooters each time they are touched, whether for maintenance, rebalancing or recharging.

When is the pilot program period? The pilot will run for four months from mid-August through mid-December.

What areas will the pilot serve? The pilot is citywide, with a few exclusion zones where shared e-scooters are not allowed, including: the Central Business District, the Lakefront Trail (and all areas east of the trail), the Bloomingdale Trail (The 606) and O’Hare. A map of the pilot area can be found on the last page of the FAQ.

Will the pilot feature an equity priority area? Yes, the pilot will feature a priority area that covers approximately 43% of the pilot area geography. At least 50% of each vendors’ devices must be deployed within this area; the city will check for compliance twice per day.

How was the priority area created? The priority area covers neighborhoods where residents face systemic disadvantages following generations of underinvestment and inequitable access to resources and opportunities. The Chicago Department of Public Health’s Healthy Chicago 2.0 “Economic Hardship Index” was combined with additional mobility and demographic factors to identify the equity priority zone.

Where will e-scooters be located? E-scooters will be located throughout the pilot area, and residents can locate the e-scooters via companies’ smartphone apps, websites and via phone with customer service agents. The City will also require that data be made available so that third-party apps such Transit and moovit can be used to locate scooters.

How does an e-scooter work? Residents can use the vendor’s smartphone app, website or customer service phone number to locate and unlock e-scooters. At the end of each ride, the e-scooter doesn’t need to be returned to a particular area or dock, but it does need to be locked to a fixed object such as a bike rack or street sign to end a trip.

Where will e-scooters be parked? New to the 2020 pilot, all e-scooters must be equipped with locking mechanisms that require riders to lock the device to a fixed object to end a ride. This new requirement aims to reduce dangerous sidewalk clutter. Additionally, e-scooters must be parked upright and with a minimum of six feet of clearance between the scooter and all public way obstructions. Examples of approved e-scooter parking locations include bike racks and corrals, retired Chicago parking meters and street signs (but not bus stop signs). E-scooters must be positioned so as not to block the roadway or sidewalks. E-scooters cannot be parked within 10 feet of street corners or intersections, along a building façade or blocking fire hydrants, bus stops, rail station entrances, loading zones or building access points.

What if there are issues with errant or improperly parked e-scooters? Members of the public are encouraged to contact vendors directly with any issues they experience or see. All e-scooters will display easily visible contact information, including a toll-free phone numbers with 24/7 customer support hotline. Contact information will also be available in braille and raised lettering on each device. Vendors

are required to remedy any e-scooters that are not parked lawfully or in accordance with the pilot Terms and Conditions within two hours of receiving a complaint.

What has the City done to reduce sidewalk riding? Each vendor is required to educate riders on rules, including sidewalk riding. Riders will receive education via the app or email the first time they use a vendors' scooter and then throughout the pilot. Riders will also have to pass a quiz that includes a question about sidewalk riding before they are allowed to use a scooter. Further, at least two of the scooter companies are planning to test sidewalk riding detection on their scooters this summer. They will use this detection to send text or push notifications to riders that they believe were riding on the sidewalk. After multiple warnings, the companies can, at their own discretion, assess fees or even terminate someone's access to their platform. To the extent possible, the City will be tracking sidewalk riding and which companies are most effective at preventing it.

Can residents without smartphones access e-scooters? Yes, each vendor is required to provide access to their system without a smartphone. Residents can learn more at each vendor's website or customer service phone number.

Can residents without credit or debit cards access e-scooters? Yes, each vendor is required to provide cash-based payment options. Residents can learn more at each vendor's website or customer service phone number.

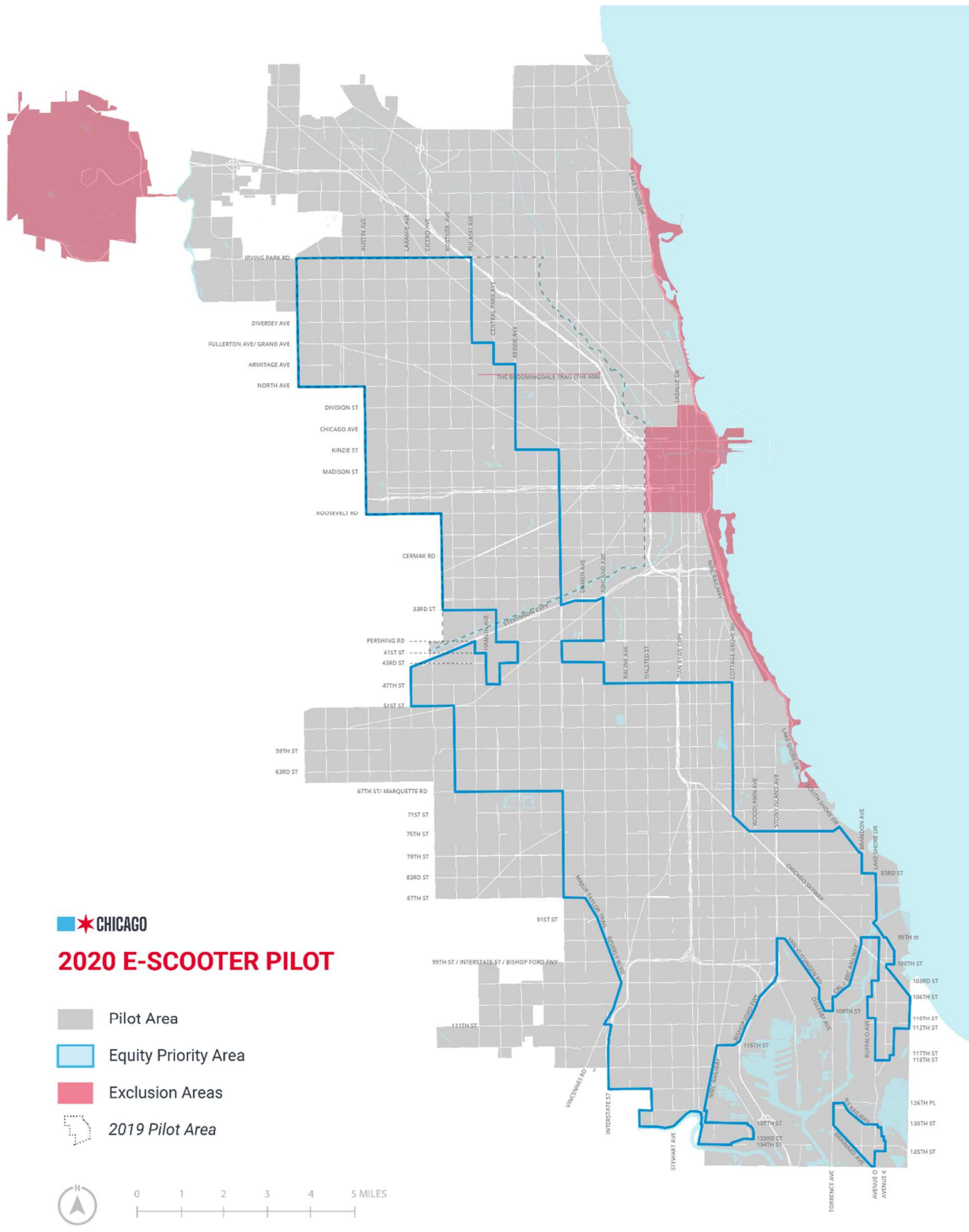
Can I bring an e-scooter on CTA or Metra? E-scooters will not be permitted on CTA buses or trains or in CTA rail stations. Bike racks on the front of the CTA buses will also not be able to accommodate e-scooters. Non-foldable e-scooters are allowed on board Metra trains, subject to the same restrictions and procedures as bicycles (see <https://metrarail.com/riding-metra/bikes-trains> for full details.)

Are shared e-scooters allowed on The Bloomingdale Trail (The 606) or the Lakefront Trail? Shared e-scooters are not allowed on The Bloomingdale Trail (The 606), the Lakefront Trail or any land east of the Lakefront Trail.

Are shared e-scooters allowed in the Loop? Shared e-scooters are not allowed in the Central Business District (as defined in the City Code). Please see the map below for Central Business District boundaries where scooters are not allowed.

Are e-scooters allowed in City parks? Yes, e-scooters may be ridden on paths in City parks except for the Bloomingdale Trail (The 606), the Lakefront Trail or park space east of the Lakefront Trail.

What happens after the pilot program? City staff will evaluate the impact and success of the pilot, including using ridership data and feedback from both riders and non-riders, before making any determination regarding the long-term suitability of e-scooter share within the city.



CHICAGO

2020 E-SCOOTER PILOT

- Pilot Area
- Equity Priority Area
- Exclusion Areas
- 2019 Pilot Area

