



## E-Scooter Sharing Pilot Program Enforcement Procedures

August 2020

If a shared e-scooter vendor or a vendor's device is in violation of the Municipal Code or the Terms and Conditions governing the second business operations window of the Scooter Sharing Emerging Business Permit, the Pilot Program provides the following measures of relief:

1. **Information Requirements:** Each scooter must have the vendor's name, website, a unique identifier, 24-hour phone number and email address in conventional text, braille and raised lettering. Residents and riders are instructed to reach out to vendors first to remedy any issues.
2. **Response Time:** Vendors are required to remedy any scooter issues within 2 hours of being reported 24 hours a day, 7 days a week.
3. **311 Complaints and Requests:** 311 has developed a reporting code to track scooter-related complaints and service requests.
  - If a complaint is reported, 311 will track by vendor.
  - If citizen initiates a complaint to 311, the operator will ask if they first contacted the vendor to address the issue. If no, the operator will provide direction to contact the vendor. If yes and the issue has been unresolved for more than two hours, the operator will send the customer service request (CSR) to the Department of Streets & Sanitation (DSS) for investigation.
4. **Inappropriately Parked Scooters:** In the specific case of inappropriately parked scooters, City departments and Sister Agencies are directed to notify 311 and/or the City Incident Center to report an infraction and contact the specific scooter vendor through the contact information listed on the scooter. If a parking issue arises when a rider is present on site with the scooter, the scooter vendor staff may offer to help the rider and, if the rider accepts the offer, resolve the parking issue. When notified, 311

and/or the City Incident Center will create a CSR. If removal of the device from the public right of way is required, 311 will notify DSS to address. DSS will close-out the CSR when the request is complete.

5. **Right to Remove Scooters:** The City has the right to remove scooters that are parked inappropriately or not operated according to the standards of the pilot program. Vendors must reimburse the City's cost to remove scooters (\$100 per scooter). The following procedure applies when a scooter is removed:

- The Department of Streets & Sanitation (DSS) removes the scooter and relocates it to the Department of Assets, Information and Services (AIS) site at 1869 W Pershing Road.
- AIS contacts the City's internal enforcement team with details of the removal with an invoice, and a member of the City's internal enforcement team emails vendor and provides notice of the removal along with the invoice.
- AIS logs unique identifier number(s) or other identifiers onto a log-in sheet and notes date of arrival; AIS notifies Department of Finance of date of arrival.
- Vendor takes invoice to one of the Department of Finance's Payment Centers to pay the \$100 per scooter removal fee: [Link to payment centers.](#)
- Once the vendor has paid the invoice, the Department of Finance will send a payment receipt to the City team via email as proof of payment.
- Vendor representative comes to the site to retrieve removed scooters and must present paid receipt, Legal ID and proof that they are an Authorized Representative of the vendor.
- Scooters must be picked up within 5 business days of the notification or the City will consider the scooters abandoned and reserves the right to dispose of them by placing them on its auction list and/or other means.
- Prior to departure from the site, AIS verifies that the correct scooter is being released; vendor is directed to sign form/log that denotes which equipment is being removed.

**6. BACP Enforcement Measures:** BACP has the authority to issue citations based on violations of the permit terms. Vendors will be required to attest that the data submitted through MDS are accurate and complete, and if the data show violations, BACP can issue citations on that basis. The City will be using [Remix](#) to track scooter data and performance. Additionally, BACP's enforcement team will conduct periodic missions to check compliance with permit terms. The City team will use discretion to decide whether a violation should result in citations being issued. Enforcement will include (but is not limited to) tracking the following:

- **Rebalancing and Priority Area Requirements**  
Scooter locations and rebalancing will be tracked daily through Remix.
- **Minimum and Maximum Devices**  
Active device counts will be tracked through Remix.
- **Renting Hours of Operation**  
Active device availability outside of hours of operation will be tracked via Remix.
- **Renting Pilot Boundaries and Geofence Zones**  
Geofenced zones will be tested on the ground. Devices outside pilot boundaries and within geofenced zones will also be tracked on Remix.
- **Response to Reported Incidents**  
Two-hour response requirement will be tested on the ground and through Remix.
- **Device Requirements** (*15 mph speed limit, bell, lock-to component*)  
Scooters will be spot-checked throughout the pilot.
- **Vendor Contact Information on Devices**  
Devices will be checked pre-pilot and spot-checked throughout the pilot.
- **Cash Payment Access**  
Cash payment process will be tested throughout the pilot.
- **Parking Requirements**  
Scooters will be spot-checked throughout the pilot to ensure proper lock functioning and to ensure that a user is unable to end a ride without locking.
- **Privacy and Opt-in Policy**

Apps will be tested to ensure opt-in availability.

- **Safety Regulations and Messaging**

Testing will be conducted to ensure user-facing safety messaging meets requirements of the Terms and Conditions.

7. **Scooters in Bodies of Water:** Vendors must comply with Section 11-4-1410 of the Municipal Code of Chicago, which prohibits throwing or causing to be thrown any material in Lake Michigan within three miles of the corporate limits of the City or in any other waters within the corporate limits. If a vendor's scooter is thrown, discharged, disposed or deposited in the City's waters in violation of Section 11-4-1410 of the Code, in addition to any applicable penalty, the vendor shall, if practically possible, retrieve such scooter from the City's waters within 24 hours of knowledge of the incident. If the vendor does not retrieve such scooter from the City's waters within the specified time limit, the City, in its sole discretion, may retrieve such scooter from the City's waters, and the vendor shall, in addition to being subject to other applicable penalties, reimburse the City's reasonable retrieval cost.