



Obligations of Scooter Sharing License Holders

For a complete list of obligations and rules, please see the License Rules & Regulations.

Managing Scooters:

- License holders must deploy at least 50% of their scooters within an Equity Priority Area covering South and West Side neighborhoods.
- License holders are required to remedy any improperly parked device within 2 hours of notification. Residents should contact 311 or license holders to report an improperly parked scooter.
- License holders must remedy situations where too many devices are parked in a concentrated location that either creates hazards for other street users or does not leave sufficient parking available for non-shared-scooter users.
- At least 5% of a license holder's scooters must be accessible to individuals with limited physical mobility, including, at least, a seat.
- The City reserves the right to establish geofences that may limit scooter operation, parking or speed, and license holders must integrate these rules into rider operations.

Safety and Education:

- License holders must ensure all devices are parked in accordance with rules and regulations.
- License holders must provide free or discounted helmets to Chicago residents.
- License holders must effectively communicate all operation and safety rules to riders and must conduct at least 36 education and outreach events each year.

Pricing and Payment:

- License holders must notify the City of all current pricing and fees.
- License holders cannot require a customer to pay in advance for more than one ride.
- License holders cannot charge fees while a rider is completing mandatory education.
- License holders must provide potential riders to rent a scooter without needing a credit card and/or without needing a smartphone.

Additional Obligations:

- License holders must allow their scooters to be rented in third-party apps approved by the City.
- License holders cannot require users to share private data with third parties in order to use the service.
- Licensees must indemnify, defend, and hold harmless the City against any additional uncovered third-party claims arising out of or caused directly or indirectly by scooter operations, including claims resulting from condition of the public way. Licensees must cover cost for any damage to public way or City property due to scooter operations.