Shared Scooter Access Plans
Information below has been provided by the scooter vendors.

BIRD
Cash Payment
There are two ways the unbanked can use Birds. The first is via prepaid debit cards. Individuals can purchase prepaid Visa, Mastercard, and American Express cards with cash from retailers across Chicago and then use these prepaid card as payment within the Bird app or when providing their payment option for Bird's text-to-unlock service. The second is a cash-to-load system that Bird is launching, where an individual can visit a participating retail store and give the cashier cash to load onto their Bird account via an account-specific code.

Non-Smartphone Access
Bird uses a SMS or text to find and unlock option. Individuals create an account by sending an email to Access@bird.co along with a phone number that can send and receive SMS or texts. Bird will confirm the account within 3 business days.

- Payment: Individuals can set up payment information via an automated, phone-based, PCI-compliant bot using the 'PAY' command and a credit, debit, or prepaid card.
- Locate a Bird: Riders can either spot one on the street or call or text our customer service team (1.866.205.2442) or email us at hello@bird.co for assistance in locating a vehicle.
- Text to begin ride: To start a ride, riders will need to find the Bird ID located in between the vehicle's handlebars. Customers can then text "unlock" and the Bird's ID to the phone number they received during the signup process. This text message will signal the scooter to unlock, and the rider will be able to begin riding. Riders should be in a safe place, and should not use their phone while riding.
- Text to end: After the ride is complete, riders will text "lock" to this same number. This text message will signal their Bird to lock, and complete the ride. The rider will then receive a follow up SMS message including the cost of their completed trip.

BOLT
The Bolt Forward program is accessible via our website at www.micromobility.com, in our app or via our customer service phone number at 1- 866- 265 - 8143 (riders can call or text us at this number 24 hours a day/7 days a week). Once a rider contacts us, we create an account and provide a discount based on their need. If the rider does not own a smart phone, we set up an SMS account for the rider. If the rider

does not have a credit or debit card, we request a check or money order from the rider. We then credit the rider's account once we receive the check or money order. We then set up a meeting with the rider to train him/her to ride the scooter and to use their account. We also facilitate the signing of our Terms of Service and Privacy Agreement during this meeting.

GRÜV
Cash Payment
Users can buy 'pre-paid cards' (netspend, greendot, or other) at a CVS or 7-11 with a specific cash balance. Create a grüv account first, then use the prepaid card to load up credit on their account as with a normal credit card. When funds are low, they can reload their prepaid card and add funds to their gruv wallet.

Non-Smartphone Access
Purchase a prepaid card as above, then contact the gruv call center team and follow the steps below:
1. Customer should call our customer support number (877-253-8787) and state that they don't have a smartphone and would like to sign up for gruv.
2. gruv operator will assist in creation of an account, including verifying phone number via 2-step text verification, and adding requested amount of credit to the user account.
3. Whenever the user wishes to ride a unit, they call the number for assistance to locate one near them, and also to have operator activate the unit to start the ride once they are next to it.
4. When the user is done with the ride, they must call again to notify call center to end the ride and lock unit.
5. User will be advised before the start of any future ride if their account funds need to be replenished, and will be asked to reload funds with the form of payment initially provided.

Access for Low-Income Users
Users contact us via email with a copy of their ID and proof of enrollment in one of the following programs - SNAP, Medicaid, or local public transit reduced fare program. Once our team verifies this, user receives a one-time promo code that avails them of two 15 minute rides per day for a flat fee of $5 per month. User must renew this on a monthly basis via email to receive a new code for each subsequent 30 day period. Rides in excess of the allotted 30 min daily limit will be charged at the standard $0.15/minute rate.

JUMP
Non-Smartphone Access
Users do not need a smartphone to ride with JUMP. With a JUMP account that can be created on a desktop computer, users can access scooters easily with their account number, phone number, or pin number that has been synced to their account.

Create an account
Users can visit t.uber.com/jumpsignup on any desktop computer. Once at the site, they can create an account by selecting their network (e.g. "JUMP Chicago") and completing the signup process, including setting their personal pin number.

Call JUMP Support (+1 (844) 505 9155)

Once a user has created an account, they may call into JUMP support to be assisted in locating and unlocking a vehicle. If the user does not have a specific vehicle they know the location of and are attempting to rent, then the user will provide their location to the customer support agent, and the agent will provide the location of the closest available vehicle to the user. Once the user arrives at the vehicle, the agent will unlock the vehicle for the user.

Scooter users will call JUMP support to end their trip.

Cash Payment

This can be found at this link on the website. If you're looking for a cash option to fund your JUMP account, you can purchase an Uber Cash gift card at a participating retailer, add the balance to your Uber account, and take trips through the Uber app using that balance.

Uber Cash is supported for bikes and scooters through the Uber App.

1. Access your Uber Cash after reserving your bike or scooter
2. Select "Change" payment
3. Choose Uber Cash as your payment type

LIME

Information on Lime's Access Program can be found at https://www.li.me/community-impact

LYFT

Cash Payment

Lyft currently allows customers to use prepaid debit cards (such as Visa or Mastercard) to create an account and check out our scooters. This enables cash payment at any number of grocery stores, convenience stores, or pharmacies that sell prepaid debit cards throughout Chicago while creating a seamless in-app customer experience. As we continue to improve upon our cash payment systems, Lyft will partner with nonprofit organizations and other groups serving low-income populations to facilitate access to our scooters for under- or unbanked individuals, including exploring how we can expedite public transit pass integration into our payment systems.

Non-Smartphone Access

The ability to call to reserve and unlock a Lyft scooter is available to Lyft Community Pass Members in Chicago. Members can call Lyft's on-duty Operations Lead via a direct line to start and end scooter rides during service hours.

- **Step 1 -** When a Community Pass Member encounters an available Lyft Scooter in the Right-of-Way, he or she can call the on-duty Operations Lead from the phone number associated with the Community Pass account.
- **Step 2 -** The Community Pass Member just needs to provide the scooter ID number, and the Operations Lead will remotely unlock the scooter for the Community Pass Member.
- **Step 3 -** At the end of the trip, the Community Pass Member can call the on-duty Operations Lead again to end the trip.

SHERPA

Users can:

1. Create an account by emailing support@sherpachicago.co with their phone number and requesting to have non-smartphone access and proof of qualification.
2. An email will be sent confirming that they've been approved.
3. Once approved, a text message will be sent to the rider confirming they're registered.
4. Once their account is setup a rider can:
    a. Text 'Unlock' and the vehicle ID to the phone number that texted them their registration confirmation.
    b. Once they've finished their ride, text 'Lock' to the same number.

SPIN
Spin is proud to offer Spin Access, which provides access to our scooters for people without smartphones, mobile location services, or credit cards. Spin Access also provides discounted rates for those who qualify.

Please visit https://www.spin.app/spin-access for information on how to sign up.

In Chicago, Spin has partnered with Breakthrough to offer a community location where residents can sign up for our discounted rate or buy Spin credit with cash.

If you wish to sign up to receive 50% off all rides, please bring proof of enrollment in Medicaid, ICHIP, SNAP, TANF, WIC, HUD Housing Choice Voucher, Social Security, LIHEAP, or other assistance program to the front desk. You will receive a special code to be used when you ride.

You can also buy Spin credit with cash (in increments of $10). There is no eligibility requirement to pay with cash. You will receive a special code to be used when you ride.

Breakthrough FamilyPlex
3219 W Carroll Avenue
Monday-Saturday, 7am-8pm
(872) 444-8200
https://www.breakthrough.org/familyplex/

VEORIDE
Information on VeoRide's access program can be found here: https://www.veoride.com/access/

WHEELS
Through Wheels For All, Wheels offers cash payment options and an SMS-based solution to qualifying low income individuals and individuals without smartphones.

To enroll, interested individuals must verify proof of enrollment in a state or federal assistance program including but not limited to LIHEAP, SNAP, or PIPP programs. Information on how to enroll in Wheels for All is available on our website, our support center, and through our in-app help menu.

Once approved, program participants without smartphones can request a bike to be delivered or request to have a nearby bike unlocked by sending a text from the phone number used to register their account.