



CHICAGO E-SCOOTER PILOT PROGRAM



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The City is conducting a pilot program to learn about the potential demand for e-scooters and related impacts to the city, including how e-scooters might assist in expanding transportation options. Other cities are in various stages of identifying the role e-scooters will play in their public and/or private transportation networks.
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- ▶ **Who is participating?** Multiple third-party vendors will be eligible to participate in the program and will operate their fleets of e-scooters in a designated pilot area.
- ▶ **Why is the City doing this?** There has been interest from aldermen, e-scooter companies and other organizations to pursue e-scooter service to expand mobility access in Chicago. Additionally, CDOT would like to test and observe the operations of and demand for e-scooters to support active transportation in the future.
- ▶ **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-scooters 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 June 15 to October 15, 2019.
- ▶ **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 e-scooters within the city.

- ▶ **What areas will the pilot serve?** The pilot service area is on the West and Northwest sides of the city, bound by West Irving Park Road to the north, the North Branch Chicago River and North Halsted Street to the east, the South Branch Chicago River and South Cicero Avenue to the south, and the western boundary of the city limits to the west, ending at West Irving Park and continuing north to Irving Park and Harlem Avenue. Please see map below showing the boundaries of the pilot area.
- ▶ **How was the service area created?** The service area was designed to provide access to e-scooters in areas currently not widely served by Divvy and support greater access to active transportation.
- ▶ **Where will e-scooters be located?** E-scooters will be located throughout the pilot area, and residents can locate the e-scooters via vendors' smart phone apps, websites, and via phone with customer service agents.
- ▶ **Where will e-scooters be parked?** E-scooters will be subject to the same parking requirements as regular private bicycles. Additionally, e-scooters must be parked upright and with a minimum of 6 feet of clearance between the scooter and all public way obstructions. Approved e-scooter parking locations include: designated public bike racks and corrals, covered bike parking shelters, retired Chicago parking meters, and street signs. E-scooters 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 e-scooters?** Members of the public are encouraged to call vendors directly with any issues they experience or see. All e-scooters will display easily visible contact information, including a toll-free phone number with 24/7 customer support hotline. Vendors are required to remedy any e-scooters 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.
- ▶ **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 located on the e-scooter.

PROGRAM RULES



Operations and Maintenance - The permit authorizes vendors to operate only within the pilot area from 5 a.m. to 10 p.m. Scooters shall not be available for rent outside of the operating hours, and scooters shall be removed from the public right of way within 2 hours after the end of the operating hours. Each vendor shall conduct maintenance on each of its scooters used in the pilot program at least once per calendar month. A vendor must record, and shall make maintenance records available to the City upon request.

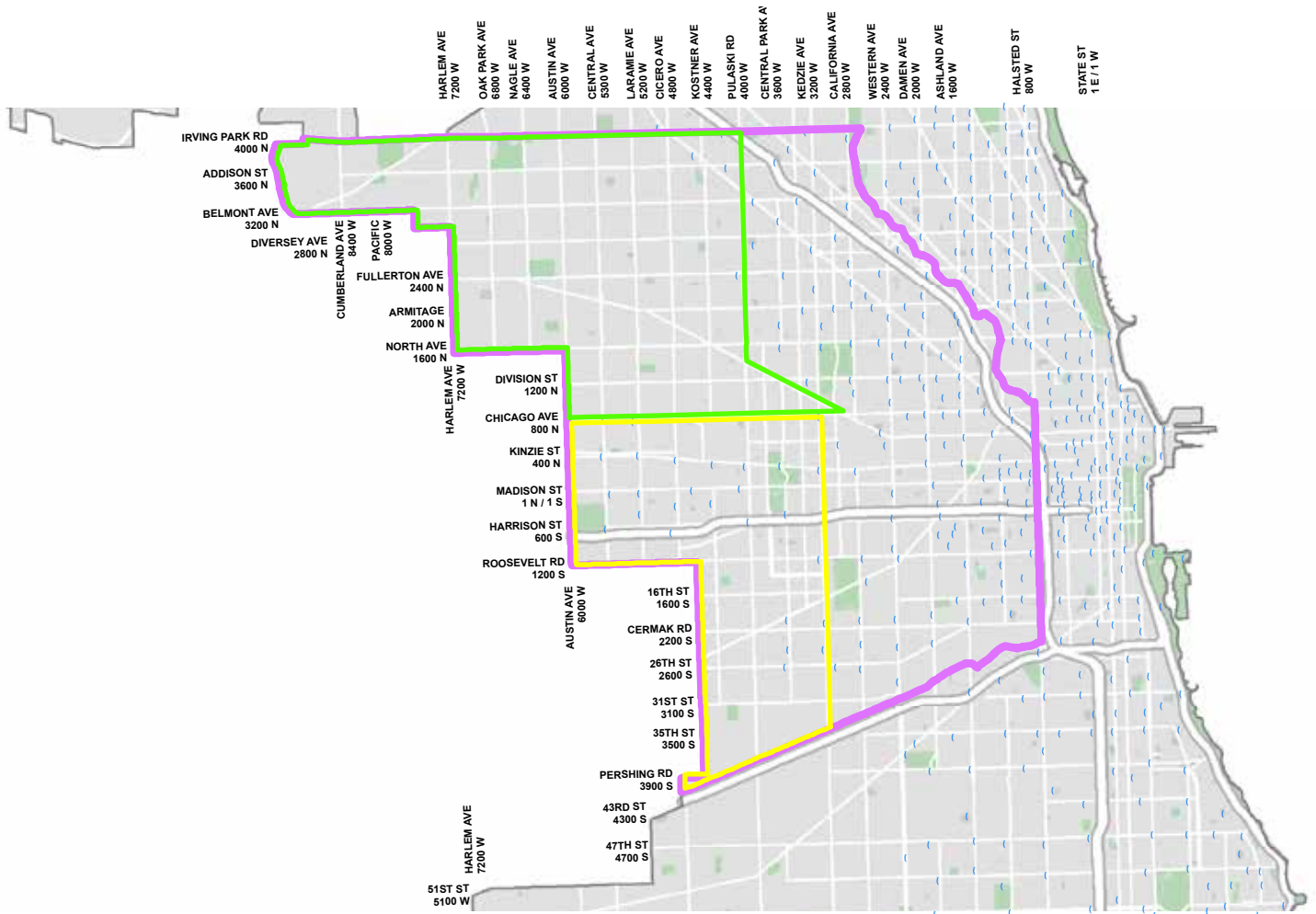
Fleet Size and Parking - The total number of scooters for the pilot program shall be a minimum of 2,500 and a maximum of 3,500. Scooters must be parked in compliance with the Chicago Municipal Code for all private bicycles. Additionally, scooters must be parked upright and with a minimum of 6 feet clearance between the scooter and all public way encumbrances; and scooters cannot be parked within 10 feet of street corners or intersections, or along building facades or block fire hydrants, bus stops/terminals, rail station entrances, loading zones, or building access points.

Equity Requirements - Vendors must be committed to addressing equity issues and utilizing their scooter service to expand mobility to people facing financial and technological barriers. All vendors must offer cash-based payment options and options for those without smartphones.

Data Requirements - Each vendor shall provide real-time data to the City that meets the GBFS and MDS standards. Vendors are required to report on their activities each month and to provide publicly accessible information on e-scooter and system availability. Data submissions must include trip, maintenance, crashes, and customer reported issues.

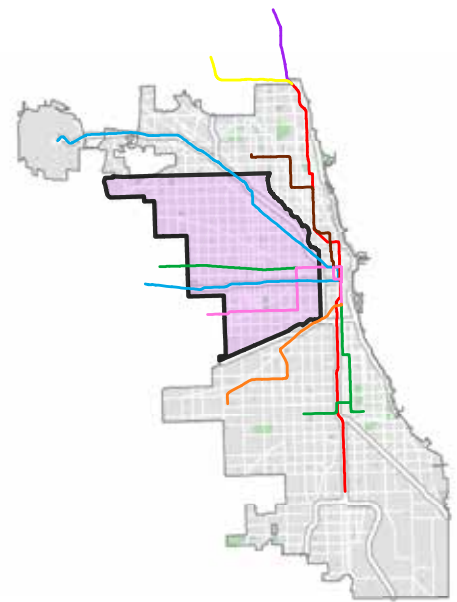
Safety, Education & Outreach - Vendors must educate scooter users to be courteous of public way use and encourage proper parking behavior. Vendors shall implement a marketing and targeted community outreach plan at their own cost. Materials must be distributed to alderman, police commanders, local chambers and community organizations. Vendors must host one community event in the pilot area for education and outreach, or present at local Alderman's Ward Night. Vendors must have visible language on the vendors' website and smartphone application that informs operators about applicable laws and regulations requiring operators to agree to follow rules before allowing them to unlock a scooter.

SCOOTER PILOT AREA



Legend

-  Pilot Area
-  Priority Area 1
-  Priority Area 2
-  Divvy Station



PILOT AREA WITH TRANSIT CONNECTIONS