Dockless Pilot Program

Baltimore City Department of Transportation

Dockless Pilot Program Overview

- Six Month pilot program began on August 15, 2018, set to expire on February 28, 2019
- Two operators participating, Bird and Lime
- Each operator is allowed up to 1,000 of each dockless vehicle type
- Bird operates scooters only
- Lime operates scooters and bikes
- The pilot program requires operators pay fees to participate, including $1 per day per scooter, and $20 per bike

Dockless Pilot Program Overview

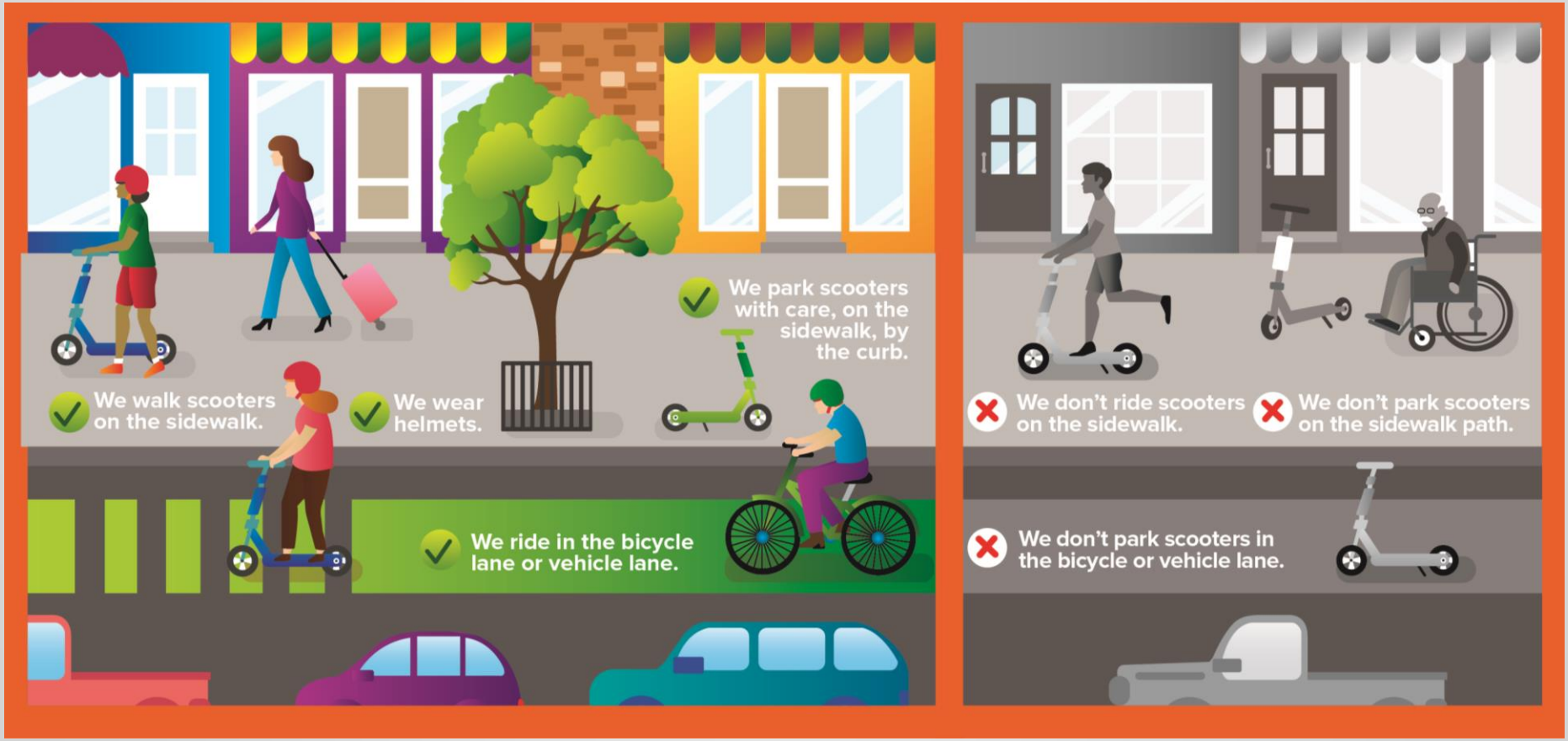
Operators are required to:

- Adhere to rules regarding where and how vehicles can be parked, to include providing at least 4’ clear width on sidewalks, not to block entrances and ramps, and not to impede transit operations.
- Offer 24 hour staffing and respond to community requests within 6 hours of receiving notification.
- Enter into separate agreements to operate anywhere other than the public right of way.

Dockless Pilot Program Overview

Rules of the Road:

- Under 16 you are required to wear a helmet
- Scooters or bikes are not allowed to be ridden on the sidewalk



Addressing Equity

Operators are required to offer a low-income customer plan

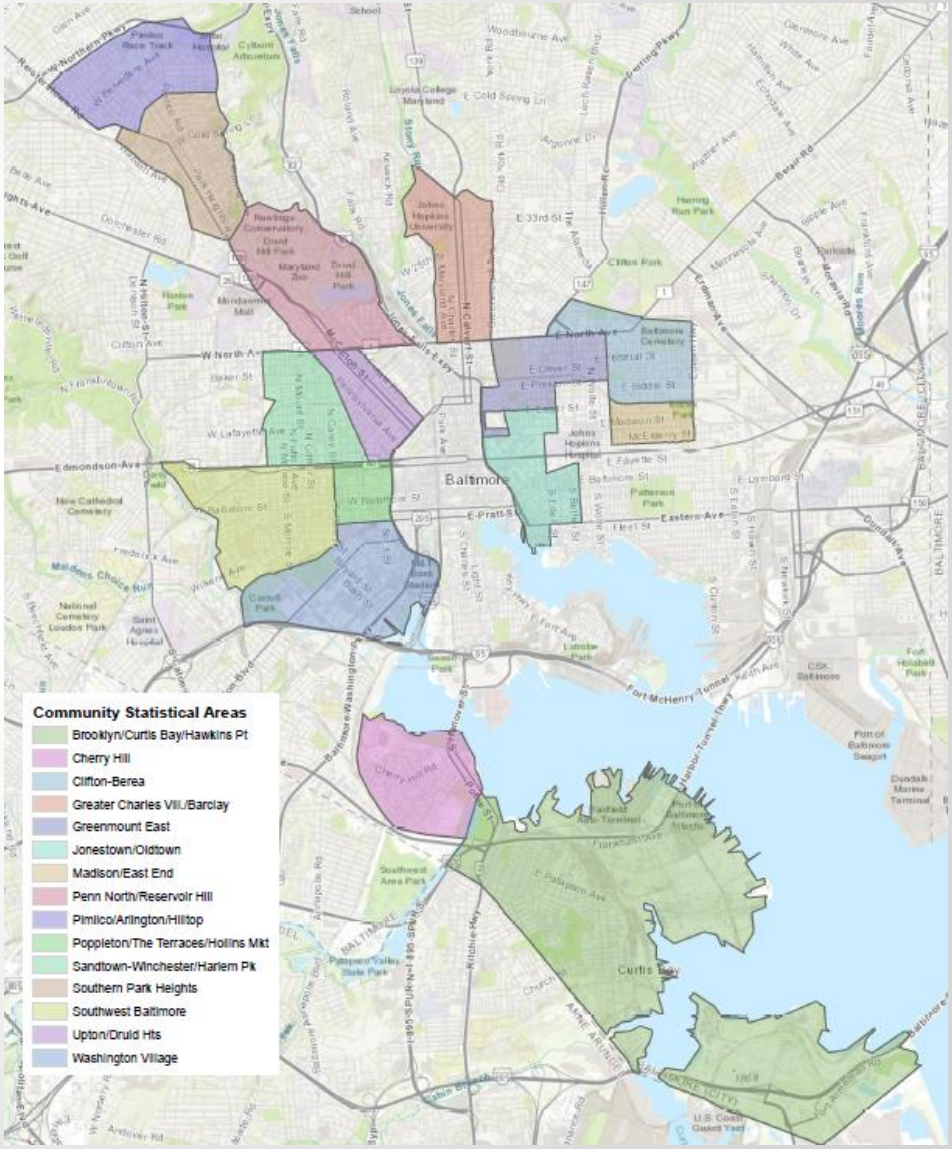
- Lime Access offers members a 95% discount on Lime pedal bikes and 50% discount on all Lime e assist vehicles. You can sign up calling or emailing Lime with proof of low-income status. Once you become a member you can pay in cash at Pay Near Me locations throughout Baltimore City to get pre-paid trips. You can then unlock a vehicle through the app or by text message.

- Bird waives the $1 fee to start a ride for individuals who can show proof of low-income status.

Addressing Equity

Operators are required to provide at least 25% of their fleet in 15 low-income community statistical areas.

The areas were identified as having the highest percentage of the households earning $25,000/yr or less.



Data Reporting

Operators are required to provide weekly reports, to include

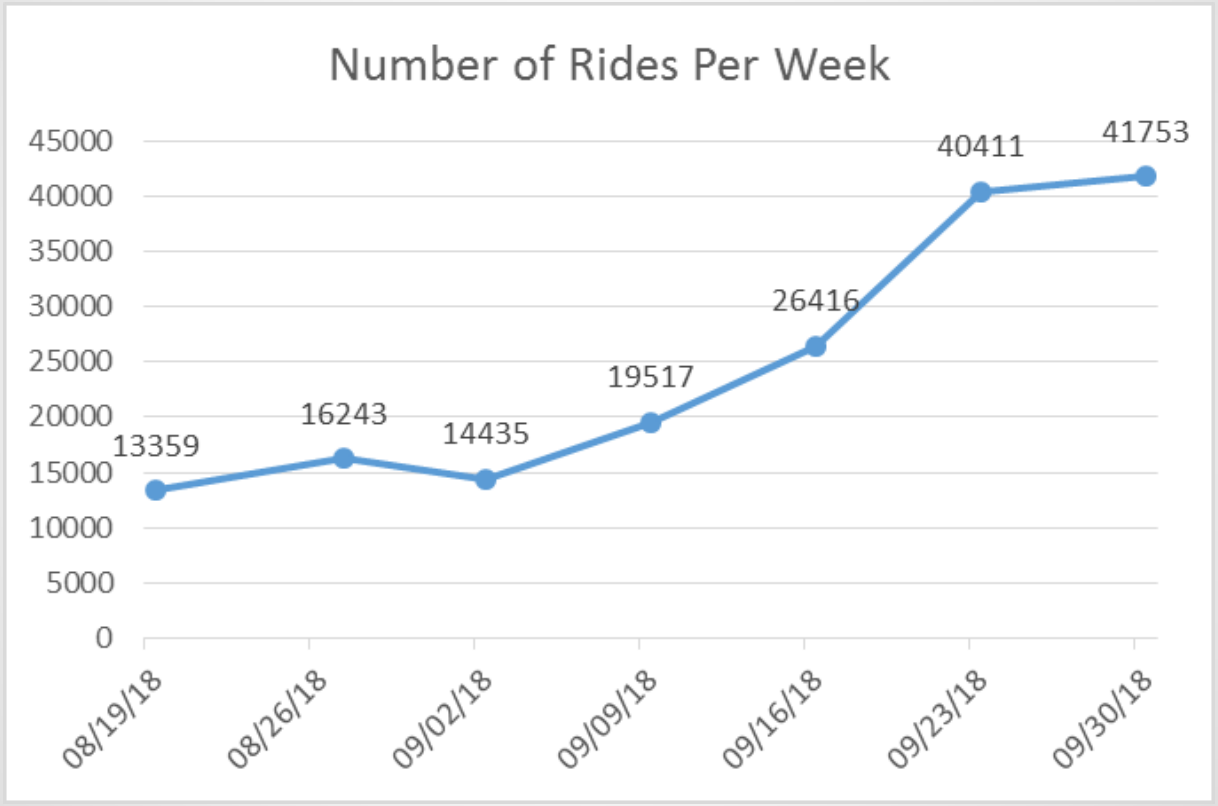
- Number of Riders
- Number of Vehicles in service
- Anonymized origin/destination data
- Point-map location of vehicles
- Report on crashes, vandalism, theft, and customer raised issues
- Report on daily average location

Program To Date

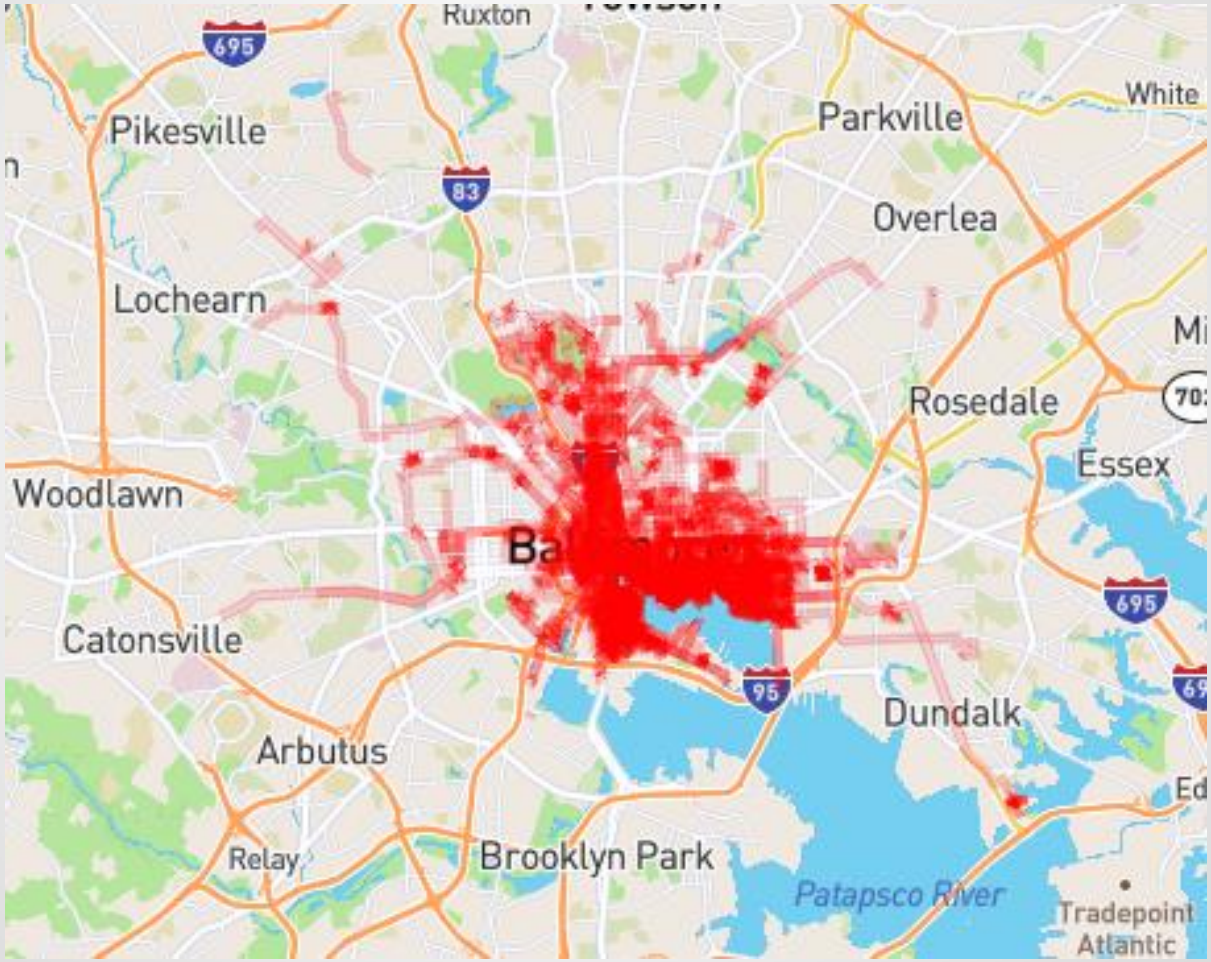
Total Rides: 250,554
Total Unique Riders: 84,266
Total Miles Ridden: 324,534

Between 800 and 1,400 scooters on the street each day

Program To Date



Ridership Within Past Week



Next Steps

- Working with operators to improve data reporting
- Monitor social media and receive feedback from community
- Community can provide feedback to dot-community@baltimorecity.gov
- Committee formed to evaluate program and establish long term policy