

**BROOKLINE E-SCOOTER PILOT PROGRAM**  
**FREQUENTLY ASKED QUESTIONS**  
**(updated June 18, 2019)**

**Is the Town charging a fee to the companies for participating in the pilot program?**

Yes, the companies are paying the Town a \$1000 pilot license fee and a \$1 per Scooter per day surcharge. The fees, surcharges and penalties will be placed in the general fund and be used for program administration and enforcement; safe travel infrastructure; and expanded and affordable access.

**Which companies are participating in the pilot program?**



<https://www.bird.co>

Customer service: 1-866-205-2442; hello@bird.co



[www.limebike.com](http://www.limebike.com)

Customer Service: 1-888-546-3345; support@li.me



<https://www.spin.app>

Customer Service: 1-888-262-5189; support@spin.pm

**What are the requirements for electric scooter use?**

Helmet use is required

Sidewalk riding is prohibited

Minimum age requirement of 18 years old

Scooters may operate from 6am to 9pm

**Where can I ride a Scooter?**

You can ride in bike lanes, multi-use paths and city streets. Do not ride on the sidewalk.

**Do Scooters have lights?**

Yes, all scooters participating in the pilot program are equipped with front and rear lights as well as rear brake lights.

**Where can I park a Scooter?**

Use the kickstand and park Scooters on the sidewalk in between the street curb and walking path. Leave space for people walking and people with disabilities to access transit stops, parked cars, bike racks, loading zones, and crosswalks, as well as other amenities.

*Don't park and block access to:*

- ADA Curb ramps & Disabled parking spaces;
- Transit zones including bus stops, shelters, passenger waiting areas and bus layover and staging zones, except at existing bicycle racks;
- Loading zones;
- Street furniture that requires pedestrian access (for example - benches, parking pay stations, bus shelters, transit information signs, etc.);
- Building Entryways and Driveways.

### **How many scooters are there in Brookline?**

Each company starts with 100 scooters and can request an increase based the agreed upon metric of an average of 3 rides per scooter per day. As of June 18, 2019 Lime is authorized to deploy up to 150 scooters daily and Bird is authorized to deploy up to 125 scooters daily.

### **Do Scooters have to follow the rules of the road?**

Yes, all scooter riders are expected to follow the same rules of the road as bicyclists including stopping at traffic signals and STOP signs, yielding to pedestrians, obeying the directions of a police officer, etc.

### **How much does it cost to rent a scooter?**

Companies can set their own rates, which are generally communicated in their App. As of June 18, 2019 Bird is \$1.00 initial charge and .29 cents per minute. Lime is \$1.00 initial charge and .25 cents per minute.

### **Are low-income discount pricing options available?**

Yes! The Town has required the scooter companies to provide a discounted low-income fare option. You can inquire about details with the permitted companies.

### **Are veteran discount pricing options available?**

Yes! The Town has required the scooter companies to provide a discounted veteran fare option. You can inquire about details with the permitted companies.

### **What cash payment options are available?**

The Town has encouraged scooter companies to provide a cash fare option. Inquire about details with the permitted companies.

### **What are we doing to educate the public on the rules?**

Efforts will include:

- Community Engagement – provide community education at special events
- Ambassadors – remind users on-the-ground, pass out helmets
- In-app training – users agree at time of registration and periodic, randomized reminders
- Variable Message Boards in high traffic areas

### **Who is enforcing Town rules?**

Police and staff from the Transportation Division of the DPW.

**Are accidents being tracked?**

Yes, accidents reported to the Town through the 911 or non-emergency number at the Police Department or reported to the companies are being tracked as part of the pilot program.

**What about illegal sidewalk riding?**

As a condition of receiving a permit, companies must provide rider education making it clear that sidewalk riding is prohibited. Town staff will monitor sidewalk riding during the pilot and may require scooter companies to engage in more robust rider education.

**What will the Town do with scooters not parked correctly? How do I report them?**

Companies are required to move reported scooters blocking the right-of-way. You can report it directly to the company via the phone number on the e-scooter or the email provided above OR to the Town via the BrookONline App under "Sidewalk Obstruction" or via email at [escooter@brooklinema.gov](mailto:escooter@brooklinema.gov)

**How fast do e-scooters go?**

Companies are required to cap the speed of their scooters at 15 MPH.

**How will users get helmets?**

Companies will be distributing helmets to users and provide information on nearby stores that sell them. Some companies will mail users a helmet if they request one in the App. Others will distribute via ambassadors, community events, hotel concierges, and/or bike shops.

**I've heard/read complaints about scooters in other cities; why is the Town permitting scooters here?**

The Town believes the most effective way to evaluate the role of scooters in Brookline is through an on-the-ground learning experience. Throughout the pilot, the Town will be engaging the public, and the public's feedback will help the Town determine whether Shared Scooters can support the Town's policy goals.

**What happens after the pilot?**

The last day of the pilot period is November 15, and the Town currently intends to only provide permits to companies for the pilot period. Permitted companies are required to remove their scooters on November 15 so the Town can conduct an evaluation of whether scooters have a long-term role.

If the Select Board determines that Shared Scooters DO have a long-term role in Brookline, the companies will be required to reapply for an annual permit.

If the Select Board determines that Shared Scooters MAY have a long-term role in Brookline, the companies will be required to reapply for a second pilot program.

If the Select Board determines that Shared Scooters DO NOT have a long-term role in Brookline, companies will no longer be able to operate in the Town.