



City of Greensboro Standup Electric Scooter Share Permit Requirements

The City of Greensboro has developed a Pilot Standup Electric Scooter Share Program. Applications for participation in the pilot will be accepted through November 31, 2018.

Applications will be accepted for up to three Operators to participate. Permits for operation of a Standup Electric Scooter Share Program will be valid through August 1, 2019. Permitted Operators shall submit a \$250 permit fee and \$20 fee per standup electric scooter.

Permitted Operators are required to follow all requirements outlined herein and identified in the Standup Electric Scooter Share Permit. At the end of the Pilot Program, the City of Greensboro and the Greensboro Department of Transportation will evaluate the effectiveness of the program and make recommendations either to terminate the program or to enact ordinances that would allow for a permanent program.

Applicants requesting to participate in the City of Greensboro Pilot Standup Electric Scooter Share Permit program should submit an application containing the following information:

- A. Table outlining how applicant meets each lettered Standup Electric Scooter Share Requirement;
- B. Completed Scooter Share Permit;
- C. Proof of insurance
- D. Price structure;
- E. Images and description of standup electric scooter;
- F. Images and description of mobile application;
- G. Privacy Policy, User Agreements and Terms of Service
- H. Size of fleet at launch, planned expansions;
- I. Proposed hours of operation;
- J. Service and rebalancing plan;
- K. Community outreach;
- L. Plan for educating users on proper operation and parking;
- M. Safety and storage;
- N. Maintenance and recharging;
- O. Staffing plans including information on local offices where applicable;
- P. Community Outreach
- Q. Experience and Qualifications

Please submit applications to Chris Spencer, chris.spencer@greensboro-nc.gov.



Safety

Requirement S1: All standup electric scooters issued a permit shall meet equivalent safety standards to Code of Federal Regulations (CFR) under Title 16, Chapter II, Subchapter C, Part 1512 – Requirements for Bicycles. When powered solely by a motor, standup electric scooters should be incapable of exceeding 20 mph. Additionally, the City may terminate any permit issued under this pilot program if the battery or motor on a standup electric scooter is determined by City to be unsafe for public use.

Requirement S2: All standup electric scooters shall meet the North Carolina General Assembly (NCGA) requirements for lights during hours of darkness, including a front light that emits white light and a rear red reflector as described in G.S. 20-129, and all other applicable requirements of state law.

Requirement S3: Every standup electric scooter shall have a unique identifier that is clearly displayed and visible to the user.

Requirement S4: Every standup electric scooter shall have a customer service phone number that is in-service during all operating hours and clearly displayed and visible to the user.

Requirement S5: All Operators shall provide in-app messaging that notifies their users of the following:

- People operating standup electric scooters shall adhere to all applicable local, state, and federal laws regarding motorized and non-motorized vehicles
- People operating standup electric scooters shall yield to pedestrians
- People shall operate standup electric scooters safely and park responsibly

Requirement S6: All Operators shall provide a mechanism for customers to notify the company that there is a safety or maintenance issue with the vehicle.

Requirement S7: All permitted Operators shall continuously maintain throughout the entire term of the permit the insurance coverage and limits of liability as outlined in the Standup Electric Scooter Share Permit at no expense to the City.

Requirement S8: Prior to the permit being issued, all permittees shall sign and record an agreement indemnifying and holding harmless the City as outlined in the Standup Electric Scooter Share Permit.

Maintenance and Operations

Requirement M1: All permitted Operators shall have staffed operations located within the City of Greensboro for the purpose of maintenance and rebalancing efforts.

Requirement M2: All permitted Operators under the pilot permit program shall provide Greensboro Department of Transportation (GDOT) with a direct local contact for Operator staff that are capable of rebalancing and relocating improperly parked standup electric scooters.

Requirement M3: All permitted Operators under the pilot permit program shall provide GDOT with five account logins for city oversight.



Requirement M4: All permitted Operators shall have a 24-hour customer service phone number for customers to report safety concerns, maintenance issues, complaints, or ask questions. In addition, permitted Operators are required to provide contact information for local operation staff for publishing on City's website and/or other materials.

Requirement M5: Any inoperable or unsafe standup electric scooter shall be removed from the right-of-way within 24 hours of notice by any means to the Operator by any individual or entity, and shall be repaired before placing back into the City right-of-way.

Requirement M6: The City may remove standup electric scooters from the right-of-way if it interferes with pedestrian or vehicular traffic or impedes or obstructs the right-of-way.

Requirement M7: The City may, in its sole discretion and without prior notice, remove standup electric scooters from the right-of-way if an emergency arises. In such instances, the City will attempt to notify the permitted Operator as soon as reasonably practicable thereafter.

Requirement M8: Permitted Operators shall have a minimum fleet of 50 standup electric scooters.

Requirement M9: Permitted Operators shall have a maximum fleet of 200 standup electric scooters. GDOT will evaluate the ability to phase-in an expanded fleet throughout the term of the pilot.

Requirement M10: All applicants to the pilot permit program shall include the fleet size in their application. Permitted Operators shall meet this fleet size within four weeks of permit issuance date. Permitted Operators shall notify GDOT if they plan to change their fleet size two weeks before deployment.

Requirement M11: Operators shall not use standup electric scooters for the sale or display of third-party advertising. Operators shall not publish or advertise the City or GDOT's endorsement of their system in marketing or promotional materials.

Parking

This permit is only valid for operations within the right-of-way managed by the City of Greensboro. Additional zones may be established; for example, locations within parks, publicly accessible plazas, off-street parking lots/garages, or campuses upon consultation with appropriate governmental entities and/or landowners.

Requirement P1: Standup electric scooters shall only be parked within the pedestrian and green zones of the sidewalk and shall be upright when parked.

Requirement P2: In no case shall the placement of standup electric scooters reduce the clear width of sidewalk to less than six feet.

Requirement P3: Restrictions to eligible parking zones:

1. Standup electric scooters shall not be parked in any vehicular travel lane or bicycle lane.
2. Standup electric scooters shall not be parked within intersection sight triangle distance (as defined in Sec. 16-8 of Greensboro's City Code).



3. Standup electric scooters shall not be parked on blocks where the sidewalk width is less than six feet wide or where there is no planting strip/amenity zone directly adjacent.
4. Standup electric scooters shall not be parked on blocks without sidewalks.
5. Standup electric scooters shall not be parked in the pedestrian zone adjacent to or within:
 - a. Parklets or sidewalk dining;
 - b. Within 8' of a bus stop pole or within a bus shelter, except at existing bicycle racks;
 - c. Loading zones; except at existing bike racks;
 - d. Accessible parking zones and associated loading zones;
 - e. Street furniture that requires pedestrian access (for example - benches, parking pay stations, bus shelters, transit information signs, newsracks, etc.);
 - f. Curb ramps and signal push buttons;
 - g. Entryways, exits and must maintain a 10 foot clearance; and
 - h. Driveways.
6. The City reserves the right to determine certain areas where standup electric scooter parking is prohibited.
7. When deploying or rebalancing, Operators shall not place more than three standup electric scooters on a block face.

Requirement P5: All permitted operators shall have product features that minimize mis-parked scooters (e.g. require a photo of a properly parked scooter before trip ends). Mis-parked scooters shall be rectified within 24 hours.

Requirement P6: If notified of public access and safety concerns by the City, Operators shall rebalance standup electric scooters within two hours.

Data Sharing

Requirement D1: All permitted Operators shall distribute and collect a customer survey, to be provided by GDOT, to all users prior to the end of the Pilot Program.

Requirement D1: All permitted Operators shall maintain a record of reported collisions.

Requirement D2: All permitted Operators shall maintain a record of maintenance activities, including but not limited to standup electric scooter identification number and maintenance performed for the entirety of the pilot program. These records shall be made available to GDOT, upon request.

Requirement D3: All permitted Operators shall provide GDOT with a monthly data report containing the items listed below. Operators will be provided with a monthly data report template. For each month's data report, this template should be filled out completely and submitted to GDOT staff by the end of business on the 7th day of the following month. For example, the monthly data report for May will be due by 5pm on June 7th.

The data that Operators will be required to report is as follows:

- Total trips for the month, and for each week in the month
- Total trip distance for the month, quarter and year



- Average distance and duration of each trip
- Number of standup electric scooters in circulation, for each week in the month
- Daily trips per standup electric scooters (Average number of trips per standup electric scooters per day)
- Number of standup electric scooters vandalized, damaged, and repaired
- Number of users in the Greensboro area, according to frequency of use
 - New users (riders who took their first trip but only used a standup electric scooter once)
 - 1-3 trips
 - 4-8 trips
 - 9-15 trips
 - 16-30 trips
 - 31-60 trips
 - More than 60 trips
- Total number of complaints, total number of complaints resolved, and number of complaints by type:
 - Standup electric scooters blocking sidewalk
 - Standup electric scooters on private property
 - Standup electric scooter is vandalized
 - Standup electric scooter is inoperable
 - Other

Requirement D4: All permitted Operators shall provide GDOT with anonymized real-time data (information that is delivered immediately after collection) on the entire Greensboro fleet, upon request.

Requirement D5: All permitted Operators shall provide the following anonymized data for each trip record to inform and support safe and effective management of the system, and for transportation planning efforts. Data will be submitted to a third-party researcher, designated by GDOT.

1. Rider profile:
 - a. Gender - reported by male, female, and other.
 - b. Age - reported based on the following age groups: 5-17, 18-24, 25-34, 35-44, 45-54, 55-64, 65 and over.
2. For each trip taken:

Field Name	Format	Description
Operator Name	[Operator name]	n/a
Trip record number	xxx0001, xxx0002, xxx0003, ...	3-letter Operator acronym + consecutive trip #
Trip duration	MM:SS	n/a
Trip distance	Feet	n/a
Start date	MM,DD,YYYY	n/a



Start time	HH:MM:SS (00:00:00- 23:59:59)	n/a
End date	MM,DD,YYYY	n/a
End time	HH:MM:SS (00:00:00- 23:59:59)	n/a
Start location	Census block	n/a
End location	Census block	n/a
Standup electric scooter ID number	xxxx1, xxxx2,	Unique identifier for every standup electric scooter, determined by the Operator

3. For standup electric scooter availability:

Field Name	Format	Description
GPS Coordinate	X,Y	n/a
Availability duration	Minutes	n/a
Availability start date	MM, DD, YYYY	n/a
Availability start time	HH:MM:SS (00:00:00- 23:59:59)	