

# **E-Scooter Shared-Use Mobility System Permit Requirements**

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Charlotte Department of Transportation

9/1/2019



**CHARLOTTE.**

## **INTRODUCTION**

The following sections describe the requirements for a company to operate an Electric Standup Scooter (E-Scooter) Shared-Use Mobility System (E-Scooter System) in the City of Charlotte (City). No company may operate an E-Scooter System within the City's limits without a valid Shared-Use Mobility System Permit. The Charlotte Department of Transportation (CDOT) oversees the administration of Shared-Use Mobility Permits. E-Scooter System permits are only valid for operations within CDOT-managed right-of-way. The Director shall determine all permit terms, conditions, fines and other standard or special requirements.

## **DEFINITIONS**

Defined terms used in these requirements shall have the meanings assigned to them in City Code, Chapter 14 or as follows:

Director means the Director of the Charlotte Department of Transportation (CDOT).

Electric Standup Scooter (E-Scooter) means a device with no more than three twelve-inch or smaller diameter wheels that has handlebars, is designed to be stood upon by the user while riding, and is powered by an electric motor that is capable of propelling the device with or without human propulsion at a speed no greater than 15 miles per hour on a paved level surface. The device shall not exceed 50 pounds in weight.

Operator means a person(s) who holds a permit issued by the City under Chapter 19 of the City Code to operate a Shared-Use Mobility System within the City. The term includes any employee, agent or independent contractor hired by the permit holder.

Shared-Use Mobility System means dockless vehicles including bicycles, electric assisted bicycles, electric standup scooters, and/or devices similar in size, weight, and/or operation, offered for short-term rental for point to point trips whereby the vehicle is intended to remain placed in the public right-of-way when not being rented by a customer. This definition shall not include motor vehicles or for-hire vehicles as defined by Sections 14.1 and 22.01 of the City Code, respectively, or the transportation services provided by the Charlotte Area Transit System (CATS).

User(s) means customer(s) who use an Operator's E-Scooter System.

## **DEVICE & FLEET REQUIREMENTS**

- A. All E-Scooters shall have displayed:
  - o A unique identifier on the E-Scooter stem that is visible at a distance of 10 feet.
  - o A customer service phone number that is in-service during all operating hours (6AM-9PM) and clearly displayed and visible to the User.
  
- B. All E-Scooters shall meet equivalent safety standards as those outlined in the Code of Federal Regulations (CFR) under Title 16, Chapter II, Subchapter C, Part 1512 – Requirements for Bicycles and the Consumer Product Safety Commission (CPSC) standards around weight bearing in Public Law 107-319. When powered solely by a motor, E-Scooters should be incapable of exceeding 15 mph. Additionally, the City may terminate any permit issued if the battery or motor on an E-Scooter is determined by the City to be unsafe for public use.
  
- C. All E-Scooters shall meet the North Carolina requirements for lights during hours of darkness, including a front light that emits white light and a rear red reflector as described in N.C.G.S. 20-129, and all other applicable requirements of state law.
  
- D. All E-Scooters shall be able to securely stand upright when parked.
  
- E. All E-Scooters shall be inspected when removed from routine service, to ensure that all components are present and functioning properly.
  
- F. Operators shall not use E-Scooters for the sale or display of third-party advertising.
  
- G. Operators shall have a minimum E-Scooter System fleet of 50 E-Scooters and a maximum of 400 E-Scooters provided however that fleet sizes are subject to change based on reasonable metric yield factors determined by the City. If an increase is allowed, the City will alert the operators in writing.

## **MAINTENANCE, OPERATIONS, AND APP FUNCTIONALITY**

- A. Any inoperable or unsafe E-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.

- B. Operators shall maintain a record of maintenance activities, including but not limited to unique identifier and maintenance performed. These records shall be made available to the City upon request.
- C. No E-Scooter trips may be initiated before 6AM or after 9PM.
- D. Operators shall perform, at a minimum, one morning and one afternoon E-Scooter System inspection to rebalance and address improperly parked E-Scooters. Morning inspections are required to take place between the hours of 9-11AM and afternoon inspections are required to take place between the hours of 2-4PM.
- E. If notified of public access and safety concerns by the City, Operators shall rebalance E-Scooters within one hour.
- F. Operators shall be capable of remotely disabling the use of an E-Scooter should it be reported or found to have a safety, maintenance or other hazardous condition. E-Scooters that are reported as unsafe or non-functional shall be immediately deactivated for rental and remove from operations until sufficiently repaired.
- G. The City may, in its sole discretion and without prior notice, remove E-Scooters from the right-of-way and/or require Operators to remove their E-Scooter System from the right-of-way. In such instances, the City will attempt to notify the permitted Operator as soon as reasonably practicable.
- H. Operators shall provide in-app messaging that notifies their Users of the following:
  - o People operating E-Scooters shall adhere to all applicable local, state, and federal laws regarding motorized and non-motorized vehicles;
  - o People operating E-Scooters shall yield to pedestrians; and
  - o People shall operate E-Scooters safely and park responsibly.
- I. The City reserves the right to advise Operators on their in-app messaging and/or require Operators to provide additional information to its Users.
- J. Operators shall provide customer service phone number, website, and smart phone app functionality that permits Users and non-users to contact Operator directly and provide feedback twenty-four (24) hours a day, seven (7) days a week on unsafe riding, improper parking, and/or other issues they witness or encounter.

- K. Operators shall employ an electronic payment system that is compliant with the Payment Card Industry Data Security Standards (PCI DSS).
- L. The Director may remedy habitual rule violations by amending, suspending or completely revoking a permit.
- M. The Director may reduce the fleet size of Operators who have habitual violations or require that the Operator completely remove E-Scooters from the right-of-way as complete revocation of the Operator’s permit or during a period of suspension.

## PARKING

The Operator’s permit is only valid for operations within City-managed right-of-way. This permit should not be construed as an approval to operate within parks, publicly-accessible plazas, off-street parking lots/garages, campuses, or other areas outside of the City’s public right-of-way.

- A. E-Scooters shall only be parked within the pedestrian and green zones (see Figure 1 below) and shall be upright when parked.
- B. E-Scooters are not allowed on the public sidewalks located within the area bounded by Church Street, Stonewall Street, College Street and 7th Street, or as otherwise defined by Section 14-251 of City Code.

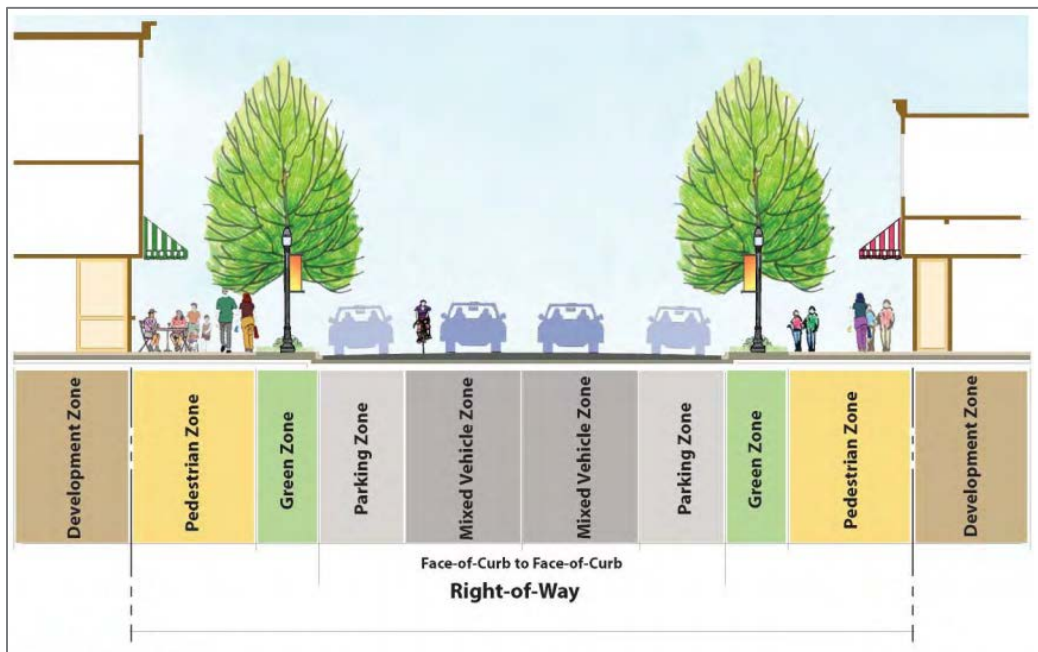


Figure 1

C. Restrictions to eligible parking zones:

- E-Scooters shall not be parked in any vehicular travel lane or bicycle facility including bicycle lanes, buffered/separated/raised bicycle lanes and two-way cycletracks.
- E-Scooters shall not be parked at the corner curb sight radius area of sidewalks and shall not conflict with the required intersection sight triangle distance (as defined in [Sec. 19-245](#) of the City Code).
- E-Scooters shall not be parked on sidewalks if the sidewalk is less than five feet wide and in no case shall the placement of E-Scooters reduce the width of a pedestrian zone to less than four (4) feet.
- E-Scooters shall not be parked in the pedestrian zone adjacent to or within:
  - Parklets or sidewalk dining;
  - Transit zones, including bus stops, shelters, passenger waiting areas and bus layover and staging zones, except at existing bicycle racks;
  - Loading zones;
  - Accessible parking zones and associated loading zones;
  - Street furniture that requires pedestrian access (for example - benches, parking pay stations, bus shelters, transit information signs, newsracks, permanent bike share docks, etc.);
  - Braille signs;
  - Drinking fountains;
  - 10 feet of curb ramps and signal push buttons;
  - 10 feet of building entryways and exits; and
  - Driveways.

The City reserves the right to further restrict areas for E-Scooter parking.

## **DATA REPORTING AND SHARING**

- A. Operators are required to provide anonymized data to the City's designated third party, including real time and historical information for their entire fleet through a documented web-based application programming interface (API), or other method designated by the City. The Operator is directly responsible for providing the API key to the City or the City's designated third party. The API shall deliver data according to the most current Mobility Data Specifications (MDS), or other specification designated by the City, in a manner that protects individual user privacy.

- B. Operators found to be submitting incomplete or inaccurate data to the City or the City's designated third party, such as underrepresenting the total number of E-Scooters in service and the number of trips per E-Scooter per day, may have their permits revoked.
- C. Operators shall provide the City with a monthly data report containing the items outlined below. The City will provide a monthly data report template to Operators and Operators shall submit each month's data within the provided template no later than the seventh day of the following month.
- D. Total trips for the month, broken down by each week in the month
- Total trip distance for the month
  - Average distance and duration of each trip
  - Number of E-Scooters in circulation, for each week in the month
  - Daily trips per E-Scooters (average number of trips per E-Scooter per day)
  - Number of E-Scooters vandalized, damaged, and repaired
  - Number of Users in the Charlotte area, according to frequency of use
    - New Users (riders who took their first trip but only used an E-Scooter once)
    - Existing Users who used an E-Scooter more than once, provided at the following frequency of use:
      - 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 the time it took to resolve, and number of complaints by type:
    - E-Scooters blocking sidewalk
    - E-scooters on private property
    - E-Scooters vandalized
    - E-Scooters inoperable

## FEES

In lieu of standard permit fees, the City will work with a third party to administer dynamic parking fees for E-Scooters. Operators are required to participate in the Dynamic Parking Pricing Program. The following section describes the fees associated with operating an E-Scooter System in the City's public right-of-way.

### *Dynamic Parking Fees*

- A. The dynamic parking fee structure in Table 1 below will be established by the City and be used by the City's designated third party, using data provided by the Operator, to calculate fees. The designated third party will provide an invoice to the Operator on the 15<sup>th</sup> of each month for the prior month's operations.
- B. E-Scooters operated outside established operating hours (6am-9pm) or within an Automatic Enforcement Zone (as described below) will result in a \$25 fee per E-Scooter found in violation. Violations specific to operating outside of established operating hours will be applied based on a per trip violation. Violations specific to operating within an Automatic Enforcement Zone will be applied every hour until the E-scooter is in compliance. Violations accumulated during the month will be added to the monthly invoice described above.
- C. Payment of monthly invoices is due within 30-days of receipt. Failure to pay invoices within 30 days of receipt may result in suspension of permit.



Table 1. Fee Rates

Zone	Description	Parking Rate per Hour	
<b>Low Price Zone</b> (Transit areas)	Areas that are directly linked to transit in Charlotte and include areas within walking distances of the top 10 (based on ridership) bus routes (500'), CityLYNX Goldline stations (500'), and LYNX Blue Line stations (¼ mile)	0-30 minutes	Free
		31-90 minutes	\$.01
		91-150 minutes	\$.02
		151 + minutes	\$.03
<b>Medium Price Zone</b> (Remainder of City)	Areas consisting of neighborhoods, corridors, mixed-use activity areas and industrial areas	0-30 minutes	Free
		31-90 minutes	\$.04
		91-150 minutes	\$.08
		151 + minutes	\$.12
<b>High Price Zone</b> (Uptown area)	The area that represents Uptown Charlotte (bounded by Interstate 277 and Interstate 77)	0-30 minutes	Free
		31-90 minutes	\$.08
		91-150 minutes	\$.12
		151 + minutes	\$.16
<b>Automatic Enforcement Zone</b>	Automatic Enforcement Zones in Charlotte include: Freedom Park, Metrolina Association for the Blind, and the Charlotte Transportation Center.	0-60 minutes	Free
		61 + minutes	\$25.00

This fee structure is current as of 8/1/2019 and is subject to change. Should the structure and/or fees change, this document will be updated and reissued to permit holders.