



The city of Phoenix has issued permits to three e-scooter vendors (electric shared scooter companies) to operate within a specific boundary as part of a pilot program. The program will evaluate the viability and demand of e-scooters as a mobility option in the downtown corridor.

### **Pilot Program Overview**

**Operations:** The pilot program launched on September 16, 2019 and was initially intended to last six months. The pilot program authorizes vendors to operate from 5 a.m. – 12 a.m. daily. All e-scooters must be removed each night.

**Fleet Size & Parking:** Each vendor can deploy up to 300 e-scooters at one time. All e-scooters must be deployed and parked within designated parking areas. Vendors are responsible for removing improperly parked e-scooters within 2 hours of notification.

**Safety:** Vendors must educate riders on safe riding practices, including yielding to pedestrians, no sidewalk riding, one rider per scooter and using helmets. Safety tips can be found on each e-scooter and in each vendor’s mobile app. Additional safety information can be found at [phoenix.gov/scooters](http://phoenix.gov/scooters).

### **Frequently Asked Questions**

#### **1. How does an e-scooter work?**

E-scooters can be rented using one of the vendor’s mobile apps, website or customer service phone number. Once rented, the e-scooter can be operated within the pilot program boundary (map available at [phoenix.gov/scooters](http://phoenix.gov/scooters) and within the vendor apps). **To end the ride, the e-scooter must be parked in a designated parking area.** Designated parking areas are displayed within each of the vendor’s mobile apps and can also be located using the map referenced above.

Each vendor is required to provide access to their system without a smart phone. Residents can learn more at each vendor’s website or by calling their customer service phone number.

#### **2. When is the pilot program period?**

At the March 2, 2022, City Council Formal Meeting, Council voted to extend the Pilot for an additional year. The current pilot period expires on March 31, 2023.

#### **3. What happens after the pilot program?**

The pilot program will be evaluated by City Council. The Street Transportation Department will provide information to Council about the impact of the pilot including ridership data, safety and demand to determine the long-term future of e-scooters in Phoenix.



CITY OF PHOENIX  
**E-SCOOTER**  
**PILOT PROGRAM**

**4. What area will the pilot program serve?**

The pilot program boundaries are within downtown Phoenix. A map can be found at [phoenix.gov/scooters](https://phoenix.gov/scooters) or on the vendor mobile apps.

**5. What are no-ride zones, and where are they located?**

No-ride zones are areas in which e-scooters are not permitted for use within the pilot program boundary. A map of the no-ride zones can be found at [phoenix.gov/scooters](https://phoenix.gov/scooters) and within the vendor apps.

**6. Can e-scooters be ridden on sidewalks?**

E-scooters are prohibited from being ridden on any sidewalk.

**7. Where do I park an e-scooter when I am done with my ride?**

An e-scooter must be parked in a designated parking area. The locations of the designated parking areas can be found at [phoenix.gov/scooters](https://phoenix.gov/scooters) or within the vendor mobile apps.

**8. What if there are issues with improperly parked scooters?**

Members of the public are encouraged to report improperly parked scooters directly to the vendors. Vendor contact information can be found at [phoenix.gov/scooters](https://phoenix.gov/scooters) (click on “vendor information”). Vendors are required to remedy any improperly parked e-scooters within two hours of notification.

**9. How do I report a broken e-scooter?**

Broken e-scooters should be directly reported to the vendor. This can be reported through each vendor mobile apps, or by calling their customer service number. A list of vendor contact information is available at [phoenix.gov/scooters](https://phoenix.gov/scooters).

**10. Which scooter companies are participating?**

Vendors are eligible to participate after qualifying through a permit application process conducted by the Street Transportation Department. More information can be found at [phoenix.gov/scooters](https://phoenix.gov/scooters).

**11. Where can I provide general feedback on the e-scooter pilot program to the city of Phoenix?**

You can submit feedback regarding the city of Phoenix e-scooter pilot program by emailing [scooters@phoenix.gov](mailto:scooters@phoenix.gov) or by calling the e-scooter hotline at 602-262-7474.