

# Frequently Asked Questions

## 1. What is offered in the new program?

Between the two vendors, the public can rent traditional bikes, e-bikes, e-scooters, seated e-scooters, and wheelchair attachments.

E-bikes and e-scooters will be available throughout the program area and can be rented via each vendor's mobile application.

Bikes, seated e-scooters, and wheelchair attachments will be offered through a library system.

## 2. How can I rent a e-scooter or e-bike?

- E-scooters and e-bikes can be rented using each vendor's mobile applications. If it's your first time using the app, it will prompt you to set up an account and provide a method of payment.
  - *Each vendor is required to offer alternative payment systems for people who do not have a bank account and/or credit card. They must also offer a way to rent a vehicle without a smartphone. Residents can learn more at each vendor's website or by calling their customer service phone number.*
- Next, locate a vehicle and you'll either scan a QR code on the vehicle or enter in the vehicle ID manually. Once successfully unlocked, you may be prompted to review the program regulations and other safety tips.
- E-scooter and e-bike can be operated within program boundary (map available at [phoenix.gov/scooters](http://phoenix.gov/scooters) and within the vendor apps).

## 3. How can I rent a traditional bike, seated e-scooter or wheelchair attachment?

Both vendors offer traditional bikes and seated e-scooters. Only Spin offers a wheelchair attachment. If you are interested in renting one, contact the vendor and they will set up delivery of the vehicle for a 24-hr period.

## 4. What area will the program serve?

The program boundaries are within downtown Phoenix and along extends to the east and south of downtown. A map can be found at [phoenix.gov/scooters](http://phoenix.gov/scooters) or on each vendor's mobile app.

## 5. How fast do e-scooters and e-bikes go?

Vehicles are equipped with a "speed governor" which limits the speed based on program regulations. E-scooters are limited to 15 miles per hour and e-bikes are limited to 20 miles per hour. First-time riders will be limited to 10 miles per hour on e-scooters and 15 miles per hour on e-bikes.

## 6. How were the program boundaries determined? Can they be changed?

Micromobility can be used as a connection to public transit. Staff recommended an initial expansion from the E-Scooter Pilot Program to connect people to the existing and future extensions of the light rail. Ultimately the program boundaries were approved by City Council. Any changes must be approved by City Council.

## 7. What are no-ride zones, where are they located and what happens when you ride into them?

No-ride zones are areas in which e-scooters and e-bikes are not permitted for use within the program boundary. A map of the no-ride zones can be found at [phoenix.gov/scooters](http://phoenix.gov/scooters) and within each vendor's mobile app. If a rider enters a no-ride zone, the vehicle's throttle will stop working

and the rider will need to turn back in order for the throttle to be turned back on.

**8. Can e-scooters and e-bikes be ridden on sidewalks?**

Both are prohibited from being ridden on any sidewalk.

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

To end the ride, the vehicle must be parked in a designated parking area or locked to a bike rack depending on your location. Designated parking areas are displayed within each of the vendor's mobile apps and can also be located using the map referenced above. Public bike parking may also be displayed.

**10. What if there are issues with improperly parked e-scooters or e-bikes?**

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

**11. How do I report a broken e-scooter or e-bike?**

Broken vehicles should be directly reported to the vendor. This can be reported through each vendor's mobile app, or by calling their customer service number. A list of vendor contact information is available at [www.phoenix.gov/scooters](http://www.phoenix.gov/scooters).

**12. Are reduced rates available for people living on low incomes?**

Yes, there are. Each vendor has a program to offer rides at a discounted rates if you apply. Visit each vendor's website or contact them to learn more about eligibility. Vendor contact information is available at [phoenix.gov/scooters](http://phoenix.gov/scooters).

Additionally, areas designated as Equity Zones will have an automatic 30% discount for trips that begin within those areas. A map of the Equity Zones is available at [phoenix.gov/scooters](http://phoenix.gov/scooters).

**13. Where can I provide general feedback on the Shared Micromobility Program to the City of Phoenix?**

You can submit feedback regarding the program by emailing [scooters@phoenix.gov](mailto:scooters@phoenix.gov) or by calling the Micromobility Hotline at 602-262-7474.