



Scooter Sharing in Oakland

Scooter sharing arrived in Oakland in April 2018. Under state law, these are called "motorized scooters" but they are commonly referred to as "e-scooters." They generally have two small wheels, a handlebar, a platform to stand on, and a small electric motor. Scooter sharing services are operated by private companies, and open to the public to use.

Scooters can be useful for short trips, and may help achieve the City's transportation goals by improving transportation choices, and minimizing parking demand, congestion and pollution. However, when used improperly e-scooters can obstruct sidewalks, curb ramps, and other portions of the public right-of-way.

OakDOT is actively monitoring the use of shared scooters and is in the process of developing a permit system to regulate how they are used. We want to hear from you as we develop this program!

What have we heard from Oaklanders, and what is OakDOT doing?

On September 17, 2018, the Oakland City Council passed a scooter sharing ordinance that enables OakDOT staff to develop a permit process. Once the permit process is in place, e-scooter providers may apply for an operating permit. The ordinance includes requirements for insurance and indemnification, user education for correct and safe use of the scooters, robust community outreach, equitable distribution of scooters throughout Oakland neighborhoods, and more. OakDOT is now preparing terms and conditions for that permit process. We have received significant input from community members and are working to address the concerns we've heard. Additionally, we are taking additional steps to open the process to community input:

- On **October 22**, from 5:00-7:00 pm, OakDOT will host a community town hall meeting at City Hall in the Council Chamber on the third floor. Operators will present their proposed plans for Oakland, and staff will listen and respond to community questions, priorities, and concerns.
- On **October 30**, OakDOT plans to present the City Council with a progress report, including a "first draft" of the terms and conditions, at the Council's regularly-scheduled public meeting in City Hall.
- Throughout **November**, OakDOT staff will meet with neighborhood community groups to gather additional community input on terms and conditions that e-scooter companies would be required to meet in order to obtain an operating permit.
- On **November 27**, OakDOT plans to present a final draft of the terms and conditions to the City Council, highlighting any changes that have been made to incorporate community feedback.

We've heard from Oaklanders who find e-scooters fun and useful, and we've also heard some serious concerns. OakDOT has taken steps to address these concerns, and will continue to enforce all relevant rules and regulations governing these services. The major concerns we've heard include:

Underage riding

What is the rule? E-scooter riders must be at least 18 years old, with a valid driver's license.

What is OakDOT Doing? Requiring better age verification. Some scooter companies previously did not require a user to scan a driver's license. OakDOT is now requiring better age verification, such as driver's license scanning.

Riding without helmets

What is the rule? Recent changes to state law means that riders are not required to wear helmets. However, helmets are an effective safety measure and are always encouraged when scooting or biking.

What is OakDOT Doing? DOT is planning to host helmet giveaways and safety events. Additionally, some companies offer helmets free of charge; users would only need to pay \$1.99 for shipping. Follow @OakDOT on Twitter or check back on the City's [scooter sharing website](#) for more information.

Riding on sidewalks

What is the rule? Riding on sidewalks is not allowed. Scooter riders should use bike lanes.

What is OakDOT Doing? Requiring better user education and improving our infrastructure. OakDOT is developing educational materials and exploring partnerships with the Business Improvement Districts and other community groups that can act as "safety ambassadors" to help get the word out about side walk riding. OakDOT is also planning to greatly increase the number of bike lanes and protected bike lanes in Oakland. Check out [Lets Bike Oakland](#) for more information.

Riding on Lake Merritt path

What is the rule? Scooters belong in the bike lanes or on multi-use paths.

What is OakDOT Doing? Making it clearer where scooters and bikes are allowed. OakDOT is looking into using sidewalk stickers or signs around Lake Merritt to direct scooter and bike users to the appropriate sections of the multi-use path at Lake Merritt.

Scooters being parked inappropriately or thrown in Lake Merritt

What is the rule? Scooters should be parked in areas that do not obstruct pedestrian traffic.

What is OakDOT Doing? Oakland is receiving complaints at OAK311, and directing complaints to the responsible company. Additionally, companies are now requiring a photo to be taken at the end of the ride to ensure scooters are parked properly.

Feedback for the City?

To provide general feedback, or for more information not covered here:

Please contact scootershare@oaklandca.gov.

See our website for answers to Frequently Asked Questions (FAQs) and stay up to date on all scooter news: <https://www.oaklandca.gov/topics/e-scooters>.

To report an issue with an improperly parked scooter:

Contact OAK 311 to report improperly parked scooters; our operators will direct complaints to the appropriate service provider(s) to address. Contact OAK 311 in any of four ways:

- Call 311
- Use the free OAK311 app on any Apple or Galaxy mobile device
 - App now has a dedicated complaint-selection option for e-scooters
- Email OAK311@oaklandca.gov
- Visit online at 311.oaklandca.gov

Complaints can also be sent directly to the responsible company here:

Bird - Phone: 1-866-205-2442 | Email: hello@bird.com

Lime - Phone: 1 (888)-546-3345 | Email: support@limebike.com

Skip - Phone: (844) 929-2687 | Email: support@skipscooters.com