

SD DOCKLESS BIKE SHARE

An Informational Bulletin

Dockless bike share can be a convenient solution for the first-mile/last-mile of a commute, and another mobility option for urban areas. Using a mobile application, shared bikes and electric scooters can be unlocked and ridden from one destination to the other. They are then locked and left for the next user.

BENEFITS

1 Reduced Carbon Footprint

Each person who uses a bike or electric scooter eliminates a car from the road, saving fuel and reducing greenhouse gas emissions.

Efficiency 2

Rather than one vehicle per user, a single shared vehicle can be used by tens or hundreds of riders, reducing the cost to the end user, and the waste associated with the production of bikes.

3 Inclusivity

Creating an inexpensive, shared system increases access to bicycle equipment for underserved residents and improves adoption of this mode of transportation across the economic spectrum.

Reduced Road Congestion 4

By taking cars off the road, shared vehicles reduce traffic congestion and demand for vehicular parking in the most traffic-impacted communities.

5 Ease of Access

By improving mobility, shared vehicles allow consumers to more easily access shops, restaurants, and places of business, increasing patronage of local businesses.

ofo



Issue Resolution: ofo is committed to offering prompt and helpful customer service. We have a dedicated email address monitored in real time by our local operations team.

Email: support@ofobike.com

For more information about the company, please visit: ofo.com

Limebike



Issue Resolution:

Email: support@limebike.com
Call: 1-888-LIME-345
Text: 1 (888)-546-3345

For more information about the company, please visit: limebike.com

RULES OF THE ROAD

Set a Good Example!

If used irresponsibly, shared vehicles can become an impediment to pedestrian rights-of-way and a nuisance to property owners. It's important that all users take it upon themselves to be good neighbors and follow the rules of the road for dockless shared vehicles.

GENERAL RULES

- Use the kickstand - don't lean against trees, meters, street furniture, or on their sides.
- Park in furniture zones on public sidewalks - that is, the area between the road and the pedestrian right-of-way.
- Don't park in the street or in parking spots, unless in a designated bike parking location.
- Don't park on private property without permission.
- Limit to one rider per vehicle.
- Upon dismounting, users should lock the vehicle to prevent further charges, and to secure it for the next user.
- Vehicles should not block:
 - o Ramps
 - o Fire hydrants
 - o Wheelchair access
 - o Pedestrian rights-of-way
 - o Doorways
 - o Driveways
 - o Emergency access

ELECTRIC ASSIST BIKES

- Helmets are required by law for riders 17 and under.
- Electric vehicles are prohibited by law from being operated on the sidewalk or pedestrian-only streets.
- Limit to one rider per bike.
- Always follow traffic laws.

ELECTRIC SCOOTERS

- Helmets are required by law. (Active Bird riders can request a free helmet from the safety section of the mobile app.)
- Electric vehicles are prohibited by law from being operated on the sidewalk or pedestrian-only streets.
- Riders must have a valid driver's license.
- Scooters have a max speed of 15 MPH.
- Limit to one rider per scooter.
- Bird scooter riders must be 18+.



Issue Resolution:

If you encounter any issue, kindly report the issue through the APP by tapping on the "Report Fault" icon at the bottom right corner. Otherwise, you may also contact us via email.

Email:

support.usa@mobiike.com

For more information about the company, please visit: mobiike.com



Issue Resolution:

Email: city@bird.co

Call: 1-866-205-2442

For more information about the company, please visit: bird.co