



FREQUENTLY ASKED QUESTIONS

PRIVATE BIKE SHARING COMPANIES

Several dockless bike share operators have located their bikes in the city of Scottsdale. The following information is being provided as general education regarding this new form of bike sharing services.

OVERVIEW

Dockless bike share providers are expanding to cities, towns, corporate campuses and universities across the country. Thanks to innovative technology (primarily GPS locators and electronic self-locking mechanisms), dockless bike sharing does not require bike racks, or “docks” where the bikes are parked. Without this need for infrastructure or land for docking stations, these services require no public investment to operate.

The following questions and answers describe dockless bike share systems, how they might impact local businesses, and how these innovative services could benefit people who work in and visit Scottsdale should dockless bike sharing become available in the city.

QUESTIONS AND ANSWERS

How are dockless bike share providers regulated in Scottsdale and in Arizona?

Dockless bike share providers must have Scottsdale business licenses. Dockless bike share providers and users must follow all local, state and federal laws.

Is there a limit to the number of dockless bike share companies that can operate in Scottsdale?

No. These are private businesses that operate in a public environment similar to ride share services such as Uber and Lyft.

Where else are dockless bike share programs operating?

Dockless bike share programs are operating in dozens of cities, towns, corporate campuses and universities across the country and internationally, notably Seattle, San Francisco and Washington D.C.

How do dockless bike share systems work?

The bicycles are equipped with GPS locators – users find, rent and unlock them via a smartphone app. When the rider is done, he or she parks the bike legally and locks it, where it then becomes available for the next user.

What if someone leaves a bike in the middle of the street or parks it illegally?

Anyone operating a bike is responsible for where it is parked and must leave it legally parked. Someone who discovers a bike left in an unsafe or illegal location can contact the appropriate bike share company. Following is contact information for the four companies currently operating in Scottsdale, or they can also each be contacted through their associated smartphone app:

LimeBike (Green and Yellow)

support@limebike.com

Call or text: 888-546-3345

Spin (Orange)

Call: 888-262-5189

www.spin.pm (instant messaging available)

Ofo (Yellow)
support@ofobike.com

GR:D (all green)
info@gridbikes.com
Call: 602-753-474
(SoBi app)

Who maintains the bikes if something goes wrong, or if they break?

The bike share company which owns the bikes is responsible for all operation and repair of its fleet. The companies encourage their users to report maintenance issues through the smartphone app.

What if bikes become concentrated in one area, how will they be redistributed?

The city of Scottsdale will provide bike share operators information about bike friendly zones and legal areas for bike parking. Dockless bike share providers typically have employees or contractors who redistribute bikes from areas where they've become concentrated to high-demand areas.

Since they are not locked to anything, what prevents people from stealing the bikes?

Each bike is equipped with an electro-mechanical lock that prevents someone who hasn't paid from riding it. If bikes are picked up and moved for any distance while not in use by a customer, GPS tracking triggers a theft alarm, which notifies the bike share provider of the illegal activity.

How can private business or property owners work with dockless bike share companies to identify good bike parking locations for employees or visitors?

Private businesses or property owners are encouraged to contact the dockless bike share providers to inquire about partnership. In addition, the city's Transportation Department is available to help identify legal and safe locations for bike share parking. Contact them at 480-312-7250.

About the city of Scottsdale

Scottsdale is one of the state's leading job centers, with a diverse economy built on medical research, high-tech innovation, tourism and corporate headquarters. Scottsdale is home to nearly 18,000 businesses supplying over 150,000 jobs. The high-tech innovation center SkySong, located just a few miles from Downtown, is designed to help companies grow through a unique partnership with nearby Arizona State University. The Scottsdale Cure Corridor is a partnership of premier health care providers and biomedical companies seeking to advance medicine and patient care through cutting-edge research. For more information, visit ChooseScottsdale.com.

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