

Shared-Use Mobility System Permit Requirements

Charlotte Department of Transportation

12/24/2024



1. Introduction

The following sections describe the requirements for a company to operate a Shared-Use Mobility System (E-Scooter and E-bike System) in the City of Charlotte (City). No company may operate a Shared-Use Mobility System within the City's limits without a valid Shared-Use Mobility System Permit. The Charlotte Department of Transportation (CDOT) oversees the administration of Shared-Use Mobility Permits. Shared-Use Mobility System permits are only valid for operations within CDOT-managed right-of-way. The Director shall determine all permit terms, conditions, fines and other standard or special requirements. Permits will only be issued to companies who are selected through a competitive RFQ process.

2. Definitions

Defined terms used in these requirements shall have the meanings assigned to them in City Code (Chapters 14 and 19) or as follows:

Director means the Director of the Charlotte Department of Transportation (CDOT).

Electric Standup Scooter (E-Scooter) means a device with no more than three twelve-inch or smaller diameter wheels that has handlebars, is designed to be stood upon by the user while riding and is powered by an electric motor that is capable of propelling the device with or without human propulsion at a speed no greater than 15 miles per hour on a paved level surface. The device shall not exceed 60 pounds in weight.

Electric assisted bicycle (E-bike) means a bicycle with two or three wheels that is equipped with a seat or saddle for use by the rider, fully operable pedals for human propulsion, and an electric motor of no more than 750 watts, whose maximum speed on a level surface when powered solely by such a motor is no greater than 20 miles per hour.

Shared-Use Mobility System Operator (Operator) means an individual or a public, private, or non-profit entity that manages a Shared-Use Mobility System.

Shared-Use Mobility System means one or more shared self-service dockless vehicles including bicycles, electric assisted bicycles, Electric Standup Scooters, and/or devices similar in size, weight, and/or operation, offered for short-term rental by a Shared-use mobility system operator for use in the public right-of-way by customers without the installation of any infrastructure. This definition shall not include motor vehicles as defined by section 14-1, for-hire vehicles as defined by section 22-01, or the transportation services offered by the Charlotte Area Transit System.

User(s) means customer(s) who use an Operator's Shared-Use Mobility System.

3. Device and Fleet Requirements

A. All E-Scooters and E-bikes shall have displayed:

- A unique identifier on the E-Scooter and E-bike stem that is visible at a distance of 10 feet.
- A customer service phone number that is in-service during all operating hours and clearly displayed and visible to the User.

B. All E-Scooters and E-bikes shall meet equivalent safety standards as those outlined in the Code of Federal Regulations (CFR) under Title 16, Chapter II, Subchapter C, Part 1512 – Requirements for Bicycles and the Consumer Product Safety Commission (CPSC) standards around weight bearing in Public Law 107-319. When powered solely by a motor, E-Scooters and E-bikes should be incapable of exceeding 15 mph. Additionally, the City may terminate any permit issued if the battery or motor on an E-Scooter and E-bike is determined by the City to be unsafe for public use.

C. All E-Scooters and E-bikes shall meet the North Carolina requirements for lights during hours of darkness, including a front light that emits white light and a rear red reflector as described in N.C.G.S. 20-129, and all other applicable requirements of state law.

- D. Sidewalk detection capabilities shall be utilized to prevent sidewalk riding within the area bounded by Church Street, Brooklyn Village Avenue, College Street, and 7th Street, or otherwise defined by Sec 14-251 of City Code. E-Scooters and E-bikes incapable of sidewalk detection shall be prohibited from being deployed or ridden within this area.
- E. All E-Scooters and E-bikes shall be able to securely stand upright when parked.
- F. All E-Scooters and E-bikes shall be capable of transmitting data compliant with a minimum compatible version of the Mobility Data Specification (MDS). The City reserves the right to modify the required version as standards evolve.
- G. All E-Scooters and E-bikes shall be inspected when removed from routine service, to ensure that all components are present and functioning properly.
- H. Operators shall not use E-Scooters and E-bikes for the sale or display of third-party advertising.
- I. Operators shall have minimum and maximum E-Scooter and E-bike System fleet sizes as determined by the Director. Minimum fleet size is 50, and maximum fleet size is subject to change based on reasonable metrics determined by the City. Fleet size by vehicle type will be listed in Section 4.

4. Fleet Size and Vehicle Types

- A. Current permitted fleet sizes as of 12/24/2024 by vehicle type are defined below:
 - E-Scooters – 750 per operator
 - E-Bikes - 150 per operator

5. Maintenance, Operations, and App Functionality

- A. Any inoperable or unsafe E-Scooter and E-bike shall be removed from the right-of-way within 24 hours of notice by any means to the Operator by any individual or entity, and shall be repaired before placing back into the City right-of-way.
- B. Operators shall maintain a record of maintenance activities, including but not limited to unique identifier and maintenance performed. These records shall be made available to the City upon request.
- C. No E-Scooter and E-bike trips may be initiated outside permitted operating hours (currently 5:00am – 1:30am but subject to change).
- D. Operators shall diligently monitor their fleets in order to rebalance devices and address improperly parked E-Scooters and E-bikes.
- E. Operators shall not load or unload e-scooters and e-bikes in a vehicle or bicycle lane, or in a manner that impedes travel in these lanes.
- F. If notified of public access and safety concerns by the City, Operators shall rebalance E-Scooters and E-bikes within one hour.
- G. Operators shall be capable of remotely disabling the use of an E-Scooter and E-bikes should it be reported or found to have a safety, maintenance or other hazardous condition. E-Scooters and E-bikes that are reported as unsafe or non-functional shall be immediately deactivated and removed from operations until sufficiently repaired.
- H. The City may, in its sole discretion and without prior notice, remove E-Scooters and E-bikes from the right-of-way and/or require Operators to remove their E-Scooter and E-bike System from the right-of-way. In such instances, the City will attempt to notify the permitted Operator as soon as reasonably practicable.
- I. Operators shall provide in-app messaging that notifies their Users that they shall:
 - Adhere to all applicable local, state, and federal laws regarding motorized and non-motorized vehicles;

- Yield to pedestrians; and
 - Operate E-Scooters and E-bikes safely and park responsibly according to the “Parking” section below, with a particular focus on not blocking sidewalks and curb ramps.
- J. The City reserves the right to advise Operators on their in-app messaging and/or require Operators to provide additional information to its Users.
- K. Operators shall provide customer service phone number, website, and smart phone app functionality that permits Users and non-users to contact Operator directly and provide feedback twenty-four (24) hours a day, seven (7) days a week on unsafe riding, improper parking, and/or other issues they witness or encounter.
- L. All digital platforms (mobile applications, websites, etc.) offered to the public must comply with accessibility standards including Web Content Accessibility Guidelines (WCAG) 2.1 or successor standards, Apple or Android Accessibility guidelines for app developers. Prior to the release to the public, e-scooter and e-bike companies shall make their digital platforms available to the City for accessibility testing and resolve any issues identified by the City prior to launch.
- M. The Director may remedy habitual rule violations by amending, suspending or completely revoking a permit.
- N. The Director may reduce the fleet size of Operators who have habitual violations or require that the Operator completely remove E-Scooters and E-bikes.

6. Parking

The Operator’s permit is only valid for operations within City-managed right-of-way. This permit should not be construed as an approval to operate within parks, publicly accessible plazas, off-street parking lots/garages, campuses, or other areas outside of the City’s public right-of-way.

- A. E-Scooters and E-bikes shall only be parked within the pedestrian and green zones (see Figure 1 below) or designated parking corrals (see Figure 2 below) and shall be upright when parked. Operators shall instruct and continually educate Users how to park e-scooters and e-bikes properly and comply with this section.
- B. E-Scooters and E-bikes are not allowed to be ridden on the public sidewalks located within the area bounded by Church Street, Brooklyn Village Avenue, College Street, and 7th Street, or as otherwise defined by Section 14-251 of City Code.

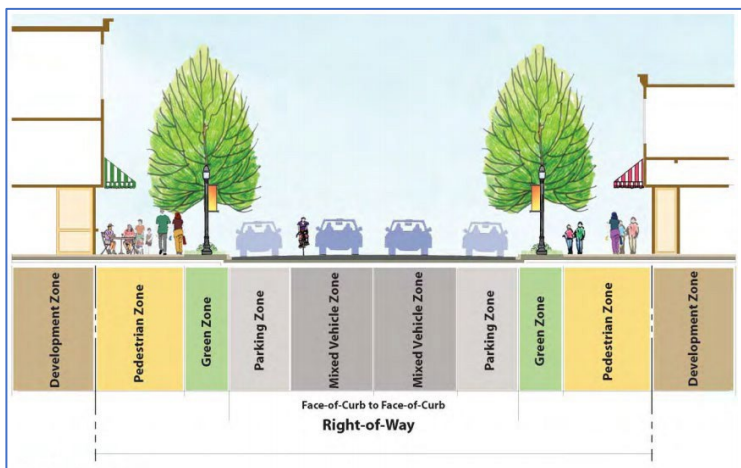


Figure 1

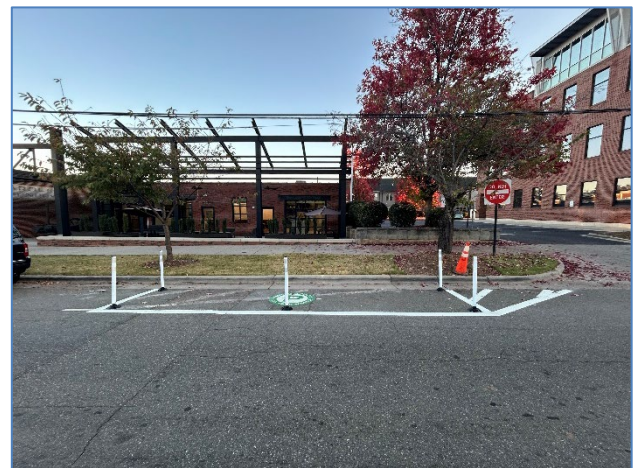


Figure 2

C. Restrictions to eligible parking zones:

- E-Scooters and E-bikes shall not be parked in any vehicular travel lane or bicycle facility including bicycle lanes, buffered/separated/raised bicycle lanes and two-way cycletracks.
- E-Scooters and E-bikes shall not be parked in such a way as to interfere with the required intersection sight distance (as defined in Sec. 19-245 of the City Code).
- E-Scooters and E-bikes shall not be parked on sidewalks if the sidewalk is less than five feet wide and in no case shall the placement or parking of E-Scooters and E-bikes reduce the width of a pedestrian zone to less than four (4) feet.
- E-Scooters and E-bikes shall not be parked such that they impede the accessibility, including by individuals with disabilities, of:
 - Parklets or sidewalk dining;
 - Transit zones, including bus stops, shelters, passenger waiting areas and bus layover and staging zones, except at existing bicycle racks;
 - Loading zones;
 - Accessible parking zones and associated loading zones;
 - Street furniture that requires pedestrian access (for example - benches, parking pay stations, bus shelters, transit information signs, news racks, permanent bike share docks, etc.);
 - Braille signs;
 - Drinking fountains;
 - Curb ramps and signal push buttons;
 - Building entryways and exits; and
 - Driveways.
- Operators shall apply geofencing technology to prohibit parking, locking, or ending rides in prohibited parking areas as defined by the City. The City may adjust these geofencing areas and Operators shall comply within one week of notice. The City reserves the right to periodically audit and confirm the functionality of required geofence(s).

The City reserves the right to further restrict areas for E-Scooter and E-bike parking.

7. Data Reporting and Sharing

- A. Operators are required to provide anonymized data to the City or the City's designated third party, including real time and historical information for their entire fleet through a documented web-based application programming interface (API), or other method designated by the City. The Operator is responsible for providing the API key to the City and/or the City's designated third party. The API shall deliver data according to a minimum compatible Mobility Data Specifications (MDS) version to be specified, or other specification designated by the City, in a manner that protects individual user privacy.
- B. The City and/or the City's designated third party is permitted to use the Operator's API to pull data for the purposes of calculating fees, analyzing fleet performance, and displaying aggregated data.
- C. Operators found to be submitting incomplete or inaccurate data to the City and/or the City's designated third party, may have their permits revoked.
- D. Operators shall provide a monthly data report based on a template provided by the City. Each month's data shall be provided no later than the seventh day of the following month. The City reserves the right to add or delete requested data and will communicate changes by providing an updated template to Operators. Examples of the data report items are:

- Total trips for the month
- Total trip distance for the month
- Average distance and duration of each trip
- Average number of E-Scooters and E-bikes deployed in the public right-of-way, for each week in the month
- Average daily trips per E-Scooter and E-bike.
- Reports of injuries and/or collisions

8. Fees

The City may work independently or with a third party to administer dynamic parking fees for E-Scooters and E-bikes. **Operators are required to participate in the Dynamic Parking Pricing Program.** The following section describes the fees associated with operating an E-Scooter and E-bike System in the City's public right-of-way.

- The dynamic parking fee structure in Table 1 below will be established by the City and be used by the City or the City's designated third party, using data provided by the Operator, to calculate fees. The City or the designated third party will provide an invoice to the Operator by the 15th of each month for the prior month's operations.
- E-Scooters and E-bikes operated outside established operating hours or within an Automatic Enforcement Zone (as described below) will result in a \$25 fee per E-Scooter and E-bike found in violation. Violations specific to operating outside of established operating hours will be applied based on a per trip violation. Violations specific to operating within an Automatic Enforcement Zone will be applied every hour until the E-scooter and E-bike is in compliance. **Violations accumulated during the month will be added to the monthly invoice described above.**
- Payment of monthly invoices is due within 30-days of receipt. Failure to pay invoices within 30 days of receipt may result in suspension or revocation of permit.

Table 1. Fee Rates

Zone	Description	Parking Rate per Hour (5:00AM – 1:30AM)*	
Low Price Zone (Transit areas)	Areas that are directly linked to transit in Charlotte and include areas within walking distances of the top 10 (based on ridership) bus routes (500'), CityLYNX Goldline stations (500'), and LYNX Blue Line stations (¼ mile)	0-30 minutes	Free
		31+ minutes	\$.01
Medium Price Zone (Remainder of City)	Areas consisting of neighborhoods, corridors, mixed-use activity areas and industrial areas	0-30 minutes	Free
		31+ minutes	\$.02
High Price Zone (Uptown area)	The area that represents Uptown Charlotte (bounded by Interstate 277 and Interstate 77)	0-30 minutes	Free
		31-90 minutes	\$.03
		91-150 minutes	\$.05
		151 + minutes	\$.07
Automatic Enforcement Zone	Automatic Enforcement Zones in Charlotte include: Freedom Park and Metrolina Association for the Blind.	0-60 minutes	Free
		61 + minutes	\$25.00

*Between 5:00AM and 10:00AM e-scooters and E-bikes parked in the Low Price Zone will not be charged and scooters and E-bikes parked in the Medium Price Zone will be charged \$.01 for all sessions longer than 30 minutes. This fee structure is current as of 12/24/2024 and is subject to change. Should the structure and/or fees change, this document will be updated and reissued to permit holders.

MAP OF DYNAMIC PARKING PRICING ZONES

