

SCOOTERSHARE FAQ SHEET (last updated 5/25/2023)

Where do I direct complaints / calls for assistance?

Call (844) 701-8163

Email support@superpedestrian.com

This is a one-year pilot program.

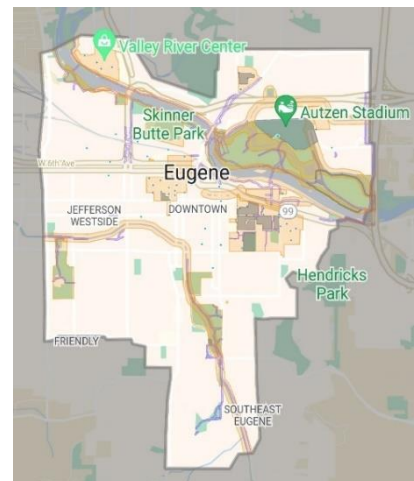
Throughout the year, we will be continuously monitoring and assessing how the program is working. At the end of the year pilot, it will be decided whether to (a) continue the program for another year, either as-is or with modifications, or (b) to not continue the program.

What happened to the service area?

The initial service area when the scooter program launched on March 31, 2023, included all of the City of Eugene. On May 11th, the service area was temporarily altered. The change comes in response to scooter ridership exceeding projections (by 50%!). To improve scooter parking compliance and customer service response times, the scooter system area is being adjusted to better meet the unprecedented demand while serving the public at large. The system area will be expanded to additional neighborhoods as new parking hubs are installed for better parking compliance. Riders can always see the current system area boundaries live in the Superpedestrian app.

What is the current service area?

The current service area south of the Willamette River includes most of the Amazon, College Hill, Downtown, Fairmount, Friendly, Jefferson Westside, Southeast, Southwest, South University, West University, and Whiteaker neighborhoods. North of the Willamette, the service area includes the southern portions of the Cal Young, Harlow, and Goodpasture Island neighborhoods.

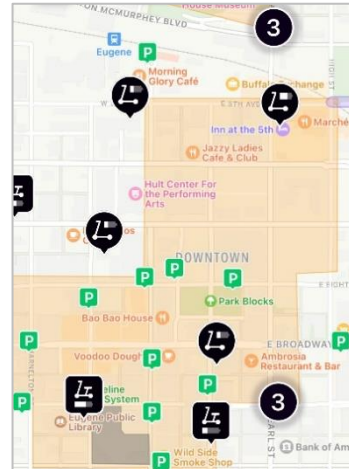


How do I find scooters if I want to use one?

You can find a scooter near you by using the map in the Superpedestrian app.

Where can scooters park?

In high-density areas (such as Downtown, near the UO campus, community parks, and large shopping centers) scooters are required to park in designated areas, indicated in the real world by green “scooter” icons, and in the Superpedestrian app with a green “P.” Otherwise, parking is allowed anywhere in the public right-of-way, so long as the at least one of the following conditions are met:



YES: Scooter Parking:

- At a parking hub or preferred parking spot
 - These are shown in the app by a green ‘P’ parking symbol.
 - They may or may not be indicated in person with markings on the ground.
- As close to the curb as possible, out of the way of people walking
- At a public bike rack

NO: Scooter Parking:

- In or near ADA access zones or ramps, including curb ramps
- In any way that blocks the sidewalk for people walking
- Near fire hydrants, marked loading zones, or driveways
- In vehicular traffic lanes
- On private property

How do scooters end up parked outside of designated parking hubs in the “parking limited” areas?

People may end up parking in an area that is NOT designated and ‘abandon’ the scooter without ending their ride. The scooter ride automatically ends after 10 minutes. The rider is charged for this time. One of two scenarios occurs: either (a) it’s a fee some people are willing to pay, or (b) some people just don’t understand that they haven’t ended their ride yet.

Where are scooters allowed to ride?

According to Oregon state law:

- They *may* be ridden in bike lanes and bike paths (and are required to do so when one is present).
- **They are not allowed to be ridden on sidewalks.**
- They can be ridden on roads that don't have a bike lane/path only if the posted speed limit is 25MPH or less. (This means that if a road has a posted speed limit greater than 25MPH, and there's no bike lane/path, they can't ride on that road).

Who is paying for this?

Superpedestrian is. Superpedestrian owns and provides the scooters, while also paying the set of fees required to obtain a shared micromobility services license. The fees are used to compensate city staff time spent on program administration and pay for compliance monitoring services. For more information, see Administrative Order 58-22-03-F.

How much does it cost?

- \$2 to unlock and \$0.39 per minute to ride.
- Day passes are also available
 - Ex) 1 Day Pass. \$5 = 2 rides with (a) no unlock fee AND (b) first 15 minutes free
- Users will receive a \$1 credit if they return their scooter to a parking hub / preferred parking location.
- Persons who receive federal and/or state assistance through programs like SSI, SNAP, or WIC are eligible for the **LINK-Up plan** which applies a 70% discount.

What is the speed limit for scooters?

- 15MPH (Oregon state law).
- For shared-use scooters, like the ones offered through Superpedestrian, this speed is automatically enforced through geofencing (using GPS technology).
- Shared-use paths, like the Ruth Bascom Riverbank Path, Amazon Path, and Fern Ridge Path, are geofenced to 12MPH.
 - Additionally, speed limits on certain paths in the Whilamut Natural Area are further reduced to 8-10MPH through geofencing.

Do you have to wear a helmet?

Everyone, regardless of age, must wear a helmet (Oregon state law).

What is the age requirement?

- Superpedestrian, along with most other scootershare companies, require riders to be 18+
- The minimum age to ride a personally owned electric scooter, according to Oregon state law, is 16.

How do you plan to keep scooters out of the river (or other waterways)?

- On-board GPS technology prevents scooters from parking within 200-ft of waterways, such as the Willamette River and Amazon Creek.
- The scooters weigh 65lbs.
- We anticipate that most people who might want to toss a scooter into the river will not want to carry 65lbs such a distance (200-ft is roughly the same length as an NHL hockey rink).

Are scooters allowed in the Whilamut Natural Area?

According to City Council Ordinance:

- They (and other forms of electric micromobility, like e-bikes and e-skateboards) cannot ride on the side paths, highlighted in red, in the Whilamut Natural Area
- Scooters are allowed on the main pathways, highlighted in green, in the Whilamut Natural Area.
- Where scooters are permitted to ride, the speed limit for shared scooters in the WNA is 12MPH on some paths, and 8-10MPH on others.
- For shared-use scooters, this will be enacted and enforced with geofencing

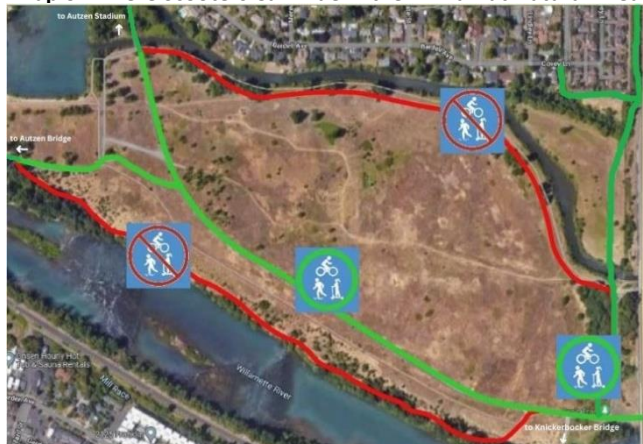
Legend for Map of Scooter Speed in the WNA:

Red = Not Allowed to Ride

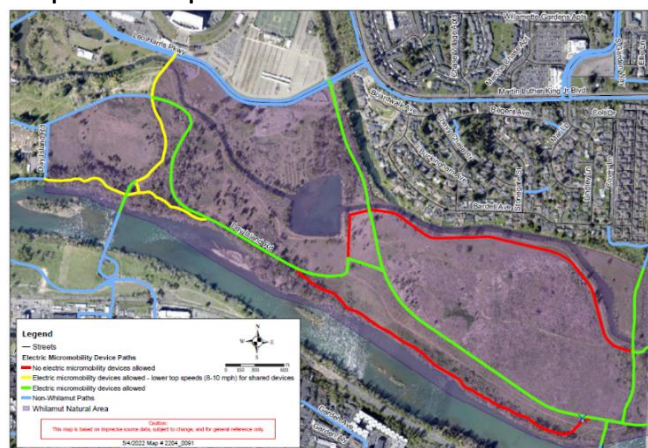
Green = Can Ride, 12MPH Max

Yellow = Can Ride, 8-10 MPH Max

Map of Where Scooters Can Ride in the Whilamut Natural Area



Map of Scooter Speeds in the Whilamut Natural Area



Are scooters allowed to park in parks?

Yes, scooters are allowed to park in parks. In larger community parks, like Alton Baker, Maurie Jacobs, and Amazon Parks, scooters are required to park in designated parking areas. This is enforced automatically via on-board GPS technology. In smaller neighborhood parks, parking is allowed anywhere in the public right-of-way, so long as the conditions outlined in the point above are met.

How is PeaceHealth / Cascadia Mobility involved in this?

- PeaceHealth, the healthcare system of medical centers, hospitals, and clinics is **NOT** involved in scootershare. They are a sponsor of our bikeshare system, PeaceHealth Rides.
- Cascadia Mobility, the non-profit that operates our bikeshare system (PeaceHealth Rides) is also the on-the-ground operator of our scootershare system. They are the ones who will be relocating, recharging, and performing maintenance on scooters.
- The partnership between a scooter company (Superpedestrian) and a local, non-profit operator (Cascadia Mobility) for operations is the first of its kind in the United States.

What does Lane Transit District (LTD) think about this?

Staff from both the City and LTD are working together to ensure that the use of shared scooters does not impede LTD's ability to operate smoothly and efficiently. As such, scooters are not allowed on or in LTD buses, platforms, or stations.

What does the University of Oregon (UO) think about this?

The University is an esteemed scootershare program partner and has agreements with the both the City and Superpedestrian to participate in the pilot program. Staff from both the City and the University are working together to ensure that program policies are consistent across the two geographies to deliver a safe, sustainable, and accessible transportation option.