

**CITY OF OXFORD**  
**INTERIM BICYCLE AND E-SCOOTER SHARING SYSTEM PERMIT PROGRAM**

The purpose of this policy is to establish rules and regulations governing the operation of bicycle and e-scooter sharing systems within the City of Oxford, Ohio and to ensure that such mobility sharing systems are consistent with the safety and well-being of bicyclists, pedestrians, and other users of the public right-of-ways.

**Scope**

This policy applies to any proposed deployment of bicycle, e-assist bicycle or e-assist scooter sharing systems within the City of Oxford's jurisdictional boundaries.

**Procedures**

Any person seeking to operate a bicycle share program within the City of Oxford shall first obtain a right-of-way permit from the City of Oxford conditioned on compliance with the Operating Regulations contained in this policy and any other conditions (including insurance and indemnity) established by the City. No person shall operate a bicycle share program within the City except pursuant to such permit.

The City Manager shall establish Operating Regulations governing the operation of bicycle and e-scooter sharing systems. All Permittees shall be required to comply with these regulations as they may be amended from time to time during the course of the year-long pilot program.

**Operating Regulations**

**Bicycles**

All bicycles must meet the safety standards outlined in ISO 43.150-Cycles, as well as, the standards outlined in the Code of Federal Regulations Title 16, Chapter II, Subchapter C, Part 1512 - Requirements for Bicycles. In addition, all bicycles shall meet the standards established in the Ohio Revised Code for lighting during operation in darkness.

Electric bicycles shall be "Class 1 or Class 2 electric bicycles only.

**e-scooters**

At 9:00 pm each day, all e-scooters shall be turned off for new ride shares. e-scooters in use at 9:00 pm can continue to be used until the ride ends.

At 10:00 pm each day, all e-scooters shall be removed from all City right of ways areas and all public areas. The e-scooters can be placed back onto public areas at 6:00 am each morning.

e-scooters shall only be rented or operated, by persons holding a valid drivers license. An image of each operators driver's license shall be held by the permit holder.

Permittees shall provide easily visible contact information, including toll-free phone number and e-mail address, on each bicycle or e-scooter for members of the public to make relocation requests or to report other issues with the devices.

Permit applicants shall include the proposed fleet size in their application. Permittees shall provide the City with two weeks' notice of any plans to change their fleet size and shall comply with any updated permit conditions prior to implementing the change.

The total number of bicycles, e-assist bicycles, and e-assist scooters permitted under this pilot program shall be limited to a cumulative total of 500 between all permittees. During the initial launch period, each permit applicant will be restricted to a maximum of 150 bicycles, e-assist bicycles, and e-assist scooters.

The city reserves the right to revoke a permit at any time during the pilot program and can require that a permittee's fleet of bicycles or e- scooters be removed from the City right-of-way within 30 days.

### **Parking**

Permittees shall obtain a right-of-way permit for any stations that require the installation and maintenance of structures within the public right-of-way.

For free-floating bicycle and e- scooter sharing systems, the devices shall be parked upright on hard surfaces of the sidewalk, at a bicycle rack, or in another area specifically designated for bicycle parking.

Bicycles and e-scooters shall not be parked in such manner as to block the pedestrian clear zone area of the sidewalk, any fire hydrant, or other emergency facility, park bench, trash receptacle, utility pole, or driveway aprons.

Bicycles and e- scooters shall not be parked in such a manner as to impede or interfere with the reasonable use of any commercial window display or access to or from any building.

Bicycles and e- scooters shall not be parked in such a manner as to impede or interfere with the reasonable use of any bicycle rack.

The City Manager, or his designee, reserves the right to determine certain street blocks where free-floating bicycle share or e-scooter parking is prohibited or to create geo-fenced stations within certain areas where bicycles and e- scooters shall be parked.

Bicycles and e-scooters may be parked in on-street parking spaces when marked parking spaces are officially designated stations for the pilot program in the Uptown District.

Bicycles and e- scooters shall not be parked adjacent to or within:

- Bus zones, including bus stops, shelters, passenger waiting areas;
- Loading zones;
- Disabled parking zone;
- Street furniture that requires pedestrian access;
- Curb ramps;
- Entryways; and
- Driveways.

To the extent a permittee desires to park bicycles or e-scooters in areas other than the public right-of-way (e.g. parks, parking lots, private property, or bus stops), the permittee must first obtain the right to do so from the appropriate City Department, property owner, or public agency and shall communicate this right to users through signage approved by the respective entity and/or through a mobile or web application.

## **Operations**

Permittees shall maintain a staffed operation center within the City of Oxford.

Permittees shall maintain a 24-hour customer service phone number for customers to report safety concerns, complaints, or ask questions.

Permittee will implement a marketing and targeted community outreach plan at its own cost to provide the services and promote the use of bicycle sharing and e-scooter sharing citywide, particularly among low-income community members.

Permittee will offer a low-income customer plan that waives any applicable bicycle/e- scooter deposit or unlock fee and offers an affordable cash payment option and unlimited trips under 30 minutes to any customer with an income level at or below 200% of the federal poverty guidelines, subject to annual renewal.

Permittee will maintain a multilingual website with languages determined by the City of Oxford, call center, and mobile App customer interface that is available 24 hours a day, seven days a week.

In the event a safety or maintenance issue is reported for specific device, that bicycle or e-scooter shall immediately be made unavailable to users and shall be removed within the timeframes provided herein. Any inoperable or unsafe device shall be repaired before it is put back into service.

At no time shall more than fifty percent (50%) of a permittee's free-floating bicycles or e-scooters be located in the Uptown District of Oxford. Permittees shall provide City staff with a direct contact to a representative who is capable of rebalancing the locations of free-floating bicycles within the City of Oxford.

Permittees shall respond to requests for rebalancing, reports of incorrectly parked bicycles, or reports of unsafe-inoperable bicycles by relocating, re-parking, or removing the bicycles, as appropriate, within the following time frames:

From 6:00 a.m. to 6:00 p.m. on weekdays, not including holidays: within two hours of receiving notice.

All other times: within 10 hours of receiving notice.

In the event a bicycle or e-scooter is not relocated, re-parked, or removed within the time frames specified herein, or a free-floating bicycles parked in one location for more than 72 hours without moving, such bicycles may be removed by the City of Oxford crews and taken to the City impound lot for storage at the expense of the permittee

Permittee shall work with local businesses or other organizations to promote the use of bicycle helmets by system users through partnerships, promotional credits, and other incentives.

Permittee shall provide notice to all users by means of signage and through a mobile or web application that:

- Bicyclists and e- scooters must yield to pedestrians on sidewalks;
- Bicyclists and e-scooters are not allowed on sidewalks on High Street between Campus and College Avenues; and
- Helmets are encouraged for all users and required for minors (to the extent minors are permitted as users).

### **Data sharing**

Permittees shall provide the City with real-time information on the entire City of Oxford fleet through a documented application program interface (API). Permittees are directly responsible for obtaining an API key from the City to which they shall publish the data described below. The data to be published to the City API will include the following information real time for every bicycle and e- scooter parked in the City of Oxford operational area:

- Point location
- Bicycle/E- scooter identification number
- Type of bicycle (standard or electric)
- Fuel level (if electric)

The City is permitted to display real-time data provided via the API and may publish real-time bicycle availability data to the public.

All permittees shall provide the following anonymized data for each trip record to inform and support safe and effective management of the bicycle share system, and for transportation planning efforts. Data will be submitted to the City via an API to be distributed by the City.

- Company name
- Type of bicycle
- Trip record number
- Trip duration
- Trip distance
- Start date
- Start time
- End date
- End time
- Start location
- End location
- Bicycle ID number

All permitted operators will provide the following bicycle availability data for oversight of parking compliance and bicycle distribution by minutes. Data will be submitted to the City API.

- GPS Coordinate
- Availability
- Availability start
- Availability start

The City may, at its option, require Permittees to distribute a customer survey at the end of the pilot period.

**Effective Dates**

This policy shall be effective from the date of its approval by the City Manager and shall terminate upon the adoption of legislation regulating bicycle sharing systems by the City of Oxford City Council.

Revised 9-12-18

Revised 9-28-18