

Safety

- All electric scooters shall meet the North Carolina General Assembly (NCGA) requirements for lights during hours of darkness, including a front light that emits white light and a rear red reflector as described in G.S. 20-129, and all other applicable requirements of state law.
- Every device shall be GPS-enabled to allow the device to be located at any time.
- Every device shall have a unique identifier that is clearly displayed and visible to the user.
- Every device shall have a customer service phone number that is in-service during all operating hours and clearly displayed and visible to the user.
- When used in a shared active transportation system, bicycles and electric assisted bicycles shall meet the standards in (i) the Code of Federal Regulations (CFR) under Title 16, Chapter II, Subchapter C, Part 1512 – Requirements for Bicycles, as amended; and (ii) the standards in ISO 43.150 – Cycles, subsection 4210, as 118 amended.
- All Operators shall provide in-app messaging that notifies their users of the following:
 - Users operating devices shall adhere to all applicable local, state and federal laws
 - Users operating devices shall yield to pedestrians
 - Users shall operate devices safely and park responsibly
 - Users operating electric scooters are prohibited from operating on sidewalks
 - Users operating electric scooters must be 16 years old and wear a helmet
 - Operating electric scooters is prohibited on greenway trails.
- All Operators shall provide a mechanism to ensure that riders are at least 16 years old before initiating a ride.
- All Operators shall provide a mechanism for customers to notify the company that there is a safety or maintenance issue with the vehicle.
- All Operators shall provide monitor and keep a record of reported crashes involving devices and send these reports to the City on a monthly basis.

Maintenance and Operations

- All permitted Operators shall have staffed operations located within the City of Winston-Salem for the purpose of maintenance and rebalancing efforts.
- All permitted Operators shall provide Winston-Salem DOT with a direct local contact for Operator staff that are capable of rebalancing and relocating improperly parked devices.
- All permitted Operators shall have a 24-hour customer service phone number for customers to report safety concerns, maintenance issues, complaints, or ask questions. In addition, permitted Operators are required to provide contact information for local operation staff for publishing on City's website and/or other materials.
- Any inoperable or unsafe device 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.

City of Winston-Salem Mobility Device Ordinance Modifications and Permit Requirements

- The City may, in its sole discretion and without prior notice, remove devices from the right-of-way if an emergency arises. In such instances, the City will attempt to notify the permitted Operator as soon as reasonably practicable thereafter.
- All applicants shall include the fleet size in their application. Permitted Operators shall meet this fleet size within four weeks of permit issuance date. Permitted Operators shall notify Winston-Salem DOT if they plan to change their fleet size two weeks before deployment.
- At their discretion, Winston-Salem DOT may approve an increase to the Operator's fleet upon submission of a written request by the Operator documenting sufficient demand, a strategy for expanding low and moderate income neighborhoods, and a good operation and safety record.
- Operators shall not use devices for the sale or display of third-party advertising. Operators shall not publish or advertise the City or Winston-Salem DOT's endorsement of their system in marketing or promotional materials.
- The City shall have the sole discretion to prohibit use or parking of any devices within a designated area(s) for special or emergency events that require streets closures and/or space upon street or sidewalk.
- Licensee shall ensure that users may not initiate rides after 9:00 PM EST or before 6:00 AM EST each day.
- Users shall be notified at end of trip if they operated in a prohibited area
- Operators shall implement technologies to reduce speeds or disable electric scooters in prohibited areas
- Notice of product recalls shall be sent to users and Winston-Salem DOT

Parking

- The City reserves the right to determine certain areas where device parking is prohibited.
- All permitted operators shall have product features that minimize mis-parked devices (e.g. require a photo of a properly parked device before trip ends). Mis-parked devices shall be rectified within 24 hours.
- If notified of public access and safety concerns by the City, Operators shall repark / rebalance the identified devices within two hours. If a device is not removed within two (2) hours, the City may remove the device and impound the device and charge impound fees for recovery.

Data Sharing

- All permitted Operators shall maintain a record of reported collisions.
- All permitted Operators shall maintain a record of maintenance activities, including but not limited to device identification number and maintenance performed. These records shall be made available to Winston-Salem DOT, upon request.
- All permitted Operators shall provide Winston-Salem DOT with a monthly data report containing the items listed below.

The data that Operators will be required to report is as follows:

City of Winston-Salem Mobility Device Ordinance Modifications and Permit Requirements

- Summary of total trips for the month, and for each week in the month
- Total trip distance for the month, quarter and year
- Average distance and duration of each trip
- Number of devices in circulation, for each week in the month
- Daily trips per device (Average number of trips per device per day)
- Number of devices vandalized, damaged, and repaired
- Payment methods and frequency of use
- Number of users in the Winston-Salem area, according to frequency of use
 - New users (riders who took their first trip but only used a device once)
 - 1-3 trips
 - 4-8 trips
 - 9-15 trips
 - 16-30 trips
 - 31-60 trips
 - More than 60 trips
- Total number of complaints, total number of complaints resolved, and number of complaints by type:
 - Devices blocking sidewalk
 - Devices on private property
 - Devices vandalized
 - Devices inoperable
 - Other
- All permitted Operators shall provide Winston-Salem DOT with anonymized real-time data to the City via an Application Programming Interface (API) following the format and requirements of the City of Los Angeles Mobility Data Specification (<https://github.com/CityOfLosAngeles/mobility-data-specification/>).