

Protecting Non-Riders

The safety of pedestrians and riders is at the center of everything we do at Spin. Our local Operations teams, along with our rider education and physical features on our scooters, work together to combat poor rider behavior that can impact the safety of pedestrians.

Hardware Features

AUDIO ALERTS

- Warning bell
- Audio alert when scooters are tipped over
- Audio alert when scooters are touched/bumped into while locked

VISUAL ALERTS

- Headlight visible from more than 500 feet away
- Front and rear reflectors on both sides that are visible from more than 500 feet away

Rider Education

A commitment to safety is central to our mission and is why we take rider education so seriously. Spin understands that it is our responsibility to educate users utilizing our two-wheeled scooters on how to properly ride and park to avoid causing harm to other community members.

- Spin requires all new users to complete a thorough in-app tutorial before being able to take their first ride.
- Before ending their trip, our riders must take a photograph of how they parked their scooter. The prompt includes a reminder to park near a bike rack where possible and to always avoid blocking the right of way, doorways, ADA ramps, etc. These photos allow us to review and hold negligent riders accountable for bad behavior.

Operations Team Protocol

Spin's operations team is reliable, flexible, and compliant when deploying scooters and responding to transit and parking issues. Employees on the ground investigate incidents and monitor for parking issues on an ongoing basis.

- We do not deploy in a way that blocks the sidewalk or right of way for pedestrians.
- We avoid deploying near curb cuts, ramps, and doorways to ensure the safety of pedestrians and those who are disabled.
- We put a strong emphasis on rider education and work hard to inform riders on safe riding and parking practices.
- When we receive a complaint about a misparked or otherwise problematic scooter, our operational response time is less than two hours.

Preferred Parking Spots

Spin has introduced Preferred Parking Spots as a way to control scooter clutter. Users who end their trip in a designated Preferred Parking Spot receive a credit toward their next ride.

We've seen major success with the ability of Preferred Parking Spots to reduce sidewalk clutter in cities across the country. For example, riders in Cleveland successfully park their scooters in a preferred area 20 percent of the time following the introduction of Preferred Parking Spots.

Local Support

Anyone who wants to report scooter misuse or parking issues can reach our Operations team 24 hours a day by

1-888-262-5189

