

# A Beginner's Guide to Electric Scooters

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## How do I safely start my ride?

Make sure the space in front of you is clear of curbs, potholes, or any other obstacles. When you get on the scooter, start by placing one foot approximately in the middle of the footboard. Put both hands on the handlebars and use the free foot to give two to three gentle kicks. Then, move that free foot so that it is behind the foot already on the footboard – the toes of the rear foot should be on the footboard, with the heel planted in a comfortable and stable position. Once you have kicked off and are balanced on the scooter, gently press down on the right throttle lever with your thumb to engage the motor.

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## How do I safely stand on the scooter while riding?

The safest posture is to have both feet on the scooter footboard, one in front of the other. Don't stand right up against the handlebar stalk – the forward foot should be in about the middle of the footboard. Your arms should be outstretched with a slight bend in the elbow, both hands holding the handlebar grips at all times.

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## How do I slow and stop the scooter?

To manage your speed while moving, squeeze the hand brake on the left side of the handlebars. When you want to come to a complete stop, gradually squeeze the hand brake until it touches the handlebar.

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## Where should I ride?

Take a look at the educational information that displays on your phone before your scooter ride. Riding rules vary in different cities. In general, scooters are best and most comfortable to ride in the places where one would ride a bike, such as in a bike lane or on a low-traffic street. If it's twilight or nighttime, be extra cautious. Please check local rules in the app, since night riding is not always allowed.

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## Can I ride on the sidewalk?

Always check the informational display on your phone before riding. While sidewalk riding is permitted in some cities, it is prohibited in others. If sidewalk riding is allowed in your city, it is always a good idea to be cautious and courteous. Riding on the sidewalk can involve different risks than riding on the street. Drivers don't expect fast moving vehicles to be on sidewalks, so be very careful any time you are riding in front of a driveway, parking lot access, parking garage entrance, or entering a crosswalk. At all times, yield to pedestrians by slowing your speed and giving them plenty of room (and an audible warning with voice or bell) when you pass. Stay away from doors that could open.

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## **How can I drive safely around scooters when I'm in my car?**

The best way for scooter riders to stay safe is for drivers to be looking for them. When driving, be vigilant in looking for scooters and bikes at all times. It's especially important when you are making a turn. Most collisions between drivers and bikes, scooters, and pedestrians occur when the driver is making a turn. Slow your turns down so that you have time to check in front and behind for anyone who might be coming on a scooter or bike. When you are parallel parking, you can avoid the risk of "dooring" a scooter or bike rider by using your right hand to open the driver's side door. When the right hand comes across your body to reach the door handle, it naturally turns your head and shoulders so that you will be more likely to see a bike or scooter coming from behind.

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## **How can I ride safely around cars when there's no bike lane?**

When you are riding near bigger and faster vehicles, remember that staying visible is the most important factor in preventing a crash. On a road with no bike lane, it's usually best to ride in the right half of the rightmost lane. Travel in a straight line. Do not dip or weave in and out of parked cars or other visual obstructions. Ride far enough away from parked cars that you won't be hit by an opening door. Do not ride too close to the curb. Debris can collect in this area. When you need to make a left turn, change lanes with caution and turn from the appropriate lane that a car would use. You can also get off the scooter and use crosswalks to make turns.

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## **There are potholes in my city. Can I ride safely over them?**

Avoid going fast over uneven pavement. If the pavement is rough, slow your speed, or find a different route.

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## **Can I carry cargo or passengers on the scooter?**

The scooter is designed to carry only you. There is no safe way to ride with a passenger, and it is not allowed. The footboard is only for your feet, not for any items or bags. Do not hang bags of items from the handlebars or any part of the scooter while riding. Backpacks and small bags with shoulder straps are usually safe to carry when scootering.

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## **Can I use the handlebars with one hand while riding?**

You must keep both hands on the scooter handlebars at all times. If you need to take a hand off the scooter handlebar, stop the scooter first.

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## **What do I do if there's a problem with my scooter?**

If the scooter has an issue that is affecting your ride in any way, please stop riding, end your trip, and report the scooter to our support team using the prompt in the app after the trip ends. If the issue prevented you from getting where you were going, the support team can refund the unlock fee for you.

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## **What if I'm involved in a crash?**

If you are involved in a serious crash, please call 911. Once you are in a safe situation, please contact our support team through the app and let us know about what happened.