

E-Scooters

News Release Date
07-06-2021

Kearns Has Two E-Scooter Companies: Bird and Lime

E-Scooters are an alternative transportation solution for the community. Residents and visitors can access the scooters for intra-community trips, recreation, or even rides to nearby bus stops.

Bird Scooters

The electric scooters can be used on roads and in bike lanes and have a maximum speed of 15mph. Scooters must be parked out of the way of pedestrians and never block driveways. Riders are required to be 18 years old and above to access the scooters. Riders are encouraged to wear a helmet on every ride and must obey all standard road rules. The scooters are available through a mobile phone application and riders pay to use the scooter per minute.

Scooters help reduce carbon emissions, as well as traffic congestion on roadways. The scooters also provide a safe way to get around and offer residents without cars another transportation option.

The preferred method to contact Bird Scooters is to download the **Bird mobile app**. You do not have to ride the scooters in order to do this. You can download the app and file a complaint or question by clicking on the icon app. Your message goes directly to the local team at Bird so that it can be immediately addressed. [Click here to view the other Methods of Contacting Bird Scooters.](#)

Bird offers the following programs that are available for all who qualify:

- **Community Pricing** - Bird's Community Pricing Program offers a 50% discount to low-income riders, Pell grant recipients, select local nonprofit and community organizations, veterans, and senior citizens. It's designed to be the most inclusive micromobility discount program available anywhere. To sign up for the Community Pricing Program, download the



Kearns Guide to Shared Mobility Device Riding

Blanket Policies

- Users must be 18 years or older to ride.
- E-Scooters/Bikes may use available sidewalks in a single-file manner. Riders may also use bike paths, or shoulders of at least 14 feet in width.
- Shared mobility devices should not be parked in any manner that disturbs the free flow of vehicular and pedestrian traffic.
- Kearns is not responsible for setting policies on UDOT-owned roads, 5400 S and 5600 W. Riders should proceed at their own risk.
- The map to the left shows where users are permitted to ride scooters in the street.

Want to learn more or report an issue? Visit the [Kearns Metro Township Website](#) to learn about rider policies, available E-Scooters and Bikes, and methods for reporting issues.

Bird app, create an account, and email your proof of eligibility to [access \[at\] bird.co](mailto:access@bird.co).

- **Free Rides for Healthcare Workers and Emergency Personnel** - Bird is proud to offer free rides to healthcare workers and emergency personnel. To sign up, simply email a copy of your medical identification card along with your name and phone number to together [at] bird.co. Eligible riders will receive two free 30-minute rides per day for as long as it takes to help our communities to recover from this global health crisis.
- **Community Mode** - Community Mode allows anyone with a Bird account to report or provide feedback on vehicle-related issues such as poorly parked or damaged vehicles in their area. When a report is submitted, a member of the Bird team is assigned to correct the issue. Anyone can access Community Mode by tapping the yield sign on the bottom left of the Bird map.

If a resident has questions or concerns about the e-scooters the company can be reached directly at 1-866-205-2442 or [hello \[at\] bird.co](mailto:hello@bird.co). More information about the company can be found on its website (www.bird.co) and on its blog (www.bird.co/blog).

Lime Scooters

- Each of the Lime scooters displays a unique ID number at 200-point font.
- Each Lime scooter displays a customer service number and contact information. Our customer service contact information is also available through the rapid reporting function of our app, and through our in-app help center.
- Anyone can call our 24/7 customer service center at 1-888-LIME-345, as visibly displayed on all e-scooters.

**Don't
Drink &
Ride**



Supporting Documents

Bird Scooters Kearns Methods of Contact
Flyer 336.76 KB

[View Slideshow](#)