

SHAREABLE DOCKLESS MOBILITY DEVICES

Frequently Asked Questions

1. Is a helmet required to ride?
We strongly encourage you to use a helmet while riding a scooter or bike, but it is not required by law for adults over the age of 16.
2. Is there an age requirement for riding?
The City of Atlanta does not have an age requirement. However, each company sets its own age policy. Check with each company to verify its requirements.
3. Can my child or friend ride with me on the same device?
No. Only one rider per scooter or bike is allowed.
4. Can I use my cell phone while I ride?
No. Using a cell phone while operating these devices can lead to distraction and create a dangerous situation. Wait until you park before using your cell phone for any reason.
5. What if I get injured either while I ride or by another rider?
Contact 911. Injuries may require treatment by emergency services. The Atlanta Police Department will also document the location and circumstances of any crashes or injuries, which helps us improve safety.
6. What if I have my own e-scooter or e-bike?
Great! We applaud your use of this non-car mode of transportation. You still need to follow all the rules regulating riding and parking these devices.
7. I found a device that is parked illegally or broken. Who should I call?
Notify the company if a device needs to be fixed or moved. You may also notify [ATL311](https://atl311.com).

Current city-permitted dockless operators are:

- [Bird](https://bird.com) – (866) 205-2442 or hello@bird.co
- [Lime](https://lime.com) – (888) LIME-345 or support@li.me

