Frequently Asked Questions Regarding Scooters

How much does it cost?
Users pay $1 to unlock a scooter and $.15 cents per minute to rent it.

How much is the city paying for this program?
Nothing. Only staff time was used to implement and coordinate this program. Zagster also pays the city a one-time fee of $50/vehicle as part of the contract.

How old must someone be to ride a scooter?
Utah state law prohibits people under eight years old from riding an electric scooter. However, Spin policy is that riders must be eighteen years old to rent a Spin scooter.

Are helmets required?
No, but helmet use is strongly encouraged.

Can people ride scooters on the sidewalk?
No. Provo City Code 9.15.200 prohibits riding self-propelled vehicles (including electric scooters) on sidewalks. However, we have noticed a large number of riders on sidewalks because they feel unsafe on the road. The city will do its part to design streets that riders will feel safe on.

Can I ride on BYU campus?
No. BYU property—and a few other areas—are currently off-limits to electric scooters. Spin prevents riders from entering these areas using GPS geofence technology.

What happens when someone blocks the sidewalk with a parked scooter?
Scooter users must be responsible and courteous parkers. Both Zagster, Spin, and Provo City continuously encourage users to park properly with video, text, in-app, and on-scooter messaging; however, some users still park improperly. If you see this happen, you can move the scooter out of the way yourself or call the phone number on the scooter for Zagster to come move it.

When will bikeshare come?
Zagster is currently in the process of securing sponsorship to launch bikeshare in Provo. A 100-bike docked program is expected to launch in early 2020.

Any more questions?
For Provo City-related scooter questions, contact Austin Taylor at 801-852-6423
For scooter-specific questions, contact Spin at 1-888-249-9698