

## **Micromobility Enforcement Q+A**

### **Q: What do I do if I am hit by a micromobility vehicle (bicycle, e-bike, e-scooter, etc)**

**A:** If you are hit by a micromobility vehicle, first try to remain calm and assess the situation- don't leave after a crash as you may be more injured than you realize. Go to the nearest blue PERT blue light phone or use your cell phone to call the UMPD emergency number to get medical assistance and to begin filing a police report.

Be sure to document:

- The names and contact information of any bicyclists, e-scooters, or pedestrians involved in the crash.
- The insurance companies and policy numbers of those people.
- The makes, models, and registration number of any micromobility vehicles involved in the crash.
- The names and contact info of at least two witnesses, if there were any.
- Photos of any damage to bikes or e-scooters.
- Your objective recollections of the incidents that came before, during, and after the crash.

When police arrive, note the police's badge number, name, and the number of the police report. Keep a copy of this police report in case you develop an injury later, or need to make an insurance claim.

### **Q: What do I do if I am riding a micromobility vehicle and I get in a collision?**

**A:** If you are in a collision while riding a micromobility vehicle, first try to remain calm and assess the situation- don't ride away after a crash as you may be more injured than you realize. Go to the nearest blue PERT blue light phone or use your cell phone to call the UMPD emergency number to get medical assistance and to begin filing a police report.

Be sure to document:

- The names and contact information of any drivers, bicyclists, e-scooters, or pedestrians involved in the crash.
- The insurance companies and policy numbers of those people.
- The makes and models of any micromobility vehicles involved in the crash.
- The names and contact info of at least two witnesses, if there were any.
- Photos of any damage to bikes or e-scooters.

- Your objective recollections of the incidents that came before, during, and after the crash.

When police arrive, note the police's badge number, name, and the number of the police report. Keep a copy of this police report in case you develop an injury later, or need to make an insurance claim.

**Q: How do I file a police report for a micromobility collision?**

**A:** To file a police report, please call UMPD at 301-405-3555 and an officer will assist you with next steps.

**Q: What do I do if I witness a micromobility user riding their device unsafely (not stopping at stop signs, weaving through traffic, riding in pedestrian areas, not yielding for pedestrians, etc)**

**A:** If you witness an individual on a privately-owned micromobility vehicle or a Veo e-bike or e-scooter riding unsafely, you can refer the incident to the [Office of Student Conduct](#). Additionally, if someone on a Veo e-bike or e-scooter is riding unsafely, you can report the incident directly to Veo through the Veo app or at [hello@veoride.com](mailto:hello@veoride.com). When reporting a case to Veo or the Office of Student Conduct, please include as much detail as possible (when, where, type of behaviors observed) and identity or registration number (if possible) of the rider. If you would like to report an incident anonymously, please contact the Office of Student Conduct to speak with a staff member directly.

**Q: How do I report parking infractions?**

**A:** Privately-owned micromobility vehicles that are improperly parked can be reported to the BikeUMD team through our [Micromobility Parking Violation](#) form. Improperly parked Veos can be reported to the company through the Veo app or by emailing [hello@veoride.com](mailto:hello@veoride.com)