

Bird Access

Bird is dedicated to ensuring our service is reliable and readily available to all. Bird Access is a program that helps improve mobility and increase access to employment opportunities for underserved communities. In support of this:

Low-income access

In underserved communities where public transit is not always available, Bird provides an accessible and economical mode of transportation that enables people to move around their city with ease. In fact, Bird was the first electric-scooter sharing company to offer a low-income plan. Today we offer riders unlimited 30-minute rides for anyone who is currently enrolled in or eligible for a state or federal assistance program.

Non-credit card access

Paying for a Bird ride should be simple and easy, regardless of how a rider is paying. To help ensure accessibility for riders who do not have a credit card, riders have the option of using prepaid debit cards to pay for Bird rides. Riders can purchase prepaid Visa, Mastercard, and American Express cards with cash from several national and local retailers including CVS, Walgreens, and other local grocery stores. These prepaid debit cards can be used within the Bird app or when providing their payment option for Bird's text-to-ride service.

Non-smartphone access

To expand access of our last mile transportation solution to people who are unable to access Bird's mobile app, Bird offers text-to-ride. This new access point enables a rider to start and end rides through SMS text messages. This removes the requirement of an individual needing a smartphone or a data plan to rent a Bird.

HOW TO ENROLL

Enrolling in these programs is easy. Individuals can simply email Access@Bird.co or with the below information, and a Bird team member will review and work together with them if any further information is needed. The enrollment process typically takes 2-3 business days.

Information to provide:

- Full Name
- Phone number
- Confirmation if non-smartphone access is requested
- For low-income access: Proof of enrollment in a state or federal assistance program (including, but not limited to, CalFresh, Medicaid, SNAP or discounted utility bills).

