No Smart Phone? No Problem! – Ride a Scoobi With Our Direct-Connection Service

Individuals interested in enrolling in this access program will be required to attend an in-person training session that will cover road safety, use of Scoobi vehicles, parking rules, and the Direct-Connection process.

Training

One-hour training and enrollment sessions will be available every Wednesday at 11am. Training sessions will take place by appointment at designated locations in Austin.

The user must furnish a valid driver’s license for verification through our third-party validation software. Users must also have a valid credit or debit card for payment processing and enrollment.

Once the user has successfully completed the training process, an individual account will be created, and they will become an official Scoobi member with access to the rideshare.

Everyone will be provided the local customer service number to call when a ride is requested and a physical copy of the Austin parking map.

Using the Direct-Connection Feature

This simple 5-step process allows customers to utilize Scoobi’s shared mobility services without access to a smart-phone.

1. Find an available Scoobi and call the customer service number provided during training – this number can also be found on the trunk of every Scoobi.
2. Verify your account information with the representative.
3. Tell the representative the unique vehicle number printed on the moped.
4. A Scoobi Field Technician will arrive shortly to start your ride for you.
5. When you’ve reached your destination, park the moped in accordance with Scoobi’s guidelines and turn the moped off.

Scoobi Access Program

If you currently use a government-funded public-assistance program, you may qualify for reduced pricing of 50%.

Approval of all special exemption discount packages are contingent on the applicant’s ability to provide documentation showing proof of current enrollment in a public assistance program. Any and all documentation used for verification must match the applicant’s state driver’s license information.

Call customer service at (737)-703-3626 to inquire about special exemption pricing.