

Micro Mobility Paralympic Village

FREQUENTLY ASKED QUESTIONS

ABOUT THE SERVICE

What is KINTO?

KINTO is a mobility branch of Toyota, the Worldwide Mobility Partner of IOC and IPC. KINTO manages a wide range of mobility services across Europe and globally. This is part of Toyota's global vision to evolve into a mobility company by providing all kinds of services related to transportation for people around the world. Find out more here: [KINTO | The seamless and smart mobility solution \(kinto-mobility.eu\)](https://kinto-mobility.eu)

During Paris 2024, KINTO shared mobility services are complementing mobility solutions provided by Toyota. Firstly, in the Paralympic Village, Toyota micro mobility solutions C+Walk S and wheelchair e-puller Yosh-E will be offered as a shared mobility service. Secondly, a paid car sharing service is available for the staff of the National Olympic and Paralympic Committees to support their short-term mobility needs. More on the car sharing service: [link](#).

Why did you develop KINTO Share micro mobility service for Paris 2024?

Toyota, the official Mobility partner of the Olympic and Paralympic Games Paris 2024, is facilitating mobility of athletes and staff in the Paralympic Village. In addition to the inclusive shuttle Toyota APM (Accessible People Mover), the Village residents can use personal mobility solutions Toyota C+walk S and Yosh-E via the mobile app Toyota Paris 2024 – KINTO.

The purpose of this micro mobility service is to enable fair and easy access to these personal inclusive mobility solutions by Paralympians and staff, as well as keep the operations more efficient and the Village environment more organized.

How does it work?

The residents of the Paralympic Village are invited to download a mobile app [Toyota Paris 2024 – KINTO](#), thanks to which they can locate a personal mobility vehicle best fitting their need, reserve it in the app or unlock it directly by scanning a QR code on the device, and enjoy the ride before dropping the device at another dedicated station, ready to use by others. This will be a free service for athletes and staff.

Find more information about the registration [here](#).

You can learn how to use the service [here](#).

How can I download the KINTO mobile app to use the service?

To use the service, it's obligatory to download the dedicated mobile app and register. Good news: it's quick and simple!

Download links: [Google Play](#) and [App Store](#), or just search "Toyota Paris 2024 – KINTO" in the stores.

During which period KINTO Share micro mobility service is available?

KINTO Share micro mobility service is available from the 21st of August till the 10th of September 2024 inside the Paralympic Village.

Which type of vehicles are available within this service?

Two types of personal solutions are available for shared usage within the service: Toyota C+Walk S and Yosh-E.

Toyota C+walk S is an easy-to-operate 3-wheeled electric vehicle. It goes up to 6 km/h and is designed to be used in walking areas. All Village residents can use this vehicle via the mobile app.

Yosh-E converts a typical mechanical wheelchair into a battery-powered electric mobility solution. It goes up to 8km/h. Note: only athletes with a special bracket installed on their wheelchairs can use Yosh-E. The allocation will be done by each NPC based on the quota communicated by Paris 2024 for each delegation.

There will be 35 C+Walk S and 50 units of Yosh-E laid out over 6 stations inside the Paralympic Village perimeter.

You can find more information on these devices [here](#), including videos and Quick Start Guide.

Which is the difference between this service and KINTO car sharing?

During Paris 2024, KINTO is providing two main services:

1/ This service: in the Paralympic Village, Toyota micro mobility solutions C+Walk S and wheelchair e-puller Yosh-E are offered as a shared mobility service. It's a free service (no payment). C+Walk S can be used by all the Village residents and visitors. Yosh-E can be used only by athletes with a special bracket installed on their wheelchairs. The allocation is done by each NPC based on the quota communicated by Paris 2024 for each delegation.

2/ KINTO Share car sharing service is available for the National Olympic and Paralympic Committees to support the short-term mobility needs of their employees. This is a paid service. The registration to the service can only be done by the delegation's Chef de Mission or a legal representative. **Car sharing service can't be used by athletes (except for the athletes invited to use the service by their delegation Transport Coordinator).** More on the car sharing service: [follow this link](#).

Both services are available within the mobile app Toyota Paris 2024 – KINTO, but you will only see the service open to you.

ELIGIBILITY & SCOPE

Who is eligible to use the KINTO Share micro mobility?

C+Walk S can be used by all the Paralympic Village residents and visitors.

Yosh-E can be used only by the athletes who are manual wheelchair users and who have a special bracket installed on their wheelchair. The allocation of brackets is done by each NPC based on quota communicated by Paris 2024 for each delegation.

There is no need to have a driving licence to ride C+Walk S or Yosh-E. We don't recommend people with visual impairments to ride C+Walk S or Yosh-E.

All users must accept and comply with Terms & Conditions of the service (to be published soon).

Where can I ride?

You can only ride in the designated walking areas inside the Paralympic Village. Avoid riding off road, on the grass, gravel, and rough terrains. Follow the signage in the Village.

ACCOUNT & REGISTRATION

How can I register to the service?

You can start by downloading the mobile app Toyota Paris 2024 – KINTO. Download links: [Google Play](#) and [App Store](#).

The second step is to create an account. It takes 2 minutes only! Open the app, go to Menu, click on Login/Register, and click on Create an account. Follow the required steps to finalise your profile. You can find more information about all the registration steps in this [section](#).

Is the registration active immediately?

Yes! After the registration, you will receive a confirmation email. You will need your email and password created during your registration to log in to the app.

By default, you will only see C+walk S, and you can start using these vehicles immediately (during the period from the 21st of August to the 10th of September).

If you are a manual wheelchair user and your NPC allocated a Yosh-E quota to you, the wheelchair e-pullers will be visible in the app to you only after the bracket is installed on your wheelchair.

PLANNING YOUR TRIP

Is prior reservation required?

No prior reservation is required to use micro mobility in the Paralympic Village. However, you have an opportunity to reserve your vehicle 15 minutes prior to your ride from the mobile app, which will give you enough time to reach the vehicle. Alternatively, you can just scan the QR code via the KINTO app on the closest vehicle and start your ride immediately.

What if I cancel my reservation?

If you reserved the vehicle via the app and changed your mind, you can cancel a reservation without any penalty. The device will be "unblocked" on the map and can be booked by others.

What if I reserved the vehicle but didn't manage to reach it within 15 minutes?

Your reservation will be released, and the vehicle will be available for other Village residents. If nobody booked this vehicle yet, you can start your ride directly from the station by scanning the QR code on the device via the mobile app. Alternatively, search for another vehicle close to you.

I can't see Yosh-E in the app. Why?

If you are a manual wheelchair user and your NPC allocated a Yosh-E quota to you, the vehicles will be visible in the app to you only after the bracket is installed on your wheelchair.

The vehicle in front of me is not on the app map. Why?

Due to maintenance reasons or low battery level, some vehicles might be out of service and not appear on the mobile app. Also, maybe someone already reserved this vehicle and is on their way to pick it up. In this case, please select another device.

YOUR TRIP

How can I find a vehicle?

There are two ways to find a vehicle:

1. Open the mobile app and check the map to see where all the available vehicles are located. Reserve the most convenient one directly. You'll have 15 minutes to reach the vehicle and start your ride.
2. Go to the nearest KINTO Station and scan the QR code on one of the available vehicles parked there to start your ride directly.

How can I unlock the vehicle and start riding?

The vehicle can be unlocked by clicking on Start Trip on the mobile app. It is important to do this action only when in proximity of the vehicle, especially if reserved 15 minutes prior to its use.

Can I put my trip on hold?

If you need to take a break during your trip, it is possible to pause your ride without ending the reservation simply by clicking Pause Trip on the app. Be sure to park your vehicle correctly without creating an obstacle for pedestrians or transport.

Can I ride everywhere inside the Paralympic Village?

You can only ride in the designated walking areas inside the Paralympic Village. Avoid riding off-road, on the grass, gravel, and rough terrains. Follow the signage in the Village.

How long can I use a vehicle for?

You can ride for 1 hour maximum at a time. This time should give you enough flexibility to get around the Village and guarantee fair use of the service by all athletes.

Where can I drop the vehicle at the end of my trip?

It is important to always return the vehicle to one of the six dedicated KINTO stations at the end of each trip. This helps us keep the Paralympic Village a safe and organised place and allows our team to take care of the vehicles.

How can I end the trip?

To end the trip, return to one of the six KINTO stations and park the vehicle. Open the mobile app and click End Booking. The app will require 4 photographs of the device to verify its conditions. Finally, close the app, and you're good to go!

What are the opening hours of the service?

The service will be available 24 hours per day. This might change based on external factors (e.g. weather conditions).

VEHICLES

Which type of vehicles are available within KINTO Share micro mobility service?

KINTO Share inclusive micro mobility service offers two kinds of vehicles inside the Paralympic Village:

1. Toyota C+walk S is an easy-to-operate 3-wheeled electric vehicle. It goes up to 6 km/h and is designed to be used in walking areas. All Village residents can use this vehicle via the mobile app.
2. Yosh-E converts a typical mechanical wheelchair into a battery-powered electric mobility solution. It goes up to 8km/h. Note: only athletes with a special bracket installed on their wheelchairs can use Yosh-E. The allocation will be done by each NPC based on the quota communicated by Paris 2024 for each delegation.

There will be 35 C+Walk S and 50 units of Yosh-E laid out over 6 stations inside the Paralympic Village perimeter.

You can find more information on these devices [here](#), including videos and Quick Start Guide.

Are these vehicles in KINTO Share electric?

Both Toyota C+walk S and Yosh-E are electric-battery-powered vehicles.

How are C+Walk S and Yosh-E charged?

You are not required to charge the vehicles. We are taking care of it: we are monitoring the state of charge remotely, and our agents are swapping the batteries in a timely manner.

ASSISTANCE & INSURANCE

Who can help me if I need assistance?

The service usage is quite intuitive. But you can rely on the help of the volunteers present around the micro mobility stations during the daytime. They can explain how to use the vehicles and the mobile app.

To learn more about the controls of Toyota C+walk S and Yosh-E, please check the videos and quick start guides [here](#).

Finally, in case you have any questions, feel free to contact us (contact details coming soon)

Is insurance included?

We are working on the process – information coming soon!

What should I do if I had an accident?

We are working on the process – information coming soon!

What do I do if I have an issue?

We are working on the process – information coming soon!