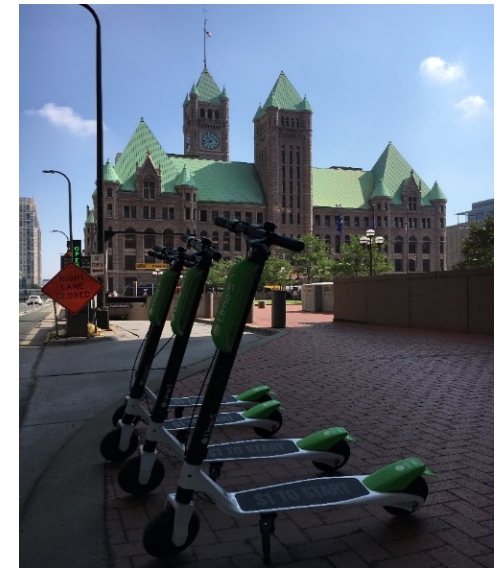


CITY OF MINNEAPOLIS

2019 Motorized Foot Scooter Pilot

2018 Scooter Pilot – Recap

- Pilot began Aug 6th, 200 scooters total
 - Bird and Lime started at 100 scooters each
- U of MN began its own pilot in Sept, 100 scooters total
 - Bird and Lime started at 50 scooters each
 - Increased to 200 scooters total in October
- At peak of both pilots, up to 600 scooters in Minneapolis
- Minneapolis and U of MN pilots both ended on Nov 30th
- 225,543 total rides, 1,566 rides per day
- 74,877 unique users
- 92.7% of city streets and off-street trails were ridden on



2018 Scooter Pilot - Survey Data

Behavior

- 62% responded as using scooters multiple times per month, of those 19% responded as using multiple times per week
- 69% responded that scooter availability (lack of) prevented them from riding more often
- 35% responded as non-users of bicycles, likely indicating lack of familiarity or comfort with bikeway network
- 42% of responses stated decrease in use of personal vehicles, TNCs, or taxis with access to scooters
- In describing their most recent trip, 95% selected a real destination (home, work, etc..) rather than riding for fun
- 80% responded that they were either satisfied or very satisfied with scooter companies overall

Demographics

- 61% of respondents live in a Minneapolis zip code
- 25% of respondents live in a greater Twin Cities zip code
- 68% of respondents identified gender as male
- 88% of respondents identified race as white
- Average age of respondents was 30
- 70% of respondents reported household income of \$50,000 or greater
- 19% of respondents reported household income of \$25,000 or less
- 11% of respondents own zero cars, 34% one car, and 55% two or more

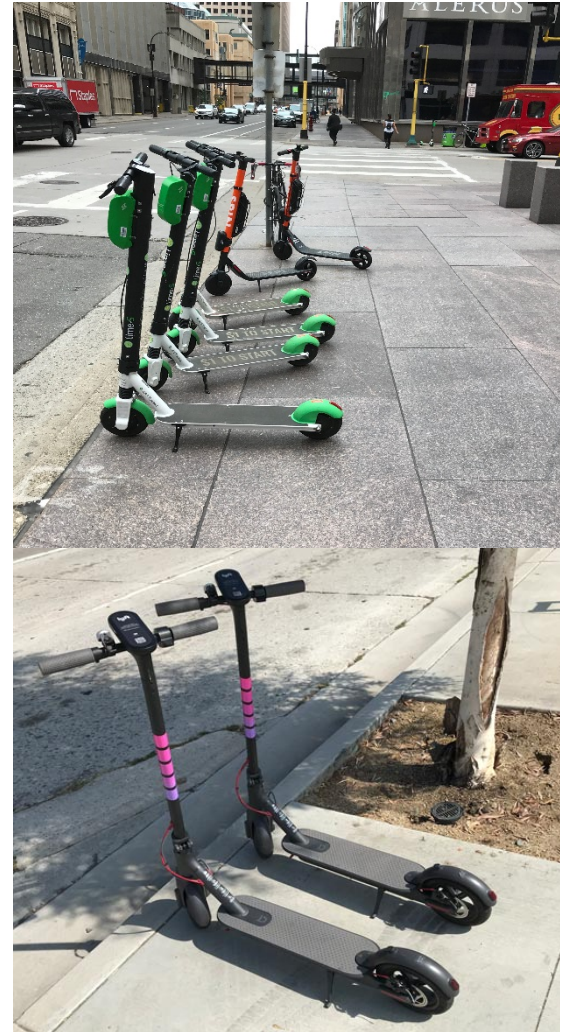
2018 Scooter Pilot - Conclusions

In evaluating the 2018 pilot, Public Works developed the following conclusions:

- **Climate** – Scooters contributed to reduction in Greenhouse Gas Emissions and Vehicle Miles Travelled
- **Safety** – Safety and accessibility for all who interact with scooters was a primary concern
- **Equity** – Equitable access was lacking, both in geographic distribution of scooters and awareness of low income pricing and alternative access options
- **Prosperity** – Scooters provided an additional transportation option to access education and jobs
- **Mobility** – Scooters were a meaningful mobility choice throughout the pilot
- **Active Partnerships** – Close collaboration with numerous internal and external stakeholders, partner agencies, peer cities, and transportation organizations contributed to the success of the pilot

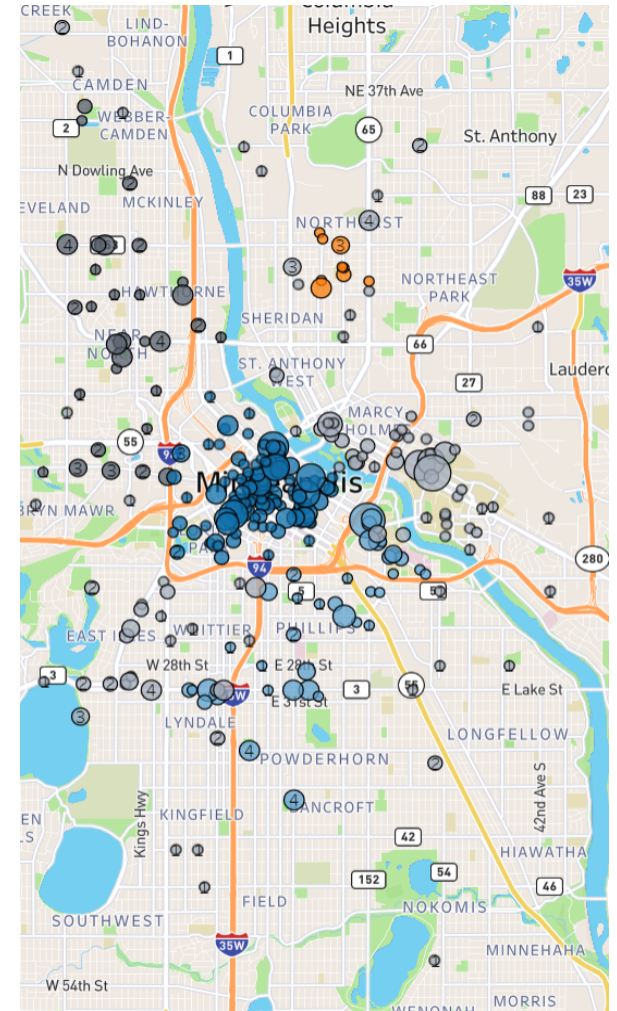
2019 Scooter Pilot – Policy Update

- Renewed and extended initial pilot for 1 year term through March of 2020
- 7 interested vendors participated in RFQ, including plans for:
 - Safe Riding and Parking Compliance
 - Local Education and Outreach
 - Low Income Pricing and Alternative Access
 - Scooter Availability and Distribution
- JUMP, Lime, Lyft, and Spin selected (JUMP chose not to participate)

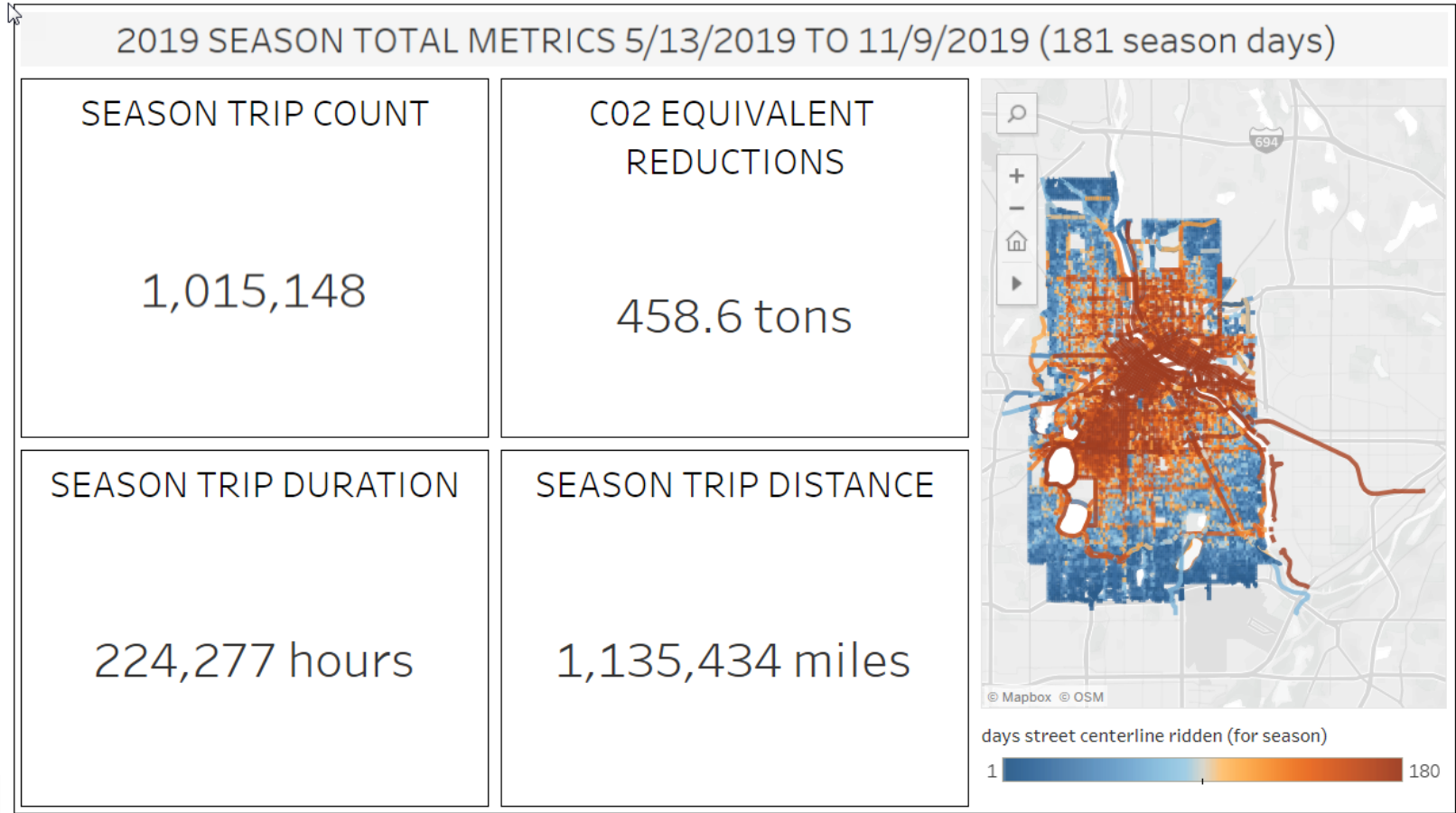


2019 Scooter Pilot – Policy Update

- Minimum and maximum distribution requirements
 - At least 30% in Areas of Concentrated Poverty (min 600)
 - Not more than 40% in Downtown and surrounding neighborhoods (max 800)
- Initial maximum of 2,000 scooters with two possible performance based increases
- Public Works may increase or decrease the maximum number of scooters based on performance targets and compliance
- Required fee of \$100 per scooter
 - Support oversight and regulation
 - Support infrastructure improvements

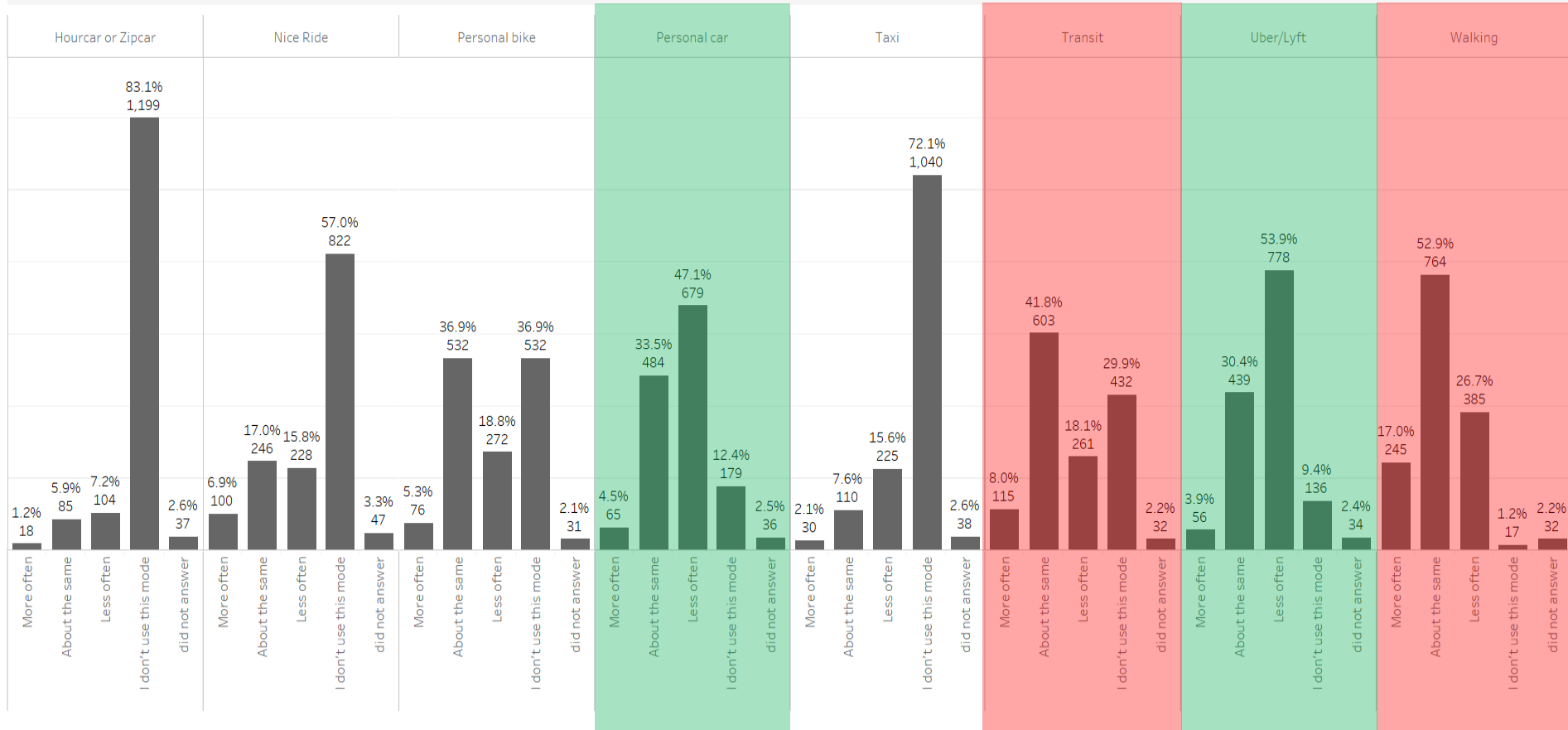


2019 Scooter Pilot – Metrics



2019 Scooter Pilot – Survey Data

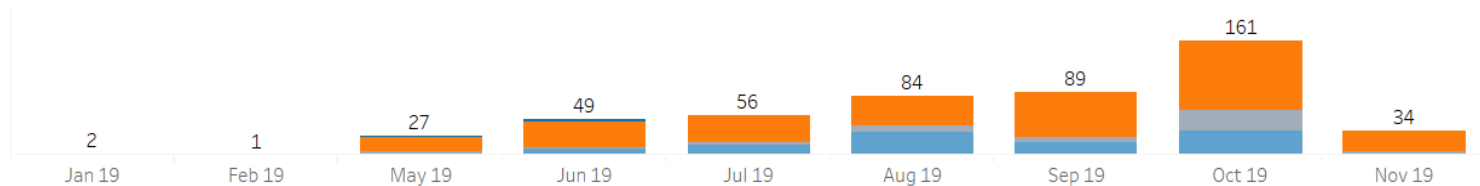
How has access to scooters changed your use of the following modes?



2019 Scooter Pilot - Complaints

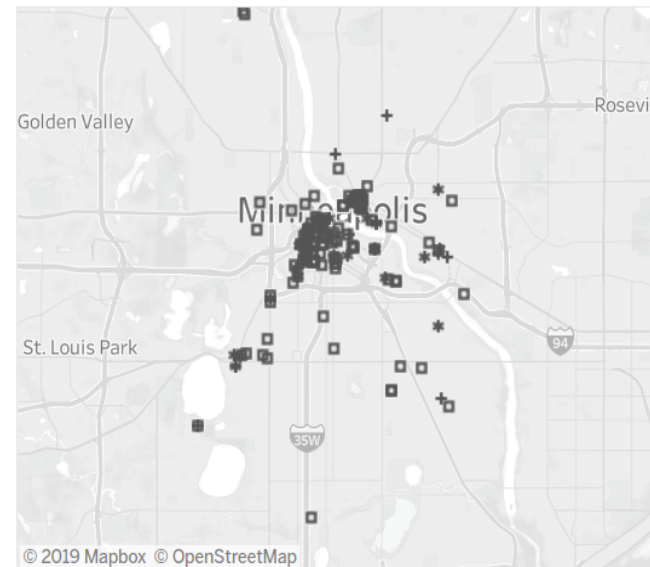
Grand Total  503

Case Timeline

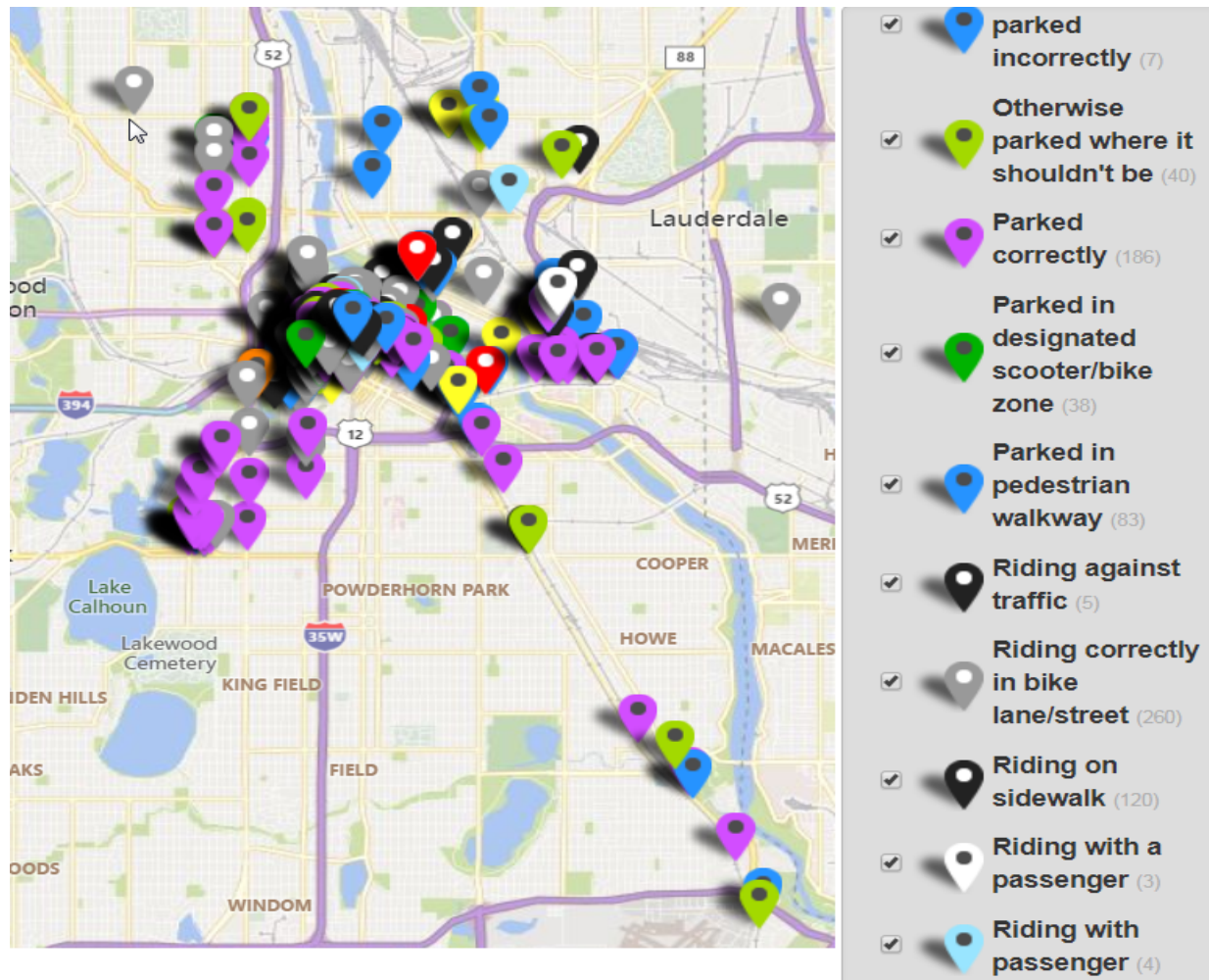


Case Details

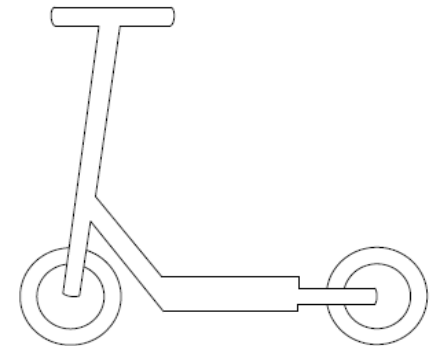
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11/7/2019 2:49:59 PM	101004439098	Lime	ho..
11/7/2019 2:33:20 PM	373310-101004439074	Lime	click for picture link
	373311-101004439073	Lyft	click for picture link
11/7/2019 9:03:58 AM	373272-101004438759	Lime	click for picture link
11/7/2019 9:03:57 AM	373270-101004438757	Lime	click for picture link
11/7/2019 9:03:54 AM	373266-101004438756	Lime	click for picture link
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11/6/2019 7:03:10 AM	373076-101004438053	Lyft	click for picture link
11/5/2019 10:53:39 AM	101004437634	Spin	ho..
11/5/2019 9:10:28 AM	101004437529	Lime	



2019 Scooter Pilot – Observations



2019 Scooter Pilot – Infrastructure



2019 Scooter Pilot - Evaluation

Following the 2019 pilot, Public Works intends to evaluate the following:

- **Climate** – Impact on Greenhouse Gas Emissions and Vehicle Miles Travelled, including fleet operations
- **Safety** – Safety and accessibility for all who interact with scooters
- **Equity** – Scooters as a viable transportation option for all in Minneapolis
- **Prosperity** – Scooters as a contributor to economic growth
- **Mobility** – How scooters are used to connect with transit and other modes
- **Active Partnerships** – What types of collaboration are key to long term success



Questions

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