

Issues Matrix

Shared Micromobility Program

July 25, 2023



Date	Councilmember	Issue	Notes & Recommendations
7/18/2023	CM Forsythe	How many scooters or bikes are on the ground at a given time?	Approximately 130 scooters are deployed daily over the life of the program. This accounts for seasonal fluctuations, including increased scooter usage during the summer months.
7/18/2023	CM Forsythe	How many injuries have occurred?	<p>We have received 9 reports of injury via Fire, 1 report of injury via Police, 0 reports of injury via Lime, and 0 reports of injury via QAlert (City Request for Service).</p> <p>We have only received injury information through these channels.</p>
7/18/2023	CM Kritzer	How many members of the public have submitted service requests?	29 different members of the public have submitted customer service requests through QAlert. We do not have the ability to track the individuals who contact Fire, Police, or Lime directly.
7/18/2023	CM Kritzer	Do we have a portal for members of the public to submit service requests? How could we advertise to the public so that they are aware they can submit service requests?	<p>The public can submit customer service requests via Report An Issue or Request For Service on the City's website. Users can also report directly to Lime through the app or via phone.</p> <p>The Redmond Scooter & Bike Share webpage includes directions and links for making a request or reporting an issue: Redmond Scooter & Bike Share Redmond, WA</p> <p>Direct communication about the program was advertised to the public at the start of the pilot program via email and initial outreach.</p>
7/18/2023	CM Kritzer	What is the feasibility of including bikeshare in the pilot program in addition to scooter	The Shared Micromobility Pilot Program contract was developed to include both bikeshare and scooter

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		share? Would we go to bid again to include bikeshare?	share. The contract includes regulations for bikes and scooters. When the pilot started, vendors opted to use scooters only; however, Lime has recently implemented approximately 20 bikes as of July 2023.
7/18/2023	CM Fields	Who is riding the scooters? Who needs to ride them?	The program has proved to be a viable first-last mile transportation option for members of the public. Since 2019, the median trip distance of a shared scooter is 0.8 miles. The median trip length is approximately 8 minutes. Lime has an affordability program that provides discounted rides to those who qualify called Lime Access.
7/18/2023	CM Fields	What are the broader goals of this program? Are we achieving what we had hoped with the pilot?	The goals of the Shared Micromobility Pilot Program include: <ul style="list-style-type: none"> • Implementing the goals of the Transportation Master Plan (TMP) • Testing a new mobility option • Improving first-last mile mobility
6/15/2021	CM Forsythe	Previous mention of funding restriction on \$20 scooter mis-park citations, is that still the case?	<ul style="list-style-type: none"> • Lime is able to issue funds as a private vendor. When they collect funds, it would need to go back into a City program that works with Lime's business model vs directly back to the City • Proposed funds would go towards senior programming via the Senior Center.
6/15/2021	CM Forsythe	Are we still considering painting parking areas for scooters? Painted areas could help with user behavior	<ul style="list-style-type: none"> • This is on the list of next steps to consider when program is fully evaluated • City staff would need to determine list of places where scooters could be successfully parked to comply with City ordinances and codes

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6/15/2021	CM Padhye	Glad to hear Lime has stepped up with enforcement, and that resident-driven patrols are possible. How can residents get more involved with citizen monitoring?	<ul style="list-style-type: none"> That is a great idea but would like to monitor during the summer months how people could continue to monitor scooter locations Important to find a balance between citizen reporting while minimizing administrative burdens Will consider a neighborhood-based approach
2/18/2020	CM Khan	How many helmets have been distributed during the pilot to date?	<p>Redmond Police Department: The RPD fitted and sold 19 helmets. (Note that the prime time for helmet distribution is typically March-July, which was before the pilot began.)</p> <p>Lime: Lime distributed 60 helmets in Redmond through First Ride Academies and employer outreach.</p>
2/18/2020	CM Forsythe	Why is bikeshare not being offered by the City?	<p>Per Redmond's right-of-way use permit, Lime is authorized to add bicycles and could do so in the future; the company said it would make a determination based on its business model.</p> <p>Shifts in the micromobility market are favoring scooters over bikes. In the Northwest and around the US (e.g. Bellevue), micromobility companies are ending bikeshare programs and focusing on communities that support scooter share.</p>
2/18/2020	CM Anderson	What are the budget implications of extending the pilot through the end of July 2020?	<p>Scooter share is provided by a private company (Lime); therefore, the City will not incur additional expenses by extending the pilot.</p> <p>Lime's permit application required the company to pay a fee of \$4,994.14. The total amount of the permit fee is intended to cover the City's costs for program administration and evaluation. These funds will now</p>

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			cover a longer period of time (through July 29, rather than May 14).
2/18/2020	CM Anderson	How are other providers impacted by the extension?	One other vendor applied to operate scooter share during the pilot but opted not to initiate a permit. That company could choose to initiate a permit and begin operations at any time during the pilot. The City is notifying the company of the extension of the pilot time period.
2/18/2020	CM Anderson	How is Education Hill doing?	Although the City is not tracking usage by neighborhood, data shows scooter activity in Education Hill, especially along 166 th Ave NE, Avondale Road NE, and Redmond-Woodinville Road NE.
2/18/2020	CM Carson	How is the community using scooters - for what purposes or trip types?	<p>Lime's user questionnaire (163 responses) examined the origin and destination of each scooter trip and categorized the purpose of the two "trip ends"¹ as follows:</p> <ul style="list-style-type: none"> • <i>Work/school - 67% of trip ends (above the national average of 37%)</i> • Shopping/dining/entertainment - 52% of trip ends • Home - 49% of trip ends • <i>Transit - 13% of trip ends (above the national average of 9%)</i> • Family or friend's home/other destination - 12% of trip ends <p>7% of trip ends reflected "no particular destination"</p>

¹ Each trip is comprised of two "trip ends" - an origin and a destination. In other words, "trip ends" refers to where the trip began and where it ended. The percentage listed for each trip purpose also reflects this concept. That is, the percentage equals the origin trip end plus the destination trip end. Therefore, the total of all the percentages for all trip purposes is greater than 100%, i.e. 200%.

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2/18/2020	CM Carson	How many incidents involving scooters have occurred in Redmond?	<p>The Redmond Police Department received 16 scooter-related calls between August and December 2019 that addressed the following:</p> <ul style="list-style-type: none"> • Problems with riders or how scooters were ridden (7), • Incidental contact² (5), and • Collisions (4) <p>During that time period, the Redmond Fire Department received 9 scooter-related calls that addressed the following:</p> <ul style="list-style-type: none"> • Motorized foot scooters in general (6), and Lime scooters specifically³ (3)
2/18/2020	CM Carson	How are scooter users being educated about how to ride safely and courteously in Redmond?	<p>As a condition of receiving a permit, the vendor (Lime) agreed:</p> <ul style="list-style-type: none"> • To educate users about the any laws applicable to riding and operating a scooter in the City of Redmond and King County, and about how to properly park and store the scooter during and after rides, and • To instruct users to comply with applicable laws. <p>Instructions must be visible to the user on the scooter and within the app. Lime's website also provides safety instructions.</p>

² "Incidental contact" is defined as time that the police department happened to interact with a Lime rider during an original contact unrelated to use of the scooter.

³ Callers mentioned Lime scooters by name.

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			<p>In addition, Lime partners with GoRedmond⁴ to raise awareness best practices for riding scooters through employer outreach, First Ride Academies, and other educational events.</p> <p>Specific events and resources have included:</p> <ul style="list-style-type: none"> • Six blog posts featuring best practices for riding scooters in Redmond; • Two "First Ride" classes - hour-long workshops free to the public on how to ride safely and have fun on electric scooters; • FAQs about Electric Scooter Share; and Outreach at local employment sites, such as Microsoft, Facebook, Quadrant Willows Corporate Park, and Greater Redmond Transportation Management Association
2/18/2020	CM Carson	How are other providers impacted by the extension?	One other vendor applied to operate scooter share during the pilot but opted not to initiate a permit. That company could choose to initiate a permit and begin operations at any time during the pilot. The City is notifying the company of the extension of the pilot time period.

⁴ Go Redmond is a partnership between the City of Redmond, Greater Redmond Transportation Management Association, and King County Metro that works to promote a culture of walking, biking, ridesharing, and transit in the Redmond community.