

# Micromobility Pilot Program Update: Staff Report

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September 5, 2023

Transportation Planning and Engineering Division



# Goals of the Pilot Program

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- Improve travel choices and mobility, a 2013 *Transportation Master Plan* strategy
- Expansion of scooter and bike share programs in Puget Sound
- Test new mobility option
- Improve “first/last mile” mobility



# Program Timeline





# Scooter Share Pilot Program

## Statistics 2019 to July 2023\*

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<b>Average Daily Scooters Deployed</b>	<b>134</b>
<b>Average Daily Trips</b>	<b>166</b>
<b>Average Daily Trip Distance</b> (miles)	<b>0.8</b>
<b>Average Daily Vehicle Miles Traveled</b> (miles)	<b>196</b>
Total Scooters Deployed	162,322
Total Completed Trips	201,199
Total Distance or Vehicle Miles Traveled (miles)	238,606
Total Number of Riders	129,435
Total Number of Customer Service Requests	210



Updated to include June and July 2023 data

# Customer Service Requests

Retrieval • Improper Parking • Obstruction • Safety Concern • User Suggestion



Directly reported to	# of requests
Lime	84
Qalert (city request for service)	76*
Police	17
Fire	9+
<i>Total customer service requests</i>	<b>210</b>

**For every 900 completed rides, there has been one customer service request for the life of the pilot.**

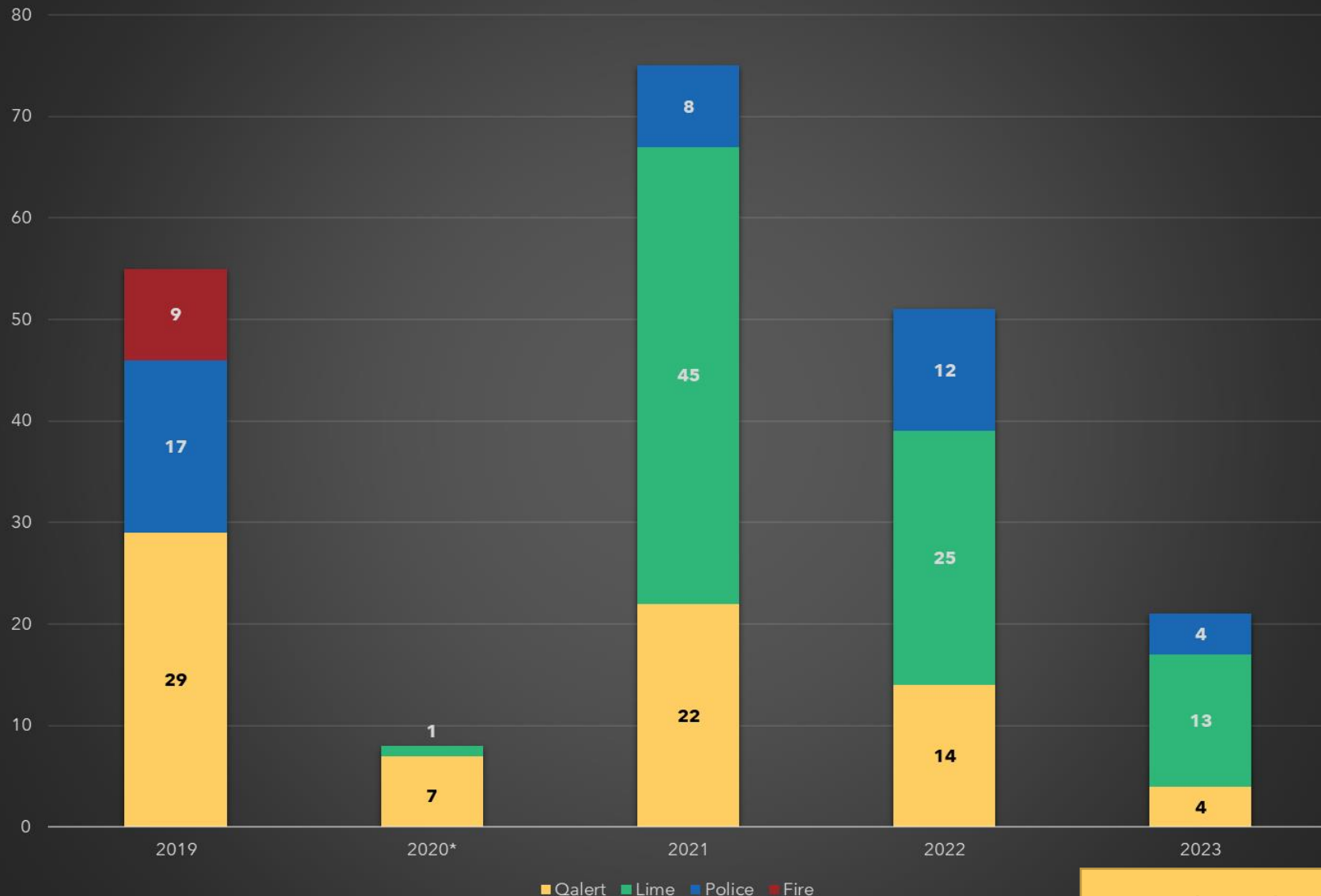
\* 45 of the 76 QAlert requests were from one person. The City worked with Lime and the individual. This resulted in creating a direct access method for this person to report issues.

+ Fire tracked customer service requests between Aug. 3, 2019 and Nov. 15, 2019. Fire stopped tracking after this time period.

Updated to include June and July 2023 data



## Customer Service Requests Received



The City and Lime worked on operational changes that helped address concerns of usage and parking.

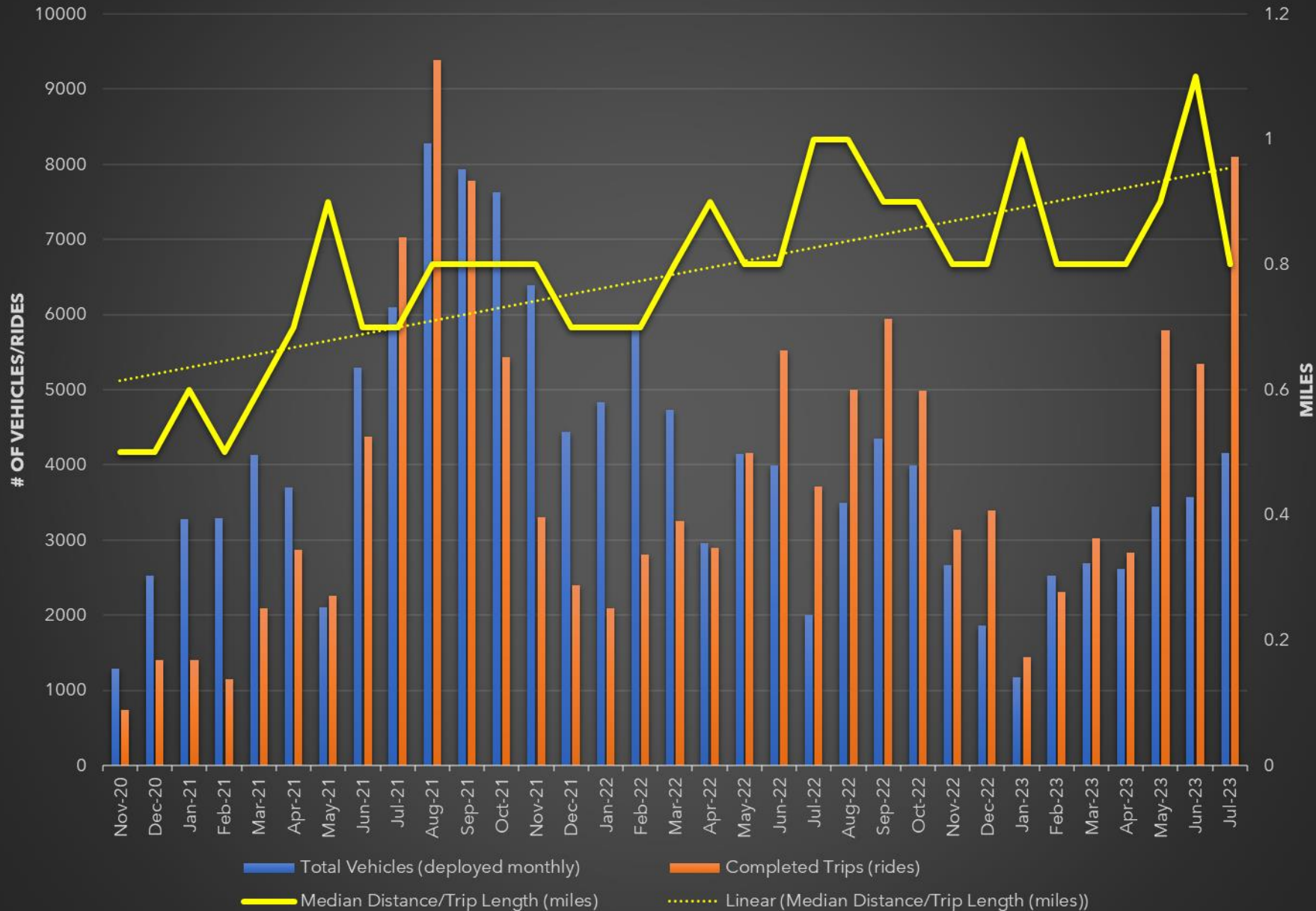
Lime conducts proactive foot patrol audits that immediately address improper parking, which help reduce service requests.

*Program paused in 2020 due to the COVID-19 pandemic.*

Updated to include June and July 2023 data



## Scooters Deployed and Completed Trips, Nov 2020 to July 2023



Median trip length has steadily increased from approximately 0.6 miles to one mile since November 2020.

Includes most recent metrics from June and July 2023.

# Proposed Program Characteristics



- Two-year permit with two additional two-year options for renewal
- Overall program cap of 400 total vehicles
- Vendor fee structure on a per trip basis, based on current practices in similar markets



# Vendor Options



Number of  
Vehicles



## One Vendor

Max 400 vehicles, including scooters and bikes

Notes



- One application to use
- Program management requires less staff time
- Can establish a partnership between City and selected vendor
- Streamlined communication for customer service response

## Two Vendors

Max 200 vehicles per vendor, including scooters and bikes

- Multiple applications required for end user
- Easier to expand scope of program with adjacent Eastside jurisdictions
- Multiple vendors do not correlate to lower trip prices until Redmond partners with other jurisdictions

# Staff Recommendation:

## One Vendor



- Establish a mutually beneficial partnership between City and selected vendor
- Single vendor program size best fits the scope of Redmond's current transportation network and service area
- Allows for a simplified user experience, responsive customer service, and manageable City staff resources
- Proposed fee structure would include a per trip fee and/or a per unit fee, and a one-time administrative fee to offset cost of staff time

# Vendor Selection Discussion

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What does a successful Micromobility Program look like to you?

Mutually beneficial partnership between vendor and City

Proactive customer service response time

Effective fee schedule

Encourage responsible behavior on vehicles

Frequent redistribution of inactive vehicles

Viable first-last mile mobility option



# Next Steps

Fall 2023	Finalize criteria for vendor selection.
Early 2024	With Council direction, return for approval of proposed permanent Micromobility Program on consent agenda. Begin vendor selection process thereafter.
Q1 to Q2 2024	Complete vendor selection process and begin permanent Micromobility Program.



# Thank You



Any Questions?

