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MEMO TO: Mayor and Members of the City Council
FROM: Carol Helland, Interim Director of Planning and Community Development
SUBJECT:

Update on the Scooter Share Pilot Program Evaluation

I. RECOMMENDED ACTION

This staff report is for information only in advance of a Council Study Session on March 10, 2020.

II. DEPARTMENT CONTACTS

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III. DESCRIPTION/BACKGROUND

Council initiated discussion of bike share in 2018 and decided in 2019 to allow bike and scooter-share as a permitted right-of-way use. Following Council direction, the City launched a pilot electric bike and scooter-share program. Lime applied and was permitted to operate the pilot beginning July 30, 2019. Although the original end date of the pilot was May 14, 2020, the City is processing an administrative extension of the pilot to July 29, 2020. This would extend the pilot to a full 12-months and allow time for the Council to determine the future of scooter share in the City.

At a Study Session on March 10, 2020, staff will highlight key findings from an evaluation of the

Scooter Share Pilot, drawing from information gathered during the first half of the pilot (approximately August through December 2019). This information includes scooter usage and customer service data, questionnaires and other community feedback, public safety data, and local best practices. Highlights from the evaluation include:

- High level of scooter usage by Lime’s Redmond customers,
- Trip purpose aligned with original goals of the pilot,
- Community support for continuing scooter share using lessons learned from the pilot to improve the program,
- Lessons learned about customer behavior, public safety strategies, shared public spaces, customer service, and City events and operations, and
- Solutions to resolve problems, minimize negative impacts, and boost the value of the scooter share program for the Redmond community.

More detailed information will be provided to Council at the March 10 Study Session for Council discussion and direction on the following options for scooter share when the pilot program ends:

- Continue scooter share as a pilot for a second year,
- Continue scooter share as a permanent program, or
- Discontinue scooter share

IV. PREVIOUS DISCUSSIONS HELD

2018	Pilot program overview and discussion at committee and study sessions
2019	Council direction to proceed with a scooter share pilot program, March 12, 2019 study session Council adoption of Ordinance 2962 permitting scooter share as a right-of-way use, March 26, 2019 <i>Scooter share pilot program began July 30, 2019</i>
2020	Scooter share pilot program evaluation on the agenda for January Planning and Public Works Committee-of-the-Whole meeting, cancelled due to weather

V. IMPACT

A. **Service/Delivery:**

As part of the pilot program evaluation, staff examined best practices in local ordinances and operating permits. This information, as well as the findings from the pilot, will be the basis for proposed changes to the City’s current program if the Council decides to continue scooter share. At the March 10 Council Study Session, staff will review this information, as well as potential updates to the Redmond Municipal Code and revisions to the operating permit.

B. **Fiscal Note:**

Pilot scooter-share service is currently provided by a private vendor under a right-of-way use

permit. Permit requirements and application fees are currently set to reimburse the City for costs incurred to issue and administer the permits, monitor the program, and respond to scooter-share issues.

VI. ALTERNATIVES TO STAFF RECOMMENDATION

No recommendation is provided at this time. At the March 10 Council Study Session staff will seek direction from Council on the options for a bike and scooter-share program moving forward.

VII. TIME CONSTRAINTS

If the Council chooses to continue the scooter share program, either as a pilot for a second year or as a permanent program, staff need to bring forward proposed changes for Council adoption prior to the end of the pilot program on July 29, 2020. A lapse in the right-of-way use permit following the end of the pilot program would result in operational inefficiencies for the City and vendor(s), as well as the loss of mobility options for the community.

VIII. LIST OF ATTACHMENTS

Scooter Share Pilot Program PowerPoint Presentation