



# FAQ's: City of Tucson E-Scooter Pilot Program

Over the past decade, shared micromobility systems - like bike share and e-scooter share - have emerged in cities across the country, creating new mobility options and changing the way people get where they need to go. **The City of Tucson Department of Transportation (TDOT) is launching a 6-month E-Scooter Pilot Program to learn about the potential demand for e-scooters and related impacts to our city.** The Pilot has been designed to maximize safety, minimize sidewalk clutter, and to test the viability of scooters as a mobility option in Tucson.

## Q. How does e-scooter share work?

Residents and visitors can locate and unlock an e-scooter through a vendor's smartphone app, website or customer service phone number. At the end of each ride, the e-scooters can be parked anywhere, subject to the same parking requirements as a regular private bicycle. No docking station is required.

## Q. Why is the City doing a Pilot Program?

There has been interest from City Council, e-scooter companies and other organizations to pursue e-scooter service in Tucson. TDOT will test and observe the operations of and demand for scooters to:

- provide new low-cost mobility options for residents and visitors
- reduce single-occupancy vehicle trips
- provide first- and last-mile solutions to support public transit
- support local economy, businesses and tourism

## Q. What can we expect from the Pilot?

The 6-month Pilot Program is planned to launch in August 2019 and run through February 2020. The program will launch with 2 operators and up to 1,000 scooters (500 per operator). Each operator may launch an additional 250 scooters in "opportunity zones" characterized by a high percentage of low-income households without access to a motor vehicle.

## Q. Where are people allowed to ride and park e-scooters?

You can ride e-scooters in bike lanes and city streets. E-scooters cannot be ridden on sidewalks. When you are done with your ride, use the kickstand and park the scooter in the furniture zone, leaving enough space for people walking and people using wheelchairs to access transit stops, parked cars, bike racks, loading zones, and crosswalks, as well as other amenities.

## Q. What if there are issues with improperly parked scooters?

Members of the public are encouraged to call or email operators directly with any issues they experience or see. All e-scooters will display easily visible contact information. Vendors are required to remedy any improperly parked scooters.

## Q. What happens after the Pilot?

During the Pilot, the City will conduct an evaluation to determine if and how shared electric scooters are serving the transportation needs of our community and helping achieve the goals of the program.

