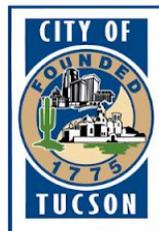




CITY OF TUCSON

# E-SCOOTER PILOT PROGRAM EVALUATION

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# ACKNOWLEDGEMENTS

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# 1.0 INTRODUCTION

Electric scooters, or e-scooters, are emerging in cities across the country as an alternative mode of transportation, with the potential to replace short car trips and bridge the ‘last mile’ to and from public transit. However, this new mobility option has also brought operational challenges to cities, including safety concerns, sidewalk clutter and impacts on people with disabilities. To evaluate whether e-scooters can provide a safe, sustainable, and affordable mode of transportation for residents, the City of Tucson launched a six-month shared E-Scooter Pilot Program from September 12, 2019 - March 12, 2020. **This evaluation provides an overview of the pilot along with an analysis of the key findings, focusing on utilization, equity, safety, and community impacts and perceptions.**

**E-SCOOTERS: BY THE NUMBERS**

**PILOT PERIOD** | *Sept 12, 2019 - March 12, 2020*

**SERVICE AREA** | *City of Tucson (226 sq. mi)*

**CITYWIDE PERMITTED CAP** | *1,500 scooters*

**TOTAL TRIPS** | *173,981*

**UNIQUE USERS** | *over 37,000 individuals*

**AVERAGE DAILY SCOOTERS AVAILABLE** | *688*

**AVERAGE TRIPS/SCOOTER/DAY** | *1.33*

**TOTAL MILES TRAVELED** | *over 142,000 miles*

**AVERAGE DAILY TRIPS** | *1,130*

**AVERAGE TRIP DISTANCE** | *0.86 miles*

**AVERAGE TRIP DURATION** | *9 minutes*

## 2.0 BACKGROUND & PILOT PROGRAM OVERVIEW

Beginning in early 2018, the City was approached by several dockless scooter entities (“Shared Mobility Entities”) seeking to operate in the City’s right of way (ROW). To address this new transportation mode, a Shared Mobility Working Group was convened with members from the City Attorney’s Office, City Manager’s Office, and Department of Transportation & Mobility to update enforcement provisions, as well as explore a permitting scheme to allow the City to control if and when Shared Mobility Entities may operate in the ROW. Members of the Working Group also met with multiple stakeholders likely to be impacted by a Shared Mobility Pilot Program, including the Fourth Avenue Merchants Association, Downtown Tucson Partnership, Mercado District, the University of Arizona, and Pima Community College.

As a result, the pilot was enabled on September 5, 2018, when Mayor and Council passed an ordinance amending Tucson Code to allow for the operation of shared electric scooters and set expectations for user behavior. Tucson’s e-scooter pilot program was established by administrative rule and a permit that set specific conditions for providing this transportation service within the city. After a competitive selection process, Bird Rides, Inc. (Bird) and Razor USA LLC, (Razor) were selected as the two companies permitted to operate fleets of shared electric scooters (e-scooters) during the pilot period. Both companies were permitted to launch up to 500 e-scooters citywide, and an additional 250 e-scooters in select opportunity areas (see *Pilot Program Regulatory Framework*) characterized by low-income, transit-dependent communities with limited access to motor vehicles.

On March 3, 2020, Tucson Mayor and Council reviewed the initial evaluation of the E-Scooter Pilot Program and voted to extend the program for an additional six-months. The vote of 6 to 1 (Council Member Kozachik dissenting) directed staff to amend the Ordinance to continue the pilot through September 11, 2020.

### 2.1 PILOT PROGRAM REGULATORY FRAMEWORK

As a condition of receiving a permit, companies were required to adhere to the Pilot Program regulations, including:

- **E-SCOOTERS WERE TO BE USED AND PARKED LIKE BICYCLES** | The ordinance passed by City Council gave e-scooter riders the same rights and responsibilities as people riding bikes. E-scooters were explicitly not allowed to be ridden or parked on sidewalks.
- **GEOFENCING** | Participating companies were required to geofence their e-scooter fleet to prohibit their use on the University of Arizona campus and on the Pima County Loop.
- **FLEET SIZE** | Companies were permitted to launch up to 500 e-scooters citywide, and an additional 250 e-scooters in select opportunity areas.

- **OPPORTUNITY AREAS** | To incentivize scooter deployment and ridership in lower income areas with fewer transportation options, companies could launch an additional 250 e-scooters in the identified Opportunity Areas. Opportunity Areas were selected based on several factors, including socioeconomics, access to transit and vehicle ownership statistics (**see section 6.1**).
- **EDUCATION FOR RIDERS** | Companies were required to educate riders about safe riding and proper e-scooter parking through a variety of in-person and online outreach methods (**see section 4.1**).

## 2.2 PILOT FINANCIALS

As of the end of February 2020, a total of \$72,805 in fees have been collected from the e-scooter companies. This includes:

- **PILOT PROGRAM APPLICATION FEE** | \$4,000 per application
- **ANNUAL PERMIT FEE** | \$7,500 per company for initial six-month period
- **RIGHT-OF-WAY USE FEE** | \$0.20 per e-scooter trip

## 2.3 MODIFICATIONS TO PILOT

During the initial six-month pilot program, Transportation and Mobility staff worked closely with Bird, Razor, members of the Mayor and Council, and community stakeholders to implement modifications to the pilot program to address community concerns, ensure compliance with program regulations, and encourage improved rider behavior. Major modifications include:

<b>SEPT 2019</b>	Worked with UArizona, Bird and Razor, to implement “no-park/no-ride” geofences and designated parking zones on the periphery of campus.
<b>OCT 2019</b>	Implemented “no-park” geofences in downtown parking garages in response to concerns from downtown area stakeholders.
<b>NOV 2019</b>	Began auditing Bird and Razor response times to ensure both companies are addressing reports of improperly parked scooters within required time frames.
<b>DEC 2019</b>	Established special event “no-park/no-ride” geofencing for the Fourth Ave Street Fair and Winterhaven Festival of Lights; Implemented “helmet selfie” incentive programs.
<b>JAN 2020</b>	Implemented designated e-scooter parking zones ( <b>see section 4.2</b> ) along Fourth Avenue; Bird and Razor updated action plans for improved operations and education campaigns in response to Mayor and Council direction.

<b>MAR 2020</b>	<p>In response to the global COVID-19 pandemic, e-scooter companies took necessary actions to protect our community and minimize the risk of spreading the virus. As of March 24, 2020, Bird temporarily suspended e-scooter operations in Tucson. Razor continued operations and implemented the following protocols (<b>see Appendix D to learn more about City of Tucson’s response</b>):</p> <ul style="list-style-type: none"> <li>→ Free scooter trips for essential service workers (first responders, medical professionals, grocery store or pharmacy employees)</li> <li>→ Enhanced disinfecting protocols to all high-touch scooter surfaces</li> <li>→ Adopted a mandatory disinfection procedure for all personnel</li> <li>→ Adjusted sick-leave policies to encourage employee caution and safety</li> </ul>
---------------------	---

## 2.4 EVALUATING THE PILOT

Transportation and Mobility staff worked with several partners to develop an in-depth evaluation of Tucson’s e-scooter pilot program. Third party software provider, Populus Technologies Inc. was contracted to integrate live data feeds from Bird and Razor into a user-friendly platform to help staff monitor compliance with pilot program regulations, report on ridership and utilization trends, and visualize e-scooter data.

UArizona researchers from the College of Architecture, Planning and Landscape Architecture (CAPLA) assisted with developing surveys for community members, business owners, and e-scooter users, as well as aggregating response data and analyzing results. Additionally, CAPLA student volunteers conducted field observations of e-scooter riding and parking behavior at peak travel times and locations to inform this evaluation.

Transportation and Mobility staff partnered with the Pima County Health Department to request e-scooter related injury data from the Arizona Department of Health Services Syndromic Surveillance database to better understand the safety impacts of e-scooters in Tucson relative to other modes of transportation.

Note that while the initial pilot period is for a six-month term, ridership and utilization data presented in this report are limited to the five-month period between September 12, 2019 and February 12, 2020 in order to have a draft report prepared for Mayor and Council consideration prior to the end of the initial pilot period at the March 3, Study Session.

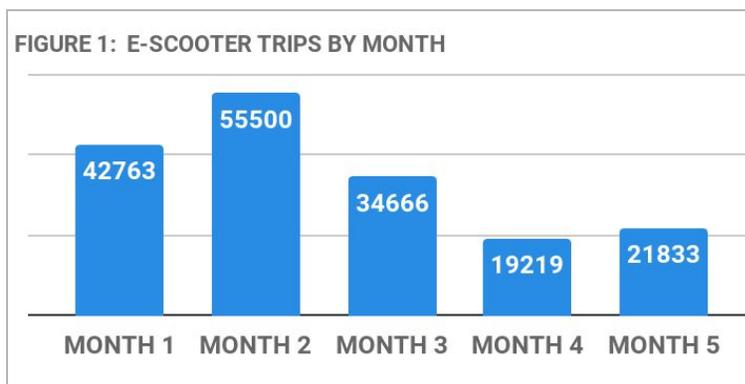
The following sections summarize the findings for each of the key evaluation metrics:

- **RIDERSHIP & UTILIZATION**
- **SAFETY & RIDER BEHAVIOR**
- **PUBLIC INPUT & STAKEHOLDER FEEDBACK**
- **EQUITY**

## 3.0 RIDERSHIP & UTILIZATION

### 3.1 USAGE PATTERNS

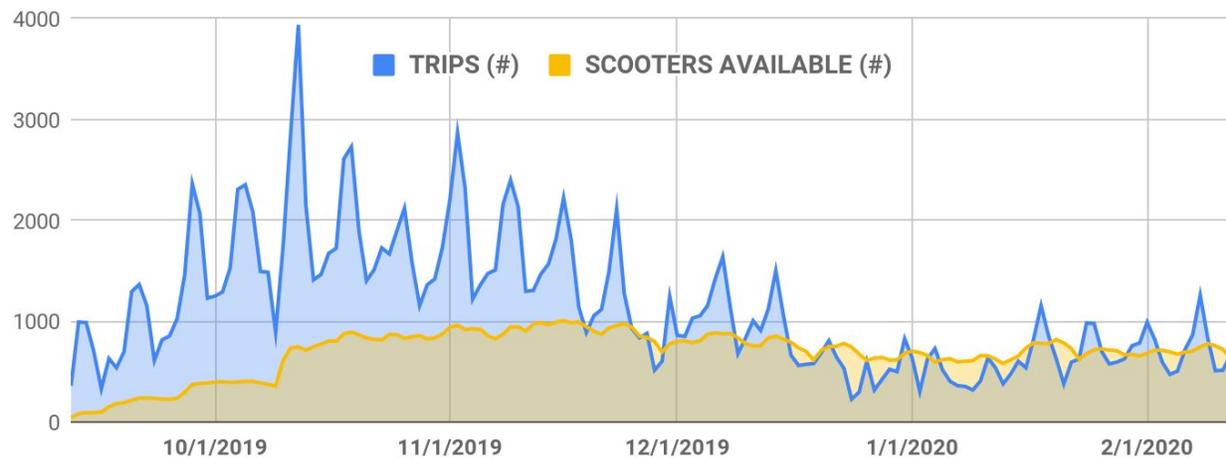
Between September 12, 2019 and February 12, 2020, there were 173,981 trips taken on Bird and Razor scooters by over 37,000 individuals. This represents an average daily ridership of 1,130 trips. Tucson residents and visitors covered over 142,000 miles on e-scooters, with each trip averaging 0.86 miles and 9 minutes in duration. Over the study period, there has been a significant decrease in e-scooter trips – the first month of the program saw almost twice as many trips as the last month (see Figure 1).



### 3.2 AVAILABILITY & UTILIZATION RATES

During the study period, Bird and Razor combined to deploy an average of 688 e-scooters per day on Tucson streets. Neither company consistently deployed the maximum possible number of permitted vehicles (750 each).

**FIGURE 2: NUMBER OF SCOOTER TRIPS AND SCOOTERS AVAILABLE**

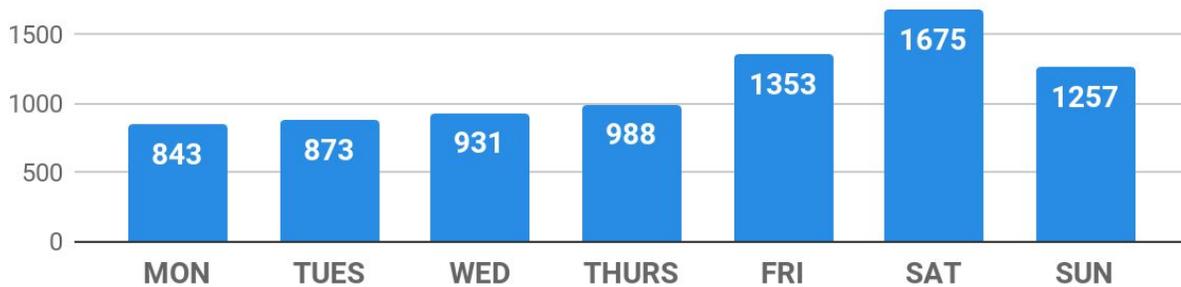


**Figure 2** shows a breakdown of daily trips compared to the number of e-scooters available (deployed). Over the course of the 5-month study period, the combined (Bird + Razor) average utilization rate (average daily trips / average daily scooters available) of e-scooters in Tucson was **1.33 trips per scooter per day**.

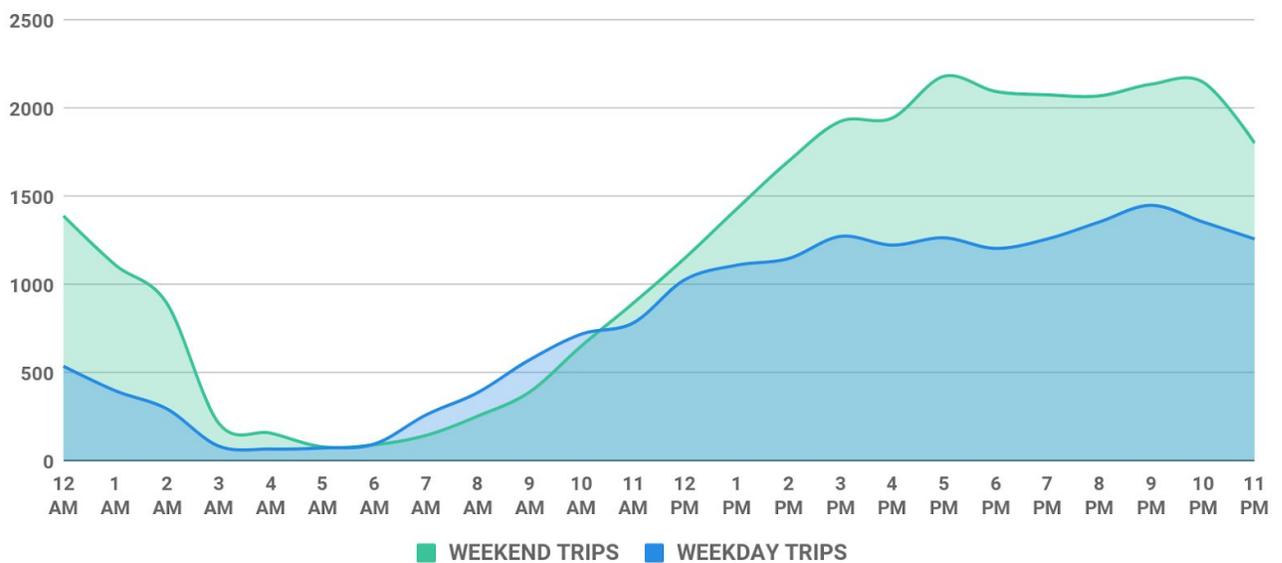
### 3.3 TRIPS BY DAY & TIME

Friday, Saturday, and Sunday typically have the highest e-scooter ridership throughout the week (**Figure 3**). Peak ridership time on the weekends is between 5 pm and 10 pm whereas weekday ridership shows a longer and more consistent peak period between approximately 12 pm and 10 pm (**Figure 4**).

**FIGURE 3: AVERAGE E-SCOOTER TRIPS BY DAY OF THE WEEK**



**FIGURE 4: AVERAGE DAILY TRIPS BY START HOUR**



### 3.4 ROUTES | ORIGINS | DESTINATIONS

The majority of e-scooter trips took place in the downtown core, primarily along North Fourth Avenue and East University Boulevard. Of the routable trips, the list below shows the top 10 street segments most heavily traveled by e-scooters:

01. **North 4th Avenue** | 9th Street to 6th Street | *10,303 trips*
02. **East University Boulevard** | Euclid Avenue to 4th Avenue | *9,332 trips*
03. **North 6th Avenue** | Toole Ave to 7th Street | *5,991 trips*
04. **East 7th Street** | 4th Avenue to 6th Avenue | *5,837 trips*
05. **North Euclid Avenue** | University Boulevard to 2nd Street | *5,677 trips*
06. **North Park Avenue** | Speedway Boulevard to Helen Street | *5,670 trips*
07. **East Congress Street** | Toole Avenue to 6th Avenue | *5,575 trips*
08. **East 9th Street** | Bean Avenue to 4th Avenue | *4,958 trips*
09. **East Toole Avenue** | Congress Street to Alameda Street | *4,237 trips*
10. **East 6th Street** | Euclid Avenue to 4th Avenue | *4,187 trips*

### 3.5 TRIPS BY WARD

Among the six wards, the majority of trips were taken to and from Ward 6 (78% of all scooter trips). Wards 1 and 3 had the next highest ridership - each approximately 9% of all trips (**see Figure 5**). Trips beginning further away from the downtown core tended to be both longer in distance and duration than trips originating in the University or downtown area.

**FIGURE 5: E-SCOOTER TRIPS BY WARD**

	TRIP ORIGINS			TRIP DESTINATIONS			TOTAL	
	TRIPS (#)	TRIPS (%)	AVERAGE DISTANCE	TRIPS (#)	TRIPS (%)	AVERAGE DISTANCE	TOTAL TRIPS (#)	TOTAL TRIPS (%)
<b>WARD 1</b>	13523	8.5%	0.89 mi	14197	8.9%	0.92 mi	27,720	8.7%
<b>WARD 2</b>	165	0.1%	1.22 mi	219	0.1%	1.61 mi	384	0.1%
<b>WARD 3</b>	14232	8.9%	1.1 mi	15736	9.8%	1.21 mi	29,968	9.4%
<b>WARD 4</b>	59	0.0%	1.19 mi	81	0.1%	1.52 mi	140	0.0%
<b>WARD 5</b>	4883	3.1%	0.97 mi	5970	3.7%	1.13 mi	10,853	3.4%
<b>WARD 6</b>	126440	79.1%	0.83 mi	122717	76.8%	0.8 mi	249,157	78.3%

## 4.0 SAFETY & RIDER BEHAVIOR

The overall safety of e-scooters is still being determined. E-scooters are a new, emerging mode of transportation and limited evaluation has been conducted to understand their impact on safety, or on health more broadly.

### 4.1 SAFETY EDUCATION & OUTREACH

As a requirement of the pilot, companies were required to educate riders about safe riding and proper e-scooter parking. Transportation and Mobility staff also promoted safety messaging that focused on tips like: wearing a helmet, obeying traffic laws, riding in bike lanes, maintaining safe speeds and parking e-scooters with care (see Figure 6).

FIGURE 6: E-SCOOTER EDUCATIONAL SOCIAL MEDIA POST

A blue rectangular graphic with white and yellow text and icons. At the top left, it says 'CITY OF TUCSON' in white. Below that, 'E-SCOOTERS' in large yellow letters with a lightning bolt icon, followed by 'WHAT TO KNOW BEFORE YOU GO' in large white letters. On the right side, there is a circular icon of a white e-scooter with a yellow lightning bolt. Below the main text is a list of seven safety rules in white, each with a sub-point in yellow. At the bottom, contact information for reporting issues is provided in white.

CITY OF TUCSON

# E-SCOOTERS

## WHAT TO KNOW BEFORE YOU GO



- **NO SIDEWALK RIDING**  
RIDE IN THE BIKE LANE OR TRAVEL LANE
- **PARK RESPECTFULLY**  
LEAVE SCOOTER UPRIGHT, OUT OF THE STREET, CLEAR OF SIDEWALKS & DRIVEWAYS
- **WEAR A HELMET**  
NEED A FREE HELMET? REQUEST ONE HERE: [WWW.BIRD.CO/SAFETY-MOBILE](http://WWW.BIRD.CO/SAFETY-MOBILE)
- **MUST BE 18 YEARS OR OLDER**
- **CROSS STREETCAR TRACKS WITH CARE**  
SLOW DOWN AND CROSS AT A 90° ANGLE
- **ONE PERSON PER SCOOTER**

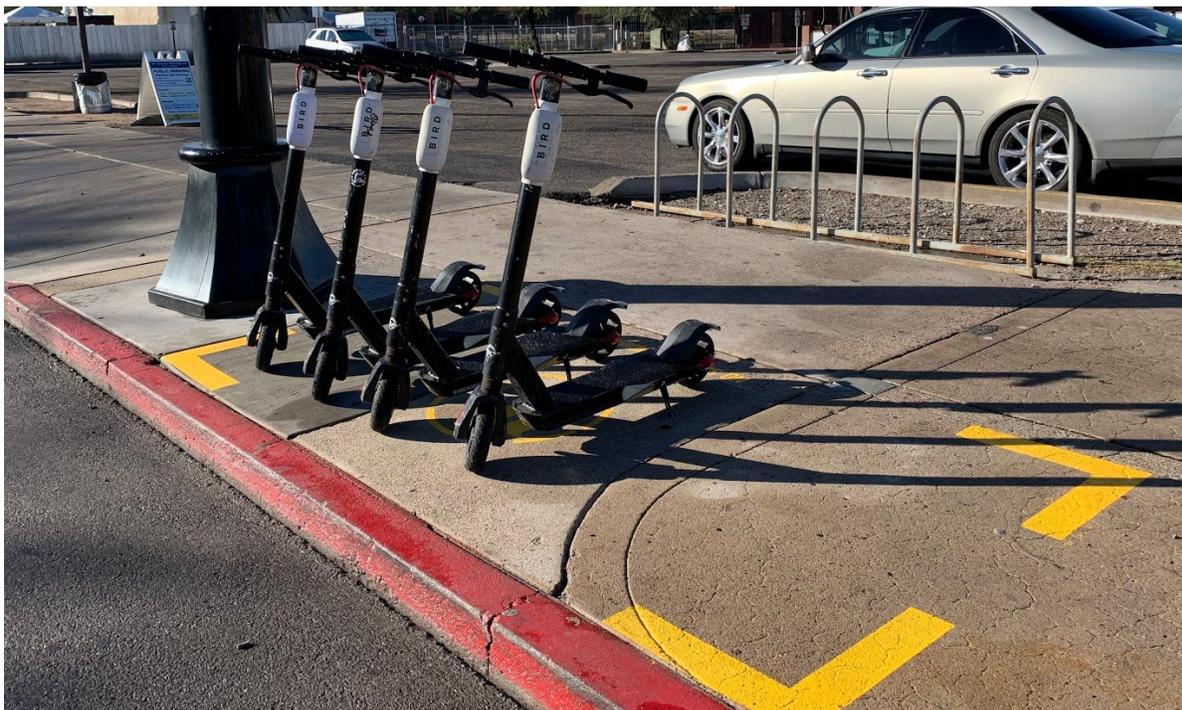
TO REPORT AN ISSUE WITH A SCOOTER, CONTACT THE COMPANY DIRECTLY:  
BIRD: 1.866.205.2442 | [HELLO@BIRD.CO](mailto:HELLO@BIRD.CO) RAZOR: 833.LAST.MILE | [SHARESUPPORT@RAZORUSA.COM](mailto:SHARESUPPORT@RAZORUSA.COM)

## 4.2 SAFETY & ACCESSIBILITY FOR PEDESTRIANS

The pilot rules were intended to maintain safety and accessibility for pedestrians; however, relying on companies and riders for organized and safe parking of e-scooters did not result in consistent orderly parking behaviors. Improperly parked e-scooters created conflicts at times with ADA access and overall pedestrian access and safety. Based on feedback from some stakeholders and community members, it was clear that the issue of improperly parked scooters reflected negatively on the program and ended up requiring significant staff time from the City to address.

To address a major area of concern, Transportation and Mobility staff in collaboration with the Fourth Avenue Merchants Association implemented 22 designated e-scooter parking zones along Fourth Avenue (see Figure 7) as well as “No Sidewalk Riding” stencils on the sidewalk.

FIGURE 7: PREFERRED E-SCOOTER PARKING ON 4TH AVENUE



## 4.3 E-SCOOTER INJURY ANALYSIS

Transportation and Mobility staff partnered with the Pima County Health Department (PCHD) and Arizona Department of Health Services (ADHS) to analyze hospital data to assess injuries associated with the e-scooter pilot program. **A five-month review of emergency room and hospital visit data yielded too small of a sample for statistical analysis and reporting.**

**METHODOLOGY** | To detect e-scooter related injuries, PCHD and ADHS reviewed emergency department and hospitalization BioSense Platform data (*source: BioSense Platform, 73% coverage of Pima County emergency departments and hospitalizations*) from September 12, 2019 to February 22, 2020 using a national, validated search process.

**RESULTS** | A five-month review of emergency room and hospital visit data yielded too small of a sample for statistical analysis and reporting because it could identify an individual in the community, i.e. breach of confidentiality.

**LIMITATIONS** | The scope of the review was limited to the BioSense database. The review may not have detected all e-scooter injuries because of human inconsistencies characterizing injuries and provider-coding errors. Related e-scooter injuries may have been captured at non-participating hospitals or urgent care centers.

**RECOMMENDATIONS** | PCHD supports extending the timeframe of the pilot program to continue reviewing data, as well as reviewing other healthcare databases, and interviewing patients to provide a more comprehensive picture of the safety impacts of the program.

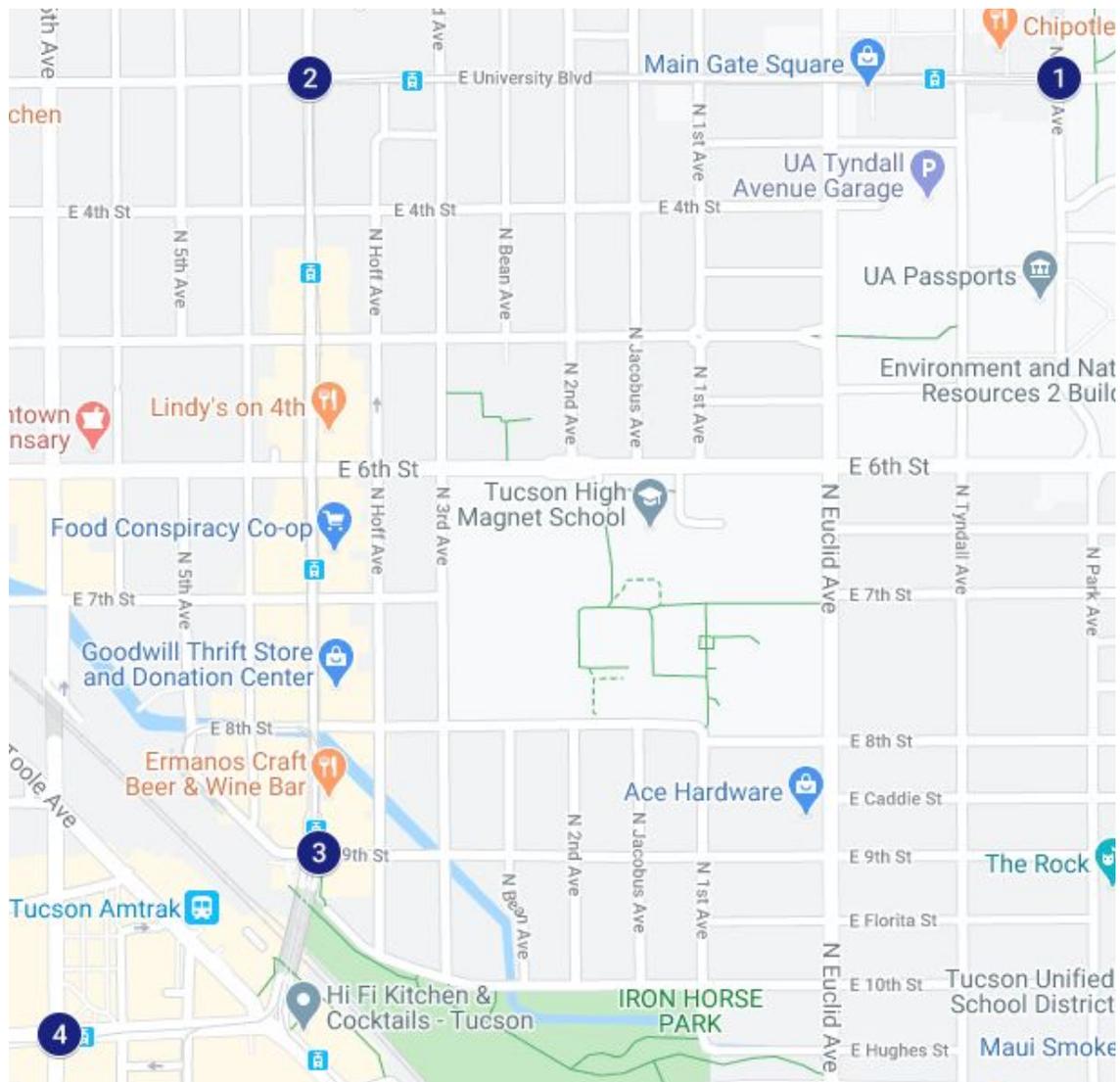
## 4.4 OBSERVED RIDER BEHAVIOR

On the evening of Friday, January 24th, 2020, eight CAPLA students observed e-scooter users in four locations in Tucson. The purpose of this study was to understand how e-scooter users were riding and operating the technology in Tucson near the midpoint of the City's 6-month pilot program. Specifically, information was gathered about: (a) helmet use, (b) scooter type, (c) location of riding on infrastructure (e.g., sidewalk, bike lane, with vehicle traffic), and (d) other observable behaviors (e.g., riding two-people per scooter, children riders, swerving).

Four locations were chosen for observation: (1) University Boulevard / Park Avenue, (2) University Boulevard / Fourth Avenue, (3) Fourth Avenue / 9th Street, and (4) Congress Street / 6th Avenue (**Figure 8**). These locations were selected based on their proximity in and around the most common e-scooter use corridors. The day (Friday) and two time periods for observation were selected based on peak ridership trends observed in the live feed data provided by Bird and Razor: the evening peak hour (5-7PM) and a night time hour (10-11PM).

During the study, there 98 e-scooter users observed (over two time periods and across four locations). This accounts for approximately 43% of all e-scooter trips taken during those time periods.

**FIGURE 8: E-SCOOTER RIDING OBSERVATION LOCATIONS**



**SIDEWALKS, BIKE LANES, SHARROWS, STREETS** | **Figure 9** summarizes the 98 observations relative to where the user was riding the e-scooter. All locations have shared lane markings (sharrows) in at least one direction of travel – a portion of the street where bicyclists, e-scooters, and vehicular traffic is expected to share the same lane. Across all locations, 64% of e-scooters were observed riding appropriately in the bike lane or shared lane (sharrows).

E-scooter users are instructed not to ride on the sidewalk; however, 36% of e-scooters were observed riding on the sidewalk. Most notably, higher rates of sidewalk riding were observed at locations with higher vehicle volumes and sharrows (e.g., without dedicated bike lanes thus requiring mixing of e-scooter and vehicular traffic). In areas with lower automobile volumes and slower speeds, observers noted more correct riding in sharrow spaces (rather than on sidewalks). At locations with dedicated bike lanes, less sidewalk riding was observed overall.

FIGURE 9: WHERE DO E-SCOOTER USERS RIDE?

Location and Time	Sidewalk	Bike Lane	Sharrow	Street (Auto/Streetcar Only)
<b>Park and University</b>				
<i>N/S: Sidewalk/Bike lane/Street; E/W: Sidewalk/Sharrow</i>				
5-7PM	4	5	3	0
10-11PM	4	1	3	0
<i>Proportion</i>	<i>40%</i>	<i>30%</i>	<i>30%</i>	<i>0%</i>
<b>University and 4th Ave</b>				
<i>N/S: Sidewalk/Sharrow; E/W: Sidewalk/Sharrow*</i>				
5-7PM	0	8	5	---
10-11PM	0	12	1	---
<i>Proportion</i>	<i>0%</i>	<i>77%</i>	<i>23%</i>	---
<b>4th Ave and 7th St.</b>				
<i>N/S: Sidewalk/Sharrow; E/W: Sidewalk/Street (low-volume sharrow)</i>				
5-7PM	1	---	6	---
10-11PM	4	---	11	---
<i>Proportion</i>	<i>23%</i>	---	<i>59%</i>	---
<b>5<sup>th</sup>/6<sup>th</sup> Ave and Congress</b>				
<i>N/S: Sidewalk/Sharrow; E/W: Sidewalk/Sharrow (one-way traffic only)</i>				
5-7PM	10	---	0	---
10-11PM	12	---	8	---
<i>Proportion</i>	<i>73%</i>	---	<i>27%</i>	---
<b>Location and Time</b>	<b>Sidewalk</b>	<b>Bike Lane</b>	<b>Sharrow</b>	<b>Street</b>
<b>Total Observations</b>	<b>35</b>	<b>26</b>	<b>37</b>	<b>0</b>
<i>Proportion</i>	<i>36%</i>	<i>27%</i>	<i>38%</i>	<i>0%</i>
<i>Notes:</i>				
<i>---: Infrastructure not available in this location.</i>				
<i>* One direction had a bike lane, but only for turning purposes. Otherwise, through traffic should be observed on a sharrow.</i>				
<i>Green bike boxes were not counted as bike lanes in this exercise.</i>				

**HELMETS** | Two riders (2% out of 98 observations) were observed wearing a helmet. While the City of Tucson’s vendor permit specifies that e-scooters will be instructed to wear helmets, it is notable that Arizona does not legally require adult e-scooter users, cyclists or motorcyclists to wear helmets.

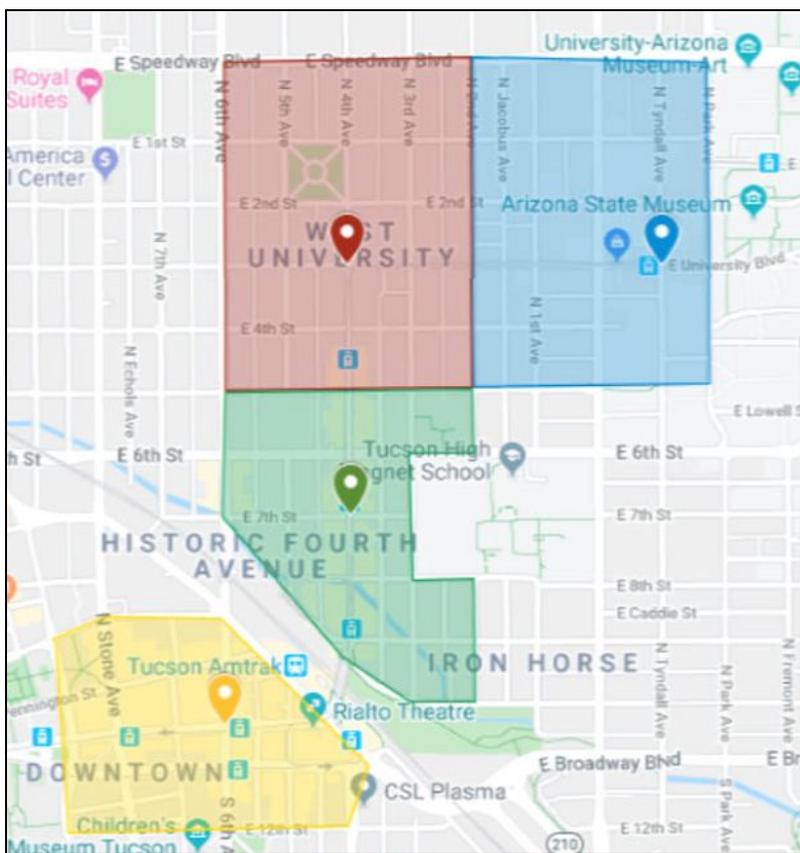
**DOUBLE RIDING** | Additionally, two e-scooters were observed with two riders using the scooter at the same time (2%). One e-scooter was identified as a seated Razor and the other as a Bird scooter.

**SPEED** | Two observation teams had speed radar detectors on hand for two of the four locations. However, this equipment was not adequately capturing speeds of e-scooter users,

particularly after dark. Generally, the observation teams noted that most e-scooter users were operating at lower speed in most areas. This appeared to be due to (a) more complex multimodal configurations and activity or (b) rougher pavement.

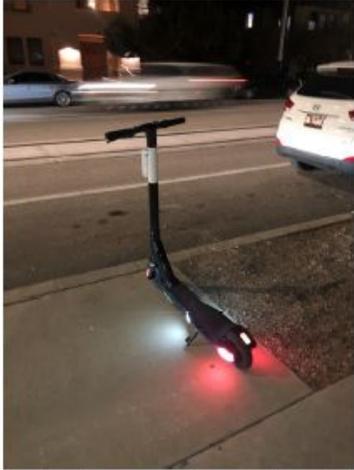
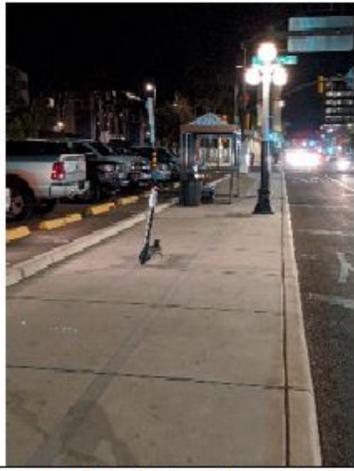
**E-SCOOTER PARKING** | In addition to observing e-scooter rider behavior, the CAPLA student team systematically walked all the streets within four districts (**Figure 10**) surrounding the intersections noted in **Figure 8**. During a 90-minute period on Friday, January 24th between 7PM and 8:30PM four teams of two searched the designated districts to find and document any parked e-scooter using photographs. Afterwards, researchers classified them into three broad categories: well-parked, questionably parked, and improperly parked.

**FIGURE 10: E-SCOOTER PARKING STUDY AREAS**



The time period was selected, in part, to capture scooters during the peak period of e-scooter use. Earlier time periods may have disproportionately overrepresented groups of e-scooters staged by Bird and Razor staff - typically occurring overnight or early in the morning - and thus would not adequately reflect how everyday users park e-scooters. The questionably parked category represented either: (a) disagreement in the rules of what constitutes a well parked (or improperly parked) scooter, or (b) issues with understanding enough context in the photo to classify it confidently. Example photos from each category are provided in **Figure 11** below.

FIGURE 11: EXAMPLES OF PARKED E-SCOOTER CATEGORIES

	Well Parked	Questionably Parked	Improperly Parked
a)			
	“Staged” parking	Parked on a pathway, but the photo does not provide enough information to identify if it is someone’s walkway.	Parked on sidewalk, leaning on private fence.
b)			
	Parked in designated e-scooter parking zone	Scooter possibly obstructing walkway	Scooter blocking sidewalk

The research team collected 145 photos accounting for 292 parked e-scooters within the study area. Live data feeds from Bird and Razor indicate that 672 total e-scooters were available within the City during the study period. Thus, the research team estimates observing approximately 43% (N=292) of total e-scooters in the City.

Figure 12 displays the total counts and proportions of well parked, questionably parked, and improperly parked e-scooters from each observation location. Of the 292 total parked e-scooters observed, 76% of all e-scooters were well parked; 17% were improperly parked; and approximately 7% were questionably parked.

FIGURE 12: COUNT OF PARKED E-SCOOTERS

Observation Area	Well Parked		Total	Questionably Parked	Improperly Parked	Total Count
	Appears Staged by Vender	Does not Appear Staged by Vender				
Park and University	4	22	26	2	12	40
<i>Proportion</i>	<i>10%</i>	<i>55%</i>	<i>65%</i>	<i>5%</i>	<i>30%</i>	
4 <sup>th</sup> Avenue and University	37	13	50	1	12	63
<i>Proportion</i>	<i>59%</i>	<i>21%</i>	<i>79%</i>	<i>2%</i>	<i>19%</i>	
4 <sup>th</sup> Avenue and 7 <sup>th</sup> Street	48	21	69	5	10	84
<i>Proportion</i>	<i>57%</i>	<i>25%</i>	<i>82%</i>	<i>6%</i>	<i>12%</i>	
Congress and 6 <sup>th</sup> Avenue	48	30	78	12	15	105
<i>Proportion</i>	<i>46%</i>	<i>29%</i>	<i>74%</i>	<i>11%</i>	<i>14%</i>	
Total Count	137	86	223	20	49	292
<i>Total Proportion</i>	<i>47%</i>	<i>29%</i>	<i>76%</i>	<i>7%</i>	<i>17%</i>	

## 4.5 TUCSON POLICE DEPARTMENT DATA

Over the course of the initial 5-month study period, the Tucson Police Department (TPD) estimated issuing approximately 20 citations to e-scooter users primarily for sidewalk riding violations in the downtown and 4th Avenue areas. Additionally, TPD offered the following observations:

→ **CALLS RELATED TO E-SCOOTERS**

- ◆ 79 total calls
- ◆ Topics ranging from nuisance calls to criminal damage related

→ **MOST FREQUENTLY OBSERVED VIOLATIONS**

- ◆ Two people riding on one scooter
- ◆ Scooter riding on sidewalks
- ◆ Improper scooter parking

→ **GENERAL OBSERVATIONS**

- ◆ People seem to be enjoying them
- ◆ Decrease in ridership over the extent of the pilot

# 5.0 PUBLIC INPUT & STAKEHOLDER FEEDBACK

To assess the performance and public perceptions of the e-scooter pilot, city staff conducted public online surveys and engaged with various stakeholders throughout the duration of the pilot. Meetings were held with local business owners, university staff, community organizations and other stakeholders. Recommendations from these groups were used to develop the terms of the pilot, to make changes during the pilot, and to inform the recommendations in this evaluation. The following sections summarize the findings from the:

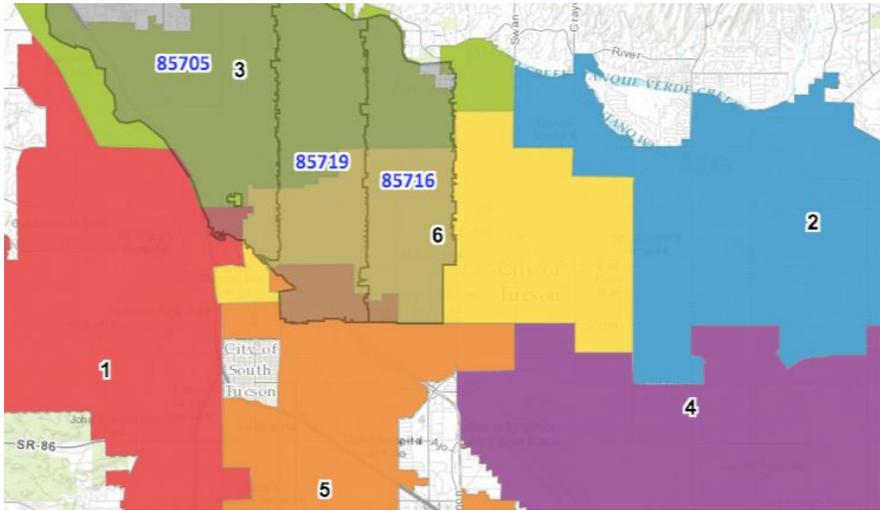
- ➔ **COMMUNITY SURVEY**
- ➔ **BUSINESS OWNER SURVEY**
- ➔ **TRANSPORTATION & MOBILITY CUSTOMER SERVICE: CALLS & EMAILS**

## 5.1 COMMUNITY SURVEY FINDINGS

Transportation and Mobility staff conducted online public surveys between December 10, 2019 and February 1, 2020 to better understand the experiences of e-scooter riders, non-riders, and business owners. A total of 2,704 people responded to the survey. A summary of survey responses is provided below and full survey responses are included as an appendix to this report.

**WHO TOOK THE SURVEY** | The demographics of the survey respondents represented a higher share of more educated and higher income participants than the overall demographics of the Tucson population. One-third of all survey respondents live in the following zip codes: 85719, 85716, or 85705, which are in Ward 3 and Ward 6. The home zip codes with the highest representation are shown in **Figure 13**.

**FIGURE 13: TOP 3 ZIP CODES REPRESENTED BY SURVEY RESPONDENTS**



The majority of survey respondents were between the ages of 25 and 44, have a college degree or postgraduate degree (56%), and have an annual household income between \$50k and \$75k. One in three survey respondents have an annual household income of over \$75k. **Figure 14** provides a breakdown of the gender, age, income, and education of riders and non-riders.

**FIGURE 14: DEMOGRAPHICS OF SURVEY RESPONDENTS: RIDERS & NON-RIDERS**

GENDER	RIDERS	NON-RIDERS	ALL
MAN	56%	41%	46%
WOMAN	39%	49%	45%
TRANSGENDER	0%	0%	0%
NON-BINARY	1%	1%	1%

AGE	RIDERS	NON-RIDERS	ALL
<17	0%	0%	0%
18-24	11%	4%	6%
25-44	56%	37%	43%
45-64	28%	37%	34%
65+	5%	22%	16%

HIGHEST LEVEL OF EDUCATION	RIDERS	NON-RIDERS	ALL
HIGH SCHOOL	8%	6%	7%
SOME COLLEGE	20%	15%	17%
TRADE SCHOOL / 2-YR DEGREE	10%	9%	10%
COLLEGE DEGREE	28%	29%	29%
SOME POST GRADUATE	7%	7%	7%
MASTER'S DEGREE	18%	21%	20%
DOCTORATE	6%	8%	7%
OTHER	2%	3%	2%

HOUSEHOLD INCOME	RIDERS	NON-RIDERS	ALL
UNDER \$15k	5%	5%	5%
\$15k - \$24k	6%	4%	5%
\$25k - \$34k	7%	7%	7%
\$35k - \$49k	13%	11%	12%
\$50k - \$74k	18%	14%	16%
\$75k - \$99k	12%	10%	11%
\$100k - \$149k	15%	10%	12%
\$150k - \$199k	5%	4%	5%
\$200k +	3%	3%	3%
RETIRED	2%	5%	4%

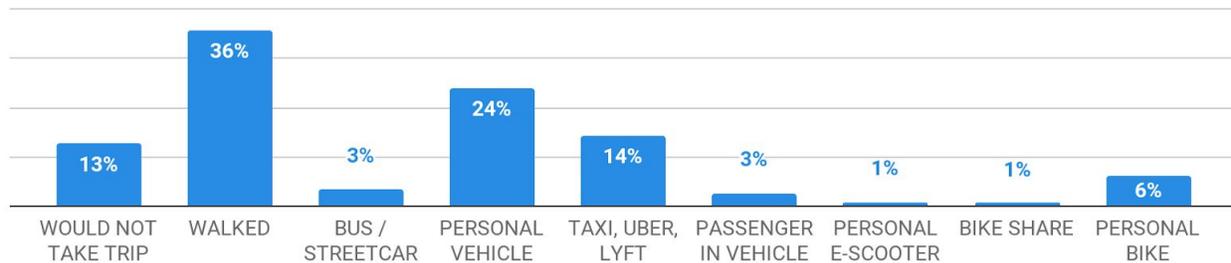
  

ZIP CODE (TOP 10)	ALL
85719	16%
85716	10%
85705	10%
85701	9%
85745	8%
85711	5%
85710	4%
85713	4%
85718	4%
85746	3%

**FREQUENCY OF USE** | The majority of survey respondents (65%) reported never riding an e-scooter. Among e-scooter user respondents, 33% reported only using e-scooters once, and the largest percentage (43%) reported being an occasional e-scooter rider.

**MODE SHIFT** | Survey respondents indicated that they were using e-scooters as alternatives to multiple modes, including walking (36%), driving a personal vehicle (24%), and ride-hailing services (14%) (**Figure 15**).

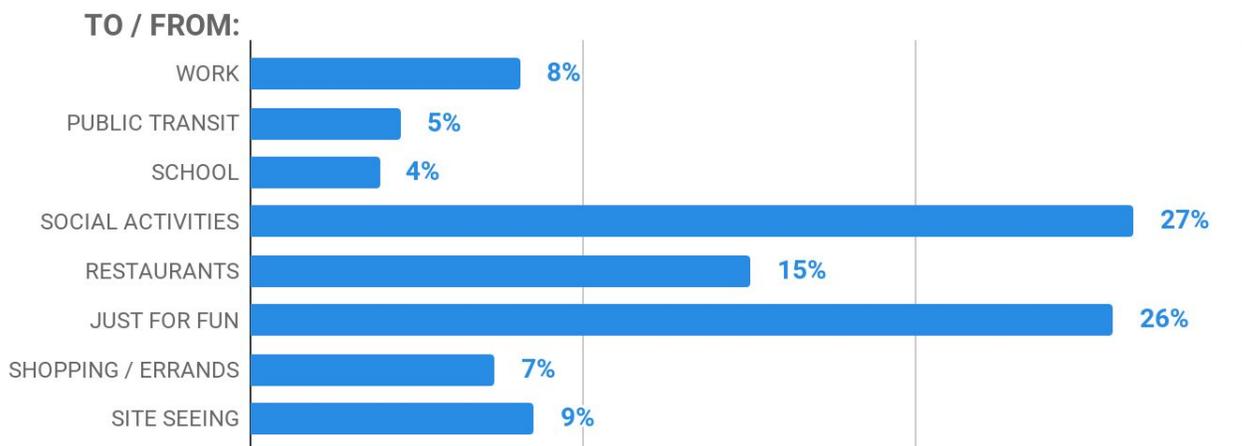
**FIGURE 15: IF A SCOOTER WASN'T AVAILABLE, HOW WOULD YOU HAVE GOTTEN AROUND?**



**REASON TO TRY E-SCOOTERS** | Survey respondents' motivations for trying e-scooters for the first time varied by how frequently they reported using e-scooters. One-time users were the most likely to try e-scooters because they thought they looked fun. Respondents who rode at least weekly were more likely to cite riding scooters because it was the fastest, most reliable option, saving money on transportation, more convenient travel and environmental benefits.

**TRIP PURPOSE** | E-scooter riders reported using e-scooters for a variety of purposes (**see Figure 16**). The data showed the potential for e-scooters to be utilized for commuting purposes. Respondents who reported using e-scooters at least three times a week were most likely to report commuting by e-scooter to get to work, school, and social events. Less frequent e-scooter users were shown to use e-scooters most often for fun and recreation.

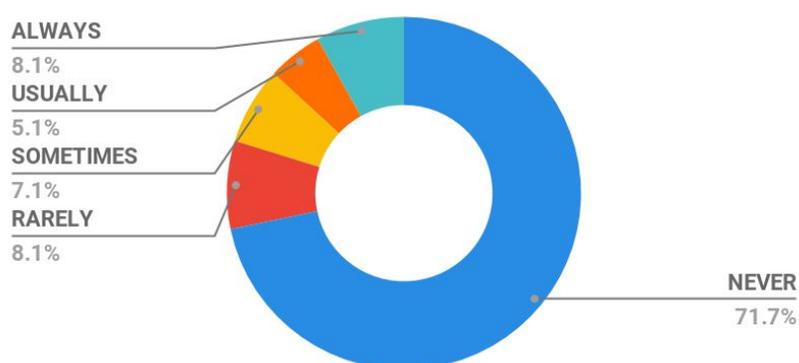
**FIGURE 16: WHAT WAS YOUR PRIMARY REASON FOR TAKING THE E-SCOOTER TRIP?**



**RIDER BEHAVIOR** | Forty-one percent (41%) of riders indicated they ride scooters on the sidewalk and 68% ride scooters in the bike lane. Only 18% of respondents indicated that they prefer to ride scooters in the street with cars. Over half (57%) of survey respondents indicated dissatisfaction with e-scooters while they were walking on the sidewalk. Non-riders were more likely to cite dissatisfaction with e-scooters when walking on a sidewalk or path.

**HELMET USE** | Consistent with observed behaviors, self-reported helmet use was relatively low among survey respondents, with over 70% stating that they never wear a helmet while riding a scooter (see Figure 17).

**FIGURE 17: HOW OFTEN DO YOU WEAR A HELMET WHEN RIDING AN E-SCOOTER?**



**CRASHES & INJURIES** | Of respondents identifying as e-scooter users, 87% or 657 people reported never being involved in a crash while using an e-scooter in Tucson, while 2% or 17 people reported requiring same day medical attention at an urgent care or hospital.

**REPORTING ISSUES** | Of the survey respondents, only 12% indicated that they had reported an improperly parked scooter. Of respondents who contacted customer service, 32% indicated they were “dissatisfied”, 11% “somewhat dissatisfied”, 19% “neither satisfied nor dissatisfied”, 7% “somewhat satisfied”, and 32% “satisfied”.

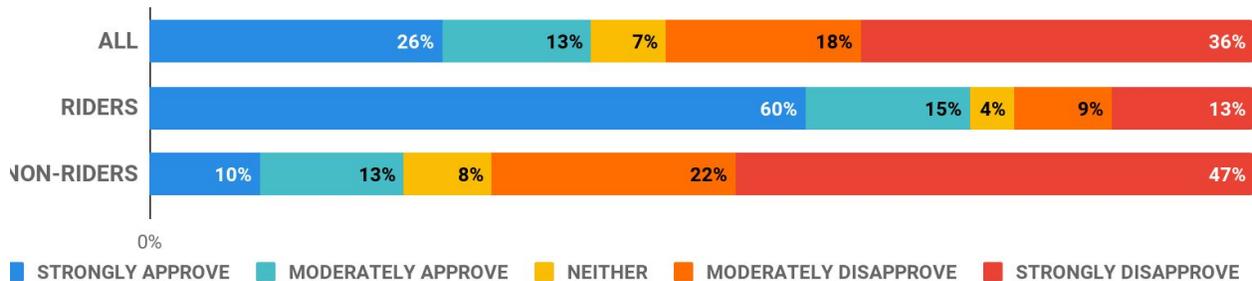
**PILOT PROGRAM FEEDBACK** | Survey respondents were asked to provide feedback on what changes could be made to make Tucson’s pilot program more effective (Figure 18). Around half of all non-users and users would like more designated parking spaces for e-scooters (note that the majority of survey responses were received prior to implementing designated e-scooter parking areas along 4th Avenue). The majority of users indicated that having safer places to ride and better pavement quality would benefit the program. Thirty-three percent (33%) of users would like to have more scooters available, while only 6% of non-users indicated that more scooters would be a benefit for the program.

**FIGURE 18: WHAT CHANGES WOULD MAKE TUCSON'S PILOT PROGRAM BETTER, MORE EFFECTIVE?**  
(SELECT ALL THAT APPLY)

	NON-RIDERS	RIDERS
MORE E-SCOOTERS AVAILABLE	6%	33%
MORE DESIGNATED PLACES TO PARK E-SCOOTERS	45%	53%
LOWER COST	10%	37%
EASIER ACCESS TO HELMETS	13%	18%
FREE HELMETS	12%	16%
BETTER PAVEMENT QUALITY ON CITY STREETS	27%	59%
SAFER PLACES TO RIDE (PROTECTED BIKE LANES, PATHS)	29%	51%
LONGER BATTERY LIFE	4%	18%
BETTER DESIGN OF E-SCOOTERS (STABILITY, LIGHTING, ETC.)	7%	14%
E-SCOOTERS ON THE UNIVERSITY OF ARIZONA CAMPUS	9%	31%

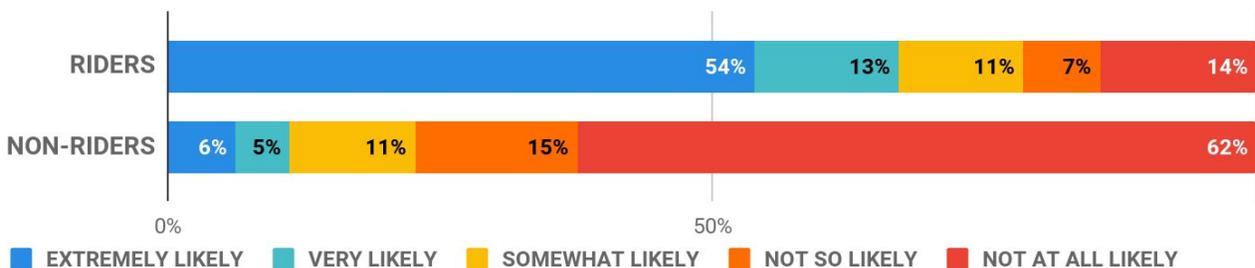
**LEVEL OF SUPPORT** | Survey respondents were asked to what extent they approved or disapproved of Tucson’s Pilot Program. Approval numbers varied greatly by users and non-users. Users had a 75% approval rate of Tucson’s Pilot Program, while only 23% of non-users approved of the program (**Figure 19**).

**FIGURE 19: WHAT EXTENT DO YOU APPROVE OR DISAPPROVE WITH TUCSON’S E-SCOOTER PILOT?**



When survey respondents were asked if they would recommend e-scooters to a friend, the responses between users and non-users varied greatly. The majority (68%) of users are extremely or very likely to recommend e-scooters, while the majority of non-users (77%) are not likely to recommend them (**Figure 20**).

**FIGURE 20: HOW LIKELY WOULD YOU BE TO RECOMMEND E-SCOOTERS TO A FRIEND?**



## 5.2 BUSINESS OWNER SURVEY

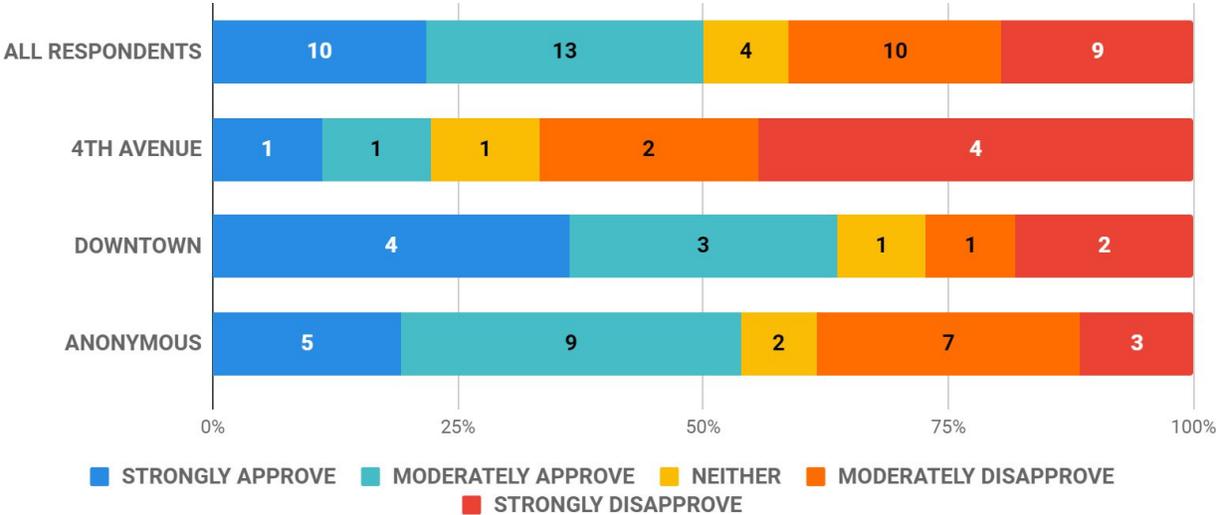
In addition to the Community Survey, a Business Owner Survey was available online for the same time period: December 10, 2019 and February 1, 2020. A total of 56 owners, co-owners, and site managers responded to the business survey. This survey asked many of the same questions as the Community Survey; however, additional questions were added to learn more about the pilot program’s impact on local business. A summary of survey responses is provided below and full survey responses are included as an appendix to this report.

**WHO TOOK THE SURVEY** | A total of 56 owners, co-owners, and site managers responded to the business survey. Of the respondents, 20 people provided the name of the business they represent (this response was optional). Nine of the businesses are located on 4th Avenue, 11 are in the downtown core.

**FREQUENCY OF USE** | The majority of survey respondents (60%) reported never riding an e-scooter. Among respondents who are e-scooter users, the largest percentage (48%) reported only trying them once, and 20% of e-scooter users reported using them at least once a week.

**LEVEL OF SUPPORT** | When business owners and managers were asked to what extent they approved or disapproved of Tucson’s Pilot Program, 50% of total respondents approved of the program (strongly or moderately), 42% disapproved of the program (strongly or moderately), and 9% neither approved or disapproved. Of the 20 respondents who listed the business name, response rates varied depending on the business location.

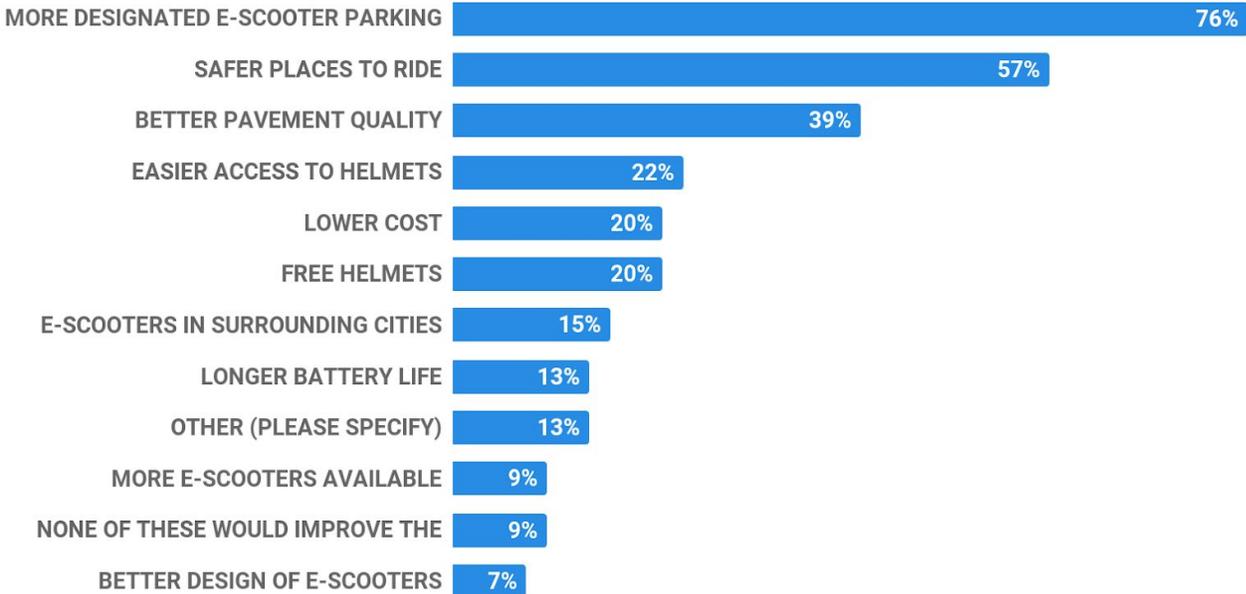
**FIGURE 21: WHAT EXTENT DO YOU APPROVE OR DISAPPROVE WITH TUCSON’S E-SCOOTER PILOT?**



**Figure 21** shows the level of pilot program approval broken down by geographic location. This breakdown shows that the majority of downtown business owners approve of the pilot program, while the majority of owners on 4th Avenue disapprove of it.

**PILOT PROGRAM FEEDBACK** | Survey respondents were asked to provide feedback on what changes could be made to make Tucson’s pilot program more effective (**Figure 22**). The majority of survey respondents (76%) think that more designated parking spaces for e-scooters (note that the majority of survey responses were received prior to implementing designated e-scooter parking areas along 4th Avenue) would improve the pilot program. Over half of respondents (57%) indicated that having safer places to ride would benefit the program. Only 9% of total respondents would like to have more scooters available.

**FIGURE 22: WHAT CHANGES WOULD MAKE TUCSON'S PILOT PROGRAM BETTER, MORE EFFECTIVE?**  
(PERCENT OF TOTAL RESPONSES)



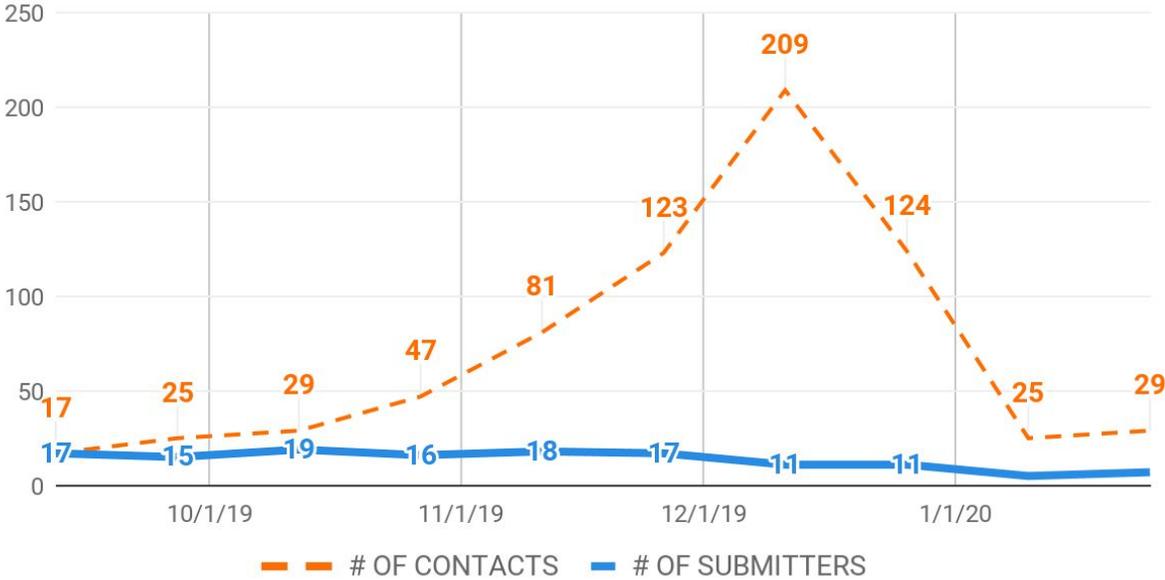
### 5.3 TRANSPORTATION & MOBILITY CUSTOMER SERVICE CALLS

As of February 4, 2020, Transportation and Mobility customer service representatives received a total of 709 contacts related to the e-scooter pilot program. A breakdown of contact issues by category is provided in **Figure 23**. Notably, 76% (583) of all contacts were submitted by only two individuals. **Figure 24** shows the number of complaints compared to the number of people submitting the calls or emails over the pilot period.

**FIGURE 23: TRANSPORTATION & MOBILITY CUSTOMER SERVICE CONTACTS BY CATEGORY**



**FIGURE 24: TRANSPORTATION & MOBILITY CUSTOMER SERVICE CONTACTS BY CATEGORY**



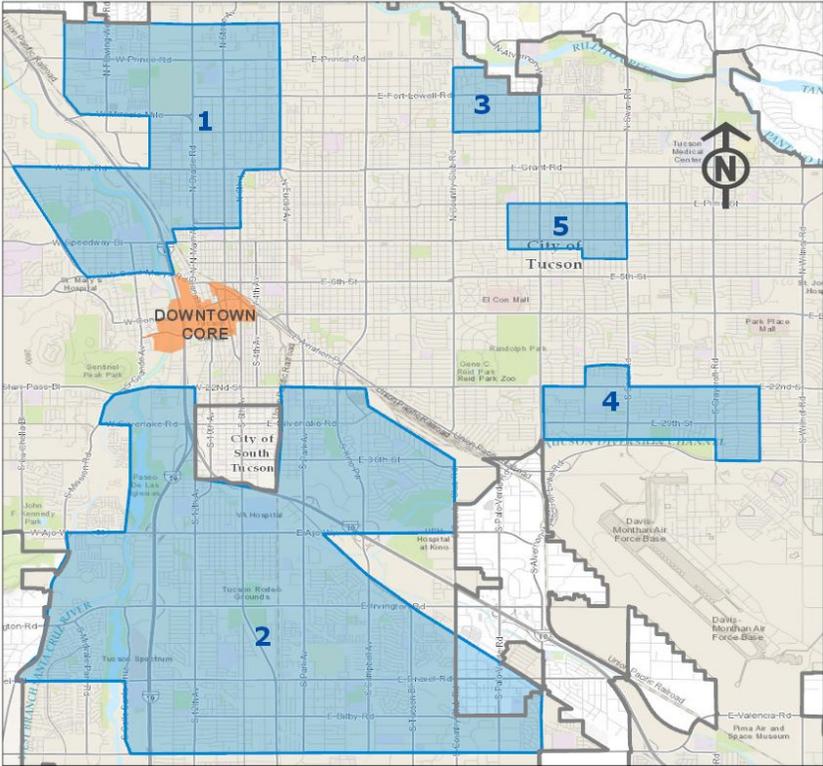
# 6.0 EQUITY

A key evaluation metric of Tucson’s pilot program was to see if e-scooters could expand transportation opportunity and access for underserved Tucsonans. Similar to other cities across the country, our evaluation shows that e-scooters have the potential to expand transportation options, however, barriers still exist. Types of barriers include: cost of renting a scooter, availability of scooters outside the downtown core, and challenges accessing the low-income plans. The pilot program had two main components aimed at increasing equity within the implementation of the program and providing larger transportation equity benefits throughout Tucson: (1) Opportunity Areas and the (2) Low-Income Discount Program.

## 6.1 OPPORTUNITY AREAS

To incentivize scooter deployment and ridership in lower income areas with fewer transportation options, companies could launch an additional 250 scooters in the Opportunity Areas identified in **Figure 25**. Opportunity Areas were selected using four main datasets from the American Community Survey (ACS) Census Data (2012 -2016): Socioeconomic Status; Household Composition & Disability; Minority Status & Language; and Housing & Transportation.

FIGURE 25: MAP OF OPPORTUNITY AREAS



**TRIPS BY OPPORTUNITY AREAS** | The majority of e-scooter trips were taken in and around the downtown core - outside of the designated Opportunity Areas (**Figure 26**).

**FIGURE 26: E-SCOOTER TRIPS BY OPPORTUNITY ZONES**

	TRIP ORIGINS			TRIP DESTINATIONS			TOTAL ORIGINS + DESTINATIONS	
	TRIPS (#)	TRIPS (%)	AVERAGE DISTANCE	TRIPS (#)	TRIPS (%)	AVERAGE DISTANCE	TOTAL TRIPS (#)	TOTAL TRIPS (%)
<b>AREA 1</b>	3086	1.9%	1.2 mi	3826	2.4%	1.39 mi	6,912	2.2%
<b>AREA 2</b>	694	0.4%	1.19 mi	1022	0.6%	1.71 mi	1,716	0.5%
<b>AREA 3</b>	460	0.3%	1.7 mi	536	0.3%	1.91 mi	996	0.3%
<b>AREA 4</b>	60	0.0%	1.54 mi	104	0.1%	2.37 mi	164	0.1%
<b>AREA 5</b>	505	0.3%	1.45 mi	533	0.3%	1.63 mi	1,038	0.3%
<b>DOWNTOWN</b>	64385	40.3%	0.81 mi	59240	37.1%	0.72 mi	123,625	38.7%
<b>CITY OF S. TUC</b>	447	0.3%	1.05 mi	610	0.4%	1.16 mi	1,057	0.3%
<b>OTHER TRIPS</b>	90111	56.4%	0.88 mi	93656	58.6%	0.91 mi	183,767	57.6%

## 6.2 LOW INCOME DISCOUNT PROGRAM

As part of the pilot program, scooter companies were required to offer discounted pricing for Tucsonans living on low incomes. Both Bird and Razor offer cash payment options, non-smart phone scooter rental options, and low-income discount programs for qualifying individuals. Bird offers unlimited 30-minute rides for \$5/month, while Razor offers a 50% discount on all trips for military personnel and anyone enrolled in a state or federal assistance program, including but not limited to Arizona Medicaid/AHCCCS, supplemental nutrition assistance program (SNAP), discounted utility bills or discounted transit passes.

To promote the program, city staff developed informational materials that were posted on the city website and shared through social media. The one-page flyer (**see Figure 27**) was distributed through community partners and given out at events.

**DISCOUNT PROGRAM PARTICIPATION** | As of February 2020, Bird has 12 users registered in the “Bird Access” program and one military program user that have taken over 329 discounted rides. Razor has 18 people registered in their affordability program. In response to City staff and Mayor and Council feedback in December 2019, both Bird and Razor have been sharing new bi-lingual promotional materials for their discount programs at monthly pop-up events in Tucson.

FIGURE 27: E-SCOOTER LOW-INCOME DISCOUNT INFORMATIONAL FLYER



As part of the E-Scooter Pilot Program, scooter companies are required to offer discounted pricing for Tucsonans living on low incomes. **WHO QUALIFIES?** Anyone currently enrolled in a state or federal assistance program - like AHCCCS, SNAP, or discounted utility bills. Find information about each company's discounted pricing plan and how to apply below:

### **BIRD ACCESS**

(Black & white scooters)

- **PRICE:** Unlimited 30-minute rides for \$5/month
- **TO ENROLL:** Email [access@bird.co](mailto:access@bird.co) with your name, phone number, and proof of state/federal assistance
- **NON-SMARTPHONE ACCESS:** Sign up for "text-to-ride," Bird's text messaging service, by emailing [hello@bird.co](mailto:hello@bird.co) or calling 1.866.205.2442
- **CASH-PAYMENT OPTION:** Users can purchase prepaid debit cards using cash at local retailers (CVS, Walgreens, grocery stores, etc.) and use to pay for scooter rides

### **RAZOR AFFORDABILITY & CASH PAYMENT**

(Black & red scooters)

- **PRICE:** Unlock a scooter for \$0.50 and ride for \$0.15/min
- **TO ENROLL:** Fill out a form at [razor.com/share/affordability-program](http://razor.com/share/affordability-program)
- **NON-SMARTPHONE & CASH PAYMENT OPTIONS:** Users without a credit card or smartphone can rent a scooter from one of Razor's local warehouses for a fixed period of time. Contact [sharesupport@razorusa.com](mailto:sharesupport@razorusa.com) for more information

## 7.0 CONCLUSION & NEXT STEPS

The City is committed to providing equitable, accessible, affordable, and safe transportation options for all residents, particularly for those with limited transportation access. The e-scooter pilot showed promise that e-scooters could aid in providing another alternative to cars for getting around; however, the pilot also revealed some of the challenges.

Ridership was geographically concentrated in areas with a high density of other options such as Sun Tran, the Streetcar, and Tugo Bike Share, rather than in areas with fewer options. More work needs to be done to determine the extent to which e-scooters are, or have the potential to, replace private car and ride-hailing trips, versus primarily replacing walking trips. Similarly, the extent to which e-scooters are complementary to, or competitive with, other forms of public transit needs to be more fully understood.

By extending the pilot for an additional six-months, the City is committed to further exploring if e-scooters can be an effective mobility option in Tucson. It is clear that the regulations the City required prevented many of the problems experienced in other cities, and the City is committed to continuing to implement lessons learned from the pilot.

**City of Tucson Mayor and Council has approved a six-month extension of the pilot-program which will include:**

- Collection of ridership and utilization data over the course of an entire calendar year to better understand usage patterns;
- Continuation of modifications to the program that encourage more scooter deployments in opportunity zones and increased awareness and utilization of low-income discount programs;
- Opportunity to improve internal processes for monitoring and enforcing operator compliance with permit requirements;
- A high level of control over the program and retain the ability to modify regulations to achieve desired outcomes;
- Opportunity to continue educating the public on safe e-scooter riding and parking behavior in an attempt to reduce sidewalk riding and improper parking concerns;
- Development of a process for shifting from a limited-term pilot, into a more long-term shared micro-mobility program at the end of one year of operations (targeting September 2020).

# APPENDIX

APPENDIX A: **E-SCOOTER INJURY DATA ANALYSIS**

APPENDIX B: **COMMUNITY SURVEY RESULTS**

APPENDIX C: **BUSINESS OWNER SURVEY RESULTS**

APPENDIX D: **CITY OF TUCSON MEMO: COVID-19 & SHARED MOBILITY**

APPENDIX E: **RAZOR SHARE'S COMMITMENT DURING COVID-19**

## APPENDIX A: E-SCOOTER INJURY DATA ANALYSIS



3950 S. Country Club Rd Ste. 200  
Tucson, AZ 85714  
520-724-7797  
Director's Office

March 2, 2020

TO: Andy Bemis  
Bicycle & Pedestrian Program Coordinator  
City of Tucson Department of Transportation

FR: Dr. Bob England  
Interim Director  
Pima County Health Department

RE: Request for analysis of Public Health surveillance injury data for the E-Scooter Pilot Program

### **Background:**

The City of Tucson requested Pima County Health Department (PCHD) and Arizona Department of Health Services (ADHS) analyze hospital data (source: BioSense Platform, 73% coverage of Pima County emergency department and hospitalizations) to assess injuries associated with the E-Scooter Pilot Program.

### **Public Health Syndromic Surveillance Data: BioSense Platform**

Public Health Syndromic Surveillance includes emergency room and hospital visit data that PCHD and ADHS use to monitor important infectious and non-infectious health trends in the community such as influenza-like illness and vaping-associated lung injuries. De-identified data available include emergency department patient chief complaints (patient's stated reason for seeking health care), admission reason (provider's reason for admission), and discharge diagnosis code. Health Departments report aggregate data on important health trends when reporting such data has a public health importance and cannot identify an individual(s) in the community, i.e., breach HIPAA confidentiality rules.

### **Methodology:**

To detect E-Scooter Pilot Program injuries, PCHD and ADHS, reviewed participating emergency department and hospitalization BioSense Platform data from September 12, 2019 to February 22, 2020 using a national, validated search process.

### **Results:**

Five-month review of the data identified as related to Tucson's E-Scooter Pilot Program visits yielded too small of a sample for statistical analyses and reporting because it could identify an individual in the community, i.e., breach of confidentiality

### **Limitations:**

The scope of this review was limited to the BioSense database. The review may not have detected all E-Scooter Pilot Program injuries that occurred during the five-month timeframe because of human inconsistencies characterizing injuries and provider-coding errors in the medical record. Related E-Scooter injuries may have been captured at non-participating BioSense hospitals, urgent care centers

and physician visit databases, which were not available, and if reviewed, may have captured additional E-Scooter Pilot Program injuries.

**Recommendations:**

The five-month review of the BioSense Platform may not have captured all emergency department and hospitalization injuries that occurred during the E-Scooter Pilot Program. Extending the timeframe for reviewing the Pilot Program and reviewing BioSense Database as well as reviewing other healthcare databases, and interviewing patients may provide a more comprehensive picture of possible E-Scooter Pilot Program related injuries.

A handwritten signature in blue ink, appearing to read "Bob England".

Dr. Bob England, M.D., M.P.H  
Interim Director  
Pima County Health Department

## APPENDIX B: COMMUNITY SURVEY RESULTS

### Q1 - HOW OFTEN DO YOU RIDE E-SCOOTERS?

I have never ridden e-scooters	65%
I have only ridden once	12%
Occasionally, but less than once per week	15%
1-2 times per week	5%
3-6 times per week	2%
Daily	1%
More than once per day	0%
Total	2530

### Q2 - THINKING ABOUT YOUR LAST E-SCOOTER TRIP, WHAT WAS THE PRIMARY REASON YOU TOOK THE TRIP?

Go to or from work	15%
Go to or from a bus/streetcar stop	8%
Go to or from school	7%
Social and/or entertainment activities	49%
Go to or from restaurants	28%
Shopping or errands	13%
Site seeing	16%
Other	6%
Just for fun	47%
Total	788

### Q2 - TEXT - OTHER

Transit from Auto mechanic to home
For fun and getting around downtown
To try to feel what the hype is.
Errands while at work downtown
To get home, faster than walking
A friend had told me what a joke they were so I figured I had to find out first hand. She was absolutely correct.
It was to get to an event that I didn't want to leave a bike locked nor search for car parking
Bike in shop
pre launch free rides
My bike had a flat and I needed to get home
Just trying it out
Drive from hotel to a concert
Traveling around downtown
Connection from home to bus routes (because they're otherwise impractical)
Just to see how it was
I use e-scooters so I don't have to drive my car to the grocery store, Dr. Visits. my general commuting when less than 5 miles.
Tryout
Too tired to walk home.
Experience
On vacations wherever they have them available. Great addition to any city.
All of it!!!! Looooooovvvveeeeeee them!
Go home
To test them during the presentation to the media/public...
Getting somewhere
When i'm in pain from my disability and need a ride to my car!
I have a pain disorder, and they improve my mobility when out with friends.
to get to meetings once I'm downtown
Getting from a friends house near downtown to congress or 4th
training
I work downtown and needed to meet my girlfriend on 4th Avenue. Used a scooter to get there

**Q3 - THINKING ABOUT YOUR LAST E-SCOOTER TRIP, HOW DID YOU GET TO THE E-SCOOTER YOU RODE?**  
(SELECT ALL THAT APPLY)

Walked	72%
Rode a SunTran Bus	4%
Rode a SunVan Shuttle	0%
Rode the SunLink Streetcar	3%
Drove a personal vehicle, car share vehicle, or other motor vehicle	25%
Taken a taxi, Uber, Lyft, or other ride hailing service	5%
Ridden as a passenger in a vehicle and dropper off by a friend, family member, or other person	5%
Rode a TuGo bike share bike	1%
Rode a personal bike	2%
Other (please specify)	3%
<b>Total</b>	<b>786</b>

**Q3 - TEXT - OTHER**

- Walked 10 feet from my front door to the e scooter that was parked in front of my house.
- I own my own electric scooter. I do not rent them. I park it inside my house.
- I own the scooter, so I brought it outside and started riding it.
- I've used the app to locate one but I love just finding them on the street and being spontaneous with it. So fun!
- Out for a walk and after seeing two broken ones laying near the curb I came across an operable one a block later.
- Just happened to be at the Mercado and had some time.
- THE SCOOTER WAS IN FRONT OF MY WORK
- found it in the street
- I copped one left in the neighborhood
- It was right out front of my current location
- Sun Tran bus, and walked...
- I got out of my car and used the app to find the closest scooter available.
- It was in front of my house.
- It was on the sidewalk where I was walking
- I would encourage a better job proofreading prior to sending out a survey to an entire city.
- Lyft, uber, bird
- It was outside of my hotel room on an out of town stay
- It is my own personal scooter. So I just took it out of my house.
- Don't ride it

**Q4 - HOW MANY MIN. DID YOU TRAVEL TO GET TO THE LAST E-SCOOTER YOU TOOK?**

0-5 minutes	53%
5-10 minutes	25%
More than 10 minutes	18%
I do not remember	4%
<b>Total</b>	<b>783</b>

**Q5 - THINKING ABOUT YOUR LAST E-SCOOTER TRIP, WHY DID YOU CHOOSE TO TAKE AN E-SCOOTER?**  
(SELECT ALL THAT APPLY)

It was the fastest and most reliable option.	38%
It was less expensive than other ways to get there	24%
Did not want to get sweaty	12%
Parking is difficult at that time/destination	29%
No Bus/Shuttle/Streetcar at that time/destination	12%
It is good for the environment	25%
Do not have a car	5%
It was just for fun	55%
Other (please specify)	7%
<b>Total</b>	<b>784</b>

**Q5 - TEXT - OTHER**

To test it.  
 My bike was unavailable.  
 Would have walked but the scooter got me there much faster  
 Tourism / Exploring The Loop trails  
 Safety - it feels safer than walking home at night, safer than cabs (waiting for the cab and then with these recent stories about the rate of terrible things happening inside cabs. ) ALSO I try to boycott lyft/uber generally so it's so nice to have another option.  
 Person I was with has occasional problems walking distances  
 Easy to get around  
 Its a great way to spend time with the family and have lots of fun  
 This was already answered. Rode one to see if it was as bad as a friend has told me.  
 Just to try it out.  
 was curious  
 As an avid cyclist I wanted to experience an e-scooter.  
 Thought it might be a good way to get home after leaving bike at shop  
 My parking is far and it was safer than walking alone at 5 am  
 pre launch free ride  
 Did not want to walk  
 Ease of use, no parking  
 Car was in for repairs  
 Can't ride a bike and wanted to try the experience  
 To save time  
 it was fun, not 'just' for fun. The rental bicycles are not fun, and its too hot in the summer to drive them  
 TuGo bike share would have been twice as much money  
 Easier on my body than walking.  
 Drinking  
 Tryout  
 I was late but didn't want to deal with parking.  
 car in the shop/unavailable  
 Was reviewing the scooters  
 Convenient.  
 wanted to see of it was a valuable activity  
 At a conference I another state  
 Environmental benefits  
 to try it out  
 To try it  
 It was raining and I hopped on one near my house on the way to the gym.  
 Faster than walking  
 I wanted more information about the service(s)..  
 Easier to navigate the area  
 I didn't want to bring my longboard. It was the only option without carrying weight.  
 I was in a hurry and one was in front of me. I will go out of my way or be late if the only option is a scooter.  
 I wanted to try the experience. Very handy and easy to do. Makes more people mobile.  
 Convenience  
 For pain reasons. It helped me get to my destination faster and with less struggle.  
 Improves my mobility with my pain disorder  
 convenient and fast - I was running late  
 Wanted to try it out.  
 Just to test it out.  
 training  
 Left my motorcycle at the mechanic. Took the scooter to work. This was much faster than waiting for a bus or uber.  
 Test drive

**Q6 - THINKING ABOUT YOUR LAST E-SCOOTER TRIP, IF A SHARED E-SCOOTER HAD NOT BEEN AVAILABLE, HOW WOULD YOU MOST LIKELY HAVE GOTTEN AROUND?**

Would not have taken the trip	13%
Walked	36%
Taken a Bus or Streetcar trip	3%
Driven a personal vehicle, car share vehicle, or other motor vehicle	24%
Taken a taxi, Uber, Lyft, or other ride hailing service	14%
Ridden as a passenger in a vehicle and dropped off by a friend, family member, or other person	3%
Ridden a personal e-scooter	1%
Ridden a TuGo bike share bike	1%
Ridden a personal bike	6%
Total	783

**Q7 - THINK ABOUT HOW YOU HAVE TRAVELED, IN GENERAL, OVER THE LAST MONTH. APPROXIMATELY, HOW OFTEN HAVE YOU DONE EACH OF THE FOLLOWING TO MEET YOUR TRANSPORTATION NEEDS:**

	7+ / per week	3-6 / per week	1-2 / per week	<1 / per week	Never
Walked	23%	29%	23%	14%	3%
Took Bus/Streetcar	3%	5%	6%	17%	17%
Drove a car	52%	23%	10%	4%	1%
Road as a passenger in a car	14%	26%	27%	16%	4%
Took Rideshare (e.g., Taxi, Uber, Lyft)	2%	6%	18%	28%	10%
Took Carshare (e.g., Zipcar)	0%	1%	1%	3%	26%
Biked using a personal bicycle	6%	9%	13%	13%	15%
Biked using TuGo bike share	0%	1%	2%	4%	25%
Total	928	592	730	974	2613

**Q8 - HOW OFTEN DO YOU WEAR A HELMET WHEN RIDING AN E-SCOOTER?**

Never	71%
Rarely	8%
Sometimes	7%
Usually	5%
Always	8%
Total	775

**Q9 - DO YOU HAVE OR USE ANY OF THE FOLLOWING? (SELECT ALL THAT APPLY)**

Bike that is currently rideable	86%
Membership with TuGo Bikeshare	5%
Monthly transit pass with SUNTran transit	12%
Monthly parking pass with your employer	22%
Total	492

**Q10 - WHICH STATEMENT BEST DESCRIBES THE TYPE OF BICYCLE RIDER THAT YOU ARE?**

I am a confident bicycle rider, and I will ride on nearly any type of road.	31%
I am a confident but cautious bicycle rider, and I only ride on bike friendly roads and residential streets.	28%
I am cautious but interested bicycle rider, and I ride infrequently on bike paths and residential streets. I would ride more with better conditions or options.	11%
I do not normally ride bicycles.	27%
I am unable to ride a bicycle.	2%
Total	783

**Q11 - HOW DO YOU PREFER TO RIDE/ USE E-SCOOTERS? (SELECT ALL THAT APPLY)**

On the sidewalk	41%
In bike lanes	68%
In the street with cars	18%
On bike or shared use paths	46%
On off-street paths	17%
On low traffic streets	46%
During the day	47%
In the dark, early morning/evening	18%
While wearing a helmet	13%
With other e-scooter users	25%
With bicyclists	11%
Against car traffic	4%
Same direction as car traffic	52%
Crossing at crosswalk	25%
Crossing mid-block	4%
Crossing using travel lane	10%
Complete stop for stop signs	43%
Complete stop at red lights	47%
On the UArizona campus	12%
In and around downtown Tucson	50%
Slower than 15 miles per hour	28%
Other (please specify)	5%
Total	777

**Q11 - TEXT - OTHER**

Don't like using them. The one time I did the scooter seemed to have mechanical issues and didn't really work properly.
Won't use again
I prefer not to use them.
Don't like them - wish we didn't have
My personal scooter can travel up to 30 mph, and so I usually bump up the speed on streets when I'm mixed with traffic, and lower it when on paths. Sidewalks are dangerous, and I don't prefer them.
It is SO variable, but generally streets do not feel safe on a scooter because I'm still getting used to riding them so I feel less in control.
faster than 15 mph
With the road conditions in Tucson I can't think of any safe places to ride one. Possibly the University but the trip is so short walking is always a better option.
It would be easier to ride in the streets if they were not filled with potholes.
I won't use again
I believe the e-scooter program should be stopped. Too dangerous for those riding and drivers and other pedestrians.
near 4th avenue - or Dunbar area only (safety concerns) - sometimes at lunch time near my office - City of Tucson -commerce loop
I've only done this once and for fun. I probably will not do it again because it is crazy expensive for the service he provides. I'm a cyclist so anytime I need to get somewhere where I can avoid a car or car usage, I hop on my bike. After the original investment it's free and it's always where I want it to be the rules are defined and a space has already been created for me to use it safely.
I do not want to use e scooters
According to the Pima County bicycle safety recommendations
Close shopping
Affordable rental helmets would be helpful
Anywhere parking is a problem I love using scooters.
Again, i just tried it for fun, probably 2 minutes.
Not a preferred mode of travel
For entertainment at a work function.
Experienced biker
Parking lot
When they are free to use...
On well maintained streets (few and far between) sam Hughes you could chip a tooth on a scooter
I follow the same laws that bicycles have to obey . In the bike lane, WITH the flow of traffic
It should go 17 mph
More than any of the other answers on this question, I prefer to avoid them.
In and around downtown Nashville
Dismounting to walk scooter when pedestrian crosswalk used (when bike lane or road access not available)
I want to ride the scooters on the trolley tracks because they bike lanes are not big enough or well maintained downtown and crossing the trolley tracks on those things is very dangerous

**Q12 - HAS ANY OF THE FOLLOWING EVER HAPPENED WHEN USING AN E-SCOOTER IN TUCSON?**  
(SELECT ALL THAT APPLY)

Crashed with a pedestrian	2%
Crashed into a parked vehicle or object	3%
Crashed with a moving vehicle	2%
Crashed crossing the streetcar tracks	4%
Crashed or fell off the scooter (without running into anything else)	7%
Nearly crashed into an object, pedestrian, or vehicle	11%
None of the above	83%
Total	767

**Q13 - AS A RESULT OF A FALL OR CRASH WHEN RIDING A SHARED E-SCOOTER, HAVE YOU:**

Required same day medical attention at an urgent care or hospital	2%
Required medical attention 1-3 days after the crash with your regular doctor, urgent care, or hospital	1%
Had minor scrapes or bruises that required no more medical attention than a bandage	10%
I've never fallen or crashed riding a shared e-scooter	88%
Total	745

**Q14 - TO WHAT EXTENT DO YOU APPROVE OR DISAPPROVE OF THE E-SCOOTER PILOT PROGRAM IN TUCSON?**

Strongly approve	26%
Moderately approve	13%
Neither approve nor disapprove	7%
Moderately disapprove	18%
Strongly disapprove	36%
Total	2257

**Q15 - HOW SATISFIED ARE YOU WITH THE FOLLOWING SITUATIONS INVOLVING INTERACTIONS WITH E-SCOOTERS IN TUCSON:**

	Extremely dissatisfied	Somewhat dissatisfied	Not applicable	Somewhat satisfied	Extremely satisfied
While you were walking on sidewalks	48%	47%	13%	38%	33%
While you were walking or biking on an off-street path	30%	32%	35%	35%	36%
While you were biking in bike lanes	22%	21%	52%	27%	31%
Total	1803	870	1997	772	1242

**Q16 - HAVE YOU EVER REPORTED AN IMPROPERLY PARKED E-SCOOTER? IF SO, THINKING OF YOUR MOST RECENT REPORT:**

Yes, and it was moved within 2 hours of my report.	1%
Yes, and it was moved within 2-8 hours of my report.	1%
Yes, and it was moved more than 8 hours after my report.	3%
Yes, but I'm not aware of whether or not the e-scooter was ever moved.	7%
No, I have never reported an improperly parked e-scooter.	88%
Total	2236

**Q17 - IF YOU HAVE CONTACTED CUSTOMER SERVICE FOR EITHER E-SCOOTER COMPANY, PLEASE RATE YOUR EXPERIENCE WITH EITHER COMPANY'S CUSTOMER SERVICE:**

	Dissatisfied	Somewhat Dissatisfied	Neither satisfied nor dissatisfied	Somewhat Satisfied	Satisfied	Never contacted customer service
Bird	55%	59%	48%	47%	46%	50%
Razor	45%	41%	52%	53%	54%	50%
Total	204	70	119	43	207	3645

**Q18 - IN YOUR OPINION, WHAT CHANGES WOULD MAKE TUCSON'S PILOT PROGRAM BETTER OR MORE EFFECTIVE? (SELECT ALL THAT APPLY)**

More e-scooters available	15%
More designated places to park e-scooters	48%
Lower cost	19%
Easier access to helmets	14%
Free helmets	14%
Better pavement quality on city streets	38%
Safer places to ride (protected bike lanes, off-street paths)	37%
Longer battery life	9%
Better design of e-scooters (more stable, better lighting, etc.)	9%
None of these changes would improve the Tucson Pilot Program	23%
Other (please specify)	25%
E-scooters on the University of Arizona campus	17%
Total	2226

**Q18 - TEXT - OTHER**

I hope electric mopeds come soon, like those in use in Austin. They are safer and stay on the road

Make it available for people under 18

The majority of people who ride the scooters are respectful, but there are quite a few riders that have no respect for people walking or where they leave them when they are done riding them. Many many times they get left blocking the sidewalk and if not blocking it completely enough so someone who has mobility issues would not be able to get by safely.

It is important to know whether e-scooters follow pedestrian rules or bike rules. Because they switch back and forth their movement is quite random and can be dangerous. Decide are you walking or riding???

Please get rid of them

Get rid of them

Please just get rid of the scooters and invest in public transport.

Having the scooters littered about everywhere is both unsightly and dangerous to pedestrians and motorists.

Ability to pass through the UA Campus or end a trip at streetcar or Tugo station.

Availability to people under the age of 18.
make it more available to younger people
Remove the scooters and bring back proper bicycles
Enforce road safety & age restrictions.
Better enforcement of the laws for bikes/cars/scooters/pedestrians
Less restrictions such the curfew and off limits areas
easier reporting of improperly parked scooters
fewer cars
enforce traffic laws for both e-scooter and bicyclists riders not just motorists
Tell Bird/Razor to stop requiring driver's licenses to rent a scooter. Personal scooters don't (and shouldn't) require a driver's license. If my personal scooter ever encounters issues this makes it nearly impossible to get around the city when the bus isn't running.
Ticketing those who zoom around on sidewalks
Escooters on the loop
Fewer scooters all over the place
If the program were to stay, those are the changes I would recommend. As I'm sure you are already aware, the scooters are frequently parked in the middle of the sidewalk, where it can become impossible for people with mobility issues to more around the scooters. They are also frequently ridden on sidewalks, yet again posing a hazard to pedestrians and the riders (who don't have helmets).
get rid of them. they are dangerous to both riders and by-standers and make the community look ugly
More education about how scooters are supposed to behave as part of pedestrian and/or cycling traffic.
Abolish the program. The scooters get thrown and kids run to pick it up because they think they can ride it. sound cute? Not when they are in the street, this more junk in our city. they look awful thrown around everywhere.
More education. Public service announcements that are widely distributed in the media.
keep them off sidewalks
Have users register to use scooter, have them accountable for not parking or using them responsibly!
Designated docking areas
These are a public menace littering the streets and putting pedestrians in danger
end program before someone gets hurt
Enforcement of existing rules including fines for misparked scooters. Ticketing of riders riding on sidewalks.
Get rid of them. They are an eyesore and distraction. They are dangerous.
For residents downtown we often have to move scooters out of our property or off our sidewalks. These scooters are near impossible to move when off as they are extremely heavy. Not sure I have a fix, but that problem is deff annoying. If I called the company to move scooters off my property I'd be calling everyday. So scooter mobility when off is a major plus.
Removal
Much more education on how to courteously & safely ride and park.
lights & reflectors
Designated parking places that DO NOT take up street parking. A way to fine the last user who left one improperly parked
Scooters need to be off sidewalks. One quarter of riders I've seen have been on the streets.
Fine people for riding on sidewalks
Clearer rules and enforcement of scooter on sidewalk regulation. For that matter – no bikes on sidewalks either ! I.E., 4th Ave underpass.
GET RID OF THEM! Unsightly, hazardous, compete for limited pedestrian space.
None should be allowed in sidewalks and only in bike lanes. Helmets should be mandatory
The scooters are left all over the sidewalks downtown and I think they are a hazard for people walking on sidewalks.
Banning e scooters
end the program. scooters are left in the middle of pedestrian walkways
Required designated parking and charging just like for the bikes. E-scooter riders and the E-scooter companies should be penalized for improperly dumping, parking, or riding the scooters.
To be honest I don't have much experience with them because they seem dangerous especially on our streets that have such crazy drivers and high pedestrian accidents.
age limit. Not used for racing, skidding, etc as I've seen at 10p.m.
It would be helpful if the ride was free of charge.
Educate the public about the laws. When I was out riding earlier, some bicyclist was harassing me, stating that riding on the paths is illegal. I checked, and it is not illegal.
The helmet requirement is ridiculous. People are not going to carry a helmet around for a 5 minute ride on a scooter. Since payment is by debit or credit card, the companies know who used a scooter. If the person leaves the scooter in an inappropriate place, the person should be charged more if he or she rents a scooter again, and prohibited from using a scooter after a second offense. I move scooters off of sidewalks frequently.

User education and regulation to ensure that scooters are not used on sidewalks or left in places that hamper accessibility in congested walkways and traffic areas

Stricter enforcement on people breaking rules, i.e. riding on sidewalks. I see too many people on sidewalks. Also, I have watched non-scooter riders kick over scooters and then take a picture of the scooter being knocked over, I then saw that photo on Weird Tucson Facebook, which blew me away. Someone complaining about knocked over scooters and they did it themselves. Also, and this is serious, serious, serious. I see far too many people riding with two people on one scooter. Super [expletive] dangerous. I have seen multiple times parents riding with young children standing up on the scooter as well. Please address this.

Just an explanation for the above cost: I love the free first minute, but it is cost prohibitive for shorter rides during congested times when traffic pressure is too high. Better design: I think people leave them sideways and leaning on things because they are hard to park. It is tough for me to get the kickstand down even in the best of times. If my hands are full or if I'm otherwise incapacitated, it's almost impossible to get that thing down. Definitely better lighting!! rear red lights, flashing, I've heard that green lights are most visible. Regarding places to park the scooters, that's part of my challenge with TUGO and other ride services (the parking spots are limited and take me out of my way and just add to the hassle.) The scooters are great because they are everywhere and finding one is part of the adventure! I get that people are upset with having them parked messily but I love them. It gets people out of cars, that's the most important thing to me.

Cost is a big issue. I live only about 1 mile from my work place which is located in the downtown area. The razor scooter (with seat) costs approximately \$10 a day to ride to and from work. This exceeds the cost of parking. In general, the cost is too expensive and although I like the scooters, I no longer use them because of cost

People leave them in the middle of the sidewalk. Will start calling to complain.

Educating the people who ride them on the laws of how to legally ride them. Many ride however they want, run stop signs, on sidewalks, or just anywhere they want to go with them.

Larger wheels like the Razors, due to the poor quality of Tucson streets the small wheels on the birds do not feel safe. I also do not like their requirement to put a set amount on your account and not pay per ride.

Scooters are routinely violating rules by riding on sidewalks, blocking sidewalk access, and not being picked up when parked illegally. From what I've heard about the lack of response, it's been hard to rally to report illegal actions.

The seats start to fall down while you are riding because you have to lift the seat to get the kickstand up/down. The scooters are also VERY HEAVY a lot of girls were struggling!!

ban them, they are dangerous and they litter our streets and yards!

SCRAP IT!

Ban the [expletive] out of them! The area around downtown Tucson is highly walkable. The city should be promoting that.

Be allowed to legally ride on sidewalks

discontinue

Better surfaced and wider, protected bike lanes and designated hubs for parking and picking them up.

Promote personal bicycle ownership/use instead of scooters. People are more responsible with their bike than public scooters.

Get them off the sidewalk! They are dangerous!

They are a danger to our city. Why? No need for a drivers license. No helmet required. I hate the [expletive] things zipping around in front of my vehicle going up, on and around the sidewalks.

Solar charging stations; upcycle broken ones; refurbish using a local community org like BICAS;

enforcement of parking e-scooters...they are just thrown whereve on sidewalks

e-scooters should not be allowed on bike paths ever. It may be a good idea to attach breathalyzers to them to make sure people are drunk before they ride them.

Write civil infractions, for riding e-scooters on side-walk, being last rider of e-scooter dumped in residential property, playing games with e-scooters in middle of traffic lanes, & dumping e-scooter anywhere instead of putting into a password-protected locking area created for e-scooters.

It's an eyesore to see these scooters being dumped all over the place. I had no idea you could report that until it was mentioned in this survey. It would be nice to know a number to call.

little respect for where the unused scooter is parked...instate fines

These scooters are terrible with our current infrastructure.

I have never seen any of the issues 1st hand that I have heard some people complain about. They all seem like things that could be easily solved with a basic scooter rider/etiquettes class. I've used them many times and aside from seeing some left in an appropriate places (which was a simple thing for me to move to the side although it's not a responsibility that should fall on random ppl) I haven't seen any crazy red flags. There is a way to track if someone actually did leave it in the middle of a street or some of these of obnoxious places people are claiming they've seen them left. If they are indeed left somewhere other than where they should be parked, fine them! This is helped make it cheaper, easier and more environmental for people who don't own/ ride bikes to get around. It's also help us walk more because there are areas you can't ride the scooters in to. Initially, we all had to ask ourselves if we were going to just walk the rest of the way or wait and pay for an Uber to pick us up and drive us a few blocks. I've always just walked.

using photos of where you park to end a ride, photo of wearing helmet for some kind of bonus or \$ off next ride

Get rid of E-scooters as the users don't follow the rules or park them appropriately

These scooters are just thrown down all over town making the City look terrible

Scooters should have docking stations just like the bike program. A company should be required to pick up any scooter that has not moved within two hours. They can easily do that with their tracking system but must be forced to do so. Citizens and the

police should not have to monitor the program. It should be self-policing with the available computer technology and scooter companies need more staffing.

Please get rid of them, they are an eyesore and frighten me as a senior citizen

Keep off the sidewalks and post signs. Maybe a notice on the app.

Better control of abandoned scooters blocking sidewalks and rights of way.

They look horrific and abandoned parked next to roads and on sidewalks

Concerns about drunk driving. Should not be used near bars.

I worry about blind people because scooter riders leave the bikes just anywhere and don't take into account that some people have poor or no vision.

Ending the program would be best. Too many people on sidewalks and they expect pedestrians to move out of the way. Often parked in the middle of busy sidewalks downtown

The participants park the scooters on sidewalks blocking foot traffic, ride on sidewalks, ride with 2 people per scooter, no helmets, no lights at night, thrown scooters in basins, bushes, and left in street. This is creating a hazard to bicycle, foot and vehicle traffic.

Tucson finally got skateboarding a little more under control and now this which is more dangerous for riders and especially pedestrians.

no need for scooters

Remove them all. That is the only thing that will improve this mess.

Parking policy.

Cancel the pilot program. We don't need scooters

Require a license, written and driving test mandatory.

They look like trash scattered around town and distract from the beauty of the area

There should have never been a pilot program. Anybody that has ever riding in Tucson would never think of riding something with 6 inch wheels on our horrible streets. Accidents waiting to happen. I gave up riding my motorcycle years ago because of the danger. At night it is beyond dangerous.

No thank you, these are like litter on on streets and side walks! People ride them in dangerous ways and even put there young children on them by them selves.

helmets ought to be mandatory

Sadly, a few users are the ones ruining trial program for the rest of us...leaving scooters in middle of sidewalks/walkways, in gutter area of street, going too fast—speeds should be less than 10 mph, scooters should not be allowed on any sidewalk.

End the program

More education for riders to make sure they are following the riding rules.

E-scooters take over sidewalks, make impossible to walk on them. Ban them if they need to take over sidewalk space and leave no room for humans, esp for wheelchairs or for two persons walking together, or even one person to pass by without walk in street.

Unless they are going to be used in the bike lane I suggest scrapping the program. I have never seen a moving e scooter in a bike lane.

More accountability for riders and e-scooter companies to make sure people wear helmets, don't ride with more than one person on a scooter, stay off sidewalks, and don't leave them blocking sidewalks and parking spots. I rarely see riders following all of these rules.

I see these abandoned scooters in various places. They are an eyesore and are often left on sidewalks. This is a prime example of wasted city funds. I would much prefer to see work done to our roads or better funding for law enforcement.

Ban. They are garbage.

Need brighter and/or distinctive reflectors/lights on scooter as they are hard to see at night. As a driver, I have had close calls with riders as they are cutting across streets (Speedway, Grant) against the lights. Riders are not following traffic, or pedestrian laws!

Discontinue the program, ban privately owned e-scooters from public roadways and sidewalks.

Get rid of them!! They are everywhere they shouldn't be.

City of Tucson needs to ENFORCE THE RULES -- no parking on sidewalks or private property, no riding on sidewalks, etc -- and needs to charge fines to the companies that do not remove scooters left lying around.

ticket riders who ride on the sidewalks

I don't think we have adequate infrastructure to safely support escooters

The scooters are unsafe to both riders and pedestrians, are misused, and parked (dumped) dangerously and disrespectfully in handicap zones, pedestrian walkways, and streets. They need to go away.

Although, in general I support this type of transportation, I'm against allowing e-scooters on the Rillito/Santa Cruz loop path. As a cyclist my experience with people on scooters has been negative! The riders travel too fast and and have come close to crashing into me on a few occasions. Besides I was under the impression that no motorized vehicles were allowed on the Loop and a e-scooter is motorized!

Keep them off the sidewalks and curbside. I see them as accidents waiting to happen. I had to push my grandchildren in their stroller into the street to get around the s otter on the sidewalk. Additionally, a scooter was parked on the curb in front of my house, where my grandchildren arrive. Easily, as my 2 year old petite grandchild gets out of the car, I can see her bumping I to the

scooter and it falling on top of her. I have seen many scooters in streets where they can cause accidents. They are an eyesore to our community.

Get rid of them! They are an eyesore the way they're left all over and clutter neighborhoods, public sidewalks, and other locations

Cars are the real problem with our city, so make more streets off-limits to cars so that motorists will be more likely to use the scooters instead of driving. studies show scooters don't really cut down on car trips that much, they seem to cut down on walking more. Also, make sure the scooter companies pay their workers a fair wage and hire them as real employees, not exploited contract workers.

Better limits on sidewalk driving, better pickup for abandoned scooters.

A couple on one scooter going about 20 mph missed me as I returned a book at the Valdez Library 2 weeks ago. I would have been hospitalized .

Most drawbacks associated with dockless e scooters have to do with improper parking which is not the scooter company's fault but OURS as riders. We need to own that.

Scooters travel faster than bicycles in business districts making it difficult for motorists to judge and see the usually dark clad users.

enforcement of parking, labels on the scooters so people know how to report them being places they shouldn't be

Stop this hazardous program

Scooters are scattered everywhere, I often see 2 people riding 1, they ride against traffic, under age riders, dangerous on sidewalks, lack of enforcement and maintenance, I've only seen 1 person ride with a helmet, docking stations would help the scatter parking

Keep people from riding scooters on the sidewalks, which endangers pedestrians; better enforcement of where scooters can be ridden and parked; more enforcement to keep people from leaving scooters lying in the middle of the sidewalk where they block paths for pedestrians, especially people in wheelchairs; better enforcement of a one-scooter, one-rider policy

Tear the program down. I got run over by some irresponsible girl using the [expletive] scooter on the sidewalk.

I believe the scooters create more problems than they solve, especially in the downtown area. Since they do not have to be returned to a certain place, their use encourages our throw-away economy. Also, they only serve people ages 16-30 (and maybe not even that old); this is primarily students. Students do not pay taxes. I am tired of finding discarded scooters on my property, in the middle of my sidewalk (luckily I do not use a wheelchair!), and driving improperly on the road - it is frightening how fast they go and how hard they are to see ESPECIALLY when they are on the wrong side or not obeying traffic laws. There does not seem to be any enforcement of traffic violations against them. They bicyclists do a MUCH better job.

End it soon and get rid of these scooters.

Enforce rules against driving scooters on sidewalks.

Limit or remove car parking and car lanes from streets; Make downtown and surrounding areas like 4th ave car free

Penalties for not parking scooters in the nearest designated places.

E-scooters are a menace. People use them incorrectly...i.e. ride anywhere on the roads, on the sidewalks, don't wear helmets, leave them parked anywhere and thus another obstacle for the visually impaired.

Cars and e-scooters and pedestrians are not a good mix.

Designated parking areas so they're not just left randomly all over. Something like the TUGO bike stations.

GET THESE SCOOTERS OFF OF THE SIDEWALKS PLEASE.

They are way too dangerous, and in the way most of the time

Decrease age limit, or allow children to ride with parents.

Places to park them because on the street is extremely ugly

Remove them.

use only the large wheel scooters

designated areas for riding scooter - Parking areas where scooter must be parked or rider gets assessed a 5.00 fee

have lights

More e-scooters outside of the city center

Get rid of them!!!!

Enforcement of rules. Designated parking areas near bus stops and areas central to shops and attractions - but NOT blocking them. It looks like most people are out for the novelty of riding - not to save gas as a means of transportation. And most people are NOT abiding by the rules.

Dangerous

get rid of them!!!!!!!!!!!! they scare me omg!!!!!!!!!!!!1

I see people using the scooters but I think I would be horrified if I knew the cost of the program because I don't see the scooters were a necessary need.

Penalties to users who park them illegally.

Having a for profit e-scooter program is wrong. When someone is killed my taxes are going to pay the million dollar payout since the City is responsible for bringing in these dangerous contraptions. The riders are not aware of their lives in danger on Tucson streets, and not once have I seen a helmet on the riders.

No riding or parking on sidewalks.

They are dangerous to pedestrians and motorists. They get dumped on sidewalks. I see parents riding with young children who are in dangerous situations. There is no way to make this safe. Get rid of these things.

These scooters create dangerous situations. As a cyclist, most people seem to not understand whether they are a pedestrian, car, bike, or neither in road safety and courtesy.

I believe the most important elements for this to be successful would be to lower the cost, have helmets attached to the scooters to provide helmet use for spontaneous users, have designated and enforceable rules for where they can be written. Scooters are not to be on sidewalks and must follow by clean operation. In my opinion, the only way next vehicle use can occur successfully, cars, scooters, E scooters, bicycles, motorized bicycles etc. is for all of them to have stated rules of usage and all users can depend on others using their vehicles according to the rules.

Enforcement against riding on sidewalks and other infractions; often see two people riding on one scooter.. Requiring helmets.

Ban the scooters from pedestrian sidewalks and where there is traffic. They are dangerous toys, not transportation.

Please for the love of god, I'm tired of having to move scooters in the middle of the sidewalk so I can get anywhere. I think it's a great option but these companies don't really care how their scooters are parked nor really care about customer safety.

Get rid of them , they lay like trash on the side of the road

Riders need to be cited for illegal use red light and stop light running ect

Enforcement of rules—mostly regarding leaving them not parked correctly, especially taking up the sidewalks.

Follow the same laws as bicycle riders

**STOP BLOCKING SIDEWALKS**

The sidewalk has been blocked so many times by the scooters. That's a huge safety and accessibility issue. Then the riding scooters with no helmet and not obeying traffic laws is a fatality waiting to happen.

Better management of where they are left. As someone who works with the visually impaired, these scooters are a hazard when they are left on the sidewalk. After the Day of the dead celebration there were about 30 scooters littering the sidewalk outside the Arizona State Schools for the Deaf and Blind. It took several days for them to be removed.

Educate e scooter users and give them tickets when appropriate. They ride on side walks then jump on streets cutting in front of bikes or people. They often don't stop at stop signs. They often leave scooters in the middle of the side walk.

Making the city to be more aware of individuals riding the e-scooters

Discontinue immediately

Geofence to enforce lower scooter speeds, keep out of areas, and enforce parking in designated locations.

This was and is a bad idea. Someone is going to be seriously injured or killed. We cannot keep pedestrians safe. How can these toys be allowed into traffic.

More consistency, some have while others don't seats, etc

Just another to clutter up the streets and get more people hurt or worse.

Bikes are often difficult to find in a convenient amount of time. The app often misreports their location and then often times the bikes don't work when you do find them.

More safety equipment

Fine people who block handicap ramps with them. Or just eliminate them altogether.

I do not use so I do not know the parking regs but I have seen and had to go around scooters parked in places that blocked the cross walk and sidewalk.

some freaking rules for these things

Some type of enforcement for when people leave scooters in areas that impede others (esp disabled and folks with strollers, etc) and the hazard of being on sidewalks and not obeying traffic laws.

Im elderly and have mobility issues, the scooters are in the way all the time.

they are an eye sore littered about my area out of power not usable and a wast of taxpayer money

Out of the bike lanes.

Extension of area - bring them further out of the 4th ave/downtown area!

encourage the e-scooter operators to wear helmets for their own safety.

Get rid of the escooters. The City has too many other unsolved issues.

My dissatisfaction comes from what I have witnessed at the UA campus and nearby roads. Scooters are in the walkways and interfere with those in wheelchairs or otherwise using the sidewalks or next to the sidewalks. Users of scooters need to put them aside so they don't block these paths.

I like the idea of infrastructure improvements, as these would make cycling safer and more accessible. My opinion on e-scooters is that they should not be allowed. They represent a danger to pedestrians and cyclists and are an eyesore.

More effective rider education to avoid riding/parking on sidewalks, docking stations w/ a service credit to incentivize their use, and quicker response for misparked scooters w/ a fine billed to last rider.

Get rid of them I don't like my experience with them

As a wheelchair user I can not use the scooters. They block what little access I have to the limited sidewalk.

I think the scooters are dumb and people should be riding bikes so they are forced the get a bit of exercise

Not allow them in downtown Tucson

I believe that they should have dock stations.

More education on how to ride it - quiz you have to take prior to gaining access to ride

More training on what not to do on or when parking an eScooter. I'm not sure if there is a disclosure or not that they have to sign when registering so this may already be in place.

Allowing scooters on The Loop

Make them so when they are parked, they stand up.

Everyone who uses them leave them laying where ever they want they're always in the way i never heard anything regarding a customer service number to report them they're more of a nuisance then what they should be there should be designated drop off locations or a fine for the people who use them and leave them blocking driveways sidewalks and the roadways

Have the company's fine people that park and ride them wrong. Require helmets and lights. Don't rent to habitual abusers..

Better training for the public on how to safely ride

My only association with this program has been through intermittent attendance at events near TCC. On those occasions, here is what I have witnessed: 1) near the TCC Music Hall - teen-age to maybe early 20's youths 'tooling around' on some available e-scooters on a very certain 'lark'. They appeared or sounded as if they were just out to scoot and glide around on these vehicles in total abandon with no regard to the attendees of a TSO concert event. That evening at the Music Hal was a TSO concert, attended by an audience that was mist certainly NOT of the same age group as the youthful users of the e-scooters. In my opinion, the younger people on the scooters posed a problem for the older concert attendees because the youthful ones were just bussing around the area with no regard for anyone nearby. 2) Recently, when attending events in the vicinity of the TCC, I have witnessed the 'discard' or 'abandonment' of several e-scooters along walkways near TCC. These [expletive] items' have just been left in a scattered manner in this downtown location, i.e. TCC walkways, with no order, no regard for them as an obstacle to others, with no placement in a proper location. 3) In my opinion e-scooters ae just a bunch of garbage!

People lack the education and common sense to ride these in a way that doesn't endanger others and block sidewalks

Better education on where it is acceptable to park the scooter. I think people using wheelchairs would appreciate that.

Unsafe and being ridden in side walks, scattered about, multiple riders, no helmets ever seen

Some e-scooters on Tucson's east side!

Get rid of them

Just want to reiterate how important the helmet issue is. I have \*never\* seen anyone use a helmet with one. Huge safety issue!!

Dangerous to neighborhoods.

Have designated parking places for them so they're not randomly left in odd places. They're an eyesore and they are sometimes left in less than favorable places.

Get rid of them

Get rid of them. They are a danger to pedestrians, bike rider and automobiles. They litter the sidewalks.

I am strongly against the scooters. They are left in random places- often blocking sidewalks- and make our city look trashy. The renters seem to be very inconsiderate of the citizens. I see them ridden on sidewalks and in the bike lanes with no consideration of cyclists. I think the program shop stop. Maybe there are only designated drop off locations around town that would at least help with the scooters left in the middle of sidewalks etc. I don't have time to call the companies. But they make my blood boil when I see them left all over the place

Stop the program and work on REAL issues.

Better enforcement; do not allow in certain zip codes

They are dangerous and are left about town like trash. This is the dumbest program. Will be a big waste of money

Please get rid of this nuisance program. I am so tired of seeing these things thrown on the side of the road and cluttered on sidewalks.

Do away completely with this dangerous program. It is not even "green" when you factor in all impacts of the program.

I think they just need to be taken out of our City people do not follow the rules and you find them thrown all over the city

Enforcement of illegal riding, like on sidewalks. As well as stricter penalties for irresponsible parking such as blocking walkways or leaving scooters on or in front of my property

Frankly, I think they need to go away. I've tripped over 1 on a city sidewalk... it really pisses me off. Someday, someone is going to get hurt tripping on one, and the city is going to end up being liable for "allowing" them to parked on a city sidewalk.

Get rid of them completely. They are a danger to the public and an eyesore. Don't let these companies scatter litter all over our city.

Escooter riders should be required to follow rules of the road. I have observed they do not observe stop signs or pedestrians in crosswalks.

Eliminate the scooters completely.

Fees added to those leaving them improperly parked.

Please do not take the scooters away.

PARKING, They are always just in the middle of the sidewalk

Get rid of the program

Increase knowledge on rules/regulations on where people are allowed to ride.

enforcement of no riding on sidewalks

I would like to do more.

Available in more locations

Get rid of these eye sores that are taking over our sidewalks and streets.

Dear God, we NEED a place to park these things. People leave them EVERYWHERE and block traffic on roads, bike paths, and sidewalks.

warn riders to stay off sidewalks

Figure out some way to keep them from being abandoned on sidewalks and driveways

While these are a low-cost alternative to walking, they have already failed in low-income areas. This is a first world amenity and is best utilized by individuals who need to access nearby locations. Spending tax money on outfitting low-income areas with expensive scooters is a terrible idea.

Designated parking spaces. Having e-scooters randomly deposited on sidewalks, lawns, parking lots etc. clutters these areas.

Get rid of this program. It's an epic failure.

Lights to see them at night on the street

The problem is they are left in the middle of sidewalks on street corners etc where pedestrians need to walk

Spread out more in the city rather than just downtown area.

Many people park scooters on their driveways, inside gated communities, or even inside their apartments

NA. We already have Tugo bike share.

Ticket those operating scooters on sidewalks, more education that these belong in the street.

Stricter laws so they don't ride like they own the roads and almost cause accidents

Waste of taxpayers money

Let's not let those ruin Tucson, it's a scooter not another bar/club! A scooter is a healthier choice for our town unlike alcohol and illegal/legal drugs.

BAN THEM ALL, THEY ARE A NUSENCE AND CREATE A DANGER TO THE ENTIRE PUBLIC, BAISCLY THEY ARE A VERY STUPID IDEA

Keeping them OUT of events like Tucson Meet Yourself

require instigators of the program to ride one weekly, at least

Better education of those riding with laws for use

Better clean up of abandoned scooters

After filling this out already, I spoke with two friends who are wheelchair bound. They both told me about multiple situations when they could not safely get to where they needed to go because discarded scooters blocked a sidewalk or path. Too many of the people who use these scooters are inconsiderate and irresponsible. Because the scooters don't require docking, this is made even worse. I am no longer in favor of them in any way. Nothing can make them better for us.

At the very least, e-scooters and other electric mobility devices should be subject to the same rules as bicycles. They should never be on sidewalks, and should have to stay in the bike lanes and go with the flow of traffic.

Specific designated spaces for scooter parking/retrieval. Customer charges to their account if they don't park them there. who is requiring helmets anyway? Sounds like that requirement is coming from someone who doesn't want the program to work.

Provide an area for free use of the scooters, to help people get comfortable with them....perhaps an unused parking lot, and have someone help people out at that area.

No-scooters

Cut TuGo bike share costs in half to actually make it competitive with e-scooters. Or allow SunTran full fare/express holders to use TuGo without additional payment

Enforcement to keep riders from riding on sidewalks and from "jay riding." As a car driver, I have seen one cross in front of me not in a crosswalk or intersection.

I have observed more people using the Bird scooters than the Razor ones. Every day I drive through the downtown area and St. Mary's. The Razors are too bulky and it appears most people prefer to stand vs sit.

get rid of it! hazardous to pedestrians walking on sidewalks. they are just haphazardly left in way with no regard to walking/biking traffic.

More law enforcement of unsafe scooter users and bikes

Find a way to fine people who leave them at the incorrect places

All scooters are a blight. They are littered everywhere. Downtown looks horrible since the scooters pilot started.

They clutter sidewalks and are unnecessary. The bus and trolley are available for those who don't want to or can't walk.

Remove scooters they are a nuisance and a hazard

Nothing can be done

I like the extra travel options when walking is too far

It's worse than having toddlers at home who leave their toys strewn all around

Please add free helmets and UA Campus accessibility. I enjoy using this as an employee and it presents me with a more environmentally friendly and cost effective commute option. I see the benefit for my students without vehicles as well. Instead of eliminating these after the trial, work to make them safer with rental or free helmets and designated roadways/patching up main roads like Park Ave.

Riders must follow traffic and pedestrian laws. Since they don't, I have seen them almost cause accidents.

Clear rules of usage for riders and everyone else sharing the road i.e. motor vehicle drivers.

Longer time of use. Till 2AM

Require users to provide proof that scooter is properly parked via cell phone photo app before closing out time charges

Remove the scooters completely

Eliminate the program. Make transit cheaper and expand across the metro.

faster speeds

Get rid of scooters

Don't have e scooters, they end everywhere and are eyesores
Helmets to avoid head injuries
I think the scooters are a detriment to the city's disability community. Being a disabled pedestrian myself, I've seen countless scooters strewn all over sidewalks blocking access for and people who use wheelchairs and mobility aids. I think the city should focus on increasing sidewalk infrastructure long-term before jumping into something trendy like scooter rentals
The scooters are an imposition on public space, there need to be far fewer or none.
They are really making it difficult for wheelchair users- abandoned scooters block access on sidewalks
I don't like it when I am downtown and E Scooters are just left in random places lying on the ground.
Available in more areas of town
I strongly believe that the e-scooter pilot program has fulfilled its purpose, and has clearly demonstrated that they do not have a place on Tucson's streets.
Nothing, other than getting rid of this nuisance and eyesore. That is the only improvement which needs to be made.
they are dumped all over the neighborhoods and it is a mess, left in sidewalk areas to disrupt citizens from walking, laying on the edge of the streets. it is uncontrolled chaos with them being left any and everywhere.
Get rid of this stupid plan
Significant deposit/\$ hold required and only returned only returned when scooter returned to a designated rack
More publicity about the program. Very few details available.
I really dislike it when someone leaves a scooter lying on the sidewalk.
I see the scooters parked for long periods of time at ASDB Speedway and Garande and all the way down Grande after the Dia de los Muertos parade. They were parked off the street and off the sidewalk. I am always impressed at the #s of people who do use them near campus, downtown & 4th Ave.
Wider area of availability
I am not in favor of this program. The scooters create eyesore litter in my neighborhood, unlike Tugo bikes which have to be returned to a stand.
Making it clear that they are not to be ridden on the sidewalk.
What on earth is there even a program for these hazards?
Better enforcement of proper usage. Riders continually violate existing laws and have made our sidewalks and paths unsafe.
No parking allowed on sidewalks
Elimination of the E-Scooter program,
Mt daughter broke her right arm and had to have surgery for riding this darn things. They are very unsafe. Hospitals are keeping track of scooter accidents. Big expense for the family and life long problems w her hand now.
people throw these on the ground anywhere constantly having to walk around downtown
Designate them to specific area's like u of a. I'm not sure how other cities use them that don't have a boardwalk or a high tourist population. It seems like it's best for that type of application.
Some type of deposit for returning them to correct place/ or be able to charge card for not returning properly. I've seen these little red all over, and people who don't have any incentive just trash them
Allowing bird scooters in South Tucson, they shut down when you hit 6tg/29th and make it hard to get to american eat co and hotel mccooy
Devise a better system for dropping them off...I'm finding them blocking sidewalks, left in odd places...how are you tracking them? What's the cost for these things? Accountability...
Required drop points. Keep the random scooters out of crosswalks and sidewalks
Provide incentive for parking in designated areas such as discount or sponsored business coupon
Less scooters with seats!!!
More rules for use, it is a safety issue when used improperly in traffic.
Specified docking zones
I don't like the way the e scooter s litter the neighborhood. They are just dropped off randomly like trash to litter the neighborhood. They are lying randomly in front of houses, businesses and along street. They look like discarded trash. They also block the sidewalks by obstructing strollers and pedestrians, especially at dusk and darkness.
Public awareness programs so pedestrians understand sharing space and more information for scooter riders so they all know what is good and bad behavior while riding.
Law Enforcement should interact with riders that do not ride safely and courteously. The riders tend to be thrill junkies who endanger people walking and driving.
Fines for not parking
If it's costing tax payer money cancel the program
Discontinue the program
Holding people responsible for dropping the things where they block sidewalks and bike trails.
How about fining users who leave the scooters on private property or block roads and sidewalks?
don't want them in tucson
Get rid of them. They are a nuisance! Fix our roads! Do something useful for the taxpayers. Stop focusing on the rich UofA students who drive in cars their parents paid for.

I only would approve with docking stations and for it being illegal to ride on sidewalks.

Fix it don't nix it

suspend.... riders have been reckless ...weaving, on sidewalks cutting quickly in front of me while walking on side walks... scooters on left in streets on residential, nearly ran over one lying in street. Coming up on left side of my car to make a left turn when I was making left turn.urstre

More information about costs

Enforcement of existing rules. If we can't enforce a prohibition against riding on sidewalks and not leaving scooters in the way of pedestrians, cyclists, and motorists, it's an unsafe programs and we're destroying the "walkable neighborhoods" we're otherwise working so hard to create.

Skaters are more dangerous than scooters. You don't see e-scooters jumping over objects or sliding down rails.

Cancel the program. It is a waste of resources.

eliminate the program; they are a hazard to traffic; or restrict them to UA

More scooters outside of downtown/university area. Have tried to use but almost never found further east than el com

I would like to ride them on The Loop

They are really an eyesore, many parked in front of strip clubs, and just laying everywhere. People don't care

There are scooters parked all over the place. It's an eye sore and makes it difficult to use sidewalks

Requirements that prevent users from just leaving the scooters on the side of the road, in peoples yards, in front of people's houses. They are an eyesore and a hazard to others when just abandoned any old place.

Much faster response from the companies to collect scooters parked inappropriately.

Mandatory helmets

End it

More information about them. I have no idea how they operate (how to hire them).

Persons operating the scooters need to be held accountable for leaving them in the middle of sidewalks,multiple riders and lack of traffic knowledge and should be charged for infractions.

They're left numerous places

Better educate the public about ADA accessibility issues and the importance of not leaving the scooters where they will be an impediment to persons who use wheelchairs and scooters due to a disability.

More information from on how to access and pay for the scooters and pick up and drop off locations.

They are a [expletive] nuisance and a hazard everywhere I've encountered them.

Eliminate it

Please do not over saturate the market. I don't not want to look like other cities where there are scooters dumped everywhere. Please

Don't have them lying around all over! Have designated parking spaces like for the bike program.

Less scooters, and docks or designated parking areas.

Get rid of e-scooters.

Please remove them.

Removal of scooters from public walkways.

Each person who uses a scooter has to take a mandatory class, online or otherwise, on etiquette. Left scooter are left in the middle of the sidewalks, blocking accessibility for folks pushing stroller or using a wheelchair. Yesterday, I saw a cyclist have to get off of the roadway bike land in order to avoid a scooter that someone parked in the middle of it at Stone and Speedway.

More spread out placement instead of almost all being downtown

Make it illegal to ride on sidewalk and ENFORCE that law swiftly!!!!!! Make it illegal to just dump them on a walkway or access way and enforce that law swiftly!!!!!! Provide better lights and reflective material on scooters!

These scooters are corporate litter that do nothing but devalue my properties. They need to be removed from the city and not allowed. Oh, and another note, two of my friends have been injured on them.. Not safe, not helping anything but the companies that have them strewn everywhere with no accountability.

They should only be parked in designated dicking areas.

if the scooter is in the way just move it yourself, I am tired of people complaining about everything.

They all all over the city improperly parked. It looks poorly on the community. Possibly make parking zones instead of having random scooters all over town parked correctly or not.

I don't think they should be in Tucson at all.

Banning the scooters. They are trash that clutter sideways and roads and make it difficult for pedestrians from walking - especially when riders come flying and almost hit them.

Someone is going to get killed on those things. They are under the same laws as a motor vehicle but they're written on sidewalks and bike lanes going the wrong way running stop signs running red lights

Get rid of them

More education on proper usage. More public education to set and manage expectations of residents and non users

All over like litter

Getting rid of the scooters

Purchase. No renting unless there is a very high incentive to return it like a fine or prosecution.

Fines for blocking sidewalk access
Expand to other areas within community. I think they would be fun to ride. Have designated drop off points. Honestly, I don't like to see them parked on the sidewalk while I'm driving. But if they were in my neighborhood, I think it would be great for families to ride around
Designated areas of where ride scooters and have the riders more educated about the rules of scooters as I have seen them cut out in front of cars and be very careless. Also they should have a visible number on each one so u can report an unsafe rider. Then u can match who rented it to the card used and have a discussion with them and also use it to ban their card until they contacted the e scooter hotline
Not allowed on main streets (example Speedway), never let 2 on a scooter. I saw a man & child (7-10yrs) on Speedway against traffic.
Docking stations, as is done for rental bicycles.
Educate users on the rules of usage i.e. where they can and can't ride
They are dangerous to the public
how about scooter corrals or only designated places to park them in busy areas like 4th Avenue
what stops an intoxicated person renting one of these to go down sidewalks and streets from renting one of these. Those that have to use a breath machine to start their car, if intoxicated, can just rent one of these and still be on the streets intoxicated. If the city allows this loophole, the city will be taking on a new liability in the future.
Specific parking areas rather than scooters thrown on random corners.
Impose fines for leaving scooters within sidewalks
They are left everywhere in the neighborhoods and city streets. They make the city & neighborhoods look awful.
dumping the program
Get rid of them. The bike program works, has docking for parking and no one leaves them in the middle of the sidewalks.
Ensure scooters work even when battery is charged
They need to figure out a way to ensure the sidewalk is not impeded by improperly left scooters.
remove the program
Specific rules related to e-scooters such as not leaving them in the middle of sidewalks or any road. People should be required to wear headgear and follow some of the rules that apply to bicycle riders.
charge companies (or users) for improperly parked scooters.
These scooters are an extreme hazard and are effectively litter when not in use.
Prevent irresponsible users from gaining access, including when scooters are parked improperly (on the sidewalks. All. The. Time.)
Get rid of the program
Scooters should go - they create more problems than they solve.
Get them out if here
remove all e-scooters completely
<b>ENFORCE THE RULES!!!</b>
Fine the company \$25 every time someone leaves their scooter blocking a sidewalk or driveway
Less scooters laying in roads and sidewalks
More parking for them would be ideal, as well as designated multi use lanes for scooters and bikes. Bird scooters are HELLLLLA badly designed, as in they're way too narrow and tiny. You mentioned better toad conditions as well... and this should just be a major focus for the city and county already. The streets are a mess already for cars alone. If cars can barely drive on these streets, you know [expletive] well these scooters can't and shouldn't. Just fix the streets!
Pedestrian deaths in Tucson are too high and now you want to add scooters to the mix?? People are irresponsible with phones & cars, you are putting too many pros at risk with yet another motorized vehicle.
Keep them maintained. Bells etc
For every scooter I see in use, there are five that are not in use. There are too many scooters that are laying around, and causing a blight problem.
Would like to know that they are not permitted on sidewalks in business districts. Younger people need to understand the rules of riding on the sidewalk. I was almost knocked over, then yelled at because I was walking on the sidewalk in the 4th Ave business district
I think these scooters being dumped all over town make the city look trashy. Also I heard someone stating Tucson doesn't have the right infrastructure for these scooters. Are you kidding me we have one of the most bike friendly cities in the country. It is the users that do not follow the rules and have no respect for the scooters or the streets and sidewalks.
Scooters are left laying all over the place. They need a designated parking area like the bikes. The app should only stop charging a customer when the scooter is properly parked in designated scooter parking spot. Clean it up!
They look awful parked in random places around the city. It cheapens the city.
Free e-scooter use to those who do use Sun Tran...
Pick up scooters from retailers in a timely manner, that way they are not part of the parking lot and our associates have to move them around.
Mount escooters when not in use
Designated places to park/ enforcement of parking violations.

I prefer them off the street and never seen again! It's too messy when its parked everywhere

Ease of contacting the scooter company- I called several times to report a damaged scooter (Bird) and couldn't get through. And when you do get a live person they act like it is a bother, for me not to worry about it.

Absolutely NO SCOOTERS

A way to penalize riders that ignore traffic and parking guidelines.

They look like trash on the sides of the road

Get rid of that idiot Kozachik. He's focused on 1960, and is anti progress , anti-business, and can't grasp anything that works if he didn't come up with it. Hint: He didn't come up with anything.

Making sure that @\$\$holes on bikes have proper lighting when biking at night

Scooters are left everywhere. The City evaluated them in other cities and saw the same problem but ignored the problem!

The scooters are being "thrown" near driveways and on sidewalks which presents an eye soar as well as a hazard to those walking and driving.

Stop the pilot and abandon the idea. I am sick an tired of having to step over and walk around them getting to my job downtown.

Better/more clear rules regarding e-scooter users on sidewalks. Should they ride on the sidewalks?

More promo for the bikes, how to use them, how to pay to use them, where to park them, where they are located, apps to use, etc.

Locking them into an approved area. Also, having a way to figure out who leaves them in non-approved areas. I live in the Tucson Mountains and have seen 6 dropped at the Arizona School for the Blind and Deaf. Several in the vacant lot across the street after the All Souls Procession. Several on Silverbell between Grant and Speedway. Just dumped on the sidewalks. I live in the unincorporated County and have no vote. But, they impact where I live. My daughter lives in Seattle and I've seen the mess there. Couldn't walk on the sidewalks, unless you can move around these scooters. Do away with them or put more controls on them.

Not have them at all. Deaths have resulted from these in other cities.

Citation of riders for: riding double or triple, riding on sidewalks and should not be allowed near the trolley tracks.

Discontinue program. Drivers are hazards

Get them off the sidewalks, whether they are being ridden or parked. Ticket the riders and companies who are not obeying the rules.

Riders need to follow same rules as bicycles, which means not riding on sidewalks or against traffic or through stop signs/red lights.

access to the Loop

Make more available to the general public.

These suggestions still do not solve the problem of some people's carelessness with the new found scooters. There has been a large uptick in accidents stemming in serious bodily harm due to these scooters, and the parent company is not being held accountable for making sure riders know and obey the rules of the road.

Fines for leaving the e-scooters everywhere.

Escooters are aimed at college age. What about the older crowd who also like to be/go downtown. Scooters are not very stable specially for 40 and up.the street car is only alternative then it's issues of where to park to use same.any wheeled apparatus whether scooter or bike needs a place to park on each side of each block, and if any found anywhere else confiscated for safety of others using the sidewalk. Wheelchair users are very challenged since use of scooters. many of those using scooters are also very rude riding closely past and cutting in directly in front of pedestrians..

Have scooters with baskets that have cup holders

Quit trying to be like other cities that are in the [expletive]

I honestly don't think there's anything that can be done to make the e-scooters safer. I've seen so many dangerous situations with the e-scooters. Yesterday I saw an e-scooter left in the middle of the bike lane at Campbell and Speedway!

E Scooters are generally unsafe for pedestrians as they should not be on a designated pedestrian walkway. The riders don't follow the rules of the road in a bike lane so they can be dangerous there. They should not be on a street due to car traffic. I don' see a safe place for escooters without a city willing to initiate and enforce ordinances regarding safety, appropriate parking areas and designated roadways or lanes for scooters. I have yet to see a City where escooters are safe for the rider, pedestrians bikers or cars. They are neither fish nor fowl. It would take a dedicated city plan to accommodate all the issues with scooters

better lights, front and back of scooter. They drive too fast and do not follow the same rules as others on the road. I have almost hit them due to their speed and lack of lights- No helmets, looks like it's unsafe, too fast do not obey rules. Intoxicated drivers dangerous on motor vehicles.

Stop the program

designated places they MUST park them. I use a wheelchair. sometimes I can't get down the sidewalk because scooters are left in the middle, blocking me from going past. I have to wait for someone to move them so I can continue on. it's disrespectful and lazy.

e-scooter cops

Create infrastructure for e-scooters first. It is already unsafe as it is for bikes and pedestrians in Tucson. E-scooters only increase hazards for drivers as well

Unightly physical and visual clutter. Riders show little regard for pedestrians.

STOP WASTING TAX PAYER MONEY MAN HOURS AND CITY RESOURCES ON THIS NUISANCE, EYESORE AND LAWSUIT WAITING TO HAPPEN THAT CATERS TO COMMUNIST IDEOLOGY AND NOT AMERICAN VALUES.

Enforcement rules for bicycles, e-scooters & other vehicles that operate on sidewalks. This is the real issue.

I was hit by someone riding an e scooter on the sidewalk. He ran right through a line of people getting on a city bus. Get them off the sidewalks.

Get rid of them, they are a nuisance

Ban E-scooters from Tucson streets.

better education of riders about safety. I have seen them riding between lanes of traffic and barely visible on a trafficked road at night. I have seen scooters left on sidewalks making it impossible for wheelchairs or walkers to pass. s

Please spread out the scooters further from the university so more Tucson residents can participate.

Enforce rules of riding, in bike lane with helmet adults only parking to not block sidewalks walkways for those who use wheelchairs or pulling a wagon downtown at tucson meet yourself. If no enforcement END THE PROGRAM. Very disrespectful to non riders pedestrians

Maybe this is already in place but it seems like what's missing is guidelines for how to use the scooters without endangering others, and some way to implement consequences for those who do it.

They aren't useful and cause more problems than they can solve. Get rid of them and focus on REAL solutions to REAL problems.

At a minimum, enforce the agreement as written. No sidewalks, underage riders, riding double, improper parking. Assess fines to the company and the riders. Best solution would be to end the program as most riders are joy riders in the streetcar corridor area.

Razors are better but only because of the wheels. If Bird had scooters that had sturdier wheels, the road quality would be less of an issue.

End the program. Menace to pedestrian and traffic

enforcement against riding them on sidewalks, major safety issue

There is no regard for the blind or the physically challenged.

Remove all E-scooters from Tucson streets. E-scooters appear to be a safety hazard, parked and or tipped over in middle of sidewalk near storefronts. Encountered a group of E-scooters traveling down traffic lane, Congress St./downtown, slowing and blocking traffic, riders not wearing helmets, enforcement appears nonexistent.

Clearly designated rules that riding on sidewalks is not okay

They should not be allowed to park wherever. They clog up sidewalks.

These are a nuisance and litter the landscape. They do not reduce driving, they reduce walking. The companies do not pick them up timely - I've seen the same scooter in the same spot for three weeks. The pilot program should be closed.

I find the e-scooters scattered around town, lying on their sides. Didn't know I could report an improperly parked scooter. Unlike the bicycles, that are a flop, that are parked in designated docks, the e-scooters have no designated locations and can end up anywhere.

Smoother roads for scooters and cycling

Clearer messaging for users regarding how to ride. The speed of the scooters makes them risky on sidewalks where people who are using them for fun might not be that confident riding. Limiting them to bike lanes and reminding users to travel in a certain direction would be preferable.

Get rid of the program all together

They should NOT be ridden in the bike lanes! Scooters are motorized vehicles.

My primary objection is that the users of scooters leave them all over the place and pickup is sporadic and slow: blocking sidewalks, pathways (I've seen chair bound persons unable to get past an abandoned scooter; I've seen scooters not picked up for 2-4 days in A Mtn area

Riders are irresponsible and leave scooters everywhere. Riding them on sidewalks and streets

More/better collection/organization of them.

Get rid of them! Waste of taxpayers money

Remove the requirement for a driver license

Fining companies when scooters are parked in public thoroughfares.

Accountability with user accounts and what they end up doing with the e scooters they used. Ie, if they consistently have their last used scooters listed as being parked haphazardly, perhaps imposing restrictions on that users account.

This program shouldn't be allowed

Scooters are left for long periods of time all over the city.

Better enforcement of where scooters can be parked and when users ride them on the sidewalk.

Follow the bicycle example of charging from dock to dock. It will eliminate the abandonment in random inconvenient places. Currently, these scooters are abandoned all over midtown, on sidewalks in front of mailboxes and trash bins. I see the appeal, I consider the current situation a real nuisance.

When this program was being announced, members of our community tried to ask the city to please just make sure these things were kept on a leash. The system is only as good as the people who use it and from my experience, these things look like trash and safety hazards all over our town because people just aren't respectful with them. 4th ave has no more room for designated scooter parking, but side road designations or docking stations I think would be the best way to reign in this situation. DEFINITELY keep these things off campus please. E-scooters could be a reasonable addition to Tucson transportation but I have been really disappointed in the lack of accountability for the irresponsibility surrounding these things.

If this is supposed to be a transportation solution for low income people, \$0.30/minute (\$18 per hour!) is not in any way reasonable. I'm a low income person, rely on bicycles, walking, and buses and I find the scooters incredibly troublesome.

getting rid of them!

A way to fine riders for just dropping them and walking away

Given Tucson's street layout, few sidewalks and the already hazardous bike lane situation the scooters are not a good idea for Tucson

Dump the program! They are a big nuisance, hazard, in the way for pedestrians and drivers etc etc etc (I could go on all day with this)

Get rid of them

Better up keep of where they are left. I saw one laying in a bike lane not being used. dangerous.

I would abolish the program . . there are scooters all over the place some placed nicely and many just laying on their side . . . looks a bit like litter.

Biggest complaint is that these scooters seem to be parked just anywhere and lay on the sidewalks becoming a hazard to individuals (handicapped or otherwise) using the sidewalks. They have made the area around the UArizona campus look trashy and unkept as well as being a hazard.

Get rid of them. They are an eyesore. It looks like a bunch of kids left their toys on the sidewalk

Enforce rule against riding on sidewalks, especially at speed.

Like the rental bikes, must be docked to stop the charges for using them. The scooters are all over the sidewalks & just dumped in front of businesses, bars & apts/ residential units.

Larger area of use (NOT including the U of A)

Fines for improper parking

The program needs responsible users. Scooters are parked blocking sidewalks and in people's yards. In general, they are dumped wherever, and it makes the city look like a dump. The scooters should be louder as well since I've never been warned when someone has passed me.

Make those [expletive] fast as [expletive] quit playing they gotta got at least 30mph

The scooters are not the problem it is the riders. Riding against traffic is my biggest complaint.

Cancel the program

The bird scooters have very small tires which make the ride extremely uncomfortable on City streets.

Get rid of all scooters!

Where can these be found and information on how to use them.

I don't care for them

Eliminate the scooters and make public transport free to all.

better funded and expanded public transportation

More education about how to park.

Scooters allowed on the Santa Cruz bike path

ending the program...it is dangerous and people are not self-governing enough to park and drive them properly

More control over where people park scooters. My biggest complaint about the program is that people leave them everywhere—blocking sidewalks and even in the middle of the bike lane.

Get rid of them. They are an eyesore and litter the city streets and sidewalks.

Get rid of them it makes downtown look like a dump

Get rid of these. They are a nuisance to pedestrians, bikes and cars.

address concerns about people using scooters while intoxicated near the downtown area

Better places to drop scooters off

Designate different parking where they don't obstruct pedestrians or cars. Huge safety hazard and liability to the city.

i am deaf. how can i speak to or how can i get answer

Eye sore. The program should be eliminated!

Instead of spending money on scooters, FIX THE ROADS AND SIDEWALKS FIRST! Then, scooters and bikes and skateboards and etc. can actually be used to get around, what's the point of devices when the terrain barely supports them?

People operating scooters need to be punished/ticketed for driving recklessly. I have had scooter riders HIT MY CAR on two separate occasions. Scooter riders weave in and out of traffic, move from the sidewalk to the street without looking at traffic, come out from behind parked cars, ride with multiple people on a 1 person scooter, and I see very drunk people operating the scooters every weekend. They are dangerous to the law abiding people on the roads. Scooter use is reckless and Tucson should not continue the program.

These need return stations like the Tugo bikes. I have never seen a Tugo bike abandoned in the sidewalk.

Better dissemination of rules for riding and parking the scooters

They make the town look trashy and I see scooters dumped everywhere blocking sidewalks and company entrances. I have seen these in other cities and they are a nuisance for pedestrian access both when parked and trying to avoid collisions.

E-Scooters Allowed on Loop

As a wheelchair user that uses sidewalks, I find the frequent mal-placement of these scooters extremely frustrating. My accessible pathways are frequently blocked by scooters parked on sidewalk ramps.

Require companies to follow rules regarding parking of e scooters. They are frequently parked in the middle of sidewalks and block pedestrian access. The scooters are heavy and difficult to move. Please consider the elderly and handicapped residents of the city before implementing these stupid scooters. I get furious every time I see them thrown about or parked on sidewalks. They are expensive to ride

They are a waste littering our neighborhoods. Get rid of them.

Get them out of the bike lanes! They are a road hazard and impede on cyclists safety. Also, people are dumping them in the sidewalk ramp and effectively blocking access for wheelchairs.

Just get rid of them.

Most of the scooter riders I have seen ride illegally, have nearly hit me numerous times while I am walking on the sidewalk. I would like the scooters removed permanently.

Have you see Portland the scooters are left all over the areas, and that is what is happening here in Tucson NOW.

A system that allows residents to use the scooters without needing a smartphone or debit card. If this system is meant to help people with last-mile travel, and augment the existing public transit system, it needs to be even more accessible than the bus. Lower barrier to entry needed to equitably serve all residents.

Scooter apps can be programmed to enforce compliance better, to prevent riding on sidewalks, bad parking, inappropriate use, etc. On board cameras should be workable to help enforce compliance. Points system for user behavior.

E-scooter access on the Loop

Removal, there have been multiple laying in the streets (almost ran over one), in the middle of the sidewalks, and in the middle of bike lanes. Even had one left in a business office. The already dangerous traffic around U of A has only gotten worse by the inclusion of these devices

Better education or enforcement for people riding on the sidewalks.

Having a zone where they're allow to be driven. And if they go out of that zone the scooter would power down.

eliminate them from the community

Enforcement of riding on sidewalk or parking them in a way that blocks pedestrians/handicapped access.

I do not want the scooter program at all

I believe if the scooters were forced to use a docking/designated pick-up and drop-off locations would eliminate all issues with them being left and cluttering sidewalks/streets.

Eliminate the program.

I would take them off the streets all together just like the bicycles they don't follow the rules.

I firmly believe that eScooters should be banned in Tucson (and elsewhere). Rather than providing a real transportation solution, they appear to be almost exclusively engaged on a whim by inexperienced riders ill-equipped to handle the responsibility of piloting these machines and/or uninterested in the consequences of disrupting traffic streams in the city. Coupled with the general disregard for how or where the scooters are parked once they're cast aside by their riders, they are not only necessary in our community but an added burden.

Lots more education - the escooters are a great new mobility option, but people need to learn how to ride them safely and respectfully. Just like people need to learn how to drive safely and respectfully...

No parking in the middle of sidewalks!!! More scooter options with big baskets for carrying groceries-- this is what would encourage me to use a scooter instead of a car.

Education of rider etiquette and enforcement of laws against riding on sidewalks and in pedestrian areas.

Pass laws requiring helmet use

Don't think I've ever seen anybody wearing a helmet on an e-scooter, and I've seen a number of riders. They're rarely parked--more often just dropped all over the sidewalk.

Ban the fuck out of them! They're not safe, and detract from walkability, which is what should really be promoted!

Penalize the riders of inappropriately parked scooters

They can't be littered about so, around the UA, they're left everywhere. Parking spaces, on the sidewalk...

Rules are clearly laid out to riders in advance of renting, in terms of where to park and where to ride them.

I would like to see more support from elected officials and city employees for working together to make this program work. Mr. Kozachick's whiny screeds should be paused for a while so we can learn how to work together.

The scooters are left haphazardly along sidewalks and in intersections. Often the discarded scooters are blocking the sidewalk, making passage for some handicapped people difficult. The scooters should have a fixed docking location like the shared bicycle program.

These are motorized vehicles and should be treated as such. Individuals operating e-Scooters should be required to have a valid driver's license.

automatic-on for lights on scooters after dark, enforcement of traffic laws

Scooter companies funding a CITY position to drive around and impound scooters blocking sidewalks.

Penalties for those who incorrectly park them or leave them in random places

Allow e-scooters and bikes to ride on sidewalks, but they must yield to pedestrians.

Enforcement of rules- they are not being used properly

Penalties for riders who leave scooters on sidewalks

Bird wheels are so small and hard that on our trashed asphalt (Armory Park) the vibration was so bad my prescription glasses rattled so hard my vision was impaired.

Enforcement of laws, signage to keep scooters off of sidewalks

More details on the rules and requirements (ie: where and how they should be properly used). This might help the reasons that people are getting upset about the riders. When I rode, I did not know that they could not be ridden on the sidewalk.

Have them not fall over while parked

**Q19 - HOW LIKELY ARE YOU TO RECOMMEND SHARED E-SCOOTERS TO A FRIEND?**

Extremely likely	22%
Very likely	8%
Somewhat likely	11%
Not so likely	12%
Not at all likely	46%
Total	2238

**Q20 - WHAT GENDER DO YOU IDENTIFY WITH?**

Male	47%
Female	46%
Transgender	0%
Non-binary	1%
Do not know	0%
Prefer not to answer	7%
Total	2207

**Q21 - WHAT IS YOUR HOME ZIP CODE?**

85719	16%
85716	10%
85705	10%
85701	9%
85745	8%
85711	5%
85710	4%
85713	4%
85718	4%
85746	3%
85704	2%
85715	2%
85747	2%
85706	2%
85730	2%
85712	2%
85741	2%
85749	1%
85750	1%
85757	1%
85742	1%
85756	1%
85658	1%
85748	1%
85743	1%
85641	1%

**Q22 - IN WHAT YEAR WERE YOU BORN?**

1981	3%
1984	3%
1988	3%
1990	3%
1953	2%
1955	2%
1956	2%
1957	2%
1960	2%
1961	2%
1962	2%
1963	2%
1964	2%
1965	2%
1966	2%
1967	2%
1968	2%
1969	2%
1970	2%
1971	2%
1972	2%
1973	2%
1974	2%
1975	2%
1976	2%
1977	2%

85714	1%	1978	2%		
85735	1%	1979	2%		
85653	0%	1980	2%		
85737	0%	1982	2%		
85629	0%	1983	2%		
85721	0%	1985	2%		
85650	0%	1986	2%		
85755	0%	1987	2%		
80246	0%	1989	2%		
84710	0%	1991	2%		
85122	0%	1992	2%		
85271	0%	1993	2%		
85619	0%	1995	2%		
85642	0%	1942	1%		
85702	0%	1945	1%		
85708	0%	1946	1%		
85724	0%	1947	1%		
85732	0%	1948	1%		
85734	0%	1949	1%		
85736	0%	1950	1%		
85751	0%	1951	1%		
TOTAL	875	1952	1%		
				<i>continued...</i>	
				1954	1%
				1958	1%
				1959	1%
				1994	1%
				1996	1%
				1997	1%
				1998	1%
				1999	1%
				2000	1%
				TOTAL	2016

**Q23 - DO YOU IDENTIFY WITH HAVING OR LIVING WITH A DISABILITY?**

	No	84%
Yes, mobility or dexterity (walking, climbing stairs)		7%
Yes, visual (blind, low vision)		1%
Yes, deaf or hard-of-hearing		2%
Yes, speech or communication		0%
Yes, other (please specify)		3%
Prefer not to answer		6%
Total		2202

**Q23 - TEXT - OTHER**

Epilepsy
neuropathy in my feet
Brain injury
But I do use a wheeled cart to carry groceries and other bulky items on sidewalks several times per week. I find sidewalks and often ADA ramps blocked by abandoned scooters and thus impassible.
Chronic Pancreatitis / chronic pain
Type II diabetes.
wheelchair user
Balance problems
Mild arthritis
Anxiety
Rheumatoid Arthritis
Heart failure and kidney failure I am currently on dialysis

Have some hearing loss and tinnitus.

Old! / old / Just old

I use a service dog, who was almost run over while walking with me on the sidewalk by one of the scooters.

Mental Illness

COPD and friends with mobility issues

Chronic pain

Learning disability

Ptsd

Chronic pain condition / chronic pain

Anosmia

Escooters are abandoned in the middle of sidewalks /wherever they run out of power. I did pair for any handicapped person getting around them!

Neurological.

Degeneration in my spine, pain in my spine, etcetera...

I have back issues

Neurological

Moderate-severe closed head injury and the attendant mild cognitive deficit.

Paralyzed right hand/arm

I used to take my husband for a walk in his wheelchair

WHAT IN THE [expletive] KIND OF QUESTIONS ARE THESE THIS IS EXACTLY WHAT WE DO NOT WANT IN AMERICA THERE ARE 2 GENDERS YOU FREAKS AND A DISABILITY IS SOMETHING YOU EITHER HAVE OR YOU DON'T HAVE. PERIOD.

Post brain injury

stage 4 cancer

mobility due to breathing and injury

Friends and family members had problems and these scooters are in the way and improperly used

My mother uses a cane & the scooters dumped on sidewalks & parking lots are a problem for her to navigate.

Allergic to money grubbing politicians who pocket money and pretend to do things but actually don't. (i.e. look at Tucson infrastructure.. appalling)

Pain disorder

Mental illness

Seizure disorder can't drive

**Q24 - APPROXIMATELY WHAT WAS YOUR HOUSEHOLD'S ANNUAL INCOME FOR 2018?**

Under \$10,000	2%
\$10,000 to \$14,999	3%
\$15,000 to \$24,999	5%
\$25,000 to \$34,999	7%
\$35,000 to \$49,999	12%
\$50,000 to \$74,999	16%
\$75,000 to \$99,999	11%
\$100,000 to \$149,999	12%
\$150,000 to \$199,999	5%
\$200,000 or more	3%
I am retired and/or live on savings	4%
Prefer not to answer	22%
Total	2206

**Q25 - WHAT IS YOUR HIGHEST LEVEL OF EDUCATION?**

Some high school	1%
High school degree	6%
Some college	17%
Technical degree (including trade school)	4%
2-year degree	6%
College degree/4-year degree	29%
Some post graduate	7%
Master's degree	20%
Doctorate	7%
Other (please specify)	2%
Total	2191

**Q25 - TEXT - OTHER**

I am currently in high school

---

JD

---

Law

---

JD

---

G E D

---

5 year professional degree

---

Master's degree and law degree

---

This is little more than a class warfare question and I refuse to answer.

---

in college

---

College degree and technical degree

---

does not matter

---

dropped out in sixth grade.

---

JD

---

In college

---

53 1/2 years licensed contractor

---

I am educated and intelligent enough to know that this is one of the most hair brained ideas ever to be entertained by an already out-of-touch city management. Tucson police and Fire were dead against this with good reason. Look at the parade of documenting photos posted weekly in the Ward 6 newsletter and TURN ON YOUR BRAINS.

---

4+ yr professional

---

Highly educated

---

Have two Community College degrees.

---

None of your business

---

Professional degree

---

Double masters

---

Law degree

---

I am educated enough to know this is the worst hairbrain idea Tucson has ever tried.

---

JD

---

awarded 4 yr. scholarship to nursing school but shouldn't be considered regarding having the scooters

---

In college

---

4 years college, no degree

---

MD

---

Old enough to know better; too young to care

---

Degree plus continued education

---

Ace Certified Personal Trainer Certificate

---

Seminary

---

JD

## APPENDIX C: BUSINESS OWNER SURVEY RESULTS

Q1 - WHAT IS YOUR HOME ZIP CODE?	
85701	17%
85705	15%
85716	10%
85704	8%
85745	8%
85711	6%
85713	6%
85718	6%
85719	6%
85737	4%
58719	2%
85653	2%
85658	2%
85712	2%
85730	2%
85743	2%
85748	2%
85757	2%
<b>TOTAL</b>	<b>52</b>

Q2 - What is the ZIP code of the business(es) you own/ manage?	
85701	50%
85705	40%
85716	4%
52705	2%
85711	2%
85719	2%
<b>TOTAL</b>	<b>50</b>

Q3 - HOW OFTEN DO YOU RIDE E-SCOOTERS?	
I have never ridden e-scooters	60%
I have only ridden once	18%
Occasionally, less than once per week	13%
1-3 times per week	4%
3-6 times per week	2%
Daily	2%
More than once per day	0%
<b>TOTAL</b>	<b>53</b>

Q4 - THINKING ABOUT YOUR LAST E-SCOOTER TRIP, WHAT WAS THE PRIMARY REASON YOU TOOK THE TRIP?	
Go to or from work	17%
Go to or from a bus/streetcar stop	0%
Go to or from school	4%
Social and/or entertainment activities	26%
Go to or from restaurants	22%
Shopping or errands	90%
Site seeing	4%
Other	17%
<b>TOTAL</b>	<b>23</b>

Q4 - TEXT - OTHER
Test Ride
to test it out
just jumped on to check them out

<b>Q5 - THINKING OF THE LAST E-SCOOTER TRIP YOU TOOK, HOW DID YOU GET TO THE E-SCOOTER THAT YOU RODE? (SELECT ALL THAT APPLY)</b>	
Walked	80%
Rode a SunTran Bus	0%
Rode a SunVan Shuttle	0%
Rode the SunLink Streetcar	0%
Drove a personal vehicle, car share vehicle, or other motor vehicle	5%
Taken a taxi, Uber, Lyft, or other ride hailing service	0%
Ridden as a passenger in a vehicle and dropper off by a friend, family member, or other person	5%
Rode a TuGo bike share bike	0%
Rode a personal bike	0%
Other (please specify)	10%
<b>TOTAL</b>	<b>20</b>

<b>Q6 - HOW MANY MINUTES DID YOU HAVE TO TRAVEL TO GET TO THE LAST E-SCOOTER THAT YOU TOOK?</b>	
0-5 minutes	78%
5-10 minutes	17%
More than 10 minutes	0%
I do not remember	6%
<b>Total</b>	<b>18</b>

<b>Q7 - THINKING ABOUT YOUR MOST RECENT E-SCOOTER TRIP, WHY DID YOU CHOOSE TO TAKE AN E-SCOOTER? (SELECT ALL THAT APPLY)</b>	
It was the fastest and most reliable option.	13%
It was less expensive than other ways to get there	10%
Did not want to get sweaty	13%
Parking is difficult at that time/destination	20%
No Bus/Shuttle/Streetcar at that time/destination	3%
It is good for the environment	7%
Do not have a car	0%
It was just for fun	30%
Other (please specify)	3%
<b>Total</b>	<b>30</b>

<b>Q7 - TEXT - OTHER</b>
I own my personal electric scooter
one of the staff members offered me theirs
to check it out

<b>Q8 - THINKING ABOUT YOUR MOST RECENT E-SCOOTER TRIP, IF A SHARED E-SCOOTER HAD NOT BEEN AVAILABLE, HOW WOULD YOU MOST LIKELY HAVE GOTTEN AROUND?</b>	
Would not have taken the trip	6%
Walked	50%
Taken a Bus or Streetcar trip	6%
Driven a personal vehicle, car share vehicle, or other motor vehicle	13%
Taken a taxi, Uber, Lyft, or other ride hailing service	19%
Ridden as a passenger in a vehicle and dropped off by a friend, family member, or other person	0%
Ridden a personal e-scooter	6%
Ridden a TuGo bike share bike	0%
Ridden a personal bike	0%
<b>Total</b>	<b>16</b>

<b>Q9 - THINK ABOUT HOW YOU HAVE TRAVELED, IN GENERAL, OVER THE LAST MONTH. APPROXIMATELY, HOW OFTEN HAVE YOU DONE EACH OF THE FOLLOWING TO MEET YOUR TRANSPORTATION NEEDS:</b>						
	7+ / per week	3-6 / per week	1-2 / per week	<1 / per week	Never	Total
Walked	28%	44%	17%	6%	6%	18
Bus/Streetcar	0%	0%	12%	53%	35%	17
Drove a car	67%	22%	6%	6%	0%	18
Passenger in a car	0%	27%	27%	33%	13%	15
Rideshare	0%	6%	12%	41%	41%	17
Carshare (e.g., Zipcar)	0%	0%	0%	0%	100%	16
Personal bicycle	6%	13%	31%	19%	31%	16
TuGo bike share	0%	0%	0%	12%	88%	17

<b>Q10 - HOW OFTEN DO YOU WEAR A HELMET WHEN RIDING AN E-SCOOTER?</b>	
Never	83%
Rarely	0%
Sometimes	0%
Usually	17%
Always	0%
<b>Total</b>	<b>18</b>

<b>Q11 - HOW DO YOU PREFER TO RIDE OR USE E-SCOOTERS? (SELECT ALL THAT APPLY)</b>	
On the sidewalk	5%
In bike lanes	9%
In the street with cars	4%
On bike or shared use paths	7%
On off-street paths (like The Loop)	4%
On residential and low traffic streets	7%
During the day	6%
In the dark, early morning or the evening	2%
While wearing a helmet	1%
With other e-scooter users	4%
With bicyclists	3%
Against the direction of automobile traffic	2%
With the direction of automobile traffic	7%
Crossing the street in the pedestrian crosswalk	3%
Crossing the street mid-block	0%
Crossing the street using vehicular traffic lane	2%
Coming to a complete stop for stop signs	7%
Coming to a complete stop for red traffic lights	7%
On the University of Arizona campus	2%
In and around downtown Tucson	8%
Slower than 15 miles per hour	7%
Other (please specify)	1%
Total	135

<b>Q11 - TEXT - OTHER</b>
ONLY RODE ONCE FOR 2 MIN
Have not really used them at all

<b>Q12 - HAS ANY OF THE FOLLOWING EVER HAPPENED TO YOU WHEN USING A SHARED E-SCOOTER IN TUCSON? (SELECT ALL THAT APPLY)</b>	
Crashed with a pedestrian	5%
Crashed into a parked vehicle or object	0%
Crashed with a moving vehicle	0%
Crashed crossing the streetcar tracks	5%
Crashed or fell off the scooter (without running into anything else)	5%
Nearly crashed into an object, pedestrian, or vehicle	5%
None of the above	80%
Total	20

<b>Q13 - AS A RESULT OF A FALL OR CRASH WHEN RIDING A SHARED E-SCOOTER, HAVE YOU:</b>	
Required same day medical attention at an urgent care or hospital	0%
Required medical attention 1-3 days after the crash with your regular doctor, urgent care, or hospital	0%
Had minor scrapes or bruises that required no more medical attention than a bandage	14%
Had no physical injuries	86%
<b>Total</b>	<b>14</b>

<b>Q14 - DO YOU HAVE OR USE ANY OF THE FOLLOWING? (SELECT ALL THAT APPLY)</b>	
Bike that is currently in rideable (decent to good condition)	46%
Membership with TuGo Bikeshare	15%
Monthly transit pass with SUNTran transit	0%
Monthly parking pass with your employer	38%
<b>Total</b>	<b>13</b>

<b>Q15- WHICH STATEMENT BEST DESCRIBES THE TYPE OF BICYCLE RIDER THAT YOU ARE?</b>	
I am a confident bicycle rider, and I will ride on nearly any type of road.	28%
I am a confident but cautious bicycle rider, and I only ride on bike friendly roads and residential streets.	39%
I am cautious but interested bicycle rider, and I ride infrequently on bike paths and residential streets. I would ride more with better conditions or options.	17%
I do not normally ride bicycles.	17%
I am unable to ride a bicycle.	0%
<b>Total</b>	<b>18</b>

<b>Q16 - TO WHAT EXTENT DO YOU APPROVE OR DISAPPROVE OF THE E-SCOOTER PILOT PROGRAM IN TUCSON?</b>	
Strongly disapprove	20%
Moderately disapprove	22%
Neither approve nor disapprove	9%
Moderately approve	28%
Strongly approve	22%
<b>Total</b>	<b>46</b>

<b>Q17 - AS A BUSINESS OWNER OR MANAGER, HOW SATISFIED ARE YOU WITH THE FOLLOWING SITUATIONS INVOLVING INTERACTIONS WITH E-SCOOTERS IN TUCSON:</b>						
	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	Total
While walking on sidewalks	30%	30%	20%	14%	7%	44
While walking or biking on pathways	14%	12%	49%	9%	16%	43
While biking in bike lanes	7%	7%	55%	17%	14%	42

<b>Q18 - HAVE YOU EVER REPORTED AN IMPROPERLY PARKED E-SCOOTER? IF SO, PLEASE THINK ABOUT YOUR MOST RECENT REPORT</b>	
Yes, and it was moved within 2 hours of my report.	2%
Yes, and it was moved within 2-8 hours of my report.	9%
Yes, and it was moved more than 8 hours after my report.	2%
Yes, but I'm not aware of whether or not the e-scooter was ever moved.	4%
No, I have never reported an improperly parked e-scooter.	83%
Total	46

<b>Q19 - IF YOU HAVE CONTACTED CUSTOMER SERVICE FOR EITHER E-SCOOTER COMPANY, PLEASE RATE YOUR EXPERIENCE WITH EITHER COMPANY'S CUSTOMER SERVICE:</b>							
	Dissatisfied	Somewhat Dissatisfied	Neither satisfied nor dissatisfied	Somewhat Satisfied	Satisfied	Never contacted company	Total
Bird	7%	2%	7%	0%	5%	78%	41
Razor	8%	3%	8%	5%	3%	75%	40

<b>Q20 - IN YOUR OPINION, WHAT CHANGES WOULD MAKE TUCSON'S PILOT PROGRAM BETTER OR MORE EFFECTIVE? (SELECT ALL THAT APPLY)</b>	
More e-scooters available	3%
E-scooters in surrounding cities (Marana, Oro Valley, Vail)	5%
More clear designated places to park e-scooters	26%
Lower cost	7%
Easier access to helmets	7%
Free helmets	7%
Better and/or more consistent pavement quality	13%
Safer places to ride (protected bike lanes)	19%
Longer battery life	4%
Different e-scooter design (more stable, better lighting)	2%
None of these changes would improve the Tucson Pilot Program	3%
Other (please specify)	4%
Total	137

<b>Q20 - TEXT - OTHER</b>
Better riders
Create Laws for rides and enforce the laws
The scooters are fun, but the users are often jerks. Riding on the sidewalks and yelling for pedestrians to "Get out of the way!" And just dumping them on the ground *anywhere*. I have picked up/moved scooters from bad placement at least FIFTY times.
END THE PROGRAM!!!
Enforce the law of not having people ride them on the sidewalks or ride them with 2 or more people on them at a time. They are unsafe and unregulated. Too many people fall on the streetcar tracks and on unlevel sidewalks. It's only a matter of time before someone is hit by one of these things on the sidewalks
seems to be working overall

Q21 - HOW LIKELY ARE YOU TO RECOMMEND SHARED E-SCOOTERS TO A FRIEND?		
	Extremely likely	24%
	Very likely	13%
	Somewhat likely	17%
	Not so likely	22%
	Not at all likely	24%
	Total	46

Q22 - WHAT IS YOUR ROLE IN YOUR BUSINESS? (SELECT ALL THAT APPLY)	
Owner or co-owner	59%
Developer	0%
Site Manager	26%
Shift Manager	4%
Other	11%
Total	46

Q22 - TEXT - OTHER
Admin Asst
Marketing dept
Marketing Director
President

Q23 - CAN YOU DESCRIBE THE TYPE OF BUSINESS THAT YOU OWN/OPERATE? (SELECT ALL THAT APPLY)		
	Restaurant	21%
	High-turnover food retail (e.g., coffee or smoothie shop)	5%
	Grocery Store	0%
	High-turnover market (e.g., convenience market)	0%
	Services	20%
	Bank	0%
	Gas station	0%
	Other retail	25%
	Office	7%
	Medical	0%
	Industrial	0%
	Art gallery or studio space	4%
	Other	18%
	Total	56

Q23 - TEXT - OTHER RETAIL
book store
Lounge
Entertainment
Night Club, Hotel, Private Events
NIGHTCLUB
Bar
nightclub
Non profit
Brewery

Q23 - TEXT - OTHER
Bar
Church
Bar
Library
Music Venue
Direct services nonprofit
Hotel & Nightclub
Property Management
Apartment

<b>Q24 - HOW MANY DAYS ARE YOU AT YOUR BUSINESS LOCATION/ IN THE NEIGHBORHOOD OF THIS BUSINESS?</b>	
Every day.	73%
2-5 days a week.	27%
1 day per week.	0%
2-4 days per month.	0%
1 day per month or less.	0%
Total	44

<b>Q25 - DO YOU IDENTIFY WITH HAVING OR LIVING WITH A DISABILITY?</b>	
No	91%
Yes, mobility or dexterity (walking, climbing stairs)	4%
Yes, visual (blind, low vision)	0%
Yes, deaf or hard-of-hearing	0%
Yes, speech or communication	0%
Yes, other (please specify)	2%
Prefer not to answer	2%
Total	46

<b>Q26 - DO YOU HAVE ANY ADDITIONAL FEEDBACK OR RECOMMENDATIONS REGARDING TUCSON'S E-SCOOTER PILOT PROGRAM?</b>
I would like it to be better regulated and easier for businesses to register for restricted scooter zones. The scooters are littering our streets and we have no way to properly document our requests for "no-go" zones to be established for them.
More scooters please!
I would like to understand what the City thinks this program adds to the community...does it fill a need? If so, what is that need. Re the following question...what do you mean by "consumer impact"? Is that your only criteria?
I like the concept of inexpensive, readily-available short-distance transportation, but sidewalks being frequently blocked due to there not being any designated parking areas for the scooters is unacceptable - the right and necessity of folks using wheelchairs/walkers or pushing their children in strollers to have a clear paths must be prioritized. They're also hideous strewn about all over the place, makes the whole Avenue / West Uni neighborhood like that one house where every kid in the neighborhood comes over to play video games and throws their damn bikes all over the yard.
Geo-fence the sidewalks - enforce drunk driving on scooters
Due to the High School in the area, we have a lot of very irresponsible Scooter riders, much No-Brain activities carry on. I have witnessed a scooter battery die and the rider drop it in the middle of the street - where it stayed- when they die the riders just drop them and this should be addressed - its like having even more trash on the streets than there already is. The people are the issue - not the SCOOTERS
Cancel the program until the City of Tucson creates and enforce laws for riders. The e scooter companies can not police themselves. Riding on sidewalks, children riding, no helmets
Designated parking places and a law for enforcement to stop violators of good safety practices, like riding on the sidewalks or two on a scooter.
End the program!!! Is is nothing but blight and a major safety concern for my customers and myself!!!
They need stricter regulations in order to maintain overall public safety. Helmets should be available to riders and laws should be followed
I see this new addition to our transit as a positive overall.
I wish the bikes were as popular.
Traffic laws enforced on people using scooters incorrectly. Enforcing a "No Sidewalk" use for scooters.

THE SCOOTERS ARE DANGEROUS AND MULTIPLE PEOPLE HAVE GOTTEN INJURED TO THE POINT OF NEEDING MEDICAL CARE, PEOPLE USING THE SCOOTERS ARE OFTEN INEBRIATED. THE SCOOTERS ARE LEFT IN INAPPROPRIATE PLACES THAT MAKE IT DIFFICULT FOR PEDESTRIANS TO GET BY AND BUSINESS TO OPERATE.
People leave them anywhere when they're done. They block sidewalks and I've needed to move them away from my front door numerous times. I'm signed up and looking forward to trying one soon.
It is very unorganized and chaotic. Scooters laying around without any sort of organization is not only unsightly, but it is also a trip hazard.
If there were bike racks or the equivalent, that would make a difference for me. I have picked up a number scooters that are laid on their side and I can see how that would be annoying to a place of business.
one question asked for all that apply about other modes, but only allowed 1 selection. I have my own bike and a membership with TUGO
I like how the bikes have designated drop off areas- less trip hazards, less negative visual impact.

<b>Q27 - WHAT BUSINESS DO YOU REPRESENT? (OPTIONAL)</b>
The Book Stop
Revel
Jellywink Boutique
DR IV:XX CERTIFICATION CENTER
United Fire
Caruso's
Silver Sea
4th Ave. business
Celestial Rites
Hotel Congress and Maynards Market & Kitchen
Square One Intern Inc.
Rialto Theatre
KRIKAWA JEWELRY DESIGNS
Hotel Congress
The Heath Team at NOVA Home Loans
Perri Jewelers
Batch Cafe & Bar
Downtown Tucson Partnership

## APPENDIX D: CITY OF TUCSON | COVID-19 & SHARED MOBILITY

**PLEASE NOTE:** The information in Appendix D and Appendix E was updated on March 24, 2020. In these unprecedented times, information is changing rapidly and our response to the global COVID-19 pandemic continues to evolve. The latest information can be found at: [www.tucsonaz.gov/manager/covid-19-updates](http://www.tucsonaz.gov/manager/covid-19-updates)

### COVID-19 & SHARED MOBILITY: WHAT TO KNOW

COVID-19 has impacted every aspect of our daily life, including transportation. As our response continues to evolve, we're getting questions about transportation and using shared mobility - bike share and e-scooter share. We're working with our partners to help people get to the places they need to go while minimizing the risk of spreading COVID-19.

### STEPS WE'RE TAKING

Bird has temporarily suspended e-scooter operations in Tucson. Razor is continuing operations and has taken the following actions to help protect the community:

- **Providing FREE scooter trips for first responders, medical professionals, grocery store or pharmacy employees.** *Please take a photograph of your valid credentials and send along with your Razor account's phone number to [sharesupport@razorusa.com](mailto:sharesupport@razorusa.com), with "Quarantine Professional Program" in the email subject.*
- **Disinfecting all high-touch scooter surfaces** - especially those likely to come into hand contact with riders - during all maintenance activities or battery swaps (using cleaning products approved by the Environmental Protection Agency for use against the COVID-19 outbreak)
- **Adopted a mandatory disinfection procedures** for all field and maintenance personnel
- **Adjusted sick-leave policies** to encourage employee caution and safety
- **Monitoring the recommendations from the CDC and other global health organizations,** and will modify procedures and operating practices as appropriate

### STEPS YOU CAN TAKE

- Disinfect the handlebars on a scooter or bike before and after a ride
- Wash your hands before and after a ride (or using hand sanitizer with <60% alcohol)
- Avoid touching your eyes, nose, and mouth
- Consider wearing gloves while riding

## **FOR FIRST RESPONDERS & ESSENTIAL EMPLOYEES:**

*Attention First Responders, Medical Professionals, Grocery Store or Pharmacy employees:*

*We are happy to offer free use of our scooters during the duration of Coronavirus quarantines in your community. Please take a photograph of your valid credentials and send along with your Razor account's phone number to [sharesupport@razorusa.com](mailto:sharesupport@razorusa.com), with "Quarantine Professional Program" in the email subject.*

## **FOR CUSTOMERS:**

Given the spread of COVID-19, Razor Share is committed to maintaining a safe and healthy workplace for our employees, and to following the best available practices and recommendations of the CDC (Centers for Disease Control and Prevention) when maintaining and deploying Razor Share scooters for our customers.

Here are the steps we're taking:

- All high-touch scooter surfaces, especially those likely to come into hand contact with riders, are now being disinfected during all maintenance activities or battery swaps, using cleaning products approved by

the Environmental Protection Agency for use against the COVID-19 outbreak.

- To minimize the exposure of our employees and customers to COVID-19, we have adopted mandatory disinfection procedures for all field and maintenance personnel. We have equipped all of our warehouses, machine shops, and maintenance vehicles to carry out these procedures.
- Our field and shop personnel are following a hand cleanliness protocol in all warehouses and vehicles. We have also adjusted our sick-leave policies to encourage employee caution and safety.

As this issue evolves, we are monitoring the recommendations from the CDC and other global health organizations, and will modify our procedures and operating practices as appropriate.

For further information, and to learn about precautions that you can take, please see [this CDC page](#) regarding preventative measures for COVID-19.