



# City of Lincoln

ScooterLNK

## E-scooter Pilot Report

February 2022



# Acknowledgments

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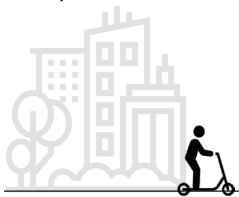
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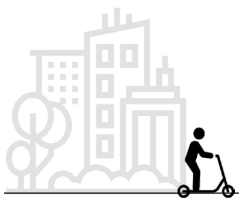
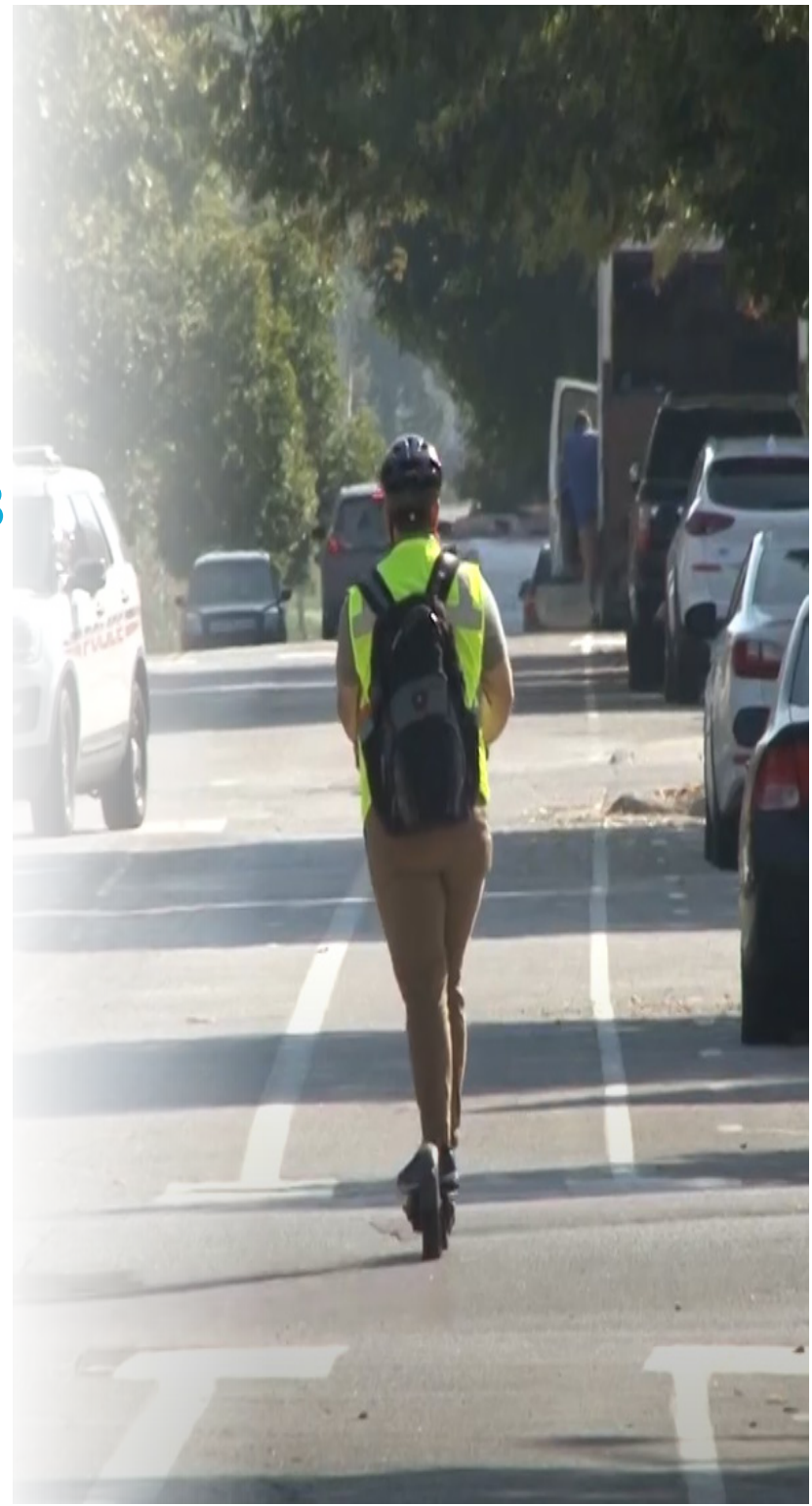
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# Executive Summary

As a shared micromobility option, electric scooters (e-scooters) aim to enhance mobility by connecting users to other modes of transportation and by replacing short vehicle trips (first mile/last mile trips). A pilot program was established by the City of Lincoln temporarily governing the uses of e-scooters in the public right-of-way to evaluate the feasibility of e-scooters as a shared micromobility option. Bird Rides, Inc. (Bird) and Skinny Labs, Inc. also known as Spin were chosen to participate in the E-scooter Pilot Program. The pilot program launched on September 1, 2020 and ran through December 31, 2021. In that time, the pilot program reported:



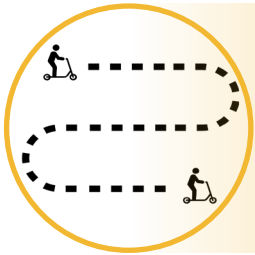
## Unique Users:

**25,030** unique users rode on e-scooters



## Total Number of Trips:

**91,400** trips made by e-scooter users in Lincoln



## Average Trip Distance:

**0.95 miles** was the average trip distance



## Average Trip Duration:

**12mins & 11 seconds** was the average trip duration



## Popular Day and Time:

**Saturdays and Evenings** were the most popular day and time



## Revenue:

The City made **\$13,710** in revenue from per-ride fees.





## Ridership Behavior

Analyzing data collected via the City's third-party mobility manager, Populus, showed Saturdays as the most popular day of the week for e-scooter trips. The most popular times of day for e-scooter activity were evenings from 6 to 9 p.m. E-scooter activity predominantly took place in the Haymarket area where most users started and ended their rides.

Bird and Spin paused operations during the winter months with zero documented trips from December 11th, 2020 to March 1st, 2021. Spin formally removed their e-scooter fleet from City right-of-way (ROW) on December 5, 2021 and Bird removed their fleet on December 27, 2021.

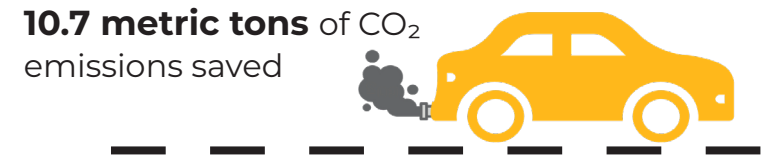
## E-Scooter Environmental Impact

The City of Lincoln's Climate Action Plan acknowledges the need to significantly reduce greenhouse gas (GHG) emissions to slow the pace of climate change. One of the key initiatives identified in the plan is a call to "Build a Decarbonized and Efficient Transportation System."<sup>1</sup> E-scooters contribute to that initiative by replacing car trips and other high-carbon modes of transportation.

Responses from the e-scooter user survey showed that 21% of e-scooter trips taken replaced car trips. That percentage was used to determine e-scooters estimated environmental impact defined as the amount of carbon dioxide (CO<sub>2</sub>) emissions saved.

To calculate the amount of CO<sub>2</sub> emissions saved, 21% of the total miles ridden on Bird and Spin e-scooters were multiplied by the average tailpipe CO<sub>2</sub> emitted from driving a passenger vehicle for one mile. The average was obtained from the Environmental Protection Agency (EPA).<sup>2</sup>

The estimated environmental impact from Bird and Spin e-scooters resulted in:



During the pilot program, e-scooter riders replaced 26,891 miles that would have been driven by a car.<sup>3</sup> That is equivalent to making 224 round trips from Lincoln to Omaha. Additional information can be found on page 22 of the report.



## E-scooter Compliance

Over the course of the pilot program, Bird and Spin received a total of nine compliance warnings. Bird received six compliance warnings with two being formal written letters for operating on a home football game day. Spin received three compliance warnings with one being a formal written letter for having devices operable after the 10 p.m. curfew.

## E-scooter Observations

LTU Traffic Engineering observed e-scooter use at six different locations in the downtown area throughout the summer of 2021. During these observation periods (15 hours in total), staff observed the following:

- E-scooter users riding in the street
- E-scooter users riding on the sidewalk
- E-scooter users following traffic laws
- E-scooter users violating traffic laws
- Properly parked e-scooters
- Improperly parked e-scooters
- Suspected underage riding
- Bikes riding on the sidewalk
- Privately owned e-scooter usage

Overall, **70.4%** of users were seen riding in the street and **29.6%** of users were seen riding on the sidewalk. Several of these locations had designated e-scooter parking which significantly reduced the percentage of improperly parked e-scooters to **1.3%**. More details on the e-scooter observations can be found on page 26 of the report.

## Injury and Crash Analysis

Of the 91,400 trips taken on Bird and Spin e-scooters, the Lincoln Police Department (LPD) received four medical calls where an e-scooter user either fell and injured themselves, ran into a pedestrian or hit a parked car.

Currently, the state of Nebraska does not consider it an official traffic crash if an e-scooter user:

- Hits a pothole
- Loses control and wipes out
- Hits a parked car
- Strikes a pedestrian or bicycle operator and causes injury

LPD has one documented crash between a motorized vehicle and a Bird or Spin e-scooter. The crash occurred on September 5, 2020, and resulted in the e-scooter user having visible but not disabling minor injuries (minor cuts, swelling, etc.).

## Feedback

Since the inception of the e-scooter pilot program, LTU Traffic Engineering received a total of 146 calls, emails, and UPLNK comments related to e-scooters. Of the feedback received:

- 41%** dealt with improperly parked e-scooters
- 16%** dealt with sidewalk violations



LPD received 30 miscellaneous calls for service pertaining to e-scooters. Those calls ranged from sidewalk violations to improperly parked e-scooters. It is important to note, that LPD does not distinguish between privately owned e-scooters and those that participated in the pilot program.

Lincoln residents were also able to contact Bird and Spin with questions, comments, and concerns by phone, email, or in-app message. During the pilot program, Bird and Spin received a total of 72 retrieval requests.

## User Survey

A user survey was created and distributed by LTU Traffic Engineering via LTU social media. Bird and Spin also distributed the user survey to their Lincoln user base by email and in-app messaging. The overall goal of the survey was to gain a better understanding of the e-scooter pilot from the perspective of those who have used Bird and Spin e-scooters in Lincoln.

The survey consisted of 25 questions and was open to the public from December 9, 2021 to December 27, 2021. Of the 71 respondents, 22 were removed because they indicated not being e-scooter users in Lincoln.

Responses from 49 respondents were further evaluated by LTU staff. Some of the user survey findings were:

**59%** of users said they were “very supportive” of the pilot program continuing as is

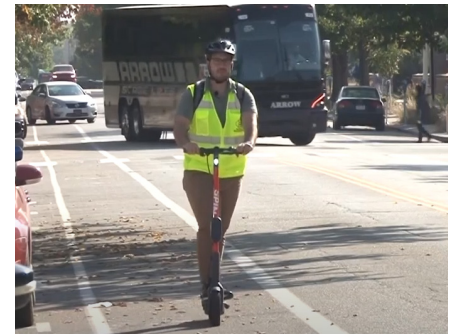
**51%** of users said they first tried an e-scooter because it looked fun or were curious to try it out



**45%** of users feel “very safe” or “safe” when riding an e-scooter

**88%** of users said they were “familiar” or “somewhat familiar” with the local operating and parking rules.

**79%** of users were “aware” that riding on the sidewalk is prohibited.





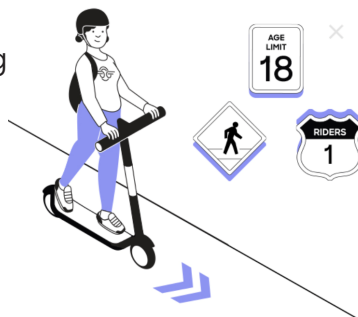
# Safety, Education, and Public Engagement

The City's top priority for this pilot program is the safety of e-scooter users and pedestrians. Coordination efforts with Bird and Spin were done to ensure safety was promoted through their messaging and educational efforts. For example, Bird and Spin altered their in-app messaging to reflect the City's concerns around sidewalk riding and improperly parked e-scooters.

LTU Traffic Engineering also coordinated with multiple City departments to strengthen communication around safety, education, and public engagement efforts. Below is a list of some of the actions taken by the e-scooter companies and City staff. A full list is detailed on page 29 of the report.

## E-scooter Companies

- Sent multiple emails to Lincoln users reminding them that riding e-scooters on downtown Lincoln sidewalks is violating municipal code and can result in a fine.
- Alerted users as soon as they opened the app that e-scooters are not to be operated by people under the age of 18 or ridden on sidewalks.



**Underage riding will result in a ban from the Bird platform**

- Join our Rider Promise:
- Riders must be 18+ (underage riders will be fined & accounts terminated)
  - Do not block sidewalks or ramps
  - No riding on sidewalks
  - Do not ride impaired or distracted

## City Staff

- City staff along with Bird and Spin coordinated three safety and educational events during the pilot program. These events educated Lincoln residents on how to safely use e-scooters while also informing people of all e-scooter operating and parking rules.
- LTU staff created a ScooterLNK webpage where operating and parking rules were shared with users. This page also contained customer service contact information for Bird and Spin.
- LTU staff created an educational video detailing the top six things that someone should know before riding an e-scooter.

**WATCH:** How to Ride ScooterLNK (1:53)



- During the pilot program, LTU staff conducted bi-weekly meetings with Bird and Spin to discuss questions, issues or feedback that needed addressed.



## City Staff - Mid-Year Report Actions

Over the course of the pilot program, several of the recommendations identified in the Mid-Year E-Scooter Pilot Report were implemented. Those include:

- LTU staff added five new city designated e-scooter parking locations in the Haymarket to help mitigate concerns about improperly parked e-scooters.



- LTU staff conducted e-scooter observations during the summer months of 2021.
- Bird and Spin along with LTU staff hosted two additional safety and educational events in 2021.



- LTU staff also created and placed signage reminding people that sidewalk riding for bicycles and e-scooters is against municipal code in downtown Lincoln.



- LTU staff continued to utilize LTU's social media platforms and the ScooterLNK webpage to communicate safety and educational messaging.

## Recommendations

### Current Recommendations

1. Transition from a pilot program to a long-term shared micromobility program.
2. Introduce revisions to e-scooter related municipal codes that reflect recommendations made by City departments and findings from the e-scooter pilot.
3. Introduce municipal code language specific to privately owned e-scooters.



4. Create a new request for qualifications (RFQ) for qualified e-scooter companies to submit offers to obtain shared mobility operator permits.
5. Review and revise the existing terms and conditions of the e-scooter pilot permit.
6. Expand the operating area to include residential neighborhoods south and east of downtown. This could increase the number of e-scooter trips made by commuters.
7. Require a percentage of e-scooters to be deployed in identified zones to ensure equitable access to this mode of transportation.
8. Increase awareness around low-income discount programs to provide more opportunities for all Lincoln residents to utilize this mode of transportation.
9. Evaluate a requirement that e-scooter devices have contact information in braille and raised lettering to make it easier for residents with visual impairments to contact e-scooter companies.
10. Identify and create additional locations for designated e-scooter parking within the operating area.
11. LTU staff should conduct a minimum of 15 hours of e-scooter observations to gain a better understanding of user behavior.

12. Continue utilizing LTU's social media platforms and ScooterLNK webpage for public engagement efforts around e-scooter safety and operating rules.

### **Future Program Recommendations**

1. Examine the possibility of having a "device locking requirement." This may help reduce the instances of improperly parked e-scooters.
2. Consider a limited shared micromobility operations demonstration during a home football game. Bike share bikes and e-scooters would be used to get from designated parking locations to the stadium. The devices would only be operable on predetermined routes. This could help alleviate some congestion concerns in the downtown area during home football games.
3. Work with City staff and e-scooter companies to increase the percentage of e-scooters rides that replace car trips.
4. Coordinate with e-scooter companies to incorporate other modes of transportation into their platforms. This could lead to mobility as a service (MaaS), where users can plan their trips and buy passes for multiple types of mobility services (e.g., e-scooters and bike share bikes).





# Background and Context

A few years ago, electric scooters arrived in cities across the United States often without local government permits or consent by cities. This created operational challenges ranging from unregulated uses of cities' right-of-way (ROW) to safety concerns. Recognizing such challenges, the City of Lincoln took a proactive approach by establishing a pilot program temporarily governing the uses of e-scooters in the public ROW.

The original ordinance was passed on September 23, 2019 paving the way for a year-long e-scooter pilot program where the City would have the ability to define the parameters of the pilot program, draft and award e-scooter pilot permits to chosen operators, and govern the overall operation and use of e-scooters. Lincoln's municipal code was also updated to include a new section defining electric foot scooters.

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## 10.02.125 Electric Foot E-scooter

Electric foot e-scooter means any motor vehicle weighing less than one hundred pounds which is powered by an electric motor and has two or three wheels, handlebars, and a floorboard that can be stood upon while riding.

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The passage of the e-scooter pilot ordinance allowed the City to determine whether e-scooters as a shared micromobility option support the City's goals, including but not limited to:

1. Providing multimodal transportation options for enhanced mobility
2. Creating livable and connected neighborhoods
3. Maintaining a healthy and safe environment



The City's Purchasing Department led the formal Request for Qualifications (RFQ) for established e-scooter companies to apply and participate in the e-scooter pilot program. After interviews were conducted, the intent was to start the pilot program no later than May 1, 2020 with the pilot program concluding by January 1, 2021. However, the start date was postponed in March 2020 due to the COVID-19 pandemic.

On June 15, 2020 City Council amended the original ordinance. The amendment removed the deadline of January 1, 2021, and added the following language:

**"...pilot program shall be in effect from the date of enactment until one year after the shared mobility device launch data, as established by Order of the Director."**

Bird Rides, Inc. (Bird) and Skinny Labs, Inc. also known as Spin were chosen to participate in the e-scooter pilot program that officially launched on September 1, 2020.



The pilot program was scheduled to end on August 31, 2021, but an extension to continue the pilot program through the end of 2021 was requested and granted by City Council on August 31, 2021. This extension avoided e-scooter user disruption.

The next three pages provide a high-level timeline of the e-scooter pilot.

# ScooterLNK Timeline

January 27, 2020

The City of Lincoln's Purchasing Department leads the formal RFQ process for established e-scooter companies to apply and participate in the e-scooter pilot.



September 23, 2019

City Council approves a one year e-scooter pilot that governs the uses of e-scooters in the city right-of-way.



June 15, 2020

City Council amends the original e-scooter pilot ordinance due to the global pandemic. The amendment removes the fixed deadline of January 1, 2021.





# ScooterLNK Timeline

August 29, 2020

The first of three ScooterLNK safety and educational events is held in the Haymarket.



December 14, 2020

Bird and Spin pull their fleet for the winter months.



September 1, 2020

ScooterLNK officially launches with Bird and Spin as the chosen operators.



May 22, 2021

The second ScooterLNK safety and educational event is held in the Haymarket.



# ScooterLNK Timeline

June 24, 2021

City staff begin e-scooter observations to gain a better understanding of user behavior.



October 6, 2021

The last ScooterLNK safety and educational event is held near UNL campus.



August 31, 2021

City Council amends the e-scooter ordinance to extend pilot program and formally ends on December 31, 2021.



December 31, 2021

The 16 month e-scooter pilot formally ends.





# E-scooter Pilot Program

## Pilot Program Permit

The City ordinance on e-scooters was supplemented by the E-scooter Pilot Program Permit. The permit's purpose was to govern the operation of e-scooters within city ROW while ensuring the safety of all road users including pedestrians and e-scooter users.

As a condition of receiving a permit, Bird and Spin were required to adhere to the terms and conditions of the permit. Those terms and conditions were:

**Fees |** The City required participating e-scooter companies to pay an initial permit fee of \$7,500 to operate in City ROW. When the pilot program was extended, an additional permit fee of \$2,500 was applied. The permit also called for a per-ride fee of \$0.15 per trip.

**Fleet Size |** Each e-scooter company was permitted to deploy no more than 250 e-scooters. The permit called for a dynamic cap on e-scooter fleets that required the e-scooter companies to provide a written request to the City if they chose to increase their fleet size. E-scooter companies could only increase their fleet size if their minimum utilization rate (MUR) was higher than three rides per day per e-scooter over a seven-day period.





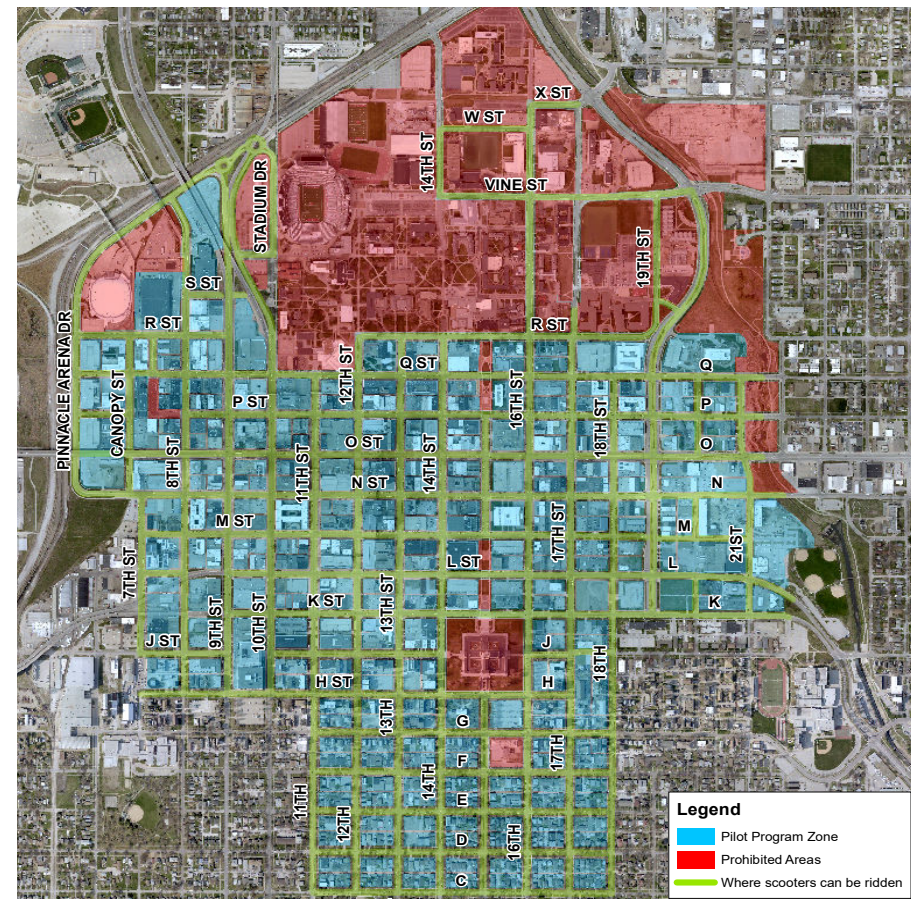
Conversely, if an e-scooter company's MUR was under two rides per day per e-scooter over a seven-day period, they must remove the number of devices necessary to meet or exceed a minimum utilization rate of two. In evaluating fleet adjustment requests and notices of removal, City staff had to consider the following factors in making adjustment decisions:

- Market needs
- Total number of e-scooters deployed
- Utilization
- E-scooter company's performance and compliance
- Public safety
- Other criteria outlined in the permit

**Pilot Program Zone |** The pilot program zone was a defined area within the City of Lincoln where e-scooter companies were permitted to operate during the pilot program period. Initially, Bird and Spin were confined to downtown Lincoln with approximate boundaries being:

- The University of Nebraska-Lincoln (UNL) campus as the Northern boundary
- Antelope Valley Parkway as the Eastern boundary
- H Street as the Southern boundary
- Pinnacle Arena Drive as the Western boundary

Those boundaries changed on September 1, 2021 to include the Telegraph district to the east and some residential neighborhoods to the south.



**Map Showing Updated Operating Boundaries**

**Geofencing |** E-scooter companies were required to restrict deployment, parking, and operation in City-specified geographic locations where e-scooters were not permitted through geofencing. Restricted areas included the following:

- UNL downtown campus
- Nebraska State Capitol Building
- Centennial Mall
- Pinnacle Bank Arena
- Parking garage ramps



Geofencing is a powerful tool that allowed the City to make changes to the pilot program zone when needed. For example, Bird and Spin geofenced parking garage ramps in downtown Lincoln after the City received feedback that e-scooters were being parked and ridden in the garage ramps. It is important to note that geofencing does have some limitations with GPS accuracy that made it difficult to apply more targeted solutions like restricting riding on sidewalks.

**Operations** | E-scooter companies were permitted to operate in the City right-of-way between the hours of 7 a.m. and 10 p.m. However, some restrictions did apply.

For example, e-scooters were not permitted to be operable during University of Nebraska-Lincoln (UNL) home football game days, during inclement weather, or when the Chief of the Lincoln Police Department (LPD) or the Director of Lincoln Transportation and Utilities (LTU) made a request to temporarily halt operations in the interest of public health, safety, or law enforcement operations.

During the 16 months of the pilot program, LPD requested temporary halt to operations or complete removal of e-scooters from the City ROW four times. Bird and Spin had no issues complying with requests made by LPD.

**Deployment, Parking, & Rebalancing** | E-scooter companies were required to deploy their fleets in the “street furniture” area of the sidewalk, adjacent to the curb, leaving at least four feet of pedestrian clear zone. They were also encouraged to deploy their fleets near transit zones and parking garages as well as in City designated e-scooter parking locations.



E-scooter companies were asked to consistently and timely rebalance their fleets throughout the hours of operation to ensure proper parking and adequate availability. They were also required to provide a 24-hour customer service phone number for people to report safety concerns, parking issues, complaints, or ask questions.

If an e-scooter was parked incorrectly, the e-scooter companies had to address the situation in a timely manner based on the times below:

- 7 a.m. to 10 p.m. - Within two hours of receiving notice
- All other times - Within eight hours of receiving notice





**User Engagement, Education, and Safety** | During the pilot program, Bird and Spin were required to hold at least two “first ride” or other instructional public safety sessions to educate users on the legal and safe operation of e-scooters. The first event was required to take place before the official launch of the e-scooter pilot and was successfully held on Saturday, August 29, 2020 in the Haymarket.

Two additional safety and educational events took place on May 22, 2021 and October 6, 2021. The second event was also held in the Haymarket while the last event was held near the UNL downtown campus.

At these events, Bird and Spin educated riders on how to safely ride e-scooters, where to park e-scooters, and educated Lincoln residents on all other e-scooter related rules.



The Operating Rules state:

- E-scooters are only permitted on city streets or on-street bicycle facilities (e.g. bicycle lanes)
- E-scooters are not permitted to be ridden on sidewalks
- E-scooters are not permitted on multi-use paths/trails
- E-scooters are not permitted on StarTran buses
- E-scooter riders:
  - should wear a helmet for safety
  - must be over the age of 18 and hold a valid motor vehicle operator's permit
  - must follow all traffic rules, signals, and signs
  - must ride in bicycle lanes or vehicle lanes with the flow of traffic
  - must yield to pedestrians and walk e-scooters on sidewalks when parking
  - must not ride e-scooters under the influence of drugs or alcohol
  - must not have anyone else on the e-scooter when in use



The Parking Rules state:

- E-scooters can be parked within the furniture/landscape area of the city sidewalk public right-of-way
- Always allow at least four feet of usable pedestrian walking space at all time
- Users can also park in City designated e-scooter parking locations
- However, e-scooters are not permitted to be parked in the following areas:
  - Within 15 feet of intersections
  - Within transit zones, including StarTran stops, shelters and boarding platforms
  - Within loading zones
  - Within handicapped parking zones
  - Within the street furniture that requires pedestrian access (e.g. benches, parking pay stations, bus shelters, etc.)
  - On curb ramps
  - On entryways to buildings and alleys
  - On driveways

The City required that Bird and Spin make available to Lincoln users (in-person, or by mail or other means) a minimum of 100 helmets, at no cost. After the initial 100 helmets are distributed, both e-scooter companies will make helmets available at a discount rate of at least 50%. During all three safety and educational events, Bird and Spin offered free helmets to Lincoln residents.

The City also required both Bird and Spin to provide a sanitation plan that was compliant with Centers for Disease Control and Prevention (CDC). Their plans can be found on the ScooterLNK website.

**Data Sharing |** The City of Lincoln required participating e-scooter companies to provide real time data on their e-scooter fleets whenever possible. If available, the real time data should be updated or “ping” every 90 seconds or less. Some of the data required included:

- GPS data on e-scooters in the City ROW
- E-scooter identification numbers
- Anonymized trip record data and ride activity data for all trips occurring during the pilot period

The City uses a designated third-party data-collection agent called Populus. Populus enables the City to independently evaluate, monitor, and enforce requirements of the e-scooter pilot. The pilot permit also required Bird and Spin to provide monthly reports during the pilot period with records of maintenance activities, reported collisions, monthly ridership and calculated monthly fleet utilization. The permit also asked for, if collected, an aggregated breakdown of customers gender and age. However, neither Bird or Spin collected demographic data.





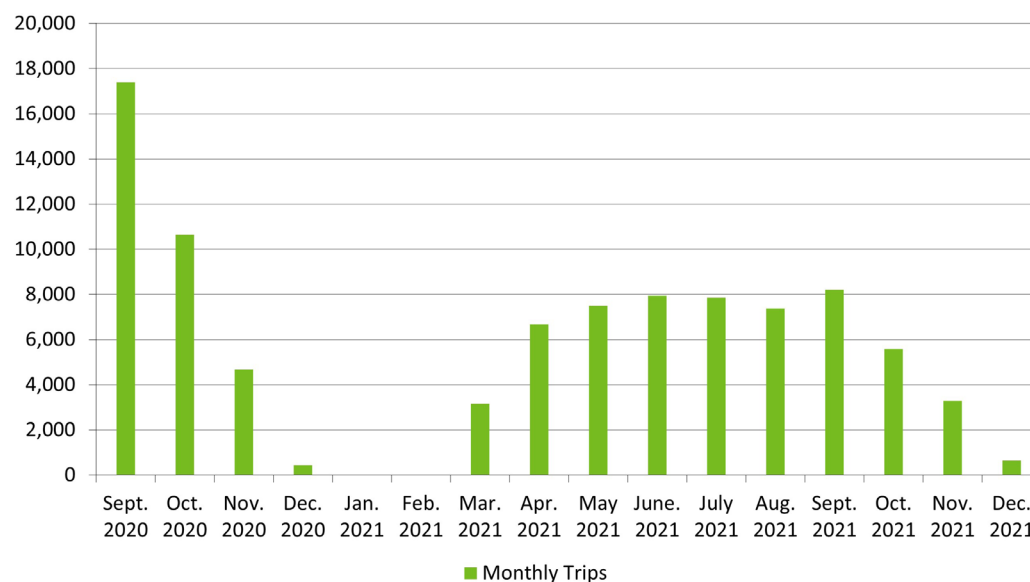
# Current Results and Findings

As mentioned in the previous section, the City utilized a third-party mobility manager (Populus) to collect data for evaluation and compliance monitoring of the e-scooter pilot program. Populus has been a tremendous benefit for observing ridership behavior but also for the enforcement of requirements found within the pilot permit. Populus allowed the City to independently monitor:

- Compliance that e-scooters were only operating within the pilot zone
- Compliance with e-scooters only being operable from 7 a.m. to 10 p.m.
- Compliance with the permitted fleet size of no more than 250 e-scooters per e-scooter company
- E-scooter companies' utilization rates
- Trips generated by e-scooter users
- Routes taken by e-scooter users
- Parking events made by e-scooter users

**Ridership Behavior |** In the 16 months of the e-scooter pilot, 91,400 trips were taken on Bird and Spin e-scooters by 25,030 individuals. Spin officially removed its e-scooter fleet from City ROW on December 5, 2021 while Bird officially removed its fleet on December 27, 2021.

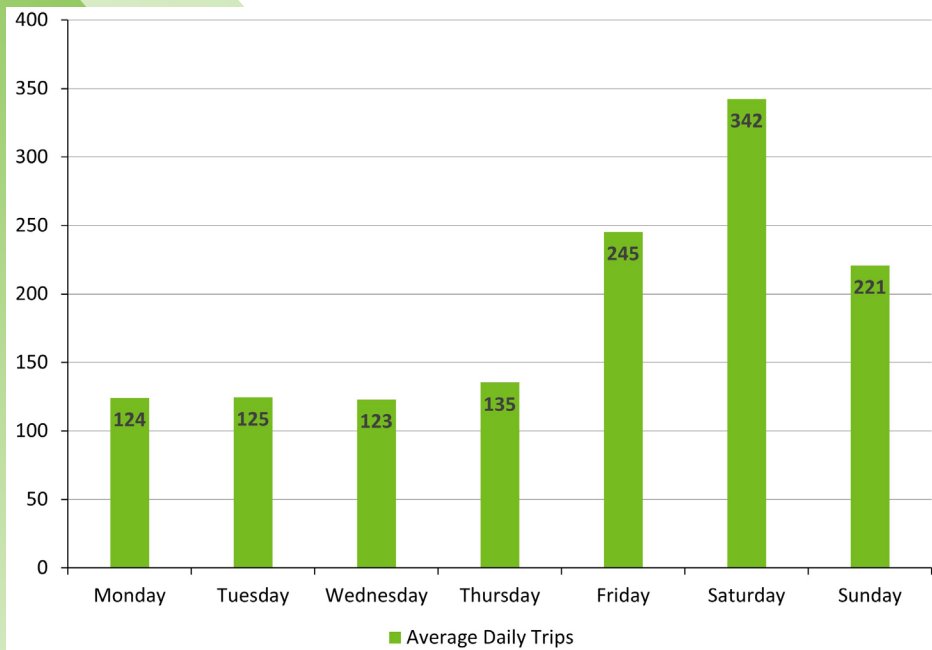
Lincoln residents and visitors rode 123,886 miles on Bird and Spin e-scooters. That total is equivalent to going around the world almost five times. Each trip averaged a distance of 0.95 miles with an average time of 12 minutes and 11 seconds. The number of trips seen over the course of the e-scooter pilot demonstrate there being a demand for this shared mobility transportation option. **Figure 1**, below, shows the monthly daily trips over the 16 month e-scooter pilot.



**Figure 1: E-Scooter Trips by Month**



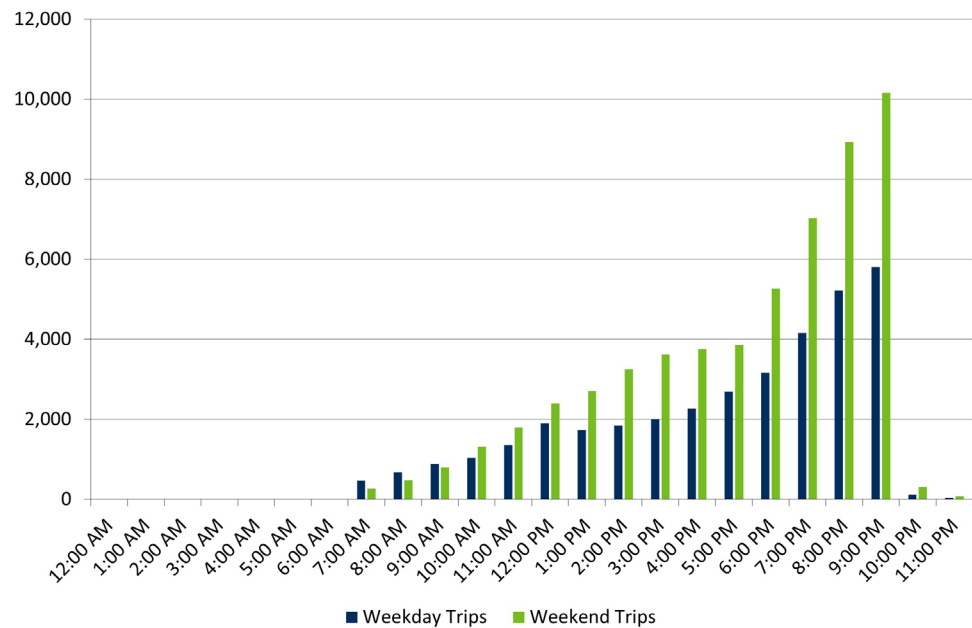
Further examining the e-scooter trips showed Saturdays as having the highest average of trips taken per day. Overall, the weekends saw the highest number of trips taken. Those trends can be seen below in **Figure 2**.



**Figure 2: Average E-Scooter Trips by Day of the Week**

**Figure 3** illustrates peak ridership hours broken down by weekday and weekend trips. E-scooter trips steadily increased from 6 p.m. to its peak at 9 p.m. The steep decline after 9 p.m. came from the 10 p.m. curfew set for e-scooters. If an e-scooter user started a trip before 10 p.m. they could ride until they ended their trip.

Trips taken after the 10 p.m. curfew will be discussed in further detail in the “E-scooter Compliance” section.

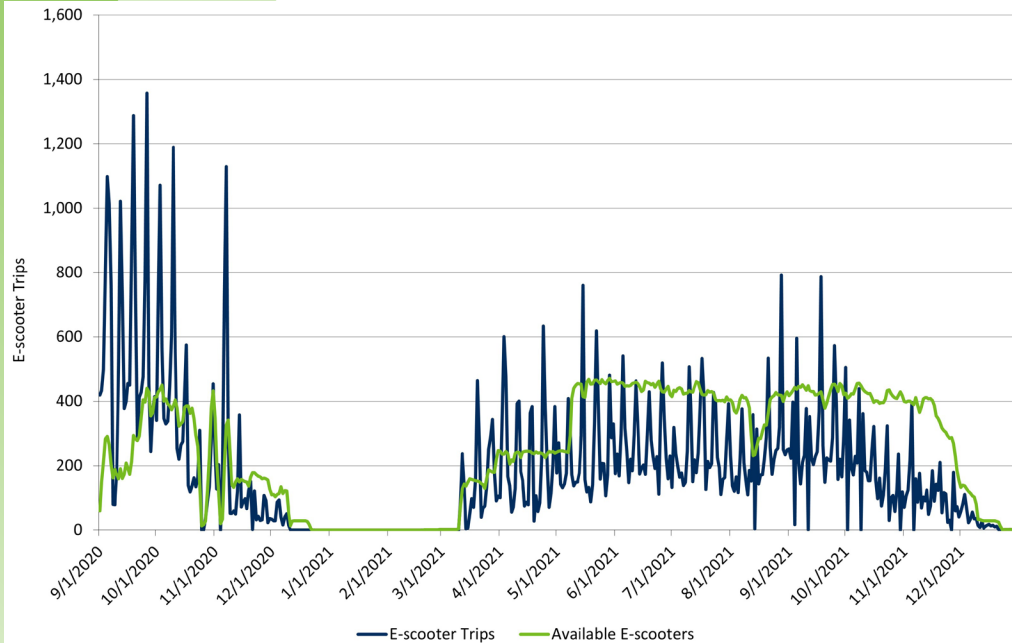


**Figure 3: Daily E-Scooter Trips Taken Per Hour**

**Fleet Size & Utilization Rate |** Over the course of the pilot program, Bird and Spin deployed a combined total average of 252 e-scooters per day. A formal request to increase fleet size must be accompanied by documentation demonstrating a Minimum Utilization Rate (MUR) of three or greater riders per day. The MUR is calculated by dividing the sum of the total daily trips within the City by the sum of the total devices available daily.



In the 16 months of the e-scooter pilot, Bird and Spin had a combined MUR of 0.81 trips per e-scooter per day. Neither company made a request for an increase in their fleet size. **Figure 4** shows the breakdown of daily trips compared to the daily number of e-scooters available.



**Figure 4: Daily Trips and Available E-scooters**

**Trip Origins, Destinations, Routes |** E-scooter users mostly started trips (origins) or ended trips (destinations) in the Haymarket or near there. The data also suggests that users were more likely to start or end their trips at designated e-scooter parking locations. Of the 91,400 trips taken in Lincoln, the top five trip origins and destinations were:

Top Five Trip Origins:

1. The Mill Coffee Shop - N. 8th & P streets
2. 8N Lofts - S. 8th & N streets
3. Lincoln Post Office - N. 7th & R streets
4. HopCat Restaurant - Canopy & P streets
5. Latitude Apartments - S. 11th & N streets

Top Five Trip Destinations:

1. HopCat Restaurant - Canopy & P streets
2. The Mill Coffee Shop - N. 8th & P streets
3. Lincoln Post Office - N. 7th & R streets
4. N-Zone Sports Bar - N. 7th & Q streets
5. Latitude Apartments - S. 11th & N streets





The most popular routes were determined by aggregating trip counts over street segments. E-scooter trips that had poor or unusable GPS data were not included in any routes. Of the 91,400 trips taken, 93.1% of those trips were “routable” trips. The top 10 street segments most heavily traveled by e-scooter users were:

#### Top 10 Street Segments:

1. Q Street | Canopy to N. 7th streets - 15,026 trips
2. P Street | N. 9th to N. 10th streets - 13,825 trips
3. R street | Canopy to N. 7th streets - 13,345 trips
4. N. 8th Street | P to O streets - 13,113 trips
5. Canopy Street | Q to P streets - 12,604 trips
6. P Street | N. 7th to N. 8th streets - 10,146 trips
7. N. 13th Street | Q to P streets - 8,801 trips
8. S. 8th Street | O to N streets - 8,581 trips
9. N. 11th Street | Q to P streets - 8,478 trips
10. Canopy Street | O to N streets - 7,706 trips

**Parking |** Similar to the patterns seen with trips and routes, parking events predominately occurred in the Haymarket. Also, six of the top 10 parking locations were designated e-scooter parking. The top 10 parking locations were:

#### Top 10 Parking Locations:

1. HopCat - Canopy & P streets
2. The Mill Coffee Shop - N. 8th & P streets
3. Latitude Apartments - S. 11th & N streets
4. Blue Sushi Sake Grill - N. 8th & R streets
5. Lincoln Post Office - N. 7th & Q streets
6. Grand Manse - N. 9th & P streets
7. 8N Lofts - S. 8th & N streets
8. The Oven - N. 8th & P streets
9. Embassy Suites Lincoln - N. 11th & P streets
10. N-Zone Sports Bar - N. 7th & Q streets



**E-scooter Environmental Impact** | The City of Lincoln's Climate Action Plan acknowledges the need to significantly reduce greenhouse gas (GHG) emissions to slow the pace of climate change. One of the key initiatives identified in the plan is a call to "Build a Decarbonized and Efficient Transportation System."<sup>1</sup> E-scooters contribute to that initiative by replacing car trips and other high-carbon modes of transportation.

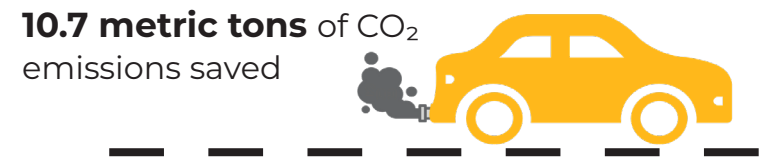
Lincoln's 2021 e-scooter user survey found that 21% of e-scooter trips taken replaced car trips during the 16 month pilot program. This is a good start given this is the first year, during a global pandemic and only covered a small geographic area. The percentage of e-scooter trips that replace car trips will continue to increase as the operating area is expanded upon and e-scooters are utilized to complete additional first mile/last mile trips.

To advance key initiatives from Lincoln's Climate Action Plan, e-scooters will need to replace more car trips while reducing replacement of low-carbon trips (e.g., walking or biking). Providing safe, comfortable, and accessible infrastructure for e-scooter riders and other vulnerable road users (e.g., pedestrians and bicyclists) will help in the goal of decreasing the use of high-carbon modes of transportation.

Lincoln's percentage of e-scooter trips that replaced car trips was used to determine e-scooters estimated environmental impact defined as the amount of carbon dioxide (CO<sub>2</sub>) emissions saved.

To calculate the amount of CO<sub>2</sub> emissions saved, 21% of the total miles ridden on Bird and Spin e-scooters (26,016 miles) were multiplied by the average tailpipe CO<sub>2</sub> emitted from driving a passenger vehicle for one mile (411 grams/mile). The average used was obtained from the Environmental Protection Agency (EPA).<sup>2</sup>

The estimated environmental impact from Bird and Spin e-scooters resulted in:



During the pilot program, e-scooter riders replaced 26,891 miles that would have been driven by a car.<sup>3</sup> That is equivalent to making 224 round trips from Lincoln to Omaha.



**E-scooter Company Compliance** | Over the course of the pilot program, Bird and Spin received a total of nine compliance warnings. Bird received six compliance warnings with two being formal written letters for operating on home football game days. Spin received three compliance warnings with one being a formal written letter for having devices operable between the hours of 10 p.m. to 7 a.m. The section below details the nine compliance warnings and responses from the e-scooter companies

#### Bird Compliance Warnings:

##### 1. Devices Inoperable from 10 p.m. to 7 a.m. | Section 1101.M.a of the Pilot Program Permit

a.) On September 4, 2020 a LPD officer witnessed a pair of Bird e-scooters operating after the 10 p.m. curfew. An email was sent to Bird notifying them of the compliance warning and their need to address the issue immediately.

b.) Bird verified that no rides could start after the 10 p.m. curfew. However, if a ride started right before 10 p.m. the ride could continue past the curfew. Bird and the City agreed to limit e-scooter speeds on e-scooter rides that go past the curfew. This solution would encourage riders to end their rides as soon as possible after 10 p.m.

##### 2. Devices Inoperable from 10 p.m. to 7 a.m. | Section 1101.M.a of the Pilot Program Permit

a.) On September 22, 2020 the City observed three Bird e-scooters operating after the 10 p.m. curfew through the third-party mobility manager, Populus. An email was sent to Bird notifying them of the compliance failure and the City gave them until the close of business (COB) to address and resolve the issue immediately.

b.) Bird's engineering team believed there was a software issue with the operating hours commands and the post-operating hours speed limit commands. Bird's engineering team created a revised set of commands and verified that issue was resolved out in the field.

##### 3. Bird Fleet Size | Section 402 of the Pilot Program Permit

a.) In Populus, the City observed that the hourly vehicle count for Bird e-scooters was over the 250 e-scooter dynamic cap on two separate occasions. The first was on September 24, 2020 from 3 to 11 p.m. where Bird had an hourly average of 270 e-scooters in the City ROW. The second was on September 26, 2020 from 3 to 8 p.m. the next day where Bird had an hourly average of 260 e-scooters. The City notified Bird of their compliance failure and asked Bird to address the issue.





b.) Bird determined that the issue arose from the City and Bird using two different measures that resulted in differing vehicle count averages. The City and Bird agreed to use the hourly average vehicle count to avoid any misunderstandings in the future.

#### 4. Operating on Home Game Days | Section 1101.M.b of the Pilot Program Permit

a.) On November 14, 2020 Bird e-scooters remained operational during an UNL home football game. A total of 358 trips were made during the day due to “back end errors.” The City responded with a formal written warning stating the following: “...should Permit violations occur again, the City may either revoke the permit or follow City code and file criminal actions as written in Section 12 of the City Ordinance No. 20931.” The written letter also asked Bird to provide a written plan on how they would prevent similar violations from occurring.

b.) Bird responded with a written plan to ensure a similar violation did not occur. Bird’s engineering team resolved “back end errors” and tested the fix to ensure effectiveness. Bird also provided a fail-safe which involved removing e-scooters should the need arise.

#### 5. Late Retrieval Response | Section 1101.C of the Pilot Program Permit

a.) On November 28, 2020 a Haymarket property owner emailed the City about two Bird e-scooters parked on their private deck. Bird did not address the issue within the two hour retrieval window. The City notified Bird of the issue and Bird realized that they had arrived at the opposite end of the block.

b.) The City directed Bird to conduct more thorough inspections when receiving calls about relocating or rebalancing e-scooters.

#### 6. Operating on Home Game Days | Section 1101.M.b of the Pilot Program Permit

a.) On May 1, 2021 Bird e-scooters remained operational during a home football game with a total of 200 trips made from 7 a.m. to noon that day. The City responded with a formal written warning asking for a written explanation into how this incident differed from last year’s violation. The City also let Bird know that this second violation could impact future requests for fleet size increases.

b.) Bird responded with a written plan that involved conducting code reviews and inspecting their devices the morning before a game. They would also provide an email notification on game day mornings confirming Bird e-scooters were inoperable.



## Spin Compliance Warnings

### 1. Devices Inoperable from 10 p.m. to 7 a.m. | Section 1101.M.a of the Pilot Program Permit

a.) On September 4, 2020 a LPD officer witnessed three Spin e-scooters operating after the 10 p.m. curfew. An email was sent to Spin notifying them of the compliance warning and their need to address the issue immediately.

b.) Spin set up its system so no rides could start between 10 p.m. and 7 a.m. Spin also agreed to add additional educational screens about Lincoln's operational hours.

### 2. Geofencing Requirement | Section 1101.O of the Pilot Program

a.) On September 4, 2020 a LPD officer witnessed a Spin e-scooter operating well outside of the Pilot Program Zone. An email was sent to Spin notifying them of the compliance warning and its need to resolve the geofencing issue by COB or all Spin e-scooters would be made inoperable and removed from City ROW.

b.) Spin was able to resolve this issue by implementing an additional layer of No Ride Zones along the border of the service area to ensure Spin e-scooters could not operate outside of the Pilot Program Zone.

### 3. Devices Inoperable from 10 p.m. to 7 a.m. | Section 1101.M.a of the Pilot Program Permit

a.) On October 9, 2021 LPD officers responded to a call about a Spin e-scooter user that allegedly hit a parked car after the 10 p.m. curfew. An email was sent to Spin asking them to investigate the situation immediately. Spin notified the City that a local Spin employee used administrative features to unlock the Spin e-scooter. The City responded with a formal written warning stating the following: "...should Permit violations occur again, the City may either revoke the permit or follow City code and file criminal actions as written in Section 12 of the City Ordinance No. 20931." The written letter also asked Spin to provide a written plan on how they would prevent similar violations from occurring.

b.) Spin responded with a written plan that involved evaluating its operating procedure regarding employee access. Spin would also be advising all its employees of company and local policies.



**E-scooter Observations |** LTU Traffic Engineering observed e-scooter use at six different locations in the downtown area throughout the summer of 2021. During these observation periods (15 hours in total), one staff member was tasked with observing:

- E-scooter users riding in the street
- E-scooter users riding on the sidewalk
- E-scooter users following traffic laws
- E-scooter users violating traffic laws
- Properly parked e-scooters
- Improperly parked e-scooters
- Suspected underage riding
- Bikes riding on the sidewalk
- Privately owned e-scooter usage

The six different locations were selected based on e-scooter activity shown in Populus. Those six locations were:

- |                       |                        |
|-----------------------|------------------------|
| 1. N. 8th & R streets | 4. Canopy & P streets  |
| 2. N. 7th & Q streets | 5. N. 11th & P streets |
| 3. N. 8th & P streets | 6. N. 14th & R streets |

In total, 27 e-scooter trips were observed during the six observational periods that occurred on:

- Thursday, June 24th from 11 a.m. to 1 p.m.
- Thursday, July 1st from 6 p.m. to 9 p.m.
- Saturday, August 21st from 5 p.m. to 7 p.m.
- Friday, August 27th from 6 p.m. to 9 p.m.
- Saturday, September 25th from 5 p.m. to 9 p.m.
- Friday, October 1st from 6 p.m. to 9 p.m.

The e-scooter observations found that:

**70.4%** of users were seen riding in the street

**74.1%** of users were seen following traffic laws

**98.7%** of e-scooters were parked properly. Most of these locations had designated e-scooter parking

The e-scooter observations also found:

**1** person suspected of riding e-scooters underage

**3** people riding on privately owned e-scooters

**30** people riding bikes on the sidewalks downtown

**Injury & Crash Analysis |** Of the 91,400 trips taken on Bird and Spin e-scooters, LPD documented four medical calls where an e-scooter user either fell and injured themselves or an e-scooter user ran into a pedestrian. One of those medical calls occurred on November 5, 2020 and involved a 73-year-old pedestrian who was struck by a 16-year-old juvenile Bird user illegally riding on the sidewalk. The pedestrian was transported to the hospital and the juvenile was cited with a driving within sidewalk space.

Bird now requires any new users to scan a valid Driver's License to confirm the user is 18 years or older. Spin has the same policy in place. Targeted educational and communication efforts were also increased to remind users of the age requirement to ride an e-scooter.





Currently, the state of Nebraska does not consider it an official traffic crash if an e-scooter user:

- Hits a pothole
- Loses control and wipes out
- Hits a parked car
- Strikes a pedestrian or bicycle operator and causes injury

LPD has one documented crash between a motorized vehicle and an e-scooter user that occurred on September 5, 2020. The e-scooter user was riding on the sidewalk and entered the crosswalk when struck by the motorized vehicle. The crash resulted in the e-scooter user having visible but not disabling minor injuries (minor cuts, swelling, etc.). The e-scooter user was cited with violating an automatic traffic signal and released.

Outside of crash reports the City does not have access to additional injury data. Local hospitals do not currently track injury data specific to e-scooters. If LPD is not called, there is no way to know about any injuries or crashes. It is also important to note that LPD does not differentiate between City authorized e-scooters and personally owned e-scooters.

## Feedback

The City recognizes the importance of feedback and provided community members with a variety of options to communicate questions, comments, and concerns about the pilot program. Lincoln residents and visitors could contact the City by phone, email, or via UPLNK (a free mobile phone app used to report non-emergency quality-of-life issues within city limits). The City department predominately handling e-scooter related feedback was LTU Traffic Engineering. People could also contact Bird or Spin through their 24-hour customer service phone numbers or through their customer service emails.

Biweekly meetings were also held with City staff and partners to answer and address any issues or questions that came up during the pilot program. Those meetings included the following City staff and partners:

- Lincoln Police Department (LPD)
- City Parking Services
- Lincoln Transportation and Utilities (LTU)
- Lincoln Lancaster County Health Department (LLCHD)
- City Attorney's Office
- University of Nebraska (UNL) Planning Staff
- University of Nebraska Police Department (UNLPD)

The following section details some of the feedback received from the general public, City staff and partners during the e-scooter pilot program.

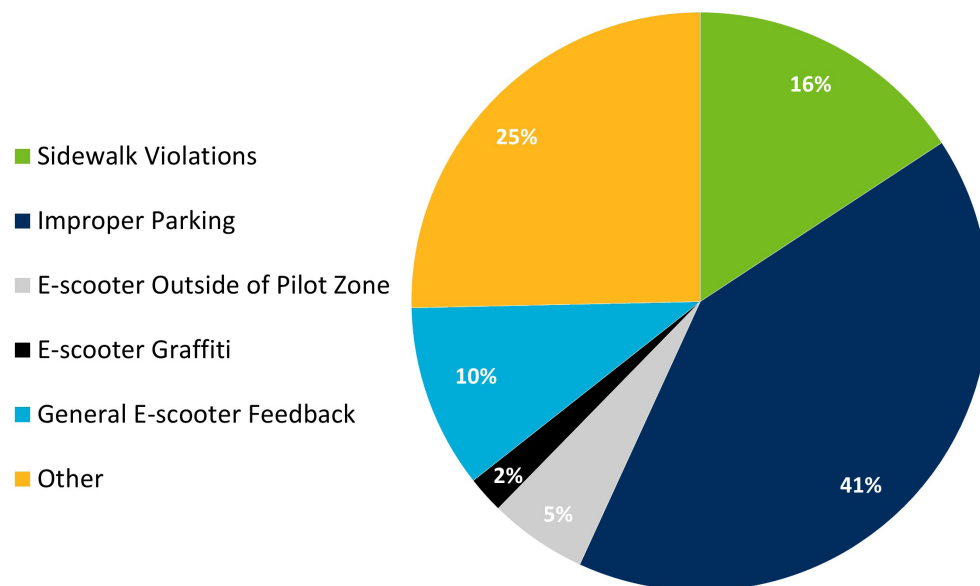


**Feedback Categories** | LTU Traffic Engineering staff received a total of 146 calls, emails, and UPLNK comments related to e-scooters. More specifically, the City received 14 calls, 85 emails, and 47 UPLNK comments.

The feedback came from a variety of people and was broken down into six categories:

1. Sidewalk violations
2. Improper parking
3. E-scooters outside the Pilot Zone
4. E-scooter graffiti
5. General e-scooter feedback/questions
6. Other

**Figure 5** shows the feedback by categories and their associated percentage amounts.



**Figure 5: Feedback Categories**

Feedback pertaining to improperly parked e-scooters was the most frequently mentioned topic by the general public (e.g. Haymarket residents and business owners) and City staff and partners. If the issue required immediate attention, the comment would be redirected to the appropriate contact at Bird or Spin to resolve in a timely manner.

An unexpected issue to appear more than once was e-scooter graffiti. E-scooter tires were used by some to leave tire marks on pavement with vulgar images or words. All parties were notified of the issue and in some cases immediate action was taken. For example, a pair of e-scooter users were captured on video by Parking Services who then gave Bird the exact location and time of the incident. Bird was able to find both users and suspended their accounts preventing them from using any Bird e-scooters in the future.

In addition to the feedback received by LTU, the Lincoln Police Department received 30 miscellaneous calls for service pertaining to e-scooters that ranged from sidewalk violations to improperly parked e-scooters. It is important to note, that LPD does not distinguish between personally owned e-scooters and those participating in the pilot program. Lincoln residents were also able to contact Bird and Spin with questions, comments, and concerns. During the pilot program, Bird and Spin received a total of 72 retrieval requests.



**E-scooter User Survey |** A user survey was created and distributed by LTU Traffic Engineering via LTU social media. Bird and Spin also distributed the user survey to their Lincoln user base by email and in-app messaging. The overall goal of the survey was to gain a better understanding of the e-scooter pilot from the perspective of those who have used Bird and Spin e-scooters in Lincoln.

The survey consisted of 25 questions and was open to the public from December 9, 2021 to December 27, 2021. Of the 71 respondents, 22 were removed because they indicated not being e-scooter users in Lincoln. The full list of questions and responses are found in Appendix D. Some key findings from the user survey are down below:

**59%** of users said they were “very supportive” of the pilot program continuing as is

**51%** of users said they first tried an e-scooter because it looked fun/were curious to try it out

Another **29%** said they first tried an e-scooter because of the relative ease of traveling

When asked about a user’s familiarity with local e-scooter operating and parking rules:

**88%** of user’s said they were “familiar” or “somewhat familiar” with the local operating and parking rules

However:

**39%** of users said they most often rode on the sidewalk

**22%** of users were not aware there were City designated e-scooter parking locations available

**45%** of users said they felt “very safe” or “safe” when riding an e-scooter

**21%** of users said they felt unsafe while riding in the street or in a bike lane, which prevented them from riding e-scooters more

**Ease of Use** and **Availability** were the top two reasons that influenced riders to continue using e-scooters

If an e-scooter wasn’t available:

**62%** of users would have walked

**21%** of users would have used a car or a taxi/Uber/Lyft

Of e-scooter users:

**41%** were between the ages of 18 and 34

**60%** identified as male

**69%** identified as white and **23%** identified as black, indigenous and people of color (BIPOC)





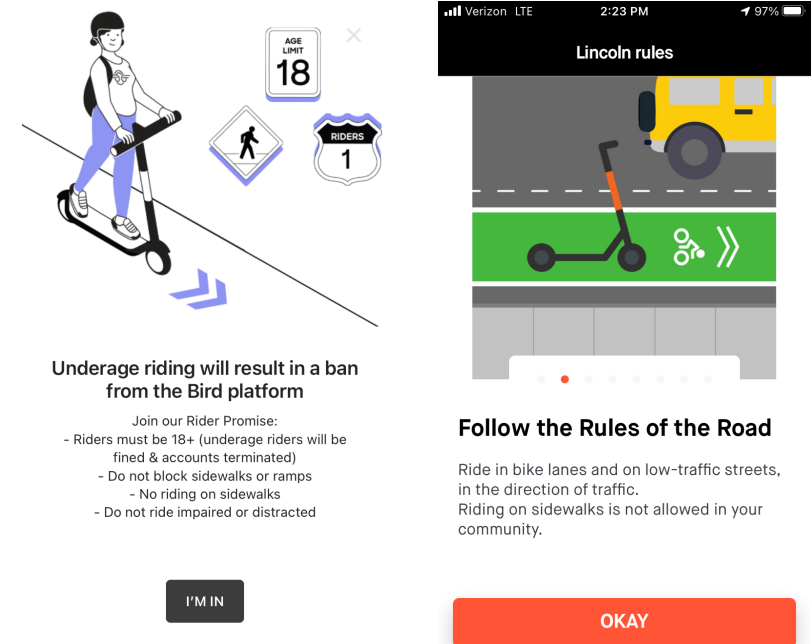
# Safety, Education, and Public Engagement

The City's top priority for this pilot program is the safety of e-scooter users and pedestrians. Coordination efforts with Bird and Spin were done to ensure safety was promoted through their messaging and educational efforts. For example, Bird and Spin altered their in-app messaging to reflect the City's concerns around sidewalk riding and improperly parked e-scooters.

LTU Traffic Engineering also coordinated with multiple City departments to strengthen communication around safety, education, and public engagement efforts. Below is a list of the actions taken by the e-scooter companies and City staff.

## E- Scooter Companies

- Sent multiple emails to Lincoln users reminding them that riding e-scooters on downtown Lincoln sidewalks is violating municipal code and can result in a fine.
- Alerted users as soon as they opened the app that e-scooters are not to be operated by people under the age of 18 or ridden on sidewalks.

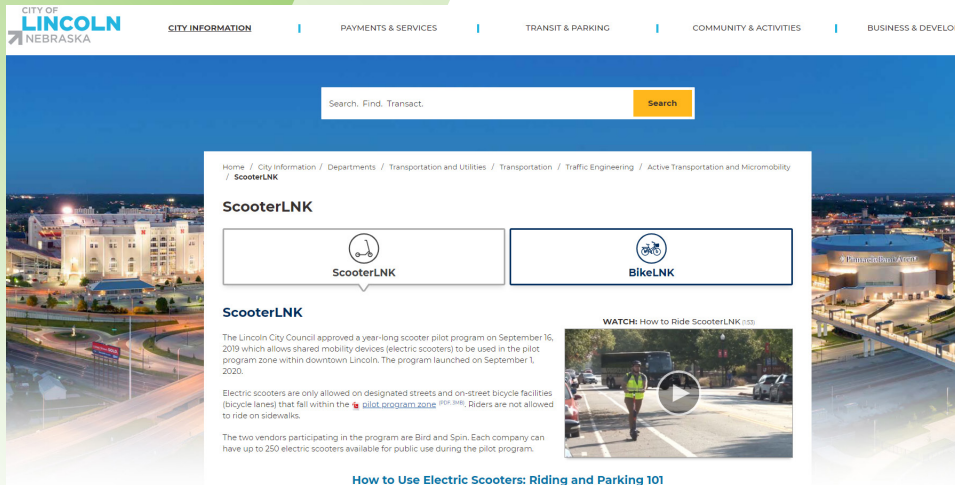


- Spin also placed stickers on its e-scooter fleet with a message reminding users not to ride on sidewalks.
- Additionally, Spin placed small A-frame boards on City ROW reminding users not to ride on the sidewalks.



## City Staff

- City staff along with Bird and Spin coordinated three safety and educational events during the pilot program. These events educated Lincoln residents on how to safely use e-scooters while also informing people of all e-scooter operating and parking rules.
- LTU staff created a ScooterLNK webpage where operating and parking rules were shared with users. This page also contained customer service contact information for Bird and Spin.
  - LTU staff also included a frequently asked questions (FAQ) section to further assist people with all things ScooterLNK.



- LTU staff created an educational video detailing the top six things that someone should know before riding an e-scooter.



- LTU staff created a myriad of social media content related to the e-scooter pilot that were posted on LTU's social media platforms (Facebook, Instagram, and Twitter).





## WHERE SHOULD PEOPLE RIDE?

Shared Micromobility in Downtown Lincoln

### BikeLNK and ScooterLNK

- Bikes and scooters should **NOT** be ridden on sidewalks
- Users can only ride on the street or in on-street bike facilities like bike lanes



- LTU staff tested the geofencing capabilities of Bird and Spin during the pilot program to ensure that they were complying with the permit. Any issues found were communicated to Bird and Spin.
- LTU staff addressed feedback received from the general public, City departments, and City partners and coordinated with Bird and Spin to resolve issues.
- During the pilot program, LTU staff conducted bi-weekly meetings with Bird and Spin to discuss questions, issues or feedback that needed addressed.

- LTU staff presented on the e-scooter pilot to the Pedestrian and Bicycle Advisory Committee (PBAC) as well as the Lincoln Southeast Kiwanis Club.
- LTU staff was also invited to answer questions, comments, and concerns pertaining to the pilot program during a Lincoln Haymarket Development Corporation (LHDC) meeting.

### City Staff - Mid-Year Report Actions

Over the course of the pilot program, several of the recommendations identified in the Mid-Year E-Scooter Pilot Report were implemented. Those included:

- LTU staff added five new City designated e-scooter parking locations in the Haymarket to help mitigate concerns about improperly parked e-scooters.



- LTU staff created and placed signage reminding people sidewalk riding for bicycles and e-scooters is against municipal code in downtown Lincoln.



- LTU staff conducted e-scooter observations during the summer months of 2021.
- Bird and Spin along with LTU staff hosted two additional safety and educational events in 2021.



- LTU staff continued to utilize LTU's social media platforms and the ScooterLNK webpage to communicate safety and educational messaging.

## E-Scooter Age Requirements

SHARED MICROMOBILITY IN DOWNTOWN LINCOLN

- An e-scooter user must be **18 years or older** to ride an e-scooter
- An e-scooter user must also have a **valid driver's license**
- Children **under no circumstance** are allowed on e-scooters

**LTU**  
CITY OF LINCOLN  
TRANSPORTATION  
AND UTILITIES

*Stay Informed. Be Safe. Have Fun.*

A rectangular white sign with a black border. At the top, the text '18+' is written in bold, black, sans-serif font. Below the text is a black silhouette of a person riding an e-scooter. The sign is mounted on a wooden post against a blue sky.

A photograph of a person riding an e-scooter on a sidewalk. The photo is overlaid with a large, semi-transparent red 'X', indicating that this action is prohibited.

#ScooterLNK





# Recommendations

E-scooters, as a shared micromobility option, advance Lincoln's transportation goals by providing another mode of transportation for community members. As such, current and future program recommendations are listed below. These recommendations ensure the E-scooter Program continues to prioritize the safety of e-scooter users and pedestrians while also working towards providing an accessible and equitable shared micromobility program.

## Current Recommendations

1. Transition from a pilot program to a long-term shared micromobility program.
2. Introduce revisions to e-scooter related municipal codes that reflect recommendations made by City departments and findings from the e-scooter pilot.
3. Introduce municipal code language specific to privately owned e-scooters.
4. Create a new request for qualifications (RFQ) for qualified e-scooter companies to submit offers to obtain shared mobility operator permits.
5. Review and revise the existing terms and conditions of the e-scooter pilot permit.



6. Expand the operating area to include residential neighborhoods south and east of downtown. This could increase the number of e-scooter trips made by commuters.
7. Require a percentage of e-scooters to be deployed in identified zones to ensure equitable access to this mode of transportation.
8. Increase awareness around low-income discount programs to provide more opportunities for all Lincoln residents to utilize this mode of transportation.
9. Evaluate a requirement that e-scooter devices have contact information in braille and raised lettering to make it easier for residents with visual impairments to contact e-scooter companies.
10. Identify and create additional locations for designated e-scooter parking within the operating area.
11. LTU staff should conduct a minimum of 15 hours of e-scooter observations to gain a better understanding of user behavior.
12. Continue utilizing LTU's social media platforms and ScooterLNK webpage for public engagement efforts around e-scooter safety and operating rules.

## Future Recommendations

1. Examine the possibility of having a “device locking requirement.” This may help reduce the instances of improperly parked e-scooters.
2. Consider a limited shared micromobility operations demonstration during a home football game. Bike share bikes and e-scooters would be used to get from designated parking locations to the stadium. The devices would only be operable on predetermined routes. This could help alleviate some congestion concerns in the downtown area during home football games.
3. Work with City staff and e-scooter companies to increase the percentage of e-scooters rides that replace car trips.
4. Coordinate with e-scooter companies to incorporate other modes of transportation into their platforms. This could lead to mobility as a service (MaaS), where users can plan their trips and buy passes for multiple types of mobility services (e.g., e-scooters and bike share bikes).



# Appendix A: E-scooter Pilot Permit

## CITY OF LINCOLN, NEBRASKA SHARED MOBILITY OPERATOR PILOT PROGRAM PERMIT

THIS SHARED MOBILITY OPERATOR PILOT PROGRAM PERMIT (“Permit”) is issued on this \_\_\_\_\_ day of \_\_\_\_\_, 2020, (the “Effective Date”) by the City of Lincoln, Nebraska, a Municipal Corporation (“City”) to VENDOR (“Permittee”). This permit authorizes Permittee to conduct operations, pursuant to the terms below, in the City right-of-way within the Pilot Program Zone.

### PERMITTEE QUALIFICATIONS

The City issued a Request for Qualifications, (RFQ), for the purposes of inviting vendors to participate in a shared mobility device pilot program for the regulation of operation of shared mobility devices as contemplated by City of Lincoln Ordinance 20825 enacted September 23, 2019 and amended by Ordinance 20931 on June 15, 2020; and

Permittee provides electric scooters as part of a shared mobility device operator and was selected by City to implement its operation within the pilot program boundaries; and

Permittee’s operation requires use of the City’s right-of-way within the prescribed areas described in this Permit (“the Pilot Program Zone”); and

City issues this Permit to establish the terms and conditions of the Permittee’s operation in the Pilot Program Zone and to ensure the safety and welfare of all users of the public right-of-way.

### ARTICLE I SCOPE & TERM OF PERMIT

**Section 101. Scope.** The purpose of this Permit is to govern the operation of shared mobility devices by Permittee within the Pilot Program Zone during the Pilot Period and to ensure that such operation is administered in manner that ensures the safety of all users of the City public right-of-way.

**Section 102. Term.** Permittee may deploy its Shared Mobility Device fleet no earlier than September 1, 2020. Permittee must satisfy all preconditions to operation outlined below prior to launch. This Permit, unless earlier terminated as provided below, and shall expire on September 1, 2021.

### ARTICLE II DEFINITIONS

**Section 201.** For the purposes of this Permit, the listed terms shall have the following meaning:

**Director:** The Director of Lincoln Transportation & Utilities or his/her designee.

**Electric Foot Scooter:** Any motor vehicle weighing less than 100 pounds which is powered by an electric motor and has two or three wheels, handlebars, and a floorboard that can be stood upon while riding.

**Minimum Utilization Rate (MUR):** minimum average number of daily rides per device calculated by dividing the sum of total daily rides within City over a 7-day period by the total devices available daily during the same timeframe. For Dynamic Capping purposes, the MUR for Electric Scooters is three (3) rides per day per device for expansion.

**Pilot Program Zone:** a defined area within the City of Lincoln where Permittee shall be permitted to operate during the pilot period. Pilot Program Zone is attached hereto as **Attachment A**.

**Shared Mobility Device Parking Zone:** a defined area designated and marked by the Director as preferred for parking of Shared Mobility Devices.

**Shared Mobility Device:** Indicates any self-service vehicle made available for shared use to individuals on a temporary basis that is displayed, offered or placed for use on any public property. Shared mobility devices may include, but are not limited to, Shared Electric Foot Scooters.

### ARTICLE III MINIMUM SAFETY REQUIREMENTS

**Section 301.** Any electric scooters deployed by Permittee for participation in this pilot program shall, at a minimum, meet the following criteria:

- A. At launch, Permittee’s entire fleet must consist of the latest generation model of e-scooter employed by Permittee. Director may waive or alter this provision upon Permittee’s written request and demonstration that all models of e-scooters in Permittee’s fleet, regardless of generation, meet or exceed industry safety standards, sub-sections B-D of this section, and Article V of this agreement.
- B. Must have a maximum speed of 15 mph or less;
- C. Must be designed to be operated in a stand-up mode;
- D. Must have an electric motor of 750 watts or less;
- E. Must have a front light that emits white light visible at 500 feet to the front and a rear red light visible at 300 feet to the rear;
- F. Must have hand brakes compliant with CFR Title 16 Chapter II Subchapter C § 1512.5 (a maximum braking distance of 15 feet when braking with a user of 150 lbs. from a speed of 15 mph)

The City reserves the right to terminate this Permit if the electric scooters deployed by Permittee are determined by Lincoln Transportation & Utilities (LTU) to be unsafe for public use.

**Section 302.** Permittee shall provide a monitored mechanism for customers to notify Permittee during all hours of operation that there is a safety or maintenance issue with any of Permittee’s Shared Mobility Devices.





**Section 303.** Permittee shall have Commercial General Liability Coverage and additional coverages that include the terms contained in the Shared Mobility Device Insurance Requirements (**Attachment B**).

**Section 304.** Permittee shall notify the user, prior to allowing operation, of the following:

- A. Boundaries of the Pilot Program Zone (**Attachment A**)
- B. Failure to wear a helmet while using this Shared Mobility Device can result in injury or death, even in low speed collisions or falls.
- C. Pursuant to Lincoln City Ordinance (**Attachment C**), Shared Mobility Device users shall not ride on the sidewalk in the Pilot Program Zone.
- D. All users of motorized Shared Mobility Devices must be over the age of 18 and hold a valid operator's permit.
- E. Proper usage around railroad tracks, construction areas and other common local hazards.
- F. The following language related to personal insurance coverage: "Your insurance policies may not provide coverage for accidents involving the use of this scooter. To determine if coverage is provided, you should contact your insurance company or agent."
- G. Electric Scooters shall not be carried on StarTran buses.
- H. Electric Scooters shall not be ridden on multi-use paths (i.e., City trails).
- I. Any and all additional safety-related information as required by the Director.

**Section 305.** Permittee acknowledges that the City of Lincoln is not responsible for educating users regarding helmet requirements and other laws. Neither is the City responsible for educating users on how to safely ride or operate a Shared Mobility Device. Permittee agrees to educate users on complying with applicable laws and safely riding and operating a Shared Mobility Device in the City of Lincoln and to instruct users to wear helmets.

#### ARTICLE IV FLEET SIZE

**Section 401.** At launch, Permittee may deploy no more than **250** total Electric Scooters.

#### **Section 402. Dynamic Cap**

- A. After launch, Permittees may increase their fleets by written request to the Director
  - i. Each request must be accompanied by documentation demonstrating a Minimum Utilization Rate (MUR) of three (3) or greater rides per day
  - ii. City will verify documentation using real-time (if available) and historical data
  - iii. City will issue a final adjustment decision within 14 business days of receipt of the written request
- B. Beginning thirty (30) days after deployment and continuing monthly thereafter, the Director will review Permittee fleets for utilization below, at or exceeding the MUR.

- i. Upon determining that a Permittee fleet has not met an MUR of two (2) rides per vehicle per day during the preceding week, City may issue a formal notice of removal
  - ii. Permittee fleets with utilization below an MUR of two (2) rides per vehicle per day must remove the number of devices necessary to meet or exceed an MUR of at least two (2) rides per device per day within forty-eight (48) hours of City's formal notice.
- C. In evaluating fleet adjustment requests and notices of removal, City will consider the following factors in making its adjustment decision:
  - i. Market needs
  - ii. Total number of Shared Mobility Devices deployed
  - iii. Utilization
  - iv. Permittee performance and compliance
  - v. Public safety
  - vi. Criteria outlined in this Permit

#### ARTICLE V VEHICLE REQUIREMENTS

##### **Section 501: Identification**

- A. All Permittee devices shall display a unique device identification number, clearly visible from a distance of at least 30 feet
- B. All Permittee devices shall display customer service contact information, including at least one (1) method capable of response with two (2) hours or less during all hours of operation
- C. All Permittee devices shall display clear safety and operating instructions

**Section 502. Technology.** All Permittee devices shall, at a minimum, have the following operational components:

- A. Onboard GPS system
- B. Theft deterrence and security hardware
- C. Warning bell or other sound device
- D. Lighting per the Minimum Safety Requirements
- E. A maximum speed of 15 mph or less
- F. Hand brakes compliant with CFR Title 16 Chapter II Subchapter C § 1512.5 (a maximum braking distance of 15 feet when braking with a user of 150 lbs. from a speed of 15 mph)
- G. Geo-fencing capabilities that, at a minimum, prevent a User from ending a trip within a defined Prohibition Zone as defined by the Director

**Section 503.** Shared Scooters shall meet US Consumer Product Safety Commission (CPSC) standards for weight bearing and any other state and national standards



## ARTICLE VI MAINTENANCE

**Section 601.** Permittee shall ensure that all fleet devices are in good working order and safe to operate.

**Section 602.** Permittee shall provide monthly maintenance reports reflecting regular maintenance performed, repairs and devices taken out of service on a per device basis, along with a brief summary of the issue and whether it was resolved.

**Section 603.** Inoperable fleet devices shall be removed from City right-of-way within two (2) hours of notification

**Section 604.** Fleet devices no longer utilized will be expected, to the extent possible, to be sustainably retired from service, either by donation, recycling of component materials, or other reuse.

## ARTICLE VII INDEMNIFICATION, BOND, AND INSURANCE REQUIREMENTS

**Section 701. Permittee Indemnification of City.** Permittee shall defend, indemnify, and hold harmless City and any of its agencies, officials, officers, and employees from and against all claims, damages, liability, losses, costs and expenses, including reasonable attorneys' fees, arising out of or resulting from acts or omissions in connection with the performance under this Permit by Permittee, Permittee's employees, agents, or contractors, or others for whom Permittee is legally liable. Permittee shall be released from its obligations under this section if the loss or damage was caused solely by the willful misconduct or negligence of the City, its agencies, officials, officers, or employees. Permittee shall be released from its obligations under this section if the loss or damage was caused solely by the City's negligent construction or maintenance of public infrastructure. In the event Operator and City are both liable, liability shall be apportioned comparatively. This Permit requires Permittee to obtain specified limits of insurance to insure the indemnity obligation and claims filed against such insurance shall be limited to claims in which the Operator has agreed to indemnify the City.

### **Section 702. User Indemnification**

Permittees will include in its rider user agreement a requirement that all persons or entities using Permittee's device forever releases and relinquishes and discharges the City of Lincoln from any and all claims, demands, disputes, losses liabilities, debts liens, charges, penalties, proceedings, causes of action and damages, including for personal injury, wrongful death, property damage, and injury to the rider or third parties which arise from or are related directly or indirectly to Permittee's operation under this permit. Permittee shall provide a copy of its user agreement to City for review and approval.

### **Section 703. Insurance Requirements.**

- A. Prior to operation, Permittee shall provide adequate documentation of compliance with Shared Mobility Device Pilot Program Insurance Requirements (**Attachment B**).
- B. Permittee shall maintain required insurance at all times during the Pilot. Failure to do so will result in immediate termination of this Permit and participation in the pilot program.

**Section 703. Bond Requirements.** Permittees shall present a bond amount in cash, escrow agreement, or letter of credit of **\$30.00** per fleet vehicle as a performance bond to ensure adherence to and compliance with Pilot requirements

## ARTICLE VIII FEES

**Section 801.** Permittee shall pay an initial one-time Pilot Program Permit Fee of \$7,500.00 by no later than August 21, 2020. Permittee shall in addition pay City a per-ride fee of \$0.15 per trip for the duration of the Pilot Program. Per-ride fees shall be billed in arrears on the first day of each month for all rides occurring in the month prior.

**Section 802.** Monthly per-ride payments must be received by the City no later than the 5<sup>th</sup> calendar day of the month or financial penalties may be applied to the Permittee.

**Section 803.** Any fees or reasonable costs arising from the need for City staff, or its designee, to relocate, remove, and store a Shared Mobility Device from any location where a Shared Mobility Device is prohibited shall be equal to the City staffs', or its designee's, hourly rate plus fifteen percent (15%).

**Section 804.** If the City incurs any costs addressing or abating any violations of these permit requirements or incurs any costs of repair or maintenance of public property, upon receiving written notice of City costs, the Permittee shall reimburse the City for such costs within thirty (30) days.

## ARTICLE IX USER ENGAGEMENT, EDUCATION, AND SAFETY

**Section 901.** During the Pilot Program, Permittee will hold at least two (2) "first ride" or other instructional public safety sessions to educate users on the legal and safe operation of the shared mobility device. One session shall be held within fourteen (14) days prior to launch and in coordination and cooperation with all other Pilot Program Permittees. Failure to cooperate and participate in the initial training session shall result in Permittee's suspension of authority to operate under this Permit until said training is conducted.



**Section 902.** Permittee will make available to Lincoln users (in-person, or by mail or other means) a minimum of 100 helmets, at no cost. Permittee will make available to all Lincoln users (in-person, or by mail, or other means) a helmet at a discount rate of at least 50%. Permittee shall make available to each Lincoln participant in its low-income program a helmet at no cost.

**Section 903.** Permittee will coordinate and cooperate with City in City's production of other Shared Mobility Device education and public safety efforts.

**Section 904.** Permittee shall provide City with a description of its Centers for Disease Control- compliant sanitation plan related to the COVID-19 pandemic.

## ARTICLE X

### DEPLOYMENT, PARKING, & REBALANCING

**Section 1001.** Permittees shall not deploy their fleet:

- A. Outside the Pilot Program Zone (**Attachment A**)
- B. Within transit shelters
- C. Within 15' of docked bikeshare stations
- D. In public parks
- E. On private property without written permission from the property owner
- F. In such a way that would interfere with a minimum of 4 feet of unobstructed walking space on a sidewalk (paved or unpaved). Within 15 feet of any ingress or egress of any building with frontage on City right-of-way
- G. In violation of any local, state or federal law, rule or regulation, including the Permit Requirements
- H. In any Director-defined Prohibition Zone

**Section 1002.** Permittees shall deploy their fleet:

- A. In the "street furniture" area of the sidewalk, adjacent to the curb, leaving at least four (4) feet of pedestrian clear zone
- B. Pursuant to a Deployment and Parking Plan developed in consultation with the Director

**Section 1003.** Permittees are encouraged to deploy their fleet:

- A. Near transit zones and parking garages.
- B. Demarcated Parking Areas, if available.

**Section 1004.** Restrictions to Shared Mobility Device Parking on sidewalks

- A. Electric scooters shall NOT be parked:
  - i. Within 15 feet of intersections
  - ii. Within transit zones, including StarTran stops, shelters, boarding platforms, passenger waiting areas and bus layover and staging zones
  - iii. Within loading zones
  - iv. Within disabled parking zones
  - v. Within the street furniture that requires pedestrian access (e.g. benches, parking pay stations, bus shelters, transit information signs, etc.)

- vi. On curb ramps
- vii. On entryways to buildings or alleys
- viii. On driveways

**Section 1005.** Shared Mobility Devices shall be parked:

- A. Within the furniture/landscape area of the City sidewalk public right-of-way
- B. To allow at least 4 feet of usable pedestrian walking space at all times
- C. In City-designated parking areas and corrals

**Section 1006.** The City reserves the right to determine certain block faces where shared mobility device parking is prohibited.

**Section 1007.** As a component of City's shared mobility device regulation, City retains the right to create stations and corrals in certain areas within the Pilot Program Zone where Shared Mobility Devices may be parked and/or where Shared Mobility Device users shall not end trips. Permittees shall abide by such designations upon notice by notifying users of such designated areas and, if applicable, not allowing violating users to end a perform trips in prohibited areas.

**Section 1008.** Any Shared Mobility Device that is parked in one location for more than 48 consecutive hours without moving may be removed by City of Lincoln crews and taken to a City facility for storage at the expense of the Permittee. City shall invoice the violating Permittee for the actual cost of removal and storage.

**Section 1009.** All Permittees shall provide, on every Shared Mobility Device, contact information for Shared Mobility Device relocation requests.

**Section 1010.** Shared Mobility Devices shall be upright when parked.

**Section 1011.** Any Shared Mobility Device that is parked incorrectly shall be re-parked in a correct manner or shall be removed by the Permittee based on these times:

- D. 7am to 10pm - within two hours of receiving notice,
- E. All other times – within 8 hours of receiving notice.

**Section 1012. Rebalancing.** Permittees shall consistently and timely rebalance their fleet throughout hours of operation to ensure proper parking and adequate availability.

## ARTICLE XI OPERATIONS

**Section 1101.** Permittees shall be generally allowed to operate in the City right-of-way between the hours of 7am and 10pm, subject to the restrictions below.





- A. All Permittees under the pilot permit program shall have a staffed operations center in the City of Lincoln staffed by at least one (1) Permittee employee.
- B. All Permittees under the pilot permit program shall have a 24-hour customer service phone number for customers to report safety concerns, complaints, or ask questions. Phone number shall be clearly displayed on each Shared Mobility Device. The City shall refer members of the public who report concerns regarding Shared Mobility Devices to contact the Permittee via the required toll-free phone number or and may publish this required contact information on its website, social media platforms, and in other literature or educational materials.
- C. All Permittees under the pilot permit program shall provide City with a direct contact for Permittee staff that are capable of rebalancing Shared Mobility Devices and address any other City concerns. All permittees under the pilot permit program shall relocate or rebalance Shared Mobility Devices based on these times:
  - a. 7am to 10pm - within two hours of receiving notice
  - b. All other times – within 8 hours of receiving notice.
- D. All Permittees shall have on file with City a performance bond or other surety of \$30.00 per device. The form of the bond or surety shall be approved by City. These funds shall be accessible to City for any Shared Mobility related expense incurred by Permittee or Permittee's users, including, but not limited to: future public property repair and maintenance costs, removing and storing Shared Mobility Devices improperly parked, or if Permittee is not present to remove Shared Mobility Devices if this permit is terminated. If a Permittee increases the size of their fleet, the performance bond shall be adjusted appropriately before deploying additional Shared Mobility Devices.
- E. Any inoperable Shared Mobility Device, or any Shared Mobility Device that is not safe to operate shall be removed from the right-of-way within 2 hours of notice by any means to the Permittee by any individual or entity, and shall be repaired, if possible, before putting the Shared Mobility Device back into revenue service, or permanently removed from revenue service.
- F. City may determine by Director's approval additional or altered conditions of operation based on data received as part of the data sharing requirements specified below, community input and/or for the protection of public health and safety.
- G. Every Shared Mobility Device shall have a unique identifier that is clearly visible from a distance of 30 feet or more.
- H. If LTU or any other City department or office incurs any costs addressing or abating any violations of these requirements or incurs any costs of repair or maintenance of public property, upon receiving written notice of the City costs, the Permittee shall reimburse City for such costs within 30 days.
- I. Permittees shall notify City if they plan to request a change in their initial fleet size at least two (2) weeks before deployment.
- J. City reserves the right to terminate this Permit at any time and require that the entire fleet of Shared Mobility Devices be removed from Lincoln right of way. The

decommissioning shall be completed within seven (7) days unless a different time period is determined by City.

- K. Dynamic Cap.
  - a. After launch, Permittees may increase their Electric Scooter fleets by written request to the Director. Each request must be accompanied by documentation demonstrating:
    - i. A MUR of at least three (3) rides per day
  - b. City will verify documentation using real-time (if available) and historical data. City will then issue a final adjustment decision within 14 days of receipt of the written request and supporting documentation. For approved fleet increases, all bonds for the added Electric Scooters must be posted 5 days prior to deployment. Beginning 30 days after deployment and continuing monthly thereafter, the Director will review Permittee fleets for utilization below, at or exceeding the MUR. Upon determining that a Permittee fleet has not met an MUR of at least 2 rides per vehicle per day during the preceding week, City may issue a formal notice of removal. Permittee fleets with utilization below the 2 rides per vehicle per day MUR must remove the number of devices necessary to meet or exceed the 2 rides per vehicle per day MUR within 7 days of receipt of City's formal notice. In evaluating fleet adjustment requests and notices of removal, City will consider the following factors in making its adjustment decision:
    - i. Market needs
    - ii. Total number of Shared Mobility Devices deployed
    - iii. Utilization
    - iv. Permittee performance and compliance
    - v. Equitable deployment
    - vi. Public safety
    - vii. Criteria outlined in this Permit
- L. Applicant must have the ability to remotely lock-down individual Shared Mobility Devices and/or their entire fleet for reasons determined by the applicant and/or the City of Lincoln.
- M. Shared Scooter operations will not be allowed, and devices shall be made inoperable during the following times/events:
  - a. 10:00 P.M. to 7:00 A.M.
  - b. University of Nebraska home football game days
  - c. Days when Lincoln Public Schools are not in session due to weather conditions
  - d. When the Chief of the Lincoln Police Department or the Director makes a request to temporarily halt Shared Mobility Device Operation in the interest of public health or safety or law enforcement operations.
  - e. When operation conflicts with Directed Health Measures issued by any governmental entity.
- N. Inclement Weather: On days where severe weather is anticipated, Permittee may halt or reduce is operations. On days where snow is anticipated, absent school cancellation



by Lincoln Public Schools, Permittee may use its discretion as to whether it should remove its devices from City right-of-way. Permittee shall be liable for all claims resulting from continuing its operations during severe weather. Permittee shall not hold City liable for damaged to shared mobility devices caused by City's snow removal operations.

- O. Permittee shall restrict deployment, parking, and operation in City-specified geographic locations where Shared Scooters are not permitted through Geofencing or other technology. Restricted areas include but may not be limited to the University of Nebraska-Lincoln City and East campuses and any area outside of the Pilot Program Zone. Operation of Shared Mobility Devices during the pilot program will be restricted to on public streets only within the geographic area defined below and illustrated on the Pilot Program Zone Map [Attachment A]
- a. R Street, 12th Street to 16th Street
  - b. 16th Street, R Street to Vine Street
  - c. Vine Street, 16th Street to Antelope Valley Parkway
  - d. Antelope Valley Parkway, Vine Street to K Street
  - e. K Street, Antelope Valley Parkway to 16th Street
  - f. 16th Street, K Street to H Street
  - g. H Street, 16th Street to 7th Street
  - h. 7th Street, H Street to N Street
  - i. N Street, 7th Street to Pinnacle Arena Drive
  - j. Pinnacle Arena Drive, N Street to 8th Street
  - k. 8th Street, Pinnacle Arena Drive to R Street
  - l. R Street, 8th Street to 9th Street
  - m. 9th Street, R Street to Q Street
  - n. Q Street, 9th Street to 12th Street
  - o. 12th Street, Q Street to R Street
- P. Operation of Shared Scooters shall not be permitted on elevated structures including, but not limited to, those listed below:
- a. Harris Overpass (O Street, west of 9th Street)
  - b. Rosa Parks Way
  - c. Pedestrian overpasses adjacent to and north of Pinnacle Bank Arena

## ARTICLE XII DATA SHARING

**Section 1201.** Whenever possible, Permittees shall provide City, or City's designated third-party data-collection agent, with real time information on permitted Shared Mobility Devices within City through a documented application program interface (API).

- A. Permittee shall obtain the relevant API key from City prior to operation to allow for immediate reporting.
- B. Real time data, if available, shall be provided in Mobile Data Specification or General Bikeshare Feed Specification (GBFS) or (MDS) format.

- C. Real time data, if available, should be updated or "ping" every 90 seconds or less.
- D. GPS data shall be provided by GPS equipment permanently affixed to the Shared Mobility Devices and not by MSE customer phones.
- E. Minimum real time data shall include (for each Shared Mobility Device):
  - i. Point location (Latitude/Longitude WGS84 decimal degrees format to at least three (3) decimal places)
  - ii. Shared Mobility Device identification numbers
  - iii. State of charge

**Section 1202.** All data may be published to the pursuant to a public records request to the extent permitted by law.

**Section 1203.** Permittee shall provide City with anonymized trip record data and ride activity data for all trips occurring during the Pilot Program Period. Such data shall be provided, via an Application Programming Interface (API) in Mobile Data Specification or General Bikeshare Feed Specification (GBFS) or (MDS) format.

**Section 1204.** Permittee shall report calculated fleet MUR monthly.

**Section 1205.** If requested by City, Permittee shall distribute a customer survey, to be provided by City, to all users no more than once quarterly.

**Section 1206.** Permittee shall keep a record of maintenance activities, including but not limited to device identification number, date, and maintenance performed. These records shall be sent to City monthly.

**Section 1207.** Permittee will keep a record of reported collisions, including but not limited to Shared Mobility Device identification number, date and time, and brief description of the collision. These records will be sent to City monthly.

**Section 1208.** If collected, Permittee shall report the aggregated breakdown of customers by gender and age monthly. Gender will be reported by male, female, and other. Age will be reported into these age groups: 18-24, 25-34, 35-44, 45-54, 55-64, 56 and over.

**Section 1209.** Permittee agrees to City using third-party data collection for evaluation and compliance monitoring of the Shared Mobility Device Pilot program. Data will be shared with the third party only for the purposes of evaluation and/or enforcement of the requirements in this Pilot Program. Note: if a public records request is submitted that could result in City sharing data required by this permit, City will notify Permittee prior to sharing data.



### ARTICLE XIII DATA PRIVACY

**Section 1301.** Permittee shall provide a Privacy Policy that safeguards customers' personal, financial and travel information and usage including, but not limited to, trip origination and destination data.

**Section 1303.** Permittee shall employ an electronic payment system or contract with a vendor that offers an electronic payment system that is compliant with the Payment Card Industry Data Security Standards (PCI DSS). Each transaction shall include the identification number corresponding to the make and model of the Shared Mobility Device registered with the City.

**Section 1304.** Permittee must provide customers with clear, prominent notification about what data will be accessed (e.g. location services, camera, contacts, photos etc.) and explain how and why data will be used. Notification must be active (e.g. affirmative confirmation-required to continue) and may not be buried in larger terms-of-service notifications.

**Section 1305.** Permittee must allow customers to opt-in (not opt-out) to providing access to their contacts, camera, photos, files, other private data and 3rd party data sharing.

### ARTICLE XIV ENFORCEMENT TERMINATION

**Section 1401.** While City endeavors to incentivize best practices and proper community stewardship among Permittees, it reserves the right to take any of the following actions, in addition to all other remedies available at law, upon non-compliance with Pilot terms and conditions:

- A. Written notification and warning
- B. Fines and restitution
- C. Impounding Shared Mobility Devices
- D. Temporary Permit Suspension
- E. Permit Termination

**Section 1401.** Notwithstanding anything to the contrary herein, Permittee or City, for any reason, or for no reason, may terminate this Permit prior to the conclusion of the Pilot Program, upon delivery of at least ten (10) days written notice of the receiving party prior to the intended termination date.

### ARTICLE XV MISCELLANEOUS PROVISIONS

**Section 1401. Notice.** All notices required by this Permit shall be in writing sent by regular U.S. mail, postage prepaid, or delivered by courier to the following:

#### **CITY:**

Mark Lutjeharms  
Manager, Traffic Engineering  
945 West Bond St., Suite 200  
Lincoln, NE 68521

#### **With copy to:**

Abigail Littrell  
Assistant City Attorney  
555 S. 10<sup>th</sup> Street, Ste. 300  
Lincoln, NE 68508

#### **PERMITTEE:**

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**Section 1501. Controlling Law.** This Permit shall be construed and governed in accordance with the State of Nebraska without giving effect to Nebraska's choice of law provisions. City and Permittee: 1) shall submit to the jurisdiction of the state and federal courts located in Lancaster County, Nebraska or the District of Nebraska; and 2) shall waive any and all objections to jurisdiction and venue.

**Section 1502. Waiver of Contractual Right.** The failure of either party to enforce any provision of this Permit shall not be construed as a waiver or limitation of that party's right to subsequently enforce and compel strict compliance with every provision of this Agreement.

**Section 1503. Modification & Assignment.** This Agreement shall not be amended or modified, without the written consent of the City and Permittee. Permittee may not assign or transfer any part or all their obligations or interests under this Permit.

[SIGNATURE PAGES TO FOLLOW]





Issued by the City this \_\_\_\_ day of \_\_\_\_\_, 2020.

“City”

CITY OF LINCOLN, NEBRASKA

a municipal corporation

\_\_\_\_\_  
Elizabeth Elliott, Director  
Lincoln Transportation and Utilities

Accepted by the Permittee this \_\_\_\_ day of \_\_\_\_\_, 2020.

“Permittee”

PERMITTEE

\_\_\_\_\_  
NAME, TITLE



# Appendix B: E-scooter Observations

Intersections	Operating in Street	Operating on Sidewalk	Following Traffic Laws	Violating Traffic Laws	Parked Properly	Parked Improperly	Suspected Underage Riding	Total Number of Observed Trips	Bikes on Sidewalks	Privately Owned E-scooters
N. 8th & R Streets	0	1	0	1	76	0	0	1	0	1
N. 8th & P Streets	3	7	5	5	75	0	1	10	4	1
N. 7th & Q Streets	5	0	4	1	101	1	0	5	7	1
Canopy & P Streets	11	0	11	0	101	1	0	11	7	0
N. 11th & P Streets	0	0	0	0	47	0	0	0	2	0
N. 14th & R Streets	0	0	0	0	66	4	0	0	10	0
<b>TOTAL</b>	<b>19</b>	<b>8</b>	<b>20</b>	<b>7</b>	<b>466</b>	<b>6</b>	<b>1</b>	<b>27</b>	<b>30</b>	<b>3</b>

Percentage of E-scooters Operating in the Street	<b>70.4%</b>
Percentage of E-scooters Riding on the Sidewalk	<b>29.6%</b>
Percentage of E-scooter Users Following Traffic Laws	<b>74.1%</b>
Percentage of E-scooter Users Violating Traffic Laws	<b>25.9%</b>
Percentage of Properly Parked E-scooters	<b>98.7%</b>
Percentage of Improperly Parked E-scooters	<b>1.3%</b>
Total Number of Suspected Underage Riders	<b>1</b>
Total Number of Bikes Riding on the Sidewalk	<b>30</b>
Total Number of Privately Owned E-scooters Observed	<b>3</b>



# Appendix C: E-scooter Feedback Log

Date	Contact	Source	Code	Notes	Code(s)	
9/1/2020	Citizen	EMAIL	1	Emailed explaining the steps being taken to ensure rider and pedestrian safety.	1	Sidewalk Violations
9/1/2020	Citizen	EMAIL	5	Individual was asking general operational questions. Answered their questions and mentioned the ScooterLNK website.	2	Improper Parking
9/2/2020	Lincoln Journal Star	EMAIL	5	Asked about the City's per-ride fees. All e-scooter pilot profits go to LTU's O&M budget to help offset any costs and for administering the e-scooter program. Question came from Lincoln Journal Star.	3	E-scooter Outside the Pilot Zone
9/2/2020	Citizen	EMAIL	1	Individual asked about enforcement and safety. Emailed explaining the steps being taken to ensure rider and pedestrian safety.	4	E-scooter Graffiti
9/4/2020	LPD	EMAIL	6	LPD observed Bird and Spin e-scooters operating after 10PM and saw Spin e-scooters outside the Pilot Program Zone.	5	General E-scooter Feedback
9/4/2020	LPD	EMAIL	6	LPD observed an individual getting off a StarTran bus carrying a e-scooter. City reached out to StarTran to investigate.	6	Other
9/6/2020	Security	EMAIL	2	Bird e-scooter parked on Pinnacle Bank Arena (PBA) grounds near the ped bridge. Email received from Pinnacle Bank Arena Security.		
9/7/2020	Security	EMAIL	2	Bird was notified about the issue and the Bird e-scooter was removed. Email received from Pinnacle Bank Arena Security.		
9/8/2020	UNLPD	EMAIL	2	Issues parking e-scooters in the designated e-scooter parking locations. Geofencing around UNL campus needed improvements.		
9/8/2020	Citizen	EMAIL	5	Individual asked about helmets and whether or not they are legally required. Helmets are strongly encouraged but not legally required.		
9/9/2020	LTU	EMAIL	2	LTU staff member sent screenshots of people talking about improperly parked e-scooters on their personal social media account.		
9/9/2020	Citizen	EMAIL	1	Individual asked about enforcement and safety. Emailed explaining the steps being taken to ensure rider and pedestrian safety.		



9/9/2020	Parking Services	EMAIL	6	E-scooters were being found in parking garages. Coordinated with Bird and Spin to make parking garages prohibited zones.
9/10/2020	Citizen	EMAIL	2	Individual claimed an e-scooter was parked in a location for a long period of time. Issue was investigated and no e-scooter was found.
9/10/2020	LPD	EMAIL	6	LPD wanted e-scooters removed from ROW near funeral services being held at PBA during Saturday's service.
9/11/2020	Citizen	UPLNK	2	Individual commented on improperly parked e-scooters. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter companies.
9/11/2020	Citizen	EMAIL	1	Individual asked about enforcement and safety. Emailed explaining the steps being taken to ensure rider and pedestrian safety.
9/11/2020	Citizen	EMAIL	1	Individual asked about enforcement and safety. Emailed explaining the steps being taken to ensure rider and pedestrian safety.
9/12/2020	Citizen	EMAIL	1	Individual sent a link to an old news article about sidewalk riding issues.
9/15/2020	Citizen	EMAIL	5	Individual asked the City to remove two e-scooters from the ROW because they looked tacky. Both e-scooters were found to be parked correctly along the City ROW.
9/16/2020	Security	UPLNK	6	Two Bird e-scooters were left on the 6th floor of the Rampark parking garage. City contacted Bird to address and resolve the issue.
9/16/2020	Citizen	UPLNK	1	Individual commented on sidewalk riding. The City responded by explaining the steps being taken to ensure rider and pedestrian safety.
9/17/2020	Citizen	EMAIL	6	Individual associated with the Rampark Parking Garage emailed detailing how e-scooters were operating in parking garages. The City let them know that both Bird and Spin were going to place parking garages as "no ride/no park" zones to help mitigate the issue.
9/17/2020	Citizen	EMAIL	2	Individual emailed about an improperly parked Bird e-scooter on the sidewalk by the Atrium Building. The City notified Bird to address and resolve the issue.
9/17/2020	Citizen	EMAIL	5	The individual asked general questions about the Scooter Pilot Program (i.e. parking corrals)





9/18/2020	Citizen	EMAIL	6	A Spin e-scooter was making a loud noise near the individual's work place. The City notified Spin to address and resolve the issue.
9/20/2020	City Staff	EMAIL	3	An abandoned e-scooter was found outside of pilot zone by the Billy Wolff trail along Antelope Creek.
9/21/2020	Citizen	CALL	2	Individual let the City know about a Bird e-scooter that looked tampered with parked in an alley behind a building. The City contacted Bird to address and resolve the issue.
9/22/2020	LPD	EMAIL	3	LPD saw a Bird e-scooter outside the Pilot Program Zone. The City notified Bird to investigate and resolve issue.
9/22/2020	Citizen	CALL	2	Individual emailed about two Spin e-scooters improperly parked behind the Lancaster Rehab Center. The City notified Spin to investigate and resolve the issue.
9/23/2020	Citizen	EMAIL	3	Individual claimed to have witnessed a blind person trip over multiple parked e-scooters. The City explained the steps being taken to ensure rider and pedestrian safety.
9/24/2020	City Staff	EMAIL	5	Inquired about the process for identifying an e-scooter out in the field.
9/24/2020	Business Owner	EMAIL	1	Individual commented on sidewalk riding. The City responded by explaining the steps being taken to ensure rider and pedestrian safety.
9/24/2020	LPD	EMAIL	4	LPD notified the City of graffiti done along Canopy Street by an unknown e-scooter. The City followed up with both Bird and Spin to help identify the culprit. Unfortunately, without having a more specific time frame or knowing whether the e-scooter was Bird or Spin; the e-scooter could not be identified.
9/25/2020	Property Owner	EMAIL	5	Individual asked about enforcement and safety. Emailed explaining the steps being taken to ensure rider and pedestrian safety.
9/29/2020	UNLPD	EMAIL	2	UNLPD provided examples of improperly parked e-scooters around UNL campus.
9/29/2020	UNLPD	EMAIL	2	UNLPD provided examples of improperly parked e-scooters around UNL campus.
9/29/2020	Citizen	UPLNK	2	Individual commented on improperly parked e-scooters. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter companies.



9/30/2020	Parking Services	EMAIL	4	Bird e-scooter users were caught doing e-scooter graffiti on the 6th floor of a public parking garage. Bird was notified by the City to investigate and resolve by suspending the accounts of those users.
10/2/2020	Citizen	EMAIL	2	Individual commented on improperly parked e-scooters. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter companies.
10/3/2020	Citizen	UPLNK	5	Individual commented that e-scooter users were weaving in and out of traffic.
10/5/2020	UNLPD	EMAIL	2	UNLPD provided examples of improperly parked e-scooters around UNL campus.
10/5/2020	UNL	EMAIL	6	E-scooters found on the top floor of a UNL parking garage. City contacted Bird to address and resolve the issue.
10/6/2020	Citizen	UPLNK	2	Individual commented on an abandoned e-scooter near Pinnacle Bank Arena.
10/6/2020	Citizen	EMAIL	1	Individual commented on sidewalk riding of both e-scooters and bicycles. The City responded by explaining the steps being taken to ensure rider and pedestrian safety.
10/7/2020	Citizen	CALL	5	Individual asked general operational questions. Answered their questions and mentioned the ScooterLNK website.
10/8/2020	UNLPD	EMAIL	2	UNLPD provided examples of improperly parked e-scooters around UNL campus.
10/9/2020	Citizen	EMAIL	3	Individual commented observing e-scooters by Trago Park. The City reached out to both Bird and Spin to investigate and address issue.
10/9/2020	Citizen	EMAIL	1	Individual commented on how e-scooter riders are less safe on sidewalks. The City responded by explaining the steps being taken to ensure rider and pedestrian safety.
10/12/2020	Business Owner	EMAIL	5	Individual asked why A-Frame boards in the Haymarket were not around. The reason was weather related.
10/12/2020	Citizen	CALL	5	Individual asked general operational questions. Answered their questions and mentioned the ScooterLNK website.
10/16/2020	Business Owner	EMAIL	2	Individual claimed e-scooters were being deployed/parked on her property. The City's third-party mobility manager (Populus) showed that no e-scooters were deployed/parked at their property.



10/19/2020	Citizen	EMAIL	6	Individual allegedly hurt themselves on an e-scooter and wanted to voice their concern for the E-scooter Pilot Program.
10/20/2020	DLA	EMAIL	5	DLA was asking about the process regarding e-scooters and snow events.
10/20/2020	Property Owner	EMAIL	5	Individual provided feedback about e-scooters being in the City ROW and not paying BID taxes.
10/21/2020	Security	EMAIL	2	Two Spin e-scooters parked on the north side of the State Capitol. City notified Spin to address and resolve the issue.
10/21/2020	City Staff	EMAIL	4	The City was notified of graffiti done by an e-scooter in the Haymarket. The City followed up with both Bird and Spin to help identify the culprit.
10/22/2020	Citizen	CALL	2	Individual commented about people not following traffic laws and improper parking of e-scooters along handicapped ramps. Explained the steps being taken to ensure rider and pedestrian safety as well as educational efforts taking place.
10/22/2020	Citizen	UPLNK	2	Individual commented on improperly parked e-scooters. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter companies.
10/23/2020	Property Owner	EMAIL	5	Individual commented on the potential for sidewalk damage because of e-scooters.
10/24/2020	Citizen	UPLNK	2	Individual commented on improperly parked e-scooters. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter companies.
10/25/2020	Security	EMAIL	6	An e-scooter was placed on a ladder within a parking garage. The City notified Bird to address and resolve the issue.
11/5/2020	Business Owner	CALL	3	A Bird e-scooter was found outside of the operating area at the corner of 42nd and O St. The City notified Bird to address and resolve the issue.
11/6/2020	CITIZEN	EMAIL	6	A crash occurred between a group of e-scooter users illegally riding on the sidewalk and a couple of pedestrians. This crash resulted in one pedestrian requiring medical attention. The City coordinated with Bird to address and ensure these type of crashes do not occur.



11/6/2020	Citizen	UPLNK	2	Individual commented on improperly parked e-scooters. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter companies.
11/7/2020	Citizen	UPLNK	2	Individual commented on improperly parked e-scooters. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter companies.
11/8/2020	Citizen	UPLNK	2	Individual commented on improperly parked e-scooters. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter companies.
11/9/2020	Citizen	UPLNK	2	Individual commented on improperly parked e-scooters. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter companies.
11/29/2020	Business Owner	EMAIL	2	Owner of "The From Nebraska Gift Shop" at 803 Q St. is wanting the e-scooter pilot to end. She has had to move e-scooters off her private property and e-scooters are usually parked on the dock which is not City ROW. City emailed Bird notifying them of the situation.
11/30/2020	Property Owner	EMAIL	2	Individual commented on improperly parked e-scooters. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter companies.
12/1/2020	LPD	CALL	2	LPD called about a Bird e-scooter found at the NE corner of 18th and O Street. Emailed Bird notifying them to address and resolve the issue.
12/7/2020	Citizen	EMAIL	5	Individual commented on improperly parked e-scooters. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter companies.
12/9/2020	Citizen	UPLNK	1	Individual commented on sidewalk riding of e-scooters. The City responded by explaining the steps being taken to ensure rider and pedestrian safety.
12/21/2020	Citizen	UPLNK	1	Individual commented on sidewalk riding of e-scooters. The City responded by explaining the steps being taken to ensure rider and pedestrian safety.





3/20/2021	Citizen	UPLNK	1	Individual commented on sidewalk riding of e-scooters. The City responded by explaining the steps being taken to ensure rider and pedestrian safety.
3/27/2021	Citizen	UPLNK	2	Individual commented on improperly parked e-scooters. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both scooter companies.
3/27/2021	Citizen	UPLNK	2	Individual commented on improperly parked e-scooters. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both scooter companies.
3/29/2021	Citizen	UPLNK	2	Individual commented that two Bird e-scooters were parked in the alley behind Agava Grill at 1635 P Street. Bird was notified and asked to address and resolve the issue.
4/3/2021	Citizen	UPLNK	2	Nebraska Gift Shop reported Bird scooters blocking the entry way to their loading dock. Bird did not address the issue within two hours.
4/5/2021	Citizen	UPLNK	2	Individual commented on improperly parked e-scooters. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both scooter companies.
4/5/2021	Citizen	UPLNK	2	Individual commented on improperly parked e-scooters. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both scooter companies.
4/5/2021	Citizen	UPLNK	2	Individual commented on improperly parked e-scooters. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both scooter companies.
4/5/2021	Citizen	UPLNK	2	Individual commented on improperly parked e-scooters. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both scooter companies.
4/17/2021	Citizen	UPLNK	2	Individual commented on sidewalk riding of e-scooters. The City responded by explaining the steps being taken to ensure rider and pedestrian safety. Additionally provided the non-emergency number for LPD to report sidewalk riding.
4/27/2021	Citizen	EMAIL	6	Individual wants to make sure that e-scooters are not allowed to be operated or parked along N. 7th Street between Q and P Streets as this is where the Farmers Market takes place. Coordinated with both scooter companies to make this location a no ride/no park location.



5/15/2021	Citizen	EMAIL	6	Individual witnessed a parent letting their child ride an e-scooter. They also commented on e-scooters riding on the sidewalks. The City responded with actions being taken to help alleviate those concerns. The City also coordinated with Bird to find the users involved.
5/20/2021	Citizen	CALL	6	Had an individual call asking about the ScooterLNK Safety Educational Event.
5/24/2021	Citizen	CALL	2	Individual commented on improperly parked e-scooters. They also contacted the company but no action has taken place in one hour since the call. The city coordinated with the scooter company to resolve issue in a timely manner.
5/27/2021	Citizen	UPLNK	2	Individual commented about an improperly parked e-scooter. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both scooter companies.
6/2/2021	Citizen	CALL	6	Individual called letting the City know that a Spin e-scooter appeared to be damaged. LTU notified Spin of the issue and asked them to address and resolve the issue.
6/2/2021	Citizen	UPLNK	6	Individual commented about an e-scooter that is knocked over and damaged. The City provided customer service information for Bird and Spin. Note: This is the same e-scooter issue that was called in. Spin has been notified and asked to address and resolve as soon as possible.
6/7/2021	Property Manger	EMAIL	6	Individual let the City know that Bird e-scooters were caught riding into the Rampark Parking garage located at 12th and P Streets. LTU notified Bird of the incident and asked them to investigate and resolve the issue by banning the two users and making the parking garage a "No Ride/No Park" zone. Bird was successful in suspending the two user's accounts and making the parking garage a "No Ride/No Park" zone.
6/11/2021	Citizen	EMAIL	1	Individual witnessed a group of Bird e-scooter users riding along the sidewalk. Additionally, there was a child with the parent riding. The City responded with actions being taken to help alleviate those concerns. The City also coordinated with Bird to potentially find the users involved and ban them from the app for a clear user violation of the terms and conditions.
6/18/2021	Citizen	EMAIL	1	Individual witnessed a group of Bird e-scooter users riding on the sidewalk at the intersection of 10th and P Streets. LTU notified Bird of the issue and asked them to address the issue. The city also responded with actions being taken to help alleviate those concerns.
6/20/2021	Citizen	EMAIL	6	Individual witnessed a dad renting a Bird e-scooter for himself and his child near the Embassy Suites. LTU notified Bird of the issue and asked them to address and resolve this issue. If feasible, Bird will remove this user from the app. The City also responded with actions being taken to help alleviate those concerns.



6/21/2021	Citizen	EMAIL	2	Individual claims their husband allegedly tripped over an e-scooter left in the middle of the sidewalk just east of 17th and R Streets. The City responded letting them know of the steps being taken to reduce instances of improperly parked e-scooters. Two of which include implementation of designated scooter parking locations and educational efforts in coordination with both scooter companies.
7/12/2021	Citizen	EMAIL	1	Individual witnessed two Bird e-scooters riding on the sidewalk along N. 13th & N Street. The City responded by explaining the steps being taken to ensure rider and pedestrian safety. Additionally, the City explained the educational efforts being done by the city and both e-scooter companies.
7/12/2021	Citizen	EMAIL	1	Individual witnessed two Bird e-scooters riding on the sidewalk along N. 13th & O Street. The City responded by explaining the steps being taken to ensure rider and pedestrian safety. Additionally, the City explained the educational efforts being done by the city and both e-scooter companies.
7/12/2021	Citizen	EMAIL	1	Individual witnessed two Bird e-scooters riding on the sidewalk along N. 12th & O Street. The City responded by explaining the steps being taken to ensure rider and pedestrian safety. Additionally, the City explained the educational efforts being done by the city and both e-scooter companies.
7/12/2021	Citizen	EMAIL	6	Individual witnessed Bird e-scooters riding into the parking garage at University Place. LTU asked Bird to investigate and resolve the issue by permanently banning those users from the Bird app. LTU will also ask Bird to make this parking garage a “No ride/No Park” zone.
7/15/2021	Citizen	EMAIL	1	Individual witnessed two Spin e-scooters riding on the sidewalk along N. 9th & Q Street. The City responded by explaining the steps being taken to ensure rider and pedestrian safety. Additionally, the City explained the educational efforts being done by the city and both e-scooter companies. An email to Spin was also sent asking them to address and resolve the issue.
7/16/2021	Citizen	EMAIL	6	Individual witnessed a dad renting a Bird e-scooter for himself and his child near S. 13th & O Streets. LTU notified Bird of the issue and asked them to address and resolve this issue. If feasible, Bird will remove this user from the app. The City also responded with actions being taken to help alleviate those concerns.
7/20/2021	Citizen	EMAIL	6	Individual witnessed a dad riding on a Spin e-scooter with their kid on it too. This occurred near S. 13th & O Streets. LTU notified Spin of the issue and asked them to address and resolve this issue. If feasible, Spin will remove this user from the app.





7/21/2021	Citizen	UPLNK	6	Individual created an UPLNK with the title scooter issue but did not provide any details. LTU notified Spin of the potential issue as there was only one Spin e-scooter found at the location of the UPLNK comment. Also, responded with the contact information for both e-scooter companies.
7/21/2021	Citizen	UPLNK	2	Individual commented about an improperly parked e-scooter. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both scooter companies.
7/25/2021	Citizen	EMAIL	6	Individual emailed a picture of two users standing next to their Bird e-scooters on the sidewalk. The picture does not show the two users riding on the sidewalk. No additional details were provided.
7/29/2021	Citizen	UPLNK	3	Individual sent an UPLNK with regard to a Spin e-scooter located outside of the operating area. LTU let the individual know of the contact information for both e-scooter companies. Additionally, LTU notified Spin and has asked them to address and resolve.
7/31/2021	Citizen	EMAIL	6	Individual emailed a picture of a user double riding on one Bird e-scooter. The picture shows an adult and a kid riding on the same e-scooter. Notified Bird about the issue and asked them address and resolve by removing the user from the Bird app.
8/6/2021	Citizen	EMAIL	2	Individual commented about an improperly parked e-scooter. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter companies.
8/9/2021	Citizen	UPLNK	2	Individual commented about two improperly parked e-scooters. However, upon inspecting the attached image it does not appear that the e-scooters are parked incorrectly. There is at least 4ft of pedestrian walkway. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter companies.
8/9/2021	Citizen	UPLNK	6	Individual allegedly hurt themselves moving an improperly parked e-scooter.
8/19/2021	Citizen	UPLNK	2	Individual commented about two improperly parked e-scooters. However, upon inspecting the attached image it does not appear that the e-scooters are parked incorrectly. There is at least 4ft of pedestrian walkway. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter companies.
8/22/2021	Citizen	EMAIL	1	Individual commented on a group of e-scooter users that allegedly pushed them and other pedestrians off the sidewalk. The included image showed two Bird e-scooters. Asked Bird to investigate and if users can be identified to have them suspended from the app. Bird was able to identify the users and they have now been suspended from the app.



8/22/2021	Citizen	EMAIL	1	Individual commented about two e-scooter users that allegedly pulled out in front of them as they crossed the street. LTU responded by letting them know of all the efforts being taken to further push out educational messaging around the operational rules.
8/23/2021	Citizen	UPLNK	2	Individual commented about an improperly parked e-scooter. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both scooter companies.
8/27/2021	Citizen	UPLNK	2	Individual commented about an improperly parked e-scooter. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both scooter companies. The location was the same as the previous UPLNK post and showed an e-scooter knocked over next to a bike rack just like the last post.
8/27/2021	Citizen	UPLNK	2	Individual commented about an improperly parked e-scooter. LTU provided customer service information for Bird and Spin and mentioned the City's continued coordination with both scooter companies. There appears to be at least 4ft of pedestrian walkway in the picture.
8/31/2021	Citizen	CALL	2	Ombudsman's office received a call about an e-scooter parked on Antelope Valley Parkway between K and L streets for a couple of days. LTU reached out to both Bird and Spin and asked them to investigate and resolve the issue.
9/2/2021	Business Owner	EMAIL	6	A Bird e-scooter was probably thrown in a dumpster somewhere and it ended up at Green Quest Recycling. LTU notified Bird and asked them to retrieve and resolve the issue.
9/7/2021	UNLPD	EMAIL	2	Captain Pembleton sent a few pictures showing improperly parked e-scooters from both Bird and Spin along R Street.
9/10/2021	Citizen	UPLNK	6	UPLNK issue opened but left no details associated with it. LTU provided the contact information for both Bird and Spin.
9/13/2021	Citizen	EMAIL	6	Individual commented on a group of e-scooter users riding on the street below the O Street Viaduct. Claimed that the users were also riding on the sidewalk on a Saturday home football game. LTU verified that no Bird or Spin e-scooters were involved. The e-scooters in question are privately owned e-scooters.  Individual also contacted LPD and they Mayor's office.
9/13/2021	LPD	EMAIL	6	LPD was relying the message received about a group of e-scooter users riding below the O Street Viaduct. Let them know that the e-scooters in question were privately owned and no Bird or Spin e-scooters were operating during Saturday's home football game.



9/15/2021	Citizen	UPLNK	3	Individual commented on an abandoned e-scooter on the NW corner of S 48th Street & Calvert Street. This Bird e-scooter was found outside the operating area. LTU notified Bird and asked them to address and resolve issue.  The individual also contacted LPD with regard to the abandoned Bird e-scooter.
9/17/2021	Citizen	UPLNK	2	Individual commented about an improperly parked e-scooter. LTU provided customer service information for Bird and Spin and mentioned the City's continued coordination with both scooter companies. There appears to be at least 4ft of pedestrian walkway in the picture.
9/18/2021	Citizen	EMAIL	1	Individual commented on a group of e-scooter riders who were riding on the sidewalk. LTU asked for more details in order to ask Bird to investigate and potentially suspend users from the platform.
9/19/2021	Citizen	UPLNK	2	Individual commented about a few improperly parked Bird e-scooters. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter companies.
9/23/2021	Citizen	UPLNK	2	Individual commented about an improperly parked e-scooter. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter companies.
10/1/2021	Security	CALL	2	Security for the State of Nebraska Employee Parking ramp called asking for assistance in moving some Spin e-scooters from their location. Individual didn't mention them being improperly parked but rather them being there for a few days. LTU emailed Spin notifying them of the issue and asking them to address and resolve.
10/7/2021	Citizen	UPLNK	2	Individual commented about an improperly parked e-scooter. LTU provided customer service information for Bird and Spin and mentioned the City's continued coordination with both scooter companies. There appears to be at least 4ft of pedestrian walkway in the picture.
10/8/2021	Citizen	UPLNK	2	Individual commented about improperly parked e-scooters blocking ADA ramps near S 11th & N streets. LTU responded with a list of all the ways we continue to push out our educational messaging and other ways we are combating sidewalk riding and improperly parked e-scooters. We also notified Bird and Spin to address and resolve said issue.
10/9/2021	LPD	EMAIL	6	LPD notified LTU about a crash that occurred at 1:55am involving two Spin e-scooters. The Spin e-scooters were found operating after the 10pm curfew. A dismissed Spin employee unlocked two Spin e-scooters without permission. This was an isolated incident that is being investigated by Spin and LTU. LTU is asking Spin to provide a written plan on how this type of unprecedented incident will never happen again.





10/11/2021	Citizen	UPLNK	2	Individual commented about an improperly parked e-scooter. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter companies. Also, reached out to Bird asking them to address and resolve issue.
10/13/2021	Citizen	UPLNK	2	Individual commented about an improperly parked e-scooter. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter companies.
10/15/2021	Citizen	EMAIL	6	Individual made a general comment about e-scooters being scattered all over town. They did not mention any specific location that had an issue. Emailed back asking if they had a specific location to help address the potential issue.
10/19/2021	Citizen	CALL	6	Individual called letting LTU know that there were two Spin e-scooters located at S 17th & C streets that had allegedly been there for at least a day. LTU contacted Spin and asked them to address and resolve.
10/20/2021	Citizen	UPLNK	2	Same individual who commented about improperly parked e-scooters blocking ADA ramps responded with additional comments after LTU's initial response. LTU let the individual know that their comments would be included in the evaluation of the pilot program.
10/27/2021	Citizen	UPLNK	2	Individual commented about an improperly parked e-scooter blocking the sidewalk just west of the intersection of Antelope Valley PKWY & Vine St. The City provided customer service information for Bird and Spin and mentioned the City's continued coordination with both e-scooter operators.  Upon reviewing the camera footage at this intersection, it does not appear that the e-scooters are blocking the sidewalk. There is still 4ft of pedestrian walking space.
10/29/2021	LPD	EMAIL	3	LPD notified LTU about four possible Bird e-scooters parked at the intersection of "S 12th" & "A" streets. This is two blocks south of the operating area. Notified Bird and asked them to address and resolve issue.
11/2/2021	Citizen	UPLNK	6	Individual let LTU know that a Spin e-scooter was tossed into the Antelope Creek. LTU notified Spin and asked them to retrieve the e-scooter.

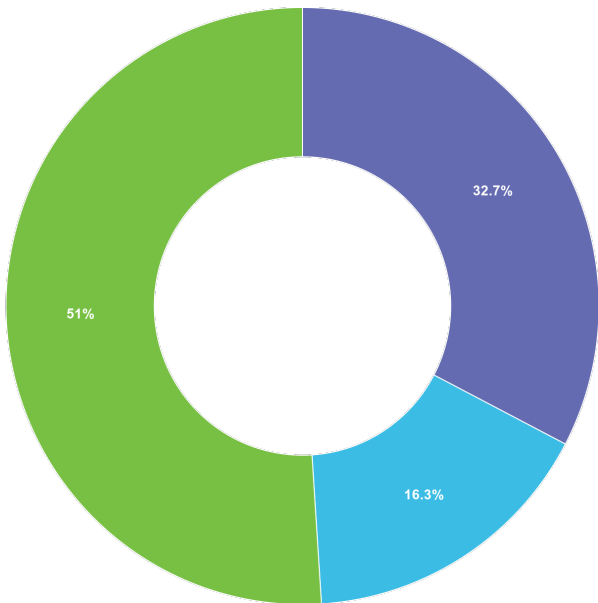


11/4/2021	Citizen	CALL	6	Individual called asking about the operating boundaries of the pilot program. Let them know that it extends south to “11th” & “C” streets. They mentioned a pair of e-scooters that had been down in that area for a couple of days. LTU notified both companies asking to rebalance.
11/10/2021	Citizen	UPLNK	2	Individual sent an UPLNK with only a picture of a Bird e-scooter. The photo does not show an improperly parked e-scooter. The City provided customer service information for Bird and Spin and mentioned the City’s continued coordination with both e-scooter companies.
11/12/2021	LECC/ LPD	EMAIL	3	A senior public safety dispatcher emailed me about a call they received from a citizen about an e-scooter being found outside the pilot zone at the intersection of 17th & A streets. Notified both Bird and Spin and asked them to investigate and resolve issue.
11/29/2021	Mayor’s Office	EMAIL	6	A constituent notified the Mayor’s office about an alleged abandoned e-scooter. LTU notified both e-scooter companies and asked them to investigate and resolve. Additionally, Populus (third-party mobility manager) did not show an abandoned e-scooter.
11/29/2021	Mayor’s Office	EMAIL	6	A constituent notified the Mayor’s office with ADA concerns pertaining to e-scooters. Discussed the idea of incorporating Braille onto the e-scooters so the customer service contact information is more accessible. This comment was also brought up to both Bird and Spin.
11/30/2021	Mayor’s Office	EMAIL	6	A constituent notified the Mayor’s office about an alleged abandoned e-scooter. LTU examined the data and saw no e-scooter that was abandoned. Regardless, Spin and Bird were notified and asked to address and resolve the alleged issue.



# Appendix D: E-scooter Pilot User Survey

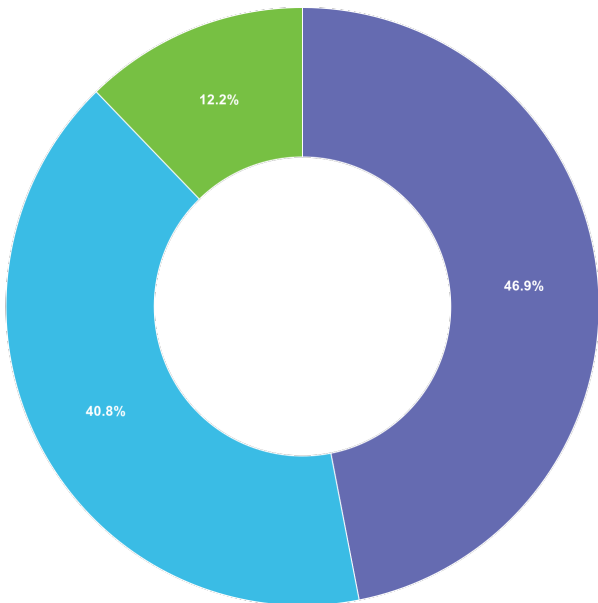
Q1 What e-scooter app have you used in Lincoln?\*



Answered: 71    Unanswered: 0

Choice	Total
<div></div> Bird	16
<div></div> Spin	8
<div></div> A combination of both	25
<div></div> I have not used an e-scooter in Lincoln	0

Q2 Do you live or work within a 5-minute walk of the Haymarket, UNL Downtown Campus, or Downtown Lincoln?



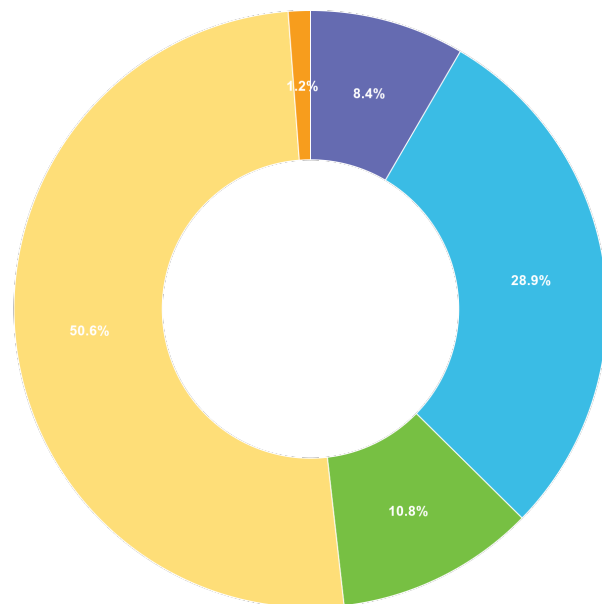
Answered: 71    Unanswered: 0

Choice	Total
<div></div> Yes	23
<div></div> No, but I do live in Lincoln	20
<div></div> No, and I do not live in Lincoln	6



### Q3 Why did you first try e-scooters in Lincoln?

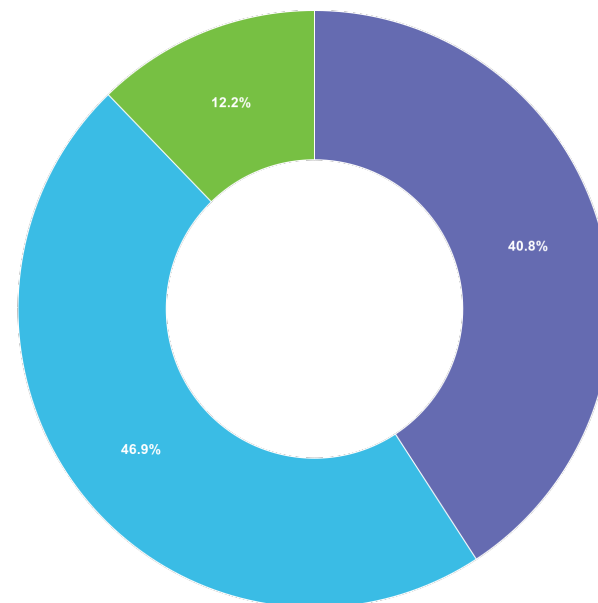
(Select all that apply)



Answered: 69 Unanswered: 2

Choice	Total
Save money on transportation	7
Get around more easily, faster	24
It is good for the environment	9
It looked fun / was curious to try it out	42
Other	1

### Q4 How familiar are you with the local rules regarding e-scooter use?



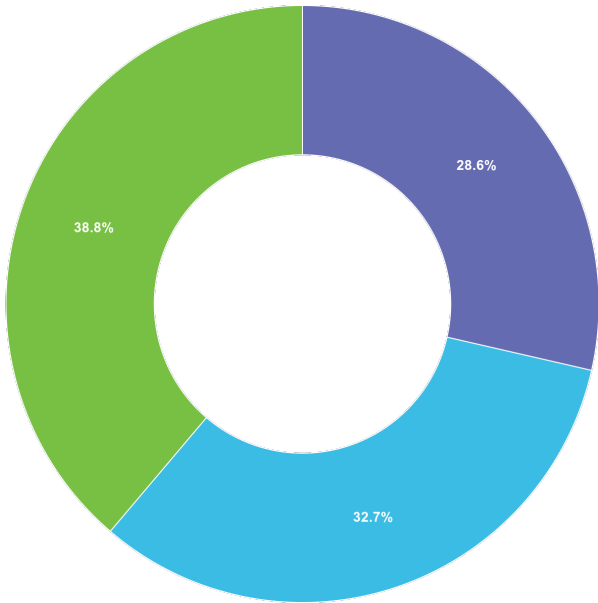
Answered: 71 Unanswered: 0

Choice	Total
Familiar	20
Somewhat familiar	23
Not familiar	6





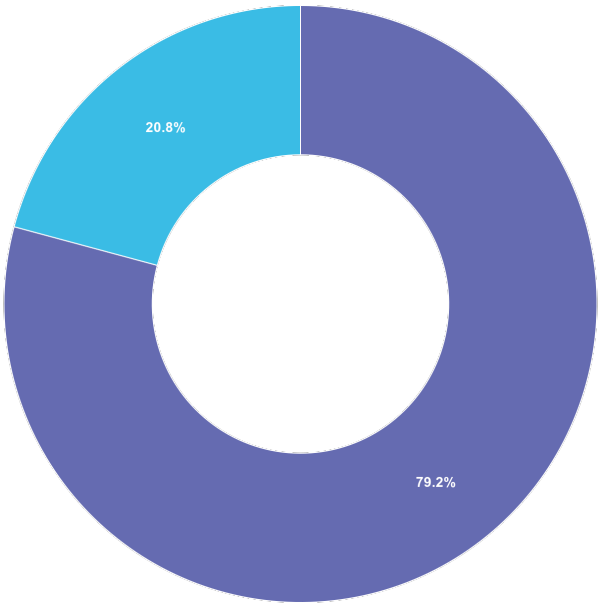
Q5 Where do you most often ride an e-scooter?



Answered: 64    Unanswered: 7

Choice	Total
<div></div> Bike Lanes	14
<div></div> Street	16
<div></div> Sidewalk	19

Q6 Are you aware that riding an e-scooter on the sidewalk is illegal?

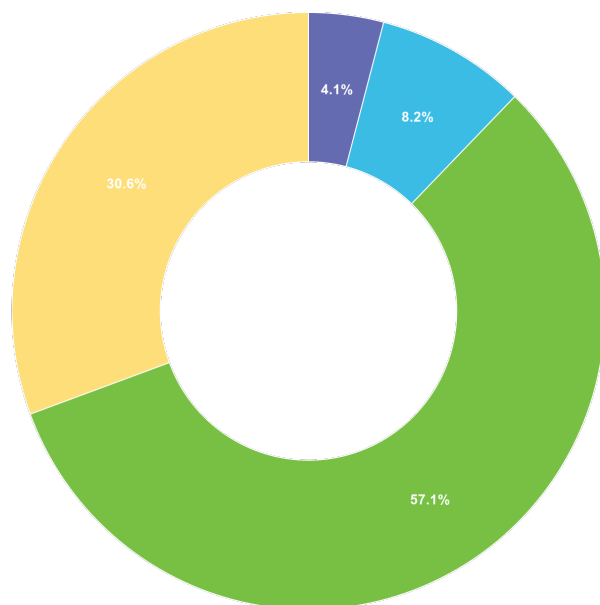


Answered: 70    Unanswered: 1

Choice	Total
<div></div> Yes	38
<div></div> No	10



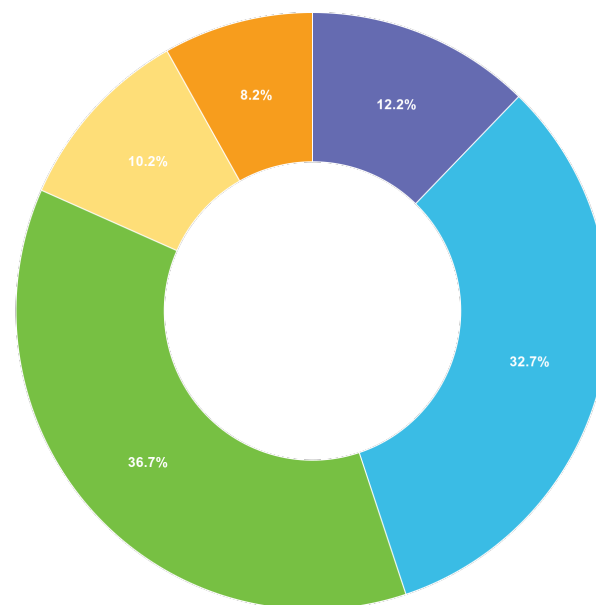
**Q7** How often do you wear a helmet when riding an e-scooter?



Answered: 67 Unanswered: 4

Choice	Total
Always	2
Sometimes	4
Never	28
I do not own a helmet	15

**Q8** When riding an e-scooter how safe do you feel?

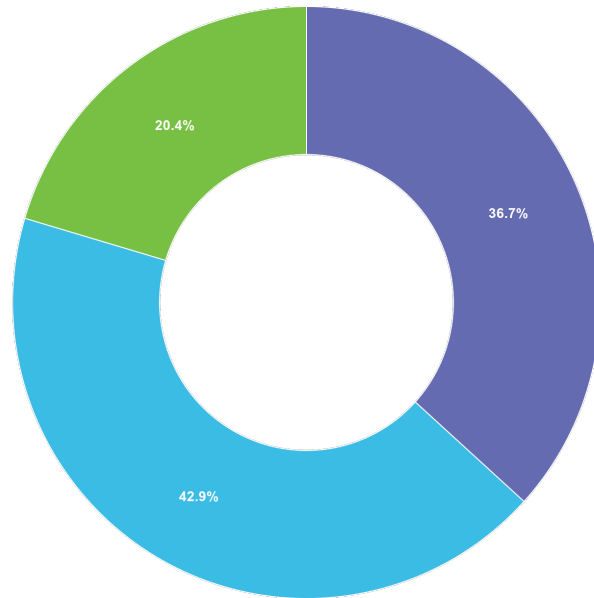


Answered: 66 Unanswered: 5

Choice	Total
Very safe	6
Safe	16
Somewhat safe	18
Unsafe	5
Very Unsafe	4



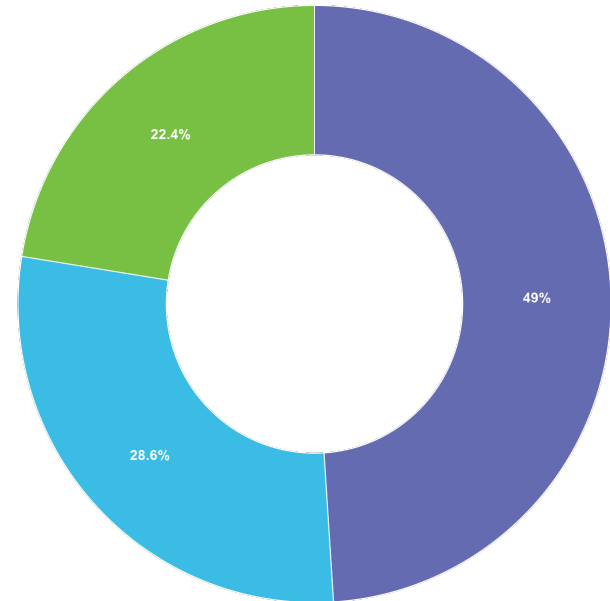
**Q9** When parking an e-scooter, how familiar are you with the local e-scooter parking rules?



Answered: 68 Unanswered: 3

Choice	Total
Familiar	18
Somewhat familiar	21
Not familiar	10

**Q10** Have you parked in one of the designated e-scooter parking locations?



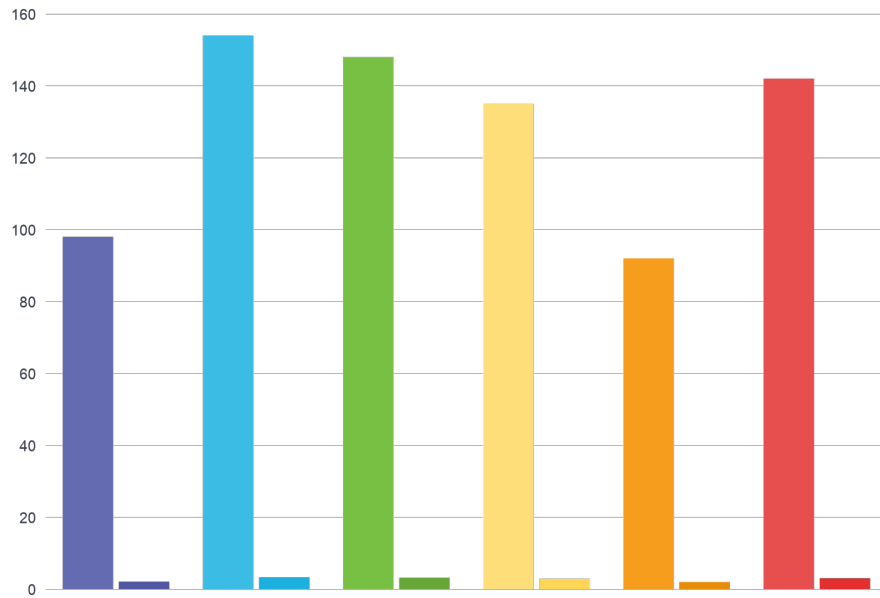
Answered: 66 Unanswered: 5

Choice	Total
Yes	24
No	14
I had no idea they existed	11



**Q11** How has access to e-scooters changed your use of the following modes?

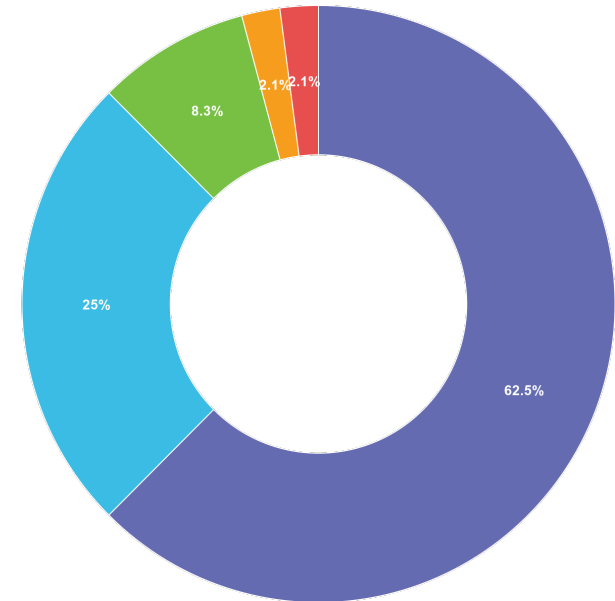
(1 = More often | 2 = About the same | 3 = Less often | 4 = I do not use this mode)



Answered: 66 Unanswered: 5

Choice	Score	Average
I walk	98	2.09
I use bike share	154	3.28
I use public transit	148	3.15
I use a personal bike	135	2.87
I use a personal car	92	1.96
I use taxi or Uber/Lyft	142	3.02

**Q12** On average how many weekly e-scooter rides have you taken in Lincoln?



Answered: 67 Unanswered: 4

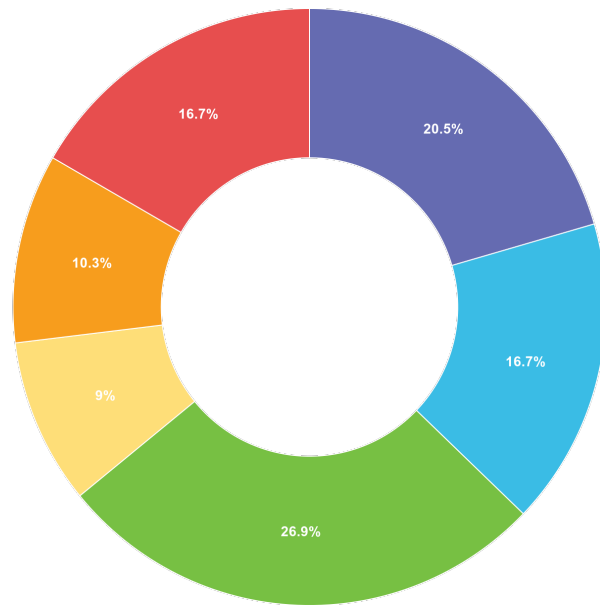
Choice	Total
Less than 1	30
1 to 5	12
5 to 10	4
10 to 15	0
15 to 20	1
20 or more	1





**Q13** What is the biggest obstacle from riding e-scooters more often?

(Select all that apply)

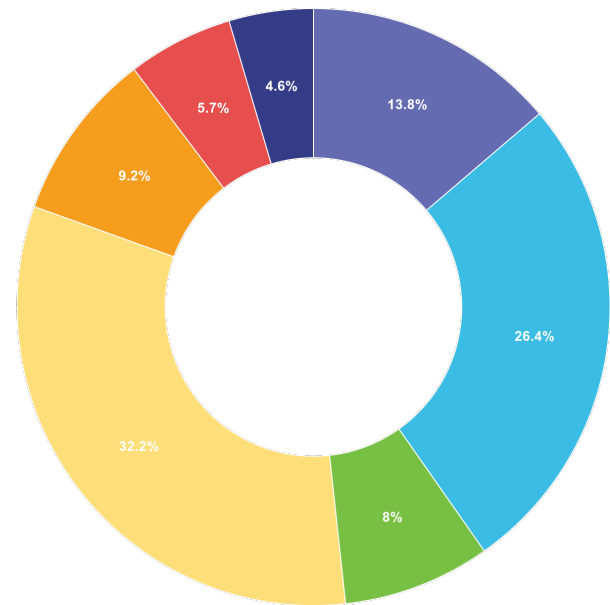


Answered: 68 Unanswered: 3

Choice	Total
I do not feel safe riding in the street or in bike lanes	16
There is a lack of bike lanes where I can ride	13
Price	21
E-scooter availability	7
Weather	8
Other	13

**Q14** Which best describes your typical reason for using an e-scooter?

I used an e-scooter:



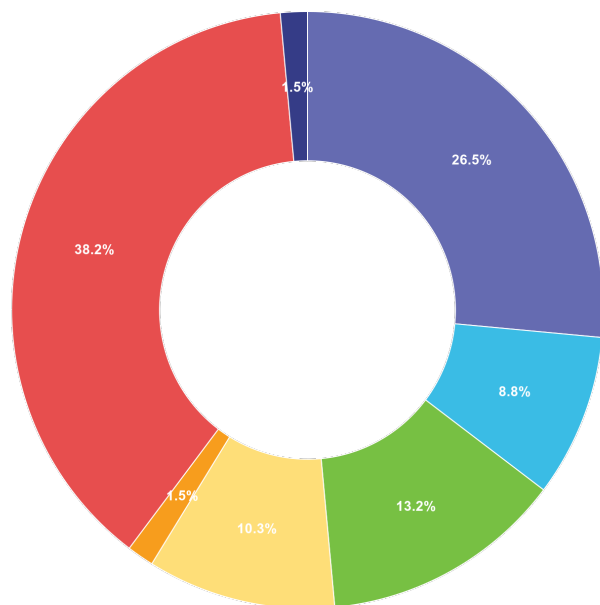
Answered: 63 Unanswered: 8

Choice	Total
To commute to work or school	12
To get to entertainment (e.g., dinner, sports event, concert, etc.)	23
To run errands	7
For leisure (no particular destination, just to ride)	28
On my lunch break	8
For work use (e.g., meetings, site visits, etc.)	5
To access public transit	4



**Q15** Thinking about your most recent e-scooter trip, why did you choose to take an e-scooter?

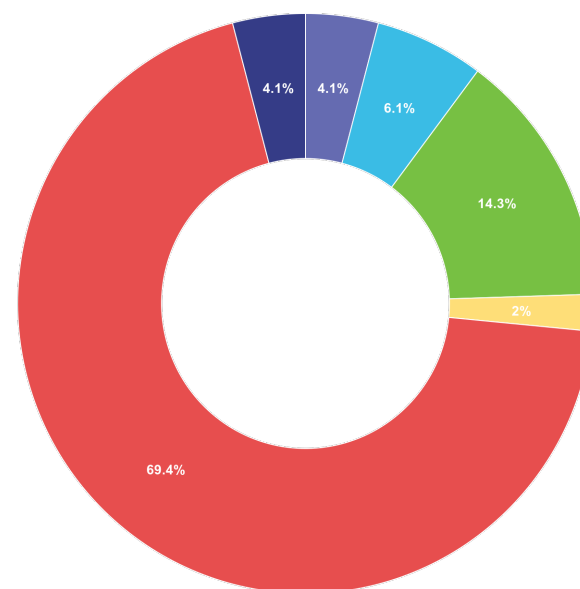
(Select all that apply)



Answered: 64 Unanswered: 7

Choice	Total
It was the fastest and most reliable	18
Did not want to get sweaty	6
Parking is difficult at that time/destination	9
It was less expensive than other transportation options	7
Do not have a car	1
It was just for fun	26
Other	1

**Q16** How would you have made your most recent trip if an e-scooter was not available?



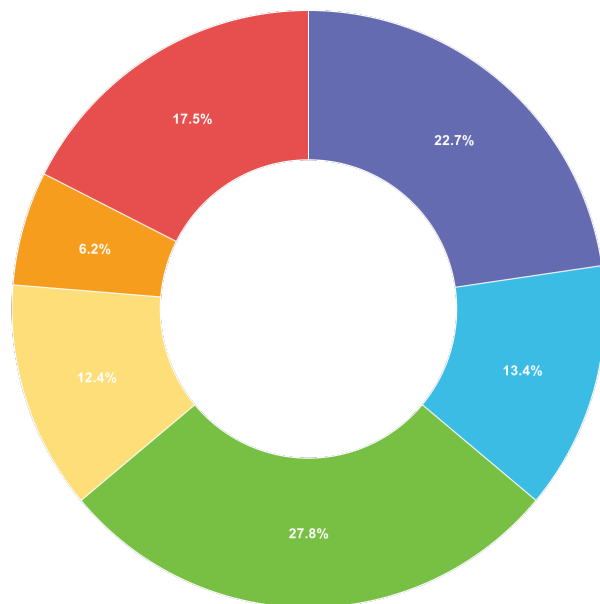
Answered: 66 Unanswered: 5

Choice	Total
Bike share	2
Personal bike	3
Personal vehicle	7
Public transit	1
Taxi or Uber/Lyft	0
Walk	34
I would not have made the trip	2



**Q17** What about e-scooters influences you to continue using them?

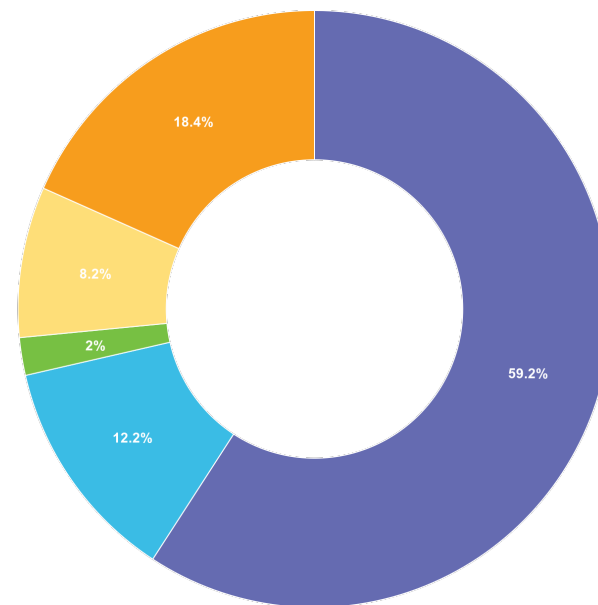
(Select all that apply)



Answered: 61 Unanswered: 10

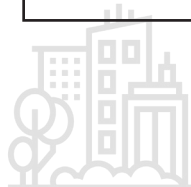
Choice	Total
Availability	22
Comfort	13
Ease of use	27
Price	12
Safety	6
Other	17

**Q18** Based on your experience with e-scooters, how supportive are you in the ScooterLNK program continuing following the pilot?



Answered: 71 Unanswered: 0

Choice	Total
Very supportive	29
Somewhat supportive	6
Indifferent	1
Unsupportive	4
Not at all supportive	9



### Q19 What modifications, if any, would you make to the Scooter Pilot Program?

- December 10, 2021 | If you expect people to continue using scooters and be safe, you NEED to put bike lanes on every street where scooters are available. It is NOT safe to ride on the street.
- December 11, 2021 | Get scooter vendors to participate in local advocacy for safe and accessible active transportation. Expand the boundaries of the service area.
- December 11, 2021 | Handicap scooters.
- December 11, 2021 | Have monthly subscription to ride.
- December 11, 2021 | Get rid of it unless they use a docked system like the bike share.
- December 11, 2021 | More north-south bike lanes downtown.
- December 13, 2021 | Available later.
- December 14, 2021 | The scooters continue to charge users money until they are parked in the correct spot, they are a nuisance item when left all over the sidewalks.
- December 14, 2021 | Throw them in the trash before people ride them.
- December 14, 2021 | They are left all over. I know blind people have tripped over them. There a pain.
- December 14, 2021 | Allow them on game days and later at night with lights.
- December 14, 2021 | Extend the hours and destinations they can reach in town, especially on game days.
- December 14, 2021 | This is chaos. Unless I am on a scooter (and even then) downtown feels a lot less safe and a lot more cluttered.
- December 14, 2021 | Get rid of them.
- December 15, 2021 | Longer hours, rode to a spot, came out and the scooter was in sleep mode.
- December 15, 2021 | Make it more obvious where the no-ride zones are, shrink those areas, and add more bike lanes.
- December 15, 2021 | Price!!!! I'd like to use it more, but it gets expensive, unless there is something I'm missing.
- December 15, 2021 | None.
- December 15, 2021 | The streets downtown are too crappy for tiny scooter wheels. I crashed hard in front of Marcus Theater over nothing apparent.
- December 15, 2021 | Scooters are always laying down all over the sidewalk in the Haymarket, especially. They are an obstacle and an eyesore. No one rides them in the street, only on the sidewalk that I've seen.



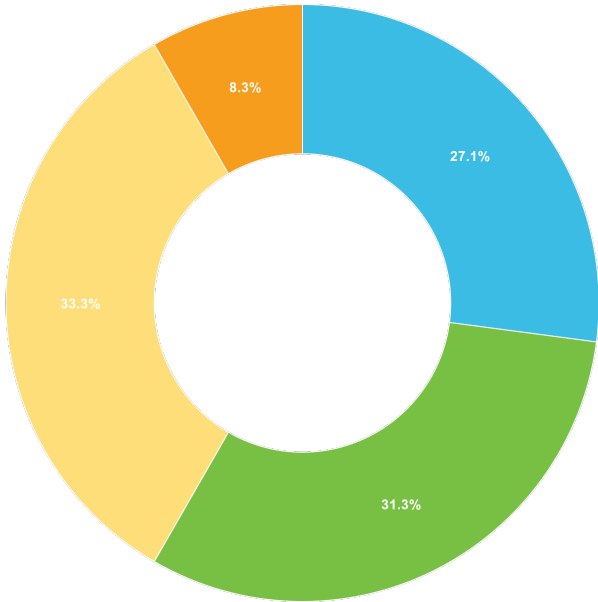


- December 15, 2021 | People in cars are idiots. You cannot trust them to not hit people on scooters. You must make it safer for scooters by making complete streets everywhere. Or better yet, removing cars from key streets.
- December 15, 2021 | I'd like to see a yearly/annual pass option, similar to what is available at BikeLNK.
- December 15, 2021 | Better public education about the rules and laws- most people don't realize that scooters aren't supposed to be ridden on sidewalks, but scooterists don't feel safe on the road with no bike lanes because motorists don't know to look for them (and motorists generally don't like sharing the road with bicycles or scooters anyway). Also, I think there needs to be an area designated for test drives! Learning how to drive a scooter is difficult, and it's a trial-by-fire when you have to take it straight to the road. In Indianapolis, I rode a Bird scooter across a large empty parking lot, and it made me a lot more confident in my ability to handle scooters. Also, I want them to be available on UNL's campus! I know there's probably a good reason the campus is off-limits, but idc, it would be SO convenient and I'd personally utilize it a lot more.
- December 15, 2021 | Make available after 10pm.
- December 15, 2021 | Removing the slow scooter zones. It causes too many issues and is confusing and frustrating.
- December 16, 2021 | Expand the area of use!
- December 16, 2021 | Better zones to ride in the streets.

- December 16, 2021 | The app and scooter interface were very confusing. I couldn't tell when I had used my paid amount, and I believe it reloaded another sum when I was finished. But it is unclear to me if there are funds available on the app for my next trip or not. All I know is my last trip cost me about 3 times what I thought I had consented to.
- December 16, 2021 | I think safety is my #1 concern regarding the scooter program. I get SO PEEVED when I see people riding on the sidewalks. The app explicitly says not to do that, so it drives me nuts. Riding on the roads can be a little scary, especially depending on where you are. In my experience, I worry that a car will back out and hit me while riding since the scooters are not as visible. Otherwise, I think this program is fun. I've wanted to partake MORE, but am insecure about riding alone and none of my mid-late twenty something friends are interested in riding.
- December 16, 2021 | Increase the area of use.
- December 17, 2021 | Hours.
- December 17, 2021 | Faster, under 18 to ride.
- December 23, 2021 | Cheaper.
- December 25, 2021 | Once they shut off - they should be easier to move in a designated location. It was awfully hard to drag the scooter out of the street after I fell face first off the thing and ended the ride. I did move it to the sidewalk and left it there.



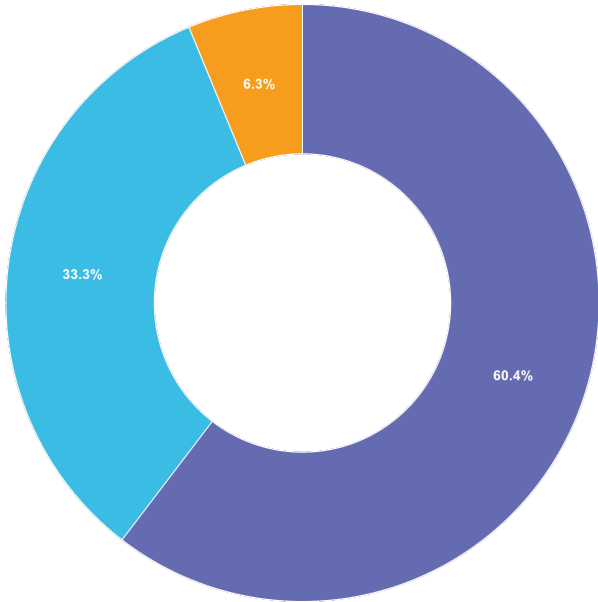
Q21 What is your age?



Answered: 68    Unanswered: 3

Choice	Total
17 and under	0
18-24	13
25-34	15
35-44	16
45-54	4
55-64	0
65 or older	0

Q22 What is your gender identity?



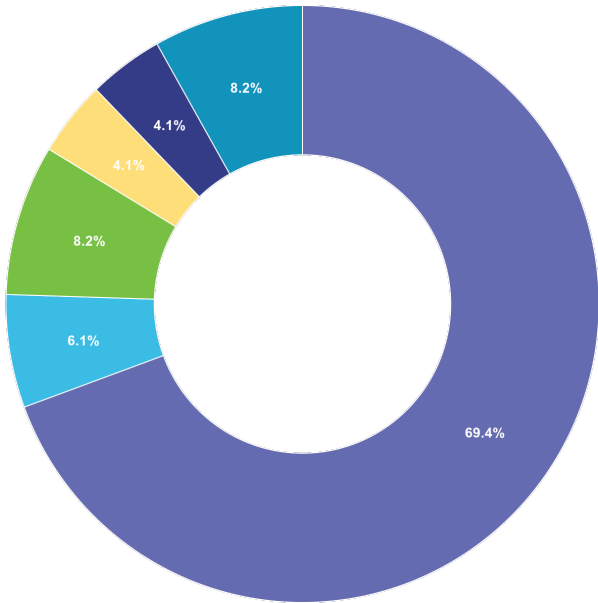
Answered: 68    Unanswered: 3

Choice	Total
Male	29
Female	16
Nonbinary	0
Other	0
Prefer not to answer	3



Q23 Which of the following best describes your racial or ethnic background?

(Select all that apply)

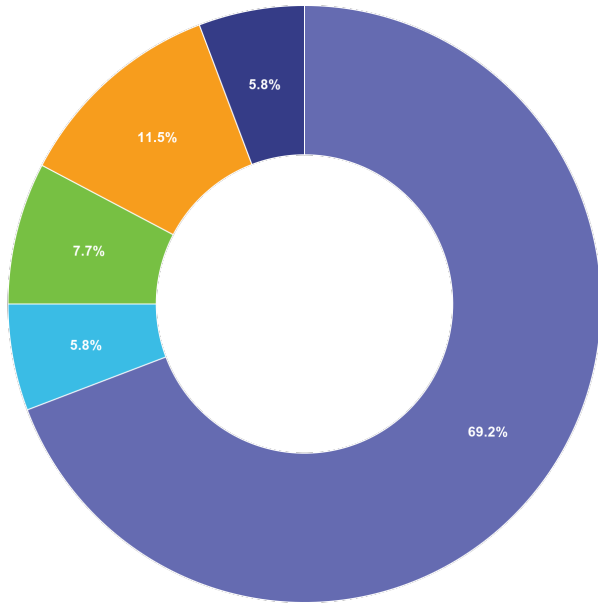


Answered: 68 Unanswered: 3

Choice	Total
White	34
Asian	3
Hispanic or Latino	4
Black or African American	2
Native American or Alaska Native	0
Native Hawaiian and Pacific Islander	0
Some other race	2
Prefer not to answer	4

Q24 What is your current employment status?

(Select all that apply)

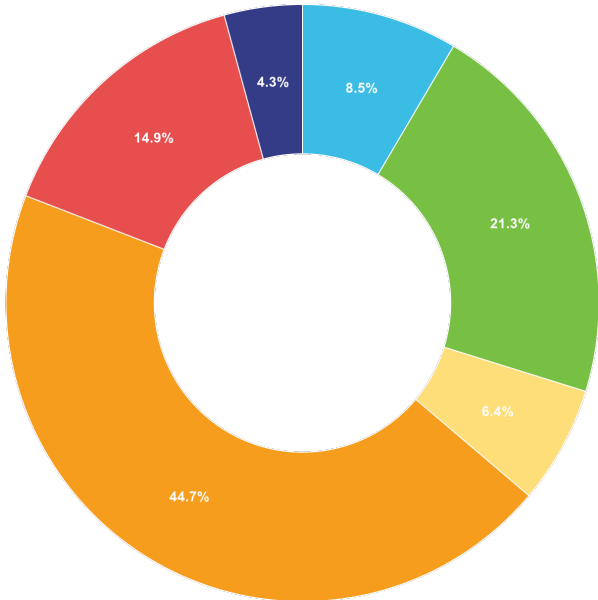


Answered: 68 Unanswered: 3

Choice	Total
Employed full-time	36
Employed part-time	3
Unemployed	4
Retired	0
Full-time college student	6
Part-time college student	0
Other	3



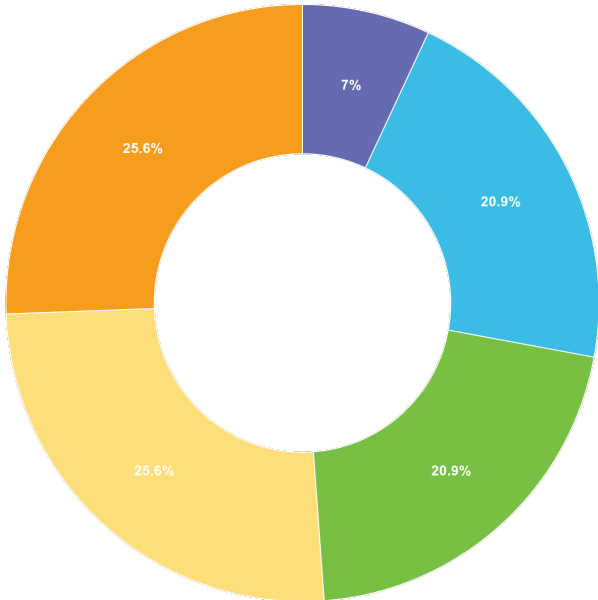
Q25 What is the highest level of education you have completed?



Answered: 66    Unanswered: 5

Choice	Total
<div></div> Some high school	0
<div></div> High school	4
<div></div> Some college	10
<div></div> Associate degree	3
<div></div> Bachelor's degree	21
<div></div> Master's degree	7
<div></div> Doctorate	2

Q26 What is your approximate household income?



Answered: 57    Unanswered: 14

Choice	Total
<div></div> Under \$25,000	3
<div></div> \$25,000 to \$50,000	9
<div></div> \$50,000 to \$75,000	9
<div></div> \$75,000 to \$100,000	11
<div></div> Over \$100,000	11

