

# Shared E-Scooter Pilot Program Update

City Council Briefing  
November 21, 2022

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# Why E-scooters?



- Operator interest
- Downtown Partnership
- Mobility option aligns with city goals
  - Provide mode choices
    - Residents
    - Workers
    - Visitors
  - Reduce vehicle trips



# Pilot Program Details



- Operations Agreement
  - One year pilot with two option year
  - Limit the number of scooters per provider
  - Establishes ridership thresholds for fleet size increase
  - Limits hours of operation
- Unique aspects of Colorado Springs program
  - Forced parking areas
  - Sidewalk geofencing
  - Park and urban trail restrictions
  - Unique app messaging
    - Dismount zone areas
    - Forced parking areas
  - Integration into City's citizen complaint portal (GoCOS)

# Pilot Program Changes

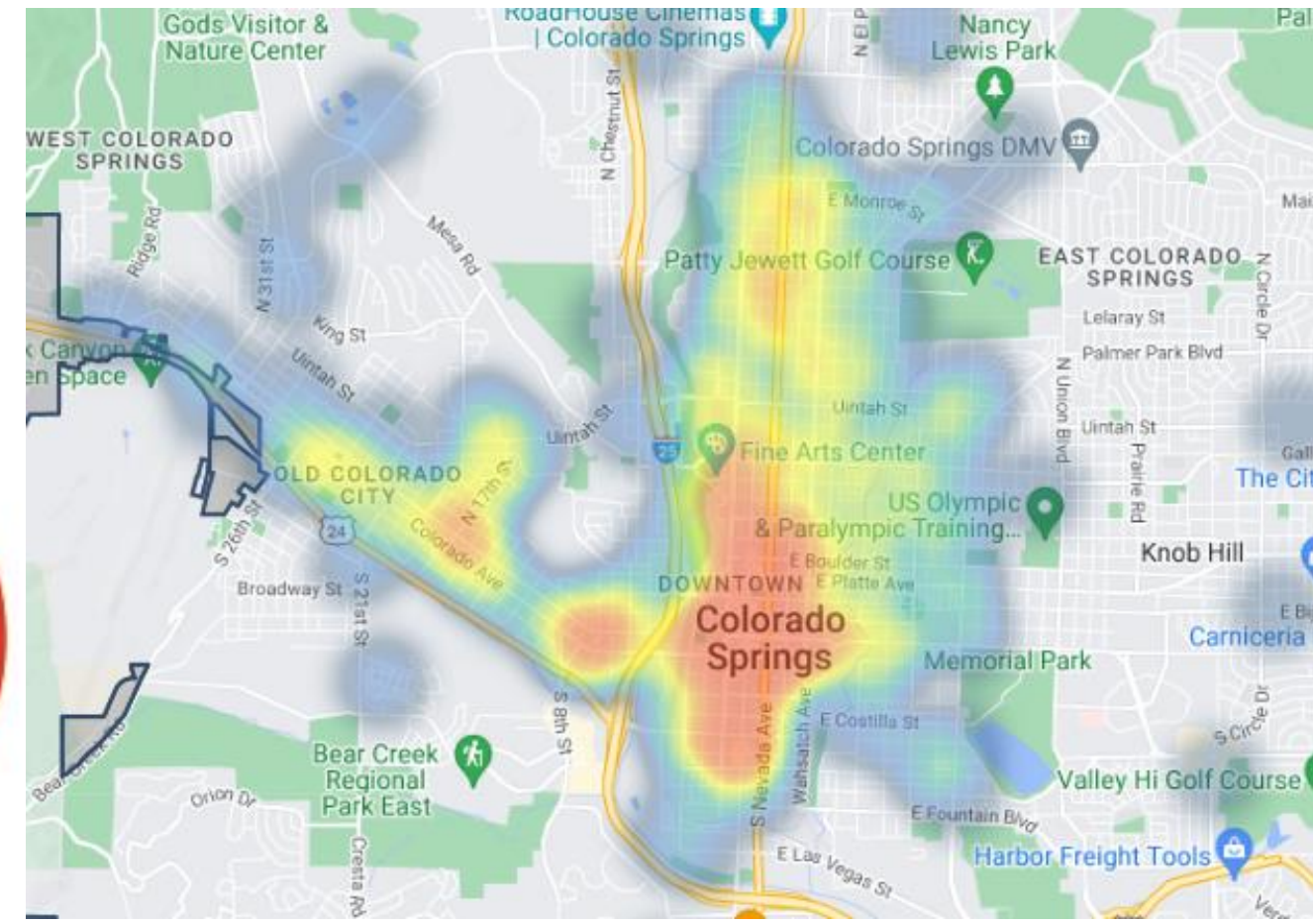
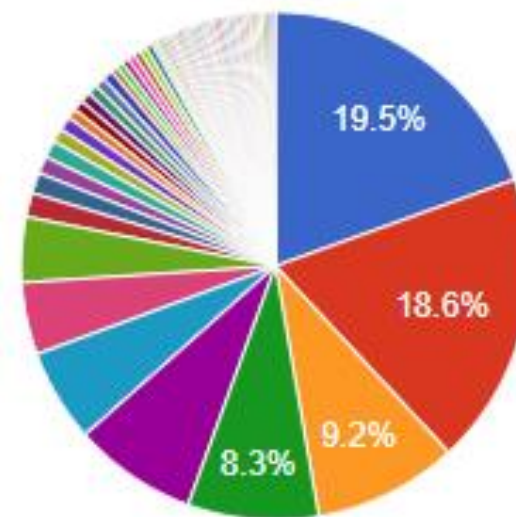
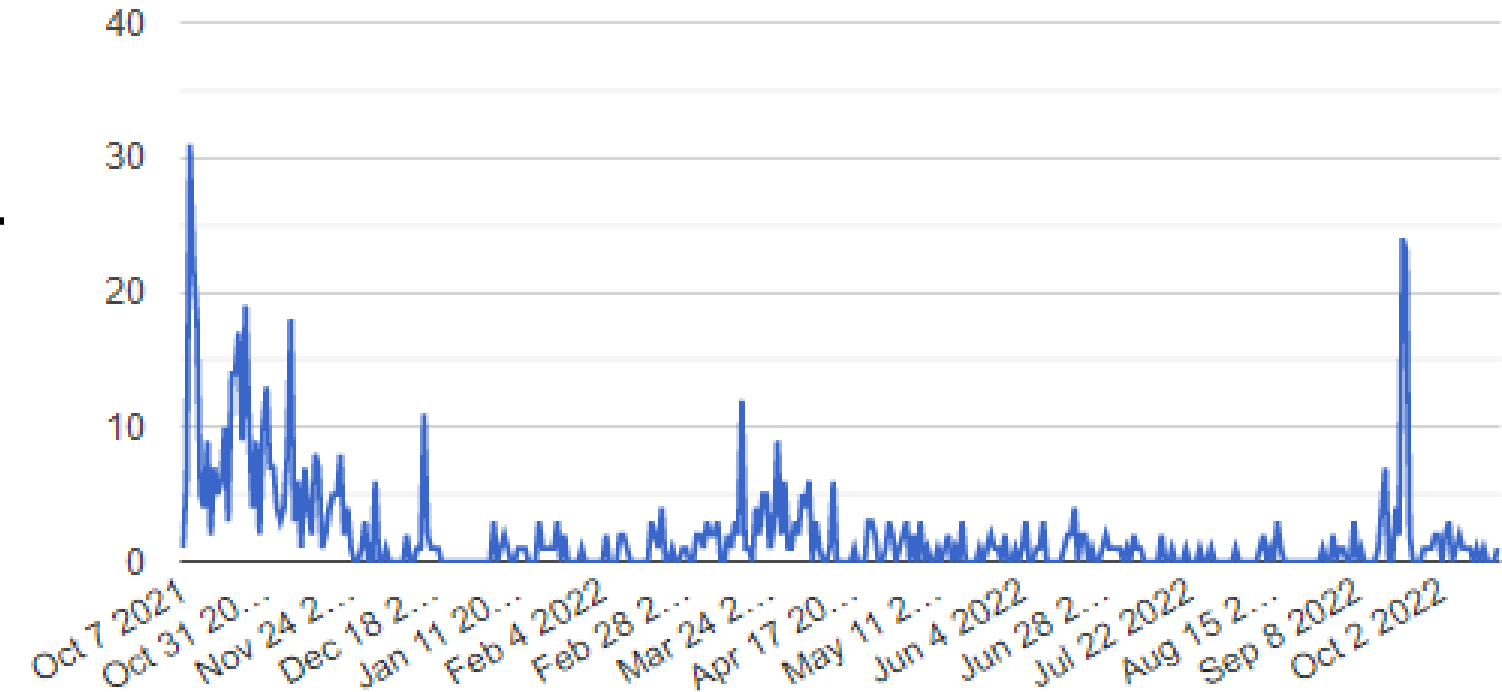


- Operating Agreement
  - Increase maximum fleet size from 600 to 900
  - Allow 24/7 operations
    - Contingent on app providing an impairing riding test
  - Establish a minimum operating area
- Other changes
  - Sidewalk geofencing
    - Currently no ride for Tejon and OCC sidewalks
    - Change to slow zone
      - Improve effectiveness of forced parking areas
  - Potential new operator
    - Veo ceased operation in August

# Complaint Summary



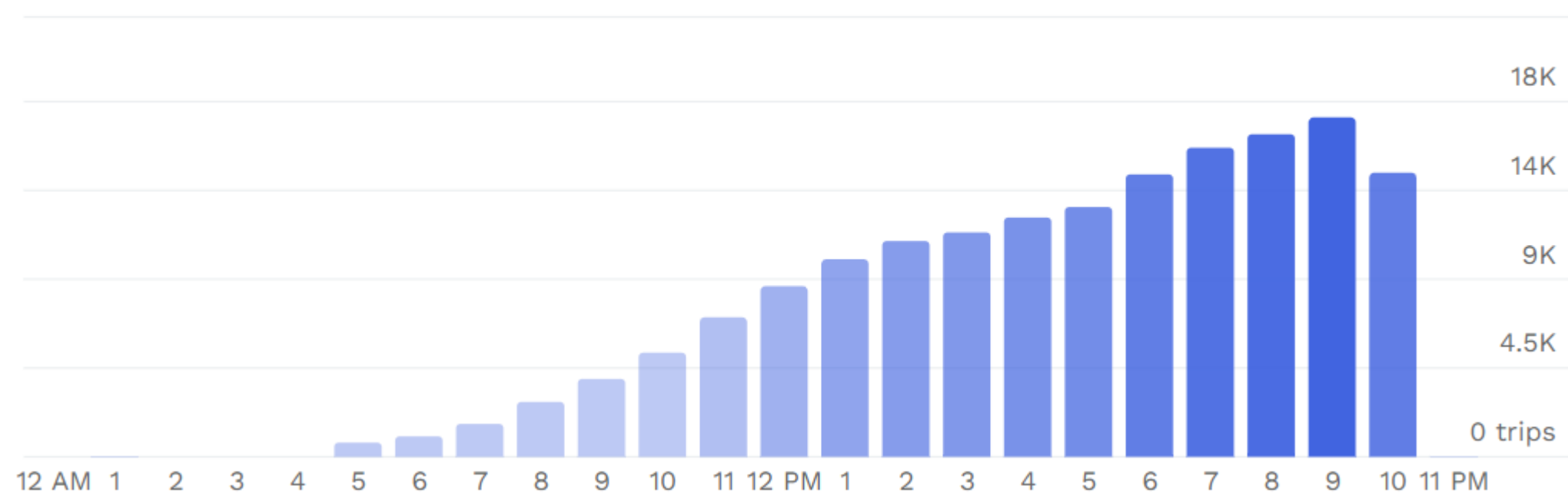
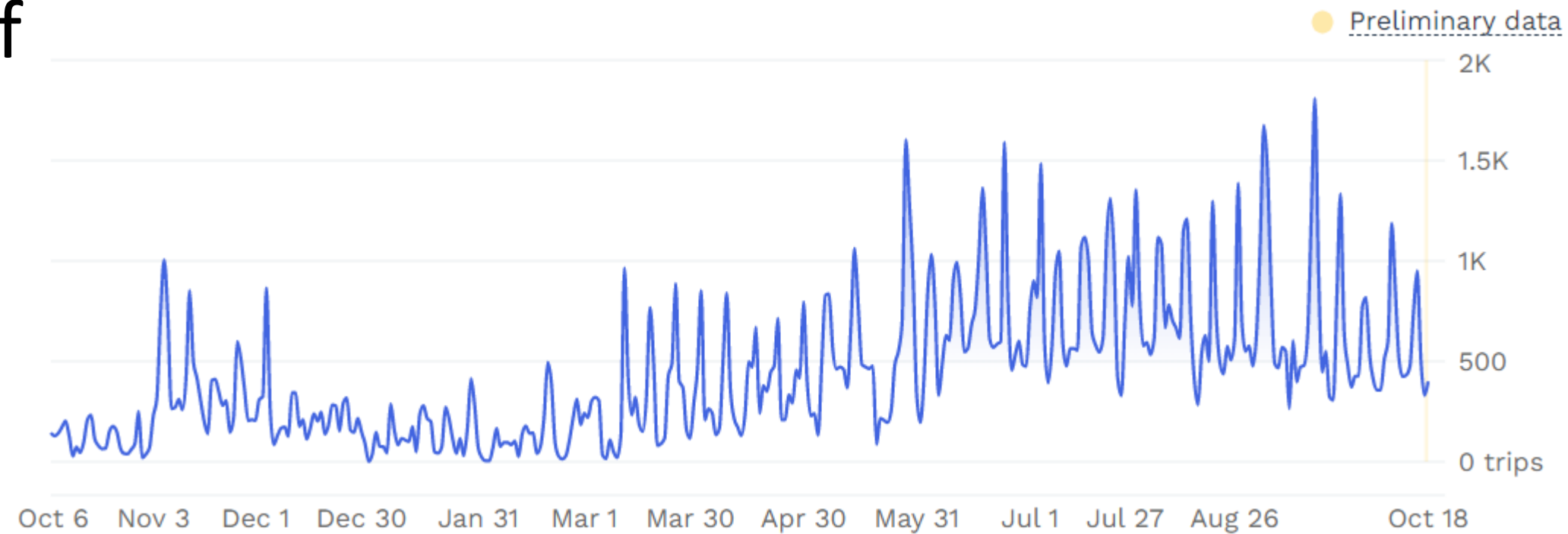
- Complaints as of October 19
- Total tracked through GoCOS App - ~743
- Complaints leveled off
- Complaint types
  - 98% parking
  - 2% rider behavior
- Four account for about 55% of the complaints
  - Scooters parked at a Pikeride station (red)



# Operations Summary



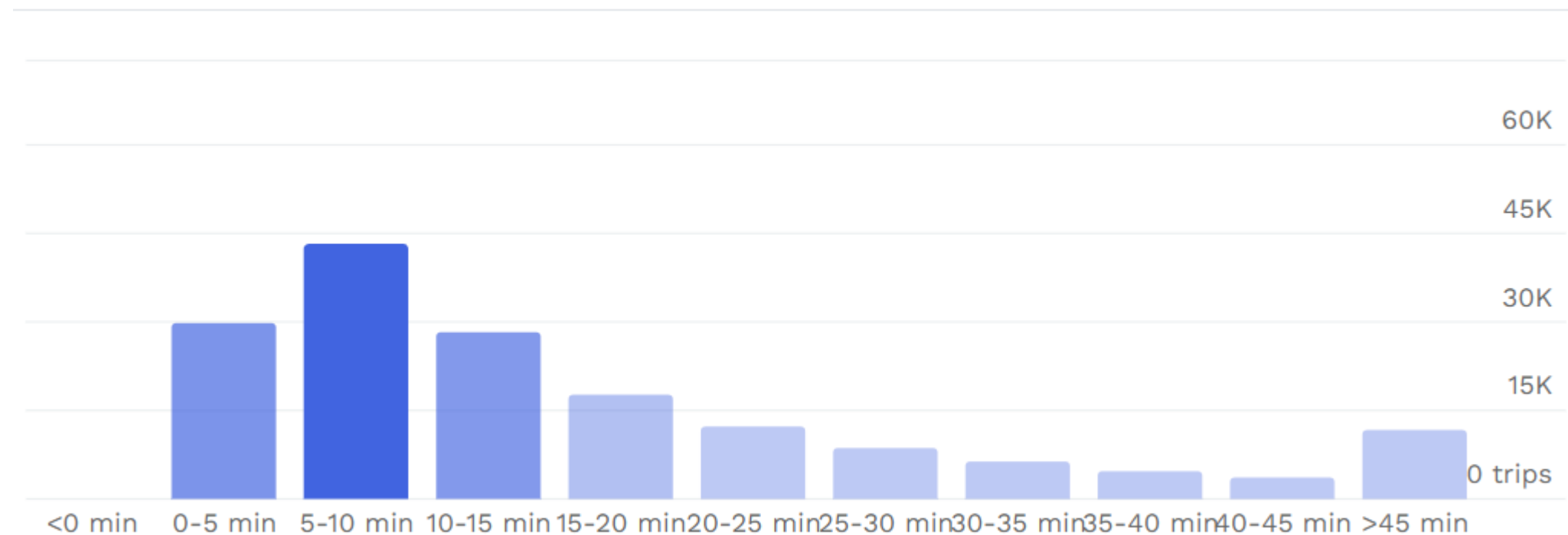
- Launched the week of October 4, 2021
- Operations summary as of October 19, 2022
  - 178,000 total trips
  - 76,000 riders
  - 273,000 miles
- Usage peaks on weekends
- Highest usage between 8-10 pm overall



# Operations Summary



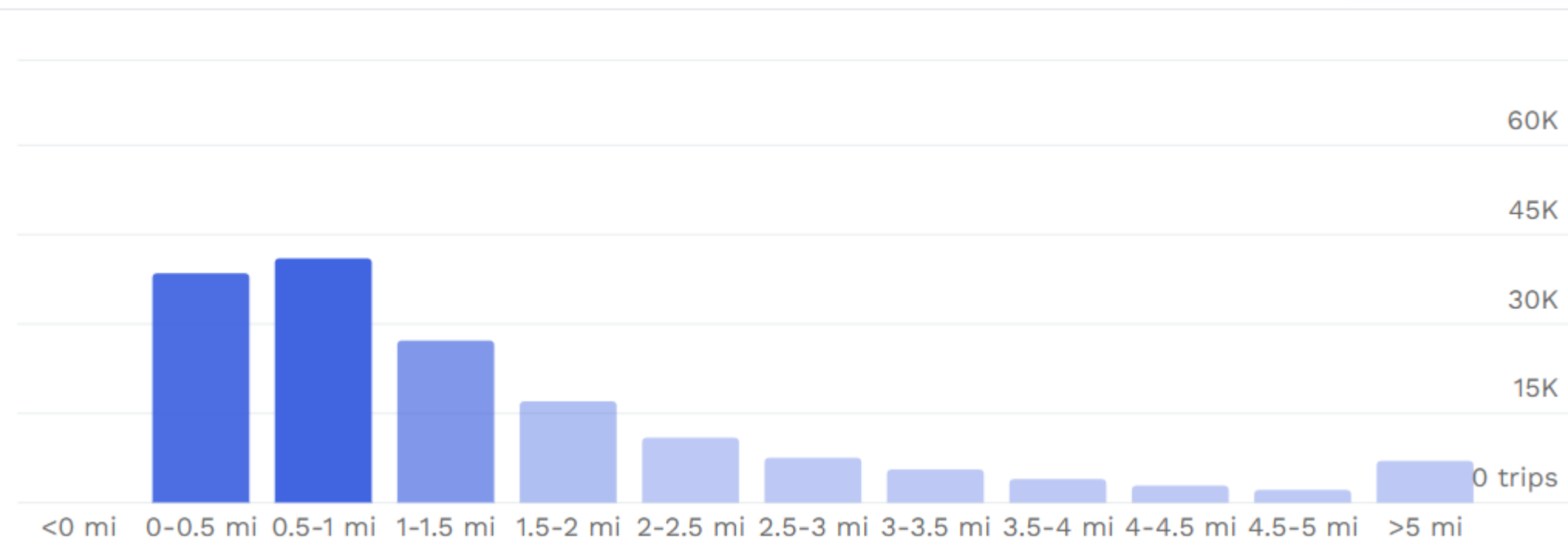
- 60% of trips <15 minutes
- Median trip is 11.5 minutes
- Slight variation between summer and winter months



# Operations Summary



- Median trip is 1 mile
- Distance has dropped over time
  - 1<sup>st</sup> month
    - Median trip 1.35 miles
    - 8% over 5 miles
  - Last month
    - Median trip 0.95 miles
    - 3% over 5 miles
- Slight variation between summer and winter months

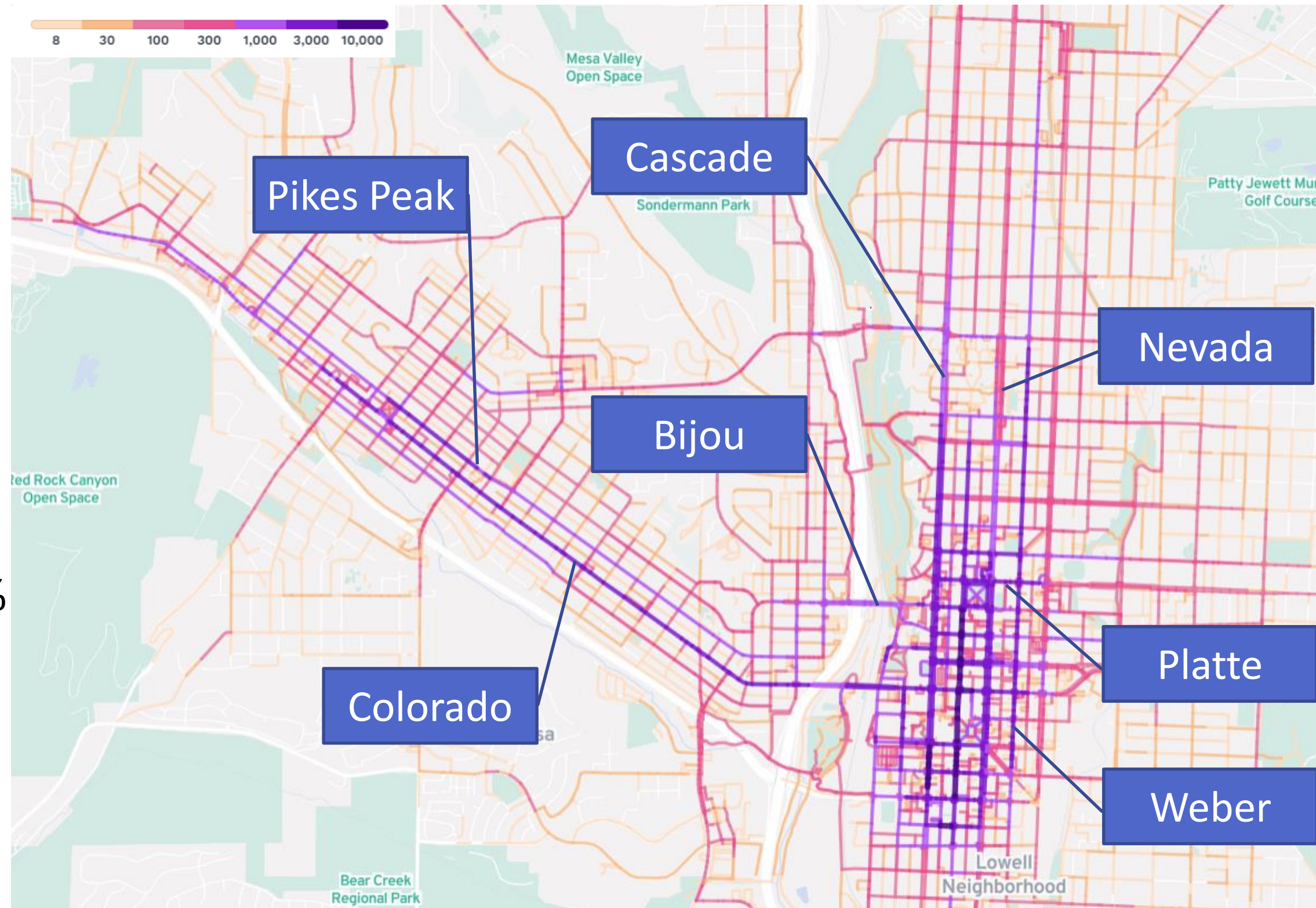




# Route Summary



- Combined data from over 155,000 trips
- North-South Routes
  - Tejon – 7 to 10 %
  - Cascade – 6 to 10%
  - Nevada – 3 to 7%
  - Weber – 2 to 5%
- East-West Routes
  - Colorado – 2 to 6%
  - Pikes Peak – 2 to 7%
  - Bijou – 1 to 3%
  - Platte – 2 to 7%
  - Boulder – 1 to 4%





**QUESTIONS?**