



# E-Scooter Share Program Overview

Queens Community Board 7

January 31<sup>st</sup>, 2024



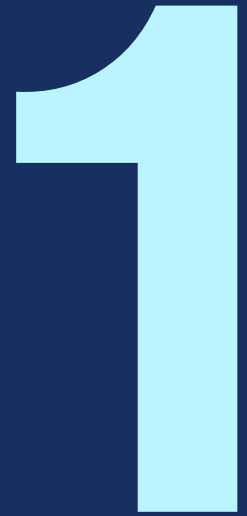
# Agenda

1. E-Scooter Share Introduction
2. Program Overview
3. Timeline



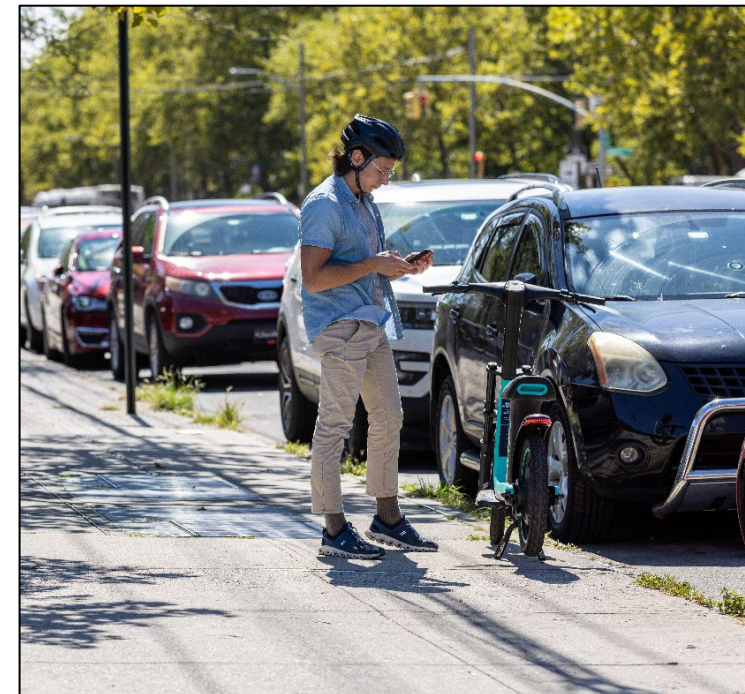
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# E-Scooter Share Introduction



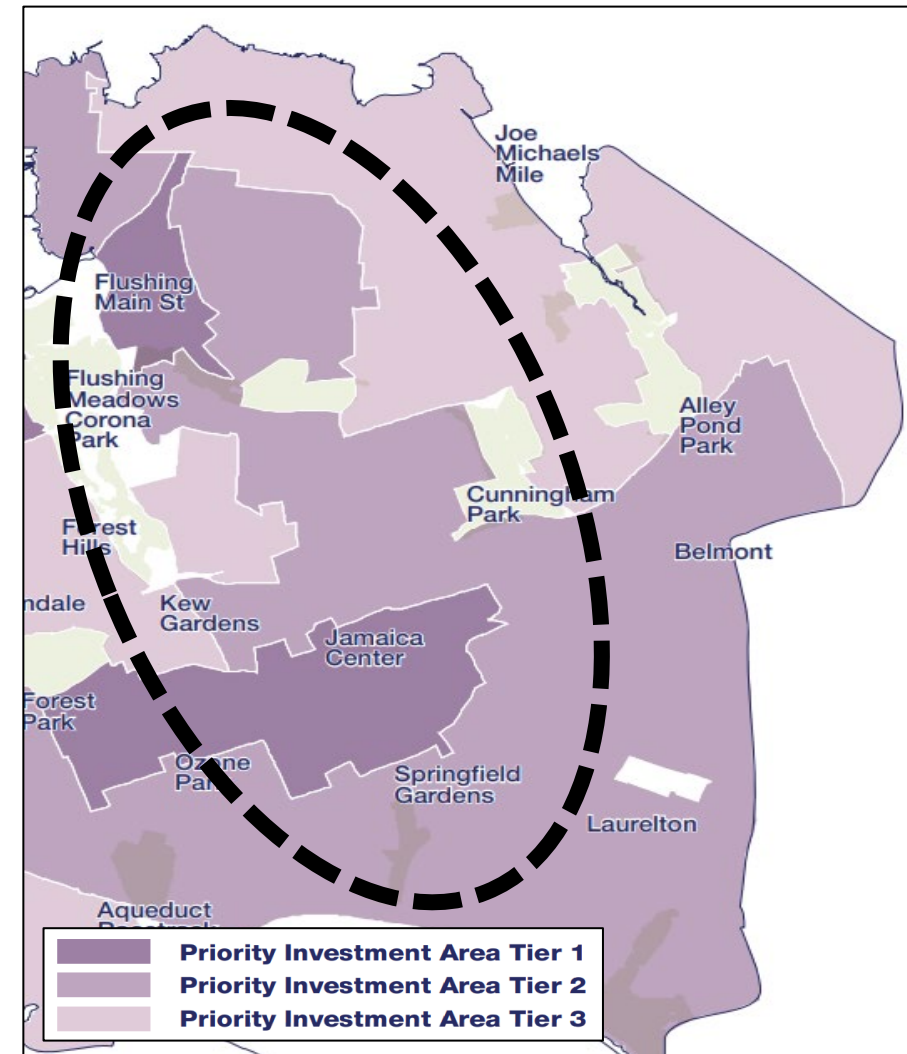
# What is E-Scooter Share?

- **Network of shared e-scooters**
  - Intended for point-to-point transportation
- **Increased mobility**
  - Additional transportation option
  - Convenient for trips that are too far to walk, but too short for the subway or a car
  - Connections to transit
- **Flexibility**
  - Vehicles are dockless, limiting infrastructure needs
  - Users find, unlock, and lock e-scooters through smartphone apps




# Advancing City Mobility Goals

- **PlaNYC 2023**
  - Plan states that NYC will cut transportation emissions in half by 2030 and achieve 80% sustainable mode share by 2050
  - Plan will ensure NYC's streets provide a safe, clean, and livable environment, including:
    - Prioritize public transit, walking, and biking first
    - Ensure every New Yorker can access a bike or e-scooter
- **NYC DOT Streets Plan**
  - Plan identifies Priority Investment Areas to prioritize equity in transportation projects
  - Based on three inputs: demographics, density, and previous levels of NYC DOT investment



# E-Scooter Share Timeline

- **August 2021** – E-scooter share pilot launched in Phase 1 in the East Bronx with three operators (Bird, Lime, Veo)
- **November 2022** – DOT released pilot evaluation report and began selection process for long-term program following the pilot
- **Summer 2023** – Pilot ends and three operators (Bird, Lime, Veo) continue service in the East Bronx
- **Fall 2023** – Outreach for Queens outreach begins as part of a long-term program, parking feedback portal opens
-  **Winter 2024** – Present parking and program details to community stakeholders
- **Spring/Summer 2024** – Program launches in Queens

# Why Eastern Queens?

- Area: ~20 square miles
- Population: ~600,000
- Population Density: ~25,000 people / square mile
- Connections between major transportation and commercial hubs
- Key destinations include:
  - Downtown Flushing and Jamaica
  - Queens College, St. John's University, York College
  - Flushing Hospital, H&H Queens Hospital, NY Presbyterian Queens Hospital
  - Queens Botanical Gardens, Cunningham Park, Kissena Park, Citi Field
- Almost entirely in Tier 1 and 2 DOT Priority Investment Areas
- No existing micromobility share systems



# Outreach for Queens Expansion

- **Elected and Stakeholder Briefings**
  - 25+ meetings with BIDs, community boards, civic associations, developments, council members, assembly members, hospitals, universities, and City agencies
- **On-street outreach**
  - 180+ conversations at Flushing and Jamaica Central Libraries
  - Majority of Flushing participants were Chinese-speaking residents (all materials available in Chinese and Korean)
  - Majority of residents supportive, expecting to benefit from shorter commutes and affordability options
- **Online Feedback Portal**
  - Launched October 2023
  - 225+ comments





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# Program Overview

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# Standard Vehicles



Bird Three



Lime Gen4



Astro Standing &  
Cosmo Seated Scooters

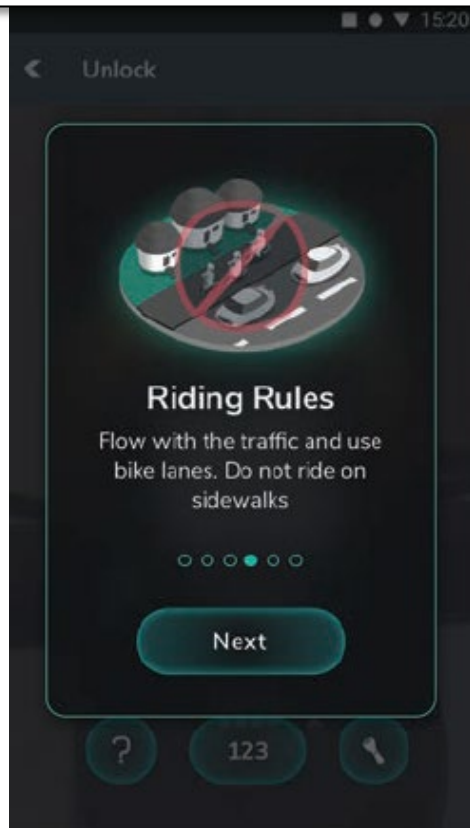
# How to Ride

## Get Ready to Ride

Download the app

Register with ID & payment information

Take in-app safety training and complete safety quiz

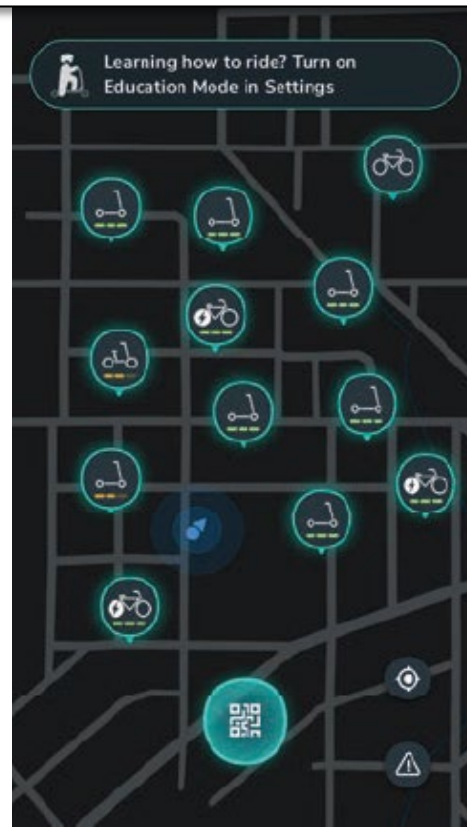


## Find an E-Scooter

Find an e-scooter in the app

Unlock the e-scooter by scanning a QR code on the vehicle

Ride the e-scooter as you would ride a bicycle






## End Your Trip

Park the scooter in either a designated parking corral or on the sidewalk out of the path of travel

Follow in-app directions for locking the e-scooter



# Pricing

Regular Price	 BIRD		
<b>Cost to Unlock</b>	\$1	\$1	\$1
<b>Additional cost / minute</b>	\$0.42	\$0.42	\$0.39
<b>Discounted Price</b>	\$5 per month for unlimited 45-minute rides, \$0.39 / minute afterwards	1 free 30-minute ride / day, \$0.04 / minute afterwards	\$5 per month for 1 free 30-minute ride / day, \$0.20 / minute afterwards
<b>Eligibility</b>	<ul style="list-style-type: none"> <li>• NYCHA residents</li> <li>• Fair Fare recipients</li> <li>• SNAP recipients</li> <li>• WIC recipients</li> <li>• Members of National Credit Union Administration</li> <li>• Medicaid/Medicare</li> <li>• Reduced-rate utility bill</li> <li>• Senior citizens</li> <li>• Veterans</li> <li>• Pell Grant recipients</li> <li>• Employees of pre-approved non-profits</li> </ul>	<ul style="list-style-type: none"> <li>• SNAP recipients</li> <li>• WIC recipients</li> <li>• NYCHA residents</li> <li>• Medicaid</li> <li>• Reduced-rate utility bill</li> <li>• Fair Fare recipients</li> <li>• Social security supplemental income</li> <li>• Pell Grant recipients</li> </ul>	<ul style="list-style-type: none"> <li>• SNAP recipients</li> <li>• NYCHA residents</li> </ul>

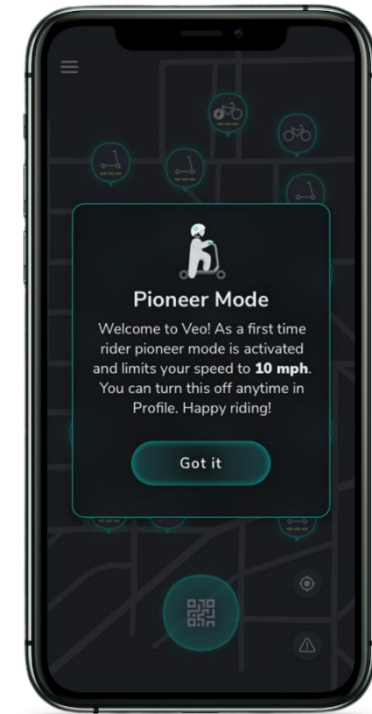
# Equity & Accessibility

- Require all operators to provide accessible scooter devices for residents with ambulatory disabilities
- Require all operators to host monthly community engagement events to promote discounted pricing and accessible vehicles
- Provide promotional materials in multiple languages
- Contract includes worker and user protections



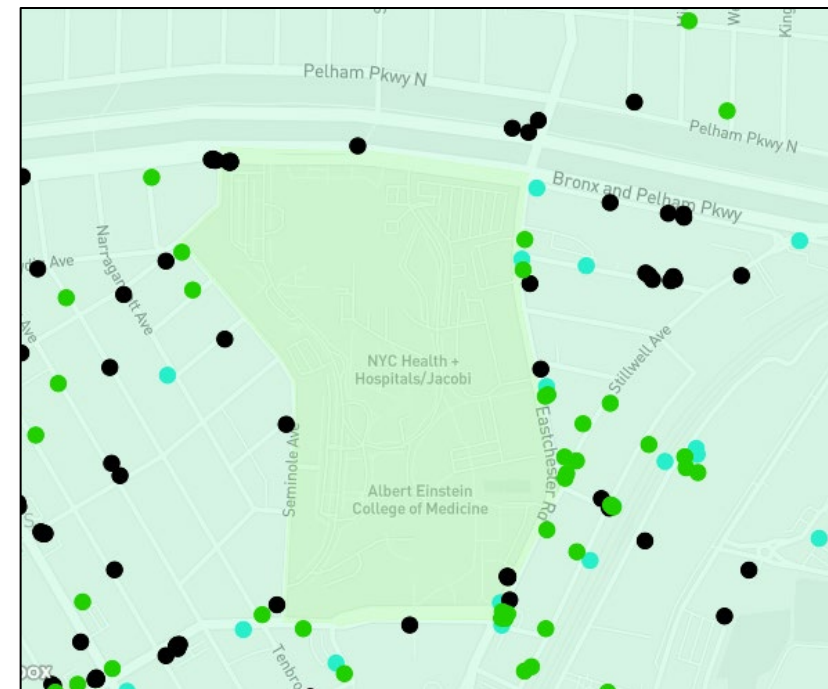
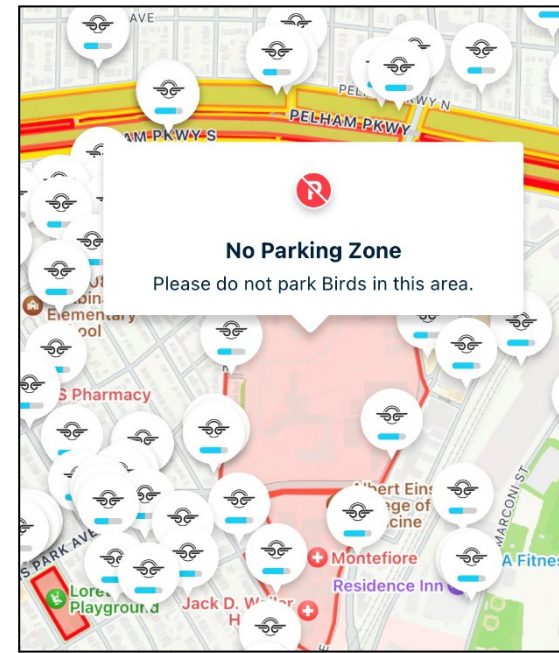
# Safety Program

- Mandatory age verification and in-app safety quiz for new riders
- Beginner Mode: first 3 trips speed-limited at 10mph and cannot start in overnight hours
- Helmet give-away and in-person lessons every month
- Rider accountability and account sharing prevention
- DOT Safety Committee meets regularly with companies and amends contract safety requirements as needed



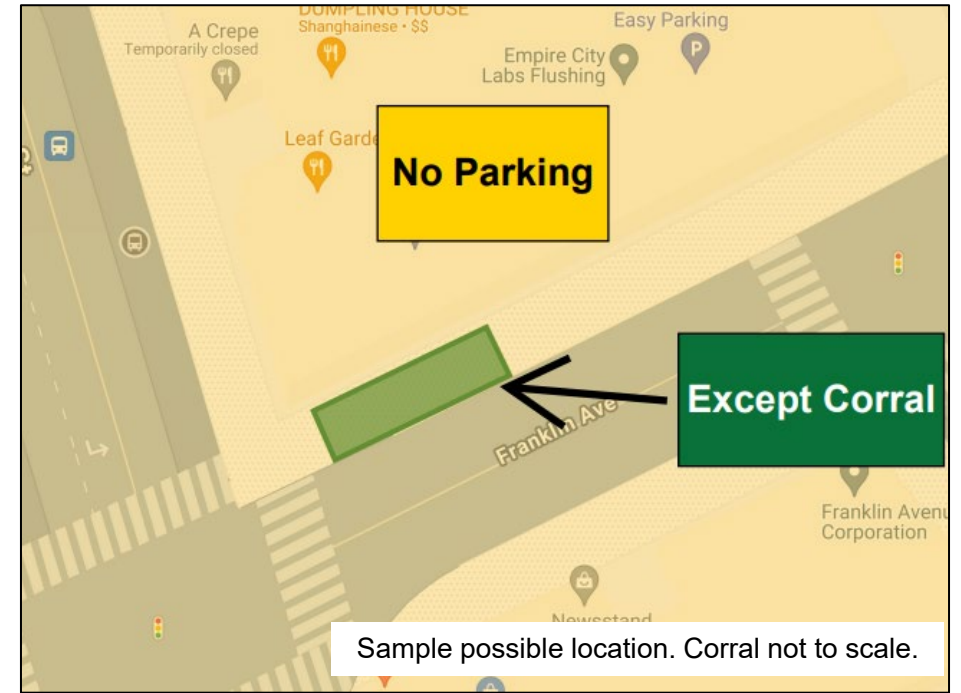
# Operations & Enforcement

- DOT conducts comprehensive oversight and enforces program rules
- Enforcement tools include:
  - Slow zones
  - No ride zones
  - No parking zones
  - Service area borders
  - Temporal restrictions



# Mandatory Parking Corrals

- Parking corrals minimize sidewalk clutter on busy corridors
- Riders may not end trip in these corridors unless e-scooter is inside a corral
- Corral locations selected by DOT with community input
- Corrals hold 10-15 shared e-scooters and are 15' x 6' (sidewalk) and 20' x 7' (roadbed)
- All adjacent property owners and community stakeholders notified of corral plans before installation
- DOT recorded 90% compliance in corral zones during the first 18 months of service in the East Bronx





# Free-Floating Parking Zones

- Outside of corral corridors, riders may park e-scooter in the sidewalk furniture zone
- Riders may not:
  - Block the pedestrian path of travel (including pedestrian ramps)
  - Block driveways or curb cuts
  - Park in the roadbed or on private property
- Operators must rectify improperly parked e-scooters
- Improperly parked e-scooters can be reported directly to companies or 311



# Preliminary Proposal for Downtown Flushing

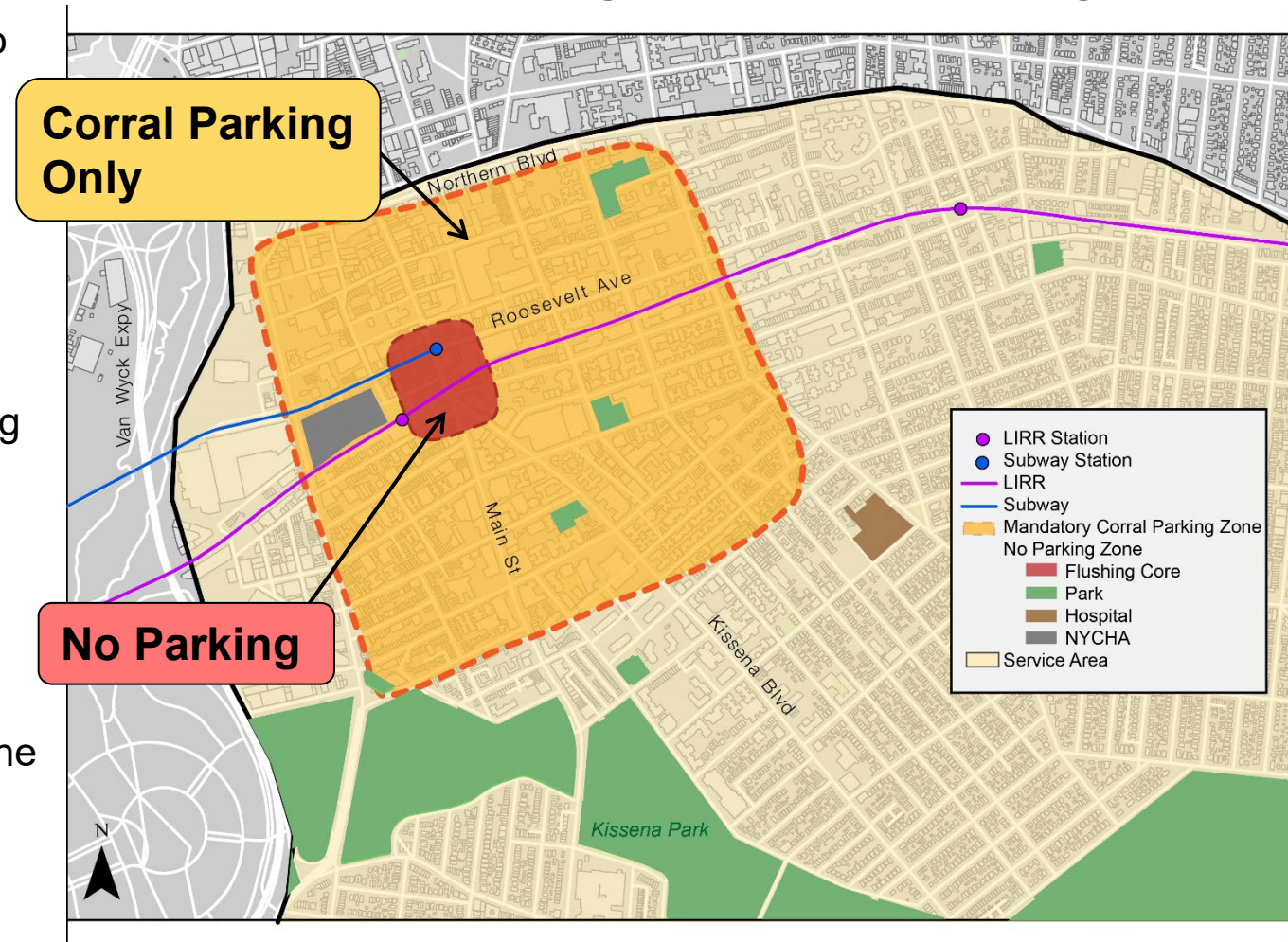
- **Corral-Only Parking Zone**

- Riders will not be able to park or end their trip outside of designated corrals in the zone
- Anticipate approximately 40 corrals in Downtown Flushing
- Corrals create reliability and predictability for riders and non-riders alike
- Option to add additional corral zones following program launch

- **Sidewalk Riding Detection Zone**

- GPS enforcement of sidewalk riding – riders who attempt to ride on the sidewalk in the zone will receive alerts and e-scooter will slow

## Possible Parking Solutions in Flushing



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## Next Steps

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# Timeline to Launch

- **Winter & Spring 2024: Pre-Launch Plans**
  - Briefings with elected officials, Community Boards, and other community stakeholders (including BIDs, universities, hospitals, community groups, and other city agencies)
  - Present corral parking locations and program details to elected officials, Community Boards, and other community stakeholders
  - Send corral parking notifications to adjacent property owners and key stakeholders
- **Spring/Summer 2024: Post-Launch**
  - Daily on-street outreach and education at key destinations and corrals
  - Promote program and highlight discount pricing options via social media and through stakeholders



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**Thank you! Questions?**

# Eastern Queens Priority Areas

