

Report on 2022 Shared Electric Scooter Pilot in Howard County

Howard County Office of Transportation, March 2023

Introduction

The Howard County Office of Transportation oversees a permitting process for shared electric scooters in certain parts of Howard County. An application process granted the first scooter operating permit to the company, SPIN, who operated a pilot scooter program from June 3 to November 20, 2022. SPIN was required to manage the program under the permit Terms and Conditions (see appendix A). This report provides a summary of the six month pilot, along with recommendations for future scooter permitting in Howard County.

Data

A major benefit of shared electric scooter programs is the detailed data from on-board GPS units. The data can be used to improve scooter management and operations and to help plan future scooter, biking and walking infrastructure, since these three modes of transportation share similar infrastructure needs. Data are provided in the figures below and a data report from SPIN is provided in Appendix B.

Figure 1: Summary of data from the scooter pilot period (June 3 to November 20, 2022)

Month in 2022	Trips	Avg. Trip Distance (miles)	Avg. Trip Duration (mins)	Average Trip Cost	Relocation Requests*	Reported Crashes
June	3,675	1.42	22	\$9.60	12	0
July	2,541	1.23	17	\$7.60	7	0
August	1,722	1.29	16	\$7.20	1	0
September	2,253	1.21	14	\$6.50	0	0
October	1,785	1.05	12	\$5.70	1	0
November	857	0.96	11	\$5.30	1	0
Total	12,833	1.24	17	\$7.40	22	0

* relocation request data is from SPIN Pilot Report (see Appendix B)

Ridership was particularly high during the initial months of the program, likely due to favorable weather and excitement about the new transportation option. For comparison, an average month of ridership for the previous Howard County Bikeshare program was approximately 300 trips. Technical problems with SIM cards in August caused a reduction in scooter availability and ridership. Trip numbers increased again in September before tailing off in October and November, likely due to less favorable weather.

Average trip distance and duration both declined during the pilot period. This could be from riders becoming more efficient with trips to reduce their costs.

Relocation requests are customer service calls or emails from the public to SPIN asking for scooters to be moved. They peaked in June and declined from there, likely due to the operator's increasing knowledge and understanding of trip patterns and behaviors during the pilot period.

There were zero reported crashes during the pilot period, indicating that scooter use in Howard County is not a major safety concern.

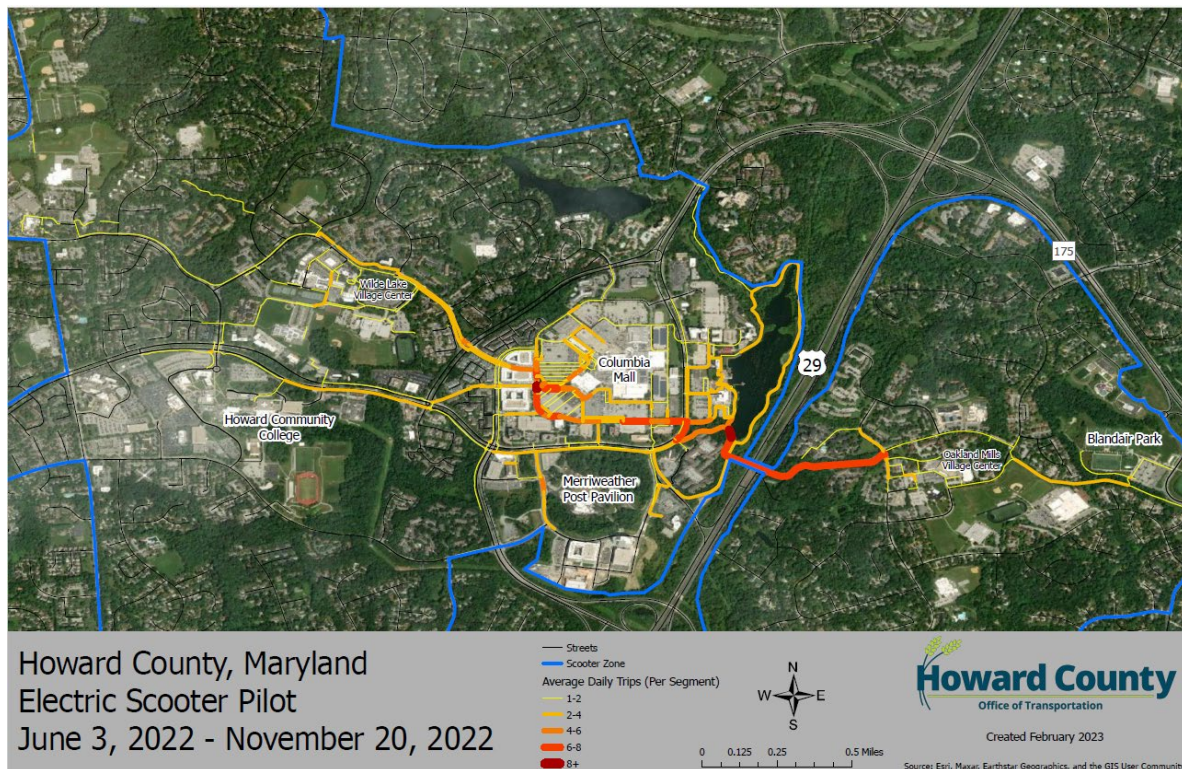
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Figure 2: Summary of data from Spin customer service inquiries (June 3 to November 20, 2022)

General Category	Specific Topic	Frequency of Comment
Scooter Riding issues	Starting ride technical issues	81
	Ending ride technical issues	55
	During ride technical issues	11
	Repair/maintenance needed	28
Account Issues	Account issues and refund requests	32
	Pre-Authorization Hold Issue/Concern	21
	Payment issues	20
Parking Issues	Relocation request	22

SPIN customer service was available to the public via phone, email or through the Spin app. The most common customer service inquiries were regarding technical issues while attempting to ride scooters. Account and payment issues were the next most common category. A listing of each customer service inquiry is provided in the Spin Report, Appendix C.

Figure 3: Scooter Route Density Map

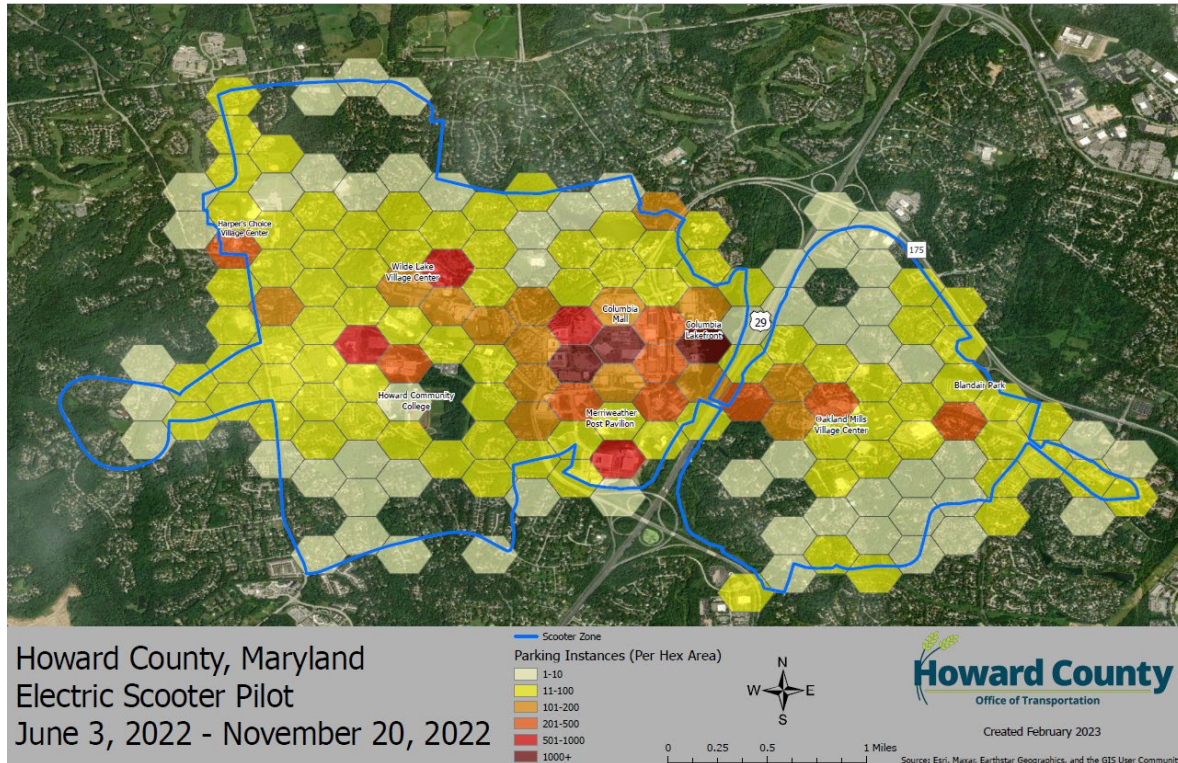


The most common route segments (shown in red and orange) show a strong use of scooters across the pedestrian bridge over US29 between Oakland Mills and Downtown Columbia and also in the east and west directions along the Mall Ring Road on the south side of the The Mall in Columbia and to the

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transit center just west of the Mall. Trips are also strong on the Twin Rivers Pathway between the Mall and Wilde Lake Village Center and on the Downtown Columbia Trail between Downtown Columbia and Howard Community College.

Figure 4: Parking Density Map



Scooter parking is the end point of trips, where the rider parks the scooter and electronically ends their trip on the app. The most frequent scooter parking locations are the west side of the Columbia Mall and the Lakefront. Other frequent parking areas include Blandair Park, Oakland Mills Village Center, Merriweather District, Wilde Lake Village Center and Howard Community College. Parking tends to be less frequent at the outer edges of the operating area, indicating that there is not a lot of demand for geographic expansions at this time.

Feedback

Feedback on the pilot scooter period was gathered through two methods:

1. A public hearing at the Multimodal Transportation Board Meeting on October 25, 2022.
2. A public survey administered countywide from October 25 to December 28, 2022.

At the public hearing, testimony was provided by representatives from The Mall in Columbia, the Columbia Town Center Village Board, the Wilde Lake Village Board and Columbia Association. All representatives acknowledged the value of the scooters as a transportation option and some expressed concern with scooter parking and conveyed suggestions on how make parking more orderly and less cluttered. The minutes from the hearing can be found in Appendix C.

The public survey received 397 responses. 76% of respondents had not ridden a scooter during the pilot period. By far the most frequent concern expressed in the survey was regarding scooter parking. More

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specifically, the lack of defined parking, insufficient enforcement of proper parking, and parked scooters falling over and creating obstacles. The full survey results can be found in Appendix D.

Conclusions

The scooter pilot showed that there is a demand for shared electric scooters in Howard County. Ridership was strong with 12,833 trips in less than 6 months. Zero reported crashes suggests that scooters are a safe transportation mode in Howard County.

An additional benefit is the wealth of data provided by shared scooter programs. The understanding of trip making patterns is valuable to plan future infrastructure improvements, not just for scooter use but also for walking and biking since trip making patterns are similar across these modes. Comprehensive data on walking and biking trips are otherwise very difficult to obtain.

By far the major issue highlighted by the scooter pilot is parking. Disorderly and cluttered parking is a significant concern. Any future shared electric scooter permits should address this with increased requirements to ensure organized and orderly parking.

Recommendations

The Office of Transportation recommends the following modifications to the operations terms and conditions for future scooter permitting:

1. Scooter trips must end in designated parking areas. Parking areas can be established virtually through the app, but riders must park scooters in designated parking areas before they can end their trips in the app.
2. Increase the number of designated parking areas. During the pilot period, the operator worked with the County, the Columbia Association and other private property owners to establish 16 designated parking corrals. Riders received a credit towards their next trip for parking in these marked corrals. It is recommended that the number and size of designated parking areas be increased significantly. While the exact number cannot be determined at this time, the county and property owners would need to work closely with the next permitted vendor to create more parking opportunities.
3. Operating zones remain the same, at least until orderly parking is established. The “no ride zones” that were established during the pilot program at the request of the Mall in Columbia, Howard Community College, Columbia Association and one of the Columbia villages should be maintained.
4. Scooters must come equipped with double sided kick stands to improve stability of parked scooters.
5. In the long term (beyond the 2023 season), the County should explore some additional parking pad areas to help improve the overall viability of the program. Examples include areas at frequent parking locations, near the borders of the operational area and near some transit stops.

APPENDIX A

TERMS AND CONDITIONS FOR PERMITTED OPERATORS

**TERMS AND CONDITIONS FOR THE PERMIT TO OPERATE A PUBLICLY ACCESSIBLE
ELECTRIC SCOOTER SHARING SYSTEM ON PUBLIC RIGHT-OF-WAY IN HOWARD COUNTY
AS OF 10/21/2020**

Article I. Definitions

For the purposes of this permit, the following terms, phrases, words, and their derivations, shall have the meaning given below, unless more specifically defined within a specific article or paragraph of this document. When not inconsistent with the context, words used in the present tense include the future and past tense, and words in the singular number include the plural number. The words “shall” and “will” are mandatory and “may” is permissive. Words not defined shall be given their common and ordinary meaning.

A. Publicly Accessible Electric Scooter Sharing System: a program providing electric Scooters for short-term trips without requiring the installation of any infrastructure within Howard County other than the deployment of scooters or utilizing a docking system for charging that is deployed and maintained by the permit holder with the written approval of a property owner.

B. Scooter: an “electric low speed scooter”, as defined in the Maryland Annotated Code, Transportation Article, Section 11–117.2 that is available to the public for rental through a rental system that can be parked with or without a physical dock.

C. Scooter Parking Area: the following areas where Scooters may be parked, provided that a minimum 4-foot clear zone for pedestrians is maintained at all times:

1. On a public sidewalk;
2. In the public right-of-way between the sidewalk and the curb; and
3. At a bike rack;
4. At a docking station or other approved location on private property, with explicit written permission of the private property owner;
5. At a docking station in the public right-of-way.

D. Speed Governor: a device that ensures the motor of a Scooter is incapable of propelling the vehicle at a rate of speed in excess of the mandated speed limit on level ground.

Article II. Responsibilities of Permit holder

A. Fleet

1. Permit holder may operate Scooters, the countywide total of which shall not be less than 50 Scooters and no more than 200. A permit holder may reduce to less than 50 operating Scooters during inclement weather, with prior notification to the Howard County Office of Transportation (OOT).
2. Permit holder shall certify that all Scooters deployed are equipped with a Speed Governor that ensures the vehicle will not travel in excess of fifteen (15) miles per hour on levelground.
3. Permit holder shall ensure each Scooter is in working order, well maintained, and clean.
4. Permit holder shall affix its logo to each Scooter in Howard County so that it is clearly visible and shall not allow other logos or advertisements to appear on any Scooter.
5. Permit holder shall provide at minimum a toll-free telephone number, email, and website address on each Scooter stating how to report an incorrectly parked Scooter. This information shall also be provided in a format readable by the blind and visually impaired and as required by Maryland Ann. Code Transportation Article Title 18.7.
6. Permit holder shall display a unique identification number on each Scooter deployed.
7. Permit holder understands that Scooters are included within the legal definition of “bicycle” under Section 11-104 of the Transportation Article, MD Annotated Code. Therefore, Scooters are specifically allowed to operate in the same locations as bicycles. In Howard County, this includes on sidewalks except where signs are posted to prohibit use.
8. Permit holder shall certify that all Scooters deployed meet the ANSI/CAN/UL Standard for Electrical Systems for Personal E-Mobility Devices (UL Standard 2271 or 2272), in addition to any applicable federal or state safety laws or regulations. As an alternative to certification of UL Standard 2271 or 2272, and contingent upon County approval, permit holder may submit documentation demonstrating that Scooters meet a standard that provides equivalent safety protections.
9. Permit holder shall inform Scooter users of all applicable State and County laws and regulations, including, but not limited to, those regarding speed limits, parking, age restrictions, helmet usage and sidewalk riding. Permit holder shall also provide safety tips to users. This information must be provided on program app and website. Permit holder must attend a minimum of two (2) community events per year to educate potential users on laws, regulations, and safety tips regarding Scooters. All users must explicitly confirm that they are aware of all applicable laws, regulations, insurance implications of scooter usage, and safety tips before using a Scooter. A confirmation of laws, regulations and tips regarding safe usage must be made weekly or before every ride taking place more than seven days apart.
10. Permit holder must ensure Scooters can be located and unlocked using a smartphone application, or by manually entering a customer’s account number.
11. Permit holder must have the ability to restrict Scooter use and Scooter parking in unauthorized private areas through electronic geofencing.
12. Permit holder must provide Howard County with access to its smart phone application used to rent trips, that allows certain Howard County employees to unlock any improperly parked Scooters for the purpose of moving such vehicles to the nearest available proper parking location.

13. Permit holder must provide Howard County with at least five (5) account logins for which rentals will be free of charge, for testing purposes only.

14. All Scooters must be equipped with on-board GPS technology that does not obtain spatial information by relying on a customer's smart phone.

15. GPS data shall be transmitted from all Scooters at a minimum of every 90 seconds while in use to ensure accurate location data is conveyed.

16. GPS data shall be transmitted from all Scooters at a minimum of every 30 minutes while parked to ensure accurate location data is conveyed.

17. Permit holders shall not require customers to grant location services from their smart phones, and shall not require access to contacts, photos, or other personal files. Permit holders may request that customers "opt in" to granting location services for improved functionality, provided that failure or refusal to grant location services shall not result in a customer being unable to use the permit holder's Scooters.

18. Permit holder shall ensure customer data privacy and that operator policies are in accordance with Howard County's data privacy policies. Permit holder shall not share any personal data of customers who use their mobility services with third parties (e.g. advertisers, investors etc.). Exceptions to this prohibition include third parties with whom the permit holder has contractual agreements to conduct business transactions (e.g., payment processing), or when data sharing may be required by Howard County, state or federal law. Permit holder shall provide clear notification to customers and to Howard County about what data will be accessed and explain how and why data will be used.

19. Permit holders are required to turn off access to their Scooters daily between the nighttime hours of midnight to 5am.

20. Permit holder shall cooperate with Howard County requests to suspend or alter service and remove Scooters from public space during extreme weather events, health emergencies related to communicable diseases, or special events.

21. As part of the Permit application process permit holder shall file an operational plan with OOT. Operational plans shall include, at a minimum:

- a. Hours and days of operation, and any limitations thereon.
- b. Communication methods for educating users about safe operations and proper parking.
- c. Procedures for ensuring that the Scooters are safe for use and well maintained.
- d. Procedures for responding to extreme weather events and special events.
- e. Procedures for responding to complaints.

22. Permit holder shall not provide access to Scooters for anyone under 18 years of age.

23. Permit holder shall encourage the use of helmets through incentive programs like discounts or giveaways.

24. Permit holder shall provide an affidavit that they have permission from the Columbia Association to operate on Columbia Association pathways as well as affidavits for any other permissions to operate on private property. Affidavit from Columbia Association must be provided at the time of Permit application. Affidavits from other private property owners shall be provided at the time of Permit application and as they are obtained during the Permit term.

25. Permit holder shall provide a publicly accessible website that is compliant with the Americans With Disabilities Act, section 508 of the Rehabilitation Act of 1973, and Maryland Ann. Code Transportation Article Title 18.7.

B. Parking

1. Scooters must be parked:

- a. To maintain a pedestrian travel space to a width of at least four (4) feet.
- b. To maintain unimpeded access to entrances to private property or driveways.
- c. To maintain unimpeded access to bus stops and shelters.
- d. To maintain unimpeded access to curb ramps, crosswalks and intersections.
- e. To maintain vehicular travel area for any vehicle.
- f. To ensure the Scooter remains upright.
- g. Outside of any protected tree planting or landscaped area.
- h. On public property or on private property with the expressed written consent of the private property owner.

2. Permit holder will use all of its communication platforms to educate users and ensure compliance on proper Scooter parking including compliance with the Americans With Disabilities Act and will track, verify, and incentivize proper parking.

3. Permit holder will remove improperly parked Scooters in accordance with local law and without prior notice from Howard County.

4. When a Scooter is incorrectly parked (i.e., violates any term of paragraph 1 of this section), Permit holder shall move that Scooter within two (2) hours of notification, including notifications through its communication platforms.

5. Permit holder shall not allow parking of Scooters or trips to terminate on property that is not public right-of-way within Howard County, without the consent of the property owner.

6. Permit holder shall only distribute Scooters in operating zones 1, 2 and 3, as shown in Exhibit A. Scooter trips may terminate outside of zones 1, 2 and 3, but a new trip will not begin outside of these zones. Permit holder shall move Scooters parked outside of these operating zones back into an operating zone within 24 hours.

7. Permit holder must demonstrate the capability to: (a) install and operate scooter docking stations; and (b) incentivize users to park at docking stations and other designated parking areas.

8. If a Scooter has not moved from the same location for five (5) consecutive days, permit holder will relocate the vehicle to another location.

C. Permit Fees and Performance Bond

1. Permit holder agrees to pay an annual application fee of ten thousand dollars (\$10,000) per permit. The permit fee is applicable to the timeframe stated in article IV A. of this document. If more than half of the permit timeframe has passed at the time of permit acceptance, the permit fee is reduced to five thousand dollars (\$5,000).

2. Permit holder agrees to provide a ten thousand dollar (\$10,000) refundable bond or other security acceptable to the Howard County Office of Transportation (OOT) to be retained in the event the permit holder fails to remove from the public right-of-way Scooters that are unsafe, unpermitted, or abandoned, or if Howard County must remove, relocate, impound, or store Scooters due to improper parking, safety hazards, or any other violation of these regulations or the terms and conditions of these terms and conditions. If the bond is depleted, the permit holder agrees to provide funding to maintain a ten thousand-dollar (\$10,000) bond.

3. The Administrator of OOT may require compensation from the Permit holder's bond to recover all costs and penalties. The Administrator shall provide written notice to the Permit holder stating the reasons, the amount required, and the intended date of the withdrawal. The Administrator shall also advise the Permit holder that any objection must be submitted, in writing, no later than seven (7) calendar days after the date of the written notice. The Administrator shall provide a response to the request for reconsideration in writing to the Permit holder. If the Administrator denies the reconsideration, the notice of denial must be sent to the permit holder at least three (3) calendar days before the Administrator initiates withdrawal from the security bond.

4. If permit holder's permit is revoked, any fees paid for the current or past months of operations will not be refunded by Howard County.

5. A permit issued is not assignable or transferrable to or shareable with any other business or person not identified in the Permit application.

D. Data and Reporting

1. Permit holder shall provide a publicly accessible application program interface, clearly posted on the company's website that shows, at minimum, the current location of any Scooters available for rental at all times. To protect customer privacy, vehicle locations should not be included for vehicles on an active ride.

2. Permit holder will follow Mobility Data Specification (MDS) to describe mobility vehicle trips and their routes, location and status of each vehicle at any point in time and historically. All trip data must be anonymized.

3. Permit holder shall provide a monthly report within 5 business days of the end of the month, using a template approved by Howard County. Monthly report will include data on Scooter usage, reported crashes, vandalism, theft, maintenance and repairs, customer service, and complaints.

4. Permit holder will notify the OOT within 24 hours of notification of any reported crash or injury involving the permit holder's Scooters that results in personal injury.

5. During the permit period, OOT may require the permit holder to conduct a user survey and a survey for the general public. Survey questions shall be submitted to OOT for review prior to initiating the survey. Survey results shall be shared with OOT.

E. Criminal Investigation

1. In the event a permit holder's Scooters are suspected to be involved in criminal activity, permit holder will provide the Howard County Police Department with any available data pertaining to the recent locations of Scooters and customer information pertaining to recent rentals of Scooters, all as requested and pursuant to applicable law.

F. Insurance

1. At all times during the term of this Permit and any use of the public right-of-way by Permit holder pursuant to this Permit, Permit holder shall maintain the insurance coverage set forth below:

a. Commercial General Liability Insurance coverage of One Million Dollars (\$1,000,000) per occurrence with Howard County as an additional insured;

b. Workers' Compensation Insurance coverage for all employees involved in operations pertaining to this Permit including Employer's Liability Insurance coverage of at least One Hundred Thousand Dollars (\$100,000) per occurrence. Permit holder agrees to comply at all times with the provisions of the Workers' Compensation laws of the state of Maryland.

G. Indemnification

1. Permit holder shall defend, indemnify and hold harmless Howard County, Maryland, its officers, directors, employees, agents, servants, successors, assigns and subsidiaries (collectively "the Indemnified Parties"), from and against any and all actions, causes of action, damages, liability, obligations, rights, torts, wrongs and claims, including but not limited to claims of death and personal injury (including costs of defense and attorney's fees), regardless by whosoever brought, in any way related, directly or indirectly, to the deployment, operation and maintenance of any of Permit Holder's Vehicles, except to the extent actually caused by the sole negligence and/or intentional wrongdoing of the County. Permit holders are not obliged to defend or indemnify the County for claims alleging dangerous conditions of public property.

2. Permit holder also agrees to hold harmless Howard County, Maryland and its officers and employees for any loss or damage to persons or property, arising out of or in any way related to Permit holder's use of the public space, public right-of-way, or public structure.

H. Advertising

1. Permit holder shall not advertise or publish Howard County Government's participation in or endorsement of the program in Permit holder's marketing or promotional materials without Howard County's prior written consent.

2. Permit holder shall not utilize its Scooters for the sale or display of third-party advertising.

I. Anti-competitive behavior

Permit holder agrees not to engage in anti-competitive behavior with other Publicly Accessible Electric Scooter Sharing System operators, including falsifying data and sabotaging vehicles.

J. Revocation of Permit

1. Howard County may revoke the permit holder's permit for failure to comply with any of these terms and conditions.
2. In the event Howard County revokes the permit holder's permit, permit holder shall remove its Scooters from public space within fifteen (15) business days. Howard County may impound Scooters that are not removed from public space.
3. Howard County, in its sole discretion and without prior notice, may remove Scooters from the public right-of-way if an emergency arises. In such instances, Howard County will attempt to notify the permitted operator as soon as reasonably practicable thereafter.

Article III. Key Officials and Contact Persons

All notices, requests, modifications, and other communications that are required to be in writing shall be personally delivered or mailed via first class mail or emailed to the addresses below:

Howard County Office of Transportation

Administrator: Bruce Gartner

3430 Court House Drive, Ellicott City, MD 21043

410-313-0702 (office)

bgartner@howardcountymd.gov

Article IV. Effective Date, Term of Permit, and Modification

A. The Permit shall be effective on March 15, 2021 and shall remain in effect until March 15, 2022.

B. Any modification of this Permit shall be valid only if approved by OOT in writing.

Article V. Required and Standard Clauses

A. Monitoring and Records. Permit holder will be subject to scheduled and unscheduled monitoring reviews to ensure compliance with all applicable requirements. OOT shall maintain records of all actions taken pursuant to the Permit and these terms and conditions and may make records related to their permit available to Permit holder for inspection, if requested.

B. Assignment. No transfer or assignment of the Permit, or of any part thereof or interest therein, directly or indirectly, voluntarily or involuntarily, shall be made unless such transfer or assignment is first approved in writing by OOT.

C. Confidential Information. OOT and Permit holder will use, restrict, safeguard and dispose of all information related to the Permit and these terms and conditions, in accordance with all relevant federal and local statutes, regulations, policies. Information received by either OOT or Permit holder in the performance of responsibilities associated with the Permit and these terms and conditions shall remain the property of OOT.

Article VI. Affirmations

A. Authority. Permit holder has the power to enter into this Permit and the undersigned has full power, authority and legal right to enter into this Permit and to undertake the implementation of the Permit contemplated herein.

B. Good Standing. Permit holder certifies that it has registered to do business in, and is and shall remain in good standing in, the State of Maryland.

Article VII. Termination

Notwithstanding the provisions in Article III and the Revocation clause of the Permit, OOT may, for any reason, terminate the Permit and these terms and conditions in whole or in part by giving 30 days advance written notice to Permit holder.

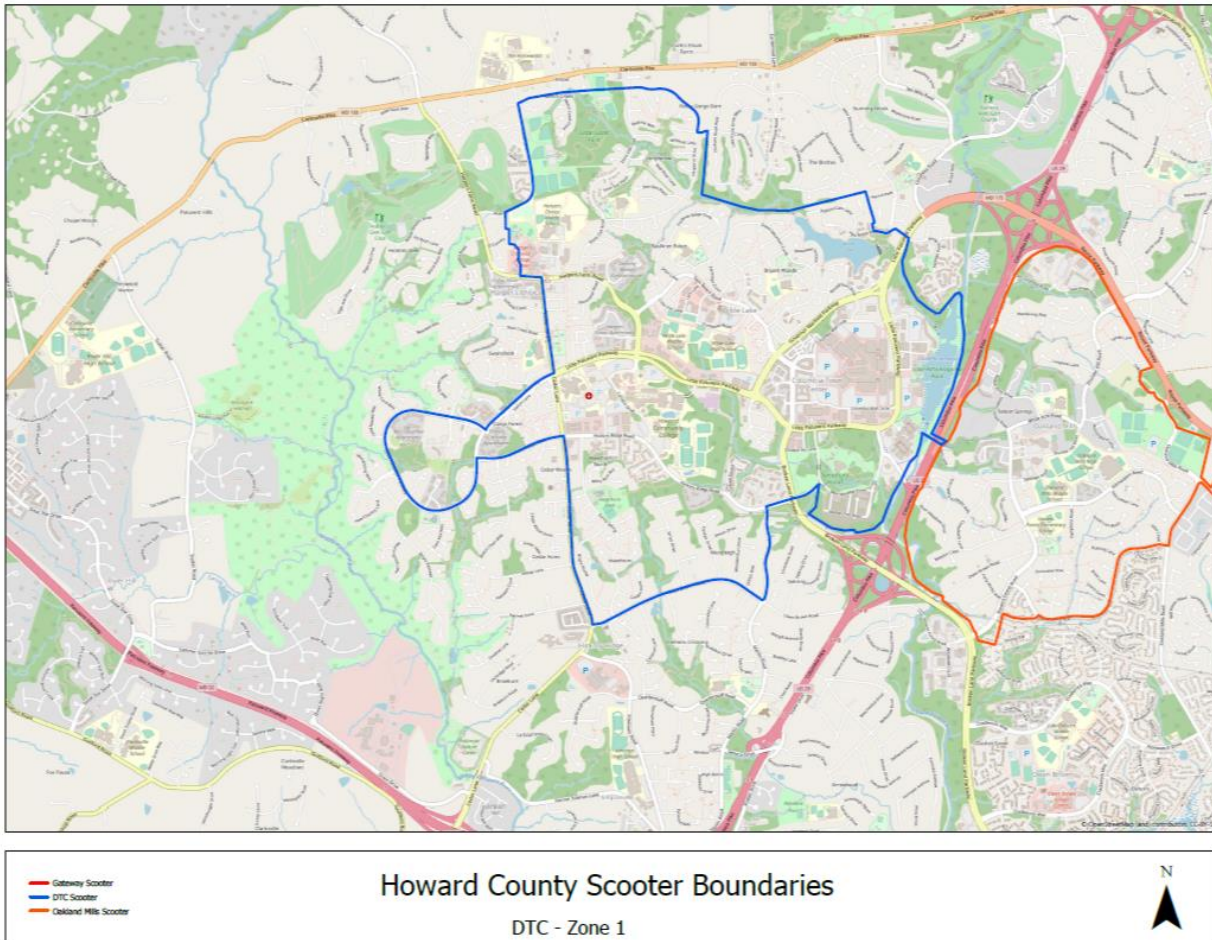
IN WITNESS WHEREOF, the undersigned has caused these presents to be executed on the date specified below. By signing below, [Permit holder NAME] agrees to be bound by these terms and conditions.

[Permit holder NAME]

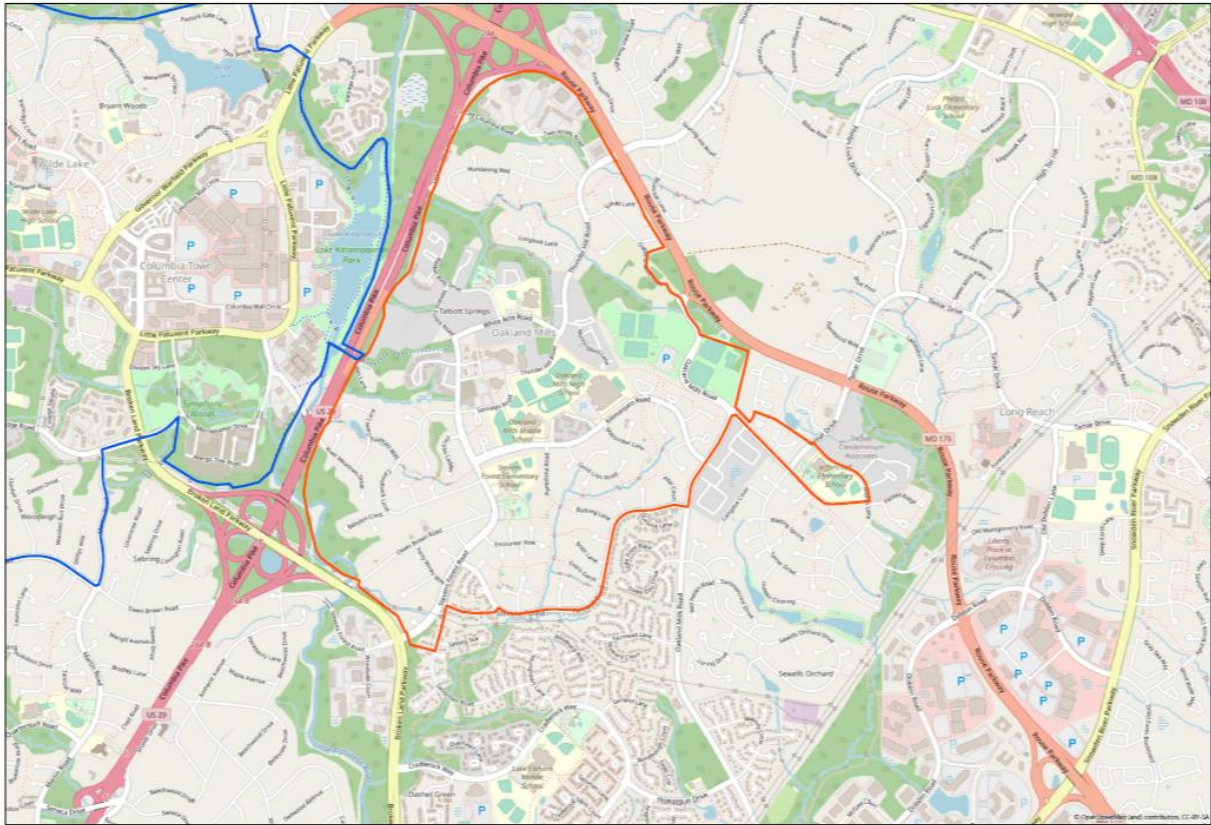
By: _____ Date: _____ [NAME] Authorized
Representative – [Permit holder NAME]

Exhibit A: Maps of Operating Zones

Zone 1:



Zone 2

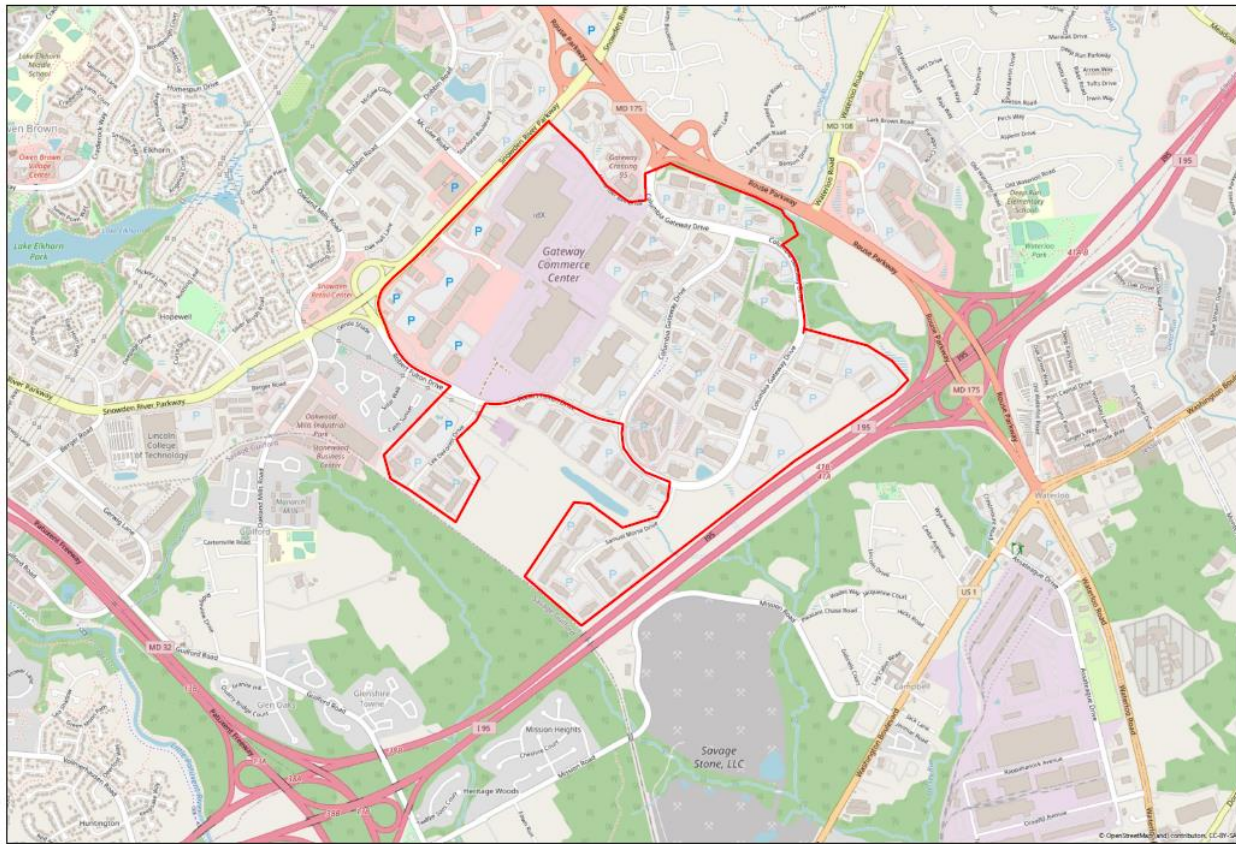


- Gateway Scooter
- DTC Scooter
- Oakland Mills Scooter

Howard County Scooter Boundaries Oakland Mills-Zone 2



Zone 3



Howard County Scooter Boundaries

Columbia Gateway - Zone 3



APPENDIX B

DATA REPORT FROM SPIN

Spin - Howard County Pilot Report

Monthly Active Users	15,697
Total Trips	12,800
Reports on any Dockless Vehicles lost due to theft or vandalism.	2
Reported Crashes	0
Duration of trips	10.6 Min
Number Spin Access Accounts	2

All customer complaints, any reports of illegal parking or rebalancing requests from the public, with response time noted

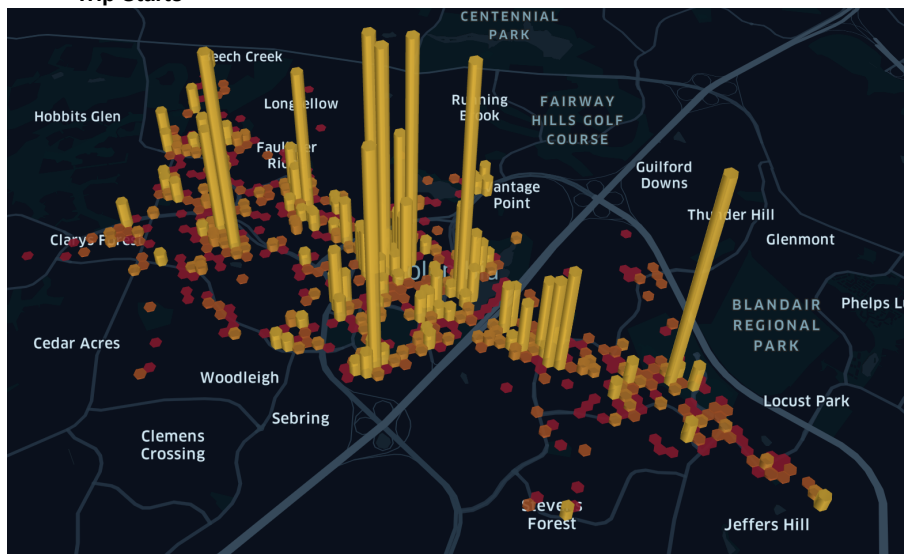
Date Opened	Time Opened	Date Closed	Time Closed	Support Issue Type
2022-06-05	16:00	2022-06-09	15:52	Trip Not Starting: Education
2022-06-05	12:45	2022-06-09	13:19	Multiple Rider Question
2022-06-05	11:27	2022-06-09	12:23	Trip Not Starting: App
2022-06-06	13:47	2022-06-10	14:53	Trip Not Ending: App
2022-06-06	5:04	2022-06-10	10:42	Trip Not Ending: App
2022-06-07	12:24	2022-06-14	15:05	Pre-Authorization Hold Issue/Concern
2022-06-08	22:22	2022-06-12	12:08	Wallet Refund
2022-06-09	19:57	2022-06-13	9:00	Trip Not Ending: App
2022-06-09	10:46	2022-06-12	16:13	Trip Not Ending: App
2022-06-09	9:00	2022-06-12	15:01	Pause Feature Issue
2022-06-10	18:27	2022-06-13	14:52	Pre-Authorization Hold Issue/Concern
2022-06-10	16:13	2022-06-13	15:28	Promo: Education
2022-06-10	15:32	2022-06-13	15:14	Trip Not Starting: Education
2022-06-10	14:35	2022-06-13	14:53	Trip Not Ending: App
2022-06-10	14:35	2022-06-13	14:52	Pre-Authorization Hold Issue/Concern
2022-06-10	14:14	2022-06-13	14:42	Relocation
2022-06-10	13:12	2022-06-13	9:52	Trip Not Starting: App
2022-06-10	8:48	2022-06-13	12:43	Trip Not Starting: Education
2022-06-10	6:35	2022-06-13	11:43	Stopped Mid-Ride
2022-06-11	22:42	2022-06-15	12:59	Trip Not Starting: App
2022-06-11	16:40	2022-06-14	18:13	Refund: User Experience
2022-06-11	16:06	2022-06-14	18:03	Trip Not Ending: App
2022-06-11	15:03	2022-06-14	17:09	Multiple Rider Question
2022-06-11	14:58	2022-06-14	16:59	Relocation
2022-06-11	14:36	2022-06-14	16:47	Refund: User Experience
2022-06-11	13:20	2022-06-14	9:38	Trip Not Starting: App
2022-06-11	7:49	2022-06-14	12:37	Ghost Scooter
2022-06-11	6:24	2022-06-14	7:01	Trip Not Starting: App
2022-06-12	20:09	2022-06-15	20:56	Trip Not Starting: Education
2022-06-12	12:58	2022-06-15	20:10	Preferred Parking Credit
2022-06-12	10:47	2022-06-15	15:52	Trip Not Starting: NRZ
2022-06-12	7:48	2022-06-15	14:50	Trip Not Starting: Education
2022-06-13	17:31	2022-06-16	13:23	Trip Not Ending: App
2022-06-13	17:10	2022-06-16	13:14	Trip Not Ending: Education
2022-06-13	12:13	2022-06-16	12:55	Pre-Authorization Hold Issue/Concern
2022-06-13	5:48	2022-06-16	9:11	Repair/Maintenance
2022-06-13	4:08	2022-06-16	9:05	Trip Not Starting: App
2022-06-14	19:24	2022-06-17	11:32	Pre-Authorization Hold Issue/Concern
2022-06-14	15:11	2022-06-17	10:37	Trip Not Starting: Education
2022-06-14	13:59	2022-06-17	14:55	Relocation
2022-06-14	8:59	2022-06-16	17:58	Lock-To: Couldn't Unlock
2022-06-15	17:22	2022-06-17	15:45	Pre-Authorization Hold Issue/Concern
2022-06-15	17:04	2022-06-17	15:50	Promo: Education
2022-06-15	6:17	2022-06-17	12:54	Relocation
2022-06-16	19:23	2022-06-18	13:16	Trip Not Ending: App
2022-06-16	16:57	2022-06-17	16:54	Pre-Authorization Hold Issue/Concern
2022-06-16	11:23	2022-06-18	8:20	Relocation
2022-06-16	10:56	2022-06-18	8:04	Trip Not Ending: App
2022-06-16	9:13	2022-06-18	9:33	Relocation
2022-06-16	6:15	2022-06-17	16:10	Pre-Authorization Hold Issue/Concern
2022-06-17	17:30	2022-06-18	17:44	Pre-Authorization Hold Issue/Concern
2022-06-17	11:57	2022-06-18	17:09	Slow Scooter (Slow First Ride)
2022-06-17	11:09	2022-06-18	16:49	Pre-Authorization Hold Issue/Concern
2022-06-17	9:01	2022-06-18	15:46	Trip Not Starting: Education
2022-06-17	7:47	2022-06-18	15:23	Repair/Maintenance
2022-06-18	19:22	2022-06-20	11:04	Trip Not Ending: Education
2022-06-18	18:59	2022-06-20	10:43	Wheels
2022-06-18	10:52	2022-06-19	14:52	Relocation
2022-06-18	8:44	2022-06-19	14:10	Repair/Maintenance
2022-06-19	21:50	2022-06-21	15:01	Trip Not Starting: NRZ
2022-06-19	16:40	2022-06-21	12:21	Stopped Mid-Ride
2022-06-19	15:07	2022-06-21	10:46	Trip Not Starting: App
2022-06-19	13:09	2022-06-21	9:13	Trip Not Starting: Battery
2022-06-19	7:15	2022-06-20	15:04	Pre-Authorization Hold Issue/Concern
2022-06-20	17:57	2022-06-22	17:07	Pre-Authorization Hold Issue/Concern
2022-06-20	16:40	2022-06-22	16:19	Pre-Authorization Hold Issue/Concern
2022-06-20	16:29	2022-06-22	16:16	Trip Not Starting: App
2022-06-20	13:22	2022-06-22	14:21	Multiple Rider Question
2022-06-20	12:38	2022-06-22	13:07	Trip Not Ending: App
2022-06-21	17:57	2022-06-23	15:24	Pre-Authorization Hold Issue/Concern
2022-06-21	16:46	2022-06-21	17:14	Repair/Maintenance

2022-06-21	13:54	2022-06-23	13:27	Job Inquiry
2022-06-21	13:45	2022-06-23	13:23	Stopped Mid-Ride
2022-06-21	6:05	2022-06-23	8:27	Promo: Not Applying
2022-06-22	8:47	2022-06-28	8:54	Wallet Refund
2022-06-23	18:02	2022-06-23	18:09	Trip Not Ending: App
2022-06-23	17:48	2022-06-23	17:51	Trip Not Starting: Education
2022-06-23	14:33	2022-06-24	16:41	Relocation
2022-06-24	19:28	2022-06-25	14:47	Trip Not Ending: App
2022-06-24	12:49	2022-06-25	12:05	Trip Not Starting: App
2022-06-24	11:13	2022-06-25	11:33	Relocation
2022-06-24	10:22	2022-06-24	13:33	Trip Not Ending: App
2022-06-25	20:03	2022-06-27	11:30	Parking Photo Not Uploading
2022-06-25	18:38	2022-06-27	8:57	Trip Not Ending: App
2022-06-25	16:19	2022-06-25	21:43	Trip Not Ending: App
2022-06-25	16:16	2022-06-26	18:02	Repair/Maintenance
2022-06-25	15:18	2022-06-25	16:23	Trip Not Ending: App
2022-06-25	12:21	2022-06-26	10:00	Trip Not Starting: Education
2022-06-25	9:19	2022-06-26	12:53	Repair/Maintenance
2022-06-27	23:11	2022-06-30	14:30	Trip Not Ending: Education
2022-06-27	16:33	2022-06-30	11:07	Trip Not Starting: Education
2022-06-27	9:11	2022-06-29	12:30	Relocation
2022-06-27	5:42	2022-06-29	10:30	Relocation
2022-06-28	13:27	2022-07-01	13:40	Trip Not Starting: Education
2022-06-28	13:23	2022-07-01	13:28	Trip Not Ending: App
2022-06-28	12:04	2022-06-28	16:05	Trip Not Ending: App
2022-06-28	8:03	2022-06-30	18:54	Relocation
2022-06-28	1:50	2022-06-30	12:06	Pre-Authorization Hold Issue/Concern
2022-06-29	23:15	2022-07-02	19:11	Trip Not Starting: Education
2022-06-29	19:37	2022-07-02	17:43	Trip Not Ending: App
2022-06-29	17:08	2022-07-02	16:26	Repair/Maintenance
2022-06-29	15:04	2022-07-02	14:23	Repair/Maintenance
2022-06-29	7:52	2022-07-02	10:10	Trip Not Starting: App
2022-06-29	7:33	2022-07-01	18:55	Account Deletion (Non CCPA/GDPR)
2022-06-29	6:55	2022-07-02	10:39	Repair/Maintenance
2022-06-30	9:07	2022-07-02	6:57	Pre-Authorization Hold Issue/Concern
2022-07-01	6:43	2022-07-03	16:26	Trip Not Starting: Education
2022-07-02	16:22	2022-07-05	7:20	Trip Not Starting: App
2022-07-02	13:40	2022-07-04	16:35	Wallet Refund
2022-07-02	13:16	2022-07-04	16:03	Trip Not Ending: App
2022-07-02	11:30	2022-07-04	15:23	Trip Not Starting: NRZ
2022-07-03	16:56	2022-07-06	14:45	Relocation
2022-07-03	16:46	2022-07-03	18:03	Relocation
2022-07-03	13:12	2022-07-06	8:31	Trip Not Ending: Education
2022-07-03	10:25	2022-07-05	16:18	Trip Not Ending: App
2022-07-03	10:05	2022-07-04	18:26	Repair/Maintenance
2022-07-04	20:27	2022-07-08	13:27	Repair/Maintenance
2022-07-04	19:40	2022-07-08	12:18	Stopped Mid-Ride
2022-07-04	14:59	2022-07-07	13:21	Trip Not Ending: App
2022-07-04	13:50	2022-07-07	12:45	Speed Zones
2022-07-04	13:01	2022-07-04	15:46	Trip Not Ending: App
2022-07-04	12:33	2022-07-07	12:01	Trip Not Starting: Battery
2022-07-05	16:12	2022-07-10	17:29	Repair/Maintenance
2022-07-05	15:19	2022-07-05	18:40	Pre-Authorization Hold Issue/Concern
2022-07-05	13:04	2022-07-10	4:19	Trip Not Starting: Education
2022-07-07	17:26	2022-07-12	16:41	Trip Not Starting: App
2022-07-07	17:12	2022-07-12	16:43	Promo: Not Applying
2022-07-07	14:27	2022-07-12	10:44	Pre-Authorization Hold Issue/Concern
2022-07-07	13:08	2022-07-07	13:09	Trip Not Ending: App
2022-07-07	12:25	2022-07-12	14:54	Trip Not Starting: Education
2022-07-07	12:20	2022-07-12	14:53	Repair/Maintenance
2022-07-08	6:13	2022-07-11	9:39	Trip Not Ending: App
2022-07-09	18:12	2022-07-12	10:07	Trip Not Ending: App
2022-07-09	17:56	2022-07-14	13:10	Wallet Refund
2022-07-11	8:52	2022-07-15	10:35	Trip Not Starting: Education
2022-07-12	11:56	2022-07-18	11:32	Trip Not Starting: Education
2022-07-12	6:11	2022-07-12	11:35	Relocation
2022-07-13	17:50	2022-07-19	12:42	Trip Not Starting: Education
2022-07-13	14:27	2022-07-19	5:25	Wallet Refund
2022-07-14	11:48	2022-07-14	15:47	Wallet Refund
2022-07-15	20:18	2022-07-21	9:49	Repair/Maintenance
2022-07-15	17:42	2022-07-19	18:34	Trip Not Starting: Education
2022-07-15	14:11	2022-07-15	14:13	Trip Not Starting: Education
2022-07-15	11:15	2022-07-15	19:26	Repair/Maintenance
2022-07-15	10:32	2022-07-20	11:05	Trip Not Starting: App
2022-07-15	7:25	2022-07-20	12:22	Pre-Authorization Hold Issue/Concern
2022-07-16	22:22	2022-07-22	8:59	Repair/Maintenance
2022-07-16	16:46	2022-07-22	3:36	Trip Not Starting: App
2022-07-16	14:26	2022-07-16	16:16	Trip Not Ending: App
2022-07-16	12:12	2022-07-21	11:19	Trip Not Ending: App
2022-07-16	8:57	2022-07-20	17:20	Group Ride: Trip Not Starting
2022-07-18	12:02	2022-07-22	18:19	Accidental Account
2022-07-19	11:24	2022-07-22	13:46	Trip Not Ending: App
2022-07-19	8:36	2022-07-23	13:52	Relocation
2022-07-19	0:12	2022-07-23	11:37	Accidental Account
2022-07-20	19:49	2022-07-21	18:30	Wallet Refund
2022-07-20	9:37	2022-07-22	17:51	Trip Not Starting: Education
2022-07-20	5:06	2022-07-24	10:22	Pre-Authorization Hold Issue/Concern
2022-07-20	2:45	2022-07-22	18:03	Trip Not Starting: App
2022-07-21	21:07	2022-07-25	11:39	Wallet Refund
2022-07-22	15:24	2022-07-22	17:34	Trip Not Ending: App
2022-07-23	23:06	2022-07-26	15:01	Trip Not Starting: Education
2022-07-23	18:39	2022-07-26	12:54	Trip Not Ending: App
2022-07-23	16:42	2022-07-26	11:40	Trip Not Starting: App

2022-07-23	15:52	2022-07-23	17:33	Trip Not Ending: App
2022-07-23	7:34	2022-07-25	18:27	Trip Not Starting: Education
2022-07-24	16:18	2022-07-25	15:28	Trip Not Starting: Education
2022-07-24	11:41	2022-07-26	16:44	Wallet Refund
2022-07-24	10:53	2022-07-26	16:08	Repair/Maintenance
2022-07-24	7:02	2022-07-28	10:55	Trip Not Ending: App
2022-07-25	15:14	2022-07-27	11:50	Trip Not Ending: App
2022-07-26	17:09	2022-07-27	15:27	Trip Not Ending: App
2022-07-26	14:42	2022-07-27	15:46	Relocation
2022-07-26	14:29	2022-07-26	17:50	Trip Not Ending: App
2022-07-26	13:57	2022-07-29	10:09	Trip Not Ending: App
2022-07-26	6:16	2022-07-27	14:38	Trip Not Starting: Battery
2022-07-27	19:18	2022-07-28	10:35	Trip Not Starting: App
2022-07-28	16:04	2022-07-28	18:32	Trip Not Starting: Education
2022-07-28	12:58	2022-07-29	13:27	Refund Status
2022-07-29	22:45	2022-07-30	12:07	Trip Not Starting: Education
2022-07-29	15:38	2022-07-29	15:43	Lyft - Trip Not Starting
2022-07-29	12:37	2022-07-29	13:39	Relocation
2022-07-30	21:12	2022-07-31	12:50	Repair/Maintenance
2022-07-30	20:57	2022-07-31	6:16	Trip Not Starting: Education
2022-07-30	18:40	2022-07-30	19:24	Trip Not Starting: App
2022-07-30	15:29	2022-07-30	19:46	Relocation
2022-07-30	8:02	2022-07-30	14:05	Trip Not Starting: App
2022-07-30	6:46	2022-07-30	13:01	Trip Not Ending: App
2022-07-31	23:21	2022-08-02	10:13	Refund Status
2022-07-31	14:03	2022-07-31	17:20	Repair/Maintenance
2022-07-31	11:17	2022-07-31	11:28	Trip Not Ending: App
2022-07-31	7:33	2022-07-31	10:32	Trip Not Starting: Education
2022-07-31	6:28	2022-07-31	14:12	Multiple Rider Question
2022-08-01	16:39	2022-08-02	8:30	Feedback: Multiple Scooters
2022-08-02	9:38	2022-08-02	14:37	Pre-Authorization Hold Issue/Concern
2022-08-03	12:13	2022-08-03	14:33	Wallet Refund
2022-08-03	11:09	2022-08-03	13:45	Trip Not Starting: Education
2022-08-04	13:50	2022-08-05	7:22	Trip Not Starting: App
2022-08-04	12:21	2022-08-04	14:24	Trip Not Starting: Education
2022-08-05	16:58	2022-08-05	17:28	Accidental Account
2022-08-05	2:26	2022-08-05	12:12	Trip Not Starting: Education
2022-08-09	18:45	2022-08-11	15:44	HR/Operations/Claims Relocation
2022-08-09	6:56	2022-08-10	12:07	Payment Issue Pre-Authorization Hold Issue/Concern
2022-08-09	5:06	2022-08-09	12:50	Payment Issue Pre-Authorization Hold Issue/Concern
2022-08-10	12:23	2022-08-13	12:14	Flagship Programs Spin Pass Issue/Feedback
2022-08-11	14:59	2022-08-16	4:56	Starting Ride Group Ride: Trip Not Starting
2022-08-12	20:45	2022-08-17	13:17	During Ride Reduced Speed Zones
2022-08-12	9:22	2022-08-17	12:09	Collaborations Lyft: Trip Not Ending
2022-08-14	11:57	2022-08-18	16:04	HR/Operations/Claims Repair/Maintenance
2022-08-15	14:58	2022-08-21	8:59	Ending Ride Group Ride: Trip Not Ending
2022-08-16	13:29	2022-08-21	13:12	Account Issues Wallet Refund Request
2022-08-16	11:55	2022-08-21	19:07	Starting Ride Reservation Hold: Charge
2022-08-16	6:09	2022-08-21	17:55	Triage Helper Asking more information from user
2022-08-18	20:59	2022-08-24	14:37	During Ride Slow Scooter (Slow First Ride)
2022-08-18	11:02	2022-08-23	13:43	Sign up Forgot Password
2022-08-18	10:26	2022-08-23	14:15	Ending Ride Trip Not Ending: NRZ/NPZ/Outside Service Zone
2022-08-18	8:23	2022-08-18	11:22	Account Issues Account Deletion (Non CCPA/GDPR)
2022-08-19	9:42	2022-08-24	11:39	Payment Issue Pre-Authorization Hold Issue/Concern
2022-08-19	5:09	2022-08-24	14:13	HR/Operations/Claims Feedback: Deployments
2022-08-22	17:34	2022-08-27	11:40	Flagship Programs Spin Pass Issue/Feedback
2022-08-27	20:38	2022-08-31	8:23	Account Issues CCPA Data Deletion Request
2022-08-27	10:43	2022-08-30	16:43	HR/Operations/Claims Repair/Maintenance
2022-08-28	15:11	2022-08-31	16:44	Starting Ride Trip Not Starting: Battery
2022-08-28	13:46	2022-08-31	16:07	During Ride Stopped Mid Ride
2022-08-31	23:37	2022-09-01	10:36	Account Issues Wallet Refund Request
2022-09-04	18:45	2022-09-06	17:18	Account Issues Wallet Refund Request
2022-09-05	7:29	2022-09-06	21:24	Payment Issue Pre-Authorization Hold Issue/Concern
2022-09-07	11:48	2022-09-08	10:18	Starting Ride Lock-To: Couldn't Unlock
2022-09-08	19:28	2022-09-09	10:28	Ending Ride Trip Not Ending: NRZ/NPZ/Outside Service Zone
2022-09-08	14:44	2022-09-08	18:12	Payment Issue Pre-Authorization Hold Issue/Concern
2022-09-09	13:08	2022-09-09	13:45	Starting Ride Trip Not Starting: Battery
2022-09-09	9:52	2022-09-09	10:09	Ending Ride Trip Not Ending: NRZ/NPZ/Outside Service Zone
2022-09-10	18:21	2022-09-11	9:02	During Ride Slow Scooter (Slow First Ride)
2022-09-11	21:52	2022-09-12	16:15	Payment Issue Pre-Authorization Hold Issue/Concern
2022-09-12	4:36	2022-09-12	10:50	HR/Operations/Claims Repair/Maintenance
2022-09-13	9:24	2022-09-14	8:16	Flagship Programs Spin Pass Issue/Feedback
2022-09-14	16:02	2022-09-14	16:05	Payment Issue Pre-Authorization Hold Issue/Concern
2022-09-14	15:52	2022-09-14	15:57	During Ride Stopped Mid Ride
2022-09-14	13:54	2022-09-14	14:38	Starting Ride Lock-To: Couldn't Unlock
2022-09-14	10:40	2022-09-14	14:01	Payment Issue CC: Not Adding
2022-09-14	9:11	2022-09-14	15:03	Account Issues CC: Fraud
2022-09-14	6:39	2022-09-14	10:50	Triage Helper Asking more information from user
2022-09-15	8:50	2022-09-15	13:17	Flagship Programs Spin Pass Issue/Feedback
2022-09-15	8:21	2022-09-15	13:45	During Ride Stopped Mid Ride
2022-09-15	6:36	2022-09-15	12:46	Flagship Programs Spin Pass - Aug 8 Rollout Confusion/Complaint
2022-09-15	4:45	2022-09-15	12:31	Payment Issue CC: Not Adding
2022-09-16	16:07	2022-09-16	17:34	Account Issues Wallet Refund Request
2022-09-16	11:24	2022-09-16	13:22	Starting Ride Trip Not Starting: No Ride Zone
2022-09-17	12:07	2022-09-17	12:13	Post Ride Spin Pass Refund
2022-09-17	8:46	2022-09-17	17:07	HR/Operations/Claims Repair/Maintenance
2022-09-17	7:41	2022-09-17	15:25	Account Issues Wallet Refund Request
2022-09-18	16:01	2022-09-19	17:46	Starting Ride Lock-To: Couldn't Unlock
2022-09-18	14:09	2022-09-19	16:53	HR/Operations/Claims Repair/Maintenance
2022-09-20	12:53	2022-09-20	20:33	Payment Issue Pre-Authorization Hold Issue/Concern
2022-09-20	8:36	2022-09-20	19:20	Payment Issue Pre-Authorization Hold Issue/Concern
2022-09-21	9:23	2022-09-21	16:55	Ending Ride Trip Not Ending: NRZ/NPZ/Outside Service Zone
2022-09-24	12:21	2022-09-24	16:07	Triage Helper Asking more information from user

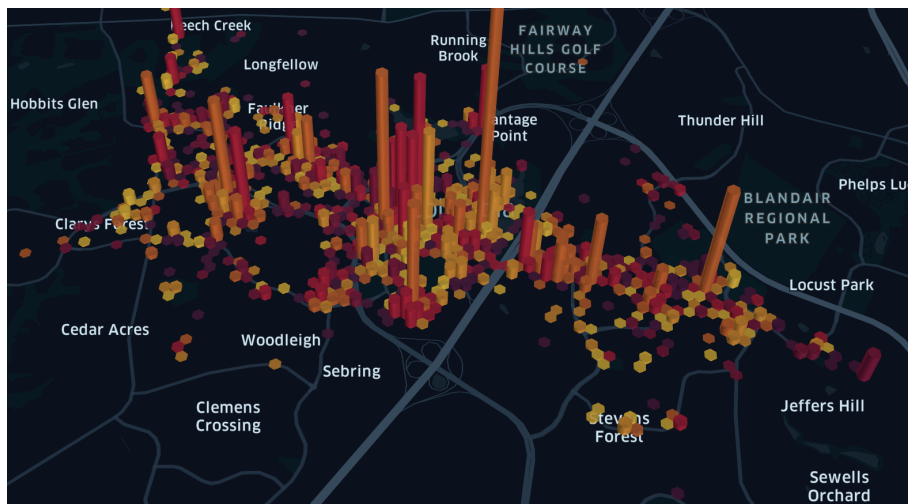
2022-09-24	10:19	2022-09-24	15:16	During Ride Stopped Mid Ride
2022-09-25	7:18	2022-09-25	16:24	Triage Helper Asking more information from user
2022-09-26	16:03	2022-09-26	16:09	During Ride Pause Feature Issue
2022-09-26	14:12	2022-09-26	15:30	During Ride Slow Scooter (Slow First Ride)
2022-09-26	6:57	2022-09-26	13:21	Account Issues Wallet Refund Request
2022-09-27	16:50	2022-09-27	17:45	HR/Operations/Claims Repair/Maintenance
2022-09-27	13:39	2022-09-27	14:16	HR/Operations/Claims Repair/Maintenance
2022-09-29	20:34	2022-09-30	10:57	Account Issues Wallet Refund Request
2022-09-29	15:36	2022-09-29	15:49	Account Issues Account Flagged for Spam
2022-09-29	14:24	2022-09-29	15:03	Starting Ride Trip Not Starting: Battery
2022-10-01	17:28	2022-10-02	13:53	Ending Ride Trip Not Ending: NRZ/NPZ/Outside Service Zone
2022-10-01	10:03	2022-10-01	15:46	HR/Operations/Claims Non Operating Market Inquiry
2022-10-02	7:54	2022-10-02	12:19	Post Ride Spin Pass Refund
2022-10-04	14:02	2022-10-05	7:58	Account Issues Account Flagged for Spam
2022-10-07	6:31	2022-10-07	12:23	Starting Ride Trip Not Starting App issue: Timed Out
2022-10-08	15:31	2022-10-09	12:49	Payment Issue Spin Cash Card Issue
2022-10-10	21:07	2022-10-11	10:08	During Ride Stopped Mid Ride
2022-10-10	6:47	2022-10-17	13:23	HR/Operations/Claims Relocation
2022-10-11	17:33	2022-10-11	18:03	Account Issues Wallet Refund Request
2022-10-12	13:58	2022-10-12	14:23	Payment Issue Pre-Authorization Hold Issue/Concern
2022-10-12	13:45	2022-10-12	15:57	During Ride Stopped Mid Ride
2022-10-12	13:00	2022-10-12	13:13	Account Issues Account Flagged for Spam
2022-10-12	12:57	2022-10-12	13:12	Account Issues Account Flagged for Spam
2022-10-12	12:05	2022-10-13	13:37	Payment Issue Pre-Authorization Hold Issue/Concern
2022-10-12	7:29	2022-10-12	10:52	Ending Ride Trip Not Ending: NRZ/NPZ/Outside Service Zone
2022-10-13	8:57	2022-10-13	13:40	Account Issues CC: Fraud
2022-10-13	8:51	2022-10-13	12:12	Account Issues CC: Fraud
2022-10-15	12:34	2022-10-15	16:16	Starting Ride Trip Not Starting: Battery
2022-10-17	20:34	2022-10-18	8:36	Starting Ride Trip Not Starting App issue: Timed Out
2022-10-22	16:02	2022-10-23	14:02	Ending Ride Trip Not Ending: NRZ/NPZ/Outside Service Zone
2022-10-24	18:53	2022-10-25	9:12	Triage Helper Asking more information from user
2022-10-24	18:16	2022-10-25	9:05	Payment Issue Pre-Authorization Hold Issue/Concern
2022-10-24	18:07	2022-10-25	9:10	Payment Issue Pre-Authorization Hold Issue/Concern
2022-10-26	16:24	2022-10-27	7:52	Payment Issue Promo: Education
2022-10-28	7:04	2022-10-28	10:09	Starting Ride Trip Not Starting App issue: Timed Out
2022-10-30	5:20	2022-10-31	15:57	Payment Issue CC: Not Adding
2022-11-01	12:19	2022-11-01	13:51	HR/Operations/Claims Repair/Maintenance
2022-11-02	15:50	2022-11-03	9:36	HR/Operations/Claims Repair/Maintenance
2022-11-03	11:25	2022-11-04	8:20	Account Issues Parking Penalty Dispute/Inquiry
2022-11-03	10:10	2022-11-03	10:37	Payment Issue CC: Not Adding
2022-11-06	7:13	2022-11-06	14:10	Triage Helper Asking more information from user
2022-11-08	12:41	2022-11-08	15:21	Starting Ride Trip Not Starting: No Ride Zone
2022-11-09	15:03	2022-11-10	12:21	Flagship Programs Spin Access: Application Issue
2022-11-09	11:50	2022-11-10	7:33	HR/Operations/Claims Relocation
2022-11-09	8:23	2022-11-09	10:49	Starting Ride Reservation Hold: Charge
2022-11-10	7:20	2022-11-10	8:05	Starting Ride Trip Not Starting: Battery
2022-11-12	19:40	2022-11-14	6:38	Ending Ride Trip Not Ending: Education
2022-11-12	4:15	2022-11-12	8:16	Payment Issue Pre-Authorization Hold Issue/Concern
2022-11-13	14:12	2022-11-15	13:50	Starting Ride Reservation Hold: Scooter Missing
2022-11-18	8:30	2022-11-18	12:38	Starting Ride Trip Not Starting App issue: Timed Out
2022-11-21	18:57	2022-11-22	5:28	Starting Ride Reservation Hold: Charge
2022-11-21	18:02	2022-11-22	6:36	Ending Ride Trip Not Ending: Battery
2022-11-24	13:58	2022-11-24	14:43	HR/Operations/Claims Non Operating Market Inquiry
2022-11-29	20:23	2022-11-30	6:10	Ending Ride Trip Not Ending: NRZ/NPZ/Outside Service Zone
2022-11-29	20:22	2022-11-30	6:10	Ending Ride Trip Not Ending: NRZ/NPZ/Outside Service Zone
2022-11-30	5:58	2022-11-30	8:37	Starting Ride Availability
2022-12-08	9:33	2022-12-08	10:55	HR/Operations/Claims Market Pause/Closure Inquiry

Trip Starts



Trip End





APPENDIX C

MINUTES FROM MULTIMODAL TRANSPORTATION BOARD MEETING, 10.25.22

Members

Present:

Larry Schoen, Chair
Ted Cochran, Vice Chair
Shahriar Etemadi
Phillip Dodge
Marlene Hendler
Monica Simon
David Drasin
Phil Sherer

Staff:

Bruce Gartner, Executive Secretary
Chris Eatough, Office of Transportation
Shirl Rogers, Office of Transportation
Allison Calkins, Office of Transportation
Carrie Anderson-Watters, Office of Transportation
David Cookson, Office of Transportation

Members

Alice Giles

Excused:

Members

Terri Hansen, Mary Williams, Lyn Locke, Kevin

of the

McAliley, Nick Mooneyham

Public:

1. Approval of Agenda for Meeting

The draft agenda for the meeting was presented for approval. It was decided to move item 3 (public comment) to item 4 (Shared). The agenda was approved unanimously.

2. Review of Minutes of September 20, 2022

The draft minutes amended for the September meeting were presented for approval. There were two names missing. Minutes passed unanimously with the change in attendance.

3. Shared Electric Scooter Pilot Program Feedback

- a. Chris Eatough discussed the shared electric scooter program. Through the permit process, a vendor, Spin, was approved. Scooters are one of the transportation systems that are able to be tracked. Information regarding usage was provided.
 - i. The daily trip chart was presented. In less than five months, there were over 11,000 trips, which was a higher rate than the previous bikeshare program. The weekends tended to have more trips. There were about 150 to 200 scooters on the streets each day.
 - ii. Chris Eatough presented a map where individuals most recently used the scooters. A map showing scooter parking was also provided.
- b. Spin picks up scooters that have not been ridden for some time. Unfortunately, there were no docking stations, only painted corrals.
- c. The average trip duration decreased from June to September, from 22 minutes in June to 14 minutes in September, so the average trip distance and cost also decreased. In

addition, the amount of scooter relocation requests decreased from 12 in June to 0 in September.

- d. Comments from the Board:
 - i. Phil Sherer asked if Spin thought it was doing well in terms of cost. Chris Eatough responded and stated he was not given feedback on this.
 - ii. David Drasin asked how scooters could be located. Chris Eatough responded and reported that an app would show individuals where available scooters were.
- e. Comments from the Public:
 - i. Mary Williams, the mall's general manager, stated that there were lots of scooters in the parking lot and many kids riding them, although became less of an issue over time. She stated she would like to find a different provider and suggested putting in docking stations. She stated that Chris Eatough responded to her concerns when scooters were left in the parking lot.
 - ii. Lyn Lock, the Columbia Town Center Village Manager, stated that he supported the program and thought the issues could be resolved.
 - iii. Kevin McAliley from the Wilde Lake Village Board suggested that offering corrals close to the places where the scooters were often left would be helpful. He reported that he heard customer service has been okay and would like another year of the program.
 - iv. Nick Mooneyham stated that his organization, the Columbia Association, is involved in the maintenance and upkeep of 95 miles of pathways. He stated that people are using the scooters to get places, and he agreed that corrals and additional pickups by Spin would be helpful.
- f. There is also a survey for feedback that will be open until December 22, 2022.
- g. Larry Schoen asked Mary Williams to put specific benchmarks for a vendor in an email to Chris Eatough.
- h. It was asked if there was any financial incentive to end the trip at a corral. Chris Eatough stated that there was an incentive of 40 cents off the next trip. Mary Williams stated that the problem was that they were dockless and only had marks on the grounds.

4. Public Comment

No members of the public provided any further comments.

5. Development Review – David Cookson

- a. David Cookson gave an update on four new development projects:
 - i. Life Storage is a new site plan for existing storage on Route 1. The applicant is proposing to add a two-story storage structure to the site. OOT requested the applicant provide the shared use path on their frontage.
 - ii. Magnolia Manor East is a 4-unit subdivision building of an existing parcel; OOT requested the applicant provide a multimodal transportation study.
 - iii. 6205 Waterloo Road is a parcel with an existing small apartment building. The parcel is being subdivided to add two additional single-family houses. OOT asked the applicant to provide sidewalks and bike paths.
 - iv. Villages at Town Square Phase 3 are new townhouses. OOT requested the applicant revise the design of curb ramp to meet the design guidelines.

6. Office of Transportation Updates –Bruce Gartner and Carrie Anderson-Watters

- a. Bruce Gartner reported that there were amendments to the CB57-2022 bill regarding transportation. The bill had initially dealt with fatalities only but now would include serious injuries for pedestrians and cyclists. It was modeled after state legislation.
- b. Carrie Anderson-Watters reported on the transit service operations:
 - a. Currently operating at 78% of pre-COVID service levels. The upcoming service expansion will increase to 88%
 - b. Services will expand to 2,300 service hours per week in November
 - c. It was planned to return to 100% of service in January 2023
 - d. The changes for 11/13 included that 401 will return to a 30-minute frequency, 502 and 503 modifications will be implemented, evening service until 11 pm will be restored; and one more trip will be added on the 403. The 405/505 service launch was delayed until January 2023, and 402B will not return to offset the cost increase of 405/505. 414 will be further evaluated to determine if resources should be re-directed to more active service areas.
 - e. The August Fixed Route Ridership was 57,000, or 81.4% of pre-COVID levels for the same month. It was a 21.2% increase over July, a 16.3% increase over August 2021, and an 18.6% decrease from August 2019.

7. Future Meeting Items

The Transit Development Plan (TD) schedule will be examined during the December meeting. The previous plan can be found through a link on the OOT website. [Howard County Transit Development Plan | Howard County \(howardcountymd.gov\)](#)

8. Adjournment

The meeting was adjourned at 8:27 pm.

9. Next Meeting

December 13, 2022, at 7:00 pm and will be virtual.

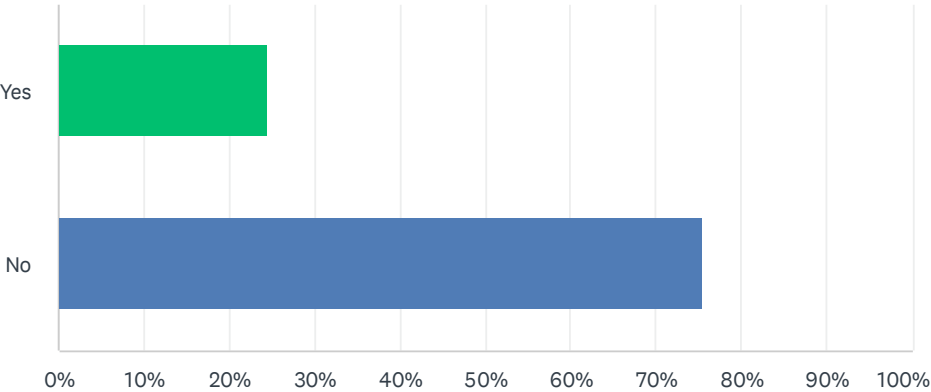
Bruce Gartner
Executive Secretary

APPENDIX D

RESPONSES FROM END OF
SCOOTER PILOT SURVEY

Q1 Have you ridden a Spin scooter in Columbia at least once during the pilot program (since June 3, 2022)?

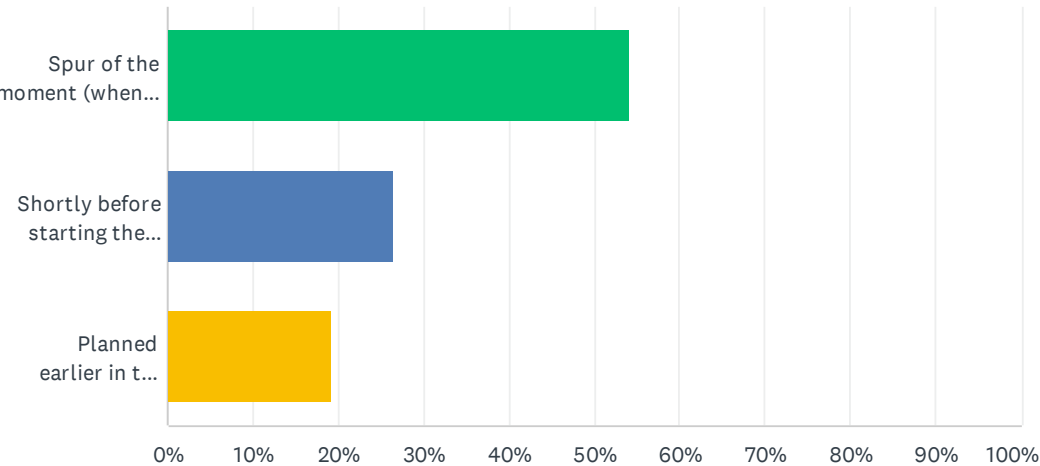
Answered: 397 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	24.43%	97
No	75.57%	300
TOTAL		397

Q2 When did you most often decide to take a scooter trip?

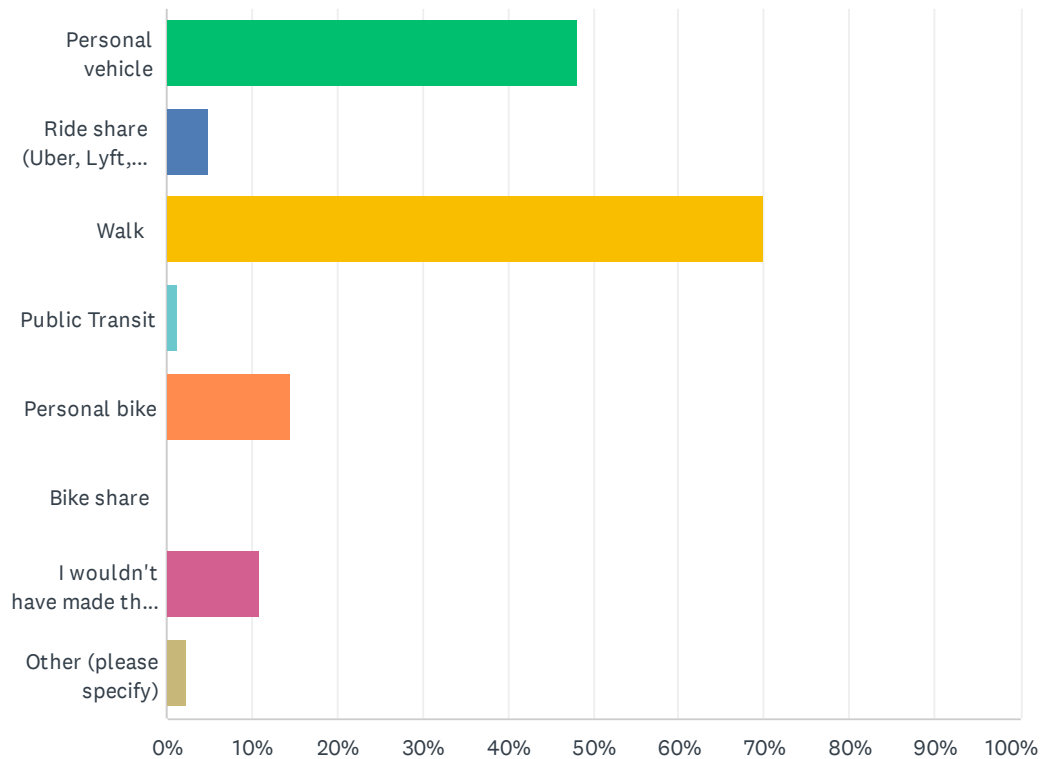
Answered: 83 Skipped: 314



ANSWER CHOICES	RESPONSES	
Spur of the moment (when I saw the scooter)	54.22%	45
Shortly before starting the trip	26.51%	22
Planned earlier in the day or days before the trip	19.28%	16
TOTAL		83

Q3 If not by scooter, how would you have taken your scooter trip(s)?

Answered: 83 Skipped: 314

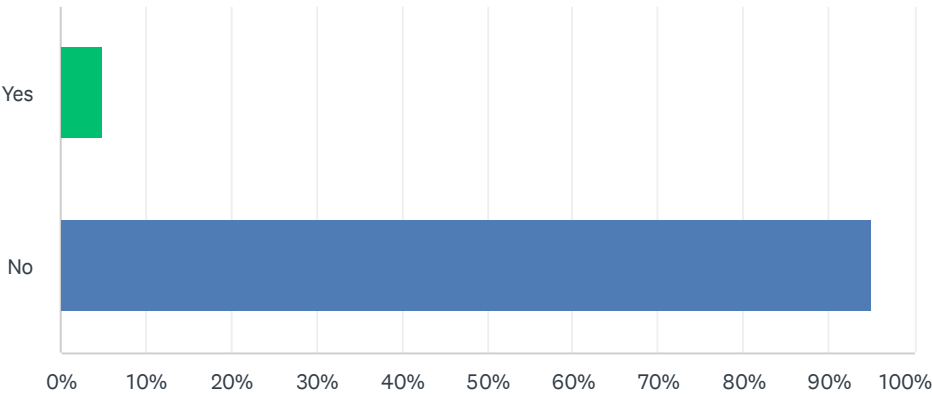


ANSWER CHOICES	RESPONSES	
Personal vehicle	48.19%	40
Ride share (Uber, Lyft, taxi, etc.)	4.82%	4
Walk	69.88%	58
Public Transit	1.20%	1
Personal bike	14.46%	12
Bike share	0.00%	0
I wouldn't have made the trip(s)	10.84%	9
Other (please specify)	2.41%	2
Total Respondents: 83		

#	OTHER (PLEASE SPECIFY)	DATE
1	Event demo	11/15/2022 5:27 PM
2	skateboard	11/3/2022 8:58 AM

Q4 Did you connect with public transit before or after your scooter trip(s)?

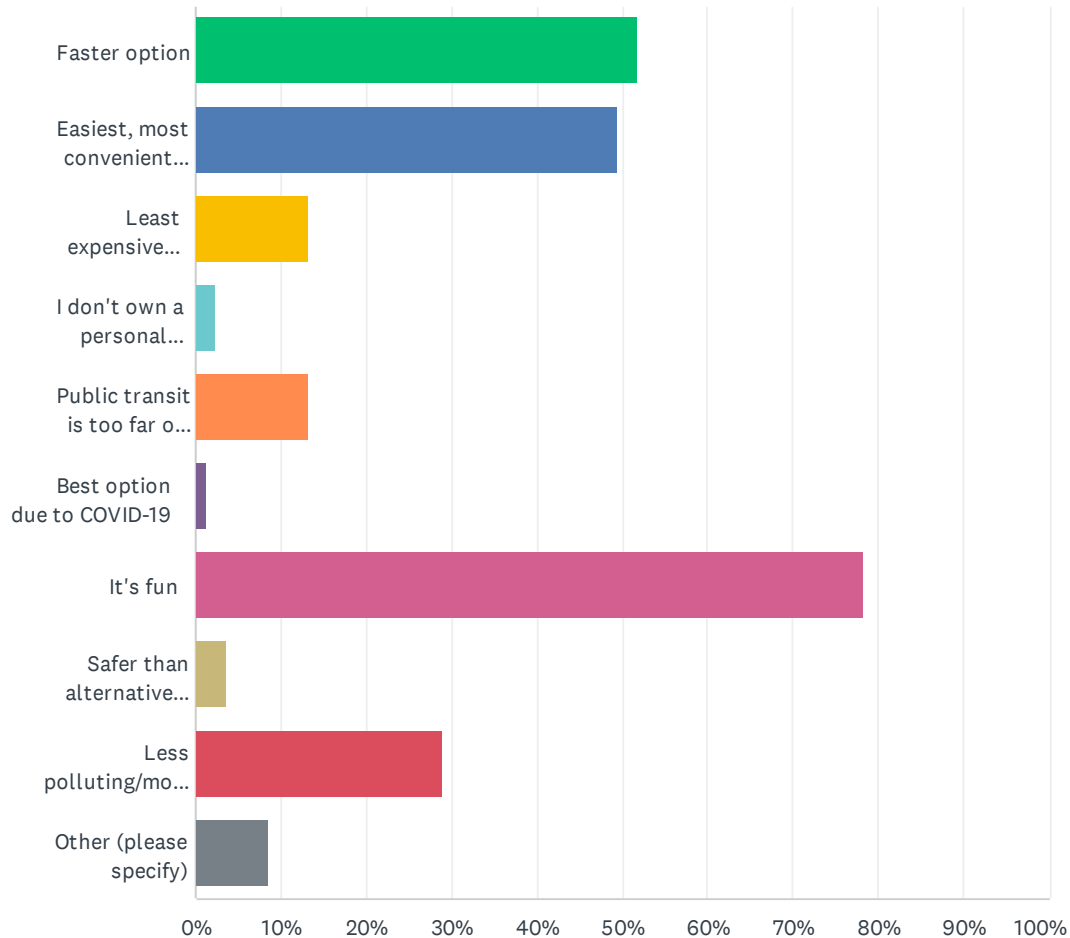
Answered: 83 Skipped: 314



ANSWER CHOICES	RESPONSES	
Yes	4.82%	4
No	95.18%	79
TOTAL		83

Q5 What factors influenced you to choose a scooter for your trip(s)? (Select all that apply.)

Answered: 83 Skipped: 314



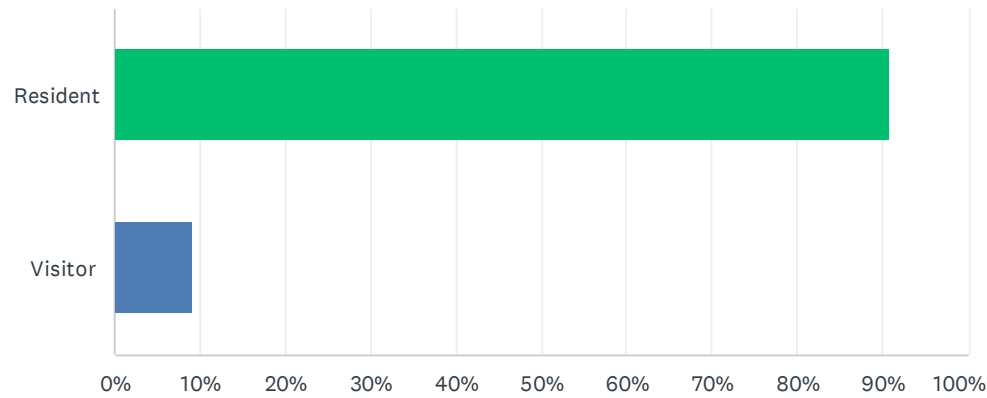
Shared Electric Scooter Pilot Public Feedback

ANSWER CHOICES	RESPONSES	
Faster option	51.81%	43
Easiest, most convenient option	49.40%	41
Least expensive option	13.25%	11
I don't own a personal vehicle	2.41%	2
Public transit is too far or too slow	13.25%	11
Best option due to COVID-19	1.20%	1
It's fun	78.31%	65
Safer than alternative options	3.61%	3
Less polluting/more environmentally friendly	28.92%	24
Other (please specify)	8.43%	7
Total Respondents: 83		

#	OTHER (PLEASE SPECIFY)	DATE
1	Tired after running!	12/17/2022 2:47 PM
2	it was cold/hot and I didn't want to be out for too long	12/16/2022 8:04 PM
3	Wanted to try	12/16/2022 5:01 PM
4	They were incredible options to get some air and enjoy a quick ride to get lunch.	12/1/2022 2:27 PM
5	Wanted to try it out	11/15/2022 7:42 PM
6	Wanted to try it	11/15/2022 4:44 PM
7	Provided fast transportation when I needed it	11/3/2022 11:00 AM

Q6 Are you a resident or visitor to Columbia?

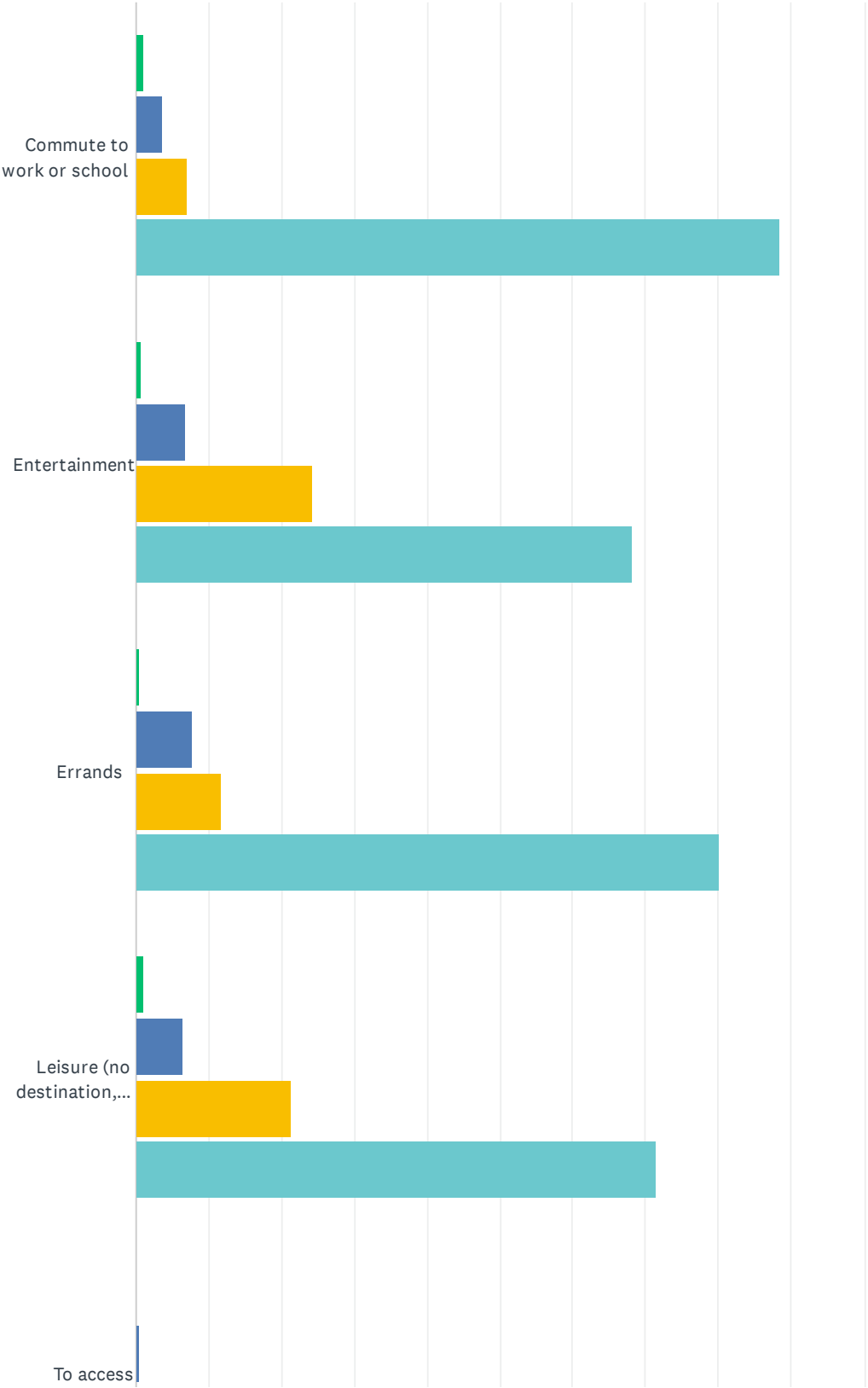
Answered: 313 Skipped: 84



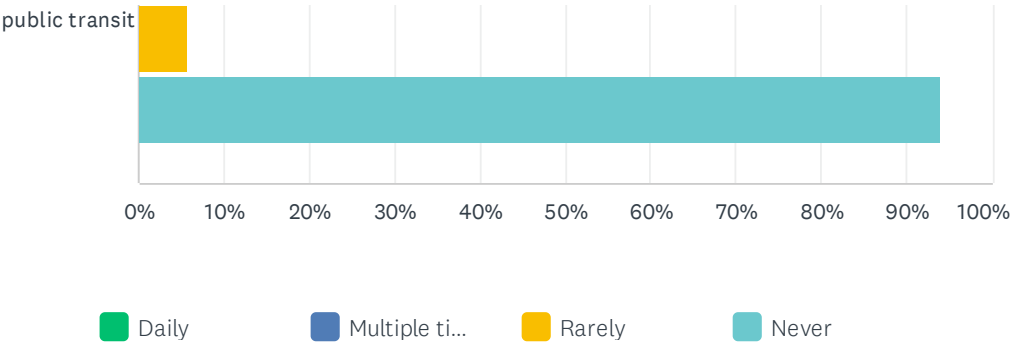
ANSWER CHOICES	RESPONSES	
Resident	90.73%	284
Visitor	9.27%	29
TOTAL		313

Q7 Which best describes how often you typically use scooters for the following purposes?

Answered: 308 Skipped: 89



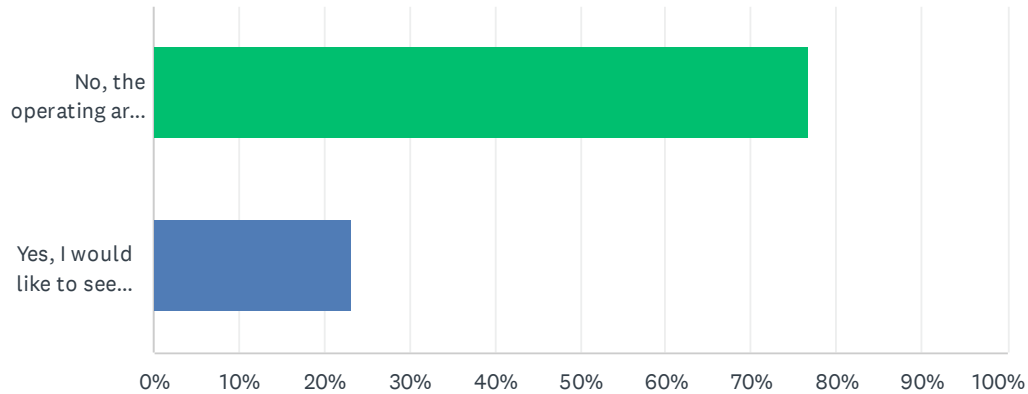
Shared Electric Scooter Pilot Public Feedback



	DAILY	MULTIPLE TIMES PER WEEK	RARELY	NEVER	TOTAL	WEIGHTED AVERAGE
Commute to work or school	0.99% 3	3.63% 11	6.93% 21	88.45% 268	303	3.83
Entertainment	0.66% 2	6.89% 21	24.26% 74	68.20% 208	305	3.60
Errands	0.33% 1	7.69% 23	11.71% 35	80.27% 240	299	3.72
Leisure (no destination, just to ride)	1.00% 3	6.31% 19	21.26% 64	71.43% 215	301	3.63
To access public transit	0.00% 0	0.33% 1	5.69% 17	93.98% 281	299	3.94

Q8 In Howard County, are there geographic areas you would like to see added for scooter use?

Answered: 275 Skipped: 122



ANSWER CHOICES	RESPONSES	
No, the operating area is good.	76.73%	211
Yes, I would like to see scooter use added to the following area(s):	23.27%	64
TOTAL		275

Summary of Q8 Responses:

For those who did favor and suggested specific expansion of the geographic area, 54% of responses expressed a desire for the potential expansion of areas throughout Columbia and into the villages not currently within the pilot program's defined geographic area. These areas include Owen Brown, Hickory Ridge, Harper's Choice, and Long Reach – all adjacent to the current operating area.

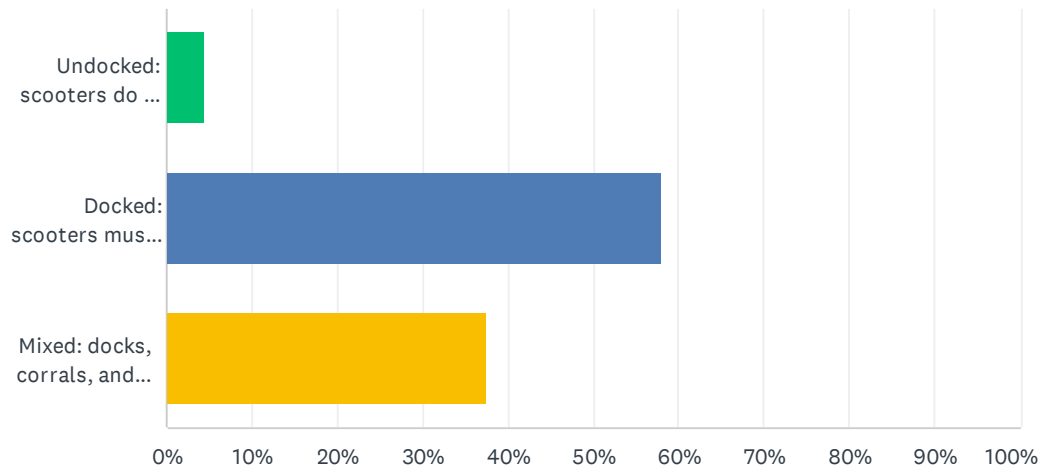
Beyond just the immediate villages that make up Columbia, other areas expressed for potential expansion include Columbia Gateway, Maple Lawn/Fulton, Clarksville, each making up 4% of responses, respectively, and more specific destinations like the various

Community Centers operated by Howard County Recreation and Parks and Centennial Park to the north (7% of responses).

Conclusion: Since most respondents are satisfied with the current operating area, at this time the focus should be on improving service rather than expanding the operating area.

Q9 What is your preferred model for scooter parking?

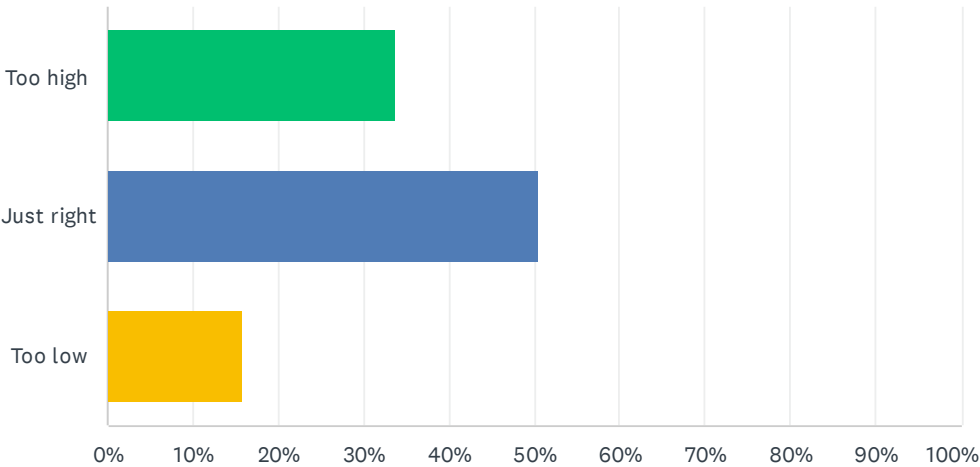
Answered: 272 Skipped: 125



ANSWER CHOICES	RESPONSES	
Undocked: scooters do not have to be parked in specific locations	4.41%	12
Docked: scooters must always be parked at scooter docks, corrals, and/or other specified locations	58.09%	158
Mixed: docks, corrals, and/or other specified locations are provided, but the rider can choose to park there or not	37.50%	102
TOTAL		272

Q10 The cost of a scooter trip in Howard County is \$1 to unlock plus 39 cents per minute. Do you think this is:

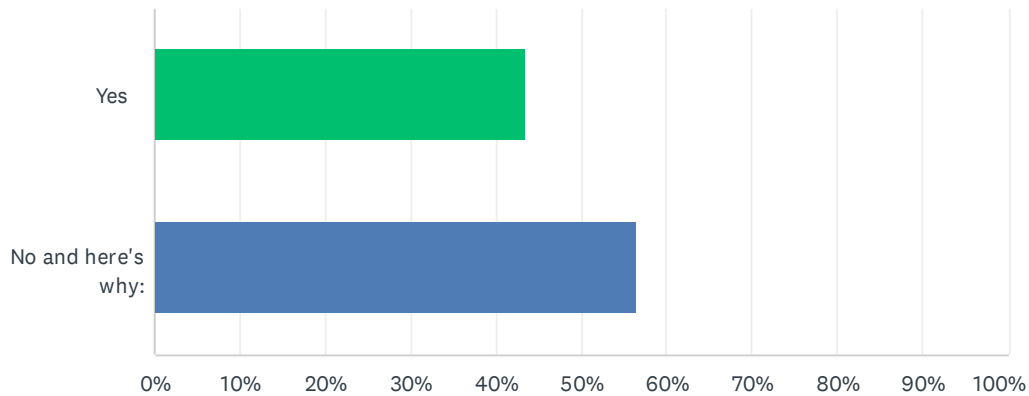
Answered: 267 Skipped: 130



ANSWER CHOICES	RESPONSES	
Too high	33.71%	90
Just right	50.56%	135
Too low	15.73%	42
TOTAL		267

Q11 Have you been satisfied with the SPIN Customer Service?

Answered: 239 Skipped: 158



ANSWER CHOICES	RESPONSES	
Yes	43.51%	104
No and here's why:	56.49%	135
TOTAL		239

Summary of Q11 Responses:

At 53%, most reasoning provided in the open-ended response portion established that the biggest issue that garnered their dissatisfaction revolved around scooter parking. The lack of parking enforcement, retrieval of misplaced scooters, and hazards/nuisance from general disorder throughout the landscape has led to negative perception of the SPIN customer service.

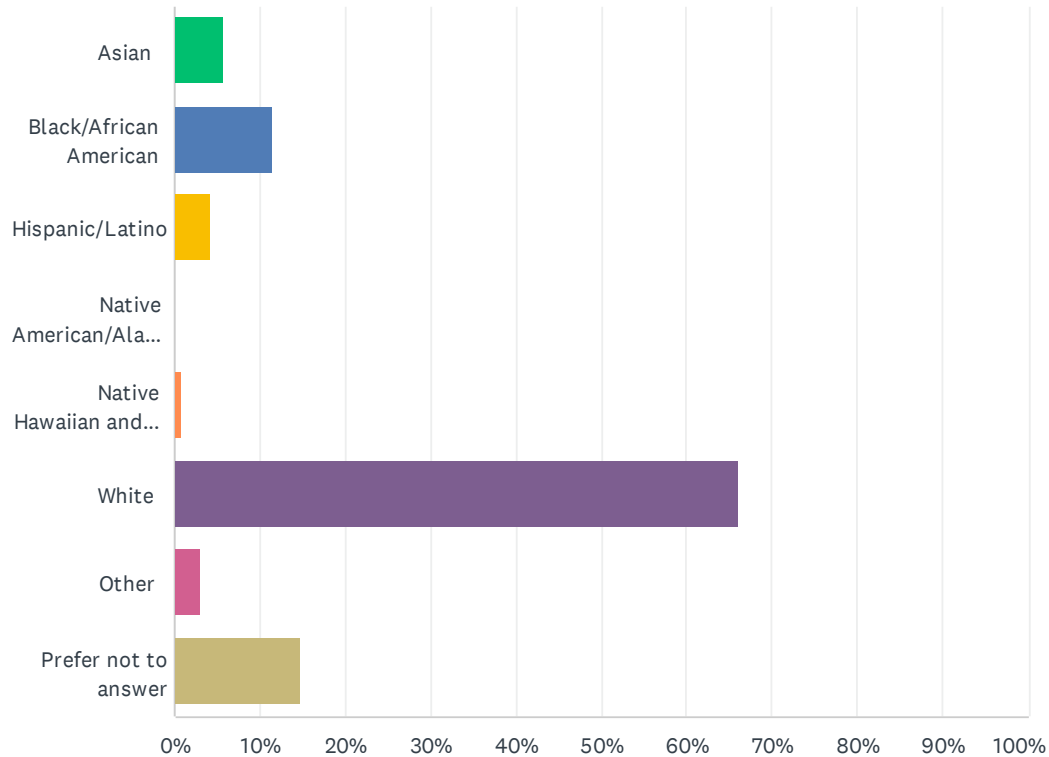
Additional concerns revolved around the vendor not responding to customers reaching out with issues, software issues with their account, or simple hardware maintenance of keeping the scooters in working order. This made up 11% of dissatisfied responses. Although, these concerns were not as prevalent as concerns around scooter parking.

Conclusion: Any future scooter operations should include improvements to parking to reduce clutter and disorder. Some common strategies include requiring trips to end in designated parking areas and double-sided kickstands to prevent blow overs.

Responses to Q12 regarding gender identity are omitted.

Q13 Which of the following best describes your racial or ethnic background? (Select all that apply)

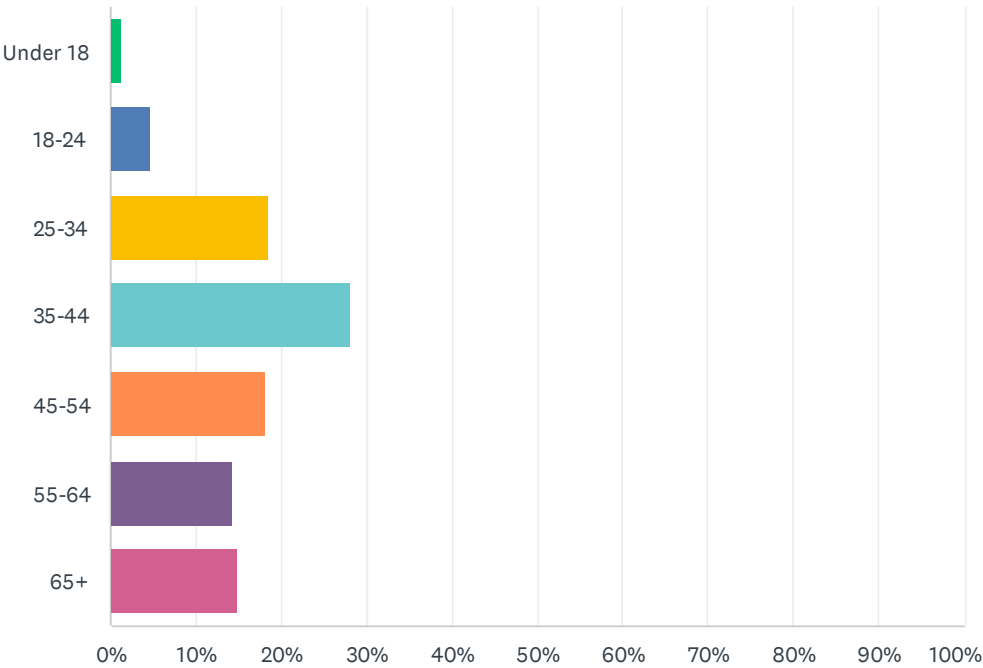
Answered: 259 Skipped: 138



ANSWER CHOICES	RESPONSES	
Asian	5.79%	15
Black/African American	11.58%	30
Hispanic/Latino	4.25%	11
Native American/Alaska Native	0.00%	0
Native Hawaiian and Pacific Islander	0.77%	2
White	66.02%	171
Other	3.09%	8
Prefer not to answer	14.67%	38
Total Respondents: 259		

Q14 What is your age?

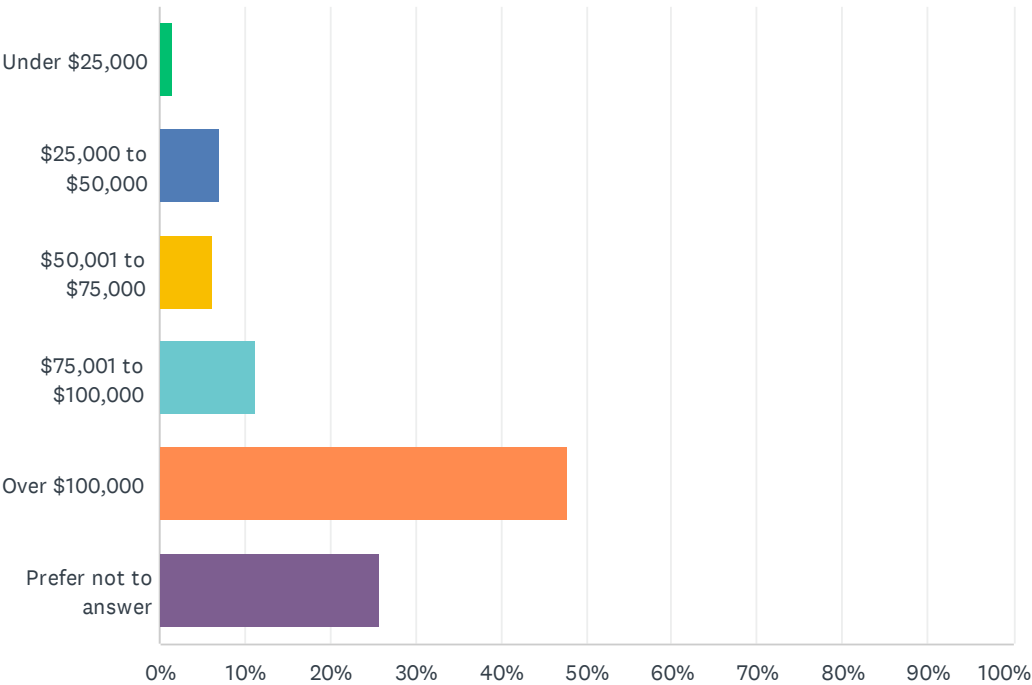
Answered: 253 Skipped: 144



ANSWER CHOICES	RESPONSES	
Under 18	1.19%	3
18-24	4.74%	12
25-34	18.58%	47
35-44	28.06%	71
45-54	18.18%	46
55-64	14.23%	36
65+	15.02%	38
TOTAL		253

Q15 What is your approximate household income?

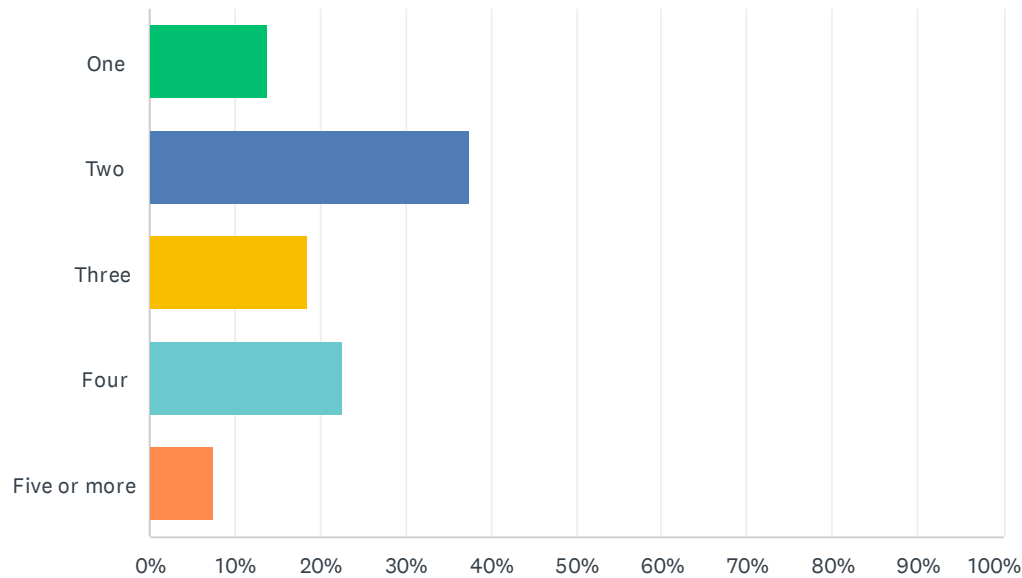
Answered: 255 Skipped: 142



ANSWER CHOICES	RESPONSES	
Under \$25,000	1.57%	4
\$25,000 to \$50,000	7.06%	18
\$50,001 to \$75,000	6.27%	16
\$75,001 to \$100,000	11.37%	29
Over \$100,000	47.84%	122
Prefer not to answer	25.88%	66
TOTAL		255

Q16 What is the size of your household?

Answered: 253 Skipped: 144



ANSWER CHOICES		RESPONSES	
One		13.83%	35
Two		37.55%	95
Three		18.58%	47
Four		22.53%	57
Five or more		7.51%	19
TOTAL			253

Q17 Anything else you'd like to tell us?

Answered: 160 Skipped: 237

Summary of Q17 Responses:

In total, 160 responses were received to this question.

As previous questions similarly indicated, a large portion of these comments, 59%, focused on scooter parking, in particular the lack of defined parking.

Other comments emphasized a support for transit overall, with 6% of responses expressing a desire for improvements to other public transit options.

Some other responses included more specific suggestions to improve the existing program. This included the need for improvements/changes to general payment policies or business model like decreasing the price, making up 3% of responses, expanded functionality and quality of each scooter (faster, ability to carry things), and even direct requests to change the vendor from SPIN to another option, each making up 2% of responses.

Finally, responses also expressed benefits of the program including how it improves accessibility for diverse types of riders, and how it is seen as an eco-friendly alternative to automobile trips. This made up 2% of responses as well.

Conclusion:

See conclusion for Q11. Scooter operations should also be coordinated with other transit modes, such as locating scooter parking areas at transit hubs and integrated payment options.