DOCKLESS MOBILITY COMMUNITY FEEDBACK

FINAL SUMMARY REPORT

Prepared by: Austin Transportation Department

Background

Per Resolution 20180201-059 and Ordinance 20180426-027, the Austin Transportation Department is currently developing a dockless shared mobility program, as informed by a public engagement process. This report summarizes feedback that was received from the public engagement process that began March 8, 2018 and ended April 29, 2018. The information learned through this process will be used to inform the program moving forward. For more information about the program, visit austintexas.gov/docklessmobility or get in touch by emailing docklessmobility@austintexas.gov or calling 512-974-7633.

Figure 1 Dockless Bike-share Community Forum held April 4, 2018 at the Central Library

Summary of Outreach, Community Participation and Council Action

The public engagement process began with briefings to the Urban Transportation Commission, Bicycle Advisory Council, the Downtown Commission and Pedestrian Advisory Council.

- March 7, 2018 – Urban Transportation Commission
- March 20, 2018 – Bicycle Advisory Council ☐March 21, 2018 – Downtown Commission
- April 2, 2018 – Pedestrian Advisory Council

A community forum, held on April 4, provided an opportunity for the public to meet shared mobility operators, hear from peer cities and participate in interactive real-time polls and

surveys. Four listening sessions followed in April at various locations and times to capture perspectives throughout the City. Email communications for the community forum and listening sessions went out to 162 organizations, Nextdoor, the Neighborhood Plan Contact Team Leads and merchant's associations supported by the Economic Development Department. Austin Transportation also conducted a citywide social media campaign about public involvement opportunities. In addition, Austin Transportation and the Downtown Austin Alliance partnered to offer a virtual open house that included perspectives from Austin's peer cities, Dallas and Seattle.

Figure 2 Dockless Mobility Listening Session at Twin Oaks Library on April 28, 2018

Over 122 people participated in the following six outreach events:

- *Central Austin Community Forum (62 participants)* o Central Library (710 Cesar Chavez St.), Wednesday, April 4, 7:30-10 a.m. (District 9)
    - Link to Operator Pitch Session: https://youtu.be/kUsYzQsiGoo
    - Link to Interactive Community Survey: https://youtu.be/tzYI-hJ6t0A
    - Link to Policy Maker Panel Discussion: https://youtu.be/pdCtKg_wpWk
- *North Austin Listening Session (5 participants)* o Yarborough Library (2200 Hancock Dr.), Tuesday, April 10, 6-7 p.m. (District 7)
- *East Austin Listening Session (5 participants)* o Willie Mae Kirk Library (3101 Oak Springs Dr.), Monday, April 16, 6-7 p.m. (District 1) *"Dockless Mobility in the Downtown Environment" Virtual Open House (26 participants)* o Online and by phone – Friday, April 27, 9-11 a.m. (All districts)

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- o Link to webinar recording: https://youtu.be/eLbRJfK8O_c
- o Link to summary report by DAA: http://www.downtownaustin.com/news-article/downtown-alliance-city-austins-transportation-department-host-dockless-mobility-webinar
- *South Austin Listening Session (9 participants)* o Twin Oaks Library (1800 South 5th St.), Saturday, April 28, 2:30-4 p.m. (District 5)
- *Earth Day ATX Listening Sessions (15+ participants)* o Huston-Tillotson University (900 Chicon St.), Sunday, April 29, 12-3 p.m. (District 1)

Several memos and briefings with Council were completed in April, in response to unauthorized dockless mobility operations ahead of the official launch of the program.

- April 6 Memo to Mayor and Council – RE: Dockless Scooter Operations http://www.austintexas.gov/edims/pio/document.cfm?id=296148

- April 16 Memo to Mayor and Council – RE: Dockless Mobility Systems Update http://www.austintexas.gov/edims/pio/document.cfm?id=296809

The Mobility Committee of City Council heard a presentation by Austin Transportation Assistant Director Jason JonMichael at their April 17 meeting. Find the presentation here: http://www.austintexas.gov/edims/document.cfm?id=296843

Lastly, City Council took action at their April 26 meeting (Item 27) to amend City Code Chapter 14-9 (Traffic or Sidewalk Obstructions) to expand the types of acts that illegally present obstructions in city right-of-way and to establish a citywide license for dockless mobility. Find more here: http://www.austintexas.gov/department/city-council/2018/20180426-reg.htm

As of the writing of this summary, Austin Transportation is preparing a business process to launch a dockless mobility program, as informed by the community feedback received and summarized below.

<u>Summary of Feedback</u>

*The questions were initially phrased to address bike-share and later expanded to include all dockless mobility, including electric-assist scooters.

In instances where the same information was provided multiple times, the number of times that feedback was offered is calculated in parentheses next to the comment, e.g., "Downtown" was an answer provided 40 times so it will show as "Downtown (x40)."
Question 1: Where are we currently serving the Austin community well with bike-share*?

- Downtown (x40)
- UT Campus (x13)
- Lady Bird Lake (x3)
- Central-South (x2)
- Central (x2)
- Tourist areas (x2)

- Densely populated areas
- SoCo
- Central-East
- Growing Bike infrastructure

- Last mile connections
- Gentrified Areas
- Brown people
- White people

Question 2: Where do we need to serve the Austin community better with bike-share*?

- ☐ Eastside (x18)
- ☐ Low income communities (x7)
- ☐ Mueller (x6)
- ☐ North Austin (x6)
- ☐ South Austin (x5)
- ☐ Underserved communities (x4)
- ☐ All of Austin (x4)
- ☐ Transit Users (x4)

- ☐ UT (x4)
- ☐ Outside downtown (x3)
- ☐ Communities of color (x2)
- ☐ Outlying areas (x2)
- ☐ The Domain (x3)
- ☐ Rundberg (x2)
- ☐ Hyde park
- ☐ Cherrywood

- ☐ Neighborhoods
- ☐ East Manor Road
- ☐ Soco
- ☐ Wherever people who use it to get to work and live further south, east, north

Question 3: What are the potential advantages of dockless bike-share*?

- ☐ Access (x17)
- ☐ Geographic reach, coverage (x10)
- ☐ Equitable access to active transportation (x6)
- ☐ Affordability (x6)
- ☐ Flexibility (x5)
- ☐ Convenience for users (x4)
- ☐ Less expensive for cities (x3)

- ☐ Scalability (x2)
- ☐ More bikes = more people riding bikes (x2), More people riding bikes = more infrastructure
- ☐ Able to start and stop your trip from anywhere (given you can find a bike) Bike availability
- ☐ Freedom

- ☐ It has the potential to reach a wider audience of people if operated fairly and properly
- ☐ Last mile solution
- ☐ Car alternative
- ☐ Lock up at destination
- ☐ Missing gaps!
- ☐ Ubiquity

Question 4: What do you think are the potential disadvantages of dockless bike-share*?

- ☐ Privacy/data breach/harmful data sharing (x17)

  Not accessible to people without phones (x6)

- ☐ Clutter (x16)
- ☐ Low Quality bikes (x15)

- • Littered streets (x5)
- • Complexity if multiple competitors in one city

- ☐ Blocking walkways, ADA Routes (x13)

  (x4)

- • Companies displace docked systems then go out of business (x3)

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- Unaccountability to the community (x2)
- Unplanned, too many bikes (x2)
- Misuse in parking (x2)
- Safety hazard (x2)
- Another Uber
- Availability at a range of locations
- Bikelash
- Chaos
- City fees

share* pilot?

- Proclamations of equitable solution only in gentrified areas
- Control
- Disruption
- Environmental degradation
- For-profit corporate interests
- Untrustworthy companies
- Transparency
- Rebalancing that

- Regulations
- Protecting current bike share
- None
- Poor service
- Bad gps make them difficult to find
- Lack of cooperation with community and government
- Rebalance
- Torn acl
- Coverage

Question 5: What requirements do you think should be included in Austin's dockless bike-

- Access to any and all data collected through the phone apps (x14)
- Provide bike racks, geofenced and designated parking zones (x14)
- Privacy of user data (x6)
- Require bikes to be locked to a fixed object (x7)
- Public accountability for data (x6)
- Equitable distribution (x5)
- Cash and non-smart phone options (x5)
- Maintenance standards/program (x5)

requires bikes to be in all areas (x4)
- Fleet caps (x4)
- Access for low income people (x4)
- Operational standards (x3)
- Quality bikes (x3)
- Community engagement and education (x2)
- Performance bond (x2)
- Fees (x2)
- Integration with other services
- Require users to be 18 and older with a driver's license
- Access for kids
- Being in low income communities of color
- Local hire

- Don't block the rightof-way ☐ Flexibility ☐Free ride fridays! ☐ Safety standards
- Collection
- Right-of-Way control
- Reimbursement for the city
- Job creation
- Monthly pass
- Response time
- Rewards benefits for parking properly
- Accessibility ☐ Transit-pass integration

Question 6: What are the most important elements for the operators to provide in a dockless mobility program?

- "Follow Through"
- "Responsiveness-quick to address issues"
- "Well Made Bicycles" (x4)
- "Maintenance" (x2)
- "O&M -Full Tires -Non-broken Gears"
- "Equitable Access"
- "Access without cellphones"
- "Transparency"
- "Usage Data!"
- "Geofencing to keep dockless out of areas served by docks"
- "Throttle parking of dockless bikes in dense areas already served by docking bikes"
- "Additional dollar that goes toward bike infrastructure is worth the increased cost to the user"
- "Launch in areas without docked bike share"
- "24-hour availability" (x2)
- "Live, real time GPS tracking of bikes"
- "Plenty of availability throughout the city"
- "Provide additional public bike racks"
- "Designated parking/drop off areas – do not leave just anywhere"
- "Staff to address any issues/problems, abandoned bikes, etc…"
- "Lock to something, not free-standing" (x2)
- "Distribution across the city" (x2)
- "Rebalance service"
- "Educate users re: where to park" (x2)
- "Compliance"
- "Opportunity to access the system without a smart phone"
- "Protect User Data"
- "3rd Party verification of data"
- "Don't become urban trash"
- "Ease of Use – making bikes easy for all to use"
- "Operator/City partnership to impose Austin's infrastructure for the benefit of all these vehicles"
- "A way to make sure users aren't operating these vehicles while intoxicated"
- "They need to care about this city and not just see us as a profit center"
- "Encourage collaboration with mass transit service providers and operators to integrate services"

   "Not becoming urban trash, which is a problem in other cities"

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- "Manageable goals re: user safety (the idea that people actually have helmets is ridiculous, but they need them)"
- "Not becoming blocks for pedestrians and bike traffic (blocking sidewalks, bike racks, etc.)" ☐"Have different types of bikes (ex: terrain, etc.)"
- "Data privacy"
- "Dockless bike companies can come up with a reward, coupon or discount for those who wear helmets."
- "Dockless bike companies might rent showers for users of their bikes to combat the heat of Texas."

Question 7: What are the most important elements for the City to provide in a dockless mobility program?

- "Bike Parking" (x6)
- "Regulation and Enforcement" (x2)
- "Flexible Contracts."
- "If the Company stinks, pull the plug"
- "Transparency" (x2)
- "Demand or enforce adequate parking for public and bike share use." ☐"Feedback loop"
- "TEETH, Regulation policy, enforcement of said regs and policies"
- "Share usage data"
- "Require performance bond for operators"
- "Provide Transfer Program Dockless->Docked, Dockless->Bus, Dockless->Train"
- "Proper number of bikes"
- "Educated users/operators on city-specific rental oriented regulations (parking)" (x2)
- "Enforce regulations and parking violations" (x3)
- "Protect B-Cycle"
- "Standard Operating Procedures and Enforcement"
- "Safety"
- "Protected Bike Lanes" (x2), "bike lanes" (x2)
- "Require operators provide pro forma of business model"
- "Don't get pushed around by operators. Punish them for breaking rules"
- "Quality requirements" (x2)
- "Limit number of bikes deployed to sustainable number"
- "Learn from the mistakes of other cities"
- "Use permit funds for bike infrastructure" (x2)
- "Support by electeds and business and non-profit leadership"

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   "Continue funding of mass transportation, not seeing these services as a Band-Aid for mass transit. Mass transit needs to be more accessible"

- "Realistic routes for users (scooters are too slow in bike lanes and unsafe on sidewalks)" (x2)
- "Making sure there are no motorized vehicles on sidewalks"
- "Eliminate car parking requirements and below market rate parking meters"
- "Enforcement of helmet use"
- "Road humps or speed bumps" "Crosswalks that are level with sidewalks"
- "Research Jan Gehl. Copenhagen, Denmark has over 50% bike usage. If you build it, they will come"
- "Safety for the users, not bureaucratic parking regulations"
- "Creating laws to prevent drunk scootering (and enforcing them)"
- "A bond for each dockless vehicle. This bond should be much greater than the cost of the vehicles. The operator forfeits the bond if the vehicle is abandoned anywhere in the city"

Question 8: What can we do as a community to make this pilot a success?

- "Restrict # of bikes"
- "Allow people under 18 to ride" (x3)
- "Be responsive to Feedback"
- "Ignore the haters"
- "Neighborhood Associations sharing information with neighbors"
- "Place dockless in areas inhabited by people displaced by gentrification"
- "Ensure equitable access – not just to bikes but not blocking the sidewalk" ☐"study non-personal data"
- "Focus on meeting actual need and public benefit over just making space for business profits"
- "Report abandoned bikes/scooters"
- "Ride Responsibly"
- "Regulate enforceably"; "Regulations must be enforced in order to ensure consistent compliance with regulations"
- "Don't over charge for permits"
- "Make it accessible and see how it is used all over town"
- "Make it about community involvement, not just about renting bikes" (x2)
- "Set goals on ridership per bike, to engage the community"
- "Respect stakeholder feedback"
- "Be honest if dockless does not work (or if it does)"
- "Dedicate space for bikes"
- "Strong contract and expectations"
- "Staff need to address any issues/problems/abandoned bikes, etc."

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    "Give the pilot a chance to find out what works"
- "Care about residents' opinions, not just pander to tourist money and non-local tech money"
- "Understand it is OK to not always use a car. Bikes/scooters/etc. are OK"
- "Report any bikes in walkways/places they shouldn't be"
- "Require companies to pay for a new bike rack for each bike, and that all bikes must be locked so they stay out of the way"
- "Remember that scooters and bikes for private profit cannot replace funding and focus for better mass transport with widespread economic access"
- "Provide swift and strong regulation so Austin doesn't seem like a city where the tech mantra "move fast and break shit" works. We are not a test ground and we need regulation"
- "Affordability"; "More access to transportation"
- "Saves gas, don't need a car, congestion management solution"
- "End the pilot ASAP"

Question 9: Share your thoughts with us. (An opportunity to provide general comments)

- "Invest in public mass transport"
- "I yearn for dockless bikeshare frequently! Without it, I often have no option but to use 'dockless carshare' (car2go) for random one-way trips. It would make thigs way easier for us as a one-car family."
- "What if it's a failure and B-Cycle comes out of this mortally wounded?"
- "What about dockless bike in other cities makes COA say 'We need this'?"
- "These input sessions need a station to explain what dockless is and tech behind it. Stations seem to assume you already know a lot about dockless bikes."
- "#1 priority: create more space for bikes in Austin"
- "enforce consistently"
- "impound violators"
- "This is really exciting…as someone who moved here in 2000 it's such a clear or sign of growth and positive change."
- "I am deeply worried that loose regulations and a desire to pander to tech companies will set a precedent that Austin is a fine place to test out potentially dangerous and landscape altering projects"
- "Clear regulation of motorized vehicles without licensed operators in pedestrian zones"
- "Tech companies can never replace mass transportation funding, which is a public right"