

Electric Scooter Enforcement Program

What We Found, Continued

Finding 2: The City's inadequate coordination could slow its enforcement efforts and negatively impact relationships among e-scooter stakeholders.

- There are delays reporting some e-scooter violations. For example, TPW field staff responsible for enforcing violations in the right-of-way do not communicate directly with the e-scooter providers. Instead, the providers communicate directly with TPW's office-based group.
- There appears to be inadequate coordination among parties that play a role in the City's e-scooter program. This impacts the City's ability to make e-scooter program changes in a collaborative and timely manner.

Finding 3: Overall, the City of Austin's e-scooter rules framework is similar to the framework of other cities.

- We surveyed eight cities with shared e-scooter programs - Dallas and San Antonio in Texas, as well as Denver, Nashville, Portland, San Francisco, Seattle, and Washington, DC.
- Rules in all cities covered similar governance and operational issues. There were some differences in specific rules, such as number of devices, operating hours, and speed limits.

What We Recommend

The Director of the Transportation and Public Works Department should:

- Work with e-scooter stakeholders through a process to ensure the City has e-scooter data available to guide operational and policy decisions.
- Engage regularly with e-scooter stakeholders, which could include e-scooter providers, City staff, relevant commissions, and members of the community, to ensure the program meets the needs of the community.

DRAFT