

## Information Item

**Date:** May 11, 2021

**To:** Mayor, Mayor Pro Tempore, and Members of the City Council

**From:** Damon Dequenne, Assistant City Manager  
Toneq' McCullough, Director of Transportation

**Subject:**  
Shared Micromobility (Electric Scooter) Update

**Strategic Focus Area:** Quality Transportation

**Strategic Objective:** No

**Strategic Plan Action Item:** No

**Key Work Item:** No



The Winston-Salem Department of Transportation staff will present an update on the shared micromobility electric scooter program, focusing on the recent pilot to suspend the nightly device collection requirement in the City's micromobility ordinance.

The City suspended the nightly device collection requirement for a pilot period beginning March 12, 2021 to assess the viability of permanently removing that requirement from the micromobility ordinance. During the pilot period, the City has allowed electric scooter operators to station devices within the public right-of-way 24 hours per day. While the requirement to collect devices nightly has been suspended, the operating hours of 6:00 a.m. to 9:00 p.m. remain in effect and both companies disable all devices at 9:00 p.m. so customers cannot begin rides after that time.

There have been no reported complaints or issues with this arrangement and the operators have agreed to perform additional inspections throughout the day to ensure that devices are staged and parked properly.

The most common complaint from citizens has been scooter riders using downtown sidewalks, which is prohibited in the ordinance. The operators have agreed to a variety of education and enforcement options, including posting physical reminders on the devices, posting educational messages on the mobile app and providing A-frame signs with messages about sidewalk riding that can be moved to different locations as needed. Operators can also identify and suspend the accounts of repeat offenders if information about location, time and scooter identification is provided. In addition, City staff has developed a temporary educational graphic that could be installed on sidewalks as needed to remind scooter riders to avoid riding on sidewalks.