

CENTER CITY DEVELOPMENT & OPERATIONS DEPARTMENT



DOCKLESS VEHICLE COMMUNITY ENGAGEMENT REPORT

MAY 15, 2019

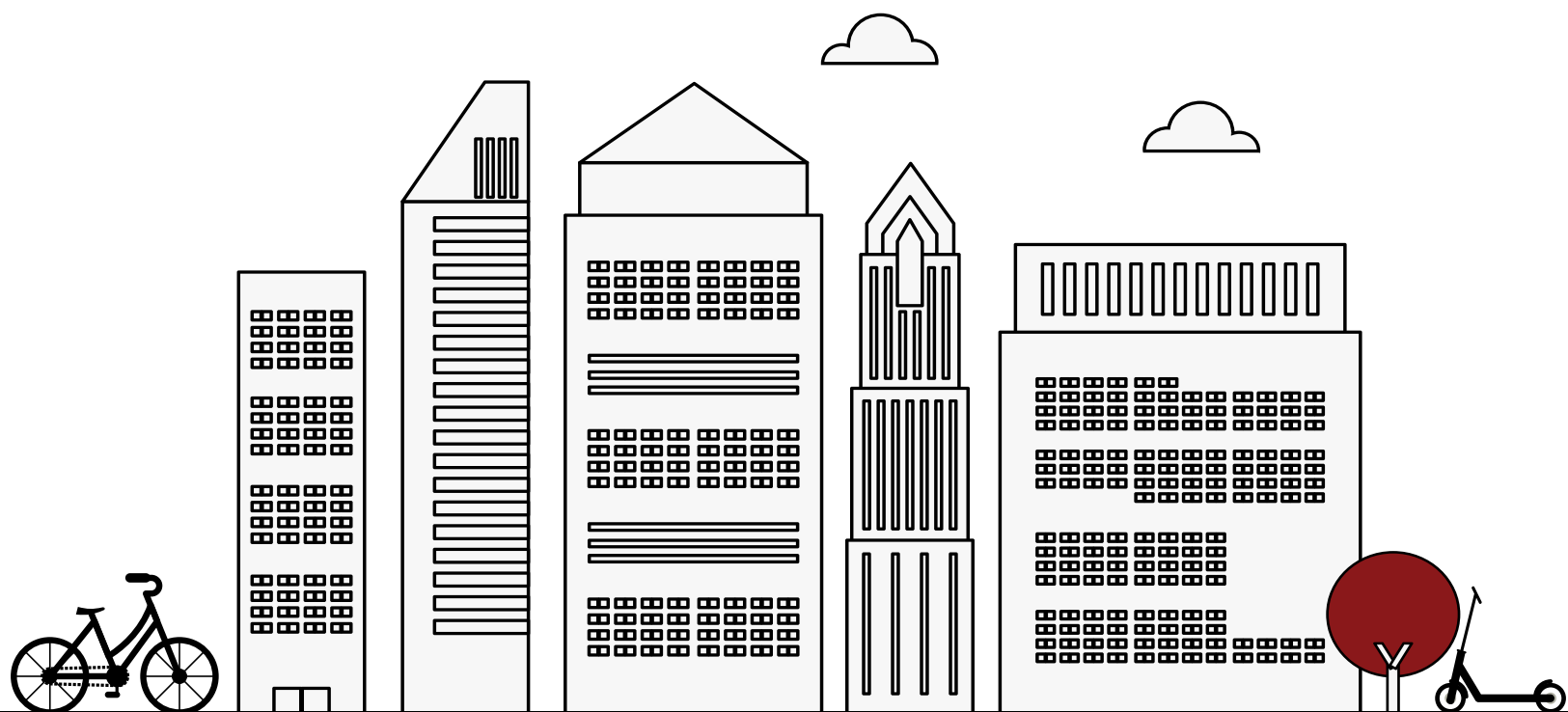


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PUBLIC ENGAGEMENT OPPORTUNITIES

Dockless vehicle companies began deploying their products in San Antonio in summer 2018. On October 11, 2018, San Antonio City Council approved a six-month dockless vehicle pilot program to provide the City with an opportunity to work with the providers on solutions, to better understand this new mode of transportation, and create a safe environment for users, pedestrians and neighborhoods. The public was encouraged to submit feedback regarding dockless vehicles in a number of ways before and after the adoption of the dockless vehicle pilot program.

Public Engagement After Pilot Program Adoption (October 11, 2018 - Present)

- **Telephone Town Hall:** April 16, 2019
- **Surveys:**
 - **SASpeakUp Resident Survey:** Open from January 22 - May 8, 2019. 4,666 residents took the survey.
 - **User Survey:** Open from March 6 - May 8, 2019. 805 riders took the survey.

City Council Meetings and Council Committee Briefings:

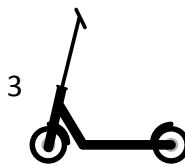
- **City Council A Session Meetings:**
 - October 11, 2018 (Dockless Vehicle Pilot Program adopted)
 - February 14, 2019
 - May 30, 2019
- **City Council B Session:** May 15, 2019
- **Transportation Council Committee Meetings:**
 - January 22, 2019
 - April 29, 2019

Public Engagement Before Pilot Program Adoption (July 2018 - October 10, 2018)

- **Public Meeting:** July 31, 2018
- **Resident Survey:** Open from July 23 - October 1, 2018. 4,440 residents took the survey.
- **Public Hearing:** September 12, 2018

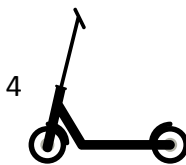
City Council Meetings and Council Committee Briefings:

- **City Council B Session:** September 12, 2018
- **Transportation Council Committee Meeting:** August 20, 2018



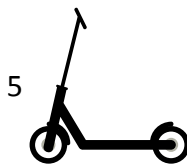
Public Engagement After Pilot Program Adoption

October 11, 2018 - Present



2019 Dockless Vehicle Resident Survey

January 22 - May 8, 2019



2019 DOCKLESS VEHICLE SURVEY



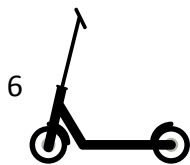
4,666

Total Responses

Survey Launched: January 22, 2019

Survey Closed: May 8, 2019

Survey in English and Spanish on [SASpeakUp.com](https://saspeakup.com)

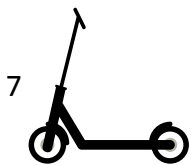


COMMUNICATION TOOLS

2019 DOCKLESS VEHICLE SURVEY



- News releases and media outreach
- Eblasts sent to more than 3,500 subscribers
- Nextdoor posts
- Social media campaign
- Outreach to targeted stakeholders and partners
- Shared on SASpeakUp.com, City of San Antonio website home page and CCDO website home page



Q1 How familiar are you with the City of San Antonio's Dockless Vehicle Pilot Program?

Answered: 4,568 Skipped: 98



Respondents were asked to use a sliding scale to indicate their familiarity with the program. 1 - Not at all familiar corresponds with 0%; 3 - Somewhat familiar corresponds with 50%; and 5 - Very familiar corresponds with 100%.

Total familiarity: 65%

ANSWER CHOICES	AVERAGE	TOTAL NUMBER	RESPONSES
	65%	299,039	4,568
Total Respondents: 4,568			

Q2 What kinds of dockless vehicles have you used in San Antonio?

Answered: 4,622 Skipped: 44

ANSWER CHOICES	RESPONSES
E-scooters	34.25% 1,583
E-bicycles	4.89% 226
Both e-scooters and e-bicycles	11.90% 550
I have not used dockless vehicles in San Antonio, but I am open to trying them in the future.	14.21% 657
I have not used dockless vehicles in San Antonio, and I don't plan to in the future.	43.23% 1,998
Total Respondents: 4,622	

Q3 How often do you use dockless vehicles?

Answered: 4,610 Skipped: 56

ANSWER CHOICES	RESPONSES	
Once or twice	12.10%	558
Sometimes. I have tried it a few times.	17.59%	811
Regularly. I use a dockless vehicle 1-3 times a week.	10.26%	473
Multiple times a day.	3.56%	164
I do not use dockless vehicle services in San Antonio.	56.49%	2,604
TOTAL		4,610

**Q4 For which types of trips do you most often use dockless vehicles?
Please rank them from most frequent (#1) to least frequent (#5), or mark
“N/A” if they do not apply.**

Answered: 4,571 Skipped: 95

	1	2	3	4	5	N/A	TOTAL	SCORE
Work-based trips (trips to, from or for employment-related purposes)	10.88% 472	3.71% 161	3.11% 135	4.33% 188	2.10% 91	75.88% 3,293	4,340	3.70
School-based trips (trips to, from or for school-related purposes)	3.80% 165	4.31% 187	1.78% 77	2.33% 101	3.80% 165	83.98% 3,642	4,337	3.12
Running errands, shopping for food, and other appointments	4.98% 217	8.56% 373	11.32% 493	3.60% 157	1.24% 54	70.30% 3,063	4,357	3.42
For fun, exercise or other recreational trips (i.e., going somewhere without a specific destination)	19.25% 854	8.88% 394	6.49% 288	5.52% 245	2.01% 89	57.84% 2,566	4,436	3.90
To go out to eat at a restaurant, see a movie or show, or other entertainment trip	8.30% 366	11.36% 501	6.53% 288	5.04% 222	4.20% 185	64.57% 2,847	4,409	3.41

Q5 The following statements are things that someone might like about the Dockless Vehicle Pilot Program currently operating in San Antonio. Regardless of how often you use these services personally, please indicate how strongly you agree or disagree with the following statements.

Answered: 4,590 Skipped: 76

	STRONGLY DISAGREE	DISAGREE	NO OPINION	AGREE	STRONGLY AGREE	TOTAL
Dockless vehicles have made it easier and faster for people to get to where they need to go.	15.09% 692	10.09% 463	12.97% 595	33.75% 1,548	28.10% 1,289	4,587
Dockless vehicles have made using bus transit easier.	16.99% 778	14.17% 649	40.34% 1,847	15.90% 728	12.60% 577	4,579
Dockless vehicles help to reduce car traffic.	26.58% 1,217	22.54% 1,032	11.86% 543	20.97% 960	18.04% 826	4,578
Using dockless vehicles saves people money on transportation.	16.17% 740	16.59% 759	24.32% 1,113	24.06% 1,101	18.86% 863	4,576
Dockless vehicles in San Antonio help reduce carbon emissions.	14.05% 642	10.96% 501	19.96% 912	28.12% 1,285	26.91% 1,230	4,570

Q6 The following statements are things that someone might dislike about the Dockless Vehicle Pilot Program currently operating in San Antonio. Regardless of how often you use these services personally, please indicate how strongly you agree or disagree with the following statements.

Answered: 4,594 Skipped: 72

	STRONGLY DISAGREE	DISAGREE	NO OPINION	AGREE	STRONGLY AGREE	TOTAL
E-scooters are often parked in my way.	11.16% 512	18.25% 837	6.08% 279	22.85% 1,048	41.66% 1,911	4,587
E-bikes are often parked in my way.	13.92% 637	22.33% 1,022	17.33% 793	18.53% 848	27.90% 1,277	4,577
Dockless vehicles are in prohibited areas (the River Walk, Alamo Plaza, park trails and paths, etc.).	7.60% 348	11.29% 517	16.81% 770	25.11% 1,150	39.19% 1,795	4,580
Dockless vehicle riders do not obey traffic laws like stopping at stop lights.	6.63% 304	12.37% 567	8.82% 404	23.18% 1,062	49.00% 2,245	4,582
Dockless vehicles look cluttered in some areas.	6.47% 296	8.80% 403	5.29% 242	22.39% 1,025	57.06% 2,612	4,578
Dockless vehicles are hard to spot on the road.	10.20% 467	21.87% 1,001	10.47% 479	23.25% 1,064	34.21% 1,566	4,577
I have concerns about dockless vehicle safety.	8.61% 394	12.47% 571	7.54% 345	20.03% 917	51.35% 2,351	4,578
Dockless vehicle companies don't respond quickly enough to customer requests.	7.64% 349	7.49% 342	59.34% 2,710	7.88% 360	17.65% 806	4,567

Q7 Rate your level of comfort riding a dockless vehicle in each type of travelway below.

Answered: 4,560 Skipped: 106

	VERY UNCOMFORTABLE	SOMEWHAT UNCOMFORTABLE	NEUTRAL	SOMEWHAT COMFORTABLE	VERY COMFORTABLE	N/A	TOTAL
On a multi-lane street/road (with marked traffic lanes, but no bicycle lanes or sidewalks)	33.36% 1,520	14.26% 650	6.43% 293	10.14% 462	9.28% 423	26.53% 1,209	4,557
On a residential street (with no marked traffic lanes, bike lanes, or sidewalks)	17.14% 779	10.43% 474	8.43% 383	17.12% 778	20.86% 948	26.01% 1,182	4,544
On the sidewalk on a busy, multi-lane road	22.84% 1,038	12.83% 583	8.38% 381	14.66% 666	15.23% 692	26.06% 1,184	4,544
On the sidewalk on a residential street	16.92% 768	8.88% 403	9.36% 425	13.83% 628	24.54% 1,114	26.48% 1,202	4,540
In a bike lane or multi-use lane	12.46% 566	6.93% 315	6.89% 313	15.80% 718	32.53% 1,478	25.40% 1,154	4,544

Q8 What is your opinion of dockless vehicles riding on sidewalks?

Answered: 4,366 Skipped: 300



Respondents were asked to use a sliding scale to indicate their opinion of dockless vehicles riding on sidewalks. 1 - Strongly unfavorable corresponds with 0%; 3 - Neutral or no opinion corresponds with 50%; and 5 - Strongly favorable corresponds with 100%.

Total Opinion: 35%

ANSWER CHOICES	AVERAGE	TOTAL NUMBER	RESPONSES
		35%	153,014
Total Respondents: 4,366			4,366

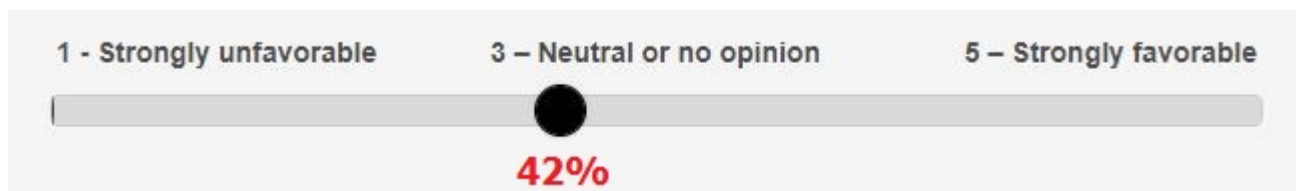
Q9 Would you like to see more or less dockless vehicles in San Antonio?

Answered: 4,577 Skipped: 89

ANSWER CHOICES	RESPONSES	
More dockless vehicles	15.97%	731
Less dockless vehicles	59.86%	2,740
The amount we have now is fine	21.87%	1,001
No opinion	2.29%	105
TOTAL		4,577

Q10 What is your opinion of the Dockless Vehicle Pilot Program currently operating in San Antonio?

Answered: 4,418 Skipped: 248



Respondents were asked to use a sliding scale to indicate their opinion of the Dockless Vehicle Pilot Program. 1 - Strongly unfavorable corresponds with 0%; 3 - Neutral or no opinion corresponds with 50%; and 5 - Strongly favorable corresponds with 100%.

Total Opinion: 42%

ANSWER CHOICES	AVERAGE	TOTAL NUMBER	RESPONSES
	42%	186,459	4,418
Total Respondents: 4,418			

Q11 What additional modes of transportation do you take, if any?

Answered: 4,582 Skipped: 84

ANSWER CHOICES	RESPONSES
Driving alone (includes driving those under legal driving age) in a motor vehicle, like a car, van, truck or motorcycle	81.91% 3,753
Driving with others (includes carpooling and vanpooling)	57.46% 2,633
Car-sharing and ride-hailing services	41.71% 1,911
Public transit, including buses	32.39% 1,484
Walking	77.28% 3,541
Riding a personally owned bicycle	33.61% 1,540
Station-based bike-share (SWell Cycle)	7.66% 351
E-scooters	23.96% 1,098
E-bicycles	8.90% 408
N/A	2.23% 102
Other (please specify)	3.91% 179
Total Respondents: 4,582	

Q12 Did you participate in the City's first dockless vehicle survey in summer 2018?

Answered: 4,575 Skipped: 91

ANSWER CHOICES	RESPONSES
Yes	17.36% 794
No	82.64% 3,781
TOTAL	4,575

Q15 What Council District do you live in? Not sure? Use this link to find out! <http://www.sanantonio.gov/Council/Find-My-Council-Member>

Answered: 3,895 Skipped: 771

ANSWER CHOICES	RESPONSES	
District 1	17.00%	662
District 2	5.91%	230
District 3	4.88%	190
District 4	2.64%	103
District 5	3.95%	154
District 6	4.57%	178
District 7	7.01%	273
District 8	8.91%	347
District 9	10.81%	421
District 10	7.78%	303
Prefer not to answer	26.55%	1,034
TOTAL		3,895

Q16 What is your gender?

Answered: 4,190 Skipped: 476

ANSWER CHOICES	RESPONSES	
Male	47.57%	1,993
Female	45.58%	1,910
Prefer not to answer	6.04%	253
Prefer to self-describe (please specify):	0.81%	34
TOTAL		4,190

Q17 What is your age?

Answered: 4,213 Skipped: 453

ANSWER CHOICES	RESPONSES	
Under 18	0.66%	28
18 to 24 years old	7.19%	303
25 to 34 years old	22.69%	956
35 to 44 years old	21.65%	912
45 to 54 years old	16.24%	684
55 to 64 years old	14.46%	609
65 to 74 years old	8.62%	363
75 years or older	1.92%	81
Prefer not to answer	6.57%	277
TOTAL		4,213

Q18 What is your race/ethnicity? (Check all that apply)

Answered: 4,161 Skipped: 505

ANSWER CHOICES	RESPONSES	
American Indian or Alaska Native	1.95%	81
Asian	1.66%	69
African American	2.28%	95
Hispanic or Latino/a	34.56%	1,438
Native Hawaiian or Pacific Islander	0.58%	24
Caucasian	46.79%	1,947
Prefer not to answer	16.20%	674
Other (please specify)	2.86%	119
Total Respondents: 4,161		

2019 Dockless Vehicle User Survey

March 6 - May 8, 2019



DOCKLESS VEHICLE USER SURVEY



805

Total Responses

Residents: 436 (54%)

Non-Residents: 369 (46%)

Survey Launched: March 6, 2019

Survey Closed: May 8, 2019

Survey shared by dockless vehicle companies with riders who used dockless vehicles in San Antonio.

Residents and visitors were surveyed.



Q1 Do you live or work in the San Antonio Metro Area?

Answered: 805 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	54.16%	436
No	45.84%	369
TOTAL		805

RESIDENT RESPONSES

Q2 Why did you try e-scooters/e-bikes for the first time, either in San Antonio or another city? (Select all that apply.)

Answered: 287 Skipped: 518

ANSWER CHOICES	RESPONSES	
Save money on transportation	42.51%	122
Get around more easily, faster	76.66%	220
It's good for the environment	39.37%	113
It looked like fun/curious to try it out	72.13%	207
Total Respondents: 287		

Q3 How often do you ride e-scooters or e-bikes?

Answered: 292 Skipped: 513

ANSWER CHOICES	RESPONSES	
1-3x per week	31.51%	92
3-6x per week	11.99%	35
Daily	7.88%	23
I've never ridden e-scooters or e-bikes	0.34%	1
I've only ridden once	4.11%	12
More than 1x per day	2.40%	7
Occasionally, but less than once per week	41.78%	122
TOTAL		292

RESIDENT RESPONSES

Q4 How often do you use e-scooters/e-bikes to access a bus?

Answered: 281 Skipped: 524

ANSWER CHOICES	RESPONSES	
1-3x per week	11.39%	32
3-6x per week	3.20%	9
Daily	3.20%	9
I've never ridden e-scooters or e-bikes	31.67%	89
I've only ridden once	6.05%	17
More than 1x per day	0.36%	1
Occasionally, but less than once per week	44.13%	124
TOTAL		281

Q5 Rank the trip types for which you used an e-scooter or e-bike from most to least frequent. (1=most frequent; 8=least frequent)

Answered: 290 Skipped: 515

	1	2	3	4	5	6	7	8	TOTAL	SCORE
To or from work	24.14% 56	6.90% 16	5.60% 13	8.62% 20	12.07% 28	16.81% 39	14.66% 34	11.21% 26	232	4.57
To or from a bus	5.73% 13	9.25% 21	3.52% 8	5.29% 12	9.69% 22	10.13% 23	20.26% 46	36.12% 82	227	3.04
To or from school	5.78% 13	3.11% 7	8.00% 18	6.22% 14	9.33% 21	19.11% 43	22.22% 50	26.22% 59	225	3.12
Social/entertainment	28.57% 70	25.31% 62	12.65% 31	13.06% 32	11.43% 28	4.49% 11	2.86% 7	1.63% 4	245	6.13
To or from a restaurant	16.47% 41	19.28% 48	27.31% 68	12.85% 32	12.05% 30	6.83% 17	4.42% 11	0.80% 2	249	5.73
For fun/recreation	18.07% 45	16.87% 42	20.08% 50	14.46% 36	9.24% 23	10.44% 26	6.02% 15	4.82% 12	249	5.41
Shopping or errands	5.31% 13	10.20% 25	15.51% 38	23.27% 57	13.88% 34	14.69% 36	11.02% 27	6.12% 15	245	4.51
To or from work-related meeting/appointment	6.85% 17	9.68% 24	7.26% 18	12.10% 30	19.35% 48	12.10% 30	13.71% 34	18.95% 47	248	3.87

RESIDENT RESPONSES

Q6 Thinking about your recent e-scooter/e-bike trips, why did you choose to take an e-scooter/e-bike? (Select all that apply)

Answered: 292 Skipped: 513

ANSWER CHOICES	RESPONSES	
It was the fastest and most reliable	68.84%	201
It was less expensive than other ways to get there	54.11%	158
Due to the weather (it was too hot or cold to comfortably walk)	16.78%	49
Parking is difficult at that time/destination	60.62%	177
No bus at that time/destination	11.30%	33
Don't have a car	11.99%	35
It was just for fun	49.66%	145
Total Respondents: 292		

Q7 If an e-scooter/e-bike had not been available for your recent trips, how would you have made that trip? (Select only one.)

Answered: 293 Skipped: 512

ANSWER CHOICES	RESPONSES	
Driven a personal vehicle	23.55%	69
Taken an Uber, Lyft, or taxi	29.69%	87
Taken a bus	2.39%	7
Walked	37.20%	109
Ridden a personal bike	0.00%	0
Ridden SWell Cycle	0.34%	1
Ridden as a passenger in a vehicle and dropped off by a friend, family member, or other person	1.37%	4
Would not have made this trip	5.46%	16
TOTAL		293

RESIDENT RESPONSES

Q8 Still thinking of your recent e-scooter/e-bike trips, how did you get to the e-scooter / e-bike that you rode? (Select only one.)

Answered: 290 Skipped: 515

ANSWER CHOICES	RESPONSES	
Walked	78.97%	229
Drove a personal vehicle, rideshare vehicle, or other motor vehicle	13.10%	38
Rode a SWell Cycle	0.00%	0
Took a bus	1.38%	4
Took an Uber, Lyft, or taxi	2.41%	7
Rode as a passenger in a vehicle and dropped off by a friend, family member, or other person	2.07%	6
Other (please specify)	2.07%	6
TOTAL		290

Q9 Before using e-scooters/e-bikes, I... (Select all that apply)

Answered: 292 Skipped: 513

ANSWER CHOICES	RESPONSES	
Walked	71.92%	210
Took the bus	12.67%	37
Drove a car	54.11%	158
Took an Uber, Lyft, or taxi	52.05%	152
Bicycled (personal bike)	14.38%	42
Used SWell Cycle	2.40%	7
Total Respondents: 292		

RESIDENT RESPONSES

Q10 Since first using shared e-scooters/e-bikes, how has your use of the following options changed? (If your behavior hasn't changed or if you never used one of the below options, select "About the same".) Since first using e-scooters/e-bikes, I...

Answered: 289 Skipped: 516

	ABOUT THE SAME	LESS OFTEN	MORE OFTEN	TOTAL
Walk	52.43% 151	35.07% 101	12.50% 36	288
Take the bus	62.68% 173	33.33% 92	3.99% 11	276
Drive a car	41.75% 119	54.74% 156	3.51% 10	285
Take an Uber, Lyft, or taxi	36.40% 103	60.42% 171	3.18% 9	283
Bicycle (personal bike)	67.52% 185	28.83% 79	3.65% 10	274
Use SWell Cycle	65.57% 179	33.33% 91	1.10% 3	273

Q11 How often do you wear a helmet when riding an e-scooter/e-bike?

Answered: 290 Skipped: 515

ANSWER CHOICES	RESPONSES	
Always	8.28%	24
Usually	4.83%	14
Sometimes	7.93%	23
Rarely	11.03%	32
Never	67.93%	197
TOTAL		290

RESIDENT RESPONSES

Q12 Where do you primarily ride e-scooters/e-bikes?

Answered: 289 Skipped: 516

ANSWER CHOICES	RESPONSES	
On a multi-lane street/road (with marked traffic lanes, but no bicycle lanes or sidewalks)	32.18%	93
On a residential street (with no marked traffic lanes, bike lanes, or sidewalks)	14.88%	43
On the sidewalk on a busy, multi-lane road	23.53%	68
On the sidewalk on a residential street	5.19%	15
In a bike lane	24.22%	70
TOTAL		289

Q13 What time of day do you typically ride e-scooters/e-bikes?

Answered: 290 Skipped: 515

ANSWER CHOICES	RESPONSES	
During daylight hours	58.62%	170
At night when it is dark	7.93%	23
Ride equally in the day and at night when it is dark	33.45%	97
TOTAL		290

Q14 What is your opinion of e-scooters/e-bikes in San Antonio?

Answered: 290 Skipped: 515



Respondents were asked to use a sliding scale to indicate their opinion of e-scooters/e-bikes in San Antonio. 1 - Strongly unfavorable corresponds with 0%; 3 - Neutral or no opinion corresponds with 50%; and 5 - Strongly favorable corresponds with 100%.

Total Opinion: 86%

ANSWER CHOICES	AVERAGE	TOTAL NUMBER	RESPONSES
	86%	24,851	290
Total Respondents: 290			

RESIDENT RESPONSES

Q15 How often do you think you'll use e-scooters/e-bikes in the future?

Answered: 289 Skipped: 516

ANSWER CHOICES	RESPONSES	
Less than 1x week	32.87%	95
1-3x week	35.99%	104
3-6x week	17.30%	50
Daily	8.65%	25
More than 1x day	5.19%	15
TOTAL		289

Q18 What Council District do you live in? Not sure? Use this link to find out! <http://www.sanantonio.gov/Council/Find-My-Council-Member>

Answered: 234 Skipped: 571

ANSWER CHOICES	RESPONSES	
District 1	29.06%	68
District 2	6.84%	16
District 3	2.14%	5
District 4	4.27%	10
District 5	3.42%	8
District 6	2.14%	5
District 7	4.70%	11
District 8	2.99%	7
District 9	6.84%	16
District 10	3.42%	8
Prefer not to answer	34.19%	80
TOTAL		234

RESIDENT RESPONSES

Q19 What is your gender?

Answered: 268 Skipped: 537

ANSWER CHOICES	RESPONSES	
Male	62.69%	168
Female	34.70%	93
Prefer not to answer	2.24%	6
Prefer to self-describe (please specify):	0.37%	1
TOTAL		268

Q20 What is your age?

Answered: 270 Skipped: 535

ANSWER CHOICES	RESPONSES	
Under 18	1.11%	3
18 to 24 years old	12.96%	35
25 to 34 years old	39.26%	106
35 to 44 years old	22.22%	60
45 to 54 years old	14.81%	40
55 to 64 years old	7.04%	19
65 to 74 years old	1.48%	4
75 years or older	0.00%	0
Prefer not to answer	1.11%	3
TOTAL		270

Q21 What is your race/ethnicity? (Check all that apply)

Answered: 266 Skipped: 539

ANSWER CHOICES	RESPONSES	
American Indian or Alaska Native	2.26%	6
Asian	3.38%	9
African American	4.89%	13
Hispanic or Latino/a	36.47%	97
Native Hawaiian or Pacific Islander	1.50%	4
Caucasian	50.75%	135
Prefer not to answer	9.02%	24
Other (please specify)	2.26%	6
Total Respondents: 266		266

RESIDENT RESPONSES

Q22 What is your household income?

Answered: 269 Skipped: 536

ANSWER CHOICES	RESPONSES	
Between \$15,000 and \$29,999	8.18%	22
Between \$30,000 and \$49,999	10.41%	28
Between \$50,000 and \$74,999	17.10%	46
Between \$75,000 and \$99,999	12.27%	33
More than \$100,000	33.09%	89
Less than \$15,000	2.97%	8
Prefer not to answer	15.99%	43
TOTAL		269

Q23 What is your highest level of education?

Answered: 270 Skipped: 535

ANSWER CHOICES	RESPONSES	
2-year degree	5.56%	15
College degree/4-year degree	36.30%	98
Master's degree	15.93%	43
Doctorate	5.56%	15
High school degree	12.96%	35
Some college	13.33%	36
Some high school	0.74%	2
Technical degree	1.11%	3
Some post-graduate	1.85%	5
Prefer not to answer	6.67%	18
TOTAL		270

VISITOR RESPONSES

Q25 Why did you try e-scooters/e-bikes for the first time, either in San Antonio or another city? (Select all that apply.)

Answered: 300 Skipped: 505

ANSWER CHOICES	RESPONSES	
Save money on transportation	31.33%	94
Get around more easily, faster	76.00%	228
It's good for the environment	28.33%	85
It looked like fun/curious to try it out	79.67%	239
Total Respondents: 300		

Q26 How long was your most recent trip to San Antonio?

Answered: 299 Skipped: 506

ANSWER CHOICES	RESPONSES	
1-2 days	21.07%	63
3-4 days	39.80%	119
5-7 days	22.41%	67
Less than 24 hours	3.34%	10
Over one week	13.38%	40
TOTAL		299

Q27 How did you use e-scooters/e-bikes during your trip to San Antonio? (Select all that apply)

Answered: 302 Skipped: 503

ANSWER CHOICES	RESPONSES	
To get to a shopping destination	40.73%	123
To get to a restaurant	56.95%	172
For sightseeing	70.20%	212
For recreation	58.61%	177
For transportation	69.21%	209
Total Respondents: 302		

VISITOR RESPONSES

Q28 During your visit, did you use e-scooters/e-bikes to access a bus?

Answered: 301 Skipped: 504

ANSWER CHOICES	RESPONSES	
No	94.02%	283
Yes, 1-2 times	3.65%	11
Yes, 3-4 times	2.33%	7
TOTAL		301

Q29 Thinking about your e-scooter/e-bike rides in San Antonio, why did you choose to take an e-scooter/e-bike? (Select all that apply)

Answered: 302 Skipped: 503

ANSWER CHOICES	RESPONSES	
It was the fastest and most reliable	65.23%	197
It was less expensive than other ways to get there	55.96%	169
Due to the weather (it was too hot or cold to comfortably walk)	10.93%	33
Parking is difficult at that time/destination	42.72%	129
No bus at that time/destination	6.62%	20
Don't have a car	22.19%	67
It was just for fun	74.17%	224
Total Respondents: 302		

Q30 Think about your recent rides on an e-scooter/e-bike in San Antonio. If an e-scooter/e-bike had not been available, how would you have gotten around?

Answered: 301 Skipped: 504

ANSWER CHOICES	RESPONSES	
Driven a personal vehicle	17.94%	54
Taken an Uber, Lyft, or taxi	33.55%	101
Taken a bus	1.33%	4
Walked	41.86%	126
Ridden a personal bike	0.33%	1
Ridden SWell Cycle	0.00%	0
Ridden as a passenger in a vehicle and dropped off by a friend, family member, or other person	1.66%	5
Would not have made this trip	3.32%	10
TOTAL		301

VISITOR RESPONSES

Q31 How often do you wear a helmet when riding an e-scooter/e-bike?

Answered: 302 Skipped: 503

ANSWER CHOICES	RESPONSES	
Always	5.30%	16
Usually	3.64%	11
Sometimes	5.63%	17
Rarely	12.91%	39
Never	72.52%	219
TOTAL		302

Q32 Where do you primarily ride e-scooters/e-bikes?

Answered: 300 Skipped: 505

ANSWER CHOICES	RESPONSES	
On a multi-lane street/road (with marked traffic lanes, but no bicycle lanes or sidewalks)	17.67%	53
On a residential street (with no marked traffic lanes, bike lanes, or sidewalks)	9.00%	27
On the sidewalk on a busy, multi-lane road	36.00%	108
On the sidewalk on a residential street	12.00%	36
TOTAL		300

Q33 What time of day do you typically ride e-scooters/e-bikes?

Answered: 302 Skipped: 503

ANSWER CHOICES	RESPONSES	
During daylight hours	51.66%	156
At night when it is dark	7.62%	23
Ride equally in the day and at night when it is dark	40.73%	123
TOTAL		302

VISITOR RESPONSES

Q34 What is your opinion of e-scooters/e-bikes in San Antonio?

Answered: 303 Skipped: 502



Respondents were asked to use a sliding scale to indicate their opinion of e-scooters/e-bikes in San Antonio. 1 - Strongly unfavorable corresponds with 0%; 3 - Neutral or no opinion corresponds with 50%; and 5 - Strongly favorable corresponds with 100%.

Total Opinion: 92%

ANSWER CHOICES	AVERAGE	TOTAL NUMBER	RESPONSES
	92%	27,909	303
Total Respondents: 303			

Q35 How often do you think you'll use e-scooters/e-bikes in the future?

Answered: 303 Skipped: 502

ANSWER CHOICES	RESPONSES	
Less than 1x week	43.89%	133
1-3x week	20.13%	61
3-6x week	12.54%	38
Daily	14.19%	43
More than 1x day	9.24%	28
TOTAL		303

VISITOR RESPONSES

Q38 What is your gender?

Answered: 277 Skipped: 528

ANSWER CHOICES	RESPONSES	
Male	53.79%	149
Female	44.77%	124
Prefer not to answer	1.08%	3
Prefer to self-describe (please specify):	0.36%	1
TOTAL		277

Q39 What is your age?

Answered: 280 Skipped: 525

ANSWER CHOICES	RESPONSES	
Under 18	1.79%	5
18 to 24 years old	14.64%	41
25 to 34 years old	28.93%	81
35 to 44 years old	25.71%	72
45 to 54 years old	20.36%	57
55 to 64 years old	6.07%	17
65 to 74 years old	1.79%	5
75 years or older	0.00%	0
Prefer not to answer	0.71%	2
TOTAL		280

VISITOR RESPONSES

Q40 What is your race/ethnicity? (Check all that apply)

Answered: 276 Skipped: 529

ANSWER CHOICES	RESPONSES	
American Indian or Alaska Native	1.45%	4
Asian	6.52%	18
African American	5.07%	14
Hispanic or Latino/a	19.20%	53
Native Hawaiian or Pacific Islander	1.81%	5
Caucasian	61.96%	171
Prefer not to answer	8.33%	23
Other (please specify)	1.09%	3
Total Respondents: 276		

Q41 What is your household income?

Answered: 274 Skipped: 531

ANSWER CHOICES	RESPONSES	
Between \$15,000 and \$29,999	5.84%	16
Between \$30,000 and \$49,999	10.22%	28
Between \$50,000 and \$74,999	11.31%	31
Between \$75,000 and \$99,999	17.15%	47
More than \$100,000	36.50%	100
Less than \$15,000	1.82%	5
Prefer not to answer	17.15%	47
TOTAL		274

VISITOR RESPONSES

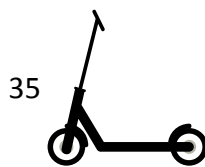
Q42 What is your highest level of education?

Answered: 276 Skipped: 529

ANSWER CHOICES	RESPONSES	
2-year degree	9.78%	27
College degree/4-year degree	38.77%	107
Master's degree	13.77%	38
Doctorate	3.26%	9
High school degree	7.97%	22
Some college	12.32%	34
Some high school	1.81%	5
Technical degree	4.71%	13
Some post-graduate	2.54%	7
Prefer not to answer	5.07%	14
TOTAL		276

Dockless Vehicle Telephone Town Hall

April 16, 2019

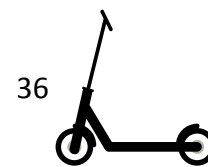


Residents were invited to register for a city-wide telephone town hall meeting on e-scooters and e-bikes on Tuesday, April 16, 2019 at 7 p.m. The telephone format allowed residents to participate wherever they were, rather than taking time out of their hectic schedules to attend a meeting in-person. The call was available in English and Spanish.

During the telephone town hall, residents asked City officials questions about e-scooters and e-bikes and shared their feedback on the City's dockless vehicle pilot program. Lori Houston, Assistant City Manager; John Jacks, CCDO Director; Art Reinhardt, TCI Interim Deputy Director; and Captain Chris Benavides, SAPD, participated in the call.

25,000 landlines across all City Council Districts were called. City Council Districts with lower participation rates in the 2019 SASpeakUp Dockless Vehicle Resident Survey were targeted with additional calls (Districts 2, 3, 4, 5, and 6). Residents could also sign up online before the call to participate.

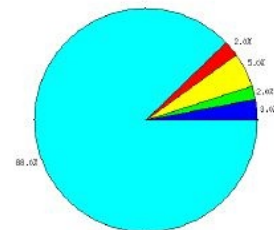
746 residents participated in the Dockless Vehicle Telephone Town Hall Meeting.



Call participants were asked to vote in a series of poll questions regarding dockless vehicles.

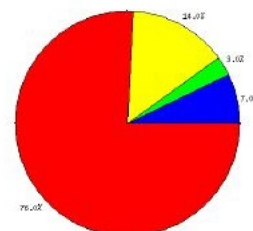
1 How often do you ride e-scooters or e-bikes?

ID	Answer	Responded	% of total
1	Once or twice	9	3
2	Sometimes	6	2
3	Regularly	13	5
4	Multiple times a day	4	2
5	Never	233	88



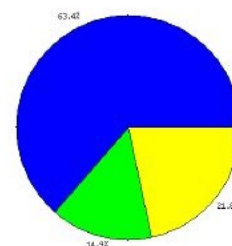
2 Have e-scooters or e-bikes replaced your need to use a car?

ID	Answer	Responded	% of total
1	Yes, more than once	16	7
2	Yes, one time	7	3
3	No	30	14
4	I have never used an e-scooter or e-bike	166	76



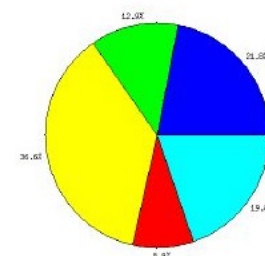
3 Do you think there are too many e-scooters and e-bikes in San Antonio?

ID	Answer	Responded	% of total
1	Yes	118	64
2	No	27	15
3	No opinion	40	22



4 What is your biggest concern regarding e-scooters and e-bikes?

ID	Answer	Responded	% of total
1	They look cluttered in some areas	34	22
2	There are too many of them	19	13
3	Riders are operating them unsafely	56	37
4	They are often parked in my way	13	9
5	I do not have any concerns	30	20

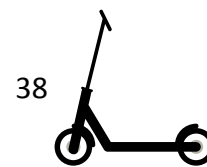


COMMUNICATION TOOLS

APRIL 16, 2019 TELEPHONE TOWN HALL



- News releases and media outreach for Telephone Town Hall and survey
- Eblasts sent to more than 3,500 subscribers
- Nextdoor posts
- Social media campaign
- Outreach to targeted stakeholders and partners
- Shared on SASpeakUp.com, City of San Antonio website home page and CCDO website home page



QUESTIONS ASKED & ANSWERED ON THE CALL

APRIL 16, 2019 TELEPHONE TOWN HALL



1. District 2 Resident: "What is the benefit? Scooters should have parking areas."
2. District 2 Resident: "How many scooter companies are in San Antonio at this point? Is there a cap on how many scooters will be allowed to be put out on the street?"
3. District 6 Resident: "San Antonio is no longer a small city. Can we consider bike lanes instead of more scooter companies?"
4. District 10 Resident: "How much is the permit for these vendors?"
5. District 1 Resident: "What's happening in other cities? How did this happen? I noticed them last fall. No education."
6. District 1 Resident: "I want to applaud this. Scooters are a great last mile solution. Taking cars off the road. All efforts you've outlined - reducing vendors to three, scooters to 5,000."
7. District 1 Resident: "I live downtown. Scooters are good. There are too many right now. I have some ideas. In the RFPs, let's have improvements. We need feedback."
8. District 10 Resident: "What are the rules? We need input."
9. Resident (district not provided): "The elderly should patrol neighborhoods. You should use citizens to enforce these types of rules."
10. District 1 Resident: "What is the penalty for tossing a scooter into the river?"



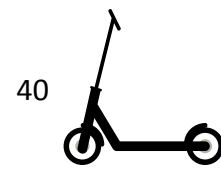
ADDITIONAL QUESTIONS/FEEDBACK

APRIL 16, 2019 TELEPHONE TOWN HALL



Call participants shared these questions and feedback with the call-takers, but did not speak publicly on the call.

1. District 1 Resident: "What type of residential restrictions are there on these scooters? People leave them in our neighborhood all the time! What can homeowners do if it's dropped on our property?"
2. District 1 Resident: "Why is it that these companies aren't held liable when people get injured?"
3. District 1 Resident: "Get them off the streets! It's dangerous!"
4. District 1 Resident: "Can we move the scooters to places that need them? Places like universities, etc."
5. District 2 Resident: "Who is watching for late night riding? Do the police watch?"
6. District 2 Resident: "Limit the speed. Penalty for hacked scooters. Scooters are much faster. Time limit."
7. District 2 Resident: "How many have we lost due to theft and destruction?"
8. District 2 Resident: "The city charges a fee to the contractor. How is that charged?"
9. District 2 Resident: "Is it safe for seniors to ride these scooters?"
10. District 2 Resident: "Under what circumstances would you consider taking the scooters out of San Antonio? Also, how far are people allowed to take them outside of the downtown area?"
11. District 3 Resident: "As a business owner, I'm worried about people hurting themselves on my property. Who's liable if this happens?"



ADDITIONAL QUESTIONS/FEEDBACK

APRIL 16, 2019 TELEPHONE TOWN HALL



Call participants shared these questions and feedback with the call-takers, but did not speak publicly on the call.

12. District 4 Resident: “Handicapped. Elderly people are hurt by this. Why?”
13. District 4 Resident: “You want to cut back on kids using these. What about making kids getting a license for these? This is a suggestion.”
14. District 4 Resident: “I think we need to change the age of people that can ride the scooters. It seems dangerous to let teenagers ride them by themselves.”
15. District 5 Resident: “Scooters on sidewalk or bike lane. Some sidewalks are in disrepair. Buena Vista St., Elmendorf Park.”
16. District 5 Resident: “Why didn’t the City Council keep them off the streets until the problems start?”
17. District 6 Resident: “Do the scooters have a time restriction on them? Like use before this hour and can’t be used past this time?”
18. District 6 Resident: “Scooters are very dangerous. They just cut right across from me in my car.”
19. District 6 Resident: “Is this profitable? Piles of scooters laying around.”
20. District 6 Resident: “When you talk about citations, are these rules and regulations already written? If so are there fines attached to these rules? Also, a lot of people don't have medical insurance.”
21. District 6 Resident: “Who's liable if you get hit by a scooter?”



ADDITIONAL QUESTIONS/FEEDBACK

APRIL 16, 2019 TELEPHONE TOWN HALL



Call participants shared these questions and feedback with the call-takers, but did not speak publicly on the call.

22. District 6 Resident: "I want to talk about the e-bikes and where the money is going from the permits on these."
23. District 6 Resident: "Education is necessary. We need a training program. Maybe read the rules...Who is liable?"
24. District 9 Resident: "Scooters should be taken away and impounded. How did you come up with the 5,000 number?"
25. District 9 Resident: "What exactly are the benefits of having these? Is it going to help with tax revenue, city revenue, etc.?"
26. District 1 Resident: "What can we do to enforce against motorized on the River Walk? It's dangerous."
27. District 8 Resident: "Can you clarify what kind of enforcement there is? Have there been any fines that have gone out for rule breakers?"
28. District 3 Resident: "How will vendors be selected?"
29. District 9 Resident: "Terms of agreement. Recouping costs."
30. District 1 Resident: "Thanks for the Telephone Town Hall. Easy to listen. Density of scooters. King William. Cluttered."
31. District 1 Resident: "Are things going to remain as is until the proposal process is over?"
32. District 1 Resident: "SAPD officers. We need better policing. Parking should be enforced."



ADDITIONAL QUESTIONS/FEEDBACK

APRIL 16, 2019 TELEPHONE TOWN HALL



Call participants shared these questions and feedback with the call-takers, but did not speak publicly on the call.

33. District 4 Resident: “Will there be any more signage on the River Walk level? I jog there, and I’m almost hit by scooters all the time. Signs have too much text. Circle with cross would be better.”
34. Resident (district not provided): “How do you get to the number of 5,000 maximum?”
35. Resident (district not provided): “How is it being determined the three top vendors? How will you make that choice?”
36. Resident (district not provided): “Scooter laying on the ground...can we move it?”
37. Resident (district not provided): “Is the city enforcing a curfew? What times? Enforcing?”
38. Resident (district not provided): “3,000 limit. Bikes are limited also?”
39. Resident (district not provided): “I work downtown and people are in the street going the opposite direction. Saw two police on the bike witness it and did nothing! How much money is the city making off of this hazardous transportation? People yell at us to move.”
40. District 1 Resident (asked several questions): “Why are we not receiving revenue from scooter use? How much do the permits cost?” “Why do the scooter companies not disable the scooters during curfew?” “How many citations (not warnings) been issued?” “Does the Mission Reach count as part of the River Walk?” “Will B-Cycles now be removed?” “Why are cities not coordinating their efforts in finding solutions for scooters?”



ADDITIONAL QUESTIONS/FEEDBACK

APRIL 16, 2019 TELEPHONE TOWN HALL



Call participants shared these questions and feedback with the call-takers, but did not speak publicly on the call.

41. Resident (district not provided; asked several questions): “Are there any plans to require the vendors to electronically limit the maximum speed of the units?” “Will the RFP and the RFP responses be made public?” “Would these cost recovery fees per scooter be an annual charge, monthly, etc.?” “Just a comment - I agree with the earlier comment (from one of the city staffers on the call) about *incentivizing* riders to park in approved places rather than spending money and time for *enforcement.*”
42. Resident (district not provided): “Have you thought about charging fines for e-scooters or e-bikes are parked to block accessibility?” “Have you thought about requiring the viewing of educational videos more frequently than just when the app is activated as well as making those educational videos more accessible to those who are deaf?”
43. District 2 Resident: "I think there should be a designated space for the scooters."
44. District 5 Resident: "Who is responsible if someone is injured while riding these?"



Call participants were able to leave comments and questions after the Telephone Town Hall through a voicemail.

1. “If governors are possible, they should be put on. If you can control with GPS, it should be done. I see them riding on the River Walk. They need to be in safe locations. Where can they be ridden safely? Some locations aren’t safe (Fredericksburg Rd. for example). I’m concerned about accidents. My daughter broke her arm on a scooter. What happens when an elderly person gets hit and breaks their hip? Who is liable? I think instructions should be left on the scooters. I had no idea you had to be 16 to ride the scooters. These scooters have been placed downtown without rules and regulations that people can easily find. I feel like San Antonio threw a bunch of scooters on the ground with no expectations from the riders or companies.”
2. “I am very frustrated with these scooters. I live downtown, and I do not feel safe when I’m walking. I do not feel like enforcement would even be possible. I’ve reported over 100 incidents since mid-January to 311. Riders are drinking and riding, riders are weaving in and out, passing red lights, parking on the handicapped ramp, parking in the driveway and yard. It just doesn’t seem possible to me; even with my efforts on the 100 reports, only a handful were taken care of. It’s very disappointing. I feel like these scooters are worse than graffiti. Made our city look terrible and unsafe. Now people aren’t walking. Healthier to walk. We have overweight people riding scooters, not walking. We have a lot of crime now, and I would prefer them monitoring the neighborhoods than monitoring scooters. We’ve spent a lot of time and effort on this and I don’t see the benefit of it. I’m very disappointed and frustrated.”
3. “Wanted to ask if the City officials on the call had used scooters and did they enjoy it?”
4. “Why are companies not held liable for accidents or people getting hurt?”



Call participants were able to leave comments and questions after the Telephone Town Hall through a voicemail.

5. “On the River Walk there is a sign that says motorized vehicles are prohibited, but I see people riding motorized bikes on the River Walk. Are e-bikes considered motorized vehicles?”
6. “What are my choices if my family gets injured on a scooter? Are there legal agencies to protect me?”
7. “Is there a proper courtesy in the way of the flow of traffic on the sidewalks for scooters and pedestrians? Seems like scooters might be in harm’s way on the street. Who has the right-of-way?”
8. “It was interesting to hear about the data request because when you hear about specific high-usage areas you can use dedicated or protected lanes for bikes and scooters so that cars might be able to be taken off the road and use electric vehicles and bikes instead.”
9. “I think that technology is growing, and this is something new. I’m disappointed in the number being thrown on the San Antonio River. I want them to reduce the scooter amount. I’m happy that something new is coming, but you should come up with rules.”
10. “Is the vendor or City liable if someone gets hurt or killed?”
11. “I’ve seen the scooters, and it’s too bad they can’t stay on the sidewalk or the bike lane. Some people don’t care about rules.”
12. “I jog frequently, and I’m nearly hit every time. They are mostly tourists and young people. Will you be adding more signs on the River Walk? Please don’t make them so text heavy so riders can see them more easily. I am not happy about the scooters at all. They have taken away the peace on the River Walk, and I hope something is done about it.”



Call participants were able to leave comments and questions after the Telephone Town Hall through a voicemail.

13. “What is the liability to the City if people are injured on the scooters? I work at a downtown hospital and have seen a tremendous amount of injuries come through the ER due to scooter injuries. Is the City liable in any way if the person is seriously injured? There are way too many scooters downtown, and the sidewalks look very cluttered. It is messing up our city.”
14. “I think they should be put on a bike rack so they don’t look so messy. This will prevent them from falling over or being dropped. I’ve seen people who aren’t even trying to make them stand correctly. I think it would be helpful if SAPD can see who last used the vehicle and didn’t park it correctly and ticket them. I have had issues reporting them on the 311 app.”
15. “I’m blind and I use a cane and I do a lot of walking. The scooters are being parked on the sidewalk, and it’s creating a tripping hazard. My concern is that the sidewalks are narrow, and as a blind person, I cannot see them coming, and because they are electric, we cannot hear them. It is only a matter of time before we can’t see or hear them and there will be an accident.”
16. “Require someone to scan their driver’s license to use it so we can eliminate juveniles riding on them. Will notify parents if their children are using them underage. Any ID that says you’re over the age of 17 should work.”
17. “One of the primary concerns I had was that it was fairly apparent that one of the vendors wasn’t registering their vehicles. They had a large number on the street, but they weren’t registering them with the City. The City should have barcodes to determine if a scooter is properly registered.”



Call participants were able to leave comments and questions after the Telephone Town Hall through a voicemail.

18. “How is it being determined which three companies will be the primary vendors for e-scooters in San Antonio?”
19. “How many injuries have been reported as a result of these scooters? How many have been caused to pedestrians and how many riders have been injured and reported?”
20. “I wasn’t aware e-scooters were such an issue. I work downtown, but I had not really seen a problem. Other than seeing them parked on a sidewalk, I didn’t know it was an issue. This was very informative.”
21. “I’m interested in knowing what liability coverage do the scooter companies have to have? Is there any liability coverage if you are injured? Is the rider liable or is the scooter covered?”



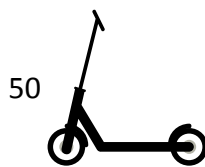
2018 Community Input for Dockless Vehicle Pilot Program Development

July 2018 - October 10, 2018



Dockless Vehicle Public Meeting

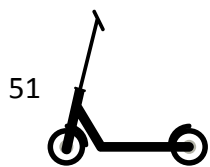
July 31, 2018



PUBLIC MEETING: JULY 31, 2018



Photos from July 31, 2018 public meeting

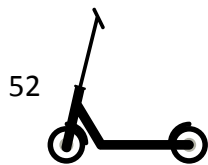


COMMUNICATION TOOLS

JULY 31, 2018 PUBLIC MEETING



- News releases and media outreach for public meeting, public hearing and survey
- Eblasts to all attendees regarding survey
- Nextdoor posts
- Social media campaign
- Outreach to targeted stakeholders and partners



Results from July 31, 2018 Public Meeting Stations

At the public meeting on July 31, 2018 CCDO staff placed four posters throughout the room with questions we wanted feedback on. Attendees shared their views by placing a sticky dot under each question on the posters. Posters at the stations asked the following questions:

General

1) Are you supportive of dockless bicycles?

Yes: 61 (82%)

No: 12 (16%)

In the middle: 1 (1%)

2) Are you supportive of dockless scooters?

Yes: 58 (76%)

No: 16 (21%)

In the middle: 2 (3%)

3) Are you more likely to ride a dockless bicycle or a dockless scooter?

Bicycle: 19 (26%)

Scooter: 27 (37%)

Equal: 27 (37%)

Safety

1) Should dockless vehicle riders be required to wear helmets?

Yes: 35 (50%)

No: 33 (47%)

In the middle: 2 (3%)

2) Should riders be required to be 16 years or older to operate vehicles?

Yes: 61 (85%)

No: 10 (14%)

In the middle: 1 (1%)

3) Should rider education be included in the dockless vehicle app?

Yes: 66 (100%)

No: 0 (0%)

4) Should dockless vehicles be required to follow the same traffic regulations as bicycles? (Bicycles are prohibited from riding on sidewalks)

Yes: 69 (82%)

No: 12 (14%)

In the middle: 3 (4%)

Parking and Dockless Vehicles Company Response Time

- 1) Should dockless vehicles be required to be parked on sidewalks that are 8 feet or wider?**
Yes: 31 (52%)
No: 29 (48%)
In the middle: 1 (2%)

- 2) Should dockless vehicles be required to park 10 feet or more from a bus stop or pedestrian loading zone?**
Yes: 37 (61%)
No: 24 (39%)

- 3) What is the appropriate response time for a dockless vehicle company to address vehicles that have fallen over or are otherwise blocking the sidewalk, crosswalk or ADA curb ramp?**
30 minutes: 36 (52%)
1 hour: 15 (22%)
2 hours: 16 (23%)
Other answer specified – 45 minutes: 2 (3%)

- 4) Should there be designated dockless vehicle parking areas throughout downtown?**
Yes: 45 (69%)
No: 20 (31%)

- 5) Should dockless vehicle riders be charged a fee for leaving vehicles in areas where parking is prohibited?**
Yes: 59 (87%)
No: 9 (13%)

Areas of Use:

Dockless scooters or electric assisted bicycles should be allowed to be ridden on:

- 1) Dockless vehicles are currently prohibited from riding on the horseshoe bend/entertainment area of the River Walk- should we maintain that?**
Yes: 59 (97%)
No: 1 (1.5%)
In the middle: 1 (1.5%)

- 2) The Mission Reach section of the River Walk?**
Yes: 35 (51%)
No: 31 (46%)
In the middle: 2 (less than 1%)

3) The Museum Reach section of the River Walk?

Yes: 40 (57%)

No: 28 (40%)

In the middle: 2 (3%)

4) Alamo Plaza?

Yes: 44 (66%)

No: 22 (33%)

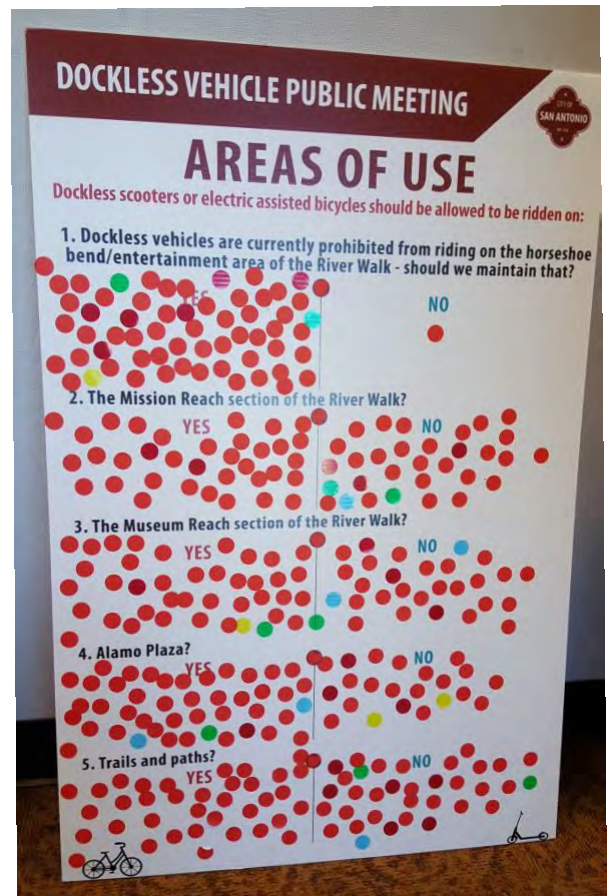
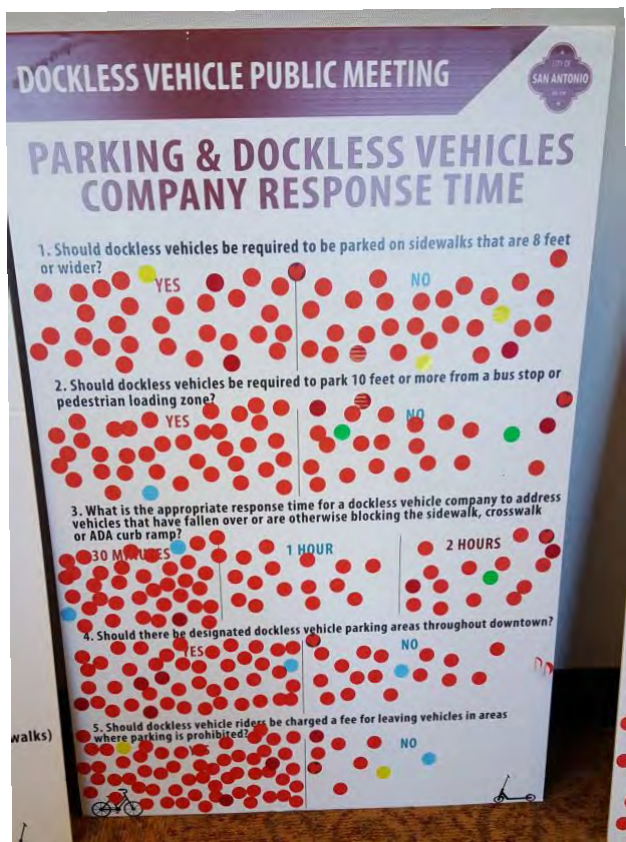
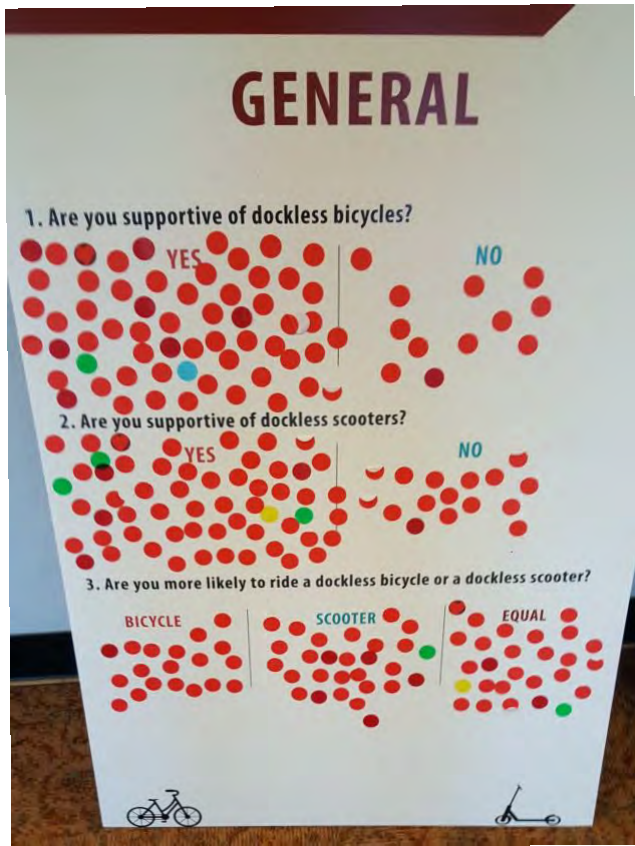
In the middle: 1 (1%)

5) Trails and paths?

Yes: 36 (51%)

No: 34 (48%)

In the middle: 1 (1%)



COMMENT CARD RESULTS

JULY 31, 2018 PUBLIC MEETING



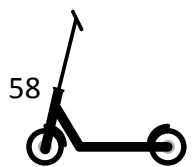
GENERAL

- "It is not fair for people that own their own scooters (electric or otherwise) to be penalized by the invasion of these companies. Now I am going to follow their rules and no longer be able to use the sidewalks. Not fair."
- "I love the scooters being made available throughout downtown. The city needs to support them. As a downtown resident and someone who works downtown they are a huge benefit. It also has started attracting friends and family to come downtown more often because they don't want to walk everywhere in the heat. The one major issue I see is there are very few streets around downtown where it feels safe to ride so that's why many people will ride on sidewalks. "
- "Love Lime, it eases downtown traffic, makes it easy to commute from one side to another of downtown without using my vehicle."
- "For our city to remain on the "list" of cool places to live and entertain, I feel scooters and any other means of transportation rather than a vehicle would be a wonderful addition to our city to add value and appeal both to our residents and tourists. If we can come to an agreement that's fit for all parties we should certainly collaborate."
- "So glad dockless vehicles are here! They sure made life easier in Seattle."
- "LOVE THEM!"
- "Maintaining our downtown tech community that is growing rapidly is vital. Regulations must be a vetting process for all industries set on supplying our population with convenient transportation. Examples like Uber and Lyft are prime examples of why regulation design and process."
- "The scooters need to look fabulous and be maintained with proof of it and for filing with the city subject to random inspection."
- "I love the idea of the scooters! What I don't love is that Bird placed them with a 24-hour notice while others companies were waiting and working with the cities transportation team to create protocol and implementation strategies. I want to know how Bird plans on paying taxes and fees for operating their business on public property. I want to know how they plan to address the scooters that are already clogging the sidewalks (I have pictures.) I want to know how Bird plans on supporting rider safety if the scooter charge dies, I've already heard that some scooter's lights stop working as the charge gets lower. So:
 - How does Bird plan on paying taxes and a fine for not working with the city before hand?
 - How does the city plan on addressing the precedent Bird sent?
 - How does Bird plan on dealing with scooter clutter? With rider safety? "
- "Organization and proper storage is needed. During the day before general pickup makes city look trashed with vehicles. Why is there no option to ride any vehicle? Why has the city already sold, and now only involving public after contracts signed to be here?"
- "Why trash up the neighborhood?"
- "If the Personal Electric Vehicle (PEV) is no bigger, no heavier, and no faster than a bicycle then there is NO reason to discriminate PEVs from bicycles from a safety standpoint. PEVs should be allowed and prohibited from the exact same areas and laws as regular bicycles."



GENERAL (CONTINUED)

- "1) I work downtown and frequent the courthouse about 3x per week for work. I do not like the dockless scooters that I've seen thrown around the area in front of our courthouse. 2) Additionally the city needs to concern itself with the safety of the pedestrians, vehicles, and riders of the scooters. 3) Who will be responsible for the injuries sustained by the person who trips over the scooter parked on the sidewalk? The city, the person who left it there, etc. 4) There absolutely needs to be a limit to the number and helmets need to be required to be worn. 5) Age limit for users under 16 yrs."
- "Please do not allow these companies to defer all liabilities or injuries to the city. (But especially the customer/riders of the scooters.) They will attempt and state for the users that they are liable for any and all injuries you or anyone, or one, property sustains by using the scooter. They will also say that the customer/rider agrees to indemnify them. PROTECT US!! Do not allow them to do that. "
- "No hurt or killed 18 year olds by the scooters. Please we are a safe town. No scooters."
- "1. As a condition of using the scooter as part of the payment of usage, there should be instantaneously a purchase for liability insurance. Should be compulsory or included. 2. Should have designated spots maybe designated by a big happy face where scooter MUST be parked."
- "1. As I see it, the problem here is that the barrier to entry for the dockless vehicle driver group has suddenly been lowered. Previously only those willing to personally invest in such vehicles could participate. That personal investment meant that riders tended to take precautions to avoid damaging equipment. Such precautions also tended to avoid inappropriate riding behavior and parting behavior. 2. Many will be one for reason or other unable to patronize the vehicles; those people should not have to suffer undue strain as a result of ridership increases. We should welcome regulation so long as it is not unduly heavy-handed and is living regulation that adapts as needed. Riders do not need to be on the sidewalk, so that increases safety and reduces pedestrian incidents. However riders should be able to follow traffic laws if on the road, we should ABSOLUTELY tend towards rules, which provide significant benefits to pedestrians without undue cost or penalty to riders. No other rules should be adopted."
- "I think there needs to be more differentiation in the regulatory framework between e-scooters, I-Bikes, and non-motorized vehicles. Ex: non-motorized dockless should be allowed on trails, but not motorized."
- I would like to see some information about geo-fencing the vehicles.
- Currently residents are in charge of charging and relocating scooters and the providers' operations staff. Residents are not trained/familiar with the highest use locations and may not most conveniently redistribute the vehicles. Swell Cycle already has operations staff; how could they be involved?"
Need many more bike lanes for scooters to ride on instead of sidewalks. Scooters are too quiet.



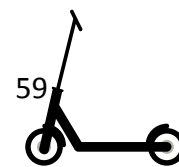
COMMENT CARD RESULTS

JULY 31, 2018 PUBLIC MEETING



SAFETY

- "Helmet laws for bikes already exist, don't need new laws. Riders should be 15+ Should be treated the same as bicycles."
- "Need breathalyzers on them."
- "Big safety concern of parent and child on one vehicle and no helmet. They should follow rules same as bikes especially since they go continuously faster not being human powered. Dockless system can leave dangers of cleanup, strewn across the streets and trashed or endanger ADA sites or bus stops. Big safety concern of parent and child on one vehicle and no helmet. They should follow rules same as bikes especially since they go continuously faster not being human powered"
- "Support dockless because of convenience factor that increases use. Worried about safety factor of electric scooters for those who are not experienced- saw tourists flying by on sidewalk with no regard for safety. Needs to be addressed."
- "Riding and docking instructions should be on every vehicle."
- "I noticed the helmets for the Lime and Bird vehicles today. Why aren't those provided all the time?"
- "Sidewalks are for walkers and special needs. They block the sidewalks and make them unsafe. If a blind person is walking down the street, scooters in the walkway make the walkway unsafe."



COMMENT CARD RESULTS

JULY 31, 2018 PUBLIC MEETING



AREAS OF USE

- "Where to ride- the dockless applications direct riders not to ride on sidewalks unless local law requires or permits. Where do riders go to learn what local law "requires or permits?" And how are non-locals informed of local laws while in use."
- "Dockless vehicles should not be allowed on SA River Trails, due to safety concerns."
- "Not being on sidewalks. Nobody is responsible if they have an accident. Who is responsible if they have a service dog?"
- "I believe the Mission Reach and Museum Reach sections of the Riverwalk should be accessible to electric scooters. It will encourage awareness and usage of the underutilized areas of the Riverwalk. We must be a city of innovation."
- "Scooters shouldn't be allowed at the Mission and Museum Reaches. Safety could/Would be compromised. The trails are too narrow and/or too congested. They go too fast to be safe."
- "Not allowed on sidewalks less that 1 ft. wide, nor at bus stops or school zones. Should have designated spots like Rent-a-Cars. "
- "Only be used on streets with same safety factors of bicycles. Designated zones and same consequences if not safe in hospitals zones, or schools, offices."
- "Dockless vehicles should NOT be allowed on Mission and Museum Reach trails. Thank you."
- "Building bike lanes on select east-west downtown streets would solve 90% of the issues with cycling, scooters, Segways, and pedestrians."
- " Age 15 as per permits for cars. Horseshoe is too busy for additional traffic. Riding scooters on all other sections is okay! It makes the Riverwalk and Alamo Plaza far more accessible!"
- "You should be able to use the scooters anywhere you can ride a bicycle. They are very fun and safe to use."
- "I believe the horseshoe should remain closed but as for the rest they should open it for the rest: Mission Reach, Riverwalk, Museum Reach, Alamo Plaza, Trails and Paths. Theses areas are highly underutilized. If the bikes like Swell Cycle are allowed than electric scooters/electric bikes should be allowed as well. Electric is the present not the future"
- "Look at the boardwalk in Ocean City, MD. There are early morning hours where bikes are allowed on the boardwalk. Otherwise, it is foot traffic only for safety. The Riverwalk is similar. . . Narrow and should be foot traffic only during peak hours."



PARKING & DOCKLESS VEHICLES COMPANY RESPONSE TIME

- "Please make sure that ADA accessibility is still maintained. Use this policy and revenue to improve and maintain better transit/pedestrian/bike/scooter infrastructure. We need complete sidewalks and bike lanes."
- "Love the scooter concept- only wish that they would be left at designated spots (e.g. B Cycle docks) so that they can be more easily found.
Note: I ride the B Cycles daily from home to work"
- "I don't think the company should be responsible for how people use or park the vehicles. That's up to individuals, and we, as a community should be policing any wonky parking. How hard is to pickup a scooter and move it 5 feet?"
- "There are not many sidewalks In San Antonio wider than 8 feet. It would be a very bad idea to regulate this rule. Scooters should be able to be marked close to the bus stop, up against the bus shelter. Dedicated vehicle docks downtown HIGHLY limits accessibility to scooters and is against the concept of dockless scooters."
- "Charging riders a fee for leaving vehicles parked inappropriately would be completely unenforceable; the logistics would be extremely difficult."
- "There should be a docking place for these vehicles. I have noticed that the scooters are left any where without consideration of safety for other pedestrians, they do not follow and rules that should be enforced. "
- "On narrow sidewalks. . .Park them parallel instead of perpendicular. Park them out of the way. There is always an alternative solution."
- "Regarding dockless scooters in streets: Are these legal (TX law) to be used in streets? If not how can we address their reckless use by individuals without licenses, training, or oversight? Regarding parking of dockless scooters: These cannot be parked anywhere a user pleases. They are intrusive to sidewalk use and an obstacle to walkers, disabled, elderly, and handicapped. We must regulate where these are placed when not in use. "
- "Wheelchair ramps are frequently blocked by bicycles locked on them at businesses that do not (and some that do) have bicycle racks. How to get businesses that benefit so much from people arriving by both bicycles and by wheelchairs, to accommodate and welcome both? It is the bicyclist's responsibility not to block wheelchair ramp, but business created site problem by not providing bicycle racks."



2018 Dockless Vehicle Resident Survey

July 23 - October 1, 2018



2018 DOCKLESS VEHICLE SURVEY



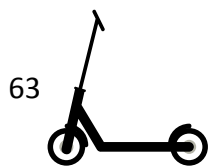
4,440

Total Responses

Survey Launched: July 23, 2018

Survey Closed: October 1, 2018

Survey in English and Spanish

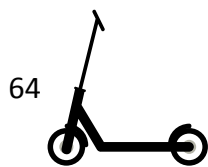


COMMUNICATION TOOLS

2018 DOCKLESS VEHICLE SURVEY



- News releases and media outreach
- Eblasts
- Nextdoor posts
- Social media campaign
- Outreach to targeted stakeholders and partners
- Shared on SASpeakUp.com, City of San Antonio website home page and CCDO website home page



Q1 Do you use, or would you use, a dockless vehicle (scooter, bicycle, etc.)?

Answered: 4,408 Skipped: 24

ANSWER CHOICES	RESPONSES	
Yes	70.51%	3,108
No	16.54%	729
Maybe	12.95%	571
TOTAL		4,408

Q2 Would you be more likely to ride a dockless bicycle, scooter, or both?

Answered: 4,293 Skipped: 139

ANSWER CHOICES	RESPONSES	
More likely to ride a dockless bicycle	18.24%	783
More likely to ride a dockless scooter	47.52%	2,040
Equally likely to ride a dockless bicycle and scooter	34.24%	1,470
TOTAL		4,293

Q3 Which of the following best describes your opinion toward dockless vehicles in general?

Answered: 4,410 Skipped: 22

ANSWER CHOICES	RESPONSES	
Very positive	53.08%	2,341
Somewhat positive	20.20%	891
Neutral/No opinion	6.62%	292
Somewhat negative	10.39%	458
Very negative	9.71%	428
TOTAL		4,410

Q4 What do you like about dockless vehicles? (Check all that apply)

Answered: 4,397 Skipped: 35

ANSWER CHOICES	RESPONSES	
They provide flexible transportation options	80.21%	3,527
They're affordable	62.63%	2,754
They're convenient	74.78%	3,288
They reduce the amount of time I spend driving	43.94%	1,932
It's easy to sign up for and operate a dockless vehicles	52.54%	2,310
Not Applicable - I do not like anything about dockless vehicles	10.92%	480
Other (please specify)	14.69%	646
Total Respondents: 4,397		

Q5 What do you dislike about dockless vehicles? (Check all that apply)

Answered: 4,365 Skipped: 67

ANSWER CHOICES	RESPONSES	
Dockless vehicles are on private property	15.01%	655
Dockless vehicles are blocking sidewalks and/or curbs	40.02%	1,747
Dockless vehicles are not available in my area	21.24%	927
Dockless vehicles are damaged and/or inoperable	8.91%	389
Dockless vehicles look cluttered in some areas	30.38%	1,326
Dockless vehicle safety concerns	41.24%	1,800
Dockless vehicles are hard to spot on the road	20.76%	906
Dockless vehicle riders do not obey traffic laws like stopping at stop lights	38.99%	1,702
Dockless vehicles use the full traffic lane when a bike lane is available	19.36%	845
I don't know whether they are supposed to operate on the streets or on the sidewalks	40.02%	1,747
Not Applicable - There is nothing I dislike about dockless vehicles	19.22%	839
Other (please specify)	15.03%	656
Total Respondents: 4,365		

Q7 What Council District do you live in? Not sure? Use this link to find out! <http://www.sanantonio.gov/Council/Find-My-Council-Member>

Answered: 4,090 Skipped: 342

ANSWER CHOICES	RESPONSES	
District 1	19.36%	792
District 2	6.82%	279
District 3	4.67%	191
District 4	2.89%	118
District 5	4.16%	170
District 6	4.94%	202
District 7	6.67%	273
District 8	8.39%	343
District 9	8.34%	341
District 10	6.97%	285
Prefer not to answer	26.80%	1,096
TOTAL		4,090

Q8 What is your gender?

Answered: 4,247 Skipped: 185

ANSWER CHOICES	RESPONSES	
Male	56.20%	2,387
Female	39.09%	1,660
Prefer not to answer	4.10%	174
Prefer to self-describe (please specify):	0.61%	26
TOTAL		4,247

Q9 What is your age?

Answered: 4,248 Skipped: 184

ANSWER CHOICES	RESPONSES	
Under 18	0.59%	25
18 to 24 years old	11.37%	483
25 to 34 years old	29.57%	1,256
35 to 44 years old	22.55%	958
45 to 54 years old	15.54%	660
55 to 64 years old	9.58%	407
65 to 74 years old	5.51%	234
75 years or older	1.32%	56
Prefer not to answer	3.98%	169
TOTAL		4,248

Q10 What is your race/ethnicity? (Check all that apply)

Answered: 4,232 Skipped: 200

ANSWER CHOICES	RESPONSES	
American Indian or Alaska Native	1.82%	77
Asian	2.36%	100
African American	2.69%	114
Hispanic or Latino/a	36.11%	1,528
Native Hawaiian or Pacific Islander	0.61%	26
Caucasian	48.35%	2,046
Prefer not to answer	12.07%	511
Other (please specify)	2.48%	105
Total Respondents: 4,232		