Appendix C: **Summer 2019 E-Scooter User Survey Findings**
2019 E-Scooter Findings Report

The Summer 2019 E-Scooter User Survey was open from September 22, 2019 through October 21, 2019 and received 2,170 responses. PBOT created the survey and, as a condition of their permits, each company was required to share the survey with its users via email, text message, and/or app. Three gift cards were offered as raffle prizes for respondents.

This appendix provides an overview of survey results from 2019 to supplement the results provided in the 2019 E-Scooter Findings Report. In addition, it provides some comparison to results of similar surveys conducted in summer 2018 and winter 2020, much of which draws from forthcoming research by the Transportation Research and Education Center (TREC) at Portland State University.

How Portlanders use e-scooters

In 2019, commute trips, including trips to work, school, and work-related meetings, accounted for 27% of Portlanders' rides, while trips for fun/recreation accounted for 24%. Trips to social activities or entertainment accounted for 17%, while trips to get to transit (bus, MAX, or streetcar) accounted for 8%.

TREC's longitudinal study of responses over time found that the most likely trip purpose of e-scooter riders shifted over time from fun/recreation to work. In the winter 2020 survey—which likely attracted more utilitarian riders willing to travel in colder, wetter weather—fun/recreation trips decreased to 10% from 29% in 2018 and 24% in 2019. At the same time, work trips increased to 24% in winter 2020 compared to 20% in 2018. Similarly, other utilitarian trips, including social, shopping and eating out, increased over time.

Mode shift

The surveys asked how people would have made their last e-scooter trip had an e-scooter not been available. Generally, people most often shifted from walking, driving, and using transit.

Portlanders replaced driving trips (driving a personal car or taking a taxi, Uber, or Lyft) at similar rates in 2019 and 2018, at 37% versus 34%. Portlanders replaced low-carbon modes (walking, taking transit, riding a personal bike, riding BIKETOWN, or not taking the trip) slightly less often in 2019, at 58% versus 63%.

Trip replacement among visitors remained similar in 2019 compared to 2018, with 47% replacing a car trip in 2019 compared to 48% in 2018 as well as 52% replacing a low-carbon mode compared to 49% in 2018.

TREC found that, after walking, the second most likely mode to be replaced in 2018 was personal car, while in 2019 and 2020 it was taxi, Uber, or Lyft. This could reflect the growth of the ride-hailing industry during that time.

Self-reported trip distance

One question asked people to report the distance of their most recent e-scooter trip (and it recommended checking the app of the e-scooter company they rode with for a record of the trip). For this analysis, trips less than 0.1 mile and trips 10 or more miles were removed as likely errors, resulting in an average self-reported trip distance of 1.9 miles for residents and 2.5 miles for visitors. These distances are longer than the average trip distance derived from the standardized data companies report to PBOT, which suggests riders perceive they are traveling longer distances than they are.

Changes in travel behavior

One question asked how people's use of different travel options have changed generally due to the introduction of e-scooters in Portland. Respondents could select more than one answer, and in 2019 they reported the following changes:
- 47% take a taxi, Uber, or Lyft less
- 41% drive less
- 30% take a Zipcar or car2go/ShareNow less
- 23% carpool less
- 21% take transit less
- 19% ride BIKETOWN less
- 18% ride a bike less
- 17% walk less

Access and affordability

The 2019 survey asked Portlanders about their interest in, knowledge of, and use of low-income pricing plans and options to rent without a smartphone that PBOT requires each company to have as well as cash payment options companies provide.

Outside of the user surveys, PBOT learned from the companies that utilization of discounted pricing plans for low-income Portlanders was exceedingly low, despite the significant proportion of Portlanders living on a low income. This suggests a need for increased marketing efforts by companies to promote low-income options.

In 2019, 21% of question respondents reported living on a low income but not knowing about low-income plans. Respondents reported 491 low-income plan signups across the five companies operating in Portland. Since people can sign up for low-income plans with more than one company, this means the actual number of *people* using low-income options is likely much lower.

Portlanders also reported 170 cash payment signups across companies, which again suggests that the number of *people* using cash payment options is likely lower. Twenty percent of question respondents said they would like to pay in cash but did not know how.

Finally, most respondents (82%) had a smartphone and preferred to use it, but 15% were interested in riding without smartphone but did not know how. Between 2 and 45 respondents per company rode via text message, for a total of 156 across companies.

Parking knowledge and behavior

To better understand how many Portland riders know about the rules for riding e-scooters, several questions asked about knowledge and behavior related to e-scooter parking.

One question showed a series of photos of e-scooters parked in places that were both legal and illegal. Among the legally parked scooters, 85% of respondents correctly answered that e-scooters are allowed to be parked in the "furnishings zone" of the sidewalk (88% of Portlanders and 75% of visitors). Another 97% correctly answered that parking in a dedicated e-scooter parking corral is allowed.

Among illegally parked scooters, 13% of respondents incorrectly answered that a scooter that encroached into the pedestrian throughway was parked properly (12% of Portlanders and 16% of visitors). Almost half (46%) of respondents incorrectly answered that parking at a bike rack is allowed, 17% incorrectly answered that parking against a building is allowed, and only 4% incorrectly answered that parking in the street is allowed.

One question showed a photo of one of 24 dedicated e-scooter parking corrals PBOT installed across the city. Most Portland respondents (76%) reported never seeing a parking corral, while another 17% reported having used one, and another 7% said they saw one but did not use it.

Finally, one question asked where Portlanders thought scooters *should* be allowed to be parked, and 31% thought scooters should be allowed to be parked at bike racks—though e-scooters were not allowed to be parked at bike racks during the 2018 and 2019 pilots.

Portlanders' desired changes to the e-scooter program

When asked about what changes they would like to see to Portland's e-scooter program, fewer Portlanders said in 2019 that having more e-scooters available would encourage them to ride more often than in 2018 (46% versus 67%), likely reflecting a larger total fleet of permitted scooters.

More people said lower cost would be helpful in 2019 versus 2018 (42% versus 34%), likely due to an increase in fares across scooter companies from year to year.

Battery life was less of a problem in 2019, with 23% of respondents saying longer battery life would encourage them to ride more compared to 39% in 2018. This suggests better battery life in newer scooter models.

Fewer people said the stability and design of e-scooters would encourage them to ride more (13% in 2019 versus 20% in 2018), likely due to the addition of two seated scooter models offered by two companies in 2019.

About the same percentage of respondents, around 47% in both 2018 and 2019, said that having safer places to ride would encourage them to ride more.

Consistent with Austin, San Francisco, Santa Monica, and other cities, TREC found that e-scooter riders are more likely to be young, white, high-income men. This section covers demographic differences in attitudes and behaviors based on gender, race, income, and ability.

Most e-scooter riders identify as men, and men and women ride differently
Note that the small number of respondents identifying as of gender non-binary or non-conforming made making comparisons infeasible, so this analysis focuses on behaviors of men compared to women.

Across the country, a gender gap exists among e-scooter riders. Because women are more likely to travel in off-peak hours, when transit service is less frequent, e-scooters could offer an opportunity to help women travel more conveniently. However, because women have traditionally undertaken the majority of childcare duties, they may be less likely than men to ride due to concerns about riding in traffic without bike infrastructure; concerns about safety and stability of the vehicles; and differences in travel patterns, as women more often travel with children, need to carry things, and link work trips with errands and other non-work trips rather than traveling from home to work and back.

This gender gap appears in Portland as well. As in 2018, a summer 2019 e-scooter rider survey conducted by PBOT found that respondents were overwhelmingly likely to identify as men (60% versus 33% identifying as women). Men were more likely to ride one to six times per week compared to women (39% versus 29%). Men were also more likely than women to ride daily (2.5% versus 0.7%), and women were more likely than men to have only ridden once (9.8% versus 5.8%).

Men and women came to e-scooters for different reasons. Women were more likely than men to try them because they seemed fun or they were curious (62% versus 51%), whereas men were more often motivated by the ability to get around more easily or faster (38% versus 31%), suggesting that women viewed scooters more as a form of recreation than as a tool to help meet their travel needs compared to men.

Helmet use and interest differed between men and women as well. Slightly more men were likely to report usually wearing a helmet than women (12% versus 7%), which may be related to personal e-scooter ownership. Anecdotal observations by PBOT staff suggest men are more likely to own personal e-scooters than women, and personal e-scooter riders are more likely to wear a helmet than shared rental e-scooter riders are. However, men were more likely to know about helmet giveaways by e-scooter companies but not be interested than women were (24% versus 13%), suggesting more receptivity to helmet use if available among women.

No significant gender differences were observed in mode shift (how riders would have traveled had an e-scooter not been available) or changes they would like to see to Portland's e-scooter program.

Race and income-related differences in travel patterns and opinions
Lower-income Portlanders were more than twice as likely to have ridden a scooter only once (13% compared to 5% of higher-income Portlanders). Differences in riding frequency by race were apparent as well—11% of people of color had ridden a scooter only once compared to 6% of white respondents.

White respondents were more likely to choose a scooter because it was the fastest and most reliable way to travel than people of color (59 versus 49%), whereas people of color were more likely to choose a scooter because they do not have a car (23 versus 13%) or because the ride was just for fun (44 versus 31%).

Lower-income Portlanders were more likely to have had walked or taken a bus, MAX, or streetcar (48% and 14%) for their most recent trip had a scooter not been available compared to higher-income Portlanders (37% and 9%). Higher-income Portlanders, on the other hand, were more likely to have replaced a trip where they drove or took a taxi, Uber, or Lyft (15% and 24%) compared to lower-income Portlanders (9% and 15%). TREC found that from 2018 to 2020, all demographic groups were most likely to replace walking trips except for people of color, who were most likely to replace TNC/taxi trips.

When asked what changes would make people more likely to ride e-scooters, lower-income Portlanders said lower cost would encourage them to ride more often than higher-income Portlanders (53% versus 40%). People of color also desired lower cost more than white people (49% versus 41%). Higher-income Portlanders were more likely to desire safer places to ride than lower-income Portlanders (48% versus 39%). More people of color said they would ride scooters more if there were more available near transit stops and stations compared to white people (27% versus 21%). This difference was not present based on income.

Insights from Portlanders with mobility-related disabilities
A small number of survey respondents identified as having a mobility-related disability. Some of their answers differed from the responses overall. More Portlanders with a mobility-related disability reported taking a scooter because it was the fastest and most reliable way to travel (70% compared to 48% overall). They were also more likely to have only ridden once (22% compared to 8% overall).

Portlanders with a mobility-related disability were more likely to have replaced a transit trip (15% compared to 10% overall) or drive-alone trip (23% compared to 14% overall). On the other hand, Portlanders without a mobility-related disability were more likely to replace a taxi, Uber, or Lyft trip (23% compared to 15% overall).

Portlanders with mobility-relate disabilities were less likely to own a car—30% of respondents did not own a car compared to 14% overall. They were also more likely to report living on a low-income but not knowing about companies' low-income pricing plans (52% compared to 21% overall), being interested in cash payment but not knowing about cash payment options (38% compared to 20% overall), and being interested in renting without a smartphone but not knowing how (33% compared to 15% overall).

E-Scooter User Survey, Summer 2019: Portlanders

Do you live or work in Portland?

Yes	100.00%	1700
No	0.00%	0
Answered		**1700**
Skipped		**0**

Why did you try e-scooters for the first time?

To save money on transportation	2.72%	44
To get around more easily, faster	35.60%	575
It's good for the environment	3.03%	49
It looked like fun / I was curious to try it out	53.56%	865
I signed up for discounted rides through the Transportation Wallet	0.19%	3
I received a promo code to try it for free	1.61%	26
Other (please specify)	3.28%	53
Answered		**1615**
Skipped		**85**

How often do you ride e-scooters?

I've never ridden e-scooters	1.67%	27
I've only ridden once	7.61%	123
Occasionally, but less than once per week	52.72%	852
1-3x per week	25.37%	410
3-6x per week	9.22%	149
Daily	1.86%	30
More than 1x per day	1.55%	25
Answered		**1616**
Skipped		**84**

How do you normally use an e-scooter? Please rank the top three trip types for which you use shared e-scooters.

	First		Second		Third		Total	Weighted Average
Go to or from work	55.47%	294	28.30%	150	16.23%	86	530	1.61
Go to or from a work-related meeting / appointment	31.72%	118	34.14%	127	34.14%	127	372	2.02
Go to or from school	32.79%	20	34.43%	21	32.79%	20	61	2
Go to or from a bus / MAX / streetcar stop	32.27%	132	34.23%	140	33.50%	137	409	2.01
Go to or from a restaurant	28.49%	196	35.90%	247	35.61%	245	688	2.07
Shopping or errands	28.37%	164	32.87%	190	38.75%	224	578	2.1
Social / entertainment	31.82%	266	37.32%	312	30.86%	258	836	1.99
For fun / recreation	40.43%	374	30.49%	282	29.08%	269	925	1.89
Get exercise	14.89%	7	14.89%	7	70.21%	33	47	2.55
Other (please specify)							55	
Answered							**1588**	
Skipped							**112**	

How often do you use e-scooters to get to a bus, MAX, or streetcar?

Never	53.20%	855
Occasionally, but less than once per week	37.83%	608
1-3x per week	5.85%	94
3-6x per week	1.99%	32
Daily	0.75%	12
More than 1x day	0.37%	6

Answered	**1607**
Skipped	**93**

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

Never	56.44%	907
Rarely	13.38%	215
Sometimes	9.77%	157
Usually	10.33%	166
Always	10.08%	162
Answered		**1607**
Skipped		**93**

Have you ever parked or picked up an e-scooter up from a dedicated e-scooter parking corral, like the one shown below? [*photo of parking corral in Portland*]

Yes	16.96%	274
No, I have never seen one	75.87%	1226
No, I saw one but did not use it	7.18%	116
Answered		**1616**
Skipped		**84**

Thinking about your most recent e-scooter trip, why did you choose to take an e-scooter? (Select all that apply.)

It was the fastest and most reliable	54.95%	843
It was less expensive than other ways to get there	30.25%	464
I didn't want to get sweaty	17.73%	272
Parking was difficult or not convenient	24.38%	374
Bus / MAX / streetcar was not convenient	25.55%	392
Don't have a car	14.54%	223
It was just for fun	35.53%	545
Other (please specify)	6.65%	102
Answered		**1534**
Skipped		**166**

Think about your most recent e-scooter trip. If an e-scooter had not been available for your last trip, how would you have made that trip? (Select only one.)

Walked	37.42%	574
Taken a bus / MAX / streetcar	9.91%	152
Driven a car	14.08%	216
Carpooled or rode as a passenger	0.59%	9
Taken a taxi, Uber, or Lyft	22.62%	347
Taken a Zipcar or Car2go/ShareNow	2.67%	41
Ridden a personal bike	3.19%	49
Ridden a BIKETOWN bike	3.72%	57
Ridden a personal e-scooter	0.39%	6
Would not have made this trip	4.37%	67
Other (please specify)	1.04%	16
Answered		**1534**
Skipped		**166**

Thinking about your most recent e-scooter trip, how did you get to the e-scooter that you rode? (Select only one.)

Walked	86.32%	1325
Took a bus / MAX / streetcar	5.02%	77
Drove a car	5.08%	78
Carpooled or rode as a passenger	1.04%	16
Took a taxi, Uber, or Lyft	0.72%	11
Took a Zipcar or Car2go/ShareNow	0.07%	1
Rode personal bike	0.52%	8
Rode a BIKETOWN bike	0.33%	5
Other (please specify)	0.91%	14
Answered		**1535**
Skipped		**165**

Still thinking about your most recent e-scooter trip, about how far did you go? You can open your app to check your last ride's distance. (Enter a number in miles, for example, 1.2.)

0 to 0.49	3.56%	52
0.50 to 0.99	11.97%	175
1.00 to 1.49	25.99%	380
1.50 to 1.99	12.11%	177
2.00 to 2.49	21.75%	318
2.50 to 2.99	3.21%	47
3 to 4.99	14.91%	218
5 to 10	5.27%	77
10 and above	1.23%	18
Answered		**1462**
Skipped		**238**

If you work or attend school, what is your work or school zip code? (Enter a 5-digit ZIP code; for example, 97212.)

90292	0.09%	1
92739	0.09%	1
95678	0.09%	1
97003	0.09%	1
97004	0.09%	1
97005	1.59%	18
97006	0.71%	8
97007	0.09%	1
97008	0.35%	4
97029	0.09%	1
97030	0.35%	4
97034	0.44%	5
97035	0.27%	3
97045	0.09%	1
97062	0.27%	3
97068	0.09%	1
97070	0.18%	2
97075	0.09%	1
97078	0.09%	1
97080	0.09%	1

97119	0.09%	1
97123	0.44%	5
97124	1.15%	13
97140	0.09%	1
97201	10.70%	121
97202	3.71%	42
97203	1.50%	17
97204	9.28%	105
97205	5.48%	62
97206	1.33%	15
97207	0.71%	8
97208	0.00%	0
97209	12.73%	144
97210	5.04%	57
97211	3.09%	35
97212	2.65%	30
97213	2.21%	25
97214	9.28%	105
97215	0.44%	5
97216	1.33%	15
97217	2.21%	25
97218	0.97%	11
97219	1.15%	13
97220	1.33%	15
97221	0.53%	6
97222	0.44%	5
97223	0.44%	5
97224	0.27%	3
97225	1.15%	13
97227	1.77%	20
97229	0.53%	6
97230	0.44%	5
97232	4.86%	55
97233	0.44%	5
97236	0.53%	6
97239	3.18%	36
97242	0.09%	1
97258	0.27%	3
97260	0.09%	1
97266	0.97%	11
97267	0.09%	1
97277	0.09%	1
97301	0.09%	1
97306	0.09%	1
97332	0.09%	1
97801	0.09%	1
98109	0.09%	1
98232	0.09%	1
98660	0.27%	3
98661	0.27%	3
98662	0.09%	1
98684	0.18%	2
98685	0.09%	1
99645	0.09%	1
Other	0.18%	2
Answered		**1131**

Skipped 569

Before using e-scooters, I....

	Never		Less than 1x per week		1-2x per week		More than 3x per week		Daily		Total	Weighted Average
Walked	6.49%	92	13.05%	185	18.76%	266	19.82%	281	41.89%	594	1418	3.78
Took a bus / MAX / streetcar	22.91%	320	31.93%	446	14.46%	202	14.75%	206	15.96%	223	1397	2.69
Drove a car	19.43%	273	13.10%	184	13.67%	192	18.43%	259	35.37%	497	1405	3.37
Carpooled or rode as passenger	51.88%	703	23.84%	323	15.20%	206	6.64%	90	2.44%	33	1355	1.84
Took a taxi, Uber, or Lyft	17.80%	249	50.18%	702	23.45%	328	7.65%	107	0.93%	13	1399	2.24
Took a Zipcar or Car2go/ShareNow	75.84%	1039	17.30%	237	4.60%	63	1.82%	25	0.44%	6	1370	1.34
Rode a personal bike	49.78%	694	21.23%	296	12.41%	173	8.75%	122	7.82%	109	1394	2.04
Rode a BIKETOWN bike	75.62%	1033	18.45%	252	3.59%	49	2.05%	28	0.29%	4	1366	1.33
Other (please specify)											23	

Answered 1452
Skipped 248

Since first using shared e-scooters, 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 shared e-scooters, I...

	Less often		About the same		More often		Total	Weighted Average
Walk	17.21%	247	72.82%	1045	9.97%	143	1435	2.86
Take a bus / MAX / streetcar	21.38%	301	73.08%	1029	5.54%	78	1408	2.68
Drive a car	41.33%	584	57.32%	810	1.34%	19	1413	2.2
Carpool or ride as a passenger	22.99%	317	75.63%	1043	1.38%	19	1379	2.57
Take a taxi, Uber, or Lyft	46.99%	663	51.24%	723	1.77%	25	1411	2.1
Take a Zipcar or Car2go/ShareNow	30.12%	415	69.45%	957	0.44%	6	1378	2.41
Ride a personal bike	19.00%	265	77.20%	1077	3.80%	53	1395	2.7
Ride a BIKETOWN bike	26.59%	367	71.67%	989	1.74%	24	1380	2.5
Ride a personal e-scooter	18.28%	248	69.12%	938	12.60%	171	1357	2.89
Other (please specify)							21	

Answered 1448
Skipped 252

Have you reduced the number of automobiles you (or your family) own because of e-scooters?

Yes	6.76%	98
No	64.46%	934
No, but I've considered it.	12.70%	184
N/A, I didn't own an automobile before using e-scooters and currently don't own one.	14.35%	208
Other (please specify)	1.73%	25

Answered 1449
Skipped 251

Are you enrolled in any of the following e-scooter companies' low-income payment plans? Check all that apply.

Bird	6.31%	89
Bolt	4.75%	67
Lime	10.06%	142
Razor	7.02%	99
Shared	0.92%	13

Spin	5.74%	81
No, I am not living on a low income	68.46%	966
No, I am living on a low income but did not know about the low-income payment plans	20.55%	290
Answered		**1411**
Skipped		**289**

Do you use any of the following e-scooter companies' cash payment options? Check all that apply.

Bird	1.98%	28
Bolt	1.56%	22
Lime	3.68%	52
Razor	2.33%	33
Shared	0.35%	5
Spin	2.12%	30
No, I am not interested in cash payment	76.24%	1078
No, I would like to pay in cash but did not know how	20.16%	285
Answered		**1414**
Skipped		**286**

Do you rent e-scooters from any of the following companies without a smartphone? Check all that apply.

Bird	1.91%	27
Bolt	1.56%	22
Lime	3.19%	45
Razor	2.27%	32
Shared	0.14%	2
Spin	1.98%	28
No, I prefer to use my smartphone	82.14%	1159
No, I am interested in riding without a smartphone but did not know how	15.45%	218
Answered		**1411**
Skipped		**289**

Are you aware that e-scooter companies offer free or discounted helmets through their website or mobile application or at events?

Yes, and I requested one	8.78%	125
Yes, but I was not interested	19.61%	279
No	71.61%	1019
Answered		**1423**
Skipped		**277**

Which of the following are e-scooter riders in Portland allowed by law to do? (Select all that apply.)

Ride without a helmet	11.12%	154
Ride on the sidewalk	5.34%	74
Ride in the street	82.60%	1144
Ride on the waterfront trails	13.14%	182
Ride or park in Portland parks	7.15%	99
None of the above	15.23%	211
Answered		**1385**
Skipped		**315**

Which of the photos below show e-scooters parked correctly? (Select all that apply.)

On the street [photo]	3.32%	46
In the "furnishings zone" of the sidewalk, close to the curb, where trees, signs, and lamp posts are located [photo]	87.60%	1215
On the sidewalk where pedestrians travel [photo]	12.33%	171
Leaning against a building [photo]	17.38%	241
In a dedicated scooter parking area [photo]	97.84%	1357
At a bike rack [photo]	46.29%	642
Answered		**1387**
Skipped		**313**

How did you learn about e-scooter laws? (Select all that apply.)

Through the companies' e-scooter apps	61.62%	854
At a company's safety workshop	0.36%	5
Community event	1.37%	19
PBOT flyer on e-scooter	12.55%	174
On e-scooter vehicle	18.40%	255
Social media	16.23%	225
Googled it (or used another search engine)	13.35%	185
Newspaper, blog, magazine, radio/TV news	14.79%	205
From a friend, family member, co-worker	14.21%	197
From an e-scooter representative	1.44%	20
PBOT website	8.87%	123
I don't know what the e-scooter laws are in Portland or Oregon	14.21%	197
Other (please specify)	2.74%	38
Answered		**1386**
Skipped		**314**

What changes would encourage you to use e-scooters more often? (Select up to 3.)

More e-scooters available	46.29%	630
E-scooters in surrounding cities (e.g., Beaverton, Gresham)	17.93%	244
Lower cost	42.17%	574
More locations to pay in cash	2.87%	39
More e-scooters available near transit stops/stations	21.68%	295
Easier options for renting without a smartphone	4.34%	59
Safer places to ride (e.g., bike lanes or paths separated from vehicles)	47.10%	641
Longer battery life	22.56%	307
Different e-scooter design (e.g., more stable)	13.08%	178
None of these changes would encourage me to use e-scooters more often	6.61%	90
Other (please specify)		158
Answered		**1361**
Skipped		**339**

Where do you think e-scooters should be allowed to be parked? (Select all that apply.)

As they are today: On the sidewalk in the "furnishings zone" near the street, not blocking pedestrian access OR in a dedicated scooter parking spot	89.64%	1212
Only at a dedicated scooter parking spot on the sidewalk	15.83%	214
Only at a dedicated scooter parking spot on the street	11.24%	152
At bike racks	30.92%	418

Other (please specify)	4.96%	67
Answered		**1352**
Skipped		**348**

Rate the overall condition of scooters you rode from the following companies:

	1 (Poor)		2		3		4 (Excellent)		Never used or not sure		Total	Weighted Average
Bird (black scooters)	2.79%	37	6.86%	91	26.70%	354	28.96%	384	34.69%	460	1326	4.21
Bolt (black/yellow scooters)	4.02%	53	7.58%	100	18.03%	238	15.30%	202	55.08%	727	1320	3.9
Lime (green scooters)	4.36%	58	15.10%	201	37.79%	503	31.03%	413	11.72%	156	1331	4.03
Razor (red scooters with seats)	2.03%	27	5.58%	74	16.28%	216	32.93%	437	43.18%	573	1327	4.37
Shared (white scooters with seats)	1.46%	19	1.38%	18	2.38%	31	7.14%	93	87.64%	1142	1303	4.11
Spin (orange scooters)	4.64%	61	7.45%	98	22.34%	294	21.66%	285	43.92%	578	1316	4.01
										Answered		**1349**
										Skipped		**351**

Rate your overall riding experience from the following companies:

	1 (Poor)		2		3		4 (Excellent)		Never used or not sure		Total	Weighted Average
Bird (black scooters)	3.71%	49	6.73%	89	23.98%	317	30.71%	406	34.87%	461	1322	4.2
Bolt (black/yellow scooters)	5.18%	68	7.62%	100	16.23%	213	15.17%	199	55.79%	732	1312	3.82
Lime (green scooters)	4.14%	55	10.54%	140	32.30%	429	40.96%	544	12.05%	160	1328	4.2
Razor (red scooters with seats)	2.73%	36	4.69%	62	14.53%	192	33.91%	448	44.13%	583	1321	4.38
Shared (white scooters with seats)	1.24%	16	1.62%	21	2.63%	34	7.03%	91	87.49%	1133	1295	4.14
Spin (orange scooters)	6.43%	84	8.65%	113	19.37%	253	20.90%	273	44.64%	583	1306	3.87
										Answered		**1344**
										Skipped		**356**

Rate your experience receiving customer service from the following companies:

	1 (Poor)		2		3		4 (Excellent)		Never used or not sure		Total	Weighted Average
Bird (black scooters)	2.97%	39	2.82%	37	8.46%	111	14.25%	187	71.49%	938	1312	5.46
Bolt (black/yellow scooters)	1.38%	18	2.68%	35	6.57%	86	8.49%	111	80.89%	1058	1308	5.63
Lime (green scooters)	3.42%	45	4.10%	54	13.14%	173	23.61%	311	55.73%	734	1317	5.21
Razor (red scooters with seats)	1.83%	24	1.75%	23	8.38%	110	15.78%	207	72.26%	948	1312	5.53
Shared (white scooters with seats)	1.08%	14	0.92%	12	2.61%	34	3.92%	51	91.47%	1190	1301	5.83
Spin (orange scooters)	3.50%	46	3.43%	45	8.38%	110	11.73%	154	72.96%	958	1313	5.44
										Answered		**1332**
										Skipped		**368**

How likely are you to recommend shared e-scooters to a friend?

Answer Choices	Responses	
Extremely likely	51.76%	693
Very likely	25.69%	344
Somewhat likely	15.53%	208
Not so likely	3.73%	50
Not at all likely	3.29%	44
Answered		**1339**
Skipped		**361**

Do you have any additional feedback or recommendations regarding the e-scooter program?
Answered [SEE BELOW]   501

Skipped 1199

In what year were you born? (Enter 4-digit birth year; for example, 1976.)

2002 or later	0.24%	3
1990 to 2001	32.96%	416
1980 to 1989	37.32%	471
1970 to 1979	19.41%	245
1960 to 1969	7.92%	100
1950 to 1959	1.98%	25
1949 or earlier	0.16%	2
Answered		**1262**
Skipped		**438**

Please identify your race/origin(s) by selecting all that apply.

White - German, Irish, English, Italian, Lebanese, Egyptian, etc.	81.04%	1077
Black or African American - African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, etc.	3.91%	52
American Indian or Alaska Native - Navajo Nation, Blackfeet Tribe, Mayan, Aztec, Native Village of Barrow, Inupiat Traditional Government, Nome Eskimo Community, etc.	2.18%	29
Chinese	1.43%	19
Filipino	1.05%	14
Asian Indian	1.20%	16
Vietnamese	0.45%	6
Korean	0.68%	9
Japanese	1.43%	19
Other Asian - Pakistani, Cambodian, Hmong, etc.	1.50%	20
Native Hawaiian	0.75%	10
Other Pacific Islander - Tongan, Fijian, Marshallese, Chamorro, Samoan, Guamanian, etc.	0.30%	4
Mexican - Mexican American, Chicano, etc.	4.06%	54
Puerto Rican	0.68%	9
Cuban	0.53%	7
Some other Hispanic, Latino, or Spanish origin - Salvadoran, Dominican, Colombian, Guatemalan, Spaniard, Ecuadorian, etc.	3.39%	45
Prefer not to say	7.15%	95
Additional category not listed above (please write in):	2.03%	27
Answered		**1329**
Skipped		**371**

What is your gender?

Woman	31.77%	420
Man	60.06%	794
Gender expansive (includes agender, genderqueer, gender non-conforming, gender fluid, demigender, demi-boy, demi-girl)	1.51%	20
Transfeminine (transwoman, transgender female, male-to-female)	0.53%	7
Transmasculine (transman, transgender male, female-to-male)	0.61%	8
Two spirit	0.38%	5
Questioning	0.15%	2
Prefer not to say	4.54%	60
Additional category not listed above (please write in):	0.45%	6
Answered		**1322**
Skipped		**378**

What is your highest level of education?

Some high school	0.90%	12
High school degree/GED	5.73%	76
Some college	16.44%	218
Technical degree	2.49%	33
2-year degree	5.13%	68
College degree/4-year degree	46.68%	619
Master's degree	16.14%	214
Doctorate	4.07%	54
Prefer not to say	2.04%	27
Other (please specify)	0.38%	5
Answered		**1326**
Skipped		**374**

What is your yearly individual income?

Under $15,000	8.07%	107
Between $15,000 and $29,999	8.82%	117
Between $30,000 and $49,999	17.50%	232
Between $50,000 and $74,999	20.21%	268
Between $75,000 and $99,999	12.44%	165
Between $100,000 and $150,000	14.48%	192
More than $150,000	8.97%	119
Prefer not to say	9.50%	126
Answered		**1326**
Skipped		**374**

What is your home zip code? (Enter a 5-digit ZIP code; for example 97212.)

92313	0.08%	1
94117	0.08%	1
95678	0.08%	1
97003	0.46%	6
97005	0.31%	4
97006	0.77%	10
97007	0.46%	6
97008	0.54%	7
97009	0.08%	1
97027	0.23%	3
97030	0.31%	4
97034	0.46%	6
97035	0.62%	8
97045	0.23%	3
97055	0.15%	2
97060	0.08%	1
97062	0.08%	1
97068	0.31%	4
97070	0.31%	4
97071	0.15%	2
97078	0.08%	1
97086	0.46%	6
97089	0.08%	1
97123	0.15%	2
97124	0.46%	6
97132	0.08%	1
97133	0.08%	1

97140	0.08%	1
97201	6.49%	84
97202	4.79%	62
97203	1.85%	24
97204	0.31%	4
97205	3.47%	45
97206	3.55%	46
97209	11.89%	154
97210	5.95%	77
97211	4.25%	55
97212	4.09%	53
97213	2.70%	35
97214	9.73%	126
97215	1.62%	21
97216	1.31%	17
97217	4.56%	59
97218	0.69%	9
97219	1.47%	19
97220	1.70%	22
97221	0.77%	10
97222	1.16%	15
97223	0.62%	8
97224	0.23%	3
97225	1.31%	17
97227	1.16%	15
97229	1.00%	13
97230	0.77%	10
97231	0.15%	2
97232	5.17%	67
97233	0.54%	7
97236	0.69%	9
97239	3.78%	49
97266	1.47%	19
97267	0.39%	5
97299	0.08%	1
97301	0.08%	1
97304	0.15%	2
97306	0.08%	1
97381	0.08%	1
97393	0.08%	1
98109	0.08%	1
98117	0.08%	1
98206	0.08%	1
98209	0.08%	1
98210	0.08%	1
98212	0.08%	1
98217	0.08%	1
98607	0.15%	2
98642	0.08%	1
98660	0.08%	1
98662	0.15%	2
98663	0.08%	1
98664	0.08%	1
98665	0.31%	4
98671	0.08%	1
98682	0.15%	2

98683	0.15%	2
98684	0.08%	1
98685	0.08%	1
98686	0.08%	1
98908	0.08%	1
99645	0.08%	1
Other	0.31%	4
Answered	**1295**	
Skipped	**405**	

Do you identify with having or living with a disability?

Yes	8.17%	108
No	88.28%	1167
Prefer not to say	3.56%	47
Answered	**1322**	
Skipped	**378**	

If yes, please describe the nature of your disability. (Select all that apply.)

Mobility or dexterity (e.g., walking, climbing stairs)	15.98%	27
Visual (e.g., blind, low vision)	2.96%	5
Deaf or hard of hearing	2.96%	5
Speech or communication	0.59%	1
Cognitive (e.g., traumatic brain injury, learning disability)	9.47%	16
Mental health (e.g., anxiety, PTSD)	44.38%	75
Intellectual or developmental (e.g., down syndrome, fragile x syndrome)	0.59%	1
Do not wish to disclose	36.09%	61
Additional category not listed above (please write in):	8.88%	15
Answered	**169**	
Skipped	**1531**	

How well do you speak, read, write, or understand English?

Very well	96.08%	1273
Well	2.57%	34
Not well	0.08%	1
Not at all	0.08%	1
Don't know/unknown	0.00%	0
Prefer not to say	1.21%	16
Answered	**1325**	
Skipped	**375**	

Language(s) spoken at home:

Arabic	0.22%	2
ASL	0.22%	2
Chinese	0.22%	2
Danish	0.11%	1
English	89.00%	793
English and Spanish	2.47%	22
English and additional language(s) (other than Spanish)	3.82%	34
French	0.11%	1
Hindi	0.11%	1
Italian	0.11%	1
Japanese	0.11%	1
Mandarin	0.11%	1

portuguese	0.11%	1
russian and ukranian	0.11%	1
Spanish	0.79%	7
Spanish and additional language(s) (other than English)	0.34%	3
Taiwanese	0.11%	1
Turkish	0.11%	1
Vietnamese	0.11%	1
Invalid answer	1.68%	15
Answered	**Answered**	**891**
Skipped	**Skipped**	**809**

Language preference:

Written:

Arabic	0.11%	1
English	98.39%	917
English and additional language	0.43%	4
French	0.11%	1
Japanese	0.11%	1
Portuguese	0.11%	1
Spanish	0.11%	1
Invalid answer	0.64%	6
Answered	**Answered**	**932**
Skipped	**Skipped**	**768**

Spoken:

Arabic	0.11%	1
ASL	0.11%	1
Chinese	0.11%	1
English	98.04%	899
English and additional language	0.55%	5
French	0.11%	1
Japanese	0.11%	1
Portuguese	0.11%	1
Spanish	0.11%	1
Invalid answer	0.65%	6
Answered	**Answered**	**917**
Skipped	**Skipped**	**783**

Do you have any additional feedback or recommendations regarding the e-scooter program?

Answered	**501**
Skipped	**1199**

Find a way to make sure scooters are spread out more evenly around the city. They end up being concentrated downtown and central SE. Also, people riding on sidewalks continues to be a problem.
It is really hard on people that work for both or either lime &/or bird when both companies cut the pay of their chargers by half or more, with out notice. That was extremely unfair!
I really feel ALL the scooters NEED to have bigger & BRIGHTER HEADLIGHTS on them. Also tires that are much better for all types of terrain, meatier, chunkier.
I love having e-scooters. I use them all the time and recommend them to everyone.
Better maintenance and inspection
Leave them here
I think it's a great option for making short trips at a reasonable cost. Riding with a helmet is tricky since people need to use these in a more ad-hoc fashion, so I'd like to see that law changed to allow riding without a helmet. Overall, I love the program and want it to stay.
I used to use e-scooters for my work commute quite a lot. I noticed costs slowly increasing on both apps I use (Lime and Bolt) for the same route to work every day. Once the costs became more than that of a bus ride I switched back to riding my bike and only using e-scooters for one-off occasions.
Less cost
Need more scooters and/or more frequent pickups of scooters needing charging or repair.
I wish more of them had baskets for running errands. Only a handful where I was at were available.
They best transportation in nice weather. Keeps me active and I have control where I want to go for a reasonable rate.
I love these options for getting around Portland. I use them very often and would use them more but they have raised their prices, so I have cut back on them. Our family has been carless in PDX for 2.5+ years and this helps us maintain that lifestyle.
Yes, I wish there was a way that I could "request" a scooter to be parked near my house so that I could use it daily to get to my bus stop. my bus stop is about .8 miles from my house, which I can walk but I would prefer to ride a scooter. I always check if there is one nearby my house but there rarely is, maybe once a month. I live near floyd light park and ride the 15 bus downtown then back home.

It would almost be better if PBOT owned/operated the E-scooter market in Portland or something of the sort to keep from downloading and signing up for so many companies/apps depending on what e-scooter happens to be close by. For example, I might be willing to pay to ride a scooter but as I'm walking if I pass a scooter for a company I'm not signed up with I may just keep walking for the sake of avoiding the hassle and time delay to download the app and sign up.

They are a game changer, but you need more or they won't catch on

They're pretty fun and useful. Don't throw them in the river.
Please allow their continued use.

I think they should be allowed on Waterfront. People always misuse stuff a little when it's new. If nothing else, bring it up for debate again every year. They're not dangerous at all.

I wish the the people that charge the scooter batteries were better about distributing the scooters more evenly throughout the city. It defeats the purpose of riding a scooter if I have to drive or take transit to get to scooter.

QUIT OVERTHINKING THIS PBOT, AND MAKE THEM PERMANENT!!!

there's a gap and a need with car2go and ReachNow leaving portland but the answer is not scooters

I would definitely continue to use razor scooter and highly recommend your services if your web apps were secured sites.

They're fun to ride but I'm usually riding with friends socially and it costs us way more in total for each of us to use a scooter than if we shared a Lyft/Uber. Since this is the only time I really use scooters, I can't justify it unless one of my friends insists.

Stability of the device is still important concern. And drivers understanding what they are seeing and treating them as fellow vehicles not as annoying novelties.

The pre-paid credit model is a big turn off for me. Lime and Bolt are doing this right. They charge the exact amount of money for that trip based off of start up fee and minutes used.

All escooters should have some sort of luggage space

Great programs. I hope they stick around.

Bird: don't travel south of Se Division street. App unresponsive
Razor: Require bluetooth to be activated, the other
scooters don't. Unable to scan one to even try them
Spin: App is unresponsive
Bolt and Lime have responsive Apps
Bolt has better scooters, including foot rests that allow for better balance

Shared needs to offer more scooters throughout Portland OR

It is EXTREMELY DIFFICULT to see these E-scooter riders on the road or wherever when operating a motor vehicle. They should have mandatory Reflective Tape, Paint, Etc & brighter head lights attached to the units for drivers & the riders.

More scooters are needed on the east side!
They are dangerous and do not belong on the streets. The brakes are crapy, if you have to turn fast you crash! Riders zip all over the place and are unpredictable. I live in fear that I will hit one someday with my car. I've never seen anyone wearing a helmet while riding one. The are stupid and should be banned!
improve infrastructure to meet mobility needs
I would like to see more scooters. I think they provide a convenient transportation option. But it's ridiculous that helmets are required by law. They should be optional JUST LIKE BIKES.
Make it a public good operated by tri-met. You'll be able to lower cost and centralize all scooter riding into 1 app.
conflcited, will be happy to see them gone, but would love for them to stay with the use of much better urban planning, regulation and availability to those with modest means of income- require a permit, but no cost to get the permit for example- forces learning but doesn't impeed the poor.
Discounts or refunds should be given if scooter battery dies while in use and while in a no parking zone causing the user to have to walk/lug the scooter somewhere to park it and check out of/end rental term.
I do not think riders should be required to wear helmets. I never wear a helmet -- it's too inconvenient to carry around not knowing if I'll need it.
The lower rankings on Spin & Lime were due to small wheels having a rough time on rough & gravel covered bike lanes. Did not feel safe
Helmets should be optional. Not usually practical to carry around just to ride a scooter, & can't store like you can on a bike or motorcycle. Need more availability! E.g. in downtown Washington DC, there is MUCH more easy availability.
Scooters in SW!
E-scooters are a fun easy way to get around. While some people may not be using properly, I hope those who are will not be penalized,I.e, programs discontinued.
I love riding the scooters but Riders and cars are confused I can't carry my groceries on them they're pretty dangerous but super fun
Spin's app is complete trash. It often lags and continues charging for at least 30-60 seconds.
I'd like to see more scooters! They need to have dedicated parking spaces on the street, though.
I think the public would use it more if we were educated and didnt have to use a phone to get the scoop about it.
Love electric scooters but not sure where to find laws about it
Love it. Make them more powerful and dedicated lanes in Portland Heights and beyond. Bridlemile etc.
I think that personal electric transportation is the future. It would be nice if The city of Portland dedicated more safe travel lanes for these types of personal transport.

I think that only adults with Drivers Licenses should be allowed to rent e-scooters. I have too often seen packs of teens riding the streets aggressively or HUGE amounts of young men congregating at the Salmon Street Springs especially at night. This behavior makes me feel unsafe at night. Other than that, I wish there were designated spaces to park scooters, and more repercussions for those who do not park them where they are supposed to go. It impacts the movement of disabled people the most.
Bikes are allowed on the waterfront even though a WHOLE lane is dedicated to them on Naito. How bout letting escooters back on
Too many escooters are using the sidewalks and City Parks. Too many escooter riders are not using helmets (95 %). Too many escooters have multiple riders on them. Riders are not obeying traffic laws. Basically, they are a hazard to pedestrians and bicylists. Someone needs to enforce the regulations in place to make it safer for all. PDOT should show some responsibilty to enforcement and better education. This is resulting in encouragement of bad behavior. Walk out your door at lunch time and maybe you'll notice that almost everyone is NOT wearing a helmet. Why are we encouraging the LACK of exercise ?
Lime scooters are unsafe at any speed and should be banned from Portland.
They need signals and mirrors.
Please leave bike racks for bicycles
If used correctly this is a great fast way to get around town. Police need to ticket wrong doers and weed need to build protected lanes for alternative vehicles.
none
When raining the scooter have a problem with grip and the front tire will slide out of under you causing you to crash as I have do before. Wasn't that fun at that point so I have switched to razor for the safety reasons they're safer to ride.
I feel there needs to be education for car drivers to allow scooters to take full possession of a lane of travel where allowed.
I love them, its so easy to just grab one and get some place quicker. By not owning it and the lock system, its nice to just park it and walk away. the same way Car2Go is, but way easer.
Consenting adults will never choose to wear helmets while riding scooters. They have accepted the risk, just let that law go. I support all other scooter laws.

Start enforcing the laws preventing riders from operating scooters on sidewalks or possibly use geofencing to prevent them from working there. Offer subsidized programs allowing free rides to doctor's appointments for low-income/OHP customers and/or veterans. Have a customer loyalty rewards program i.e. 1 free ride after 10 paid rides or discounted rates for rewards program customers
SPIN's app is like stealing because it takes too long to end ride and you have to push a million buttons to end it as the time keeps counting! Lime instantly can end ride so it seems like a scam that they're doing on purpose to take more money from us. I have picture proof from every ride with them. Very frustrating! But they have the best scooter, the newer ones!
I use the scooters infrequently and usually in an emergency. I wish I could be safer by using a helmet, but oftentimes I do not have one on hand.
e-scooters are an amazing feature to the city. Please do more to increase access to them and do not limit their ability to operate in the city. It was a real shame when the city did not immediately renew their licenses to operate in the city. Portland is one of the most progressive cities on the planet and should lead the charge on clean transportation.
Keep the scooters! They're great for short trips & connecting with transit & keep up the education on laws. Too many people still ride on downtown sidewalks which is dangerous.
They apps can be real dicks when it comes to ending rentals.
Continue it. It is such an amazing alternative to moving around our city rather than sitting in traffic.
I think it would be great to have a navigational feature as Google can't seem to keep up and there are some restrictions to where we can ride
These are a great way to get around conveniently.
Would like to see more of them in the commercial areas of outlying Portland neighborhoods like St. Johns, Sellwood, Kenton etc
A city wide helmet share program. Maps of pick up and drop off locations with scooter corals outside them. A discount for parking scooters in these helmet coral locations.

Someone drops off an entire neighborhood's worth of scooters way out of the way near the Powell Grove Cemetery. If there was a way to see that these are not easily accessible and give the 'charger' a warning and require they are actually dropped into the neighborhood NE PDX would see a lot more e-scooter use. It almost seems deliberate and they are placed in the sidewalk. Expanding community knowledge on how to report these things as well as more events outside of downtown would be great. It seems like people who frequent downtown are very familiar with them but everyone else is clueless.
Bird Scooters need to be able to go Southeast and OHSU/VA/Marquam Hill
As a driver, scooters are a danger. Riders do not seem to follow any traffic laws, and they tend to be always going the maximum speed including in areas where they shouldn't. I've seen numerous riders zoom through red lights, across red crosswalks, etc.
Please adopt the pilot long-term! I don't have a car, but I would hate to drive anyway with all the traffic in town. I get places faster by bike, scooter, transit. It's a fun option to have!
Dangerous - and should not take up parking. Stay focused on real mass transit - not toys
I live out of state but travel to Portland weekly for work. The scooters are an excellent alternative to a personal vehicle for navigating the city, and I find myself having fun while traveling to dinner or happy hour (I'll Lyft back to the hotel if I've had drinks). The easy grab, scan, and go aspect is a big draw. I'm not familiar with the BIKETOWN bikes, but I have used the scooters in other cities as well, and like that I can use the same account in multiple cities.
Tires are dangerous in wet weather
Helmet requirements are silly. People use scooters spontaneously, and do not carry helmets with them.
More scooters please!
No.
I used the scooters a lot in the first pilot. In this second pilot, they seem much less available in areas I need them (SE Portland, commercial corridors). Since I can't count on one being available for the return trip, I'm less likely to use one when I head out. Also having 6 different apps takes up too much phone space, and time searching for a nearby scooter. For these reasons I rarely ride this time around, and I miss it.
I wish the scooters had a light signal for going left or right. You cannot take your hands of the handle bar like u can do on a bike to alert drivers, pediatricians, etc what your intentions are coming to a stop. You can only do this with the sitting scooters. It would make the standing scooters a lot more safe.
Get more information out on social media
more 100% charges in the Pearl district
Love it, make it permanent, bring them to the burbs!!
there should be tickets for dangeous rides (considering current law to be revised though) such as riding fast on sidewalk, go against oneway, and parking wrongly.

More enforcement to stop riders on the sidewalk, parks, waterfront and going the wrong way on streets. Maybe a way that observers can report. Don't care if they do not wear a helmet. It's there own risk. Stop kids from treating scooters as personal toys like skateboards.
There are almost too many scooters now. I do like having them available, however, there are so many now that it is a bit of an eyesore. I would like the ability for the scooters to ride along the trails along the river. Bikes are allowed and it is a safe place with no vehicles.
Monthly rentals would be nice Rent to own a personal one ($75 month/12 months)
Keep piloting, surveying, measuring and improving! We need more alternative ways to move in the downtown core!
No enforcement of scooter laws! Tired of dodging these obnoxious speedy devices when I am driving or walking - they go where they want and maneuver on a dime! Nobody wears helmets, either. Surprised the death toll isn't higher.
More on-street parking! Take away car parking!
I would love to see more dedicated scooter and e-bike lanes in the city! The reason people ride scooters on the sidewalk is that they don't feel comfortable on the street. Portland should lead the way in providing infrastructure for vehicles that are more sustainable than cars, pleeeease!
I think it's a great program and encourages alternative means of transportation besides single driver vehicles.
Keep it going. Try to work it together with a TriMet deal where, if I have a pass, the $1 startup fee is waived.
As someone who does not own a car and cannot afford consistent public transportation this is a great alternative
I am a big advocate of the e-scooters and believe they are a great addition to the city, as well as an answer to several of the city's problems. As construction and general congestion has made parking and driving in the Pearl District, Northwest, and Downtown increasingly more difficult, the e-scooters allow me to explore nearby businesses that I otherwise would not. In addition, they seem like a great eco-friendly alternative to more cars on the road. I hope they are here to stay.
Love the scooters! Overall, definitely think they have a net positive impact on city. I do think there could be more education about not riding on the sidewalk and people needing to follow traffic laws though. Also, some type of visibility blinker or better lights on the scoots would help as the days get shorter.
Folks don't park properly, leaving scooters blocking sidewalks. Once saw a scooter that had been thrown off an overpass. People try to fit multiple riders on one scooter. They are often ridden on the sidewalk. Overall, they seem unsafe and are in the way of sidewalk accessibility.

Bolt scooters are unstable and hardest to use due to balancing by standing on either side of the central column - it is very easy to tip or cause the scooter to veer while riding if you need to take one foot off the scooter - say to stop at a light, or turn a corner. I'm also nervous about a standing surface that isn't solid because it's designed to fold - it's not saving space on the sidewalk by folding up the sides so that feature serves no purpose except to endanger the rider. I refuse to ride Bolt scooters anymore. The Razor scooters are the best, with those little baskets they are a wonderful boon to completing short shopping trips. Spin scooters will rattle your teeth out of your skull. Bird and Lime have the best basic scooters. Shared looks nice - I just haven't been able to try them yet.

If there were more corrals, I would use them, especially if there was an incentive for returning a scooter to a corral.

I wish it was okay to slowly ride on sidewalks outside of downtown like EPAMDs are - particularly if there is no protected bike lane. Drivers are aggressive towards scooter riders - I have been yelled at, had a bottle thrown at me, and a couple vehicles veer dangerously near me.

Please start enforcing the no riding on the sidewalk and start issuing tickets. I'm a huge fan and supporter of the scooters, but I think it's wrong to block access to the waterfront because of bad riders, and not bad equipment.

Great to have in the city. Reduces traffic. Reduces pollution. Keep them!

Some of the riders are insane zipping in front of cars - they need to be ticketed for that

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More enforcement on the waterfront and east bank esplanade!

The only reason I started using the Scooters was due to pain in my leg. I got on one this summer where the brakes made it excelerate and ended up wrecking it in the middle of the street. Overall, I think people do not respect the laws. They ride tandem, don't obey traffic laws and ride on the sidewalks etc....

E-Scooters are an out of the box solution to over crowded vehicle traffic, rising cost of private vehicle ownership, and environmental responsibility. They have been a breath of fresh air to individuals that need the flexibility and freedom to move around with easy and convenience. Mean time Tri met wants to spend close to 1 billion dollars on two tunnels that are going under the river to by pass 15 city bus stops. 1 billion dollars you could buy everyone an E scooter in Portland and we would all be carbon neutral right now. We waste so much time and money with big government ideas that take a decade or two to get off the ground. E-Scooters are the right technology at the right time.

Scooters are fine. Uneducated riders who take them on sidewalks, etc. are not. As a longboarder, the number of people without helmets and gloves makes me cringe.

Would like to see sign's posted with rules and law's pertaining to scooters and start fining uses WHO just dump them on the sidewalk and riding on sidewalks and no helmets

I think it's shameful that PBOT will to to lengths such as these to justify onerous regulation of scooters meanwhile people are getting killed in OUR streets from car drivers daily. PBOT's mission statement is such, "The City of Portland Bureau of Transportation is a community partner in shaping a livable city. We plan, build, manage and maintain an effective and safe transportation system that provides people and businesses access and mobility. We keep Portland moving."

If you gave even the most remote of cares about upholding this based on actual science related to livable cities and urban density, you'd be banning cars, not running stupid surveys about Scooters.

GET THEM OFF THE SIDEWALKS! TICKET THE HELL OUT OF PEOPLE RIDING ON THE SIDEWALKS!!! Please.

Don't waste resources so much on scooter safety PSAs and such when cars are by far the most dangerous thing on the road. Discourage storing scooters next to bike racks since none of them lock to the racks.

More scooters. Less cars.

many issues were with apps not working

What happened to the Uber scooters with the fat tires? I never got a chance to ride them

They are better than cars. Keep it up.

Remove more car parking for other modes to park.

I can't for the life of those who ride without a helmet understand why. Also those who ride on sidewalks especially in large groups should face consequences.

I really enjoy the freedom I have as a woman to be able to travel especially in the evening safely and independently.

I don't want to see these scooters disappear because some people don't follow and or respect the rules.

More, please.

I think they are great. When I needed to get around the tech crawl downtown on a pleasant September night, they were perfect and honestly quicker and cheaper than Uber.

Enforce helmet and no sidewalk

Users have to be more disciplined

I got hit by a car. They should have better light

No.

The seated scooters are more stable and more accessible for different needs. The standing scooters seem dangerous. Three wheeled scooters would be nice, and also helmets attached to scooters. The Spin and Lime apps suck.

people need licences or something to ride these things. i see people mis-use them all the time.
Not enough availability at home area on S.E. 50th and Hawthorne. Also, cost is 3x bus, not an economic option over long term, maybe as a membership or something more cost effective.
Some of the exclusion zones include some dedicated bike lanes. (Under the Burnside Bridge near Saturday Market.) it makes no sense to exclude the waterfront and also exclude parts of the bike lane on front Ave use from Scooter use.
Wish there were more in the SE 82nd ave area
I think the scooters are an excellent option to throw into Portland's transit mix. It's the best "last Mile" solution I've seen yet.
I was initially a fan and major proponent of the scooters, but after witnessing numerous accidents and experiencing increased traffic throughout the streets of Portland and dangerous riding conditions with what seems to be lawless policing around scooters and I've greatly despised their presence. In the last year I have personally witnessed more than 10 to 15 serious accidents involving riders where Dave goes riding scooters in two parts cars, been hit by parked cars, or have simply wiped out causing pretty serious injuries to the wr in the last year I have personally witnessed more than 10 to 15 serious accidents involving writers where they've those red and scooters into parked cars, been hit by parked cars, or have simply wiped out causing pretty serious injuries to the riders. Highly NOT recommended!
I really like having them. One thing that could be better would be more education on how much more dangerous they become in wet conditions - I generally feel pretty safe riding an e-scooter, until the pavement becomes wet.
This survey would have been better if BIKETOWN was included. BIKETOWN would have gotten terrible marks relative to scooters because the system is often down and the bikes are clunky to unlock
I live off of 82nd and Sandy and there isn't any scooters around most of time
The seated scooters (like Razor) seem much more stable. Riding in busy streets on the standing scooters can be intimidating because of potholes and high center of gravity.
I love scooters, please don't get rid of them!! I will have nothing to do on Sundays
Being more to Portland, make them close to MAX stops, and have more dedicated locations to park
Thanks for having these available. Super handy in a pinch, especially with all these Tri-Met delays as of late.
More scooters are needed! They need to be placed outside the downtown core so people can ride into downtown as well as around downtown
I think small electric vehicles like e scooter are incredibly important when it comes to lowering the carbon footprint of the city. Much easier to visit local businesses when you don't have to drive a large automobile. Parking is easier, also promotes accessibility to people that can't afford to maintain cars. I'd like to see this as a movement to help the environment.
They're kind of fun, but pose a hazard on sidewalks and bike lanes. Shouldn't be allowed on streets in high traffic area.

I think there should be more safe places to ride. I often have no option but to ride in the street or on the sidewalk because there's no where else to ride.
One app charged me when I had tried to use it but failed.
I do think that the e scooter has a a place in our city. I believe that we need to be strategic when implementing rules and enforcing laws. We definitely need to create designated drops zones on major blocks or business districts. And speaking honestly the prices are not very affordable to ride for a commuter.
Most people that complain about them don't actually use them. It's been huge for me to not have a car or have to use a car share, but only in decent weather.
Please do not get rid of the escooters. They are an amazing alternative to using a vehicle. The city has a horrible infrastructure issue and our current public transit is not solving the problem. Ride share, scooters, and nike bikes are a great way to get people where they need to go while taking cars off the road.
I am missing my right hand and I tried to use your scooter and it wouldn't move whatsoever. I paid for the ride and never got my refund which pissed me off. The brakes were on the left side of the scooter which I couldn't really utilize fully without crashing and injuring myself. Why couldn't you have the brakes on the right side as well as a different mechanism for acceleration. More like what an electric bike uses
Better and easier ways to plan my commute with concept of taking scooter vs walking vs nike biking vs uber vs transit
Increase speed limit
I enjoy the seated scooters. They have bigger tires which make them much more stable and put the rider in a safer position.
I really like those new Bolt scooters!
e-scooters are awesome
Get rid of sales taxes for scooter rides, tax the scooter companies directly instead
Please keep scooters in Portland!
E-scooters should not be parked at bike racks. This is extremely annoying to people with bikes who need to actually lock our bikes to the bike racks. The e-scooters do not need the bike racks in the same way bikes do. I often have to move e-scooters out of the bike racks in order to lock my bike up.
Scooters should have direction signals
Scooters need turn/brake signals, since signaling by hand is difficult until one really gets used to riding. And more consistent braking among brands and even among the same brand. I've learned to test the brakes at the start of every ride. The price is too high to use for actual commute, but great for trying scooters and for fun. There need to be more scooters in the morning near my home, along S.E. 17th south of Holgate.

I had to do my own research on escooter laws. I'm sure the apps have you accept their conditions, but especially when trying to get somewhere quickly, you don't have time to read it all. I think the apps should have quick legal reminders every time you ride.
Make them as environmentally friendly as possible regarding their batteries. Require companies dismantle and recycle the parts of broken ones
Stop charging set amounts to ride and "load" money on your account. You use Apple Pay so let me just pay the amount I rode for
I would like them banned. Tourists and teens use them on the sidewalk all the time and are a danger to pedestrians. There is no enforcement
I think there needs to be a advertising campaign to inform the public on proper e-scooters laws and etiquette. Like you should never see an e-scooters parked in the middle of a sidewalk or people riding them in the wrong direction on a one way road.
I work in an ER and we have seen a huge amount of broken bones because of the scooters since their arrival in Portland.
Use of scooters will cause more injuries, who is going to pay for that.
I only rode a razor scooter because the others seemed too dangerous and prone to forward falls.
I love the sit-down scooters. They seem safer and more stable, and the carrying basket is a real help.
There is NO enforcement to keep people from riding on the sidewalks. If the police and PBOT are not going to discourage this through enforcement the scooters should go away totally. Deal breaker.
Spin's app doesn't work on my iPhone 6 while all the other ones do.
I had no idea about the low income options and i'm lamenting all the money i've already spent as a person with low income !
Would be great to have more access in outer SE Portland where I live and then I can use them more
If there is designated parking, a nearby box with helmets (unlocked with the same app) could also be helpful in promoting safe riding.

I have a disability and have a lot of difficulty driving safely in town, so I rely heavily on non-automotive transportation. In fact, Portland's bike and transit options are a major part of why I moved here! In a reasonable world, someone like me shouldn't feel like she has to drive to live a normal life, and we get closer to that goal than anywhere I've lived. That said, we can do a lot better. I'm a mom of with a 4 year old, and in order to get him to school, I have limited options. Scooters will never be able to safely transport a 4 year old. In my neighborhood in SE, there are no viable north-south bus routes. We used to take the 14 when it was an option, but at his current school, it's not. I bike as frequently as I can, but with my disability, there are days when i just can't. I've looked into electric bikes, but I'm on a limited budget and I won't be able to buy one for some time. (I desperately wish that the OR electric vehicle subsidy applied for electric bikes. It would be transformative for people like me.) Despite my initial skepticism, I've concluded the e-scooters are good for Portland, but if the goal is to improve car free transportation options, they clearly aren't a silver bullet. Any expansions of the e-scooter program need to go hand in hand with expansions of the public transit system and bike transit options. We can't rely on them as a replacement for other more versatile, more accessible transportation modes, but if we expand them together, they will multiply each other!
Great program. Shared e bikes like Seattle would also be great
You shouldn't need a license to ride a scooter. A bicycle can be riden faster than an e-scooter and you don't need a license to ride a bike. Also, adults shouldn't be required to wear helmets.
There needs to be 1 Central app to see where all scooters are located in the city. (This includes all brand of scooters). It's so annoying they are all existing in different apps. Many of the scooters I've rented have been poorly maintenanced but don't show that until you're locked into the riding experience. -sucks when I have to get somewhere fast, but then have to sit on a customer service phone call to try and get that money back from a scooter that just plain didn't work. Overall, love having this option for transit in the city!! I do feel like people, in general, need to be a bit more educated in how to ride these safely, as I've seen other young people ripping down streets in a unsafe fashion on these and without helmets. -hard to enforce the helmet situation on these, tho, since most of the time I want to use these, I don't my my bicycle or helmet close by - it's more of an impulsive get to point B from A situation.
No.
When parking the e scooter you shouldn't need to take a photo of how u returned it because it lags and freezes and uses up more times an extra 20-60 seconds of your time then other homeless damage them so even if u take the photo someone can damage them
Per the permit, make sure a companies scooters are available across PORTLAND. Bird screwed me by not serving north PORTLAND and then taking far too long to resolve by customer service issue.

They've been a great addition! There are hot days or commutes slightly outside of my tolerable bike range where riding a bike will mean I show up to a social gathering covered in sweat. E-scooters fill that void nicely for me. I do think there is a lot of blatant disregard with where people park and ride them (on the sidewalk).
I love them - please expand
Nighttime availability is limited. I want to get home quicker at night.
I really wish I could use the bike lane that takes you from waterfront area to the better nato start point. Through the south most part of the waterfront park I live in south waterfront and work by pioneer square .
Need more scooters, I would ride them much more frequently if I could find them. I've had to drive my car or call a lyft in cases where they weren't around. I live in inner SouthEast Portland.
The scooters should have a more standard maintenance schedule, or an easy way to report issues that remove the scooter from the app. There have been issues with the breaks being weak or not working and there is no way for me to quickly take it offline. Also, they are great in the sunny weather but need better tires to handle the wet roads in the fall / winter. They are unstable on wet: leaves, streetcar tracks and painted surfaces.
Use these to get around. But I live around SE 112th and there are not very many options.
The razor scooters with seats are the safest and best!
 Portland needs better public transportation. Trimet should be the operator of public access scooters and set a standard.
I think they should be allowed on the esplanade and waterfront - same places bicycles are allowed. Helmet requirement is a barrier at times, I have never ridden a scooter without a helmet in Portland, but I would like for it to be permitted, I think ultimately it wouldn't result in a major difference of whether or not people actually wear one.
I think it's fun, I'm unlikely to ever use a BikeTown bike (I own a bike, use it often), but the scooters are enjoyable, and I don't have one of my own.
I was seriously injured by a defective razor scooter. The seat was loose and they often are.
As a person without the money for a car and a knee injury which prevents biking, e-scooters have opened a whole new world to me.
It would use an e-scooter in place of a car if there were more available in Northeast Portland
They're often equally or more expensive than alternatives like BIKETOWN and even similar to Car2go. Depending on my destination I may still choose car2go for that reason
Please, please develop ways to enforce rules with regards to parking and riding the scooters. People will park them in the middle of the sidewalk which impedes accessibility for folks in wheelchairs, onccrutches, etc. and there absolutely needs to be enforcement with regards to people riding them on the sidewalks as it's unsafe and people get strangely aggressive when politely asked to ride in the street.

I think the E scooter program in Portland is great! I hope this one year trial period can convince the city officials to allow the scooters year around.
Most problems with scooters for me are related to their state. Many make annoying sounds from things being misaligned and parts rubbing on other parts or rattling loudly. Also lack of shock absorption.
The scooters are amazing and wonderful and fun. I want them everywhere. I also really appreciate they don't have as horrible restrictions on location like biketown has. I wish we'd take every other parking place on commercial streets and devote them to parklets, scooter parking, bike parking, and people. Also can we just triple the price of parking, i know that the cost of parking really does influence if i drive vs take a bike / scooter downtown.
Nah
Perhaps the rules/laws should be visible on the scooter or the app before you hit "pay" or "ride." KISS-keep it simple!
Great program for people who are unable to physically ride bikes!
Enforcement of rules around scooters is absolutely abysmal. When I walk downtown I am frequently dodging people on scooters on the sidewalk and have had many close calls where I am almost hit. Outside of downtown I frequently see them blocking sidewalks and curb cuts at crosswalks, preventing wheelchair users from using those public spaces. The City of Portland should not allow rental e-scooters until the companies can effectively enforce the rules that ensure public safety and accessibility.
Need more of the seated Scooters and a better way to make sure children are not writing them I saw this a lot this summer
I do not recommend keeping e-scooters in Portland. We do need to solve "last mile" transit AND cars that cause reduce pollution and congestion, but I do not think e-scooters are the answer. I highly recommend ending the Nike Biketown monopoly and bringing in more rental bikes, specifically dockless and pedal-assist bikes. JUMP by Uber is vastly superior to Biketown. Caveat 1: I would consider Razor (w/ a seat) to be a type of e-bike from a safety perspective and would be okay with them remaining but also would suggest they should be labeled differently (allowed to travel in some areas that are currently disallowed like a bike). Caveat 2: I do not want to support a system that only benefits those of higher incomes. My statements are based on the that they understanding that rental bikes w/ pedal assist a comparable cost. My comparison may be invalid since my ride was in Denver and the cost structure may be vary different. I would be interested in being involved in this continuing discussion if desired as I care deeply about Climate Change, pollution, injuries and fatalities (mostly caused by cars), giving people lots of options, equity, "last mile" transit, etc. As a parent, I want to see a safe and equitable society. andrew.leyva@gmail.com

I work downtown and people are constantly doing dangerous things like racing the light rail, or going quickly around blind corners on the sidewalk. People treat these things as toys and are never wearing helmets and are constantly flaunting the laws about where they are allowed to be used.

This survey is odd in that you can't fill feedback out unless you personally have used one, which rules out a large category of feedback from citizens who are negatively affected by them but do not use them.

They are frequently blocking paths or parked in bad places. I filled out the "which scooters are positioned legally" survey to reflect the reality of what I'm encountering constantly. |
| I really appreciate the work the city has done to experiment and apply conditions to the companies to ensure more equity. Not being able to ride them across the pedestrian bridge on the Steel Bridge and up the ramp on the east side is very limiting. Riding on the road over that bridge doesn't feel safe. |
| The scooters quality varies greatly from city to city. We compared with friends and also traveled and found a lot of differences. Here in PDX, Lime hasn't proven to be reliably good quality but in SLC they are great. In fact, better than most. So all my ratings were hard to give because it depends on the city. |
| Living in NW Portland, my husband and I feel escooters allow us to go to restaurants/concerts/movies more easily as we don't have to stress about where we're going to park our car.

We also ride our bikes but the escooters are better if you don't want to get tired/sweaty.

We are very careful when we ride our scooters and abide by the laws. I don't see many people riding Unsafely. In fact, I think the few people ruin it for the majority of law abiding riders. Thank you! |
| Its often difficult to find a scooter close enough to ride in my area of north portland. |
| Some sort of id # matched with timestamps of user who tents to revoke the privilege of inconsiderate asses who expect you to move off the sidewalk and pay no attention to dogs. |
| More needs to be done to prevent people from dumping the scooters into rivers. |
| Maybe some type of rewards system |
| encourage more companies to require a parking picture, to keep riders accountable for bad scooter parking jobs |
| I just wish there were more scooters scattered in the residential neighborhoods. There are always a ton sitting in the most popular areas but often none at the place I would start my trip. I know there are a lot of neighborhoods in Portland so it would be hard to accommodate. Also, a good app that shows all the scooter locations (I have one but it doesn't seem to work very well) would help for not having to check all of my apps. |
| sidewalk riding is a disaster. every day downtown i get nearly ran over by people riding on the sidewalk, or see people blow into waterfront park ignoring all signs. the lack of enforcement on scooter riders riding improperly is abysmal and extremely obvious. |

Some scooters were not maintained properly and I had to request a refund
No
Cancel the e-scooter program. They're dangerously more trouble than the miniscule value they provide.
Police the sidewalks.
Needs to be proper penalty to improper parking.
It should be cheaper.
If there is a way to increase bike path and the protected bike lanes this would make me feel much more safe while on scooters.
Not being able to ride along the water front is completely illogical, and quite frustrating given that its an important path for pedestrian commuting. There are two factors that seem to me to effect safety for a mode of pedestrian transport. Speed and vehicle footprint. When comparing scooters and bicycles on the waterfront path, I would venture to guess that bicycles are still the more dangerous vehicle. Currently a human powered bicycle can be ridden upwards of 25 miles an hour by a skilled cyclist. I would guess the average commuting speed is somewhere between 15-20. Scooters are limited to 15. Second Bicycles have a much larger footprint on the path, and are much heavier objects. Additionally, when you consider that the city allows those "bicycle car" rental things, that 4-6 people can sit in, its even crazier... They take up a ton of space on the bike path! Scooters have about the same foot print as a human walking, and because of their scale are highly maneuverable, allowing the driver to be much more nuanced in how they move about a busy walkway. Bikes can't do that, they are harder to switch direction and end up simply stopping often. Ok that's my whole rant. I really think there is a missed opportunity for scooters on the waterfront. If bikes are allowed, and bike "Cars" are allowed, then so should scooters, as long as they are speed limited to 15.
Treat bikes and scooters the same with regard to where they can go. It makes no sense to allow a bike traveling at much higher speeds to go in parks and paths but not scooters.
I think that there should only be one company, similar to BIKETOWN. It's too annoying as a user to have to have 5 different apps, each which have accounts that can carry a balance.
We need e-scooters and protected bike lanes please!
I think riding the scooters is extremely fun but I don't like having these scooters in my city.
I have never seen anyone ever wearing a helmet even when they ride in traffic. People who aren't used to biking also use these and they do not know what they are doing when they try and share the road with cars. I have seen many accidents and issues that could result in fatality.
They are rarely available in my neighborhood (Arbor Lodge), otherwise I would use them more often.
Please continue e scooters in Portland. They are fantastic.
I'm a big fan, but only a casual user. Please keep this option available.

Allow in parks like you do bike riders and E-bike riders. Scooters can be great for the city, but parking zones are a must and riding the parks would be great.
Skip was by far the nicest scooter of all the ones I tried.
Keep the scooters, just give them parking and enforce riding laws.
more enforcement of rules / laws is needed (e.g. tickets for riding on sidewalks, running red lights, etc.)
Na
I think it is great. I see lots of people using them and have many friends in colleagues who use them. It eliminates the need to drive downtown.
N/a
I think a solution to the helmet situation should be on the e-scooter companies. Create a custom helmet that attaches and detaches from the scooter. And if it isn't detached/attached it won't ride/you get charged for it. Also, it should be more apparent that e-scooters should just act like bikes on the road. To my knowledge all the same laws apply for both modes of transportation. I really enjoy my time on a scooter and have only felt unsafe a couple times due to road conditions being bumpy or having holes. Scooters are a easy and quick way to go around town and I don't have to worry about my bike being stolen or taking it with me as I go place to place.
We need more e-scooters.
Universal wallet and universal app. Fair taxation.
I enjoy seeing them around, and like using them when they are convenient.
More seated scooters, they feel more stable and accessible
Scooter program would be better if the homeless didn't constantly ruin the scooters by taking parts, breaking off baskets, taking scooter seats and so on.
Please get rid of the helmet law. At only a rarely enforced $25 fine, there's no point in a law that 90% of people regularly and safely ignore. Given biased policing of such laws, the helmet law is a major equity issue.
Maybe a monthly base payment for unlimited rides?
If the scooters are going to remain in town it would be nice if there were scooter hubs in the surrounding Portland areas. Like the Westmoreland/Sellwood area.
There are a huge benefit to the city, environment and people
Why do you guys have to try to regulate the escooter program? You should just let them all be here. Many people ride them and it's a good thing for the city.
No
There need to be more scooters in NE Portland. I rarely use them because there's almost never one (not to mention a second one for a companion) available within a few blocks of my house (around NE 30th and Alberta).

There's often a lot of damaged escooter equipment in the NW so when I go to pick up a scooter a few blocks away, it ends up being a waste of time. Better maintenance or curbing vandalism, if that's how it's happening, would be helpful.
More scooters avalible please
I enjoy e_scooters a lot as a fun and effective way to travel short - medium distances quickly. It really fills a gap in existing public transport infrastructure. But at least the one I use is too unreliable. I can't guarantee there'll be a scooter in my area when I need to go to work, and if I walk to one it might not really be there, or it might be unrideable for some reason. The times a scooter would be most useful - when I have a pressing engagement I can't miss - are the times I'm most reluctant to rely on one.
Would love for the same rules for Bikes to be applied to Scooters. It makes it more dangerous not doing that.
Get rid of helmet requirement. Makes no sense given bikes don't require them.
Make helmets not mandatory. If you screw up and get hurt, that's your own fault and should be your own responsibility.
Educate drivers as much as riders. As a "responsible" rider (sans a helmet...), I . am annoyed when I see other scooter riders with multiple people on one scooter, riding on sidewalks or disobeying the laws. They make all scooter riders look dumb. Drivers need to know the rules too so they don't get annoyed when a scooter is riding in a bike lane or the street.
More scooters!
Keep e scooters alive please. It makes my commute a lot faster and takes cars off the road
There need to be fines or something for people who misuse the scooters i.e. riding on the sidewalk, multiple people on one scooter, riding in the middle of the street
I love it. I think it needs to be expanded and multimodal transit options like scooters and bikes need wide, dedicated lanes to encourage use.
Need better information on the health of each scooter.
I think it's a good thing for the city. Both for tourists and people who live here as a quick and relatively cheap alternative mode of transportation.
Love the E-scooter program. It gets me out of the office during lunch and I am able to travel to places that I would not make it during the lunch hour if I had to walk.
I got in an accident because my scooter wheel got caught in the street car tracks, I had to get 7 stitches
I will be back, and I will break all of your garbage scooters. This is a quest of vengeance.
They are great but there are a lot of different companies to download their apps.
Fines should be issued for poor parking and riding on the sidewalk and in the waterfront park. I've almost been hit by riders on the sidewalk. I see people letting kids ride or riding with a child on the scooter (usually in parks). If scooter numbers were more visible, they would be easier to report.

I just am eager to see more in more areas outside of downtown. For example, Barbur Blvd, Hillsdale, OHSU campus.
Make more scooters available at transit locations, for example Hollywood transit center, especially in the afternoons.
Please ban the model of scooters that bolt is using. The center bar between your feet forces the rider to stand off center and off balance so that there is no way to balance the scooter when starting from a stop, nor when pedaling with a foot.
Cleaner scooters would be nice, a lot of them are dirty
I thought I turned my spin off,but it was still running for 50 minutes⊛
Thank You for letting it happen. I love it.
I think there should be a single app pay structure that could work for any of the license scooter companies so that the Riders, who aren't picky don't have to have a bunch of apps on their phones and figure out which one. There is an app for electric cars called plugshare which finds the nearest charger regardless of company and which an electric vehicle driver can you use to pay for charging on most Networks. Something like that for scooters would be most helpful.
I hope the council reconsiders where they can be rode. If you can ride a bicycle (WHICH HAS THE POTENTIAL TO GO FASTER) then why not a e-scooter?
The concept is fantastic, but it's insanely unsafe. Until culture and infrastructure change, you're just waiting for serious injury/accidents to occur. People are nuts on those things and as much as I love them, I just don't want to be part of the chaos and disaster waiting to happen. I'm excited for improvements, though, once you have things more figured out- I'll return then.
The city really needs to do something about enforcing people riding on the sidewalks. I don't care if people wear helmets, that's they right to risk themselves... but risking the safety of others by riding on sidewalks is dangerous and irresonsible
The scooters end up not being the most cost effective for longer trips. Also, carrying around a helmet is unlikely
i do not feel this this waste of resources is a real program. it does not reduce emissions, it is not a safe way to travel, it is not "healthy" like a bike or electric assist bike. It does not promote good decision making or good health. it does not replace bus trips. I can see rare instances where it could benefit a person with asthma walking up a steep hill - but it can't effectively climb a steep hill. None of the above have good experience while riding - i had a better ride on a (manual) razor scooter in the 90's.
N/a
Nope
No
Adding e-scooters to the Portland transportation options has made my life so much better! Please keep the e-scooter program. It's a great addition to striving toward a car-free life.

N/a
More hubs for chargers to drop off charged scooters
Have a way to request one for you in the morning . After people charge them they can leave them next to your location.
Stronger enforcement of bad parking when blocking sidewalks and wheelchair ramps. Punish homeless who knock them over or cause damage. Fix potholes because whoa that's dangerous on a scooter
Too many companies, and the increased tax this year was bananas
No
Good for summer, plane very easily with very little water on roads, so could be dangerous during rainy season.
1-Sidewalk and Waterfront prohibitions NEED to be enforced.   2-There should be labels on the handlebars that day DO NOT RIDE ON SIDEWALK & DO NOT RIDE IN WATERFRONT PARK
Keep the scooters, they get people who wouldn't ride bikes to get out of cars. Less cars. Less cars. Anything to get rid of cars
I love the e-scooter program, it's helping me feel more confident on the road while having lots of fun! I just wish it was more affordable, for example pay per 20 mins package (like with car2go).
I love the e-scooters. I'm 52 and I use them mainly to get from my office on Hawthorne through downtown to meetings. I get off the Hawthorne Bridge and head down Naito and the app always thinks I am in the park, but I am not. I do think people should be allowed to use the scooters in parks on public paths. The last time I used a scooter was to go to a party, so this survey wasn't indicative of my typical use. My office has helmets for our use and I always use one. I think it is scary to ride downtown after Naito because there aren't great bike lanes and too many cars, but mostly I love it and I can walk the last couple of blocks if I don't feel safe. The last time I rode, the battery died about 2 blocks from our destination, so that is why I didn't give Lime a 4 star rating here. But if I can find a scooter and it isn't raining, I'll take one to a meeting downtown and save another car from the road. If I can't find one coming home, which has happened, I either walk or take the bus back.
Spin app sux
I would Love to see some more cooperation with Trimet. Also spin really is a crappy company.
Tired of seeing them in Waterfront Park where they are not supposed to be. What happened to not allowing them to be ridden there?
In theory it can be a great bridge between transit types etc., but in practice I see riders driving erratically or on the sidewalk, not paying attention, unaware of surroundings or procedures in a dangerous way. When not in use, they are parked improperly and in the way or are just stolen or messed with by people living on the street. I wish I could say this has been a real boon but realistically I've found them far more obnoxious than useful.
Why don't you have a helmet that is attached to the scooter with a cable, so that people can use it but can't steal it?

The larger the wheels the safer. There should be a fail safe for broken brakes etc, ie if brakes (or other safety feature) are broken it will shut down.
Scooter are an affordable mode of transit for low income individuals. They also aide me on days I am unable to walk or ride my bike - literally are the reason I made it to work.
Love them! I use them for short hops for work and entertainment. Perfect (and fun) solution to not paying for parking downtown. I wish there were more and will likely be purchasing one for myself (because I can't always find one when I would like one).
It's completely unnecessary. It's disappointing that PBOT facilitates this. PBOT and the companies involved lack either the ability or the interest to manage this program, and the ensuing chaos caused by reckless scooter riding is the inevitable result, Also. You will never get people to wear helmets unless you figure out how to legally sanction them for the failure to wear one. Very stupid and greedy behavior on the part of PBOT.
Thet bring chaos to the streets and traffic is so bad everyone rides on the sidewalks, cut off cars, pedestrians, constantly ringing those bells laughing about it just unsafe for them and everyone else. Those things should be BANNED or people that live here near them should get a percentage of profits because we are the ones who have to deal with all the bulls***
They're an extremely efficient way to travel within the city. Whether it's commuting or making quick errands, they get me out of the house & to my destination quickly & at very little cost.
Not at the moment
E scooters are a great way to get around for people who do not have access to their own car or if you take the bus often. If you have to wait 10 min for a bus but there's a scooter available, it's super easy to take a scooter and about the same cost. Scooters are great!
Unused furnished zone on sidewalk should be marked as "bike and scooter" parking zone throughout the city. That way people will be more aware of how to use the street responsibly.
Bring Lyft scooters to town!
having helmets come attached to the scooters would be most useful, no one walks around with a helmet just in case they might decide they want to take a scooter somewhere.
Please continue to bring them back each year but include more designated parking areas to avoid blocking sidewalks or street parking spaces
More on the east side. Struggle finding them on the east side of the river
Great scooters wish they would be in Beaverton Hillsboro area
Great option to have available- thank you!
Nope
Nope! Love the scooters!

Make more regularly available across the river on the east side.
Nope!!
It would be cool if there was a reward program ie after the 10 ride of $10 or more the 11th ride is free
Don't stop the transportation revolution that is happening! The energy it takes to move a car is not the energy needed to move 1 human. These are models for the future. Make Biketown use Jump bike designs - those bikes are sooooo heavy - need electric motors. At least 1 day a month shut down downtown to cars and have all companies park their vehicles in the area. Testing what a city without cars will feel like. You shut down the streets for naked bike riders and white supremacist protests - let's do it for the sustainability of our cities.
Why are you ripping people off?? Why do bikes get to use sidewalk but scooters can't. Why don't you enforce laws for bikes and scooters to facilitate say?
The helmet thing is tough. Generally I don't leave my house planning on taking a scooter. Taking a scooter is what I do when I miss a bus transfer or something. I don't carry my helmet around when I am not cycling. I don't know what the answer is though.

The bolt scooters that put something between your legs are incredibly dangerous even compared to other e-scooters, and the amount of injuries me and my friends have incurred while riding them is easily double every other company combined. |
| No |
| I am sick and tired of teenagers riding on the sidewalks without a helmet and running into people walking and thinking nothing of it! It has got to stop! They are breaking three laws (underage, sidewalk and no helmet) and a friend of mine got a broken foot from one of them riding a razor and barreling into him as they met at a sidewalk corner.....he had to have surgery to repair his foot and this is getting worse! |
| The Spin App is so glitchy and lag-y. I hate it! |
| Brakes need to be maintained more often |
| no |
| More scooters in Sabin, please |
| We desperately need more separated bike lanes, get the scooter companies to pay for this. This will encourage higher use and revenue. |
| I do not think these are all that safe to ride. I crashed riding one of these. I was in a bike lane and there was a small bump in the road and the lime scooter could not handle it. Which I didn't think would be an issue. I know have serious injuries that I've had to live with for the past year |
| No. |
| I think that the GPS should have blocked usage on Portland Parks better. I dont care if other people use helmets. Thats their choice/their problem. darwinism. |
| RFID would be great. Don't like the mix of generations of scooter. The larger ones that say Max are cool. Feel more safe. Although I do like birds design. |

Just add more and lower the cost!
I like it
Sit down scooters seem to be more stable and safer. I'd imagine (unsure of this stat) that more crashes happen on stand up scooters
a unified system to rent any scooter from a single app would be amazing
The economics don't make sense but I love having these scooters available downtown.
Yes. Scooters are extremely limited (i.e. less than a mile in fair weather). Car2go is actually cheaper when going more than 1 mile!
Dedicate roads or allow them on sidewalks for greater safety of riders. Perhaps open a charging station.
I had a ton of trouble balancing so I don't think I will be using them again. I will stick to biketown and my own bike for now. There is no problem with the scooters is just that I don't know how to use them.
More policing or awareness to stop people from riding on the sidewalk.
I live in Lloyd District- very dense, lots of transit, yet there never seem to be available scooters. I really wish they were only allowed in designated places, that way I'd know where to go to find one and it'd be more likely to have one available. I also find the $1 to unlock a scooter for a 3 minute ride quite ridiculous.
Love having e-scooters available when I'm running late to work. Very convenient being able to look up where the nearest scooter is and tailor my walk accordingly.
I love e-scooters, but people's inability to park them correctly is a threat to their continued presence. As an avid rider, I am very much in favor of stricter enforcement around riding in parks, parking incorrectly / inconsiderately, and more. I am not in favor of helmet laws, as they remove the spontaneity and utility of the experience.
I really love the company shared and wish that they had more of those throughout the city because it is really easy to drive around and avoid potholes
I think riders on sidewalks needs to be more enforced
multiple scooter companies/apps lead to confusion. Scooter users often break laws, but they are still safer than auto-users. If a scooter is intended to replace automobile trips, than they should be parked on the street, instead of taking space away from other active transportation users (walkers, runners, cyclists, etc).
These things are dangerous. Many riders don't have the experience, athleticism or sobriety to use them safely.
I hate Spin's app. It's so slow compared to both Lime and Bird.
I feel like the general public still don't know how to ride responsibly, often riding on sidewalks or near the middle of busy streets. Perhaps more education on bike lanes and routes would help! Also, more bike lanes and routes on the roads would help.. Thank you!
Bring a program to seattle please
Trying to try the spin downloaded the app but when scan it asks for code number I enter the number below the scanner placed on scooter says it's wrong.

The app for Spin seems to be less good than Lime and it's stressful when the clock is ticking but the scooter won't lock at the end of my ride. It just spins. Or the photo won't upload and it just sits there for the longest time. When I did call customer service because it wouldn't lock, she was very fast and friendly and make my ride free, which was cool.
Keep the scooters!
Helmet availability and space for bottle of water
Foster-Powell and other SE areas are a DESERT!! Please monitor and --enforce-- companies needing to equitably distribute the scooters.
I love the e-scooters! Please consider allowing them to stay permanently. They are an environmentally friendly alternative to cars and buses and they are incredibly cheap and convenient. I love that I can instantly find a scooter whenever I need one. There are a few rogue riders that give the companies a bad reputation, and I think that's unfortunate! It is the fault of the riders who break the rules; the companies are not to blame. Please don't let a few bad apples spoil it for the rest of us.
Fix the spin app.
Spin and Razor seem to be the best, lime needs to improve in speed, they're super slow. Razor is also really stable and the seem to take good care of them. It's a little sketchy riding in the streets on a lime for example cause the have no shocks. One pothole and you'll be bucked off For sure
Not at this moment.
Fall/winter rain is coming soon- what safety precautions (if any) will be taken?
We need more scooters. Also the pricing has almost tripled since last year and it is not really worth doing long trips.
EScooters are great. Just really need to help educate people to not use them on the sidewalks.   Other than that I think they're a wonderful asset to Portland.
Pretty sweet
More of the E-scooter companies should have the option for multiple renting scooters by one user at the same time.
We missed having access to the scooters this year, there just weren't ever any around North Portland where I live, such a bummer!
Thank you for bring back e-scooters in 2019! I appreciate having the option when needing to go the extra distance after riding mass transit.
Need more shared!!!

Again, allow the East bank esplanade to be used by scooters. They go as fast as bikes and it's a primary thoroughfare for bikes already. It's silly not to allow them on the East bank. I understand West Bank, but East is hardly used by pedestrians currently. It's way safer than riding across i84 overpasses. Try getting from the Lloyd center to omsi using a scooter. It's inconvenient and unsafe because of the lack of bike paths that scooters are allowed to share.
More large tire scooters. They are safer and more stable. Why are there 50 Razor scooters at 122nd and Sandy Blvd and no Razors at the Max etc.
Maintenance is big issue. Many scooters are in poor shape, Lime seems to be biggest offender here, but all companies are affected.
You absolutely need to do something about drunk tourists riding them; They're probably responsible for most of the accidents. It should be made clear to people that riding a scooter drunk is still drunk driving, and I might go as far as to disable the scooters after 9pm to avoid problems. Also, scooter companies should be required to provide easy access to helmets, because no-one is going to carry a helmet around with them to ride a scooter a short distance. Telling us that a helmet is required to ride the scooter is pointless because it's too much of an inconvenience, but if a helmet is right there next to the scooter parking zone, then people will wear them.
Apps need to be quicker and less laggy! (Specifically Spin)
No.
It would be nice if someone would enforce the laws and issue fines.
I'm a very light e-scooter user. I work downtown and need to drive because I drop my daughter off at school before work and pick her up afterwards. Generally the only time I used scooters is when I run an errand downtown during the work day.
Keep and add more.
I wish they were on Marquam Hill!
You should have helmets available attached to the scooters themselves somehow.
They are kind of expensive. Sometimes seems cheaper/easier to just grab an uber or hop on the streetcar.
I'm so sick of people riding on sidewalks and in parks with no repercussions. Also, I hate how you have to put $10 into a prepaid account with Spin. Now I have a bunch of money stuck in an account I'm never going to use with no way to get a refund.
Bolt Cars, so im more safer riding on the street 😅
Sometimes the mobile features on the apps would time out or be unresponsive which made it frustrating to park the e-scooter and end the ride. It was discouraging because I would be charged for more time than I was actually riding because the app was not letting me park and end the ride.
E-scooters are not solving any transportation problems. They clutter the city and are hazardous to cars, peds and cyclists. There are way too many of them. Most popular use - drunk people barhopping.

Really the main reason I don't use them more is that there are relatively few ever available in my area in North Portland. Additionally, I'd probably drive one home from downtown after work more often, but I am not sure how well they'd fair going over a bridge?
I really like the fact that it labels on the app where you can and can not ride. One thing that might be cool is a ring on you're phone or on the scooter itself if you are riding or parking in an area you shouldnt.
E-scooters are a revolutionary transportation method and I hope the city continues to support them in Portland.
Lower speeds to accommodate helmets not being used by literally anyone. Make laws similar to bicycles.
Needs more placement in surrounding areas. Getting from inner SW to inner SE isn't tough, around Beaverton is a different story. Ban people that break too many rules.
Stop sidewalk riders.   Give advisory ticket and then $25 per incurrence. A must. This is the biggest complaint I hear from people who want scooters gone.
They are a great addition to Portland's transportation mix!
During the first pilot, the scooters were always near my house in the morning, and I used them to commute to work often. Now in the second pilot, they are no longer near my house, so I very rarely ride them. Same on charging. I charged for Lime for about a month last year, but now the return locations are not convenient to my house, so I stopped charging too.
Would like to see companies have to balance their system to include East Portland.
They are a public nuisance and put everyone at risk.
If there was an affordable one with the range I need, I'd commute half time on an escooter to reduce my carbon emissions. The good ones are way too expensive. This is a great idea that PDX transit agencies should support.
Love them
I wish the scooter companies didn't make you take a picture when you leave the scooter. Often times I'm in a hurry to catch a bus or MAX and the scooter makes me waste precious time taking a picture of the scooter. This may be only for LIME but I don't think it should exist at all. And what would be the case if my phone battery died while I'm riding??
Keep them!!! Maybe consider a scooter zone on some sidewalks.
I had problems with SPIN scooters because their app was glitchy.
I love them. I hope biketown is electric soon too.
C
Lime should be partnered with TriMet.
I was not aware that the Transportation Wallet offered discounts on scooter rides, as one of the questions suggests. Is that the case? I have the wallet and would definitely take advantage of any incentives. thanks!
Please allow scooters where bikes are allowed. Riding on the street when the scooters only go 15mph is very dangerous. Also, note injuries go up during the rainy season. A lot of scooter tires don't have great traction when it's wet.

Having safer infrastructure separated from cars would make a HUGE difference in my use of e-scooters
Enforcement.   Keep riders off the side walk. No wrong way street riding. Not fast when interacting with pedestrians.
please start citing rule breakers who ride on sidewalks, break traffic laws, ride without helmets (seriously, just require riders to take selfie before a ride begins to prove we are wearing helmets), and park in unauthorized locations. They are ruining it for the rest of us.
Lime scooters are unsafe, they are extremely unstable and slippery. I almost face-planted several months ago, because the ground was wet.
I think the scooters are good and we should make more room for them, and bikes, and any other non-car forms of transportation.
Customer feedback response needs to more convenient, comprehensive, and immediate. Too often there are scooters with critical issues (e.g. brake failure, frame damage, dead batteries, etc.) that render the scooter unusable/dangerous yet go unreported or unreplaced for too long.
I think the portland additional fee is BS.
I think scooters are a great option. The biggest problem is safe operation. We have to figure out a way for people to feel safe NOT ON THE SIDEWALK. As much as I hate seeing sidewalk riders, I barely feel ok on most streets and I'm a lifelong bike commuter not afraid of interacting with cars. User safety education is really important... helmets, parking, safe operation, etc.
Love the scooters, love the competition from different brands. Please keep that going so there is an incentive for them to innovate and improve the tech. Hate to say this but I've tried the BIKETOWN bikes several times and compared to the scooters, the experience is extremely disappointing. The electric assist does almost nothing and the bikes are so heavy it's very laborious to go anywhere. I imagine the program isn't cheap to run either. Would love it if PBOT could replace the BIKETOWN program with dockless e-bikes (like the Jump bikes they have in Seattle) or just use that space for more scooters. It's sad but I don't think BIKETOWN is really pulling its weight anymore since there are much better options. Please keep providing more great alternatives to cars! It's badly needed to help address the climate crisis :)
It feels like there are too many scooter companies right now, and with how saturated the market is I'm surprised the prices haven't gone down. I'm all for scooters - I live downtown and find them a fun and easy way to get around but it would be great to have dedicated lanes.
Want more in my area: 97206
the ride can be rough with the hard wheels, it would be nice if the tires were made of softer rubber like a car tire
Please keep scooters in Portland!
Scooter bikes (like Razor) are superior to the stand-up ones

I can see the dangers of scooters, but I think they're an interesting way to make people comfortable with multi-modal transportation
I enjoy these so much! I would like more on streets with less frequent TriMet service. Better lanes on the street would help me feel safer using them.
People are ridiculous and want to hate things they don't know. Scooters are great for minimizing pollution.
Lime they blame problem s on others without question
I love the scooters! I have always tried to use public transportation as much as possible because it's best for society as a whole. But sometimes there is no convenient bus or MAX route for where I need to go, and taking a scooter instead of a bus can cut my trip time in half. So I take a scooter even though it's more expensive. Scooters are fun to ride and I would ride them more often if they cost less. Please work with scooter companies to maintain healthy incentives and competition on the supply side of the scooter market.   I am low-income and I have medical issues. I did not know about programs like Lime Access prior to this survey. However I would not qualify because I am not part of any state or federally run assistance program. I do not use an "Honored Citizen" Hop card. Anecdotally, from observing the people around me, many people use them, though they may or may not meet the eligibility requirements, and many people do not tap when boarding the MAX. I have never seen a driver or operator check an ID or fare. From talking to the cashier at a convenience store, it was easy for me to get an "Honored Citizen" card too. I used it for a while, but I went back to a regular Hop card because I felt guilty. Many public transit programs lose money and all citizens need to do what they can to help support the cost of buses. Instead of pursuing programs like Lime Access, I hope you can work to keep scooter and public transit costs low for everyone instead of creating "two classes" of riders. It doesn't make sense to try to do economic redistribution for something like public transit because the benefits are so small compared to the administrative costs of running the program. Economic redistribution should happen through taxation and bigger issues like healthcare.
Print "Do Not Ride on Sidewalk" on the deck of all scooters. Too many people are riding on sidewalks.
Its fun yo
Please keep e-scooters! They are a fun alternative and it's easier vs trying to find parking. Please allow more places to ride.
Please keep them around it's the only way I get to work at a reasonable time
I had a friend who was riding a scooter a few months ago — he was going down a hill (on a Lime) when the wheels locked up and threw him into the street. He's now $20,000 deep in medical bills due to the incident and Lime wouldn't cover anything. Because of this, I do not ride scooters and I don't encourage others to do so.
I absolutely love the scooter program. It's convenient and having an e-vehicle at my disposal is amazing.

no
Please increase the cap. I hate having to spend money on Uber because there's never enough vehicles around to depend on them. Please increase the number of protected bike lanes in the city!
No
The problem people seem to be those that don't ride the scooters and want to vandalise them or only use them for the purpose of internet fame on social media such as "bird.graveyard". Just like with anything there are those that enjoy this method of transportation and those that abuse it for whatever. Have police sit at busy intersections at busy times and enforce traffic laws for scooters, cars and bikes. It'd make it safer for all.
I love them. I just wish there were more of them available. I'd take one to work regularly if I could but there are none in my neighborhood.
Absolutely love using the scooters. I would ride way more often if there were more scooters available.
When will the personal automobile pilot project end? I have had horrible experiences with automobiles and would like PBOT to scrutinize autos the way they do scooters.
It be nice if there was a preferred customer program. I had a summer where I used them a lot but the cost prevented me from continuing this habit.n Yearly discount plan? 3 month plan? (for summer months)
More promos and no unlock fees.
Get rid of them. Almost nobody downtown follows the rules. People ride them on the sidewalk EVERY DAY. They clutter the streetscape. Once prices increased I ceased to use the scooters. I have a transportation wallet with PBOT and now use access to bike town all the time as well as the streetcar. If the scooters were a part of that I would definitely use them very often.
The lime scooters are not maintained well. People are riding and parking them illegally and dangerously. As a rider, I did not feel safe at all. As a driver, I have come into close contact (almost hitting or being hit) by riders who are riding dangerously. The scooters have poor lighting and visibility in the dark.
I think it would be nice if they could have a design that would collapse down and could be hung on sides of buildings if the building had a rack. Or on racks similar to the bike program. That way they would be more likely to be out of the way and potentially charge up while in the rack.
The Lime scooter tires are too had. They make it incredibly uncomfortable to ride, feel like I'm getting rattled to death, make my teeth chatter. It's so bad that I don't want to ride them anymore.

I think it is very important to reduce the number of vehicles on the roads, but we have to be careful not to do it at the expense of pedestrian and bicycle spaces. It pains me when I see a blind person trying to navigate portland sidewalks littered with scooters, or someone in a wheelchair who can't use a sidewalk ramp because there is a scooter in the way, or bikes that have to navigate into dangerous vehicle lanes because scooters are parked there. I don't want to see "designated scooter parking" encroach on spaces that pedestrian and bicycle advocates have fought for years to get.
- More safe places to ride scooters. - Faster scooters. - More educated riders.
Spin is easily the worst due to horrible UI and functionality of their app.
I bike more than I scoot, but I *love* seeing different people on scooters.
Lime scooters has closed multiple tickets on me when I request to speak to a supervisor about pay that they have stolen from me. I would really like to feel that someone has my back as a Lime juicer but it doesn't seem that way.
I wish it was less expensive.
Don't discontinue to the scooter program just because there are irresponsible people throwing them in the river.
There needs to be more of them!
The worst part of the experience with these scooters is using the app. I have had to contact lime customer service several times a month because the app stops working and I can't start or end a trip. Also I wish the scooters where located near transit lines more often.
Please don't cancel it again. Also, previously there were more in outer east portland (on the east side of 205). Now there are very few. I was able to use my car less when they were more available where I live.
Please keep the program.
They need bigger wheels
Living in North Portland, it seems like there are plenty of scooters downtown, but barely any in my neighborhood. I think of scooters as an alternative when I don't want to wait for the bus/max or need to get to a different bus/max stop.
I don't have any brand loyalty or reconition. I see them all the same. Just make them all under 1 app so I don't have a different UI for each company.
I'd use them more, I think, if they were a little cheaper (I already pay a lot for Tri-Met and for my car) and if there were more available east of 82nd Avenue.

I love the program. It helps me get around, help the environment, and provides an alternative when I want to run errands around the city! The only part I dont like is people riding them where they shouldnt be. As a runner, i hate having to dodge people on the waterfront. I would advocate for a means to DISABLE the scooter in unintended areas and or warn/fine people. The other thing that makes me SICK is that I see these homeless vagrants with the scooters, damaging them... why are police not issuing citations or arresting people?
These are a danger to the public. Everyone rides them on sidewalks, and police are totally disinterested in correcting poor scooter behavior. I work next to the police building and constantly see scooters riding on their sidewalks and no one does or says anything! There's no enforcement for the scooter rules, and no one follows them. I've been hit several times by e-scooters on sidewalks, mostly by tourists or intoxicated youth.
The program is pretty awesome. We as a community need to work toward normalization. Some people are against it... but that is a constant. the less vehicle traffic the better place PDX is to live.
Thank you for finally bringing them to the far out NE and SE.
People ride where they aren't allowed all the time and need to be ticketed for this.
People ride then on the sidewalk all the time and it's awful and I'd rather no scooters than have hordes of scooters zipping past me as a pedestrian
Not at this time
Without dedicated right-of-way, these scooters are problematic. We need to remove lanes for cars and have more lanes for transit, bikes, and scooters.
Thanks for trying to make our city more green! Hopefully cars will be a thing of the past in 15 years...
Get people to stop riding on the sidewalks.
Please make them more accessible outside of downtown and NW. I don't want to drive for short trips but bike riding scares me due to my fitness levels. There are just too few scooters in the St. John's and Portsmouth area. I LOVE scooters and think they are a great way to reduce emissions and vehicle miles traveled. Please keep them forever!
Improve safety and parking.
I like having the option to ride scooters all around town. People who use them obnoxiously should be treated the same as you would a skateboarder or automobile breaking laws. Building more separate bike paths will be good for scooters, bikes, and other road users. The helmet requirement is silly and will never be adopted by most people.
I like the scooters but they don't always seem like the most practical form of transportation. Often it would take me longer to get from A to B and would be more expensive then a Car2Go.
Almost got it my car that didn't see me. Swerved fell off bike and did a face plant luckily wasn't seriously injured.
Nope
love the e-scooter program
They're fun, but I feel super unsafe and unwanted anywhere I ride. Hated by bikes, pedestrians, and cars.

LOVE the e-scooters. Do worry about safety in the rain though.
Safety concerns with the Max tracks. The scooters have help increase my mobility exponentially. Until.. On a rainy day when i was going to an interview i tried to cross the max tracks and i wiped out, breaking my leg.
When I travel for work certain cities like DC and Minnesota seem to really have the scooter thing down and I see people zipping around everywhere with them and especially in DC I think it's a function of their ready availability. It sounds funny but more scooters seem to make the program work better.
It's downright unsafe. Take them off the street so make the streets safer to ride.
Please keep it, and expand it if possible. While I personally do not use them that often, I know many people who do. They're convenient, environmentally-friendly, and honestly just plain fun. All of the talk of them being dangerous is nonsense. I've almost been hit by bikers on multiple occasions - are we going to ban bike use in PDX? Everything has risks, but in this case the positives far outweigh the negatives. Anything to help people get around faster without a car is a good thing. I would even gladly support paying a tax to create a city-run free scooter service (I would pay higher taxes for all forms of public transit to be free at point of service) because I believe this is the future. We live in a dense urban area and we should be doing everything possible to discourage car use for short trips. Scooters are perfect for that goal.
Have a way to secure education on scooter laws to all that use the scooters or are planning to. specially tourists
Nope
No
Law enforcement. I have almost hit people who are driving the wrong way. My dog almost got get my a person who is riding on the sidewalk. Their no accountability going on, I am really against the e-scooter fab.
Who is enforcing the rules? I see many people on the sidewalks, in parks, etc. I think the scooter program should only be allowed to continue if they start investing in infrastructure. They will only be seen as toys until they are considered a legitimate form of transportation.
Lower prices would definitely sway me to use the scooters more as an alternative.
Get them off the sidewalks! Too dangerous to walk and have scooter come up from bwhind at 10+ mph!
Razor is the best brand. Safe and easy to ride. Encourage other scooter companies to invest in seated scooters. Also lower lower learning curve.
People looking to make money charging them up seem to go around early in the evening to pick them up, and it is harder to find them later in the evening or at night. Maybe dictating a time frame for them to be picked up so people that work late or go out to eat late can still use them
On my last trip both my e scooter brakes were poor and my Lime scooter breaks were broken
Need more of them, especially for commuters into and out of town in Tabor area. Those are the people most likely to use them for commuting if they were available, not downtown as much where people can walk to work or in outer east Portland where it's too long of a ride. I live near Providence Portland and there are never any scooters in that area for people to commute on.

I tried riding a bird scooter recently and it was not made clear to me that it had a limited range that it would work in. I love less than a mile from division and Caesar Chavez and it wouldn't go past division. It was a waste of time and money and a pretty shady practice that I didn't realize they were allowed to do. There need to be more scooters available in outlying areas.
I would highly suggest you have more scooter available , especially the sit down razor scooters, they're more convienent and the basket is a good idea to hold your personal items , maybe add a cup holder / also you should be able to reserve a scooter like put it on hold until you're able to get to one
Scooters are awesome.
We went bar hopping downtown on our wedding night on escooters (veil and dress and all) and it was great. I have seen quite a few in the way of people walking though. And that is a huge problem. Something needs to be done with how they're parked.
More enforcement of sidewalk riding rules would be nice. Requiring all escooter companies to allow riders to give feedback on scooter just ridden would be nice.
Riding on the street can be scary without a dedicated lane. Sidewalk feels much safer. – Lack of helmet for me tends to be because I pick up a scooter as a spur of the moment decision while I am already out. Not going to carry a helmet all the time just in case I want to take a scooter.
More distributed locations or hubs in common neighborhoods would be very helpful

E-Scooter User Survey, Summer 2019: Visitors

Do you live or work in Portland?

Yes	0.00%	0
No	100.00%	470
Answered		**470**
Skipped		**0**

Why did you try e-scooters for the first time, either in Portland or another city?

To save money on transportation	4.20%	19
To get around more easily, faster	43.36%	196
It's good for the environment	1.33%	6
It looked like fun / curious to try it out	47.79%	216
Other (please specify)	3.32%	15
Answered		**452**
Skipped		**18**

How did you use e-scooters during your visit to Portland? (Select all that apply.)

Sightseeing	53.76%	243
Go to or from a bus / MAX / streetcar stop	14.16%	64
Go to or from a restaurant	47.12%	213
Shopping	23.89%	108
Social / entertainment	42.70%	193
For fun / recreation	66.59%	301
Get exercise	4.65%	21
Other (please specify)	9.07%	41
Answered		**452**
Skipped		**18**

During your visit, did you use e-scooters to get to a bus, MAX, or streetcar?

No	74.89%	337
Yes, 1 to 2 times	19.78%	89
Yes, more than 3 times	5.33%	24
Answered		**450**
Skipped		**20**

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

Never	76.89%	346
Rarely	7.78%	35
Sometimes	6.22%	28
Usually	4.22%	19
Always	4.89%	22
Answered		**450**

Thinking about your most recent e-scooter trip in
Portland, why did you choose to take an e-scooter?
(Select all that apply.)

It was the fastest and most reliable	48.22%	203
It was less expensive than other ways to get there	33.49%	141
I didn't want to get sweaty	11.64%	49
Parking was difficult or not convenient	25.18%	106
Bus / MAX / streetcar was not convenient	12.83%	54
Didn't have a car	30.40%	128
It was just for fun	61.76%	260
Other (please specify)	6.41%	27
Answered		**421**
Skipped		**49**

Think about your most recent e-scooter trip in Portland.
If a shared e-scooter had not been available, how
would you have made that trip? (Select only one.)

Walked	34.68%	146
Taken a bus / MAX / streetcar	3.33%	14
Driven a car	8.79%	37
Carpooled or rode as a passenger	0.00%	0
Taken a taxi, Uber, or Lyft	37.53%	158
Ridden a personal bike	0.48%	2
Ridden a BIKETOWN bike	4.51%	19
Ridden a personal e-scooter	0.48%	2
Would not have made this trip	8.79%	37
Other (please specify)	1.43%	6
Answered		**421**
Skipped		**49**

Thinking about your most recent e-scooter trip in
Portland, how did you get to the e-scooter you rode?
(Select only one.)

Walked	84.80%	357
Took a bus / MAX / streetcar	2.85%	12
Drove a car	8.79%	37
Carpooled or rode as a passenger	0.95%	4
Took a taxi, Uber, or Lyft	1.66%	7
Took a Zipcar or Car2go/ShareNow	0.00%	0
Rode a personal bike	0.00%	0
Rode a BIKETOWN bike	0.00%	0
Other (please specify)	0.95%	4
Answered		**421**

Skipped		**49**

Still thinking about your most recent e-scooter trip in Portland, about how far did you go? You can open your app to check your last ride's distance. (Enter a number in miles, for example, 1.2.)

0 to 0.49	4.23%	16
0.50 to 0.99	7.41%	28
1.00 to 1.49	17.46%	66
1.50 to 1.99	6.08%	23
2.00 to 2.49	21.96%	83
2.50 to 2.99	2.12%	8
3 to 4.99	19.05%	72
5 to 10	13.76%	52
10 and above	7.94%	30
Answered		**378**
Skipped		**92**

Which of the following are e-scooter riders in Portland allowed by law to do? (Select all that apply.)

Ride without a helmet	26.92%	105
Ride on the sidewalk	16.92%	66
Ride in the street	78.72%	307
Ride on the waterfront trails	24.36%	95
Ride or park in Portland parks	18.46%	72
None of the above	12.82%	50
Answered		**390**
Skipped		**80**

Which of the photos below show e-scooters parked correctly? (Select all that apply.)

On the street [photo]	4.55%	18
In the "furnishings zone" of the sidewalk, close to the curb, where trees, signs, and lamp posts are located [photo]	74.75%	296
On the sidewalk where pedestrians travel [photo]	16.41%	65
Leaning against a building [photo]	16.16%	64
In a dedicated scooter parking area [photo]	92.42%	366
At a bike rack [photo]	45.96%	182
Answered		**396**
Skipped		**74**

How did you learn about e-scooter laws? (Select all that apply.)

Through the companies' e-scooter apps	48.74%	193

At a company's safety workshop	0.25%	1
Community event	0.76%	3
PBOT flyer on e-scooter	3.03%	12
On e-scooter vehicle	15.40%	61
Social media	6.82%	27
Googled it (or used another search engine)	7.07%	28
Newspaper, blog, magazine, radio/TV news	2.27%	9
From a friend, family member, co-worker	10.86%	43
From an e-scooter representative	0.51%	2
PBOT website	1.26%	5
I don't know what the e-scooter laws are in Portland or Oregon	38.89%	154
Other (please specify)	3.28%	13
Answered		**396**
Skipped		**74**

What changes would encourage you to use e-scooters more often? (Select up to 3.)

More e-scooters available	43.88%	165
E-scooters in surrounding cities (e.g., Beaverton, Gresham)	19.68%	74
Lower cost	37.50%	141
More locations to pay in cash	3.19%	12
More e-scooters available near transit stops/stations	18.88%	71
Easier options for renting without a smartphone	10.64%	40
Safer places to ride (e.g., bike lanes or paths separated from vehicles)	42.29%	159
Longer battery life	20.48%	77
Different e-scooter design (e.g., more stable)	10.11%	38
None of these changes would encourage me to use e-scooters more often	6.38%	24
Other (please specify)		42
Answered		**376**
Skipped		**94**

Where do you think e-scooters should be allowed to be parked? (Select all that apply.)

As they are today: On the sidewalk in the "furnishings zone" near the street, not blocking pedestrian access OR in a dedicated scooter parking spot	89.28%	333
Only at a dedicated scooter parking spot on the sidewalk	17.96%	67
Only at a dedicated scooter parking spot on the street	10.72%	40
At bike racks	31.64%	118
Other (please specify)	4.02%	15
Answered		**373**
Skipped		**97**

Rate the overall condition of scooters you rode from the following companies:

	1 (Poor)		2		3		4 (Excellent)		Never used or not sure		Total	Weighted Average
Bird (black scooters)	1.97%	7	2.25%	8	17.13%	61	26.40%	94	52.25%	186	356	4.38
Bolt (black/yellow scooters)	2.57%	9	2.57%	9	6.86%	24	12.00%	42	76.00%	266	350	4.07
Lime (green scooters)	2.49%	9	7.20%	26	24.10%	87	35.46%	128	30.75%	111	361	4.3
Razor (red scooters with seats)	1.40%	5	2.52%	9	13.73%	49	36.41%	130	45.94%	164	357	4.55
Shared (white scooters with seats)	1.45%	5	0.58%	2	1.73%	6	8.09%	28	88.15%	305	346	4.27
Spin (orange scooters)	2.23%	8	2.79%	10	12.57%	45	25.98%	93	56.42%	202	358	4.38
										Answered		**372**
										Skipped		**98**

Rate your overall riding experience from the following companies:

	1 (Poor)		2		3		4 (Excellent)		Never used or not sure		Total	Weighted Average
Bird (black scooters)	2.31%	8	3.17%	11	11.82%	41	27.38%	95	55.33%	192	347	4.39
Bolt (black/yellow scooters)	2.92%	10	1.46%	5	5.54%	19	10.79%	37	79.30%	272	343	4.03
Lime (green scooters)	1.97%	7	5.07%	18	19.72%	70	40.28%	143	32.96%	117	355	4.44
Razor (red scooters with seats)	1.69%	6	2.54%	9	10.17%	36	37.85%	134	47.74%	169	354	4.58
Shared (white scooters with seats)	0.87%	3	0.29%	1	1.16%	4	8.14%	28	89.53%	308	344	4.5
Spin (orange scooters)	2.28%	8	3.42%	12	10.26%	36	25.07%	88	58.97%	207	351	4.36
										Answered		**366**
										Skipped		**104**

Rate your experience receiving customer service from the following companies:

	1 (Poor)		2		3		4 (Excellent)		Never used or not sure		Total	Weighted Average
Bird (black scooters)	2.29%	8	0.57%	2	7.14%	25	13.43%	47	76.57%	268	350	5.59
Bolt (black/yellow scooters)	1.45%	5	0.58%	2	1.74%	6	8.12%	28	88.12%	304	345	5.79
Lime (green scooters)	2.28%	8	1.14%	4	8.55%	30	24.50%	86	63.53%	223	351	5.44
Razor (red scooters with seats)	1.15%	4	0.57%	2	5.16%	18	20.92%	73	72.21%	252	349	5.61
Shared (white scooters with seats)	1.16%	4	0.58%	2	0.87%	3	4.35%	15	93.04%	321	345	5.86
Spin (orange scooters)	2.86%	10	1.14%	4	3.14%	11	15.43%	54	77.43%	271	350	5.61
										Answered		**365**
										Skipped		**105**

How likely are you to recommend shared e-scooters to a friend?

Extremely likely	68.78%	249
Very likely	18.23%	66
Somewhat likely	9.39%	34
Not so likely	1.93%	7
Not at all likely	1.66%	6
Answered		**362**
Skipped		**108**

Do you have any additional feedback or recommendations regarding the e-scooter program?

Answered [SEE BELOW]	**125**
Skipped	**345**

In what year were you born? (Enter 4-digit birth year; for example, 1976.)

Under 18	2002 or later	0.59%	2
18 to 29	1990 to 200	35.69%	121
30 to 39	1980 to 198	27.43%	93
40 to 49	1970 to 197	18.29%	62
50 to 59	1960 to 196	12.68%	43
60 to 69	1950 to 195	4.72%	16
70 and above	1949 or earl	0.59%	2
	Answered		**339**
	Skipped		**131**

Please identify your race/origin(s) by selecting all that apply.

White - German, Irish, English, Italian, Lebanese, Egyptian, etc.	78.87%	280
Black or African American - African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, etc.	3.38%	12
American Indian or Alaska Native - Navajo Nation, Blackfeet Tribe, Mayan, Aztec, Native Village of Barrow, Inupiat Traditional Government, Nome Eskimo Community, etc.	1.97%	7
Chinese	3.38%	12
Filipino	2.25%	8
Asian Indian	1.41%	5
Vietnamese	1.41%	5
Korean	2.25%	8
Japanese	0.85%	3
Other Asian - Pakistani, Cambodian, Hmong, etc.	1.41%	5
Native Hawaiian	0.56%	2
Other Pacific Islander - Tongan, Fijian, Marshallese, Chamorro, Samoan, Guamanian, etc.	0.85%	3
Mexican - Mexican American, Chicano, etc.	4.23%	15
Puerto Rican	0.56%	2
Cuban	0.85%	3
Some other Hispanic, Latino, or Spanish origin - Salvadoran, Dominican, Colombian, Guatemalan, Spaniard, Ecuadorian, etc.	4.23%	15
Prefer not to say	6.48%	23
Additional category not listed above (please write in):	1.41%	5
Answered		**355**
Skipped		**115**

What is your gender?

Woman	35.31%	125
Man	57.91%	205
Gender expansive (includes agender, genderqueer, gender non-conforming, gender fluid, demigender, demi-boy, demi-girl)	1.13%	4
Transfeminine (transwoman, transgender female, male-to-female)	0.28%	1
Transmasculine (transman, transgender male, female-to-male)	0.28%	1
Two spirit	0.28%	1
Questioning	0.28%	1
Prefer not to say	3.11%	11
Additional category not listed above (please write in):	1.41%	5
Answered		**354**
Skipped		**116**

What is your highest level of education?

Some high school	1.14%	4
High school degree/GED	8.24%	29
Some college	17.61%	62
Technical degree	2.27%	8
2-year degree	6.25%	22
College degree/4-year degree	39.77%	140
Master's degree	15.63%	55
Doctorate	5.11%	18
Prefer not to say	3.13%	11
Other (please specify)	0.85%	3
Answered		**352**
Skipped		**118**

What is your yearly individual income?

Under $15,000	5.67%	20
Between $15,000 and $29,999	7.37%	26
Between $30,000 and $49,999	12.18%	43
Between $50,000 and $74,999	16.15%	57
Between $75,000 and $99,999	14.45%	51
Between $100,000 and $150,000	18.70%	66
More than $150,000	12.46%	44
Prefer not to say	13.03%	46
Answered		**353**
Skipped		**117**

What is your home zip code? (Enter a 5-digit ZIP code; for example 97212.)

10001	0.30%	1
10012	0.30%	1
10019	0.30%	1
10956	0.30%	1
11201	0.30%	1

11205	0.30%	1
11215	0.30%	1
11221	0.30%	1
11230	0.30%	1
11231	0.30%	1
11576	0.30%	1
11762	0.30%	1
12345	0.91%	3
15205	0.30%	1
15206	0.30%	1
16803	0.30%	1
19001	0.30%	1
19121	0.61%	2
19145	0.30%	1
21043	0.30%	1
21227	0.30%	1
21400	0.30%	1
22046	0.30%	1
22207	0.30%	1
22901	0.30%	1
27101	0.30%	1
27510	0.30%	1
27896	0.30%	1
28031	0.61%	2
28147	0.30%	1
28560	0.30%	1
30309	0.30%	1
32571	0.30%	1
32605	0.30%	1
32703	0.30%	1
33156	0.30%	1
33486	0.30%	1
33701	0.30%	1
33702	0.30%	1
36054	0.30%	1
36203	0.30%	1
38134	0.30%	1
43015	0.30%	1
44202	0.30%	1
46578	0.30%	1
46903	0.30%	1
48076	0.30%	1
48124	0.30%	1
48208	0.30%	1
49316	0.30%	1
50309	0.30%	1
53212	0.30%	1
53235	0.30%	1

53593	0.30%	1
55347	0.30%	1
59101	0.30%	1
59501	0.30%	1
59602	0.30%	1
59718	0.30%	1
59804	0.30%	1
59833	0.30%	1
60002	0.30%	1
60060	0.30%	1
60084	0.30%	1
60302	0.30%	1
60421	0.30%	1
60563	0.30%	1
60608	0.30%	1
60609	0.30%	1
60613	0.30%	1
60631	0.30%	1
60632	0.30%	1
60640	0.30%	1
60647	0.30%	1
60657	0.30%	1
63028	0.30%	1
66047	0.30%	1
67037	0.30%	1
70518	0.30%	1
73162	0.30%	1
74074	0.30%	1
75010	0.30%	1
75044	0.30%	1
75208	0.30%	1
76016	0.30%	1
77077	0.30%	1
77429	0.30%	1
78504	0.30%	1
78660	0.30%	1
78703	0.30%	1
79764	0.30%	1
80003	0.30%	1
80104	0.30%	1
80202	0.61%	2
80210	0.30%	1
80214	0.30%	1
80227	0.30%	1
83616	0.30%	1
83652	0.30%	1
84097	0.30%	1
84108	0.30%	1

84117	0.30%	1
84121	0.30%	1
84660	0.30%	1
85016	0.30%	1
85018	0.30%	1
85027	0.30%	1
85260	0.30%	1
85383	0.30%	1
86005	0.30%	1
87120	0.30%	1
88061	0.30%	1
89031	0.30%	1
89032	0.30%	1
89074	0.30%	1
89131	0.61%	2
89135	0.30%	1
89403	0.30%	1
89521	0.30%	1
90015	0.30%	1
90032	0.30%	1
90036	0.30%	1
90065	0.30%	1
90210	1.52%	5
90240	0.30%	1
90401	0.30%	1
90410	0.30%	1
91101	0.30%	1
91362	0.30%	1
91367	0.30%	1
91607	0.30%	1
91775	0.30%	1
92061	0.30%	1
92117	0.30%	1
92123	0.30%	1
92509	0.30%	1
92562	0.30%	1
92630	0.30%	1
92646	0.30%	1
92683	0.30%	1
92688	0.30%	1
92705	0.30%	1
92708	0.30%	1
92806	0.30%	1
92870	0.30%	1
94103	0.91%	3
94104	0.30%	1
94109	0.30%	1
94114	0.30%	1

94118	0.30%	1
94122	0.30%	1
94509	0.30%	1
94546	0.30%	1
94563	0.30%	1
94566	0.30%	1
94577	0.30%	1
94596	0.30%	1
94610	0.30%	1
94705	0.30%	1
94804	0.30%	1
94903	0.61%	2
94952	0.30%	1
95003	0.30%	1
95008	0.30%	1
95062	0.61%	2
95112	0.30%	1
95134	0.30%	1
95173	0.30%	1
95376	0.30%	1
95401	0.30%	1
95476	0.30%	1
95608	0.30%	1
95816	0.30%	1
95825	0.30%	1
95826	0.30%	1
96080	0.30%	1
96769	0.30%	1
96797	0.30%	1
97003	0.30%	1
97005	0.30%	1
97006	1.22%	4
97007	0.30%	1
97008	0.30%	1
97027	0.30%	1
97034	0.30%	1
97035	0.30%	1
97042	0.30%	1
97051	0.30%	1
97062	0.30%	1
97068	0.30%	1
97070	0.30%	1
97078	0.61%	2
97080	0.30%	1
97113	0.30%	1
97115	0.30%	1
97119	0.30%	1
97124	0.30%	1

97128	0.30%	1
97211	0.30%	1
97212	1.82%	6
97219	0.30%	1
97222	0.30%	1
97223	0.30%	1
97227	0.30%	1
97229	0.30%	1
97301	0.30%	1
97303	0.30%	1
97305	0.61%	2
97330	0.30%	1
97333	0.30%	1
97401	0.30%	1
97405	0.30%	1
97408	0.30%	1
97478	0.30%	1
97504	0.61%	2
97526	0.30%	1
97527	0.61%	2
97702	0.30%	1
97703	0.30%	1
97838	0.30%	1
98001	0.30%	1
98002	0.30%	1
98036	0.30%	1
98037	0.61%	2
98040	0.30%	1
98050	0.30%	1
98058	0.30%	1
98101	0.30%	1
98102	0.30%	1
98106	0.61%	2
98107	0.30%	1
98112	0.30%	1
98115	0.61%	2
98117	0.30%	1
98118	0.61%	2
98122	0.61%	2
98136	0.61%	2
98144	0.30%	1
98166	0.30%	1
98201	0.30%	1
98229	0.61%	2
98248	0.30%	1
98329	0.30%	1
98371	0.30%	1
98387	0.30%	1

98404	0.30%	1
98501	0.61%	2
98512	0.30%	1
98516	0.30%	1
98604	0.91%	3
98660	0.61%	2
98661	0.61%	2
98663	0.30%	1
98664	0.61%	2
98665	0.30%	1
98672	0.30%	1
98682	1.22%	4
98683	0.30%	1
98685	0.30%	1
98686	0.30%	1
98903	0.30%	1
98923	0.30%	1
98943	0.30%	1
99320	0.30%	1
99324	0.30%	1
99352	0.30%	1
99354	0.91%	3
99360	0.30%	1
99503	0.30%	1
99603	0.30%	1
Other	4.56%	15
Answered		**329**
Skipped		**141**

Do you identify with having or living with a disability?

Yes	6.55%	23
No	89.74%	315
Prefer not to say	3.70%	13
Answered		**351**
Skipped		**119**

If yes, please describe the nature of your disability. (Select all that apply.)

Mobility or dexterity (e.g., walking, climbing stairs)	21.74%	10
Visual (e.g., blind, low vision)	6.52%	3
Deaf or hard of hearing	6.52%	3
Speech or communication	2.17%	1
Cognitive (e.g., traumatic brain injury, learning disability)	6.52%	3
Mental health (e.g., anxiety, PTSD)	21.74%	10
Intellectual or developmental (e.g., down syndrome, fragile x syndrome)	2.17%	1
Do not wish to disclose	43.48%	20

Additional category not listed above (please write in):	13.04%	6
Answered		**46**
Skipped		**424**

How well do you speak, read, write, or understand English?

Very well	95.74%	337
Well	2.56%	9
Not well	0.00%	0
Not at all	0.57%	2
Don't know/unknown	0.28%	1
Prefer not to say	0.85%	3
Answered		**352**
Skipped		**118**

Language(s) spoken at home:

ASL	0.41%	1
Chinese	0.41%	1
English	82.93%	204
English and Spanish	4.07%	10
English and additional language(s) (other than Spanish)	5.28%	13
French	0.41%	1
Hindi	0.41%	1
Laotian	0.41%	1
Russian	0.81%	2
Spanish	1.22%	3
Spanish and additional language(s) (other than English)	0.41%	1
Invalid answer	3.25%	8
Answered		**246**
Skipped		**224**

Language preference:

Written:		
English	96.95%	254
French	0.76%	2
Invalid answer	2.29%	6
Answered		**262**
Skipped		**208**
Spoken:		
AAVE/Ebonics	0.78%	2
ASL	0.39%	1
English	94.96%	245
French	0.39%	1
Italian	0.39%	1
Russian	0.39%	1
Spanish	0.39%	1
Invalid answer	2.33%	6

Answered	258
Skipped	212

Do you have any additional feedback or recommendations regarding the e-scooter program?

Answered	**125**
Skipped	**345**

Scooters with seats should be marketed to seniors, and persons not able to walk very far, not just youth. Airports, Malls and areas where parking is limited and venues are plentiful should have scooters with seats.
It was hard to find available scooters. I hop in the future the program can expand.
Better information regarding the red zones. We took the scooters into the red zone but had no idea until we were trying to park the scooters.
More sit down scooters with cargo baskets.
Love them!
Used for fun only, I wouldn't give up my suv for a scooter. Portland traffic sucks- build three more bridges across the Columbia to Vancouver, Washougal, and Ridgefield and it would help your traffic problems immensely! No tolls, no light rail, none of that crap just basic bridges!
Birds app was nearly unusable. Very slow and had to restart it once. I have a new flagship phone so it's definitely the apps fault. Locking up was also somewhat hard to find a location it would accept. Even if it looked okay the gps didn't agree and thought it was a no parking zone.
Helmet law is bogus. Keep your regulations off my body.
Wouldn't turn off after trip was over. Took along time to get through to customers service. Customer service seemed confused, which made me frustrated.
Scooters are da best
They are great for people with injuries that would otherwise not be able to walk very far on their own
Love e-scoots!
i like ones with seats, maybe that can seat two people on the razor
if it worked without unexpected stopping every trip the cost would be justified, but 90% of the tie it was cheaper for us to use uber and lyft cars which is a shame because the scooters are fun and good for the environment. lack of bike lanes does make it tricky also
Having a shared micro 4x4 type vehicle would be super helpful
1) better built scooters with front & rear suspension, seating options, air filled tires & stronger brakes, 2) built in GPS screen & map guidance, 3) better lighting & visibility, 4) better horn for traffic awareness, 5) safer bike lanes on busy streets, 6) more accurate scooter locator app and 7) better pricing with additional discounts certain groups or AAA, Gov Employees, Realtors Associations, Chamber of Commerce, Costco etc Members

I am from Canada on a short visit and it has been impossible to get an affordable USA SIM for my smartphone. So it has been impossible to use scooters seriously. Oregon needs to fix make it much easier for tourists and visitors to access mobile telephone services.
share data with the city and make it public
I enjoy using the scooters to get around, but I also greatly appreciate they can't be used near the river areas to make it better for pedestrians.
Love scooters! They're making our cities greener, quieter and more fun and easy to get around. We just need safe places to ride them like dedicated lanes that can come from take on street car storage away! Scoot scoot!
Absolutely LOVE e-scooters. I plan my visits to cities specifically around who has them.
One problem that i had was that the app was very slow and at times would not load. It would tell me to take a picture of where i parked it, but then freeze when i was trying to upload a picture. As a result i got dinged and threatened with removal from the app. I was standing there for well over 5 minutes trying to upload a picture. This bug should be fixed especially if their are penalties. It happened with my girlfriend's app as well. we are both on ios.
No
Awesome program.
Solar charging stations
I think they cause more problems than they purport to solve.
The seat on my scooter was too low and couldn't be adjusted -plus the seat tilted back mid-ride and was uncomfortable to sit on
its a great practical alternative transportation option, that compliments existing technology, the more (affordable) alternatives we have the easier it will be to cut down on car usage
We likes the hubris with seats as they seemed safer. We really enjoyed this mode of transportation.
Nope
No
Keep it up! They're awesome!
I would have worn a helmet if one came with the scooter. Portland could do a better job with bike lanes and the scooters should have cellphone holders so one can use apps such as Waze.
The first and only time I've ever tried a scooter, it had a flat tire and I only made it about 100 ft. Disappointing but hey, Portland has great public transportation, and when I lived there I rode my bike a lot, I do not feel like they are necessary at all.
wish that all e scooters had shopping bins to put stuff inside
They're amazing. They're so fun and so efficient. They're the best way to get around a city you're visiting and make it possible and affordable to visit new parts of a new city.
It was very fun but slightly expensive.

No
Once you get the hang out them, they're great. But they're not for everyone.
It would be nice for them to be charged and more available for use at night
Riding e-scooters was one of the most memorable parts of my trip to Portland. Great addition to the other methods of transit downtown.
Portland bikes need to be electric..
People who dont know how to ride scooters / have no reasonable degree of coordination/awareness ride these scooters. I skateboarded, biked, scootered as a kid and try to be safe but even I am not perfect. If you banned these to protect pedestrians I'd be bummed but ultimately think its for the good of the city. I rode all over the waterfront park for fun despite the signs being there. As a competent rider i felt like it was no different than the bikers. But if you want to stop people like me or incompetent people from riding youd have to get rid of them or write up tickets.
I had a foot injury at the time of my visit to Portland, and the scooters enabled me to get around the city to places I would not have gone without them.
I just enjoy riding these scooters with friends and family! it's always an adventure
Razor was the only reliable brand I rode. Other 2 scooters had full batteries but were broken and did not operate correctly. All said were good when I reserved them and I did not receive my deposit back after I logged the scooter to my account and found that out, and claimed it inoperative.
Access to laws and parking provided when the first journey is unlocked on the App
The scooters lost battery suddenly despite being nearly fully charged according to the app. I had to switch scooters multiple times during a single trip, which meant trying to reserve them and walking from one to another.
Love it!!!
Loved the variety of scooters and bikes available. Prefer the ones with seats. I appreciate the helmet law, but I don't carry a helmet with me at all times just in case I want to rent a scooter on a whim, so practicality just isn't there.
Educate drivers to look out for scooter riders. Educate scooter riders on safe practices while riding.
Make starting cost of uploading less than $10 into your account
You guys are doing a great job in Portland with these type of transportation. It was easy, fun for us travelers!
Razor scooters are life
It's super helpful. I love it. Please keep it.
Make sure you can activate multiple scooters with one cellphone acct. make sure battery life is good for night time use.

These are great, especially for tourism
I love them
LOVE IT!!!
Love love love this option as a frequent visitor it really opens up the city.
No
I love them!
Limit the number of scooters & where they can be parked
As a visitor to Portland, I appreciated the availability of bike lanes/safe places to ride e-scooters. This is not as accessible where I live (Baltimore), so I am not likely to ride e-scooters here. Additionally, I enjoyed the Razor e-scooter the best because it offered a greater sense of stability than non-seated e-scooters cannot offer me.
As a big and tall person the bigger shared brand scooters with the big tires are a godsend.
I don't remember what color the scooter was or the brand. Mine was a sit-down scooter. The battery turned off at the top of the Esplanade. I could get it to start again but it kept turning off for the remainder of my 40 minute usage. It would turn off right in the middle of the street, I guess that meant the battery was getting too low. I was lucky to be able to get it back home to its spot near our hotel. Overall, the feeling of riding one of these scooters is exhilarating and probably very dangerous but it was great.
No
The location restrictions along the waterfront are too strict. Eastbank esplanade should be open, for example.

Hold these companies accountable with regards to refunds if the scooter does not unlock or does not work properly. |
| App needs to be easier to use. Please setup scooter station close to downtown Worldmark. |
| Loved the scooters, maybe if there was a light or some notifications to let us know the scooter is low battery before trying to scan them on our mobile devices. Quick and easy choice to see which scooter has low battery. |
| Yeah I do actually...FUCK your damn scooters. They are the most annoying pieces of fucking trash I have ever seen laying around my city. Quit dropping off your shit and leaving them everywhere. Make some kind of specific parking area for the damn things. I'm so tired of seeing them in the middle of the roads/sidewalks and getting in the way. Move your fucking shit please!!! |
| Definitely difficult to upload a picture at the end of the ride, especially if you don't have a phone service that is great in Portland. I spent over 2 hours attempting to upload a picture and completely ran down my battery on my phone before I just left the app, and then received a message stating I could get penalized. This happened on multiple occasions. This was the most stressful part of using the scooters. Everything else was great. |
| It's frustrating to have to load $10 into accounts (at least for spin) as someone visiting the area. My $3 ride will actually cost $10 as I won't be able to use it up now that I'm home and there aren't scooters around. Would definitely not have used scooter if I knew it would essentially cost $10. |
| Lime had the best app: fast and easy to use. Spin always took too long to end ride - way too long. |

N/a
App didn't work with scooter. Ended up not using.
no
Charging stations and better stewardship of the scooters regarding rules and regulations.
Bring them to Beaverton!!
Totally fun, but the Shared brand scooters seem like they are asking for trouble since those are more like a moped then a scooter. I don't know if that makes them safe or dangerous because your more confident.
Please make them cheaper and more accessible to more people. Also, faster scooters would be better and if they were available at all hours of the day.
Must fix the app.If we had a bird and a lime going and I was on the spin when we wanted to take a break the app was very difficult to use compared the the other brands.
They were a lot of fun. I'm glad they have a maximum speed! One app to pay for any of the shooter brands would be helpful. It was did to have to download and set up multiple accounts.
They were very fun and a great way to get around in Portland for our stay there. The only downside is that there aren't any Shared scooters in Los Angeles!! 😤 Also, there weren't enough scooters around, so getting to one near us was a bit of a mission.
i fell and cracked my skull. not safe to ride in the streets.
No
Glad you checked up.
fantastic last mile transport! better for the environment than using uber
More direction for first time users. I didn't understand I needed to push off a little for it to get going.. and it took my boyfriend and I a little too long To figure out how to get everything to work and we are pretty smart phone savvy...
It was a great experience
I checked on the app but could not find the distance I travelled while on my most recent trip - sorry. I also wish the basic rules were made available on the app.
Expand to other cities like Seattle, e-scooters are more fun than e-bikes
These scooters were one of the reasons we picked Portland to come to for a weekend getaway. My wife and I had ridden them in the past and had so much fun. This time we brought some friends with us and we all rented them and had a great time. We even rode them in the rain.
No
More protected person-sized vehicle lanes please!; preferably on sidewalk level, but on-street is ok
Add shared ebikes to the mix
very fun and convenient way to get around while on vacation
More scooters in more areas

It's very smart I like that they are environmentally savvy
I LOVE the scooters, and travel for work and use them all over the country. Portland is a great city for this because of its biking culture and abundance of bike lanes!
Cheaper! For semi long rides uber ar equal or cheaper
i think it is a great program, and for those visiting as I was, it makes seeing the city much more fun and much easier.
Would be great if you could share your findings from this survey with Seattle
More information on where to park, and about charging stations. More incentive to ride if I can get perks out of it.
There really should be more available, I would ride more often but every time I've needed one there is none around.
Love it, solves a lot if transportation problems very well. Just need to make sure people don't mess it up.
More accessible scooters, please!!!
I find e-scooters very useful in getting around within an area after I have parked. They allow me greater parking flexibility by parking further away from my destination. They allow me to easily move from location to location (at greater distances) without returning back to my car. Only of the most important aspects is being able to get them anywhere and leave them at my destination (where ever that may be). If I had to park in a designated parking zone, this would greatly diminish to usefulness. That being said, in places where there are large numbers of scooters accumulating, the City could designate a parking area and that would be helpful.
The street is very dangerous and scary to ride in. Myself, and most other people I know prefer to ride on the sidewalk even though it's not allowed, especially when traffic is heavier. There needs to either be dedicated scooter lanes everywhere, or sidewalk riding allowed where a dedicated lane does not exist.
Requiring a valid drivers license is silly and more likely to disadvantage minorities.
Portland has very courteous drivers! In Denver, CO., you can't walk across the street in a crosswalk without someone trying to run you over. With that said they were courteous to me while on a scooter as well. In Denver you can ride on sidewalks with restrictions, but i had no clue where to find Portland scooters laws. It would be nice if the scooter companies posted them in their apps. Also, Denver scooter riders are crazy and uncourteous. They ride where ever and when ever they want. I don't know how many times I was almost hit walking on a sidewalk by a scooter. They are silent and deadly. Portland scooter riders were good about not running me over! Nice Job Portland!
Would love to see these in Seattle!
They are fantastic! They happen to be fun, eco friendly, inexpensive transportation and a good way to see the city!
I was only visiting portland for the weekend. It was the BEST way to travel around and I spent my entire weekend wishing my home (brooklyn, ny) had them
Kinda dull

I love the e-scooters. The availability is sometimes spotty. An increased density throughout the city would increase usage.
Many of the scooters we tried to use were in poor condition. It often made for a frustrating experience.
I think it's very fun and the safety seems to regard to the user.
More scooters!
nope
No
There needs to be one App to rent any scooter. There's too much fragmentation now and I don't want to be signing up to five different companies.
I love this green transportation option