

CITY OF CHARLOTTE

CITYWIDE RECORDS PROGRAM

PUBLIC RECORDS REQUEST #2628

The following materials have been gathered in response to public records request #2628. These materials include:

Scooter Use Service Requests Scooter Complaints March Through July 2019

For further information about this request or the Citywide Records Program, please contact:

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CITYWORKS - SCOOTER USE SERVICE REQUESTS

<u>Cityworks #</u>	<u>Request Date</u>	<u>Emerald #</u>	<u>COMMENTS</u>	<u>SR Status</u>
9221	05/06/2019	7411451		CLOSED
			<p><u>Request Comments</u></p> <p><i>Citizen Complaint: Hey, trying to find information on the scooter rules in uptown Charlotte. I found a document dated March 2019, but it will not open. I'm seeing more and more children that are way under the required age being allowed to ride a scooter by their parents. Also, I assume the "PED Only" markings on the sidewalks mean no scooters allowed? If so, this is not being enforced and the vendors are placing them on the sidewalks that have the markings. Also, a map needs to be added to the documents detailing where these are prohibited. Sorry, to be an old goat about this, but I don't like these scooter riders thinking they are the priority on the sidewalks.....LOL. Thanks</i></p> <p><i>// Prompts //</i></p> <p><i>// Comments: SEE DETAIL DESCRIPTION //</i></p> <p><i>Called and left message on 6/11/2019.</i></p>	
9802	05/20/2019	7429675		CLOSED
			<p><u>Request Comments</u></p> <p><i>citizen states the scooters are left on the yard and on the sidewalk in front of the building states its blocking fedex, ups, mail from parking in front of the entrance. Would like scooters to not be parked on that block at all</i></p> <p><i>// Prompts //</i></p> <p><i>// Comments: citizen states the scooters are left on the yard and on the sidewalk in front of the building states its blocking fedex, ups, mail from parking in front of the entrance. Would like scooters to not be parked on that block at all //</i></p> <p><i>City Works issues. Request worked on and forwarded to K Sorensen of Staff on 6/10/2019</i></p>	
10007	05/24/2019	7435647		CLOSED
			<p><u>Request Comments</u></p> <p><i>Citizen states, there is a lime green E -scooter that is in the bridge over 277 on the opposite of the railing on S Tryon street just past E Morehead Street across the street from the new construction, Bank of America building. Citizen advised, they are concern of the safety hazard, it can fall onto 277 causing serious injury/ham.</i></p> <p><i>// Prompts //</i></p> <p><i>// When did problem occur? 05/24/2019</i></p> <p><i>// Where did the problem occur? S Tryon Street bridge over 277</i></p> <p><i>// Who was involved? E scooter</i></p> <p><i>// What would citizen like the city to do about the problem? To move the scooter from the over pass before it falls</i></p> <p><i>// Have you called about this problem before? Yes //</i></p> <p><i>Reported to Lime operator on 6/11/2019, who responded the scooter had already been removed from the Tryon St. bridge on May 24.</i></p>	

<u>Cityworks #</u>	<u>Request Date</u>	<u>Emerald #</u>	<u>COMMENTS</u>	<u>SR Status</u>
10421	06/05/2019	7451921		CLOSED
			<p><u>Request Comments</u></p> <p>Murphy would like to file a complaint against the E-scooters, states she feels unsafe.</p> <p>// Prompts //</p> <p>// When did problem occur? 06/05/19</p> <p>// Where did the problem occur? Near the intersection of East Blvd and South Blvd</p> <p>// What would citizen like the city to do about the problem? Murphy would like the scooters removed.</p> <p>// Have you called about this problem before? no //</p> <p>Murphy would like to file a complaint against the E-scooters, states she feels unsafe that the scooters allowed to be ridden on sidewalks.</p> <p>// Prompts //</p> <p>// When did problem occur? 06/05/19</p> <p>// Where did the problem occur? Near the intersection of East Blvd and South Blvd</p> <p>// What would citizen like the city to do about the problem? Murphy would like the scooters removed.</p> <p>// Have you called about this problem before? no //</p> <p>Murphy would like to file a complaint against the E-scooters, states she feels unsafe as a pedestrian that the scooters are allowed to be ridden on sidewalks. In addition she feels if the scooter are to be allowed there needs to be safety precautions implemented for riders.</p> <p>// Prompts //</p> <p>// When did problem occur? 06/05/19</p> <p>// Where did the problem occur? Near the intersection of East Blvd and South Blvd</p> <p>// What would citizen like the city to do about the problem? Murphy would like the scooters removed.</p> <p>// Have you called about this problem before? no //</p> <p>Emailed a response to Ms. Murphy on 6/11/2019 and spoke with her on the phone on 6/15/2019 to explain what the city is doing in partnership with CCP, CMPD, and the vendors to education scooter users not to ride on the sidewalk uptown and to be courteous to pedestrians.</p>	
10491	06/07/2019	7453862		CLOSED
			<p><u>Request Comments</u></p> <p>Citizen states that there are E-scooters riders that keep riding dangerously in the City. She suffers from severe physical health issues and is afraid that she might be ran over. Ms. Agudelo says that there should be scooter lanes and and certain parking areas of where the scooters can be placed. Citizen says that it creates a hazards when the riders are on the street. She does not want one of her family members to come down from their location and get injured while being in town. Another issue is that the scooters do not have lights at night. It makes her concerned because it is unsafe. Please contact citizen once request is reviewed.</p> <p>// Prompts //</p> <p>// Comments: Citizen states that there are E-scooters riders that keep riding dangerously in the City. She suffers from severe physical health issues and is afraid that she might be ran over. Ms. says that there should be scooter lanes and and certain parking areas of where the scooters can be placed. Citizen says that it creates a hazards when the riders are on the street. She does not want one of her family members to come down from their location and get injured while being in town. Another issue is that the scooters do not have lights at night. It makes her concerned because it is unsafe. Please contact citizen once request is reviewed. //</p> <p>Citizen states that there are E-scooters riders that keep riding dangerously in the City. She suffers from severe physical health issues and is afraid that she might be ran over. Ms. Agudelo says that there should be scooter lanes and and certain parking areas of where the scooters can be placed. Citizen says that it creates a hazards when the riders are on the street. She does not want one of her family members to come down from their location and get injured while being in town. Another issue is that the scooters do not have lights at night. It makes her concerned because it is unsafe. Please contact citizen once request is reviewed.</p> <p>// Prompts //</p> <p>// Comments: Citizen states that there are E-scooters riders that keep riding dangerously in the City. She suffers from severe physical health issues and is afraid that she might be ran over. Ms. says that there should be scooter lanes and and certain parking areas of where the scooters can be placed. Citizen says that it creates a hazards when the riders are on the street. She does not want one of her family members to come down from their location and get injured while being in town. Another issue is that the scooters do not have lights at night. It makes her concerned because it is unsafe. Please contact citizen once request is reviewed. //</p> <p>City Works Issues. Received request on 6/10 and request has been forwarded to K Sorensen of Staff to handle.</p>	
10568	06/10/2019	7456459		CLOSED
			<p><u>Request Comments</u></p> <p>Web Request : Someone or someone's pet is going to be seriously injured or killed by motorized vehicles and bicycles traveling on uptown sidewalks. One of the draws of uptown is its walkability which, with the advent of these machines, is being seriously challenged. Please find a way to enforce the law as it applies to this issue. The few tiny signs that have been painted sporadically on some sidewalks are not getting the job done. People violating this ordnance should be fined. Weekends see sometimes up to six people flying down sidewalks on those scooters and it needs to be stopped.</p> <p>// Prompts //</p> <p>// Comments: See detail description //</p> <p>Responded via email on 6/12/2019.</p>	

<u>Cityworks #</u>	<u>Request Date</u>	<u>Emerald #</u>	<u>COMMENTS</u>	<u>SR Status</u>
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10925	06/19/2019	7468565		CLOSED
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Request Comments

Web Request : Hi, quick question Just wanted to know if I can ride the electric scooters like Lime or Bird on the Greenway. I was running today and then decided to take a scooter back to my car but stayed on the road because I didn't know if I could use the Greenway. I wanted to email somebody and ask. Thanks

// Prompts //

// Comments: see detail description //

Emailed citizen to notify her that Meck County Park & Rec does not allow motorized vehicles on their greenways, including e-scooters.

11205	06/26/2019	7477005		CLOSED
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Request Comments

3 scooters parked within handicapped parking space

// Prompts //

// In City Limits? YES

// Is the obstruction on the sidewalk? NO

// What is the obstruction? BULKY ITEMS

// How long has obstruction been there? dont know //

Handicapped parking space east of Tryon / 9th St

Contacted customer for further information.

Contacted citizen to find out which company the scooters belong to. IDed them as Bird, called the operator to have them removed immediately Operator reported back at 12:05pm the situation had been remediated.

Date	Form	Company	Description	Response
3/12/2019		Disability 311 Rights.org	Scooters blocking the sidewalks in the CBD	Emailed parking requirements and invited the citizen to call to discuss specific concerns.
3/18/2019		Fort Mill 311 commuter	Caller reports having near miss collisions with scooter riders on sidewalk nearly every day while walking from parking deck to his place of work. Would like to see the sidewalks given back to pedestrians and wheelchairs. Wants to know what is being done to keep scooters from hitting pedestrians. It is making the streets of Clt unsafe for pedestrians, especially older persons and the disabled who move slower and cannot jump out of the way of the scooters. The scooters have made commuting and working in Clt unsafe and not enjoyable.	Emailed Mr. Andrus the ordinance text describing the sidewalk riding restricted area within the CBD and a link to the full ordinance. Explained how CDOT has painted markings on these sidewalk segments, working with CMPD on enforcement, and operators on educating their riders. Invited further suggestions.
3/19/2019		Dilworth Edge 311 resident	Scooters being parked in no-parking zones, blocking fire lanes, etc. at place of residence: Dilworth Edge condos.	Maybe work with PMC or HOA to designate a scooter parking area and educate residents, put up no scooter parking signs.
3/19/2019		311 citizen	Was hit from behind by an e-scooter rider while walking on the 7th St. sidewalk in the Elizabeth neighborhood.	Dear Ms. Reman, I am sorry to hear about your recent collision with an e-scooter rider and I hope that you are okay. I can certainly appreciate your concerns about the scooters being ridden on sidewalks given the possibility of collisions like this occurring. I am particularly concerned as well when you say that you were struck by a "kid" riding one of the scooters, because no one under the age of 18 should be allowed to check out one of these shared scooters according to the companies own restrictions (a valid driver's license is required to activate the scooter indicating the rider's age). I will share your incident report with the operators to verify this is working properly. Also, if this ever happens again, I would encourage you to get the name of the rider and the scooter ID #. But of course, hopefully it does not happened again. Lastly, just so you know, our City Council adopted an ordinance in January that allows the scooters to be ridden on sidewalks (same as bikes) outside of the CBD/congested pedestrian district. So I would encourage you to reach out to your council member if you are not happy with the results of this resolution, as we continue to evaluate the outcome of our transition from the one-year pilot program into a more definitive, long-term Shared Mobility Program.
3/27/2019	email to Dan Gallagher	Sherpa	Witnessed a blind man tripping over scooters parked on the sidewalk on Stonewall St. at Tryon St.	Good morning Maureen. Thank you for taking the time to reach out to me regarding the visually impaired gentleman that was struggling to travel through the area of Stonewall and Tryon due to scooters yesterday at lunch time. I am going to ask Tracy Van Tassell (by copy of this e-mail) to follow up with you to get more details and to see if we could contact the gentleman. We are currently working with the scooter companies (that was part of the CBJ article topic) regarding improving parking location and behavior. While many scooter users are parking their scooters appropriately, there are some that are not and that is an issue that we are grappling with. Thanks again for making us aware of the situation you witnessed and Tracy will follow up with you to get more details.
3/28/2019		311 citizen	Scooters being left in yard and driveway.	Sent the companies' contact info.
3/28/2019	email to the Mayor	citizen	Near misses with scooters ridden on the sidewalk inside the restricted area while walking to uptown office building. Has complained previously. Feels the sidewalk markings are inadequate, not very noticeable. Would like to see signs and stickers on the scooters showing a map of the restricted area, and actual real enforcement with the scooter companies paying for it.	Called and left a message inviting a call back to discuss. Informed that CCP ambassadors are doing education outreach to alert scooter riders of the no-sidewalk-riding zone.
4/2/2019		311 citizen	black scooter blocking sidewalk at N. Davidson and 10th St.	Forwarded message to Bird rep.
4/1/2019		311 citizen	Lime bike blocking driveway, left in front of home.	Forwarded to Lime rep.