Attachment 2 – Summary of 311 Service Requests (SRs) Related to the Pilot Program

Table 1: Summary of 2023 and 2024 e-scooter SRs.

Month	2023 Litter, Debris and Obstruction (LDO) category SRs related to e-scooters	· · ·	2023 Parking Infraction- Sidewalk (PI-S) category SRs related to e-scooters	2024 PI-S category SRs related to e-scooters	2023 Total LDO and PI -S category SRs related to e-scooters	2024 Total LDO and PI -S category SRs related to e-scooters
April	30%	-	7%	-	18%	-
Мау	25%	7%	3%	1%	14%	4%
June	13%	4%	20%	5%	16%	<mark>5</mark> %
July	11%	3%	40%	6%	26%	4%
August	6%	3%	10%	1%	8%	2%
September	4%	4%	2%	0%	3%	2%
October	9%	4%	0%	0%	5%	2%
November	1%	4%	0%	0%	1%	2%
Total	13%	4%	10%	2%	11%	3%

Table 2: 2023 and 2024 e-scooter trip to SR ratio.

Month	2023 Total trips	2024 Total trips	Total e-scooter	2024 Total e-scooter SRs	2023 Trip to SR ratio	2024 Trip to SR ratio
April	31,952	-	67	-	0.002	-
May	41,483	32,855	51	43	0.001	0.001
June	33,426	23,501	61	54	0.002	0.002
July	32,122	32,662	96	49	0.003	0.002
August	26,557	18,077	29	19	0.001	0.001
September	21,068	19,548	12	23	0.001	0.001
October	11,405	13,775	17	20	0.001	0.001
November	1,558	3,450	4	21	0.003	0.006
Total	199,571	143,868	337	229	0.002	0.002

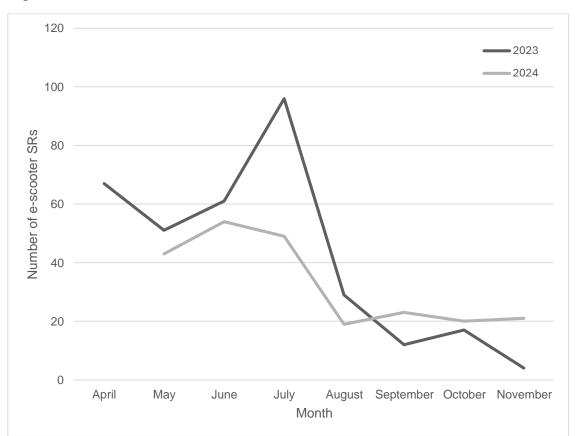


Figure 1: 2023 and 2024 e-scooter SR counts.