

## 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	2024 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%	-
May	25%	7%	3%	1%	14%	4%
June	13%	4%	20%	5%	16%	5%
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%
<b>Total</b>	<b>13%</b>	<b>4%</b>	<b>10%</b>	<b>2%</b>	<b>11%</b>	<b>3%</b>

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

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

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

