

Attachment 3 – Summary of 311 calls related to the Shared Pilot Program

CRM Call Details Relating to E-scooter Inquiries from April 2023 to November 12th, 2023						
Month	# of E-scooter SRs Relating to Litter, Debris and Obstruction	% of E-scooter SRs to Overall Count for Litter, Debris and Obstruction	# of E-scooter SRs Relating to Parking Infraction-Sidewalk	% of E-scooter SRs Relating to Parking Infraction-Sidewalk	Total # Monthly E-scooter SRs Counts	Total % Monthly E-scooter SRs Counts
April	54	30%	13	7%	67	18%
May	45	25%	6	3%	51	14%
June	23	13%	38	20%	61	16%
July	20	11%	76	40%	96	26%
August	10	6%	19	10%	29	8%
September	8	4%	4	2%	12	3%
October	17	9%	0	0%	17	5%
November (1st to 12th)	4	2%	0	0%	4	1%
Total	181	13%	156	10%	337	11%
* E-scooter inquiries is a defined search relating to scooters						

Month	Total # trips	Total # Monthly E-scooter SRs Counts	SRs / trip
April	31,952	67	0.002
May	41,483	51	0.001
June	33,426	61	0.002
July	32,122	96	0.003
August	26,557	29	0.001
September	21,068	12	0.001
October	11,405	17	0.001
November (1st to 12th)	1,558	4	0.003
Total	199,571	337	0.002

