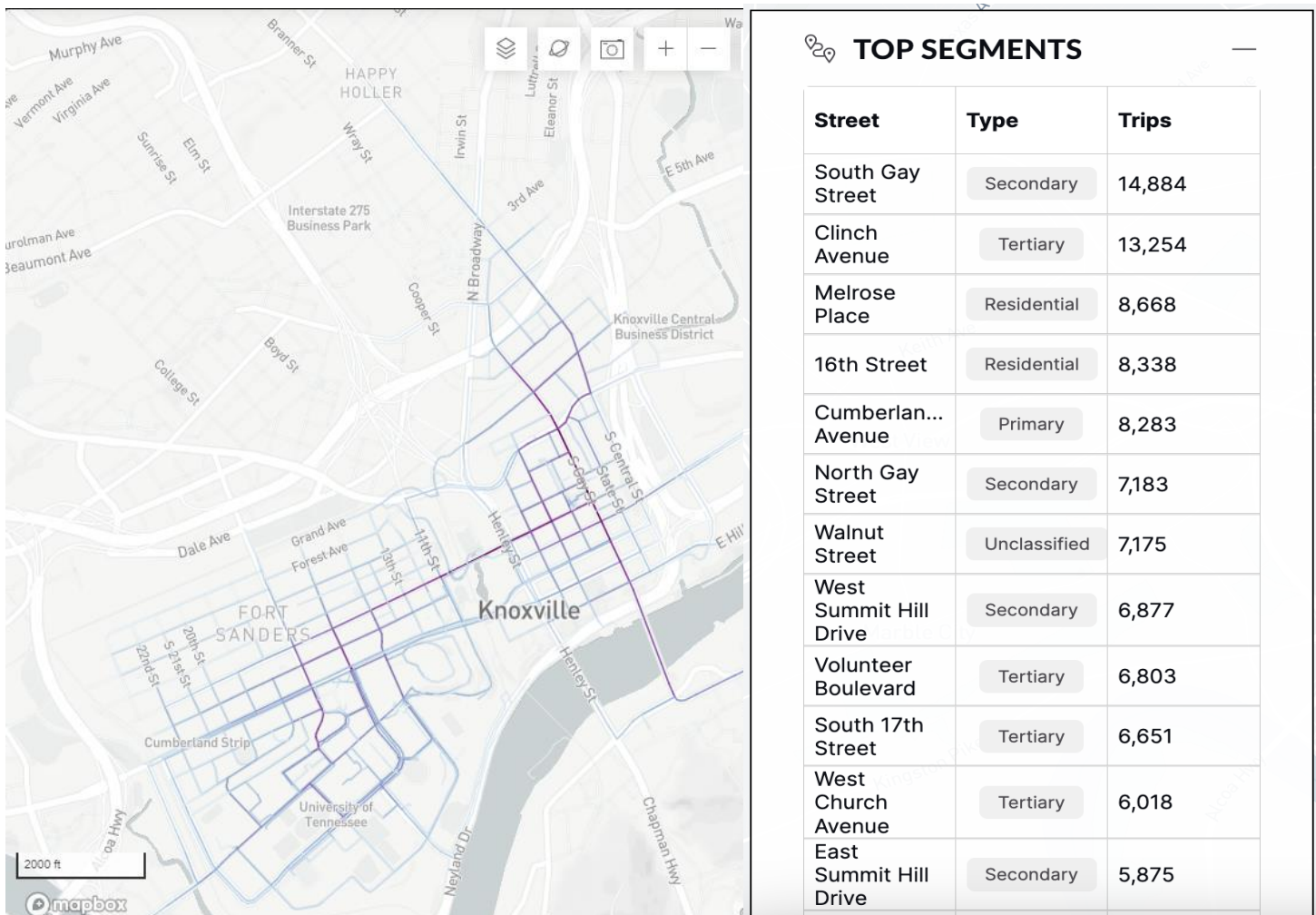




## Summary

This memo provides an update on the City of Knoxville's Micro Mobility/Scooter program under new regulations adopted by City Council on December 15th, 2021. In 2022, there were a total of 130,944 scooter trips and 503 bike trips (averaging 500 combined a day in peak months). We continue to see connective roads such as Gay Street, Clinch Avenue, White Avenue, and North Central Street being the streets of highest scooter use (see heat map below), a trend that suggests that most micro mobility rides are used for point-to-point destination travel. Overall, we believe the micro mobility program offers a safe way for locals and visitors to get around our City in a quiet, low-emission manner. A City staff committee continues to meet on a regular basis to review data and discuss any needed modifications to improve operations.





## Infrastructure Update

The City has installed 6 corrals across our high use areas, with more to come across Downtown and Fort Sanders. Since the corrals have gone into place, we have had far fewer compliance issues from vendors, and 311 complaints of scooters blocking sidewalks have decreased significantly, going from an average of one complaint per week to only about one complaint per month. With the first set of planned corrals in place, we will look to expand the infrastructure to different parts of the operating area, including those that can help scooters serve as a first-mile-last-mile solution to support access to KAT.

## Rider and Vendor Violations

The new ordinance requires vendors to collect nightly all scooters within the Downtown zone and redistribute them into corrals. Each of the vendor apps require riders to take a photo showing proper parking of a scooter or e-bike at the end of the ride. These requirements have significantly reduced the number of improperly placed scooters within the downtown core and elsewhere in the operating area.



Unfortunately, riders sometimes leave scooters where they shouldn't be, and non-compliance reports can be reported both through the vendor apps and to 311. When a violation is reported, a written notice is sent to the appropriate vendor, which has one hour to correct the error and send back a picture of the correction. While the vendors average 5 or less violations from the City in a week, every violation has been corrected within the allowed 1-hour period, and we have not had to issue a fine at this point.



November 21, 2022

**Today's Operator Stats in Knoxville**

These results may be based on incomplete or preliminary data. For the most up-to-date compliance data, please login to [Populus](#).

**Operators With Violations**

2

**Policies With Violations - 2**

There have been violations. To view your city's full list of policies, including those without violations, please visit your [Populus Terminal](#).

**Scooter Vehicle Cap - Operational Area**[Download CSV](#)

Operator	Violations
<a href="#">Link</a>	1

**Service Start**[Download CSV](#)

Operator	Violations
Bird	1
<a href="#">Link</a>	1

The City continues to use Populous as our data aggregator, including policy compliance monitoring. Staff receive daily updates on compliance (example below), which are used to address immediate concerns as well as inform ongoing conversations with vendors to promote greater compliance.

We continue to set the curfew of hours for ridership at 11pm while not allowing them to operate on major roadways, which we believe have been the main factors to our relatively safe program (no injuries requiring KPD or KFD have were reported in 2022). Safety of riders and non-riders is priority number one, and we have continued to make new requirements if any new safety concerns arise. For example, we require an ID age verification process in the app sign-up page to verify that riders meet age requirements, and we have instituted a slow speed zone Downtown during the weekend evening hours to prevent fast riding during busy pedestrian times.

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