

## Overview

**The Portland Bureau of Transportation (PBOT) is currently running a four-month pilot for shared electric scooters (e-scooters), and we want to hear from you!**

Your responses will help PBOT staff determine whether e-scooters contribute to the City's mobility, equity, safety, and climate action goals.

PBOT permitted three companies - Bird, Lime, and Skip - to operate within the city. Unless otherwise prompted, please answer the survey questions based on your experience riding e-scooters from these companies.

It's possible you've received multiple emails from these companies to access this survey. There's no need to take this survey multiple times, limit your response to once per person.

The survey should only take 10 - 14 minutes to complete.

As a thank you, you will have the chance to be entered into a raffle, with multiple prizes, at the end of the survey. Raffle prizes include:

- Four (4) winners will get a \$50 Visa Gift Card
- Four (4) winners will get a \$25 Visa Gift Card

We appreciate you taking the time to take our 2018 survey. Your feedback will help us understand e-scooters' impact on Portland.

Thank you again for your time and responses!

Questions? Email us at [e-scooter@portlandoregon.gov](mailto:e-scooter@portlandoregon.gov).

1. Why did you try e-scooters for the first time, either in Portland or another city? (Select all that apply.)

- Save money on transportation
- Get around more easily, faster
- It's good for the environment
- It looked like fun / curious to try it out
- Other (please specify)

\* 2. Do you live or work in Portland?

- Yes
- No

## Visiting Portland

3. How long was your most recent visit to Portland?

- Less than 24 hours
- 1 - 2 days
- 3 - 4 days
- 5 - 7 days
- Over one week

4. How did you use e-scooters during your visit to Portland? (Select all that apply)

- Shopping
- Restaurant
- Sightseeing
- Recreation
- Transportation
- Exercise
- Other (please specify)

5. During your visit, did you use shared e-scooters to access a bus, MAX, or streetcar?

- No
- Yes - 1 to 2 times
- Yes - more than 3 times

6. Think about your last ride on an e-scooter in Portland. If a shared e-scooter had not been available, how would you have gotten around? (Select only one.)

- Walked
- Taken a Bus/ MAX/ Streetcar
- Driven a personal vehicle, carshare vehicle, or other motor vehicle
- Taken a taxi, Uber, or Lyft
- Ridden as a passenger in a vehicle and dropped off by a friend, family member, or other person
- Ridden a personal e-scooter
- Ridden BIKETOWN
- Ridden a personal bike
- Would not have taken trip
- Other (please specify below)

## Trips and Travel Behavior

7. How often do you ride e-scooters?

- I've never ridden e-scooters
- I've only ridden once
- Occasionally, but less than once per week
- 1-3x per week
- 3-6x per week
- Daily
- More than 1x per day

8. How often do you use e-scooters to access a bus, MAX, or streetcar?

- Never
- Occasionally, but less than once per week
- 1-3x per week
- 3-6x per week
- Daily
- More than 1x day

9. What are the top three trip types for which you use shared e-scooters? (Rank your top three trip types.)

	First	Second	Third
Go to or from work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go to or from a Bus/ MAX/ Streetcar stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go to or from school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social/entertainment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go to or from a restaurant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get exercise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For fun/recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping or errands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go to or from a work-related meeting/appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

## Trips and Travel Behavior (continued)

10. Thinking about your most recent e-scooter trip, why did you choose to take an e-scooter? (Select all that apply.)

- It was the fastest and most reliable
- It was less expensive than other ways to get there
- Didn't want to get sweaty
- Parking is difficult at that time/destination
- No bus/train at that time/destination
- Don't have a car
- It was just for fun
- Other (please specify below)

11. If an e-scooter had not been available for your last trip, how would you have made that trip? (Select only one.)

- Walked
- Taken a bus/ MAX/ Streetcar
- Driven a personal vehicle, carshare vehicle, or other motor vehicle
- Taken a taxi, Uber, or Lyft
- Ridden as a passenger in a vehicle and dropped off by a friend, family member, or other person
- Ridden a personal e-scooter
- Ridden BIKETOWN
- Ridden a personal bike
- Would not have made this trip
- Other (please specify below)

12. Still thinking of your most recent e-scooter trip, how did you get to the e-scooter that you rode? (Select only one.)

- Walked
- Took a Bus/ MAX/ streetcar
- Drove a personal vehicle, carshare vehicle, or other motor vehicle
- Took a taxi, Uber, or Lyft
- Rode as a passenger in a vehicle and dropped off by a friend, family member, or other person
- Rode personal bike
- Rode a BIKETOWN bike
- Other (please specify below)

## Trips and Travel Behavior (continued)

13. If you work or attend school, what is your work or school zip code? (Enter a 5-digit ZIP code; for example, 97212.)

14. Before using e-scooters, I....

	Never	Less than 1x per week	1-2x per week	More than 3x per week	Daily
Walked	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Took Bus/MAX/ Streetcar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drove a car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Took Taxi, Uber, Lyft	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Took Zipcar, Car2go, ReachNow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Biked (using personal bicycle)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rode BIKETOWN	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Since first using shared e-scooters, how has your use of the following options changed? (If your behavior hasn't changed or if you never used one of the below options, select "About the same".)

Since first using shared e-scooters, I...

	Less often	About the same	More often
Walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus/MAX/ Streetcar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drive a car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxi, Uber, Lyft	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zipcar, Car2go, ReachNow, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bike (using personal bicycle)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BIKETOWN	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Have you reduced the number of automobiles you (or your family) own because of e-scooters?

- Yes
- No
- No, but I've considered it.
- N/A, I didn't own an automobile before using e-scooters and currently don't own one.

## Program improvements

17. What changes would encourage you to use e-scooters more often? (Select all that apply.)

- More e-scooters available
- E-scooters in surrounding cities (e.g. Beaverton, Gresham, Milwaukie)
- Lower cost
- E-scooters with seats
- Safer places to ride (e.g. bike lanes or paths separated from vehicles)
- Longer battery life
- Different e-scooter design (e.g. more stable)
- None of these changes would encourage me to use e-scooters more often

Other (please specify)

## Education

**The following questions will help us understand how we did educating the public on laws related to e-scooter use.**

18. Which of the following are laws related to e-scooters in Portland? (Select all that apply.)

- All users must wear a helmet when riding an e-scooter
- E-scooters are not allowed to ride on the sidewalk
- E-scooters are not allowed to ride in the street
- E-scooters are not allowed to ride on the waterfront trails
- E-scooters are not allowed to ride or park in Portland Parks
- I don't know what the e-scooter laws are in Portland or Oregon
- None of the above

19. How did you learn about e-scooter laws? (Select all that apply.)

- Through the companies' e-scooter apps
- Community event
- PBOT flyer on e-scooter
- On e-scooter vehicle
- Social media
- Googled it (Or used another search engine)
- Newspaper, blog, magazine, radio/TV news
- From a friend, family member, co-worker
- From an e-scooter representative
- PBOT website
- I don't know what the e-scooter laws in Portland or Oregon
- Other (please specify)

## Tell us about yourself

20. In what year were you born? (enter 4-digit birth year; for example, 1976)

21. Please identify your race/origin by selecting all that apply.

- White** - German, Irish, English, Italian, Lebanese, Egyptian, etc.
- Black or African American** - African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, etc.
- American Indian or Alaska Native** - Navajo Nation, Blackfeet Tribe, Mayan, Aztec, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, etc.
- Chinese**
- Filipino**
- Asian Indian**
- Vietnamese**
- Korean**
- Japanese**
- Native Hawaiian**
- Samoan**
- Chamorro**
- Other Asian or Pacific Islander** - Pakistani, Cambodian, Hmong, Tongan, Fijian, Marshallese, etc.
- Mexican** - Mexican American, Chicano, etc.
- Puerto Rican**
- Cuban**
- Some other Hispanic, Latino, or Spanish origin** - Salvadoran, Dominican, Colombian, Guatemalan, Spaniard, Ecuadorian, etc.
- Other (please specify)

22. What gender do you identify with?

- Man
- Woman
- Transgender
- Non-Binary
- Don't know
- Prefer not to answer

23. What is your home zip code? (Enter a 5-digit ZIP code; for example 97212.)

\* 24. Do you identify with having or living with a disability?

- Yes
- No
- Prefer not to answer

## Tell us about yourself (continued)

25. Please describe the nature of your disability. Check all that apply:

- Mobility or dexterity (e.g. walking, climbing stairs)
- Visual (e.g. blind, low vision)
- Deaf or hard-of-hearing
- Speech or communication
- Other (please specify)

## Tell us about yourself (continued)

26. What is your income?

- Under \$15,000
- Between \$15,000 and \$29,999
- Between \$30,000 and \$49,999
- Between \$50,000 and \$74,999
- More than \$75,000

27. What is your highest level of education?

- Some high school
- High school degree
- Some college
- Technical Degree
- 2-year degree
- College degree/4-year degree
- Some Post graduate
- Master's Degree
- Doctorate
- Other (please specify)

## A few more questions

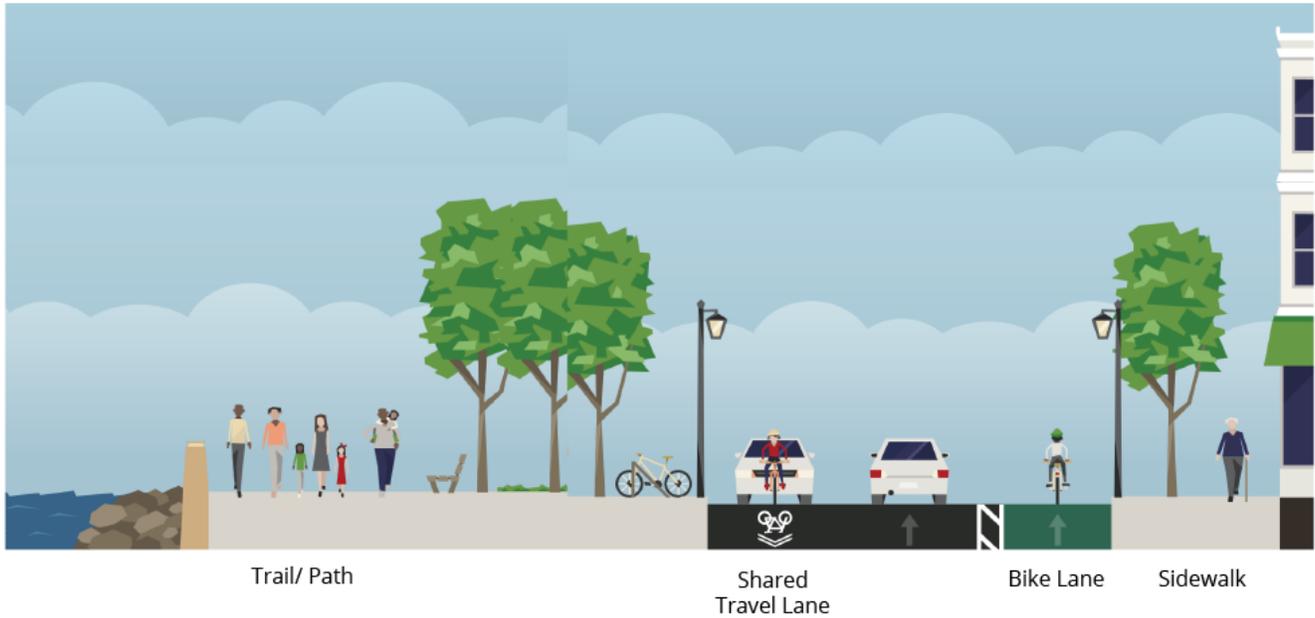
\* 28. Thank you for taking the time to answer our survey questions. We have eight additional questions for you.

Are you willing to continue?

- Yes
- No, thank you

## Travel Behavior

Refer to this image for the next two questions below.



29. Where do you typically ride e-scooters? (The image above shows different places where you might ride an e-scooter.)

	Never	Sometimes	About half the time	Most of the time	Always
Sidewalk	<input type="radio"/>				
Bike lane on the street	<input type="radio"/>				
Shared travel lane (same lane used by cars)	<input type="radio"/>				
Trail/path (e.g. Waterfront Park, Eastbank Esplanade, I-205 Path)	<input type="radio"/>				

30. Where do you prefer to ride an e-scooter? 1 = first choice, 4= last choice (The image above shows different places where you might ride an e-scooter.)

<input type="checkbox"/>	<input type="checkbox"/>	Sidewalk
<input type="checkbox"/>	<input type="checkbox"/>	Bike lane on the street
<input type="checkbox"/>	<input type="checkbox"/>	Trail/Path (e.g. Waterfront Park Trail, Eastbank Esplanade I-205 Path)
<input type="checkbox"/>	<input type="checkbox"/>	Shared travel lane (same lane used by cars)

31. How often do you wear a helmet when riding an e-scooter?

- Never
- Rarely
- Sometimes
- Usually
- Always

## User Experience and Customer Service

**For these questions, please rate each e-scooter feature on a scale of 1 to 4, where 1 is Poor and 4 is Excellent.**

32. Rate your overall riding experience from the following companies:

	1 (Poor)	2	3	4 (Excellent)	Not sure or N/A
Bird (Black scooters)	<input type="radio"/>				
Lime (Green scooters)	<input type="radio"/>				
Skip (Blue/yellow scooters)	<input type="radio"/>				

33. Rate your experience receiving customer service from the following companies:

	1 (Poor)	2	3	4 (Excellent)	Not sure or N/A
Bird (Black scooters)	<input type="radio"/>				
Lime (Green scooters)	<input type="radio"/>				
Skip (Blue/yellow scooters)	<input type="radio"/>				

## User Experience and Customer Service (continued)

34. How likely are you to recommend shared e-scooters to a friend?

- Extremely likely
- Very likely
- Somewhat likely
- Not so likely
- Not at all likely

35. If the shared e-scooter program continues in Portland, how often do you think you'll use e-scooters in the future?

- Less than 1x week
- 1-3x week
- 3-6x week
- Daily
- More than 1x day

36. Do you have any additional feedback or recommendations regarding the e-scooter program?

## Raffle Entry

37. Thank you for taking our survey! If you would like to be entered into the raffle, please enter your email address below.

Email: