



News Release

For Immediate Release: November 8, 2019

Durham Seeks Feedback on Scooter Program

[English](#) and [Spanish](#) Online Surveys Now Available Through December 2

DURHAM, N.C. – Whether you love ‘em or not...now is your chance to give your feedback on the City of Durham’s Scooter Program.

The City’s scooter program launched in June 2019, and since then a little over 174,000 trips have been taken on the approximately 600 scooters in circulation. As part of the program evaluation, the City’s Transportation Department is asking residents, business owners, and visitors to provide feedback on the program through their online survey, which is now available in [English](#) and [Spanish](#) and will be open until the end of business on Monday, December 2.

As an early adopter of an ordinance regulating shared active transportation systems such as scooters, Durham has experienced the benefits of the system as well as the challenges, according to Transportation Planner Evan Tenenbaum. “This survey asks our community to share whether they have used the scooters, what they like and dislike about the program, potential changes they’d like to see made to the program, and other feedback,” Tenenbaum said. “The results will be evaluated by our department and used to inform future program recommendations, so we really want to hear from everyone about what they think so we can better craft this program to help meet Durham’s growing transportation needs.”

In October 2018, the Durham City Council approved an ordinance change establishing the initial Shared Active Transportation regulation and permit process, and earlier this spring, three companies were approved for operation. [Lime](#), [Spin](#), and [Bird](#) were issued a one-year permit, starting in June 2019, to operate a scooter fleet limited to 200 scooters throughout the city limits. The scooters can be unlocked using an app or phone, and the cost is usually \$1 to start plus a small fee per minute.

For more information about the scooter program, as well as how to access the scooters without a smartphone or credit card, visit the department’s [Shared Active Transportation webpage](#) or contact Tenenbaum at (919)-560-4366, ext. 36400 or Evan.Tenenbaum@DurhamNC.gov

About the City of Durham Transportation Department

The [Transportation Department](#) is responsible for a broad range of transportation services which includes traffic signs and signals, transportation planning, [parking operations](#), street lighting, taxicab administration, and bicycle and pedestrian planning. The department also oversees [GoDurham](#) and [GoDurham ACCESS](#) and leads planning functions for the [Durham-Chapel Hill-Carrboro Metropolitan Planning Organization](#) (DCHC MPO), which is the regional organization that is responsible for planning and programming state and federal transportation projects in the urbanized areas of Durham, Orange, and Chatham counties. Guided by the City’s [Strategic Plan](#), the department helps to strengthen the foundation, enhance the value, and improve the quality and sustainability of neighborhoods that are necessary for a strong and diverse community. For more information, follow the department on [Twitter](#).

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