

# Hoboken E-Scooter Survey Report

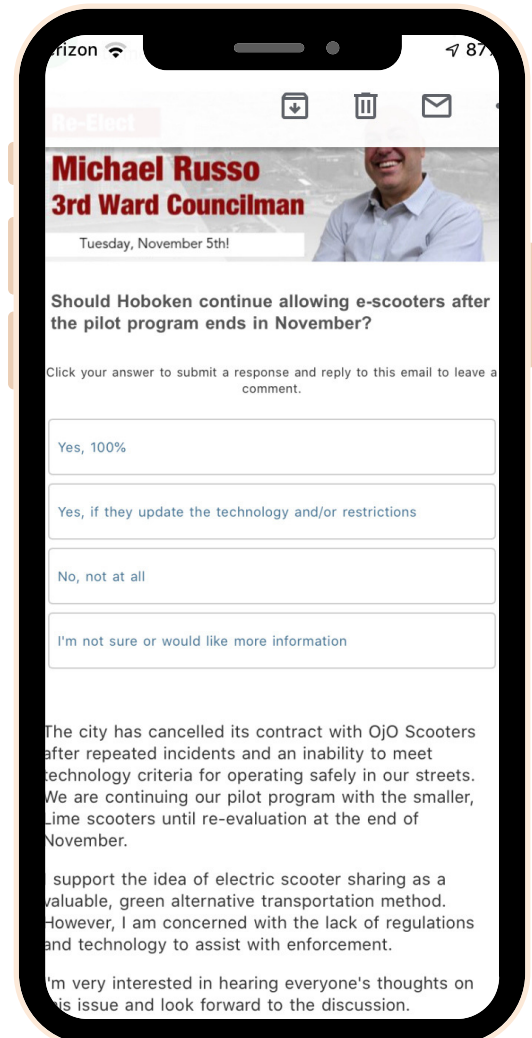
**3,118**  
**Respondents**

**Councilman Michael Russo**  
used Involved to gather  
feedback on Lime's electric  
scooter pilot program

## QUESTION

**Should Hoboken continue allowing e-scooters after the pilot program ends in November?**

- **Yes, 100%**
- **Yes, if they update technology and/or restrictions**
- **No, not at all**
- **I'm not sure or would like more information**



**INVOLVED**

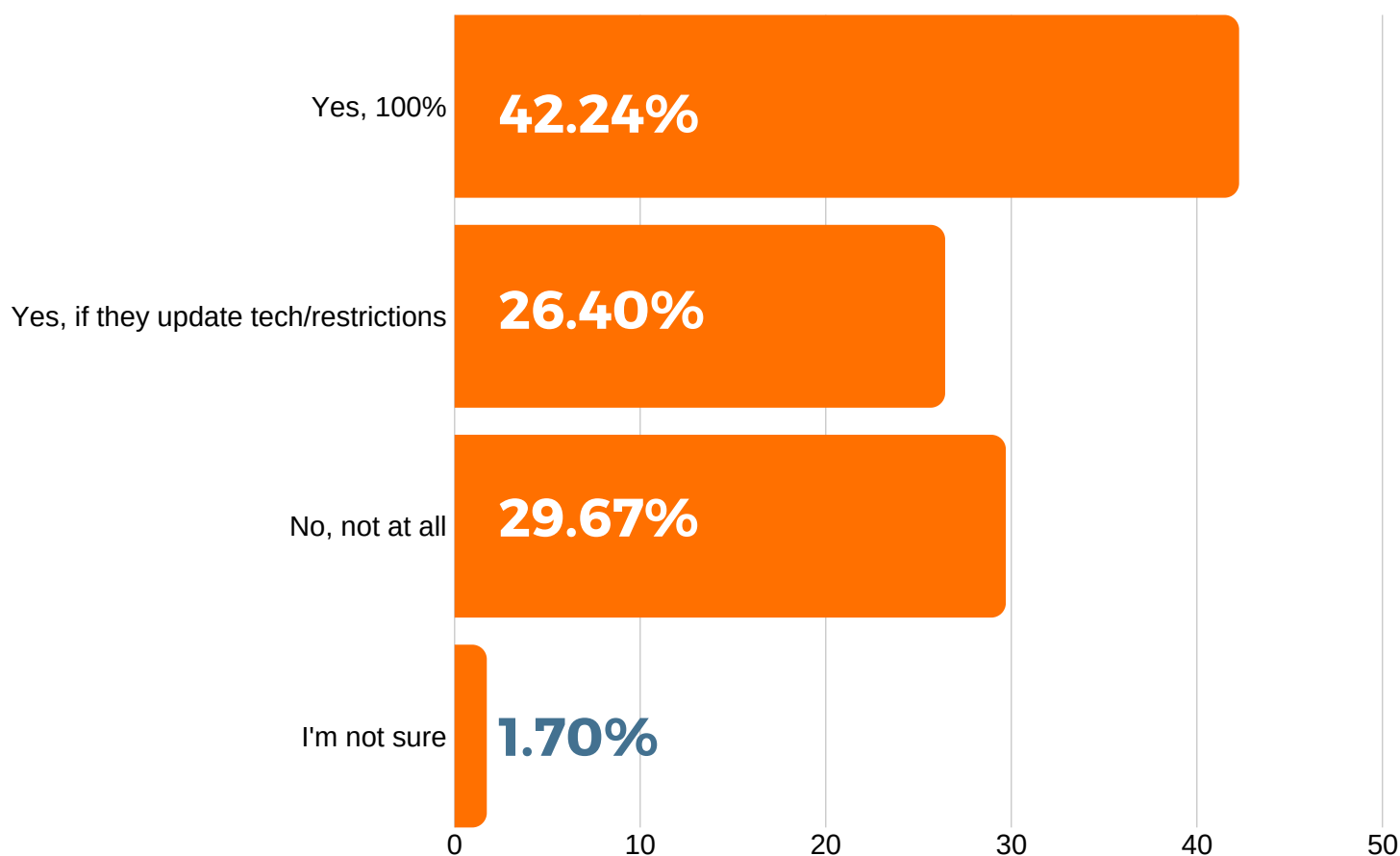
**An online survey tool for local government**

# QUESTION

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**Should Hoboken continue allowing e-scooters after the pilot program ends in November?**

**Total Responses: 3,118**



# RESIDENTS WANTED TO VOICE THEIR OPINION

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**28%**

**Email response rate**

**40%**

**Left comments**

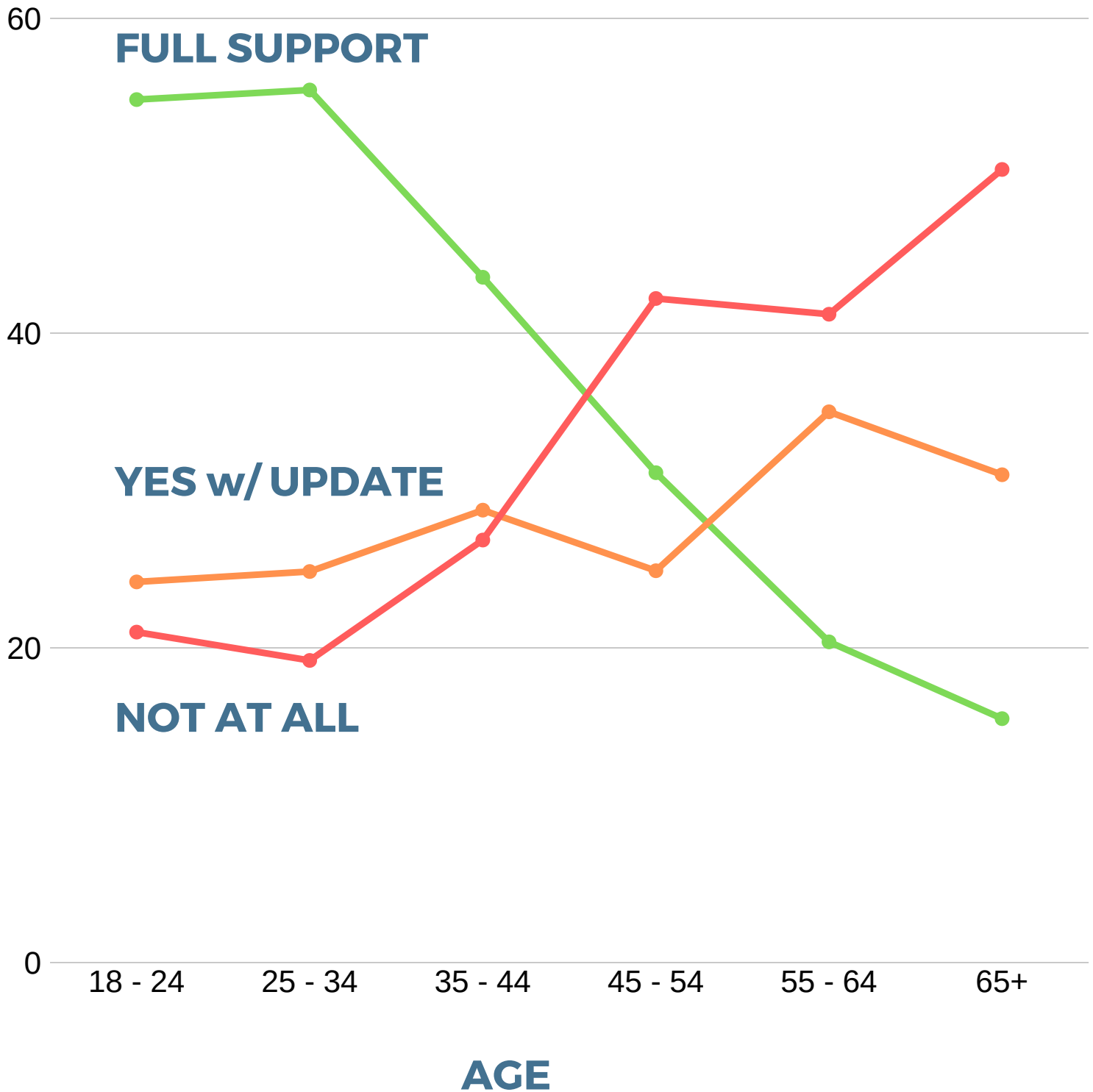
**93**

**Pages of comments**

**2.8**

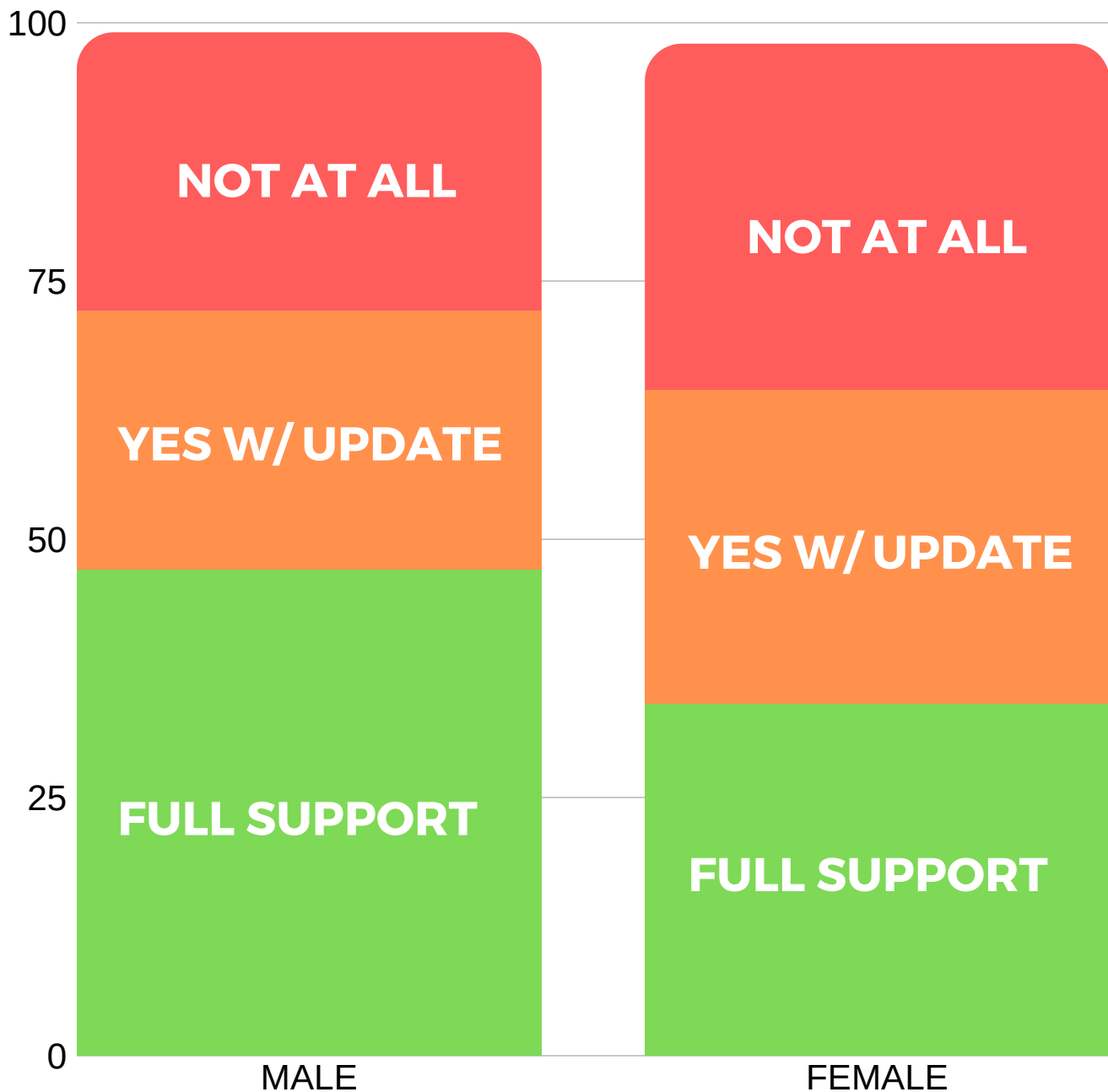
**Average sentences per  
comment**

# AGE IS INVERSELY RELATED TO SUPPORT



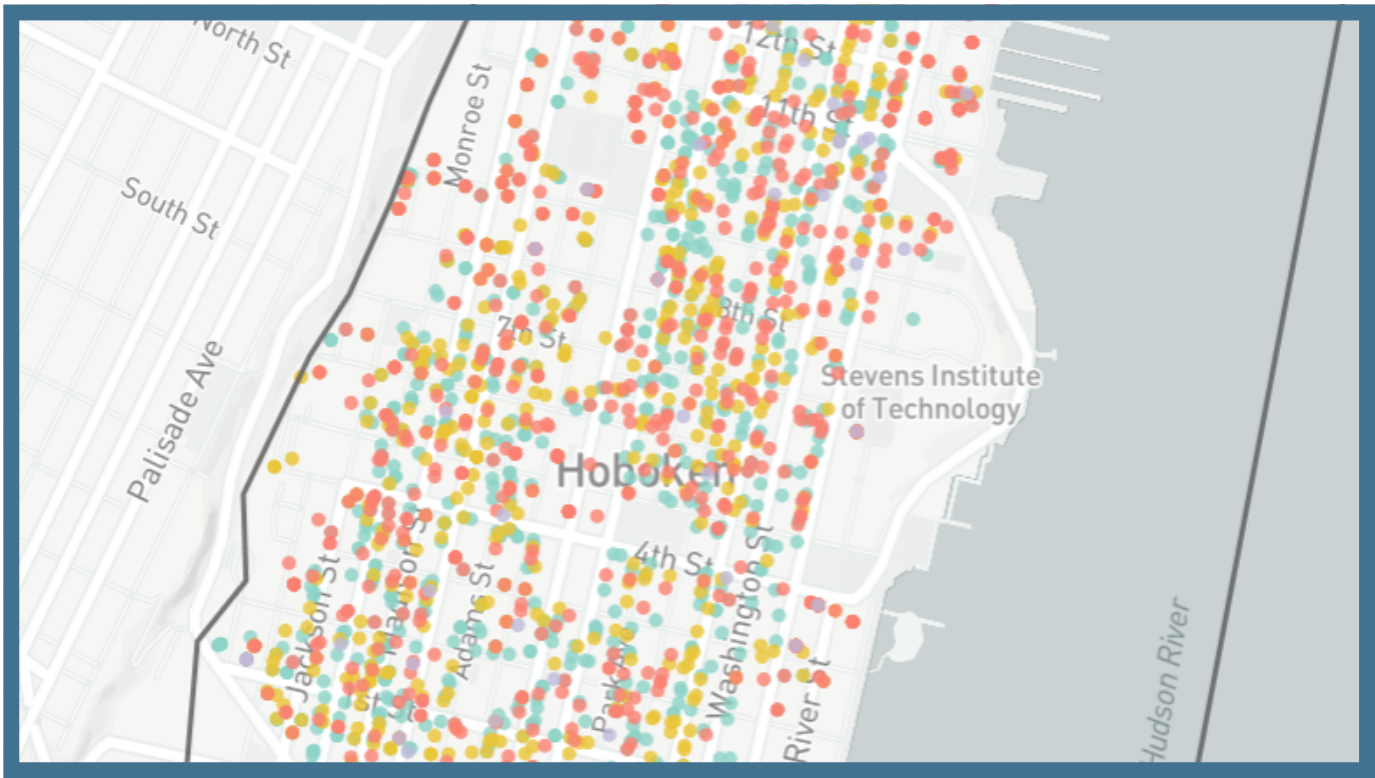
# MALES ARE SLIGHTLY MORE IN FAVOR

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# SCOOTER RIDERS ARE NOT JUST TOURISTS

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**80%** of respondents verified as Hoboken residents

**2.4%** of comments mention commuting

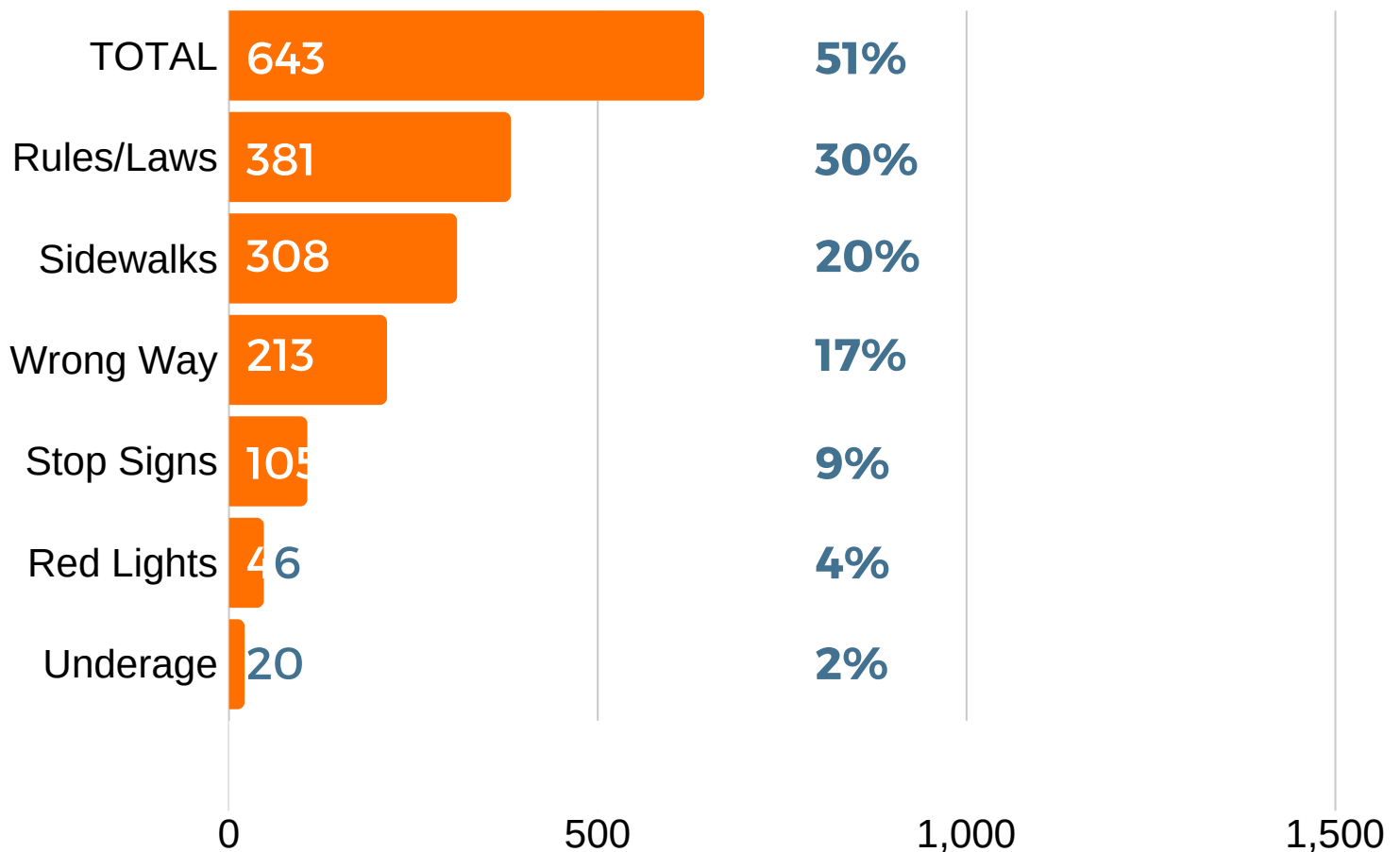
"The scooter has absolutely **changed my commute for the better**, as well as my ability to quickly go see friends, shop places I would normally just buy online or go eat out instead of cooking or ordering online."

"The scooters have **made my commute far easier** and more convenient. It cuts a trip to the path that normally required a 30 minute walk or an Uber ride to a quick, convenient, 5 minute scoot. It also enables all sorts of fast trips to stores and cafes that I would have normally done in a car."

# #1 ISSUE IS SCOOTERS NOT FOLLOWING THE RULES OF THE ROAD

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Number of comments that mention breaking the rules:

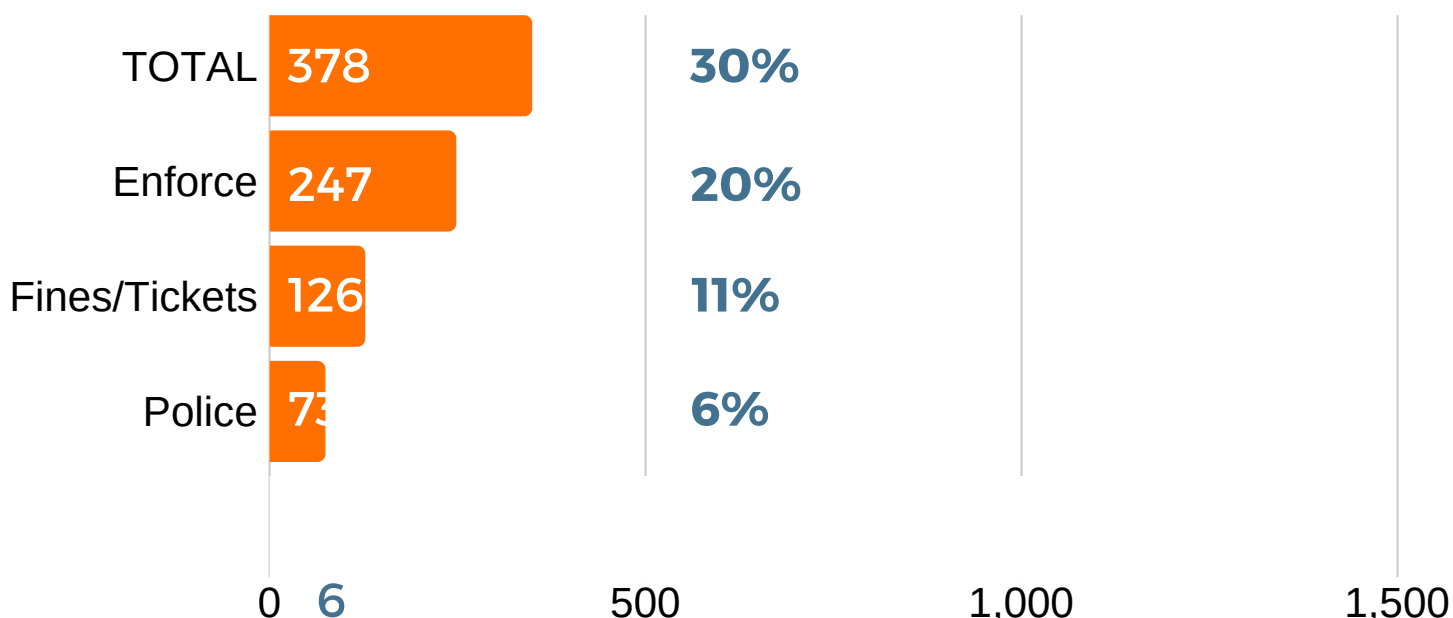


“E-scooters ride on sidewalks and are a [danger to pedestrians](#), they do not observe the rules of the road, they go against traffic, they do not stop at red lights, in other words we will be much safer without them.”

# EVERYONE AGREES THAT ENFORCEMENT NEEDS TO IMPROVE

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Number of comments that mention more enforcement:



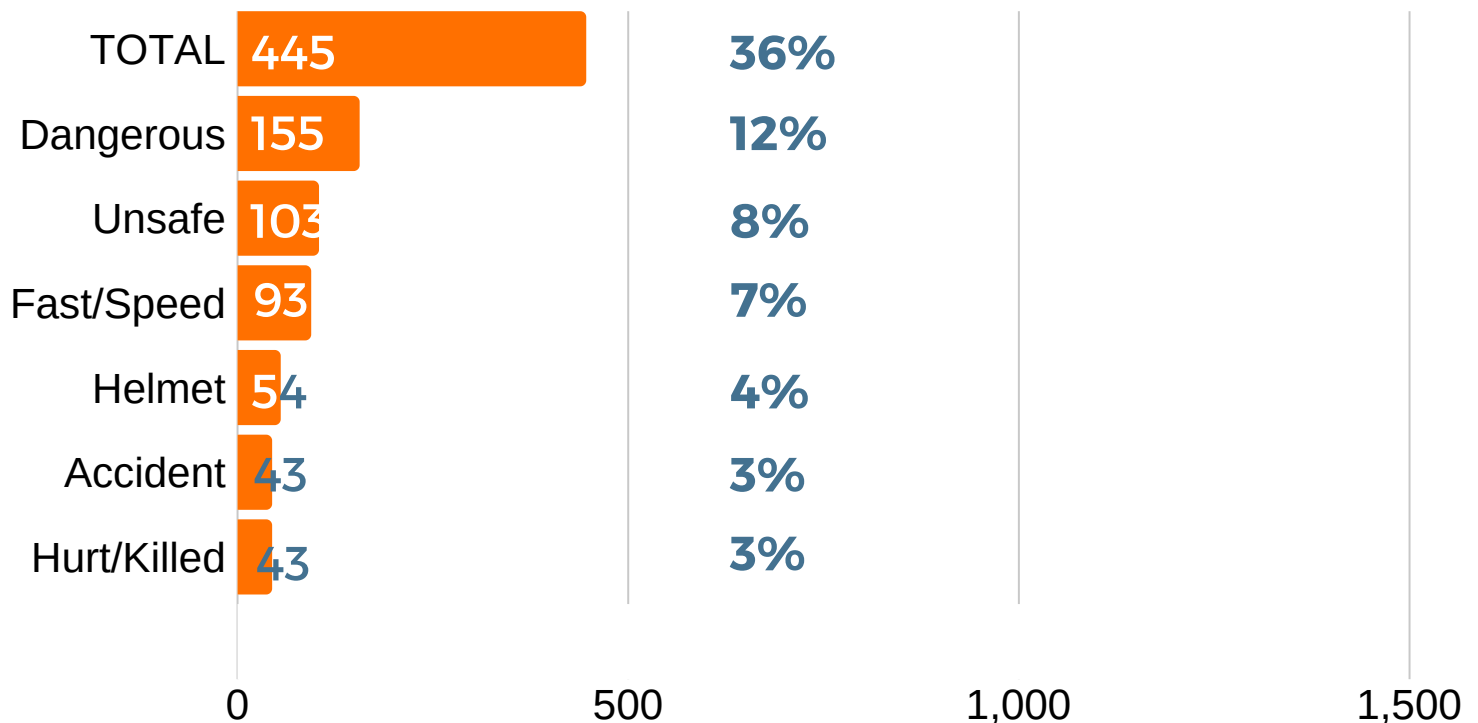
**A common opinion is wanting to see program continue if enforcement could improve**

“..everyone is for the e-scooters but [there needs to be more regulation](#). While it is great that Lime will try to use technology to enforce some rules, the onus is on the rider and there should be consequences for those that fail to obey the rules. If a person breaks a traffic rule driving a car, it's not the automaker's fault or responsibility, it's the driver who is at fault and penalized if caught. The same should apply to e-scooter riders”



# SAFETY IS THE SECOND BIGGEST ISSUE AFTER TRAFFIC VIOLATIONS

Number of comments that mention safety:



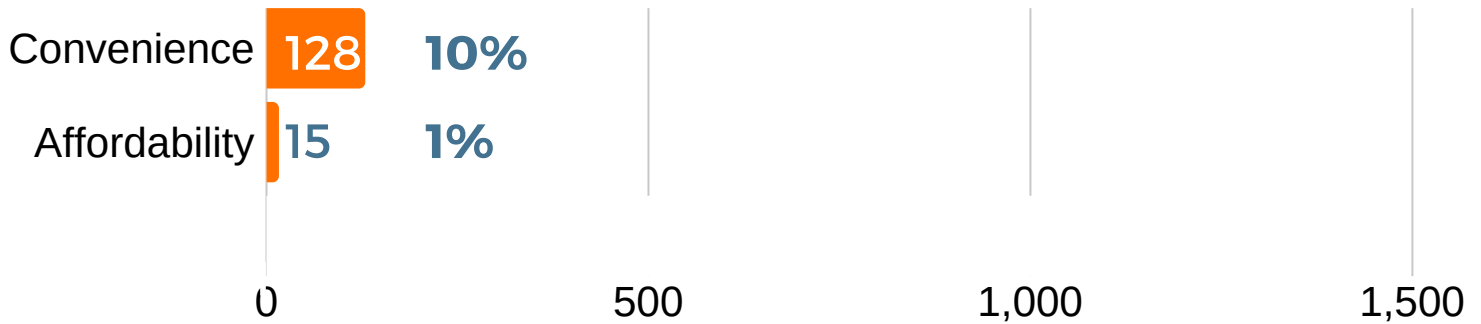
## Many commenters left personal anecdotes about being hit or nearly hit

"As a healthcare professional - the injuries I have treated are a nightmare and there will be many more to come ! Nearly 99% don't wear helmets . [Spend one day at a head trauma unit and you will get these scooters off the road.](#)"

"I have [seen multiple accidents and have almost been involved in one](#), when a scooter driver took a left turn against the traffic while I was crossing the street"

# CONVENIENCE IS THE PRIMARY REASON FOR SCOOTER SUPPORT

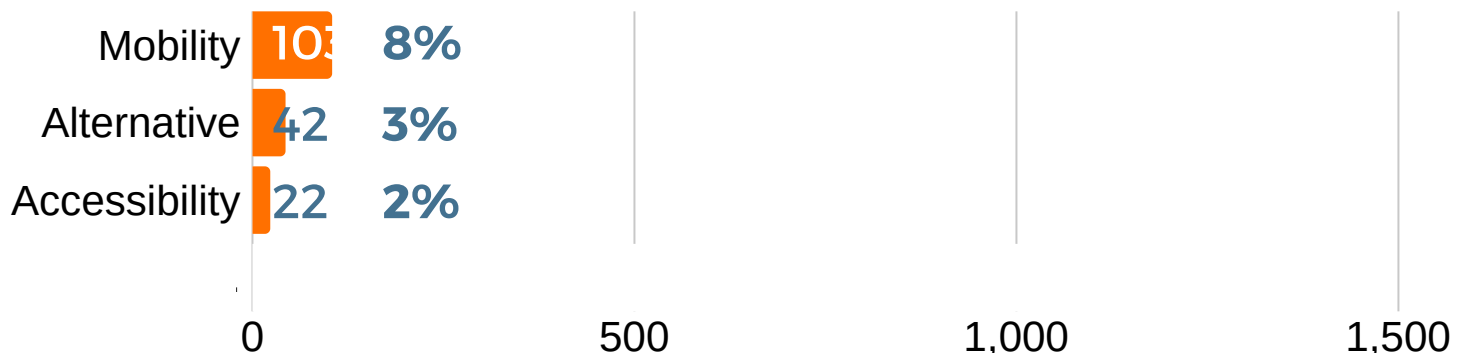
Number of comments that mention convenience:



"scooters are the best thing that has happened to Hoboken in a very long time. i live at the back of town and find it much more [convenient](#) to scoot uptown and I've been [shopping locally](#) more because of this. please keep the scooters!"

## FOLLOWED BY INCREASED MOBILITY AND ACCESSIBILITY

Number of comments that mention mobility:

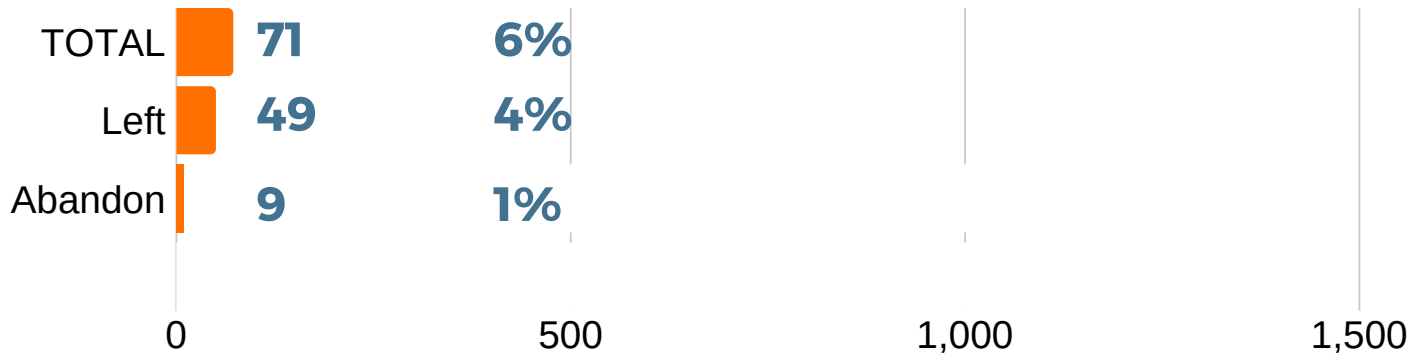


"Yes. It made going around Hoboken real easy, plus it helped with [less cars](#) in the city, less congestion, less pollution. So I think the e-scooters are helping the [mobility](#) overall in our community."

# SCOOTER PLACEMENT IS OFTEN A HAZARD

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Number of comments that mention scooter placement:



"The scooters are treated like [disposable transportation](#) with no limits or restrictions. On both sidewalks and the street. I have seen several left on the private property of our apartment building, left in the front courtyard"

"being able to leave them anywhere is my biggest complaint. They are a blight, [dangerous](#) to disabled people, and I fail to understand how it is different than [littering](#)."

## Some suggest more designated spots as solution

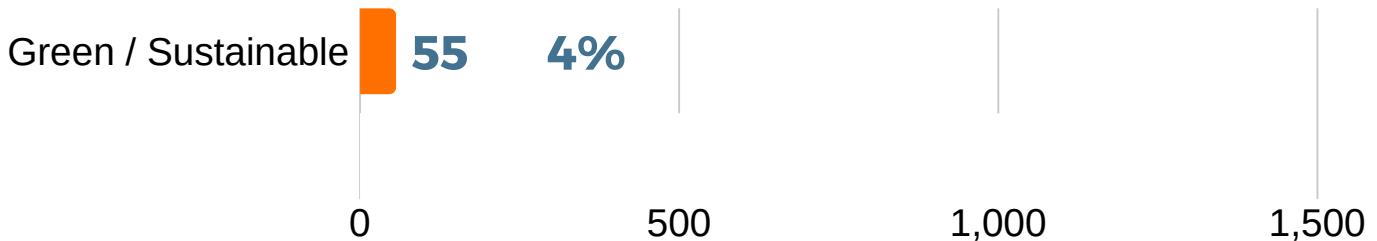
"Simply having marked Lime parking areas will [encourage people to return scooters](#) to those locations. Creative pavement markings and signage may be necessary. ZipCar is a good example of a successful program."

"It bothers me when the scooters are just left all over the sidewalk. [Designated spaces](#) should be made every few blocks. "

# GREAT ALTERNATIVE, GREEN OPTION....

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Number of comments that mention green or sustainable:



"They [reduce traffic](#), don't pollute the air and are cheaper than everything else."

"Fantastic, [sustainable and green](#) transit solution is a great way to show Hoboken's progressive outlook"

## BUT IS IT?

"Considering scooters a "green alternative" is not accurate. While traveling by scooter is greener than driving a car, it's [worse than biking, walking or taking a bus](#) (the transportation modes that scooters replace)."

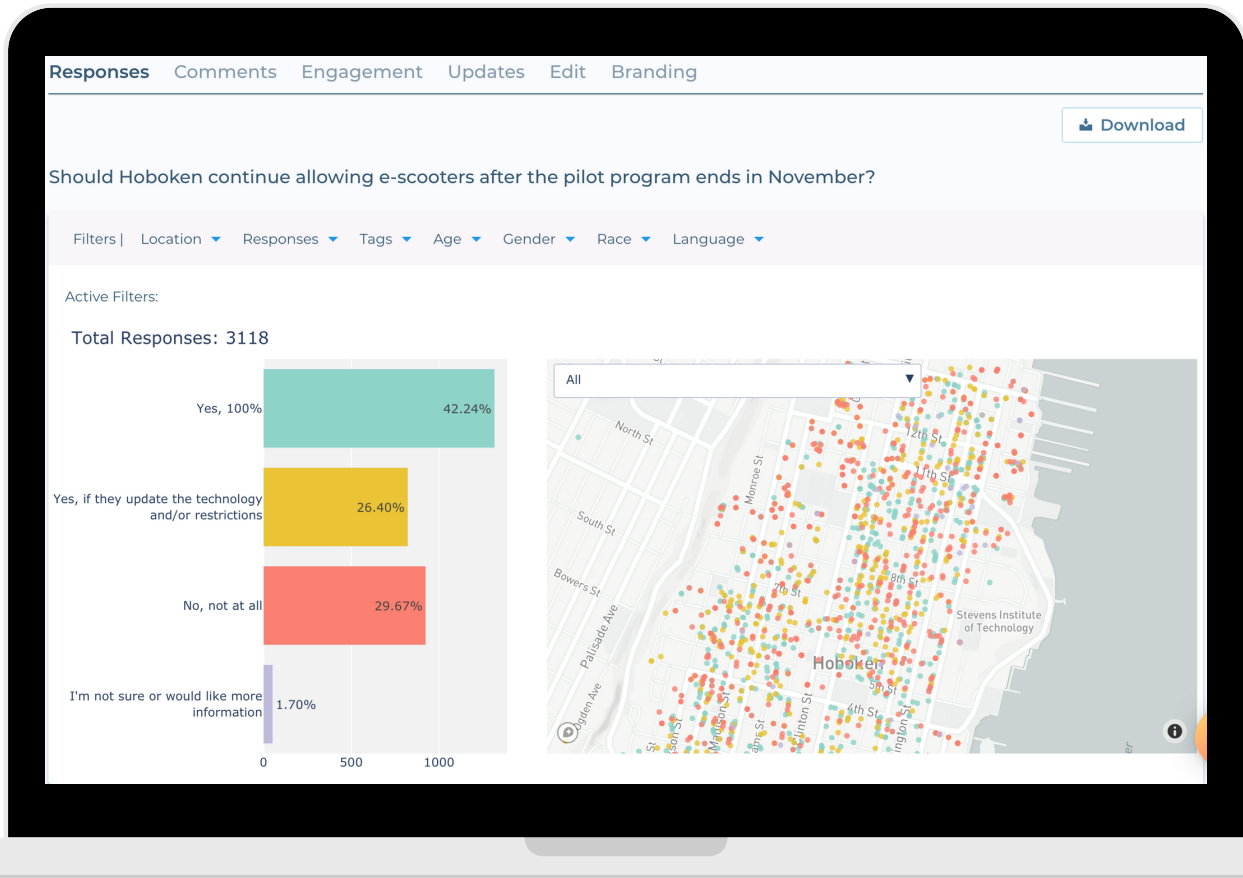
"The green argument is, in the parlance of other industries, "green washing." ... They have a [short lifespan](#) and therefore contribute to a significant amount of waste."

"Hoboken is [only 1 square mile](#). You can travel between any two points in town by the slowest means of transportation (walking) in under 25 minutes."

# SUGGESTED IMPROVEMENTS

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- Increased police presence/ticketing
- Enforce one way street directions with geo-fencing
- More designated spaces for scooters
- Improve infrastructure with bike lanes
- Mandatory online training or licensing
- Assign numbers to each scooter and set up a hot line or report button
- Lower the top speed
- Restrict scooters to residents only
- Do not allow after dark due to poor lighting
- Automatic fine from Lime when scooter not left properly
- Restrict underage with mobile app
- Include a rear-view mirror



"Thank you for conducting this survey! I have a young child and see the risks of scooters."

"Thank you for asking. There will always be issues with the implementation of a new program but the scooters are great.."

"Thank you for looking into this. Born and raised Hoboken citizen."

"Thank you for the opportunity to provide feedback!"

"Happy to discuss any of these items with you. Thank you!"

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