



THE COUNCIL OF
THE CITY OF NEW YORK

ADRIENNE E. ADAMS
SPEAKER

CITY HALL
NEW YORK, NY 10007

TELEPHONE
(212) 788-7210

October 7, 2024

Commissioner Ydanis Rodriguez
NYC Department of Transportation
55 Water Street
New York, NY 10041

Dear Commissioner Rodriguez:

I am writing to express my profound concerns about the Department of Transportation's implementation of its E-Scooter Share program in Southeast Queens, due to the impact it is having on the safety of community residents. Since the program's inception, my constituents have consistently raised questions and concerns about the safety hazards created when e-scooters are frequently left on sidewalks and streets, obstructing pedestrians and all road users. The lack of orderly operation and enforcement when e-scooters are left on public streets and sidewalks with reckless abandon must be urgently addressed. I am requesting a reset of the department's E-Scooter Share program in Southeast Queens to ensure the necessary protocols and protections are enacted to prioritize the safety of all residents, while supporting local transportation needs.

For months, my constituents have witnessed and shared many accounts of e-scooters being left on sidewalks and streets, as well as in front of homes, driveways, businesses, places of worship, and beyond. These obstructions of walkways and roadways have impacted residents' abilities to enter buildings and homes, cross streets, and navigate our streetscape. These conditions present potential hazards, especially to older adults and people with disabilities in neighborhoods.

While e-scooters are supposed to be docked at parking corrals located throughout the service area, in reality, they are too often chaotically left scattered on public and private spaces throughout Southeast Queens. Without strong regulation and enforcement by DOT focused on the companies responsible for operating these devices, the established parking corrals are rendered ineffective and pointless. This undermines public safety and quality of life in neighborhoods. For the program to be successful, there must be clear guidelines, signage, and enforcement of these corporations to prevent e-scooters from being left in inappropriate places.

As the city agency tasked with regulating and overseeing the E-Scooter Share program, DOT must take greater responsibility for monitoring the practices of the three private e-scooter companies operating in Southeast Queens: Lime, Bird, and Veo. While all stakeholders must be part of the solution, DOT should be actively leading efforts to

address residents' concerns and hold the companies accountable for persistent safety issues created by their operations.

There must also be robust and consistent community engagement when the City introduces a new program, like this, within a neighborhood that can impact local residents' quality of life. DOT should listen to and consider the needs of community residents, and adjust implementation to ensure issues are quickly and sufficiently resolved.

For all these reasons and more, I am requesting a reset of this program in Southeast Queens, including an immediate operational pause in the service area to properly address these many outstanding issues. This is a necessary step to curb the dysfunctional implementation that has undermined its success to establish a rational program.

Along with my fellow elected representatives of the affected areas and community stakeholders, I look forward to working collaboratively with you and the department to help meet the transportation and safety needs of all Southeast Queens residents. I appreciate your attention to this matter, and I look forward to your response.

Sincerely,



ADRIENNE E. ADAMS
Speaker
New York City Council
District 28, Queens

cc: Hon. Gregory W. Meeks, U.S. Representative, District 5
Hon. Donovan Richards, Queens Borough President
Hon. Leroy Comrie, NYS Senate, District 14
Hon. Alicia Hyndman, NYS Assembly, District 29
Hon. Clyde Vanel, NYS Assembly, District 33
Hon. Selvena N. Brooks-Powers, NYC Council, District 31
Hon. Dr. Nantasha Williams, NYC Council, District 27
Lime
Veo Micromobility
Bird
Nicole Garcia, Queens Borough Commissioner, Department of Transportation