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Engl 2311: Technical and Business Writing

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AUDIENCE ANALYSIS: Adults of both genders who have ridden a scooter or a bicycle in the past. They own a cell phone and are tech savvy but have not use an e-scooter. They are newcomers or tourists to Austin.

## **From here to there: How to use a scooter in Austin**

### **Welcome to Austin!**

Dear visitors, we are glad you are visiting, and we wish you enjoy your time. As you have probably seen by now, there are scooters everywhere, aimed to fill your transportation needs. This manual aims to assist you if you have never used an e-scooter before and to facilitate how to get one, how to ride, and how to park it. People can rent scooter from different rental companies in Austin. These instructions will cover the basics and should fit all companies' scooters, but there may be some differences such as handle bars' layouts and costs of using the scooter.

## TOOLS AND EQUIPMENT REQUIRED

- Cell phone
- Credit card
- Helmet

## Knowing it Better

Electronic scooters can go as fast as 20 mph (Goard). They have different colors, but they all have a handle bar with breaks and accelerator, a deck plate to stand – some models have a seat – and a QR Code.

The basic components of the scooter can be seen in Image 1.

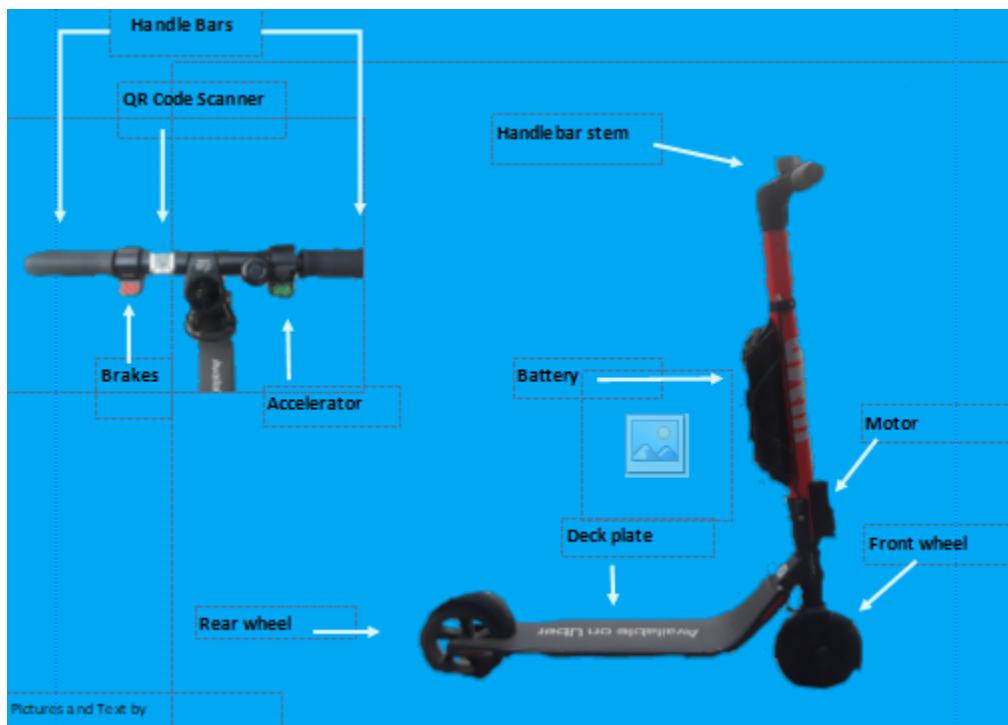


Image 1: Parts of the scooter. Some components have different size or in a slightly different location. (Graphic by Alejandro Dominguez)

## UNLOCKING A SCOOTER

The first step is downloading the app for the scooter's company. There are various companies licensed in the city of Austin. These include:

- Lyft
- Bird
- Lime
- Jump
- OjO

... and more.

You can download their apps at the app store .

Now that you have one, do the following:

1. Create an account. (Credit card necessary)
2. Fill out the information required.
3. The app will display a map of your surroundings telling you where the nearest scooters are. You can zoom in and out if necessary.
4. Selecting one scooter (represented on the map with a logo), will tell you how much battery the vehicle has.
5. The map will also highlight zones that are labeled "No Ride or Park Zone."

**WARNING: Leaving or riding a scooter on these areas may result in a fine.**

6. When you have selected a scooter, look for the QR Code Scanner on the handlebar. The size of the QR Code varies depending on the model and company.
7. Touch the “Ride” button on your cellphone. This should enable your camera. Aim your camera to the QR Code until it is scanned. (See Image 2)
8. If done successfully, the scooter would be unlocked, and it is available for use.
  - a. If it fails, try again or try another scooter depending on the error message since the scooter could be damaged.

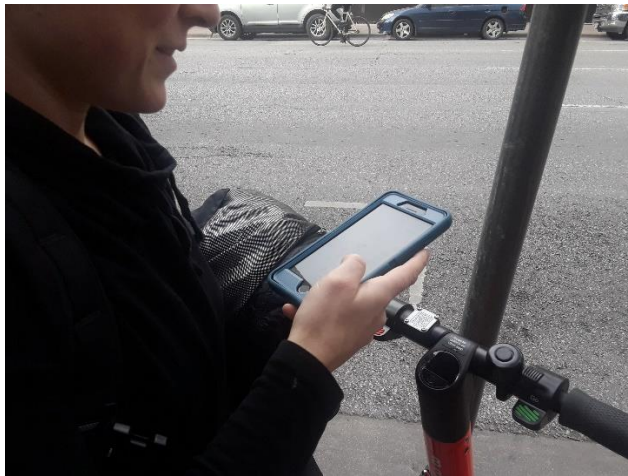


Image 2. Use the phone's camera to scan the QR Code and unlocking the scooter for use. (Credit Alejandro Dominguez)

### **Riding a scooter.**

Every scooter is slightly different, but the accelerator will be in the right handlebar while the breaks will be in the left.

1. Place one foot on top of the deck plate. When ready, push the scooter with the other leg.
2. When scooter has enough speed, place the two feet on the deck and press the accelerate control.
3. A scooter can be driven in the sidewalk, street and bicycle lanes.

**WARNING:**

Traffic rules must be followed. This means do not drive against traffic, follow traffic signs.

While riding the scooter, you must follow the city's laws and ordinance, failure to do so could end up in a fine.

**HAZARDS:**

Drive safely. Failure to do so, could end in physical injury or even death.

## **Rules to Follow**

The city of Austin has guidelines while riding a scooter:

- Pedestrians have right-of-way. Also, yield to people with disabilities and cyclists.
- Only one person per scooter.
- Wear a helmet.
- Don't ride under the influence or intoxicated.
- Do not ride on private property, unauthorized areas, parkland, or state-owned lands.
- Park with care. People can report improper parked scooters by calling 3-1-1. Not parking properly could end up in a fine up to \$150 (Kendall).

You can read more on the city’s website at <https://austintexas.gov/docklessmobility>.

## Ending a ride

When you finish using the scooter, you must leave it either in a bicycle rack, or in a designated parking area (Image 3). If none are available, you can leave them on the sidewalk but must allow pedestrian traffic by leaving a clearance of three feet.

1. To stop being charged, push the button “End Ride” on the app.
2. Take a picture of the scooter proving it is park appropriately.



Image 3. The city has designated spaces to park scooters. (Credit Alejandro Dominguez)

## To Conclude...

We hope you enjoyed your ride in a safely manner. Each company has their own rules and contact information for any questions or concerns.

Again, enjoy your time in Austin!

#### WORKS CITED

"Dock less Mobility." *Home*, 2018, [austintexas.gov/docklessmobility](http://austintexas.gov/docklessmobility).

Goard, Alyssa. *Evening News*, NBC, 9 Jan. 2019, [www.kxan.com/news/local/austin/new-sit-down-20-mph-electric-scooters-coming-to-austin/1693830612](http://www.kxan.com/news/local/austin/new-sit-down-20-mph-electric-scooters-coming-to-austin/1693830612).

Kendall, Jennifer. *FOX 7 News*, FOX, 19 Feb. 2019, [www.fox7austin.com/news/local-news/600-scooters-impounded-for-parking-violations-during-one-month-on-ut-campus](http://www.fox7austin.com/news/local-news/600-scooters-impounded-for-parking-violations-during-one-month-on-ut-campus).

#### Images Cited

Image 1. Dominguez, Alejandro. "Graphic." 25 Feb. 2019.

Image 2. *Unlocking a Scooter*. 18 Feb. 2019.

Image 3. *Parking a Scooter*. 7 March 2019.