

## Item 23-0509: Bird E-Scooter Monthly Report - April 2023

### Municipal Services Committee

Mon, May 08, 2023, 4:30PM

#### **Aldersperson Katie Van Zeeland (District 5) 17:31**

Next up we have information items. We have a number of items of the Bird e-scooter monthly report 23-0509 to start. Any questions from committee or Alders present? Yes, Alder Meltzer.

#### **Aldersperson Vered Meltzer (District 2) 17:46**

Thank you. I was wondering if we have any detail on what the reported issues and complaints were?

#### **Director Danielle Block (Department Of Public Works) 17:55**

Thank you, chair. I would say the majority of those were parking related. I could ask our representative from Bird for a breakdown on future reports if we think that would help, if she could categorize them. I know previously, I think we had three different buckets that any complaints or issues would flow into. So I will ask her to add that for future reports.

#### **Aldersperson Vered Meltzer (District 2) 18:20**

Thank you.

#### **Aldersperson Katie Van Zeeland (District 5) 18:20**

I think that would be helpful also. Thank you. The 23-0510, the city of Appleton parking utility—oh I'm sorry, go ahead Alder Hartzheim.

#### **Aldersperson Sheri Hartzheim (District 13) 18:32**

I apologize that my hand wasn't raised very high. Thank you, Chair. In regards to the bird scooter report, I see that it's a different format, and I'm guessing that it's coming directly from the Bird company, rather than from internally staff driven. My questions are, we talked about when renewing this with Bird that, you know, they were going to try to put on some restrictions as far as licenses, driver's licenses, and that sort of thing. None of that is noted here. And there was one other thing and I don't recall what it was, but I thought that it would be noted on these reports as well. So I was looking for a little bit more detail in that regard based on our discussions with the renewal.

#### **Aldersperson Katie Van Zeeland (District 5) 19:18**

Sure. Would you like to address that?

#### **Director Danielle Block (Department Of Public Works) 19:22**

Sure.

#### **Aldersperson Katie Van Zeeland (District 5) 19:22**

Okay.

#### **Director Danielle Block (Department Of Public Works) 19:23**

Sure.

**Alderson Katie Van Zeeland (District 5) 19:23**

Um, I do recall that discussion also that we talked about having the option to turn on license checks and turn them off. I'm not sure if there's been any plan put together with that.

**Director Danielle Block (Department Of Public Works) 19:34**

We do have the option to do that. We do not have it turned on at this time. I think as a, I guess another row to this report could be, you know, "restrictions activated" and then "yes, no" or number duration that it's been activated, if it's on or off. See how that correlates to reported issues and complaints month after month. So I—again, I'll work with Caitlin. We are having an effort of making sure that every complaint or issue the city receives, whether it's through the email, contact us phone number into DPW, or PD, that it's routed to Bird so it's captured in this report. Because that is the best way to solve the issues is to have their field staff aware of the issues. And then we can provide a more accurate account too. 'Cause I think we could have been not reflecting what was being reported in the app. So there's several different ways that Bird receives complaints. So having them as the central, I guess, collector of complaints, is really the best way to go, and then it's all here on one report.

**Alderson Katie Van Zeeland (District 5) 20:49**

Is there any concern with them collecting the data of how we are monitoring the time and of staff spent on these items?

**Director Danielle Block (Department Of Public Works) 20:59**

We're having it a more direct connection to Bird. So in coming months, I will have a website—or a page on our website—with more information on how to contact Bird, a dedicated email that Bird has set up where it's just more of an automatic forward onto Bird and less of city staff time.

**Alderson Katie Van Zeeland (District 5) 21:21**

So it's really looking—we're looking to shift the burden off of staff eventually...

**Director Danielle Block (Department Of Public Works) 21:26**

Correct.

**Director Danielle Block (Department Of Public Works) 21:26**

...completely to Bird.

**Director Danielle Block (Department Of Public Works) 21:27**

It's their program, correct.

**Alderson Katie Van Zeeland (District 5) 21:28**

Okay. I do wonder—obviously, having staff cut out of that process is great, but I do wonder how we know if the information that we're receiving is valid. So that's just something to keep in mind as we move forward. Any other comments? Yes, Alder Doran.

**Alderson Chad Doran (District 15) 21:46**

Thank you. Just following up I guess. Maybe somebody can correct me if I'm wrong, but I thought the sort of directive from Council when we last talked about this was to turn on the feature for the age verification. So I guess I'm not sure where that—if it hasn't been done yet, when it will be. I believe that's what was what Council passed.

**Alderson Katie Van Zeeland (District 5) 22:06**

I know that when we discussed it, we had said we wanted to turn that feature on, and they had said they would look at turning it on and turning it off, that it wasn't something they wanted to have on for extended periods of time, but that they would, at our discretion, turn that on and turn that off. So, I don't think we were specific, as far as the Council action as to turning that on forever. But if we wanted to address that further, would we do that via resolution? Or is that something we can just speak about with staff and creating a...?

**Director Danielle Block (Department Of Public Works) 22:42**

I think just speak with me about it, and Caitlin's very easy to work with and turning those features on and off, geofencing, reducing speeds, things like that. So.

**Alderson Katie Van Zeeland (District 5) 22:53**

Perhaps before our next report, we could talk—if you could talk with Caitlin and find out how to best maximize turning on and turning off that feature. I would appreciate that. Then we could go from there, if that works for everyone.

**Alderson Chad Doran (District 15) 23:09**

I just have one more follow up. I guess just in terms of the increased fee, are we aware that we're collecting that new right now versus what we were before?

**Director Danielle Block (Department Of Public Works) 23:17**

Yes, we have asked Bird to, based on the number of rides generated within this report, they automatically send payment now to the city for deposit. So yes, that is occurring.

**Alderson Chad Doran (District 15) 23:28**

Thank you.

**Alderson Katie Van Zeeland (District 5) 23:31**

Any other questions?

**Alderson Katie Van Zeeland (District 5) 23:34**

All right, so with that, we will finally move on...