

Item 23-1399: Bird E-Scooter Monthly Report - October 2023

Municipal Services Committee

Mon, Nov 20, 2023 4:30PM

Alderson Katie Van Zeeland (District 5) 1:10:52

All right. We do have an information item this evening. But let's be mindful that we do have a meeting following this.

Alderson William Siebers (District 1) 1:10:58

I'll make this real quick.

Alderson Katie Van Zeeland (District 5) 1:11:00

Yes.

Alderson William Siebers (District 1) 1:11:00

I think every complaint in October on the scooters came from my district. It was a mess. I drove around and it was a mess. Scooters on the street, scooters crossing sidewalks—

Alderson Katie Van Zeeland (District 5) 1:11:16

Scooter-hysteria

Alderson William Siebers (District 1) 1:11:16

Scooters everywhere.

Alderson Katie Van Zeeland (District 5) 1:11:17

Um, Alder Croatt.

Alderson Chris Croatt (District 14) 1:11:20

Thank you, chair. And no, it wasn't just your district. But that's a good point. Because the calls that I get about this are generally about improperly parked scooters on sidewalks blocking access up and down our sidewalks. What is the best way for citizens to address those concerns? I believe there was a direct line of communication.

Director Danielle Block (Department Of Public Works) 1:11:42

Yep, there is a direct line of communication, a email address unique to the City of Appleton that goes directly to Bird's response team here in the city. There is a phone number that can be called. And there is—on the app, you can report a badly parked scooter. That's the one I've had most luck with. You take a picture, it gives the location, sends it off to Bird. So, there's three ways you can call or report those problems

Alderson Katie Van Zeeland (District 5) 1:12:16

If perhaps, would you provide that information to me and I can send it to all alders?

Director Danielle Block (Department Of Public Works) 1:12:21

I sure can.

Alderson Katie Van Zeeland (District 5) 1:12:22

I saw Alder Alfheim next.

Aldersperson Kristin Alfheim (District 11) 1:12:25

Could we communicate with Bird, and don't they like a little reader feed, little you know, warnings or messages? I have a number of times since we reopened College Avenue, these fabulous lanes that we have for the Birds, they're using the wrong ones. It's crazy. I am seeing Birds coming down against traffic. So, in essence, they're on the wrong side of the road. Now, we think we know how to ride bikes and things. But clearly, that's a big deal. I mean, I literally watch these people almost get picked off because no one's looking for them coming that direction.

Aldersperson Katie Van Zeeland (District 5) 1:12:58

They're going against traffic as opposed to with traffic.

Aldersperson Kristin Alfheim (District 11) 1:13:01

They're in the bike lane, in the wrong one. So, they're coming against traffic. And it's—I've seen it a number of times. So, if we could ask them to do a little communication, like "the coffee is hot." Something like that.

Aldersperson Katie Van Zeeland (District 5) 1:13:16

Alder Siebers.

Aldersperson William Siebers (District 1) 1:13:17

One more comment. Communication stunk too. I did have constituents call Bird, and there were problems. So, I've said what I needed to say.

Aldersperson Katie Van Zeeland (District 5) 1:13:31

Thank you.

Director Danielle Block (Department Of Public Works) 1:13:32

I have one update on Bird. They go into hibernation tonight. So.

[Aldersperson Siebers cheered. Aldersperson Vered Meltzer (District 2) clapped in a more subdued manner. And it sounded like other people who were off camera also expressed approval that the Bird E-Scooters were shutting down for the season.]

Aldersperson Katie Van Zeeland (District 5) 1:13:37

I was just gonna say that they're not around for much longer. Any other questions, concerns? All right.