

Fwd: Bird scooter left on my property one too many times

1 message

John White <john.white@lacity.org>
To: City Clerk Council and Public Services <clerk.cps@lacity.org>

Wed, Jul 10, 2019 at 8:28 AM

please attach the full email exchange to CF 17-1125 as a communication from the public

----- Forwarded message -----

From: <laura.davis@mindspring.com>

Date: Wed, Jul 10, 2019 at 8:26 AM

Subject: Re: Bird scooter left on my property one too many times

To: John White <john.white@lacity.org>

Cc: <support@bird.co>, <david.ryu@lacity.org>, <nicholas.greif@lacity.org>, <cd4.issues@lacity.org>, <mike.bonin@lacity.org>, <nury.martinez@lacity.org>, <paul.koretz@lacity.org>, <rachel.fox@lacity.org>

Dear Mr. White,

Thank you for your message -- much appreciated. Yes, I would like this email exchange and all others with the Bird scooter company attached to the [Council file for Item 17-1125](#). For the record, I support the Transportation Committee's recommendation: "The City Attorney, in consultation with the Los Angeles Department of Transportation (LADOT), prepare and present an Ordinance establishing a graduated penalty structure for enforcement of e-scooter permit condition violations," although I would like to see it go further.

Sincerely,
Laura Davis

-----Original Message-----

From: John White

Sent: Jul 10, 2019 8:06 AM

To: laura.davis@mindspring.com

Subject: Re: Bird scooter left on my property one too many times

Laura:

do you want this email exchange attached to the Council file? If so, please send me the Council file number. for your information, I attached a recent agenda of a meeting of the Transportation Committee. Several items relate to scooters. Their Council file numbers are hyperlinked. The agenda descriptions and/or clicking the link should be enough info for you to pick the appropriate Council file number.

please let me know if you need assistance.

On Tue, Jul 9, 2019 at 9:59 AM <laura.davis@mindspring.com> wrote:

Dear Langston,

"Deep sorrow" is unnecessary. Please reserve that for the injuries and deaths that have resulted from misuse of Bird scooters. Please also detail how Bird intends to "resolve these behaviors," i.e. abandoning scooters on private property and on sidewalks and streets where they pose a safety threat, including a timeline for your plans. I would find that instructive as might our local council district office, members of the LA City Council transportation committee and our local homeowners board members, all of whom are copied or blind-copied here. Tara Stephenson-Fong, the president of our HOA, tells me that she and other board members met just last week with Councilmember Ryu's chief of staff and his field deputy for our area to discuss banning these vehicles for reasons similar to the ones that led our neighboring cities of West Hollywood, Beverly Hills and Santa Monica to ban them. Please also detail the "teaching and corrective measures" you intend to take with the renter who left the Bird vehicle on my property.

So that there are no questions about my intentions, I intend to donate the \$75 storage fee to the Homeless Hollywood Youth Partnership to benefit young people who do not have the luxury of joyriding on your scooters. In the meantime, said scooter is resting comfortably in my garage although it chirped angrily when I dragged it from my grass. I know just how it feels.

Sincerely,
Laura Davis

-----Original Message-----

From: "Langston (Bird)"

Sent: Jul 9, 2019 8:48 AM

To: Laura Davis

Subject: Re: Bird scooter left on my property one too many times

##- Please type your reply above this line -##



Langston (Bird)

Jul 9, 8:48 AM PDT

Good morning, Laura.

Thank you for taking the time to bring this to our attention, as this also allows us the opportunity to address the concerns you've mentioned. We are certainly open to seeing how we can better serve you, your family, and the community. We also want to express our deep sorrow that those improperly parked scooters affected your day, and we hope to resolve these behaviors soon.

That said, creating a mutually respectful space where riders and the community can co-exist is one of our highest ideals, and we welcome the challenges this poses. We have recently implemented two new proactive safety initiatives to be rolled out in full in 2019. The first is our *BirdWatcher* contractors who are hired to ride in our cities and perform quick fixes to any scooter they pass by so as to ensure safe rides for the public. Their responsibilities also include repositioning and relocating scooters that have been misplaced or fallen throughout the course of the day in our urban markets so as to allow accessibility and various advantages for all.

Our second initiative is the *Community Mode* function on our platform. This function allows any member of the community to report dangerous riding behavior, improperly placed scooters, as well as damaged scooters, either through our app or by calling (866) 205-2442. This function is designed to empower all members of the community to help make the environment around our scooters safer and harmonious for all.

Please note, that while this process must be very frustrating, we do not advise the confiscation of any Bird property as this is not lawful without a preapproved license. We would be truly grateful if instead of this illegal action you could help us identify the specific alphanumeric codes located

on the head of each scooter with a picture or simply by sending them in this thread. These 4-5 digit codes will help us identify the rider(s) responsible and we can reach out for teaching and corrective measures. Additionally, please provide the address of your residence with your reply. Thank you again for flagging this, and apologies for the additional steps here. Laura, your efforts are truly appreciated.

Best,

B I R D
Safety Team

[93OQ28-VW6E]

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