

Attachment C
Information in Response to City Council Inquiries

Micromobility
September 9, 2019 Second Reading

Customer Service Data:

City council has expressed interest in establishing a criterion for customer service. One option is to rely on the BBB (Section 5.57.050.B.17 in Attachment A). BBB information on some providers was provided to city council previously. Additional information was requested and the following information received from several potential licensees:

Lime responded with their response data from Dallas for July as it is integrated with the Dallas 311 system and is tracked and verified by city staff.

(SR) Number	Date SR Rec	Time SR Rec	Vendor	Date Resolved	Time Resolved	Action Taken
19-00911776	7/31/2010	10:35 AM	Lime	7/31/2019	11:17 AM	Bike removed/rebalanced
19-00911641	7/31/2010	10:23 AM	Bird, Lime	7/31/2019	10:49 AM	Other Operator
19-00911494	7/31/2010	10:11 AM	Lime	7/31/2019	10:37 AM	Bike removed/rebalanced
19-00911450	7/31/2010	10:07 AM	Lime	7/31/2019	10:26 AM	Bike removed/rebalanced
19-00911393	7/31/2010	10:03 AM	Lime	7/31/2019	10:20 AM	Bike removed/rebalanced
19-00910108	7/31/2010	6:04 AM	Lime	7/31/2019	6:21 AM	Bike removed/rebalanced
19-00907803	7/30/2019	2:36 PM	Lime, Bird	7/30/2019	3:07 PM	Bike removed/rebalanced
19-00907380	7/30/2019	1:44 PM	Lime, Bird, Lyft	7/30/2019	2:18 PM	General complaint
19-00907348	7/30/2019	1:41 PM	Lime	7/30/2019	2:37 PM	General complaint
19-00905676	7/30/2019	10:53 AM	Lime	7/30/2019	11:15 AM	General complaint
19-00905525	7/30/2019	10:39 AM	Lime,Jump	7/30/2019	11:15 AM	General complaint
19-00905497	7/30/2019	10:36 AM	Lyft,Jump	7/30/2019	11:13 AM	No bikes or scooters at location
19-00905318	7/30/2019	10:21 AM	Lime	7/30/2019	10:48 AM	General complaint
19-00904763	7/30/2019	9:36 AM	Lime	7/30/2019	10:18 AM	General complaint
19-00900256	7/29/2019	12:23 PM	Lime	7/29/2019	2:17 PM	General complaint
19-00899225	7/29/2019	10:52 AM	Lime	7/29/2019	11:08 AM	General complaint
19-00896680	7/28/2019	1:34 PM	Lime	7/28/2019	3:09 PM	Bike removed/rebalanced
19-00896234	7/28/2019	8:32 AM	Lime, Bird	7/28/2019	8:58 AM	Lime & Other Operator
19-00894796	7/27/2019	8:27 AM	Lime	7/27/2019	9:08 AM	Bike removed/rebalanced
19-00879572	7/24/2019	12:00 PM	Lime	7/24/2019	1:33 PM	Bike removed/rebalanced
19-00879527	7/24/2019	11:56 AM	Lime	7/24/2019	1:26 PM	General complaint
19-00879417	7/24/2019	11:42 AM	Lime	7/24/2019	1:05 PM	Bike removed/rebalanced
19-00874683	7/23/2019	2:03 PM	Lime	7/23/2019	2:45 PM	General complaint
19-00873901	7/23/2019	12:43 PM	Lime	7/23/2019	1:45 PM	Bike removed/rebalanced

19-00872115	7/23/2019	9:47 AM	Lime	7/23/2019	10:01 AM	Bike removed/rebalanced
19-00868864	7/22/2019	2:51 PM	Lime	7/22/2019	4:05 PM	Bike removed/rebalanced
19-00833896	7/15/2019	2:01 PM	Lime	7/15/2019	2:12 PM	Bike removed/rebalanced
19-00827486	7/12/2019	5:50 PM	Lime	7/12/2019	6:15 PM	Bike removed/rebalanced
19-00820245	7/11/2019	3:29 PM	Lime	7/10/2019	3:44 PM	Bike removed/rebalanced
19-00815418	7/10/2019	5:12 PM	Lime	7/10/2019	5:41 PM	Bike removed/rebalanced
19-00795776	7/7/2019	9:51 AM	Lime	7/7/2019	11:57 AM	No bikes or scooters at location
19-00793386	7/5/2019	6:05 PM	Lime	7/5/2019	6:21 PM	Bike removed/rebalanced
19-00775024	7/1/2019	7:56 PM	Lime	7/1/2019	9:01 PM	Bike removed/rebalanced

Average = 44 minutes
 Median = 34 minutes

Bird responded with the following statement:

Bird has 100+ employees dedicated to receiving and resolving complaints from the community in a multitude of languages. Issues submitted via Community Mode, email, text, or phone will receive immediate acknowledgment from our Customer Support team, which is available 24 hours a day. We resolve complaints immediately within operating hours. Customer service calls are answered within 29 seconds, and the average time it takes Bird to resolve a complaint is about five minutes.

Jump responded with the following statement:

We aim to respond to requests within 24 hours of receiving them, but this is dependent on how quickly our Customer Service team can pass the information down to the Field Team. While I would love to say this happens 100% of the time, there are a few instances where we haven't met that 24 hour mark.

Denver staff responded with the following statement:

The majority of hard data we have on complaints comes through our 311 system, and does not typically break down by operator. These are typically the “there’s a scooter parked in front of my house” or “I was buzzed by a rider on the sidewalk” variety.

Complaints have reduced as the pilot has matured. At no point has a customer complaint reached PW staff. We mainly hear about poor rider behavior from residents.

I will say that the operators are very prompt in responding to Cindy or my requests. I’m not sure how telling that it, since we hold the keys to their continued operation in the city.

Use of Rider-provided Data

The user agreements for several potential licensees and recent articles on this topic have been reviewed. No mention was found of any micromobility company selling user data. Most articles indicate that the companies resist efforts by agencies to obtain the requested data that is person-specific based on protecting the privacy of the users. The one area of data sharing that micromobility companies have been questioned is on providing user data to Police and FBI without a warrant. The companies call it acting in good faith.

Bird responded:

Bird only collects data as necessary and **will not** sell user data.

In addition, Bird seeks to minimize the collection of user data to the extent possible while effectively operating a scooter sharing business. Bird does not access personal data from a rider's mobile device. If enabled within a rider's mobile device, Bird may access a rider's location services to help locate nearby scooters. A rider may opt-out of providing access to location services, which will not affect their ability to use the service.

Jump responded:

I can assure you that neither JUMP or Uber sells any of their user data. We take privacy very seriously, so in almost all cases where we report on trip level data for regulatory reasons, care is taken so that it is not traceable to an individual user (rounded to the nearest 2 decimal points or at an aggregated to an hourly level).