



TO: Mayor and Council

FROM: Milton Dohoney Jr., City Administrator

CC: John Fournier, Deputy City Administrator
Brian Steglitz, Public Services Area Administrator

SUBJECT: March 20, 2023 Council Agenda Response Memo

DATE: March 16, 2023

CA-18 – Resolution to Approve Amendment No. 1 to the Right-of-Way License Agreement with Spin, Inc., for the Operation of Electric Scooters and Electric Bicycles in the City of Ann Arbor

Question: Can you provide more detailed information on Spin's responsiveness and lack of complaints? I'm most interested in what they are doing to ensure their equipment isn't obstructing sidewalks and creating other nuisances. (Councilmember Akmon)

Response: When e-scooters were first introduced in September 2018, we added a new category to A2FixIt labeled “abandoned scooters” which enabled our residents to inform us of when scooters were not parked correctly. Over the course of the last year, there have been 42 A2FixIt tickets on this subject – 16 of which required corrective action; 26 of which were either not problematic or the scooter was gone upon arrival. When a complaint comes in, it is shared with Community Standards and Spin to address. Additionally, each Spin vehicle has contact information identified, which goes directly to the company’s customer service. A similar approach will be extended to the launch of the shared dockless e-bikes (if approved by City Council) noting that a category already exists in A2FixIt for “abandoned bicycle.” With the deployment of e-bikes, Spin will push out messages through their app about proper parking of the vehicles. Additionally, City and Spin staff will continue to monitor the situation and if there are persistent problems with improperly parked bikes, other measures may be taken. It is worth noting Spin’s operational model is a bit different than a previous e-scooter provider because Spin has local staff managing the fleet of vehicles and they address concerns brought to their attention in a very timely manner (in contrast to the previous provider that “crowd sourced” scooter charging and deployment).