

A-P1: Attach a description, illustrative images, and any data relating to how the company ensured staff parked devices correctly during the pilot period in Seattle and/or in other jurisdictions, and plans ensuring devices are parked correctly in the future.

Our on-the-ground teams work diligently to ensure all devices are parked safely and responsibly. Our multifaceted approach includes a robust Fleet Manager training program focused on deployment best practices and local parking regulations, and operational interventions like [REDACTED] (see Section A-P1.i.a), that provides Fleet Managers with real-time directions on proper parking locations and compliance auditing.

i. Fleet Manager Training

Bird provides robust, mandatory, and ongoing training for all Fleet Managers. This includes one-on-one in-person sessions to review all aspects of their role including expectations and key performance indicators, as well as in-depth and granular training modules that cover best practices for staging devices and city-specific parking rules. For example, Fleet Managers are directed to follow all local regulations when using vehicles to load and unload Birds into approved parking locations. This includes detailing important areas to avoid parking, such as:

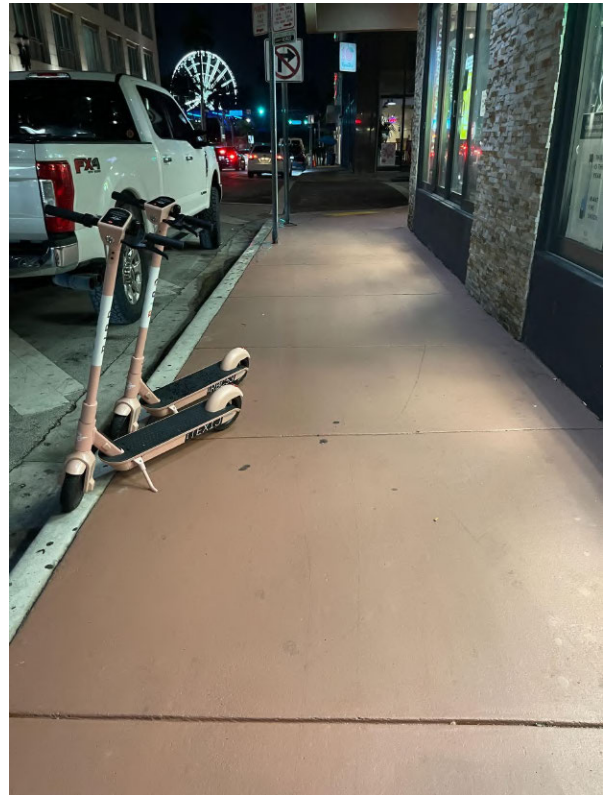
- Double parking
- On or blocking ADA ramps
- Along red curbs
- Blocking bike lanes, bus stops or crosswalks
- Blocking lanes of traffic
- Blocking driveways
- Blocking access to fire hydrants
- On private property without permission

A key focus of our parking training is on maintaining ADA accessibility. We provide mandatory sensitivity training for all Fleet Managers to ensure they understand the concerns of individuals with disabilities. Training includes common safety concerns and explanations of how people with disabilities interact with city infrastructure; for example, how to park scooters on corners in a manner that guarantees a wide turning radius for wheelchair users.

Bird also works with local and national disability organizations to make adjustments to our operations model to better support the needs of the disability community. Understanding that mitigating sidewalk clutter and maintaining right-of-way access is one of the keys to a successful and equitable dockless program, we implemented a new deployment protocol called Parallel Parking that all Fleet Managers are trained on. As displayed below, Parallel Parking preserves a significant amount of space in the right-of-way, while also allowing vehicles to be safely parked and accessible to riders.



Prior Deployment Protocol



NEW *Parallel Parking Protocol*

We complement in-person sessions with mandatory ongoing online training, and maintain a substantial library of instructional videos and step-by-step guides. These include detailed tutorials on topics such as redeployment guidelines and best practices, including ADA compliance and local parking rules. Bird also regularly offers virtual Masterclasses for Fleet Managers, providing deep dives into subject-specific areas like staging techniques, as well as individualized support to optimize their fleet and maintain operations at the highest standards. We ensure resources for our Fleet Managers are multilingual, available in as many formats as possible—such as digital, physical, written and video—to suit diverse learning styles, and ADA accessible.



In Seattle, our teams will comply with all regulations including, but not limited to, the following parking requirements: P1.1; P1.2; P1.3; P1.4; P1.5; P1.6; P1.7; P1.8; P1.9; P2; P3; P4; P5; P7. In addition to robust Fleet Manager training, we also prioritize educating our riders on local parking rules and best practices. For more details, please see our Seattle-specific education plan under Section A-015.

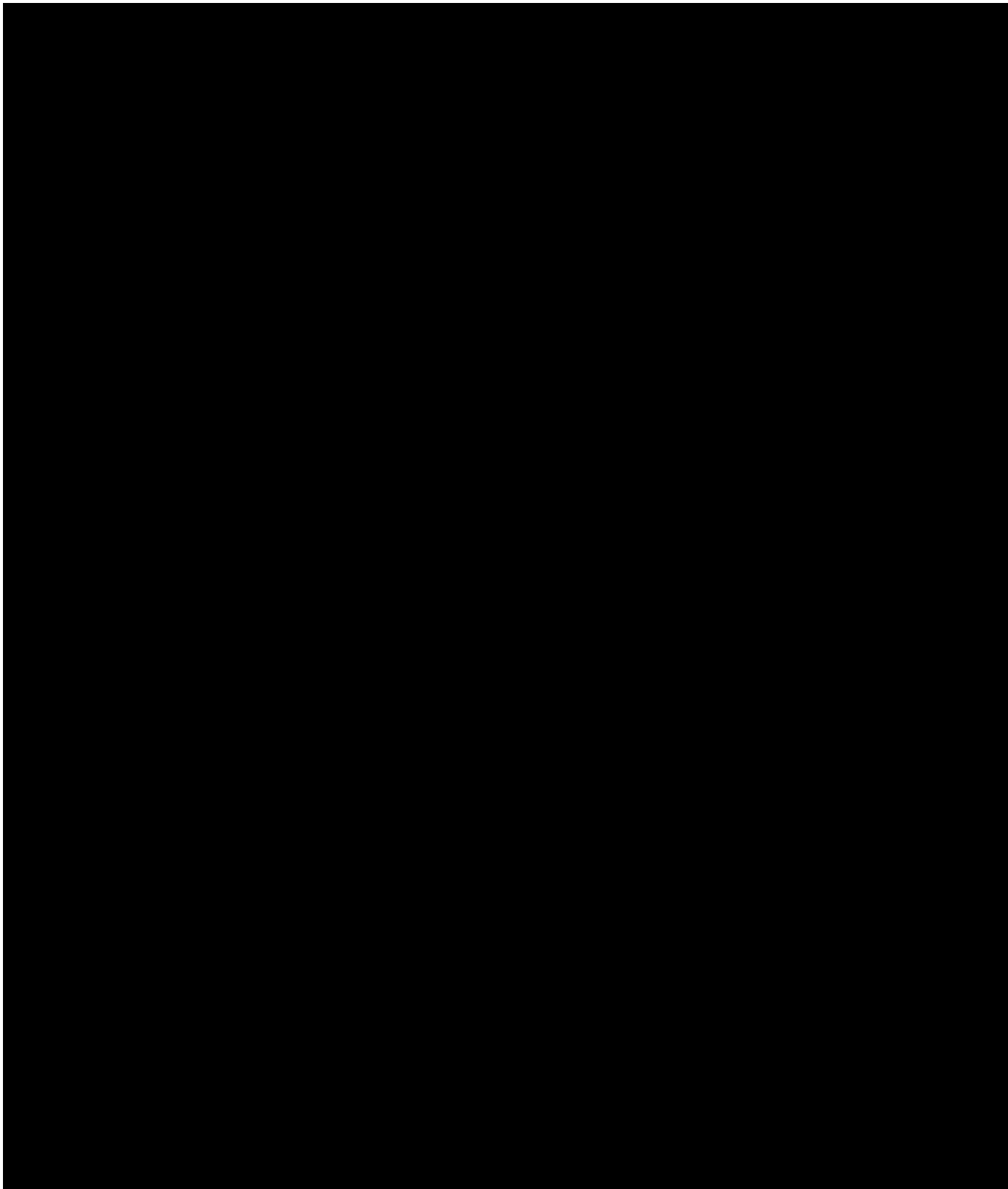
SPOTLIGHT: Event Parking Management and Experience

Bird is experienced in providing effective and efficient special-event coordination, tailored to meet fluctuations in demand and ensure we have adequate staffing on the ground to prevent parking clutter. In Seattle, we will provide personnel and other resources, as necessary, to clear SDOT right-of-way of devices and manage device parking activity related to events, game days, and other temporary changes the City makes to the parking requirements. This includes, but is not limited to, operational adjustments for regular events like Seattle Seahawks, Mariners, Kraken, and Redhawks games, University of Washington football games, and other sporting events, and annual festivals like Seattle Pride, Seattle Center Festál, and the Seattle International Film Festival.

We have significant experience in successfully managing large events across the U.S., including the 2020 Super Bowl in Miami and the 2021 Super Bowl in Tampa. We understand the importance of creating bespoke plans for every event to guarantee the safe and effective continuity of service, prioritizing pedestrian safety and courteous parking, compliance with street closures, as well as close coordination with other local micromobility operators. In Seattle, our team will keep up to date with the City's special events calendar and monitor for changes like weather postponements to ensure we adjust our response accordingly.

ii. Real-Time Compliance Tracking





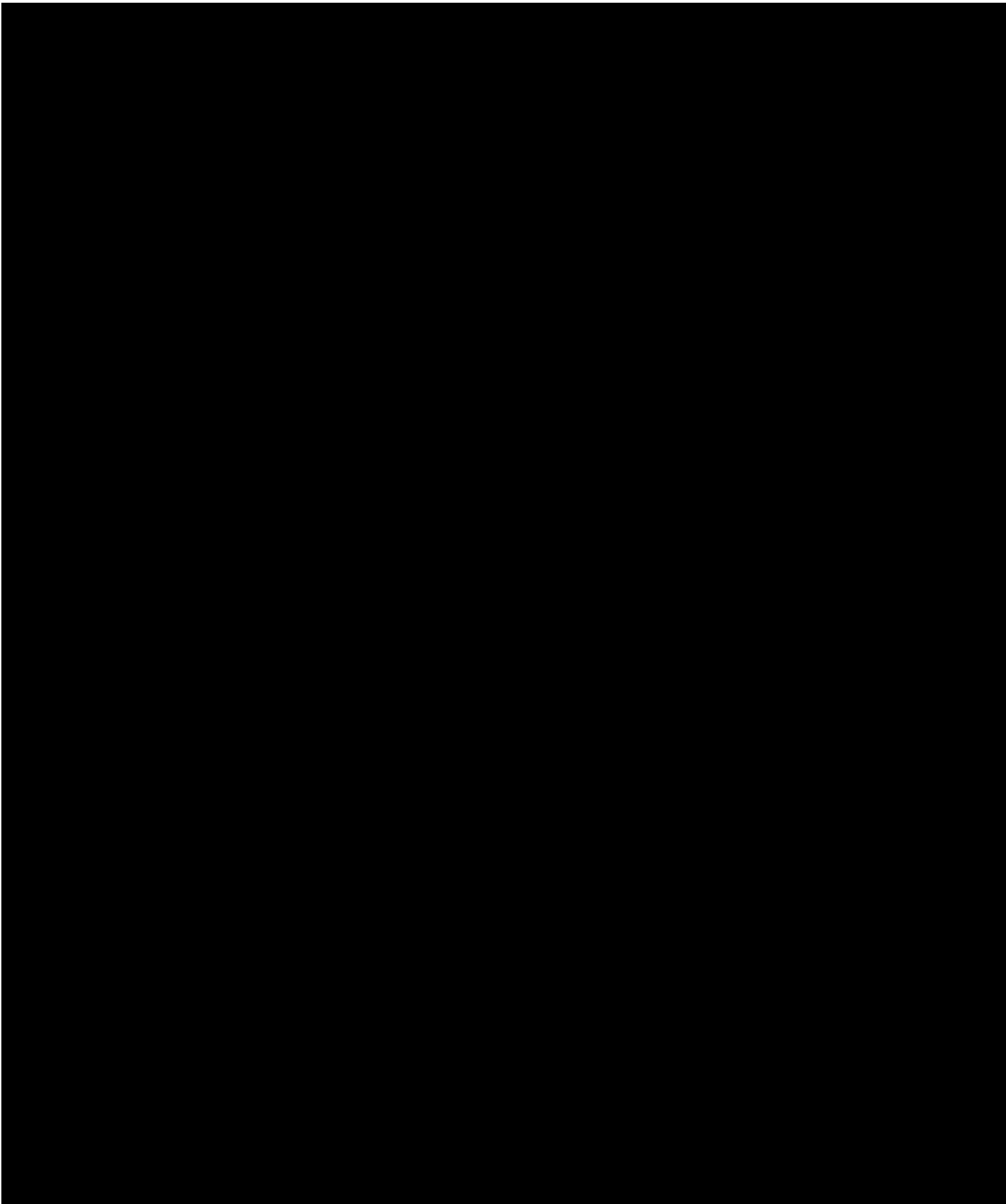
A-P2: Attach a description and illustrative images of how the company employed appropriate geofencing capabilities during the pilot period in Seattle and/or in other jurisdictions. Include data showing performance related to the effectiveness of these geofences, such as how often devices are parked in no-parking zones, and the plans for employing effective geofences in Seattle.

Bird will demonstrate prior to permit issuance that we can employ geofencing technology to encourage, discourage, and prohibit trip ends and parking in geofenced locations. Bird will geofence designated bike share parking areas, special parking zones, or other locations at the Program Manager's request. Bird's geofencing technology is consistently recognized as the most accurate and effective in the industry, while other operators' solutions continue to demonstrate significant inaccuracies. For example, a 2021 annual audit of e-scooter operators by the Portland Bureau of Transportation (see Spotlight below for scorecard) found Bird to be the only operator able to fully comply with the City's reduced-speed, no-ride, and no-park geofences.

i. Industry's Most Advanced Geofencing Capabilities

Bird was the first operator to introduce geofencing for shared electric micromobility. We developed this innovative solution in partnership with cities to ensure safe and compliant operations across the world. Our experience, combined with technological advancements to improve accuracy and responsiveness, has set the industry benchmark for location-based fleet management and compliance. Our advanced geofencing technology will benefit the City of Seattle in the following ways:

- **Mitigate** collision risk to pedestrians with geospeed management in high-traffic areas.
- **Prevent** e-scooter access to prohibited areas with no-ride zones.
- **Improve** parking compliance with no-parking zones



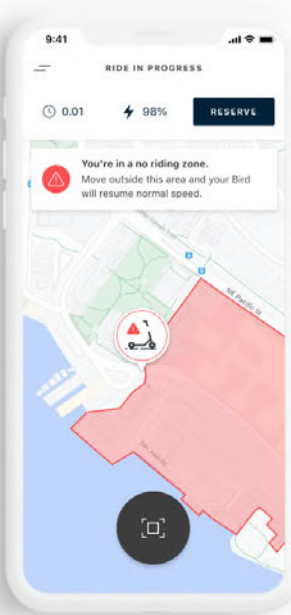


i. Geofencing Capabilities

Our geofencing technology enables us to establish both permanent (static and time activated) and temporary (single use, usually for events) geofenced zones that are virtually mapped and uploaded to each Bird as well as color-coded in our app to ensure rider visibility. In every market in which we operate, we work closely with city officials to set up no-ride, no-parking, and slow zones that comply with prohibitive ride areas and effectively manage rider behavior. Every geozone, or spatial polygon with rules governing rider behavior, is established remotely and can be easily adapted to immediately meet each city's changing needs.

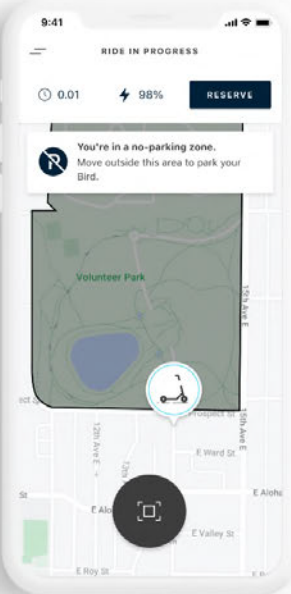
No-Ride Zones.

No-ride geofences are highlighted red in our app to ensure rider visibility. As a rider approaches a no-ride zone, the Bird sends an alert to the individual's mobile phone in addition to audible and visual alerts on the vehicle to inform them that their speed will be reduced. The Bird then slowly and safely reduces its speed, coming to a complete stop to prevent it from crossing the geofence boundary, whether that's a restricted zone within the operating area or the city perimeter.



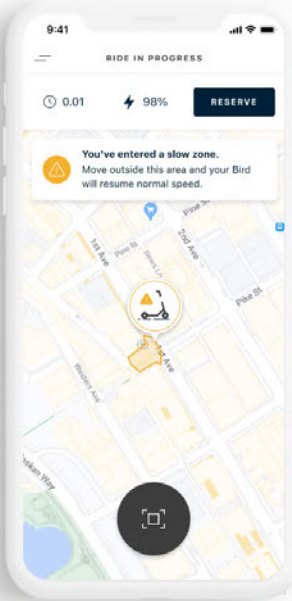
No-Parking Zones.

Bird uses no-parking zones to prevent riders from parking vehicles in areas requested by the City, residents or businesses; these are often areas that experience high pedestrian volumes. Bird also geofences certain high-risk areas, such as around schools. If a rider enters a no-parking zone, the Bird sends an alert to the individual's mobile phone and informs them via audible and visual messages on the vehicle itself. Our on-vehicle technology prevents riders from ending their ride until they are outside of the restricted area.

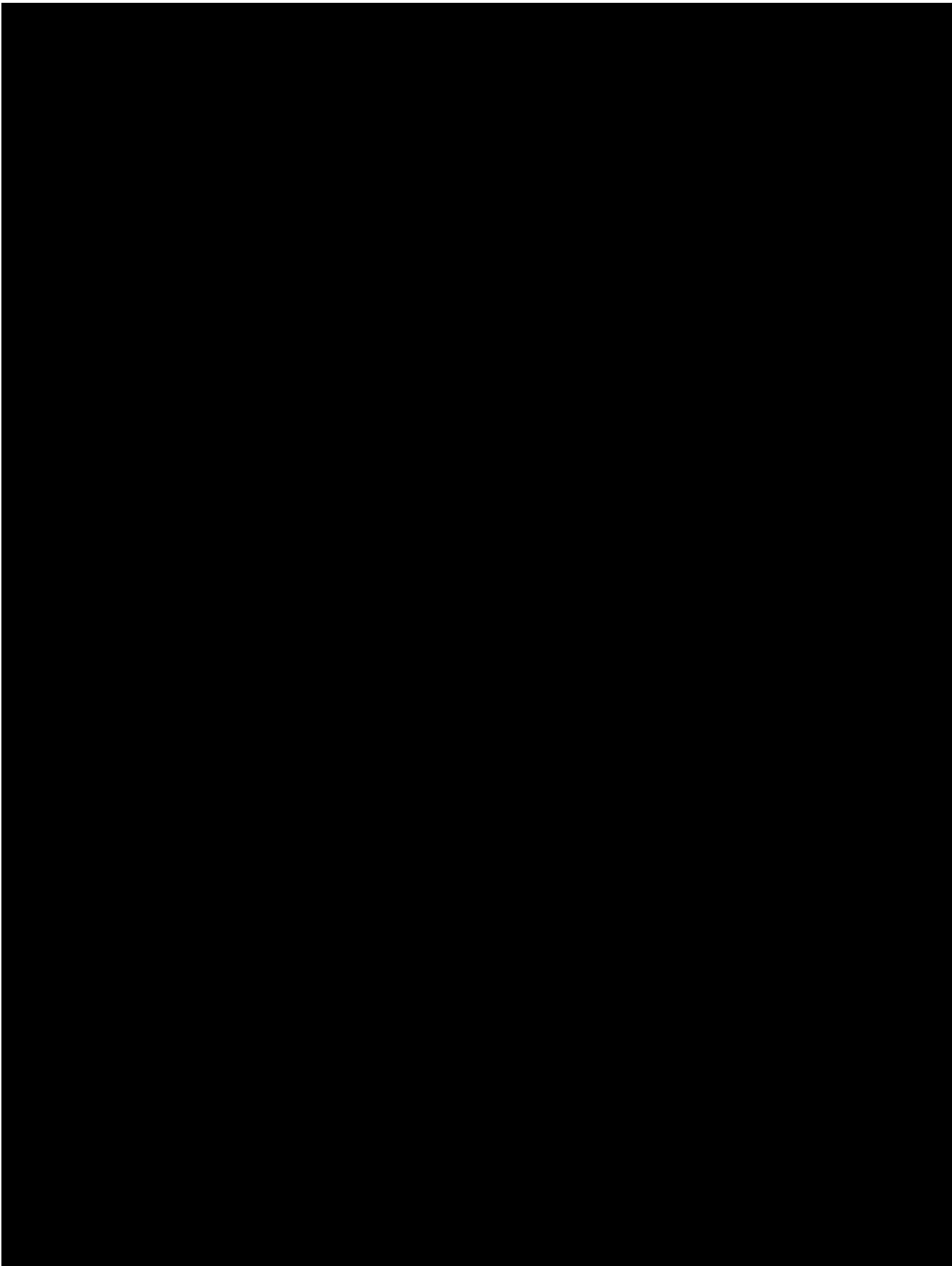


Slow Zones.

Using our on-vehicle speed governor and geofencing technology, we can implement a range of speed limits (both temporary or permanent) in different areas of a city and on specific streets. Bird will work closely with City officials to establish and implement slow zones in Seattle. If a rider enters one of our slow zones, we alert the individual via audible and visual alerts on the Bird that the vehicle's speed is about to be safely reduced.



On-Vehicle Visual and Audio Geofence Alerts



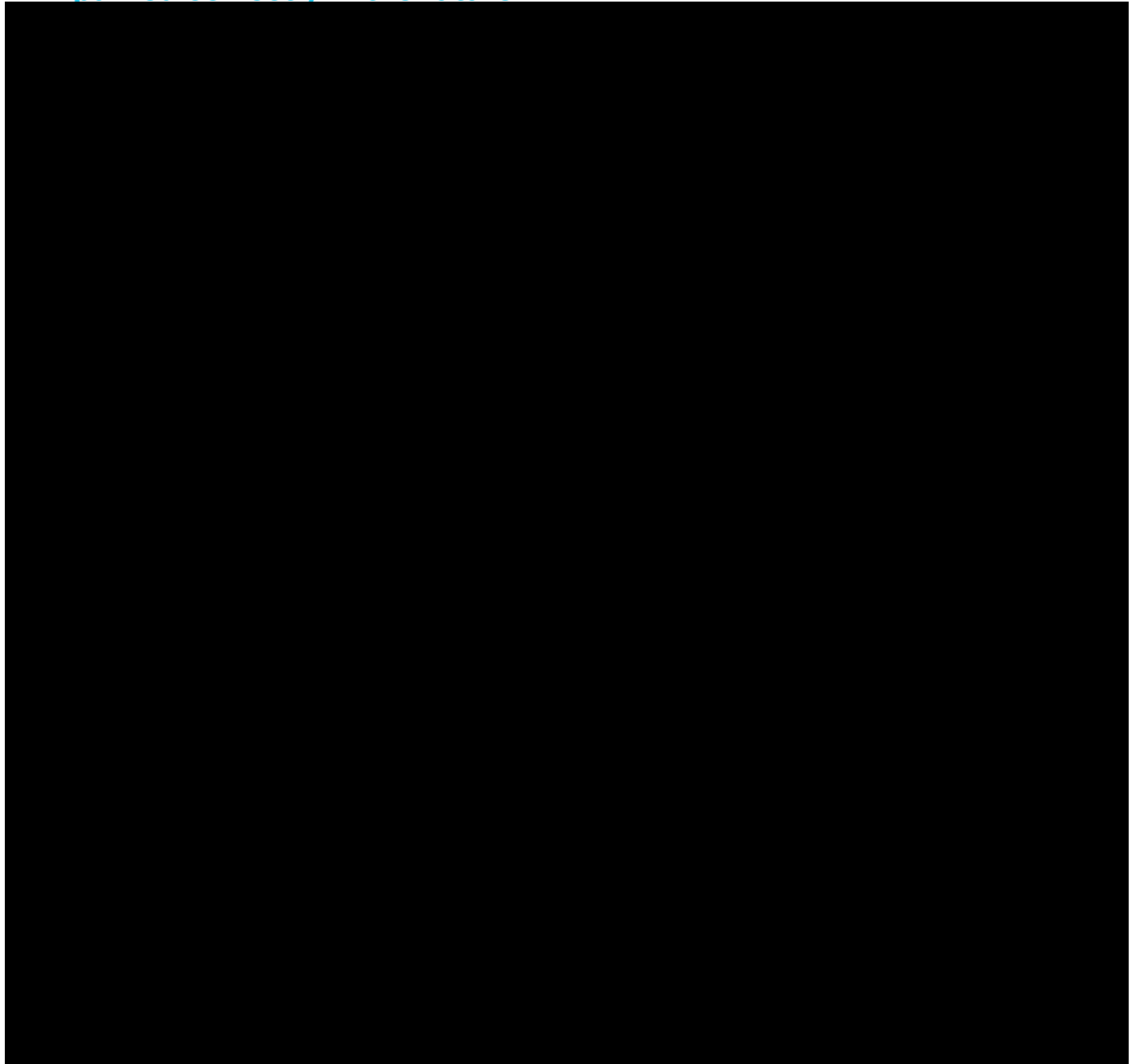


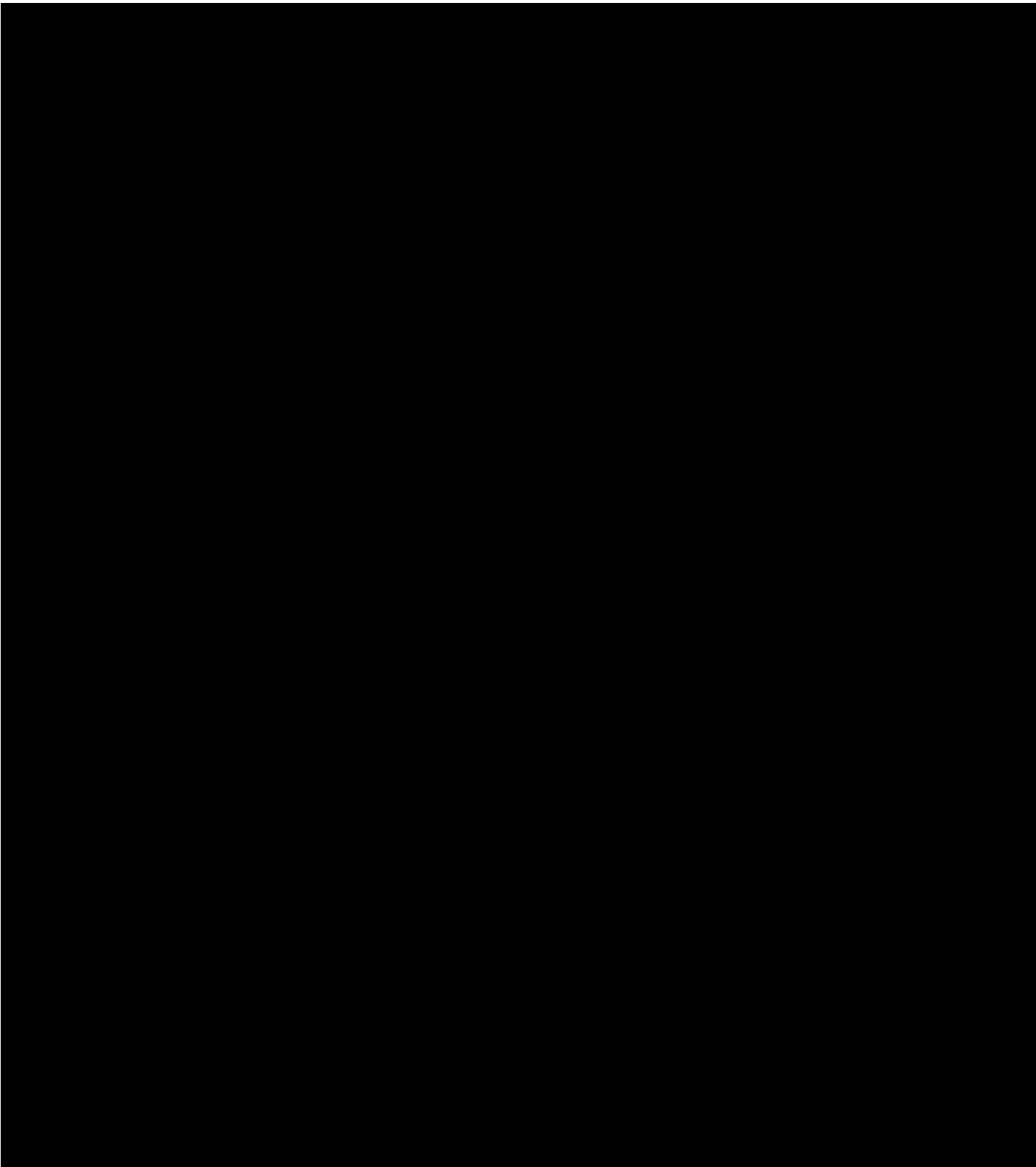
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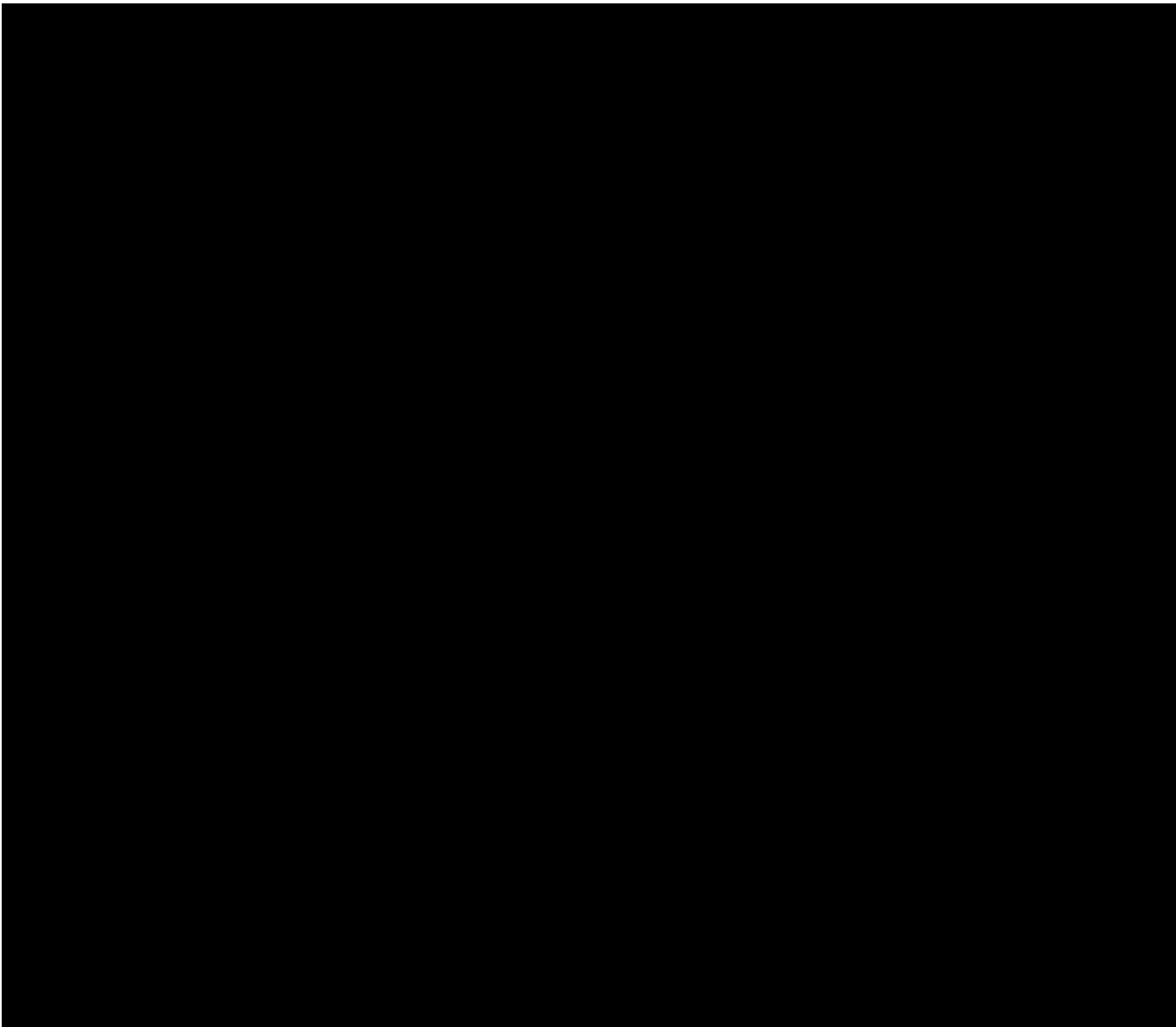
The geofencing capabilities of Bird have been outstanding and have made the start to our new campus partnership a smooth one. Bird has been able to move around and adjust certain parking locations on campus, ensuring that campus pathways are clear for pedestrians.

- **Debbie Richeson, Director of Parking & Transportation Services at San Diego State University**

A-P3: Attach a description and illustrative images of how the company detected and reparked improperly parked devices (including the use of any Automated Driving Technology, as defined in Requirement O2.9) during the pilot period in Seattle and/or in other jurisdictions, and plans ensuring devices are parked correctly in the future.







Regular In-Field Patrols

Our Fleet Managers and Safety Ambassadors will be on the ground daily to address field conditions including, but not limited to, inappropriate parking, excessive sidewalk clutter, knocked-over devices, and blocked passageways. Each team member is designated a specific portion of the city for which they are responsible. In [REDACTED]

As trends emerge, we adjust patrol routes to anticipate when and where improper parking might occur, reducing our response time and ensuring that we prevent or address it immediately. Safety Ambassadors also assist Fleet Managers during large crowded weekends or events, such as Memorial Day Weekend, to ensure top compliance.

**Sophisticated
Customer Report
Monitoring**

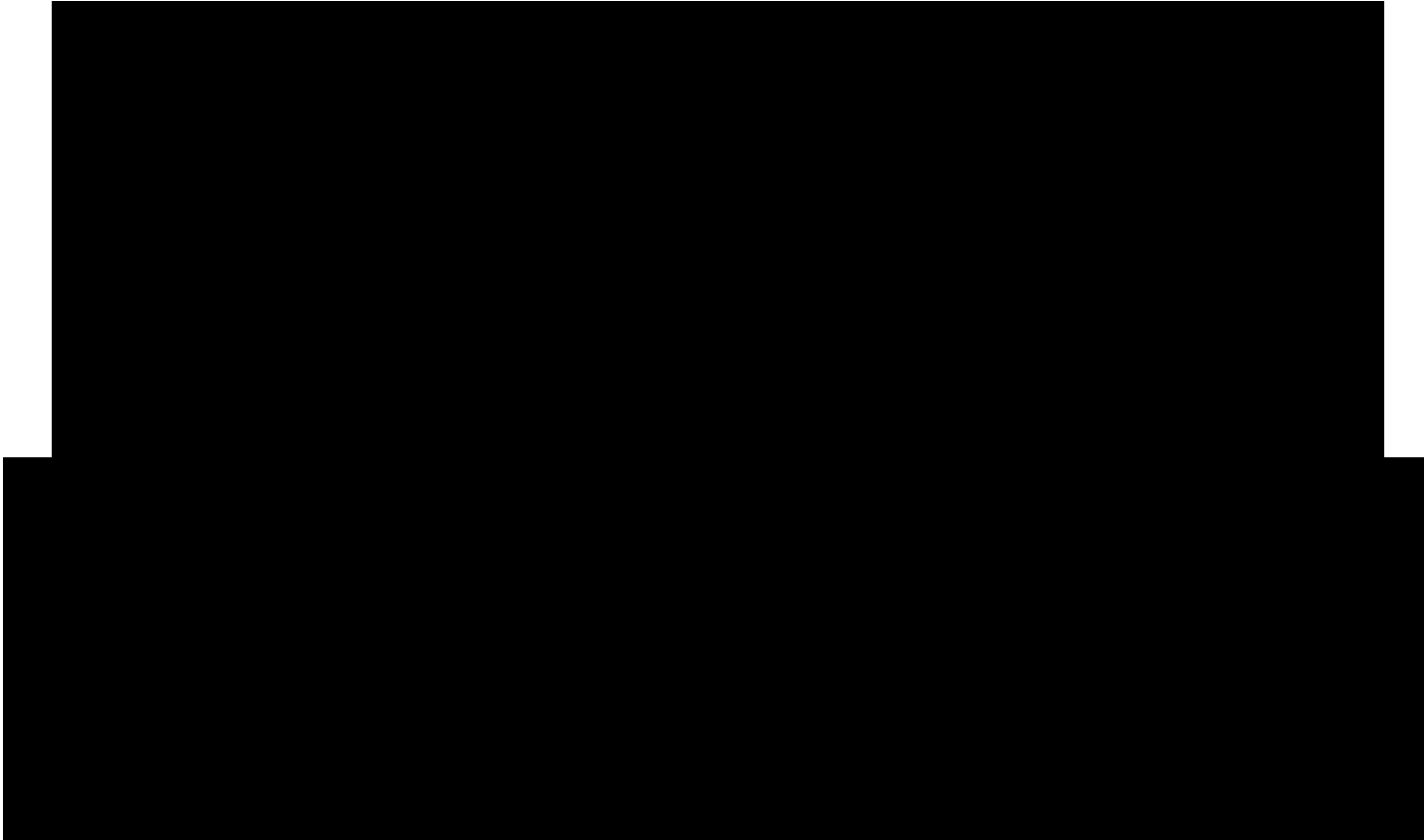
Bird enables riders and other stakeholders to easily and immediately communicate any observed equipment issues, including misparked devices, through a variety of channels. Reports can be submitted through Bird's one-of-a-kind Community Mode (in-app reporting feature) or through our customer support channels (including phone, email, chat and social media; see Section A-06 for more details).

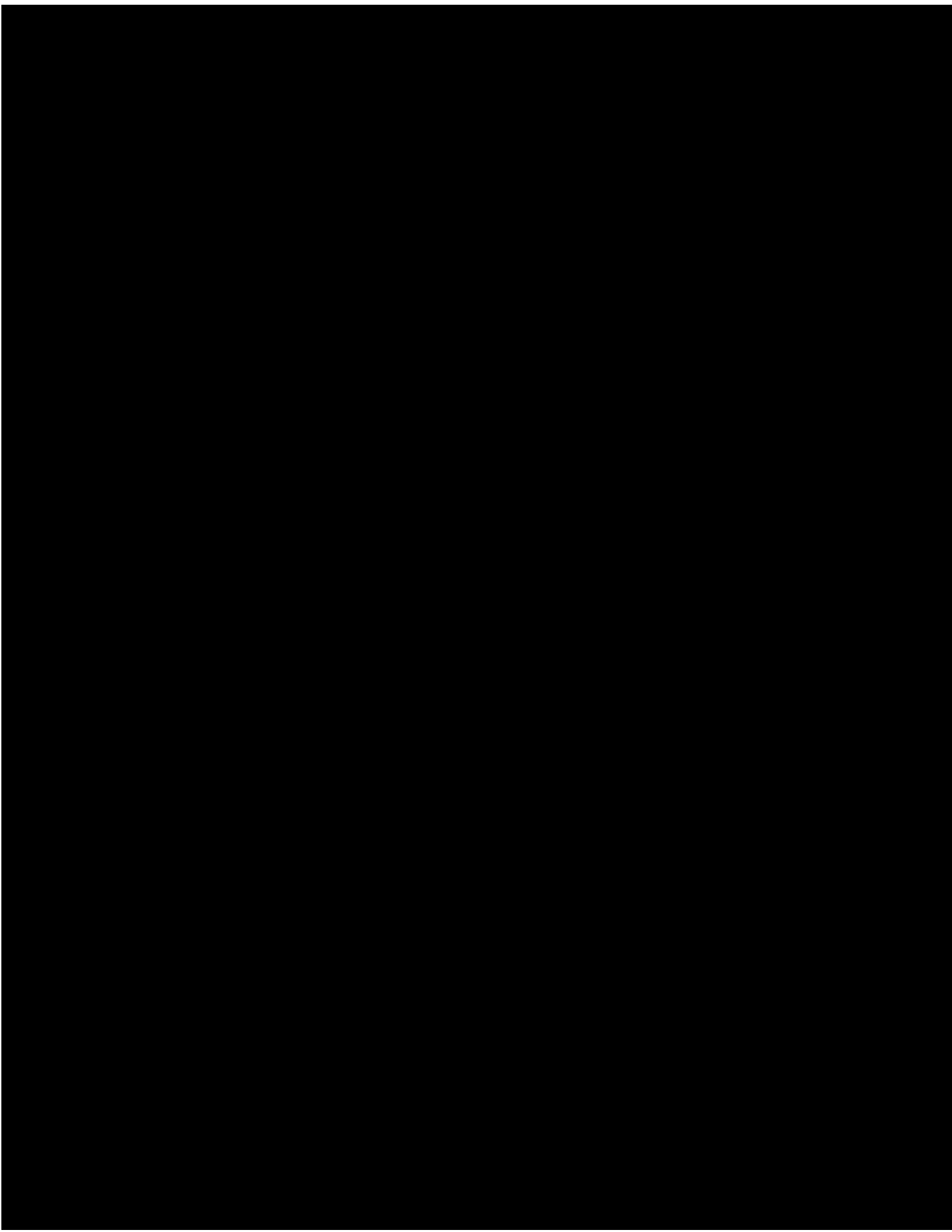
[REDACTED]

**Multi-Operator
Patrols**

Around the world, we lead collaborative efforts to patrol and maintain service areas in partnership with other operators. In Seattle, Bird would encourage open lines of communication between our local teams and other operators in the city to discuss opportunities to launch a joint patrol to respond to issues. Examples of demonstrated success working with other operators include special-event multi-operator coordination at the Super Bowl, the World Series and large music festivals throughout the U.S. as well as joint rebalancing and parking patrols in Marseille, France.

Administrative Unlocking Tool: Bird will also provide SDOT with an account that will enable selected personnel at SDOT and other local government agencies to unlock a Bird device, move it a short distance, and relock it without charge.

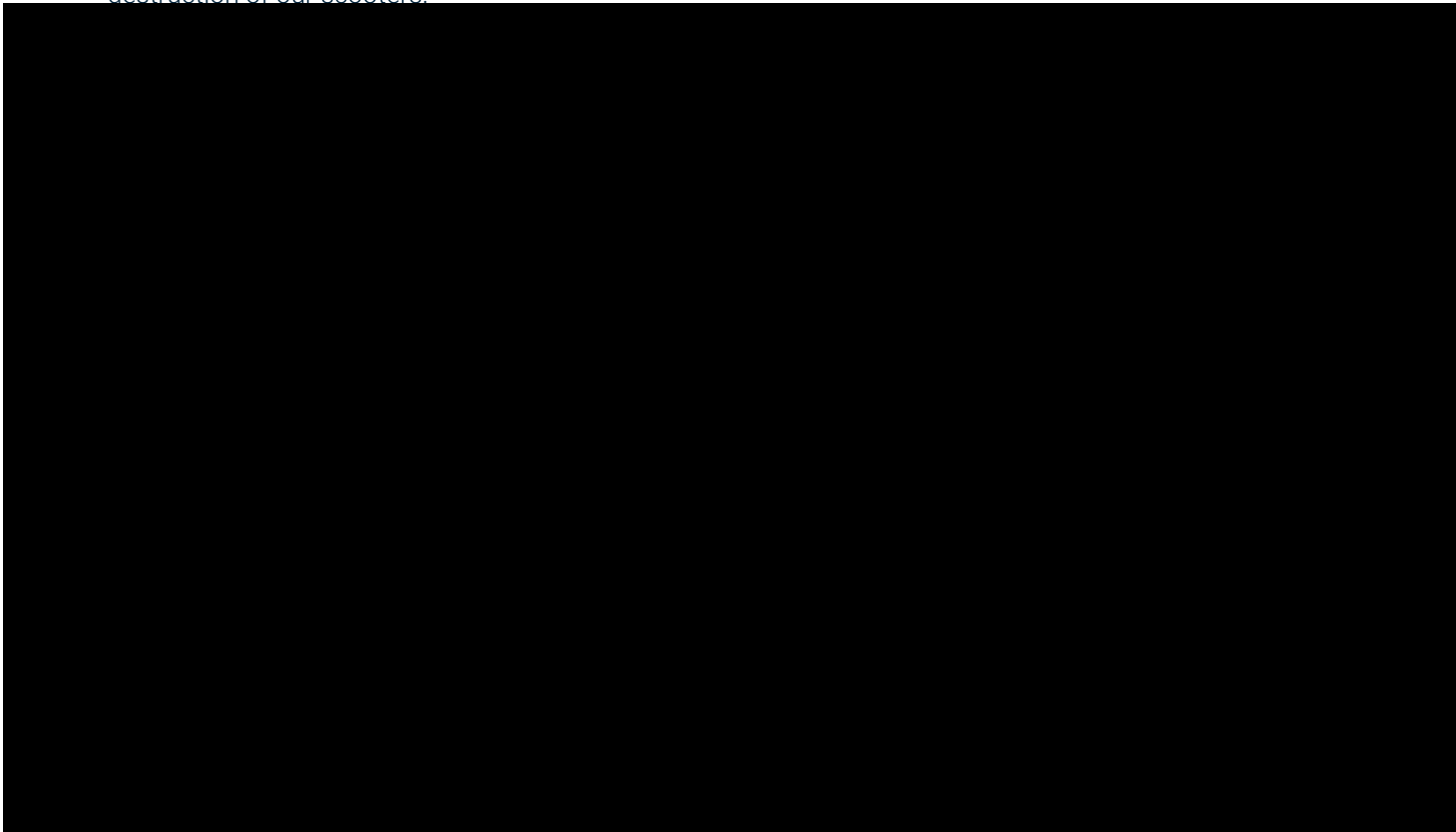




A-P4: Attach a description and illustrative images of how the company inspected devices to ensure they are in good working order during the pilot period in Seattle and/or in other jurisdictions, and plans ensuring devices are parked correctly in the future. Include data about how the company performed relative to maintenance targets outlined in CE4.3 of the Scooter Share Pilot Permit Requirements (no more than 10% unsafe to operate and a minimum of 70% in good working order and available for rental) either in Seattle or how the company met equivalent metrics in other jurisdictions.

Bird's maintenance program is built upon four-plus years of operating experience. In Seattle, we will maintain our fleet in two local locations: in field by highly trained Fleet Managers (daily sanitization and minor repairs such as bell replacement, kickstand repairs); and in our Seattle service locations (medium to major repairs, such as brake lever repair and brake pad replacement, and end-of-life recycling).

Bird keeps a record of all maintenance and repairs performed for each device to help spot trends and refine our maintenance and procedures. We will promptly inform SDOT if we track any patterns of vandalism, sabotage, or other intentional destruction of our devices. Bird will also promptly notify the Program Manager of all communication we have with law enforcement or private investigators regarding intentional destruction of our scooters.





i. Preventative In-Field Inspections and Maintenance

Bird's long-term service monitoring methods for our devices and component parts include conducting at least **one safety inspection daily** on every single vehicle in the field. This frequency increases if our system, which monitors our vehicles 24/7, triggers an alert. If a Bird is in need of a minor tune-up (e.g., tightening a part), a Fleet Manager completes the repair on the spot. This field maintenance reduces our operational VMT and minimizes service disruption.

Our in-field team will also respond to any devices flagged via one of our customer service channels. Devices reported as damaged are automatically and remotely shut down to prevent any new rentals taking place on them until it can be inspected, as described in Requirement ES4.2. Our local team will then be dispatched to visually inspect the device. They will either repair it in-field, or transport it to a service location for further inspection. Bird will complete all in-field inspections, repairs, or removals within two (2) hours of receiving notice, unless a shorter time applies under Requirement O2.1.

Field Inspection	Field Maintenance Actions
<p>[Redacted]</p>	<p>If in good working order as described in ES4.1:</p> <p>[Redacted]</p> <p>If in need of a minor repair:</p> <p>[Redacted]</p> <p>If in need of substantial repairs or unsafe to operate as described in ES4.2:</p> <p>[Redacted]</p>



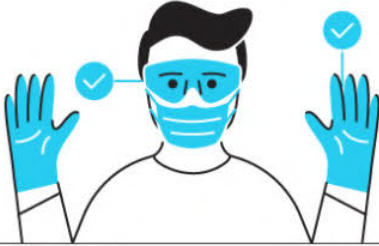
i. Routine Service Location Inspections and Maintenance

Service Location Inspection	Service Location Maintenance Actions
<p>[Redacted]</p> <p>See Appendix B for our complete maintenance checklist.</p>	<p>If in good working order as described in ES4.1:</p> <p>[Redacted]</p> <p>If in need of a repair or unsafe to operate as described in ES4.2:</p> <p>[Redacted]</p>

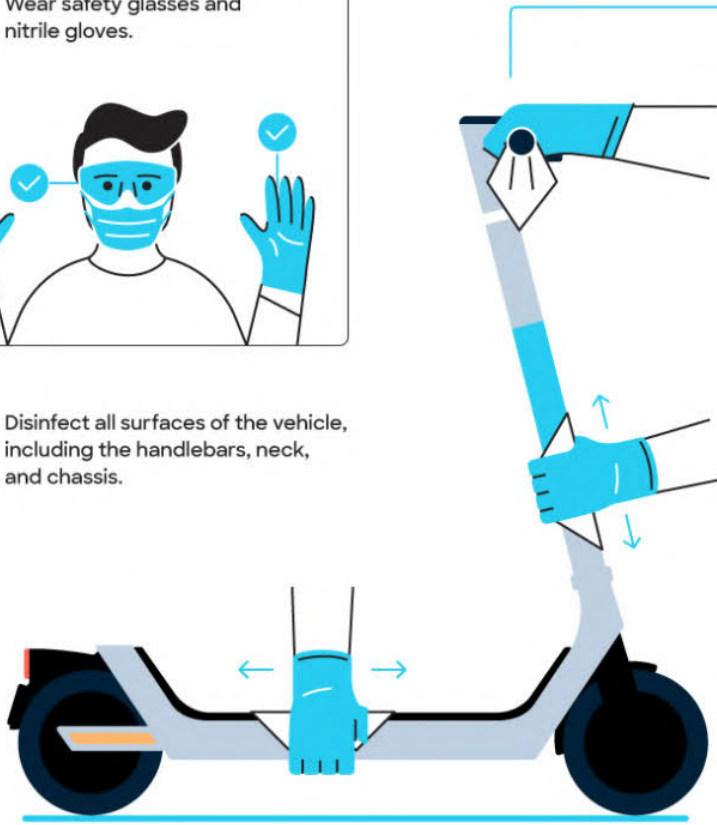
i. Bird's Sanitation Procedures

- [Redacted]
- [Redacted]
 - [Redacted]
 - [Redacted]
 - [Redacted]

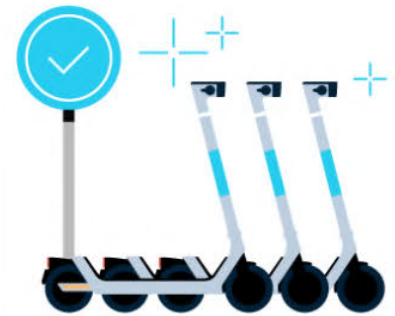
1 Wear safety glasses and nitrile gloves.



2 Disinfect all surfaces of the vehicle, including the handlebars, neck, and chassis.

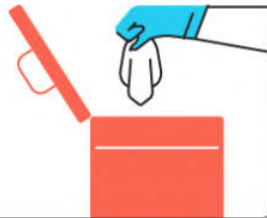


! Take extra care with the handlebars: Wipe across the front and back, including the bell, throttle, and brake levers.



3 Move the vehicle to the designated sanitized area in the service center.

4 Use wipes or towels only one time, then dispose of them in a red hazardous waste can near your workstation.



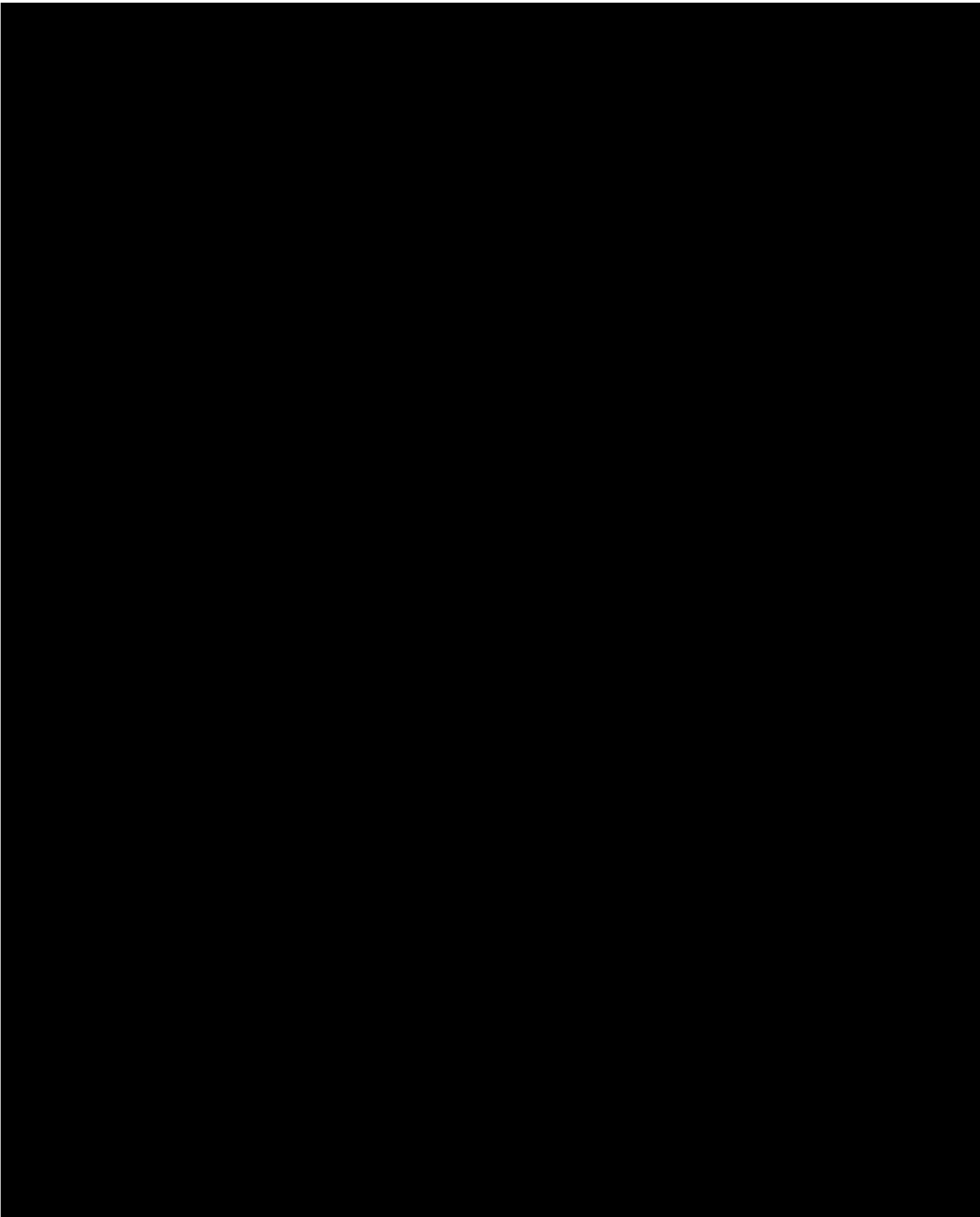
5 Disinfect all surfaces of your workstation (including all hand and power tools) at the start of your shift, before breaks, and at the end of your shift.



6 Dispose of your gloves after each use, and immediately wash your hands afterwards for 20 seconds with warm water and soap. Always wash your hands before taking any breaks, before and after eating, after using the restroom, and after sneezing or coughing.



Bird's Sanitization Protocol



A-P5: Attach a description and illustrative images of how the company required riders to park safely with an increased awareness for those with disabilities, including photos and description of how the rider is instructed to take a correct Trip-End Photo capability, required in O4.4, during the pilot period in Seattle and/or in other jurisdictions. Include data about how the company performed relative to parking targets outlined in CE4.2 of the Scooter Share Pilot Permit Conditions (target: less than 3% of devices found to be obstructions), either during the pilot period in Seattle and/or provide data relative to equivalent metrics for other jurisdictions. Include plans for improving upon parking results from the Seattle pilot period and/or results from other jurisdictions.

Bird takes seriously our responsibility to prevent devices from impeding use of the public right-of-way by people with disabilities, including rectifying any impediment to using the public way as quickly as possible (see Section A-05.iv). In Seattle, we commit to being a responsible steward of the city's streets and sidewalks and will implement a parking strategy that includes comprehensive rider education, no-parking zones, industry-leading AI-verified parking and end-of-ride photos, preferred and incentivized parking locations, and dedicated parking infrastructure.

i. Comprehensive Rider Education

SDOT'S parking rules and regulations (P1. Parking Requirements) including, but not limited to those detailed below, will feature prominently on our local webpage and in our new rider and ongoing education materials. This will include our in-app products like the mandatory quiz, on-vehicle technology like audible parking alerts, physical and digital assets like our on-vehicle decals and emails, and in-person events and outreach, including Bird Safety School. As part of these outreach efforts, both during our new rider training and every time a rider completes their ride, we will also include instructions on how to take a correct trip-end photo. Details on our Seattle-specific education plan, and all of the solutions mentioned above, can be found in our answer to Section A-015.



Birds **must not** be parked in a manner that blocks access on foot or by wheelchair to:

- i.** buildings, structures, or parcels;
 - ii.** transit facilities, including stations, shelters, passenger waiting areas, and bus layover and staging zones;
 - iii.** street features that require pedestrian access, including benches, café seating, parklets, streateries, parking pay stations, transit information signs, and crosswalk buttons; or
 - iv.** safety and disabled access features, including curb ramps, wheelchair ramps, ramp landings, handrails, areas of refuge, and detectable warning surfaces
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SPOTLIGHT: Ramp Champ Campaign

Bird is proud to be the first micromobility operator to have launched a national campaign to educate riders about the importance of not blocking ADA access with parked vehicles. This campaign, developed with consultation from the Office of Disability Rights in Washington, D.C. and multiple advocacy groups for people with disabilities, includes out-of-home advertising on transit shelters as well as in-app messaging to all riders. We will bring this campaign to Seattle within the first four weeks of the program.



a. Bird Safety Ambassadors

Our parking analysis in cities around the world, including Los Angeles, Miami, and Tel Aviv, found a dedicated, highly visible on-the-ground presence like our Bird Ambassador team was an effective way to increase rider parking compliance. In addition to acting as a visual deterrent, on-the-ground team members help monitor proper riding every day as part of their community patrols. When improper parking is spotted, our support team works to identify the rider and trigger a warning to that individual. We then follow up with additional education as well as, if appropriate, penalties or termination. A key focus of our Bird Safety Ambassadors is maintaining ADA accessibility. Please see further below for an impact case study from our team in Ottawa, Canada.

b. Rider Fines

Bird's escalating penalty structure enables us to respond to and remediate unsafe rider behavior. Fines are accompanied by an email describing the incident and why it was unsafe, educational materials relevant to the offense, and a reminder about additional fines and the potential for account termination. Riders on low-income plans are excluded from all financial penalties but receive the warning emails and are also subject to account termination for repeated offenses. See Section A-014 for more information.

ii. Technological Solutions: Enforcing Safe Parking Compliance

Bird will use a combination of geofencing, our AI-verified parking feature, and end-of-ride photos to enforce compliant parking. We will also offer our preferred and incentivized parking solution in Seattle to further support smart parking management and encourage appropriate parking behaviors.

a. Industry's Most Accurate No-Parking Geofences

Our advanced geofencing technology, accurate to within 10 centimeters, enables us to create no-parking zones to prevent riders from parking vehicles in areas requested by the City, residents or businesses; these are often areas that experience high pedestrian volumes. If a rider enters a no-parking zone, the Bird sends an alert to the individual's mobile phone and informs them via audible and visual messages on the vehicle itself.

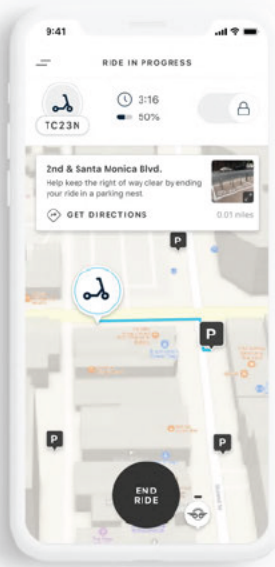
Our on-vehicle technology prevents riders from ending their ride until they are outside of the restricted area. Bird's experience, combined with technological advancements to improve accuracy and responsiveness, has set the industry benchmark for location-based fleet management and compliance. Full details on our industry-leading geofencing technology can be found in Section see A-P2.i.

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

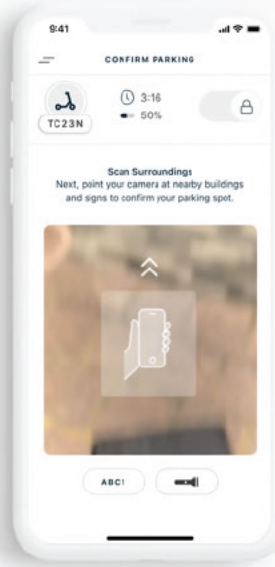
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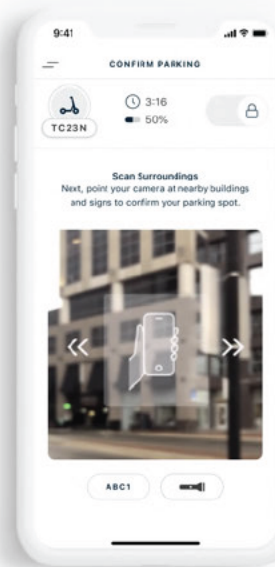
1. In-App Map:

We feature approved parking locations on our in-app map and mark them with a "P" icon.



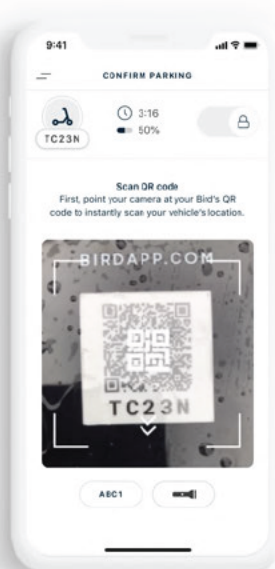
2. Scan Surroundings:

At the end of the ride, we instruct riders to take a photo of their Bird and nearby buildings. If the phone is not tilted high enough, an on-screen indicator alerts the rider to adjust their position.



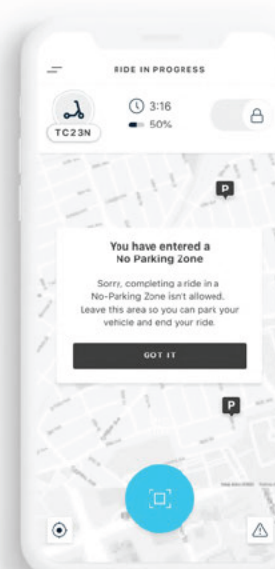
3. Scan Surroundings:

When the rider points their phone up, they are directed to scan the buildings to their left and right. We use these images to triangulate their precise location.



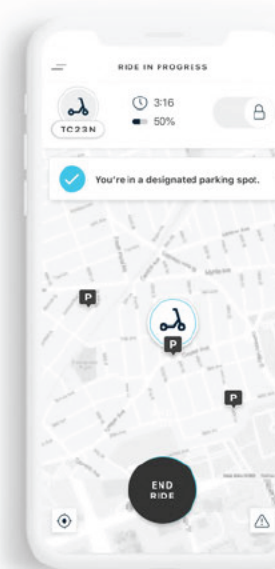
4. QR Scan:

Riders are then instructed to scan their device's QR code.



5. Non-Approved Location:

If the rider is not in a designated space, a message appears asking them to relocate to an approved location.



6. Approved Location:

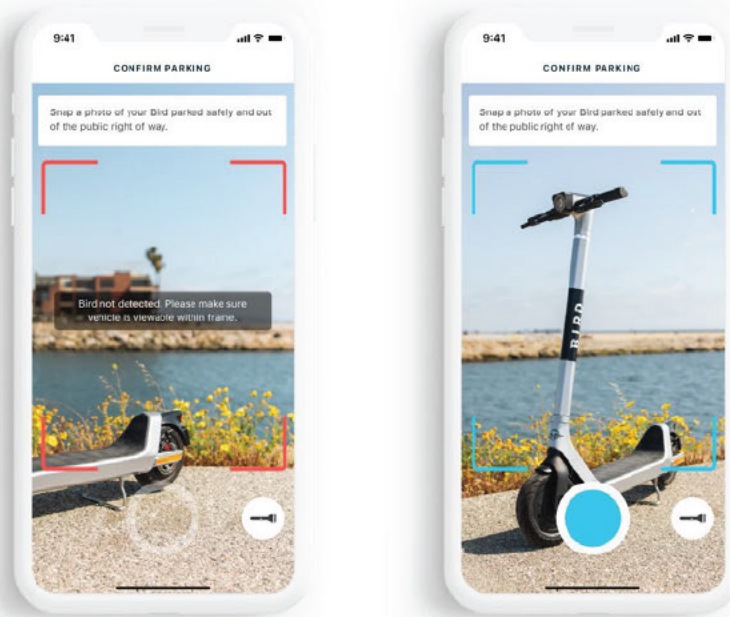
Once the system determines the device is parked in an approved location, the rider can end their ride.



a. End-of-Ride Photos

One of the main benefits of a free-floating e-scooter system is the flexibility it offers riders. In addition to our AI-verified solution detailed above, we use innovative end-of-ride photo technology to manage parking compliance when riders are allowed to park freely outside of predetermined parking locations.

At the end of their ride, our system requires riders to submit an end-of-ride parking photo validated in real time to confirm their device is parked orderly and upright. If no device is detected, or the image only includes a portion of the scooter, the system prompts the rider to align the device within the frame in an upright position and resubmit their photo. Bird reviews all images and issues fines and follow-up education for non-compliance (see Section A-015). As confirmed in SDOT's regulations, the end-of-ride photo will not be required for riders that access our service without using a smartphone. However, should SDOT require at a later day, we have the ability to insert an SMS flow into the ride-end flow of our non-smartphone access option, through which an end-of-ride photo is sent via Multimedia Messaging Service (MMS). MMS is supported by virtually all phones, carriers and plans.



End-of-Ride Photo Screenshots

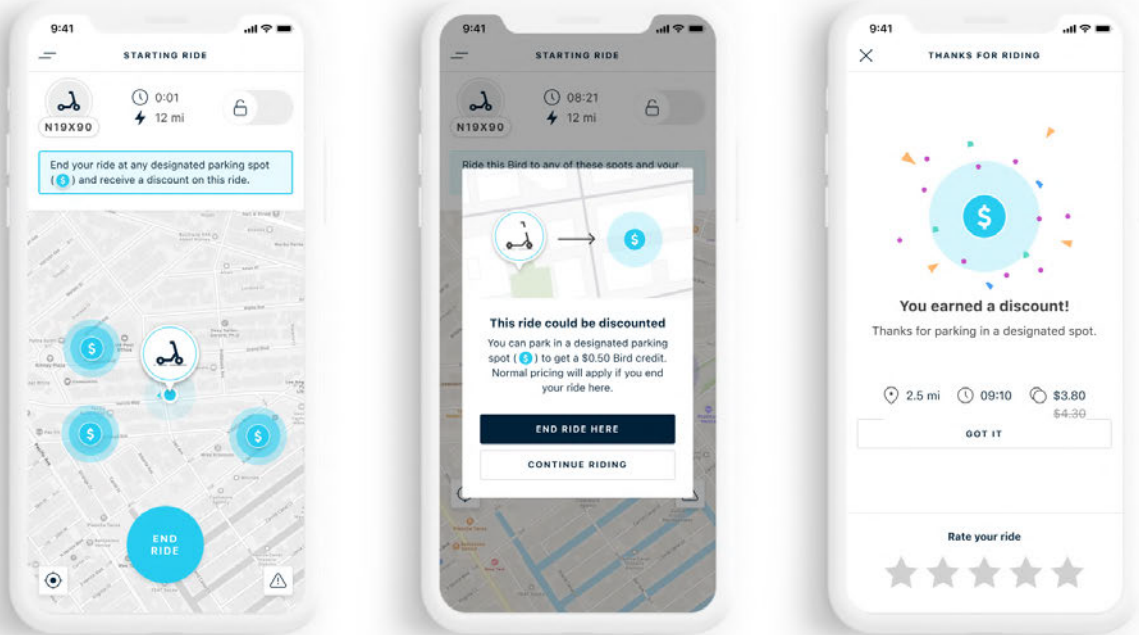


a. Preferred and Incentivized Parking

Bird will work with the City to identify preferred parking locations, including City corrals or other designated mobility hubs, in our app to support smart parking management and encourage appropriate parking behaviors. Our system is easy to update with locations tailored and adapted based on ridership patterns and demand. For example, in San Diego, we currently have over 500+ City corrals highlighted.

In Seattle, all approved parking locations will be marked within the Bird app map with a “P” sign to enable riders to locate them easily. Using our Preferred Parking feature, riders can get turn-by-turn directions to each location. Our sophisticated in-app feature uses our advanced geofencing capabilities, in-app education, real-world visual reference points, real-time navigation and GPS-enabled alerts to direct and reward riders when they end their rides at an approved location. To do this, the in-app feature:

- Provides details on each approved parking corral, including its location, a photo and a description of exactly where to park. It will also offer turn-by-turn directions to a rider’s chosen location.
- Educates riders on how to park using highly visible messaging, including full-screen prompts, in-ride reminders and parking pins that are prominently displayed on the map.
- In Seattle, the system will incentivize riders by offering a \$0.50 discount on each ride that ends in a designated parking location.
- Gives feedback to riders using location-enabled alerts to let them know when they are in an approved parking area and eligible to receive incentives.



As the City adds new parking locations, Bird will continue to update our system and add them to our map. In addition, we will explore the use of other incentives. For example, entering riders who end in an incentivized corral into a monthly drawing for the chance to win branded apparel, accessories and other prizes.

iii. Physical Infrastructure: Making Parking Locations Visible and Encouraging Usage

Bird's team will work with the City to explore physical parking solutions to increase the visibility of approved-parking locations and encourage compliant parking. Bird offers a combination of infrastructure types, including signage, on-street painted corrals and lightweight temporary racks, and partners with Swiftmile to provide charging docks. We have experience operating these solutions successfully, in combination, in markets across the U.S.

For example, in Reno, NV, we worked with the City to identify 102 scooter parking locations in dead space to be repurposed to support the city's growing active transportation system. Bird is supplying and installing low-profile, removable infrastructure in each area to provide a simple yet effective visual that riders can park there. Please see Section A-P1.ii for more information.

The flexibility offered by the below solutions enable us to respond to additional demand, and changes in demand, swiftly and efficiently through the use of light infrastructure like painted corrals that require little installation. All of our infrastructure is open source, enabling all operators' e-scooters to use it. With the City's approval, we can also place signage on or next to the parking infrastructure to highlight it as a designated e-scooter parking area, and to provide riders with details on how to access the service using alternative methods, such as cash payment and non-smartphone options (see Section A-010 for details). Images of potential infrastructure solutions can be found below.



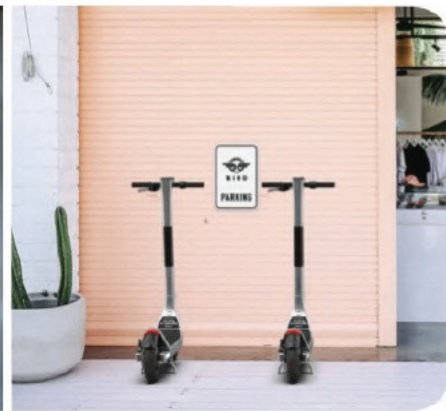
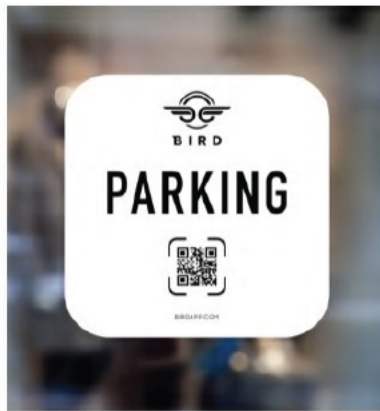


Electric Charging: Bird is proud to partner with Swiftmile, a pioneer and global market leader in light electric vehicle charging infrastructure, to bring their advanced Falcon-X charging stations to our partner cities. With a shared mission of making cities greener and micromobility more accessible, our teams have worked together around the world, including in Miami and Tel Aviv, to support smart charging infrastructure that reduces vehicle clutter and sidewalk obstructions.

Best for: Areas with heavy ridership that have space for larger, permanent charging infrastructure, for example near Gas Works Park and Capitol Hill.

Lightweight Temporary: The rack features a space-efficient design and concrete base that requires no further installation after placement. This considerably reduces the installation time to no more than two hours, limiting disruption and providing considerable flexibility should the City wish Bird to relocate the rack in the future.

Best for: Areas with historically high volumes of ridership and foot traffic, but with limited space in the furniture zone, such as near Pike Place Market.



Parking Signage: Bird can provide highly visible signage to help riders easily locate approved parking locations. We offer a variety of signage solutions, including standing, wall or ground mount. Our signs can be placed on any street sign adjacent to the Bird parking solution, or on building facades for partnering businesses or institutions like hospitals, universities, or museums. All signage is reflective for high conspicuity and can include braille script. Our team would be happy to work with SDOT to design non-Bird branded designs to be more inclusive for all e-scooter and e-bike operators in Seattle.

SPOTLIGHT: Proven Parking Solutions Across the U.S.

Bronx, New York, NY

To keep streets clear and accessible, operators in the Bronx are required to establish clear and positive parking norms as well as respond quickly and efficiently to improperly parked devices. Bird ensures high parking compliance through several proven strategies including: educating users on best practices via riding and parking tutorials, directing riders to approved parking locations in our mobile app, using our highly accurate geofencing technology to ensure vehicles are properly parked within NYCDOT corrals which were subsidized by Bird, and utilizing our AI-verified parking compliance system and end-of-ride photos to validate appropriate parking in real time. Our excellent operations in the Bronx have led to just six complaints per month across a fleet of 1,000 devices over the course of one year.

Jacksonville, FL

The City of Jacksonville requires scooters to be parked in specific parking zones, specifically in the downtown area. Bird collaborated extensively with the City in advance of launch to identify 30 designated parking zones and implement them. To help riders do so, we use our industry-leading geofencing technology throughout the city to prevent rides from ending outside of designated parking zones. These efforts have led to a strong track record of compliance, with only two reports from the City of scooters not in a valid parking location within the first three months of the program.

Ottawa, Canada

Bird Safety Ambassadors were highly successful in Ottawa, Canada, throughout the summer of 2020. The team focused on providing on-the-spot education to riders regarding parking; as a result, poor parking complaints were reduced significantly with less than 70 parking complaints out of 136,000 rides, which represents 0.05% of rides resulting in a complaint. We look forward to replicating this success in Seattle via our local Safety Ambassador team.