

# Bird Electric Scooters FAQs

## CITY OF APPLETON - 2021



### **How old do I have to be to ride a scooter?**

18 years or older

### **How much does it cost to ride a scooter?**

\$1 plus 39 cents for every minute of use

### **How many scooters will be available in Appleton?**

The pilot program will launch with 50 scooters throughout the City in high-foot-traffic areas and scale up to 100 depending on rider demand.

### **How do I rent a scooter?**

1. Download the Bird app from the App Store or Google Play
2. Create an account and enter payment details
3. Use the map to find a scooter near you
4. Scan the QR code on the scooter with the app

### **How do I operate a scooter?**

Hit the throttle on the right to go and pull the brakes to slow.

### **How fast does a Bird scooter go?**

15 mph

### **Where can I ride an electric scooter?**

Bird scooters must be ridden within the pilot area. [See map here.](#)

- Sidewalks OUTSIDE of College Avenue between Drew Street and Badger Avenue
- Right side of a roadway
- Bike lanes
- Trails

### **Where are scooters prohibited?**

- Parking ramps
- College Avenue sidewalk between Drew Street and Badger Avenue

### **Where can I park a scooter?**

Bird electric scooters are dockless, meaning you can leave them at your destination so long as you park them in an upright position; out of the way of pedestrian walkways, roadways, and driveways; and off private property.

### **How do I report reckless riding and improperly parked scooters?**

For abandoned or improperly parked scooters not causing an immediate safety hazard, all complaints should be given to Bird at **(866) 205-2442**. You can also report “Badly Parked Bird” and “Damaged Bird” using the mobile app. You do not have to be a rider to use this feature of the app, however, you do need to create an account. For reckless riding (and improperly parked scooters causing a hazard), please call the Appleton Police non-emergency number **(920) 832-5500**.

### **How do I report a crash or injury involving a scooter?**

**Call 911.** APD will respond to and process the crash/injury as they would any other crash. Crashes or injuries can also be reported to Bird through the app, via phone, or via email at **safetyteam@bird.co**.

### **How can I learn more about Bird?**

More information about the company can be found on their website ([www.bird.co](http://www.bird.co)) and on their blog ([www.bird.co/blog](http://www.bird.co/blog)).

### **How can I contact Bird?**

24/7 customer service line: 866-205-2442

General support email: [hello@bird.co](mailto:hello@bird.co)



### **Tips for Riding Safely**

- Use caution in parking lots.
- Do not enter the road recklessly.
- Do not ride on the wrong side of the road.
- Use hand signals if riding in the road to signal turns and abrupt stops.
- Anticipate what others might do.
- Save the selfies and music for after the ride.
- Yield to pedestrians and keep walkways accessible.
- Even though it is not required, we highly recommend wearing a helmet.

**\*\*When in doubt, riders should be following bicycle laws and operate within the ordinances of the City of Appleton.**