

Date: July 23, 2020

To: Thomas B. Modica, City Manager *T.M.M.*

From: *EL* Eric Lopez, Director Public Works

For: Mayor and Members of the City Council

Subject: **Update on Micro-Mobility Program**

On May 21, 2019, the City Council approved a permanent micro-mobility program allowing for up to six micro-mobility operators to deploy a predefined number of electric scooters, electric bikes, or other future shared micro-mobility devices throughout Long Beach. The Department of Public Works (PW) notified micro-mobility operators of the opportunity to apply and set an application deadline of October 31, 2019. All submitted micro-mobility applications were reviewed based on such criteria as: pilot program feedback, technology and geo-fencing capabilities, customer service plans, and device performance. The following four Operators were selected to proceed with the micro-mobility permitting process:

- Razor USA LLC
- Bird Rides, Inc.
- Lime, Neutron Holdings Inc.
- Clever Mobility Inc.

We are currently working with these operators to acquire additional documentation and insurance required to complete the permit process.

Micro-Mobility Updated Sanitation Protocols

To minimize the spread of COVID-19, on March 30, 2020, PW temporarily suspended the City's BikeShare program based on guidance from the Department of Health and Human Services (Health Department). On March 31, 2020, e-scooter operators were also required to remove devices and suspend operations. Suspension of these programs was done in an abundance of caution until effective sanitation procedures could be developed to ensure the safety and well-being of shared micro-mobility users and the community.

Recognizing the importance of shared micro-mobility as an affordable and accessible form of transportation for our community, PW worked with the Health Department and the City Attorney's Office to develop mandatory sanitation measures to be performed by all operators. These measures include the following:

- All operators must ensure personal protective equipment are worn by all field staff.
- Micro-mobility fleet devices and staff vehicles are to be sanitized and disinfected daily, with an emphasis on frequently touched surfaces.

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- All operators must educate staff and riders on proper COVID-19 safety and sanitation.
- All operators must submit safety and sanitation protocols to PW for approval prior to deployment of fleet.

To ensure compliance with these new measures, operators will be required to provide PW with a log outlining all sanitation efforts. Additionally, PW will develop a tool within the Populus application, which is currently utilized to monitor micro-mobility operations, to track operator sanitation performance. Failure to comply with approved safety sanitation protocols or to submit sanitation logs may result in the suspension or revocation of the operator's permit.

Next Steps

Redeployment of the Long Beach BikeShare fleet will begin on Monday, July 27, 2020 and redeployment of e-scooters will begin on Monday, August 3, 2020 (or sooner, if the selected companies can meet the final requirements quicker), with new safety and sanitation protocols in place. PW will continue to work with BikeShare and e-scooter operators to monitor these updated safety efforts and provide feedback on these new measures. We will continue to monitor COVID-19 health orders and adjust these protocols as necessary.

If you have any questions regarding this matter, please call Carl Hickman, City Traffic Engineer, at (562) 570-6665.

EL:JC

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