

MAY 10, 2019
FACEBOOK LIVE

EMILY COOPER: HELLO, AND WELCOME TO DISABILITY RIGHTS OREGON FACEBOOK LIVE SESSION ON E-SCOOTERS. MY NAME IS EMILY COOPER. I AM THE LEGAL DIRECTOR HERE AT DISABILITY RIGHTS OREGON. AND JOINING ME IS MATTHEW DENNEY, AN ATTORNEY HERE THAT WORKS ON BOTH EMPLOYMENT AND ACCESSIBILITY ISSUES.

THANK YOU SO MUCH FOR JOINING US TODAY. WE'RE REALLY EXCITED TO TELL YOU ABOUT THE ADVOCACY WORK WE HAVE BEEN DOING TO ENSURE THAT AS E-SCOOTER COMPANIES COME INTO OUR TOWN, WE CAN STILL ENSURE THAT PEOPLE ARE SAFE AND THAT SIDEWALKS ARE ACCESSIBLE.

SO TO GIVE YOU A PREVIEW OF TODAY'S SESSION, I'M GOING TO GIVE A BIT OF A BACKGROUND REGARDING WHAT WE HAVE BEEN DOING WITH E-SCOOTERS AND WHY WE ALL SHOULD BE WORRIED THAT THEY BE USED APPROPRIATELY, THEN MATTHEW'S GOING TO TALK ABOUT SOME OF OUR CURRENT CONCERNS REGARDING E-SCOOTERS, AND FINALLY WE'RE GOING TO ANSWER YOUR QUESTIONS, WHICH IS REALLY IMPORTANT THAT IF YOU HAVE A QUESTION OR YOU WANT TO CONTRIBUTE TO IS THIS CONVERSATION, GO TO OUR FACEBOOK PAGE IN THE E-SCOOTER GOOGLE FORM AND WRITE DOWN YOUR QUESTIONS.

ONE OF OUR CONCERNS WITH THE E-SCOOTER PROGRAM IS THERE HASN'T BEEN ENOUGH PUBLIC VENUES WHERE PEOPLE CAN ASK QUESTIONS, EXPRESS CONCERNS, SO WE WANTED TO KICK IT OFF WITH THIS FACEBOOK LIVE SESSION.

BEFORE WE GET INTO THE PRESENTATION ITSELF, I WANT TO MAKE ONE QUICK ACCESSIBILITY NOTE. WE'RE NOT JUST WORRIED ABOUT ACCESSIBILITY FOR E-SCOOTERS, WE WANT OUR OWN FACEBOOK LIVE SESSIONS TO BE ACCESSIBLE. WE ARE GETTING THIS SESSION TRANSCRIBED SHORTLY AND WE WILL POST THIS ON OUR WEBSITE ON OUR FACEBOOK PAGE IF YOU WANT TO SHARE THAT OR GO BACK AND WATCH THE SESSION WITH TRANSCRIPTION.

SO I'M GOING TO KICK IT OFF AND TALK ABOUT THE E-SCOOTER PILOT HERE IN PORTLAND, OREGON. LAST YEAR, AS MANY OF YOU KNOW, THERE WAS A FOUR-MONTH PILOT WHERE COMPANIES WERE ABLE TO DROP OFF ELECTRIC E-SCOOTERS THAT PEDESTRIANS CAN RIDE THROUGHOUT THE CITY.

THEN, AS IS NOW, THERE ARE RULES SAYING THAT YOU CAN'T RIDE AN E-SCOOTER ON A SIDEWALK, YOU CAN'T PARK IT ON A SIDEWALK WHERE IT BLOCKS THE PEDESTRIAN RIGHT AWAY, AND YOU HAVE TO WEAR A HELMET.

BUT AS WE ALL KNOW FROM LAST YEAR'S PILOT, THOSE RULES WEREN'T FOLLOWED. NOT ONLY DID DISABILITY RIGHTS OREGON GET SEVERAL REALLY CONCERNING COMPLAINTS, THE CITY OF PORTLAND ITSELF GOT OVER 600 COMPLAINTS FROM E-SCOOTERS.

EACH OF THOSE COMPLAINTS REALLY CONFIRMED WHAT WE KNEW, WHICH WAS E-SCOOTER RIDERS WHO DON'T FOLLOW THE RULES CAN CREATE SAFETY AND ACCESSIBILITY RISKS. SO PROBABLY THE WORSE EXAMPLE WE HEARD OF, THERE WAS A SOCCER GAME WHERE SO MANY PEOPLE TOOK AN E-SCOOTER TO GET THERE BECAUSE WE ALL KNOW THAT PARKING IS HORRIBLE

AROUND THE STADIUM, AND THERE WERE I THINK THE CITY SAID OVER A HUNDRED E-SCOOTERS LINED UP OUTSIDE THE STADIUM.

AND THE REASON THAT'S A SAFETY RISK IS IF THERE WERE A FIRE OR THERE'S A REASON WHY PEOPLE NEED TO LEAVE THE STADIUM QUICKLY, SOMEONE IN A WHEELCHAIR WOULD NOT HAVE BEEN ABLE TO GET OUT AND THAT IS SCARY AND WE SHOULD NEVER PUT ANYONE IN THAT POSITION. THAT'S WHY NEARLY 30 YEARS AGO THE AMERICANS WITH DISABILITIES ACT PASSED SAYING HEY, WE SHOULD ALL BE ABLE TO GET AROUND OUR CITY AND NOT HAVE BARRIERS LIKE THAT.

SO THAT'S JUST IMPROPERLY PARKED SCOOTERS FOR PEOPLE THAT HAVE MOBILITY DISABILITIES. THERE'S ALSO PEOPLE WHO ARE BLIND OR HAVE LOW VISION. IF THERE'S A SCOOTER PARKED RIGHT IN THE MIDDLE OF A SIDEWALK, WHICH WE ALL KNOW HAPPENED LAST YEAR, SOMEONE MAY NOT SEE THAT AND THEY MAY TRIP AND FALL AND HURT THEMSELVES. THAT IS NOT A PLACE TO PUT ANYBODY CONSIDERING WE LEARNED THIS LESSON BEFORE. RIGHT?

WE HAVE BIKE TOWN. THERE'S DESIGNATED PARKING ON THE STREET FOR BIKES. THERE ARE DESIGNATED PLACES FOR CARS, TOO. WE NEED TO CREATE THE SAME SAFE PLACE FOR E-SCOOTERS.

SO THAT'S WHY IN JANUARY WHEN WE FOUND OUT THERE'S A SECOND PILOT COMING AND THIS ONE IS GOING TO BE FOR AN ENTIRE YEAR, WE SENT A LETTER TO THE CITY AND WE MET WITH THEM ON SEVERAL OCCASIONS LETTING THEM KNOW HEY, YOU KNOW THIS. YOU GOT OVER 600 COMPLAINTS. WHAT ARE YOU

GOING TO DO TO MAKE SURE THAT PEOPLE AREN'T RIDING ON THE SIDEWALKS, PEOPLE AREN'T PARKING ILLEGALLY ON THE SIDEWALK, AND PLUS LEARN OUR LESSON FROM OTHER PILOTS.

FOR EXAMPLE, WE KNOW WITH ENFORCEMENT, PEOPLE ARE LESS INCLINED TO BREAK PARKING ENFORCEMENT. HOW MANY PEOPLE HAVE GOTTEN A PARKING TICKET? I KNOW I HAVE. BUT I GET ONE AND IT'S LIKE SIX MONTHS, A YEAR, BEFORE I GET ANOTHER BECAUSE I DON'T WANT A TICKET. SO IF WE TICKET E-SCOOTERS AND PEOPLE WHO RIDE THEM ILLEGALLY, IT'S REALLY POSSIBLE THAT IT WILL CUT DOWN ON SOME OF THIS ACTIVITY.

WE PRESENTED THIS TO THE CITY AND UNFORTUNATELY WE'RE NOT QUITE SURE HOW IT'S STILL GOING TO WORK IN TERMS OF ENFORCEMENT. WILL PARKING ENFORCEMENT WRITE TICKETS? WILL THE COMPANIES WRITE TICKETS? THIS IS SOMETHING, AGAIN, THIS IS A PILOT THAT WE'RE WATCHING, WE'RE WAITING, WE'RE GOING TO CONTINUE TO SEE HOW THIS ROLLS OUT.

SO THAT'S A LITTLE BIT OF A BACKGROUND. I WILL STOP TALKING AND TURN THIS OVER TO MATTHEW WHO WILL TALK ABOUT SOME OF OUR CURRENT CONCERNS.

MATTHEW DENNEY: I'M MATTHEW DENNEY. I'M A STAFF ATTORNEY HERE AS EMILY MENTIONED. I HAVE BEEN WORKING ON THIS ISSUE FOR A WHILE AS WELL AS EMILY SAID.

WITH THE PILOT LAST YEAR WE RECEIVED OVER 600 COMPLAINTS. AND DURING THAT PILOT LAST SUMMER THERE WERE ABOUT FOUR THOUSAND E-SCOOTERS ON THE STREETS OF PORTLAND. IT WAS REPORTED IN THE PORTLAND TRIBUNE THAT

THIS YEAR THE NUMBER OF E-SCOOTERS GO UP TO 15 THOUSAND.

THEY'RE NOT ON THE STREETS YET. RIGHT NOW THE NUMBER IS MUCH SMALLER BUT IT COULD INCREASE, AND SO IT'S A MAJOR CONCERN OF OURS THAT AS THE NUMBER INCREASES THE CITY GETS A BETTER SYSTEM IN PLACE THAN WHAT THEY HAVE RIGHT NOW.

AND OUR TWO MAJOR CONCERNS WITH, AT THE MOMENT, ARE REALLY BOTH TRANSPARENCY WITH THE PROCESS AND HOW THE CITY IS GOING TO ENFORCE THE RULES THAT IT CREATED FOR THIS PILOT.

WHAT WE HEARD IN THE MEDIA RECENTLY IS THAT, AND WE ACTUAL SAW OURSELVES THAT THE CITY OF PORTLAND IS REROUTING COMPLAINTS TO THE SCOOTER COMPANIES THEMSELVES RATHER THAN TAKING THE COMPLAINTS DIRECTLY. AND WHEN WE REACHED OUT TO THEM, THEY ACTUALLY SAID THIS WAS BECAUSE THEY RECEIVED SO MANY COMPLAINTS DURING THE PREVIOUS PILOT THAT THEY WERE NOT ABLE TO HANDLE THEM. WHAT TO BE SHOULD BE A RED FLAG, YOU KNOW, RE-EVALUATING THE WAY THEY ARE DOING THINGS.

AND ONE OF THE BIG CONCERNS WITH THE WAY THAT THEY'VE SET UP THE NEW COMPLAINT PROCESS IS REALLY THE ABILITY OF PEOPLE TO EVEN FILE COMPLAINTS HAS BEEN MADE MORE DIFFICULT. THE WAY THAT THE WEBSITE IS SET UP, IT DIRECTS YOU TO COMPLAIN TO THE COMPANIES DIRECTLY FIRST. AND IT IS ALSO DIFFICULT TO KNOW WHAT SCOOTER COMPANY YOU'RE DEALING WITH WHEN YOU SEE A SCOOTER THAT'S VIOLATING THE RULES ESPECIALLY IF SOMEBODY IS RIDING DOWN THE

SIDEWALK.

I HAD EXPERIENCES MYSELF WHERE I THINK SO FAR THIS SUMMER I HAVE SEEN ABOUT SIX SCOOTERS ON THE SIDEWALK SO FAR, AND I CAN'T TELL YOU WHAT COMPANY ANY OF THEM WERE FROM. I JUST KNOW THAT WENT BY ME. MY WORSE EXPERIENCE LAST YEAR ACTUALLY INVOLVED MULTIPLE SCOOTERS BECAUSE THERE WAS A SIDEWALK WHERE A SCOOTER WAS PARKED SIDEWAYS AND THEN THERE WAS PART OF THE SIDEWALK THAT WAS OPEN AND THAT PART OF THE SIDEWALK THAT WAS OPEN ACTUALLY HAD SCOOTERS COMING THE OTHER DIRECTION SO I HAD TO DODGE BEHIND THE SCOOTER THAT WAS PARKED IN ORDER TO AVOID A COLLISION. AND IN THAT CASE I COULDN'T TELL YOU WHAT ANY OF THE COMPANIES WERE EITHER.

SO I THINK THE WAY THAT IT IS SET UP RIGHT NOW REALLY DISCOURAGES PEOPLE FROM COMPLAINING IF THEY DON'T KNOW WHAT COMPANY WAS THERE.

THE NEXT ISSUE IS THAT FROM THE AGREEMENTS WE READ THAT THE CITY HAS WITH THE SCOOTER COMPANIES, IT SEEMS AS THOUGH ANY COMPLAINTS TO THE SCOOTER COMPANIES WILL NOT BE PART OF THE PUBLIC RECORD. AND SO IT WON'T BE AVAILABLE TO THE PUBLIC TO KNOW WHAT KINDS OF EXACT ISSUES THE SCOOTERS HAVE CAUSED.

WHEN THE PILOT OCCURRED LAST YEAR WE ACTUALLY REQUESTED THE RECORDS FROM THE CITY TO SEE HOW MANY PEOPLE HAD COMPLAINED AND HOW MANY OF THOSE COMPLAINTS INVOLVED ACCESSIBILITY AND PEOPLE WITH DISABILITIES, AND SO WE WERE ABLE TO RECEIVE THE 600

COMPLAINTS AND REPORT ON THEM. AND IT APPEARS THAT THE COMPLAINTS THAT ARE MADE TO PRIVATE COMPANIES WON'T BE PART OF THE PUBLIC RECORD, AND SO WE WOULDN'T KNOW WHAT PEOPLE HAVE SAID.

AND IN ORDER TO CONTINUE TO GATHER THAT DATA THE CITY IS REQUIRING THE COMPANIES TO TRANSMIT SOME INFORMATION TO THEM BUT IT IS CALLED MINIMAL DATA AND SO IT ONLY, THE INFORMATION THAT'S CITY'S GOING TO GET FROM THE COMPANIES IS ONLY VAGUE INFORMATION ABOUT THE TYPE OF COMPLAINTS, WHERE IT WAS LOCATED, BUT IT DOESN'T ACTUALLY GIVE INFORMATION TO THE CITY ON HOW THE COMPLAINT WAS RESOLVED OR WHETHER IT INVOLVED SOMEBODY WITH A DISABILITY. THAT'S NOT NECESSARILY PART OF THE DATA SET THEY'RE GOING TO GET.

EMILY COOPER: RIGHT. OR EVEN WHO DID THE COMPLAINT.

MATTHEW DENNEY: RIGHT, OR WHO MADE THE COMPLAINT. LIKE WE'RE NOT GOING TO KNOW WHO DID THAT, WE'RE NOT GOING TO BE ABLE TO CONTACT ANYBODY TO SEE IF THEIR CONCERNS HAVE BEEN RESOLVED.

AND THE COMPANIES, BECAUSE THEY'RE SELF-REPORTING THAT DATA TO THE CITY, ALSO HAVE AN INCENTIVE TO MINIMIZE IT OR MAYBE UNDER REPORT OR NOT REPORT CERTAIN TYPES OF COMPLAINTS BECAUSE OF THE FACT THAT THEY WANT TO CONTINUE TO OPERATE IN THE CITY AND THEY DON'T WANT TO LOOK BAD. IT'S ALLOWING THE COMPANIES TO SELF-POLICE RATHER THAN HAVING THE CITY TAKE ACCOUNTABILITY ON THEIR OWN.

EMILY COOPER: RIGHT AND LIKE WHO DO WE TRUST TO MAKE SURE OUR STREETS OR SAFE AND ACCESSIBLE? E-SCOOTER COMPANIES OR THE CITY?

MATTHEW DENNEY: YEAH. I MEAN THE COMPANY THAT'S BENEFITING FROM BEING ABLE TO USE CITY SIDEWALKS WOULD BE THE SAME PEOPLE THAT ARE, YOU KNOW, MAKING THE COMPLAINTS AVAILABLE. THERE'S A CONFLICT THERE.

AND I THINK THERE'S AN EASY WAY THAT THE CITY, ONE OF THE THINGS THE CITY COULD DO IS HAVE THE COMPLAINT PROCESS GO DIRECTLY TO THE CITY AND THE COMPANY SO THAT THE COMPANY HAS A CHANCE TO RESOLVE IT BUT ALSO THE INFORMATION IS PUBLIC RECORD AND THE CITY COULD LOOK INTO HOW THE ISSUE WAS RESOLVED. THEY COULD VERY EASILY MAKE IT SO THAT THE COMPLAINT FORM GOES TO BOTH COMPANIES.

EMILY COOPER: RIGHT.

MATTHEW DENNEY: BOTH THE CITY AND THE COMPANY. THAT'S ONE THING WE PROPOSED.

ANOTHER THING THAT WE WANT TO SEE IS JUST TO MAKE SURE ENFORCEMENT ACTUALLY OCCURS. I BELIEVE THAT THE CITY HAS THE REGULATION IS A 15 DOLLAR FINE FOR A PARKING VIOLATION AND A 50 DOLLAR FINE FOR RIDING ON THE SIDEWALK, AND NEITHER OF THOSE ARE ANY HIGHER THAN WHAT YOU SEE WITH PARKING TICKETS. AND SO IF PEOPLE WITH GET A PARKING TICKET THAT'S MUCH HIGHER THAN THAT IT SEEMS LIKE IT SHOULD BE ACCEPTABLE FOR THE CITY TO ENFORCE THAT SAME TYPE OF REGULATION FOR RIDING ILLEGALLY ON THE SIDEWALK.

IN TERMS OF WHAT YOU CAN DO TO SORT OF HELP WITH THIS PROCESS AND TRY TO HOLD THE CITY AND THE SCOOTER COMPANIES ACCOUNTABLE AND MAKE SURE THAT THIS PILOT IS SUCCESSFUL AND GOES FORWARD WITH PEDESTRIANS BEING SAFE, I WOULD RECOMMEND BOTH CONTACTING CITY OF PORTLAND COMMISSIONERS, WRITING TO YOUR LOCAL COMMISSIONER ABOUT YOUR CONCERN FOR THE PILOT.

AND ALSO IF YOU HAVE COMPLAINTS ABOUT WHAT YOU HAVE SEEN ON THE STREETS OF PORTLAND, LIKE MY INCIDENT WITH THE MULTIPLE SCOOTERS ON THE SIDEWALK, YOU CAN STILL WRITE TO PBOT DIRECTLY. THE LINK IS HARDER TO FIND CAUSE IT IS LOCATED AT THE BOTTOM OF ONE OF THEIR WEB PAGES, BUT WE WILL POST THAT ON OUR FACEBOOK PAGE SO THAT YOU HAVE ACCESS TO THAT INFORMATION FOR THAT LINK TO CONTACT PBOT DIRECTLY.

I WOULD ALSO SAY THAT EVEN IF YOU LIVE OUTSIDE OF PORTLAND, THERE'S A LOT OF PEOPLE THAT LIVE OUTSIDE OF PORTLAND THAT ARE IN THE CITY QUITE OFTEN SO THIS CONCERNS THEM AS WELL. AND WITH THE LAST PILOT WE ACTUALLY HAD CITY COUNCIL MEMBERS FROM OTHER CITIES LIKE MILWAUKIE REACH OUT TO THE CITY OF PORTLAND ABOUT THEIR CONCERNS ABOUT THE SCOOTER LICENSING BECAUSE SCOOTERS OFTEN ENDED UP COME MILWAUKIE OR PEOPLE FROM MILWAUKIE GO TO PORTLAND HAVE THESE SAME PROBLEMS.

AND SO EVEN IF YOU ARE IN A SUBURB AROUND PORTLAND, I THINK IT IS STILL WORTH IT TO WRITE TO YOUR CITY COUNCIL ABOUT YOUR CONCERNS AND MAYBE THEY CAN COMMUNICATE

WITH PORTLAND AS WELL.

EMILY COOPER: SO I THINK NOW THAT I'VE GIVEN A BACKGROUND, MATTHEW'S GONE THROUGH OUR CURRENT CONCERNS, WE'LL NOW TURN IT OVER FOR QUESTIONS. SO AGAIN IF YOU ARE WATCHING THIS AND HAVE QUESTIONS, PLEASE FILL OUT THE GOOGLE FORM. OTHERWISE, WE HAVE ELIZABETH SEABERRY IN OUR OFFICE HAS SOME QUESTIONS THAT WE HEARD COME UP AROUND E-SCOOTERS, SO SHE'S GOING TO BE ASKING THE QUESTIONS.

ELIZABETH SEABERRY: WE HEARD FROM A SUPPORTER THAT SHE FELT LIKE HAVING THE E-SCOOTER COMPANIES FIELD AND COLLECT COMPLAINTS, LOOKS LIKE THE CITY AS ABDICATED RESPONSIBILITY. DO YOU THINK THE CITY IS SENDING A MESSAGE THAT IT IS NOT RESPONSIBLE FOR THESE E-SCOOTERS?

MATTHEW DENNEY: YES. TO ME THE CITY HAS A RESPONSIBILITY TO MAINTAIN PEDESTRIAN ACCESS TO THE SIDEWALKS FOR EVERYONE AND THAT MEANS THAT PEOPLE MOBILITY IMPAIRMENTS WHO ARE BLIND CAN ACCESS THE SIDEWALKS AT THE SAME LEVEL AS ANYBODY ELSE AND GET AROUND THE CITY.

AND IF THE CITY'S NOT ENFORCING VIOLATIONS OF THE LAW WHEN IT COMES TO USAGE OF THE SIDEWALKS, THEN THEY REALLY ARE ABDICATING THEIR RESPONSIBILITY FOR ACCESS.

EMILY COOPER: WELL AND AGAIN THE ONE THING I WILL CHIME IN HERE, I AGREE WITH EVERYTHING MATTHEW SAID, ALSO REMEMBER THIS IS A PILOT. THE WHOLE POINT OF PILOT IS YOU STUDY IT, YOU TEST IT, YOU FIND OUT WHAT'S WORKING AND WHAT'S NOT. IF THE CITY'S NOT HEARING FROM US ABOUT

WHAT'S WORKING AND WHAT'S NOT, IT MAKES ME WONDER ABOUT THEIR ABILITY TO CHANGE THINGS SO THEY CAN ADDRESS SAFETY ISSUES AS THEY COME UP.

ELIZABETH SEABERRY: ANOTHER QUESTION THAT MIGHT BE OUT THERE: WILL THIS CHANGE TO THE COMPLAINT PROCESS DISPROPORTIONATELY IMPACT PEOPLE WITH DISABILITIES?

EMILY COOPER: I THINK PART OF THE PROBLEM WE HAVE WITH REFERRING COMPLAINTS TO E-SCOOTER COMPANIES OR BURYING IT ON A WEBSITE, WE WANT TO MAKE SURE THERE IS A CLEAR, EASY, ACCESSIBLE WAY TO LET OUR CITY KNOW WHAT IT IS GOING TO BE.

SO IF YOU DON'T HAVE A COMPUTER AND HAVE THE PATIENCE TO SCROLL, YES THAT'S GOING TO BE A BARRIER. IF YOU ARE LIKE THAT ELDERLY GENTLEMAN WHO FELL AND THEN PROBABLY DIDN'T GET THE NAME OF THE E-SCOOTER COMPANY SO HE COULD COMPLAIN THAT ROUTE, YES WE DO THINK THAT THE SAFETY OF SIDEWALKS AND THE ABILITY OF THE CITY TO RESPOND DOES IMPACT PEOPLE WITH MOBILITY DISABILITIES, PEOPLE WHO ARE BLIND OR LOW VISION, BUT IT ALSO IMPACTS SENIORS AND CHILDREN AND THE REST OF OUR BEAUTIFUL COMMUNITY THAT USES THE SIDEWALK TO SAFELY GET AROUND.

ELIZABETH SEABERRY: SO DO WE KNOW HOW OFTEN THE CITY HAS COMMITTED TO SHARE THIS DATA WITH THE PUBLIC? SOUNDS LIKE THE CITY SAID THEY ARE GOING TO PULL OR COLLECT SOME OF THE DATA FROM THE COMPANY. WHAT IS THEIR PROMISE IN TERMS OF HOW FREQUENTLY THEY'RE SHARING IT WITH THE PUBLIC?

EMILY COOPER: WE DON'T KNOW THAT. ACCORDING TO THE USER AGREEMENT THE MONTHLY, THE DATA FROM THE E-SCOOTER COMPANIES IS GOING TO BE PROVIDED TO THE CITY MONTHLY. WE ALSO KNOW THAT THE CITY PLANS ON AUDITING THAT INFORMATION. BUT HOW OFTEN AND IN WHAT WAY AND, AS MATTHEW MENTIONED EARLIER, WHAT LEVEL OF INFORMATION ARE THEY GOING TO HAVE TO DO AN AUDIT, THEY'RE NOT GOING TO HAVE ANY IDENTIFYING INFORMATION, ANY OF THE DETAILS THAT WAS AVAILABLE IN THE LAST PILOT, WHICH IS WHY WE'RE WORRIED.

MATTHEW DENNEY: YEAH AND I'M VERY CONCERNED ABOUT THEIR ABILITY TO AUDIT INFORMATION THAT'S ANONYMOUS AND PROTECTED FROM PUBLIC RECORD. AND THEN THE AGREEMENT THEY HAVE ACTUALLY STATES THAT THE CITY WILL LET THE COMPANIES KNOW IF THERE'S A PUBLIC RECORDS REQUEST SO THAT THEY CAN PREPARE AHEAD OF TIME. AND SO I DON'T KNOW HOW EFFECTIVE THE AUDITS ARE GOING TO BE IF THAT'S THE WAY THE AGREEMENT IS SET UP.

ELIZABETH SEABERRY: IF SOMEBODY OUT THERE HAS ALREADY SUBMITTED A COMPLAINT TO AN E-SCOOTER COMPANY, SHOULD THEY THEN SUBMIT ANOTHER ONE TO THE CITY? WHAT IS YOUR RECOMMENDATION?

EMILY COOPER: I WOULD SAY YES. I MEAN IT IS UNFORTUNATE THAT, YOU KNOW, YOU'RE HAVING TO DO IT TWICE, BUT WE THINK LETTING THE CITY KNOW WHAT YOU THINK IS REALLY IMPORTANT.

MATTHEW DENNEY: I WOULD AGREE WITH THAT. I THINK THAT THE CITY SHOULD MAKE THAT PART OF THE PROCESS RIGHT NOW.

ELIZABETH SEABERRY: AND IF SOMEBODY, HAS MATTHEW WAS SAYING, A SCOOTER ON THE SIDEWALK, YOU HAVE NO IDEA WHICH COMPANY IT BELONGS TO, WHAT SHOULD SOMEBODY DO IN THAT SITUATION?

EMILY COOPER: FILE A COMPLAINT WITH THE CITY.

MATTHEW DENNEY: YEAH. I WOULD SAY FILE WITH THE CITY AND ALSO WRITE TO YOUR CITY COUNCIL COMMISSIONER TO CHANGE THE WAY THEY'RE OPERATING RIGHT NOW.

EMILY COOPER: AND ITS SAD THAT I EVEN HAVE TO MENTION THIS BUT IF YOU'RE HURT, GO SEE YOUR DOCTOR. WE'RE TALKING ABOUT, YOU KNOW, PUBLIC FORUMS AND ENSURING ACCOUNTABILITY. THE RESULT OF THINGS BEING UNSAFE IT IS GOING TO HURT SO WE WANT YOU TO BE SAFE AND WE WANT YOU TO TAKE GOOD CARE OF YOURSELF.

ELIZABETH SEABERRY: DISABILITY RIGHTS OREGON HAS BEEN ADVOCATING ON THIS ISSUE SINCE JANUARY IN CLOSE CONTACT WITH THE CITY. DID YOU KNOW ABOUT THIS CHANGE TO THE COMPLAINT PROCESS BEFORE IT WAS INSTILLED?

EMILY COOPER: NO.

MATTHEW DENNEY: WE ACTUALLY FOUND OUT JUST LIKE EVERYBODY ELSE DID AND IT WAS KIND OF DISAPPOINTING BECAUSE OF THE FACT THAT WE ENGAGED WITH THEM SO OFTEN BEFORE. AS SOON AS WE FOUND OUT ABOUT THE PILOT STARTING AGAIN, WE SET UP A MEETING TO TALK ABOUT THE NEW PILOT AND HOW THEY COULD DO BETTER THAN LAST TIME. THEY

DID NOT RELEASE ANY COMMUNICATION ABOUT HOW THEY WERE GOING TO DO THE COMPLAINT PROCESS.

ELIZABETH SEABERRY: WE HEARD FROM SOME PEOPLE WHO SAID VERY CLEARLY THERE'S ALREADY BEEN AMPLE EVIDENCE OUT THERE FROM THE FIRST PILOT THAT E-SCOOTERS DO PRESENT A THREAT TO PORTLANDERS WHO EXPERIENCE DISABILITY AND OLDER PORTLANDERS SO IN ESSENCE BY GOING FORWARD WITH ANOTHER PILOT WE'RE SORT OF WAITING FOR AN ACCIDENT TO HAPPEN. DO YOU DISAGREE WITH THAT?

EMILY COOPER: WE DON'T AND IN FACT IT'S ONE OF OUR BIGGEST WORRIES. I'M REALLY WORRIED THAT PEOPLE WERE INJURED LAST YEAR AND THAT THEY'LL BE INJURED THIS YEAR. TO ADD TO THAT LAST YEAR WAS ONLY FOUR MONTHS. THIS IS TWELVE MONTHS AND SO WE ONLY KNOW SCOOTERS IN THE SUMMER. WHAT ABOUT THE WINTER WHEN THERE'S ICE OR THERE'S WATER? WE'RE REALLY WORRIED ABOUT IT, WHICH IS WHY WE'RE SPENDING SO MUCH TIME ADVOCATING AND WHY WE'RE CONTINUING TO WATCH AND KEEP YOU ALL UPDATED.

ELIZABETH SEABERRY: SOME PEOPLE HAVE ON THE FLIP SIDE POINTED OUT THAT E-SCOOTERS ARE PRETTY ENVIRONMENTALLY FRIENDLY COMPARED TO OTHER MODES OF TRANSPORTATION AND WE SHOULD ACTUALLY BE EXPANDING THEIR USE. WHAT'S YOUR RESPONSE TO THAT?

EMILY COOPER: WELL, FROM A PERSONAL PERSPECTIVE, I LIKE E-SCOOTERS. I RODE ONE TODAY. I ALSO RODE WITH A HELMET AND I ALSO RODE IN THE STREET, AND I PARKED IT APPROPRIATELY. I DON'T OWN A CAR. I AM A BIG SUPPORTER OF THE ENVIRONMENT AND GREEN TECHNOLOGIES AND SO I THINK,

IF USED APPROPRIATELY, THEY'RE GREAT. BUT WE DON'T HAVE TO TRADE TECHNOLOGICAL INNOVATION WITH PUBLIC SAFETY. BOTH ARE POSSIBLE. WE JUST HAVE TO EDUCATE THE PUBLIC ABOUT WHY IT MATTERS AND IF THEY DON'T FOLLOW THE RULES, THEY'RE GOING TO GET PENALIZED. AND IF THEY HURT PEOPLE, THEY'RE GOING TO BE CHARGED WITH CRIMES. AND SO, YOU KNOW, IT'S LETTING PEOPLE KNOW THAT'S WHY IT IS IMPORTANT THAT THEY FOLLOW THESE RULES. THESE AREN'T JUST RULES FOR RULES. IT IS TO MAKE SURE ALL OF US ARE SAFE ON THE SIDEWALK.

MATTHEW: I WOULD COMPARE IT TO BICYCLING FOR EXAMPLE. BICYCLING IS ENVIRONMENTALLY FRIENDLY. PORTLAND'S BEEN KNOWN AS A MAJOR BIKE CITY FOR DECADES, AND WE'VE CREATED RULES AROUND THAT NOT RIDING ON THE SIDEWALK DOWNTOWN THAT PEOPLE FOR THE MOST PART FOLLOW.

EMILY COOPER: BIKE LANES.

MATTHEW DENNEY: AND WE CREATED BIKE LANES SO THAT PEOPLE HAVE THE ABILITY TO RIDE BIKES MORE SAFELY WITHOUT HAVING TO COMPETE WITH CARS AND PEDESTRIANS, AND I THINK THAT WE NEED THAT SAME KIND OF INFRASTRUCTURE INVESTMENT FOR SCOOTERS IF THIS IS GOING TO BE A LONG-TERM PROJECT, A LONG-TERM MODE OF TRANSPORTATION, AND IN THE MEANTIME WE NEED TO MAKE SURE THAT THEY ARE OPERATED AS SAFELY AS POSSIBLE AND THAT THE CITY DOES JUST PLACE THE SAME REQUIREMENTS ON E-SCOOTER RIDERS AS THEY DO FOR BICYCLISTS OR ANYONE ELSE.

ELIZABETH SEABERRY: THERE MAY BE SOME PEOPLE OUT THERE SAYING WELL THIS SOUNDS ALL WELL AND GOOD BUT THE POLICE, THEIR PLATES ARE FULL. THEY'RE RESPONDING TO SERIOUS CRIMES. WE KNOW THERE ARE 911 DELAYS. ARE YOU REALLY ASKING THEM TO ENFORCE THESE SCOOTERS ON SIDEWALKS?

EMILY COOPER: WE ARE NOT ASKING FOR THE POLICE TO ENFORCE THIS. WE'RE ASKING THE CITY OF PORTLAND TO ENFORCE THEIR OWN RULES. AND SO THE ANALOGY I USED EARLIER ABOUT CARS OR BIKES WOULD BE SIMILAR. THERE'S PARKING ENFORCEMENT THAT MAKES SURE THAT CARS ARE PARKED APPROPRIATELY, THAT PEOPLE ARE NOT RIDING THEIR BIKE ON THE SIDEWALK, AND WE WOULD EXPECT THAT SAME LEVEL OF ENFORCEMENT. BUT ULTIMATELY WHAT WE KNOW ABOUT PARKING THAT IS THE BIGGEST DRIVER OF ENFORCEMENT ARE TICKETS.

AND SO AS MATTHEW MENTIONED EARLIER, ITS GREAT THAT THERE'S A TICKET NOW FOR E-SCOOTERS, BUT WE WANT IT TO BE AT THE SAME AMOUNT AS PARKING TICKETS ESPECIALLY BECAUSE A PARKED CAR DOES NOT POSE THE SAME RISK AS A SCOOTER FLYING 20 MILES DOWN THE SIDEWALK TO SOMEONE WITH MOBILITY ISSUES. AND SO WE WANT THE TICKET TO BE HIGH ENOUGH TO TRULY DISCOURAGE PEOPLE FROM BREAKING THE LAW.

ELIZABETH SEABERRY: MATTHEW MENTIONED EARLIER THE CITY OF MILWAUKIE, ARE THERE OTHER CITIES AROUND THE COUNTRY THAT HAVE ALSO BEEN EXPERIMENTING OR GOTTEN ON BOARD WITH E-SCOOTERS AND WHAT ARE OTHER DISABILITY RIGHTS GROUPS AROUND THE COUNTRY SAYING ABOUT THIS?

EMILY COOPER: SO THE ONE THAT I'M FAMILIAR WITH IS DISABILITY RIGHTS CALIFORNIA CASE. SO THEY SUED THE CITY OF SAN DIEGO OVER E-SCOOTERS AND WHEN WE MET WITH THE CITY WE ACTUALLY POINTED TO WHAT THEY CAME UP WITH, WHICH IS PRETTY GREAT SOLUTIONS ON MAKING SURE E-SCOOTERS ARE RIDDEN AND PARKED APPROPRIATELY.

SO THIS IS NOT SOMETHING THE CITY OF PORTLAND NEEDS TO LIKE FIGURE OUT ON THEIR OWN OR REINVENT THE WHEEL. YOU KNOW WHAT I MEAN? IT'S FOLLOW WHAT THESE OTHER CITIES HAVE DONE. IT'S POSSIBLE. THERE'S THE TECHNOLOGY, THERE'S THE REGULATION, AND THERE'S THE ENFORCEMENT.

MATTHEW DENNEY. RIGHT. I ACTUALLY READ ABOUT A FEW CITIES WHERE THEY ARE DOING THE SAME KIND OF REGULATIONS THAT WE PROPOSED HAVING PARKING ENFORCEMENT, HAVING SPEED LIMITS IN CERTAIN AREAS WHERE IT MIGHT BE DANGEROUS TO HAVE A SCOOTER GOING HIGH SPEEDS.

EMILY COOPER: LIKE NAITO PARKWAY.

MATTHEW DENNEY: LIKE NAITO PARKWAY. YEAH. SO I WAS JUST THE ARTICLE THAT I WAS READING YESTERDAY WAS ACTUALLY NASHVILLE, TENNESSEE. THEY HAD CONCERNS ABOUT E-SCOOTERS AND REGULATIONS THERE, SO IT IS REALLY HAPPENING ALL OVER THE COUNTRY AND PLACES ARE LOOKING AT THIS. AND I WOULD HOPE THAT PORTLAND WOULD BE A LEADER AND, YOU KNOW, FIGURING OUT HOW TO BEST IMPLEMENT THIS SORT OF SUSTAINABLE FORM OF TRANSIT.

WE DON'T WANT TO BE BEHIND THE REST OF THE COUNTRY WHEN

IT COMES TO HAVING THIS SORT OF MIXTURE OF ACCESSIBILITY AND SUSTAINABLE TRANSIT.

ELIZABETH SEABERRY: WE HAVE A QUESTION FROM LANE ON FACEBOOK AND I'M GOING TO READ SOME OF IT TO YOU. SHE WANTS TO KNOW WHY DOES THE CITY CONSCIENTIOUSLY ONLY REQUIRE NUMBERS OF SCOOTER RIDES AND NOT EYE WITNESS COMPLAINTS ABOUT E-SCOOTER RIDE USAGE. ISN'T THAT JUST PBOT FOCUSING SOLELY ON REVENUE GENERATION BY E-SCOOTERS AND PROMOTING THEM.

EMILY COOPER: FIRST, HI LYNN. A FLUENT QUESTION. I'M REALLY GLAD YOU ASKED IT AND I PROMISE EVERYBODY ELSE WATCHING SHE'S NOT A PLANT. BUT I WILL TURN THIS OVER TO MATTHEW BECAUSE THIS IS ACTUALLY SOMETHING YOU NOTICED EARLY ON IN TERMS OF HOW THEY POSED THE INITIAL COMPLAINT QUESTION.

MATTHEW DENNEY: YEAH. WELL I ACTUALLY TOOK THE E-SCOOTER SURVEY AT THE END OF THE FIRST PILOT AND I NOTICED THAT THE SURVEY WAS ONLY GEARED FOR PEOPLE WHO HAD ACTUALLY RIDDEN E-SCOOTERS AND IT TALKED ABOUT THE QUESTIONS WERE ABOUT WHAT BENEFITS YOU NOTICED TO THE COMMUNITY AND THEY'RE ALL POSITIVE QUESTIONS, SO THERE WASN'T REALLY A WAY TO EXPRESS COMPLAINTS IN THE SURVEY UNLESS YOU WROTE THEM IN YOURSELF, WHICH IS WHAT I DID.

SO I NOTICED WITH THAT INITIAL SURVEY AT THE END OF THE LAST PILOT THEY REALLY DID BIAS IT AGAIN ANY NEGATIVE INFORMATION ABOUT SCOOTERS AND I THINK IF THEY WERE INTERESTED IN STUDY THE EFFECTIVENESS OF THE PILOT AND

BALANCING PEDESTRIAN SAFETY WITH E-SCOOTERS AS A MEANS OF TRANSPORT, THEY NEED TO LOOK AT BOTH SIDES AND ACTUALLY RELEASE THE NUMBERS OF COMPLAINTS, GIVE MORE DETAIL ABOUT THE TYPES OF COMPLAINTS AND NUMBER OF INJURIES THAT OCCUR SO THERE'S MORE INFORMATION OUT THERE THAT'S BALANCED.

EMILY COOPER: SO I WOULD ENCOURAGE YOU ALL TO DO WHAT MATTHEW DID WHICH IS TO PERSIST AND GO AHEAD AND FILL OUT THAT COMPLAINT FORM WITH THE INFORMATION THAT YOU HAVE INCLUDING LYNN. IT WOULD BE GREAT IF YOU LET THE CITY KNOW ABOUT YOUR EXPERIENCES AND AGAIN WE WILL POST THAT LINK ON OUR FACEBOOK PAGE SO THAT ANYONE WATCHING THAT AFTER THIS SESSION.

ELIZABETH SEABERRY: A FOLLOW-UP QUESTION FROM LANE TOUCHES ON SOME OF THE THINGS YOU MENTIONED EARLIER BUT I JUST WANT TO READ IT. WHO EXPECTS THE PUBLIC TO TRUST WHAT PBOT IS DOING? WHAT PRECEDENT DOES THAT SEND REGARDING FUTURE ACCOUNTABILITY FOR E-SCOOTER USAGE? THE ADA REQUIRES CITIES AND COUNTIES AND STATES TO RECORD AND REPORT TRANSPORTATION ISSUES.

EMILY COOPER: SO I THINK THERE ARE A COUPLE OF THINGS. ONE, AS MANY OF YOU KNOW DRO HAS MANY ADVOCACY TOOLS THAT ARE AVAILABLE TO US. AND ONE OF THOSE THAT WE USED WITH E-SCOOTERS IS OUR ABILITY TO EDUCATE LAWMAKERS. AND SO THROUGH OUR LETTERS AND OUR MEETINGS ALREADY, WE HAVE SEEN SOME GREAT LEADERS WITHIN THE CITY STAND UP AND SAY YES WE'RE GOING TO HEAR YOU. WE'LL MAKE THE CHANGES. AND THAT'S BEEN REALLY HEARTENING. WE CAN ONLY HOPE THAT AS WE CONTINUE HAVE

TO THESE CONVERSATIONS AND HEAR FROM YOU THAT THEY WILL CONTINUE TO EDIT AND MODIFY, AGAIN, A PILOT TO MAKE SURE THAT ALL OF THESE ISSUES ARE ADDRESSED.

THE OTHER THING I'LL DO IS GO AHEAD AND, YOU KNOW, BLOW SMOKE A LITTLE BIT, WHICH IS THAT'S WHY YOU HAVE ORGANIZATIONS LIKE DISABILITY RIGHTS OREGON. WE ENSURE THAT THERE'S A LEVEL OF TRANSPARENCY AND ACCOUNTABILITY AND AS THE PROTECTION ADVOCACY FOR THE STATE OF OREGON, WE ADVOCATE FOR YOUR INTEREST AND THAT'S WHAT WE'RE DOING HERE.

AGAIN, HONESTLY, IT'S WHY WE'RE DOING THE FACEBOOK LIVE SESSION. WE HAVE NOT SEEN THIS LEVEL OF FORUM GATHERING AND SOLICITING OF INPUT THAT WE THINK IS REALLY IMPORTANT. WE WANT TO HEAR FROM YOU. WE THINK THE CITY SHOULD HEAR FROM YOU AND SO WE'RE HOPEFUL THAT THIS HELPS GET THAT BALL ROLLING AGAIN USING OUR ADVOCACY TOOL OF EDUCATION.

ELIZABETH SEABERRY: SOME PEOPLE OUT THERE MIGHT BE WONDERING DISABILITY RIGHTS OREGON IS REALLY BUSY WITH A LOT OF ISSUES. WE RECEIVE A LOT OF COMPLAINTS ABOUT THINGS AFFECTING PEOPLE WITH DISABILITIES ACROSS THE STATE. WHY DID THIS ISSUE RISE TO THE TOP? WHY IS THIS ISSUE SO IMPORTANT TO PORTLANDERS WITH DISABILITY?

EMILY COOPER: WELL, I THINK MATTHEW ALREADY SAID IT. PORTLAND'S THE BIGGEST CITY IN OUR CITY AND OTHER CITIES ARE WATCHING, INCLUDING MILWAUKIE. I MEAN THEY WROTE US A LETTER, WHICH WAS REALLY GREAT. SO OTHER CITIES ARE WATCHING AND SO WE WANT PORTLAND TO BE THE

LEADER AND SET THE EXAMPLE FOR OTHER CITIES IN OUR STATE. DO YOU WANT TO ADD IN?

MATTHEW DENNEY. YEAH. I THINK ANOTHER REASON WHY IT IS IMPORTANT IS THE PAST FEW YEARS THERE HAVE BEEN LAWSUITS OVER CURB CUTS IN OUR SIDEWALKS BOTH WITH THE OREGON DEPARTMENT OF TRANSPORTATION AND WITH THE PORTLAND BUREAU OF TRANSPORTATION, WHICH ACTUALLY THE PORTLAND ONE WE WEREN'T THE ORIGINAL LITIGANTS. WE TOOK OVER, WE'RE PROBABLY GOING TO TAKE OVER OVERSIGHT OF THAT. AND SO WITH THESE CURB CUT CASES AND WITH THE RATE AT WHICH THEY'RE GOING TO MAKE THE CURB CUTS ACCESSIBLE SO PEOPLE CAN GET AROUND ON SIDEWALKS, I DON'T WANT TO SEE THAT PROGRESS UNDONE BY ANOTHER BARRIER TO ACCESSABILITY COMING UP.

THE HOPE IS THAT WE GRADUALLY IMPROVE OUR PEDESTRIAN INFRASTRUCTURE SO IT BECOMES EASIER AND EASIER TO GET AROUND WITH A MOBILITY DEVICE. AND IF ALL OF A SUDDEN THOSE CURB CUTS ARE BLOCKED BY SCOOTERS OR BY SIGNS OR ANYTHING ELSE, THEN YOU ARE REALLY GOING BACKWARDS AND NOT MAKING ANY PROGRESS. I THINK THAT'S WHY IT IS IMPORTANT FOR US.

ELIZABETH SEABERRY: JUST TO WRAP UP, CAN YOU TELL EVERYBODY AGAIN HOW LONG THE FIRST PILOT WAS AND HOW LONG THE SECOND PILOT IS AND THEN WHAT AGAIN REPEAT WHAT STEPS YOU'RE TAKING TO REMEDY THE SITUATION.

EMILY COOPER: YOU DO THE FIRST QUESTION AND I'LL DO THE LAST ONE.

MATTHEW DENNEY: THE FIRST PILOT WAS FOR FOUR MONTHS OVER LAST SUMMER. AND AS I SAID BEFORE THAT INVOLVED AROUND FOUR THOUSAND SCOOTERS. THIS PILOT IS GOING TO BE FOR A YEAR, SO UNTIL NEXT APRIL. AND IT COULD INVOLVE UP TO 15 THOUSAND E-SCOOTERS SO UP TO THREE TIMES MORE. SO IT'S GOING TO BE A MUCH LARGER PILOT AND WE DON'T FEEL THAT THEY REALLY ADDRESSED ALL OF THE CONCERNS OF THE LAST PILOT AND THAT'S WHAT WE NEED FOR FOLLOW-UP ON.

EMILY COOPER: SO WE JUST KICKED OFF THE SECOND PILOT SO THIS IS OUR TIME TO LET THE CITY KNOW WHAT WE THINK THEY SHOULD CHANGE. AND SO TO WRAP UP, THIS IS WHAT WE WANT THE CITY TO DO.

WE WANT THEM TO ENFORCE THE REGULATIONS THAT THEY HAVE IN PLACE. WE WANT THEM TO ENSURE TRANSPARENCY AND ACCOUNTABILITY WITH ITS CITIZENS. IT SOUNDS SIMPLE BUT THAT'S REALLY THE TWO THINGS THAT WE WANT RIGHT NOW.

AND THEN FINALLY BASED ON THAT FEEDBACK AND BASED ON THAT ENFORCEMENT, MAKE CHANGES TO THIS PILOT IF IT BECOMES PERMANENT SO IT IS CONSISTENT WITH OTHER CHANGES THAT THE CITY MADE TO IMPROVE TECHNOLOGY BUT NOT AT THE RISK OF TAKING HUGE STEPS BACK IN TERMS OF SAFETY AND ACCESSIBILITY.

SO THAT'S WHAT WE'RE GOING TO BE DOING. SO CONTINUE TO TUNE IN, WATCH WHAT WE'RE DOING. WE'LL CONTINUE TO KEEP YOU UPDATED. BUT I ALSO WANT TO LET YOU KNOW AND EMPOWER EACH OF YOU WATCHING THIS LIVE OR AFTER, YOU ARE POWERFUL, TOO. YOUR STORY MATTERS. YOUR VOICE MATTERS. THAT'S WHY WE'RE POSTING AND PROMOTING THE

CITY'S OWN COMPLAINT LINK. THEY NEED TO HEAR FROM YOU.

AS ADVOCATES, YOU KNOW, I THINK THEY RESPECT US, BUT WHAT MOVES AND WHAT CAUSES OF ACTIONS THAT ACTUALLY TAKE PLACE IS WHEN WE ALL GATHER AND TELL OUR STORIES. SO PLEASE, PLEASE, PLEASE GO TO OUR FACEBOOK PAGE, FOLLOW THAT LINK AND LET THE STORY, YOUR STORY, BE HEARD.

SO THAT'S ALL WE HAVE TIME FOR TODAY. THANK YOU SO MUCH FOR JOINING US. WE REALLY APPRECIATE LYNN ESPECIALLY. YOUR QUESTIONS WERE AWESOME. AND THANKS FOR WATCHING.