
Veo Scooters at Bike Racks - please adjust

email: "crowleya@bloomington.in.gov Alex Crowley" **Tuesday, April 20, 2021 at 3:34:40 PM Eastern Daylight Time**
To: email: "dsmith@veoride.com David Smith"
Cc: email: "bthomas@veoride.com Ben Thomas" , email: "celeste.wolfinger@bloomington.in.gov Celeste Wolfinger"

Hi David,


We have discussed this with Veo in the past and have just received a uReport from a resident (see below). The issue is that VeoRide is staging scooters in such a way that they're consuming all the bike rack space in certain locations.

Can you make the adjustment in this specific case, but more generally, can you rework your staging so that this situation doesn't occur again?

Alex

From the Resident:

I biked downtown this afternoon for a trip to the public library. Upon arrival I discovered that every space in the bike racks surrounding the library were taken by Veo scooters. Attempting to move a scooter to park my bike was extremely difficult, as the scooter wheels immediately locked up, and scooters are simply too heavy to lift and move. Allowing a private scooter company to completely monopolize all available bike parking around the public library is not acceptable. Why is this allowed? Could the rules around scooters in the city be reviewed and this specific issue addressed? To clarify, I don't believe users had parked the scooters here. It seems as if they were deployed and staged in these spots. Thank you.

	<p>Alex Crowley Director, Economic & Sustainable Development Department City of Bloomington, IN crowleya@bloomington.in.gov 812.349.3477 office 812.360.5566 cell bloomington.in.gov</p>
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email: "dsmith@veoride.com David Smith" **Tuesday, April 20, 2021 at 4:41:40 PM Eastern Daylight Time**
To: email: "crowleya@bloomington.in.gov Alex Crowley"
Cc: email: "bthomas@veoride.com Ben Thomas" , email: "celeste.wolfinger@bloomington.in.gov Celeste Wolfinger"

Alex,

I have redistributed the scooters at the library. I will instruct our field techs to not overstuff the hubs when deploying scooters.

Thanks for the heads up.

David Smith

Operations Manager Veo Bloomington.

Sent from
[Mail](#) for Windows 10

From: [Alex Crowley](#)

Sent: Tuesday, April 20, 2021 3:34 PM

To: [David Smith](#)

Cc: [Ben Thomas](#);
[Celeste Wolfinger](#)

Subject: Veo Scooters at Bike Racks - please adjust

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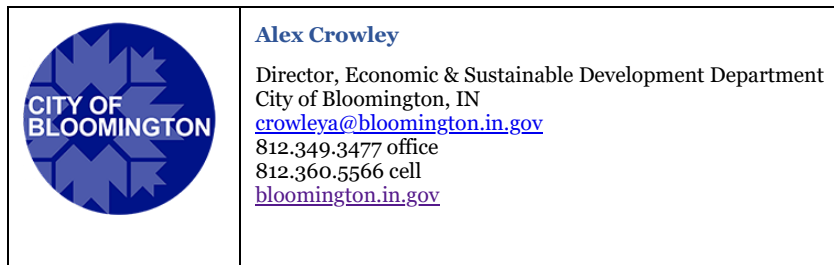
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email: "crowleya@bloomington.in.gov Alex Crowley" Tuesday, April 20, 2021 at 5:12:34 PM Eastern Daylight Time
To: email: "dsmith@veoride.com David Smith"
Cc: email: "bthomas@veoride.com Ben Thomas" , email: "celeste.wolfinger@bloomington.in.gov Celeste Wolfinger"

Thanks David. Much appreciate the quick response.



On Tue, Apr 20, 2021 at 4:41 PM David Smith <dsmith@veoride.com> wrote:

Alex,

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Operations Manager Veo Bloomington.

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