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CITY-COUNTY BUILDING

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The purpose of this letter is to describe commitments that the City of Pittsburgh Department of Mobility and Infrastructure (“DOMI”) is making to the Bloomfield Development Corporation (“BDC”), Bloomfield-Garfield Corporation (“BGC”), and the residents and stakeholders of Garfield and Bloomfield during the Personal Delivery Device (“PDD”) Pilot.

DOMI’s Commitments:

1. **Steering Committee.** DOMI will convene a Steering Committee to collaborate with and who will advise DOMI during the PDD Pilot.
  - a. The Steering Committee shall consist of at least 5 members, comprised of the following:
    - i. BDC staff or board members;
    - ii. Bloomfield-Garfield Corporation staff or board members;
    - iii. Bloomfield business owners;
    - iv. Garfield business owners;
    - v. Person with a travel-limiting disability or an accessibility advocate;
    - vi. Bloomfield residents; or
    - vii. Garfield residents
  - b. The Steering Committee members will be volunteers and will be selected by DOMI in the event the number of volunteers exceeds 10 people.
  - c. The purpose of the Steering Committee is as follows:
    - i. Collaborate with and advise DOMI regarding review of and responses to complaints, crashes, or other incidents involving PDDs;
    - ii. Act as a liaison between DOMI and community members and stakeholders;
    - iii. Review evaluations and reports drafted by DOMI;
    - iv. Review any proposed local business or non-profit partners and advise DOMI as to whether the proposed use-case demonstrates a community benefit

- d. The Steering Committee shall meet at least once per month during the pilot period, notwithstanding special meetings, which may be convened at DOMI's discretion or at the request of a majority of Committee members.

## 2. Incident Reporting and Response.

- a. **Emergency reports.** If there's a human injury, immediate threat to public safety, or other emergency involving a PDD, witnesses should dial 911 immediately to file a report.
- b. **Non-emergency reports.** In a non-emergency situation involving a PDD, witnesses may file a report through the city's 311 portal.
- c. **Response to emergency reports or safety and accessibility reports.** Safety and accessibility incidents, complaints, or other reports will be addressed immediately. This includes pausing PDD service, if necessary. DOMI will notify BDC and the Steering Committee within 24 hours of the incident, complaint, or report and a special meeting will be requested within 2 business days. DOMI will work with Kiwibot, Public Safety, the City's ADA Coordinator, BDC and/or the Steering Committee to review incidents, complaints, or other reports and determine the appropriate response.

Situations that trigger immediate notice to BDC and the Steering Committee and requests for special meetings include:

- Any situation in which a human or animal is harmed
- Any situation in which public safety personnel are dispatched
- Any situation in which Kiwibot wishes to file a police report

- d. **Significant Damage to a Kiwibot by a Human.** If significant damage is done to a Kiwibot by a human directly or indirectly, the company will first notify DOMI and consult with DOMI regarding the appropriate response or reporting. If DOMI deems damage was done intentionally, Kiwibot may file a police report. If DOMI deems the damage was done unintentionally or in response to an obstruction creating a safety hazard, a violation of the governing operating policy, or an emergency, Kiwibot will be responsible for repairing the damage.
3. **Evaluation and Reporting.** DOMI will release mid-pilot and final evaluation reports, which will be made public and submitted directly to state regulators. The evaluations will be completed by reviewing: feedback and survey responses; documented observations; feedback and complaints submitted through 3-1-1, EngagePGH, and email; KPIs including crash reports; steering committee meeting minutes.
  4. **Community Feedback.** DOMI will create an EngagePGH page dedicated to the PDD pilot. The EngagePGH page will have a survey, Q&A, and additional information about how feedback or questions can be submitted to DOMI. In addition, DOMI will work with

Kiwibot to ensure QR codes, local flyers, or other steps are taken to increase community awareness of the EngagePGH page and other opportunities to provide feedback to DOMI.

5. **Data Privacy.** The current state law and operating policy do not include data or privacy provisions. Kiwibot does not store video footage collected during operations and the cameras intentionally cannot record facial or license plate information. Kiwibot will provide information, in writing, to DOMI and the public regarding its data privacy and retention policy prior to the launch of the delivery service.
6. **Local Business or Nonprofit Partners.** DOMI will notify BDC, GBC and the Steering Committee of any newly proposed local business or nonprofit partners that are interested in utilizing the PDD service during the pilot period. BDC and the Steering Committee will have an opportunity to provide feedback regarding the proposed partner and use case and assist DOMI in determining whether the partner and use case provides a meaningful community benefit.
7. **Operating Policy/Parameters.** DOMI will work with BDC, the Steering Committee, CMU, and will draw from experiences from other cities to identify and implement where more stringent operating policies, beyond PennDOT's PDD Operating Policy, are necessary to ensure public safety and accessibility. Kiwibot will be required to comply with any such standards identified during the pilot period.

DOMI will post the PDD operating hours, geographic boundaries, and any other operational policies beyond PennDOT's requirements on the EngagePGH website prior to the launch of the delivery service. If the business partners, community members, or Kiwibot seek to expand the operating hours or geographic boundaries during the pilot period, approval from DOMI and the Steering Committee will be required.