



# Bicycle Advisory Board

Tuesday August 15, 2023 – 6:00 PM to 7:30 PM

**HYBRID – TELECONFERENCE AND IN-PERSON**

**VIRTUAL LOCATION:**

MS Teams ([Link Here](#) and at Bottom of Agenda)

**IN-PERSON LOCATION:**

City Council Briefing Center, Spokane City Hall - Basement  
808 W. Spokane Falls Blvd.  
Spokane, WA 99201



Staff Liaisons: Ryan Shea (509) 625-6087 [rshea@spokanecity.org](mailto:rshea@spokanecity.org)  
Inga Note (509) 625-6331 [inote@spokanecity.org](mailto:inote@spokanecity.org)

## 6:00 – 6:15 Board Briefing Session:

- 1) [Approve July 18, 2023, minutes](#)
- 2) Liaison Reports
- 3) Chair Report
- 4) Staff Liaison Updates
  - a. [Bicycle Parking Code Update](#)

## 6:15 – 7:30 Informational, Discussion and/or Action Items:

- 1) [Lime Update – Ray Clark](#)

**Next BAB meeting is scheduled for Tuesday September 19, 2023 at 6pm**

### Microsoft Teams Meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 265 223 646 743

Passcode: xXkQ4M

[Download Teams](#) | [Join on the web](#)

Or call in (audio only)

[+1 424-566-7556,,94307830#](tel:+1424566755694307830) United States, Los Angeles

Phone Conference ID: 943 078 30#

[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

**AMERICANS WITH DISABILITIES ACT (ADA) INFORMATION:** The City of Spokane is committed to providing equal access to its facilities, programs and services for persons with disabilities. The Council Briefing Center in the lower level of Spokane City Hall, 808 W. Spokane Falls Blvd., is wheelchair accessible and also is equipped with an infrared assistive listening system for persons with hearing loss. Headsets may be checked out (upon presentation of picture I.D.) through the meeting organizer. Individuals requesting reasonable accommodations or further information may call, write, or email Human Resources at 509.625.6363, 808 W. Spokane Falls Blvd, Spokane, WA, 99201; or [msteinolfson@spokanecity.org](mailto:msteinolfson@spokanecity.org). Persons who are deaf or hard of hearing may contact Human Resources through the Washington Relay Service at 7-1-1. Please contact us forty-eight (48) hours before the meeting date.

# Bicycle Advisory Board - Draft Minutes

July 18, 2023

City Council Briefing Center

Meeting Minutes: Meeting called to order at 6:00 PM by Lauren Pangborn

## Attendance:

- *Board Members Present* Aren Murcar, Rhonda Young, Christina Ramirez, Charles Greenwood, Pablo Monsivais, Taylor Stevens, Satish Shrestha, Lauren Pangborn
- *Board Members Not Present:* Grant Shipley (Chair),
- *Quorum Present:*
- *Staff Members Present:* Ryan Shea, Tyler Kimbrell

## Public Comment:

Jeff Sevela asked if there was any follow-up regarding his comments regarding the TJ Meenach road construction and if there has been any consideration on the bicycle continuity along the route.

## Briefing Session:

Minutes from the June 20, 2023 meeting approved unanimously.

### 1. Liaison Report -

- Pablo Monsivais reported that Plan Commission Transportation Subcommittee did not meet in July.

### 2. Chair Report -

- Lauren Pangborn encouraged the public to visit the City's Twitter account to watch city staff install a bike ramp along a stairway on Maple Street.

### 3. Staff Report -

- Ryan Shea reported that there will be a Bike Town Hall with State Senator Andy Billig on Friday Sept. 8th 12:00 to 2:00, there will be a bike ride with the Senator and the detailed route will be sent closer to September 8th.

## Workshops:

### 1. Introduction to the Priority Bicycle Network project

- Presentation provided by Tyler Kimbrell
- Questions asked and answered
- Discussion ensued

### 2. Identifying Gaps and Barriers in the Bicycle Network

- Presentation provided by City Staff
- Questions asked and answered
- Discussion ensued

**Meeting Adjourned at 7:26 PM**

Next Bicycle Advisory Board Meeting scheduled for Tuesday, August 15, 2023

*Note: Minutes are summarized by staff. A recording of the meeting is on file with Planning Services.*



**Subject**

2023 Bicycle Parking Code Update

**Background**

The bicycle parking code update project was started at the beginning of 2023 and was successfully implemented as of June 5, 2023. The changes centered around aligning the code ([section 17C.230.200](#)) to the Bicycle Master Plan and the Comprehensive Plan. The update established various current best practices such as requiring both long-term and short-term parking, establishing bike rack standards, and broadening the trigger for requiring bicycle parking.

**Impact**

New developments will be required to develop bicycle parking under the new bicycle parking code. Existing buildings will only be subject to the requirements if they go through a change of use or a substantial remodel. There will be a lag period for when the new code was adopted to seeing its effects in new development.

City Clerk's No. 2019-0316



City of Spokane  
**CONTRACT EXTENSION**  
Title: **SHARED MOBILITY**

This Contract Extension is made and entered into by and between the **CITY OF SPOKANE** as (“City”), a Washington municipal corporation, and **NEUTRON HOLDINGS INC., DBA LIME**, whose address is 85 2nd St First Floor San Francisco CA 94105 as (“Company”), individually hereafter referenced as a “party”, and together as the “parties”.

*WHEREAS, the parties entered into a Contract wherein the Company agreed to provide access to safe, affordable, innovative and environmentally friendly transportation options; and*

*WHEREAS, the Contract time for performance needs to be extended, thus the original Contract needs to be formally extended by this written document; and*

*NOW, THEREFORE, in consideration of these terms, the parties mutually agree as follows:*

**1. CONTRACT DOCUMENTS.**

The Contract, dated May 2, 2019 and May 10, 2019, any previous amendments, addendums and / or extensions / renewals thereto, are incorporated by reference into this document as though written in full and shall remain in full force and effect except as provided herein.

**2. EFFECTIVE DATE.**

This Contract Extension shall become effective on May 13, 2023, and shall be extended to November 30, 2023.

IN WITNESS WHEREOF, in consideration of the terms, conditions and covenants contained, or attached and incorporated and made a part, the parties have executed this Contract Extension by having legally-binding representatives affix their signatures below.

**NEUTRON HOLDINGS INC., DBA LIME**

**CITY OF SPOKANE**

By Alyssa Edelen 4/19/2023  
Signature Date

By Spencer Gardner 4/19/2023  
Signature Date

Alyssa Edelen  
Type or Print Name

Spencer Gardner  
Type or Print Name

Regional General Manager  
Title

Planning Director  
Title

Attest:

Approved as to form:

Teri Affolter  
City Clerk

Tim Szambelan  
Assistant City Attorney

**Attachments that are part of this Agreement:**

N/A

23-070





**City of Spokane**  
**CONTRACT AMENDMENT/EXTENSION**  
Title: **SHARED MOBILITY**

This Contract Amendment/Extension is made and entered into by and between the **City of Spokane** as (“City”), a Washington municipal corporation, and **NEUTRON HOLDINGS INC., DBA LIME**, whose address is 85 2nd St First Floor San Francisco CA 94105 as (“Company”), individually hereafter referenced as a “party”, and together as the “parties”.

*WHEREAS, the parties entered into a Contract wherein the Company agreed to provide access to safe, affordable, innovative and environmentally friendly transportation options; and*

*WHEREAS, a change or revision of the Work has been requested, and the Contract time for performance needs to be extended, thus the original Contract needs to be formally Amended and Extended by this written document; and*

*NOW, THEREFORE, in consideration of these terms, the parties mutually agree as follows:*

**1. CONTRACT DOCUMENTS.**

The Contract, dated May 2, 2019 and May 10, 2019, any previous amendments, addendums and / or extensions / renewals thereto, are incorporated by reference into this document as though written in full and shall remain in full force and effect except as provided herein.

**2. EFFECTIVE DATE.**

This Contract Amendment/Extension shall become effective on May 13, 2021, and shall be extended to May 12, 2023.

**3. ADDITIONAL WORK.**

Exhibits A and C to the original contract have been amended. The amended exhibits are attached hereto.

IN WITNESS WHEREOF, in consideration of the terms, conditions and covenants contained, or attached and incorporated and made a part, the parties have executed this Contract Amendment/Extension by having legally-binding representatives affix their signatures below.

**NEUTRON HOLDINGS INC., DBA LIME**

**CITY OF SPOKANE**

By \_\_\_\_\_  
Signature Date

By \_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Type or Print Name

\_\_\_\_\_  
Type or Print Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

Attest:

Approved as to form:

\_\_\_\_\_  
City Clerk

\_\_\_\_\_  
Assistant City Attorney

**Attachments that are part of this Agreement:**

- Amended Exhibit A – Special Conditions
- Original Exhibit B – Vendor Proposal
- Amended Exhibit C – Shared Mobility Operating Requirements

## Exhibit A: Special Conditions

### For Spokane Shared Mobility

- A. Shared Mobility Company shall maintain a minimum average daily bicycle fleet of 50 bicycles in the combined area of the Downtown Business Improvement District and the University District.
- B. Shared Mobility Company shall through its safety initiatives, Respect the Ride and other promotional activities provide and distribute bicycle helmets. The fee charged to the Company for daily vehicle activity, calculated on a quarterly basis, shall be reduced by the amount invested by the Company in helmets up to 15% of the total quarterly fee amount. Company shall provide back-up documentation of this investment as well as helmet distribution numbers to City staff.
- C. Shared Mobility Company shall through its existing equity programs make investments towards equity initiatives in the City of Spokane. The fee charged to the Company for daily vehicle activity, calculated on a quarterly basis, shall be reduced by the amount invested by the Company in equity programs up to 15% of the total quarterly fee amount. Company shall provide back-up documentation of this investment to City staff.
- D. Shared Mobility Company shall cooperate and collaborate with City staff on operational and technological innovations related to parking, vehicle charging, vehicle sensors and other items related to the Smart Cities initiative. Specific details of involvement and investment in these initiatives may be addressed through future contract amendments as needed. The fee charged to the Company for daily vehicle activity, calculated on a quarterly basis, shall be reduced by the amount invested by the Company in these innovations up to 15% of the total quarterly fee amount.
- E. Shared Mobility Company shall administer a donation module enabling user donations to a specified local non-profit organization. The fee charged to the Company for daily vehicle activity, calculated on a quarterly basis, shall be reduced by a non-scalable credit up to \$5,000 when the donation program is administered in Spokane.
- F. Total quarterly fee reductions to the Shared Mobility Company shall not exceed 50% of the total quarterly fee amount.



# **EXHIBIT B**

## Lime Proposal



# Spokane Shared Mobility

---

Proposal for RFP 4513-19

CITY OF SPOKANE, WASHINGTON

Neutron Holdings, Inc. DBA Lime

COMPANY HEADQUARTERS ADDRESS:

85 2nd Street  
San Francisco, California 94105

NAME OF LOCAL REPRESENTATIVES:

Jessie Lucci  
Regional General Manager  
847-868-4463  
jessie.lucci@li.me

Jonathan Hopkins  
GR Contact  
360-957-5468  
jonathan.hopkins@li.me

# LETTER OF SUBMITTAL



Neutron Holdings, Inc.  
dba Lime  
85 2nd St., First Floor  
San Francisco, CA 94105

April 6, 2019

ATTN: Brandon Blankenagel  
Capital Programs Division  
808 W Spokane Falls Blvd  
Spokane, WA 99203

Lime is pleased to submit an application to operate shared mobility services to provide transportation in Spokane, Washington. We look forward to continuing our collaborative partnership with the City and building on our foundation of safety, sustainability, proactive problem-solving, and responsiveness.

Our experience, scale, and operational expertise will help the City diversify its mobility options, continue the successful revitalization of Downtown and adjacent neighborhoods, and connect people to transit. After serving five cities in the Pacific Northwest since July 2017, including the Spokane area for the summer and fall of 2018, we view this proposal as the next step in building a long-term, sustainable partnership with the Lilac City and surrounding communities.

The enclosed application details our strategy to deploy a shared electric mobility fleet throughout Spokane. **Lime will continue working with the City, Spokane Transit Authority, Visit Spokane, Downtown Spokane Partnership, local universities and the broader community** to tailor the deployment plan prior to the proposed May 2019 launch.

## Project Understanding, Goals, and Objectives

Lime's mission is to provide on-demand first- and last-mile transportation solutions that help people seamlessly move to meet their daily needs. We understand the City's interest in providing a diverse array of sustainable mobility options that will help people access and circulate through the City and to support the development of new infrastructure to support shared mobility. Lime is uniquely suited to deliver these objectives.

## A Proven Track Record

Lime is the most qualified company to serve Spokane. As the nation's largest dockless scooter sharing company, we have developed the most sophisticated dockless sharing



operation in the world. We take great pride in our relentless focus on the safety and quality of our equipment as well as our commitment to industry-leading operations. Further, having already served the Spokane community, we are uniquely aware of and prepared to address Spokane's mobility needs.

At no cost to the City, we are ready and able to offer a convenient and easy-to-use mobility system that is an efficient, healthy and affordable. Our service includes providing discounted, unbanked and non-smartphone access to low-income individuals through our Lime Access program. This proposal outlines the suggested parameters of this program, which we look forward to discussing further at your earliest convenience.

## Requested Information

1. Legal name, status, address & contact: **Neutron Holdings, Inc. (a C Corporation) DBA Lime**, 85 2nd St., First Floor; San Francisco, CA 94105. Phone: 888.LIME.345 (888.546.3345). Email [jonathan.hopkins@li.me](mailto:jonathan.hopkins@li.me).

2. Facility Location: Our current warehouse is located at **5629 E Broadway Ave, Unit B, Spokane Valley, WA 99212**. We are happy to discuss alternatives if needed.

4. Identify any current or former City employees employed by or on the Firm's governing board as of the date of the Proposal or during the previous twelve (12) months: **None**.

5. Compliance acknowledgement: **Neutron Holdings, Inc., dba Lime will comply with all terms and conditions set forth in the Request for Proposals, unless otherwise agreed.**

Thank you for the opportunity to let us serve the Spokane Community. We eagerly await the opportunity to provide Spokane with transportation solutions.

Warmly,



Jessie Lucci  
Regional General Manager

## People authorized to represent Lime:

**Jessie Lucci**  
Regional General Manager  
p: 847.868.4463  
[jessie.lucci@limebike.com](mailto:jessie.lucci@limebike.com)

**Jonathan Hopkins (Primary Contact)**  
Director, Strategic Development  
p. 360.957.5468  
[jonathan.hopkins@li.me](mailto:jonathan.hopkins@li.me)

# TECHNICAL PROPOSAL



## 1. PROJECT APPROACH AND METHODOLOGY

Lime is eager to offer our mobility sharing service free of charge to the City of Spokane. Building on our successful pilot in 2018, we look forward to continuing to provide shared micromobility transportation solutions to all of Spokane. We agree to comply with all aspects of the City of Spokane's Shared Mobility Operating Requirements for Equipment and Safety, Parking, Operations, Special Events and Standing Weather Conditions, Data Sharing, and Equity, as outlined in Exhibit B. Below we have responded to each Operating Requirement highlighted in the RFP.

### a) Equipment and Safety

#### *Equipment*

Lime's design and specifications are in continual iteration based on technology advancements, user feedback, and testing to create the best riding experience. We have detailed below three vehicles that are likely to be deployed in Spokane should we be selected: the Lime-E Electric Bike, our Gen 2 Scooter (which operated in Spokane during the Pilot) and our all-new Gen 3 Scooter. Lime will provide certifications of all its products upon request.

**Electric-Assist Bicycles: The Lime-E.** Our electric-assist bikes have a small electric motor to assist a rider's pedaling. With a 250W motor, Lime-E bikes have a range of 60-80 miles and a top speed of 15 mph. The brightly colored bikes feature:

- Run-flat (puncture-proof, solid) tires;
- An all-aluminum frame which is strong, rust-resistant, and easily recyclable;
- An adjustable, non-removable ergonomic seat for maximum durability;
- A basket with room for a grocery bag, book bag, or other personal items; and
- Powered front and rear lights with 120 second post-stop run time, bell, and reflective markings to contribute to rider safety and convenience.





The Lime-E meets the standards outlined in the Code of Federal Regulations (CFR) under Title 16, Chapter II, Subchapter C, Part 1512 – Requirements for Bicycles. Additionally, permitted systems meet the safety standards outlined in ISO 43.150 – Cycles, subsection 4210 and have been independently tested and meet the safety standards of renowned testing company SGS Global.

**Lime Scooters.** Lime will offer at least two models of scooters in Spokane in 2019. Specifications common to all Lime scooters include:

- Have front and rear lights compliant with City of Spokane requirements;
- Have and display a unique identification number;
- Display Lime website & 24-hour customer service phone number;
- Meet US CPSC standards and are UN 38.3 and FCC compliant;
- Can be locked at a maximum speed of 15 mph;
- Capable of remote lock-down by operations staff when required.

**Lime-S 2.5 Scooter.** Lime’s launch fleet will include the Lime-S 2.5, which is the same scooter that Spokane users embraced in large numbers in the fall of 2018.

**Lime-S Gen 3 Scooter.** Lime’s recently-announced Lime-S Gen 3 scooter features bigger wheels, improved suspension, aluminum framing, dual-wheel braking, a 2.8” digital display, and a host of other features that make it the safest, most sustainable shared scooter available on the market. This model is currently being piloted in several markets and will be available later in 2019.

### LIME-S 2.5 SJ SCOOTER



### LIME-S GEN 3 SCOOTER





|                                  | <b>Lime-S 2.5</b>   | <b>Lime-S GEN 3</b>  |
|----------------------------------|---|--|
| <b>SIDE VIEW PHOTO OF DEVICE</b> |    |   |
| <b>DRIVETRAIN</b>                | Motor directly embedded within front wheel.   | Motor directly embedded within rear wheel.   |
| <b>LENGTH</b>                    | 1020 mm   | 1165 mm  |
| <b>MOTOR</b>                     | 300 Watts   | 300 Watts  |
| <b>HEIGHT</b>                    | 1310 mm   | 1205 mm  |
| <b>PEDALS</b>                    | N/A   | N/A  |
| <b>BACK LIGHT</b>                | Turns on when scooter is unlocked. Gets brighter when brakes are applied.   | Turns on when scooter is unlocked. Gets brighter when brakes are applied.  |
| <b>BRAKES</b>                    | <ul style="list-style-type: none"> <li>● Electrical regenerative brake on rear wheel.</li> <li>● Mechanical drum brake on front wheel.</li> </ul> | <ul style="list-style-type: none"> <li>● Step brake on rear wheel.</li> <li>● Electrical regenerative brake on rear wheel.</li> <li>● Mechanical drum brake on front wheel.</li> </ul> |
| <b>FRONT LIGHT</b>               | Always on at full strength when scooter is in a trip.   | Always on at full strength when scooter is in a trip.  |
| <b>WHEELS / TIRES</b>            | 8 inch solid (not inflated) tires   | 10 inch solid (not inflated) tires   |
| <b>ADJUSTABLE SEATPOST</b>       | N/A   | N/A  |

The Lime-S Gen 3 also enables us to provide additional information to users due to its color LCD screen, potentially influencing parking and riding behavior through parking and speed zone notifications.



### *Safety*

Lime is committed to utilizing a variety of tools and technologies to ensure our riders are safe and compliant with applicable laws. These tools and technologies include continuously developing and promoting targeted messaging focused on appropriate riding and parking behavior, implementing product features that accomplish similar goals, and having an active on-the-ground presence to reinforce these efforts.

### *User Education and Training*

Lime offers a variety of education and training methods for our riders. First, our in-app education is mandatory for any first-time users of Lime to review, and is available at any time for riders to access. These modules cover topics such as where to ride a scooter (in a bike lane or on the side of the street; not on the sidewalk), how to park a scooter (e.g. next to a bike rack, or along the furniture zone of the sidewalk away from pedestrian flow), and safety reminders (e.g. wearing a helmet, not riding limited access highways or freeways).

In addition to our in-app education, we offer in-person training opportunities at events and through Lime Brand Ambassadors. By having Lime staff available and recognizable in the community, we create opportunities for riders and non-riders alike to ask questions and learn about the service. For example, our safety ambassadors walked the downtown core last year to educate users. We also had an educational booth at Valleyfest and The Great Outdoor and Bike Expo, and attended the STA bikeshare community information meeting.

Additionally, we are exploring community partnerships with **STA, Downtown Spokane Partnership, and Visit Spokane** to further educate users on parking and riding etiquette. The Visit Spokane partnership may also allow us to jointly promote **Scoot Spokane** routes to visitors. These one- to two-mile treks get them beyond their hotel to explore more of what our great city has to offer, from historic neighborhoods like Browne's Addition to fantastic views along the river and around Manito Park. In partnership, we can both maximize community benefits and educate users.

#### *Helmet Distribution and the Respect The Ride Campaign*

As part of our ongoing commitment to public safety and education, in late 2018 Lime invested over \$3 million to help empower people across the world to ride responsibly. The [Respect The Ride](https://www.li.me/respect-the-ride) campaign utilizes a multi-pronged approach to rider education, equipping our community with the resources necessary to make each trip a safe and enjoyable experience. More details about our Respect The Ride campaign can be found online at <https://www.li.me/respect-the-ride>.

In the first week, more than 75,000 people had signed the [Respect The Ride pledge](#), expressing a united commitment to safe streets, accessible sidewalks and responsible riding. We know this issue resonates with every member of the community, both riders and non-riders alike. The first 250,000 respondents who signed the pledge received a free Lime helmet, and over 800 people signed up in Spokane.



Our long-term goal in engaging riders with Respect The Ride is to help set the global standard for responsible micromobility usage, and create a community of riding much like the biking community has accomplished.

Riders who commit to the pledge are agreeing to:

- Ride responsibly at all times
- Wear a helmet while riding
- Abide by all traffic laws and speed limits
- Ride only within designated areas such as streets and bike lanes

- Park properly, avoiding pedestrian walkways, service ramps and bus stops
- Be aware of automobiles, pedestrians and fellow riders

We will continue to distribute helmets free of charge at local community events in Spokane, such as street fairs, farmers' markets, and business locations. **Given Spokane's growing tourism, we also plan to partner with Visit Spokane**, using the Visitor's Center as a Lime Hub with possible helmet options available for visitors.

## **b) Parking**

Lime will work tirelessly to comply with all parking requirements outlined in the Shared Mobility Operating Requirements. We will work with the City to support the identification of appropriate geofenced parking locations, as well as implementation and management of such stations.

We have developed a number of mechanisms to incentivize and disincentivize parking behavior. We are pleased to acknowledge that many of our efforts have paid off, with roughly 70% of users in Portland, for example, reporting their awareness of local rules related to parking and appropriate riding as a direct result of in-app (50%) or on-vehicle (20%) education.<sup>1</sup>

Lime is continually enhancing the role technology plays in proper parking, including gamifying the mobility share experience so that customers will be incentivized to ride and park responsibly, or disincentivized for bad behavior - like fines and fees, or the inability to end a ride with improper parking.

Examples of Lime approaches to parking include the following:

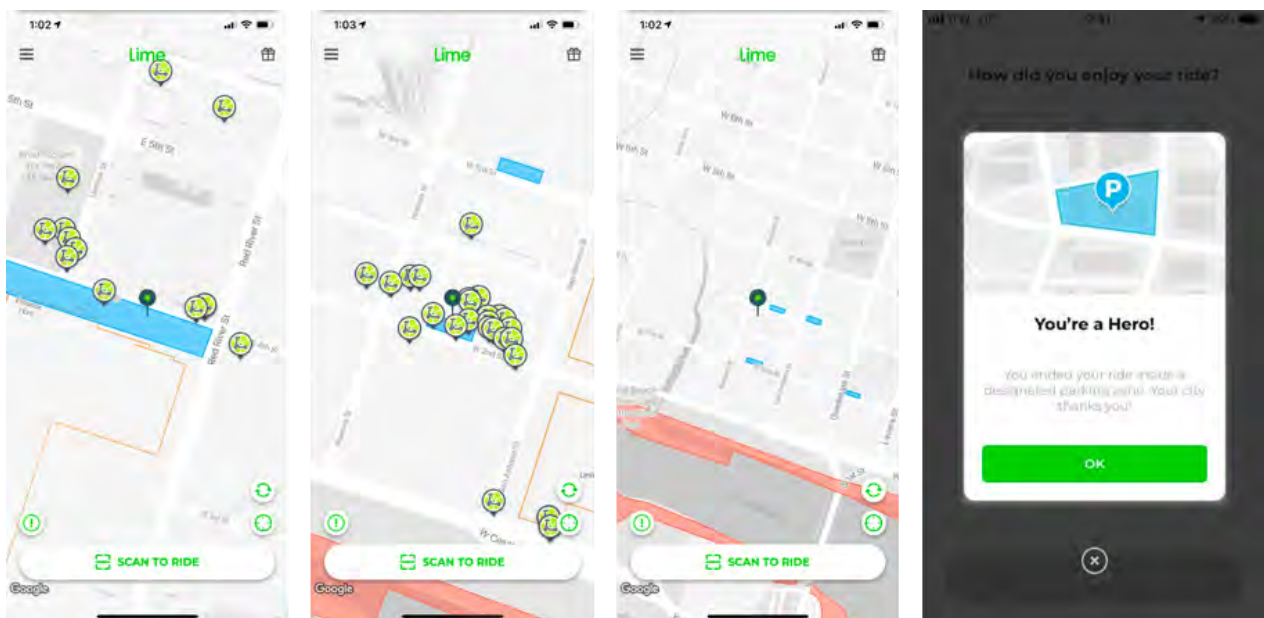
- **Preferred Parking Zones:** Lime seeks to collaborate with the City to identify preferred parking locations as well as locations that are to be considered inappropriate for parking. Having identified preferred parking zones, we can designate preferred parking zones within our app's map view. These zones show up as blue zones so riders can easily navigate to these preferred parking areas. We have included screenshots of this functionality, as well as an in-app notification after a rider completes a trip within such a parking area.
- **No Parking Zones:** Within the same map view, we can designate zones "no parking zones" where riders are not permitted to park. These zones show up as red zones so riders can easily avoid these no-parking areas. When riding into these areas, we display a clear warning message informing riders that they

---

<sup>1</sup> Source 2018 E-SCOOTER PILOT User Survey Results  
[https://www.portlandoregon.gov/transportation/article/700916?utm\\_medium=email&utm\\_source=govdelivery](https://www.portlandoregon.gov/transportation/article/700916?utm_medium=email&utm_source=govdelivery) :

may be issued a fine if they park in this zone. Often we will implement additional in-app messaging to educate users of no-parking areas.

- **Photo Verification:** Before riders are able to end a trip, we require them to take a photo of the parked vehicle. We launched a “Parked or Not” feature in July 2018 as another mechanism to remind users of how to properly park and to incentivize them to park properly. Parked or Not is a game in which Lime riders look at randomized photos and anonymously select whether or not the scooter in that photo has been parked properly. Using the information collected through these ratings, we are able to:
  - Identify riders who park incorrectly, provide feedback on their parking and offer additional resources to help them properly park a scooter;
  - Encourage riders to take an active role educating fellow riders; and
  - Use statistical models to provide real-time feedback and develop machine learning to enhance the accuracy of future ratings.



*Image: screenshots of Lime parking areas (in blue) from Austin, TX; image of app after parking scooter in preferred parking area from Austin, TX.*

Some cities have identified preferred parking locations and have painted parking boxes, often with decals overlaid on top of those boxes (examples below). Each personal vehicle parking space converted to a corral is estimated to accommodate 10+ scooters. As desired, we are eager to work with Spokane to identify and designate similar areas, and can provide scooter stencil templates if useful.





*Images: parking decal and parking boxes in Austin, TX; parking box in San Diego, CA*

Finally, Lime has found great success engaging with the local business community to develop “host” relationships with businesses who are eager to have parking located outside their venue. We look forward to continuing this practice in Spokane.

### **c) Operations**

As the most experienced operator of shared dockless mobility services in North America, Lime appreciates the need for a fully-developed operations team and plan in place. Everywhere we operate we maintain a fully outfitted warehouse, and we hire full-time local operations staff to help with maintaining, deploying and rebalancing Lime vehicles. Brian Falteisek, who led our team of 20+ specialists during Spokane’s 2018 pilot, brings operational expertise and deep community knowledge to this RFP.

If awarded the contract, Lime will convene a project kickoff meeting with key City launch and other operational details. Once we finalize these discussion points, our local operations team will be ready to begin our scooter program. Below we will outline our approach to operations.

#### *Scooter Deployment, Redistribution, and Charging*

Our operations team actively manages our scooter fleet, rebalances scooters, and responds to any support calls as part of our standard operations:

- **The Daily Patrol Team:** Daily patrol teams typically begin the day by deploying scooters to corrals. Throughout the day, additional teams conduct sweeps of the service area, cleaning scooters, re-parking misplaced scooters, fixing scooters that need repair, or bringing broken scooters back to the warehouse.

- **Local Brand Ambassadors:** In addition to leveraging the Lime Marketing Team, we hire part-time Brand Ambassadors to help educate, promote and integrate into the local community.
- **Lime Juicers:** Our operational efforts will be supported by our team of “Lime Juicers.” Juicers are members of the community who pick up scooters when they reach low levels of battery, recharge the scooters and then redeploy them later that day or the following morning. Being a Lime Juicer allows local residents to earn additional cash. **During the 2018 pilot, over 300 Spokane residents earned an average of \$278.52.**

Lime’s local operation team are notified of scooter maintenance needs through:

- In-app functionality allows customers to indicate when a scooter is having a maintenance issue and a report is sent to Lime’s operation team;
- A rider calls or emails our customer service center informing us that a scooter is in need of maintenance support; or
- As our team retrieves scooters each night, the team identifies maintenance issues that require attention.

#### *Preventative maintenance*

Scooters are “touched” on a daily basis by a combination of community members (aka Juicers) and Lime operations staff. This gives us deep insight into the health of our fleet. Lime has also established additional operational guardrails to ensure maintenance, cleaning, and repair occurs in a timely fashion. We outline these below.

At the end of any trip, users are asked to rate their experience. We automatically put scooters with two low-star trip ratings into maintenance mode. The scooter is flagged for our operations team to take a closer look at that particular scooter and try and identify the reason for receiving low ratings. An in-app report from a user also automatically puts that scooter into maintenance mode. Our field patrol teams and juicers also ensure that each time they touch a scooter it is in proper working condition through a 14-point check system.

Second, all scooters are cleaned and undergo basic maintenance before each deployment. We work to keep scooters in operable condition and replace parts as needed. Lime operations staff check the fleet approximately every 60-90 rides and perform required maintenance. Maintenance is completed by our staff at our warehouse. The operations field staff check the fleet by sampling the fleet at random and entering that feedback into our operator app.

### *14-point inspection*

Our operations team conducts a 14-point inspection on each vehicle to meet our strict safety standards. The maintenance checklist includes:

1. Safety
  - a. Brakes
  - b. Lights
  - c. Wheels
  - d. Screws and bolts (properly torqued)
  - e. Structural integrity
  - f. Speed limited
2. Functionality
  - a. Lock/unlock
  - b. Ring (audible sound aiding users to find scooter)
  - c. Visible in app
3. Communications
  - a. Online
  - b. GPS
  - c. IMEA in system
4. Appearance
  - a. Clean and presentable
  - b. Branding

### *Hours of Operation*

Lime operations staff are typically on duty 24 hours. Our “juicing” (charging) operations typically result in scooters having highest availability from 7am to 9pm. Generally, Juicers collect scooters for recharging after 7pm and deploy them before 7am each morning. During the overnight hours, a lower volume of charged scooters will remain available in the highest-demand areas. Our operations staff augments juicers to ensure proper supply and equitable distribution of scooters.

### *Operations App*

In addition to the on-the-ground operations team described previously, the Lime Operations App encompasses a host of features to ensure proper operational efficiency on a daily basis. All operations staff is properly trained with all of the in-app tools in order to maintain our fleet of scooters in good repair.



Through the app, our Operations team has access to the specifications, status, and location of all scooters in the City. The Operations team receives alerts when a scooter has reduced charge, or when it is horizontal and may need to be re-parked. **Lime is the only operator to have an automatic alert to the operations team when a scooter has tipped over.** Lime continues to make improvements to this application to ensure our Operations team has the best tools to ensure parking compliance.

Scooters flagged for retrieval will be assigned a maintenance task for completion by the operations team. These include, but not limited to, the following criteria:

- Any device knocked over
- Any device reported as damaged or broken
- Any device with low battery level
- Any device displaced out of a service area

The operations app also assists with deployment and distribution. Deployment zones are indicated in the app, including the following information::

- Address of deployment
- Number of scooters needed at the locations
- Picture instructions of how to properly park scooters without impeding pedestrian traffic.

#### **d) Special Events and Standing Weather Conditions**

To accommodate special events and weather conditions, Lime anticipates regular, as-needed communication with the City and related community partners (including emergency services). Lime develops a network of as-needed storage locations, including our Juicer network and private partners, to ensure adequate available storage for weather events; this could include private storage, parking garages, and other flexible space. We are comfortable agreeing to Spokane's requirement of removing all vehicles from the public right-of-way during weather conditions.

In anticipation of special events, including but not limited to Bloomsday, Hoopfest, Lilac Day Parade, or Pigout in the Park, we anticipate mobilizing more vehicles to improve access to and egress from such events. At the same time, we acknowledge and will agree to the need to limit the number of vehicles *within* such events, and will have appropriate staffing on hand to manage this. For example, during Spokane's biggest event, Hoopfest, we anticipate working with the City to geofence off ped-only streets, create vehicle corrals at key access points, and perhaps establish special lanes to improve event access while reducing car volumes and parking challenges.

**e) Data Sharing**

Lime is happy to comply with requirement DSI, and will make data available to the City in the Mobility Data Specification (MDS) format. Further, Lime is happy to provide the City a data dashboard with access to system analytics, updated daily, to include the number of vehicles deployed, number of rides/trips, average trip length, and average trip distance. We are happy to partner with the City to distribute surveys related to shared mobility, and to collaborate with a third-party research partner to evaluate shared mobility in Spokane. Further, Lime is comfortable maintaining records of maintenance activities and reported collisions, and will share these with the City on a monthly basis. **These no-cost tools will assist the City in planning improved infrastructure and the future of mobility in Spokane.**

**f) Equity**

Access to affordable mobility is essential to reduce household cost burden and provide access to economic opportunity. We work diligently to ensure broad access to Lime, regardless of financial or technical limitations. That's why we've created Lime Access - an affordable way for low-income individuals to use Lime in Spokane.

**Lime Access is an industry-leading, robust, and scalable program that offers a 50% discount on all rides, text-to-unlock capability, and a cash payment option.**

**Lime Access riders do not need a smartphone to take advantage of Lime Access.**

We have a dedicated phone number that users can text to automatically unlock a scooter as well as find out information about their account such as their balance, safety tips, and how to reach our Customer Service department. The riders simply text "Unlock XXXXXX" to the number, and the product unlocks. The rider can also text commands such as "Help" or "Account" to get Customer Service assistance.

Finally, **Lime has developed an industry-leading system by which unbanked individuals can access Lime vehicles.** This prepaid system, through which users can load money into an account in small increments, enables cash payments at brick-and-mortar establishments through our partnership with PayNearMe.

**To qualify for our Lime Access program, users simply need to demonstrate eligibility or participation in any federal, state or local-level assistance program.**

Our simple online application form allows users to upload proof of their participation in any federal, state or local assistance program to qualify. This includes discounted utility bills, food stamps/EBT card, and many more qualifying programs. The Lime Access team reviews and verifies individuals, then sends a welcome email with

further instructions for using our cash payment option as well as our text-to-unlock functionality. More information about Lime Access can be found at <https://www.li.me/community-impact>. Through Lime Access, we are already compliant with the City's Requirements E1 and E2.

**We will promote this program through partnerships with the Spokane Regional Health District.** By bringing affordable new transportation options to and engaging with disadvantaged communities.

## **2. MOBILIZATION AND PROGRAM LAUNCH**

Lime is fully prepared to launch operations on May 13, 2019. As previously noted, we already have both an Operations Manager and warehouse, the former of which contains a fleet of scooters ready to operate. We anticipate being able to quickly bring back many of the people who made up our team in 2018, as well as to add new team members to provide sufficient staffing. This team would leverage Lime's Respect the Ride template to educate and encourage users of the proper and safe use of their bicycles and scooters, encourage the use of helmets, and define and guide proper parking. We would anticipate launching with approximately the same fleet size and geographic focus as in the 2018 pilot, adding a few neighborhoods, and then would look to strategically expand and experiment with other locations throughout the city. We plan to scale our fleet based on utilization algorithms as well as collaboration with the City. **Among other things, we have begun conversations with STA to pilot parking zones and rebalancing around transit hubs and park and ride lots to provide improved first/last mile access.** We believe collaboration with STA and the Spokane Regional Transportation Council (SRTC) could aid regional mobility efforts beyond Spokane's boundaries at little to no cost to the community. We will also work closely with key partners, from the management of **Kendall Yards** to **members of the Downtown Spokane Partnership** to maximize the value of our products to parking-constrained areas and populations desiring convenient, sustainable transportation options.

## **3. VEHICLE FLEET**

Lime will provide a multimodal micromobility fleet in Spokane. Based on our experience operating bicycles in 2018, Spokane has a strong demand for scooters but, insufficient demand for bicycles to maintain a sustainable program. However, we are willing to provide a 20% bicycle fleet for launch (and the full permit period if required) to collect more data. Lime will launch with 500 total vehicles in the first week (400

scooters, 100 e-bikes). We plan to fulfill the maximum fleet size of 1,500 vehicles for as long as the data supports a fleet of this size (noting seasonal variations in user behavior may affect appropriate winter fleet size). This maximum fleet will consist of primarily scooters but will include the minimum number of e-bikes required by the City. Given the excellent partnership we have had with the City of Spokane, we anticipate an ongoing dialogue with the City to allow reasonable modifications over time to ensure a sustainable and successful shared mobility program for Spokane.

#### **4. INNOVATION AND TECHNOLOGY**

Lime is continually innovating around all aspects of our service: hardware, software, operations, and public engagement. We are eager to work with the City of Spokane to address specific concerns or opportunities present in this community, and will continue to leverage our global presence to improve locally. Examples of improvements that are currently being tested include new scooter technology, new approaches to parking guidance, new technologies for identifying and curbing sidewalk riding, and new methods for engaging people who are not following local rules. **We are able to reduce vehicle speeds in selected zones such as Riverside Park, and plan to collaborate with the City based upon limits of that technology and desired outcomes.**

# MANAGEMENT PROPOSAL



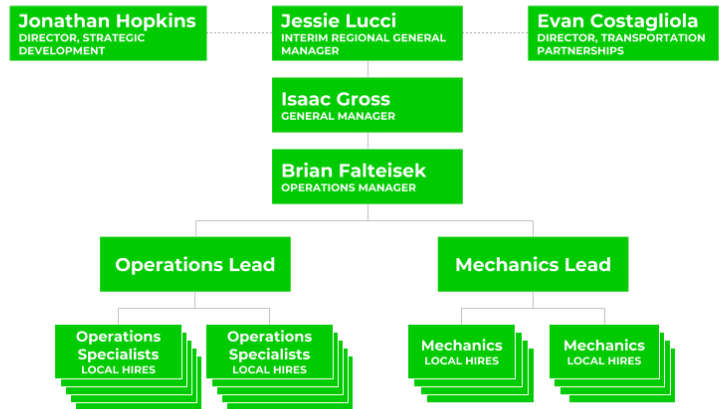


## A. PROGRAM MANAGEMENT

### 1. PROJECT TEAM STRUCTURE

**Lime builds and maintains local teams**, led by local Operations Managers, everywhere we operate. In Spokane, our team will be led by Brian Falteisek. Lime anticipates hiring **20 full time local employees** to manage a fleet of up to 1,500 vehicles. Key personnel bios are below; additional hiring will occur after RFP award.

#### Lime Regional & Local Leadership



#### *Jessie Lucci, Regional General Manager*

Jessie has been with Lime since April 2018. She leads and oversees our local operations efforts in the Western Region and is focused on ensuring operational excellence in every city we operate. Jessie received her BA in Finance & Journalism from Tianjin Foreign Studies University, and her Masters in Integrated Marketing Communication from Northwestern University.

#### *Jonathan Hopkins, Northwest Director of Strategic Development*

Jonathan has extensive experience in transportation and government relations. Based out of Seattle, Jonathan joined Lime in January 2019. He works closely with our government, transit and community partners throughout the Northwest Region. Prior to Lime, he managed operations and government affairs for Uber in Spokane, following by serving as Executive Director of Commute Seattle. Jonathan received his BS in International Relations from the US Military Academy at West Point and his Masters in Security Studies from Georgetown University.

#### *Isaac Gross, Northwest General Manager*

Isaac joined Lime in January 2018 and oversees the full operations & expansion in Washington State and Western Canada. Previously, he also managed operations in Oregon and Idaho. He works closely with his peers at HQ and throughout the Northwest Region of the U.S. to deploy best practices and innovative strategies to the local market. Isaac got his BS in Psychology from Brown University and his MBA from London Business School.

*Brian Falteisek, Spokane Operations Manager*

Brian joined Lime in September 2018, and in the 2018 pilot, he managed Spokane's local operations and its team. He is responsible for safety, repairs, deployment, and overall ridership. In addition to local operations, Brian was part of Seattle's LimePod launch team. Prior to Lime, Brian was the fleet manager for Washington DC's largest bicycle and Segway tour company and has extensive experience in the bicycle and automotive repair industry. Brian got his BA in Political Science from Central Washington University and his MBA from Walden University. Brian was born in Washington and has lived in Spokane for several years.

**2. OPERATIONS / INTERNAL CONTROLS / CUSTOMER SERVICE**

Please see section "c) Operations" above for a full outline of our daily operational practices, including our approaches to maintenance, inspection, and repair. As noted previously, vehicle life expectations are evolving rapidly as we continue to improve upon our vehicles and maintenance protocols.

Lime supports a 24/7 global rider and community support center, including language support in over 20 languages. Our Support headquarters is based out of our San Francisco headquarters. Support is available through the app and also by email, phone, or text message at 888.546.3345 (888.LIME.345). The easiest way to reach our Support team is directly through our app, which also includes an extensive Help Desk section for easy answers to common questions on the go.

Locally, Lime will hire a Rapid Response team to address customer concerns. This team is typically available for 12 hours each day on weekdays and weekends. Their job is to respond to all customer concerns within 2 hours and help manage, remove and re-park scooters in question. In addition, they proactively monitor the system to identify any issues that may arise.

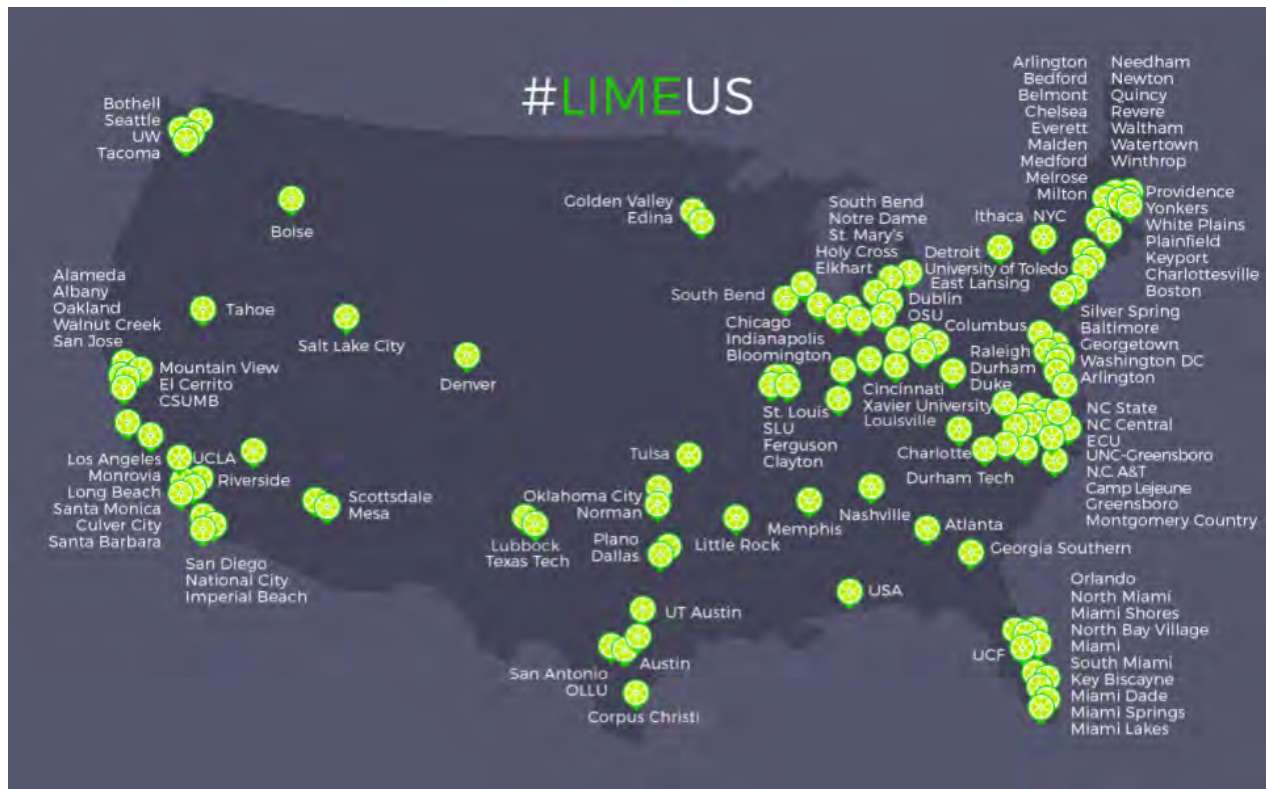
Our Rider Support organization includes a team called "the Neighborhood Voice," offering in-market support teams to help us stay connected to the community.

We pride ourselves on fast and friendly service for every aspect of a rider's journey from setting up a rider's wallet and billing to completing a trip. Our team's first priority is safety and our special Emergency Response Team (within our Support Operations), works 24/7 to manage our incoming contacts as well as to monitor social media to alert our entire field and local operations to any urgent issue in any market. In addition to our ERT team we offer a full Safety Claims team to handle any incidents from lost personal items, up to and including property or injury incidents.

When damaged scooters are reported to our customer service team, a customer service agent puts the scooter in maintenance mode to prevent another user from riding it. The issue is then dispatched to our local operations team, who inspects it and either fixes it on-site or brings the scooter back to the local warehouse.

## B. EXPERIENCE OF THE FIRM

Lime now operates networks of 100% carbon-free, shared scooters to help address the transportation challenges cities face, without the need for public subsidies or charitable support, in more than 100 communities globally. Our fleet sizes range dramatically, from low 100s to well over 5,000. We are capable of deploying the number of vehicles outlined in the RFP, and are eager to grow with the community. Further, having recently closed a \$310 million Series D round of funding, we are confident in our ability to provide service throughout this contract.



Our first city deployment in Key Biscayne, FL served as a catapult to many other cities, including, regionally, Bellevue (exclusive provider), Mercer Island (exclusive provider), Tacoma (exclusive provider), Seattle, and Boise, ID. A full, updated list of our operations can be found on our website at [li.me/locations](https://li.me/locations). A list of by-city vehicle deployments can be found, by request here: <http://tinyurl.com/y6s4vebj>.



**C. REFERENCES**

Lime has quickly become the national leader in dockless mobility. It is through our close collaboration with cities, careful focus on operations, and commitment to high quality scooters that we have had such success around the country and are now operating in more than 100 locations. The references below capture our experience operating shared mobility programs in cities of similar size and scope to Spokane.

| PROGRAM TITLE AND DESCRIPTION   | CONTACT INFORMATION  |
|---|--|
| <p><b>Tulsa, Oklahoma, Scooter Share Permit</b></p> <p>Lime worked hand-in-hand with Tulsa City staff to develop and advance a dock-free mobility permit structure. Lime began service to Tulsa in October and operates a fleet of 400 scooters.</p>  | <p><b>Nick Doctor</b></p> <p>Chief of Community Development &amp; Policy<br/>           City of Tulsa, Office of the Mayor<br/>           175 East 2nd Street, Suite 1500<br/>           Tulsa, OK 74103<br/>           918-633-5303<br/> <a href="mailto:ndoctor@cityoftulsa.org">ndoctor@cityoftulsa.org</a></p>     |
| <p><b>Lubbock, Texas, Scooter Share Permit</b></p> <p>Lime was awarded a contract to be the exclusive scooter share provider at the Texas Tech University. We also worked closely with the City of Lubbock to develop and implement a dock-free mobility permit. Lime currently operates more than 1,000 scooters in Lubbock and Texas Tech.</p>  | <p><b>Craig Cotton</b></p> <p>Transportation Demand Manager<br/>           Texas Tech University<br/>           Transportation &amp; Parking Services<br/>           Box 43161<br/>           Lubbock, Texas 79409<br/>           806.834.5040<br/> <a href="mailto:craig.cotton@ttu.edu">craig.cotton@ttu.edu</a></p> |
| <p><b>City of Tacoma, Washington, Scooter Share Permit</b></p> <p>In 2018, Lime worked with the City of Tacoma to develop a 60-day pilot to launch 250 vehicles. Lime now operates 500 scooters at no cost to the City. The 60-day pilot has been extended to one year as the city develops permanent regulations. We pay the City a fee of \$14.22 per scooter per year to assist with program management and enforcement. Lime Hero, Lime's donation module, sponsors Downtown on the Go.</p> | <p><b>Kurtis Kingsolver</b></p> <p>Public Works Department<br/>           City of Tacoma<br/>           747 Market Street<br/>           Tacoma, WA 98402<br/>           253.591.5380<br/> <a href="mailto:kkingsol@ci.tacoma.wa.us">kkingsol@ci.tacoma.wa.us</a></p>  |

# EXHIBIT C

## Shared Mobility Operating Requirements.

### Equipment and Safety

**Requirement S1:** All bicycles used by shared mobility vendors shall meet the standards outlined in the Code of Federal Regulations (CFR) under [Title 16, Chapter II, Subchapter C, Part 1512 – Requirements for Bicycles](#). Additionally, permitted systems shall meet the safety standards outlined in [ISO 43.150 – Cycles, subsection 4210](#).

**Requirement S2:** Electric bicycles deployed as part of the Shared Mobility program shall meet the National Highway Traffic Safety Administrations (NHTSA) definition of *low-speed electric bicycles*; and shall be subject to the same requirements as ordinary bicycles (described in Requirement S1). This means that electric bicycles shall have fully operable pedals, an electric motor of less than 750 watts, and a top motor-powered speed of less than 20 miles per hour when operated by a rider weighing 170 pounds.

Electric assist bikes shall comply with the Class 1 definition and requirements of RCW 46.04.169 and RCW 46.61.710.

Additionally, the City reserves the right to terminate the use of electric bicycles under this program if the battery or motor on an electric bicycle is determined by the City to be unsafe for public use.

**Requirement S3:** All bicycles shall meet the Revised Code of Washington's (RCW) requirements for lights during hours of darkness, described in [RCW 46.61.780](#). This includes a front light that emits white light and a rear red reflector.

**Requirement S4:** All electric scooters used by shared mobility vendors shall be consistent with current industry standards for dockless e-scooters.

Shared mobility vendors under this program shall comply with any e-scooter standard or regulation enacted or adopted by the State of Washington or federal agency during the course of the contract.

**Requirement S5:** Electric assist bikes and scooters shall be limited to 15 miles per hour on flat ground. Shared mobility vendors shall utilize geofencing to restrict and reduce speeds in special areas or zones as defined by the City. Examples of special speed zones may include but are not limited to: Riverfront Park, the County Courthouse and Public Safety complex and other large public spaces or zones.

**Requirement S6:** Shared mobility vendors shall provide a mechanism for customers to notify the company that there is a safety or maintenance issue with the bicycle or scooter.

**Requirement S7:** Shared mobility vendors shall have visible language that notifies the user that:

1. Helmet use is encouraged by all users.
2. Bicycles and scooters are restricted from using sidewalks in the downtown zone as defined by the City's municipal code.
3. Outside of downtown, bike and scooter riders shall yield to pedestrians on sidewalks.

**Requirement S8:** Shared mobility vendors agree that the City of Spokane is not responsible for educating users regarding laws and restrictions regarding bicycle and scooter use. Neither is the City responsible for educating users on how to ride or operate a bicycle or scooter. Shared mobility vendors agree to educate users regarding laws applicable to riding and operating a bicycle and scooter in the City of Spokane and Spokane County, to encourage users to wear helmets and to comply with applicable laws.

**Requirement S9:** Use of shared mobility vehicles shall be limited to adults, 18 years of age or older. Shared mobility vendors shall notify users of this requirement.

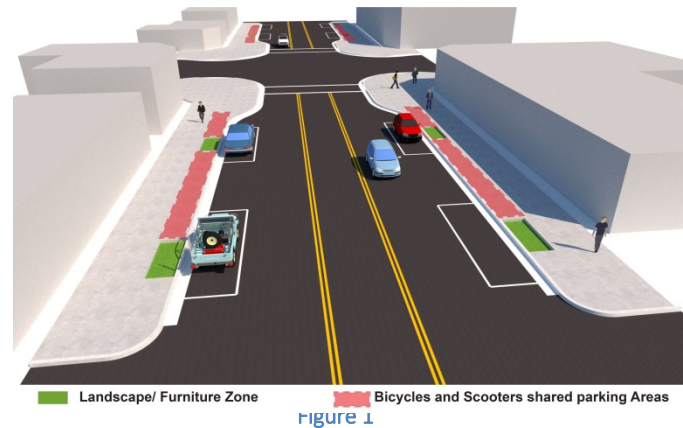
**Requirement S10:** Use of shared mobility vehicles shall be limited to use by one person; no passengers are permitted.

**Requirement S11:** Shared mobility vendors shall actively promote proper and safe use and riding behavior for bicycles and scooters and encourage and promote the use of bicycle helmets. Riding behavior education should include the requirement to ride in roadways as opposed to sidewalks in the downtown, yielding to pedestrians, and selection of appropriate parking places. The shared mobility vendor shall encourage helmet use through partnerships and promotions with local bicycle shops, hotels, parks, and bicycle and pedestrian advocacy groups and/or through helmet promotions that provide free or reduced cost helmets to their users. This can be done through giveaways or helmet vending so long as the shared helmets are appropriately inspected and sanitized prior to re-distribution.

**Requirement S12:** Speed zones shall be administered through geofencing as required by the City. A reduced speed zone shall be administered for Riverfront Park. Electric vehicles shall be limited to 7 miles per hour through the park. Geofence boundaries shall be adjusted such that these limits activate within the park, but do not interfere with travel on adjacent streets.

## Parking

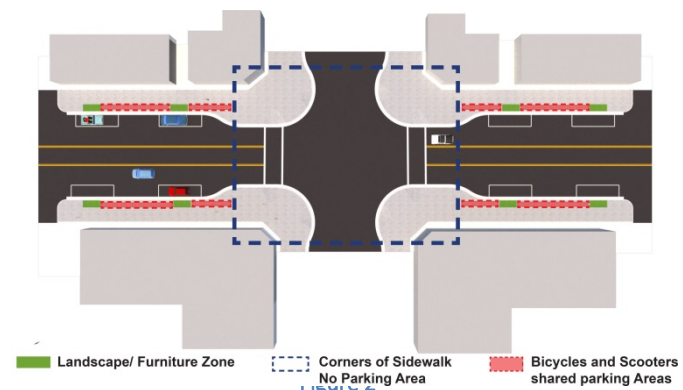
**Requirement P1:** For dockless shared mobility systems, bicycles and scooters shall be parked in the landscape/furniture zone of the sidewalk, as indicated in Figure 1. Shared mobility vendors shall inform customers regarding appropriate parking behavior and locations. For shared mobility stations that require the installation and maintenance of objects in the right-of-way (ROW), an annual permit is required for every location. The City of Spokane's Developer Services Division will provide guidance on locating shared mobility stations, as well as the additional permits that may be required.



**Requirement P2:** For shared mobility stations that require the installation and maintenance of objects in the right-of-way (ROW), an annual permit is required for each location. The City of Spokane's Developer Services Division will review and provide guidance on locating shared mobility stations, as well as determine additional permits that may apply.

**Requirement P3:** Restrictions to allowed parking zones on sidewalks:

1. Bicycles shall not be parked at the corners of sidewalks as indicated in Figure 2.
2. Bicycles and scooters shall not be parked on blocks where the landscape/furniture zone is less than 3 feet wide, or where there is no landscape/furniture zone.
3. On blocks without sidewalks, bicycles may be parked if the public right-of-way if the travel lane(s) and a 6-foot pedestrian clear zone are not impeded.
4. The City reserves the right to determine certain block faces where dockless shared mobility parking is prohibited. The City also retains the right to define limited parking zones near business entrances or bus stops. These zones should be closely monitored and parking re-balanced often if/when vehicles accumulate with regular use. The vendor shall attend to these zones as needed to maintain functional pedestrian access.
5. Bicycles shall not be parked on the sidewalk or street adjacent to or within:
  - a. Parklets and streateries
  - b. Transit zones, including bus stops, shelters, passenger waiting areas and bus layover and staging zones, except at existing bicycle racks;



- c. Loading zones;
- d. Disabled parking zone;
- e. Street furniture that requires pedestrian access (for example - benches, parking pay stations, bus shelters, transit information signs, etc.);
- f. Curb ramps;
- g. Building entryways; and
- h. Driveways.

**Requirement P4:** These requirements relate to operations within the City of Spokane Right-of-Way. Additional zones may be established; for example, locations within parks, publicly-accessible plazas, on-street parking spaces (bike corrals), off-street parking lots/garages, or campuses. However, permission to do so shall require coordination with the appropriate department, agency, or property owner; and shall be communicated to the customer through signage approved by the respective entity and/or through the mobile and web application.

**Requirement P5:** The City retains the right to require operators to create geo-fenced stations within certain areas where bicycles and scooters shall be parked.

**Requirement P6:** Any dockless bicycle or scooter that is parked in one location for more than 7 consecutive days without moving may be removed by City of Spokane crews and taken to a City facility for storage at the expense of the shared mobility operator. The City shall invoice the shared mobility vendor for the vehicle removal and storage expenses.

**Requirement P7:** All permitted operators shall provide, on every bicycle and scooter, contact information for bicycle and scooter relocation requests.

**Requirement P8:** Bicycles and scooters shall be upright when parked.

**Requirement P9:** Any bicycle or scooter that is parked incorrectly shall be re-parked in a correct manner or shall be removed by the shared mobility vendor within the following timeframes:

- 6am to 6pm - within two hours of receiving notice,
- All other times – within 10 hours of receiving notice.

**Requirement P10:** Bicycles can only be parked on hard surfaces within the landscape/furniture zone (e.g. concrete, asphalt).

**Requirement P11:** If parking behavior becomes problematic, as deemed by the City, the City retains the right to require the vendor to incentivize proper parking etiquette. This would include the use of geofencing and appropriate signs/markings to highlight appropriate parking locations and promotional information distributed to users to offer discounted rates to be earned by prolonged good behavior.

## Operations

**Requirement O1:** All shared mobility vendors shall have a staffed operations/maintenance center located in the City of Spokane.

**Requirement O2:** All shared mobility vendors shall have a local manager(s). The vendor shall provide the contact info (cell phone number and e-mail) for the local manager(s) to the City of Spokane program manager.

**Requirement O3:** All shared mobility vendors shall have a 24-hour customer service phone number for customers to report safety concerns, complaints, or ask questions.

**Requirement O4:** All shared mobility vendors shall provide the City with a direct contact for vendor staff that are capable of rebalancing bicycles. All permitted vendors shall relocate or rebalance according to the following timeframes:

- 6am to 6pm - within two hours of receiving notice,
- All other times – within 10 hours of receiving notice.

**Requirement O5:** All shared mobility vendors shall have a performance bond of \$80/bicycle or scooter, with a cap of \$10,000. The form of the bond shall be approved by the City. These funds shall be accessible to the City for future public property repair and maintenance costs that may be incurred, removing, and storing bicycles improperly parked, or if a company is not present to remove bicycles if its permit is terminated. If a permitted operator increases the size of their fleet, the performance bond shall be adjusted appropriately before deploying additional bicycles.

**Requirement O6:** Any inoperable bicycle or scooter, or any bicycle or scooter that is not safe to operate shall be removed from the right-of-way within 24 hours of notice by any means to the vendor by any individual or entity, and shall be repaired and safety inspected before putting the bicycle or scooter back into revenue service.

**Requirement O7:** All shared mobility vendor(s) shall have a minimum bicycle and scooter fleet of 500 vehicles; operators shall meet this fleet size within one calendar week of the initial launch date. The maximum fleet size shall be 1,500 vehicles unless otherwise approved in writing by the City. The vehicle fleet shall include a minimum daily average of 50 bicycles in operation, measured on a weekly basis.

Weather conditions permitting, the vendor shall maintain the minimum fleet size from March 15<sup>th</sup> through November 15<sup>th</sup>. Fleet size may be reduced from November 15<sup>th</sup> through March 15<sup>th</sup>; vehicles should be deployed during this time period when weather and street conditions allow. Re-introduction after winter closures shall be done only with approval from the City.

**Requirement O8:** The City may determine additional or altered permit conditions based on data received as part of the data sharing requirements specified below.

**Requirement O9:** Every bicycle and scooter shall have a unique identifier that is visible to the user on the bicycle.

**Requirement 10:** Shared mobility vendors shall have a process in place to handle and address property damage claims and complaints related to operation of their shared mobility vehicles. Shared mobility vendors shall provide contact information to the City for vendor staff responsible for addressing

property damage issues.

**Requirement O11:** If the City incurs any costs addressing or abating any violations of these requirements, or incurs any costs of repair or maintenance of public property, upon receiving written notice of the City costs, the permitted operator shall reimburse the City for such costs within thirty days.

**Requirement O12:** The City reserves the right to terminate a shared mobility vendor's participation in the program at any time and require that the entire fleet of bicycles be removed from Spokane streets. The decommissioning shall be completed within 5 days unless a different time period is determined by the City.

## Special Events and Standing Weather Conditions

**Requirement SS1:** All permitted shared mobility vendors shall coordinate and cooperate with City staff regarding operations during special events. Special events may include but are not limited to: Bloomsday, Hoopfest, Lilac Day Parade, Pigout in the Park. During special events, shared mobility vehicle placement, parking and use may be prohibited or restricted within or near the location of the special event as defined by the City. Shared mobility vendors shall provide adequate staffing during the special events to comply with the restrictions, rebalancing or removing vehicles as needed. When feasible, shared mobility vendors may be required to establish special geofenced boundaries that make the vehicles inoperable or operate at reduced speeds within or near the defined special event zone. Shared mobility vendors shall coordinate with City staff and special event organizers to identify and establish designated parking locations outside of the event zone for the parking of shared mobility vehicles.

**Requirement SS2:** Shared mobility vehicles shall be removed from city streets during snowy or icy weather conditions and in advance of anticipated significant weather events. Vehicles shall not be returned to operation until snow and ice have dissipated by natural means. This will be substantiated by melted/thawed conditions with temperatures above freezing for the duration of the time between 6:00 a.m. and 9:00 p.m. and which will allow safe usage of bicycles and scooters. During City declared weather or snow emergencies, shared mobility vendors shall remove all vehicles from the public right-of-way within 4 hours.

## Data Sharing

**Requirement DS1:** The shared mobility vendor shall make data available to the City that is compliant with the Mobility Data Specification (MDS) format. The data shall be made available to the City, at a minimum, on a weekly basis.

**Requirement DS2:** The shared mobility vendor shall make available to City staff a 'data dashboard' that provides access to data that is updated on a daily basis. The minimum basic data provided and available for viewing should include:

- Number of each vehicle (bicycle and scooters) deployed
- Number of rides/trips
- Average trip length
- Average trip distance

**Requirement DS3:** All permitted vendors shall cooperate with the City in the distribution of customer surveys related to shared mobility through notifications and links on the vendors application and through e-mail notification of vendor's customers.

**Requirement DS4:** All permitted vendors shall keep a record of maintenance activities, including but not limited to bicycle and scooter identification number and maintenance performed. These records shall be sent to the City monthly.

**Requirement DS5:** All permitted vendors will keep a record of reported collisions. These records will be sent to the City monthly.

**Requirement DS6:** All permitted vendors agree to the City using a third-party consultant or researcher for evaluation of shared mobility. Data will be shared with the City's consultant or third-party researcher only for the purposes of evaluation and/or enforcement of the requirements in this permit.

## Equity

**Requirement E1:** Shared mobility vendors shall implement and maintain a program that allows for use of bikes/scooters without a smart phone app.

**Requirement E2:** Shared mobility vendors shall implement and maintain a program that allows for cash payment to use shared mobility through programs and partnerships such as PayNearMe.

**Requirement E3:** Shared mobility vendors shall publicize and promote available equity programs.

## Fees and Donations

**Requirement F1:** Shared Mobility vendors shall pay applicable fees as noted in the City's shared mobility contract and associated fee schedule.

**Requirement F2:** Any fees arising from the need for City crews to relocate or remove bicycles from any location where a bicycle is prohibited under this permit shall equal the City crews' hourly rate plus fifteen percent.

**Requirement F3:** Shared Mobility vendors shall administer a donation program that allows users to donate to a designated local non-profit organization through the smart phone app.



## Enforcement

**Requirement EE1:** Retro-reflective permit stickers with unique identification numbers will be affixed to every vehicle by the shared mobility vendor. The City will provide the vendor with details for the sticker format and design, and the vendor will print and affix the stickers on the front of each vehicle. The City may change the sticker format at any time. Permittees are responsible for: 1. Printing each reflective sticker; 2. Affixing stickers on each shared vehicle in operation; 3. Destroying permit stickers of vehicles no longer in operation in Spokane; 4. Affixing stickers on the front of the steering column, facing forward, clearly visible to observers; and 4. Replacing stickers when damaged and illegible.

**Requirement EE2:** Failure of vendor or shared vehicle users to comply with parking requirements specified in this document, including Requirements P1 through P11, will be subject to a fee of \$15 per offense, applied to the vendor. The City will document parking violations and invoice the vendor monthly for total fees. It is required that, when possible based on trip data and time-stamped photographic documentation of each parking violation, the shared mobility vendor pass this fee directly to the offending user. Any fee must be paid in full by the vendor within the time ordered and under the terms and conditions specified. If the payment is not made or the required conditions are not met, the fee may result in a permit suspension, which will take effect immediately upon the deadline given for payment of the fee. The suspension will remain in effect until the fee is paid in full and all required conditions are met.

**Requirement EE3:** Failure of shared vehicle users to comply with operational requirements specified in Spokane Municipal Code (SMC) Section 16A.61.787 – Sidewalk Riding, and Parking, SMC Section 16A.62.020 – Duty to Obey Rules of the Road is subject fines consistent with the Penalty Schedule under Spokane Municipal Code. Penalties will be applied directly by the City to users, per violation. Vendor must distribute notifications, warnings and suspend users' accounts for any documented occurrences of non-compliant behavior. City shall provide the Vendor with a list of users who have been issued fines on a quarterly basis. Vendor shall submit a quarterly report to the City listing notifications, warnings, and suspensions delivered to users on a quarterly basis. Vendor shall suspend users who incur three documented violations of Spokane Municipal Code occurring at any time within the operating season.