

SANTA MONICA SHARED MOBILITY PILOT PROGRAM APPLICATION

Addressed to:

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ATTN: Shared Mobility Pilot Program Application

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CLOUD TRANSPORTATION TECHNOLOGIES, INC

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TABLE OF CONTENTS

1. INTENT SECTION.....	3
2. OPERATOR INFORMATION	5
3. EQUIPMENT	9
4. OPERATIONS	12
5. PARKING, HELMETS & ROADWAY SAFETY COMPLIANCE.....	16
6. ENGAGEMENT.....	21
7. DATA.....	23
8. NON-DISCRIMINATION POLICY ACKNOWLEDGMENT (EXHIBIT A)	26
9. NON-COLLUSION AFFIDAVIT (EXHIBIT B)	28
10. OAKS INITIATIVE DISCLOSURE FORM (EXHIBIT C).....	30

1. INTENT SECTION

Cloud Transportation Technologies, Inc. is proud to submit this application for the Shared Mobility Pilot Program to the City of Santa Monica. Cloud was born locally in Santa Monica with the vision to facilitate a shared mobility device (scooter) program that prioritizes safety to the public, scooter users and community as a whole, while providing an eco-friendly last mile solution helping to connect residents and visitors alike with the myriad sites and businesses within our great City.

We have restrained from taking a **launch first** attitude.
We operate from a **community first** perspective.

Our intent is to collaborate in an open and productive partnership with the City of Santa Monica. The CEO and Founder of Cloud is Gray Bright, who has a strong track record of working collaboratively with City Government and of volunteering his time to help bring resources and meaningful events to the City of Santa Monica, and he sits on the board of the Santa Monica Pier Corporation (Gray has openly disclosed to the City his intention to submit this permit).

We're currently experiencing a paradigm shift in transportation.
However we must **solve the local** before we can **revolutionize the global**.

Our goal is to provide a shared mobility scooter program that provides mobility options to help residents and visitors reach local businesses and neighborhoods across Santa Monica safely, more easily, and with limited impact on the environment. Launching Cloud with a community first approach means we will implement a comprehensive community education and marketing strategy. One that incorporates outreach to local institutions serving the general public: SMMUSD, SMC, UCLA Medical Center Santa Monica, Community Corp. Of Santa Monica, and local neighborhood associations to name a few.

Our Pilot Program Goals and Objectives include:

- Diversify mobility options for residents, employees and visitors to Santa Monica
- Protect public health and safety and reduce sidewalk, pathway and Americans with Disabilities Act (ADA) blockages
- Reduce emissions from short trips and connections to transit
- Maximize user awareness of safe and legal behaviors for operating shared mobility devices
- Create an enforceable framework for managing shared mobility services
- Ensure use of Public Right of Way (PROW) benefits public mobility
- Ensure private Operators respond to pervasive issues and service complaints

We desire to be included as an e-scooter service operator and are applying to be one of the 4 operators selected as part of the program. We support the use of a dynamic cap

adjustment process. We will actively engage with City staff to resolve issues and to develop solutions to improve service performance throughout the duration of the Pilot Program.

We will work with the City to design, develop and pilot virtual designated parking areas using a combination geo-fence and Bluetooth Low Energy (BLE) Beacon technology. During the Pilot Program, we will design, develop, test and measure the use of informative, directional and incentivized rewards to return equipment to these predesignated deployment locations or drop zones.

We will clearly communicate operational adjustments to the City, promptly respond to City inquires and requests, address public complaints, and resolve any operational issues that may arise. We expect to be evaluated by the City on our commitment to customer service.

We have funding to support our ongoing operations and all City imposed fees including the Annual Operator Fee, Annual Device Charge, Business License Minimum Tax, cASP State Mandated Fee (additional fees and assessments may also apply).

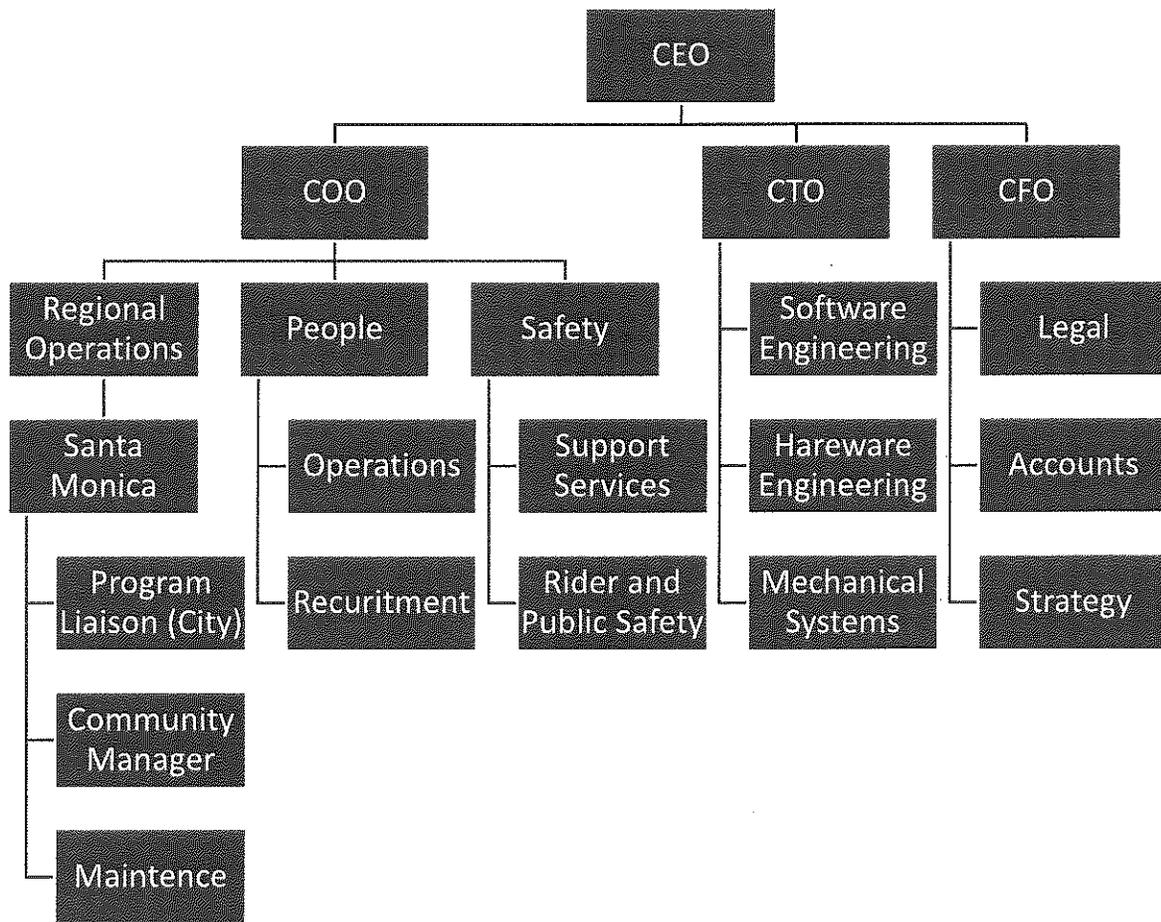
We thank the City for initiating this Pilot Program and look forward to partnering with the City of Santa Monica to deliver upon all of our combined objectives.

2. OPERATOR INFORMATION

We operate from a **community first** perspective. Our vision is to build a platform that not only provides a last mile service to users, but one that also drives the local economy through community-oriented value added operations.

a) PROJECT TEAM, INCLUDING BIOGRAPHIES AND QUALIFICATIONS OF LEAD TEAM MEMBERS. INCLUDE AN ORGANIZATION CHART THAT INCLUDES THE ENTIRE COMPANY AS WELL AS THE LOCAL TEAM:

1. We will support the roll out of our dockless mobility devices (scooters) with staff assigned to the Santa Monica operation. Due to the nature of this permit application process, we will confirm employed staff once our permit is approved so not to displace crew if not awarded a permit
 1. Community and public relations – example engagement - Kim Koury
SPIN PR - local community relations firm
 2. Program Liaison (City contact)
 3. Technical development
 4. Mechanical support
 5. Fleet management and support
 6. Charging support
 7. Public Awareness support
 8. Phone/web/social support
2. A Program Liaison shall be assigned to the City of Santa Monica for the duration of the Pilot Program and we will supply the City with their contact information prior to launch and they will be available to promptly respond to City staff during normal business hours
3. Organization chart follows below:



1. CEO and Founder Gray Bright has been looking for ways to improve the dockless mobile device industry for a long time, exploring ways to improve operations, increase safety and educate the public on Rider etiquette through better communication strategies. After much consideration, he decided to start a dockless mobility device business and utilize his unique background as a robotic and mechatronic engineer mixed with extensive operational management experience, and aims to add tremendous value to this industry with innovative new technological solutions and community lead integration.
2. Gray saw an opening to help evolve the scooter mobility device market in his home city of Santa Monica, and created Cloud Transportation Technologies to meet the demand for a shared mobility service that positively impacts the entire community. Over the course of his 17 years as a technical consumer electronics executive, his career has encompassed the design, manufacture and launch of over 1,500 electronic hardware and software products across domestic and international industry-leading CM/OEM/ODM partners, distributors and retailers. His passion for building creative design solutions is matched with an equal passion for improving his local community and

inspiring others to be changemakers for good. He volunteers his time to host local community events like the annual STEAM Machines Innovation Fair and Rube Goldberg Machine contest at the Santa Monica Pier where he interviews and inspires the next generation of STEAM leaders. His requests for appearances run beyond our City lines to include hosting the Young Inventor of the Year awards at Invent Idaho and a live stand-up routine at a rocket launch at Kennedy Space Center for NASA. Though well-known across international circuits, Santa Monica is Gray's home and it's within this community we have envisioned the launch of Cloud Transportation Technologies. Through a community first approach, Cloud Transportation Technologies looks to launch its shared mobility services under full compliance with City laws during the Pilot Program.

3. Santa Monica City Disclosure - Gray Bright is currently Board Member of the Santa Monica Pier Corporation and has notified City staff of his intent to apply for this Pilot Permit

b) NUMBER, TYPE, LOCATION AND DURATION OF OTHER SHARED MOBILITY SYSTEMS OPERATED. INCLUDE ALL CURRENT OPERATIONS, AND THE OPERATING PERMITTING REQUIREMENTS AND HISTORY OF COMPLIANCE WITH PERMITTING, STATE AND LOCAL LAW:

1. We take safety and compliance with municipal law seriously. As such we have very deliberately abstained from activating our shared mobility service in the community without the proper permits. We are steadfastly focused on maintaining positive relations with the City of Santa Monica and practicing good corporate responsibility. Once we have the green light from the City to pilot we will launch our shared mobility service within the guidelines of the law.
2. We will partner with a major European Scooter Ridesharing business which has been in operation for multiple years to utilize elements of their software platform for our business operation. This will allow us to expand upon their experience within the shared mobility market and have a robust software frontend and backend to build upon.
3. We are in direct communication and negotiations with major scooter supplier Segway and they are currently our preferred scooter supplier for this operation
4. We will develop innovative solutions inhouse across the software and hardware fields
5. Cloud Transportation Technologies, Inc. has good standing with regards to compliance and has not received any issues or warning from state and local law enforcement

c) LENGTH OF CORPORATE OPERATION, AND RELATED OR ANCILLARY BUSINESS OPERATIONS BEYOND SHARED MOBILITY SYSTEMS:

1. Cloud Transportation Technologies is a newly formed corporation July 2018. We've specifically set up this company to support the local mobility industry. We feel it is important to reiterate our focus on being fully in compliance with

the law, and we believed launching our scooters onto the streets of Santa Monica prior to the proper City permits was not in keeping with our corporate values.

d) NAMES AND ADDRESSES OF ANY PERSON OR ENTITY THAT HAS (I) MORE THAN 10 PERCENT EQUITY, PARTICIPATION, OR REVENUE INTEREST IN THE APPLICATION OR (II) IS A TRUSTEE, DIRECTOR, PARTNER, OR OFFICER OF THAT ENTITY OR OF ANOTHER ENTITY THAT OWNS OR CONTROLS THE APPLICANT. IDENTIFY THE NAMES AND ADDRESSES OF ANY PARENT OR SUBSIDIARY OF THE APPLICATION, AND DESCRIBE THE NATURE OF ANY SUCH PARENT OR SUBSIDIARY BUSINESS ENTITY. IDENTIFY ANY SUBCONTRACTORS OR OTHER PARTNER ORGANIZATIONS:

1. Gray Bright – CEO and Founder – 100% ownership
 1. Business Address: 929 Colorado Ave, Santa Monica, CA, 90401



3. EQUIPMENT

a) TYPE AND SPECIFICATIONS OF ALL DEVICES. THE SELECTION COMMITTEE MAY REQUEST A DEVICE DEMONSTRATION IF DESIRED TO CLARIFY OR CONFIRM DEVICE DETAILS OR FUNCTIONALITY:

- a. Segway ES2 Scooter with proprietary additions
 - i. Approximately 28 lbs. weight
 - ii. Brushless DC motor
 - iii. 0–15 mph speed range
 1. Custom limitable speed range
 - iv. 15.5 mile range
 1. Depending on riding style and terrain
 - v. 36V – 187 Wh Rechargeable Lithium-ion Battery
 1. UL 2272 certified with over-heating, short circuit, over-current and over-charge protection
 - i. White LED head light
 - ii. Red LED brake light
 - i. Anti-lock electronic front brake
 - ii. Mechanical step-on rear brake
 - iii. Electronic front wheel locking system
 - iv. Rider bell
 - v. GPS location device
 - vi. Cellular connection
 - vii. Onboard computer system with Bluetooth, Accelerometer and Microcontroller
 - viii. Designed to withstand the demands of outdoor and shared use
 - ix. Highly durable, theft and vandal resistant
 - x. Safe, comfortable and easy to use by a wide range of users
 - xi. Safety information will be posted on each device and in our app
 - xii. Scooter will display customer service contact information
 - xiii. Scooter will display a clearly visible unique device identification number
 - xiv. We have used an assortment of proprietary parts and warnings to deter equipment theft and vandalism
- b. We are experimenting with a custom mobility device that features three wheels for enhanced deployment, riding and parking, along with assisting stability-impaired individuals to utilize our service
- c. We have an early alpha prototype of our custom four-wheel mobility device that features a seat and we will work with the City regarding the vehicle classification rules of this device as it features 4 wheels and a seat

b) NUMBER OF DEVICES PROPOSED AT LAUNCH, AND ANTICIPATED AT THE MAXIMUM DURING THE PILOT PROGRAM:

- a. We will deploy 250 scooters at launch to collect and analyze Rider and utilization data. Our aim is to perform all of our operational actions with an underlying purpose that is built on validated data. We expect our MUR data will quickly validate a need to increase the volume of deployed devices following our pilot launch. We anticipate reaching a deployment of the maximum allowable number of devices based on our observations of rates of use by current operators in and around Santa Monica.

c) DEVICE COMMUNICATIONS, DEVICE LOCATION SYSTEMS, DEVICE CAPABILITIES, AND SYSTEM DATA:

- a. Our fleet of scooters are equipped with custom built Onboard Communication Devices (OCD). These OCD's communicate with our computer networks and mobile app via the cellular network.
- b. The OCD's are equipped with Bluetooth, GPS, accelerometer and microcontroller
- c. We aim to design and develop state-of-the art shared mobility technology through a process of ideation, experimentation, design, development, testing and validation. We also intend to focus on Santa Monica being the central engineering development location, a locally operated business.
- d. Real-time location tracking and recording of trip origin and end point
- e. We will communicate on an ongoing basis our strategy for the deployment of devices to the City
- f. We will support the City in approaching the major cellular network providers such as AT&T, T-Mobile, Verizon to share data with them that is relevant to cellular network connectivity patterns (we'll highlight issue zones with their networks). This may include reports highlighting dead zones and weak spots around Santa Monica. Poor network infrastructure leads to scooter location disconnection, Rider lockout, and zones of inoperable devices, all of which are currently observable in multiple locations around Santa Monica during times of high pedestrian flow.

d) FUNCTIONALITY AND FEATURES OF SOFTWARE AND OPERATIONS MANAGEMENT SYSTEMS:

- a. Our system operations strategy aims to provide an equitable distribution of devices, which ensures devices are available and accessible throughout neighborhoods, commercial areas, and key destinations citywide. We also aim to limit the excessive concentration of devices in congested areas and minimize over concentrations in high demand locations like the Downtown and Beach areas.
- b. We will actively monitor and adjust fleet positioning to a device ratio in the City's Downtown District of 1/3 our total devices
- c. Our systems will track devices, determine device utilization, enhance customer service, and educate users about safe riding and the rules of the road
- d. We are experimenting with technologies to increase our device locational awareness beyond the commercial capabilities of GPS. Our innovative

technologies aim to create virtual locations such as hubs for device parking that can validate when a device is nearby.

- e. We aim to develop technologies capable of recognizing when a Rider is sidewalk riding – this system would require implementation of small beacon tags along major sidewalks. We are open to discussing this revolutionary technology with the City.
- f. We welcome opportunity to mark zones for device parking such as painted lines in areas to highlight parking zones
- g. We will experiment with an offering of devices that include scooters with built-in RFID scanning capabilities for a payment card system similar to the TAP style Metro card. We would be open to exploring how to integrate with the wider LA Metro system to allow users to use Metro TAP cards. We estimate the system will initially require us to develop a proprietary card system.
- h. We are interested in developing a system that increases the accessibility of other modes of transportation and builds upon a cohesive regional transportation network in and around Santa Monica. We will experiment, design and develop a system that can interact with other modes of transportation, such as public transit, car sharing services, ride hailing services, and existing bike share services. We look forward to working in a cooperative manner with the existing and emerging multi modal transportation systems which may include car sharing services, Big Blue Bus, Metro, and other bike or scooter sharing systems, such as the Breeze Bike Share System.

e) IDENTIFY ABILITY TO PROVIDE MINIMUM OF 250 DEVICES AT PROGRAM LAUNCH DATE:

- a. Once notice is received from the City of our success in acquiring a permit, we will be able to deploy 250 devices within 45 days. We are flexible on this and can potentially launch within 30 days if required, however we noted on the conference call there may be additional time allowed by the City to launch and are open to discussing this further to meet the needs of both parties.

f) IDENTIFY LOCAL WAREHOUSE OR OPERATIONAL CENTERS:

- a. We have identified an operations facility and warehouse location on Lincoln Blvd in Santa Monica to support our localized Santa Monica operations.

4. OPERATIONS

a) FARE STRUCTURE, INCLUDING ANY LOW-INCOME OR SPECIAL FARE OPTIONS:

- a. \$1 to Start
- b. \$0.15 per Minute
- c. We will waive the \$1 Start fee for low-income members of the public
 - i. Verification of low-income status is required

b) HOURS OF DEVICE AVAILABILITY, HOURS OF CUSTOMER SERVICE SUPPORT, AND HOURS OF FIELD SUPPORT (I.E. OUTREACH, REBALANCING AND MAINTENANCE):

- a. Deployment of devices between 4am and 7am daily, 7 days a week
 - i. Adjusted to suit weather conditions
- b. Rider operational use between 7am and 9pm daily
 - i. Adjusted to suit seasons
- c. Live telephone customer support 24 hours a day
 - i. Including Spanish
- d. Social Media (Facebook and Twitter), email and in-app messaging support 24 hours a day
- e. We will invite the public to ask questions, report damaged devices or improper parking, request refunds, or otherwise receive support through all of our communication channels
- f. We will prominently display customer service contact information including telephone number, email address, and website on the scooter
- g. We will provide a Public Safety Hotline to allow City personnel direct contact with Operators 24 hours a day for emergencies and device relocation, with a response time of 2 hours or less
- h. We will appoint a City liaison who will be the primary contact for City reporting processes
- i. We welcome the ability to receive courtesy notifications on device or system operations issues
- j. We will implement smart knowledge base systems with the intentions of using technology to reduce all customer service response times
- k. We will be responsive to Community, City, Rider and Public concerns
- l. Our in-app messaging support system will include facility for multiple languages through translation
- m. We will explore the possibility of designing a separate public safety reporting and response system that uses a City-integrated "active ticket resolver" system for customer service delivery or a system in which the City gets auto copies of all complaints received

c) STAFFING PLAN AND RESPONSIBILITIES FOR SANTA MONICA OPERATIONS:

- a. We will supply adequate operations to ensure the safe, accessible and responsible placement of Shared Mobility Devices

d) PLAN FOR ACHIEVING CITYWIDE COVERAGE AND BALANCING, INCLUDING THE NATURE AND FREQUENCY OF REBALANCING THROUGHOUT THE DAY TO PROVIDE AVAILABILITY AND AVOID OVERCONCENTRATION OF DEVICES IN THE DOWNTOWN/CIVIC

CENTER/BEACH & BEACH-ADJACENT AREAS:

- a. We will operate a team responsible for the rebalancing of scooters throughout the day to avoid overconcentration and help with the dispersion of devices
- b. We have been developing a device for the loading and relocation of multiple scooters at once. This will assist in multiple situations, such as to reduce the qty of chargers riding on 7 scooters at once.
- c. We will explore the feature of having Riders/Chargers opt-in to a system where they can receive notifications of nearby scooters that require relocation, and by performing the task required, they will receive a reward
- d. We have begun experimenting with the use of solar panels onboard our scooters, allowing for all day recharging of the scooter. This benefit will result in an increased maximum ride per day ratio out of the scooter, meaning less dead battery scooters within the system each day. This is a major contributing factor in the buildup of unusable scooters each day that are left lying in piles on the sidewalk.
- e. We have begun experimenting with autonomous devices that can be autonomously/remotely relocated under very specific situations, potentiality relocating themselves to docking stations for charging, or slowly moving themselves away from improperly parked locations. Please note these experiments are not ready for deployment and form part of our wider corporate strategy regarding our long term vision for the future of transportation.
 - i. These devices have control and feedback of acceleration and steering
 - ii. These devices contain onboard vision processing systems
 - iii. These devices utilize both onboard and cloud processing power
 - iv. These devices operate under explicitly set parameters

e) PLAN FOR RESOLUTION OF ON-GOING ISSUES, DAILY COMPLAINTS AND EMERGENCIES. PROVIDE DETAILS OF HOW YOU WILL MOVE DEVICES THAT ARE PARKED INCORRECTLY, ARE REPORTED AS COMPLAINTS, OR ARE OUT OF SERVICE:

- a. Immediate response team based on both scooter and in commercial van who can 'zip' around the City during general operational hours to attend to emergencies and complaints
- b. As above, we will explore the feature of having Riders/Chargers opt-in to a system where they can receive notifications of nearby scooters that require relocation or other emergency, and by performing the task required, they will receive a reward
- c. We are prepared to work with the City in the case of emergencies or special events to prioritize the safety of users and respond to municipal concerns. We also look forward to participating in all plans for special event operations. We

will be prepared to work with the City on modified operations during the annual Coast open street event, and other large events, and will adjust deployment plans, provide additional operations staff, relocate parking, modify customer access, and inform users about system changes. We will cooperate with public safety personnel in the case of emergencies, and comply with agreed upon operations plans for special events. We will proactively communicate with users during events and emergencies, and provide City public safety personnel access to real time device data during emergencies and requested events.

- d. We are prepared to temporarily move devices to a nearby location if the approved location needs to be used for emergency, event, construction, or public purposes. We also understand that devices may be moved by the City for these purposes.

f) PLAN FOR REGULAR DEVICE MAINTENANCE:

- a. We will record and catalogue all maintenance records, and make them available for City to view
- b. Each device is visually reviewed by our charging team each time the devices are charged
- c. Each device is reviewed by the user after each ride as an optional feature
- d. We will ensure that all devices in the fleet are in good working order, clean and safe to operate through inspection
- e. We will share our system maintenance strategy and process with the City both prior to operations, and upon further request by the City
- f. We will regularly inspect devices for wear and tear, and stress-based damage that could lead to failure
- g. We will provide maintenance and repair consistent with or exceeding the manufacturer's recommendations
- h. We will replace worn or damaged parts
- i. We have a strategy for maintaining electric batteries
- j. Devices that are not operable will be removed from the system promptly, including inoperability due to insufficient battery power, vandalism or other systems and software failures
- k. Via device lock-down, within two hours of notification, we will remove or make un-available to the public any device that is not safe to operate

g) DEFINE HOW CUSTOMERS CAN COMMUNICATE ISSUES, HOW YOU WILL RESPOND AND THE TIMEFRAME FOR RESPONSE. DEFINE HOW CUSTOMER COMMUNICATIONS WILL BE TRACKED AND REPORTED:

- a. Users and the general public will be able to report abuse via phone, email, social media, in-app, and directly to our street team members
- b. We will record all communications through a ticketing system
- c. We will respond to all emergency notifications within 2 hours
- d. If Rider is reported for dangerous riding, we will develop a system of penalties and review a potential time ban from our system
- e. Each unit will have an identification marker on the device

- h) DETAILS OF CUSTOMER SERVICE SYSTEM TO BE PROVIDED, INCLUDING STAFFING, WAIT TIME OR AVAILABILITY, LANGUAGES, AND MEDIUM (TEXT, PHONE, TWITTER, ETC.):**
- a. Communication in any language via our in-app messaging translation service
 - b. Live telephone customer support 24 hours a day
 - i. Including Spanish
 - c. Social, Facebook and Twitter, email and in-app messaging support 24 hours a day
 - d. We will invite the public to ask questions, report damaged devices or improper parking, request refunds, or otherwise receive support through all of our communication channels
 - e. We will prominently display customer service contact information including telephone number, email address, and website on the scooter
 - f. We will provide a Public Safety Hotline to allow City personnel direct contact with Operators 24 hours a day for emergencies and device relocation
- i) ABILITY TO OFFER SERVICE TO CUSTOMERS WITHOUT A CREDIT CARD OR SMART PHONE:**
- a. We are experimenting with an on-board NFC enabled scooter. Users will have a card similar to a TAP Metro Card to swipe on/swipe off. This card will operate with a top-up style account (deposit \$20 and top up with extra dollars later in time) and will be available for purchase from specific locations
 - b. We have also established our low-income qualified rates, and will provide a system for user sign up and payment that enables easy use of the reduced rates
 - c. We look forward to working with the City to discuss other incentives for other disadvantaged user groups
- j) CAPACITY TO MEET INSURANCE AND INDEMNIFICATION REQUIREMENTS:**
- a. We have discussed the insurance requirements with multiple vendors and at the time of deployment we will activate the required insurance policy
 - b. We will sign the required documents attached to this permit
 - c. We will include the text listed in 3.17.1 User Release listed in "SM Admin Guidelines Final.pdf" for new applicants within the Santa Monica City and will have them check a box within the application notating consent

5. PARKING, HELMETS & ROADWAY SAFETY COMPLIANCE

a) DESCRIBE YOUR PLAN AND APPROACH TO PARKING DEVICES IN A MANNER THAT IS SAFE, LEGAL, AND COMPLIES WITH LOCAL AND STATE LAW. INCLUDE BOTH CHARGER DEPLOYMENT AND CUSTOMER USE. DESCRIBE THE TECHNOLOGY AND EQUIPMENT YOU WILL UTILIZE TO MANAGE PARKING. DESCRIBE GEO-FENCING AND VIRTUAL STATION CAPABILITIES, AND WILLINGNESS TO COMPLY WITH REQUIRED PARKING HUBS FOR CHARGERS AND CUSTOMERS:

- a. We will implement a 'good parking policy' for our users to understand their responsibilities and the requirements of parking
- b. We will work with the City to deploy a system that utilizes an onboard accelerometer device to detect the scooters orientation at the end of a ride. If the scooter is positioned flat on the ground, upside down, or any orientation not deemed upright, the app will notify the user that it is inappropriately placed and must be reoriented into the correct upright position before ending the ride.
- c. Additionally, we will explore randomly requesting users to take a snapshot of the parking of their scooter, and users who we deem to continuously abuse our 'good parking policy' will be required to take photos at the end of each ride. Repeat offenders may receive a time ban or other penalty.
- d. We are experimenting systems involving the use of Bluetooth Low Energy Beacons for sensing parking location. Due to the limitations of GPS data, positional information can be obscured by buildings and incorrect data can be received. We envision the potential to increase location accuracy by placing beacons at certified drop-off / parking locations. This would allow us to validate correct parking location (and orientation via accelerometer data)
- e. At time of rental, and through in-app reminders, users will be encouraged to park at bike racks or other designated locations, and we will notify them they should not be parked on, or within: Ocean Front Walk, the Beach Bike Path, The Beach, beach parking lots, public parking facilities, Third Street Promenade, The Pier or Pier Bridge, Palisades Park, public parks or transit stops
- f. We will deploy devices in an upright orientation and will deploy in the parts of the sidewalk adjacent to the roadway curb, at a public bike rack, or other locations consistent with the local laws and regulations
- g. We will not deploy devices within: Ocean Front Walk, The Beach, beach parking lots, Third Street Promenade, The Pier or Pier Bridge, Palisades Park, public parks, and transit stops
- h. Devices will not be deployed in a manner that violates ADA accessibility requirements or impedes ADA access
- i. Functioning devices will not be parked in one location for more than forty-eight hours and we will take efforts to locate all non-functioning, non-location transmitting scooters

- j. We are experimenting with a function to turn off the motor in geo-fenced zones, allowing users to operate the scooter like a foot powered scooter along areas that do not allow motorized scooters, such as the City Beach path. We are open to discussion with the City to deem if this is indeed a suitable solution.
 - k. We will repark or remove devices within 2 hours of receiving notice or illegal parking between the hours of 7am and 10 pm daily
 - l. We aim to create systems that maximize behavior of users to park in appropriate locations
 - m. These Systems can include education/information, incentives and penalties and we will educate customers on how to appropriately park devices at the time of each rental
 - n. We will provide clear and specific parking information during every ride and will experiment with in-app messaging, images, video and other technologies such as virtual reality features
 - o. Communication messages will inform users that improper parking puts other at risk and we have an objective to educate our users on expected etiquette
- b) DESCRIBE STRATEGIES TO INFLUENCE CUSTOMER RIDING AND PARKING BEHAVIOR; BE SPECIFIC ABOUT WHAT WILL BE OFFERED AND AT WHAT TIME. DESCRIBE HOW YOU WILL ENGAGE WITH USERS WHO REPEATEDLY VIOLATE RULES OR OTHERWISE MISUSE THE SYSTEM:**
- a. A communication strategy will be implemented with the intention of educating, and more importantly, installing a higher level of etiquette within our riders. We believe that the majority of the Rider community seek to obey the rules and not be a nuisance, however some do not know what good etiquette is, what the rules are, and what is prohibited.
 - b. We will include extremely specific graphics and videos explaining what to do and how to behave in specific situations. Currently no operator is providing detailed education to riders of local specific information such as what a Rider should do when approaching a 4 way stop sign on a scooter, what to do at a pedestrian crossing, where to stand on the road at a red light and more. All of these real life scenarios will be explained for the purpose of educating our users.
 - c. Following on from the inspiration of Santa Monica Police department's social video efforts, we will continue to develop media that highlights specific scenarios in a similar manner as the SMPD video
 - d. We will develop an etiquette guide. While clearly defined laws and rules are extremely important, we must also communicate in more emotionally powerful ways to our riders. Developing an etiquette guide that is delivered in a powerful and long lasting way so riders understand the rules, and also realize the social shame associated with breaking the rules.
 - e. Our intention is to develop best-practices in partnership with the City, community, riders and public. A good idea can come from anywhere, and so we will invite conversation with the public and community on a regular basis.

c) STRATEGY FOR AVOIDING UNDERAGE USE OF E-SCOOTERS, OR USE WITHOUT A DRIVER'S LICENSE:

- a. Scooter riders will scan their driver's license via our app
- b. We will explore use of forensic data monitoring techniques to monitor and detect key areas of potential Rider cheating, an example of this system is:
 - i. Adult unlocks scooter, child rides scooter
 - 1. System observation is that the mobile phone associated with the Rider does not remain on the same recorded direction and velocity as the scooter itself. We can review this data and assess if underage riding has occurred and mark the account for further review. Some operators do not have this facility as they do not track the scooter itself, they associate the scooter with the riders mobile device and utilize the GPS from the mobile device to ascertain the scooters location.
 - 2. We are open to partnering with Santa Monica-Malibu School district to provide communication to all parents in the school district on the proper use of e-scooters and the laws regarding underage usage. This communication could also include messaging around general bicycle and scooter safety to ensure the messaging has a positive tone and is helpful tool for all parents. The safety of children in our community is of the utmost importance to our company, and we believe a communication strategy targeting parents of school aged children in Santa Monica is one key measure to take to help ensure their safety.
 - ii. Fake accounts
 - 1. It is against our policy to have a fake account, as such these accounts will be removed immediately from our system

d) PLAN FOR MAKING HELMETS AVAILABLE TO CUSTOMERS OF E-SCOOTERS AND E-BIKES:

- a. We will work with local shop owners to become suppliers of free helmets
- b. Explore ways to reuse and return helmets to avoid waste
- c. Offer free helmets to those who request one
- d. Every person operating a Device will be informed about protective headgear requirements at the time of rental. The system will remind users regularly that helmet use is required.
- e. We will provide regular outreach to educate users on helmet laws through means such as street teams, social media and more. Our intention is to inform the community at large to use a helmet as part of overall roadway safety practices.

e) PLAN FOR MAKING CUSTOMERS AWARE OF E-SCOOTER AND E-BIKE HELMET LAWS AND PROVIDING:

- a. In-app messaging

- b. We will explore the effectiveness of rewards for taking a photo of yourself wearing a helmet
 - c. We will educate users about riding rules, helmet use, and appropriate parking at the time of sign-up
 - d. A map of the City, including existing bike infrastructure, will be provided to users for enhanced navigation
 - e. We will reach out to users on a regular and systematic basis to provide the following information:
 - i. Rules of the road and helmet use
 - ii. Safe riding and etiquette
 - iii. Proper device parking
 - iv. Customer service contact information
 - f. Our software will educate users about riding and parking rules. Users will be informed of a rotating list of traffic laws and the associated penalties that apply before every ride through an in-app message. Messages might provide information on the cost of fines for sidewalk riding; reminders that scooters must stop at stop signs and follow roadway rules; and that riding on the sidewalk puts the Rider and others at risk.
 - g. We will host weekly events, classes, rides and other publicly-available means to inform and educate people
 - h. We will work to find innovative and effective ways to employ technology to direct users to not ride on sidewalks, park devices appropriately, and ride safely
- f) PLAN FOR MAKING CUSTOMERS AWARE OF E-SCOOTER AND E-BIKE HELMET LAWS AND PROVIDING:**
- a. We will educate Riders of the rules regarding wearing helmets throughout our operations
 - b. We will display Real life examples in-app of the majority of situations that a Rider comes up against
- g) STRATEGIES FOR INCORPORATING FEATURES INTO SYSTEM FUNCTIONALITY TO ADDRESS PARKING, HELMET USE AND ROADWAY SAFETY:**
- a. A communication strategy will be implemented with the intention of educating, and more importantly, installing a higher level of etiquette within our riders. We believe that the majority of the Rider community seek to obey the rules and not be a nuisance, however some do not know what good etiquette is, what the rules are, and what/is not allowed
 - b. We will include extremely specific graphics and videos explaining what to do and how to behave in specific situations. Currently no operator is providing detailed education to riders of local specific information such as what a Rider should do when approaching a 4 way stop sign on a scooter, what to do at a pedestrian crossing, where to stand on the road at a red light and more. All of these real life scenarios will be explained for the purpose of education to our users

- c. Following on from the inspiration of Santa Monica Police department's social video efforts, we will continue to developed media that highlights specific scenarios in a similar manner as the SMPD video
- d. We will develop an etiquette guide. While clearly defined laws and rules are extremely important, we must also communicate in more emotionally powerful ways to ours riders. Developing an etiquette guide that is delivered in a powerful and long lasting way so riders understand the rules, and also realize the social shame associated with breaking the rules
- e. Our intention is to develop best-practices in partnership with the City, community, riders and public. A good idea can come from anywhere and so we will invite conversation with the community on a regular basis

6. ENGAGEMENT

a) PLAN FOR COMMUNITY ENGAGEMENT:

- a. Santa Monica is an iconic beach-city destination for millions of travelers across the globe, and home for tens of thousands of diverse residents. Our safety outreach, marketing, and education plan will target both the local community and visitors to ensure that everyone in the City is knowledgeable on how to safely enjoy our Cloud scooters. We will explore partnerships with Santa Monica Travel & Tourism, Santa Monica High School, Santa Monica City College, UCLA Medical Center Santa Monica, Community Corp. of Santa Monica, and neighborhood community organizations like: Friends of Sunset Park, North of Montana Association, Ocean Park Association, Pico Neighborhood Association, Santa Monica Mid City Neighbors, Santa Monica Northeast Neighbors, and Wilshire Montana Neighborhood Coalition. Through proactive outreach to these community stakeholders and others, we will work to ensure both tourists and residents of diverse socio-economic backgrounds have equal access to our educational resources and open dialogue with our team. In addition to ensuring we are educating users through in-app tutorials and videos, this strategy ensures we are also reaching non-users and meeting people in the community where they are. We will also reach out to pedestrian safety organizations throughout Santa Monica in order to find ways for our riders to safely coexist with nonusers: cyclists, pedestrians, disabled persons, or any group who may be potentially impacted by our shared mobility services.
- b. In app safety program
- c. We will engage with the community online, video, and other digital media, physical and in-person methods on a regular and repeated basis. Engagement will consider the needs and concerns of customers as well as non-users of the system. Engagement will reflect values consistent with the community, including but not limited to, safety, civic/civil engagement, mobility options, sustainability and wellbeing, and encourage behaviors consistent with those values.

b) PLAN TO IMPLEMENT SAFETY PROGRAMS:

- a. We will implement safety programs throughout our operations and work diligently to support safety as described throughout this permit application document

c) PLAN FOR PUBLIC INFORMATION AND EDUCATION TO USERS AND NON-USERS:

- a. We will support education programs throughout our operations and work diligently to support safety as described throughout this permit application document

- b. We will work with local communication specialists to support this endeavor such as local communication company SPIN PR

d) MARKETING PROGRAM:

- a. We will host an open-house each week to hear from City members providing the discussions can be maintained in a polite and civil manner
- b. We look forward to the opportunity to have a street team in place at the COAST event on October 7th. This open street event is the perfect opportunity to meet with users and non-users to share safety information, marketing information, and to listen to feedback from both parties on how we can better service the community. We will look for additional opportunities to collaborate with Santa Monica City officials to support community events like COAST, National Night Out, the Buy Local Health and Fitness Festival, etc.
- c. We will kick off Meet-ups to reinforce proper operation of the scooters while taking users on a tour through the City to different landmarks, and community spaces like the California Heritage Museum, the Museum of Flying, and the 26th Street Art Center/Bergamot Station

e) ABILITY TO ACHIEVE INTEROPERABILITY OR INTEGRATION WITH OTHER MODES OF TRANSPORTATION:

- a. For example, we will experiment with adding in-app features that show how to ride to the Metro Line, then how to continue along the metro line into downtown
- b. Experiment with adding in-app features to link users with upcoming community events taking place in Santa Monica and how to get there using shared transportation

7. DATA

1. SCOPE AND SPECIFICATIONS OF DATA AVAILABLE. INCLUDING ABILITY TO MEET THE LADOT MOBILITY DATA SPECIFICATIONS:

[HTTP://GITHUB.COM/CITYOFLOSANGELES/MOBILITY-DATA-SPECIFICATION](http://github.com/CITYOFLOSANGELES/MOBILITY-DATA-SPECIFICATION)

- a. We will provide accurate data through a publicly accessible Application Programming Interface (API) that meets the requirements of the General Bikeshare Feed Specification (<https://github.com/NABSA/gbfs>)
- b. We will provide a City-accessible Application Programming Interface (API) that provides the data outlined within, and meets the Specification of the City of Los Angeles Mobility Data Specification as published online at <https://github.com/CityOfLosAngeles/mobility-data-specification>

2. METHOD OF TRACKING DEVICE UTILIZATION AND AVAILABILITY:

- a. We use custom engineered 'Onboard Communication Devices' located on each scooter. These devices have an onboard GPS module that reports back its location at adjustable intervals depending on its current status. The OCD communicates directly to the scooter via Bluetooth and performs tasks such as locking, activation, disable, speed monitoring and so on. The OCD communicates via webhooks to our backend system. All of this data is process and displayed on a website dashboard for our staff

3. METHOD OF MAKING DATA AVAILABLE TO THE CITY, INCLUDING COMPONENTS/DETAILS OF A DATA DASHBOARD. INCLUDE SCREENSHOTS, AND PROVIDE EXAMPLES OF ANY SIMILAR MONTHLY REPORTS:

- a. We will provide accurate monthly reports to the City describing system operation, system use, reported complaints, customer service responses, and system maintenance
- b. We will provide a weekly dynamic cap report immediately following the program launch to assess and potentially adjust fleet deployment quantities
- c. We will assist and participate in the formal evaluation of the Pilot Program, including provision of data and information to inform subsequent City ordinances and program
- d. Anonymized data reports to the City is required monthly for the following municipal-level data:
 - i. Total users in system by month
 - ii. Trip number by day, week and month
 - iii. Detailed, aggregate trip origin/destination information
 - iv. Trip length and time
 - v. Hourly fleet utilization with trip origin or destination in Santa Monica and within the Downtown area
 - vi. Hourly device quantities within Santa Monica and within the Downtown area
 - vii. Supplied weekly from program launch

- 4. PLAN FOR MONITORING SYSTEM EFFECTIVENESS, CUSTOMER SATISFACTION, AND MUNICIPAL RELATIONSHIPS OVER TIME:**
- a. We intend to work closely with municipal leaders to actively monitor system effectiveness and customer satisfaction. We also will explore the opportunity to work with the Center for Environmental and Urban Studies at Santa Monica College and their transportation task force to conduct research on the Pilot Program to measure the environmental impact and the overall effectiveness of the program.
 - b. We will survey users every 6 months to provide information to the City for future planning, including asking users what mode of transportation was replaced for the use of a shared mobility device. Survey questions will be jointly determined with the City
- 5. PLAN TO COMPLY WITH FINANCIAL PRIVACY LAWS AND BEST PRACTICES. PROVIDE YOUR MOST RECENT THIRD-PARTY PCI AUDIT. PLAN TO PROTECT PERSONAL CUSTOMER DATA:**
- a. We comply with financial privacy laws and best practices
 - b. We never see (or have access to) customer card data
 - c. Finance transactions are secure and PCI compliant
 - d. Auto renewal procedures comply with state and federal standards
- 6. DESCRIBE WHAT, IF ANY, USER DATA YOU INTEND TO COLLECT AND SELL; AND IF SO HOW THIS WILL BE COMMUNICATED TO USERS AND HOW THEY WILL BE ABLE TO OPT-OUT:**
- a. We intend to collect data that will help support our core mission of working with the City to improve the Shared Mobile Device Pilot Program
 - b. At this time we do not have a sales plan for the data
 - c. We will follow all local, state, and federal laws and regulations with respect to personally identifiable information and credit card information

The following pages contain:

8. NON-DISCRIMINATION POLICY ACKNOWLEDGMENT (EXHIBIT A)

9. NON-COLLUSION AFFIDAVIT (EXHIBIT B)

10. OAKS INITIATIVE DISCLOSURE FORM (EXHIBIT C)

EXHIBIT A



**City of Santa Monica
Non-Discrimination Policy Acknowledgment**

A. Discrimination.

Discrimination in the provision of services may include, but not be limited to the following:

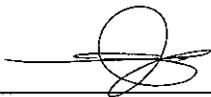
- (a) Denying any person any service, or benefit or the availability of a facility.
 - (b) Providing any service, or benefit to any person which is not equivalent, or in a non-equivalent manner or at a non-equivalent time, from that provided to others.
 - (c) Subjecting any persons to segregation or separate treatment in any manner related to the receipt of any service.
 - (d) Restricting any person in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service or benefit.
 - (e) Treating any person differently from others in determining admission, enrollment, quota, eligibility, membership, or any other requirement or condition which persons must meet in order to be provided any service or benefit.
- (1) Consultant shall take affirmative action to ensure that intended beneficiaries of this Agreement are provided services without regard to race, color, religion, national origin, ancestry, sex, age, sexual orientation, marital status, AIDS or disability.
- (2) Consultant shall further establish and maintain written procedures under which any person applying for or receiving services hereunder, may seek resolution from Consultant of a complaint with respect to any alleged discrimination in the provision of services by Consultant's personnel.

At any time any person applies for services under this Agreement, he or she shall be advised by Consultant of these procedures. A copy of these procedures shall be posted by Consultant in a conspicuous place, available and open to the public, in each of Consultant's facilities where services are provided hereunder.

B. Non-discrimination in Employment

- (1) Consultant certifies and agrees that it will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, sex, age, sexual orientation, marital status, AIDS or disability in accordance with the requirements of City, State or Federal law. Consultant shall take affirmative action to ensure that qualified applicants are employed, and that employees are treated during employment, without regard to race, color, religion, national origin, ancestry, sex, age, sexual orientation, marital status, AIDS or disability, in accordance with the requirements of City, State and Federal law. Such shall include, but not be limited to, the following:
- (a) Employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation.
 - (b) Selection for training, including apprenticeship.

- (2) Consultant agrees to post in conspicuous places in each of Consultant's facilities providing services hereunder, available and open to employees and applicants for employment, notices setting forth the provisions of this non-discrimination policy.
- (3) Consultant shall, in all solicitations or advertisements for employees placed by or on behalf of Consultant, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, sex, age, sexual orientation, marital status, AIDS or disability, in accordance with the requirements of City, State or Federal law.
- (4) Consultant shall send to each labor union or representative coworkers with which it has a collective bargaining agreement or other contract or understanding a notice advising the labor union or workers' representative of Consultant's commitments under this non-discrimination policy.
- (5) Consultant certifies and agrees that it will deal with its sub-consultants, bidders, or vendors without regard to race, color, religion, national origin, ancestry, sex, age, sexual orientation, marital status, AIDS or disability, in accordance with the requirements of City, State and Federal law.
- (6) In accordance with applicable State and Federal law, Consultant shall allow duly authorized representatives of the County, State, and Federal government access to its employment records during regular business hours in order to verify compliance with this non-discrimination policy. Consultant shall provide other information and records as the representatives may require in order to verify compliance with this non-discrimination policy.
- (7) If City finds that any of the provisions of this non-discrimination policy have been violated, the same shall constitute a material breach of agreement upon which City may determine to cancel, terminate, or suspend this Agreement. While City reserves the right to determine independently that this nondiscrimination policy has been violated, in addition, a determination by the California Fair Employment and Housing Commission or the Federal Equal Employment Opportunity Commission that Consultant has violated State or Federal non-discrimination laws shall constitute a finding by City that Consultant has violated the provisions of this non-discrimination policy.
- (8) The parties agree that in the event Consultant violates any of the non-discrimination policies set forth herein, City shall be entitled, at its option, to the sum of five hundred dollars (\$500) pursuant to Civil Code Section 1671 as liquidated damages in lieu of canceling, terminating or suspending this Agreement.
- (9) Consultant hereby agrees that it will comply with Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794), all requirements imposed by applicable Federal Regulations, and all guidelines and interpretations issued pursuant thereto, to the end that no qualified disabled person shall, on the basis of disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity of the Consultant receiving Federal Financial Assistance.



Signature/Date

Gray Bright

Name of Proposer



EXHIBIT B

NON-COLLUSION DECLARATION TO ACCOMPANY PROPOSALS OR BIDS

STATE OF CALIFORNIA }
COUNTY OF LOS ANGELES }

Guy
Bright, being first duly sworn, deposes, and says: that He/She is:
CEO and Sole Owner

(Insert "Sole Owner," "A Partner", "President," "Secretary," or other proper title)

of Cloud Transportation Technologies, Inc

(Insert name of proposer)

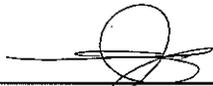
Who submits herewith to the City of Santa Monica the attached proposal; that He, ~~She, It, or They~~ is ~~(are) the person(s) whose name(s) is (are)~~ (strike out words not appropriate) signed to the hereto attached proposal; that said proposal is genuine; that the same is not sham or collusive; that all statements of fact therein are true; that such proposal was not made in the interest or on behalf of any person, partnership, company, association, organization or corporation not therein named or disclosed.

Declarant further deposes and says: that the proposer has not directly or indirectly by agreement, communication or conference with anyone attempted to induce action prejudicial to the interests of the public body which is to award the contract or of any other proposer, or anyone else interested in the proposed contract; that the proposer has not in any manner sought by collusion to secure for himself, herself, itself, or themselves, an advantage over any other proposer. (strike out words not appropriate)

Declarant further deposes and says that prior to the public opening and recording of proposals the said proposer:

- (a) Did not, directly or indirectly, induce or solicit anyone else to submit a false or sham Proposal;
- (b) Did not, directly or indirectly, collude, conspire, connive or agree with anyone else that said proposer or anyone else would submit a false or sham proposal, or that anyone should refrain from proposing or withdraw his/her proposal;
- (c) Did not, in any manner, directly or indirectly, seek by agreement, communication or conference with anyone to raise or fix any overhead, profit or cost element of his, her, its, their price, or of that of anyone else; and
- (d) Did not, directly or indirectly, submit his, her, its, or their proposal price or any breakdown thereof, or the contents thereof, or divulge information or data relative thereto, to any corporation, partnership, company, association, organization, depository, or to any member or agent thereof, or to any individual or group of individuals, except to the awarding authority or to any person or persons who have a partnership or other financial interest with said proposal in his, her, its, or their business. (strike out words not appropriate)

I declare under penalty of perjury that the foregoing is true and correct.



Signature/Date

Gray Bright

Name of Proposer



EXHIBIT C

CITY OF SANTA MONICA OAKS INITIATIVE NOTICE

NOTICE TO APPLICANTS, BIDDERS, PROPOSERS AND OTHERS SEEKING DISCRETIONARY PERMITS, CONTRACTS, OR OTHER BENEFITS FROM THE CITY OF SANTA MONICA

Santa Monica's voters adopted a City Charter amendment commonly known as the Oaks Initiative. The Oaks Initiative requires the City to provide this notice and information about the Initiative's requirements. You may obtain a full copy of the Initiative's text from the City Clerk.

This information is required by City Charter Article XXII—Taxpayer Protection. It prohibits a public official from receiving, and a person or entity from conferring, specified personal benefits or campaign advantages from a person or entity after the official votes, or otherwise takes official action, to award a "public benefit" to that person or entity. The prohibition applies within and outside of the geographical boundaries of Santa Monica.

All persons or entities applying or receiving public benefits from the City of Santa Monica shall provide the names of trustees, directors, partners, and officers, and names of persons with more than a 10% equity, participation or revenue interest. An exception exists for persons serving in those capacities as volunteers, without compensation, for organizations exempt from income taxes under Section 501(c)(3), (4), or (6), of the Internal Revenue Code. However, this exception does not apply if the organization is a political committee or controls political committees. Examples of a "public benefit" include public contracts to provide goods or services worth more than \$25,000 or a land use approval worth more than \$25,000 over a 12-month period.

In order to facilitate compliance with the requirements of the Oaks Initiative, the City compiles and maintains certain information. That information includes the name of any person or persons who is seeking a "public benefit." If the "public benefit" is sought by an entity, rather than an individual person, the information includes the name of every person who is: (a) trustee, (b) director, (c) partner, (d) officer, or has (e) more than a ten percent interest in the entity. Therefore, if you are seeking a "public benefit" covered by the Oaks Initiative, you must supply that information on the Oaks Initiative Disclosure Form. This information must be updated and supplied every 12 months.



CITY OF SANTA MONICA
OAKS INITIATIVE DISCLOSURE FORM

In order to facilitate compliance with the requirements of the Oaks Initiative, the City compiles and maintains certain information. That information includes the name of any person or persons who is seeking a "public benefit." If the "public benefit" is sought by an entity, rather than an individual person, the information includes the name of every person who is: (a) trustee, (b) director, (c) partner, (d) officer, or has (e) more than a ten percent interest in the entity.

Public benefits include:

- 1. Personal services contracts in excess of \$25,000 over any 12-month period;
2. Sale of material, equipment or supplies to the City in excess of \$25,000 over a 12-month period;
3. Purchase, sale or lease of real property to or from the City in excess of \$25,000 over a 12-month period;
4. Non-competitive franchise awards with gross revenue of \$50,000 or more in any 12-month period;
5. Land use variance, special use permit, or other exception to an established land use plan, where the decision has a value in excess of \$25,000;
6. Tax "abatement, exception, or benefit" of a value in excess of \$5,000 in any 12-month period; or
7. Payment of "cash or specie" of a net value to the recipient of \$10,000 in any 12-month period.

Name(s) of persons or entities receiving public benefit:

Name(s) of trustees, directors, partners, and officers:

Name(s) of persons with more than a 10% equity, participation, or revenue interest:

Prepared by: Gray Bright Title: CEO and Sole Owner

Signature: [Handwritten Signature] Date: July 27, 2018

Email: gray@cloud.tt Phone: 310 321 2456

FOR CITY USE ONLY: Bid/PO/Contract # Permit #