Drop Mobility/Santa Monica

Shared Mobility Pilot Program Request for Applications

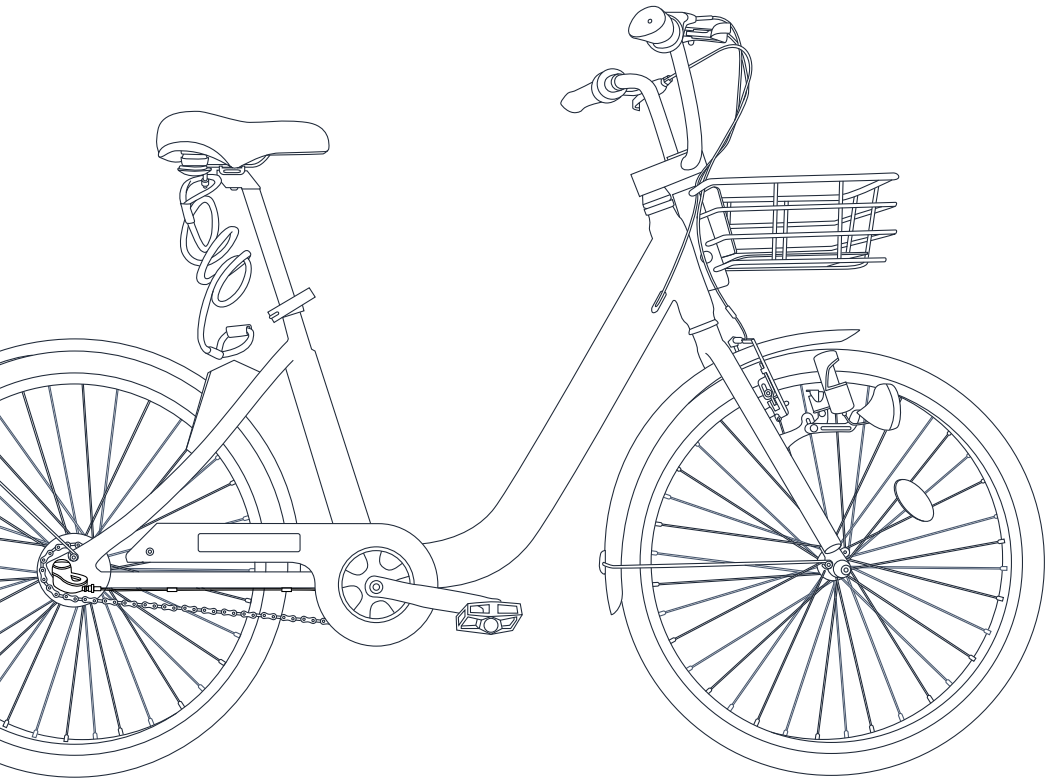


Table of contents

Appendix

Introduction

Cover Letter

Drop Mobility is one of North America's leading micro-mobility hardware and software providers. We are actively collaborating with numerous municipalities across North America and are building a micro-mobility platform truly integrated into city transportation and infrastructure.

Throughout this application, it is our hope that you will notice a few key themes, goals and objectives focused around collaboration, organization, and user experience that work together to help Drop Mobility maintain it's status as the most organized, operationally sustainable multimodal operators in North America.

Drop Mobility was the first company in North America to launch a single-operator, hub−based smart−bike sharing system in partnership with a city. As a result, we have had the opportunity to execute, iterate and improve on our operations based on real data—while also discovering new and effective ways to engage with stakeholders in the communities we service.

To date, we have partnered with over 15 municipalities. This year, we will become the first smart-bike share company to launch in the Greater Toronto Area. . We will become the single operator of the entire Waterloo Region (Cities of Cambridge, Kitchener, Waterloo), which we hope will eventually become one of the largest smart bike-share operations in North America. Drop Mobility also actively collaborators with mobility providers all over North America to provide software, hardware and consulting services

At Drop Mobility, a partnership mindset was the centrepiece of our founding. We like to showcase this through our actions and previous work. Our team is comprised of not just former business and operational leaders, but also of urban and city planning experts and former grassroots community organizers who worked in the non-profit sector. We formed our team in this manner because we know, from experience, that the right partnership mindset requires the right type of experience, too. Our team has showcased leadership on this front—we have taken special care to:

- Partner with local organizations and community groups (e.g., organizations like The Working Centre, one of the largest of its kind in Canada, recognized by The Pope and focused on the reduction of poverty within their community and much more);
- Take into account accessibility on multiple fronts (from pricing and outreach efforts, to the type of bikes we hope to deploy to accommodate all physical abilities);
- Form a special internal Community Access Team that focuses on ensuring low-income and underserved areas of the community are not left behind.

In this spirit of partnerships and adding value to the cities and partners we serve, Drop Mobility goes beyond just smart mobility to work with our partners. We invest immense amounts of resources internally (through our software engineering and data science teams) to build amazing, effective tools for our city partners (e.g., data dashboard, customized reports, machine learning powered insights, and more). While most companies in this space simply share the data, they do not invest the time in making the data presentable, easily consumable, and effectively usable for critical decision-making.

We hope you fill find this proposal useful. We would be happy to answer any questions and address any concerns that you might have.

Qiming Weng
Chief Executive Officer, Drop Mobility Inc.

Drop Mobility's Intent

Proposed Model and Vision

We pride ourselves on our ability to tailor a customized solution that is best equipped to help our partners. We believe a cookie-cutter model of dockless mobility does not make sense—every city, every partner, every geography has unique elements that call for a customized solution. Our experience has reinforced our belief in this idea of tailoring a solution to every market. In this sprit, while we have proposed a model below, we are very open-minded and would be happy to have a open conversation around what may make most sense for Santa Monica.

We propose the Drop Mobility smart "haven" or "hub" based system. Following are the key elements of this system:

- The model will include a combination of e-scooters and e-bikes based off the selection of the Santa Monica pilot. Drop Mobility would intend to deploy 250 e-scooter and 250 e-bikes at pilot launch, and gradually increase the overall number of devices using our ridership and utilization data to make decisions around the quantity and locations of new device placements.
- Drop Mobility will implement its robust Hub Model. The Hub Model ensures Drop devices and their users follow a standard that complies with city laws while not compromising convenience. Its flexibility also ensures that Drop Mobility remove bicycles in cases of emergencies or events. See (Appendix figure i) for a detailed illustration.
- Drop Mobility's fleet has lock-to technology nudging our users to leave their bike or scooter where they would normally leave a personal bike. (Appendix figure ii) for an illustration of 'in-app' instructions/images.
- Users can use the smartphone app to locate the nearest bikes, find Havens (aka hubs), scan to unlock bikes, make seamless payments through synced credit cards, report broken bikes, get safety tips and parking instructions. They can also view their usage data, trip and account history. See (Appendix figure iii) how it works and (Appendix figure iv) user app on boarding
- The overall coverage area is geofenced and users are incentivized to leave bicycles at hubs or at other appropriate bike infrastructure, and penalized for unorganized behaviour. (Appendix figure v) sample haven locations and coverage area. We also work with all stakeholders, including neighbouring communities to ensure their needs are met.
- Drop Mobility monitors usage in real time through our backend admin dashboard and to ensure efficient implementation and compliance. (Appendix figure vi) admin app screens.
- An on-ground operations and maintenance team ensure bicycles are physically rebalanced as and are always in top quality. The team will have access to a van for moving bikes and sufficient tools and spare parts for service and maintenance. See (Appendix figure vii) Operations team structure/HQ support.
- 24/7 customer support in app, and also phone options during business hours. (Appendix figure iv) customer service app screen.
- Drop Mobility offers multiple pricing options such as individual/group memberships, top ups and pay per ride that are targeted at daily, casual and recreational usage. Details can be found

further in the document. See (Appendix figure viii) Equity Approach/Rate Structure/Discount Program.

- The system would be flexible to constantly introduce new features and innovate on hardware in line with upcoming requirements or user feedback.

Mission and Values

Our mission is to ensure any bike-share program we implement is 1) **sustainable** (we do not believe in creating a cash-burning environment to acquire more users in order to achieve the single objective of outcompeting another operator in a market), 2) **accessible** by **all** residents (regardless of their financial background, where they live, their level of access to technology, etc.), 3) **organized** (we operate using a hub-based, or 'Haven" model, as described below and as can be seen in **Appendix figure i**, and 4) **reliable** (we believe a focus on sustainability should also mean all hardware meets the highest quality, durability, and safety standards).

Additional beliefs and values include:

- Organization: Drop Mobility achieves the ideals of an organized bike share system through:

    (1) Our lock-to electric and regular bicycles and scooters are not "free-floating", but offer maximum convenience for users, and include a roomy storage/ basket.

    (2) Designated parking spots are marked in the app as well as physically (eg with a sign on a bike rack or a painted parking spot), we call these "havens". In the event this is not possible during Santa Monica's pilot we will mark locations virtually.

    (3) Approved in collaboration with our partners, havens may include identified infrastructure (e.g., bike racks or bike posts) or any other designated areas marked on the ground and in the Drop Mobility smartphone application

    (4) Users are incentivized to leave bicycles in "havens" or at other appropriate bike infrastructure, and penalized for unorganized behaviour

    (5) Drop Mobility monitors usage in real time through our admin app and operations team to ensure efficient implementation and compliance

    (6) Each market Drop Mobility enters requires custom messaging and communication. Santa Monica's user will receive local notification and information about Drop Mobility's system.

- Integration: we believe any form of mobility should not exist in a silo. It is critical to ensure that a mobility system is effectively integrated with the rest of transit or other transportation options, to offer a more seamless experience for all riders.

- Data sharing. We invest in creating robust software tools to make data presentable, easily readable, and effectively usable for critical decision-making (e.g., we hope to help cities answer question such as, "Which street without a protected lane had the most trips last year?" using trip and GPS data, that would be made openly available to

the city). We are capable of sharing all data, including GPS coordinates, vehicle numbers, type of vehicle, battery levels, and other information upon request.

- Collaboration and inclusivity. Our organizational culture is one that revolves around a partnership and community-service mindset. We believe smart mobility is as much a community building exercise as it is an operational one. In this spirit, we strive to partner with as many stakeholders as possible, to ensure that our business uplifts the entire community instead of furthering the interests of the few.

Operator Information

Santa Monica - Project Team

Drop Mobility is expanding across the United States, currently providing hardware/software to bike-share operators and operating systems within municipalities like Santa Monica. Santa Monica is an ideal environment for Drop Mobility because of the similar size and demographics to Drop Mobility's currently markets, while also being a busy tourism/visitors city to provide smart, rentable mobility.

Please refer to Figure x) for a detailed review of our team that would lead Santa Monica's operators and communications. Some team members have already been selected for their potential role in Santa Monica, others would be extended offers if Drop Mobility receives a permit.

Please refer to Figure vii) for the operations organizational structure.

Operations Experience

Drop Mobility has provided systems to numerous communities throughout North America over the past year. In addition to the operations mentioned below, we will be operational in the Vancouver area (2,000 bikes), the Waterloo Region (5000+ bikes), Greater Toronto Area (1000+ bikes). We enter into collaborative relationships with cities creating dynamic agreements that allow us to work together to test different micro mobility vehicles, including, as of late, e-scooters. We have highlighted a few existing systems we feel best resemble the City of Santa Monica. References from these cities can be provided, and Drop Mobility would encourage Santa Monica to reach out to our current city partners:

- **City of Kingston, ON**
  - City Overview: Kingston is mid-sized Canadian city with 130,000 residents and three universities. It is a tourism city with nearly 1.5 million visitors per year.
  - System Overview: Drop Mobility deployed 300 bikes in Kingston, the first city in North America to officially adopt a smart bike share system in partnership with an operator. We worked closely with the city and council to create a system that would work best for the municipality. We used Drop Mobility's organized parking concept, "havens" (aka Hubs), to manage our fleet and provide clarity to users on where/how to leave their Drop devices. After our pilot in 2017, Kingston entered into a 3-year

agreement with Drop Mobility to continue providing and expanding it's mobility services. In an independent survey completed by the City of Kingston, over 90% of respondents recommended the Drop Mobility program.

- Scale: up to 1500 devices in the city
- Operating Model: organized smart mobility sharing system using a combination of virtual parking spots with physical signage or demarcation, accessed through the Drop Mobility smartphone.

- **City of Kelowna, BC**
  - City Overview: Kelowna is a mid-sized Canadian city with 130,000 residents, two universities. It is one of Canada's busiest tourism cities with nearly 2 million visitors per year.
  - System Overview: In a first of its kind partnership, Drop Mobility will deploy up to 1500 devices within the City of Kelowna. This system will be one of the largest exclusive smart bike share deployment in North America. The system will span the entire city limits and service the whole municipality. We expect to extend the service to additional regions and nearby university campuses.
  - Scale: up to 1500 bikes
  - Operating Model: organized smart bike share with active GPS and geofencing, as well as physical cables to lock bikes to existing infrastructure. This system is accessed through a smartphone and also other methods (cash + SMS, etc) and will be open to full integration with transit and multi-modal service providers like ogo car share. Drop Mobility is collaborating with city staff to identify specific parking locations to be marked both virtually and with physical markings.
- **University of British Columbia**
  - City Overview: The University of British Columbia is its own municipality with three small towns and an overnight populations of 75,000 residents, and with a daytime population of nearly 100,000.
  - Scale: 1500 Drop devices
  - Operating Model: organized micro-mobility system using active GPS to geofence the campus, incentivizing all rides to end within campus boundaries. The system will feature over 75 campus wide 'haven' locations for user to reliable find a device.

All other systems that Drop Mobility has operated can be found in Figure ix.

Stakeholder information

Stakeholder information available in Appendix Figure xi.

Equipment

Device quality, durability, and maintenance

Our bikes, e-scooters and e-bikes are of premium quality and are manufactured in state-of-the-art factories that are ISO 9001:2008 quality system certified and hold many international patents. We adhere to strict standards to ensure all bikes are always in top quality through regular service and maintenance. As an international vendor Drop Mobility holds itself to a high quality standard to ensure we are able to operator in numerous countries.

Our e-bikes, and e-scooters have smart lock-to technology, which is also bluetooth equipped and GPS enabled. This allows us to track not just the start and end points of user's trip, but also the exact path and distance travelled. While ensuring organized system use.

We will always be proactive in removing any broken devices and adding new devices to the system as needed. At the core of our operations is proactive maintenance and a professional repairs process. This makes the bike fleet more durable and leads to a more reliable user experience longer-term. In addition to the Bike Warriors who do basic hygiene checks on bikes every business day, we have a dedicated repairs and maintenance team. Any minor repairs are done on the spot and, for major repairs, we move the bikes to our local workshop. These repairs are typically addressed within 2-3 business days. We always maintain enough stock of spare parts and tools to enable an efficient repair and maintenance process. We also monitor the condition of our bikes with the help of our community (our app has a "report damaged or broken bike" reporting feature) and a routine inspection schedule followed by the operations team. Additionally, any bike that remains idle for more than 2 days appears as a separate color on our tracking dashboard, notifying the operations team to prioritize inspection of idle bikes first.

Safety features of our fleet includes: side reflectors, foam-based tires to prevent puncturing while riding, bell, v-brake, front and rear brakes, tubular steel crank, sturdy reinforced steel frame, pedal-powered front head light for rider clarity at night (visible from 500+ feet from the front), solar-powered red tail flashing light (visible from 500+ feet), reflective materials on each side of each pedal, tires that include studs and spikes, adjustable seat to ensure handlebar is safely accessible/reachable.

We are currently looking at approaches to either develop or partner with local businesses/ suppliers to ensure our system includes the appropriate hardware for the disabled and elderly. For example, in one of our city partners, we are actively rolling out adaptive bikes that will be available at select Havens (the locations of these Havens are being determined with feedback from the residents that will use these adaptive bikes).

Deployment Quantities

We forecast that we will be able to deploy the minimum number of e-scooters and e-bikes, if selected, and achieve the minimum usage requirements to increase fleet size to the maximum allowable amount.

Warehousing and Operational Space

Drop Mobility invests in space as we scale our system. We find warehousing space where major repairs can be completed. Almost 80% of all repairs can be done on the ground, but for the other 20% a space becomes necessary. Warehousing space is also used for our launch as a place where we can perform our quality assurance checks and train bike warriors.

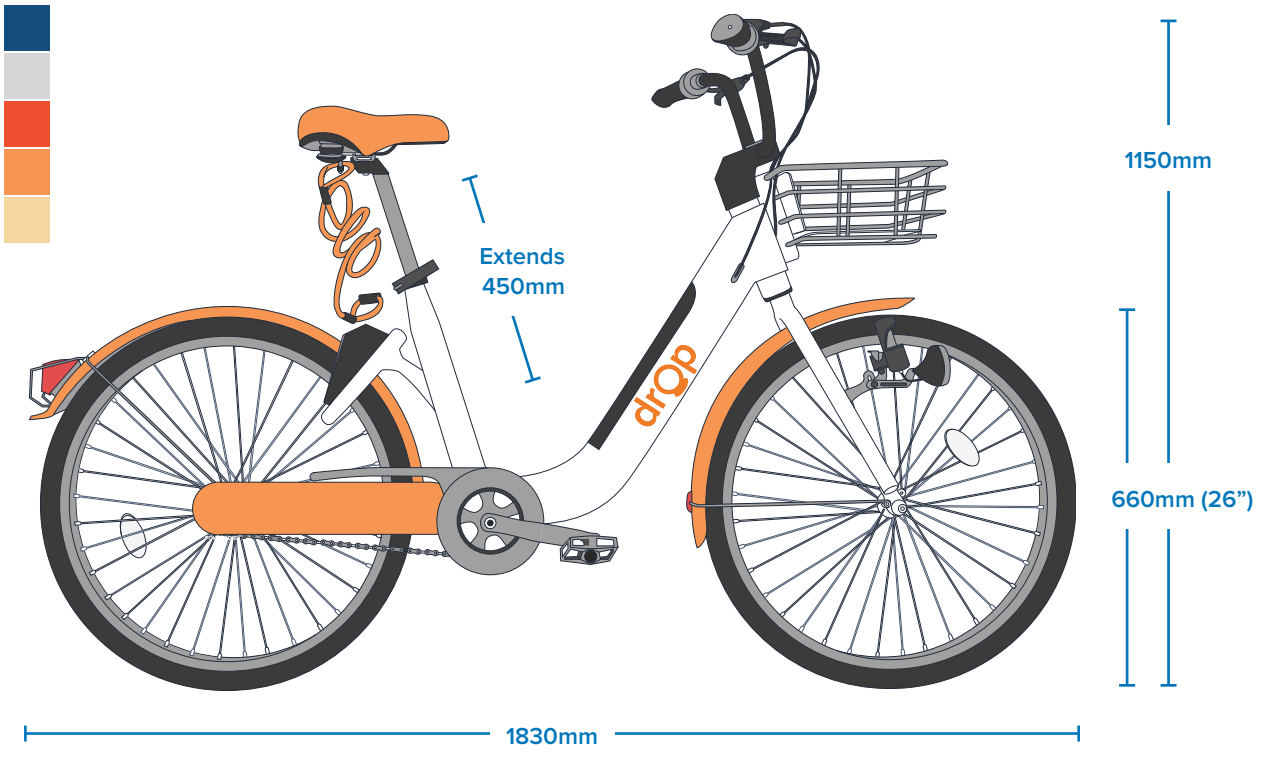
Electric Bikes Specifications

Faster, safer, lighter, better... for a shared future.

Drop's E201L electric-assist bike is rugged, durable and stylish. Everything from it's sturdy design, longer range battery, unisex frame, foam tires to lock-to mechanism have been designed for a multi-modal sharing future.

Drop
Model-E201L

26" non-pneumatic tires
36V 8.7Ah swappable batteries
35-45km range
25km/h max speed
Seats extends in 450mm
Swappable batteries
Integrated bell
Internet connected smart lock
Shimano 3 speed gears
Lock-to cable mechanism
Solar powered rear light and reflector



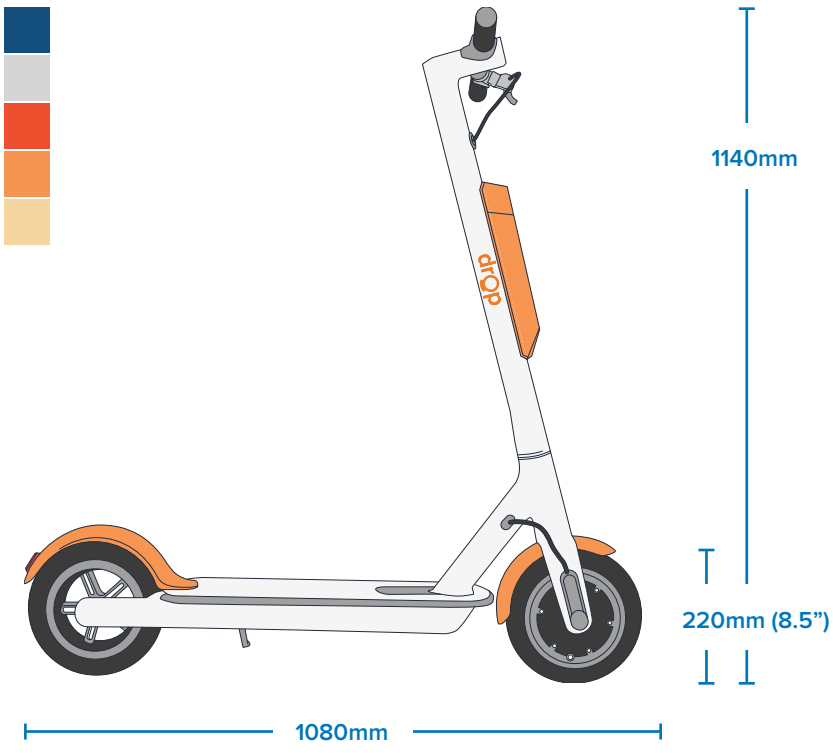
Electric Scooter Specifications

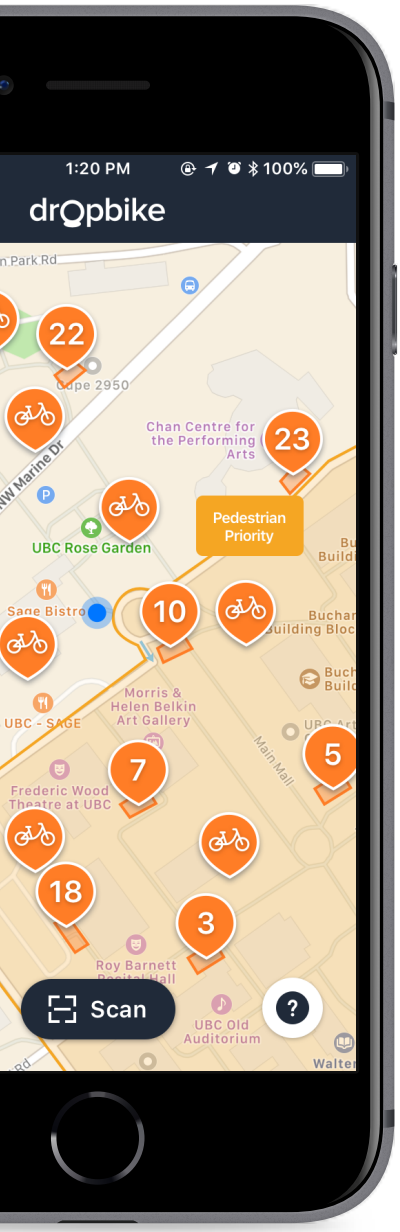
Designed specifically for shared use.

Drop's S101L scooter is rugged, durable and stylish. Everything from it's sturdy, longer range, non-folding frame to waterproof enclosure to lock-to mechanism have been designed for a multi-modal future.

Drop
Model-S101L

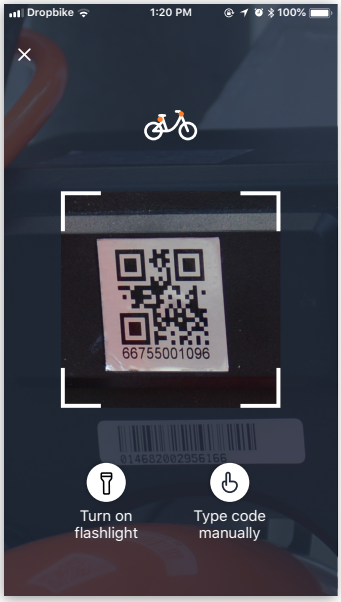
8.5" tubeless tires
36V 10Ah battery
35-45km range
25km/h max speed
4-5hr max charge on a 2A charger
Integrated bell
Lock-to cable mechanism
Front and rear reflectors
Non-foldable
3G chip enables real time tracking

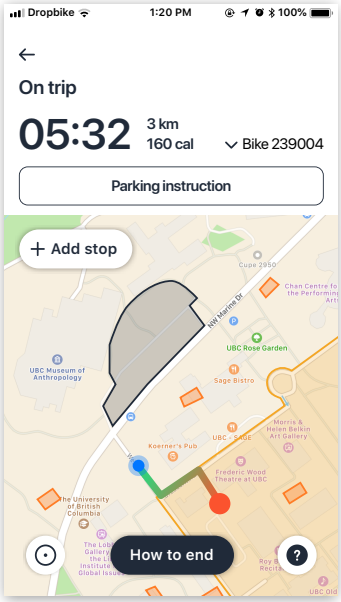


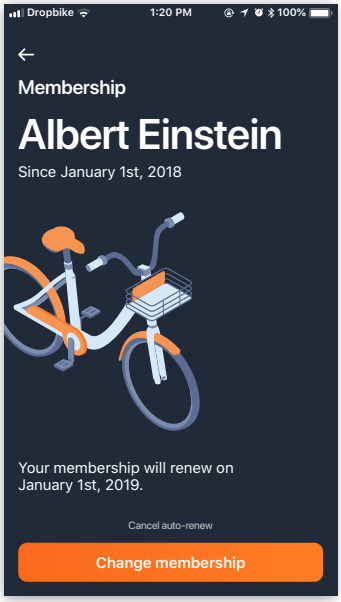


User-facing application

Intuitive, feature-rich and easy to use apps enrich user experiences.







Real mobility is defined by reliability and convenience, and Drop's user apps were designed by a world class engineering team in harmony with an expert operations team. Result is a user friendly app that is easy to navigate with simple and clear instructions.

Users easily unlock vehicles, add pit stops to their trip, and are seamlessly charged when their trips end. The app clearly indicates the service area and integrates into local transit and more.

Riders can choose from pay-as-you-go, top-ups and memberships for a variety of lifestyles and riding types.

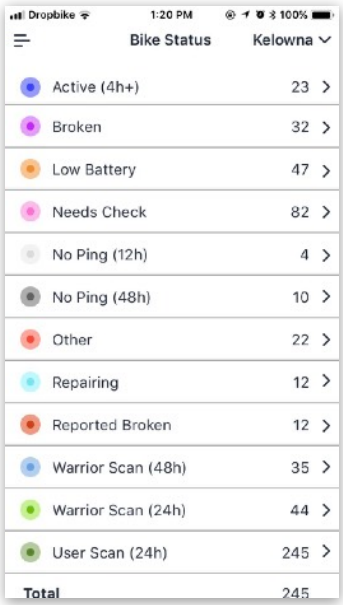
A hybrid GPS signal from smart hardware is augmented with user smartphones to enable smarter location tracking and more accurate trip histories.

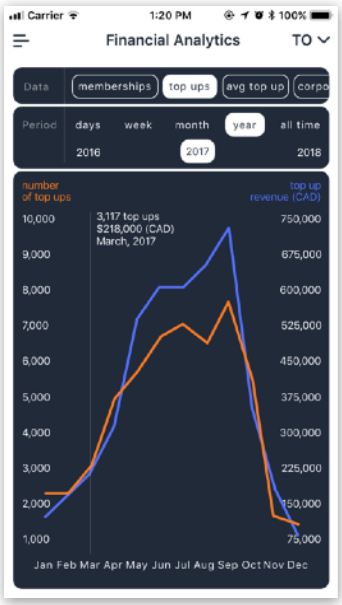
Advanced features are easy to reach with "reserve" functionality, multi-vehicle rental, and pit-stops. These help increase the utility of the same hardware.

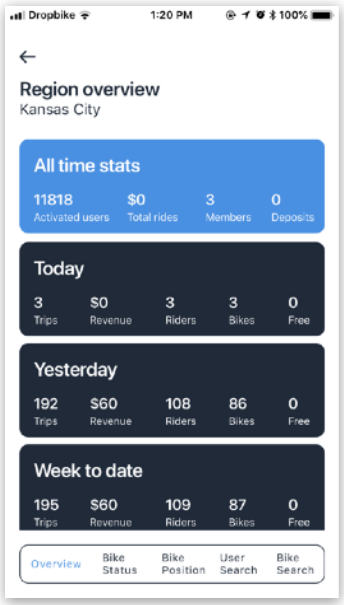
Each market is different, and pricing and branding can be fine tuned according to unique environmental needs.

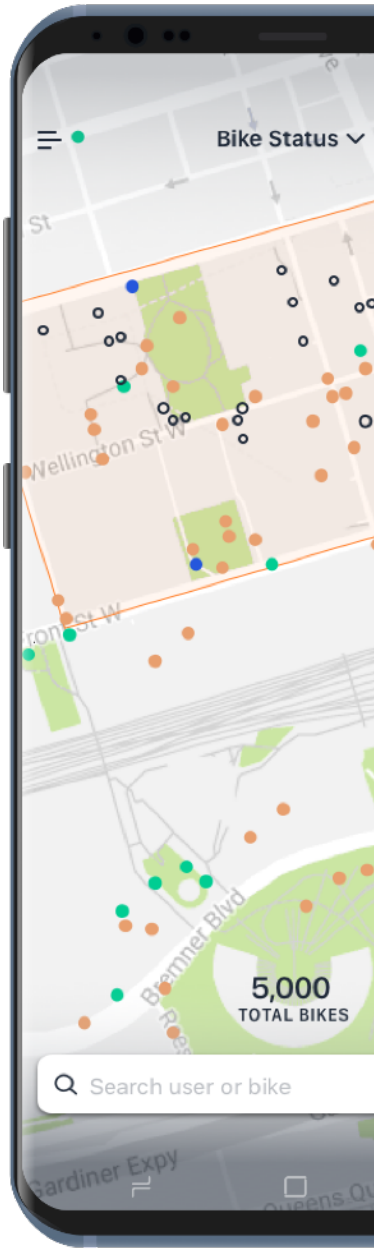
Admin/operational back-end application

Smart brains behind the operations, available mobile-first.









Drop's administrative features enable a world class operations team to do even more, right from their phones.

Real time stats and analysis show bike states, including breakdowns, individual bikes and charts over time.

Todos are prioritized and notifications help on-ground staff prioritize their day to day while simultaneously keeping HQ staff informed.

Customer support can be done on the web or on the go, delivering service even faster. Strong analytics track user issues to understand popular faults and fix them.

The smart rebalancing system keeps track, tirelessly, of where vehicles are popularly used and left, battery levels and break down deployments by region and time. Over time, this system becomes more robust as more data is fed into it.

Daily, weekly and. monthly financial analytics keep the team on pace.

Operations

The smart mobility system will be operational all year during the duration of a given contract/ permit in Santa Monica. This will be a 24/7 service and users can take the devices anytime of the day, if the city chooses to restrain hours of operations Drop Mobility has the ability to lock-down all devices remotely. We monitor the weather and biking infrastructure conditions closely to ensure we always have a safe and convenient experience for our users. All of Drop Mobility's system are supervised by a senior local operations manager who's direct responsibility is maintenance and rebalancing of Drop Mobility devices. Drop Mobility further employs "Drop Warriors", who directly perform maintenance and repairs, daily rebalancing, and user education. Drop Mobility will employ anywhere between 10-15 warrior per 1000 devices, ensuring we can respond quickly to any issues. Additionally, please see figure viii) for information on our Community Access Team and pricing on low income communities.

Drop operational staffing

At the core of Drop Mobility's entire operation are local employees who are tasked with the daily upkeep of the entire system, and are essential in providing a world-class smart mobility system.

See Appendix xii) for example job description for the Operations Manager.

See Appendix xiv) for example of job description for the Drop Warriors.

Rebalancing process

Our on-ground operations team consists of coordinators, drop warriors and repairs specialists. They are responsible for regular rebalancing, quality control and repairs of devices.

- Rebalancing involves both moving devices across parking hubs/'havens' depending on the demand analysis or peak hour requirements and retrieving devices strewn around by errant users. This process is managed by our on-ground operations team on a continuous basis.
- We have internal dashboards to determine high demand areas at different times and different days (holidays, etc). We also use various algorithm based tools for an accurate demand forecast and to work out the most efficient bike distribution plan. It is equally important to know where to leave a bike as it is where to find a bike. The more reliable we can make our system the greater the user adoption and retention will be.
- The operations team also has a mobile based admin dashboard where they can get information about bikes/scooters across different states of usage like in use, on hold, broken, etc. They use this real time information to make sound rebalancing decisions. They are aided with detailed and accurate maps on their operations app to be able to have a quick turnaround time on rebalancing requirements.
- We believe in engaging our users in the overall rebalancing process by incentivizing them to "self rebalance" bikes. We use various tactics like giving our users karma points as well as

offering free/bonus rides. These are typically devices that have been idle for too long, are out of the coverage area, etc.

- On the flip side, we also have a mechanism to check for bikes that are taken outside the coverage area or are not parked as per proper guidelines. As a result, we can penalize non compliant users.
- Our on-the-ground team also conducts daily routine checks on the condition of our devices and their fitness for use. They always carry a health checklist that includes checking standard parts like brakes, seats, handlebars, frame health, etc. They either pass on information to our repairs team or move bikes to the workshop themselves.
- We can supply select city administrative staff the ability to lock and unlock bikes for the purposes of moving bikes “out of the way” if needed.
- We will provide the city with direct contact information for our operations team and any information about errant bikes would be responded to the same day or at the earliest.
- Bike warriors and coordinators work in shifts from 6:00am to 8:00pm everyday, including weekends and holidays. This allows us to be able to respond to any issues within those hours within 2 hours. In-between the hours of 8:01 pm and 5:59 am Drop Mobility will be able to respond to tickets within 4-6 hours. Drop Mobility’s 24/7 customer service representatives at our headquarters in Canada are available by phone or in-app messaging. We have an internal communications protocol in the event that certain scenarios must be escalated to Santa Monica’s Project Manager, or Area Manager.
- See (Appendix figure vi) rebalancing screens

Repairs and maintenance process

We believe proactive maintenance and a professional repairs processes makes the fleet more durable and leads to a better user experience.

- In addition to the basic hygiene checks on devices, we have a dedicated repairs and maintenance team.
- Any minor repairs are done on the spot and for any major repairs we move the bikes to our local workshop.
- We always maintain enough stock of spare parts and tools to enable a efficient repair and maintenance process.

- See (Appendix figure xiv) maintenance process doc

System Growth - Expected City-Wide coverage date

Drop Mobility does not launch with the intention of inducing demand by over-saturating a city market with mobility devices . Growing a system properly using data-driven decision based off utilization rates, hourly ride data, and user feedback is at the forefront of how we approach our operations. In Santa Monica, Drop Mobility intents to launch with 250 e-scooter and 250 e-bikes. After 4-6 weeks of monitoring the daily ride numbers and location we adjust the number of devices in our system up or down based off overall utilization rates in certain geographically

areas. For example if we notice that many rides are originating from the same location on a daily basis, we will set up a notification to our devices warriors to ensure that location doesn't go empty.

System planning and timelines

Proposed timeline: Simply, Drop Mobility requires 6-8 weeks from the signage of a contract with a city, to formally launch. This time is used for various logistical and shipment planning, hiring and training of new staff, preliminary marketing and promotions, various product implementations, and more. The mobility system will be operational the entire year—although the devices can be removed in times of severe weather conditions. The more we grow, the more we improve our economies of scale and lower operating margins. As a result of this growth, we have developed the flexibility in our supply chain to supply any amount of device to Santa Monica (be it 500 or 15,000). However, our approach is different—we believe the optimal number of devices is determined after launching, not before, through data and iteration. During the 6-8 week period after signage of a contract and before the official launch, we would first identify areas, in partnership with city staff, across the city where it would make most sense to have Drop locate its Havens (designated parking hubs). Thereafter, Drop would deploy bikes using a phased approach.

We would then collect data on the program engagement and effectiveness, continue routine ongoing maintenance, and slowly deploy more devices as demand grows in high-demand areas/ Havens. This approach remains consistent at all stages and timelines of the program. We strongly believe in monitoring, tracking, and acting on all feedback received throughout the program in order to ensure the best overall system. This is why, for example, in the past 12 months, we have iterated and launched three different version of bikes, and made the decision to invest heavily in electric bikes and electric scooters. Today, thanks to the efforts of our hardware design team listening to customer feedback, our devices are lighter, more durable, and safer than ever.

As an additional example, this data-driven, feedback collection approach is also used in our hub/ haven identification process. Crowdsourcing feedback from our riders allows us to determine the best areas of future Haven expansion and approach the city with recommended new locations, if applicable. This principle of feedback and data collection to iterate on the system with the intent of making it more dependable and convenient applies to all facets of our system, from pricing and marketing to educational awareness and safety. The line of communication between all adjacent municipalities and all partners impacted, or potentially impacted, our system is always kept open. We have dedicated staff to ensure that adjacent partners are kept aware of any relevant changes and, more importantly, that their concerns are always taken into account.

Battery management

Battery management is on the most important aspect of maintaining a properly functioning electrified bike-share system. We swap our our e-bike battery by closely monitoring their levels through out back-end system. They are swapped and managed by on-ground operations team on a continuous basis. Admin dashboard shows real time battery status and flags bikes with low batteries Extra batteries charged fully overnight and used to swap on bike with lower batteries. 4-5 hours to fully charge a battery and lasts for 35 Kms of use (3-4 days on average).

User communication

We believe that clear and simple communication with users and the ability for users to seamlessly reach out to us forms a basis of a successful Drop Mobility bike sharing system.

- We communicate both through our app and physical signages on Havens and bikes. We offer many simple recommendations and instructions to make their experience safe and enjoyable. See (Appendix figure ii) how it works.
- From detailed maps that clearly show the various Haven locations and the nearest available bikes to convenient parking instructions and best practices for safety, the users can find everything they need to know on the Drop Mobility application. For Santa Monica our maps would outline the specific restricted areas:
- Users are encouraged to park inside predetermined Haven locations. They can however also make use of the cable lock feature on our devices to park across various existing infrastructure outside of Havens. The locking feature ensures that devices are always neatly arranged and never fall on their side.
- We use incentives to make sure the above parking system is followed and also penalize repeat offenders of karma points that would eventually make using Drop Mobility more expensive for them in the future in case they wouldn't fall in line.
- Users can report broken devices through the smartphone application itself and our operations and repairs teams can fix the bikes as soon as possible.
- Instructions on how to use Drop Mobility's app, how to lock, etc. are also physically marked on the devices for user convenience.
- We provide the local operations team with admin access to indicate any broken devices, misplaced bikes, etc, and our team will be notified.
- We also engage with users across various social media platforms and would like to collaborate with city staff to arrange workshops, use notice boards, etc. to promote a safe and healthy biking culture.

User experience

A **new user's experience** is outlined in these steps:

1. Download the app
2. Enter phone number and verify
3. Enter basic account information (name, email)
4. Users then see the main map and can locate a bicycle
5. Users are asked for their credit card (or Visa Debit) information

6. Users scan a bike to unlock
7. Users are presented with safety information about riding bicycles
8. The bike unlocks
9. The user is presented with appropriate parking and end-trip instructions (which were accessible from earlier views as well, but we make sure they see it again)
10. The user rides the bike
11. The user ends the trip appropriately
12. If a user does not end their trip appropriately, the appropriate penalty will be applied to their account, our staff are immediately notified
13. The user is charged and a receipt is sent to their email, they will also be able to see trip history inside the app

NOTE: Our devices have smart lock-to technology, which is also bluetooth equipped and GPS enabled. This allows us to track not just the start and end points of user's trip, but also the exact path and distance travelled.

NOTE: Our operations team will constantly be going around to each Hub/Haven to ensure all things are kept orderly and any problems are rectified as soon as possible. Our fleet of GPS enabled bicycles/scooters coupled with our proprietary software and locking mechanism can accurately identify the last user—this allows us to notify users of potential problems and enforce potential penalties to deter future misconduct.

Customer service process

Our software team has worked really hard to ensure that our users have a great experience:

- We have a highly responsive and efficient customer service process in case some instances do occur. We believe that customer support is not just responding but being proactive in providing a fair resolution.
- Users can contact our customer service team through various mechanisms.
- The most convenient is an in app communication feature through live chat with any of our on-call team members. This feature is available for at least 12 hours everyday. Users can also leave a message here after hours for non-urgent issues.
- There is a 24/7 phone support feature where users can always call and talk to our customer service team representatives. The contact number in clearly mentioned on the app and is even printed on the bike frame.
- Users can also send an email to our customer support address and someone from the team would respond at the soonest possible time but definitely within 24 hours of receiving the email.

- City administration can contact our operations team on a private line, direct access numbers to at least 2 operations members will be provided, who can receive calls at all times.

Exclusion zones & incentivizing proper parking

To help users find appropriate parking and bikes, we use a series of geofencing techniques.

We believe in a hub model of bike share, where there are designated parking spots (called Havens) are clearly and visibly marked in the Drop Mobility app.

The designated parking spots where users can leave Drop Mobilitys are called Havens. Drop Mobility Havens are locations where Drop Mobility riders end and start their trips. They can be a combination of existing bike racks or bike posts, bike racks installed by Drop Mobility in designated areas, and/or demarcated areas.

A rider can pick up and drop off a bike at any Haven, but they can also use the GPS-enabled onboard cable lock, which works with smartphones, to unlock or lock a bike. Instead of telling users to either “return bikes to docks” (inconvenient) or “leave bikes anywhere” (chaotic) as other smart bike sharing companies do, our users can “lock bikes anywhere”—as they would their own bikes, using our robust and reliable onboard cable locks.

Exclusion Zones and Pedestrian Priority Zones: these can be added on demand by the city or Drop Mobility to exclude certain regions from trip ends (users will be fined if they leave a bike in this zone, our team is notified and a team member is dispatched to retrieve it immediately).

Overall Zone Boundary: the entire city service areas are bound by a boundary where users cannot leave bikes outside.

In addition to the core service, Drop Mobility believes in using incentives and fines wisely to curb user behaviour towards an organized, but flexible bike share. Users are incentivized to leave bicycles in Havens or at other appropriate bike infrastructure, and penalized for unorganized behaviour. Our Karma system (users collect and lose Karma based on good and bad behaviour) for parking inside Havens, and our system increasingly stricter fines nudge users in the right direction gently before alienating them from a new idea.

See Figure i) for examples of these type of zones.

Parking, Helmet & Roadway Safety Compliance

- In all the markets we have operated, safety and regulatory obedience are a core part of our overall communications and marketing plans. Additionally, when users unlock devices, they will always see a new safety reminder, including helmets and more. Where Helmets are required, for example, users must confirm that they have read the message with an in app button before unlocking devices. Additionally, users will be educated on all necessary state laws and rules of the road as a part of this process.

- Our devices will contain stickers in the baskets that illustrate how to use the Drop Mobility system and appropriate safety instructions. See Appendix figure iii) for bicycle safety stickers on basket. Additionally, a robust in-app on-boarding experience walks new riders through instructions on how to use Drop Mobility.
- Users are incentivized, through Karma Points, to leave bicycles in “havens” or at other appropriate bike infrastructure, and penalized for unorganized behavior.
- The overall city (or certain areas, if needed and applicable) could be geofenced and users are penalized for bicycles left outside of this geofenced regions or the coverage area.
- Our fleet of GPS enabled bicycles coupled with our proprietary software and locking mechanism can accurately identify the last user of each bicycle at any given moment in time—this allows us to notify users if their bikes were damaged, parked incorrectly, etc. Our software keeps track of this behaviour and, if it persists, will get in touch with the user to discuss and consider removing the user, if necessary, from the Drop community.
- All of our on-boarding requires users to verify their ID and age.
- Drop supports local businesses by offering special discounts on Helmets in-app, with the ability to buy them directly. In certain promotional events, Helmets are given as prizes in coordination with these partners as well. This approach is being pioneered in Kelowna, BC in partnership with the municipality.

Engagement

Marketing & communications

- Our uniquely designed smartphone application and supply chain allows our bicycles to be branded with a high degree of customization, from frames to app banners and more.
- We work closely with the city and partners on press coverage, social media outreach, local events, community health workshops, corporate events, etc.
- A launch event would be planned to make a big splash in the city before the bike share deployed and we will encourage participation from city administration, elected representatives and other community stakeholders.
- We believe in generating demand by giving out early bird offers, free rides, group memberships, etc to early adopters and first time users.
- Depending on the community, bike share systems are sometimes subsidized by a title sponsor which allows more people to have access at a lower rate, or smaller sponsors for parts of some bicycles.
- We are also open to working with small businesses for private haven partnerships that are negotiated directly.

Integrations

- We believe any form of multimodality should not exist in a silo. It is critical to ensure that a bike-share system is effectively integrated with the rest of transit to offer a more seamless experience for all riders.
- We will happily consider a two-way integration with all community partners and transit providers (e.g., accessing bus services and existing mobility options through Drop and vice-versa). In fact, we have experience in doing this. Our Kelowna area program is accessed through a smartphone and also other methods (cash + SMS, etc.) and will be open to full integration with transit and multi-modal service providers like Ogo Car Share.
- Additionally, we have worked with multiple transportation agencies in all of our city partners. Typically, this involves user experience and product integration(s), strategic placement of bikes to ensure clear visibility and ease of access, and also planned communication to create awareness amongst all transit users about the availability of bike-share. For example, we have placed signage at transit stops alerting users that they can use the Drop service to get to their next destination. We would look forward to working with the all transportation stakeholders to determine additional approaches of working together.

Environmental and Sustainability Statement

- Drop Mobility will share its data with the City of Santa Monica in a manner that can be easily and fully accessed. Our hope is this will aid city staff and stakeholders working on sustainability-related initiatives across, and also assist the city in evaluating and deciding on future mobility projects.
- Drop Mobility measures how its usage is impacting environmental stewardship (e.g., in aggregate, how much in emissions Drop Mobility has saved as a result of the total number of miles ridden). We believe data like this can be made publicly available to better engage the Santa Monica community in how their aggregate actions are impacting the environment in a very tangible way.
- While our bikes/scooters are extremely durable, we are committed to refurbishing them (for safety *and* sustainability). In addition to this, Drop Mobility can often refurbish abandoned devices either for the City to sell or to be added to a modified Drop Mobility fleet. Our aim here is to prevent as much waste as possible, further our organizational sustainability goals.

Data

DATA MANAGEMENT, SECURITY AND SHARING

Following are the details of aggregated user data to be captured and shared with the city, proposed approaches to protecting individual user information and privacy.

Our systems are fully secure, using the latest in encryption, best practices in all database design and distributed servers with frequent backups. Drop Mobility was founded in part by engineers who have worked previously on large scale systems including government backed software.

There are three levels of data sharing Drop Mobility provides: public, anonymized reports and real time data.

With respect to **public facing data**, Drop Mobility will provide public GBFS data via an internet endpoint such as https://api.DropMobility.ca/gbfs/Santa Monica (to be agreed upon together). Drop Mobility provides weekly and monthly customized reports which are unique to each city's requirements. In this case, as an example, Drop Mobility can provide the following reports:

- In CSV format, a spreadsheet which indicates per trip records, for trips that occurred inside the Santa Monica area. Each row will include: trip record id, trip duration, trip distance (in meters or feet, as desired), start time (including date/time), end time (including date/time), start location (gps coordinate), end location (gps coordinate), bicycle/scooter id number.
- Drop Mobility keeps records of all collisions or incidents, which can be reported through the app and within our own backend. Any incident involving injuries are shared immediately with the appointed Santa Monica representative(s).
- Any additional reports which are anonymized and would be of utility to our partners, we develop in concert. The frequency of the above reports can be daily, weekly or monthly as desired.
- A sample of a report we provided to our partner City of Kingston that is similar to the trip records report is attached in (Appendix figure vx) sample report
- At the city's discretion, these anonymized reports may be shared with other third parties, such as researchers or consultants.

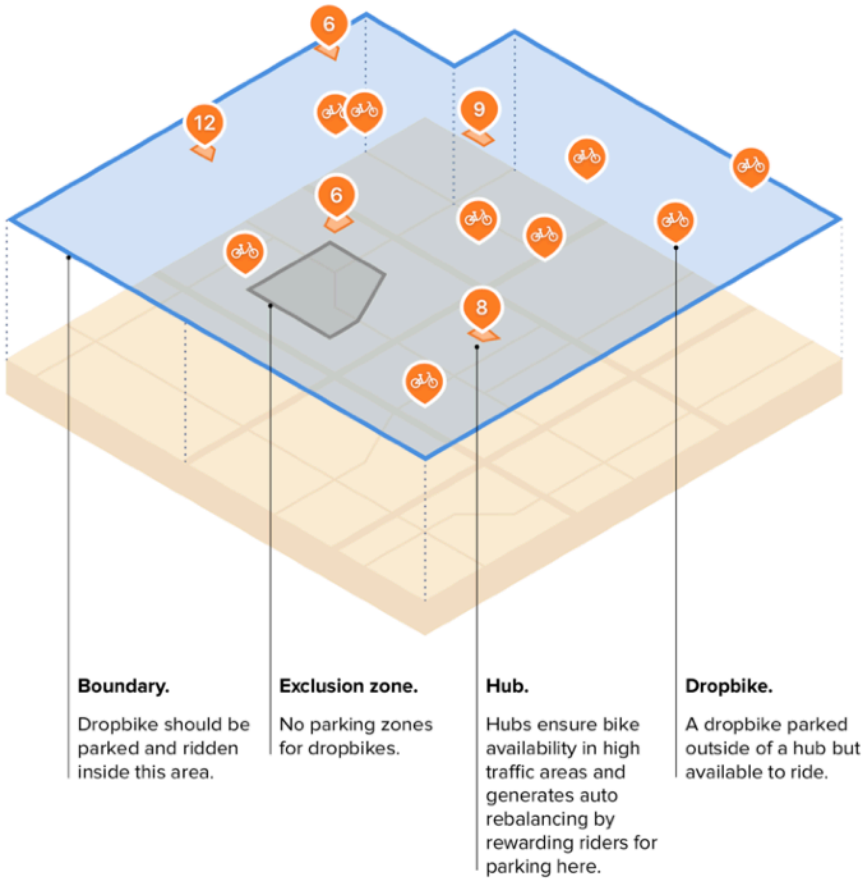
Drop Mobility typically sends **customized reports** through automated emails, at the convenience of our partners, but would be more than happy to explore SFTP or other potentially more secure transfer mechanisms. Any customized reports are anonymized and contain no user-identification data.

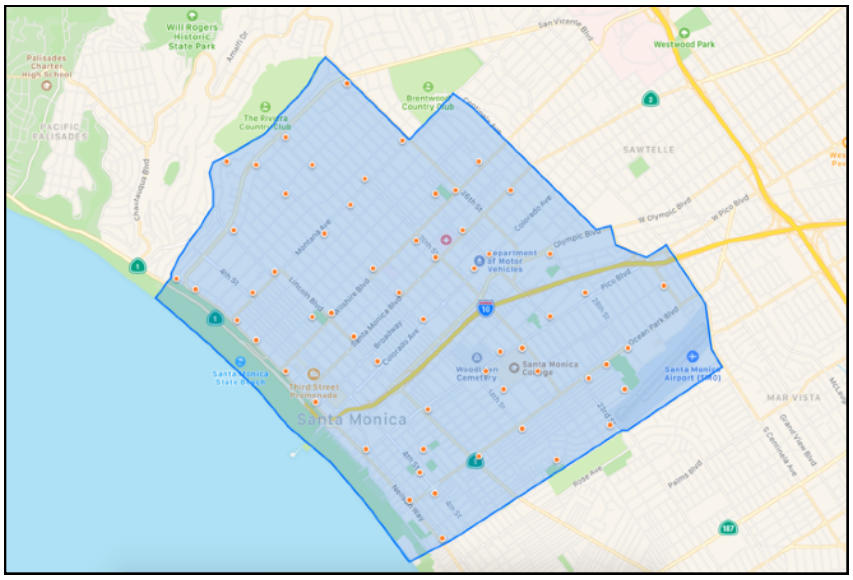
For more sensitive and **real time data** about bike availability, Drop Mobility shares access via our highest level of data-security and directly through our application. In the dashboard app, all access is secured by ephemeral session ids as well as HTTPs encryption. Users are authenticated by phone number verification and all data passed between our servers and users are encrypted.

All payments related systems are run through PCI compliant third-party data centres, namely Stripe. We take great care to ensure bank-level security. Drop Mobility complies with all data and privacy laws within the provinces/states we operate.

Appendix

Figure i) The Drop Mobility Hub Model/Santa Monica Geofence.

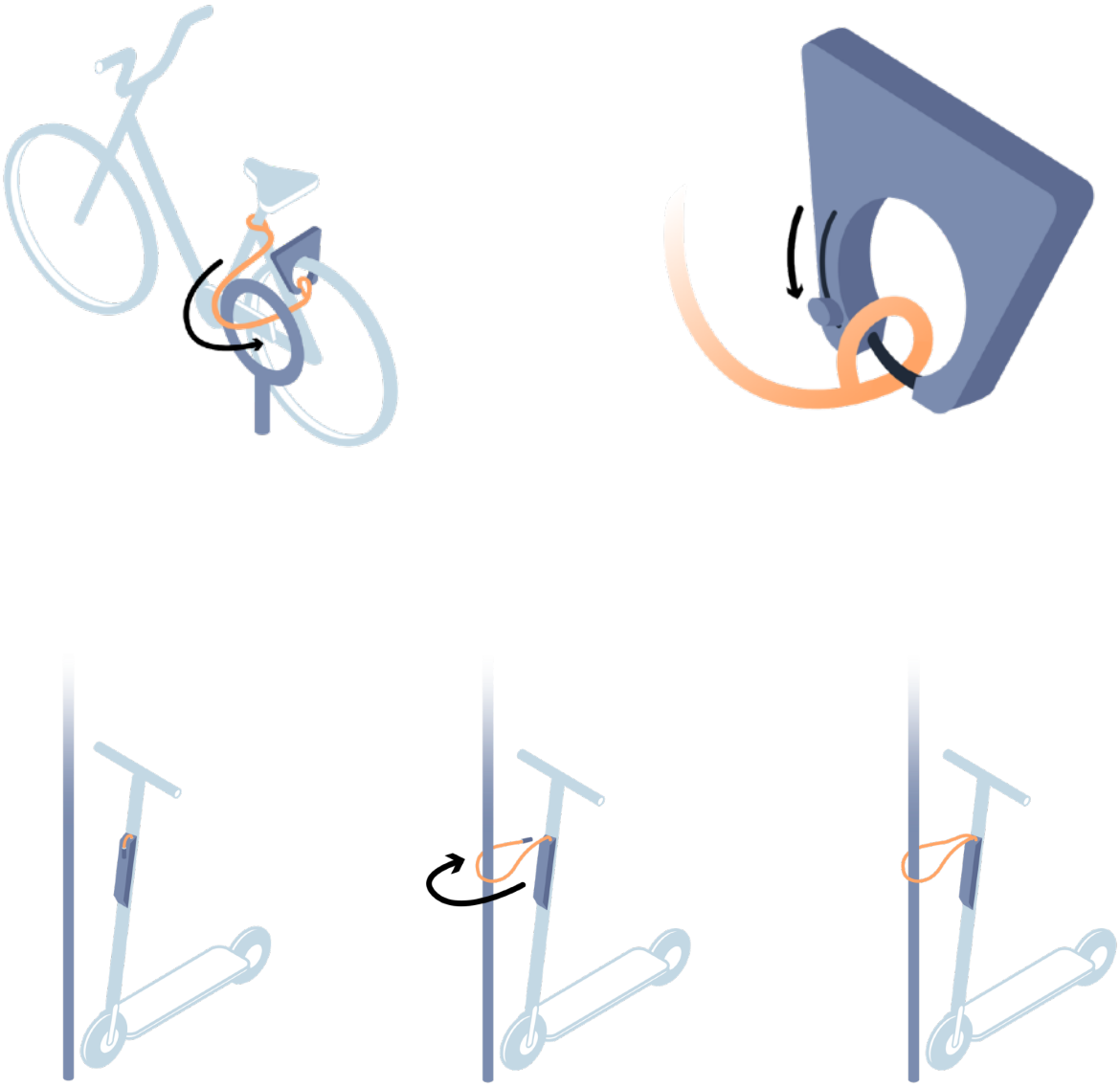




Above: Drop Mobility's Hub (aka Havens) Model ensures Drop Devices and their users follow a standard that complies with city laws while not compromising convenience. The icons will appear In-App.

Drop Mobility Inc.

Figure ii) In-App Screen of lock-to e-scooters and e-bikes.

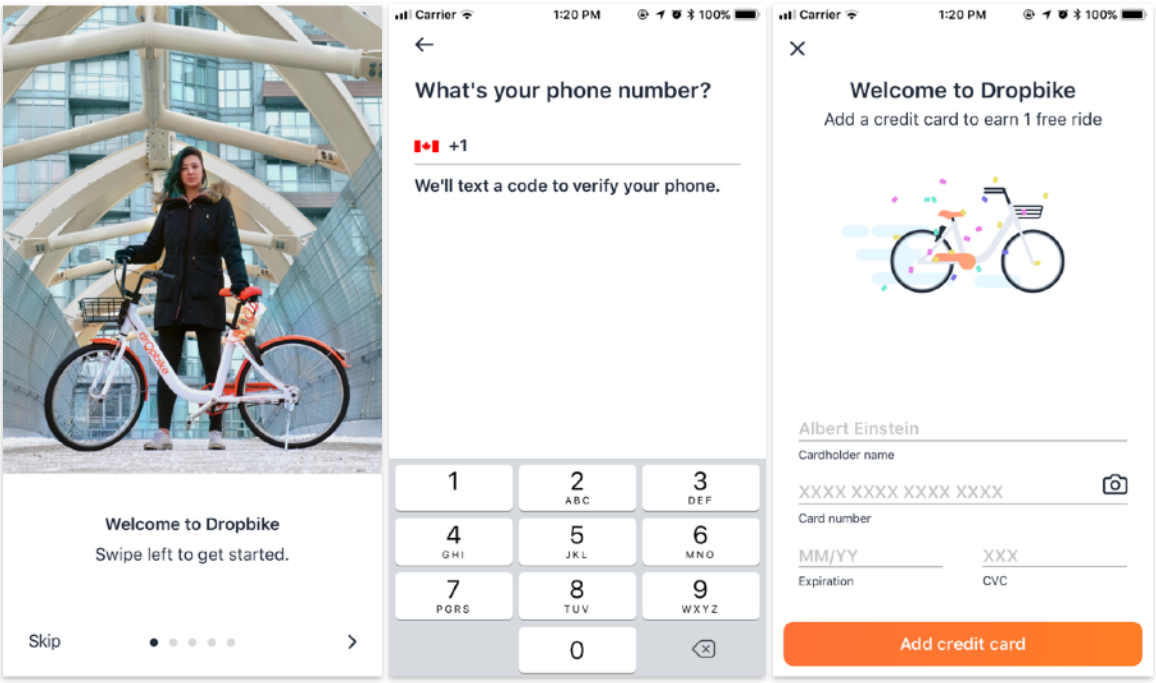


Lock-to technology has been essential in helping Drop Mobility stay organized in our active markets. Users prefer lock-to technology because it resembles the experience of a personal bike.

Figure iii) How it works

Above: (Left) Scan to unlock your Drop Mobility. Above: (Right) Enjoy your comfortable ride within the coverage area. Below: (Left) Park your Drop Mobility at a Hub and lock it to physical infrastructure. (Right) basket stickers indicate appropriate parking and safety instructions and a Drop Mobility user.

Figure iv) User application screenshots



Above: screenshots of the onboarding process. Initial instructions, phone number login, credit card (or Visa Debit) entry. Below: instructions for new users and app based customer service.

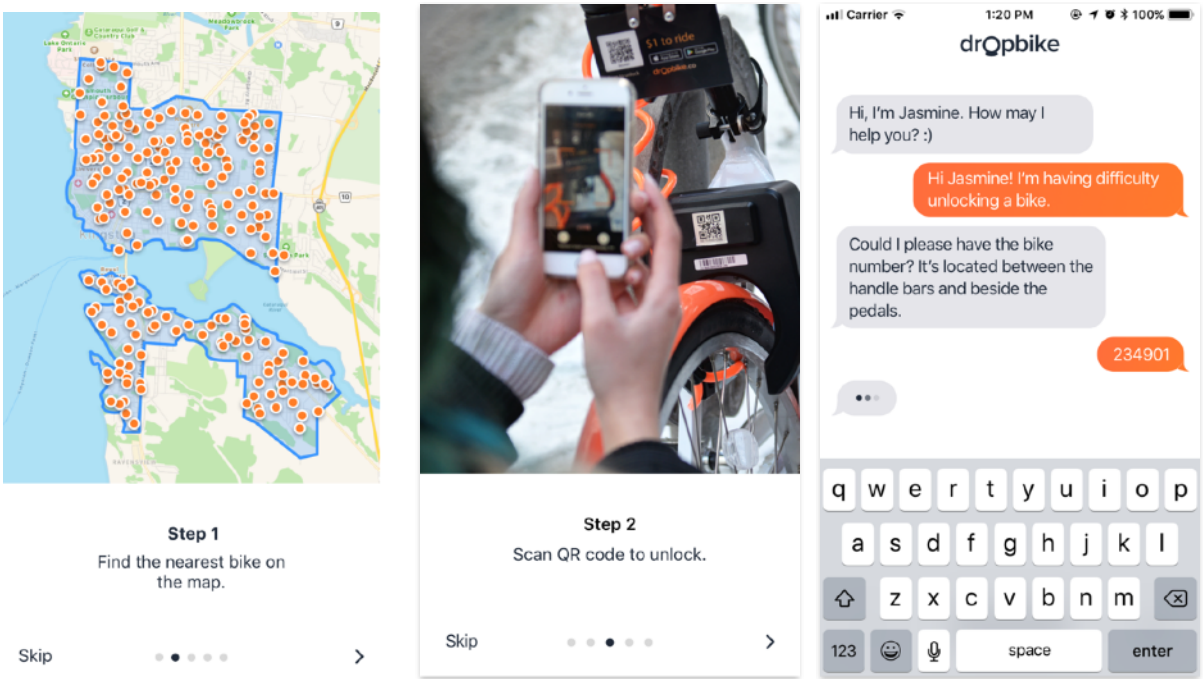
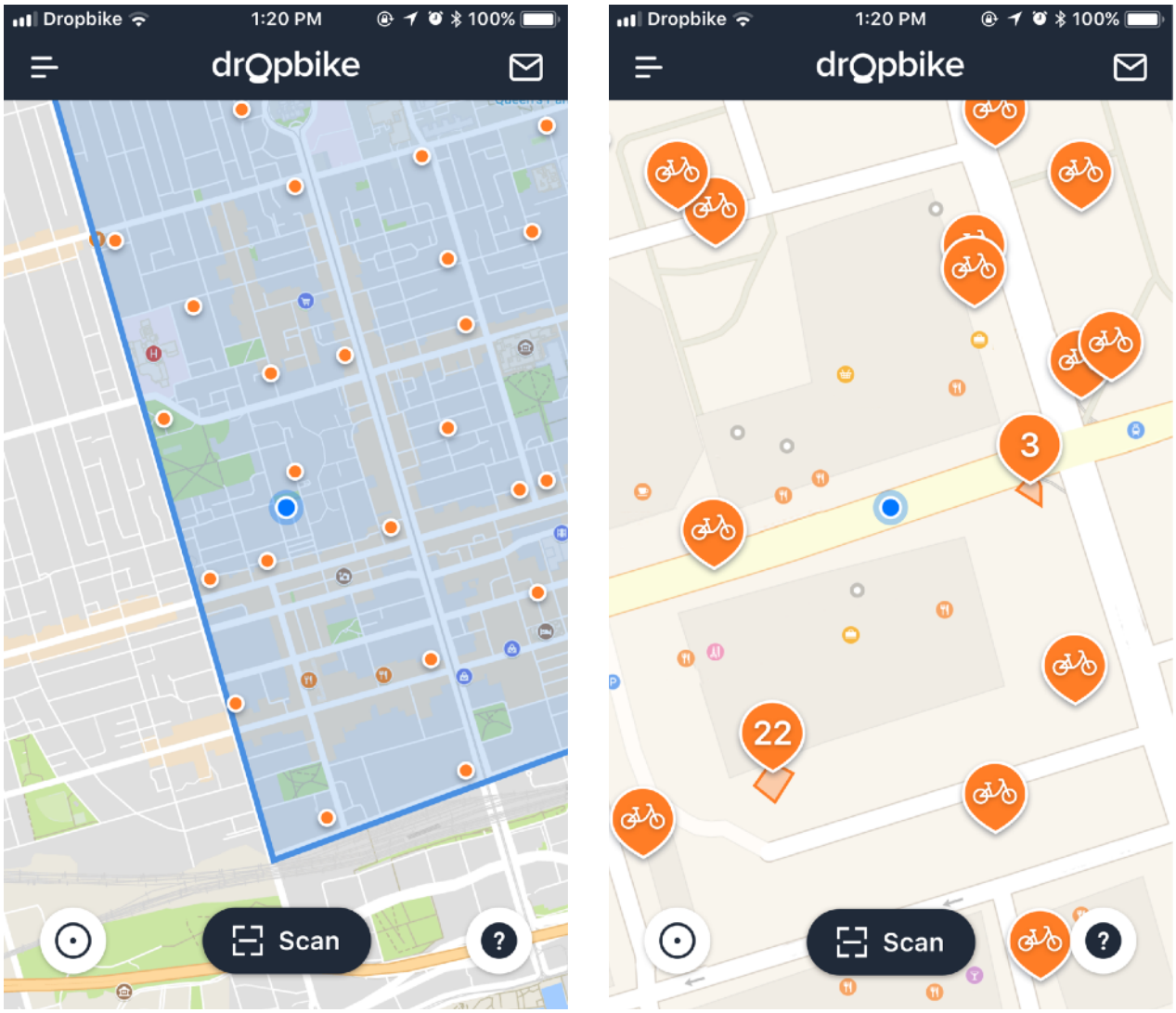
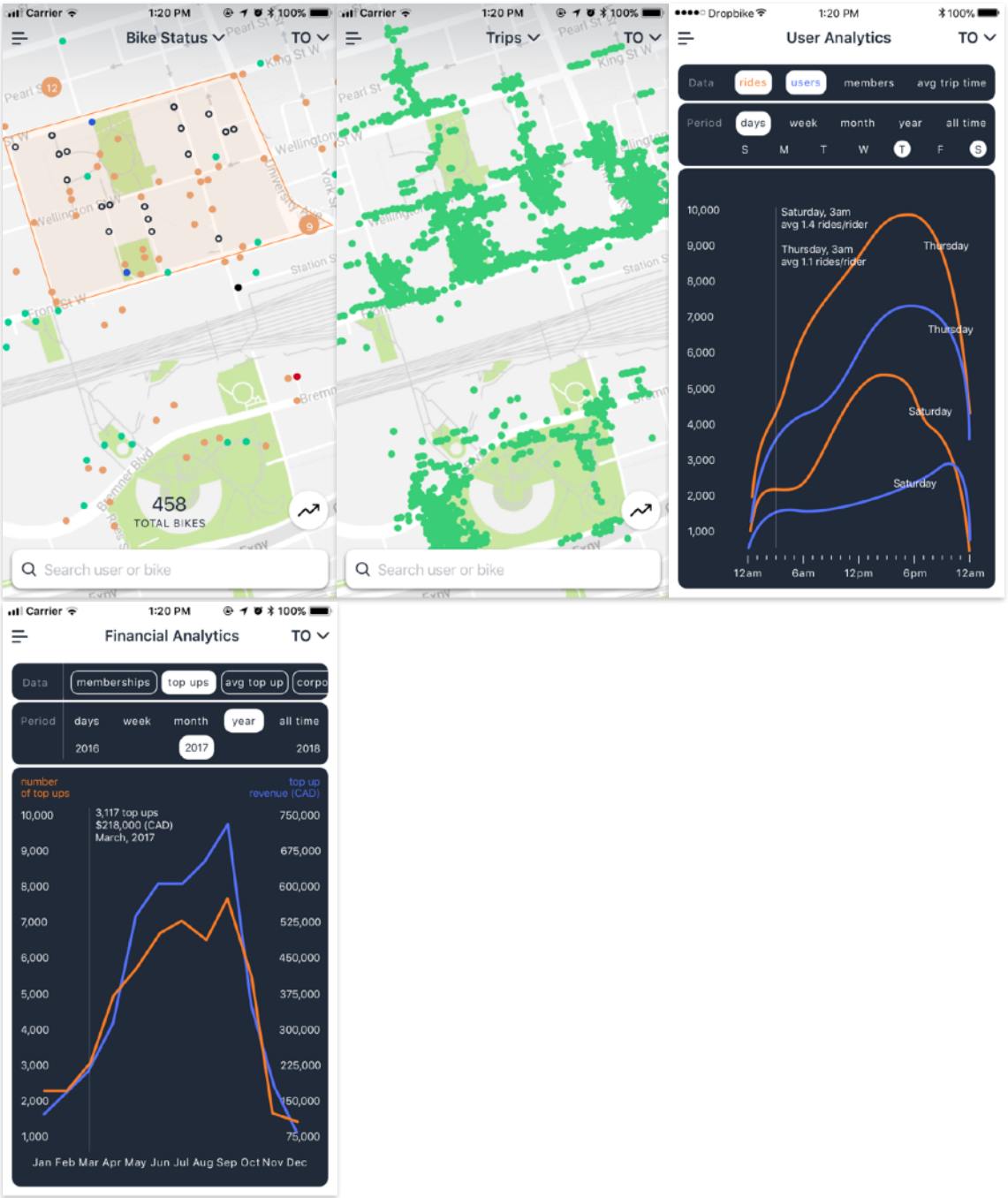


Figure v) Sample coverage area and havens/hubs



Above (Left): screenshot of the Drop Mobility application with a sample region marked in a demo version. The coverage area is marked in Blue and havens are marked as Orange dots.
Above (Right): A sample view of the user app screen. Havens are marked as Orange dots and the numbers are the number of bikes at each haven.

Figure vi) Sample backend operations dashboard



Above: screenshots of the dashboard app that our internal team uses. Our partners get access to the same screens in a read-only format, and also have access to certain reporting and bike maintenance activities (such as unlocking a bike in order to relocate it, or adding a temporary exclusion zone).

Figure vii) Operations organizational structure

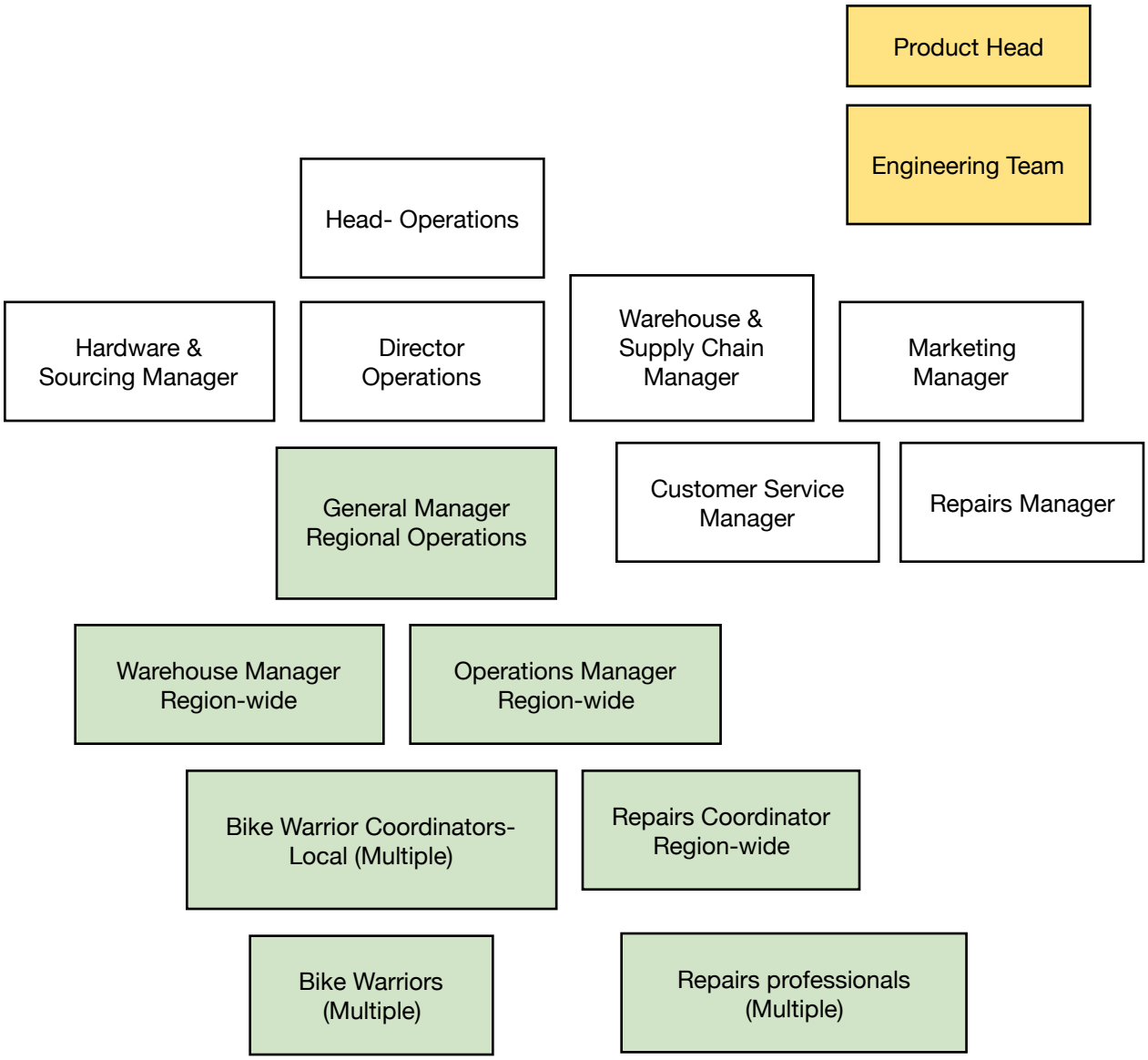


Figure viii) Equity Approach/Rate Structure/Discount Program

Pricing options

Drop manages all payments seamlessly and securely in-app, using an industry-leading platform known as Stripe. Following are the details of various pricing options targeted at different kinds of users:

- **Memberships:** Our standard membership pricing is $20/30 days, $40/90 days, $100/365 days.
  - For the daily user who has integrated Drop in their commute.
  - Memberships permit a rider to ride a bicycle for unlimited 1 hour intervals. Additional hours cost $1/hour and additional bikes rented at the same time, $1/hour. There are no deposits.
- **Top up:** users can top up $10 or $20 into their Drop wallet.
  - For the casual user who uses Drop frequently.
  - Trips cost $1/hour, and are deducted from the user's Drop wallet. No deposits are charged of users.
- **Pay as you go:** users are charged $1/hour at the end of their trip.
  - For visitors or the occasional recreational user.
  - Users will be asked to put a $50 refundable deposit with Drop while using pay-as-you-go mode.
- **Corporate/bulk membership:** these function the same as memberships for individuals, but are charged to groups and all of their employees can then have access to unlimited 1 hour rides.
  - These groups are entitled to steep discounts that are negotiated separately.
  - Corporate memberships are perfect because it is easier to try Drop for free for all members, and groups get a great rate.
- **Special capabilities:** Our dedicated in-house Community Access Team will focus on low-income community members that may not have credit cards or smartphones. This will include accepting cash-based payments, SMS, and a co-funded cooperative with local nonprofits to pay for memberships. In every market, we also consider having special pricing options for parents, seniors, and students in certain areas.

  That pricing is offering through a our discounted membership rates anywhere between $10-$15 for 30 days. We use university or .edu email to determine if someone is a student. Drop can also use third-party or the city's information to pre-authorize certain individuals for discounted rates on the Drop App.

Figure ix) Drop Mobility's Current Markets

Location	Number of vehicles	Type of shared vehicle	Duration of operation	Permit/RFP - Agreement/ License
Kelowna, BC	500	Bikes/e-bikes	18 months	RFP- Agreement
Kingston, ON	250	Bikes	36 months	RFP- Agreement
Westmount, QC	150	Bikes/e-bikes	24 months	License
UBC, BC	500	Bike/e-scooters	12 months	RFP- Agreement
Humber College	200	Bike	24 months	License
Queens University	100	Bikes	36 months	License
Waterloo, ON	500	Bikes/e-bikes/e-scooters	18 months	RFP- Agreement
Kitchener, ON	500	Bikes/e-bikes/e-scooters	18 months	RFP- Agreement
Cambridge, ON	500	Bikes/e-bikes/e-scooters	18 months	RFP- Agreement
Brantford, ON	200	Bikes	24 months	Agreement

Figure x) Santa Monica - Project Team

Afraj Gill - Project Director

Role in Santa Monica: Principal point of contact for lifetime of agreement; oversees operations for smooth bike share launch; monitors success of system; provides recommendations on fleet expansion.
Professional Designations: B.Comm from Queen's University, 7 years' experience as a technology industry leader: co-founder of GammaSocial, Special Projects intern at Google, board member of Venture for Canada, Chief of Staff at Polar Inc and VP Business Development and Government Relations at Drop Mobility.
Time on project: 20%FTE through launch, then as-needed ongoing.
Location + Accessibility: Toronto, ON. Available 24/7 via email or phone.

Operations Director — Dipesh Dar

Role in Santa Monica: Plans and coordinates bike share launch; oversees bike production and delivery; interviews and hires local fleet staff.
Professional Designations: MBA from Nirma University Institute of Management, 3 years' experience as Retail and Sales Manager for Adidas in India and Hong Kong, 7 years' experience managing new brands, managing retail operations, and logistics in India and North America for Natuzzi, Raymond Ltd., and Urbery.
Time on Project: 10% FTE, ongoing
Location/Accessibility: Toronto, ON. Available 24/7 via email or phone.

Backend Developer (Head of Technical Customer Service) — Eddie Roosenmaallen

Role in Santa Monica: Develops back-end tech and updates bike firmware; manages all troubleshooting relating to technology.
Professional Designations: Associate’s Degree in Computer Engineering technology; 10+ years of web app development at DAS Software, VivoNet, and PageMail; strong database skills including MySQL, Oracle and MS SQL, OOP and functional programming skills in C/C++, JavaScript, CommonJS, GPSEE, Web Services and M2M.
Time on Project: Kingston, ON. Available 24/7 via email or phone.
Location + Accessibility: Continuous, across global Drop Mobility fleet

Communications Director — Emmett Meacher

Role in Santa Monica: Plans and coordinates execution of all marketing and communications activities.
Professional Designations:
Time on Project: Up to 10% FTE
Location/Accessibility: Toronto, ON. Available 24/7 via email or phone.

Customer Service — To Be Hired

Role in Santa Monica: Plans and coordinates execution of all marketing and communications activities.
Professional Designations:
Time on Project: Up to 10% FTE
Location/Accessibility: Toronto, ON. Available 24/7 via email or phone.

Operations Manager — To be Hired

Role in Santa Monica: Plans and coordinates execution of all marketing and communications activities.
Professional Designations:
Time on Project: Up to 10% FTE
Location/Accessibility: Toronto, ON. Available 24/7 via email or phone.

Figure xi) Stakeholder information

Qiming Weng - President, CEO, and Director of Corporation. Owner of more than 10% equity.

Dipesh Dar - Co-Founder. Owner of more than 10% equity.

Afraj Gill - Co-Founder. Owner of more than 10% equity.

Figure xii) Operations Manager

POSITION: OPERATIONS MANAGER

Dropbike is a venture-backed smart bike-sharing platform that is free from physical stations an is run through your smartphone.

Operations Managers are the leaders of the bike rebalancing team and repair professionals within their operational area. Their goal is to ensure that our users have the most accessible network of bikes, best user experience, and that both Bike Warrior Coordinators and Bike Warriors are most effectively managing the bikes. Additionally, they are responsible for manag the local repair workshop, warehousing and for planning and executing local campaigns and partnerships. Operations Managers are knowledge experts in the field. They report to the General Manager- Operations.

Operations Managers need to ensure that bikes are sufficiently distributed, functional and are well maintained.

Key Responsibilities:

- Lead the Bike Warrior Coordinators in planning shifts to ensure there are sufficient Bik Warriors in the field for different times and locations. Bike Warriors are your "eyes on th ground" who verify bike locations, identify damaged bikes, group bikes together for pickup and redistribute bikes back to the operational area.
- Work closely with the city/campus team on day to day operations including bike usage haven locations, user issues, data reporting or any other operational feedback.
- Identify locations and plan schedule for bike rebalancing to ensure users have the mos convenient access to our bikes.
- Recruit, onboard and train new bike warriors. Coordinate team compensation.
- Drive/monitor a transport vehicle for bike rebalancing by moving bikes to areas of high demand and to recover stray bikes back to your operational area.
- Manage bike repairs/service process to maximize the number of available bikes. Perform minor bike repairs in the field, transport damaged bikes to repairs locations and ensure the number of operational bikes does not fall below set thresholds.
- Plan and manage any warehousing operations and spare parts/tools as required.
- Coordinate with the customer success team to provide Dropbike users effective and proactive resolution. Build processes to gauge user feedback regularly.
- Perform Bike Warrior duties if required.
- Organize and manage promotional events in your area as required.
- Create strategies and optimize processes based on the need of the market and the users to achieve user KPI's.
- Promote a healthy and safe biking culture.

Requirements:

- Minimum 2 years work experience in an operations role is preferred
- Smartphone with a minimum data plan
- Valid driver's licence and comfortable driving a transport van or truck
- Bachelor's degree/equivalent, or relevant experience
- Expert bike rider with enough experience riding a bike in the region
- Front-line customer service experience
- Experience in leading an on-the-ground team
- Must be able to lift at least 25 pounds of weight

To excel in this role, you'll need to be self-motivated, driven, keen on being part of an ambitious team of leaders and volunteers, and prepared to get a little sweaty during hot days.

There's always opportunity for growth with Dropbike, as we're always looking for individuals who go above and beyond in their roles.

Duration of position:
Rate: (annual salary)
Expected Hours: 40+ per week

Why Dropbike?
Because *everyone wins*. Biking is good for everyone - If just 1% of drivers switch to cycling, traffic can be reduced by up to 18%. Residents win because of affordable, accessible, and healthy transit options. Cities win because of reduced congestion, insights on transportation data, local jobs, and more. Our environment wins because of lower emissions.

Figure xiii) Drop Warriors

dropbike

POSITION: BIKE WARRIOR

Dropbike is a venture-backed smart bike-sharing company that is free from physical stations and is run through a mobile app.

Why Dropbike?

Because *everyone wins*. Biking is good for everyone - If just 1% of drivers switch to cycling, traffic can be reduced by up to 18%. Residents win because of affordable, accessible, and healthy transit options. Cities win because of reduced congestion, insights on transportation data, local jobs, and more. Our environment wins because of lower emissions.

Bike Warriors are brand ambassadors, knowledge experts, our rebalancing team and the true lifeblood of our ecosystem.

The primary responsibility of a Bike Warrior is to ensure that all of our bikes are appropriately parked while not in use.

Responsibilities Include:

- Confirming dropbike locations on your city or campus;
- Ensuring that all dropbikes are located at designated havens or are returned to the approved zone on a daily basis;
- Reporting dropbikes in need of repair to your area coordinator and bringing them to the appropriate bike repair drop off location;
- Being a Dropbike software and hardware expert to troubleshoot immediate issues and questions from the users about our service;
- Promoting a healthy and safe biking community.

Shifts as a Bike Warrior are flexible and engaging, and provide an opportunity to get some physical exercise while promoting a sustainable and accessible method of transportation. On any given shift, Bike Warriors can be found riding around their city or campus to ensure the safety of our hardware!

Requirements:

- Must be 18 years of age or older.
- Must have a smartphone with a minimum data plan.
- Must be an expert bike rider with a lot of experience riding a bike in your area.
- Must have experience working in front-line customer service.
- Must be able to lift at least 25 pounds of weight.

dropbike

To excel in this role, you'll need to be self-motivated, driven, keen on being part of an ambitious team of leaders and volunteers, and prepared to get a little sweaty during hot days.

There's always opportunity for growth with Dropbike, as we're always looking for individuals who go above and beyond in their roles.

Duration of position: 3 month contract (Possibility to extend)
Rate: $13.00/hour.
Minimum commitment of 12 hours per week.

Figure xiv) Device repairs and maintenance document

The major goals of bike repairs and maintenance are :

- to maintain a safe fleet.
- to maintain a reliably functional fleet to support customer satisfaction.
- to provide cost-effective maintenance that aligns with our partners priorities.
- to extend the useful life of the fleet at a reasonable cost.

Categorizing Major/Minor Repairs

- Minor repairs: repairs worth fixing immediately on site, low cost, low effort
- Major repairs: done at discretion of operations manager at the local workshop

Issue	**Category**
Lock cut	Major
Crank arm replacement	Major
Pedal replacement	Major
Bearing system adjustment	Major
Brake adjustment	Minor
Chain and freewheel replacement	Major
Saddle replacement	Minor
Wheel Truing (no detention)	Major
Rear tire lock jammed	Major
Bearing system repack (each)	Major
Brake cable replacement	Major
Bottom bracket replacement	Major
Wheel replacement (front)	Major
Wheel replacement (rear)	Major
Fender replacement	Major

Wheel Truing (incl. detensioning)	Major
Headset replacement	Major
Brake pad replacement	Major
Handlebar replacement	Major
Fender adjustment	Minor
Jammed lock	Minor
Loose handlebars	Minor
Brake tightening/loosening	Minor

Minor repairs can be fixed by a warrior, major repairs **must** be fixed by a repair professional or the workshop manager.

Regular safety inspection and regular tune-up

The Drop Mobility repairs team will conduct regular safety inspections:

- Check frame, fork, and rack for damage
- Check wheels
- Check hubs for play or tightness
- Check headset for play or tightness
- Check bottom bracket for play or tightness
- Check crank arms for cracks or looseness
- Check brake effectiveness, cable tension, pad wear
- Brake barrel adjustment
- Check chain condition, measure for stretch
- Oil chain

Tune-ups are to be done at the Workshop by the repair professionals before deploying any new bikes or re-deploying recovered bikes

Tune up checklist:

- Clean frame
- Grease bottom bracket cups and locking
- Grease pedal threads

- Grease seatpost
- Grease stem
- Grease rack and fender bolts
- Oil brake cable
- Oil chain

Maintaining Devices through on ground operations team

The operations team of warriors can maintain devices in an ecosystem by:

- Regularly checking for fitness
- Fixing a broken device on the ground if possible (minor repairs)
- Finding previously missing devices and checking them for quality before re-deploying

Steps to fixing a broken devices on the ground (minor repairs):

1. Check that the fix is manageable
2. Notify local repair professional of the repair and devices number
3. In the Admin Panel/App, mark devices as fixed with a brief description of repair
4. In the Admin Panel/App, re-deploy the devices at an approved haven
5. BW ensures that the workshop is notified and the devices is updated in the system

There will always be toolboxes available in every region for devices warrior usage outfitted with necessary tools for minor repairs and maintenance. Tools must be kept in a safe area, only accessible by Drop Mobility devices warriors and other members of the operations.

Figure vx) Sample report

order_sn	duration	distance	start_date	end_date	start_lat	start_lng	end_lat	end_lng	bicycle_sn
610566020234162022	0:04:45	0.39	2017-12-07 19:50:34	2017-12-07 19:55:19	44.22746	-76.49621	44.224966	-76.496127	741391
300566012737043069	0:13:19	2.17	2017-12-07 17:45:37	2017-12-07 17:58:56	44.23785	-76.50319	44.224448	-76.513356	601045
810565763850498640	0:14:48	1.37	2017-12-04 20:37:30	2017-12-04 20:52:18	44.22754	-76.49637	44.227562	-76.496383	741391
640565745606211809	0:16:16	1.8	2017-12-04 15:33:26	2017-12-04 15:49:42	44.23454	-76.51545	44.2279366	-76.496756	601045
620565327120128485	0:08:13	2.66	2017-11-29 19:18:40	2017-11-29 19:26:53	44.23790	-76.503311	44.237853	-76.503229	741391
980565245579069069	0:13:23	1.94	2017-11-28 20:39:39	2017-11-28 20:53:02	44.22516	-76.5098	44.237866	-76.503218	741391
570565190198230728	0:11:48	1.51	2017-11-28 5:16:38	2017-11-28 5:28:26	44.22485	-76.49759	44.225533	-76.484615	741716
960565189888542814	0:06:11	2.39	2017-11-28 5:11:28	2017-11-28 5:17:39	44.22578	-76.49135	44.225671	-76.4911498	741718
960565148493270940	0:09:56	1.41	2017-11-27 17:41:33	2017-11-27 17:51:29	44.22945	-76.49415	44.230567	-76.481142	741714
840565092406737006	1:42:17	1.69	2017-11-27 2:06:46	2017-11-27 3:49:03	44.22341	-76.49980	44.223512	-76.499855	741264
990565080416086715	0:04:48	1.01	2017-11-26 22:46:56	2017-11-26 22:51:44	44.23786	-76.50322	44.231958	-76.497416	601911
610565076479096069	0:51:40	1.83	2017-11-26 21:41:19	2017-11-26 22:32:59	44.22309	-76.50491	44.238453	-76.503711	601911

Above: a sample report of trip start/end in one of our partner regions.

Procurement
1717 Fourth Street, Suite 250
Santa Monica, CA 90401
Telephone: 310-458-8241
Fax: 310-393-6142

Date 7/11/18 RFP #181

ADDENDUM NO. 1

This addendum includes updated information pertaining to the Bidder's Conference on Friday, July 13, 2018 at 9am. Details and access information is provided below:

Friday June 13th
9 am PST
Call in number – 866-272-6951
URL -- www.uberconference.com/santamonicacity
Access Pin -- 27751

If there are any questions regarding this addendum, please submit to Peter Dzewaltowski at Peter.Dzewaltowski@smgov.net.

Acknowledged By:

Dropbike Inc.
COMPANY

Afraj Gill
NAME OF REPRESENTATIVE

Vice President, Government Relations
TITLE OF REPRESENTATIVE

Procurement
1717 Fourth Street, Suite 250
Santa Monica, CA 90401
Telephone: 310-458-8241
Fax: 310-393-6142

Date 7/18/18 RFP #181

ADDENDUM NO. 2

This addendum includes updated information pertaining to the posted audio recording of the Bidder's Conference that took place on Friday, July 13, 2018 at 9am. Details and access information is provided below:

The audio recording of the Bidders Conference that took place on Friday, July 13, 2018 at 9 am can be accessed at www.smgov.net/sharedmobility.

If there are any questions regarding this addendum, please submit to Peter Dzewaltowski at Peter.Dzewaltowski@smgov.net.

Acknowledged By:

Dropbike
COMPANY

Afraj Gill
NAME OF REPRESENTATIVE

Vice President, Government Relations
TITLE OF REPRESENTATIVE

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.

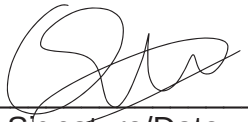
(5) Consultant certifies and agrees that it will deal with its sub-consultants, bidders, or vendors without regard to race, color, religion, national origin, ancestry, sex, age, sexual orientation, marital status, AIDS or disability, in accordance with the requirements of City, State and Federal law.

(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

Qiming Weng

Name of Proposer

EXHIBIT B

NON-COLLUSION DECLARATION TO ACCOMPANY PROPOSALS OR BIDS

STATE OF CALIFORNIA }
COUNTY OF LOS ANGELES }

Qiming Weng, being first duly sworn, deposes, and says: that He/She is:

President

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

of Dropbike 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

Qiming Weng

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:

N.A.

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

Qiming Weng

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

Qiming Weng, Dipesh Dar, Afraj Gill

Prepared by: Qiming Weng Title: CEO

Signature: _____ Date: July 24, 2018

Email: qiming@dropmobility.com Phone: 613-583-1678

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