



**Scoot Networks**

**City Of Santa Monica — Shared Mobility Pilot Program**



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## Signed Cover Letter (1 of 2)



Rick Cole, City Manager  
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Michael Keating  
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To the City of Santa Monica,

For several years now, Scoot has aspired to bring our all-electric shared mobility service to Santa Monica and Los Angeles. Santa Monica's leadership in providing a regulatory environment in which Scoot can operate with clear permission as well as input on the evolution of those regulations is exactly what we have been waiting for. We have operated successfully under the same circumstances in our home market of San Francisco. We look forward to playing a similarly valuable role in Santa Monica as a mobility provider, employer, and participant in civic life.

Scoot was the first company anywhere in the world to offer free-floating light electric vehicles for shared use in the city - initially with electric mopeds, then electric city cars, electric bicycles, and electric kick scooters. Being first to offer this type of service also meant being first to sit down with city officials to discuss how this new type of service should work, and first to collaborate on a permit that allows the service to thrive, the customers to benefit, and for the city to get paid for the use of public space and to have confidence that safety and orderly use of the streets will be respected. We would like to bring that same transparency and constructive, long-term approach to Santa Monica.

## Signed Cover Letter (2 of 2)

Of the many ways in which our company differs from others, this might be the most important: We are not Internet people trying to acquire the most customers the fastest and then work out the details later. I was trained as an urban planner and created Scoot as a new form of urban transportation infrastructure to complement a city's existing subways and buses and bike lanes and sidewalks. Infrastructure, like a city, needs to work for a very long time - much longer than any startup or website or piece of software. We will only bring our service to a city where we believe we can operate successfully and constructively for decades, and that means working in concert with governments.

It also means putting pedestrian safety first, providing full-time employment to the vast majority of our workforce, and prioritizing financial sustainability over rapid growth.

We look forward to working with Santa Monica to continue to model how electric mobility services and forward-looking cities can work together to improve the livability of cities everywhere.

Sincerely,

A handwritten signature in black ink, appearing to read 'M. Keating', with a stylized flourish at the end.

Michael Keating  
Founder & CEO  
Scoot



# **APPLICATION MATERIALS**

## **City Of Santa Monica Shared Mobility Pilot Program**



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## 1. INTENT

| Please describe the overall vision for the service

### WE HAVE A SHARED VISION

At SCOOT NETWORKS (“SCOOT”), we support the City of Santa Monica in its decision to adopt a permit process for shared vehicle companies wishing to operate within its boundaries, in the furtherance of its stated goals to: (1) Diversify mobility options for residents, employees and visitors to Santa Monica; (2) Protect public health and safety and reduce sidewalk, pathway and Americans with Disabilities Act (ADA) blockages; (3) Reduce emissions from short trips and connection to transit; (4) Maximize user awareness of safe and legal behaviors for operating shared mobility services; (5) Create an enforceable framework for managing shared mobility services; (6) Ensure use of Public Right of Way (“PROW”) benefits public mobility; and (7) Ensure private Operators respond to pervasive issues and service complaints.

At SCOOT we’ve built our business around these very same objectives because we know from experience they are essential to the long-term sustainability of shared mobility services. And sustainability, for us, is not a buzz-word. It is the hallmark of our brand and business model.

SCOOT NETWORKS has spent years honing every aspect of our service with the goal of helping cities build the next generation of urban mobility infrastructure. We have created a service that offers the maximum benefit for the entire community while prompting as few objections as possible given that we operate in the shared public space of the city. That approach allows us to build for the long-term, and that long-term mindset is why we think of ourselves as a mobility infrastructure company rather than a tech startup.

We believe the City of Santa Monica shares our goal of offering multimodal electric mobility that is designed to withstand the tests of time.

Respectfully submitted, we hope our application will draw you to conclude that SCOOT NETWORKS is the most experienced and most proven good-faith partner for the City of Santa Monica to launch its shared electric mobility pilot programs with.

With gratitude we invite you to explore how our Company’s vision aligns with yours in our responses presented below.

### GOAL 1: DIVERSIFY MOBILITY OPTIONS FOR SANTA MONICA

#### WE ARE THE MOST EXPERIENCED ALL-ELECTRIC MULTIMODAL SHARED VEHICLE OPERATOR

When SCOOT NETWORKS launched its San Francisco headquarters in 2012, we were the first shared mobility service in the world made up 100% of light electric vehicles (“LEVs”)--beginning with electric mopeds and eventually adding electric four-wheelers, electric bicycles and now electric kick-scooters (“SCOOT KICKS”). This year, SCOOT NETWORKS launched its first European location, with all-electric shared bicycles and moto-scooters in Barcelona, Spain. SCOOT’s many years of operating experience are invaluable and cause our company to be widely regarded as

industry leaders in the safe and sustainable operation of LEVs.

As such, SCOOT has developed the industry-best hardware, software, data-sharing, and fleet maintenance systems necessary to run and maintain a vehicle sharing service at the highest levels. SCOOT's proprietary service management software was developed by our team specifically for shared, multimodal, electric vehicle networks, and that technology is essential to running our 24/7 service in an exemplary, affordable, efficient and equitable manner. SCOOT NETWORKS has also developed the safest and most efficient model for operating a shared vehicle service through its use of battery-swappable vehicles, full-time, skilled Field Service Technicians, rider education, organic vehicle distribution, a network of off-the-street charging and parking garages, lock-to-infrastructure vehicles, and the mandatory use of helmets, to name a few.

Moreover, SCOOT NETWORKS has the added benefit of easily being able to incorporate virtually any electric vehicle type into our service in Santa Monica should the City determine that providing its citizens additional shared electric mobility options serves the public interest. We know, for example, that a substantial percentage of our existing customers rely on our shared vehicles to provide them with affordable mobility in order to commute to their daily jobs or to work as couriers for supplemental income. The more shared vehicle options permitted to operate in Santa Monica, the easier it is to support the diverse needs of the City's residents.

As a pilot partner, SCOOT NETWORKS is uniquely positioned to launch shared electric kick-scooters and electric bicycles<sup>1</sup> this Fall, and then later add other types of electric vehicles such as mopeds, quads, or any shared electric vehicle type the City chooses to include in its regulatory framework. The value added to the municipality and its citizens is clear--from an operational standpoint, the more Field Service Technicians we hire to support new vehicle types (or an increased number of vehicles), means more eyes on the street to enforce the rules of the road, to educate riders in the field in real-time regarding safe vehicle operation and traffic laws (that is, informing all SCOOT riders of all vehicle types), and to correct improperly parked vehicles in an even more expeditious manner (that is, correcting any SCOOT vehicle of any type). This level of attention to our riders' education, pedestrian safety, and vehicle orderliness will elevate the community well-being for all citizens, with less cause for complaints and safety issues.

SCOOT users, of course, will also benefit greatly from the interoperability and integration of shared vehicle types under a single operator because they may access all electric vehicle types under a single, affordable subscription.

## **GOAL 2: PROTECT HEALTH AND SAFETY & REDUCE PATHWAY AND ADA BLOCKAGES**

At SCOOT NETWORKS, our approach in carrying out these important goals is to ensure our riders comply with applicable laws, particularly relating to safe riding and parking.

### **WE IMPLEMENT EDUCATIONAL TOOLS THAT PROTECT PUBLIC HEALTH AND SAFETY**

SCOOT NETWORKS has a vested interest in making sure its community of users is made up of safe, responsible riders who know the rules and follow them. And we know a-thing-or-two about

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<sup>1</sup> Which we've submitted in a separate permit application for your consideration in tandem.

how to achieve that after six years managing a network of shared electric vehicles. In Santa Monica, SCOOT riders will be given the following high level of tools, education, and support that's unmatched in our industry: (i) Free in-person classes, (ii) Mandatory mobile app instructional videos, (iii) Mobile app pre-ride reminders, (iv) Online instructional videos, (v) Real-time reminders, (vi) Online safety guides, (vii) Online FAQ pages, and (viii) Online blog posts.

Please see Section 5(f) for a detailed description of SCOOT's educational tools and support.

## **OUR SERVICE IS DESIGNED TO REDUCE PATHWAY AND ADA BLOCKAGES**

The following components of SCOOT's service are integral to reducing pathway and ADA blockages: (i) our full-time team of Field Service Technicians who monitor our riders and vehicles in the field, (ii) geofenced parking and no-parking areas clearly marked in the app, (iii) vehicles with infrastructure locks (currently implemented on our electric bicycle and coming on our electric kick-scooter), and (iv) dedicated, off-street, parking and charging locations (currently in San Francisco and implementable as needed in other cities).

### **FIELD SERVICE TECHNICIANS**

Our Field Service Technician team performs vehicle safety inspections, light maintenance, and recharges vehicles by swapping batteries. And while they're en route to service vehicles in need, they stop all along the way to manage any improperly parked vehicles they see, and to educate riders whom they've observed breaking the rules or driving unsafely.

### **GEOFENCING**

Our rider app and fleet management system include the ability to display, monitor, and enforce detailed geofencing and in-app parking location guidance. This is because our first vehicle, the electric moped, parked at the curb and was subject to time limits, street cleaning rules, meters, and other complexities of parking at city curbs. We are adapting those capabilities to managing and helping guide our riders in the proper parking of sidewalk-parked vehicles like bicycles and kick-scooters. We are well-prepared.

### **VEHICLES THAT LOCK TO INFRASTRUCTURE**

We believe that requiring riders to lock their kick-scooters to infrastructure is the most sensible approach to operating a shared kick-scooter service in Santa Monica because tethering will help: (i) limit unlawful parking outside the furniture zone, (ii) reduce sidewalk, pathway and Americans with Disabilities Act blockages, (iii) reduce trip and fall accidents by attaching the vehicle to another object, (iv) limit vehicles being moved by non-users or passerbys so that we can know with better certainty if our riders are responsible for parking unlawfully (and hold them accountable and follow-up), (v) reduce theft of our vehicles, and (vi) allow us to make SCOOT KICKS available 24/7<sup>2</sup>. Currently our electric bicycles feature infrastructure locks and we will implement infrastructure locks on our electric kick-scooters next.

### **OFF-STREET PARKING**

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<sup>2</sup> Our SCOOT KICKS at launch may not feature the components necessary to lock to infrastructure, it is a feature we're already discussing with our production partner to incorporate on an expedited basis.

Another unique component of the SCOOT NETWORKS' infrastructure is our ability to provide off-the-street parking and charging options for our riders. This is especially useful in congested downtown areas where street parking is limited. It also provides convenient charging locations, and consequently fully charged vehicles, in busy parts of the city, and the opportunity for price-sensitive riders to take a free or reduced cost ride by dropping off a low-battery vehicle at a charging location. We have more than 40 such locations in San Francisco and will implement similar locations as-needed in Santa Monica.

### **GOAL 3: REDUCE EMISSIONS FOR SHORT TRIPS AND TRANSIT CONNECTION**

We look forward to helping the City of Santa Monica reduce emissions from short trips and transit connections. Implementing a regulatory framework for shared mobility operators to launch multi-modal electric vehicle fleets is one of the best ways for the City to carry out that important goal.

In San Francisco alone, SCOOT NETWORKS has delivered over five million miles of emissionless transportation for tens of thousands of customers.

Today in San Francisco there are twice as many people with SCOOT NETWORKS accounts as there are people who own private motorbikes, proving that shared, electric mobility can grow to be bigger than its private equivalents, thereby reducing emissions.

### **GOAL 4: MAXIMIZE USER AWARENESS OF SAFE & LEGAL OPERATION OF SHARED LEVS**

#### **WE EDUCATE OUR RIDERS**

Safety is our #1 priority at SCOOT NETWORKS. As such, rider education is a principal component of SCOOT's operational model. We offer in-person classes, free of charge, to all our riders, with no limits on the number of times you can attend. These classes are taught by experienced SCOOT riders who are trained to teach riding, rules of the road, and safety lessons to new users. SCOOT has also developed a series of training videos that cover the same riding, rules of the road, and safety lessons directly in our mobile app (and website), which is a mandatory step during the user's onboarding process.

We want to educate Santa Monica LEV users to be the City's most expert riders on two wheels.

#### **WE SUPPORT A CULTURE OF SAFE, RESPONSIBLE AND COURTEOUS RIDERS**

Ask any of our riders and you will learn that being courteous riders, who are respectful of pedestrians and other types of vehicles, is a massive part of SCOOT culture. It is who we are. It is what we promote at every given opportunity.<sup>3</sup>

Interestingly, at SCOOT we receive very few complaints about our riders, which we attribute to our extensive efforts to educate our riders, and, as well, to inspire our users to want to be courteous and responsible riders ever since our wheels first hit the ground.

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<sup>3</sup> And we're told it's very, very contagious.



# Be seen, Be Safe, Be Nice

Example: SCOOT's Motto: "Be Seen, Be Safe, Be Nice"

When we do receive complaints about unsafe riding, we are able to use the time and location of the alleged event to follow up with the rider directly. If a rider is a repeat or egregious offender, SCOOT privileges may be suspended.

## **GOAL 5: CREATE AN ENFORCEABLE FRAMEWORK FOR MANAGING SHARED MOBILITY SERVICES**

At SCOOT NETWORKS, we are always looking for ways to ensure that our riders comply with applicable laws and SCOOT policies. The following components of SCOOT's service model represent some of the important ways that SCOOT NETWORKS provides an enforceable framework for managing shared mobility services: (i) Our riders will take a photograph of their parked vehicles before they can officially end the ride through the mobile app; (ii) Our robust team of Field Service Technicians monitor, not only our vehicles, but also our riders in the field, in-person and in real-time; (iii) Our riders are given extensive educational tools, including mandatory in-app video training during the registration process, as well as optional in-person training courses, online videos, and other online articles and blog posts; (iv) Our mobile app is equipped with advanced geofencing capabilities, which clearly marks parking and no-parking areas for riders to follow; (v) Our Field Service Technicians have situational and location awareness of all vehicles in the fleet through GPS technology--giving them visibility into whether vehicles have been parked unlawfully; (vi) Our registration process includes age verification software to check our users' identification and age; (vii) Our vehicles will have unique identification numbers prominently displayed on both sides of the vehicle so citizens can photograph and report unsafe drivers or improperly parked vehicles more easily; and (viii) Our riders are held accountable for following the rules, and are rewarded for being good SCOOT citizens.

In Santa Monica, we hope to partner with City leaders and community groups to explore new ways of creating an enforceable framework that's meaningful to Santa Monica and its citizens.

## **GOAL 6: ENSURE USE OF PUBLIC RIGHT OF WAY BENEFITS PUBLIC MOBILITY**

At SCOOT, we understand that public mobility issues can raise concerns for citizens, including equitable access, affordability, safety, and use of public parking, to name a few. These things matter to us too, which is why SCOOT NETWORKS was created. Founded by Michael Keating--who holds a Masters in Urban Planning and an MBA, both from Harvard--SCOOT NETWORKS creates solutions to these problems by offering a diverse fleet of shared, stationless, emissions-free vehicles, which come at no cost to the City, requires no construction or physical infrastructure, and is fundamentally affordable, promoting equitable access.

As we have in San Francisco, during the pilot, we will demonstrate to municipal leaders and community groups that SCOOT's service improves public mobility in the public right of way by reduc-

ing car use and car ownership, reducing air and noise pollution, making efficient use of vehicles and scarce street space, and (unlike private vehicles) being useful to as many residents as possible.

We know that every person's mobility needs are as unique as they are personal, and so just as the City of Santa Monica has allocated more bicycle lanes throughout the City over time, we support conducting pilot programs for the purpose of maximizing the use of shared public space and improving clean-energy urban mobility solutions.

## **GOAL 7: ENSURE PRIVATE OPERATORS RESPONSE TO ISSUES AND COMPLAINTS**

### **RESOLUTION OF DAILY COMPLAINTS & ONGOING ISSUES**

At SCOOT NETWORKS, we take pride in our friendly and professional team of customer service representatives. Our customer service reps will be available 7AM-10PM seven days a week in Santa Monica, and will make best efforts to resolve any customer complaints in an expeditious manner. Our data shows that median first response time to emails is within 11 minutes, and we currently answer the phone within 20 seconds.

### **RESPONSE TO IMPROPERLY PARKED VEHICLES**

Any complaint coming from municipal officials will be categorized as urgent, and will be addressed immediately and definitely within two hours after notice from the City under the permit Administrative Guidelines, but actually we will deploy immediately. In such cases, where an electric SCOOT KICK is inoperable or unsafe to operate, it will immediately be removed from service use (i.e., SCOOT users can no longer see or rent it through the app) and shall be removed from the right-of-way, returning to service only after careful inspection and repairs are successfully performed.

### **REMOVAL OF VEHICLES THAT ARE UNSAFE TO OPERATE OR OUT-OF-SERVICE**

Should a SCOOT NETWORKS rider report a problem with an electric SCOOT KICK, it will automatically go out-of-service. No one else will be permitted to rent the vehicle until attended to by a SCOOT employee. Within two hours of receiving notice (between the hours of 7AM-10PM daily as required under the Administrative Guidelines)<sup>4</sup>, our Field Service Technicians are dispatched to inspect the vehicle and either service it onsite or, if needed repairs are more extensive, flag the vehicle for return to the shop. In addition to any needed repair or adjustment, SCOOT's Field Service Technicians will perform a routine preventative maintenance check before an electric SCOOT KICK is put back into service.

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<sup>4</sup> In San Francisco, which is a much bigger city than Santa Monica, we typically can respond to these within 30 minutes, but usually sooner than that.

## 2. OPERATOR INFORMATION

**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.**

### EXECUTIVE TEAM



**Michael Keating, CEO and Founder:** Prior to founding SCOOT, Michael built a successful transportation software business at OpenPlans, promoting open source software and open data among public transit authorities. Michael has also been a management consultant with GreenOrder and the Boston Consulting Group. Michael earned his BA at Wesleyan, Masters in Urban Planning at the Harvard Graduate School of Design, and MBA at Harvard Business School.

Michael's vision to bring affordable, emissionless, shared vehicles to cities in a safe and responsible manner is the mainstay of our company's mission. Michael has always maintained that user education, hiring skilled employees (instead of relying on contractors), and partnering with municipalities and community organizations is essential to creating a sustainable business in every city where we operate.



**Justin Dawe, President:** Justin manages SCOOT's expansion efforts and strategic partnerships. Justin earned his BS Engineering and MS Engineering Economic Systems at Stanford University, and his MBA at Harvard Business School. He was founding CEO of C12 Energy, an groundbreaking carbon sequestration business.



**Sunaina Seelam, Vice President of Finance:** Ms. Seelam joined SCOOT from Tesla, where she managed the global forecast model for the world's leading electric automobile company, working at Tesla through the launch and scaling of the Model S. Prior to her 4 years at Tesla, she worked in corporate development at Cisco, and in technology mergers and acquisitions at the investment bank Morgan Stanley. She earned a BS and BA from the Wharton School at the University of Pennsylvania.



**Robin Bigio, VP of Design:** Mr. Bigio leads the design team at SCOOT looking after the whole user experience. Prior to SCOOT Robin consulted on design at IDEO, including work on the Faraday electric bicycle. Robin has also lead multidisciplinary teams at food startup Good Eggs, and electric-car company NIO, and at automotive giant Renault. He holds a BA from Central Saint Martins School of Art and Design in Industrial Design.



**Corey Gilgan, Vice President of Vehicle Programs:** Mr. Gilgan Corey manages SCOOT's vehicle partnerships, integration and supply chain. He earned his BS from the United States Military Academy at West Point, and his MBA from the Johnson School at Cornell University. Prior to SCOOT, Corey was a Captain in the United States Army, Global Supply Manager at Apple, and Director of Supply Chain and Operations at Leap Motion.



**Stephen Rodriguez, Vice President of Growth:** Mr. Rodriguez is a startup veteran with over 14 years of growth, marketing, and product leadership in social media and education technology startups, and co-founded one of the world's first location based social networks. While at Learnist Stephen lead growth from zero to 40M users in 18 months. Stephen is graduate of the University of California, Santa Barbara and is a champion vintage scooter racer.



**Kunal Bhasin, Chief Technology Officer:** Mr. Bhasin has over a decade of technology executive experience as CTO of WRAP Media, CTO of Icix, and Deputy CTO of Terracotta. Mr. Bhasin is experienced at architecting highly-scalable, cloud-based digital services. While at Terracotta, he led the ground-up rebuild of world-class core infrastructure for Sabre and Visa. Kunal holds degrees in Computer Science from University of Pune and Carnegie Mellon.

## MANAGEMENT AND LEAD TEAM MEMBERS

Headquartered in San Francisco, SCOOT NETWORKS operates in its home City, as well as in Barcelona, Spain. Upon permit approval in Santa Monica, SCOOT NETWORKS will staff its Santa Monica location seeking employees whose qualifications and experience meet or exceed those of our existing team members in San Francisco and Barcelona--whom we regard as industry leaders in each of their respective categories. We will be looking for people from diverse backgrounds who have the skills and passion to carry out our company's mission of bringing affordable, equitable, emissionless shared multimodal vehicles to cities, worldwide, in a safe and responsible manner.

We offer below, the bios of our San Francisco and Barcelona managers and lead team members as representative of the highly experienced people we will employ in Santa Monica.

### GENERAL MANAGERS



**Bob Walsh, General Manager, San Francisco:** Mr. Walsh is responsible for the day-to-day operations at SCOOT in San Francisco. This includes management of the Fleet, Customer Service and Marketing teams. Bob has over 15 years experience as a sales and operations manager of high growth distribution organizations. He helped scale the sales and field teams at Odwalla, POM, and Evolution Fresh Starbucks, where he was recognized as a top performer for three consecutive years. Mr. Walsh is a San Francisco native, and holds a Bachelor's degree in Information Management Systems from the University of San Francisco.



**Enrico Sargiacomo, General Manager, Barcelona:** Mr. Sargiacomo is responsible for SCOOT's Barcelona operations. Prior to SCOOT, he founded Bibulu, grew it to a market-leading position across Spain, Italy, France, and Germany, and sold the company to DogBuddy. Mr. Sargiacomo began his career at KPMG, and has worked throughout Europe, South America, and the Middle East. He is an experienced manager, with particular expertise in scaling high-growth tech companies, marketing, and data-driven management. Mr. Sargiacomo holds a BA Honors from the European Business School at Regent's University London.

### CUSTOMER SERVICE



**Reyna Taylor, Customer Support Manager, San Francisco:** Mrs. Taylor manages SCOOT's customer support operations. Reyna has 8 years of support management experience. Reyna began her career at Bank of America, where she started as a frontline agent and worked her way up to managing and training several hundred new customer relationship managers. She then went to startup CallSocket where she had a team of 18 sales agents and had the top-performing team in the company. Prior to working at SCOOT NETWORKS, Reyna built the apply-by-phone team at Lending-Club, where she managed a staff of 70 and went on to manage the retail investor customer operations sales and service team.



**Alejandro Frias Moya, Customer Support Manager, Barcelona:** Mr. Frias Moya is responsible for the customer support department at SCOOT Barcelona. Alejandro has nearly five years experience as a customer support manager at Lidl Supermercados and Twihero, where he was promoted to Executive Director. Alejandro holds two degrees from Universitat Oberta de Catalunya, one in Business Administration and the other in Marketing and Market Research.



**Michael Tank, Rider Representative:** Mr. Tank is a Rider Representative at SCOOT, focusing on tips, tickets, and tows. Michael has extensive experience as an ecological activist and customer service manager working at companies with a mission for sustainable cities. Mr. Tank earned his BA in Design, Media Arts & Geography, and Environmental Studies from the University of California, Los Angeles.

## EXPANSION



**Carly Keller, City Launch Director, United States and Europe:** Ms. Keller researches, leads, and executes all of SCOOT's on-the-ground operations necessary to launch a new city. Carly has been at SCOOT for almost four years in a variety of roles and understands the company's operations so well she is now in charge of setting up new networks. Prior to SCOOT, Ms. Keller was a Marketing Manager at Chegg. Carly earned her BA in Environmental Studies and Psychology from Colgate University.

## FLEET



**Jered DaCosta, Fleet Manager, San Francisco:** Mr. DaCosta is head of SCOOT's San Francisco field operations, which includes over 1000 shared electric vehicles, over 40 charging locations, and our team Field Service Technicians. Jered came to SCOOT from Amazon Logistics, where he managed the SF fulfillment center and a team of 200 that processed 170,000 packages per week. Prior to Amazon, Jered was a venture capitalist and investment banker. Jered began his career in the U.S. Army as an Airborne Ranger, managing operations and logistics for a 135 person unit, and was awarded the Purple Heart and Bronze Star. Jered is a graduate of the U.S. Military Academy at West Point and holds an MBA from the University of Notre Dame.



**Robert Garcia, Fleet Manager, Barcelona:** Mr. Garcia is responsible for the maintenance and field operations of SCOOT's vehicles in Barcelona. Robert has over seven years experience managing fleets as a Vehicle Service Manager for FCC Servicios Ciudadanos. Robert holds a Bachelor's degree in Mechanical Engineering from Universitat Politecnica de Catalunya, a Master's degree in Industrial Organization from Universitat Rovira i Virgili, and has completed post-graduate studies in electric vehicles at Universitat Politecnica de Catalunya.



**Andrea Frias, Fleet Manager, San Francisco:** Ms. Frias is a Fleet Manager at SCOOT's San Francisco headquarters. Andrea helps manage the actions and logistics of SCOOT's Field Technicians. Before joining SCOOT three years ago as a battery swapper, Ms. Frias ran her own bike messenger service.



**Gianluca Mazzarini, Fleet Manager, San Francisco:** Mr. Mazzarini is a Fleet Manager at SCOOT's San Francisco headquarters. Gianluca helps manage the actions and logistics of SCOOT's Field Technicians. Prior to joining SCOOT two years ago as a battery swapper, Gianluca worked as a Job Coach at the non-profit Caminar where he provided hands-on training for people reentering the workforce after an injury or mental health condition. Mr. Mazzarini earned a BA from the University of San Francisco.



**Matt Roth, Fleet Manager, San Francisco:** Mr. Roth is a Fleet Manager at SCOOT's San Francisco headquarters. Matt helps manage the actions and logistics of all of SCOOT's Field Technicians. Before joining SCOOT two years ago as a mechanic, Mr. Roth worked at a major motorcycle dealer and service center where he worked as the Service Department Manager for two years.

## MARKETING



**Jessie Greger, Marketing Lead, San Francisco:** Ms. Greger manages marketing and media efforts in San Francisco. Ms. Greger has an extensive customer development background from her experience working at Hired.com, Homejoy and Smule. Jessie helped grow new users, and engage existing users, by using new and creative marketing channels aimed at speaking to the right customers at the right time with the right message. Jessie holds a Bachelor's degree from Penn State in Marketing and Psychology.

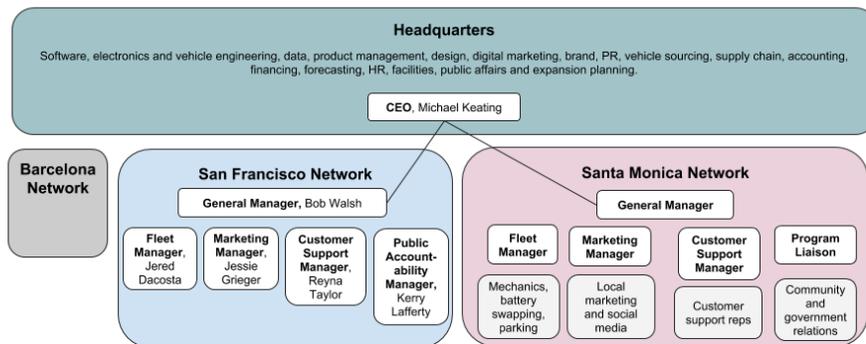


**Anna Juan Sala, Marketing Manager, Barcelona:** Ms. Sala heads up SCOOT’s marketing efforts in Barcelona and is responsible for rider growth during the first implementation of our multi-vehicle service. Anna previously led marketing efforts for AvanCar (ZipCar) in Spain. As a local resident of Barcelona, Anna has added invaluable local expertise and cultural relevance to SCOOT’s marketing efforts.



**Santiago Delgadillo, Marketing and Events Manager in San Francisco:** Mr. Delgadillo manages event logistics, content creation, and in-person orientations. Santiago comes from Yevvo (now Houseparty) where, through marketing efforts, he helped the social media company grow from 0 to 300,000 monthly active users. Santiago earned his BA in Advertising from the University of San Francisco.

## ORGANIZATION CHART



Initially, our Santa Monica team will report to our San Francisco management team for training and knowledge transfer. Once we are up and running in Santa Monica, the local managers (Fleet, Marketing, Customer Support and the Program Liaison) will report to the Santa Monica GM who will report to the CEO just like the San Francisco management team.

*Example: The above organization chart reflects SCOOT NETWORKS’ managerial team members whose contributions are crucial to our day-to-day operations in the field, as well as in directing essential communications to our riders and the community. Our Santa Monica team will also include a designated Program Liaison. All other departments fall under the HQ umbrella.*

**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.**

## NUMBER, TYPE, LOCATION & DURATION

### **WE ARE THE MOST EXPERIENCED MULTIMODAL ALL-ELECTRIC SHARED VEHICLE OPERATOR IN THE WORLD**

When SCOOT NETWORKS launched in San Francisco in 2012, we were the first company in the world dedicated to operating 100% electric fleets of shared light electric vehicles (“LEVs”)—beginning with electric mopeds and eventually adding electric four wheelers, electric bicycles, and electric kick-scooters (“SCOOT KICKS”)<sup>5</sup>. This year, SCOOT NETWORKS launched its first European location, operating fleets of all-electric shared bicycles and moto-scooters in Barcelona, Spain.<sup>6</sup>

Since 2012, SCOOT has gained invaluable experience, and has earned our reputation among government officials and municipal leaders worldwide, as industry leaders in the safe and sustainable operation of all forms of LEVs—on four wheels (i.e., electric quads), as well as on two (i.e., electric mopeds, bicycles, and kick-scooters).

As such, SCOOT has developed the industry-best hardware, software, data-sharing, and fleet maintenance systems necessary to run and maintain a vehicle sharing service at the highest levels. SCOOT’s proprietary service management software was developed by our team specifically for shared, multimodal, electric vehicle networks, and that technology is essential to running our 24/7 service in an exemplary, affordable, efficient and equitable manner. SCOOT NETWORKS has also developed the safest and most efficient model for operating a shared vehicle service through its use of battery-swappable vehicles, full-time, skilled Field Service Technicians, rider education, organic vehicle distribution, a network of off-the-street charging and parking garages, lock-to-infrastructure vehicles, and the mandatory use of helmets, to name a few.

Moreover, SCOOT NETWORKS has the added benefit of easily being able to incorporate virtually any electric vehicle type into our service in Santa Monica should the City determine that providing its citizens additional shared electric mobility options serves the public interest. We know, for example, that a substantial percentage of our existing customers rely on our shared vehicles to provide them with affordable mobility in order to commute to their daily jobs or to work as couriers for supplemental income. The more shared vehicle options permitted to operate in Santa Monica, the easier it is to support the diverse needs of the City’s residents.

As a pilot partner, SCOOT NETWORKS is uniquely positioned to launch shared electric kick-scoot-

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<sup>5</sup> SCOOT NETWORKS, SAN FRANCISCO headquarters is located at 1255 Howard Street, San Francisco, CA 94103. Here, SCOOT operates 650+ electric mopeds, and is preparing to launch as many as 1,250 electric SCOOT KICKS in August 2018.

<sup>6</sup> SCOOT NETWORKS, BARCELONA is located at Carrer del Perú, 234, 08020 Barcelona, Spain. At present, SCOOT operates 1,000+ shared electric bicycles and 500+ electric moto-scooters in Barcelona.

ers and electric bicycles<sup>7</sup> this Fall, and then later add other types of electric vehicles such as mopeds, quads, or any shared electric vehicle type the City chooses to include in its regulatory framework. The value added to the municipality and its citizens is clear--from an operational standpoint, the more Field Service Technicians we hire to support new vehicle types (or an increased number of vehicles), means more eyes on the street to enforce the rules of the road, to educate riders in the field in real-time regarding safe vehicle operation and traffic laws (that is, informing all SCOOT riders of all vehicle types), and to correct improperly parked vehicles in an even more expeditious manner (that is, correcting any SCOOT vehicle of any type). This level of attention to our riders' education, pedestrian safety, and vehicle orderliness will elevate the community well-being for all citizens, with less cause for complaints and safety issues.

SCOOT users, of course, will also benefit greatly from the interoperability and integration of shared vehicle types under a single operator because they may access all electric vehicle types under a single, affordable subscription.

## **PERMITTING REQUIREMENTS & HISTORY OF COMPLIANCE**

### **PERMITTING REQUIREMENTS**

Please see the attached Addendum for current permitting requirements in San Francisco. Currently, there are no permitting requirements in Barcelona.

### **OUR RECORD OF COMPLIANCE IS EXEMPLARY**

Before shared electric vehicle permits existed, SCOOT launched its first fleet of shared electric vehicles in the San Francisco with the permission of the San Francisco Municipal Transportation Agency ("SFMTA"). Together SCOOT NETWORKS and the SFMTA created a first-of-its-kind pilot permit program for the regulation of shared electric vehicles in the City. Since then, SCOOT NETWORKS has complied with all permitting, State, and local laws and regulations in good faith.

Additionally, SCOOT has expeditiously complied with all payments of administrative charges and parking tickets during our ongoing operations of shared vehicles in San Francisco and Barcelona.

SCOOT NETWORKS continues to maintain an open dialogue and high level of transparency with city officials in every municipality where we operate in order to ensure the sustainability of shared emissionless mobility services--which are mutually beneficial to municipalities and improve the lives of all citizens when operated in a safe and responsible manner.

We greatly appreciate the interest that city leaders have shown in developing a sensible regulatory framework for shared multimodal vehicle services, which we believe is essential to the sustainability of these more efficient and environmentally-responsible modes of transportation, especially in densely populated areas. We appreciate the work Santa Monica has put into this process and we hope that we can be your partner in carrying out our shared vision in the very near future.

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<sup>7</sup> Which we've submitted in a separate permit application for your consideration in tandem.

## **WE HAVE A HISTORY OF BEING GOOD FAITH COMMUNITY PARTNERS**

In Barcelona, the regulatory framework for multimodal shared electric vehicles has not yet been developed. However, just as SCOOT launched its operations in San Francisco in 2012 with the permission of the SFMTA, we've been working with government officials in Barcelona to help develop regulations that ensure equitability, efficiency, orderliness, and sustainability of shared multimodal mobility offerings.

SCOOT NETWORKS has always operated in good faith with our municipal partners, and we take pride in the part we've played to help the SFMTA develop a first-of-its-kind shared electric vehicle permit in San Francisco.

Similarly, SCOOT NETWORKS greatly values our community partners who have helped us understand the diverse needs of San Francisco residents and businesses, which we've learned can vary greatly from neighborhood to neighborhood. Accordingly, we have invested innumerable hours working with neighborhood groups, business associations, and City officials to construct a set of parking regulations that's workable for all, in light of our many discussions and shared insights.

Since our very first permit pilot approval by the SFMTA, SCOOT NETWORKS has made continued efforts to meet the needs of our riders, as well as our community partners, not only to be considerate neighbors, but also to ensure the sustainability of shared multimodal vehicle programs in San Francisco. In Santa Monica, we expect our municipal and community partnerships to be just as fruitful for all.

## **WE PLAY FOR TEAM PLANET EARTH**

Making smarter choices as a community in order to help improve the environment, locally and globally, is a part of our cultural DNA at SCOOT NETWORKS. As such, we are very happy to meet or exceed our obligations under environmental regulations because we know that the less impact any business has on the environment, the more sustainable (and superior) our model will be.

Please find our environmental compliance record below:

- We routinely check our garage is compliant with laws and regulations pertaining to garage operations.
- Most components of our electric vehicles are recyclable including dead batteries.<sup>8</sup>
- SCOOT NETWORKS complies with the City and County of San Francisco's "Clean and Green" initiative, and received an award in December 2017 from the Department of Public Health for meeting the requirements of the program.
- We have inspectors visit our workplace bi-annually to check specifically for compliance with California OSHA requirements.

In Santa Monica, as soon as our wheels hit the ground we expect to be operating in compliance with all relevant environmental laws and regulations.

## **WE DON'T JUST OPERATE IN A COMMUNITY, WE ARE THE COMMUNITY**

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<sup>8</sup> Another upside of having a swappable battery is that they're more easily recyclable and, thus, the failure of the battery does not require the wholesale scrapping of the vehicle.

SCOOT NETWORKS is an equal opportunity employer and does not use unlawful or discriminatory practices with regards to hiring or fair wages.

When hiring, we look for candidates to fill our positions through multiple employment posting channels and publications, including local tech and vocational schools, as well as city colleges, in order to reach candidates from a range of different demographics and diverse backgrounds within the community.

We believe that our employees should be able to live and work in the same City if they desire to do so. In San Francisco, the cost of living makes it very difficult for people to achieve that end. We offer competitive wages in order to help our employees achieve that goal. Currently, 75% of our employees live in San Francisco. Our minimum hourly wage is \$22 per hour and the vast majority of SCOOT NETWORKS team members are full-time, fully-benefited employees.<sup>9</sup> All full-time employees receive medical, dental and vision benefits, as well as 20 days of paid time off, equity offerings, reimbursed cell phone use, and other perks. Santa Monica, like San Francisco, is a highly desirable place to live, and we will continue to offer competitive wages to help our employees live in Santa Monica, just as we do in SF and abroad.

### **C. Length of corporate operation, and related or ancillary business operations beyond shared mobility systems.**

In 2012, Founder & CEO, Michael Keating, launched SCOOT NETWORKS in San Francisco, California, and in 2018 we launched operations in Barcelona, Spain. The San Francisco-based team is employed by Scoot Networks, Inc., and the Barcelona-based team is employed by Scoot Networks Iberia, S.L.U.

SCOOT NETWORKS has no other ancillary business operations beyond these shared mobility systems.

### **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.**

## **BOARD OF DIRECTORS**

The Company's Board of Directors includes two members of SCOOT's management team and two representatives of major investors. No other person or entity holds more than 10% of SCOOT's equity. SCOOT NETWORKS does not have any parent or subsidiary businesses other than Scoot Networks Iberia, our operating company in Barcelona, Spain.

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<sup>9</sup> 93% of our employees are full-time and 7% are part-time.

**Zhooben Bhiwandiwala**  
President, Mahindra Partners  
Mahindra Towers, B wing  
5th Floor, Dr. G.M. Bhosale Marg  
Worli, Mumbai 400018  
Maharashtra, India

**Justin Dawe**  
President, Scoot Networks  
1255 Howard Street  
San Francisco, CA 94103

**Michael Keating**  
CEO, Scoot Networks  
1255 Howard Street  
San Francisco, CA 94103

**Bill Perry**  
Investment Director, Vision Ridge Partners  
1011 Walnut St, Suite 200  
Boulder, CO 80302

### 3. EQUIPMENT

**Provide specific details of the proposed equipment and supporting elements.**

**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.**

#### SPECIFICATION LIST

Please see the attached Addendum, which includes a detailed list of our SCOOT KICK's specifications, per your request.

#### SCOOT KICK MODIFICATIONS<sup>10</sup>

At SCOOT NETWORKS we take the concerns of the the City of Santa Monica and our community partners seriously, especially when it comes to designing a vehicle that is safe for our riders, and is suitable for driving in Santa Monica. As such, we propose the following solution-based design improvements to address common issues that have arisen during the operation of non-permitted

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<sup>10</sup> We expect that during the pilot period we will introduce more than one SCOOT KICK vehicle design to our riders as we fine-tune our final fleet.

kick-scooter programs in the City.

At SCOOT NETWORKS we take the concerns of the the City of Santa Monica and our community partners seriously, especially when it comes to designing a vehicle that is safe for our riders, and is suitable for driving in Santa Monica. As such, we propose the following solution-based design improvements to address common issues that have arisen during the operation of non-permitted kick-scooter programs in the City.

## AVAILABLE AT LAUNCH

- **Swappable Batteries:** Like our electric mopeds, our SCOOT KICKS will incorporate “swappable” batteries, which will be kept charged by our Field Service Technicians who swap the batteries wherever the SCOOT KICKS are parked. When a battery is low, the vehicle is no longer visible in the mobile app for users to rent. The major upside of having swappable batteries is that there is no need to collect our entire fleet of scooters each day and shuttle them back and forth for recharging purposes, and so SCOOT NETWORKS, has, and will, not compound the traffic congestion problems that full-scale loading and unloading of kick-scooters has been shown to cause. Additionally, by swapping batteries, more vehicles will be available and so can serve more people more of the time, which reduces costs and supports fundamentally affordable pricing to our riders.
- **Visible Unique Identifiers:** All SCOOT KICKS will have unique identification numbers prominently displayed on both sides of the vehicle. Each vehicle’s unique identification number will be featured in a large, easily visible font size, so citizens can photograph and report unsafe drivers or improperly parked vehicles more easily.
- **Sturdy Stand-Up Design:** Like our existing fleet of electric mopeds, our SCOOT KICKS will be parked standing upright with a sturdy kickstand.
- **A Bit More Power:** We believe that with a little more power (350W vs. 250W), SCOOT KICK riders may feel safer riding in the street because they can get up to 15 MPH more quickly, and, therefore, they will be better able to keep up with the cars and bicycles they share the road with, and will thus be less inclined to ride on the sidewalk.

## EXPEDITED PRODUCTION TIMELINE

- **Helmets and Helmet Boxes:** Like our existing fleet of electric mopeds, SCOOT NETWORKS would like to produce its SCOOT KICKS with a helmet that is, preferably, secured to the vehicle in a lockable box. While our SCOOT KICKS at launch may not feature these components, it is a feature we’re already working with our production partner to incorporate on an expedited basis. In the meantime, all SCOOT KICK riders will be offered a free helmet (for-keeps!) during the sign-up process, subject to certain terms and conditions.
- **Infrastructure Locks:** We believe that requiring riders to lock their kick-scooters to infrastructure is the most sensible approach to operating a shared kick-scooter service in Santa Monica because tethering will help: (i) limit unlawful parking outside the furniture zone, (ii) reduce sidewalk, pathway and Americans with Disabilities Act blockages, (iii) reduce trip and fall accidents by attaching the vehicle to another object, (iv) limit vehicles being moved by non-users or passerbys so that we can know with better certainty if our riders are responsible for parking unlawfully (and hold them accountable and follow-up), (v) reduce theft of our vehicles, and (vi) allow us to make SCOOT KICKS available 24/7. Currently our electric

bicycles feature infrastructure locks and we will implement infrastructure locks on our electric kick-scooters next.

## **B. Number of devices proposed at launch, and anticipated at the maximum during the pilot program.**

At launch, SCOOT NETWORKS will be able to provide a minimum of 250 SCOOT KICKS, and will deploy the full 1,000 vehicles contemplated by the permit shortly after launch. SCOOT requests that it may deploy as many vehicles as is permissible under the guidelines.

## **C. Device communications, device location systems, device capabilities, and system data collection details.**

### **DEVICE COMMUNICATIONS**

Each device is equipped with a 4G cellular data modem through which it remains in contact with SCOOT's fleet management system, and a Bluetooth radio for communication with mobile devices.

### **DEVICE LOCATION SYSTEMS**

SCOOT's fleet management tools monitor each LEV in real time, 24/7. Each device is equipped with a GPS system to determine its location.

### **DEVICE CAPABILITIES**

We can place vehicles out of service instantly on-site or remotely. The system allows our team to see the complete repair and maintenance history, ride history, exact location, and more.

The capabilities of the device, in addition to its capabilities for mobility, location, and communication, include remote activation and deactivation, and monitoring of device condition such as battery status and speed.

### **SYSTEM DATA COLLECTION DETAILS**

The system collects data about the use of the devices, including location, speed, battery status, and whether the device is on or off.

Data captured from interaction with the vehicles is immediately available for review and can be aggregated for historical analysis.

## **D. Functionality and features of software and operations management systems**

**Operations Management Cloud Software:** SCOOT NETWORKS operations management Cloud software includes the following:

- Fleet management
- Maintenance management
- Parking management
- Service area (geofence) management
- Battery management
- Customer management

**Rider Smartphone App Software:** SCOOT NETWORKS rider Smartphone app software include the following:

- Rider registration and qualification
- Self-service vehicle reservation and activation
- Battery level of all vehicles
- Customer support, help, and instruction
- Parking rule compliance assistance
- Rider account and payment management

#### **| E. Identify ability to provide minimum of 250 devices at program launch date.**

At launch, SCOOT NETWORKS will be able to provide a minimum of 250+ SCOOT KICKS.

#### **| F. Identify local warehouse or operational centers**

### **SCOOT NETWORKS, SANTA MONICA, OPERATIONAL CENTER**

Upon permit approval, SCOOT will open its first operational center in Santa Monica, which will serve as both garage and office just like our San Francisco and Barcelona locations. SCOOT KICKS in need of substantial repair will be serviced at this operational center.

### **NO LOCAL WAREHOUSES NEEDED**

Our SCOOT KICKS will have no need for storage as they will be available for service 24/7.

### **SCOOT NETWORKS PARKING LOCATIONS**

If deemed necessary or efficient to improve parking or charging of our vehicles in Santa Monica, SCOOT may contract with local off-street parking facilities to dedicate space for parking and charging SCOOT KICKS. We have over 40 such locations in San Francisco to support our moped fleet.



Example: Image of our fleet team servicing electric mopeds, electric bicycles, and electric kick-scooters at our SCOOT NETWORKS headquarters located in San Francisco's SOMA district.

## 4. OPERATIONS

**Provide a system operations overview of daily operations and administration. Also provide the following detailed information:**

### **A. Fare structure, including any low-income or special fare options**

SCOOT NETWORKS is considering the following pricing structure for our SCOOT KICK program, and respectfully reserves the right to amend pricing.

#### **SINGLE RIDE, STANDARD PLAN**

We are considering \$2.00 for the first 15 minutes, and \$0.10 cents per minute after the initial 15 minutes. We expect most rides to last 15 minutes or less.<sup>11</sup>

#### **LOW-INCOME CUSTOMER PLAN**

SCOOT NETWORKS provides a service that is fundamentally affordable and does not require a deposit. We are expecting to implement an automated sign-up and qualification process for users who are eligible through CalFresh and PG&E Care as acceptable income verification proxies for discounted, even more affordable pricing.

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<sup>11</sup> Many shared kick-scooter operators advertise their rides cost "\$1 + \$0.15 for every minute," or something very similar. In most cases, the \$1 is basically an unlocking fee and buys the rider nothing in terms of minutes or distance. Under SCOOT NETWORKS pricing, \$2 buys the rider the first 15 minutes of their ride. Every minute thereafter is \$0.10. Publicly available data shows that the majority of rides are longer than 7 minutes, therefore SCOOT KICKS are the cheapest option for the majority of users.

## Plan Type Breakdown

	Single Ride Pay as you go	Flex Plan TBD
Price Per Ride	\$2/ride	TBD
Included Time	15 min	15 min
Additional Minutes	¢10/min	¢10/min
Included in All rides	 Helmets    Free reservations    Free cancellations    Insurance    Roadside support	

Example: Pricing structure as it may appear on our website and mobile app.

## FLEX PLANS

Similar to our existing electric moped service offerings, we are considering a monthly Flex Plan, which offers a more affordable option for frequent riders who pay a monthly rate in addition to a single discounted rate for each ride. The Flex Plan will be offered under a single subscription and will provide riders a discount on all SCOOT NETWORKS electric vehicles.

The “Plan Type Breakdown” below provides an example of the method we may use to communicate our pricing to our customers in a chart comparison.

**B. Hours of device availability, hours of customer service support, and hours of field support (i.e., outreach, rebalancing and maintenance)**

## 24/7 VEHICLE AVAILABILITY

SCOOT NETWORKS already operates 24/7 with its fleet of electric mopeds, and we plan to offer SCOOT KICKS 24/7, as well.

## 7AM-10PM CUSTOMER SERVICE REPRESENTATIVES

Our customer service representatives for SCOOT KICKS-related issues will be available, at mini-

mum, between the hours of 7AM and 10PM, seven days per week.<sup>12</sup> By phone, SCOOT NETWORKS will utilize the same customer service “Hotline” number for users and non-users, which is located on every vehicle, as well as our website and mobile app.

SCOOT NETWORKS also maintains a separate public safety hotline that allows City personnel direct contact with Operators 24/7 for emergencies and device relocation with a response time of two hours or less.

Customer service representatives may also be reached by email or directly through the mobile app. Our email address is located on our website as well as in our mobile app.

Additionally, SCOOT NETWORKS maintains an internal community management channel where instances of improperly parked vehicles are reported, which enables our Field Service Technicians to follow up expeditiously.

SCOOT NETWORKS has already made its consumer facing touchpoints and customer service outlets available in multiple languages (See Section 4H for full description).

## **7AM-10PM FIELD SUPPORT**

SCOOT NETWORKS field support will be available during the hours of 7AM-10PM, at minimum, per the Administrative Guidelines. If 24/7 field support were required, as needed, SCOOT NETWORKS could implement those hours, as well, in Santa Monica.

## **| C. Staffing plan and responsibilities for Santa Monica operations**

### **WE DON'T JUST OPERATE IN A COMMUNITY, WE ARE THE COMMUNITY**

SCOOT NETWORKS is an equal opportunity employer and does not use unlawful or discriminatory practices with regards to hiring or fair wages.

When hiring, we look for candidates to fill our positions through multiple employment posting channels and publications, including local tech and vocational schools, as well as city colleges, in order to reach candidates from a range of different demographics and diverse backgrounds within the community.

We believe that our employees should be able to live and work in the same City if they desire to

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<sup>12</sup> In light of our existing hours of operation internationally, and our recent efforts to expand in additional U.S. cities, SCOOT NETWORKS is very likely to have, and is prepared to launch 24/7 customer service in certain locations. As such, our ability to provide 24/7 customer service in Santa Monica is under consideration, and can be offered, if desirable. For now, we are offering the minimum hours of customer service operations as required under the Administrative Guidelines.

do so. In San Francisco, the cost of living makes it very difficult for people to achieve that end. We offer competitive wages in order to help our employees achieve that goal. Currently, 75% of our employees live in San Francisco. Our minimum hourly wage is \$22 per hour and the vast majority of SCOOT NETWORKS team members are full-time, fully-benefited employees.<sup>13</sup> All full-time employees receive medical, dental and vision benefits, as well as 20 days of paid time off, equity offerings, paid cell phone use, and other amenities. Santa Monica, like San Francisco, is a highly desirable place to live, and we will continue to offer competitive wages to help our employees live in Santa Monica, just as we do in SF and abroad.

## WHERE THERE'S NO INVESTMENT, THERE IS NO ASSET

At SCOOT NETWORKS, our employees are our greatest asset, and we take pride in hiring the best and brightest in the industry. We offer competitive wages and cast a wide net to find highly-skilled and experienced employees whose skills match their passion to learn and grow alongside the Company, as we progress in our Mission to bring shared electric vehicles to cities around the globe in a sustainable way.

From management to Field Service Technicians, our team possesses the deepest knowledge and understanding in the industry. In addition, SCOOT maintains a robust professional Field Service Technician presence in the field in order to maintain a well serviced and orderly fleet. In conjunction with our Field Service team, we utilize a full-time Community Manager to ensure accountability throughout our ridership and network. SCOOT has continued to hire and develop full-time employees at all levels of operations, avoiding over-reliance on part-time contract labor or gig economy workers. SCOOT believes that critical operations are best supported by full-time employees who have a vested interest in executing at the highest level of service and operational expertise.

## TRAINING PLAN

At SCOOT NETWORKS, we have four levels of certification for Field Service Technicians, with training provided at each level to help our employees progress, build expertise, become more productive, and grow within the organization. Experienced team members from San Francisco will train our Santa Monica fleet team.

## SANTA MONICA OPERATIONS LAUNCH OVERVIEW

- **Facility:** We will locate and secure a facility to operate the Santa Monica business unit. This facility will house all aspects of the business including:
  - › Vehicle Service
  - › Customer Service
  - › Marketing
- **Field Team:** Our minimum field team at the time of launch will include the following:

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<sup>13</sup> 93% of our employees are full-time and 7% are part-time.

- › 2 Team Leaders
  - › 6-8 Field Service Technicians
  - › 2-4 Customer Service Representatives
  - › 1 Field Level Marketing Associate
  - › Additional positions will be based on the total number of LEVs SCOOT is permitted to operate.
- **Additional Support:** The Santa Monica operation will be further supported by our established San Francisco operation. Our entire SF team will work closely with Santa Monica as the business is established. This includes:
    - › Additional Field Service Technicians, as necessary
    - › Vehicle Engineer
    - › Customer Support: Many requests can be routed through our San Francisco office
    - › Marketing
- **Field Service Vehicles**
    - › All Field Service Technicians will utilize electric vehicles.
- **Operational Expansion**
    - › Santa Monica operations are expected to grow into its own hub and become a base for servicing neighboring cities.

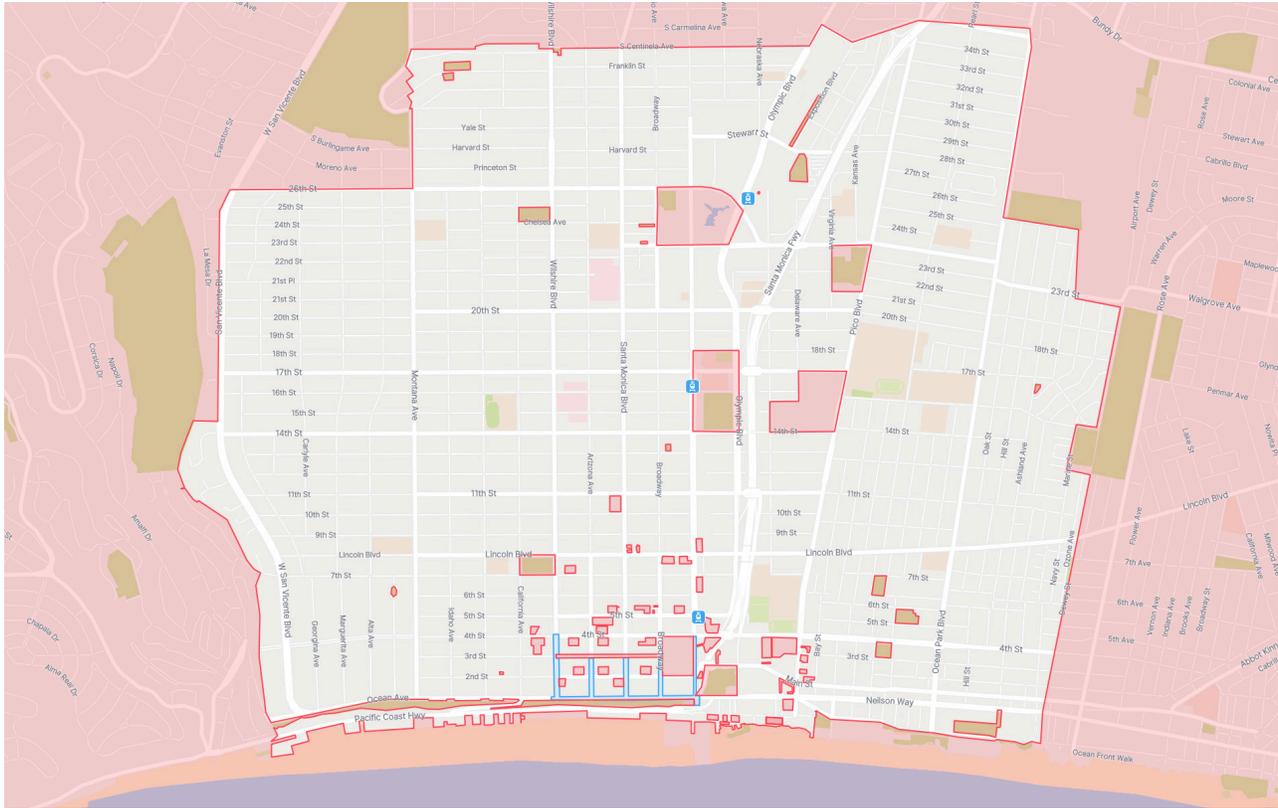
**D. Plan for achieving citywide coverage and balancing, including the nature and frequency of rebalancing throughout the day to provide availability and avoid overconcentration of devices in the Downtown/Civic Center/Beach and Beach-adjacent areas**

Under the SCOOT NETWORKS model, SCOOT KICKS are not “deployed” or “rebalanced” by SCOOT NETWORKS personnel into different areas, per se. Rather, SCOOT KICKS will be distributed organically throughout the City by our riders. Based on our experience, we very rarely need to use SCOOT NETWORKS personnel to redistribute vehicles in the field due to: (1) organic rider distribution, (2) incentivizing riders to use certain vehicles or to park them in certain areas, and (3) the capability to turn parking areas “off” when there are too many vehicles there.

**ORGANIC RIDER DISTRIBUTION**

During their ride, SCOOT users can drive anywhere in the City they want to go. When they are finished with the vehicle they must park it legally and must not park it in the areas marked in the app as out-of-bounds, such as in parks and schools.

Unlike other shared kick-scooter companies, SCOOT does not deploy service trucks for the purpose of redistribution or collection for recharging. Our riders distribute our vehicles organically throughout the City, the vehicles are available 24/7, and the batteries are swapped wherever our vehicles are parked. We believe this model not only helps achieve a zero-emissions service, but it



Example: Our proposed Santa Monica street parking map. Red areas signify no parking. Blue areas, including transit stations, have special, specific parking rules will be outlined in our mobile app

also sets us apart from those companies that require extensive large truck deployment miles for the purpose of loading and reloading their vehicles everyday, creating new traffic and parking issues.

On the occasions that we need to pick up vehicles (e.g., out-of-service or unlawfully parked vehicles) we deploy the company’s own service vehicles, most of which are also electric and are generally operated by SCOOT employees. For any SCOOT KICK taken out-of-service and brought back to the garage for repair, or otherwise, we will usually re-deploy the vehicle by placing it back into service use at or nearby our Santa Monica shop headquarters where the vehicle was repaired.

## PARKING AREA INCENTIVES

SCOOT NETWORKS currently offers incentives to our riders, in the form of discounted or free rides, to either: (1) bring low-battery vehicles to a nearby garage to recharge, or (2) bring vehicles parked outside the service area back into the service area. SCOOT riders love taking advantage of incentivized rides, which helps us to manage our network of vehicles while helping our customers manage their travel budget as they see fit. Everybody wins!

## FLEXIBLE, DYNAMIC PARKING

One of the most desirable (and underrated) qualities of the SCOOT NETWORKS model is its dynamic control of parking. Since our vehicles are monitored by GPS in real time, we know where every vehicle is at every moment. So, it’s easy to identify when an area is becoming overloaded

with parked vehicles. And since there's no benefit to SCOOT, its customers, or the City of Santa Monica to have too many SCOOT vehicles parked in one location, we can "turn that area off" as a parking zone and riders will simply look for parking in areas that have less SCOOT vehicles nearby.

**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.**

## RESOLUTION OF DAILY COMPLAINTS & ONGOING ISSUES

At SCOOT NETWORKS, we take pride in our friendly and professional team of customer service representatives. Our customer service reps will be available 7AM-10PM seven days a week in Santa Monica, and will make best efforts to resolve any customer complaints in an expeditious manner. Our data shows that median first response time to emails is within 11 minutes, and we currently answer the phone within 20 seconds.

## EMERGENCIES

In the event of an emergency, such as accidents or injuries during the use of SCOOT vehicles, SCOOT riders can reach SCOOT by phone or by chat through the mobile app, but are first advised to call 911 if someone has been injured.

SCOOT NETWORKS Field Service Technicians will respond on an urgent basis to gather the vehicle depending upon the particular circumstances.

Through the mobile app, in our main menu, SCOOT riders will find an "Emergency Contact" link at the very top. That will link riders to a page that states the following: "If you have been injured or have been in a collision, dial 911. If you need immediate assistance please call our Hotline 415-418-7579." Below that there is a chat window with a prompt that states: "If you would like to report a problem with our app or any other issue: Tell us what's going on."

Also under the main menu of the mobile app, SCOOT riders will find a "Help Center" link just below "Emergency Contact." That will link riders to a page with five topics, one of which is entitled, "Have you been in a collision or incident?" This link will take riders to the following information (quoted in full):

### **Have you been in a collision or incident?**

We are so sorry and hope you are okay. Here's the first steps you need to take:

- Are you hurt? Call 911.
- Call the police to report the incident--this will help in the event of awarding damage to the right person.
- Take pictures of the scooter and the other vehicle.
- Exchange contact and insurance information with the other person involved in the incident.

**If you and the scoot are okay:**

- Continue to your destination.
- When you end your ride, let us know what happened, and we'll follow up with you.
- You must report any damage.

**If you don't feel safe or the scoot is damaged:**

- Call our emergency hotline: (415) 418-7579.
- We care about your safety above all else.

**RESPONSE TO IMPROPERLY PARKED VEHICLES**

Any complaint coming from municipal officials will be categorized as urgent, and will be addressed immediately and definitely within two hours after notice from the City under the permit Administrative Guidelines, but actually we will deploy immediately. In such cases, where an electric SCOOT KICK is inoperable or unsafe to operate, it will immediately be removed from service use (i.e., SCOOT users can no longer see or rent it through the app) and shall be removed from the right-of-way, returning to service only after careful inspection and repairs are successfully performed.

**REMOVAL OF VEHICLES THAT ARE UNSAFE TO OPERATE OR OUT-OF-SERVICE**

Should a SCOOT NETWORKS rider report a problem with an electric SCOOT KICK, it will automatically go out-of-service. No one else will be permitted to rent the vehicle until attended to by a SCOOT employee. Within two hours of receiving notice (between the hours of 7AM-10PM daily as required under the Administrative Guidelines),<sup>14</sup> our Field Service Technicians are dispatched to inspect the vehicle and either service it onsite or, if needed repairs are more extensive, flag the vehicle for return to the shop. In addition to any needed repair or adjustment, SCOOT's Field Service Technicians will perform a routine preventative maintenance check before an electric SCOOT KICK is put back into service.

**| F. Plan for regular device maintenance****SAFETY IS OUR PRIORITY**

We value our riders' safety above all else. Our multimodal fleet of LEVs are serviced by a professional team of Field Service Technicians whose #1 priority is to ensure the safety of our riders. Our team is supported by custom software that allow our Field Service Technicians to locate every vehicle deployed, as well as repair and record interactions with the unit. At the time of launch in Santa Monica, SCOOT NETWORKS will have in place a team of trained Field Service Technicians ready to hit the ground on Day One. Additional Field Service Technicians will be added, as needed, as the number of vehicles in service use increases under the pilot program.

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<sup>14</sup> In San Francisco, which is a much bigger city than Santa Monica, we typically can respond to these within 30 minutes, but usually sooner than that.

## FLEET MONITORING AND DATA CAPTURING

SCOOT's fleet management tools monitor each LEV in real time, 24/7. We can place vehicles out of service instantly on-site or remotely. The system allows our team to see the complete repair and maintenance history, ride history, exact location, and more. Data captured from interaction with the vehicles is immediately available for review and can be aggregated for historical analysis.



*Scoot Networks Fun Fact: All of our Field Service Technicians are SCOOT NETWORKS employees.*

## MAINTENANCE, CLEANING AND REPAIR

SCOOT's Field Service Technicians perform daily maintenance and repair activities both in the shop and in the field. Our Field Service Technicians will monitor electric SCOOT KICKS in the field and perform preventative maintenance checks to ensure that the vehicles are fit for riding. This includes checking critical components such as brakes, a functional bell, head and tail lights/reflectors, and locks. Our Field Service Technicians always have the tools and basic parts with them to perform simple repairs. Preventative maintenance also includes basic cleaning, and ensuring the electric kick-scooters are properly parked. More extensive repairs will be performed in our shop including major part replacement, wheel changes, and more. Our shop is fully equipped to fix any and all electric kick-scooter related issues.

## ELECTRIC SCOOT KICK BATTERIES

At the time of launch, all SCOOT KICKS will have “swappable” batteries, which will be kept charged by our Field Service Technicians wherever our SCOOT KICKS are parked. The swappable batteries in all our LEVs are examined regularly for damage or defect, and our batteries are expected to have a lifespan of at least two-years. From an environmental perspective, the greatest advantage of having a swappable battery is that they're more easily recyclable and, thus, the failure of the battery does not require the wholesale scrapping of the vehicle.

## REMOVAL OF ELECTRIC SCOOT KICKS THAT ARE UNSAFE TO OPERATE

Should a SCOOT NETWORKS rider report a problem with a SCOOT KICK, it will automatically go out-of-service. No one else will be permitted to rent the vehicle until attended to by a SCOOT employee. Our Field Service Technicians are dispatched to inspect the vehicle and either repair it onsite or, if needed repairs are more extensive, flag the vehicle for return to the shop. In addition to any needed repair or adjustment, SCOOT's Field Service Technicians will perform a routine preventative maintenance check before the SCOOT KICK is put back into service. Similarly, within two hour after notice from the City (but in reality we will respond much faster), any vehicle that is

inoperable or unsafe to operate will immediately be removed from service use (which means the customer can no longer see it through the app) and shall be removed from the right-of-way, and will not be returned to service until careful inspection and repairs are successfully performed.

## PREVENTIVE MAINTENANCE

Every electric SCOOT KICK will undergo a set of preventative maintenance tasks performed on a regular basis including tune-ups or adjustments to the: brakes, tires, headset, electric motor and battery, wires and cables, fasteners, or any issues that may arise during a test ride. Electric SCOOT KICKS will also be cleaned before redeployment. Our SCOOT NETWORKS software generates preventive maintenance chores based on last inspection date or miles driven. As with our entire fleet of LEVs, each SCOOT KICK will be inspected every 15-17 days on average, and we may increase that cadence, as deemed necessary. Additionally, each SCOOT KICK will be completely overhauled at least once per year. This entails a complete dismantling of the vehicle, and repairing or replacing any worn parts, such as bearings and hub motors, for example.

### ELECTRIC SCOOT KICK INSPECTIONS: EVERY TWO WEEKS ON AVERAGE (NEVER TO EXCEED SIX WEEKS)

<p><b>Axle Nuts</b></p> <ul style="list-style-type: none"> <li>• Tighten to torque specification</li> </ul>	<p><b>Headlight</b></p> <ul style="list-style-type: none"> <li>• Check for function</li> <li>• Check for proper safe routing of wires</li> </ul>
<p><b>Brake Cables &amp; Housing</b></p> <ul style="list-style-type: none"> <li>• Inspect for cracks/damage</li> <li>• Ensure smooth function</li> <li>• Ensure proper safe routing</li> </ul>	<p><b>Bell</b></p> <ul style="list-style-type: none"> <li>• Test for proper function</li> </ul>
<p><b>Brake Caliper</b></p> <ul style="list-style-type: none"> <li>• Ensure brake pad torque</li> <li>• Ensure caliper torque</li> <li>• Check wear of brake pads</li> <li>• Check adjustment of brake pads</li> <li>• Check adjustment of return springs</li> </ul>	<p><b>Motor</b></p> <ul style="list-style-type: none"> <li>• Ensure proper function</li> <li>• Ensure torque</li> <li>• Test bearing adjustment</li> </ul>
<p><b>Reflectors</b></p> <ul style="list-style-type: none"> <li>• Ensure proper adjustment</li> </ul>	<p><b>Kickstand</b></p> <ul style="list-style-type: none"> <li>• Ensure proper function</li> </ul>
<p><b>Brake Lever</b></p> <ul style="list-style-type: none"> <li>• Ensure even alignment</li> <li>• Ensure torque on clamp</li> </ul>	<p><b>Handlebars/Stem</b></p> <ul style="list-style-type: none"> <li>• Check alignment</li> <li>• Ensure torque</li> <li>• Ensure grips are not sticky</li> <li>• Ensure grips are not torn</li> </ul>

<p><b>Clean Mini-Scoot of Dust &amp; Dirt</b></p> <ul style="list-style-type: none"> <li>• Frame</li> <li>• Rims</li> <li>• Bars</li> </ul>	<p><b>Tail Light</b></p> <ul style="list-style-type: none"> <li>• Ensure proper function</li> <li>• Inspect for damage</li> </ul>
<p><b>Electrics</b></p> <ul style="list-style-type: none"> <li>• Battery pack</li> <li>• Electrical connections</li> </ul>	<p><b>Test Ride</b></p> <ul style="list-style-type: none"> <li>• Rides straight</li> <li>• Brakes work well</li> <li>• All electrical components function</li> </ul>
<p><b>Frame</b></p> <ul style="list-style-type: none"> <li>• Check for cracks</li> <li>• Check for scratches</li> <li>• Check for general damage</li> </ul>	<p><b>Tires (Front &amp; Rear)</b></p> <ul style="list-style-type: none"> <li>• Check for wear</li> <li>• Check for cracks</li> <li>• Check for debris</li> </ul>
<p><b>Front Fork</b></p> <ul style="list-style-type: none"> <li>• Check for alignment</li> <li>• Check for damage</li> </ul>	



Example: SCOOT NETWORKS fleet team employee performing LEV diagnostics.

**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.**

## **HOW CUSTOMERS CAN COMMUNICATE ISSUES & SCOOT'S RESPONSE TIME**

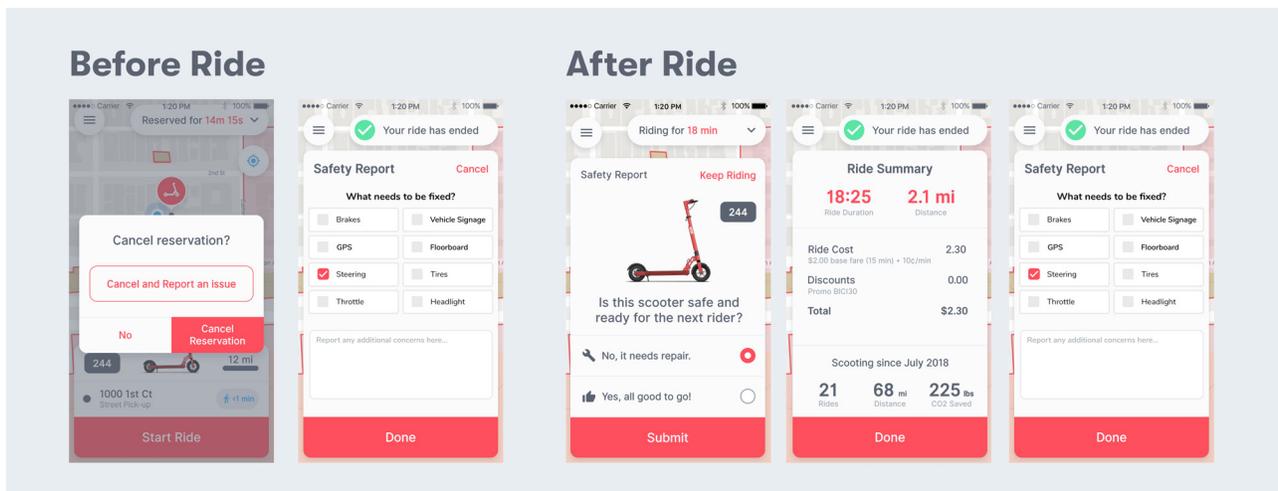
### **NOTIFICATION TO SCOOT NETWORKS BY USERS AND NON-USERS**

SCOOT NETWORKS provides several ways for users and non-users to report a safety or maintenance issue with our electric SCOOT KICKS 24/7, including: through our mobile app, by phone, or by email. Our current language offerings include English, Spanish, Catalan, and Chinese.<sup>15</sup> Additional languages can be added, as required by the City of Santa Monica.

Should a SCOOT rider report a problem with an electric SCOOT KICK, it will automatically go out of service. No one else will be permitted to rent the vehicle until attended to by a SCOOT NETWORKS employee. SCOOT's Field Service Technicians are dispatched to inspect the electric SCOOT KICK and either repair it onsite, or, if needed repairs are more extensive, flag the vehicle for return to the shop. In addition to any needed repairs or adjustments, our Field Service Technician team will perform a routine preventative maintenance check before the SCOOT KICK is put back into service. Similarly, within two hours after notice from the City (under the Regulatory Guidelines, but usually much sooner), any inoperable SCOOT KICK that is not safe to operate shall be removed from the right-of-way, and will not be returned to service until careful inspection and repairs are successfully performed.

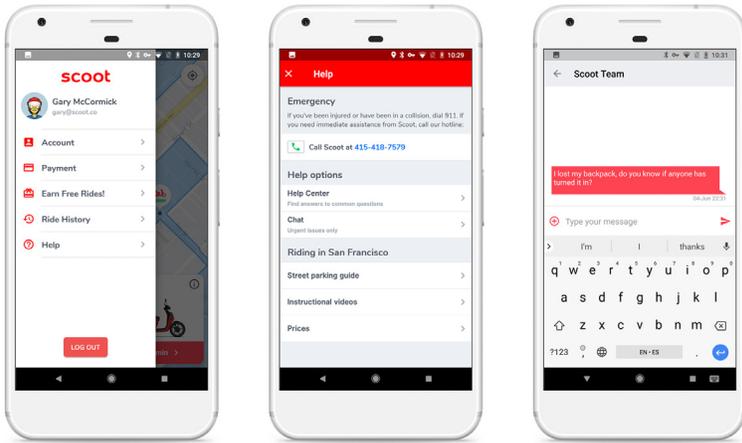
### **THROUGH THE MOBILE APP MANDATORY END-RIDE PROCESS**

Safety is our first priority at SCOOT NETWORKS, so we ask every rider after every ride for immediate feedback about any performance issue they may have experienced. And we value their feedback so much--we've made it mandatory!



*Example: Before or after a ride, the SCOOT NETWORKS mobile app prompts our users to report any safety or maintenance issues they may have experienced.*

<sup>15</sup> Depending upon the channel through which a customer chooses to communicate, in some cases, and subject to some operational limitations such as employee availability, or turnover, for example.



Example: SCOOT NETWORKS chat feature through the “Help” menu of our mobile app.

**How it works:** At the end of every ride our mobile app prompts our users to report any safety or maintenance issues they may have experienced. The rider must respond to the prompt in order to complete the ride process.

## THROUGH THE MOBILE APP CHAT LINK

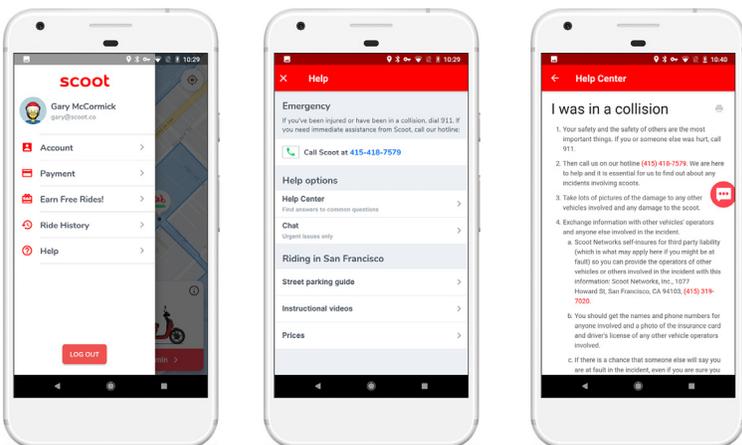
SCOOT NETWORKS mobile app users can send a direct message to our customer service representatives by selecting the “Chat” link.



Example: Every electric SCOOT KICK will feature our customer service number.

## BY PHONE

SCOOT NETWORKS riders, or non-users, can report performance issues, or otherwise, by contacting our customer service representatives by telephone between the hours of 7AM-10PM, 7 days a week. The SCOOT NETWORKS call center phone number is featured on every SCOOT NETWORKS electric vehicle, as well as the website and mobile app.



Example: Through the mobile app, our SCOOT NETWORKS Hotline numbers are featured on the Emergency Contact and Help Center sections.

## BY EMAIL

SCOOT users (or non-users) can email our customer service representatives, 24/7 at: hi@scoot.co. The SCOOT NETWORKS email address is located on both our website and mobile app.

## TIMEFRAME FOR RESPONSE

At SCOOT NETWORKS, we take pride in our friendly and professional team of customer service representatives. Our customer service reps are available 7AM-10PM seven days a week in Santa Monica, and will make best efforts to resolve any customer complaints in an expeditious manner. Our data shows that median first response time to emails is within 11 minutes, and we currently answer the phone within 20 seconds.

## HOW CUSTOMER COMMUNICATIONS WILL BE TRACKED AND REPORTED

Customer and non-customer contacts via phone, email, or app are classified based on subject matter, such as what the contact was regarding. This data is routinely analyzed by our customer service team to determine if there are any trends that may warrant closer scrutiny.

**H. Details of customer service system to be provided, including staffing, wait time or availability, languages, and medium (text, phone, twitter, etc.)**

## STAFFING

### SANTA MONICA OPERATIONS LAUNCH OVERVIEW

- **Facility:** We will locate and secure a facility to operate the Santa Monica business unit. This facility will house all aspects of the business including:
  - › Vehicle Service
  - › Customer Service
  - › Marketing
- **Field Team:** Our minimum field team at the time of launch will include the following:
  - › 2 Team Leaders
  - › 6-8 Field Service Technicians
  - › 2-4 Customer Service Representatives
  - › 1 Field Level Marketing Associate
  - › Additional positions will be based on the total number of LEVs SCOOT is permitted to operate.
- **Additional Support:** The Santa Monica operation will be further supported by our established San Francisco operation. Our entire SF team will work closely with Santa Monica as the business is established. This includes:
  - › Additional Field Service Technicians, as necessary
  - › Vehicle Engineer
  - › Customer Support: Many requests can be routed through our San Francisco office
  - › Marketing

- **Field Service Vehicles**

- › All Field Service Technicians will utilize electric vehicles.

- **Operational Expansion**

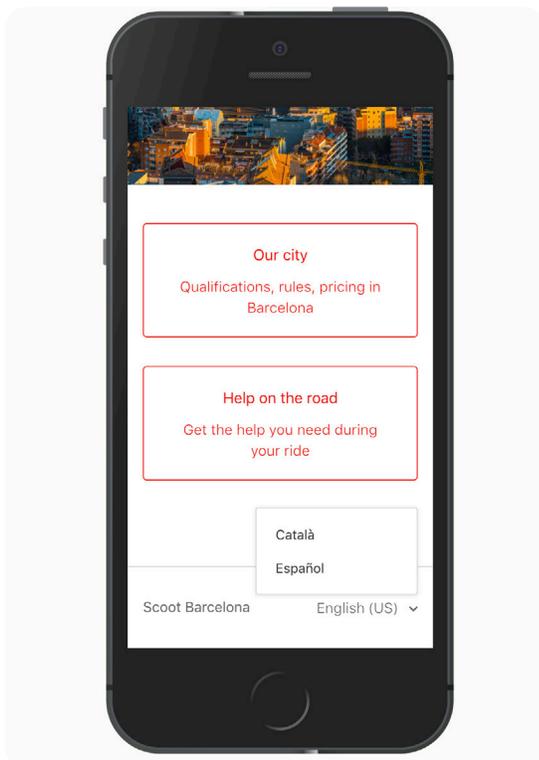
- › Santa Monica operations are expected to grow into its own hub and become a base for servicing neighboring cities.

## WAIT TIME

At SCOOT NETWORKS, we take pride in our friendly and professional team of customer service representatives. Our customer service reps are available 7AM-10PM, seven days a week in Santa Monica, and will make best efforts to resolve any customer complaints in an expeditious manner. Our data shows that median first response time to emails is within 11 minutes, and we currently answer the phone within 20 seconds.

## MULTILINGUAL CUSTOMER SERVICE AND COMMUNICATION PLATFORMS

SCOOT NETWORKS is committed to meeting the diverse needs of our riders and our community, so we've prepared our customer-facing digital interfaces with multilingual abilities available twenty-four hours a day, seven days a week. Combined with our telephone and email customer service options, our current language offerings include English, Spanish, Catalan, and Chinese.<sup>16</sup>



*Example: Language Picker featured on the SCOOT NETWORKS Help Center.*

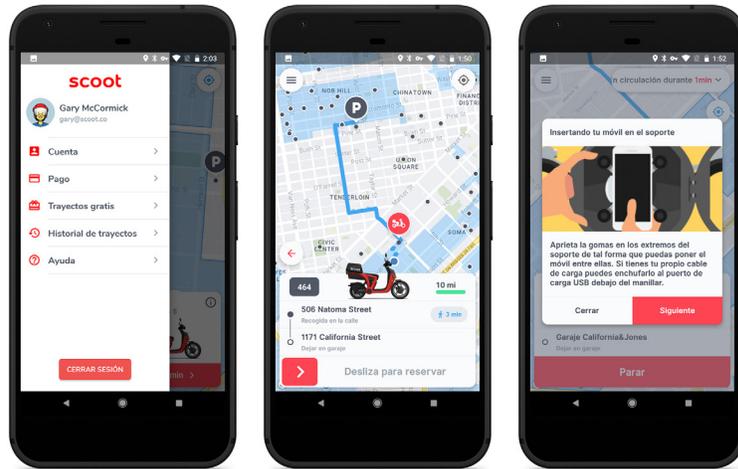
### **24/7 MULTILINGUAL WEBSITE**

Our website is available 24/7 and has the ability to be displayed in more than one language. Currently, the specific language offerings include English, Spanish and Catalan. Additional languages can be added, as required by the City of Santa Monica.

### **MULTILINGUAL MOBILE APP**

The SCOOT Mobile App is available 24/7, and anywhere our app is available, it can be used in the following languages: English, Spanish and Catalan. Additional languages can be added, as required by the City of Santa Monica.

<sup>16</sup> Depending upon the channel through which a customer chooses to communicate, in some cases, and subject to some operational limitations such as employee availability, or turnover, for example.



Example: SCOOT NETWORKS mobile app is currently available in English, Spanish and Catalan.

## 7AM-10PM MULTILINGUAL CALL CENTER

SCOOT NETWORKS offers a multilingual help center by telephone, which is available at minimum between the hours of 7AM-10PM in Santa Monica. Currently, our specific language offerings include English, Chinese, Spanish and Catalan.<sup>17</sup> Additional languages can be added, as required by Santa Monica.<sup>18</sup>



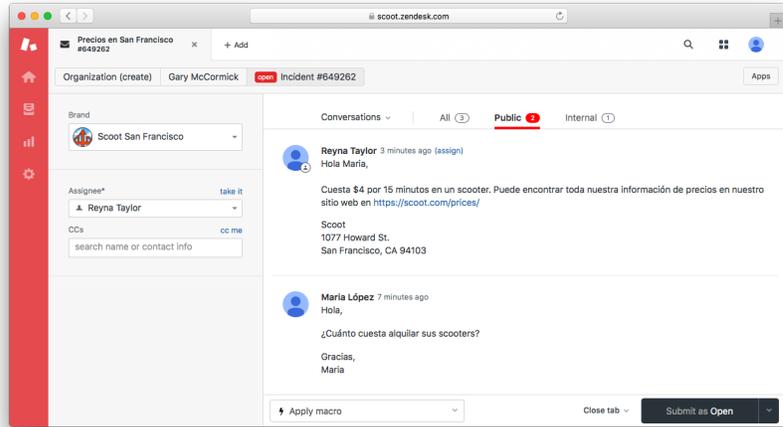
**Scoot Networks Fun Fact:** Our customer service representatives are all full-time, fully benefitted SCOOT NETWORKS employees.

<sup>17</sup> In light of our existing hours of operation internationally, and our recent efforts to expand in additional U.S. cities, SCOOT NETWORKS is very likely to have, and is prepared to launch 24/7 customer service in certain locations. As such, our ability to provide 24/7 customer service in Santa Monica is under consideration, and can be offered, if desirable. For now, we are offering the minimum hours of customer service operations as required under the Administrative Guidelines.

<sup>18</sup> Some operational limitations may apply such as employee availability, or turnover, for example.

## MULTILINGUAL EMAIL SERVICE

SCOOT users can email our customer service representatives 24/7 at [hi@scoot.co](mailto:hi@scoot.co) in any language and we will work to make sure they get a prompt reply in any language they prefer.



*Example: Our customer service reps will respond to email inquiries in any preferred language.*

## MULTILINGUAL MARKETING

SCOOT NETWORKS is currently implementing efforts to translate our newsletter communications and social media posts so that we may better serve our growing community of riders. Additionally, SCOOT NETWORKS is exploring ways to further expand its culturally relevant communications and marketing efforts in collaboration with multilingual communities in Santa Monica.



**Scoot Networks Fun Fact:** All of our Marketing team members are full-time, fully benefitted SCOOT NETWORKS employees.

## MEDIUM THROUGH WHICH CUSTOMER SERVICE SYSTEMS ARE TO BE PROVIDED

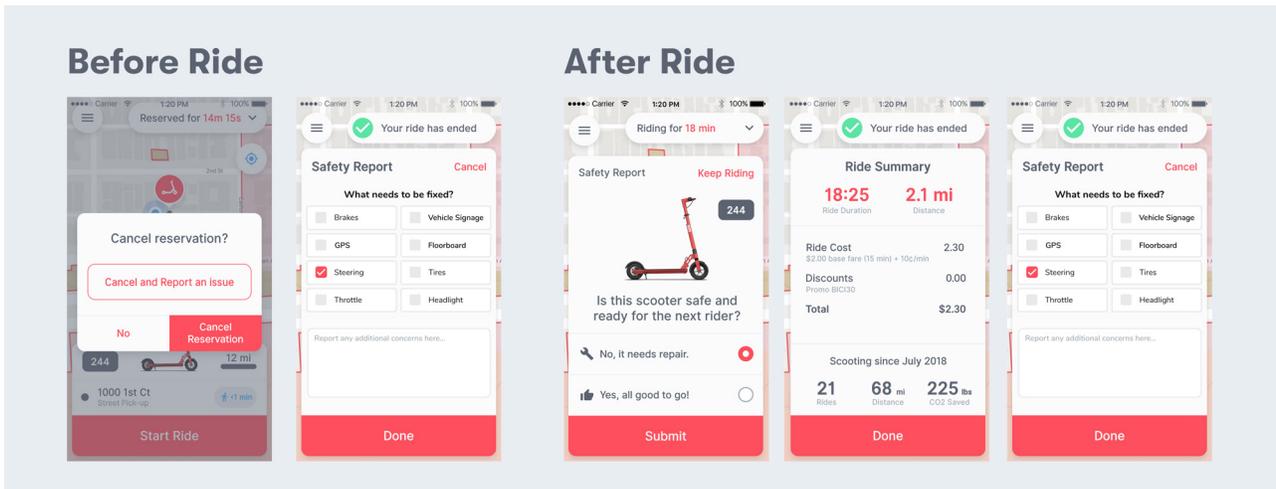
### NOTIFICATION TO SCOOT NETWORKS BY USERS AND NON-USERS

SCOOT NETWORKS provides several ways for users and non-users to report a safety or maintenance issue with our electric SCOOT KICKS 24/7, including: through our mobile app, by phone, or by email. Our current language offerings include English, Spanish, Catalan, and Chinese.<sup>19</sup> Additional languages can be added, as required by the City of Santa Monica.

Should a SCOOT rider report a problem with an electric SCOOT KICK, it will automatically go out of service once the ride is ended. No one else will be permitted to rent the vehicle until attended to by a SCOOT NETWORKS employee. SCOOT's Field Service Technicians are dispatched to inspect the electric SCOOT KICK and either repair it onsite, or, if needed repairs are more extensive, flag the vehicle for return to the shop. In addition to any needed repairs or adjustments, our Field Service Technician team will perform a routine preventative maintenance check before an electric kick-scooter is put back into service. Similarly, within two hours after notice from the City (under the Regulatory Guidelines, but usually much sooner), any inoperable SCOOT KICK that is not safe to operate shall be removed from the right-of-way, and will not be returned to service until careful inspection and repairs are successfully performed.

### THROUGH THE MOBILE APP MANDATORY END-RIDE PROCESS

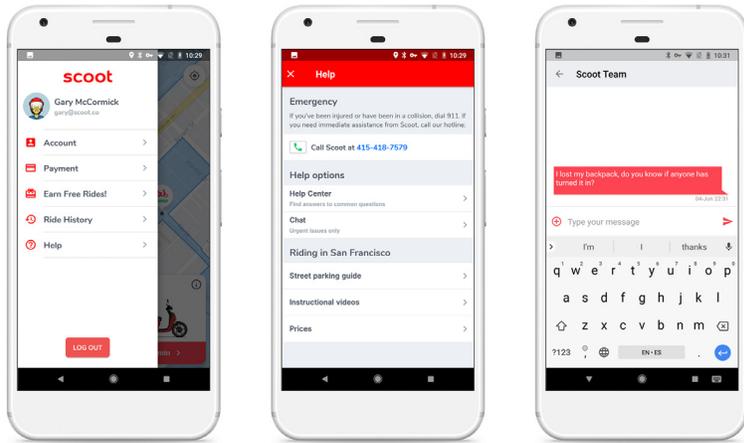
Safety is our first priority at SCOOT NETWORKS, so we ask every rider after every ride for immediate feedback about any performance issue they may have experienced. And we value their feedback so much--we've made it mandatory!



Example: Before or after a ride, the SCOOT NETWORKS mobile app prompts our users to report any safety or maintenance issues they may have experienced.

**How it works:** At the end of every ride our mobile app prompts our users to report any safety or

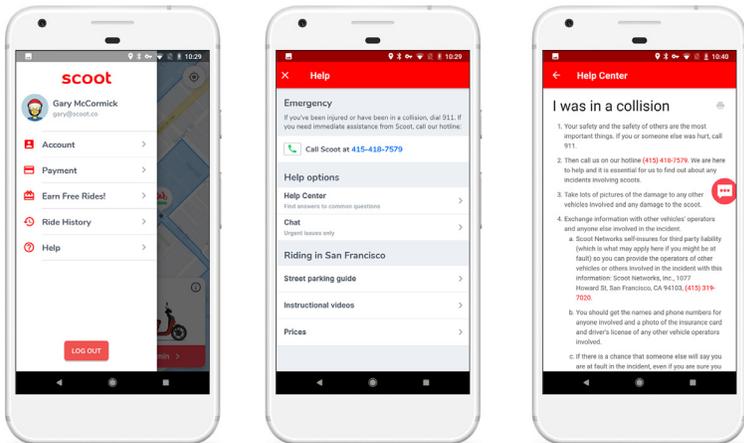
<sup>19</sup> Depending upon the channel through which a customer chooses to communicate, in some cases, and subject to some operational limitations such as employee availability, or turnover, for example.



Example: SCOOT NETWORKS chat feature through the “Help” menu of our mobile app.



Example: Every electric SCOOT KICK will feature our customer service number.



Example: Through the mobile app, our SCOOT NETWORKS Hotline numbers are featured on the Emergency Contact and Help Center sections.

maintenance issues they may have experienced. The rider must respond to the prompt in order to complete the ride process.

## THROUGH THE MOBILE APP CHAT LINK

Additionally, SCOOT NETWORKS mobile app users can send a direct message to our customer service representatives by selecting the “Chat” link.

## BY PHONE

Additionally, SCOOT NETWORKS riders, or non-users, can report performance issues, or otherwise, by contacting our customer service representatives by telephone between the hours of 7AM-10PM, 7 days a week. The SCOOT NETWORKS call center phone number is featured on every SCOOT NETWORKS electric vehicle, as well as the website and mobile app.

## BY EMAIL

SCOOT users (or non-users) can email our customer service representatives, 24/7 at: [hi@scoot.co](mailto:hi@scoot.co). The SCOOT NETWORKS email address is located on both our website and mobile app.

## **| I. Ability to offer service to customers without a credit card or smart phone**

### **CASH PAYMENTS**

SCOOT NETWORKS is already developing a cash payment option for eligible members of the low-income plan to rent our electric vehicles in San Francisco, which will also apply to our electric fleet rentals in Santa Monica.

### **SERVICE SANS SMARTPHONES**

SCOOT NETWORKS would be willing to explore the viability of non-Smartphone activated service, particularly if the City of Santa Monica has a specific model in mind. But, currently, our ability to provide a sustainable service that permits our riders to (i) locate available vehicles (and identify vehicle types available), (ii) park only in lawful and/or designated locations, (iii) receive safety and regulation reminders or notifications during the ride, (iv) report safety or maintenance issues during the ride, (v) reserve a SCOOT parking spot, (vi) participate in the incentive program, (vii) take an end-ride photograph of the parked vehicle, (viii) verify their identification qualification, and (ix) view SCOOT's mandatory rider education and safety videos, among other things, relies on the use of our mobile app through the user's Smartphone. We further believe that other rental vehicle companies operating in Santa Monica are capable of serving riders who do not use smartphones, by renting them the vehicle in-person at designated locations.

## **| J. Capacity to meet insurance and indemnification requirements**

SCOOT NETWORKS will meet all necessary insurance requirements under the City of Santa Monica's Shared Mobility Pilot Program, and pursuant to Exhibit D (Indemnification and Insurance Agreement), and Attachment A (Insurance Requirements), of the City's Application Materials and Administrative Regulations.

## **5. PARKING, HELMETS & ROADWAY SAFETY COMPLIANCE**

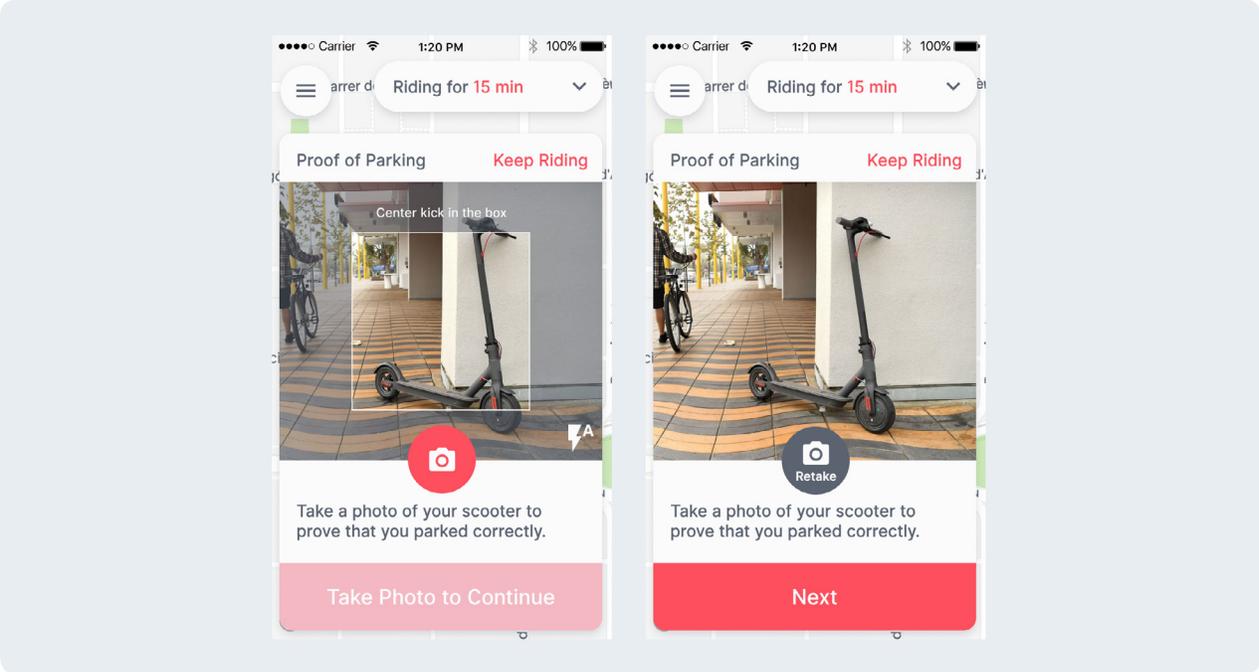
**A(i). Describe your plan and approach to parking devices in a manner that is safe, legal, and complies with local and state law. Include both charger deployment and customer use.**

### **END-RIDE PHOTOGRAPHS**

With the introduction of SCOOT KICKS to our existing fleet of LEVs, SCOOT will be implementing a brand new program to determine right away whether a SCOOT KICK rider has complied with parking laws: By having our riders take a photograph of their parked SCOOT KICK before they can officially end the ride through the mobile app. We believe this added step will yield several functional benefits, such as:

- Providing opportunities to educate our riders with specific feedback about how to park properly in the future,
- Holding our riders accountable for improper parking etiquette,

- Providing expeditious notice to our Field Service Technicians of known parking violations,
- Learning more from our riders about common parking mistakes, so that we can adjust our new-rider training with added emphasis on common non-compliance issues,
- Learning more about how many parking infractions are the direct result of our riders versus other factors (e.g., knocked over by wind, gravity, animals, or passerbys; moved to another location by irritated residents, etc.),
- Providing visual documentation of the condition of our vehicles after each ride.



Example: Each rider must submit a photo of their parked scooter before ending their ride.

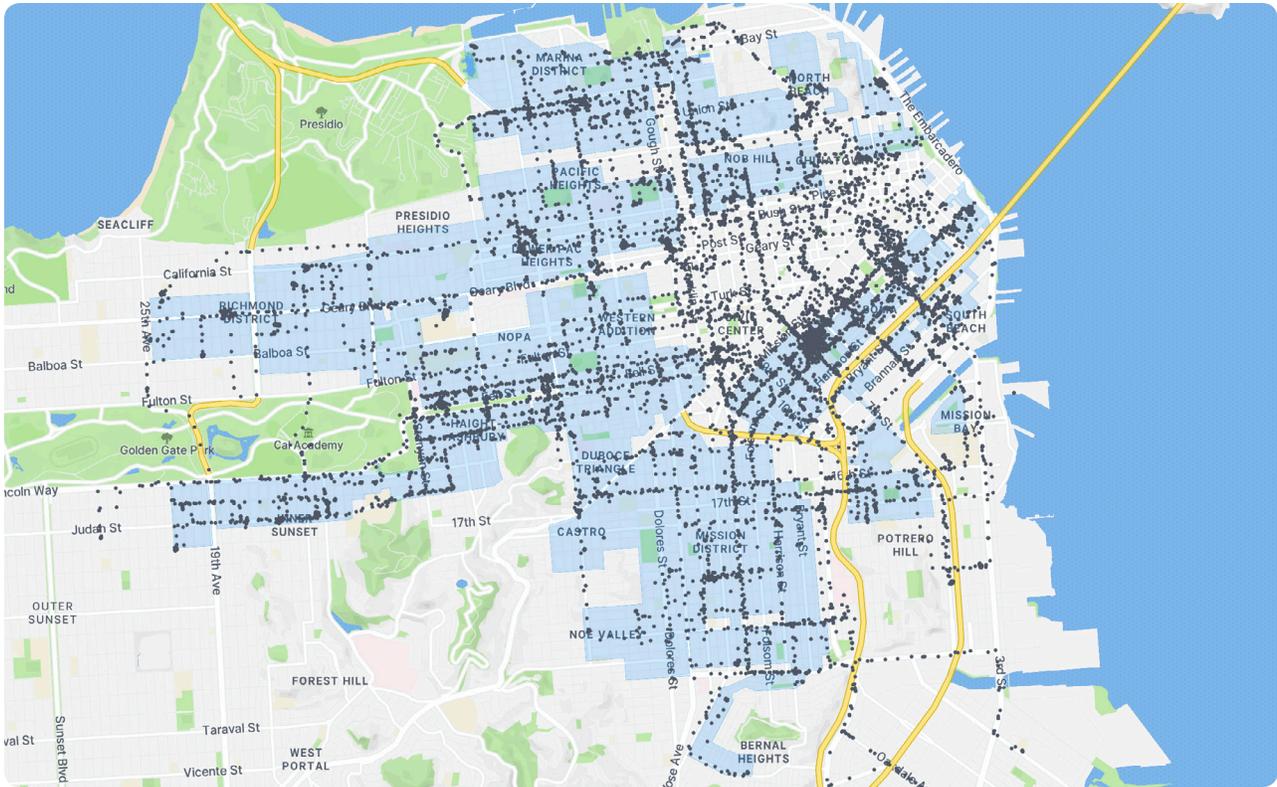
**INFRASTRUCTURE**

The following components of SCOOT’s service are integral to safety and parking compliance: (i) our full-time team of Field Service Technicians who monitor our riders and vehicles in the field, (ii) geofenced parking and no-parking areas clearly marked in the app, (iii) vehicles with infrastructure locks (currently implemented on our electric bicycle and coming to our electric kick-scooter), and (iv) dedicated, off-street, parking and charging locations (currently in San Francisco and implementable as needed in other cities).

**FIELD SERVICE TECHNICIANS**

Our Field Service Technician team performs vehicle safety inspections and light maintenance and recharges vehicles by swapping batteries. And while they’re en route to service vehicles in need, they stop all along the way to manage any improperly parked vehicles they see, and to educate riders whom they’ve observed breaking the rules or driving unsafely.

Our team of Field Service Technicians is one of our best assets for educating riders and enforcing the rules throughout the City. This means less complaints to the City about parking or unsafe drivers, and safer city streets for everyone.



Example: Map of SCOOT Field Service Representatives' coverage, in San Francisco, over the course of one week. Each dot represents an automated check-in from each service vehicle—check-in frequency is approximately 20 seconds.

**GEOFENCING**

Our rider app and fleet management system include the ability to display, monitor, and enforce detailed geofencing and in-app parking location guidance. This is because our first vehicle, the electric moped, parked at the curb and was subject to time limits, street cleaning rules, meters, and other complexities of parking at city curbs. We are adapting those capabilities to managing and helping guide our riders in the proper parking of sidewalk-parked vehicles like bicycles and kick-scooters. We are well-prepared.

**VEHICLES THAT LOCK TO INFRASTRUCTURE**

We believe that requiring riders to lock their kick-scooters to infrastructure is the most sensible approach to operating a shared kick-scooter service in Santa Monica because tethering will help: (i) limit unlawful parking outside the furniture zone, (ii) reduce sidewalk, pathway and Americans with Disabilities Act blockages, (iii) reduce trip and fall accidents by attaching the vehicle to another object, (iv) limit vehicles being moved by non-users or passerbys so that we can know with better certainty if our riders are responsible for parking unlawfully (and hold them accountable and follow-up), (v) reduce theft of our vehicles, and (vi) allow us to make our SCOOT KICKS available 24/7.<sup>20</sup> Currently our electric bicycles feature infrastructure locks and we will implement

<sup>20</sup> While our SCOOT KICKS at launch may not feature the components necessary to lock to infrastructure, it is a feature we're already discussing with our production partner to incorporate on an expedited basis



Example: The black icons on the map represent SCOOT’s existing network of off-the-street garages in San Francisco where SCOOT riders can park and charge the vehicles free-of-charge. Parking spaces are reservable through the mobile app.

infrastructure locks on our electric kick-scooters next.

## OFF-STREET PARKING

Another unique component of the SCOOT NETWORKS’ infrastructure is our ability to provide off-the-street parking and charging options for our riders. This is especially useful in congested downtown areas where street parking is limited. It also provides convenient charging locations, and consequently fully charged vehicles, in busy parts of the city, and the opportunity for price-sensitive riders to take a free or reduced cost ride by dropping off a low-battery vehicle at a charging location. We have more than 40 such locations in San Francisco and will implement similar locations as-needed in Santa Monica.

## HELMETS

Like our existing fleet of electric mopeds, SCOOT NETWORKS will produce its SCOOT KICK with a helmet that’s secured to the vehicle in a lockable box. While our SCOOT KICK at launch may not feature these components, it is a feature we’re already working with our production partner to incorporate on an expedited basis. In the meantime, all SCOOT KICK riders will be offered a free helmet (for-keeps!) during the sign-up process, subject to certain terms and conditions.

## CUSTOMER USE

Under the SCOOT NETWORKS model, SCOOT KICKS are distributed organically throughout the City by our riders. SCOOT KICKS are not “deployed” or “rebalanced” by SCOOT NETWORKS personnel into different areas, per se, as is typical with other kick-scooter companies. As such, SCOOT NETWORKS personnel are rarely required to redistribute vehicles in the field due to: (1) organic rider distribution, (2) incentivizing riders to use certain vehicles or to park them in certain areas, and (3) geofenced parking areas which can be disabled if too many vehicles park there.

### A(ii). Describe the technology and equipment you will utilize to manage parking.

#### 24/7 GPS MONITORING CAPABILITY

All SCOOT NETWORKS electric SCOOT KICKS will be connected on a wireless communication network and have location awareness through GPS and antenna. This enables our vehicles to connect to the SCOOT NETWORKS Cloud, which gives our Field Service Technicians situational and



Example: Our proposed Santa Monica street parking map. Red areas signify no parking. Blue areas, including transit stations, have special, specific parking rules will be outlined in our mobile app

location awareness of all vehicles in the fleet. The SCOOT NETWORKS Fleet Map and Fleet Tools enable our Field Service Technicians to see where all SCOOT NETWORKS electric SCOOT KICKS are located at all times. These tools also give our Field Service Technicians visibility into whether any vehicles have been unlawfully parked or brought outside of the blue zone. The information provided through GPS monitoring allows our Field Service Technicians to relocate our SCOOT KICKS straightaway, when necessary.

**A(iii). Describe geo-fencing and virtual station capabilities, and willingness to comply with required parking hubs for chargers and customers.**

SCOOT NETWORKS will work with the City to create virtually designated parking areas in the public right of way using a geofence, as required.

SCOOT has sophisticated geofencing and virtual station capabilities derived from our compliance with complex San Francisco parking rules. A very high degree of specificity and control is possible, but it is also possible that through that specificity the service becomes complex and the rules hard to follow and compliance suffers. We have experience with such situations and would like to work with the City of Santa Monica to create parking rules that achieve the City’s goals but which are comprehensible enough that riders will follow them consistently.

All SCOOT vehicles have swappable batteries so recharging will be performed by SCOOT’s team where the vehicle is parked without relocating the vehicle unless otherwise required by the City.

**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.**

The strategies we use that most fundamentally influence customer riding and parking behavior are rider education (please see detailed description in Section 5F) and accountability in the form of rider incentives, email notifications of non-compliance, penalties, and if necessary for safety, service suspension.

## RIDER INCENTIVES

### **FREE AND DISCOUNTED RIDE INCENTIVES**

SCOOT NETWORKS offers incentives to our riders in the form of discounted or free rides to either: (a) bring low-battery vehicles to a nearby garage to recharge or (b) select SCOOT KICKS that were parked unlawfully or outside the service area by the previous rider in an effort to remedy the problem even faster than our Field Service Technicians' expeditious response time. Such incentives will be offered at the time of launch.

### **“POINT” OR “REWARD” SYSTEMS**

We are also considering a point, or reward, system to carry out the same objectives and more, including points for being good SCOOT citizens, by never: (a) leaving a vehicle parked unlawfully, (b) riding in a manner that is unlawful or against the rules, (c) riding without a helmet, or (d) leaving the kick-scooter unlocked, for example. Points would be awarded in regular, predetermined intervals, the accumulation of which would result in desirable rewards such as free SCOOT NETWORKS rides, gear, swag, or otherwise.

## HOW WE ADDRESS NON-COMPLIANT USERS

### **EMAIL NOTIFICATION**

SCOOT riders who park their vehicles improperly are sent an email reminder of the SCOOT NETWORKS parking policy. After their first warning, non-compliant riders are charged a fee for subsequent offenses.

### **RIDER ACCOUNTABILITY FEES**

Some of SCOOT NETWORKS' existing parking, safety and locking fees are summarized here, in relevant part, which we respectfully reserve the right to modify, as needed:

- **Parking citations or traffic violations during or after the trip, \$10+:** Our riders are responsible for any parking citations or traffic violations that occur as a result of their vehicle use during the ride or after drop-off. If a rider gets a ticket and knows it, he or she may go ahead and pay it. Otherwise, if SCOOT gets the bill we'll add the ticket to the rider's account, plus a \$10 service fee.
- **Safety violations, \$25:** If a rider rides a SCOOT motorbike without a helmet, carries a passenger, lets someone else ride the vehicle, or uses the vehicle in any other way that is unsafe

to the rider or to others, including moving violations while riding, we will charge the rider a \$25 fee and may limit his or her use of the service.

- **Leaving the vehicle unlocked, \$25:** If a rider forgets to lock up the vehicle or any lockable components (such as a helmet box, for example), the vehicle and its accessories could get stolen, so we will charge a \$25 fee for re-securing the vehicle.
- **Ending the ride outside of the service area, \$50+:** If a rider ends the ride and leaves the vehicle outside of our service area, we will have to go retrieve it, so we will charge a \$50 fee. The rider is also responsible for any tickets or parking violations on that vehicle until it has been retrieved.
- **Getting towed, \$50+:** The rider is responsible for paying parking tickets and towing fees that occur as a result of his or her use of a vehicle during the ride or after drop-off. Since we will have to rescue the vehicle from the tow lot, we'll add the parking tickets and towing fees to the rider's account, plus a \$50 service fee.

## SERVICE SUSPENSION

SCOOT NETWORKS may also, in our discretion, temporarily or permanently suspend service to unresponsive or flagrant abusers of SCOOT NETWORKS policies.

## | C. Strategy for avoiding underage use of e-scooters, or use without a driver's license

### ACCOUNT REGISTRATION AGE VERIFICATION

All SCOOT NETWORKS subscribers must affirm that they are at least 18 years of age in order to create an account.



Example: Third-party identity verification software will be available through our mobile app for driver license authentication.

### IDENTIFICATION VERIFICATION SOFTWARE

In order to ensure that our riders have a valid driver's license, SCOOT will use a third party identity verification software through which users, during the new user account registration process, upload their government-issued identification documents. New users will simply upload their documents and the third-party software will extract all of the license information and perform fraud checks to ensure the document is valid and authentic. Additionally, we will have

users take a selfie to prove they have possession of that document.

### REAL-TIME IN-PERSON FIELD MONITORING

Our Field Service Technicians see it all when they're en route to service a vehicle in the field. If, by chance, a child is seen operating a SCOOT vehicle, they would be able to use the vehicle's unique identifier to determine who the vehicle was rented to.

## **| D. Plan for making helmets available to customers of e-scooters and e-bikes**

Like our existing fleet of LEVs, SCOOT NETWORKS will produce its SCOOT KICKS with a helmet that is secured to the vehicle in a lockable box. While our SCOOT KICKS at launch will not feature these components, it is a feature we're already working with our production partner to incorporate on an expedited basis. In the meantime, all SCOOT KICK riders will be offered a free helmet (for-keeps!) during the sign-up process, subject to certain terms and conditions.

## **| E. Plan for making customers aware of e-scooter and e-bike helmet laws and providing resources for compliance**

Safety is our #1 priority at SCOOT NETWORKS, and so we've always required our riders to wear a helmet. As well, we've always provided helmets for our riders' use during their rides. In Santa Monica, we will continue to educate our riders on wearing a helmet, and helmet laws, and provide our riders with the resources they need in order to comply, as described below.

### **MAKING CUSTOMERS AWARE OF HELMET LAWS**

For the sake of expediency (because this is a pretty lengthy section), please scroll down to Section 5F where we provide a full description of SCOOT NETWORKS rider education offerings, all of which will include information regarding helmet use and helmet laws at the time of launch in Santa Monica.

### **RESOURCES FOR COMPLIANCE**

Like our existing fleet of LEVs, SCOOT NETWORKS will produce SCOOT KICKS with a helmet that is secured to the vehicle in a lockable box. While our SCOOT KICKS at launch will not feature these components, it is a feature we're already working with our production partner to incorporate on an expedited basis. In the meantime, all SCOOT KICKS riders will be offered a free helmet (for-keeps!) during the sign-up process, subject to certain terms and conditions.

## **| F. Plan for educating users about rules of the road, including illegal sidewalk riding**

### **RIDER EDUCATION & TRAINING**

#### **ONLY RESPONSIBLE RIDERS, PLEASE**

SCOOT NETWORKS has a vested interest in making sure its community of users is made up of safe, responsible riders who know the rules and follow them. And we know a-thing-or-two about how to achieve that after years of experience managing a network of shared electric vehicles. In Santa Monica, SCOOT riders will be given the following tools, education, and support that's unmatched in our industry.

#### **FREE IN-PERSON CLASSES**

SCOOT NETWORKS offers free in-person classes on the operation and proper use of our light electric vehicle rental fleet. These classes are taught by experienced riders who are trained to teach riding, road rules, and safety lessons to new riders. Part of the in-person class curriculum will include instructions on how to park electric SCOOT KICKS safely, as well as information on applicable laws particularly related to riding on sidewalks and helmet use. Classes are optional, held monthly, and riders may attend as many classes as they desire over the life of their membership.

### **MOBILE APP PRE-RIDE REMINDERS**

One of the easiest ways to educate riders on the rules is simply to remind them each time they start a ride. At minimum, riders will be reminded before the start of every ride to: (1) Wear a helmet, it's the law, (2) Ride in the street, not the sidewalks, and (3) Only park in permitted areas.

### **MOBILE APP INSTRUCTIONAL VIDEOS (MANDATORY)**

SCOOT has also developed a series of training videos that cover the same riding, road rules, and safety lessons directly in our mobile app, which is a mandatory step during the user's onboarding process.

### **ONLINE INSTRUCTIONAL VIDEOS**

Instructional videos are available on the SCOOT NETWORKS website informing our riders on the operation and proper use of our entire LEV rental fleet. Part of the online video curriculum will include instructions on how to park SCOOT KICKS safely, as well as information on applicable laws particularly related to riding on sidewalks and wearing a helmet.

### **REAL-TIME REMINDERS**

Our Field Service Technician team works day until night swapping batteries and conducting inspections of our LEVs in the field. And while they're en route to service identified vehicles in need, they stop all along the way to manage any improperly parked vehicles they see, and to educate riders in real time whom they've observed breaking the rules of the road, not wearing a helmet, or driving unsafely.

That means that as soon as our wheels hit the ground in Santa Monica, SCOOT NETWORKS will have a team of skilled employees on the street, day-in and day-out leading the effort to monitor compliance and educate riders.

### **ONLINE SAFETY GUIDES**

SCOOT NETWORKS will publish a SCOOT KICK Safety Guide on its website similar to the article we published for our electric moped riders, which provides comprehensive safety instructions pulled directly from published DMV safety brochures. Information on the laws regarding helmet use and riding on the sidewalk will be featured in the article:

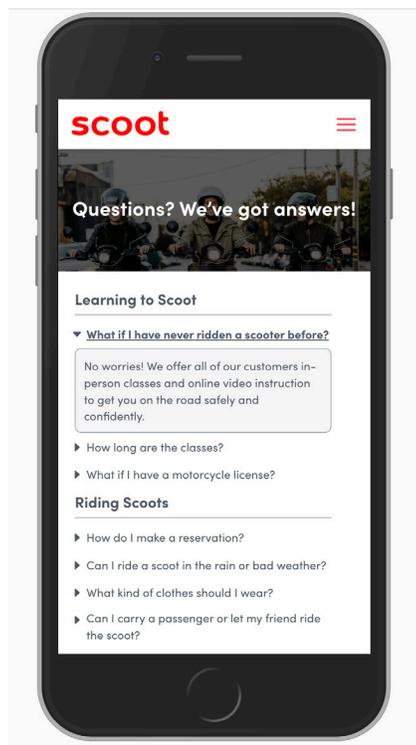
Please visit: <https://scoot.co/stories/scoot-safety-guide/>

## ONLINE FAQs

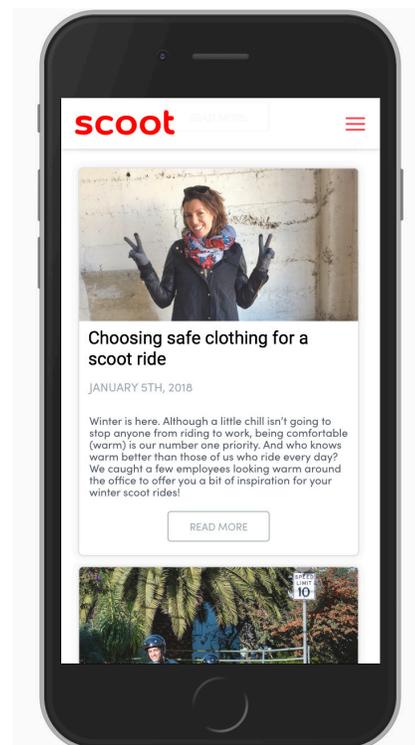
At the time of launch, instructions on where to park SCOOT KICKS during and at the end of a ride, as well as the laws pertaining to riding on the sidewalk and helmet use, will be included on the SCOOT NETWORKS FAQs page.

## ONLINE BLOG POSTS

Our online Blog posts frequently feature articles relating to compliance with SCOOT NETWORKS rules and applicable laws relating to rider safety and parking. At the time of launch, we will add articles that are specific to safe parking and riding, as well as laws regarding helmet use and not riding on the sidewalk.



*Example: Our online FAQs page will include parking instructions for SCOOT KICKS similar to our parking instructions for electric mopeds (shown here).*



*Example: SCOOT NETWORKS Blog posts subjects such as "How to park perfectly in all situations" and "SCOOT Safety Guide."*

## G. Strategies for incorporating features into system functionality to address parking, helmet use and roadway safety.

### STRATEGY SUMMARY

At SCOOT NETWORKS, we are always looking for ways to ensure that our riders comply with applicable laws and SCOOT policies. Below, we offer a summary of the measures we have already taken to ensure our riders' compliance, as well as any new measures we will implement with the addition of SCOOT KICKS to our fleet of electric vehicles in Santa Monica. Such measures will help specifically address compliance issues related to riding on sidewalks and roadway safety, safe parking of SCOOT KICKS, and helmet use:

1. Rider Education and Training (please see Section 5F for a detailed description)
2. Infrastructure that Promotes Road Safety and Orderly Parking (please see Section 5A(i) for a detailed description)
3. 24/7 GPS Monitoring Capability (see Section 5A(ii) for a detailed description)
4. Notifications to Riders (please see Section 5B for a detailed description)
5. Rider Incentives (please see Section 5B for a detailed description)
6. Community Building (please see Section 6A for a detailed description)
7. Scooter Modifications (please see detailed description below)
8. End-Ride Photographs (please see Section 5A(i) for a detailed description)

### SCOOT KICK MODIFICATIONS<sup>21</sup>

At SCOOT NETWORKS we take the concerns of the the City of Santa Monica and our community partners seriously, especially when it comes to designing a vehicle that is safe for our riders, and is suitable for driving in Santa Monica. As such, we propose the following solution-based design improvements to address common issues that have arisen during the operation of non-permitted kick-scooter programs in the City.

#### AVAILABLE AT LAUNCH

- **Swappable Batteries:** Like our electric mopeds, our SCOOT KICKS will incorporate “swappable” batteries, which will be kept charged by our Field Service Technicians who swap the batteries wherever the SCOOT KICKS are parked. When a battery is low, the vehicle is no longer visible in the mobile app for users to rent. The major upside of having swappable batteries is that there is no need to collect our entire fleet of scooters each day and shuttle them back and forth for recharging purposes, and so SCOOT NETWORKS, has, and will, not compound the traffic congestion problems that full-scale loading and unloading of kick-scooters has been shown to cause. Additionally, by swapping batteries, more vehicles will be available and so can serve more people more of the time, which reduces costs and supports fundamentally affordable pricing to our riders.
- **Visible Unique Identifiers:** All SCOOT KICKS will have unique identification numbers prominently displayed on both sides of the vehicle. Each vehicle's unique identification number will

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<sup>21</sup> We expect that during the pilot period we will introduce more than one SCOOT KICK vehicle design to our riders as we fine-tune our final fleet.

be featured in a large, easily visible font size, so citizens can photograph and report unsafe drivers or improperly parked vehicles more easily.

- **Sturdy Stand-Up Design:** Like our existing fleet of electric mopeds, our SCOOT KICKS will be parked standing upright with a sturdy kickstand.
- **A Bit More Power:** We believe that with a little more power (350W vs. 250W), SCOOT KICK riders may feel safer riding in the street because they can get up to 15 MPH more quickly, and, therefore, they will be better able to keep up with the cars and bicycles they share the road with, and will thus be less inclined to ride on the sidewalk.

## EXPEDITED PRODUCTION TIMELINE

- **Helmets and Helmet Boxes:** Like our existing fleet of electric mopeds, SCOOT NETWORKS would like to produce its SCOOT KICKS with a helmet that is, preferably, secured to the vehicle in a lockable box. While our SCOOT KICKS at launch may not feature these components, it is a feature we're already working with our production partner to incorporate on an expedited basis. In the meantime, all SCOOT KICK riders will be offered a free helmet (for-keeps!) during the sign-up process, subject to certain terms and conditions.
- **Infrastructure Locks:** We believe that requiring riders to lock their kick-scooters to infrastructure is the most sensible approach to operating a shared kick-scooter service in Santa Monica because tethering will help: (i) limit unlawful parking outside the furniture zone, (ii) reduce sidewalk, pathway and Americans with Disabilities Act blockages, (iii) reduce trip and fall accidents by attaching the vehicle to another object, (iv) limit vehicles being moved by non-users or passerbys so that we can know with better certainty if our riders are responsible for parking unlawfully (and hold them accountable and follow-up), (v) reduce theft of our vehicles, and (vi) allow us to make SCOOT KICKS available 24/7. Currently our electric bicycles feature infrastructure locks and we will implement infrastructure locks on our electric kick-scooters next.

## 6. ENGAGEMENT

**Describe the outreach and engagement program for Santa Monica. Include marketing, education, safety outreach; and education regarding applicable local and state laws.**

### **A. Plan for community engagement.**

## COMMUNITY MATTERS

SCOOT NETWORK has always taken a genuine interest in working with city officials and conducting broad community outreach efforts so that we may provide truly sustainable point-to-point mobility solutions in the cities that we serve.

Our mission statement is: Electric Vehicles for Everyone. To fulfill our mission, SCOOT NETWORKS is committed to serving the diverse mobility needs of all Santa Monicans. As part of that commitment, we intend to develop long-standing relationships with municipal, neighborhood, business, and advocacy groups across the City in order to understand the unique needs of every community--just as we have done in San Francisco and Barcelona.

We understand that urban mobility raises concerns for city inhabitants including equitable accessibility, affordability, safety, parking, traffic congestion, and pollution, to name a few. These things matter to us too, which is why SCOOT NETWORKS was created. Founded by Michael Keating--who holds a Masters in Urban Planning and an MBA from Harvard--SCOOT NETWORKS provides a solution to all of these problems by offering a diverse fleet of shared, stationless, emissions-free vehicles, which come at no cost to the City, require no construction or physical infrastructure, and are fundamentally affordable.

By working side-by-side with local communities and city agencies, we believe SCOOT NETWORKS will help make Santa Monica a better place to live--for everyone.

## **COMMUNITY PARTNERS**

We, at SCOOT NETWORKS, are uniquely oriented to find sustainable urban mobility solutions, not just to sell rides. While other companies prioritize sales over sustainable solutions, SCOOT NETWORKS was born from an urban planner's desire to make cities run better. SCOOT NETWORKS includes, as a measure of its success, our ability to respond to a community's needs.

## **COMMUNITY BUILDING**

### **IT TAKES A VILLAGE**

It takes a village to maintain a sustainable network of shared electric vehicles, if we, as a community, want to enjoy the many benefits it brings to our City and our planet. Therefore, we will make efforts in our online marketing, educational components, or otherwise, to encourage our entire community of riders, as well as non-users, to support the cause by picking up a fallen SCOOT KICK they happen to come by or to educate fellow riders, such as friends and family, or new riders they see struggling, on how to ride and park safely.

### **PEDESTRIAN AND BICYCLE SAFETY**

SCOOT NETWORKS has sought to develop partnerships with bicycle advocacy and pedestrian safety organizations throughout the cities that we serve in order to find ways for our riders to safely coexist with cyclists, pedestrians, disabled persons, or any group who may be potentially impacted by our shared mobility services.

Accordingly, in San Francisco SCOOT NETWORKS has collaborated with local organizations including the San Francisco Bicycle Coalition, WalkSF, and SF Lighthouse for the Blind, to help find ways to achieve that important goal. This collaboration has, as an example, resulted in our pledge, as shared electric moped operators, to not permit our mopeds to ride in bike lanes or to park on sidewalks or at bike racks, both of which are legal for our moped riders to do.

In Santa Monica, we will reach out and continue to engage in dialog with any advocacy groups potentially impacted by shared electric kick-scooter operation.

### **COMMUNITY BENEFIT ORGANIZATIONS**

SCOOT NETWORKS will draw from its community outreach efforts in San Francisco, and reach

out to community groups in Santa Monica to promote community engagement in the City's shared electric kick-scooter pilot program.

As exemplified by the pilot permit process for our electric moped program in SF, our community outreach efforts enabled local community groups to have a voice in developing a first-of-its-kind permit solution for shared LEVs in collaboration with the SFMTA. The results of that pilot permit program have been exemplary and provide a model for further regulation of shared electric vehicles.

Upon permit approval, SCOOT NETWORKS will implement our outreach efforts in order to gain valuable insight into the particular mobility needs of Santa Monica's diverse communities. As an example, in anticipation of the shared electric kick-scooter program in San Francisco, SCOOT NETWORKS reached out to dozens of bicycle advocacy and community benefit organizations as part of our local outreach efforts, including:

Alliance for Retired Americans	District 11 Neighborways Community Planning Project
Arab Resource & Organizing Center	District 3 Working Group
Archie Green Fund for Labor Culture & History	Dogpatch and Northwest Potrero Hill Green Benefit District
Asian Law Caucus	Dogpatch Business Association
Balboa Park Station Community Advisory Committee	Dogpatch Neighborhood Association
Bay Area Riders Forum	Duboce Triangle Neighborhood Association
Bay Area Video Coalition	Earth Share California (Northern California office)
Bayview Hunter's Point YMCA	Earthjustice
Bayview Hunters Point Citizens Advisory Committee	Ecology Center Of San Francisco
Bernal Heights NDRB	Economic Development on Third
Bernal Heights Neighborhood Center	Epiphany Dance Theater
Bessie Carmichael Elementary School	Excelsior Action Group
Bicycle Advisory Committee	FACES SF
Bike Kitchen	FDR Democratic Club
Board of Trustees of the War Memorial & Performing Arts Center	Fillmore Merchants & Improvement Association
Boys and Girls Clubs of San Francisco	Fisherman's Wharf Community Benefit District
Buchanan YMCA	Fontana West HOA
California Bicycle Coalition	Friends of Harvey Milk Plaza
California Trucking Association	Friends of Islais Creek
California Walks	Friends of Monterey Boulevard
Castro Community Benefit District	Friends of the Urban Forest
Castro Merchants Association	Galaria De La Raza
CC Puede	Garden For the Environment
Chinatown Branch YMCA	Geary Community Advisory Committee
Chinatown Community Development Center	Golden Gate Heights Neighborhood Association
Chinatown Merchants Association	Golden Gate National Parks Conservancy
Chinatown TRIP	Greater Rincon Hill Community Benefit District
Citizens' Advisory Council	Greater West Portal Neighborhood Association
Civic Center Community Benefit District	Green City Project
Coalition on Homelessness	Habitat for Humanity Greater San Francisco
Coalition to Save the Historic Van Ness Street Lamps	Haight Ashbury Neighborhood Council
Cole Valley Improvement Association	Hayes Valley Merchants Association
Coleman Advocates for Children and Youth	Hayes Valley Neighborhood Association
Coleridge St. Neighbors	Holy Trinity Cathedral
Community United Against Violence	Housing Rights Committee of San Francisco
Compass Family Services	Independent Living Resource Center San Francisco
Copra Crane Labor Landmark Association	India Basin Neighborhood Association
Council of Community Housing Organizations	Inner Sunset Merchants Association
Council of District Merchants	Inner Sunset Neighborhood Association
Cow Hollow Association	International Longshore & Warehouse Union
Crissy Field Center	Intersection for the Arts
	Jewish Community Relations Council

Jordan Park Improvement Association  
 Juma Ventures  
 Large Vehicle Safety Working Group  
 Laurel Heights Improvement Association of SF, Inc.  
 Liberty Hill Resident Association  
 Lighthouse for the Blind and Visually Impaired  
 Literacy for Environmental Justice  
 Livable City  
 Lower Haight Merchant & Neighbors Association  
 Lower Polk Community Benefit District  
 Lower Polk Neighbors  
 Marina Civic Improvement & Property Owners  
 Marina Community Association  
 Marina/Cow Hollow Neighbors & Merchants  
 Market Street Railway  
 Market/Van Ness Neighborhood Association  
 Mid-Richmond Coalition  
 Mission Cultural Center for Latino Arts  
 Mission Dolores Neighborhood Association  
 Mission Economic Development Association  
 Mission Local  
 Mission Merchants Association  
 Mo'MAGIC  
 Multimodal Accessibility Advisory Committee  
 NEMNA - Northeast Mission Neighborhood Association  
 Noe Neighborhood Council  
 Noe Street Neighbors  
 North Beach Neighbors  
 North East Mission Business Association  
 North of Panhandle Neighborhood Association (NOPNA)  
 Northwest Bernal Heights Parking Alliance  
 Pacific Heights Residents Association  
 Paratransit Coordinating Council  
 Pedestrian Safety Advisory Committee  
 People of Parkside Sunset (POPS)  
 Planning Association for the Richmond (PAR)  
 Portola Neighborhood Association  
 Potrero Boosters  
 Potrero Hill Neighbors/Save the Hill  
 Potrero-Dogpatch Merchants Association  
 Precita Eyes Mural Arts & Visitors Center  
 Presidio Heights Association of Neighbors  
 Presidio YMCA  
 Project Open Hand (San Francisco)  
 Richmond District Neighborhood Center  
 Richmond District YMCA  
 Russian Hill Community Association  
 Russian Hill Neighbors  
 Safe Passage  
 Safe Routes to School National Partnership  
 San Franciscans for Reasonable Growth (SFRG)  
 San Francisco AIDS Foundation  
 San Francisco Arts Commission  
 San Francisco Bay Area Families for Safe Streets  
 San Francisco Bay Area Planning and Urban Research  
 Association (SPUR)  
 San Francisco Beautiful  
 San Francisco Bicycle Coalition  
 San Francisco Chamber of Commerce  
 San Francisco Food Bank  
 San Francisco for Democracy

San Francisco General Hospital Foundation  
 San Francisco Heritage  
 San Francisco Interfaith Council  
 San Francisco Lesbian Gay Bisexual Transgender Commu-  
 nity Center  
 San Francisco Lesbian Gay Bisexual Transgender Pride  
 Celebration Committee  
 San Francisco Outer Mission Merchants and Residents  
 Association  
 San Francisco Planning and Urban Research Association  
 San Francisco Transit Riders  
 San Francisco Unified School District  
 Self Help for the Elderly  
 Senior & Disability Action  
 SF CityWide  
 SF Food Bank  
 SF Urban Riders  
 sf.citi  
 SFMTA Small Business Working Group  
 Shape Up San Francisco Coalition  
 Shih Yu-Lang Central YMCA  
 SOMA Leadership Council  
 SOMA Neighborhood Association  
 South Beach/Rincon/ Mission Bay Neighborhood Associa-  
 tion  
 South of Market Business Association (SOMBA)  
 South of Market Community Action Network (SOMCAN)  
 Taxi Advisory Council  
 Tenants and Owners Development Corporation  
 Tenderloin Neighborhood Development Corporation  
 The Presidio Trust  
 The Village  
 Tides Thoreau Center San Francisco  
 Union Square Business Improvement District  
 Union Street Association  
 United Playaz  
 University Terrace Association  
 Urban Habitat  
 Van Ness Bus Rapid Project Community Advisory Commit-  
 tee  
 Van Ness Business Advisory Committee  
 Vision Zero Network  
 Vision Zero SF Coalition  
 Walk San Francisco  
 Western Addition Neighborhood Association  
 Yerba Buena Community Benefit District  
 ZeroDivide

## **| B. Plan to implement safety programs**

Our plan to implement safety programs in Santa Monica includes: direct in-person engagement of riders, real-time push notification and in-app engagement of riders, online and in-app instructional videos, direct engagement with users and non-users in the field via Field Service Technicians, and online blog posts, safety guides, and FAQs.

Please see Section 6C below for full descriptions of the same.

## **| C. Plan for public information and education to users and non-users**

### **ONLY RESPONSIBLE RIDERS, PLEASE**

SCOOT NETWORKS has a vested interest in making sure its community of users is made up of safe, responsible riders who know the rules and follow them. And we know a-thing-or-two about how to achieve that after years of experience managing a network of shared multimodal electric vehicles. In Santa Monica, SCOOT riders will be given the following tools, education, and support that's unmatched in our industry.

### **FREE IN-PERSON CLASSES**

SCOOT NETWORKS offers free in-person classes on the operation and proper use of our light electric vehicle rental fleet. These classes are taught by experienced riders who are trained to teach riding, road rules, and safety lessons to new riders. Part of the in-person class curriculum will include instructions on how to park electric SCOOT KICKS safely, as well as information on applicable laws particularly related to riding on sidewalks and helmet use. Classes are optional, held monthly, and riders may attend as many classes as they desire over the life of their membership.

### **MOBILE APP PRE-RIDE REMINDERS**

One of the easiest ways to educate riders on the rules is simply to remind them each time they start a ride. At minimum, riders will be reminded before the start of every ride to: (1) Wear a helmet, it's the law, (2) Ride in the street, not the sidewalks, and (3) Only park in permitted areas.

### **MOBILE APP INSTRUCTIONAL VIDEOS (MANDATORY)**

SCOOT has also developed a series of training videos that cover the same riding, road rules, and safety lessons directly in our mobile app, which is a mandatory step during the user's onboarding process.

### **ONLINE INSTRUCTIONAL VIDEOS**

Instructional videos are available on the SCOOT NETWORKS website informing our riders on the operation and proper use of our entire LEV rental fleet. Part of the online video curriculum will include instructions on how to park SCOOT KICKS safely, as well as information on applicable laws particularly related to riding on sidewalks and wearing a helmet.

### **REAL-TIME REMINDERS**

Our Field Service Technician team works day until night swapping batteries and conducting

visual inspections of our LEVs in the field. And while they're en route to service identified vehicles in need, they stop all along the way to manage any improperly parked vehicles they see, and to educate riders in real time whom they've observed breaking the rules of the road, not wearing a helmet, or driving unsafely.

That means that as soon as our wheels first hit the ground in Santa Monica, SCOOT NETWORKS will have a designated team of highly skilled employees on the street, day-in and day-out leading the effort to monitor compliance and educate riders in real-time.

## ONLINE SAFETY GUIDES

SCOOT NETWORKS will publish a SCOOT KICK Safety Guide on its website similar to the article we published for our electric moped riders, which provides comprehensive safety instructions pulled directly from published DMV safety brochures. Information on the laws regarding helmet use and riding on the sidewalk will be featured in the article:

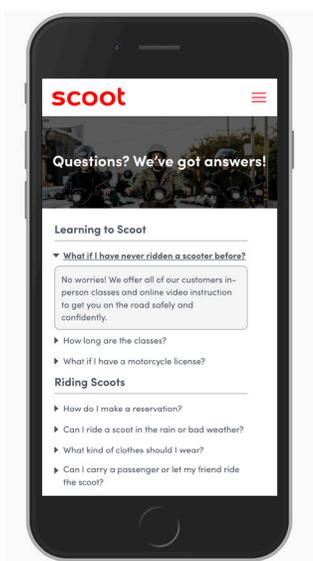
Please visit: <https://scoot.co/stories/scoot-safety-guide/>

## ONLINE FAQS

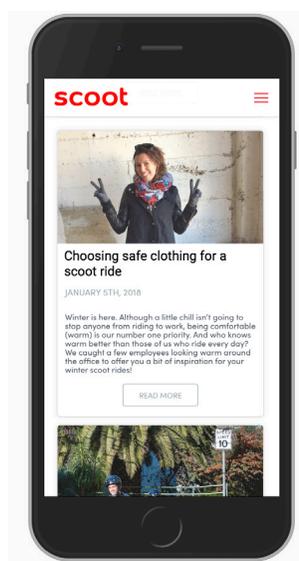
At the time of launch, instructions on where to park SCOOT KICKS during and at the end of a ride, as well as the laws pertaining to riding on the sidewalk and helmet use, will be included on the SCOOT NETWORKS FAQs page.

## ONLINE BLOG POSTS

Our online Blog posts frequently feature articles relating to compliance with SCOOT NETWORKS rules and applicable laws relating to rider safety and parking. At the time of launch, we will add articles that are specific to safe parking and riding, as well as laws regarding helmet use and not riding on the sidewalk.



*Example: Our online FAQs page will include parking instructions for SCOOT KICKS similar to our parking instructions for electric mopeds (shown here).*



*Example: SCOOT NETWORKS Blog posts subjects such as "How to park perfectly in all situations" and "SCOOT Safety Guide."*

## | D. Marketing program

### MARKETING OVERVIEW

SCOOT NETWORKS takes a customer-centric approach to marketing our services within the communities that we operate. Our purpose is to provide valuable shared mobility services to those municipalities, and their citizens. Accordingly, our marketing program highlights that value through multi-channel communications, as well as user and non-user education. This is accomplished in several ways.

- **High Touch Out-of-Home Marketing:** Traditional out-of-home media and in-person street live marketing efforts help SCOOT to learn more about our customer while informing SCOOT users, and non-users, about our service.
- **Performance Marketing:** High-value paid online advertisements help to better inform potential customers about our service
- **Email Marketing:** Precise email marketing allows SCOOT to inform users and non-users about how to become confident and safe riders, and ultimately builds a community of riders with a shared experience and pride in the service.
- **In-app and Push Notifications:** Messages in app allow SCOOT to reach our riders with specific messages precisely at the time they want to know the information.
- **Online and Offline Community Building:** SCOOT uses online and offline tools to engage and build our community of riders. Our blog posts, social media and event marketing take a personal approach to building community by creating content and communications that not only highlight our network but more importantly highlight the great places, local companies and services of the city.

### MULTILINGUAL MARKETING

In addition to translations of our app and non-English customer support, SCOOT NETWORKS is translating our newsletter and social media posts into other languages spoken by our growing community of riders.

## | E. Ability to achieve interoperability or integration with other modes of transportation

### WE ARE THE MOST EXPERIENCED ALL-ELECTRIC MULTIMODAL SHARED VEHICLE OPERATOR

SCOOT NETWORKS would invite the opportunity to integrate our multimodal infrastructure with other modes of transportation, such as public transit, especially, if by doing so, it helps to improve mobility or promote equitable access and affordability. We already integrate multiple modes of transportation because we have already done so as a single operator of different light electric vehicle types.

Moreover, SCOOT NETWORKS can easily incorporate virtually any LEV into our infrastructure in Santa Monica should the City determine that providing its citizens additional shared electric mobility options serves the public interest. We know, for example, that a substantial percentage of our existing customers rely on our shared vehicles to provide them with affordable mobility in order to commute to their daily jobs or to work as couriers for supplemental income. So the more shared vehicle options permitted to operate in Santa Monica, the easier it is to support the diverse

needs of its City's residents.

As a pilot partner, SCOOT NETWORKS is uniquely positioned to establish the infrastructure for shared electric kick-scooters and electric bicycles<sup>22</sup> this Fall, and then later add other types of electric vehicles (e.g., mopeds, quads, cars, or otherwise) in the same network.

## 7. DATA

**Describe in detail the front and back-end technology. Include data availability, specifications, and content.**

SCOOT's rider app and back-end use state-of-the art technology to deliver a reliable, high quality experience for users. Our iOS and Android apps are based on the emerging standard React Native framework, and have been completely rewritten between late 2017 and early 2018. The backend is built with the widely used Ruby on Rails framework, and is backed by a standard PostgreSQL database. SCOOT's technical infrastructure features multiple redundancies and is hosted at an Amazon Web Services (AWS) data-center in the western United States to minimize end-user latency for our riders in San Francisco and Santa Monica. A full-time infrastructure engineer ensures the high reliability of SCOOT's backend services.

**A. Scope and specifications of data available. Including ability to meet the LADOT Mobility Data Specifications:  
<http://github.com/CityOfLosAngeles/mobility-data-specification>**

In the interest of preserving the privacy of our riders, SCOOT does not currently offer service data (live or historical) to the public, but has built technology to comply with the data-sharing requirements of its Shared Electric Moped permit in San Francisco. SCOOT provides a live feed of vehicles not currently being rented with latitude and longitude coordinates, as well as the date and time the vehicle arrived at its current location. SCOOT is able to comply fully with the LADOT Mobility Data Specifications (both provider and agency APIs) and can additionally provide a live General Bikeshare Feed Specification (GBFS) compliant API if necessary.

**B. Method of tracking device utilization and availability.**

SCOOT's fleet management tools monitor each LEV in real time, 24/7. We can place vehicles out of service instantly on-site or remotely. The system allows our team to see the complete repair and maintenance history, ride history, exact location, and more. Data captured from interaction with the vehicles is immediately available for review and can be aggregated for historical analysis.

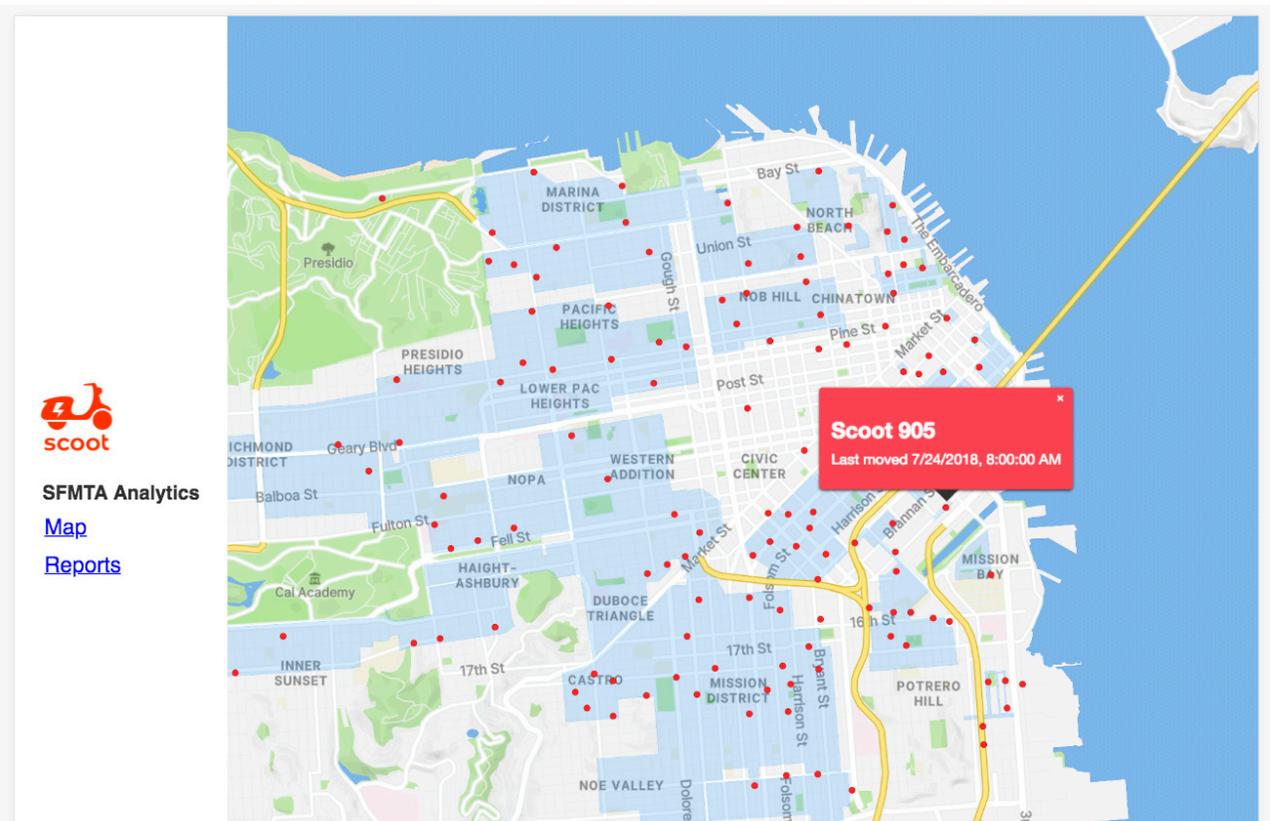
Vehicle utilization and availability is tracked through SCOOT's on-board electronics and our fleet management and analytics software, including a real-time fleet map and aggregations of vehicle availability data. These tools have been in use and under development for SCOOT's San Francisco operations for years, and will be adapted for use in Santa Monica.

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<sup>22</sup> Which we've submitted in a separate permit application for your consideration in tandem.

**C. 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.**

SCOOT currently makes data available to the SFMTA in accordance with our Shared Electric Moped permit through a customized data-sharing portal. The portal includes a map showing real-time locations of all publicly-available vehicles and the date and time each vehicle was last ridden. The SFMTA portal is also used to provide the daily reports of the location and dwell time of vehicles parked on the street (daily at noon and midnight) and a daily report of trips by origin and destination census tract (daily at midnight).



Example: Network analytics portal provided to SFMTA. We provide two reports (csv format) per day that include vehicle ID number, location, and timestamp of most recent ride for every vehicle in the fleet.

**D. Plan for monitoring system effectiveness, customer satisfaction, and municipal relationships over time.**

## **DATA COLLECTION AND ANALYSIS**

Performance of the system is monitored by local team members and managers as well as company executives. We have copious metrics for rides, riders, vehicles, and other aspects of the service to determine how our team is performing, how happy our customers are, how utilized our vehicles are, and how the system is performing financially.

Customer service data is routinely analyzed by our customer service team in order to determine if there are any measurable trends indicative of system effectiveness or customer satisfaction.

## **CUSTOMER SURVEYS**

Customer satisfaction is also monitored through our third party reporting tool via an automated survey that is sent out after every direct interaction with SCOOT customer support.

## **MUNICIPAL RELATIONSHIPS**

SCOOT NETWORKS has always worked with City officials to make sure our service is a success from the perspective of the local government. Santa Monica City officials can expect to have frequent contact with SCOOT NETWORKS team members, especially our local General Manager and Program Liaison. SCOOT NETWORKS also has a designated Public Accountability Manager. The Program Liaison will be available to promptly respond to City staff during normal business hours.

**E. Plan to comply with financial privacy laws and best practices. Provide your most recent third-party PCI audit. Plan to protect personal customer data.**

SCOOT is legally compliant with financial privacy laws and follows privacy best practices. We do not retain financial information about our riders. Credit card data is stored by Stripe (industry gold-standard payments provider). Stripe is PCI-compliant. SCOOT does not hold credit data and so we are not audited for PCI compliance.

**F. 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.**

Currently, SCOOT collects the following personally identifiable information about our riders. Scoot does not sell users' personal information.

- Email address
- Phone number
- Address
- Driver's license number, issue date, and expiration date
- Date of birth

## 8. NON-DISCRIMINATION POLICY ACKNOWLEDGMENT (EXHIBIT A)



### 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.

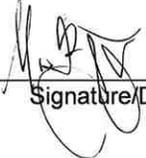
At any time any person applies for services under this Agreement, he or she shall be advised by Consultant of these procedures. A copy of these procedures shall be posted by Consultant in a conspicuous place, available and open to the public, in each of Consultant's facilities where services are provided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

## 8. NON-DISCRIMINATION POLICY ACKNOWLEDGMENT (EXHIBIT A)

- (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.

 7/23/18  
\_\_\_\_\_  
Signature/Date

Michael Keating Scott  
\_\_\_\_\_  
Name of Proposer

**9. NON-COLLUSION AFFIDAVIT (EXHIBIT B)**



EXHIBIT B

**NON-COLLUSION DECLARATION TO ACCOMPANY PROPOSALS OR BIDS**

STATE OF CALIFORNIA }  
COUNTY OF LOS ANGELES }

Michael Keating, being first duly sworn, deposes, and says: that He/She is:  
CEO

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

of Scout Networks, 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.

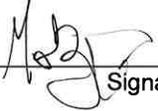
Declarant further deposes and says: that the proposer has not directly or indirectly by agreement, communication or conference with anyone attempted to induce action prejudicial to the interests of the public body which is to award the contract or of any other proposer, or anyone else interested in the 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:

## 9. NON-COLLUSION AFFIDAVIT (EXHIBIT B)

- (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.

 7/27/18  
Signature/Date

Michael Keating, Scoot  
Name of Proposer

## 10. OAKS INITIATIVE DISCLOSURE FORM (EXHIBIT C)



### 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.

10. OAKS INITIATIVE DISCLOSURE FORM (EXHIBIT C)



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:

Scout Networks, Inc.

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

Michael Keating, CEO; Justin Dawe, President; Kunal Bhasin, CTO; William Perry, Director; Eshaoben Bhiwardiwala, Director.

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

Mahindra Partners (represented by Eshaoben Bhiwardiwala)  
Vision Ridge Capital (represented by William Perry)

Prepared by: Michael Keating Title: CEO

Signature: [Signature] Date: 7/23/18

Email: michael@scout.com Phone: (415) 857-2668

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

## 11. INDEMNIFICATION AND INSURANCE AGREEMENT (EXHIBIT D)



### EXHIBIT D

### INDEMNIFICATION AND INSURANCE AGREEMENT

This Indemnification and Insurance Agreement ("Agreement") is entered into on 7/13/18, 2018, by and between the **CITY OF SANTA MONICA**, a municipal corporation ("City") and Scoot Networks ("Operator").

#### RECITALS

- A. City is a municipal corporation duly organized and validly existing under the laws of the State of California with the power to carry on its business as it is now being conducted under the statutes of the State of California and the Charter of the City.
- B. Operator is qualified to do business, and is doing business, in the State of California. Pursuant to Santa Monica Municipal Code Section 3.21 ("Shared Mobility Device Pilot Program" or "Pilot Program"), City's Director of Planning and Community Development selected Operator to receive a Shared Mobility Permit Operator Permit ("Permit") authorizing the deployment of a Shared Mobility Device within the City.
- C. Under Santa Monica Municipal Code Sections 3.21.070(a) and (b), Operator's participation in the Pilot Program and the issuance of the Permit is contingent on Operator executing an indemnification agreement and maintaining insurance coverage limits as determined by the City's Risk Manager.
- D. City and Operator desire to enter into this Agreement upon the terms and conditions set forth below.

NOW, THEREFORE, it is mutually agreed by and between the undersigned parties as follows:

**1. AGREEMENT TO INDEMNIFY, DEFEND AND HOLD HARMLESS.** Operator agrees to defend, indemnify, and hold harmless the City, its officers, elected or appointed officials, employees, agents, and volunteers from and against any and all claims, damages, losses, expenses, fines, penalties, judgments, demands, and defense costs (including, without limitation, actual, direct, out-of-pocket costs and expenses, and amounts paid in compromise, settlement, or judgment, and reasonable legal fees arising from litigation of every nature or liability of any kind or nature including civil, criminal, administrative or investigative) arising out of, in connection with, or which are in any way related to, the City's issuance of or decision to approve an Operator Permit, the process used by the City in making decisions, Operator's participation in the Shared Mobility Device Pilot Program, the Operator's (including its officers, managers, employees, contractors, agents, and volunteers) business conduct and operations, any violation of any laws by the Operator (including its officers, managers, employees, contractors, agents, and volunteers) or its users, or any bodily injury including death or damage to property arising out of or in connection with any use, misuse, placement or mis-placement of any of the Operator's device or equipment by any person, except such loss or damage which was caused by the sole willful misconduct of the City. Operator will conduct all defenses at its sole cost and expense, and City shall reasonably approve selection of the counsel to represent City as

## 11. INDEMNIFICATION AND INSURANCE AGREEMENT (EXHIBIT D)

proposed by Operator. This indemnity shall apply to all claims and liability regardless of whether any insurance policies of the Operator, its affiliates or any other parties are applicable thereto. The policy limits of any insurance of Operator, its affiliates or other parties are not a limitation upon the obligation of Operator, including without limitation, the amount of indemnification to be provided by Operator. The provisions of this section shall survive the termination of this Agreement.

**2. INSURANCE.** Operator agrees that, at no cost or expense to the City, at all times during the Operator's participation in the Pilot Program, Operator will maintain the insurance coverage set forth in Attachment "A" to this Agreement.

**3. AMENDMENT/INTERPRETATION OF THIS AGREEMENT.** This Agreement, including all Exhibits attached hereto, represents the entire understanding of the parties as to those matters contained herein. No prior oral or written understanding shall be of any force or effect with respect to those matters covered hereunder. No supplement, modification, or amendment of this Agreement shall be binding unless executed in writing by both parties hereto. This Agreement shall not be interpreted for or against any party by reason of the fact that such party may have drafted this Agreement or any of its provisions.

**4. SECTION HEADINGS.** Section headings in this Agreement are included for convenience of reference only and shall not constitute a part of this Agreement for any other purpose.

**5. WAIVER.** No waiver of any of the provisions of this Agreement shall be binding unless in the form of a writing signed by the party against whom enforcement is sought, and no such waiver shall operate as a waiver of any other provisions hereof (whether or not similar), nor shall such waiver constitute a continuing waiver. Except as specifically provided herein, no failure to exercise or any delay in exercising any right or remedy hereunder shall constitute a waiver thereof.

**6. SEVERABILITY AND GOVERNING LAW.** If any provision or portion thereof of this Agreement shall be held by a court of competent jurisdiction to be invalid, void, or otherwise unenforceable, the remaining provisions shall remain enforceable to the fullest extent permitted by law. This Agreement shall be governed by and construed and enforced in accordance with the laws of the State of California applicable to contracts made and to be performed in California.

**7. NOTICES.** All notices, demands and other communications required or permitted hereunder shall be made in writing and shall be deemed to have been duly given if delivered by hand, against receipt, or mailed certified or registered mail and addressed as follows:

If to Operator:

If to City:  
Mobility Division, Planning and Community Development  
City of Santa Monica  
1685 Main Street, Room 115  
Santa Monica, CA 90401

**11. INDEMNIFICATION AND INSURANCE AGREEMENT (EXHIBIT D)**

ATTN: Peter Dzewaltowski, Transportation Planner

With a copy to:

Santa Monica City Attorney's Office  
1685 Main Street, Third Floor  
Santa Monica, CA 90401  
Attention Lane, Dilg, City Attorney

**8. COUNTERPARTS.** This Agreement may be executed in one or more counterparts, each of which shall be deemed to be an original, which together shall constitute the same instrument.

**9. EFFECTIVE DATE.** This Agreement will be effective as of the date of the signature of City's representative as indicated below in City's signature block.

In witness whereof, the parties have caused this Agreement to be executed the day and year first above written.

ATTEST:

CITY OF SANTA MONICA,  
a municipal corporation

\_\_\_\_\_  
DENISE ANDERSON-WARREN  
City Clerk

By: \_\_\_\_\_  
RICK COLE  
City Manager

APPROVED AS TO FORM:

\_\_\_\_\_  
LANE DILG  
City Attorney

OPERATOR  
By: \_\_\_\_\_  
Name: Michael Keating  
Title: CEO





# **ADDENDUM**

## **City Of Santa Monica Shared Mobility Pilot Program**



**ADDENDUM  
TABLE OF CONTENTS**

**1. SFMTA Shared Electric Moped On-Street Parking Permit Application..... p.84**  
**2. SCOOT KICK Specifications .....p. 87**  
**3. RFA Addendum 1 .....p. 95**  
**4. RFA Addendum 2 .....p. 96**

# 1. SFMTA Shared Electric Moped On-Street Parking Permit Application (1 of 3)



**SFMTA**  
Municipal  
Transportation  
Agency

## SHARED ELECTRIC MOPED ON-STREET PARKING PERMIT APPLICATION

v. 8/20/17

**Application Type** (check one):  New  Renewal

### Applicant Information

Name of Shared Electric Moped Organization Applicant			
Contact Name			
Business Address			
Mailing Address (if different)			
Phone Number 1		Phone Number 2	
Email Address			

### Application Requirements

- Attach a list of electric mopeds for which an On-Street Shared Electric Moped Parking Permit is sought, and for each electric moped provide:
  - Vehicle Identification Number (VIN)
  - California DMV plate number
  - Proof of ownership including a copy of the DMV vehicle registration certificate
  - If the applicant has created a unique identification number for each individual moped, that number shall be provided to the SFMTA

Initial permit application must be for at least 100 electric mopeds; subsequent applications can be for fewer permits.

- Applicant certifies that all electric mopeds for which a permit is granted meet the following criteria:

<input type="checkbox"/>	The moped may only be available for shared use by reservation on an hourly basis, or in smaller intervals.
<input type="checkbox"/>	The moped is available to members at an unstaffed self-service location and available for pick-up by members on a twenty-four hour, seven days per week basis.
<input type="checkbox"/>	The moped is registered to the Applicant and shall only be used for shared electric moped related purposes.
<input type="checkbox"/>	Liability insurance is provided for each member using the moped during the period of use.
<input type="checkbox"/>	SFMTA permit decal must be displayed on the permitted moped at all times.
<input type="checkbox"/>	The emblem of the Shared Electric Moped Organization is prominently displayed on both sides of the moped.
<input type="checkbox"/>	A customer service phone number for the Shared Electric Moped Organization is prominently displayed on the moped.
<input type="checkbox"/>	Permits will be issued to a specific vehicle and are non-transferrable.
<input type="checkbox"/>	Permittee will surrender any revoked permits in accordance with the instructions included in the notice of revocation.

## 1. SFMTA Shared Electric Moped On-Street Parking Permit Application (2 of 3)

3. Applicant agrees to gather and provide to the SFMTA operational and utilization data for all permitted electric mopeds, in a format and manner satisfactory to the SFMTA, including:
  - Current location of unreserved moped (lat/long coordinates), with date/time moped arrived in that location
  - Daily 12:00 AM and 12:00 PM snapshots (tabular data) of unreserved mopeds parked on-street, listing moped ID, lat/long coordinates, date/time moped arrived in that location
  - Daily summary (tabular data) of moped trips by origin and destination, at Census tract level
4. Applicant agrees to provide the SFMTA with a monthly summary of utilization data for each permitted moped which shall include the:
  - Average number of mopeds in service for reported month
  - Number of reservations per day
  - Number of unique users per day
  - Average length of reservation (miles / time) for the reported month
  - Average idle time (moped parked between reservations) summarized by Census tract for reported month
5. Applicant will be required to survey its members about travel behavior, vehicle ownership, and Shared Electric Moped use, and share the anonymized survey results with the SFMTA at least once per year. The SFMTA will work with the permittee to develop a survey for Shared Electric Moped Organizations to administer to their members.



# 1. SFMTA Shared Electric Moped On-Street Parking Permit Application (3 of 3)

**SHARED ELECTRIC MOPED PARKING PERMIT TERMS AND CONDITIONS**

**1. Indemnification**

Permittee shall indemnify and save harmless City and its officers, agents and employees from, and, if requested, shall defend them against any and all loss, cost, damage, injury, liability, and claims thereof for injury to or death of a person, including employees of Permittee or loss of or damage to property, arising directly or indirectly from Permittee's performance of this Permit, including, but not limited to, Permittee's use of facilities or equipment provided by City or others, regardless of the negligence of, and regardless of whether liability without fault is imposed or sought to be imposed on City, except to the extent that such indemnity is void or otherwise unenforceable under applicable law in effect on or validly retroactive to the date of this Agreement, and except where such loss, damage, injury, liability or claim is the result of the active negligence or willful misconduct of City and is not contributed to by any act of, or by any omission to perform some duty imposed by law or agreement on Permittee, its subpermittees or either's agent or employee. The foregoing indemnity shall include, without limitation, reasonable fees of attorneys, consultants and experts and related costs and City's costs of investigating any claims against the City. In addition to Permittee's obligation to indemnify City, Permittee specifically acknowledges and agrees that it has an immediate and independent obligation to defend City from any claim which actually or potentially falls within this indemnification provision, even if the allegations are or may be groundless, false or fraudulent, which obligation arises at the time such claim is tendered to Permittee by City and continues at all times thereafter. Permittee shall indemnify and hold City harmless from all loss and liability, including attorneys' fees, court costs and all other litigation expenses for any infringement of the patent rights, copyright, trade secret or any other proprietary right or trademark, and all other intellectual property claims of any person or persons in consequence of the use by City, or any of its officers or agents, of articles or services to be supplied in the performance of this Permit.

**2. Permit Revocation**

The SFMTA reserves the right to revoke a Shared Electric Moped Parking Permit at any time upon written notice of revocation sent to both the Permittee's mailing and email addresses listed on the Permittee's Application submitted to the SFMTA.

The Permittee agrees to surrender such permit in accordance with the instructions in the notice of revocation. In the event that the SFMTA revokes a Shared Electric Moped Parking Permit, Permittee shall remove the Shared Electric Moped Parking Permit from the designated Vehicle within five business days from the date the notice of revocation was mailed and emailed by the SFMTA to the Permittee.

If the Permittee wishes to contest the revocation of a permit, the Permittee may call (415) 701-5400 or email [MTAHearings@sfmta.com](mailto:MTAHearings@sfmta.com) to explain any basis for why the permit should not be revoked.

In circumstances that pose a serious threat to public health or safety, the SFMTA reserves the right to immediately revoke a Shared Electric Moped Parking Permit effective on the date the notice of revocation is mailed and emailed to the Permittee. The SFMTA shall state the public health or safety reasons that require immediate revocation in the notice of revocation.

**3. Compliance with Applicable Law**

Permittee represents and certifies, under penalty of perjury, that the Shared Electric Moped Organization and the vehicle on whose behalf the Permittee is seeking this permit is in compliance with all California Vehicle Code requirements, Shared Electric Moped Parking Permit requirements, and Shared Electric Moped Organization criteria set forth in the City's Transportation Code.

**4. Compliance with Amended Terms and Conditions**

Permittee acknowledges that permit terms and conditions may be changed, amended, or revised at any time by the SFMTA with at least ninety days prior written notification to the Permittee. By acceptance of a Shared Electric Moped Parking Permit, Permittee agrees that it shall either (i) comply with any changed, amended or revised written terms and conditions within ninety (90) days of written notification by the SFMTA. or (ii) elect to return the Shared Electric Moped Parking Permits to the SFMTA. Failure to comply with any or all terms and conditions required by the SFMTA for participation in the Shared Electric Moped Parking Permit Program can result in the revocation of any or all Shared Electric Moped Parking Permits issued to the Permittee upon written notice of revocation by the SFMTA.

**By signing this application, the Applicant verifies on behalf of the Shared Electric Moped Organization that all the information provided is true, that any vehicle granted a Shared Electric Moped Parking Permit shall be used for shared electric moped related purposes and that Applicant agrees to the Shared Electric Moped Parking Permit Terms and Conditions.**

Applicant Signature	
Print Name & Date	

SFMTA USE ONLY	
Permits Granted (list attached)	
Date Granted	
Date Expire	

## 2. SCOOT KICK SPECIFICATIONS (1 OF 8)

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# scoot

## Scot Networks



## SCOOT KICK Specification

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7/15/18 Rev 1.0

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## 2. SCOOT KICK SPECIFICATIONS (2 of 8)

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## 2. SCOOT KICK SPECIFICATIONS (3 of 8)

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### Introduction

General vehicle features are described below:

	<b><u>Feature</u></b>	<b><u>Description</u></b>
1	<b>Battery Capacity</b>	10.4Ah
2	<b>Max Speed</b>	15 mph
3	<b>Power</b>	350w
4	<b>Range</b>	~ 25km (~15.5 Miles)
7	<b>Rear Brake</b>	Disc Brake
8	<b>Redundant Braking</b>	Rear step-on friction brake, regenerative braking

### Cloud Connected System

	<b><u>Technology</u></b>	<b><u>Description</u></b>
	<b>GPS Antenna</b>	The vehicle location is tracked when the vehicle is parked and during rides using an onboard GPS antenna
	<b>Cellular Antenna</b>	The vehicle states (battery level, vehicle speed, and vehicle orientation) are communicated to the cloud through onboard cellular antennas
	<b>Geo-Fencing</b>	Geo-Fencing allows Scoot to define geographic boundaries where a vehicle can be parked and where it can be ridden. Vehicle taken outside of the riding boundary will trigger a notification to

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## 2. SCOOT KICK SPECIFICATIONS (4 of 8)

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		Scot customer support. The vehicle will be retrieved and the rider will be penalized.
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### User Interaction

	<b>Component</b>	<b>Description</b>
	<b>Right hand throttle</b>	The right hand throttle sends a signal to the MCU to engage the motor
	<b>Left hand brake lever</b>	The left hand brake lever actuates the rear wheel brake and sends a brake signal to the MCU
	<b>Height adjustment lever</b>	The height adjustment lever can be opened to set the height of the handlebars and then closed to lock in position.
	<b>Bell</b>	A bell is located on the left hand position of the handlebar.
	<b>Handlebars</b>	Handlebars are in a neutral horizontal position

### User Interface (Stickers and Branding)

- Safety information clearly posted on each device and in the system software
- Customer service contact information is clearly displayed
- Unique device identification number displayed on stem and visible from a distance of at least 30 ft

## 2. SCOOT KICK SPECIFICATIONS (5 of 8)

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### Safety

The following components contribute to the overall rider safety:

	<b><u>Component</u></b>	<b><u>Description</u></b>
	<b>Rear Brake - Mechanical</b>	The disc brake provides good modulation and stopping power while being robust and resilient toward weathering  The step-on friction brake is a redundant foot activated brake that can also modulate speed.
	<b>Rear Brake - Regenerative</b>	The motor automatically performs regenerative braking upon deceleration
	<b>Front Light</b>	White front light LED
	<b>Rear Light</b>	Red rear light LED

### Security

	<b><u>Feature</u></b>	<b><u>Description</u></b>
	<b>Enclosed electronic cables</b>	All of the electronics cables (with the exception of the brake switch) are fully enclosed within the frame and plastic enclosures. This deters vandalism and theft of the electronic system.
	<b>Custom electronic components and connectors</b>	The electronic system (MCU, display, motor, sensors, and battery) is custom to the vehicle

## 2. SFMTA Shared Electric Moped On-Street Parking Permit Application (6 of 8)

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	<b>Security Fasteners</b>	All externally accessible fasteners are “security” type fasteners that cannot be removed with standard tools.
	<b>Rear Wheel Lock</b>	The motor electronically prevents the wheel from spinning to keep the scooter from being ridden when not checked out
	<b>Solid Tire</b>	The solid tires prevent the most standard form of scooter vandalism by making it futile to deflate the tire through cutting
	<b>Motion alarm</b>	Silent alarm that detects vehicle motion when locked

### Durability

	<b>Feature</b>	<b>Description</b>
	<b>Water ingress protection on electronic components</b>	IP67
	<b>Frame Material</b>	Aluminum
	<b>Paint Material</b>	Paint is a durable automotive grade paint to prevent wear
	<b>Enclosed cables</b>	Cables are protected from damage by being enclosed within the frame and chassis

## 2. SFMTA Shared Electric Moped On-Street Parking Permit Application (7 of 8)

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### Appendix I: Sticker Specification

The following represents the stickers that will be applied to the Product\_name



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## 2. SFMTA Shared Electric Moped On-Street Parking Permit Application (8 of 8)

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### 3. RFA ADDENDUM 1



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](http://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](mailto:Peter.Dzewaltowski@smgov.net).

Acknowledged By:

Scout Networks  
COMPANY  
Michael Keating  
NAME OF REPRESENTATIVE  
CEO  
TITLE OF REPRESENTATIVE

## 4. RFA ADDENDUM 2



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

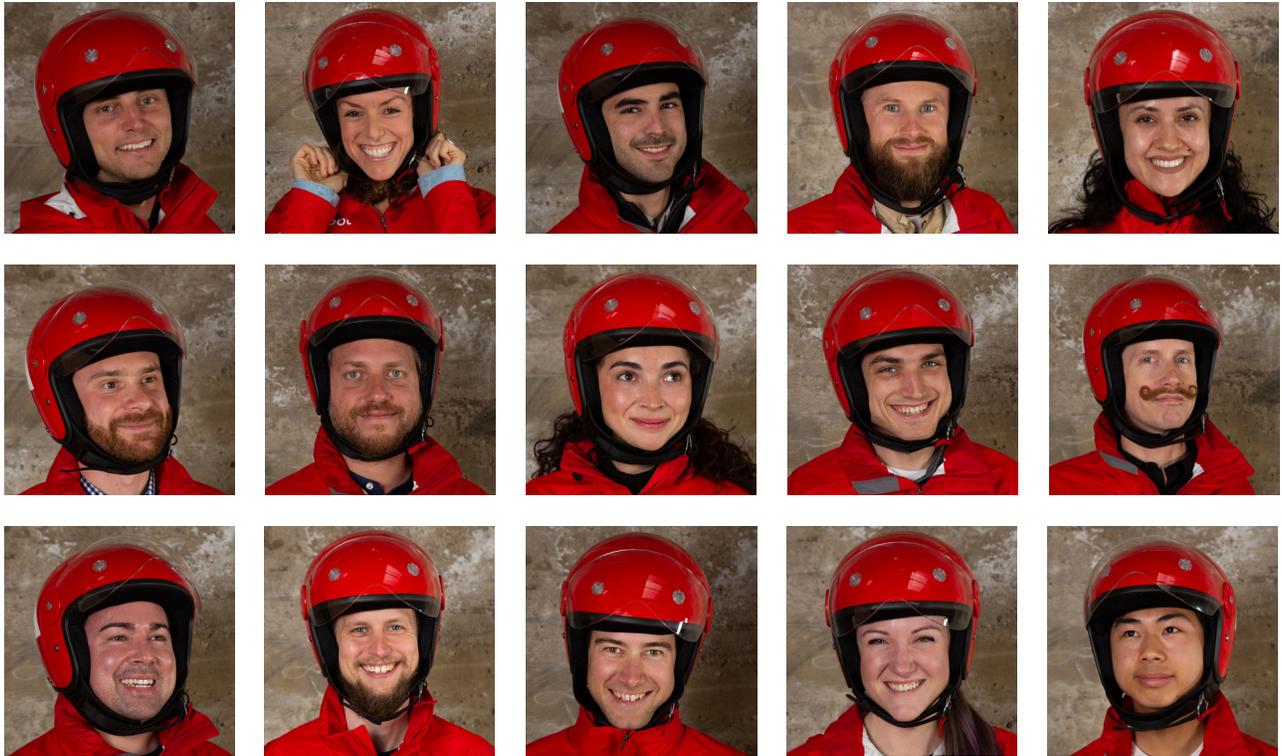
This addendum includes updated information pertaining to the posted audio recording of the Bidder's Conference that took place on Friday, July 13, 2018 at 9am. Details and access information is provided below:

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](http://www.smgov.net/sharedmobility).

If there are any questions regarding this addendum, please submit to Peter Dzewaltowski at [Peter.Dzewaltowski@smgov.net](mailto:Peter.Dzewaltowski@smgov.net).

Acknowledged By:

Scot Networks  
COMPANY  
Michael Keating  
NAME OF REPRESENTATIVE  
CEO  
TITLE OF REPRESENTATIVE



**THANK YOU!**

