



The best way to get there



**SKIP TRANSPORT, INC. APPLICATION
FOR
CITY OF SANTA MONICA SHARED
MOBILITY PILOT PROGRAM**



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I. PRELIMINARY STATEMENT



Skip is pleased to submit an application to the City of Santa Monica for a shared mobility pilot program permit. Skip looks forward to having the privilege of doing business with the City of Santa Monica and forming a meaningful partnership with the City. Skip is proud to be one of a select group of vendors with actual experience operating a shared electric scooter business on the streets of America. Skip takes great pride in backing up its assurances of respect for the rule of law and cooperation with policymakers with demonstrable action. Of the active operators in the U.S., Skip alone has never received a single cease and desist letter. Skip currently operates a fleet of scooters in Washington, D.C. and in San Jose, Oakland, and Berkeley, California after having worked with policymakers prior to beginning operations. We are proud to have recently been awarded one of two permits to operate in Portland, Oregon.

Skip offers a Community-First partnership model with a **demonstrated commitment to act responsibly** to provide the City of Santa Monica with safe, reliable and responsible shared mobility vehicles in accordance with permit guidelines. This includes a range of capabilities to promote responsible operations and be responsive to the City's needs.

SANJAY DASTOOR
CO-FOUNDER & CEO
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A handwritten signature in black ink, appearing to read "Sanjay Dastoor", written over a horizontal line.

II. APPLICATION MATERIALS



1. INTENT:

Skip was founded in San Francisco in November, 2017 by Mike Wadhera, Matthew Tran and Sanjay Dastoor. Tran and Dastoor were part of the founding team at Boosted Boards, one of the earliest innovating companies in the personal mobility space. The Founders' goal was to create a different kind of technology company, one that considers the needs, desires and opinions of each of the constituent groups it considers to be customers: riders, policymakers, businesses and the community. Our employees fundamentally believe in the sanctity of the mission to reduce dependence upon cars as the primary means of transportation and in the process to redesign and reimagine the modern U.S. city. We can help achieve this by bringing, safe, reliable, responsible and fun transportation to cities, but first and foremost we want to prove the hypothesis that electric scooters can tackle the first and last mile transportation questions.

We believe that we are cultivating the most responsible community of riders. We do this through a mix of education, technological and operational innovation, self-enforcement, incentives, data analysis and co-operation with policymakers. We have approached our discussions with policymakers with an eye toward problem-solving, innovation and inclusion. While much has been made about the speed to billion-dollar valuations and fundraising, Skip is focused on the long haul. We are a member of every community we help serve, and we approach our potential entry into Santa Monica as a long-term relationship and not merely as a trinket in a collection of cities.

Our demonstrated commitment to act responsibly is not the only thing that sets Skip apart in the sea of scooter operators. By virtue of our Founders' product DNA, Skip is unmatched in its ability to design, build and implement custom scooters. Our team has deep experience in design and maintenance of robust vehicles. Unlike many of the other competitors, Skip's operation is designed to be sustainable in that we actually plan to maintain, repair and re-deploy scooters. Many of our competitors hide the fact that their fleets are almost entirely disposable. These operators merely use their vast infusions of capital to replace broken scooters with fresh scooters so that they can keep utilization rates high while planning to dump unrepaired scooters into local landfills. Accordingly, we urge policymakers to force operators to disclose data on what happens to the fleets deployed in a given city, to track where those scooters end up.

Skip is pleased to describe how our organization supports the public safety priorities of the communities in which we operate while offering an effective first mile/last mile mobility solution to residents. We offer a responsive organization and business processes, including a city-specific Operations Manager, Skip Monitors, and "pop-up" kiosks to promote user safety. We deploy a community-first model to support a long-term partnership in the communities where we operate. Skip has a proactive data analytics team for transparent data sharing and analysis of lessons learned to improve operations.

BUILDING BLOCKS FOR SUCCESSFUL COMMUNITY PARTNERSHIP

skip Mission	<i>Demonstrated commitment to act responsibly</i>
People	<ul style="list-style-type: none"> • Direct access to Skip Leads • Skip Monitors • Skip “pop up” kiosks
Design	<ul style="list-style-type: none"> • Wide Base, Durable, Assisted GPS • “tip over” detection
Training/Operations	<ul style="list-style-type: none"> • Skip University • Skip Code of Conduct • Coordinated Ranger, Driver, Sweep Teams
Data Sharing	<ul style="list-style-type: none"> • Transparency reports • Proactive data analytics
Partnership	<ul style="list-style-type: none"> • Responsive Head of Gov’t Relations • Community-First model

OPERATIONAL CAPABILITY FOR PARTNER CITIES

RESPONSIBLE USER COMMUNITY, RESPONSIVE TEAM

INVESTMENT IN RESOURCES FOR SUSTAINABLE SCOOTER OPERATIONS

SKIP FOUNDED TO BE RESPONSIVE TO NEEDS OF MULTIPLE CONSTITUENT GROUPS

CITY OF SANTA MONICA PILOT PROGRAM GOALS

- Diversify mobility for residents, employees and visitors to Santa Monica.
- Protect public health and safety and reduce sidewalk, pathway and ADA blockages.
- Reduce emissions from short trips and connections to transit.
- Maximize user awareness of safe and legal behaviors for operating shared mobility devices.
- Create an enforceable framework for managing shared mobility services.
- Ensure use of PROW benefits public mobility.
- Ensure private operators response to pervasive issues and service complaints.

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.

Skip offers a qualified project team to anticipate, plan, execute, monitor and improve effective operations. Skip's Leadership Team reflects a commitment to being a different kind of technology company, one that considers the needs, desires and opinions of each of the constituent groups it considers to be customers: riders, policymakers, businesses and the community. Biographies and qualifications of lead team members are provided below:



Mike Wadhera

Founding team, Involver (acq by Oracle)
Founder and CEO, SportsFeed



Sanjay Dastoor

Founder and CEO, Boosted
Robotics, Stanford and Berkeley



Matt Tran

Founder and CMO, Boosted
Aerospace Eng, Stanford



Darren Weingard

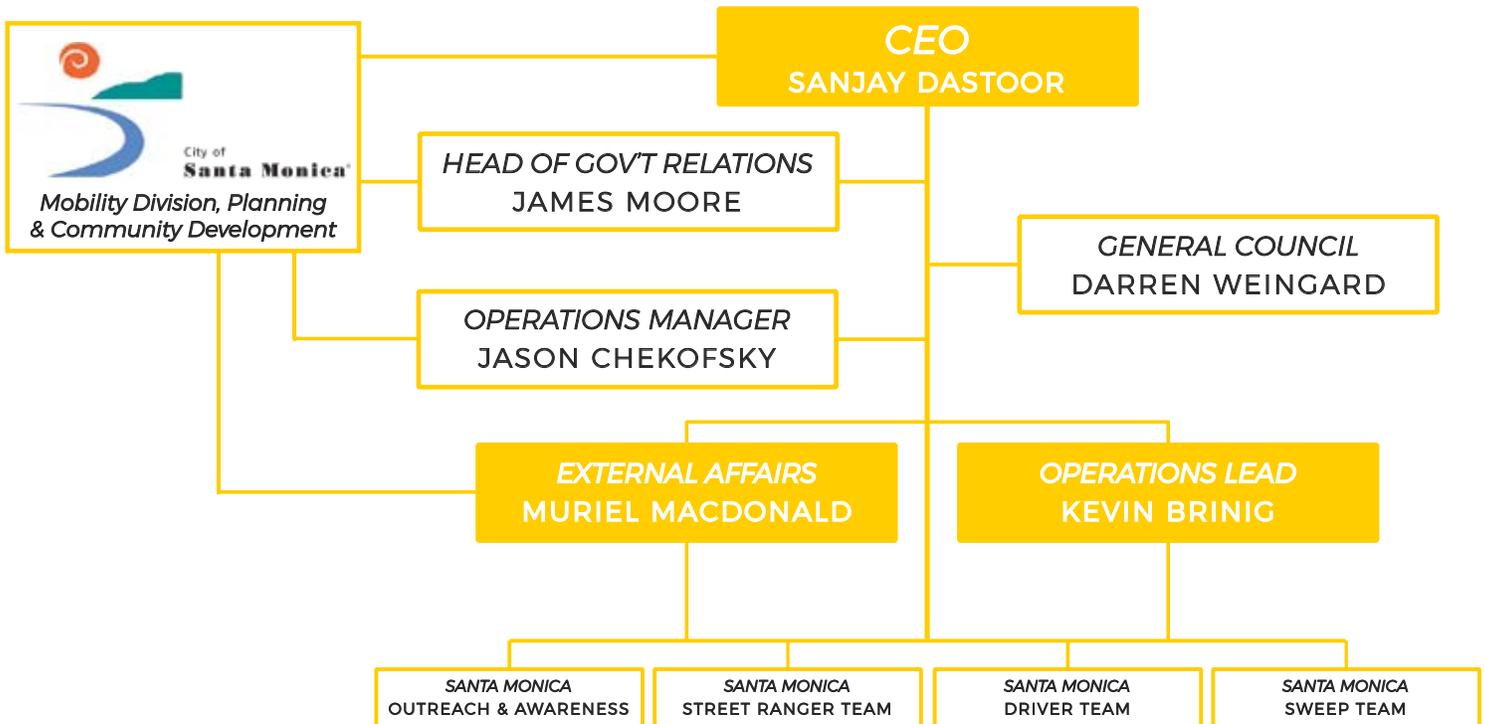
General Counsel, Luxe
Deputy General Counsel, Airbnb
Deputy General Counsel, Yahoo



Paul Nangeroni

Head of Product Engineering, eero
Sr Mgr, Watch Program Mgmt, Apple
Robotics, Stanford

Our “community first” deployment model includes a significant contingent of local support to raise awareness of responsible scooter operations in the communities where we operate. The following organization chart reflects operational functions our team is poised to deliver for City of Santa Monica.



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.

Skip is proud to be one of only a handful of operators who has ever successfully operated an electric scooter share business on the streets of U.S. Cities, and we believe the only operating company without a single cease and desist letter. Skip currently operates a fleet of scooters in Washington, D.C. and in San Jose, Oakland, and Berkeley, California after having worked with policymakers prior to beginning operations. We are proud to have recently been awarded one of two permits to operate in Portland, Oregon. Skip currently operates a fleet of scooters in Washington, D.C. and in San Jose, Oakland, and Berkeley, California after having worked with policymakers prior to beginning operations. We are proud to have recently been awarded one of two permits to operate in Portland, Oregon.

We were the first operator to work with the DDOT in Washington D.C. to obtain a permit and have been successfully operating there under the pilot program since February, 2018. Washington D.C.'s program requires a minimum of 50 bikes/scooters and a maximum of 400. After a series of successful conversations with the City of San Jose Transportation, we launched in July, 2018. While it is working on formal rules, the City of San Jose was concerned that we not launch several hundred scooters, so Skip kept its launch modest there, with plans to increase to 300-400 in the next few weeks. Skip is either in the process of preparing applications or engaged in discussions to launch into several cities across the United States. Operational permit requirements have similar requirements to Santa Monica with respect to operator requirements, business requirements (i.e., license, insurance, waiver, indemnity), user training, community outreach and engagement, data sharing, parking & deployment restrictions, compliance with state/local laws and ordinances.

Skip is proud of the fact that it has no legal or regulatory enforcement actions threatened or pending anywhere in the United States.

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

The Founders' goal was to create a different kind of technology company, one that considers the needs, desires and opinions of each of the constituent groups it considers to be customers: riders, policymakers, businesses and the community.

Presently, no plans for related or ancillary business operations apart from scooter operations & maintenance.

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.

Skip Transport, Inc. is a Delaware corporation with its principal place of business in California. Skip is privately funded, and its most recent round was co-lead by Menlo Ventures and Accel Partners. Skip does not publicly disclose the percentages held by the investors. Stakeholder information is provided in the table below:

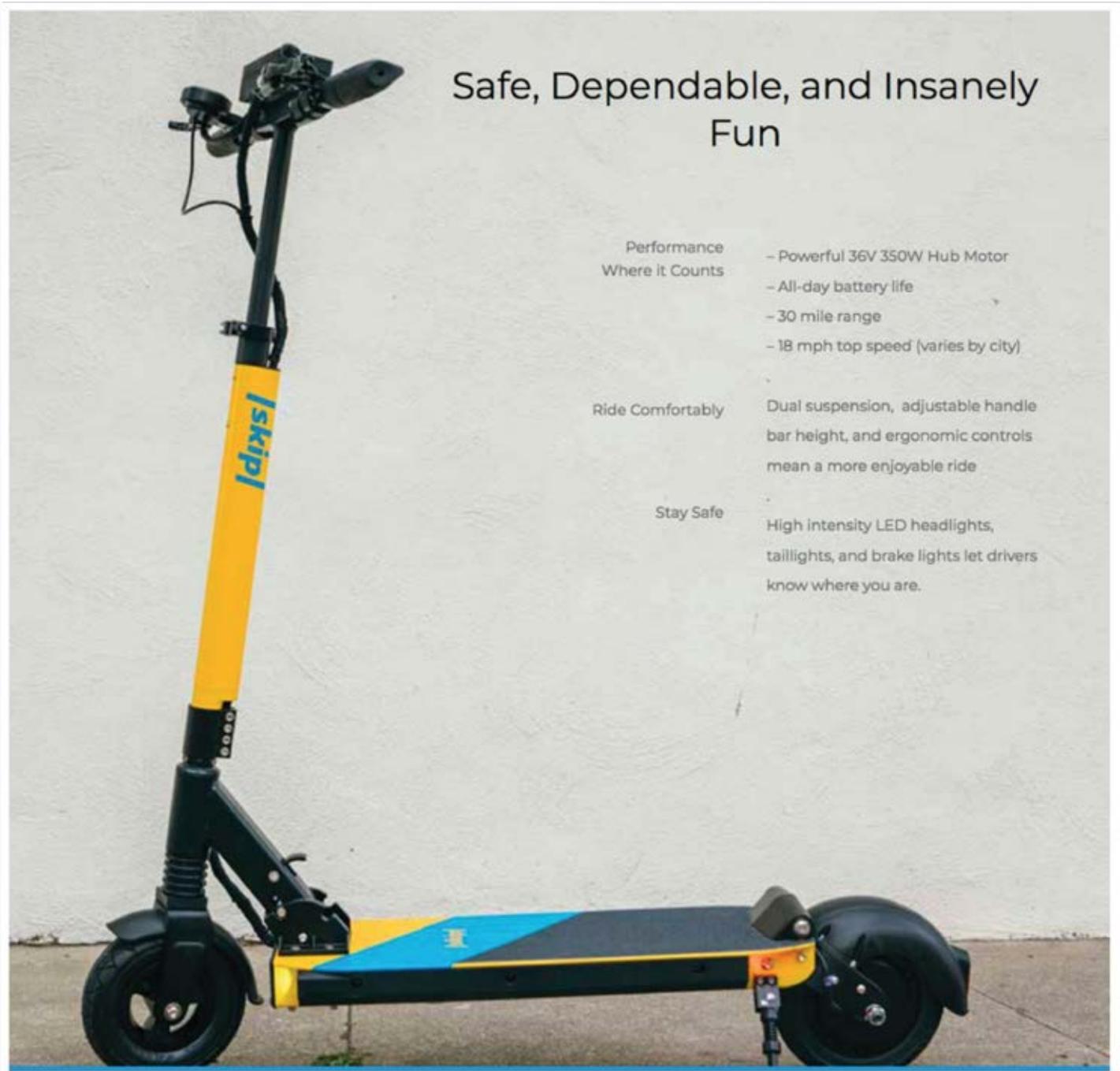
REQUIREMENT	RESPONSE
Names and addresses of any person or entity that has	
(i) more than 10 percent equity, participation, or revenue interest in the application or	Wadhera Sanjay Dastoor Matt Tran 1161 Mission St. SF, Ca 94105
(ii) is a trustee, director, partner, or officer of that entity or of another entity that owns or controls the applicant.	
(ii) is a trustee, director, partner, or officer of that entity or of another entity that owns or controls the applicant.	
Subcontractors or other partner organizations.	

3. EQUIPMENT:



a. Type and specifications of all devices. The selection committee may request a device demonstration if desired to clarify or confirm device details or functionality.

Skip currently deploys a scooter called the Speedway Mini. Our scooter is approximately 40" in length with a standing platform that is 7" across. Handlebar width is approximately 21" with an adjustable height of 45.5".



SPEEDWAY MINI PRO SPEC



Our scooter is rated to go in excess of 20 mph, but generally is set to a maximum of 18 mph unless specific city requirements dictate otherwise. For example, in Washington D.C. and San Jose, CA, our scooters are limited to less than 15 mph.

Skip would be delighted to provide a device demonstration to the selection committee to provide additional device details and functionality.

b. Number of devices proposed at launch, and anticipated at the maximum during the pilot program.

Skip proposes 250 vehicles at pilot program launch and anticipates a maximum number of 1000 based on demand.

Skip is positioned to prioritize effective first/last mile transportation for residents, employees and visitors to Santa Monica. Daily rebalancing will focus on areas adjacent to public transportation nodes. Skip applies a conservative methodology to actively gauge demand while monitoring our users' compliance with operational guidelines and local laws. Skip believes a responsive, conservative approach helps grow a trained, respectful user base and best acclimates the community to scooter operations. Skip intends to deploy an appropriate number of scooters to serve areas that have demonstrated demand (borne out by data analytics) until increased demand develops, and then increase the fleet to meet that demand.

c. Device communications, device location systems, device capabilities, and system data collection details.

Skip's innovative technology has allowed it to deploy with features that are difficult for other companies to match. Feedback received to date has praised Skip's wider and taller footboard, which produces a more stable ride, enhanced by its dual suspension. Skip scooters have a larger battery for longer range (exceeding 30 miles) and LED headlights and tail lights. We deploy solid tires to enhance feel, durability and safety, and we have regenerative braking that links the brake and the throttle such that power is cut to the throttle when the brake is applied. Skips are rated to a maximum incline of 15 degrees (approximately a 27% grade) and use a dashboard display that is capable of displaying speed, power meter/remaining charge and ride time. Our scooter is rated for a maximum load of approximately 265 pounds.

Our technology allows us to use Assisted GPS ("AGPS") for more accurate reporting of scooter location and better data because it can rely on cell phone tower triangulation and known SSIDs in dense city areas. We are the only known operator with working electronic "tip over" parking detection, and we have a prototype of the industry's only working "lock to" mechanism to help solve the sidewalk parking issue (which is under discussion for rollout). We are actively at work researching and developing "sidewalk detection," which we believe may some day allow us to control unlawful sidewalk riding.

i. Device Communications

Skip uses AGPS which includes LTE.

ii. Skip's System Data Collection capabilities include monthly or quarterly reporting to the City of Santa Monica on operational metrics such as:

- Number of users enrolled in the program;
- Number of trips per scooter per day;
- A breakdown of user demographics including, but not limited to, age, gender, zip code;
- Number of scooters serviced;
- Number of scooters lost, stolen, replaced or impounded;
- All trip data including origins and destinations;
- Total amount of revenue collected per month including, but not limited to, any rental fees, membership fees, out of area fees, charges per minute, charges per ride, and drop zone incentives provided;
- Methodologies for the rebalancing, recharging, and maintenance;
- Report and description of any injuries to participants; etc.

d. Functionality and features of software and operations management systems.



Our proprietary interactive map drives the daily operations for our scooter management. Internal teams leverage this tool to manage the daily balance between riders and scooter availability. Our riders can actively view available scooters for rent and our taskforce of independently contracted Rangers can find, charge, and deploy scooters according to the needs of our operation. Our team of Rangers interact with a dedicated view of our live map to collect scooters based on battery level, repair needs, timing requirements, etc. Skips are charged by Rangers in their homes, and returned to specific scooter “drop zones” identified in the map the next day. Please see Section 4 c for more information on our full street team, which includes a team of street rangers responsible for charging, a sweep team responsible for re-parking, recovering and rebalancing, and a driver team responsible for initial deployments from our repair shops.

Skip maintains a 7-day a week repair and maintenance operation, staffed with trained technicians and detailed checklists for direction of the work. See section 4f, Plan for Regular Device Maintenance, for detailed information on our systems for repair operations.

e. Identify ability to provide minimum of 250 devices at program launch date.

Skip currently has the capacity to provide a minimum of 250 devices for launch day, September 2018.

Skip is committed to sustainable, environmentally-friendly scooter repair and maintenance to extend the life of our scooters, where possible. Unlike many of the other competitors, Skip’s operation is designed to be sustainable in that we actually plan to maintain, repair and re-deploy scooters.

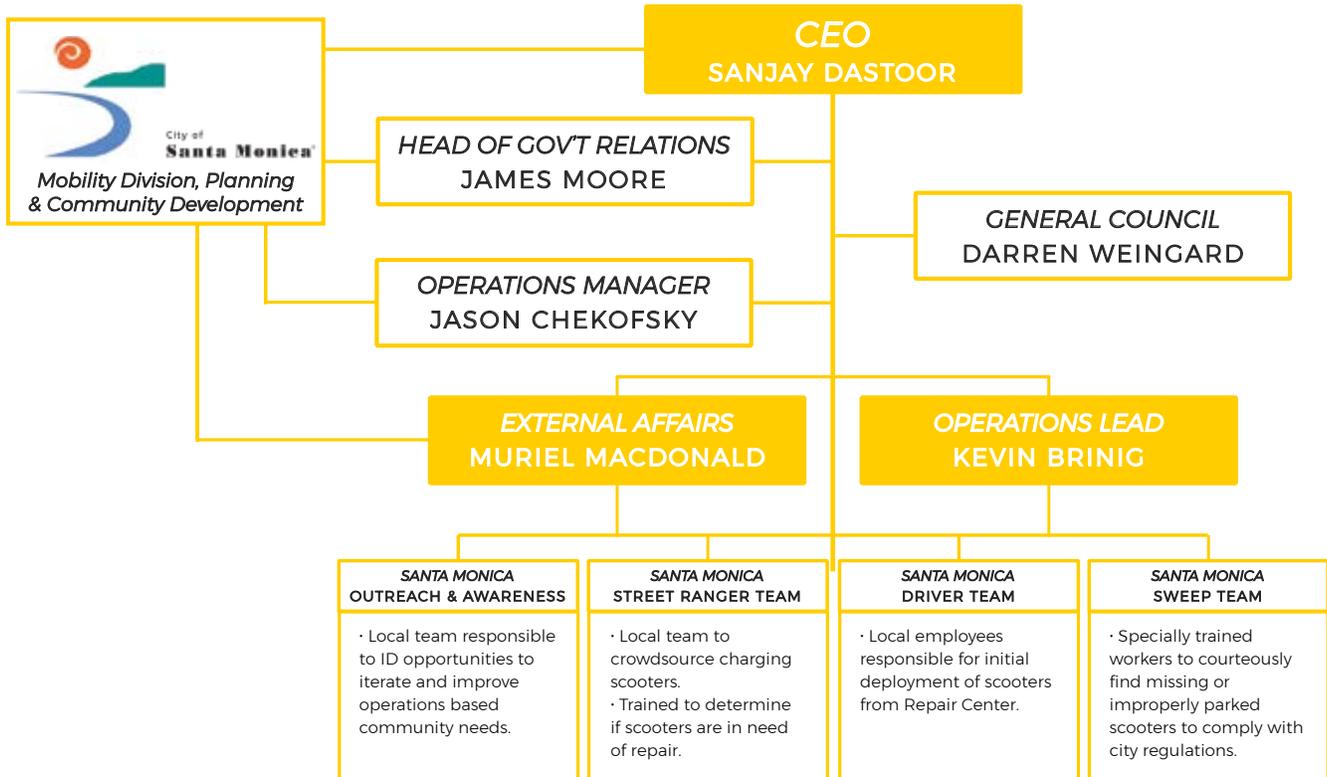
f. Identify local warehouse or operational centers.

Skip is actively pursuing the location of our local facility to support the Santa Monica pilot program and expects to execute formal agreements at the time we are made aware of program determinations. Skip scooters are typically stored either in its storage and repair depots or remain in the custody of chargers who contract with us to pick up, charge and deploy scooters.

4. OPERATIONS:



Skip synchronizes operations across multiple planes to effectively manage successful deployment and re-balancing. This includes ongoing community outreach and awareness, day-to-day operations, performance management and swift issue resolution.



a. Fare structure, including any low-income or special fare options.

Skip's pricing structure encompasses both a base pricing plan, which currently is \$1 to unlock and \$.15 per minute, and a low income plan that will help qualified users realize the benefits of its cheap and efficient first and last mile transportation solution. Our current low income plan uses a combination of third party agencies for eligibility validation and the creation of Skip-funded balances to be used by such users. To date, we have experimented with providing Skip credits for the equivalent of two rides per day of average length. We believe this will allow us to help users get to work or to connect easily, efficiently and cost effectively with public transportation links. Our pricing plan also includes a credit/debit card-free option for users who want to turn cash into Skip balances.

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

Skip's hours of operation begin at 6:00 a.m. when the first scooters are being deployed for use and end at approximately 8:30 p.m. when the scooters are shut down to consumers and the pick-up for charging begins in earnest. Generally, our team begins picking up scooters (typically those with low battery levels) at 6:00 to 6:30 p.m., but the majority are collected between 8:30 p.m. and 11:30 p.m. Those times may change given the smaller size and shorter duration of the Santa Monica pilot program.

Skip devotes a substantial amount of funds to actively promote our toll-free number so that non-users as well as users can report undesirable behavior. In addition to the toll-free telephone number (staffed 24/7 by up to 8 support agents), users can report a problem through prominent links on both our website (www.skipscooters.com) and in our mobile app (from the wrench icon).

c. Staffing plan and responsibilities for Santa Monica operations.

Skip typically involves a cross-functional team of people to deploy, redistribute and support our fleet. These teams include:

Street Ranger Team: The Ranger Team is a local team used to crowdsource charging of our scooters, and typically is comprised of independent consultants who are compensated under contracts based upon the number of scooters picked up and the time(s) of drop-off. Ranger Teams are made up of both customers who want to subsidize their own commutes by making money charging scooters, as well as individuals who are interested in picking up dozens of scooters each night, and we are working with the latter to help train them to create independent businesses to serve both our company and others in the industry.

At 6:00 p.m. each evening, we enable Ranger Team members to begin picking up scooters, starting with scooters that have low batteries. Our Skip Platform gives us up to the minute information on each scooter's location and charge level, so we always know where the scooters with the greatest and least battery charges are located. At approximately 8:30 p.m., we shut down the remaining scooters so that they cannot be checked out, and we make the remaining scooters in our fleet available for pickup (typically 25% of the fleet is available for pick up at 6:00 p.m. and the remaining 75% available at 8:30 p.m.). Ranger Team members are either in cars suitable for transporting scooters, or operate on foot. We equip them with a special app to scan in scooters. We also provide training to determine if a scooter is in need of repair. If there is a repair, we dynamically compensate consultants for bringing it back to our Repair Center. The daily goal for the Ranger Team is to have all scooters picked up by 11:30 p.m. and we provide financial incentives to increase the team size to make this happen through dynamic pricing in the mobile app.

Driver Team: Our Drivers are employees who are responsible for our initial deployments of scooters that come from our Repair Center. We have a morning shift that starts at 6:00 a.m., when the Drivers arrive at our Repair Center and load up the scooters that have been repaired during the previous day. The Drivers will take the scooters to designated areas for drop off, which include origin points for morning commuters. After the drop off, the Drivers will then make the rounds to collect any scooters that have been marked as repairs by the Ranger Team during their morning drop offs. Our goal is to identify and collect most repairs at night, but occasionally repairs will only be noticed in the morning, for instance if they have trouble charging. The Drivers' job is to get them off the street as soon as possible so they can be repaired.

Sweep Team: The Sweep Team (also made up of employees) has been specifically designed to find missing scooters and comply with city regulations around rebalancing scooters that are improperly parked. The team is made of specially trained workers who can courteously find scooters that have been reported in either improper areas or out of the way areas. These areas can include the public pedestrian right of way, ADA accessible parking ramps, public parks, and any kind of private property. The Sweep Team works in shifts between 6:00 a.m. and 6:00 p.m. We will always have a Skip Sweeper on call to respond to complaints or urgent situations and provide this information to the cities in which we operate so that officials have updated information with which to contact Skip personnel with the decision-making power to rebalance.

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

Along with our data analytics team, our Ranger Team members provide an important service in daily coverage, rebalancing and deployment of scooters. We seek to connect to mass transit so we always start heavily with locations close to public transportation. Other considerations include density, foot traffic (walk score), access to safe riding infrastructure (protected bike lanes, paths, and “sharrows” and first/last mile convenience. Public data is influential as well such as popularity of existing bike share stations and high-volume transit routes, including high traffic areas not served by effective transportation options. Our internal mapping of where scooters are ridden will help us continually adjust our deployment areas to best serve high use and high need areas.

Scooters are often used by those who lack other convenient options for their commute. By responding dynamically to our ride data, we will use scooter placement to help ensure that scooters are presented as options for those who might otherwise drive or resort to car-based transport. In choosing specific locations within targeted blocks we consider landmarks for tourists, businesses that cater to a morning crowd (coffee shops), general visibility, and having ample space in the furniture zone so the scooters are not blocking the pedestrian right of way. Finally, Ranger Team members are directed to private businesses with which we have contractual arrangements to locate scooters at the start of the day in their private rights of way (called “Skip Starts”).

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.

Skip believes that the best way to demonstrate complaint handling prowess is to provide multiple avenues of contact points, and to empower our people at the other end of the line to make decisions that resolve problems. We ensure that cities have the full panoply of contact information for responsible Skip people. This includes all contact information for the regional General Manager, the Trust and Safety Head, Public Affairs, the Legal department, and the Founders. We provide our Founders’ contact information to help underscore the commitment we have to serving cities. Thus, when a city official has an issue and wants to get a scooter removed, we offer multiple avenues toward getting that done.

Skip’s local operations staff has been specifically designed to help us comply with city regulations around scooters that are improperly parked. We can courteously find scooters that have been reported in either improper areas or out of the way areas. These areas can include the public right of way, ADA accessible parking ramps, public parks, and any kind of private property. Local operations personnel shall have authority to address such complaints. Skip will provide a full list of all persons on the ground with authority to make decisions regarding deployment, rebalancing and local complaint handling at the time of permit grant.

To reduce incidents of improper parking, we are the only operator with electronic “tip over” detection. We have been testing the product since early May in Washington, D.C. Thus far, the data have shown that tip-overs for longer than 30 minutes are relatively rare, and that only approximately 15 percent of tip-overs last longer than 90 minutes.

f. Plan for regular device maintenance.



At the outset, it is worth underscoring that Skip has designed and operates as environmentally sustainable electric scooter program as it can. What this means, is that our business model depends upon locating and servicing our existing fleet of scooters and is designed to be as sustainable as possible by actually repairing and putting scooters back on the street. Skip, therefore, stands in marked contrast to some of the highest funded competitors who do not disclose to the cities in which they operate that their fleets are almost completely disposable and not maintained. Skip has been informed that many of these competitors warehouse broken scooters with plans to dispose of them in landfills. Fresh new scooters from China are flown in to replace the unrepaired scooters, maintaining fleet sizes without a notable repair operation. These companies use massive amounts of capital infusion to keep the scooter utilization rates as high as possible, and then use those “statistics” to argue for greater caps or dynamic caps. Touting the environmental benefits of the electric scooter share model or carbon benefits, while building up mountains of unused scooters, seems the height of hypocrisy. Likewise, such an operating business model does little to help provide jobs or retraining benefits to Santa Monica’s residents (other than to fleets of chargers).

Skip maintains a 7-day a week repair and maintenance operation, staffed with trained technicians and detailed checklists for direction of the work, and ongoing education and additional training through bulletins and courses in our “Skip University” which is devoted to rider, charger and community education. Skip uses Rangers to repair and maintain the quality of our fleet. Some minor repairs (classified as L1 repairs, for example Allen wrench tightening) are performed simply and expeditiously in the field by teams with supplies in their backpacks. More significant repairs (classified as L2 repairs, for example, kickstands and tire replacements) are handled at local outsourced mechanics shops and repair facilities. These are businesses that operate in accordance with local laws and regulations. The most serious repairs are queued into our repair facilities which are staffed by employee-mechanics or shipped back to the manufacturer for warranty work.

To meet quality and reliability standards and to direct repair, Skip has developed an industry-leading 45-point maintenance checklist and was the first Company to post it publicly. We did so in the hope that our competitors would copy elements to raise the bar for all scooter users in all cities. Our scooters undergo a routine inspection of 19 points, ranging from inspection of the frame to an inspection of tire tread depth and rear fender assembly. Scooters then undergo the remainder of the 45 point check on a scheduled basis. These checks include detailed inspection of the folding hinges, the brake system, including the brake levers, the throttle levers and the computerized diagnostic checks that check battery levels, charging, the state of our Jelly systems. Our scooters are ride tested weekly and checked for functioning headlights, taillights and properly functioning LCDs.

Skip is committed to sustainable, environmentally-friendly scooter repair and maintenance to extend the life of our scooters, where possible. Our team has deep experience in design and maintenance of robust vehicles. Much of our team previously worked on Boosted Boards, where we’ve maintained vehicles that are 3+ years old where some have covered 5,000 miles and beyond.

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.

To encourage responsible use and address public safety concerns, Skip devotes a substantial amount of funds to actively promote our toll-free number (844-929-2687), so that non-users as well as users can report undesirable behavior. In addition to the toll-free telephone number (staffed 24/7 by up to 8 support agents), users can report a problem through prominent links on both our website at support@skipscooters.com (Report a Problem), and in the mobile app (from the wrench icon).

Skip uses the following approach to field and respond to issues:



- **Issues are Identified from Multiple Sources**
 - **Automated alerts (i.e., tip over detection, user metrics)**
 - **Direct feedback**
 - **Situational alerts from Team Leads, Training Sessions, Pop Up Kiosks**
 - **City of Santa Monica identified issues**
- **Issue Resolution**
 - Critical issues trigger 24-hr quick response
 - Team Leads empowered to resolve at the lowest level
 - Update issue log with resolution
 - Team Leads responsible for taking corrective actions and escalation of issues to successful resolution
- **Issue Escalation**
 - Escalated based on criticality and impacts to operations, safety, compliance
- **Issue Transparency Throughout Entire Process**
 - Full transparency of open and resolved issues to City of Santa Monica Skip leadership via issue log
 - City of Santa Monica is notified of new and unresolved issues as well as recommended corrective actions and next steps
- **Issue Resolution process documented in Training Guide for entire team to follow**

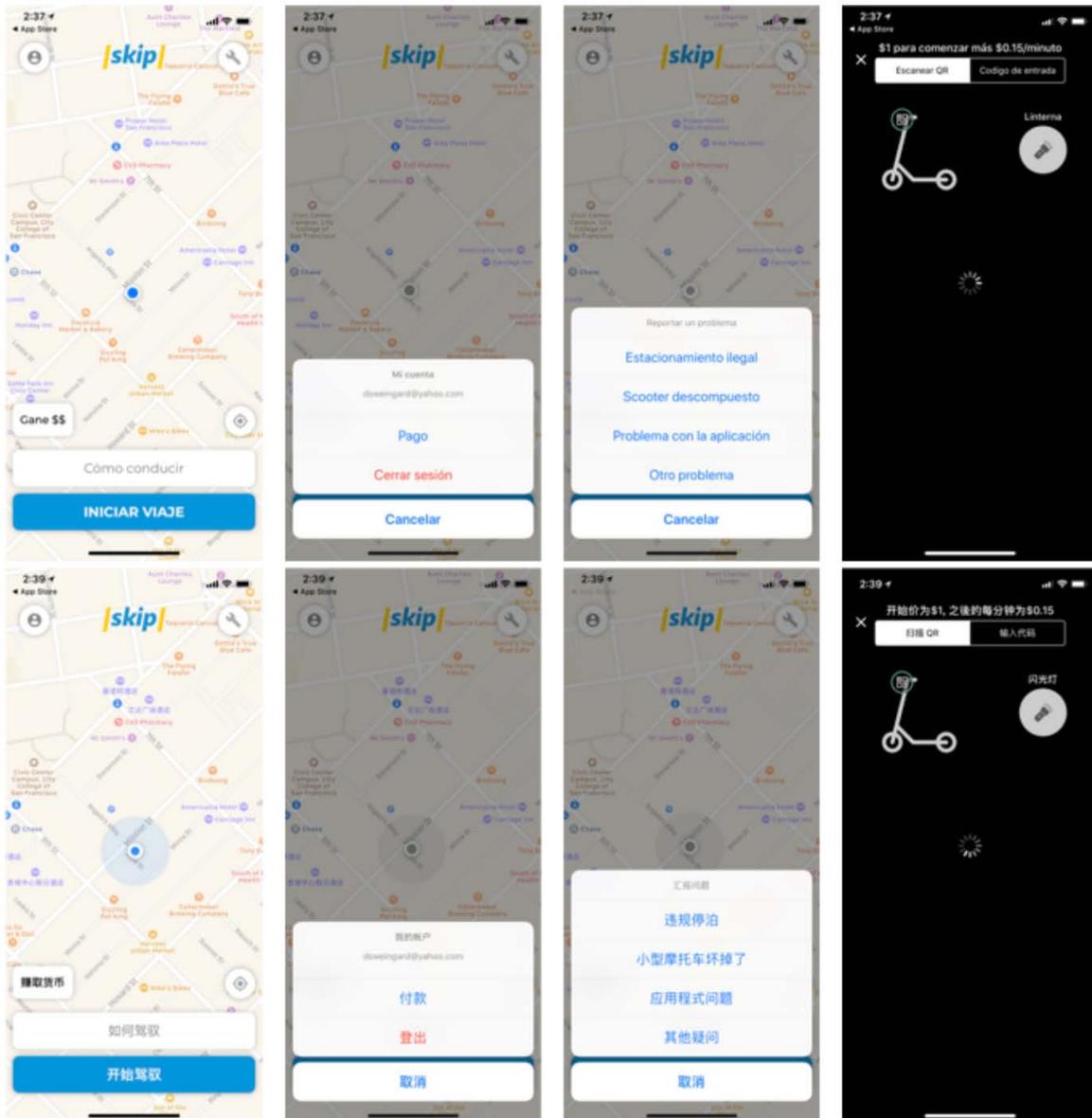
Skip is in the process of converting to a new ticketing system for handling safety and other types of complaints from users and members of the public and will be able to start tracking things like complaint validation/rejection and time to resolution, as well as things like NPS scoring.

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

We have a human-staffed 24/7 customer support facility (currently supported by 8 dedicated support specialists). We have dedicated support agents on call to contacts that can be initiated from multiple channels: telephone, email, chat, and social media for members of the public to report issues or concerns. Our toll free number (844-929-2687) is prominently visible on every scooter, and we are finalizing plans to open up the camera in our app to allow third parties (pedestrians and other members of the public for example) to report concerns while they happen.

Another Skip innovation is our development of Skip Monitors who rove about our service territory and look for users who need additional education or reminders of where scooters are legally able to be ridden, parked and to help pass out helmets. We believe that the Skip Monitors can be an essential tool in reinforcing the rules and regulations and in changing behaviors necessary to effect lasting change.

Skip's website and app are available in Chinese and Spanish. When a user changes their language settings on their device, the App Store will download the associated language.



i. Ability to offer service to customers without a credit card or smart phone.

Skip currently has systems in place for cash operation and for non-smartphone operation. We expect to have banded eCards and physical cards for purchase in retail stores, which will allow users to quickly turn cash into Skip balances. Users can fund Skip accounts with cash by visiting our local depots or by attending our various Skip Kiosk community outreach events where personnel are devoted to helping users with these tasks. Scooters can be unlocked by obtaining a code or unlocking with non-smart SMS text features.

Skip is working with Cashstar, a leading provider of merchant solutions for physical gift card, eCard, and digital cards, to create and offer Skip-branded card solutions which we expect will be available for instore purchase later this year. Currently, inclined users may purchase use cash to buy pre-paid cards at Walgreens for use on the Skip Platform.

We are currently investigating screen reading software, though scooters cannot currently be unlocked via the website which serves as a means to disseminate information and provides an avenue to submit complaints. Riders without smart phones can work with our support team to unlock scooters or use older text technology to unlock scooters for riding.

j. Capacity to meet insurance and indemnification requirements.

Skip will meet all insurance and indemnification requirements and will provide documentation upon award of scooter share permit.

5. PARKING, HELMETS & ROADWAY SAFETY COMPLIANCE:



a. Describe your plan and approach to parking devices in a manner that is safe, legal, and complies with local and state law. Include both charger deployment and customer use. Describe the technology and equipment you will utilize to manage parking. Describe geo-fencing and virtual station capabilities, and willingness to comply with required parking hubs for chargers and customers.

Skip understands the importance of encouraging users to keep scooters out of the public right-of-way and minimize disturbance to non-users. Skip will work to incorporate as many parking guidelines as possible into our training system and parking instructions. Our users are made aware of the requirements to park within furniture zones, and not to block sidewalks, pedestrians or specially designated areas such as fire hydrants, access for disabled persons or other parts of the pedestrian right of way.

We have invested in the creation of online tutorials that are accessible on the website and on the web and we have developed an extensive calendar of pop up “meet up” training rides to give users classroom and on-the-scooter training lessons. Skip will inform users of all parking requirements and endeavor to have users agree to local laws and ordinances through provision of a city-specific website. Skip also has the ability to geofence scooters so that scooters cannot be rented once it has crossed a predetermined boundary line. Skip will fully comply with required or designated parking hubs for chargers and customers.

Skip currently has “tip over” in all of our fleets, where our scooters send us a ping when they are parked and tipped over. Data from testing shows that approximately eighty percent (80%) of tipped over scooters are resolved in one (1) hour.

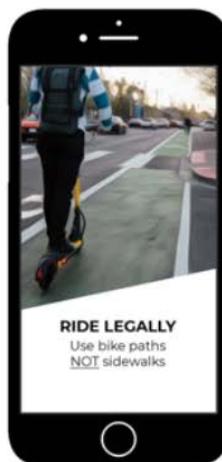
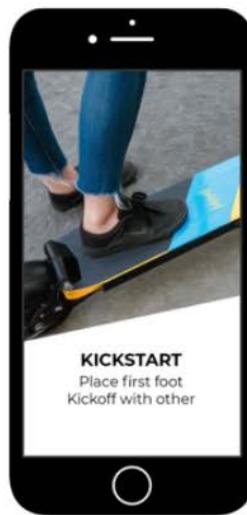
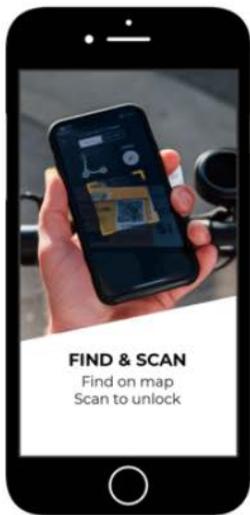
b. Describe strategies to influence customer riding and parking behavior; be specific about what will be offered and at what time. Describe how you will engage with users who repeatedly violate rules or otherwise misuse the system.

Responsibility is not only core a value for our Company as a whole, but a required value for users and riders in our community. We consider ourselves to be members of the community we serve and thus one of our top priorities is to ensure that users respect their neighbors, surrounding businesses, community groups and government regulations. We believe that we are presently cultivating, and will cultivate in the City of Santa Monica and elsewhere, the most responsible community of riders. We do this through a mix of education, technological and operational innovation, self-enforcement, incentives, data analysis and cooperation with policymakers.

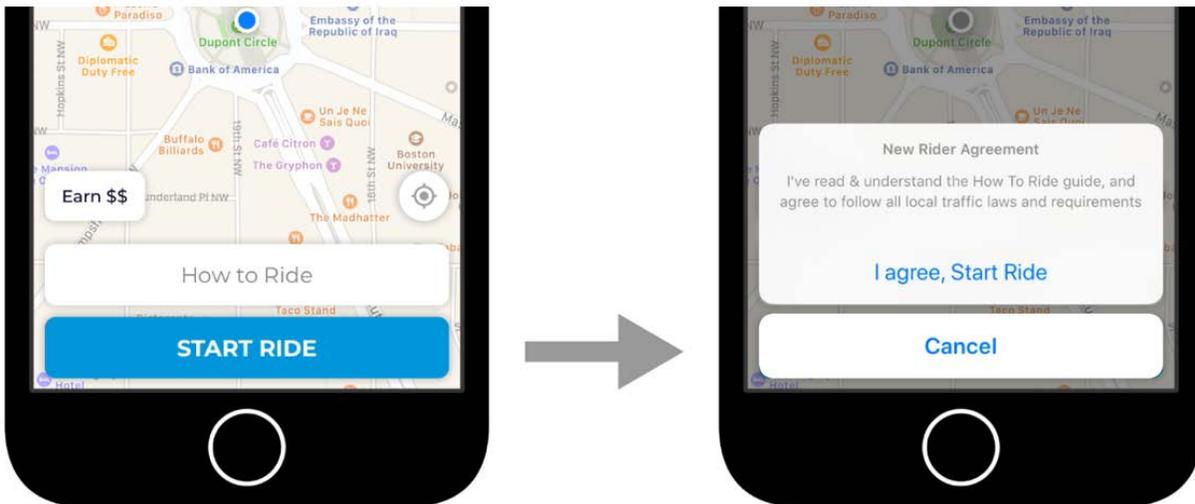
Skip understands any motorized or battery-powered electric shared mobile vehicle must be operated with personal and public safety regulations in mind. Skip’s training system and locally-deployed operations team work to consistently inform users of all state and local requirements and endeavor to have users abide by city-specific provisions.

Training Materials and Required Acknowledgement

Our “Skip University” education system is unmatched, and begins with the command to respect others. In lieu of cartoon-based training slides for our mobile app, Skip uses real world photos that more accurately teach our riders not only the basics of safe riding, but also minimum requirements for compliance.



Users are not able to start their first ride without acknowledging that they read and understood the How to Ride Guide and agree to follow all local traffic laws and requirements.



Our training slides are supplemented with on-scooter warning labels, reminding users that (1) helmets are required (2) no passengers are allowed, (3) to respect all local traffic laws, (4) riding on sidewalks is strictly prohibited and (5) users must be 18 years of age or older.

Free Ride Incentives for Perfect Parking

We are working on financial incentives to stimulate compliant behavior. Our “end ride” system requires users to certify that they are parked properly in designated locations, specifically noting that they have not parked in specific prohibited areas.



We are committing to giving up to \$150,000 in incentives as part of a program to give users the equivalent of two average rides if they demonstrate perfect parking compliance over the prior ten (10) rides. Toward that end, we are testing photographic evidence-based systems and systems that allow subsequent users to rate the job of their predecessors.

We have developed the Skip Code of Conduct that underscores our self-enforcement of proper rider behavior. To support enforcement of our Skip Code of Conduct, we plan to enable the camera in our app to let users take photographic evidence of bad behavior. We want our users to be responsible and to respect the rights of others, so when we receive credible evidence, we take action.

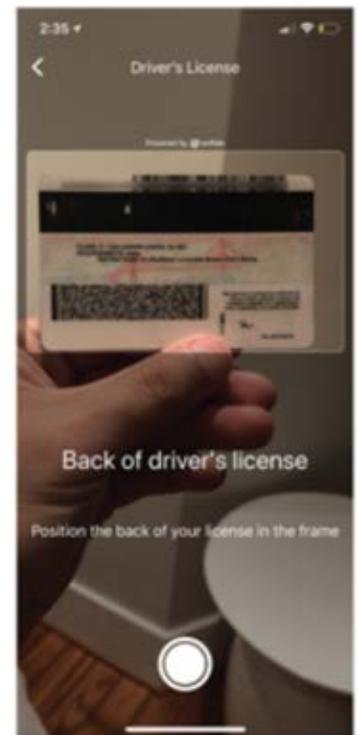
Skip has broadly defined behavior in categories of “Safety Incidents” (e.g., use of scooters in connection with a criminal act, being impaired while operating a scooter, using a scooter with the intent to cause harm to the public or our property) and “Safety Infractions” (e.g., incorrect parking, incorrect lane riding, incorrect use of helmet). Safety Incidents are subject to a “zero tolerance” policy where if we receive reasonable evidence establishing a violation, the user’s account is deactivated and the user is blocked from the platform. “Safety Infractions” are subject to a “three strike” policy of escalating warnings, required Skip University classes and eventual deactivation.

During the pilot program, we may operate shifts of “Skip Monitors” whose job it is to rove areas of highest utilization within Skip’s operating area to flag down users to educate them about basic legal compliance.

c. Strategy for avoiding underage use of e-scooters, or use without a driver’s license.

Skip believes safe riding starts with ensuring that only users who are legally permitted to unlock and ride scooters are doing so. Skip’s driver’s license scanning process verifies both: 1) possession of a license and, 2) that users are over the age of 18. Skip uses a 3rd party vendor to keep records of users’ age and possession of driver’s licenses for active registered users.

**Required
DL Check
Age Verification**



d. Plan for making helmets available to customers of e-scooters and e-bikes.



We are in the midst of our commitment to give away 50,000 helmets to riders who need them. Provided that helmets are requested to someone residing in a territory in which we provide service, we will provide up to 50,000 free helmets (rider pays a small shipping and handling charge) and a carabiner-style clip (limit one per Skip Account User) to encourage riders to carry their helmets with them. As mentioned above, our Skip Monitors will have a small supply of helmets with them while they rove the City, and will make helmets available to riders who request one (or direct them to our in-City depot where additional supply is housed). When we reach the 50,000 cap, we will evaluate the strengths and weaknesses of our program and may either continue it, continue it with modifications, or look for other ways to get people in helmets.

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

Our current plan is to help riders of Skips who want helmets to have an easy option to obtain them, and to change user behavior as quickly as possible to get riders used to carrying a helmet with them as they ride scooters around Santa Monica. For this reason, we are planning to provide carabiner style clips to help riders move toward keeping helmets with them during the day. In addition, we focus strongly on our education to help riders understand what the laws are in their jurisdictions, and are planning to roll out city-specific pages on our platform to help ensure that riders can easily find specific information on the cities in which they ride. Additionally, our Skip Safety Monitors will have a small supply with them to provide additional distribution options, and we plan to keep a modest supply at our local distribution and deployment centers.

f. Plan for educating users about rules of the road, including illegal sidewalk riding.

To reinforce a pattern of responsible behavior, Skip users do not “graduate” Skip University just by agreeing to the basics. Our users are made aware of the requirements to park within specified drop zones, to not block sidewalks, pedestrians or specially designated areas such as fire hydrants, access for disabled persons or other parts of the pedestrian right of way. We have invested in the creation of online tutorials that are accessible on the website and on the web and will develop a calendar of pop up “meet up” training rides to give users classroom and on-the-scooter training lessons. We are actively at work researching and developing “sidewalk detection,” which we believe may some day allow us to control unlawful sidewalk riding directly. In the meantime, rigorous user education through multiple modes will be the priority.

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

We are working on financial incentives to stimulate compliant behavior. Our “end ride” system requires users to certify that they are parked properly in designated areas, specifically noting that they have not parked in specific prohibited areas (foot traffic, curb ramps, entryways and traffic zones). To scale, we needed to include in this certification a set of requirements that matches the requirements in as many cities as possible (e.g. not blocking foot traffic, not parking near curb (disabled access) ramps, entry ways and loading zones). For specific Santa Monica requirements that are not encompassed in a “national” list, we plan to address in our “city pages” so that riders have easy access to any specific locations that are not approved for parking or riding.

6. ENGAGEMENT:



a. Plan for community engagement.

Our team engages in a 4-phase Marketing and Outreach Plan to encourage sustained, responsible adoption of Skip scooters. Our approach is designed to proactively understand the specific needs of specific neighborhoods and right-size solutions for appropriate use and access so all residents can benefit from Skip's shared mobility offering.



Details of each phase are included below:

1. Get to the Know the Community

- For all neighborhoods, Skip analyzes data on public transit arteries and heavily congested ridesharing routes to optimize scooter locations to start or end near public transportation locations. In this manner, Skip is positioned to be an efficient first and last mile mobility solution.
- Skip creates multiple opportunities for community engagement to better understand the specific need for shared mobility offerings as related to optimal first and last mile routes.
 - Skip looks to establish a Community Advisory Board in key cities in which we operate. These boards serve to facilitate a continued dialogue from the public engagement process for shared mobility services. Skip invites members of the several neighborhood groups, bicycle coalitions, and the business community to participate.
 - In addition to the Community Advisory Board, Skip will set up community outreach and information sessions to better understand local atmospherics including population demographics, traffic patterns, local infrastructure, and places of interest.
 - Community outreach events and information sessions will be facilitated by our locally-hired Community Manager(s).

2. Optimize Operations for Underserved Neighborhoods

- Leveraging relationships built during the previous phase, Skip will work with community partners to establish a plan to improve operations to deliver shared offerings to underserved neighborhoods.
 - The Community Advisory Board could help advise how Skip can best serve specific neighborhoods, to include potential investments in infrastructure.
 - Through direct engagement with community service organizations, Skip will better understand details of and demand for alternative payment options for low-income individuals.
 - In partnership with community service organizations, Skip Community Manager(s) will host “pop up” Skip kiosks at specific places of interest to sign up users with their personal smartphone device or offer use of a Skip-provided device to establish an account and add funds. In addition to providing opportunities to sign up, we use these pop-ups to teach individuals how to ride safely and share the road with cars, bicyclists and mobility scooters, give away helmets to riders, and answer any questions or concerns from the general community.

3. Execute Ongoing Marketing and Outreach

- Skip believes ongoing marketing and outreach will encourage responsible user adoption while giving Skip an opportunity to make improvements to operations based on direct user feedback (i.e., locations to start/end service, changes to payment options, user rewards/incentives, etc.)
- Skip has 4 primary forums to interact and engage with the local community:
 - In App Communication / Messages
 - Community Information Sessions, In-Person Demonstration
 - Social Media
 - Informational advertising in local print media.

4. Aggregate and Incorporate Feedback to Improve Current or Future Mobility Offerings

- An integral component of our Marketing and Outreach approach is the opportunity to iterate and improve on our offering based on the needs of the communities where we operate. Lessons learned and feedback gathered from similarly positioned underserved communities will serve to inform future product enhancements and overall operations.

b. Plan to implement safety programs.

To encourage responsible use and address public safety concerns, Skip devotes a substantial amount of funds to actively promote our toll-free number so that non-users as well as users can report undesirable behavior. These numbers are prominently featured on all Skips, and easy to locate both on our website and in our app. To support enforcement of our Skip Code of Conduct, we plan to turn on the camera in our app to let users take photographic evidence of potentially problematic behavior. We want our users to be responsible and to respect the rights of others, so when we receive credible evidence, we take action under our Code of Conduct.

As set forth above, Skip has broadly defined behavior in categories of “Safety Incidents” (e.g., use of scooters in connection with a criminal act, being impaired while operating a scooter, using a scooter with the intent to cause harm to the public or our property) and “Safety Infractions” (e.g., incorrect parking, incorrect lane riding, incorrect use of helmet).

Additionally, during the pilot program, we will operate shifts of “Skip Safety Monitors” whose job it is to rove areas of highest utilization within Skip’s operating area to flag down users to educate them about basic legal compliance.

c. Plan for public information and education to users and non-users.

We have invested in the creation of online tutorials that are accessible on the website and on the web and we have developed an extensive calendar of pop up “meet up” training rides to give users classroom and on-the-scooter training lessons. For example, in San Francisco we are working with several elected Supervisors to support the Skip University Meet Ups in their districts, and are partnering with The San Francisco Bicycle Coalition to educate residents on protected bike lanes and basic safety for shared transportation. We currently have reserved approximately 30-50 scooters from our San Francisco-located fleet for a series of these “hands on” and classroom training meetups.

As set forth above, Skip is available in English, Spanish and Chinese. In keeping with our commitment to invest in the local communities in which we operate, we will invest our outreach budget in local print media, in an effort to support local journalism.

Additionally, we are prepared to handle complaints, questions, and concerns via Twitter and Facebook. Visually focused platforms, such as Instagram, will be used to demonstrate proper riding and parking behavior, as well as showcase and announce our community outreach efforts.

d. Marketing program.

Our Marketing program is centered on responsible user adoption and community outreach. It works in concert with our community outreach efforts to ensure that we are responsive to the needs of the community, and providing communications in multiple modes - from in-person interactions to local print media to digital modes. Our Plan for Public Information (Section C, above) covers the specifics of our short-term outreach plan.

Long Term Plans

If granted a long-term permit, we hope to launch our multi-phase outreach and advertising campaign focused on envisioning more livable cities.

Phase 1

We plan to source visionary artwork from residents of all ages based around the idea of a more livable, more inclusive city. This could include more green space, more car-free infrastructure, and healthier, happier residents. We are looking forward to sourcing artwork from the imaginations of Santa Monica residents in a well-publicized city-wide contest. This contest will act as the first phase of our long-term engagement with the question “What does an equitable, livable, sustainable city look like?”

We will ensure that we engage a diversity of perspectives in Phase 1 by partnering with community groups supporting low income residents to source contest submissions.

Phase 2

The winners of the contest will be chosen by a panel of artists, urban planners, community members, and our team. The act of judging the contest will in itself be an inter-disciplinary conversation about livability and transportation.

Phase 3

Winners will have their selected artworks featured in a public, city-wide outreach campaign, including printing it on large media channels such as display space on the outside and inside of public buses, bus stops, news kiosks and more.

Through this multi-phase public engagement campaign centered on visionary artwork and livability, we hope to join in and fuel Santa Monica’s ongoing conversation about how best to manage public space and create cities that are livable and accessible for all.

e. Ability to achieve interoperability or integration with other modes of transportation.



- We believe Skip can truly solve the “final mile” problem – connecting users of public transit with their final destinations. By placing our Skips in close proximity to mass transit hubs, we help riders use a combination of mass transit and scooters to replace private vehicle ownership.
- By training our riders to ride responsibly, in the bike lane and not on the sidewalk, we train our ridership to coexist with bicycles, cars, pedestrians, and all other modes of transport.
- Additionally, we are very interested in working to create interoperability with a transit agency to develop a program that would allow transit riders to redeem a transfer to ride a Skip scooter. Although we have not yet developed such a program with any city in which we are operating, we would be excited to develop such a program with Santa Monica.

7. DATA:



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

- *Skip is committed to open data sharing. As the first legally-permitted system in the country, we've met and exceeded requirements for Washington D.C.'s pilot program, four months in a row. Including but not limited to: high resolution, anonymized route data on all trips (versus only start/end locations), to better help drive data-driven planning and development for our agency partners.*
- *While we encourage the adoption of standards like General BikeShare Feed Specification for maximum interoperability, Skip is happy to facilitate the City of LA's extensions as outlined in the mobility data specification on Github.*
- *We'll be able to provide a fully compliant provider API at the start of the program, with endpoints for trips, availability and service areas via a RESTful JSON HTTPS web service. As the program enters deployment phase we can help deliver and shape the agency API requirements.*

b. Method of tracking device utilization and availability.

Skip discloses the use of trackers and beacons, where employed, and third-party analytics, but is not currently using such data beyond uses relating to the app and use of Skips.

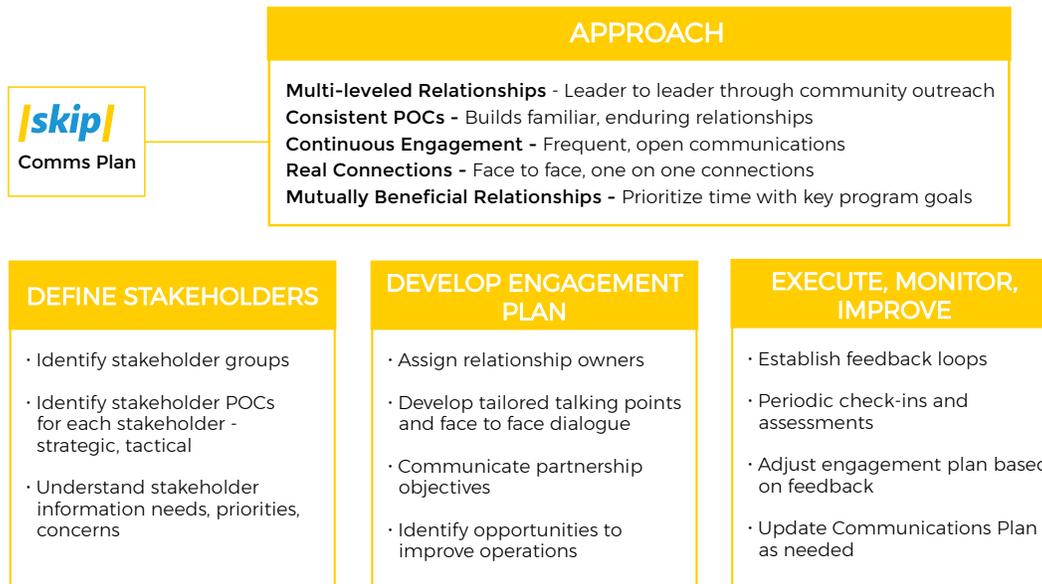
c. Method of making data available to the City, including components/details of a data dashboard. Include screenshots, and provide examples of any similar monthly reports.

Skip's data analytics team and Operations Manager will actively manage data collection processes and visualizations to report on key metrics and observations to the City. This includes a monthly operator's report to describe:

- Number of users enrolled in the program;
- Number of trips per scooter per day;
- The most popular parking hubs per month based on trips;
- Percentage of scooters placed in drop zones at the end of use;
- A breakdown of user demographics including, but not limited to, age, gender, zip code;
- Number of scooters serviced;
- Number of scooters lost, stolen, replaced or impounded;
- Verification of California Driver's License by users;
- All trip data including origins and destinations;
- Total amount of revenue collected per month including, but not limited to, any rental fees, membership fees, out of area fees, charges per minute, charges per ride, and parking incentives provided;
- Report and description of methodologies for the rebalancing, recharging, and maintenance;
- Report and description of any injuries to participants;
- A heat map of all rides for the month.

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

Skip desires to forge meaningful partnerships with cities over a sustained period of time. Skip has multiple methods to ensure responsive of our organization to day-to-day operations. Skip uses a Communications Plan to ensure sustained outreach and engagement continue with our community partners over time.



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.

Skip is happy to report that we have had no reportable data breaches. Transparency is critically important to Skip, and we plan to aggressively inform users of any serious breach in data security.

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.

See Appendix for a complete copy of our new privacy policy. Skip updated its privacy policy and will undergo a new consent event for all of its users (past and present). The privacy policy has been amended to affirmative consent and to make even more clear our practices around the data. The new Policy makes clear what type of data is collected directly from users, what types of data (including location related data if users agree to share such data from their phones when active in the mobile application).

8. NON-DISCRIMINATION POLICY ACKNOWLEDGMENT (EXHIBIT A)

- Please see attached

9. NON-COLLUSION AFFIDAVIT (EXHIBIT B)

- Please see attached

10. OAKS INITIATIVE DISCLOSURE FORM (EXHIBIT C)

- Please see attached

III. OPERATOR REQUIREMENTS



Each operator, including its owners, officers, managers, employees, agents, contractors and volunteers, is responsible for complying with all applicable state and local laws and regulations, including the Council Ordinance and associated Administrative Regulations.

City of Santa Monica Operator Requirements	Compliance	Skip Response
<ul style="list-style-type: none"> · Permitting: Each operator must obtain and maintain all required permits and licenses. The required permits and licenses must be obtained prior to commencing operations. 	✓	Skip Transport will comply
<ul style="list-style-type: none"> · 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 Exhibit “D” to this Agreement. 	✓	Skip Transport will comply
<ul style="list-style-type: none"> · Indemnification: Each operator must indemnify the City as set forth in Exhibit “D” to this Agreement. 	✓	Skip Transport will comply
<ul style="list-style-type: none"> · User Release: Each operator must require users to execute a release of all claims against the City consistent with the Exhibit “E” and the requirements set forth in Section 3.17.1 of the Administrative Regulations. 	✓	Skip Transport will comply
<ul style="list-style-type: none"> · Compliance Liaison: The operator must identify a liaison for both regular businesses hours and after hours prior to the issuance of a permit. 	✓	Skip Transport will comply

IV. CONCLUSION



Skip offers a community-first model to deliver shared mobility offerings to the cities we support. Skip is committed to maintaining compliance with permit authority requirements to make our scooters a success for the City of Santa Monica. Skip looks forward to serving the residents and visitors of Santa Monica and to working closely with public officials to provide meaningful, efficient and cost-effective transportation and mobility solutions.

SKIP TRANSPORT, INC.

SANJAY DASTOOR
CO-FOUNDER & CEO
SANJAY@SKIPSCOOTERS.COM
415-301-9074

A handwritten signature in black ink, appearing to read "Sanjay Dastoor", written over a horizontal line.

JAMES M. MOORE
HEAD OF GOVERNMENT RELATIONS
JAMES@SKIPSCOOTERS.COM
323-868-0362

A handwritten signature in black ink, appearing to read "James M. Moore", written over a horizontal line.

EXHIBIT A



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

A. Discrimination.

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

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

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

B. Non-discrimination in Employment

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

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

James M. Moore ^{July 26, 2018} James M. Moore
Signature/Date Name of Proposer

EXHIBIT B



NON-COLLUSION DECLARATION TO ACCOMPANY PROPOSALS OR BIDS

STATE OF CALIFORNIA }
COUNTY OF LOS ANGELES }

James M Moore, being first duly sworn, deposes, and says: that He/She is:

Head of Government Relations
(Insert "Sole Owner," "A Partner", "President," "Secretary," or other proper title)

of SKIP TRANSPORT, Inc
(Insert name of proposer)

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

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

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

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

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

James M. Moore July 26 2018
Signature/Date

James M. Moore / SKIP Transport, Inc
Name of Proposer



EXHIBIT C

CITY OF SANTA MONICA OAKS INITIATIVE NOTICE

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

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

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

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

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



CITY OF SANTA MONICA OAKS INITIATIVE DISCLOSURE FORM

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

Public benefits include:

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

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

SKIP Transport

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

Michael Wadhwa

Sanjay Dastoor

Mathew TRAN

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

Michael Wadhwa

Sanjay Dastoor

Mathew TRAN

Prepared by: James M. Moore Title: Head of Government Relations

Signature: James M. Moore Date: July 27 2018

Email: James@Skipscoters.com Phone: 323.868.0362

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



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

Date 7/11/18

RFP #181

ADDENDUM NO. 1

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

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

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

Acknowledged By:

SKIP TRANSPORT
~~James M Moore~~

 COMPANY
James M Moore

 NAME OF REPRESENTATIVE
Head of Government Relations

 TITLE OF REPRESENTATIVE



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

Date 7/18/18

RFP #181

ADDENDUM NO. 2

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

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

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

Acknowledged By:

SKIP TRANSPORT
COMPANY
James M. Moore
NAME OF REPRESENTATIVE
Head of Government Relations
TITLE OF REPRESENTATIVE



EXHIBIT D

INDEMNIFICATION AND INSURANCE AGREEMENT

This Indemnification and Insurance Agreement ("Agreement") is entered into on July 27 2018, 2018, by and between the **CITY OF SANTA MONICA**, a municipal corporation ("City") and SKIP TRANSPORT, INC. ("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

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

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:

Signature

Name:

SANJAY DASTOOR

Title:

CEO