

06/25/2021

E-scooter Permit 2021-2022

Q+A

- 1. Q: We see that the minimum number of scooters that can be deployed is 50 in the permit application, but is there a max?**

A: No max number stated in the terms and condition. Maximum fleet size will depend on how many vehicles the operator will request in the application.

- 2. Q: Also, could the scooter operator apply for more scooters then see what the demand is like before fully deploying?**

A: Per IV. Permit Terms and Conditions (K) Vehicle Specification and Fleet (11): Operators may request additional Dockless Vehicle permits to increase fleet size on a weekly basis, up to the maximum fleet size allowed under its permit.

- 3. Q: Would the scooter operator pay for however many scooters it applied for or how many they actively deployed?**

A: The scooter operator will need to pay for each permitted vehicles, not each deployed vehicle, The city recommend that the scooter operator should apply for the number of vehicles that operator want to deploy. If the scooter operator needs more, the city has a simple process to increase the requested fleet.

- 4. Q: What are the operational expectations when new policies or information are shared through this API? For example, if the city publishes a new geofence or no-parking zones in digital form through this API, how long do we have to update it? Similarly, if alerts are published to reach users, how quickly would these have to go out?**

A: There is no definite timeline to when updates should be applied but as soon as possible is ideal.

- 5. Q: Is there a standard distance that you are using to define a "city block" for the trip data aggregation requirement?**

A: Origin-destination should be aggregated to the census block level before being provided to the City. Aggregation can be provided by the permittee or by Populus, the City's vendor for mobility management software. Please contact Populus for more information (eliot@populus.ai).

- 6. Q: The inclusion of braille contact information including the company email, website and customer service phone number are implementable in a fairly short time frame. However, unique identifier numbers for each scooter in braille is a more complex implementation that may take a few weeks to execute. Will there be some flexibility in the timeline for the installation of the braille unique vehicle ID?**

A: Yes, we will allow up to 30 days to implement braille stickers.