



2020 OakDOT Scooter Sharing Permit Application Clarifying Questions V1.5

Last updated 10/1/2020

- 1) Is there a max number of scooters that a company can be permitted for in Oakland?**
 - a) There is no pre-defined maximum. Staff will analyze E-scooter supply and demand to determine an appropriate number of vehicles total and per operator. We expect to permit fleets up to 1,250 vehicles, with additional fleet increases available.

- 2) Can fees be paid on a quarterly basis?**
 - a) Yes, all fees except the application fee may be paid on a quarterly basis.

- 3) Can you post a red-lined version of the 2020 permit showing changes from 2019?**
 - a) Yes, a re-lined version of the 2020 Application + Terms and Conditions has been posted to the website here: <https://www.oaklandca.gov/topics/e-scooters>, under “Documents”

- 4) Is the hard copy and permit application fee check due on October 2nd, or can it be date stamped on October 2nd, in addition to the electronic copy sent via email on October 2nd?**
 - a) The hard copy and permit application fee check may be date stamped by October 2nd, as long as the electronic copy is received by October 2nd.

- 5) Are Operators required to register with the Finance Department within the City before submission of application?**
 - a) No, operators may register once their application is conditionally approved. Business license, insurance and other requirements must be submitted before launch.

- 6) Will the city be permitting two wheeled sit-down scooters in this permit? If they allow sit-down scooters, will they require lock-to?**
 - a) Yes, sit-down scooters are allowed and also require lock-to devices.

- 7) Can you provide the monthly breakdown of fleet size deployed and rides-per-vehicle-per-day for the vendors participating in the past permit program?**
 - a) A document “2019-2020 E-scooter Data Report” showing aggregated ridership and fleet size data has been posted to our website, here: <https://www.oaklandca.gov/topics/e-scooters>

- 8) Do you have any available data/heat maps on where riders began and finished their trips within the city?**
- a) A document titled "2019-2020 E-scooter Data Report" showing average daily trip origins and destinations has been posted to our website, here: <https://www.oaklandca.gov/topics/e-scooters>
- 9) I'm also seeking clarification on Application question 2(2) "*proposed fleet size and service area at launch*". In the permit's terms and conditions, under N(2) the City states "*Operator must serve the public right of way in the entire City of Oakland. An Operator shall not restrict use of its Scooters to certain geographical areas of the City without written permission, such as in the case of geofencing for high density areas.*" Can you please clarify if we should provide a recommended service area, as described in the Application; or, if we should assume City Limits, as described in the Terms and Conditions, as the service area?**
- a) There is a distinction between service area and deployment plan. Serving the entire City means that Operators may not restrict riders ability to finish a ride within city limits. Operators may propose an area of active fleet deployment in their deployment plan that does not include the entire city. However, it must comply with the other equitable fleet deployment requirements.
- 10) In the Q&A doc, you say that fees can be paid quarterly. If for some reason Company X was to discontinue service, would we only be required to pay the annual fee only for the quarters that we operated?**
- a) Yes, that is correct.
- 11) Is the per-scooter fee based on deployed scooters or permitted scooters?**
- a) The fee is based on permitted scooters, there is no rebate for non-deployed scooters.
- 12) Are you able to share approximately how much Lime paid in parking fees each quarter so far in 2020?**
- a) The total amount invoiced across all four permittees under the 2019-2020 permit program is \$83,408
- 13) In your estimation, is Oakland's scooter loss (theft/vandalism) rate increasing, decreasing, or remaining stable since the inception of the shared scooter program?**
- a) We've noticed high vandalism rates for consumer grade vehicles with easily steal-able parts, such as the Segway ES-2/4. DOT does not directly monitor theft or vandalism so we are not able to provide trends or statistics.
- 14) Must a bluetooth integrated lock-to mechanism be operational upon launch, or is it acceptable to have a simple mechanical lock-to solution as an interim until an integrated until a digital solution can be installed in a few months?**
- a) The Terms and Conditions prohibit combination locks as a lock-to solution. Operator may propose an integrated locking mechanism that does not use a combination lock as an interim solution, subject to approval from DOT. Alternatively, the Operator may delay launch until the integrated locking mechanism is installed.
- 15) The language in the Terms and Conditions states:**
"(1) Operators shall submit for approval a set of typical plans or drawings showing where their vehicles are intended to be parked within the public right of way under several example roadway

and land use types found in Oakland. If approved, these plans will constitute a minor encroachment permit."

I'd like to confirm if these typicals should be submitted with an application, or would they just be required by operators who are selected following the application process?

a) They should be submitted with the application.

16) The deadline to submit permit applications and an application fee payment in the Q&A doc is Oct 2, but in the application itself, the date is November 1st. Which date is correct? If we submit an application after the deadline, how often does the City of Oakland expect to review applications on a rolling basis?

a) The timeline on the application is an error. Please refer to the timeline listed on the website and in the redlined permit application. Applications submitted after the deadline may be reviewed periodically, depending on staff capacity. We cannot guarantee any particular review dates and therefore encourage applicants to apply by October 2nd for November deployment.

For answers to additional questions, please email kolsen@oaklandca.gov. This document will be updated to reflect new questions and answers.