



DOCKLESS MOBILITY PERMIT APPLICATION

Application must be typed or printed legibly in ink. Complete all relevant fields.

OFFICIAL USE ONLY
DATE ISSUED ___/___/___
FEES: Initial Permit ___ Annual Permit Renewal ___ Annual Fee (per unit) ___ Performance Bond ___
APPROVAL REQUIRED: [] DIA [] COJ Bicycle-Pedestrian Coordinator [] COJ Development Services
FINAL APPROVAL _____ CITY ANNUAL TOTAL FEE \$ _____

PROJECT IDENTIFICATION PROJECT DETAILS
PROVIDER NAME _____ SMARTPHONE APPLICATION (APP) NAME _____
PROJECT CONTACT _____ WEBSITE ADDRESS _____
PROJECT CONTACT PHONE (_____) _____ TOLL-FREE CUSTOMER SERVICE NUMBER _____
PROJECT CONTACT EMAIL _____ DESCRIBE HOW CUSTOMERS UTILIZE THE SERVICE WITHOUT A SMART PHONE _____
BID CITY ID # _____

EQUIPMENT TYPE
[] Dockless Bicycle
[] Dockless Electric Bicycle
[] Dockless Scooter

REQUIRED DOCUMENTS TO BE INCLUDED WITH PERMIT APPLICATION - See Appendix A for instructions
[] Signage Plan
[] Emergency Weather Equipment Relocation Plan
[] Pricing Structure Plan
[] Indemnity Agreement
[] Insurance Information
[] Two Sample Devices
[] Operations Plan
[] Plan for Safe Riding and Parking
[] Recharging, Maintenance, Cleaning, and Sustainability Plan
[] Hiring and Labor Plan
[] Community Engagement Plan
[] Data Sharing Point
[] Experience and Qualifications
[] Privacy Policy, User Agreements, and Terms of Service
[] Images and Descriptions of Devices
[] Images and Descriptions of Mobile Applications

BRIEF DESCRIPTION OF REDISTRIBUTION PLAN

PROVIDER'S AFFIDAVIT—I certify that all the foregoing information is accurate. I understand that this application pertains to the City of Jacksonville's ONE YEAR PILOT PROGRAM and will not transfer to any future Dockless mobility programs.
PROVIDER or AGENT
(If Agent, Power of Attorney or Agency Letter Required)
Signed: _____ Date: ___/___/___
This foregoing instrument was acknowledged before me, by means of [] physical presence or [] online notarization, this ___ day of _____, 20____, by _____ (name), _____ (title) for _____ (name of corporation), a municipal corporation, who executed the forgoing instrument and acknowledged the execution thereof to be his own free act and deed on behalf of the corporation, and affirms all statements and declarations herein are true and accurate.
Notary Public at Large, State of _____, County of _____

General Conditions

<p>Definitions</p>	<p>Bicycle rack means a stationary fixture to which a bicycle can be securely attached to prevent theft.</p> <p>Corral means Dockless Mobility Unit parking facilities that can accommodate a group of Dockless Mobility Units typically installed in the right-of-way and may include the space occupied by a single vehicle parking space.</p> <p>City-owned property means property owned, occupied, managed, maintained, or controlled by the City pursuant to deed, easement, lease, license, or dedication, and includes City park land and any other property owned by or under the control of the City. When City-owned property is identified for use for a Dockless mobility unit facility, it shall be considered an ancillary ROW area subject to City right-of-way standards and regulations and under the jurisdiction of the City.</p> <p>Customer or User means the individual who rents or uses a Dockless mobility unit that is provided by an Operator.</p> <p>Department means the Planning and Development Department.</p> <p>Director means the Department Director.</p> <p>Dockless bicycle program means a program authorized by this Chapter that provides bicycles or electric bicycles for short-term rentals for point to point trips where, by design of the Operator, the bicycles and electric bicycles are intended to remain in the designated areas during use by a Customer.</p> <p>Dockless mobility program means a Dockless bicycle program, Dockless scooter program or Dockless electric bicycle program.</p> <p>Dockless scooter program means a program authorized by this Chapter that provides electric scooters for short-term rentals for point to point trips where, by design of the Operator, the electric scooters are intended to remain in the designated areas during use by a Customer.</p> <p>Dockless electric bicycle, also known as electric-assist or e-bike, means a bicycle equipped with a battery and an electric motor that is activated by pedaling and deactivates when not in use.</p> <p>Dockless mobility unit or Unit means any and all of the following: Dockless electric bicycles, Dockless bicycles, and Dockless scooters.</p> <p>Dockless scooter means a vehicle consisting of a footboard mounted to wheels, steered using a long handle, does not include a seat, is intended to be operated while standing up, is equipped with a battery, and propelled by an electric motor.</p> <p>Geofencing means the use of GPS or RFID technology to create a virtual geographic boundary, enabling software to trigger a response when a mobile device enters or leaves a particular area.</p> <p>Operator means any entity that owns, operates, redistributes, or rebalances Dockless mobility units, and services a Dockless mobility program.</p> <p>Permit application means the application required by the Department in order to participate in the Dockless mobility unit program.</p> <p>Redistribution or Redistributing means the process by which Dockless mobility units are redistributed to ensure bicycle, E-bike or scooter availability throughout a service area and to prevent excessive buildup of Dockless mobility units at locations throughout the Service area.</p> <p>Right-of-way or ROW means the surface and space above and below an improved or unimproved public roadway, highway, boulevard, road, freeway, bridge, alley, court, street, bicycle lane, public sidewalk and terrace in which the City or other public entity has an interest in law or equity whether held in fee, easement, dedication, plat or other estate or interest including any other dedicated right-of-way for travel purposes.</p> <p>Service area means the geographical area within the City of Jacksonville where the Dockless mobility program is intended to offer service for its users/customers as defined by the permit application.</p> <p>User shall mean the same as Customer, above</p>	<p>General Regulations</p>	<p>It shall be unlawful for an Operator to provide or operate a Dockless mobility program within the City without first obtaining a permit from the Department. Operators shall obtain a separate permit for each Dockless Mobility Unit type provided by that Operator. Operators shall re-apply for a permit upon the conclusion of each one-year period.</p> <p>All Dockless bicycles utilized in a Dockless mobility program shall conform to the standards set forth in Title 16, Code of Federal Regulations, Chapter II, Subchapter C, Part 1512 - Requirements for Bicycles, the safety standards outlined in ISO 43.150 -Cycles, subsection 4210, and F.S. §316.2065, as may be amended or revised. F.S. §316.2065(15) prohibits the rental of Dockless mobility units to persons under sixteen (16) years of age without also providing or requiring the use of a helmet. The Operator's mobile application must inform users of helmet laws and encourage the use of helmets.</p> <p>All Dockless mobility units utilized shall comply with the lighting standards set forth in F.S. §316.2065(7), as may be amended or revised, which requires a reflective front white light visible from a distance of at least five hundred (500) feet and a reflective rear red light visible from a distance of at least six hundred (600) feet.</p> <p>All Dockless mobility units utilized shall include easily accessible and identifiable language that clearly directs users to customer support mechanisms, including but not limited to a customer service phone number, websites, and applications.</p> <p>Dockless electric bicycles (E-bikes) utilized under this program shall meet the National Highway Traffic Safety Administrations (NHTSA) definition of low-speed electric bicycles; and shall be subject to the same requirements as ordinary bicycles and with the requirements of F.S. ch. 316.003, which defines bicycles. This means, among other requirements, that electric bicycles shall have fully operable pedals, an electric motor of less than seven hundred and fifty (750) watts, and a top motor-powered speed of less than fifteen (15) miles per hour when operated by a rider weighing one hundred and seventy (170) pounds.</p> <p>Dockless scooters and E-bikes must have a top overall motor-powered speed of less than fifteen (15) miles per hour. Operators must educate customers that it is only lawful to operate at a top motor-powered speed of less than ten (10) miles per hour when operating on a sidewalk, and a top motor-powered speed of less than 15 miles per hour when operating in the ROW.</p> <p>All Dockless mobility units utilized shall include an easily accessible and legible unique identifier that is clearly displayed and visible to the user of the Dockless mobility unit. All Dockless mobility units utilized shall be equipped with GPS, cell phone, or a comparable technology for the purpose of tracking. Dockless mobility units shall only be parked in designated Corrals. All Dockless mobility units utilized must include a kickstand capable of keeping the Dockless mobility units upright when not in use. Dockless mobility units shall be parked upright in the corrals at all times. Dockless mobility programs that utilize equipment capable of being locked directly to a bicycle rack within a Corral shall not rely solely on publicly-placed bicycle racks for their operation. Any Dockless mobility unit parked in violation of Section 235.105 (b) may be removed by the City, and the Operator will be assessed a fee as set forth in Section 235.107.</p> <p>Advertising and signage on Dockless mobility units and Corrals are authorized, but must comply with the City's sign regulations. As a condition of approval, the applicant must agree and acknowledge that all signs on Dockless mobility units are subject to the provisions of the City's sign regulations. Further, the Operator agrees to give the Department final approval of the specifications for any signs displayed, and such approved specifications shall be included in the permit required under section 235.104. No vertical signage shall be allowed.</p>
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Appendix A

A. Signage Plan

Identify the specifications for any signs displayed on corrals and individual units. All signage must be in compliance with the City of Jacksonville's sign regulations per 656, Part 13.

B. Emergency Weather Equipment Relocation Plan

Operators must detail a plan to relocate the Dockless mobility units to a safe, indoor facility within twenty-four (24) hours in the result of a declared tropical weather event.

C. Pricing Structure Plan

Operators shall provide the pricing structure as part of the permit application. Provide details of the following:

- (1) Proposed rates, including any membership plans
- (2) Billing and customer service business rules for lost mobility devices
- (3) Details on how users can utilize the service without a smartphone
- (4) Discounted customer plans and cash payment options

D. Indemnity Agreement

Per sec. 235.106, as a condition of the permit, provide an indemnity agreement.

E. Insurance Information

Provide information on public liability and property damage insurance. Refer to Sec. 235.106 for details.

F. Two Sample Devices

Deliver two sample devices per mode (e.g. 2 scooters and 2 bicycles; or 2 scooters; or 2 bicycles), which will be used in this pilot program. Describe commitments applicant makes to ensure that devices are safe for operation, and what permittee commits to do if a safety issue with device(s) is discovered. Devices will be inspected to verify the devices adhere to the following:

- (1) Brakes that will enable the operator to make a braked wheel skid on dry, level, clean pavement.
- (2) Front light that emits a white light, while the device is in motion, illuminates the street/road in front of the operator from a distance of 300ft in front and from the sides of the device.
- (3) Red reflector on the rear that is visible from a distance of 500 feet to the rear when directly in front of lawful upper beams of headlamps on a motor vehicle.
- (4) A white or yellow reflector on each side visible from the front and rear of the device at a distance of 200 feet.

G. Operations Plan

Each applicant's Operations Plan must include the following details:

- (1) Hours of Operation;
- (2) Storage of devices during non-operational hours;
- (3) Methods for deploying and redistributing devices;
- (4) Proposed methods for avoiding over-crowding of devices in high-demand area(s);
- (5) Staffing and operations plan sufficient for the scale of proposed operations;
- (6) Plan for proper device parking;
- (7) Proposed feet size at launch;
- (8) Describe your commitments to modifying your operations in response to a major event with road closures (i.e. Jaguars football game); and,
- (9) If applicable, discuss adaptive scooter and bicycle plans to increase accessible travel options to people with various physical disabilities.

H. Plan for Safe Riding and Parking

Document the following:

- (1) Include information on how the permittee will educate their employees and device users regarding state and local laws governing the safe operation and parking of devices.
- (2) Include information how the permittee will instruct customers how to park a scooter and bike properly.

I. Recharging, Maintenance, Cleaning, and Sustainability Plan

- (1) Describe how scooters/bikes will be recharged
 - a. Describe how staff and/or independent contractors will know when a scooter/bike needs to be recharged. Describe any information and training you will provide to staff and/or contractors concerning safe charging practices.
 - b. Describe how you will educate and train staff and/or independent contractors on how to safely and legally park when retrieving scooters/bikes for recharging, rebalancing, or maintenance.
 - c. Describe your commitments to minimize potential negative impacts (i.e. congestion, double parking, excessive vehicle-miles traveled) associated with practices related to collecting, redistributing, and recharging scooters/bikes.
- (2) Provide a complete Life-Cycle Analysis (LCA) of your scooter and bike model(s) to be deployed, or describe how you plan to conduct and share a life-cycle analysis with the City of Jacksonville within 6 months of permit issuance. Your LCA must include the following:
 - a. Two distinct phases:

- i. Inventory Analysis
 - ii. Impact Assessment
- b. Life expectancy of component parts, including but not limited to the following:
 - i. Deck / Frame
 - ii. Wheels & Tires
 - iii. Motor
 - iv. Battery
- c. Describe the applicant's approach to maintenance, cleaning, and repair of devices, safety check protocols, and minimum standards for repair and cleaning. If applicant plans to use independent contractors for these services, include how you will train independent contractor to execute applicant's approach.
- d. Describe procedures for customers to notify the company that there is a safety or maintenance issue with a device, and procedures for removing that device from service until it is inspected.
- e. Describe how you will take responsibility for devices throughout their life cycles by properly managing hazardous components including batteries, reducing the need for new devices through repair, redistributing for reuse, and recycling or other properly disposing of all component parts.
- f. Describe your commitments to ensure scooters do not defile the environment. This includes, but is not limited to, your commitments to respond to reports that scooters are found in the St. Johns River or another body of water.

J. Hiring and Labor Plan

- (1) Describe the staffing plan, including hired staff and contractors, for operation and maintenance of your micro-mobility and bicycle program.
- (2) Describe employment standards, whether independent contractors or full-time employees. If independent contractors will be used, describe the incentive structure you will implement for charging scooters and/or bicycles and/or performing operations duties.
- (3) Describe how permittee's hiring plan will comply with state and local laws, and best practices regarding equal opportunity, local hiring, and fair wages.
- (4) Describe how permittee will be transparent with any contractors in regards to hourly rate and net of job related expenses.
- (5) Describe the skills and training procedures for staff and contractors.
- (6) Provide information on how the harmony between labor and operations will be consistent with distribution, operations, and maintenance; and information regarding employee work hours, working conditions, and wages.

K. Community Engagement Plan

- (1) Provide a community engagement plan with how the permittee will engage with the surrounding urban core neighborhoods with the intention of expanding beyond the Downtown boundary after the one-year pilot program. The community engagement plan shall accomplish the following:
 - a. Provide the public with comprehensive, well-communicated information;
 - b. Ensure that community concerns are regularly heard and considered by holding listening sessions;
 - c. Incorporate community feedback and priorities to the maximum extent possible through partner-read programs (i.e. culture and arts to showcase and celebrate neighborhood and community heritage, safety courses, promotional opportunities for local small business to generate foot traffic, and generate employment opportunities for formerly incarcerated people and immigrant communities—along with internship opportunities for youth and other people entering the work force);
 - d. Prioritize equitable outreach practices to center voices of those from low-income communities, communities of color, and other historically marginalized groups;

L. Data Sharing Plan

- (1) Review Sec. 235.104(f) Data sharing requirements
 - a. Also include the following information, to be sent on a monthly basis:
 - i. Source of electricity used to recharge scooters, and/or location(s) where charging occurs;
 - ii. The number of batteries disposed and location of disposal;
 - iii. Vehicle Miles Traveled (VMT) for operations vehicles performing cleaning, maintenance, repair, recharging, rebalancing tasks; and,
 - iv. A fleet-wide average number of kilowatt hours per mile per device.
- (2) Permittee will keep a record of reported collisions broken down by severity. These records will be sent on a monthly basis.
- (3) Permittee will keep a record of maintenance activities, including but not limited to scooter/bike identification number and maintenance performed. These records will be sent on a monthly basis.
- (4) Permittee shall share personally identifiable information in the permittee's possession about a device user with the City where there is an injury alleged to be related to a device, or a claim or lawsuit against the City and the device user may have information about, or responsibility for, the claim.

(5) Provide a schedule of when you will share data with us and what data

M. Experience and Qualifications

- (1) Describe your qualifications to operate a micromobility and/or bikeshare program.
- (2) If you have operated a micromobility and/or bikeshare program service in another similarly dense, urban North American city, provide a list of each city in which you have operated, describe how you complied with applicable laws, and share the following for each city (if you are wholly-owned subsidiary, include experience of your parent company, as applicable):
 - a. Dates when you operated a shared scooter service.
 - b. If required, did you have a permit to operate?
 - c. If you had a permit to operate, in what time period did you deploy your permitted number of devices?
 - d. What was the average daily active fleet size in your first six months of operation?
 - e. How many total trips were provided during the first six months of operation?
 - f. How long have you operated?
 - g. Did you pay applicable permit fees on time?
 - h. If you received any citations from local authorities, how many did you receive, and did you pay them on time?
 - i. Has your service ever been suspended? If so, why?
 - j. One reference/point of contact, per city, for the City to call to verify. If the City calls to verify information, it will apply the same reference checking criteria to all applicants.

N. Privacy Policy, User Agreements, and Terms of Service

- (1) Provide any privacy policies, user agreements, and/or terms of service in plain text (and a searchable electronic format) for review.
- (2) Provide screen shots of all locations where these provisions would be shared with customers, including the method for obtaining user acknowledgement/agreement.

O. Images and Descriptions of Devices

Provide images and description of the device (e-scooter and/or e-bike).

P. Images and Descriptions of Mobile Applications

Provide images and description of the mobile application.