

# 2021 City of Tucson Shared Mobility Program

## PERMIT APPLICATION

### OVERVIEW

The Shared Mobility Program (“Program”) Permit allows permitted Mobility Share Entities (“MSE”) to operate within the City of Tucson (“City”) Right-of-Way. The program is currently limited to scooter operators. All MSEs wishing to operate within the City must certify that they have read and agree to the Permit Requirements (Attachment A), Shared Mobility Insurance Requirements (Attachment B) and the Shared Mobility Indemnity Agreement (Attachment C),

The City of Tucson Department of Transportation & Mobility (“DTM”) will review the completed applications, determine whether each applicant conforms to the Permit Requirements, and evaluate applications according to the scoring criteria described below. DTM will issue up to two (2) Shared Mobility Program Permits, selecting the highest scoring MSEs. Selected MSEs will be awarded a 12-month permit agreement (“Permit Period”), with the option to renew up to three (3) additional 12-month periods.

The City reserves the right to make changes to any aspect of the Program at any time during the Permit Period. Additionally, the City reserves the right to terminate permits and require a Permittee to remove their entire fleet from City right-of-way within five (5) days of written notification of termination. Participation in, or acceptance of a permit, does not confer a property right of any kind, in law or in equity, as it relates to City’s right-of-way.

### APPLICANT INFORMATION

<b>Business Name:</b>		<b>Business Phone:</b>	
<b>Business Mailing Address:</b>			
<b>Business Website:</b>			
<b>Contact Person:</b>		<b>Contact Phone:</b>	
<b>Contact Person Email:</b>			

### APPLICATION AGREEMENT

By signing this application, the applicant verifies on behalf of the Shared Mobility Program under penalty of perjury that all the information provided is true and accurate; and that if issued a permit, the applicant agrees: to comply with the Permit Requirements in Attachment A, without change to its terms and conditions, and any other requirements of the Shared Mobility Program Permit as issued.	
<b>Printed Name, Title and Date:</b>	
<b>Authorized Signature:</b>	

# SUBMISSION INSTRUCTIONS

DTM will consider completed applications submitted from June 9<sup>th</sup>, 2021 through June 28<sup>th</sup>, 2021. Applications received after June 28<sup>st</sup>, 2021 at 5:00 PM MST will not be considered. By submitting an application, applicants acknowledge that they have read, understand, and agree, if selected, to the Permit Requirements in Attachment A, without changes to its terms and conditions. A completed application must include the following components:

## **(1) Application Fee: \$4,000**

Applicants shall pay an application fee of \$4,000 representing staff time for acceptance, review, scoring and verification of application materials.

### ***To make a credit card payment over the phone, please call:***

TDOT Concerns at (520) 791-3154  
Attn: Gloria Salmeron regarding E-Scooter Permit Fee

### ***If mailing a check, please send to:***

Department of Transportation & Mobility  
Attn: Pam Drake  
201 N Stone, 6th Floor  
Tucson, AZ 85701

## **(2) Completed Application and Supporting Documents**

Application Materials and Supporting Documents are due electronically by June 28, 2021 at 5 PM (MST). Compile a searchable PDF with the following items and submit by email to Krista Hansen at [krista.hansen@tucsonaz.gov](mailto:krista.hansen@tucsonaz.gov) with the subject: "2021 Shared Mobility Program Permit Application."

- Application Responses and Signed Cover Sheet (page 1 of this document)
- Signed Indemnity Agreement (Attachment C)
- Signed Servicer Certification (Attachment D)

# ESTIMATED TIMETABLE

	<b>Timetable</b>	<b>Dates</b>
1.	Release of Permit Application	June 9, 2021
2.	Application Materials Due	June 28, 2021, 5 PM
3.	Approximate Permit Notification Date	July 12, 2021
4.	Approximate Launch Date for Selected Operators	August 12, 2021

# QUESTIONS

Please send any questions about the application process to [krista.hansen@tucsonaz.gov](mailto:krista.hansen@tucsonaz.gov).

## APPLICATION MATERIALS

Applicants seeking a Shared Mobility Program Permit shall provide a signed cover sheet (page 1 of this document) and a searchable PDF addressing the following information. Applicants must answer all other questions in the application. If a question is not applicable, state N/A.

The Shared Mobility Permit Application has two main sections: “Eligibility Criteria” and “Evaluation Criteria.” Items under Eligibility Criteria will be scored on a pass/fail basis in the Initial Screening process. An application that fails to meet these minimum qualifications will not be eligible for consideration in the Evaluation Criteria process. Items under Evaluation Criteria will be scored using the rubric presented in the “Application Scoring” section below.

## APPLICATION SCORING

The Shared Mobility Permit Application has two main sections: Part 1: Eligibility Criteria and Part 2: Evaluation Criteria. Items under Eligibility Criteria will be scored on a pass/fail basis in the Initial Screening process. An application that fails to meet these minimum qualifications will not be eligible for consideration in the Evaluation Criteria process.

Items under Evaluation Criteria will be scored using the following 1 to 4 point rubric:

- **1 point:** responses that include the least compelling solutions, demonstrating the minimum level of commitment and ability to solve known challenges and concerns.
- **2 points:** responses that include ordinary or typical, but unexceptional solutions, demonstrating a moderate level of commitment and ability to solve known challenges and concerns and exceeding the minimum requirements.
- **3 points:** responses that include significantly more detailed approaches demonstrating a higher level of commitment and ability to solve known challenges and concerns, and substantially exceeding the minimum requirements.
- **4 points:** responses that include robust, unique or innovative approaches demonstrating the highest level of commitment and ability to solve known challenges and concerns, and exceeding the minimum requirements.

Evaluation criteria will be summed for each section and given the following weight:

Evaluation Criteria Section	Weight
1. Community Safety, Accessibility, and Consideration	20%
2. Equity	20%
3. Education, Outreach and Riders Safety	20%
4. Operations	15%
5. Data Sharing	10%
6. Experience, Qualifications, and Company History	15%
<b>Total</b>	<b>100%</b>

# PART 1: ELIGIBILITY CRITERIA

The following items under Eligibility Criteria will be scored on a pass/fail basis in the Initial Screening process. An application that fails to meet these minimum qualifications will not be eligible for consideration in the Evaluation Criteria process (Part 2).

## 1. General

- a. Complete Application and Supporting Documents
- b. Pay Permit Application Fee

## 2. Scooter Safety

- a. Provide images, specifications, and descriptions of each type and model of vehicle planned to be deployed in Tucson.
- b. Provide documentation that vehicles meet all required features in the Permit Requirements in Attachment A, specifically addressing: maximum vehicle speed, front and rear lights, break capacity,
- c. Outline measures to ensure vehicles deployed are safe for operation.

## 3. Operational Minimum Standards

- a. The applicant must describe its staffing plan to ensure that it has sufficient staff to fully manage the number of scooters it is required to deploy on the first day of the permit program so that it will be fully responsive to concerns from the public and the City.
- b. The applicant must describe its plan for procuring, preparing and readying the minimum number of vehicles required to deploy on the first day of the program.

## 4. Previous license revocation or suspensions

Provide details documenting any license revocation or suspensions in any jurisdiction the applicant has operated in.

## 5. Proof of Insurance

Attach a certificate of insurance that meets the insurance requirements in Attachment B. If you have not yet purchased insurance meeting these specifications, supply a statement of intent to obtain this insurance in advance of being issued a permit.

## PART 2: EVALUATION CRITERIA

**1. Community Safety, Accessibility, and Consideration (20%)** *The applicant's plan to reduce danger and inconvenience to non-riders caused by scooters and rider behavior.*

- a. Describe specific operational plans, educational tools, incentives, disincentives and technologies to **improve proper device parking** that ensures non-rider safety and comfort.
- b. Describe specific operational plans, educational tools, incentives, disincentives and technologies to **reduce illegal sidewalk riding**. Include experience with and ability to implement "sidewalk detection technology."
- c. Describe the process for customers to notify the company of safety, maintenance issues, or misparked vehicles, including information on a 24-hour customer service number and translation services; URL for online reporting by the general public; additional contact methods to reach customer service; and average time taken to respond to customer service calls and to resolve customer complaints. Applicants must meet the Permit Requirements "Standards for Operations" (Requirement O2).
- d. Describe plan to prevent devices from impeding use of the public right-of-way by people with disabilities, including its plan to rectify any impediment as quickly as possible.
- e. Describe any plan to offer adaptive devices or mobile app technology that expands access to its service for people with various physical disabilities.

**2. Equity (20%)** *The applicant's plan to ensure that its service will help meet the City's goal of effectively improving mobility and accessibility for residents who face elevated economic, health, social, mobility and/or accessibility barriers.*

- a. Describe plan to meet the Opportunity Zone requirements, as described in the Permit Requirements in Attachment A.
- b. Describe a specific education, engagement and outreach plan for residents in Opportunity Zones.
- c. Provide a plan to improve access to your service **for people without a bank account or smartphone**. The applicant must include outreach and educational plans and must be specific about how it will reduce onerous and complicated requirements and processes.
- d. Provide a plan to improve access to your service **for low-income residents**, including pricing and discount plans. The applicant must include outreach and educational plans and must be specific about how it will reduce onerous and complicated requirements and processes.
- e. Provide a plan to improve access to your service **for residents whose primary language is not English**. The applicant must include outreach and educational plans and must be specific about how it will reduce onerous and complicated requirements and processes.

**3. Education, Outreach and Riders Safety (20%)** *The applicant's citywide education, engagement, outreach, and rider safety plans.*

- a. Provide a citywide community engagement and outreach plan that ensures adequate education about device use and rules for both riders and non-riders.
- b. Provide an in-app education, education and outreach plan for riders using its service. Plans must include first-time riders and returning riders, and must address, among other things: parking, riding, and geofencing education.
- c. Provide a plan to involve community stakeholders in its outreach and education.
- d. Describe commitments and incentives to encourage that users wear a helmet while riding, including plans to make a helmet available as part of each rental.

**4. Operations (15%)** *The applicants plan for staffing, maintaining, and operating a shared mobility program within the City of Tucson Right-of-Way.*

- a. Provide a staffing plan, including hired staff and contractors, for operations and maintenance. Indicate specific roles and whether each role is full time or part time, including percentage of work time spent on Tucson operations. Describe any plan to hire locally in Tucson.
- b. Provide a plan and schedule for deploying and redistributing vehicles, including hours of operations.
- c. Provide a plan for preventing overcrowding of unused devices in high-demand areas and to mitigate the need for extensive rebalancing.
- d. Provide a plan for retrieving and relocating vehicles that are misparked or within geofenced no-ride zones. The applicant must include procedures that meet the Permit Requirements "Standards for Parking" (Requirement P9).
- e. Describe approach to maintenance, cleaning and repair of devices as well as safety check protocols. The applicant must include its plan to maintain, clean, and sanitize devices.
- f. List current pricing plans and passes, including general pricing plan(s) and low-income pricing plan(s).

**5. Data Sharing (10%)**

- a. Provide a plan for data sharing to help the City better understand scooter trips and usage patterns.
- b. Provide a plan to ensure data feeds are compliant with City standards, as described in the Permit Requirements in Attachment A.
- c. Provide a plan for collecting, responding to and documenting all complaints and sharing complaints with the City.

## **6. Experience, Qualifications, and Company History (15%)**

- a. The applicant must describe their operating experiences in cities comparable to Tucson.
- b. List all previous violations of City of Tucson permits, Tucson City Code, Arizona State Code, or federal laws. Any omissions in this section will be doubly weighted. State N/A if not applicable.
- c. Report any history of vehicle recalls or major safety incidents in the past 2 years which required investigation and the outcome of each incident.
- d. Report any history of data breaches in the past 2 years including the date, location, and type of data accessed for all data breaches. Include any subcontractors handling payment or user data.
- e. Does the applicant have sufficient financial capacity (including but not limited to cash flow and/or cash reserves) to remain in service for the full duration of the annual permit?