



2020 SHARED MICROMOBILITY PERMIT SPECIAL CONDITIONS

regulations for operation by private vendors in the public right-of-way



January 10, 2020

Right-of-Way Use Permit 2020 Shared Micromobility Permit Special Conditions



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OVERVIEW

The following are special conditions that apply to all Permittees operating shared micromobility services in the City of Bellevue during the 2020 permit period. These special conditions are applied by the Transportation Director to protect the public health, welfare and safety and to mitigate any impacts resulting from this use of the public right-of-way ([BCC 14.30.060](#) / [BCC 14.30.090](#)).

At the time of issuance, this permit is valid and applicable to the operation of electric-assisted bicycles (see condition QU-1). An operator wishing to deploy another type of shared micromobility vehicle must first receive written approval from the Program Manager and may be subject to additional or modified conditions (see condition QU-3). Motorized foot scooters are not eligible for operation under this permit at this time due to regulations and restrictions on their use in Bellevue ([BCC 11.48.210](#)).

Permittee shall pay an annual Shared Micromobility Lease Fee of \$6,560 to the City of Bellevue prior to permit issuance, which may be prorated to the quarter of service launch (see condition CR-2), allowing Permittee to deploy a maximum of 200 vehicles upon service launch (see condition QU-6). Operators who commit to values-based operational enhancements related to safety, sustainability, equity, and other City policy priorities may qualify for a reduced lease fee or fleet bonus as a means of incentivizing services that go above and beyond the basic permit requirements (see condition CR-3).

Permittee will incur per-instance penalties if conditions associated with the Bike Hub Parking Target (see conditions PA-22, PA-23, and PA-24) and No Parking Areas (see conditions PA-13, PA-14, and OP-2) are not met. Penalties shall be invoiced quarterly (see condition CR-6).

The process and materials required to submit an application for this permit are detailed in the Application section beginning on page 26.

Note that any system that uses locking, charging, or helmet-dispensation stations or other fixed objects installed in the Public Right-of-Way requires a Type C right-of-way use permit in addition to this permit (see condition AD-4). Similarly, if Permittee intends to designate any preferred parking areas ("bike hubs") on private property, they shall first provide proof of agreement from the property owner and approval from Development Services (see condition PA-21).

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DEFINITIONS

- **2020 Permit Period** – The period beginning at permit issuance and concluding on December 31, 2020.
- **Available Vehicles/Fleet** – A subset of “Operational Vehicles/Fleet.” Includes all vehicles that are in the field and available for customer use. Excludes vehicles that are in active use, whether on a trip or reserved for a trip.
- **Applicant** – A shared micromobility company applying for a ROW Use Permit to operate in the City of Bellevue.
- **Bike Hub** – A designated area where shared micromobility parking is allowed and preferred. Locations in the Public Right-of-Way are identified and/or approved by the Transportation Department. They are delineated by white pavement markings and may include bike racks and/or signage.
- **Bike Hub Buffer Area** – Administrative concept used for compliance monitoring purposes that refers to the area of a defined radius around the coordinates of a bike hub location. The default radius is 50 feet unless amended based on the results of an operator’s location tracking field test (see condition EV-3).
- **Deploy** – The movement of a vehicle by a permitted operator to a location for the purpose of making the vehicle available for customer use. See also “Rebalance.”
- **Deployed Vehicles/Fleet** – All micromobility vehicles that are permitted within Bellevue city limits and in the field including operational and non-operational vehicles. Vehicles that are at an operator’s maintenance facility are not considered part of the deployed fleet.
- **Decommissioned Vehicles** – A vehicle that was previously deployed but has been permanently removed from the system and is no longer in use in Bellevue.
- **Electric-Assisted Bicycle** – Defined by [RCW 46.04.169](#) as a bicycle with two or three wheels, a saddle, fully operative pedals for human propulsion, and an electric motor. The electric-assisted bicycle's electric motor must have a power output of no more than seven hundred fifty watts. Also known as an “e-bike.” The electric-assisted bicycle must meet the requirements of one of the following three classifications:
 - **Class 1 Electric-Assisted Bicycle** – Defined by [RCW 46.04.169](#) as an electric-assisted bicycle in which the motor provides assistance only when the rider is pedaling and ceases to provide assistance when the bicycle reaches the speed of twenty miles per hour.
 - **Class 2 Electric-Assisted Bicycle** – Defined by [RCW 46.04.169](#) as an electric-assisted bicycle in which the motor may be used exclusively to propel the bicycle and is not capable of providing assistance when the bicycle reaches the speed of twenty miles per hour
 - **Class 3 Electric-Assisted Bicycle** – Defined by [RCW 46.04.169](#) as an electric-assisted bicycle in which the motor provides assistance only when the rider is pedaling and ceases to provide assistance when the bicycle reaches the speed of twenty-eight miles per hour and is equipped with a speedometer.
- **Dockless Bike Share** – On-demand rental bikes that are equipped with a locking mechanism and GPS unit and do not use purpose-designed station equipment, except as may be used for charging the batteries of electric-assisted bicycles.

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- **Micromobility** – See “Shared Micromobility Vehicle.”
- **Mobility Data** – All vehicle, trip, and status data generated by all shared micromobility vehicles in a Permittee’s deployed fleet. This data shall be treated as personally identifiable information (PII).
- **Obstruction Hazard** – A circumstance resulting from the location and/or placement of a parked vehicle that blocks pedestrian circulation, navigation for people with low vision or mobility difficulties, vehicle passage, or bus operations, access, or stop zone amenities.
- **Operational Vehicles/Fleet** – A subset of “Deployed Vehicles/Fleet.” Includes all vehicles that are in the field and either available for customer use or in use.
- **Non-Operational Vehicles/Fleet** – A subset of “Deployed Vehicles/Fleet.” Includes all vehicles that are in the field but unavailable for customer use, whether due to pending maintenance, low battery, or other reasons.
- **Permittee/Permitted Operator** – A company having a current permit to operate shared micromobility services within City of Bellevue Right-of-Way.
- **Preferred Parking Area** – See “Bike Hub.”
- **Program Manager** – City of Bellevue staff person designated by the Transportation Director with primary responsibility for overseeing all aspects of the shared micromobility program, including serving as the City’s primary point of contact to shared micromobility operators.
- **Public Property** – Areas beyond the Public Right-of-Way that are owned and maintained by the City or other governmental agency.
- **Public Right-of-Way** – Areas designated as Public Right-of-Way, including deeded, dedicated, and public easements as defined by [BCC 14.30.050 \(R\)](#).
- **Rebalance** – The movement of a vehicle by a permitted operator to a location for the purpose of modifying the geographic distribution of vehicles between or within service areas or restocking preferred parking areas. See also “Deploy.”
- **Removed Vehicles/Fleet** – All micromobility vehicles that are permitted within Bellevue city limits but have been temporarily removed from the street, whether to be recharged, repaired, rebalanced, or other reasons.
- **Service Launch** – The date when a Permittee first deploys vehicles in Bellevue after receiving notice from the Transportation Department that they may commence operating shared micromobility services. For renewing operators (those already deployed in Bellevue under a previous permit), service launch is the date of permit issuance.
- **Shared Micromobility Vehicle** – A class of fully or partially powered, light- to mid-weight (approximately 200 pounds or less), low- to medium-speed (up to 30 miles per hour) vehicles primarily designed for use by one person, most commonly including but not limited to electric-assisted bicycles, motorized foot scooters, and powered seated scooters. See SAE standard [J3194 – Taxonomy & Classification of Powered Micromobility Vehicles](#) for more information.
- **Vehicle** – See “Shared Micromobility Vehicle.”
- **Vehicle Type** – A subset of shared micromobility vehicles that share common characteristics, such as “electric-assisted bicycles” and “motorized foot scooters.”

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ADMINISTRATION

Implement a shared micromobility permit with services provided by one or more qualified permitted operators, balancing the facilitation of mobility options with other interests of the City.

General

- AD-1. This permit is valid and applicable only to uses within the City of Bellevue Public Right-of-Way. Any other permissions or approvals to use other public property, such as parks or transit centers, or private property, such as publicly-accessible plazas or campuses, shall be the responsibility of the Permittee to secure.
- AD-2. Additional terms for shared micromobility use within Public Property may be found in *Attachment A – Terms for Shared Micromobility Use on Public Property*.
- AD-3. This permit is valid and applicable only to the operation of dockless (also known as “stationless” or “free-floating”) shared micromobility services.
- AD-4. Any system that uses locking, charging, or helmet-dispensation stations or other fixed objects installed in the Right-of-Way requires a Type C right-of-way use permit in addition to this permit.
- AD-5. Permittee acknowledges that the permit is valid from the date of issuance through December 31, 2020 (“permit period”). Any extension or alteration of the permit period will require prior notification of the Transportation Commission and City Council by the Transportation Director or the Director’s designee.
- AD-6. Permittee acknowledges that the Transportation Department reserves the right to modify or establish additional special conditions at any time based on safety, adverse impacts, or data obtained from operators (see the “Evaluation” section of this document), and/or to improve consistency with the goals and strategies described in the [Bellevue Bike Share Pilot Permit Framework](#).
- AD-7. Permittee acknowledges that the City of Bellevue reserves the right to terminate this permit at any time for due cause, including causes not specified in the permit conditions, and require that the entire fleet be removed from the Right-of-Way. Permittee shall complete removal of all vehicles within 30 days from the date of termination.
- AD-8. Permittee shall provide written notice, at least 14 days before ceasing operations, if they are no longer willing or able to provide service in Bellevue in accordance with this permit.

Operator Prerequisites

- AD-9. Permittee shall provide and maintain insurance demonstrating commercial liability insurance on form CG 00 01 in the amount of \$1 million minimum per occurrence and \$2 million aggregate, or the equivalent coverages included in *Attachment B – Shared Micromobility Insurance Requirements*. A copy of the Insurance Certificate shall be provided with this permit application.
- AD-10. Prior to permit issuance, Permittee shall sign and record an agreement, to be provided by the City, indemnifying and holding harmless the City of Bellevue consistent with [BCC 14.30.160](#). The agreement shall be in effect for the entirety of this permit.
- AD-11. Permittee shall have a performance bond that is accessible to the City of Bellevue for use to address any issues incurring a cost to the City (see condition CR-11).
- AD-12. Permittee must have a valid business license to operate in the City of Bellevue, Washington.

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QUALITY

Implement a permit that is consistent with the Bellevue brand of high quality and innovation, providing an asset the community will value.

- QU-1. This permit is valid and applicable to the operation of any class of electric-assisted bicycle.
- QU-2. If Permittee wishes to deploy a new type of shared micromobility vehicle under this permit, prior to deploying a new type of vehicle, Permittee must receive written approval from the Program Manager, and all permitted operators shall be granted a revised permit reflecting any new or modified conditions applicable to the new vehicle type.
- QU-3. Permittee and all vehicles used under this permit must use the following technology:
 - (a) Mobile Application – A mobile application to accept payments, handle all aspects of rental transactions, and provide information on vehicle availability and locations.
 - (b) Location Tracking – GPS technology to provide real-time device location and a record of trip data, including street-level route tracking during trips to support compliance and performance evaluation and infrastructure planning efforts.
 - (c) Geofencing – The ability to virtually designate geographic policy areas, including but not limited to the system service area, preferred parking areas, and no parking areas, to support fleet management, enforce permit conditions associated with parking and safety, and provide location-specific notifications to users.
- QU-4. Permittee shall utilize preferred parking areas approved by the Transportation Department, referred to as “bike hubs.” See the “Parking” section of this document for more information.
- QU-5. Permittee shall maintain deployed vehicles in good working order, ensuring that all available vehicles are fully operable, free of defects and vandalism, clean to the greatest extent practicable, and have all applicable information required by conditions SA-6, SA-7, SA-8, and SA-9 visible.

Fleet and Phasing

- QU-6. Permittee acknowledges that the permitted maximum deployed fleet size for all shared micromobility vehicles by a single operator is 200 upon permit issuance.
- QU-7. All permitted operators shall maintain for the duration of the permit period a minimum available fleet of 50 vehicles beginning on the 30th day following service launch.
- QU-8. Permitted operators will be allowed to increase their deployed fleet size by 50 vehicles after every eight consecutive weeks during which they meet compliance targets for fleet size, distribution, parking, rebalancing, and issue response. Targets are defined in their respective sections of this *Permit Special Conditions* document.
- QU-9. Permittee acknowledges that the maximum cumulative deployed fleet size for all permitted operators is 1,200 vehicles for the 2020 permit period. Permitted operators shall not increase the number of vehicles operating in Bellevue, even if they meet compliance targets, beyond this maximum.

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SAFETY

Ensure that shared micromobility vehicles are safe to ride, helmet use and safe riding behavior is encouraged, and operators assume all liability for their use of the Public Right-of-Way.

Equipment

- SA-1. Electric-assisted bicycles deployed under this permit shall comply with all applicable design standards described in the Code of Federal Regulations (CFR) [Title 16, Chapter II, Subchapter C, Part 1512 – Requirements for Bicycles](#) and shall meet all safety standards described in [ISO 43.150 – Cycles, subsection 4210](#).
- SA-2. Electric-assisted bicycles deployed under this permit shall meet the [RCW 46.04.169](#) definition of an “Electric-assisted bicycle” and shall comply with the equipment and manufacturing requirements for bicycles adopted by the United States Consumer Product Safety Commission (see [RCW 46.37.690](#)).
- SA-3. The City reserves the right to suspend or terminate this permit if the battery, motor, or any other equipment on a vehicle is determined by the City to be unsafe for public use.
- SA-4. Electric-assisted bicycles deployed under this permit shall meet state requirements for use during hours of darkness, as described in [RCW 46.61.780](#), including at minimum a front light that emits white light and a rear red reflector.
- SA-5. Prior to a user beginning their first trip using a given vehicle type, Permittee shall provide a notification to the user about that vehicle’s top assisted speed and means of propulsion. This notification shall obtain affirmation from users separate from and in addition to the full terms of service.
- SA-6. Permittee whose fleet includes more than one class of electric-assisted bicycle must clearly visually differentiate each e-bike type from the others to an extent that is satisfactory to the Program Manager to ensure that users can identify which e-bike type they are renting prior to beginning a trip.
- SA-7. All vehicles deployed under this permit shall have the following visible to the user on the vehicle at all times:
 - (a) a label printed in arial font and at least nine-point type that contains the vehicle’s classification number, top assisted speed, and motor wattage (see [RCW 46.37.690](#));
 - (b) a unique vehicle identification number, which shall match the Mobility Data generated by that vehicle and remain consistent for the duration of the permit period;
 - (c) Permittee name, logo, and contact information;
 - (d) notification that it is the user’s responsibility to wear a helmet;
 - (e) notification that the user shall yield to pedestrians when riding on sidewalks and multi-purpose paths.
- SA-8. All Class 2 electric-assisted bicycles deployed under this permit shall, in addition to conditions identified in SA-7, have the following visible to the user on the bicycle at all times:
 - (a) Notification that the bike can be propelled by motor without pedaling by engaging the throttle.
- SA-9. All Class 3 electric-assisted bicycles deployed under this permit shall, in addition to conditions identified in SA-7, have the following visible to the user on the bicycle at all times:

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- (a) Notification that the user may not ride on sidewalks or shared use paths except where there is no alternative (see [RCW 46.61.710](#)), superseding SA-7(e).
- SA-10. Permittee shall perform regular safety inspections of all vehicles deployed under this permit and provide data demonstrating that these are being conducted and appropriate maintenance is completed. See the "Evaluation" section of this document for more information.
- SA-11. Permittee shall immediately disable a vehicle from being unlocked by any user after receiving notice of a safety issue with that vehicle, pending inspection and servicing by the operator.

Education and Encouragement

- SA-12. Permittee acknowledges that the City of Bellevue is not responsible for educating users about how to operate a vehicle, local and county helmet laws, or other applicable laws and regulations, including these permit conditions.
- SA-13. Permittee agrees to educate users about how to use their services and vehicles, how to park in accordance with these permit conditions, and all laws and regulations applicable to riding their vehicles in the City of Bellevue, and Permittee shall develop, submit, and implement a plan describing their rider education efforts.
- SA-14. Permittee agrees to instruct users to comply with applicable laws, including:
 - (a) any person riding a bicycle on any Bellevue Right-of-Way is required to wear a helmet ([BCC 11.60.090](#));
 - (b) people bicycling on sidewalks, multi-purpose paths, curb ramps, and crosswalks shall ride carefully and slowly ([BCC 11.60.070](#)) and yield to pedestrians ([BCC 11.60.080](#));
 - (c) Class 3 electric-assisted bicycles may not be ridden on sidewalks or multi-purpose paths ([RCW 46.61.710](#));
 - (d) Users of class 3 electric-assisted bicycles must be at least 16 years of age (see [RCW 46.20.500](#)).
- SA-15. Permittee shall instruct users how to report vehicle maintenance and safety issues.
- SA-16. Permittee shall instruct users to report collisions and any other hazardous incidents to the Bellevue Police Department and to the Permittee.
- SA-17. Permittee shall participate in education and encouragement events associated with Vision Zero, bicycling, and transportation demand management hosted and/or promoted by the City of Bellevue.
- SA-18. Permittee shall propose a plan to distribute helmets to registered users.

Mobile Application

- SA-19. Permittee shall obtain from users affirmation that they are at least 18 years of age.
- SA-20. Permittee shall obtain from users affirmation that they possess a helmet and acknowledge that they are required by local and county law to wear a helmet while riding a bicycle.
- SA-21. Permittees who deploy class 3 electric-assisted bicycles shall obtain from users affirmation that they may not ride on sidewalks or multi-purpose paths except where there is no alternative.
- SA-22. Permittee shall provide all users with a notification upon instituting any changes to their terms of use and/or privacy policy. This notification shall obtain affirmation from users.

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- SA-23. Permittee shall provide all users with a notification about all mobile data and features that will be accessed by the service and why such access is needed, such as mobile location and camera functions. This notification shall obtain affirmation from users (i.e., opt-in, not opt-out) separate from and in addition to the full terms of service.
- SA-24. Permittee shall not share nor require users to share with third parties individual Mobility Data, any other personally identifiable information, or access to their mobile contacts, camera, photos, files, or other private data in order to use the shared micromobility service.
- SA-25. Permittee shall provide a simple mechanism in their mobile application for customers to notify the company of safety and maintenance issues with a vehicle during, after, and without needing to initiate a trip.
- SA-26. Permittee shall notify users when they are in a geofenced area (e.g. No Parking Areas, bike hubs).

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PARKING

Facilitate the convenient provision of micromobility vehicles where people want them, while maintaining orderly and accessible public space and minimizing impacts to private property.

Service Areas and Distribution

- PA-1. Permittee may provide service citywide where allowed.
- PA-2. Permittee shall provide service at least in the Minimum Required Service Area, defined in *Attachment C – Shared Micromobility Service Areas*, which is a contiguous area including all defined activity centers, all neighborhood areas near frequent transit service, and the Neighborhood areas in between.
- PA-3. Permittee may allow vehicles to be parked wherever legal, as described in “Location Requirements” below, within their defined service area.
- PA-4. If Permittee elects not to allow free-floating service (i.e., Permittee opts for strictly hub-based service), they must designate bike hubs (see conditions PA-13 through PA-21) such that quarter-mile buffers around all hubs cover at least 75 percent of the Minimum Required Service Area.
- PA-5. Permittee shall deploy, distribute, and rebalance their fleet according to types of service areas, as described below and defined in *Attachment C – Shared Micromobility Service Areas*. (See Requirement OP-12 for targets for each service area.)
 - (a) **Activity Centers:** Bellevue’s most urban areas, where the built environment is most able to accommodate shared micromobility and associated parking areas. These include Downtown, BelRed, Crossroads, Eastgate, Factoria, and the Wilburton/Hospital area.
 - (b) **FTN Bus Stops:** Stops served by Frequent Transit Network (FTN) routes outside of the Activity Centers, where shared micromobility can help support access to transit by providing first- and last-mile connections.
 - (c) **Neighborhoods:** All residential and neighborhood commercial areas outside of Activity Centers and more than one quarter-mile from FTN Bus Stops, where residential and employment density and demand for shared micromobility is lower.

Location Requirements

- PA-6. Shared micromobility vehicles may be parked only on paved or other non-vegetated surfaces in the Public Right-of-Way, sidewalk easements, and other locations identified in *Attachment D – Designated Preferred Parking Areas*, which will be updated periodically by the Transportation Department.
- PA-7. Shared micromobility vehicles shall be upright when parked.
- PA-8. Shared micromobility vehicles shall be parked in a manner that does not impact, obstruct, or block pedestrian passage in accordance with the Americans with Disabilities Act, maintaining at least 4 feet of clear space for pedestrian circulation.
- PA-9. Shared micromobility vehicles shall not be parked where it is determined by the City to represent a safety hazard.
- PA-10. Shared micromobility vehicles may be parked in any of the following locations:
 - (a) at and/or locked to a bicycle rack within the Public Right-of-Way;

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- (b) in designated preferred parking areas, called “bike hubs” (see conditions PA-13 through PA-21);
- (c) on sidewalks adjacent to the curb, maintaining at least 4 feet and preferably at least 6 feet of unobstructed walkway;
- (d) on local (non-arterial) streets in the shoulder adjacent to the curb where motor vehicle parking is allowed.

PA-11. Shared micromobility vehicles shall not be parked as follows:

- (a) at the corners of sidewalks;
- (b) in travel lanes, bike lanes, driveways, or driveway approaches in a manner that blocks vehicle or bicycle passage;
- (c) in marked shoulders along streets without sidewalks where motor vehicle parking is prohibited, as these may be used by pedestrians;
- (d) in a manner that blocks use of crosswalk buttons, curb ramps, wheelchair ramps, ramp landings, handrails, median areas of refuge, or detectable warning surfaces;
- (e) at transit stops within 4 feet of bus stop signs, benches, fare payment machines, or passenger access to front and rear bus doors, inside of bus shelters, or on streets in bus lanes or layover areas;
- (f) in a manner that blocks use of fire hydrants or fire protection systems,
- (g) in a manner that blocks benches, waste receptacles, wayfinding kiosks, entryways, doorways, or sidewalk cafes;
- (h) in a manner that blocks loading and unloading zones or disabled parking zones;
- (i) in overhead sky bridges, tunnels, or other easements internal to buildings within the Public Right-of-Way.

No Parking Areas

PA-12. Permittee shall use geofencing to establish *No Parking Areas* in city-owned parks and other areas as specified by *Attachment E – Geofenced No Parking Areas*, and they shall:

- (a) depict these areas on their mobile application map;
- (b) notify users when they are in and/or ending a trip within these areas and discourage or restrict them from doing so.

PA-13. Permittee shall respond when vehicles are left in these areas as though given notice of non-hazardous improper parking at the time of the trip end—unless separately reported as an obstruction hazard by the City or any other individual or entity—in accordance with response time limits (see condition OP-2).

PA-14. Failure to comply with response time limits shall result in a Parking Penalty (see condition CR-6).

Preferred Parking Areas

PA-15. Permitted operators acknowledge that designated preferred parking areas, referred to as “bike hubs,” will be installed and maintained by the Transportation Department, Permittee (see condition CR-3(e)), and/or other permitted operators in each of the geographic service areas in convenient proximity to trip origins and destinations.

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- PA-16. Permittee acknowledges that a database of approved bike hubs will be maintained by the Transportation Department, including all bike hubs implemented by the Transportation Department and any established by agreement between permitted operators and other public or private property owners (see *Attachment D – Designated Preferred Parking Areas*).
- PA-17. Permittee shall depict all bike hub locations on their mobile application map.
- PA-18. Permittee acknowledges that areas delineated as bike hubs do not constitute an exclusive use of Public Right-of-Way for shared micromobility services.
- PA-19. If Permittee commits to installing and maintaining bike hubs in the Public Right-of-Way (see condition CR-3(e)), a site plan must first be approved by the Transportation Department for each location.
- PA-20. If any permitted operator commits to installing and maintaining bike hubs in the Public Right-of-Way (see condition CR-3(e)), they are available for use by all permitted operators. No bike hubs in the Public Right-of-Way are for the exclusive use by any individual operator.
- PA-21. The Transportation Department will regard all bike racks within the Public Right-of-Way as “mini bike hubs” that count towards compliance with the Bike Hub Parking Target.
- PA-22. Permittee may propose and establish geofenced, virtual-only bike hubs, subject to Program Manager review and approval of the identified locations, to supplement the physical bike hubs implemented by the Transportation Department. Any bike hubs so established shall count towards compliance with the Bike Hub Parking Target.
- PA-23. Permittee acknowledges that they may work with interested private or other public property owners to designate locations on private or public property as bike hubs by (1) contacting Development Services at 425-452-4188 to determine whether a land use permit or exemption is required for each such property, (2) entering an agreement that indemnifies and holds harmless the property owner, and (3) notifying the Transportation Department when such permitting and agreements have been completed. Any bike hubs so established shall count towards compliance with the Bike Hub Parking Target. Notification requirements include:
- (a) a land use permit, exemption, or notice in writing from Development Services that neither is required for a given property;
 - (b) a digital copy of the signed agreement between both parties;
 - (c) a description and photograph of the bike hub location and how it will be designated;
 - (d) the GPS coordinates of the bike hub location.
- PA-24. Permittee shall take any steps they deem necessary and appropriate to achieve a monthly minimum Bike Hub Parking Target, which is a defined percentage of user trip ends occurring at/near bike hubs (within 50 feet unless amended based on the results of an operator’s location tracking field test—see condition EV-3). This target is established to mitigate impacts associated with dockless shared micromobility parking while continuing to allow convenient access and recognizing that not all out-of-hub trips result in obstruction hazards.
- PA-25. Failure to achieve the Bike Hub Parking Target shall result in a Parking Penalty (see condition CR-6).
- PA-26. The Bike Hub Parking Target will increase over the permit period according to the following schedule, based on the default 50-foot buffer:
- (a) January through March 2020 – 10% of trip ends

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- (b) April through June 2020 – 15% of trip ends
- (c) July through September 2020 – 20% of trip ends
- (d) October through December 2020 – 25% of trip ends

PA-27. The Bike Hub Parking Target (condition PA-22 through PA-24) may vary between permitted operators based on the results of their respective vehicle location tracking tests (see condition EV-3). Such variance in targets will be proportional to the degree of inaccuracy measured by the test.

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OPERATIONS

Ensure that shared micromobility fleets are responsibly managed and permitted operators are responsive to maintenance needs, City permit compliance notifications, and user feedback.

Public Communication and Customer Service

- OP-1. Permittee shall have local personnel available to respond to issues promptly upon notification by the City, private property owners, or any other individual or entity (see condition OP-2).
- OP-2. Permittee shall relocate incorrectly parked vehicles following notice according to these response time limits and circumstances:
 - (a) if the notice alleges the vehicle is an obstruction hazard (see “Definitions” section), and the notice was made between 5:00 AM and 10:00 PM – within 2 hours of receiving notice;
 - (b) if the notice alleges the vehicle is an obstruction hazard, and the notice was made at all other times – within 6 hours of receiving notice;
 - (c) if the report does not allege the vehicle is an obstruction hazard – within 24 hours of receiving notice.
- OP-3. Permittee assumes primary responsibility for customer service and shall take steps to clearly communicate contact information to the public.
- OP-4. Permittee shall provide at minimum the following contact methods for the public to use to ask questions, file complaints, report safety concerns, and request that a vehicle be relocated:
 - (a) a local or toll-free telephone number that connects to a live person or allows the caller to leave a message, and
 - (b) an email address.
- OP-5. If Permittee receives a report of a damaged, unsafe, or improperly parked vehicle by any means other than a live telephone call, Permittee shall provide a callback or written acknowledgement of the report to the reporting individual in accordance with response time limits (see condition OP-2).
- OP-6. Permittee shall use appropriate and legal parking areas for any vehicles used when rebalancing or maintaining their fleet in the Public Right-of-Way.

Coordination with the City

- OP-7. Permittee shall provide the City of Bellevue with direct point(s) of contact for personnel assigned each of the following responsibilities:
 - (a) policy, compliance with permit conditions, and legal matters;
 - (b) local fleet operations, including vehicle maintenance and relocation;
 - (c) data collection and reporting;
 - (d) coordinating public engagement activities.
- OP-8. Permittee shall notify the Program Manager of personnel changes to any of the designated point(s) of contact, including the effective date of the existing contact’s planned end of employment with the operator and a replacement contact(s) for the same responsibilities effective on the same day.

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- OP-9. Permittee's points of contact (POCs) shall meet with the Program Manager according to the following schedule and circumstances:
- (a) at least once during the week before Permittee's service launch, in person at Bellevue City Hall – all POCs
 - (b) up to once per month throughout the permit period, in person or by conference call, as requested by the City – applicable POCs based on meeting agenda, to be provided by the City in advance
- OP-10. Permittee shall notify Program Manager of any individuals or entities residing, doing business, or owning property in Bellevue with whom Permittee's local operations personnel have established direct lines of contact for purposes including but not limited to repeat vehicle relocation requests and transportation demand management partnerships.
- OP-11. Permittee shall temporarily or permanently add, modify, or suspend geofenced areas and rebalancing thereto within 48 hours upon request by the Program Manager for such purposes as to accommodate special events or address safety or operational issues.

Rebalancing and Relocation

Geographic Areas

- OP-12. Permittees with a weekly average of 100 or more vehicles deployed shall regularly rebalance their fleet to service areas according to the targets established for each type as follows:
- (a) *Activity Centers* – At least 25 percent of operational fleet in Downtown and at least 15 percent of operational fleet across other Activity Centers (BelRed, Crossroads, Eastgate, Factoria, and Wilburton/Hospital)
 - (b) *FTN Bus Stops* – At least 15 percent of operational fleet
 - (c) *Neighborhoods* – At least 15 percent of operational fleet
- OP-13. The Program Manager will assess compliance with service area targets based on the weekly average percentage of an operator's operational fleet located within each area daily between 6:00 and 7:00 AM.

Preferred Parking Areas

- OP-14. Permitted operators shall rebalance at least 50 percent of their operational fleet to at/near bike hubs (within 50 feet unless amended based on the results of an operator's location tracking field test—see condition EV-3) in *Activity Centers* to ensure reliable service and maintain an orderly Public Right-of-Way.
- OP-15. The Program Manager will assess compliance with the bike hub rebalancing target based on the weekly average percentage of an operator's operational fleet located within the bike hub buffer area daily between 6:00 and 7:00 AM.

Idle Vehicles

- OP-16. Any vehicle not parked within or near a bike hub, if it is not rented (i.e., idle) for six consecutive days, must be relocated to a bike hub before 6:00 AM on the following day.
- OP-17. Any vehicle deployed under this permit that is parked in one location (i.e., idle) that is not within or near a bike hub for more than seven consecutive days without moving may be considered a

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nuisance and removed and stored by the City for a period of 70 calendar days at the expense of the Permittee (see CR-8). If stored longer than 70 calendar days, the Permittee authorizes the City to dispose of said vehicle(s) and waives all claims and damages.

Safety

- OP-18. Any vehicle that is inoperable or any vehicle that is deemed unsafe to operate shall be removed from the Right-of-Way within 24 hours of notice by any means given to the Permittee by the City or any other individual or entity, and the vehicle shall be repaired meeting all applicable safety requirements before it is returned to the operational fleet.
- OP-19. Permitted operators shall remove or relocate any permitted vehicle within 24 hours upon notification by the Transportation Department that it is deemed to be failing to comply with the terms and provisions of this permit.

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EVALUATION

Collect data from all permitted operators to support permit oversight, performance evaluation, and inform infrastructure investment priorities, and engage the community to understand how the permitted services are perceived by users and other local stakeholders and inform next steps.

Equipment

- EV-1. All shared micromobility vehicles used under this permit shall be equipped with a GPS device that tracks the vehicle's location at all times.
- EV-2. All GPS devices shall ping the operator's network and record a timestamp and the vehicle's coordinates at the following times:
 - (a) when Permittee deploys, moves, or removes the vehicle from service (physically or by remotely disabling);
 - (b) when a user begins and ends a trip;
 - (c) at least once every two minutes while the vehicle is in use;
 - (d) at least once every 30 minutes when the vehicle is deployed and is not in use.
- EV-3. Permittee shall demonstrate the accuracy of their vehicle location tracking through local field tests at five locations selected by Program Manager, which shall be completed prior to service launch. Test results may determine the distance used to evaluate compliance with parking requirements for Permittee, which may vary from other permitted operators if GPS device accuracy is significantly different. If accuracy is determined to be insufficient to reasonably verify compliance with location-based parking conditions, Permittee must propose an alternate method of ensuring compliance that is verifiable and acceptable to Program Manager.
- EV-4. Permittee may be required to revalidate vehicle location tracking accuracy at the Program Manager's discretion during the permit period, and Permittee may request revalidation if they deploy new technology to enhance location accuracy.

Data Sharing

- EV-5. Permittee agrees to the Transportation Department using one or more City-designated third-party data analysts for the purposes of aggregating, evaluating, and enforcing the conditions of this permit.
- EV-6. Permittee shall collect and provide anonymized Mobility Data to City-designated third-party analysts for all vehicles in its fleet permitted to operate in Bellevue for the duration of this permit in both (i) [Mobility Data Specification](#) (MDS) format, including all required fields in the Provider API, and (ii) [General Bikeshare Feed Specification](#) (GBFS) format.
- EV-7. Permittee shall make any changes to the MDS and/or GBFS feeds as published online on GitHub within 30 days.
- EV-8. Permittee may be subject to a data feed audit by a City-designated third-party analyst to ensure that the data provided meets the City's oversight needs. Failure to adequately pass such an audit may be grounds for enforcement action.
- EV-9. If the City has not yet finalized an agreement with a third-party analyst on the date of permit issuance, Permittee shall nevertheless collect and retain all required data consistent with these conditions from permit issuance until such an agreement between the City and a third-party

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- analyst is in effect, and Permittee shall at that time submit the required data to the third-party analyst.
- EV-10. Any Mobility Data collected by Permittee as a condition of this permit may be subject to disclosure under the Washington Public Records Act (see [RCW Chapter 42.56](#)).
- EV-11. Permittee shall make all reasonable efforts to protect Mobility Data and any other personally identifiable information (PII) and shall notify the Program Manager in the case of unauthorized access or breach of such data.
- EV-12. Permittee shall retain and destroy in a secure manner all Mobility Data at the direction of the City in compliance with the City's Mobility Data retention policies.
- EV-13. Permittee shall submit the data specified in *Attachment F –Requirements for Data Provided to the City* to the Program Manager. Records to be submitted include the following categories:
- (a) vehicle maintenance (see condition EV-14)
 - (b) all customer service communications with the public (see condition EV-15)
 - (c) collisions and other hazardous incidents (see condition EV-16)
 - (d) summary of fleet, trips, and users (see condition EV-17)
- EV-14. Permittee shall keep a timestamped record of maintenance activities on all vehicles used under this permit, including but not limited to vehicle identification number and maintenance performed, as well as any incidents of theft and vandalism. Records shall be sent to the Program Manager by the eighth day of every month.
- EV-15. Permittee shall keep a timestamped record of all customer service communications with the public, including the method (e.g. phone call, email, mobile app) and nature (e.g. maintenance issue, parking violation) of communication. Records shall be sent to the Program Manager by the eighth day of every month.
- EV-16. Permittee shall keep a timestamped record of all reported collisions and any other hazardous incidents that involve any vehicle used under this permit. Permittee shall notify the Program Manager of any such incidents within 24 hours, even if details of the incident are still being investigated.
- EV-17. Permittee shall provide a monthly summary of trip and user data to the Program Manager by the eighth day of every month, including the following:
- (a) maximum, minimum, and average number of vehicles in the deployed and operational fleets
 - (b) monthly total and single-day maximum, minimum, and average number of trips taken
 - (c) total number of unique users
 - (d) total and average trip time
 - (e) total and average estimated miles traveled

Public Engagement

- EV-18. Permittee shall distribute a customer survey, as will be provided by the Transportation Department, to all users at least once and potentially up to three times during the permit period as specified by the Program Manager.
- EV-19. Permittee agrees to promote the distribution of any public questionnaires regarding shared micromobility that the Transportation Department may develop and administer during the

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permit period, including distribution (i) via email to all of Permittee's users who reside and/or have used their service at least once in Bellevue, (ii) via push notifications to all users associated with the Bellevue market, and (iii) via their local/regional social media accounts.

- EV-20. Permittee shall provide a monthly summary of all community education and engagement activities undertaken in Bellevue, including the dates, times, purpose, means, locations, languages, and reach of each element (e.g. safety demonstration event, communication to users).

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COMPLIANCE & ENFORCEMENT

Monitor operations for compliance with the requirements established, issue warnings or penalties to address noncompliance, and enact additional or altered permit conditions as needed to resolve problems based on the data provided to the city in accordance with the permit.

Compliance Assessment

- EN-1. The Program Manager will assess Permittee compliance with conditions associated with fleet size, vehicle distribution, parking, rebalancing, and issue response.
- EN-2. Permittee shall comply with specified minimum operational and maximum deployed fleet size limits.
- EN-3. Permittee shall comply with specified minimum and maximum targets for operational fleet allocation to service areas (see conditions OP-12 and OP-13) within a threshold of +/- 10 percent.
- EN-4. Permittee shall comply with the specified bike hub rebalancing target (see conditions OP-14 and OP-15) within a threshold of +/- 10 percent.
- EN-5. Permitted operators shall respond to notices of improperly parked vehicles within the specified time requirements for at least 75 percent of all cases.
- EN-6. The Program Manager reserves the right to amend the terms and thresholds of compliance as determined appropriate at the beginning of each quarter of the permit period.

Violation and Penalty

- EN-7. If a permitted operator fails to comply with the conditions of this permit, the Program Manager may take the following actions based on the severity, circumstances, and frequency of compliance infractions and the Permittee's plan to address violations and/or prevent further violations:
 - (a) implement a temporary, indefinite, or conditional reduction in the Permittee's permitted maximum deployed fleet size and/or fleet bonuses (see condition CR-3 and CR-4);
 - (b) seek reimbursement of direct or indirect costs and/or Shared Micromobility Lease Fee reductions (see condition CR-3 and CR-4);
 - (c) suspend or revoke this permit.
- EN-8. The Transportation Department may exercise its discretion in enforcing these permit conditions but shall do so consistently for like circumstances for all permitted operators. The Transportation Department's decision not to take an available enforcement action in one or more instances does not imply a waiver of future enforcement of these permit conditions.

Non-Permitted Vehicles

- EN-9. The Transportation Department will regard shared mobility vehicles occupying any Public Right-of-Way without a permit as a nuisance per [BCC 14.30.190 \(D\)\(6\)](#).
- EN-10. The Transportation Department will notify the operator of non-permitted shared mobility vehicles that they must be removed from the City of Bellevue within 24 hours of notice.
- EN-11. The Transportation Department reserves the right to impound non-permitted shared mobility vehicles and store them at the owner's expense if they have not been removed by owner within 24 hours of notice.

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COST RECOVERY

Establish incentives and penalties to facilitate the provision of shared micromobility services consistent with community values and recover costs incurred to the city to oversee privately owned and operated shared micromobility services.

Fees and Incentives

- CR-1. The initial permit application, review, and inspection fees will be a TE Right-of-Way Permit application and follow the prescribed [fee schedule](#) for the applicable year. Any revision to increase or decrease services or amend sites or uses herein shall be submitted as a revision to the permit, and applicable fees will be paid by the Permittee. Subsequent revisions which do not constitute a disturbance will follow the TE permit process and prescribed fee schedule for the applicable year.
- CR-2. Permittee shall pay an annual Shared Micromobility Lease Fee of \$6,560 to the City of Bellevue prior to permit issuance. This fee reflects the allowed use of up to approximately 1,700 square feet of public right-of-way (equivalent to 200 bicycles), calculated based on citywide appraised land value less reduction factors (e.g. transportation demand management benefit). Permittee shall pay this fee in full, subject to adjustments in accordance with condition CR-3, even if they plan to deploy fewer than 200 vehicles. This fee may be prorated to reflect the quarter in which Permittee begins operations.
- CR-3. Permittee is encouraged to commit to the following operational enhancements and will for each commitment made be granted their choice of (i) a non-compounding 10% bonus in permitted maximum deployed fleet size for their preferred allowed vehicle type or (ii) a compounding 10% reduction in the Shared Micromobility Lease Fee. Unless otherwise specified, each commitment shall be implemented within the first 30 days of permit issuance and continue for the duration of the permit period.
- (a) *Citywide Access to Service* – Permittee commits to allowing trips to begin and end throughout Bellevue, not just within the Minimum Required Service Area.
 - (b) *Reliable Access to Service* – Permittee commits to maintaining a minimum fleet size year-round of at least 150 vehicles beginning on the 90th day after service launch.
 - (c) *Low-Income Access to Service* – Permittee commits to routinely rebalancing a minimum of 10% of their operational fleet to within 660 feet of properties with affordable multi-family housing units in Bellevue (see *Attachment C – Shared Micromobility Service Areas*). Compliance will be evaluated consistent with the methods employed for conditions associated with fleet distribution to other geographic areas.
 - (d) *User Safety* – Permittee commits to providing helmets on all vehicles at the point-of-rental, maintains their continued availability, and cleans them routinely; or permittee commits to deploying and routinely restocking helmet vending machines at bike hubs, subject to applicable additional permits.
 - (e) *Bike Hub Management* – Permittee commits to installing and regularly maintaining (annually or at Program Manager's direction based on damage or accelerated wear) pavement markings and signage at 25 bike hubs citywide subject to Program Manager

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- approval. Permittee is eligible for a fleet bonus or fee reduction for every 25 bike hubs to which they commit to installing and maintaining.
- (f) *Greenhouse Gas Emissions Reduction* – Permittee commits to providing an estimate of the greenhouse gas emissions that will result from operation and management of their proposed fleet over the course of one year—including but not limited to assumptions about fleet size and use, battery range, vehicle servicing frequency, and emissions from vehicles used for rebalancing and maintenance—and to updating this estimate every 6 months to reflect outcomes based on actual operations.
 - (g) *Green Fleet* – Permittee commits to using vehicles for regular rebalancing and maintenance activities in Bellevue that are zero-emission (e.g. electric vans) and/or human-powered (e.g. cargo e-bikes) and can demonstrate proof of such.
 - (h) *Commute Trip Reduction* – Permittee commits to providing a plan to verifiably measure mode shift among their users and demonstrating proof of the plan’s effectiveness.
 - (i) *E-Bike Charging Stations* – Permittee commits to providing a plan to deploy non-proprietary charging stations at bike hubs within 90 days of permit issuance, subject to applicable additional permits.
 - (j) *Equitable Fleet* – Permittee commits to providing adaptive shared micromobility vehicles for people with various abilities and disabilities and/or family/cargo bikes equal to at least 5% of operator's permitted maximum deployed fleet size.
 - (k) *No Parking Areas* – Permittee commits to implementing a mechanism to ensure that vehicles are not routinely parked by users in designated No Parking Areas and demonstrating proof of the ongoing application and effectiveness thereof.
- CR-4. In the event the permit is terminated for failure to comply with conditions herein, the Permittee acknowledges they are not eligible for the reimbursement of any fees paid to the City, and the City agrees to release the posted bond less any amounts due the City.

Penalties and Invoicing

- CR-5. If Permittee fails to adhere to any of the operational enhancements to which they have committed per condition CR-3, the City will, as applicable, (i) revoke the permitted deployed fleet size bonus or (ii) invoice the operator the amount deducted from the Shared Micromobility Lease Fee granted to Permittee on the basis of that commitment.
- CR-6. The City shall charge Permittee a Parking Penalty, which shall be invoiced quarterly, at the following rate for the specified violations:
- (a) \$1 per trip for all trips exceeding the Bike Hub Parking Target (see conditions PA-22, PA-23, and PA-24);
 - (b) \$1 per vehicle per 24 hours for all vehicles left idle in No Parking Areas in excess of the response time limits (see conditions PA-13, PA-14, and OP-2).
- CR-7. To encourage the use of shared micromobility as a first- and last-mile connection to and from transit, each user trip end that occurs within 50 feet of a bus stop shall count as a \$1 credit offsetting the Parking Penalty.
- CR-8. All costs arising from the need for the City to remove, relocate, and store any vehicle from a location prohibited under this permit due to operator failure to address the issue within the

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specified response time limit shall be equal to a fixed crew and vehicle use penalty of \$315 per incident. If City crews are required to remove, relocate, or store more than 5 vehicles from one operator in a period of 4 weeks, the operator shall meet with the Program Manager to discuss corrective steps.

- CR-9. In the event the City incurs any additional costs addressing or abating any violations of the provisions of this permit, including the relocation, removal, or storage of vehicles covered under this permit or the repair or maintenance of public property damaged by permitted vehicles or agents of the company, the Permittee shall reimburse the City for said costs following receipt of an invoice.
- CR-10. Permittee shall reimburse the City within 30 calendar days of receiving an invoice for any of these penalties.

Performance Bond

- CR-11. Permittee shall have in effect at the issuance and for the term of this permit a performance bond of \$10,000 for their fleet. These funds shall be accessible to the City of Bellevue for the repair or maintenance of public property damaged by Permittee's vehicles or agents, and to recover any costs incurred to the City to address or abate any violations of permit requirements, including the removal of bicycles by the City if Permittee is not present to do so if this permit is terminated.

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EQUITY

Make shared micromobility a viable and accessible mobility option to the widest population possible, including low-income and underserved populations.

- EQ-1. Permittee shall submit with permit application a plan for how they will facilitate the provision of affordable and accessible shared micromobility service for low-income, unbanked, and underserved populations.
- EQ-2. Permittee shall provide a process by which individuals can register for and add funds to their shared micromobility account in person by visiting (i) the Service First desk at Bellevue City Hall during normal business hours and/or (ii) a staffed customer service center located within Bellevue city limits.
- EQ-3. Permittee shall provide for (i) navigation of their mobile application, (ii) service terms of use and privacy policy, and (iii) information about their pricing structure, rates, fees, surcharges, and penalties in at least the following languages: English, Spanish, Chinese, Korean, Vietnamese, and Russian. If any of these elements will not available in any of these languages at the time Applicant submits their permit application, Permittee shall provide proof of compliance with this condition within a timeframe approved by the Program Manager.

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APPLICATION

Applications shall be applied for through www.MyBuildingPermit.com, which is the electronic portal for applying for paperless permits at the City of Bellevue. The following are the selections required to ensure the application is processed correctly.

Jurisdiction: Bellevue

Application Type: Right-of-Way

Project Type: Other Project Type

Activity Type: Street Use

Scope of Work: Vendor Sales

Project Start: *[Enter desired service launch date]*, 2020

Project End: December 31, 2020

The MyBuildingPermit interface requires the submittal of three documents for a Street Use permit for Vendor Sales (a TE permit type):

- [Bill To Form](#)
- Site Plan
- Traffic Control Plan

For the purposes of a shared micromobility permit application, a complete application shall include all items listed below for the Site Plan and Traffic Control Plan. Applicant shall provide materials responding to each of these items packaged in the same order as shown below and in such a manner that clearly relates Applicant's response to the associated prompt.

The document submitted as the Site Plan shall include:

1. Insurance Certificate
2. Hold Harmless and Indemnity Agreement executed by an authorized party
3. Performance Bond
4. Proof of a Bellevue Business License
5. Mailing address where the City should send invoices for any costs incurred to the City and/or penalties incurred to the Permittee due to non-compliance with permit conditions
6. Documentation of local operations, including:
 - (a) The street address of all operations centers in King County from which services to Bellevue will be provided and GIS data with features representing the boundaries of these properties
 - (b) The names and contact information (phone and email) for the City's direct point(s) of contact for personnel assigned each of the following responsibilities (see condition OP-7):
 - policy, compliance with permit conditions, and legal matters
 - local fleet operations, including vehicle maintenance and relocation
 - data collection and reporting

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- coordinating public engagement activities
 - (c) Number of operations staff who will be assigned to (i) managing and (ii) maintaining the fleet to be deployed in Bellevue, specifying whether exclusively or as part of broader regional operations, and any plans to modify these staffing levels over time and/or in relation to fleet size
7. Documentation of the vehicles to be deployed under this permit, including:
 - (a) vehicle type(s) at service launch
 - (b) descriptions and images of vehicle features and specifications, including compliance with all requirements of the “Quality” and “Safety” sections of these permit conditions
 8. Documentation of the mobile application, including:
 - (a) images and descriptions of the user interface
 - (b) proof of compliance with all requirements of the “Quality,” “Safety,” and “Equity” sections of these permit conditions
 - (c) a copy of the service’s terms of use and privacy policy
 9. Plan for service area and fleet distribution at service launch, and any subsequent phasing thereto, in accordance with the “Parking,” “Operations,” and “Evaluation” sections of these permit conditions
 10. Plan for redistribution of vehicles, including the days and times when routine rebalancing will occur
 11. Plan for any operational enhancements to which the Applicant commits for the duration of their permit, in accordance with condition CR-3, including:
 - (a) identifying the specific enhancements being committed to and how they will be implemented
 - (b) Applicant’s selection for how City should allocate qualifying incentives between deployed fleet size bonus and/or lease fee reductions
 - (c) acknowledging that failure to adhere to these commitments will result in the revocation of bonuses and/or invoicing of fee reductions granted on the basis of those commitments
 12. Plan for facilitating the provision of affordable and accessible bike share service for low-income, unbanked, and underserved populations in accordance with condition EQ-1
 13. Plan for facilitating in-person registration and account payment in accordance with condition EQ-2
 14. Description of existing and plan for additional multi-lingual support in accordance with condition EQ-3
 15. Description of how operator could potentially leverage Choose Your Way Bellevue funding to provide a subsidy for rides beginning and/or ending in Bellevue during a promotional period
 16. Explanation of (a) whether Applicant is interested in exploring potential partnerships and/or sponsorships with local employers and (b) whether Applicant’s business model for Bellevue is dependent on the establishment of such prior to service launch

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The document submitted as the Traffic Control Plan shall include:

17. Plan for educating and engaging users, including:
 - (a) educating about and instructing users to comply with (i) all laws and regulations applicable to using Applicant's vehicles in the City of Bellevue and (ii) these permit conditions, specifically including proper parking practices;
 - (b) explaining how to use Applicant's services and vehicles, including beginning/ending a trip, unlocking/locking a vehicle, safely operating a vehicle, paying for a trip, and service pricing;
 - (c) description of the how and when Applicant will implement the above elements of their user education and engagement plan, including the means (e.g. mobile application, social media, safety demonstration events) and frequency.
18. Plan for implementing disincentive(s) to discourage users from ending trips and parking vehicles in defined *No Parking Areas*, in accordance with condition PA-12
19. Plan for implementing user incentive(s) and/or disincentive(s) to encourage users to end trips and park vehicles in preferred parking areas ("bike hubs"), in accordance with condition PA-22
20. Documentation demonstrating a record of safe operations over the past year in jurisdictions where Applicant currently operates, including a summary of the number and nature of collisions or other hazardous incidents, the number of vehicles deployed, unique users, and trips taken in those markets, and any steps Applicant has taken to improve safety over that time. Applicants shall provide data for at least three markets they deem comparable to Bellevue, or all markets in which Applicant operates if fewer than three.
21. Plan for making helmets available to registered users
22. Documentation of customer service and response practices, including:
 - (a) Means by which members of the public may contact Permittee and during what hours
 - (b) Practices and policies for customer service records creation and retention, including demonstration of how Applicant will comply with condition EV-15
 - (c) Plan for retrieval and relocation of vehicles associated with complaints, improper parking, and notices of unsafety as required by these permit conditions, including:
 - types and number of vehicles used by operator for these purposes
 - number of staff anticipated to be assigned to Bellevue relative to the number of vehicles deployed
 - days and times when staff will be available to respond to such reports
23. Means by which Permittee will provide the Program Manager and other select City of Bellevue staff the ability to unlock and move a vehicle without charge for administrative purposes

Once the application is complete and meets all requirements, Applicant shall submit payment of the Shared Micromobility Lease Fee prior to issuance of the permit.



ATTACHMENT A – TERMS FOR SHARED MICROMOBILITY USE ON PUBLIC PROPERTY

There are currently no Special Use Agreements permitting the use of shared micromobility on public property in Bellevue other than the Public Right-of-Way. This attachment will be updated when any such agreements have been established. See condition AD-2.





ATTACHMENT B – BIKE SHARE INSURANCE REQUIREMENTS

Each shared micromobility operator (Operator) deploying electric-assisted bicycles under this permit shall continuously maintain throughout the entire term of the permit, at no expense to the City, the following insurance coverage and limits of liability:

A. STANDARD INSURANCE COVERAGES AND LIMITS OF LIABILITY REQUIRED:

1. Commercial General Liability (CGL) written on an occurrence form at least as broad as ISO CG 00 01, with Minimum Limits of Liability:
 - \$1,000,000 per Occurrence;
 - \$2,000,000 General Aggregate;
 - \$2,000,000 Products/Completed Operations Aggregate; and
 - \$1,000,000 Personal/Advertising Injury Liability.

Coverage shall include: Premises and Operations; Personal Injury and Advertising Liability; Independent Contractors; Severability of Interest Clause; General Aggregate Limits of Insurance shall apply separately; "Claims Made" and "Modified Occurrence" policy forms are not acceptable.

2. Umbrella or Excess Liability "follow form" insurance over primary CGL insurance limits in the amount of \$3,000,000 per occurrence, Combined Single Limits, and \$3,000,000 in the aggregate for each annual policy period. The required total minimum limits of liability may be satisfied with primary limits or any combination of primary and umbrella/excess limits.
 3. Automobile Liability insurance for owned, non-owned, leased or hired vehicles, as applicable, written on a form CA 00 01 or equivalent with minimum limits of liability of \$1,000,000 CSL.
 4. Worker's Compensation. Statutory requirements of the State of residency. Coverage shall be at least as broad as Worker's Compensation coverage, as required by the Industrial Act of the State of Washington.
 5. Employer's Liability or "Stop Gap" at a limit of \$1,000,000 each Occurrence and \$1,000,000 Aggregate.
- B. CITY AS ADDITIONAL INSURED; PRODUCTS-COMPLETED OPERATIONS: Operator shall include "the City of Bellevue" as an additional insured to all of the insurance coverage listed above, except for Worker's Compensation; which shall also be as primary and non-contributory with any insurance or self-insurance coverage or limits of liability maintained by the City, and in the form of a duly issued additional insured endorsement and attached to the policy or by the appropriate blanket additional insured policy wording, and in any other manner further required by Contractor's insurance coverage to provide the City of Bellevue additional insured coverage as set forth herein.



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- C. **NO LIMITATION OF LIABILITY:** Insurance coverage and limits of liability as specified herein are minimum coverage and limit of liability requirements only. Nothing in the City of Bellevue’s requirements for minimum insurance coverage shall be interpreted to limit or release liability of the Operator or any of the Operator’s insurers. The City shall be an additional insured as required in paragraph C. regarding the total limits of liability maintained, whether such limits are primary, excess, contingent, or otherwise.

- D. **REQUIRED SEPARATION OF INSURED PROVISION; CROSS-LIABILITY EXCLUSION AND OTHER ENDORSEMENTS PROHIBITED:** Operator’s insurance policy shall include a “separation of insureds” or “severability” clause that applies coverage separately to each insured and additional insured, except with respect to the limits of the insurer’s liability. Operator’s insurance policy shall not contain any provision, exclusion, or endorsement that limits, bars, or effectively precludes the City of Bellevue from coverage or asserting a claim under the Operator’s insurance policy on the basis that the coverage or claim is brought by an insured or additional insured against an insured or additional insured under the policy. Operator’s failure to comply with any of the requisite insurance provisions shall be a material breach of, and grounds for, the immediate termination of the Contract or Permits with the City of Bellevue; or if applicable, and at the discretion of the City of Bellevue, shall serve as grounds for the City to procure or renew insurance coverage with any related costs of premiums to be repaid by Operator or reduced and/or offset against the Contract.

- E. **NOTICE OF CANCELLATION:** The above checked insurance coverages shall not be canceled by Operator or Insurer without at least 30 days written notice to the City, except 10 days’ notice for non-payment of premium.

- F. **INSURER’S A.M. BEST’S RATING:** Each insurance policy shall be issued by an insurer rated A-: VII or higher in the A.M. Best's Key Rating Guide, unless a surplus lines placement by a licensed Washington State surplus lines broker, or as may otherwise be approved by the City.

- G. **EVIDENCE OF INSURANCE:** Operator must provide the following as evidence of insurance:
 - 1. A certificate of liability insurance evidencing coverages, limits of liability and other terms and conditions as specified herein. In the “Certificate Holder” field of the certificate of insurance, write “City of Bellevue.”; and
 - 2. An attached City of Bellevue designated additional insured endorsement or blanket additional insured wording to the required insurance policies.

At any time upon the City’s request, Operator shall also cause to be timely furnished a copy of declarations pages and schedules of forms and endorsements. If the City tenders a claim or lawsuit for defense and indemnity invoking additional insured status, and the insurer either denies the tender or issues a reservation of rights letter, Operator shall also cause a complete and certified copy of the requested policy to be timely furnished to the City of Bellevue.

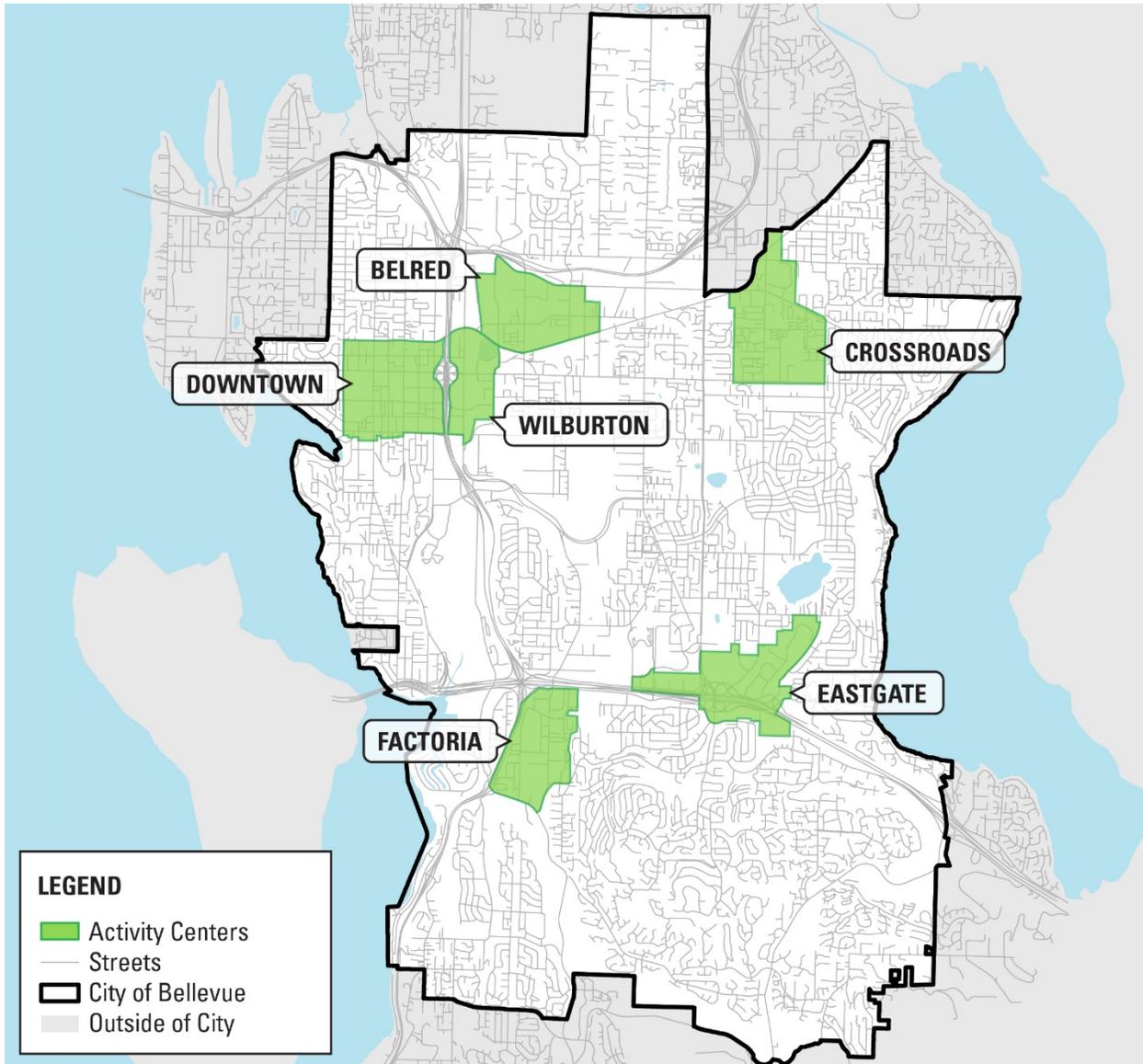
Send certificate and additional insured endorsement to: Andreas Piller – APiller@bellevuewa.gov



ATTACHMENT C – SHARED MICROMOBILITY SERVICE AREAS

The following maps depict the boundaries for each of the service areas described in conditions PA-2, PA-5, and CR-3(c).

ACTIVITY CENTERS

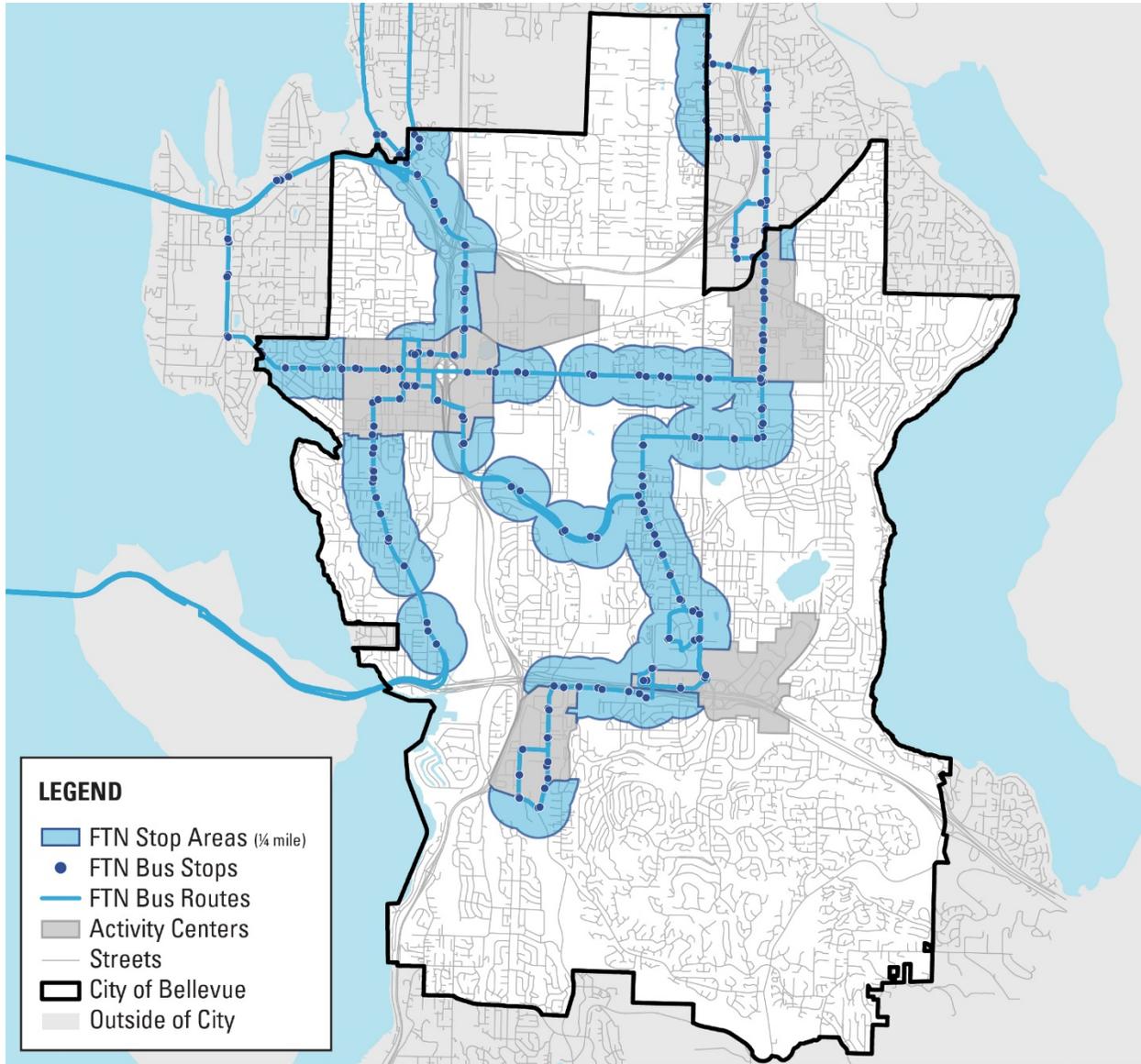


*Boundaries updated December 30, 2019
GIS data available by request from the Program Manager.*

Right-of-Way Use Shared Micromobility Permit Special Conditions



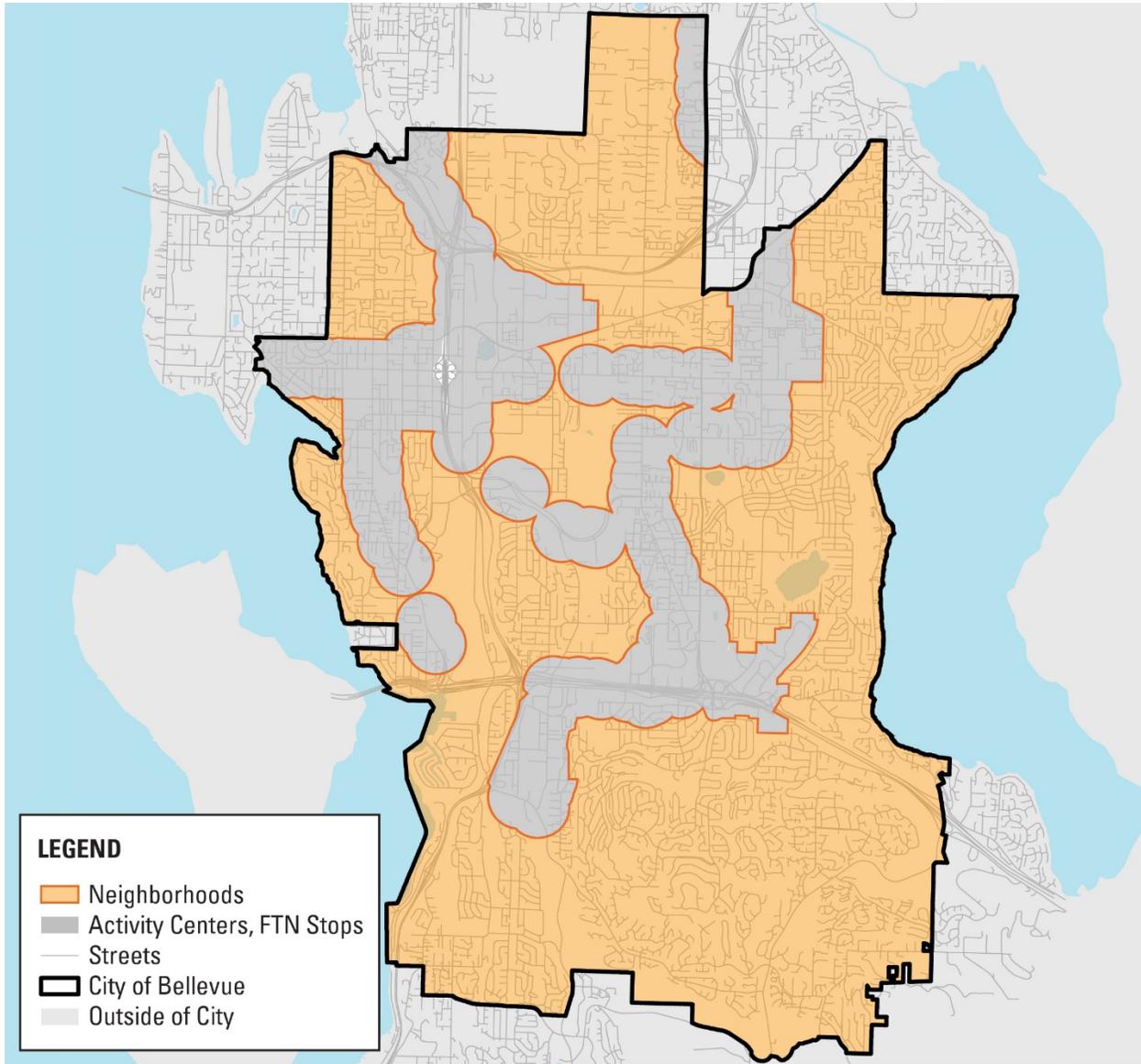
FTN BUS STOPS



*Boundaries updated December 30, 2019
GIS data available by request from the Program Manager.*

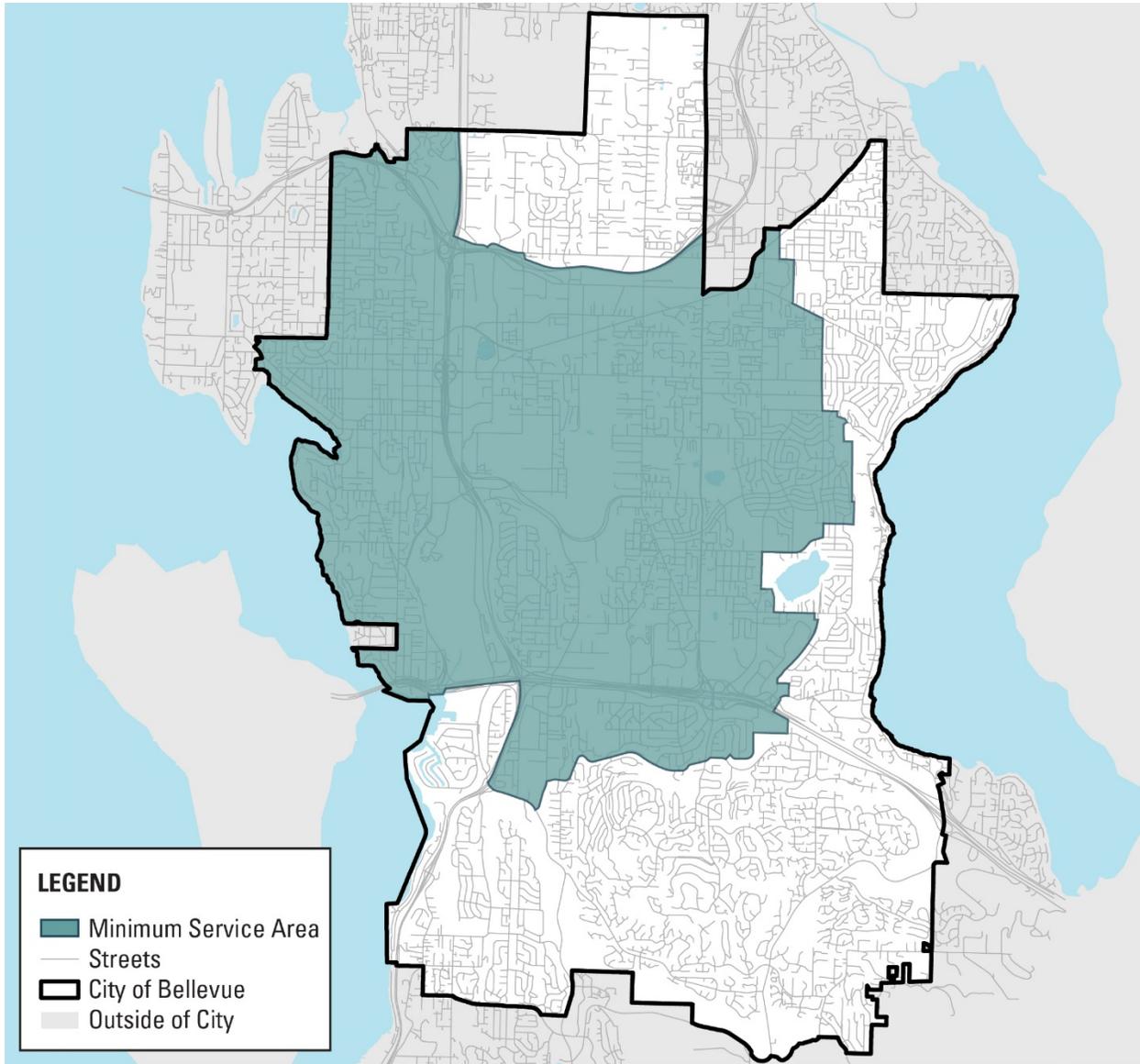


NEIGHBORHOODS



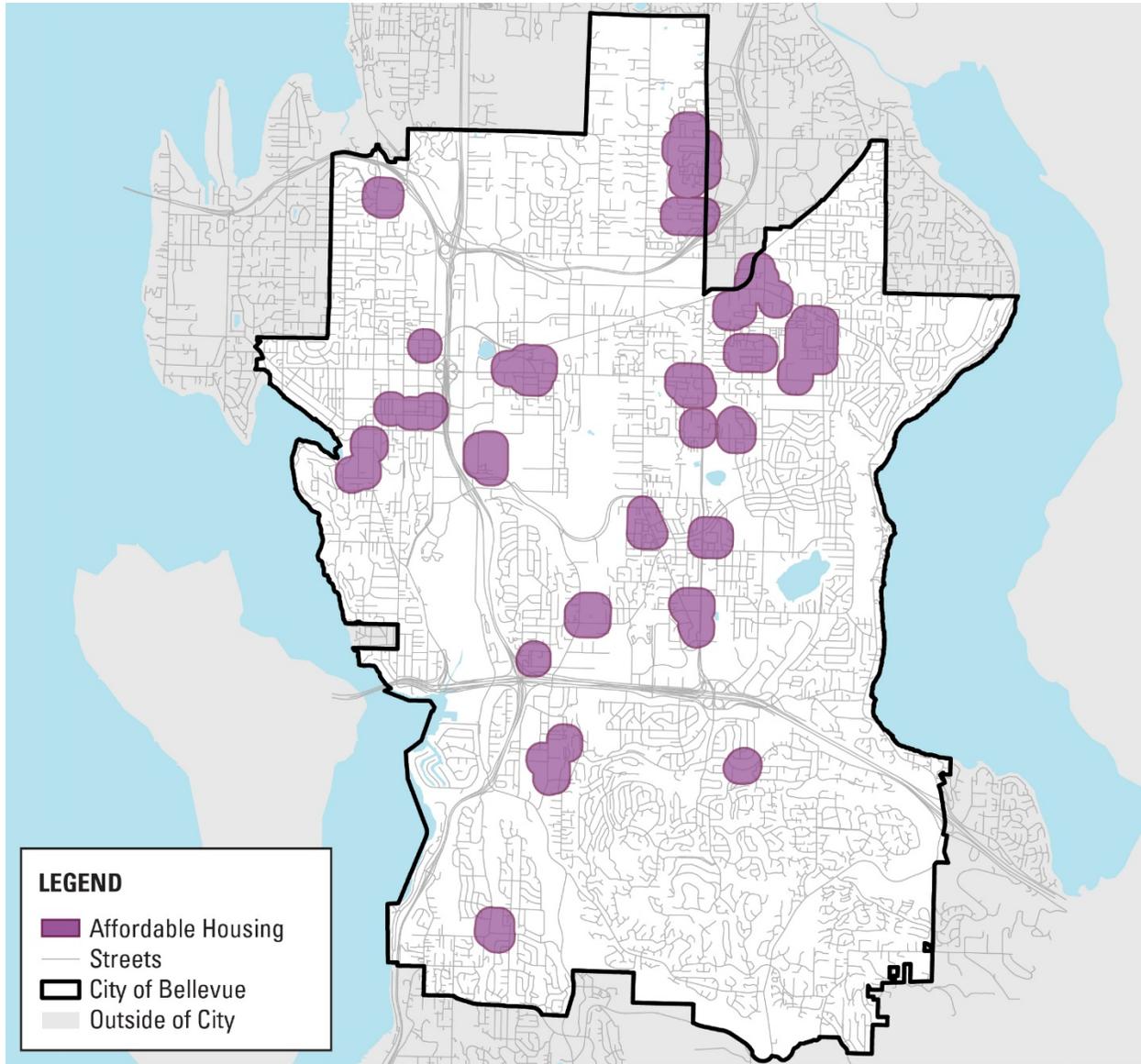
*Boundaries updated December 30, 2019
GIS data available by request from the Program Manager.*

MINIMUM REQUIRED SERVICE AREA



*Boundaries updated December 30, 2019
GIS data available by request from the Program Manager.*

LOW-INCOME PRIORITY AREAS

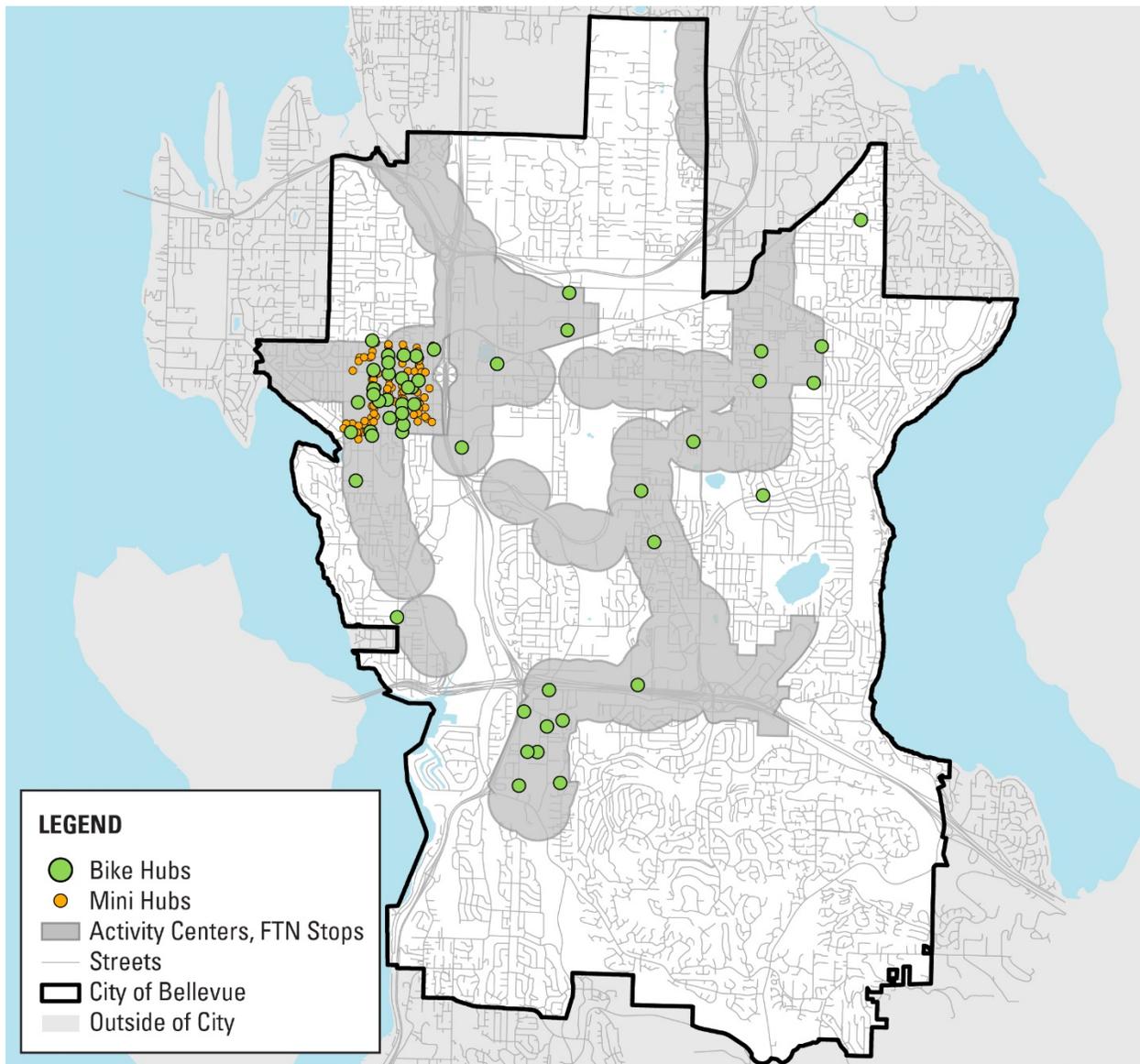


*Boundaries updated December 30, 2019
GIS data available by request from the Program Manager.*

ATTACHMENT D – DESIGNATED PREFERRED PARKING AREAS

The following maps depict all preferred parking areas (called “bike hubs”) that have been designated to date per conditions PA-13 through PA-21. This attachment will be updated as additional bike hubs are approved and installed.

CITYWIDE

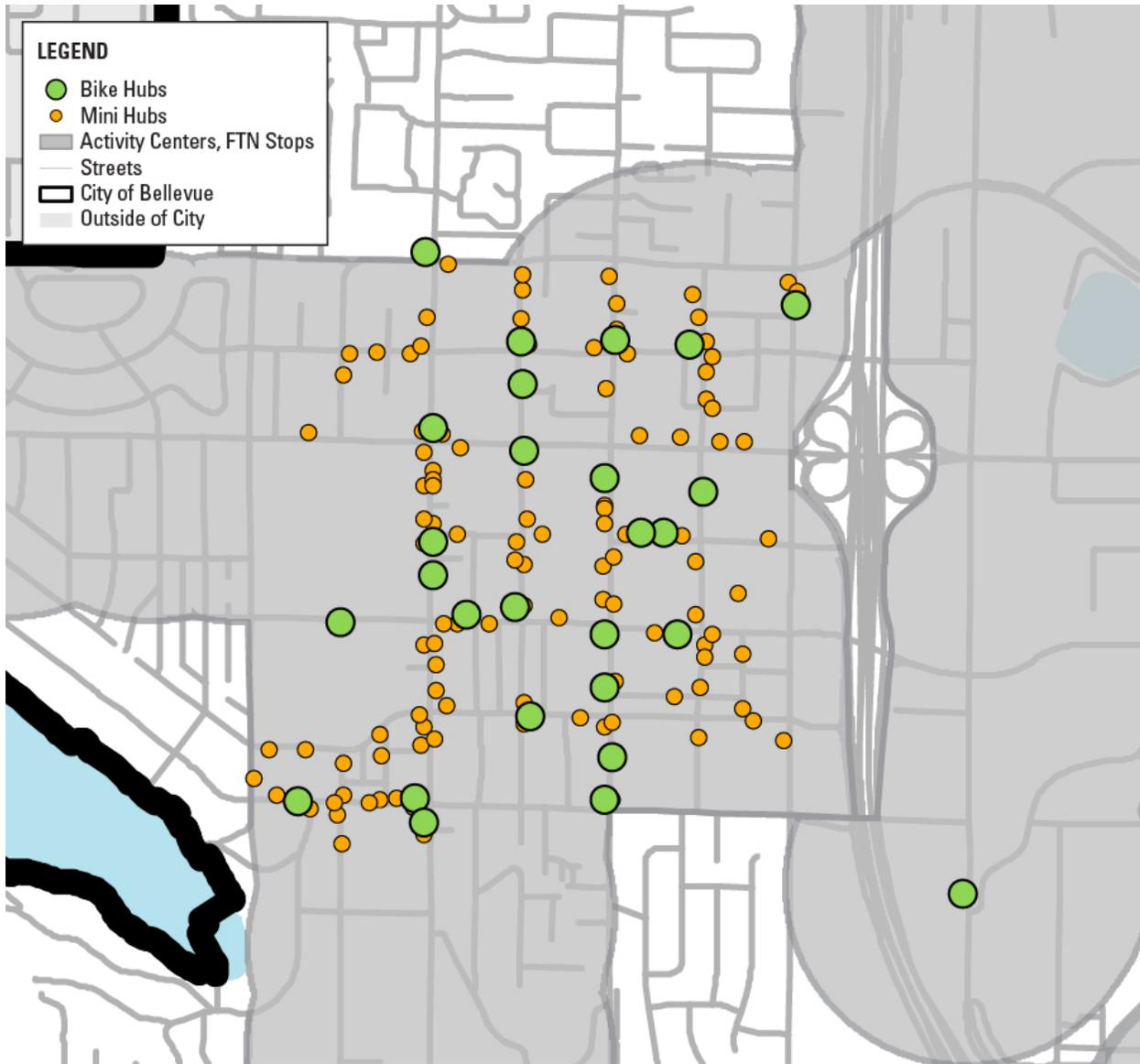


*Locations updated December 30, 2019
GIS data available by request from the Program Manager.*

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DOWNTOWN AND VICINITY

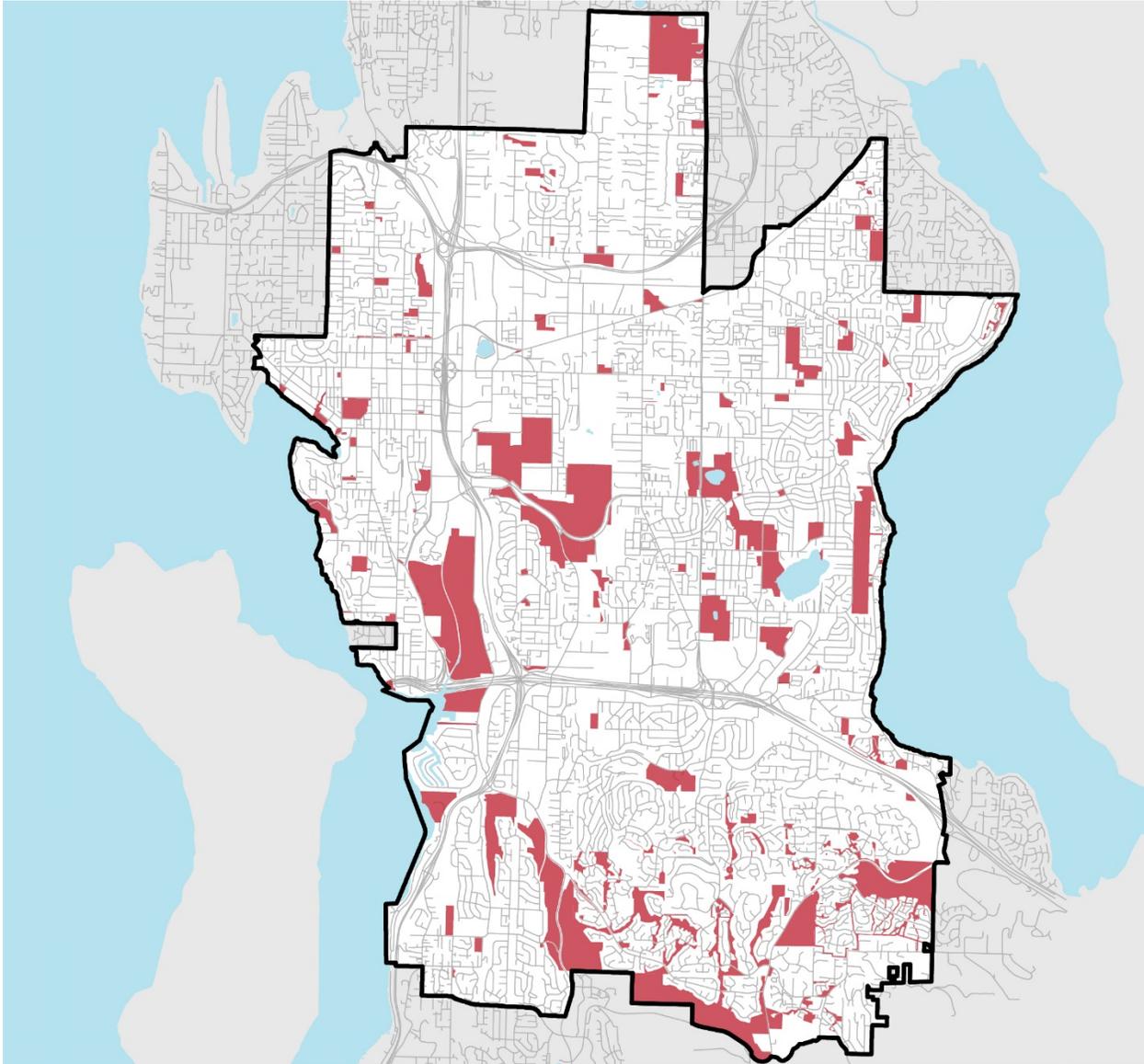


*Locations updated December 30, 2019
GIS data available by request from the Program Manager.*



ATTACHMENT E – GEOFENCED NO PARKING AREAS

The following maps depict the boundaries for each of the service areas described in condition PA-12.



*Boundaries updated December 30, 2019
GIS data available by request from the Program Manager.*



ATTACHMENT F – REQUIREMENTS FOR DATA PROVIDED TO THE CITY

In accordance with condition EV-13, Permittee shall transmit the following data points to the City of Bellevue Transportation Department in CSV or XLSX file formats. Data formatting conventions differing from those depicted here must be approved by the Program Manager.

BICYCLE MAINTENANCE

Field Name	Format Example	Description
requestor	U	Who first identified the vehicle for maintenance: V – Vendor U – User C – City P – Property Owner T – Transit Agency O – Other
request_at	YYYY-MM-DDThh:mmTZD	timestamp of the maintenance request submission in ISO 8601 extended datetime format including time expressed in UTC
disabled_at	YYYY-MM-DDThh:mmTZD	timestamp of the vehicle’s disabling/removal from the operational fleet in ISO 8601 extended datetime format including time expressed in UTC
completed_at	YYYY-MM-DDThh:mmTZD	timestamp of the completion of the maintenance ticket in ISO 8601 extended datetime format including time expressed in UTC
issue_code	1, 11, 16, 19	Maintenance records should use the following codes/descriptors for reported and repaired issues. Note that all relevant issue codes should be recorded. For instance, if a bike has problems with both the seat and the frame, both “Seat” and “Frame/Fork” should be listed. If graffiti is scrawled on the frame and fenders, then four codes (“Frame/Fork,” “Fender,” “Vandalism,” and “Cosmetic”) should be listed. 1 – Frame/Fork – Includes all parts of the bicycle frame as well as the front fork 2 – Seat – Includes the seat itself, its adjustment mechanism, and its connection with the bike frame 3 – Handlebars – Includes the handlebars, grips, and controls (bell, gearshift, brake, and attached cables). 4 – Gear/Chain – Includes the gear, chain, derailleur, and related mechanisms 5 – Brakes – Includes all parts of the brake assembly 6 – Lock – Includes all locking mechanisms on the bike 7 – Solar Panel – If included; includes power connections 8 – Pedals 9 – Basket – Includes basket assembly and its connection to frame. Does not include damage limited to basket-mounted signage or solar panels. 10 – Plate/Signage – Includes bike number, QR code, and other instructional signage on basket, frame, or elsewhere

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		<p>11 – Fender – Both rear and front fenders</p> <p>12 – Wheel/Hub – Includes wheels, hubs, spokes, tires, and connections to frame</p> <p>13 – Kickstand</p> <p>14 – Lights/Reflectors</p> <p>15 – Battery – Includes broken or malfunctioning battery</p> <p>16 – Vandalism – Includes any apparent act of vandalism or deliberate destruction. Also note the issues caused (or “Cosmetic” if purely cosmetic damage)</p> <p>17 – Collision – Includes bikes that are being inspected, repaired, or removed from service following a reported collision</p> <p>18 – Water Damage – Includes bikes retrieved from waterways or that have other water damage</p> <p>19 – Cosmetic – Indicates scratches, graffiti, or other superficial damage that does not affect usability of bike. Do not use if the bike also has non-cosmetic damage.</p> <p>20 – None – No problems found. Use for maintenance reports that turn out to be false alarms after an inspection is completed. Do not use if inspection is not done because bike was moved or reused; the bike must be checked before it can be reported as cleared.</p> <p>21 – Other – Please specify in notes/issue code detail</p> <p>22 – Routine – Regularly scheduled, proactive maintenance</p> <p>23 – Recharge – E-bike battery recharging/replacement</p>
event_type	Repaired	<p>Repaired – all issues have been fixed and the vehicle returned to the operational fleet</p> <p>In Repair – vehicle remains in maintenance (ticket not yet complete)</p> <p>Discarded – vehicle permanently removed from system</p> <p>No Action – no repairs done or needed; vehicle returned to operational fleet</p>
notes		comments or details as needed

PARKING RELOCATION REQUESTS AND RESPONSE

Field Name	Format Example	Description
requestor	U	<p>Who submitted the relocation request/complaint:</p> <p>U – User</p> <p>C – City</p> <p>P – Property Owner</p> <p>T – Transit Agency</p> <p>O – Other</p>
request_method	M	<p>How the relocation request/complaint was provided to the vendor:</p> <p>A – Shared Micromobility App</p> <p>P – Phone</p> <p>E – Email</p> <p>M – MyBellevue App</p> <p>N – No Parking Area Auto-Notification</p> <p>O – Other</p>
request_via	D	<p>D – Vendor contacted directly</p> <p>C – Vendor contacted via the City of Bellevue</p> <p>O – Vendor contacted via some other intermediary</p>

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request_at	YYYY-MM-DDThh:mmTZD	timestamp of the relocation request/complaint submission in ISO 8601 extended datetime format including time expressed in UTC
event_at	YYYY-MM-DDThh:mmTZD	timestamp of the operator response in ISO 8601 extended datetime format including time expressed in UTC
location_reported	X	Where the vehicle was reported to be located: S – Sidewalk R – Roadway P – Park T – Transit Zone X – Private Property N – None provided O – Other
location_found	S	Where the vehicle was found by vendor upon inspection: S – Sidewalk R – Roadway P – Park T – Transit Zone X – Private Property N – Not Present O – Other
event_type	Properly Parked and Not Moved	Improperly Parked and Moved – Vehicle was visually confirmed as mis-parked according to the permit and moved. Properly Parked and Moved – Vehicle was visually confirmed as parked according to the permit but moved for rebalancing and/or customer service. Properly Parked and Not Moved – Vehicle was visually confirmed as parked according to the permit and not moved. Not Present – Vehicle was visually confirmed as not in the reported location or within immediate view. Moved by User – Vehicle was moved by a user before company response.
notes		comments or details as needed

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COLLISIONS

Field Name	Format Example	Description
company	XY	two-letter company identifier
vehicle_type	EB1	EB1 – Class 1 electric-assisted bicycle EB2 – Class 2 electric-assisted bicycle EB3 – Class 3 electric-assisted bicycle
vehicle_id	ABC123	Unique alphanumeric identifier for the bike. Must stay consistent over time. (i.e. provide a hashed ID that remains the same even if locks switch).
reporter	U	Who submitted the collision report: U – User C – City (Transportation) P – Police T – Transit Agency O – Other
report_at	YYYY-MM-DDThh:mmTZD	timestamp of when the collision was reported in ISO 8601 extended datetime format including time expressed in UTC
collision_at	YYYY-MM-DDThh:mmTZD	approximate time when the collision occurred in ISO 8601 extended datetime format including time expressed in UTC
injury	N	Was anyone injured in the collision: Y – Yes N – No <i>If yes, provide details in “notes” (e.g. shared micromobility user, pedestrian, minor, serious)</i>
police_report	Y	Was a police report filed and provided to operator: Y – Yes N – No
police_num	x234567	alphanumeric police report number
event_type	Repaired	Repaired – damage caused to vehicle has been fixed and the vehicle returned to the operational fleet In Repair – vehicle remains in maintenance Discarded – vehicle permanently removed from system No Action – no repairs done or needed; vehicle returned to operational fleet
notes		comments or details as needed