

Micromobility Share

Scope of Work - detailed requirements

If the Flagstaff City Council directs staff to proceed with a request for Proposals (RFP), the City will seek proposals to provide and operate a multi-year micromobility share program. Staff will outline a scope of work that will result in a comprehensive, affordable shared micromobility system for residents and visitors.

Scope of work - detailed requirements

The following section outlines operator requirements and features that the City would encourage an operator to provide. These requirements will be refined based on Council, community, staff and partner feedback, and will be used to detail expectations in the Request for Proposals (RFP).

1) Shared devices – operator requirements:

- a) Provide a shared device plan detailing the number and type of devices to be used, safety features, and the operator's ability to set speed limitations or restrict the usage in prohibited areas.
- b) Plan an initial deployment that will ensure device placement across the community.
- c) Provide devices that are durable, all-weather, one-size fits all, and corrosion-resistant for year-round outdoor use and storage.
- d) Provide a diverse mix of devices into their initial deployment and provide goals for expansions.
- e) Provide a flexible and scalable plan for expansion once the system is well-established.

2) Designated parking locations - operator requirements:

- a) Provide a preliminary parking plan that is tailored to Flagstaff. This Plan will describe how many docking stations, parking hubs or device parking racks will be provided in high-intensity areas like Downtown. The Plan will also propose a system for managing parking in the lower-density, more suburban areas of Flagstaff.
- b) Reduce the number of devices parked in prohibited locations or parked in an improper manner, using geofencing, other technology, incentives and dis-incentives or fines.
- c) Limit parking in Downtown Flagstaff and on the NAU campus to designated locations.
- d) Promptly handle abandoned or improperly parked devices, including but not limited to those devices blocking sidewalks, entrances to buildings or emergency exits. These urgent issues must be resolved within two hours.
- e) Provide a comprehensive **winter operations plan**, including if and/or how the Proposer will decrease the number of devices available during winter months or extended severe winter weather.

3) **Maintenance, Rebalancing, and Repair – operator requirements:**

- a) Provide a **maintenance and distribution plan** that details how the Proposer will provide comprehensive maintenance protocols, distribute devices across the system, and provide devices in Flagstaff’s residential and underserved neighborhoods.
- b) Promptly address and repair devices needing maintenance or repair.
- c) Provide a staffing plan which details what level of local staffing would be required to sustain the system.
- d) Provide a device and battery disposal plan.

4) **Enforcement and Safety – operator requirements:**

- a) Provide a customer safety agreement that includes the following requirements:
 - i) Riders under eighteen (18) shall wear helmets while using micromobility devices.
 - ii) Devices shall be parked in appropriate parking zones.
 - iii) A minimum user age, to be set by the Proposer in consultation with the City
- b) Provide a **safety plan** for how the operator will ensure safe use of devices, including but not limited to:
 - i) Setting speed limitations in heavy pedestrian and traffic areas.
 - ii) Prohibiting travel in high-priority restricted areas.
 - iii) Ensuring devices are used safely around the railroad corridor.
 - iv) Communicating safe use expectations, allowed riding locations, and other regulations to users.

We will encourage an operator to:

- a) Provide a beginner mode setting for new users.
- b) Detect and deter multiple occupants from using a device at once.
- c) Detect and deter wrong-way riding on one-way streets.

5) **Pricing and Community Equity – operator requirements:**

- a) Provide a **preliminary pricing and access plan** that outlines the proposed pricing structure and how the system will be accessible to lower-income residents.
- b) Provide a way for people without credit cards to access the system.
- c) Ensure devices are deployed in underserved areas as identified by the City.
- d) Describe how the system will be available to users of different abilities and will be compliant with applicable sections of the Americans with Disabilities Act (ADA).

6) **Software, Technology and Reporting Capabilities – operator requirements:**

- a) Provide an iOS and Android-compatible mobile app and a user-friendly website.
- b) Provide real-time availability of devices.

We will encourage an operator to:

- a) Integrate payments/rentals with the Transit mobile application, used by Mountain Line, and/or payment systems linked with ParkFlag technologies.
- b) Facilitate rentals by users who do not own or carry a smartphone.

7) **Community Engagement and Marketing – operator requirements:**

- a) Provide a **preliminary communications** plan that outlines outreach and marketing efforts to **launch the system** and help residents expect and adapt to this change within the community.
- b) Conduct **ongoing outreach and education** to *both* users and the broader community.
- c) Partner with local businesses or community organizations.
- d) Encourage helmet use.
- e) Work within the City of Flagstaff sign code.

8) **Data Sharing and Integration - operator requirements:**

- a) Share data with the City of Flagstaff and NAU in accordance with the Mobility Data Specification (MDS), a standard maintained by the Open Mobility Foundation.

9) **Customer Service – operator requirements:**

- a) Provide all customer service and support.
- b) Present a **customer service** plan that will outline minimum response times, include details on support provided virtually and support provided on the ground, and provide customer service 24 hours a day, seven days a week.
- c) Provide monthly reports of customer service or operational issues.
- d) Limit the impact of the proposed micromobility system on agency staff time.

10) **Finances and Risk Management – operator requirements:**

- a) Include proper insurance and a decommissioning plan for removal of the devices in the event that the Proposer ceases operations in Flagstaff.
- b) Agree to the City's insurance and indemnification requirements.

We will encourage an operator to:

- a) Describe how the Proposer could contribute to improved bike infrastructure across Flagstaff.