



**WHEELS**

---

**RFP No. 2021-010  
Fort Pierce // Scooter Share Program**

**January 4, 2021**

**DELIVER TO:**  
City of Fort Pierce, Purchasing Division  
Room 101  
100 North U.S. #1  
Fort Pierce, FL 34950

**MAIL TO:**  
City of Fort Pierce Purchasing Division,  
Room 101  
P.O. Box 1480  
Fort Pierce, FL 34954-1480

**CITY OF FORT PIERCE**



**INVITATION TO BID  
and  
BIDDER ACKNOWLEDGMENT**

**Bid Writer:** Latonya Hubbard, 772-467-3102

**Bid No:** 2021-010

**Mandatory Site-Visit:**  
WEDNESDAY, NOVEMBER 18, 2020

**Bid Title:**  
SCOOTER SHARE PROGRAM

**Mandatory Site-Visit Location:**  
  
N/A

**Bid Opening Location:**  
City of Ft. Pierce Purchasing Division  
Room 101  
100 North U.S. #1, 1st Floor  
Ft. Pierce, Florida 34950

**Bid Due Date & Time:**  
  
3:00 PM, TUESDAY, DECEMBER 22, 2020

If you need any reasonable accommodation for any type of disability in order to participate in this procurement, please contact this department as soon as possible.

**Bidder Name:**  
Wheels Labs, Inc.

I hereby certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid for the same materials, supplies or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this bid and certify that I am authorized to sign this bid for the bidder.

**Mailing Address:**  
8149 Santa Monica Blvd. #297

X   
Authorized Signature (Manual)

**City, State, Zip Code:**  
West Hollywood, CA 90046

**Typed or Printed Name:** Todd Maron

**Type of Entity (Select one):**  
Corporation   
Partnership   
Proprietorship

**Title:** Chief Legal Officer

**Incorporated in the State of:** Delaware **Year:** 2018

**Delivery in** \_\_\_\_\_ **days, ARO**

**Phone Number:** 310-480-1500

**Payment Terms:** Net 30 Days

**Fax Number:** \_\_\_\_\_

**FEIN or SS Number:**

**E-Mail Address:** tmaron@wheels.co

**Local Business:** \_\_\_Y\_\_\_N **MWBE:** \_\_\_Y\_\_\_N

**Bid Security is attached, when required, in the amount of \$** \_\_\_\_\_  
F.O.B. DESTINATION

**If returning as a "No Bid" state reason:**

**THIS PAGE MUST BE COMPLETED AND RETURNED WITH YOUR BID**

# TABLE OF CONTENTS

Letter of Submittal	4
Technical Proposal	6
Management Proposal	23
Additional Data	31
Drug-Free Workplace Form	
Addendum No. 1	
Certificate of Liability Insurance	
W-9	
Florida State License	
Fort Pierce Business Tax Receipt	
Checklist	
Appendix	43
Ride Safe with Wheels	
Injury Data Report	
Accessibility Report	



**LETTER OF SUBMITTAL**

Dear City of Fort Pierce,

Wheels is excited to express our strong interest in partnering with the City of Fort Pierce to offer a micromobility service that emphasizes safety, cleanliness, accessibility, and equity. We are proud of our first-place finish in the recently awarded and highly sought-after Seattle RFP and are excited to submit our application and to serve the great City of Fort Pierce.

**Safety**

Wheels was born out of a desire to make micromobility safer and more accessible to a diversity of ages, sizes and economically disadvantaged communities. Every action that drives our company forward is built on the safety concerns of our community. Our ‘safety first’ strategy led us to forego using the traditional stand-up scooter in favor of a completely different form factor – one with much bigger wheels, a lower center of gravity, Bluetooth speakers to allow riders to get navigation without holding their phones, and a seat for more points of contact with the rider.

The Wheels device delivers these safety benefits while still being the size of a traditional scooter. This is important because larger devices are much more likely to create congestion, interfere with pedestrians, and introduce a range of other problems. The Wheels device delivers the best of both worlds: significantly increased safety and a size that is proven to work.



In the past year, Wheels has rolled out new safety features that are unique to us. First off, we have started rolling out a smart helmet system that is directly integrated into the device – the first such system being introduced on the market. At Wheels, we believe that riding with a helmet is absolutely critical as approximately half of all injuries on micromobility devices are head injuries, and yet about 99% of riders have been found to not wear helmets.

Secondly, Wheels devices are now equipped with tip-detection technology to help ensure that they are properly staged, including being upright. This has helped us ensure sidewalks are safe and accessible for people of all ages and abilities.

The data has proven out the safety benefits of our device. As reflected in the attached report, Exponent, a leading third-party safety consultant, recently compared our injury rates to the rest of the micromobility industry, and it found that Wheels’ injury rates are exponentially lower than those reported for scooters and bicycles:

<u>Wheels’ Injury Rate</u>	<u>Comparison to Other Micromobility Devices</u>
1 injury for every 74,577 miles ridden	4 times better than bicycles; 3 to 66 times better than other scooters
24.99 injuries for every 1 million trips taken	5 times better than bicycles; 8 to 26 times better than other scooters
0.12 injuries for every 1,000 hours of riding	2 to 5 times better than bicycles; 9 to 19 times better than other scooters



### Cleanliness

In line with our commitment to safety, Wheels is uniquely situated to address the challenges of the COVID-19 pandemic.



We recently announced a partnership with NanoSeptic, the leader in self-sanitizing surfaces, on a first-of-its-kind offering in the shared transportation space. Through this partnership, we are rolling out custom-made NanoSeptic surfaces on our handlebars and brake levers so that our riders only touch self-cleaning surfaces. NanoSeptic surfaces contain mineral nanocrystals that are powered by visible light to continuously break down any organic contaminants at the microscopic level without the use of poisons, traditional heavy metals or dangerous chemicals.

### Accessibility

In order for micromobility to help cities responsibly reopen, devices not only have to be safe and clean, they have to be capable of being comfortably ridden by *everyone*. With the increased need for transportation modes that promote social distancing, this has never been more important.

Wheels devices are uniquely situated to appeal to everyone. We are the only micromobility company to exclusively offer a seated option as we believe strongly in the safety and accessibility benefits of seated devices, and we have stayed relentlessly focused on perfecting the best seated device on the market. Our seated design provides increased comfort for those who do not have the physical capability of standing up on a scooter or pedaling a bicycle. And our device is lightweight (only 40 lbs.), has a low step-through for easier access and operation, and does not require users to pedal or stand and balance. Because of these differences, Wheels attracts a particularly broad demographic, with half of our riders being women and one-third being over the age of 35.

To demonstrate the clear accessibility benefits of the Wheels form factor, we recently asked Exponent to conduct a comparative analysis of a Wheels seated scooter, a common stand-up scooter, and a pedal bike. As indicated in the report, riders of a wide variety of weights and ages prefer the Wheels seated scooter. It is easier to mount and dismount than a pedal bike. It is more stable to ride than the other devices. It is easier to start up from an orthopedic perspective than the other devices. And our riders have less fatigue because of the ability to sit down and remain stable.

### Sustainability

Due to our swappable battery technology and the modular design of our device, we believe that Wheels is the most sustainable option in the micromobility industry. Wheels avoids the typical “juicer” model where scooters are thrown in people’s trucks, charged overnight at their homes, and then brought back out in trucks to be re-deployed. The use of swappable batteries instead enables our devices to receive new, charged batteries without ever having to be removed from the field, resulting in a much more efficient operations model and lower carbon footprint.



Additionally, because we purposefully chose not to buy a traditional off-the-shelf scooter like other companies and because our device instead uses a unique modular design that allows parts to be easily swapped in and out, the life span of our vehicles is unusually long. Indeed, we are confident that our devices will easily last at least 2,000-3,000 miles on average (more than 3 years), and likely far more. This dramatically lowers vehicle churn and waste, and significantly improves sustainability.

#### **Commitment to City of Fort Pierce**

Wheels is well positioned to help the City and Fort Pierce residents have a safe, accessible and healthy micromobility program. We are ready to collaborate with the City in increasing the use of active and sustainable transportation and providing Fort Pierce residents with accessible and efficient transportation options. In addition to this letter, our application to the City details our many other benefits and innovations. We love the City of Fort Pierce and hope to create a long-standing partnership with the City.

#### **Requested Information**

**Name:** Wheels Labs, Inc

**Address:** 8149 Santa Monica Blvd #297, West Hollywood, CA 90046

**Principal Place of Business:** 8149 Santa Monica Blvd #297, West Hollywood, CA 9004

**Email:** tmaron@wheels.co

**Telephone Number:** (310) 480-1500

**Legal status of the Firm:** Corporation

**Location of the facility from which the Firm would operate:**

2900 NW 112th Avenue, Unit D4, Doral, FL 33172\*

\*Please note, this is the address of our existing Florida warehouse and if we win the RFP, we plan to source a central warehouse location in Fort Pierce.

Wheels acknowledges that we will comply with all terms and conditions set forth in the Request for Proposals, unless otherwise agreed by the City.

Sincerely,

Todd Maron  
Chief Legal Officer  
Wheels



## **TECHNICAL PROPOSAL**

### **1. Describe the following elements of your micromobility program:**

- a) Proposed launch approach and schedule, assuming March 1, 2021 start date. Include information on your ability and plan for deploying staff in the field during the first few weeks of operation to educate and encourage users of the proper and safe use of their micromobility vehicles, encourage the use of helmets and proper parking. Discuss your intentions for scaling the program or any planned phased implementation.

### **Launch Approach and Schedule**

Wheels is prepared to launch in Fort Pierce on March 1, 2021 with dedicated launchers and an existing experienced local management team in Florida. Wheels has an in-house recruitment team and rigorous training program that enables us to quickly deploy an effective, locally-sourced field and warehouse team. The Wheels team will launch 50 devices on Day 1 and will scale up quickly to reach the full 200 device fleet.

#### ***Planning and Pre-Operations Phase***

Duration: 2 weeks

Weeks out from launch: 5 weeks {January 25, 2021}

- City Assessment
- Determine Staffing needs + Warehouse Sourcing
- Competitive Analysis (if applicable)
- Determining technology framework needs
- Supply chain mobilization
- Identify local stakeholders

#### ***Pre-Launch Phase***

Duration: 3 weeks

Weeks out from launch: 3 weeks {February 8, 2021}

- Finalize hiring and training field staff
- Warehouse acquisition
- Mechanic workshop setup
- Device quality checks
- Technology setup
- Ride and technology field test
  - Geofence
  - Speed control
  - In-app messaging
- Stakeholder introductions and meetings

#### ***Launch***

Duration: 1 week

Launch: {March 1, 2021}

- Program goes live and rides begin
- Implement in-app messaging about helmet use and proper parking
- Advertise promotions to support early adoption



### **Sustained Operations**

#### Post-Official Launch

- Monitor and assess rider behavior, geofencing and device parking
- Optimize hub placement and deployment strategies
- Continued program monitoring with city officials and stakeholders
- Conduct community outreach programs
- Rider safety education sessions

### **Scaling Plan**

In collaboration with the City of Fort Pierce and local stakeholders, Wheels will develop a plan to add new hubs and devices based on ridership and market conditions. Wheels is committed to a sustainable scaling plan that meets the needs of riders and community stakeholders.

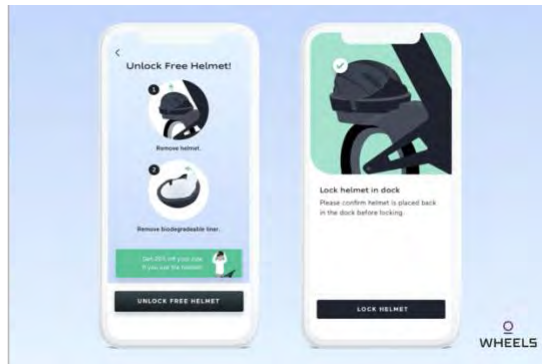
### **Field Staff Ambassadors**

We have had great success using field staff as ambassadors for community outreach and education. Our Field Operations Specialists are out every day in the field rebalancing our devices and are often the most frequent point of contact for local citizens. We pride ourselves in our onboarding and continuous training of our Field Operations Specialists on how to answer any questions and provide education to users on best riding and parking practices.

### **The Wheels Integrated Helmet System**

As a safety feature that is unique to Wheels, we are rolling out a smart helmet system that is directly integrated into our device – the first such system introduced on the market. Using the app, riders can unlock the helmet from the device and peel off a new biodegradable headliner for every use. (There is a tab on the outside of the helmet that a rider pulls in order to get a fresh headliner; the rider never has to touch the part of the headliner that was used by another rider.) Because the helmet is connected to the device’s sensors and other electronics, we have numerous options to encourage helmet use by our riders and we provide discounts to encourage and reward use. We will use tactics like email campaigns, in-app notifications, partner communications and events to promote helmet use to users and educate them on our helmet incentives and how to use our integrated helmet system.

At Wheels, we believe that riding with a helmet is absolutely critical since approximately half of all injuries on micromobility devices are head injuries, and yet about 99% of riders have been found to not wear helmets. While simply handing out helmets to riders is a good step, it is not enough because the vast majority of riders do not have helmets with them at the moment they decide to rent a mobility device. We strongly believe that having an integrated helmet is the right solution, and any micromobility device without one is incomplete, as it is lacking the most important safety system a micromobility device can have.





- b) Hours of operation – list typical micromobility vehicle deployment time, pick-up time, and the typical hours your micromobility vehicles are available to rent.

Because of our swappable batteries and dedicated field team, Wheels is able to flexibly deploy devices and provide them 24/7 to meet the needs of Fort Pierce’s essential workers, commuters, residents, special events and visitors. Our devices are capable of being deactivated remotely on a variable schedule or being removed from city streets based on local requirements. Our local management team will work with Fort Pierce to develop a collaborative operating plan that meets the needs of your community.

- c) Pricing plan.

Wheels is proud to offer a transparent pricing structure that provides low barriers to entry and lets users ride worry free. Upon scanning a device, users are shown current rates before every ride, eliminating the need for guess work. Our pricing model is designed with equity in mind and does not require hefty upfront deposit fees, memberships, or time limitations. Wheels prices are competitive with existing options that enable us to cover operational costs.

Our pricing consists of an unlock fee and a per minute fee. The unlock fee is zero to 1 dollars and the price per minute ranges from 25 cents to 39 cents. Wheels does not participate in surge pricing allowing riders to get a good price during even the busiest of commuter hours.

### Reduced Rate Option

Equitable service is very important to the Wheels team and we believe access to safe, affordable transportation should be available to everyone. In addition to our standard pricing structure and payment procedures, Wheels also offers a low-income plan, Wheels-for-All, which includes cash payment options and a 50% discount on rides to any customer with an income level at or below 200% of the federal poverty guidelines. Wheels is proud to offer our reduced rate plan and the other two plans listed below in every partner city.

To qualify for our low-income plan, individuals must be currently enrolled, or eligible to enroll, in a city, state or federal assistance program. To enroll, individuals can (1) sign up via a simple form on <https://www.takewheels.com/wheels-for-all>, OR (2) email proof of eligibility/enrollment in an acceptable assistance program along with their full name and phone number to [equityplan@wheels.co](mailto:equityplan@wheels.co), OR (3) by mail to Wheels Labs, Inc., 8149 Santa Monica Blvd #297 West Hollywood, CA 90046.

### Cash Payment Option

Users who have established an account under our Wheels-for-All low-income plan and are without a credit or debit card can add a cash balance to their account by sending a check or money order, along with their full name and telephone number, to our corporate address: Wheels Labs, Inc. ATT: PREPAYMENT Wheels Labs, Inc. 8149 Santa Monica Blvd #297 West Hollywood, CA 90046. This address is visible on our site and readily provided to any customer that calls into our customer service number. Additionally, unbanked users can use prepaid debit cards or gift cards, which they can purchase at any local retail store that carry these.

### Non-Smartphone Service

For customers who have established an account under the Wheels-for-All low-income plan and are without a smartphone, Wheels provides the ability to have a device unlocked for use by sending an SMS text message, along with the QR code of the device, to a dedicated Wheels’ SMS number.

- d) Revenue share with the City of Fort Pierce

With our experience, we believe the most sustainable business model that works for cities to help pay for their infrastructure costs is with a pay per ride fee. We would be happy to work with the City of Fort Pierce to determine the best approach and fee structure.



## 2. EQUIPMENT AND SAFETY

- a) Provide a detailed description, with images, of the vehicle model(s) that you will use in the City of Fort Pierce – including top speed, description of the wheel type and material, and measurements.



### The Seated Wheels Device: Increased Safety in the Size of a Traditional Scooter

#### Safety First

Wheels was born out of a desire to make micromobility safer. Every action that drives our company forward is built on the safety concerns of our community. Our ‘safety first’ strategy led us to forego using the traditional stand-up scooter in favor of a completely different form factor – one with much bigger wheels, a lower center of gravity, and a seat for more points of contact with the rider.

Importantly, Wheels is the only operator that exclusively uses a seated device -- one that has been used by millions of riders across the US and Europe -- and we have done so ever since our founding in 2018. This experience has allowed us to continuously make safety and performance enhancements.

The Wheels device delivers these safety benefits while still being the size of a traditional scooter. This is important because larger devices are much more likely to create congestion, interfere with pedestrians, and introduce a range of other problems. The Wheels device delivers the best of both worlds: significantly increased safety and a size that is proven to work.

#### Dimensions

Wheels devices are 39.9 inches tall, 21.1 inches wide, 49.2 inches long, and weigh 40 lbs.

#### 14-Inch Wheels

In contrast to most other devices, Wheels devices have large, 14 x 2.2-inch pneumatic tires for navigating roadway cracks and uneven pavement surfaces. This significantly improves safety.



### **Maximum Load Capacity**

The maximum load capacity of the Wheels device is over 500 lbs.

### **Standover Height**

Standover height, which was measured from the ground to the topmost structural frame component that a rider must step over to mount the device, is 14 inches allowing for easy access and operation.

### **Dual Brakes**

Wheels devices have front and rear independent dual actuated brakes.

### **Anti-Theft and Vandal Resistant Hardware and Components**

Wheels devices have recently been retrofitted with custom-developed tamper proof screws, and an anti-tamper, custom-built locking system to prevent battery theft. Our software-enabled protocol provides real-time alerts that notify our operations team if any tampering of our devices is occurring in the field.

### **Lighting**

Wheels devices include an always-on at night white headlight visible from a distance of at least 500 feet and an always-on at night red taillight visible from a distance of 600 feet to the rear, which stay illuminated for at least 90 seconds after the user ends their ride.

### **Motor**

Wheels devices have a 350-watt motor and have recently been updated to add more than double the amount of newton meters per torque, which significantly improves trips up hills. The motor is configurable and can be set to propel the device at a maximum speed of 20mph, with the ability to decrease it to a lower speed at the request of the city. (As a number of other cities such as Orlando have recognized, seated devices like Wheels are safer than stand-up scooters, and as a result they have permitted seated devices to travel faster than stand-up scooters.) The rider will use the throttle on the right handlebar to propel themselves forward and manage speed.

### **Bell**

Wheels devices have recently been updated from a horn to a bell. This helps to navigate the city better as it produces a sound that pedestrians, cyclists and vehicles are familiar with.

### **Swappable Battery**

Wheels devices come with swappable batteries with a range of about 25 miles – a more sustainable solution that avoids the typical “juicer” model where scooters are thrown in people’s trucks, charged overnight at their homes, and then brought back out in trucks to be re-deployed. The use of swappable batteries instead enables our devices to receive new, charged batteries without ever having to be removed from the field, resulting in a much more efficient operations model and lower carbon footprint.

### **The Wheels Integrated Helmet System**

As an additional safety feature that is unique to Wheels, we are rolling out a smart helmet system that is directly integrated into our device – the first such system introduced on the market. Using the app, riders can unlock the helmet from the device and peel off a new biodegradable headliner for every use. (There is a tab on the outside of the helmet that a rider pulls in order to get a fresh headliner; the rider never has to touch the part of the headliner that was used by another rider.)

Because the helmet is connected to the device’s sensors and other electronics, we have numerous options to encourage helmet use by our riders and we provide discounts that encourage and reward use.





We strongly believe that having an integrated helmet is the right solution, and any micromobility device without one is incomplete, as it is lacking the most important safety system a micromobility device can have.

### **Spring-loaded Kickstand**

Wheels devices include a newly designed spring-loaded kickstand capable of keeping the device upright when not in use. Whether parked on a steep incline or flat surface, our spring-loaded kickstand is designed to support a very high tolerance of weight and excellent balance no matter the surface. At approximately 9" in length with a 1" width base in diameter, our alloy-based kickstand has a 5" compression spring that can withstand more than 35 pounds of compression per inch.

### **Tip-Detection Technology**

Wheels devices are equipped with tip-detection technology to help ensure that they are properly staged, including being upright. Our devices contain an accelerometer that gives us the orientation of the device. When a device is tipped over, the accelerometer detects this and we are sent data in real-time letting us know that a device is knocked over, so that prompt action can be taken by our field team.

### **Bluetooth Speakers for Hands-Free Navigation**

As another safety feature that is unique to Wheels, Wheels devices come with Bluetooth speakers. These speakers mitigate the risks of distracted riding by enabling riders to use hands-free navigation when pairing their phone through the Wheels app.

We are also working on making the Bluetooth speakers capable of providing a range of other safety and warning messages to riders, including, but not limited to, no riding on the sidewalk and parking appropriately.

### **Locking Rear Wheel**

Wheels devices have a rear locking wheel, which is unlocked at the beginning of a trip and relocked at the end of a trip by riders using our mobile app. This prevents unintended use of the vehicle.

### **Sidewalk Riding Controls**

Although no operator currently has operational and effective sidewalk recognition technology, we are currently developing such a system that will be able to identify riders who are riding on the sidewalk, convey audible messages to them over the Bluetooth speaker to tell them to stop riding on the sidewalk, and to take enforcement action against riders that repeatedly ride on sidewalks contrary to our instructions to them.

### **Environmental Testing**

The Wheels device meets environmental standards for batteries and electronic equipment. Wheels has been certified to meet the standards of EN 60950-1, EN 62479:2010, ISO 11014:2009, and RoHS 2 directive 2011/65/EU, among others. Additionally, Wheels batteries are certified under IEC 62133:2012, meeting requirements and tests for the safe operation of portable batteries under the international standard.

### **Introducing The Atlas**

Our newest model, The Atlas, brings an even safer, more accessible, sustainable modular device to our shared micromobility programs. As we rollout The Atlas, we will keep Fort Pierce up to date and discuss a plan for transitioning over to the newer model.



#### New Features Include:

- Customizable LCD screen. Supports all languages, allows for City required messaging, turn by turn directions and geofence warnings
  - Wheels' customized "single lever, split service brake system" (electrical & brake pad subsystem) makes for an even safer braking experience
  - Highly visible Turn Signals
  - Front and Tail Lights have higher visibility plus road facing bidirectional LEDs
  - 40 mile battery range per charge
  - Optimized motor for extremely steep inclines
  - Left side mirror for greater rider visibility
- b) Outline your ability to limit speeds, create no-ride zones, and create no-parking zones, based on geofencing. Describe any associated limitations (i.e. number of speed limits that can be set, accuracy of geofencing, etc.)

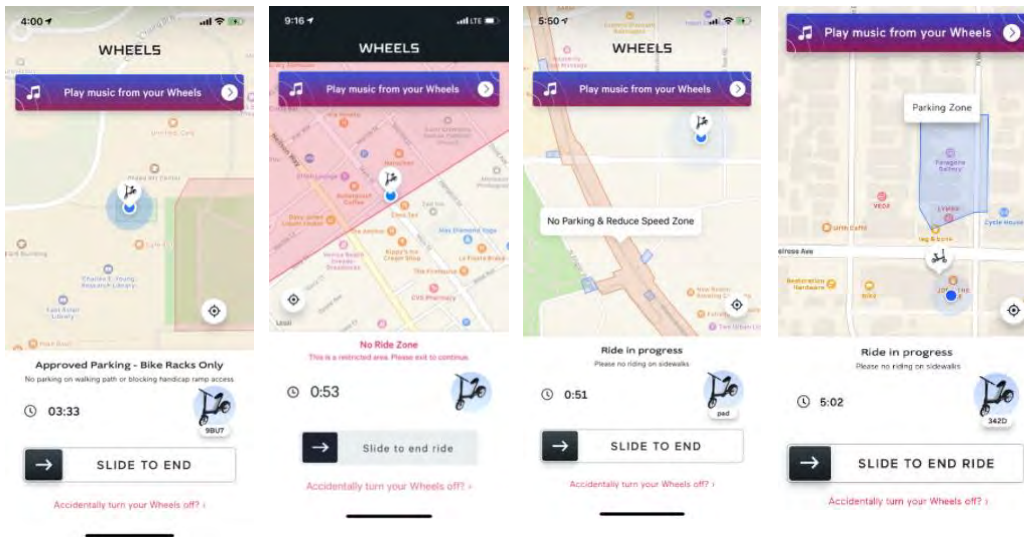
To lay the groundwork for a successful operation, Wheels uses our superior technology to build out all of the City's desired parking, ride and no ride zones. Wheels uses the term "Hub" to describe where a Wheels device is rebalanced to, or placed in the morning. Riders can be notified of the City's preferred parking zones when ending their ride and hubs will be programmed for those locations so regular riders will always know where they can start or end their rides.

Additionally, Wheels uses our geofencing technology to create no-park and no-ride zones in the desired locations. Wheels creates a geofence and labels these areas in our app so riders are notified of these particular zones. Our system and flexible GPS technology also includes the ability to prevent trip start and end and remotely lock devices that have been transported out of the geo-fenced zone. We have had great success with our geo-fencing technology and our local General Manager is available 24/7 to customize the geo-fence parameters should the City modify their requests.



Our GPS technology also allows us the ability to safely lower speeds all the way down to 0 mph within designated geofenced areas or facilities that are identified with Fort Pierce. After a device’s speed has been safely reduced to 0 mph when nearing a geospeed protected zone, Wheels remotely locks the device if it continues into the non-operational zone and warns users that the device needs to be removed from that zone. Further, users are not able to end their ride until the device is returned to the operational zone. Our geofencing system is flexible, with the ability to schedule variable complex operating zones containing different speed and parking restrictions.

Below are a few ways we identify and use geofenced areas in the Wheels’ smartphone app.



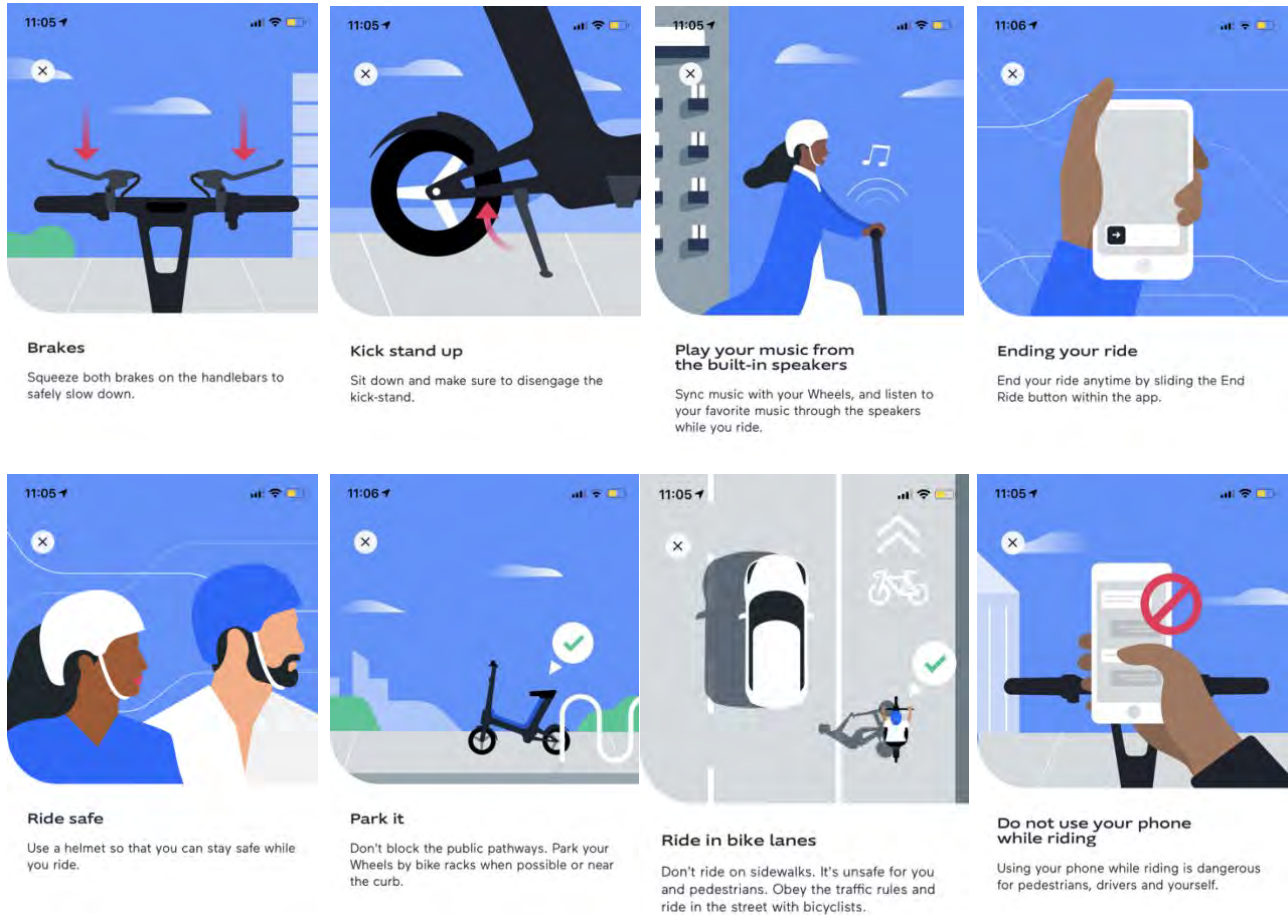
- c) Describe the process private property owners will use to request speed limits, no-ride zones, and no-parking zones.

Wheels will create a city centric email that will message all appropriate parties to respond to private property owners. Once we receive a request from a private property owner, the local team will schedule time to discuss and strategize the best approach.

- d) Outline your plan for rider education.

Wheels educates our riders about good behavior in numerous ways.

First, Wheels uses in-app education that prompts riders through a series of screens to learn how to use our device and be a good road partner. This tutorial provides a.) local rules and b.) a set of screens that educates on rider safety and covers topics such as wearing a helmet for safety, not using a phone while riding, not riding on sidewalk, and how to properly use our dual brake. The local rules are always available in the app and can be updated remotely. The in-app education is shown to all riders before their first ride and then every fifth ride. Riders are required to go through the entire app carousel and may not dismiss it.



Second, Wheels conducts education and outreach events both in person and virtually. Our local community engagement team will develop extensive relationships with local organizations to allow for our outreach efforts to be done in coordination with community leaders.

As a typical example, in October 2019, Wheels participated in an outreach event on Chicago’s South Side where we brought 20 of our devices to the local community. We provided education on how to use our app, how to ride and park properly, and how to use the various features on our device. The response we received was overwhelmingly positive. Riders were highly involved, asked many questions of our staff on site, and were pleased with the comfort, safety, and experience of our devices.

Another example would be in the Venice neighborhood of Los Angeles, we held an event where 20 Wheels Brand and Safety ambassadors distributed materials and spoke to riders about safe riding and parking practices in the Venice Beach area over a busy three-day weekend. With short notice, Wheels was able to hire and train staff that served as Wheels Brand and Safety Ambassadors on beach front areas, and we estimate that they interacted with more than 5,000 beach goers during the weekend.



In addition to these large events, we also require our senior managers to go out at least one day every week to a local community and bring devices with them to engage with local citizens and educate them on how to use Wheels, how to



properly ride and park them, and to answer any questions they may have from seeing our devices out in the field. This allows our leadership team to hear feedback and concerns directly from local citizens.



Finally, as a result of COVID-19, Wheels is holding virtual educational sessions. We work with our civic partners to be added to their digital content (newsletters, virtual events) so we can still engage with local citizens even when in person engagement is not possible.

e) Describe your plan to properly sanitize vehicles and respond to the COVID-19 pandemic.

In line with our commitment to safety, Wheels is uniquely situated to address the challenges of the COVID-19 pandemic.



Right at the outset of the pandemic, Wheels announced a partnership with NanoSeptic, the leader in self-sanitizing surfaces, on a first-of-its-kind offering in the shared transportation space. Through this partnership, we rolled out custom-made NanoSeptic surfaces on our handlebars and brake levers so that our riders only touch self-cleaning surfaces. NanoSeptic surfaces contain mineral nanocrystals that are powered by visible light to continuously break down any organic contaminants at the microscopic level without the use of poisons, traditional heavy metals or dangerous chemicals. We are now working with NanoSeptic on the second generation of these surfaces and also developing a self-cleaning spray. We are committed to ensuring that

every Wheels device in Fort Pierce has self-cleaning surfaces on their handlebars and brake levers. Of course, this is in addition to the rest of our best-in-class cleaning protocols.

This adds to the many steps we've taken to elevate our sanitation measures:

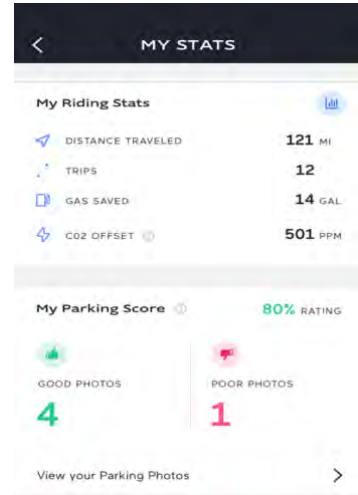
- Our 24-hour field operations team is regularly sanitizing Wheels bikes at hub locations. As part of this process, our team runs a UV wand over our bikes to break down the virus's genetic material.
- All work areas at Wheels' warehouses are separated by at least 6 feet, and hand washing and sanitizing stations are located at each entrance and throughout our facilities.
- Work areas and tools are sanitized before and after each shift in accordance with the strict sanitization procedures we have implemented.
- All inbound and outbound devices at our warehouse are sanitized, with all Wheels bikes being sprayed with a disinfectant and wiped down with a microfiber towel.
- All of our warehouses are equipped with UV wands, which are being used on all bikes and work surfaces.
- All of our team members wear PPE, including masks and gloves.



### 3. PARKING

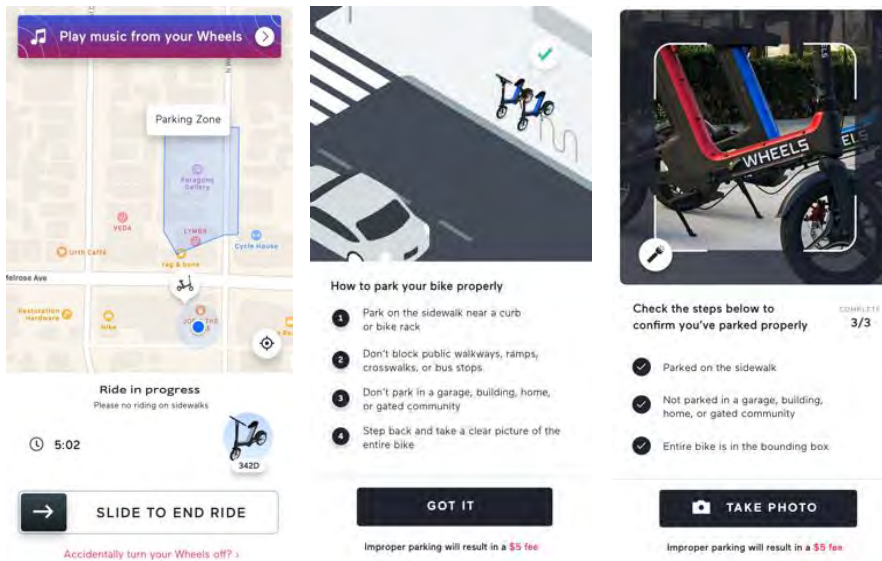
- a) Describe your approach to ensuring that users park appropriately. Include strategies your company uses to incentivize proper parking behavior.

Beyond rider education, engagement, and training, Wheels uses technology to ensure proper parking. Wheels is currently rolling out a new feature that builds on our “End of Ride” photo requirement to include a “Parking Score.” Currently, all Wheels riders must take and submit a photo in order to end a ride, and Wheels reviews these photos along with GPS data to ensure compliance with parking rules. To improve this even further, Wheels will use the data collected through the use of our geofencing technology and “End of Ride” photos to provide riders with a “Parking Score.” This score will allow riders to know on an ongoing basis whether or not they are parking correctly and we will use this score to incentivize riders who display good parking behavior with rewards, including free ride credits, discounts, and other incentives, and to disincentivize riders who display bad parking behavior with penalties



We are able to identify those who exhibit consistent non-compliant behavior. Offenders will receive a push notification regarding their behavior and a warning of potential actions that Wheels may take if the behavior is repeated. Consequences include mandatory parking and riding education classes, suspension of device use for a period of time commensurate with the underlying offense(s), or removal from the platform as the ultimate penalty for repeat offenders.

Additionally, Wheels is able to identify preferred parking zones, display those zones in geofenced maps in our smartphone application, and message our riders the locations of those zones to make it easy for them to navigate there.



- b) Do you anticipate seeking permits to install objects (i.e. docking or parking stations) in the Right-of-Way? If so, please describe.

Wheels does not anticipate seeking permits to install objects in the Right-of-Way.



#### 4. OPERATIONS

- a) Describe the availability of vendor staff for rebalancing or moving improperly parked Vehicles.

##### **Field Operations Team**

Our Field Operations team, which is specifically detailed in the Management Proposal, functions 24 hours a day, 7 days per week to ensure that devices in the field are in excellent condition and properly located at all times.

Field Operations Specialists are responsible for rebalancing and deploying devices under the supervision of a local Supervisor. Whenever we receive a request through email, phone, or our app that a device is improperly parked (or that there is another issue), we treat these as #1 priority alerts and our Field Shift Supervisor's responsibility is to handle this request above all else. The Supervisor immediately finds the nearest Field Operations Specialist (via an all hands on deck message via Slack) to address the request, provide instructions on how to remedy the issue, and receive photographic confirmation from the Field Operations Specialist that our device has been properly parked.

Additionally, to keep our devices "In the right place at the right time," we use an efficient, reliable network of independent contractors known as "Transporters." This network (a) moves devices so they are grouped together for our Field Operations Team to pick up and (b) rebalances our devices to areas we instruct them to within acceptable ride or parking zones. Transporters work in tandem with our geo-fencing technology to ensure that our devices are where they are supposed to be and eliminate the possibility of clutter in high-use areas.

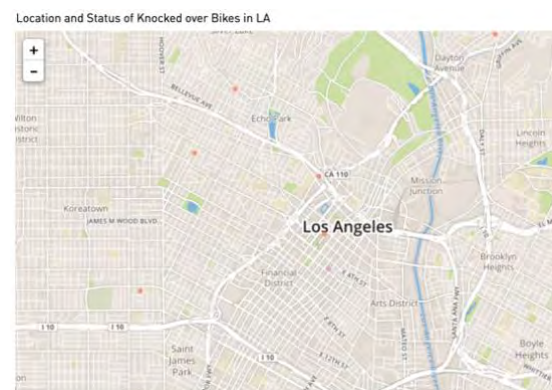
Our Operations Managers and General Manager will monitor rebalancing and hubs accordingly, prioritizing fills in priority zones. Together, Field Operations Specialists and Transporters ensure Wheels devices are deployed each morning and equitably distributed throughout the day using our dynamic, real-time rebalancing model.

##### **Customer Experience Team**

Wheels' customer service team is particularly high achieving (less than 20 second response time via chat, ~90% of phone calls resolved in less than 10 minutes). After receiving a request via phone, email, or our app, our customer service team sends an immediate message through Slack to the local team with instructions on what needs to be done to resolve the request. Our response time to public requests is a key metric we're proud of and monitor consistently. In Los Angeles, our biggest market with 3,000 permitted devices, the average time to close a public request is under one hour. Once the field team takes care of the issues, a picture and summary of action is sent back to the customer service team to let them know the request has been resolved. We use data to ensure the effectiveness of our shared mobility system and customer satisfaction by reviewing in-app reports from riders and Transporters, collecting information via published surveys, processing device error codes and other telemetry data flowing into our database to identify potential maintenance and safety issues, and monitoring system alerts for consecutive low app ratings, extended device idle time, and repeat low speed and short trip triggers.

##### **Tip-Detection Technology**

Additionally, Wheels devices are equipped with tip-detection technology to help ensure that they are properly staged, including being upright. Our devices contain an accelerometer that gives us the orientation of the device. When a device is tipped over, the accelerometer detects this and we are sent data in real-time telling us that a device is knocked over, allowing our field team to take prompt action. This map to the right (orange dots) shows the knocked over devices in Los Angeles based on this technology.





b) Describe your proposed fleet size including your approach to seasonal variation in demand

Wheels would initially build out our fleet to 200 devices and continue to stay in touch with the City to determine the best time to increase the fleet by increments of 50 devices. This will correspond with the requirements that devices would need 3 unique rides over a 60 day period. Our current cities in Florida -- Orlando and Miami -- continue to stay at full capacity minus times when there is a severe weather emergency. In saying this, the local team monitors the use of the devices on a daily basis and will coordinate with the City to determine if there needs to be seasonal variation in demand.

With a local warehouse in Fort Pierce and additional warehouses in Orlando and Miami, Wheels is well positioned to quickly deploy additional devices in times of high demand or store devices when demand decreases. Our swappable battery system enables our team to ensure devices are fully charged and readily available during times of high demand. For example, in Orlando, we dedicate additional staff to high demand areas to quickly rebalance devices and swap batteries. This combined approach of a strong supply chain, flexible swappable battery system and dedicated field operations team allows Wheels to quickly respond to seasonal variation in demand and meet the city's requirements.

c) Describe your plan to ensure equitable distribution of micromobility vehicles throughout the City of Fort Pierce, including your approach to re-balancing.

In Fort Pierce, Wheels will continue to work with the City to ensure we are equitably distributing per the City's requirements.

Priority zone placements will be one of the main priorities of our General Manager and Operations Manager. Our Fort Pierce team will be directed at the start of daily operations (5am) to focus on priority zone areas first and place an identified percentage of devices in each of the priority zones before placing any other device. Wheels will also include a focused plan to rebalance them to desired areas and locations near transit.

d) Describe the proactive process you will use to prevent property damage and address property damage claims and complaints related to operation of their shared mobility vehicles.

For starters, unlike traditional stand up scooters, we rarely ever see instances of property damage with Wheels. That is almost certainly because Wheels devices look much more like bicycles and therefore present themselves much differently from traditional scooters, which appear much more like a toy and are thus used far more often to cause property damage.

Additionally, Wheels displays the unique identifier for each device (akin to a license plate number) in very large print on the side of each device. We do this so that the rider knows it would be very easy for members of the community to identify which device was used in a specific incident. And we do this so that if an incident ever occurs, members of the community can easily identify the device, and therefore the rider, that was involved. This significantly discourages any kind of problematic behavior.

Finally, Wheels devices are equipped with tip-detection technology to help ensure that they are properly staged, including being upright. Our devices contain an accelerometer that gives us the orientation of the device. When a device is tipped over, the accelerometer detects this and we are sent data in real-time letting us know that a device is knocked over, so that prompt action can be taken by our field team. This has helped us ensure sidewalks are safe and accessible for people of all ages and abilities.



- e) Describe your plan to address dumping of your vehicles, including a proactive approach to identify vehicles that have likely been dumped and retrieval plans – including retrieval timelines to minimize environmental impacts.

Again, unlike traditional stand up scooters, we rarely ever see instances of Wheels devices being dumped. As stated above, this is almost certainly because Wheels devices look much more like bicycles and therefore present themselves much differently from traditional scooters, which appear much more like a toy and are thus more commonly dumped without regard for their value.

In the rare event that a Wheels device is dumped, our GPS technology enables us to immediately retrieve it. Indeed, our GPS technology, which is tamper-proof, allows us to always know where our devices are at any given time. And through our regular and ongoing field rebalancing efforts, we promptly know if a device is not where it is supposed to be and, in that situation, our recovery team then immediately goes out into the field to recover that device. Our recovery team is trained extensively on how to recover devices using proper protocol. Through this system, in the rare event that one of our devices has been dumped, it is typically retrieved within just a matter of a few hours at most.

- f) Describe your plan to suspend the accounts of users with non-compliant behavior, including property damage & parking violations. How are users identified? Does your company fine users for property damage and/or parking violations?

We are able to identify those who exhibit consistent non-compliant behavior with the help of data collected through the use of our geofencing technology and photo review platform. If a rider consistently displays poor parking and riding behavior, they will receive a push notification regarding their behavior and a warning of potential actions that Wheels may take if the behavior is repeated. Consequences include mandatory parking and riding education classes, suspension of device use for a period of time commensurate with the underlying offense(s), or removal from the platform as the ultimate penalty for repeat offenders.

- g) Describe your plan to prohibit underage riders.

Wheels takes a number of steps to ensure that all riders meet the minimum rider age requirements:

First, Wheels requires riders of a Wheels device to scan a government-issued identification (such as a driver's license) into the Wheels app to confirm that they are at least 18 years old. If we detect that the identification contains a birth date indicating that the rider is not at least 18 years old, then that individual is not granted access to ride the Wheels device.

Second, the rental agreement to which every Wheels rider must agree contains the following relevant provisions:

- **"At Least 18 Years Old. YOU CERTIFY AND REPRESENT THAT YOU ARE AT LEAST 18 YEARS OLD AND THAT YOU HAVE A VALID DRIVER'S LICENSE. OPERATION OR USE OF THE SERVICES OR ANY VEHICLE BY A MINOR IS EXPRESSLY PROHIBITED."**

- **Prohibited Acts. YOU EXPRESSLY CERTIFY AND AGREE THAT YOU WILL NOT:**

- (a) Allow a minor to use the Services;

Third, as part of the sign-on process in the Wheels app, riders must agree to the language in the attached image, which states: "I certify that I am the Rider, ***I am 18 years old or over***, I will wear a helmet where required by law, I will not ride a Wheels with another occupant, I will obey all traffic laws, I will ride at my own risk, and I have read and expressly agree to the terms and conditions set forth in this Agreement."



## 5. SPECIAL EVENTS AND SEVERE WEATHER

- (a) Describe your approach to special events including your ability to:
  - i. Create temporary reduced speed, no park, or no ride zones
  - ii. Remove Vehicles quickly in the event of severe weather

Having a local Operations team also allows Wheels to work closely with cities to create customized Standard Operating Procedures (SOPs) and rebalancing plans for special events, transit issues, and inclement weather. Wheels has an inclement weather plan that allows us to secure all of our devices within 12 hours or less. Whenever we receive notification from the City that there is inclement weather that requires taking our fleet off the streets, Wheels' local team is immediately alerted, and the devices are promptly taken off the streets. Since the vast majority of our operations are run by our own W-2 workforce, we are able to have significantly more control over this process than relying on a network of independent contractors, who may or may not be available to quickly take the necessary steps.

Wheels has successfully carried out this plan in clearing out our 1,000-3,000 device fleets off the streets in both Los Angeles and San Diego in 12 hours or less. With a smaller fleet like at Fort Pierce, Wheels is confident that we can safely collect our fleet should an emergency situation arise in under 6 hours.

We understand that every city is unique. That's why we work with each city to advance strategic priorities such as determining the location of deployment and rebalancing zones that help meet equitable distribution targets, geofencing our devices to reduce speed within walkability emphasis areas or removing devices from a specific geographic area during festivals, concerts, community events, inclement weather, or similar instances that require removal of the fleet for a limited period of time.

When Wheels receives notice of an event where the City wishes to prohibit micromobility operations for a limited time, we remove our fleet from the designated area and will either rebalance these devices throughout other university areas or store the devices at our local warehouse. After removal, we set geofence parameters to prevent operation within the designated area including the ability to safely lower speeds of approaching devices all the way down to 0 mph, prevent trip start and end, show non-operating zones in-app, and display required and encouraged parking zones. Our flexible GPS technology also allows us to remotely lock devices that have been transported into the designated area, which then ping our Field Operations team for prompt removal within the University's required timeline.

For example, Wheels recently partnered with the City of Cleveland to prioritize pedestrian traffic surrounding sports, concerts, and other special events located at Progressive Field, Quicken Loans Arena, and First Energy Stadium by establishing geofences that restrict device use around these locations 2 hours before and after each event.

An additional example is the LA Marathon in the City of Los Angeles. The LA Marathon takes place in March each year and spans almost the entire City. As an operator with a permitted fleet of 3,000, Wheels works with City and LADOT to ensure that our devices are clear from the route and will not interfere with the intricate operations of the marathon.



**6. DATA SHARING**

- a) Describe the “data dashboard” you will make available to City staff, include screenshots and describe what data will be included and the format of that data.
- b) Describe what data will be included in the following reports and the format of the data:
  - i. Monthly maintenance activities
  - ii. Monthly report on property damage complaints
  - iii. Monthly report on daily deployment
  - iv. Describe your collision-reporting process

Wheels will share data with Metro through the use of our MDS and GBFS APIs as well as monthly reports with raw data when requested. For example, the MDS Provider API/trips endpoint provides ride GPS information regarding start location, end location, the GPS points of the ride (spaced out approximately every one minute), and cost of the ride or ride revenue. Also, past statuses and locations of a device are accessible through the MDS Provider API endpoint /status\_changes. Further, to understand the current location and count of vehicles, Wheels provides data regarding the current utilization, availability, and location of every device in the city through the GBFS /free\_bike\_status.json endpoint.

In addition to providing data in accordance with the MDS and GBFS specifications via API, Wheels can also share anonymized data via web-based dashboards customized for Fort Pierce. Wheels can provide records for the entirety of the operation period and grant login information at the City’s request to identified individuals. Wheels currently provides dashboards to cities and universities showing daily trips, unique riders, vehicles launched, total ride time, and vehicle miles traveled. Wheels is also able to share data with third party aggregators. Wheels is committed to working with Fort Pierce and its selected platform to configure the required data exchange.

An example of the customizable dashboard interface is shown below:

DASHBOARD

City of █████ Dashboard ⓘ ↻ ☆

FILTERS (0) ▾ No filters selected

████ Trip Data

	DAY	TRIPS	UNIQUE RIDERS	VEHICLES DEPLOYED	TOTAL RIDE TIME (MIN)	TOTAL RIDE DISTANCE (MI)
75	2019-08-04	926	790	304	14254	2,671
76	2019-08-03	1028	855	337	13929	2,379
77	2019-08-02	766	606	324	11135	1,356
78	2019-08-01	408	311	315	6035	622
79	2019-07-31	540	408	345	8557	847
80	2019-07-30	531	390	329	8697	1,140
81	2019-07-29	621	448	321	10405	1,912
82	2019-07-28	1039	856	320	15882	2,458
83	2019-07-27	1164	973	335	16060	2,257
84	2019-07-26	771	584	332	12509	2,051
85	2019-07-25	581	448	309	8480	1,489
86	2019-07-24	520	393	305	8600	1,358
87	2019-07-23	257	212	205	4259	717

Wheels collects and tracks daily information on maintenance activities and deployments. Maintenance information includes total number of repairs, repairs per device, and types of repairs. Deployment information includes total number of deployments, deployments by hour, and deployment by hub. Collision reporting is subject to involved parties notifying Wheels. Riders or other involved parties can report collisions directly to Wheels’ customer service team. When Wheels is made aware of any collision involving our devices, we collect any available information including rider information, device identification number, location, time and device telemetry data. Wheels can provide this information via regular reports.



We also use data to ensure the effectiveness of our shared mobility system and customer satisfaction by reviewing in-app reports from riders and Transporters, collecting information via published surveys, processing device error codes and other telemetry data flowing into our database to identify potential maintenance and safety issues, and monitoring system alerts for consecutive low app ratings, extended device idle time, and repeat low speed and short trip triggers. This data can be shared with the city via regular reports to ensure community satisfaction with the Wheels system.



## **MANAGEMENT PROPOSAL**

### **1. Program Management**

- a) Project Team Structure – Provide a description of the proposed project team structure to be used during the course of the Program. Provide an organizational chart of the Firm indicating lines of authority for personnel involved in performance of this potential Agreement and relationships of this staff to other programs or functions of the Firm. Include who within the Firm will have prime responsibility and final authority for the day to day management of the firm’s shared mobility fleet within Fort Pierce.

#### **Operations Leadership Team**

Our Operations leadership team consists of the following individuals. As demonstrated by our leadership team, we are committed to diversity, our team has a deep knowledge of Fort Pierce, and it has had extensive success in launching and managing shared micromobility programs nationally.

---

#### **Marco McCottry**

Chief Operations Officer



As Chief Operating Officer, Marco is responsible for Wheels’ operations globally. He manages an operations team dedicated to bringing safe, low-cost, environmentally-friendly transportation solutions to riders through the use of technology.

Core goals for Marco are ensuring riders have a safe, seamless experience in each city Wheels operates, scaling his team in line with the rapid growth of the Company, and building collaborative and long-term relationships with cities.

Marco previously led North American Operations at Bird, where he was responsible for local operations across 100+ cities and universities. Prior to Bird, Marco was based in Chicago where he led Midwest Operations at Uber, overseeing its day-to-day business in 57 cities across the Midwest. While there, he also pioneered and expanded Uber’s accessibility program in Chicago, creating a new solution to support everyone’s ability to easily move around their communities. During his time in Chicago, Marco was recognized by Crain’s 40 under 40 and Chicago Defender’s Men of Excellence for his work in shaping mobility in the City.

Marco graduated from Columbia University, where he played basketball, and holds an MBA from the University of Pennsylvania’s Wharton School of Business. He is a native of Cleveland, Ohio and currently lives in Los Angeles with his wife and his two daughters and son.



---

**Vicki Roan**

VP of North American Operations



As VP of North American Operations, Vicki oversees all of Wheels' North American operations. Her focus is on expanding the company's footprint, developing strong partnerships with cities, and delivering best-in-class operations in each market.

Vicki started at Wheels as General Manager of San Diego and quickly got promoted to Head of Launch then VP of North American Operations. Since starting at Wheels, she has launched 14 cities and over 5,000 devices successfully.

Vicki received her BA in Economics from Columbia University and her MBA from the University of Pennsylvania's Wharton Business School.

---

**Will Sowers**

Florida General Manager



As Florida General Manager, Will Sowers is responsible for Wheels' operations in Florida, having led operations for Wheels in Miami, Orlando and Tallahassee since March 2020. Core goals for Will include ensuring that riders have a safe, seamless experience, maintaining a high level of operational standards, and building collaborative and long-term relationships with cities.

Will previously led car-sharing and rental vehicle operations in the Washington, DC, region for General Motors' Maven subsidiary. At GM, his responsibilities ranged from working with local governments and businesses to improve transit options to helping gig economy workers find reliable transportation. Prior to GM, Will managed an award-winning transportation program at American University, developing an unlimited student transit pass and building an EV charging network.

While Will grew up in Virginia, his family has roots in nearby Pensacola and Ocala. He received his BA from the University of Virginia and his MPA from American University. He currently lives in Miami's Brickell neighborhood with his husband and three year-old boxer-lab.

---

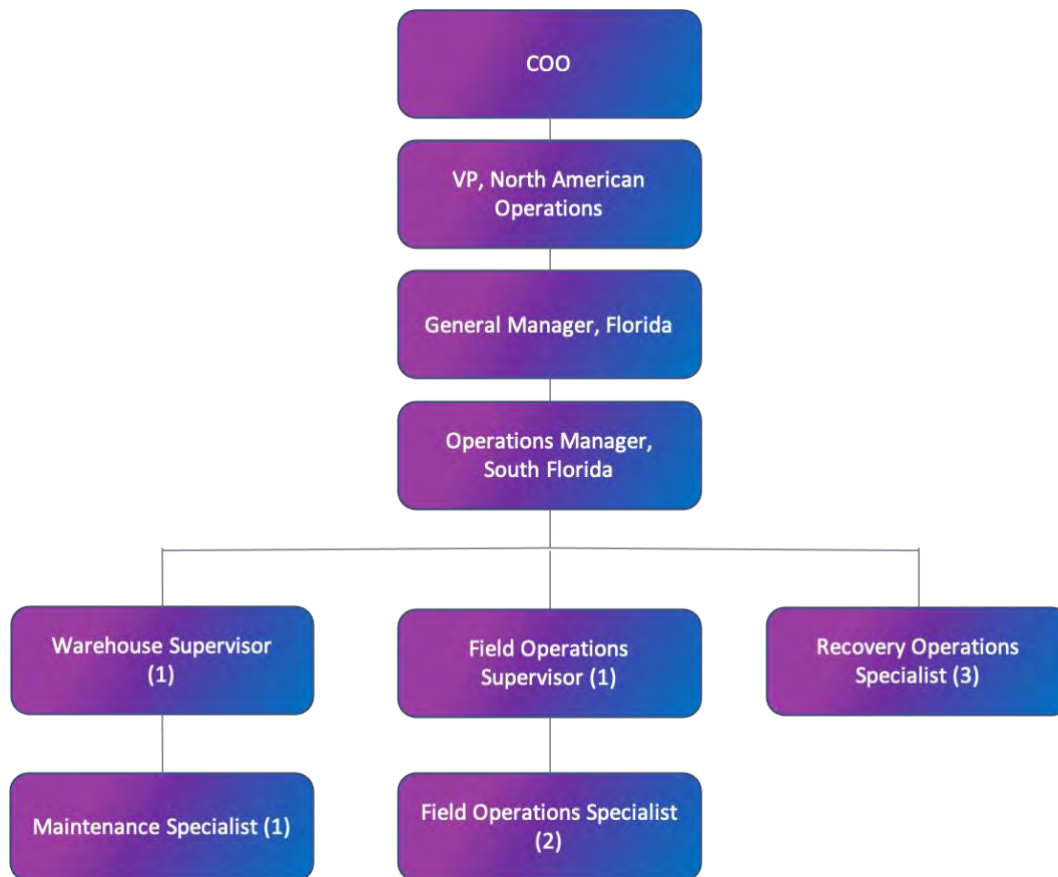
**Patrick Goldstein**

Operations Manager



As Operations Manager, Patrick Goldstein is responsible for Wheels' operations in Fort Pierce and surrounding localities. He has led operations for Wheels in Miami since March 2020 and in New York City since August 2020.

Patrick is a South Florida native, growing up in Fort Lauderdale. He received his BA from Furman University. While currently living in Fort Lauderdale Patrick serves as a Board Member for the Broward Public Library Foundation and Committee Leader for a young professionals group called Emerge Broward.



The above organizational chart reflects our team that will be devoted to our Fort Pierce operations. Our General Manager will manage the field team on a day-to-day basis. Reporting to William Sowers, General Manager - Florida, is a full-time Operations Manager - South Florida, Patrick Goldstein. Fort Pierce’s local team will report directly to the Operations Manager and will consist of the following W2 positions: (1) Field Operations Supervisors, (1) Warehouse Supervisor, (1) Maintenance Specialist, (2) Field Operations Specialists and (3) Recovery Specialists.

On top of this, you have an existing experienced team running our Miami program that consists of (1) Field Operations Supervisors, (1) Warehouse Supervisors, (3) Field Operations Specialists, and (2) Recovery Operations Specialists. All of our field personnel are broken into three shifts: morning, afternoon, and overnight.

**Maintenance Specialists**

Our team of Maintenance Specialists conducts preventative maintenance and repairs to Wheels devices. Maintenance Specialists are highly trained to repair our devices, and they are equipped to replace every part on the Wheels device. This team’s ability to repair any part of the device allows Wheels to abide by its mission of sustainability by ensuring that no part is wasted.

**Field Operations Specialist**

Our Field Operations team functions 24 hours a day, 7 days per week to ensure that devices in the field are in excellent condition and properly located at all times. Field Operations Specialists are responsible for rebalancing and deploying devices under the supervision of a local supervisor. They are also responsible for swapping batteries to ensure that the Wheels fleet is charged.

**Recovery Operations Specialists**

The Recovery team works in the field using technology to help monitor, maintain, and recover missing bikes across cities. It is a hands-on role where team members manage a broad set of responsibilities based on the dynamic day-to-day patterns and usage of vehicles in our cities.





Devices requiring service by our in-house maintenance specialists team are returned to our local warehouse where we have a full stock of inventory to replace parts as needed. Upon arrival at the warehouse, all devices enter our repair flow, starting with full diagnostics by a Quality Technician. Devices are then routed to the appropriate area for service and undergo an outgoing quality check before being returned to the field. By using a local warehouse, we avoid the need to ship vehicles to remote repair facilities, thus reducing our carbon footprint and putting local talent to work. To ensure top-quality repairs, maintenance specialists are overseen by an Operations Manager and General Manager.

A device receives a full inspection every time we swap a battery, typically every 2-3 days. Additionally, we will inspect a device immediately if a damage indicator is triggered. This operations model is a significant reason, in addition to the design of our device itself and the unique safety features that we use, why we have far and away the lowest injury rate in the micromobility industry.

### **Customer Service**

Our system to identify potential operational and customer issues within our fleet uses a combination of user feedback, active management, and proactive analysis of data and diagnostics. These methods include:

- Collecting and reviewing in-app reports and surveys from riders and Transporters for potential maintenance and safety issues;
- Monitoring local government 311 platforms for reported issues (where applicable);
- Performing routine field quality checks during battery swaps;
- Processing device error codes and other telemetry data flowing into our database;
- Reviewing required parking photos for compliance with local rules; and
- Responding to system alerts for consecutive low app ratings, extended device idle time, and repeat low speed and short trip triggers.

In addition to our active monitoring system, users and other community members can report issues related to usage or improperly parked devices directly to our Customer Experience Team. Hotline support is provided in English and Spanish, 24/7 at 888-240-7120. Our Live Chat & Email features also offer 24/7 Support - in virtually any language - through our in-app chat (see in photo) or by emailing support (support@wheels.co). Information on how to contact our Customer Experience team is visibly displayed on every device and our customer center responds to every inbound report.

Safety complaints are investigated and resolved in accordance with our maintenance plan and all complaints are logged in a shared complaints database.

According to a recent Los Angeles Department of Transportation quarterly report, Wheels received a total of 316 service requests in the City of Los Angeles through the My LA 311 platform. This service request total resulted in a ratio of 1 request for every 6.4 deployed devices, lower than operators Bird (1:4), Lime (1:5.4), and Jump (1:6.2).

### **Product Lifespan**

Our devices have a product lifespan that we believe is many times longer than other dockless vehicles on the market. This is for a number of important reasons.

First, we purposefully chose not to buy a traditional off-the-shelf scooter like other companies because, among other things, those scooters are not built for the micromobility use case where many users ride them every day. Our devices use particularly high-quality materials and are built to withstand the rigors of outdoor storage and constant use.

Second, our device is unique in that it has a modular design that allows parts to be easily swapped in and out. This is true for our batteries, and it is also true for all of the other parts on the device. The modular design of our devices coupled with our robust spare parts inventory results in very low vehicle churn.

Third, even though our devices are designed from the beginning to be much more durable than other dockless vehicles, we have a relentless commitment to continuing to improve and innovate on that design. Indeed, our



lifeblood at Wheels is product and innovation, and we never stop making improvements through an intensely data-driven approach. We are constantly looking at data to identify any areas on our device that are breaking or not working up to our standards. When we identify such an area, we either directly build or find a solution that can be retrofitted onto the device using its modular design. We typically arrive at several solutions and then trial them in the field to see which solution works best, and based on the data, we select the winner and retrofit all of the devices in the field.

These steps have led to a highly effective retrofit strategy that has allowed us to constantly improve the durability and lifespan of our devices, and in a remarkably short timeframe at that. Indeed, it is extremely unusual for hardware companies to be able to update and fix issues without a prolonged product cycle. The reason we have been able to do that is because we have a uniquely modular design, which allows us to quickly and easily take devices apart and put them back together again using retrofits. Also, we have been able to take these solutions and design them directly into the device such that the new versions of our devices, which we are regularly launching, are even stronger and more durable than those that came before.

As a result of these steps, the life span of our vehicles is unusually long. In our view, life span is not properly measured by the amount of time between the date the device was built and the date it is scrapped because if a device is merely sitting in a warehouse unused for a long period of time, that does not lead to any reliable conclusions about life span. Rather, we believe that life span is most properly measured by how many miles the device gets ridden before it reaches the end of its useful life. For the version of our device that will be used in Fort Pierce (our newest version), we are confident that they will easily last 2,000-3,000 miles on average (likely more than 3 years), and that they could continue well beyond that. The pieces of the device that are most likely to wear down are also the most modular, so they can be easily swapped out in about 15 minutes. The remainder of the parts have been reinforced so strongly based on our data-driven approach that they should only break extremely rarely based on highly unusual circumstances.

### **Recycling**

To the extent a vehicle has a service issue that is beyond repair, we've partnered with a third-party to strip devices for parts and responsibly dispose of any materials that can't be utilized. We also partner with local recycling centers for any end-of-life batteries or scrap parts realized through our maintenance operation.

**2. Experience of the Firm:** Indicate the Firm's experience by providing a list of municipalities, campuses or locations where their vehicles are currently or were recently deployed. Include the average number of vehicles in operation per day at each location.

**Atlanta, GA** - 1,000 devices

**Austin, TX** - 500 devices

**Chicago, IL** - 250 devices

**Cleveland, OH** - 400 devices

**Dallas, TX** - 1,000 devices

**Los Angeles, CA** - 2,000 devices

**University of California, LA** - 250 devices

**Miami, FL** - 156 devices

**Orlando, FL** - 300 devices

**San Diego, CA** - 750 devices



**San Jose, CA** - 50 devices; was in the process of scaling up to permitted amount of 500 before COVID stay-at-home order went into effect and the city shut down.

**Scottsdale/Tempe, AZ** - 500 devices

**Seattle, WA** - 500 devices; fleet to increase in 2021

**Tallahassee, FL** - 200 devices

**Basel, Switzerland** - 30 devices; was in the process of scaling up to permitted amount of 200 before COVID stay-at-home order went into effect and the city shut down.

**Brussels, Belgium** - 350 devices

**Madrid, Spain** - 150 devices

**Malaga, Spain** -150 devices

**Stockholm, Sweden** - 500 devices

**Vienna, Austria** - 350 devices

**Berlin, Germany** - 200 devices

**3. References:** List names, addresses, telephone numbers, and e-mail addresses of three (3) agency references for locations where the firm has deployed their vehicles. The Firm grants permission to the City to contact

**City of Los Angeles Dockless On-Demand Personal Mobility Program**

In 2019, LADOT launched the One Year Dockless On-Demand Personal Mobility Permit with a minimum fleet requirement of 500 and a maximum of 3,000 (with an additional 7,500 allowable devices in disadvantaged communities). In April 2019, Wheels was granted a permit under this program to operate 3,000 devices. Wheels' permit was renewed in July 2020 at a fleet size of 4,500 devices and is still operating in Los Angeles.

Contact information is as follows:

Los Angeles Department of Transportation  
Marcel Porras, Chief Sustainability Officer Transportation Technology  
100 South Main Street, 10th floor, Los Angeles, CA 90012  
Telephone: (213) 972-8470, email: [ladot@lacity.com](mailto:ladot@lacity.com)

**City of Orlando Dockless Scooter Share Pilot Program**

On January 23, 2020, Wheels was granted a permit to operate 200 devices under the city's Dockless Scooter Share Pilot Program. The permit was expanded to 300 devices in October 2020. Wheels is still operating in Orlando.

Contact information is as follows:

City of Orlando, Department of Transportation  
Ian Sikonia, Senior Planner, 400 South Orange Avenue, Orlando, Florida 32801  
Telephone: (407) 246-3325, Email: [ian.sikonia@orlando.gov](mailto:ian.sikonia@orlando.gov)

**City of Miami Motorized Scooter Pilot Program**

On November 4, 2019, Wheels was granted a permit to operate 156 devices under the city's Motorized Scooter Pilot Program. Due to COVID-19, operations were paused between March 2020 and October 2020, with service resuming in November 2020.



Contact information is as follows:

City of Miami, Department of Resilience & Public Works

Jon Tristan Jackson, Transportation Analyst, 444 SW 2nd Ave, Miami, Florida 33130

Telephone: (305) 416-1200, Email: [jonjackson@miamigov.com](mailto:jonjackson@miamigov.com)

**MINORITY PARTICIPATION AND OUTREACH PROGRAM** Describe your firm's program and/or policies in regard to minority and nondiscrimination, including the firm's history of Minority and Women Owned Business Enterprise (M/WBE) participation. Include a strategy for promoting minority participation in this project and a realistic goal for participation. List references of Owners, M/WBE firms or Vendors who can speak to your firm's utilization of M/WBE on previous projects.

We don't have a formal program, but diversity is very important to us. For example, our two most senior operations executives (our Chief Operations Officer and our Vice President of US Operations) are diverse – both are racial minorities and one is a woman – as is our Chief People Officer, Chief Development Officer, and Vice President of Supply Chain to name just a few. Additionally, when partnering with other companies, we prioritize companies where diversity is valued. As just one example, our primary outside government relations consultant in Florida is a racial minority.

# **ADDITIONAL DATA**



## DRUG~FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statute 287.087 hereby certified that

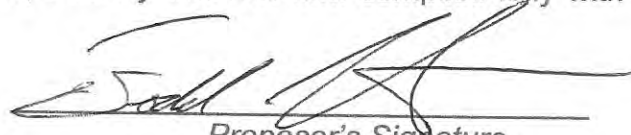
Wheels Labs, Inc.

(Name of Business)

does:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business=s policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are proposed a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under Bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee=s community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.



Proposer's Signature

12/30/20  
 Date



**CITY OF FORT PIERCE**  
**SCOOTER SHARE PROGRAM**

**RFP NO. 2021-010**

**ADDENDUM NO. 1**

The purpose of this addendum is to respond to questions submitted by potential bidders for clarification of the proposal specifications and to extend the proposal due date.

- 1. QUESTIONS:** Was there a mandatory site visit for this bid and if so, what is required of vendors in our submission/response with regards to the site visit?

**ANSWERS:** **This is a typo, there we not a mandatory site-visit scheduled for this solicitation. See revised proposal document, attached.**
- 2. QUESTIONS:** Reference: Page 1, cover page Delivery in \_\_\_\_\_ days, ARO what does the vendor include in the space provided?

**ANSWERS:** **ARO stands for "After receipt of order" this is not applicable for now, please type in N/A.**
- 3. QUESTION:** Reference: Page 1 cover page – Bid Security – Is Bid Security required for this bid?

**ANSWER:** **No bid security is required.**
- 4. QUESTION:** For this bid, the only document that requires manual signature is the cover page, correct?

**ANSWER:** **No. The cover page and all of the forms now listed in Section V of the proposal document (see attached REVISED proposal document).**
- 5. QUESTION:** Reference: Page 6-17 Drug -Free Workplace (DFW) Can you provide the Drug Free Workplace Certification Form?

**ANSWER:** **Please see attached, REVISED proposal document, Section V - Forms**
- 6. QUESTION:** Reference: Page 9-13 Insurance- What are the insurance coverages and limits required for this bid?

**ANSWER:** **Please see attached, REVISED proposal document, Section II Insurance Requirements.**
- 7. QUESTION:** Reference: Page 11.1 Proposal Opening- Bearing in mind current social distancing measures vary by state, will the City consider modifying it's submission requirements to an online submission through the Demandstar.com portal or via email?

**ANSWER:** You may submit your proposal response electronically to: [procurement\\_dl@cityoffortpierce.com](mailto:procurement_dl@cityoffortpierce.com) no later than 3pm EST, January 4, 2021. If you decide to use this submission option, please note your entire submission must be submitted electronically. Please do not mail hard-copies.

8. **QUESTION:** Reference Page 12:3 Minority Participation and Outreach Program- Is Minority and Woman Owned Business Enterprise (M/WBE) participation required for this bid?

**ANSWER:** No, it is not required. If you have a Minority Participation and Outreach Program please provide the information as required, if you do not have this program state N/A.

9. **QUESTION:** Is the Firm/vendor required to be licensed to do business in the State of Florida upon bid submission or upon bid award?

**ANSWER:** Upon bid award.

10. **QUESTION:** As it is a significant investment and this is a competitive bid process, we typically do not secure the local facility from which we will operate until after bid award. We are happy to provide this location upon contract negotiation to ensure compliance with this requirement and good faith effort. With this said, what should we provide here that is satisfactory given the scope of services?

**ANSWER:** Proposers are not expected to secure a local facility prior to bid award. A brief description of the type of facility that you typically operate from, proximity to scooter locations and any other relative information about the prospective facility will suffice for the proposal.

11. **QUESTION:** Reference: Page 18: H. Proposal Format and Presentation, Technical Proposal- Elements of the Micromobility Program, d) Revenue Share with the City of Fort Pierce – Could the City please elaborate on the desired revenue share agreement?

**ANSWER:** The terms of the revenue share should be proposed by the firm based on their assumptions or projections; it will ultimately be negotiated as part of the agreement.

12. **QUESTION:** Reference: Page 18. H Proposal Format and Presentation, 2 Equipment and Safety, C) Describe the process private property owners will use to request speed limits, no ride zones- Could the City please elaborate on the intention for this question? It is our understanding that vehicles will only be deployed and operate in approved locations with City-required parameters for speed, riding and parking?

**ANSWER:** During the pilot program, the City received concerns from citizens received concerns from citizens regarding rate of speed, trespassing on private property, etc. In some cases, those issues were rectified through the ability to create “no ride zones” and alter the speed limits in certain areas. How would your firm handle those type of complaints?

**13. QUESTION:** Reference Page 20: I Evaluation Criteria, Qualifications and Experience- Are vendors interested in submitting a response to this bid required to have been Operating in the City of Fort Pierce previously in order to receive points towards this evaluation criteria?

**ANSWER:** No. The Firms will be evaluated on their experience with similar Municipalities and whether or not they are currently operating a scooter share program, regardless of the location.

**14. QUESTION:** Other than the fees associated with submission, are there any fees or charges to the vendor to operate within the City of Fort Pierce?

**ANSWER:** There is no fee associated with submission. The selected vendor will need to have a valid Business Tax Receipt with City of Fort Pierce.

**15. QUESTION:** With respect to Scorecard Section I “Evaluation Criteria”, considering that the Evaluation Criteria seems to be following the Proposal Format and Presentation (see point H), could you please clarify the following issues: the first 20 points are graded against “Qualifications and Experience”, does this section refer to the Letter of Submittal? If not, to which section and question does it refer to? Additionally, for your ease of reading, where should Proposer’s address the “Qualification and Experience” criteria: Letter of Submittal, Technical Proposal or Management Proposal?

**ANSWER:** The Evaluation Committee will rate the firm based on their overall Qualifications and Experience. This can be addressed in the Management Proposal: Experience of the Firm, as well as the Letter of Submittal.

**16. QUESTION:** Within the Management Proposal Evaluation Criteria we see “Ability to respond to citizen/duty complaints”. However, although It is an Evaluation Criteria for the Management Proposal, it is not Part of a specific question in the Management Proposal. Should the above be addressed within Management Proposal Section 1 b) Customer Service?

**ANSWER:** Yes

**17. QUESTION:** With reference to Section G “Commitment of Firm Key Personnel”, we understand the Respondents can identify Key Personnel either in their submittal or during contract negotiation- can you please clarify whether the fulfilment of this particular provision is necessary at this initial stage?

**ANSWER:** The key personnel can be identified during the contractual negotiations. The Respondent agrees that key personnel identified in the submittal or during contract negotiations as committed to this project will, in fact, be the key personnel to perform during the life of this contract.

**18. QUESTION:** Can you please clarify the extent of the commitment and the information to be provided?

**ANSWER:** It is important that the City be made aware of key personnel changes with relation to this contract. This information can be determined during contractual negotiations and mutually agreed upon. If there are key personal changes after the contract is executed, the City shall be notified of the change(s).

**19. QUESTION:** With regard to Facility (Letter of Submittal point (c) and Article “28 Facilities “, can you please clarify whether Proposers have to disclose their chosen facility at this stage? If so, do you have any preference with the choice of facility? Alternatively, if bound to do at this stage, are proposers free to choose where to choose their facility?


**ANSWER:** Proposers are not expected to secure a local facility prior to bid award. A brief description of the type of facility that you typically operate from, proximately to the scooter locations and any other relative information about the prospective facility will suffice for the proposal.

**20. QUESTION:** What was ridership like during Fort Pierce’s pilot?

**ANSWER:** See attached the Ridership Report, July 2020.

All other conditions of this bid remain the same.

Please acknowledge receipt of this addendum and include it with your submittal.

Signature:   
Manual

Signature: Todd Maron  
Typed or Printed

Company Name: Wheels Labs, Inc.

Address: 8149 Santa Monica Blvd. #297 West Hollywood, CA  
90046

Date: 12/30/20

/gm

Attachments: Revised Proposal Document  
Ridership Report July 2020



# CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)  
12/31/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Aon Risk Insurance Services West, Inc. San Francisco CA Office 425 Market Street Suite 2800 San Francisco CA 94105 USA	<b>CONTACT NAME:</b> PHONE (A/C. No. Ext): (866) 283-7122      FAX (A/C. No.): (800) 363-0105	
	<b>E-MAIL ADDRESS:</b>	
<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
<b>INSURED</b> Wheels Labs, Inc. 8305 Sunset Blvd. 5th Floor West Hollywood CA 90069 USA	INSURER A: Lloyd's Syndicate No. 1969	
	INSURER B:	
	INSURER C: Liberty Mutual Fire Ins Co	
	INSURER D: Zurich American Insurance Company	
	INSURER E:	
	INSURER F:	

Holder Identifier :

COVERAGES      CERTIFICATE NUMBER: 570079527270      REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GENL AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			CSDIG2000025 SIR applies per policy terms & conditions	12/31/2020	12/15/2021	EACH OCCURRENCE	\$1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$100,000
							MED EXP (Any one person)	Excluded
							PERSONAL & ADV INJURY	\$1,000,000
							GENERAL AGGREGATE	\$2,000,000
							PRODUCTS - COMP/OP AGG	Included
C	<b>AUTOMOBILE LIABILITY</b>  <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY  <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			AS2-661-067250-010	12/15/2020	12/15/2021	COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000
							BODILY INJURY (Per person)	
							BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION						EACH OCCURRENCE	
							AGGREGATE	
D	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	wc 9344488-00	06/19/2020	06/19/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER	\$1,000,000
							E.L. EACH ACCIDENT	\$1,000,000
							E.L. DISEASE-EA EMPLOYEE	\$1,000,000
							E.L. DISEASE-POLICY LIMIT	

Certificate No : 570079527270

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Certificate Holder is included as additional insured in accordance to the policy provisions within the General Liability policy. A waiver of subrogation is granted in favor of the Certificate Holder in accordance with the policy provisions within the General Liability. 30 Day Notice of Cancellation applies in accordance with the policy provisions within the General Liability policy.

**CERTIFICATE HOLDER****CANCELLATION**

City of Fort Pierce ATTN: Purchasing Department P.O. Box 1480 Fort Pierce FL 34954 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  <i>Aon Risk Insurance Services West, Inc.</i>
---	--



# Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

▶ Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

Print or type. c Instructions on page 3.	<p><b>1</b> Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. <b>Wheels Labs, Inc.</b></p> <p><b>2</b> Business name/disregarded entity name, if different from above</p>	
	<p><b>3</b> Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only <b>one</b> of the following seven boxes.</p> <p><input type="checkbox"/> Individual/sole proprietor or single-member LLC</p> <p><input checked="" type="checkbox"/> <b>C Corporation</b></p> <p><input type="checkbox"/> S Corporation</p> <p><input type="checkbox"/> Partnership</p> <p><input type="checkbox"/> Trust/estate</p> <p><input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____</p> <p><b>Note:</b> Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is <b>not</b> disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.</p> <p><input type="checkbox"/> Other (see instructions) ▶ _____</p>	<p><b>4</b> Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):</p> <p>Exempt payee code (if any) _____</p> <p>Exemption from FATCA reporting code (if any) _____</p> <p><small>(Applies to accounts maintained outside the U.S.)</small></p>
	<p><b>5</b> Address (number, street, and apt. or suite no.) See instructions. <b>8149 Santa Monica Blvd. #297 West Hollywood, CA 90046</b></p> <p><b>6</b> City, state, and ZIP code</p>	<p>Requester's name and address (optional)</p>
	<p><b>7</b> List account number(s) here (optional)</p>	

See Specific

## Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

**Note:** If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

<b>Social security number</b>									
<b>or</b>									
<b>Employer identification number</b>									
8	3	-	1	7	1	4	1	1	9

## Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

<b>Sign Here</b>	<p>Signature of U.S. person ▶ <i>Rey Luna</i></p>	<p>Date ▶ 04-08-2020</p>
------------------	---	--------------------------

## General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

## Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.*

# State of Florida



## Department of State

I certify from the records of this office that WHEELS LABS, INC., is a corporation organized under the laws of Delaware, authorized to transact business in the State of Florida, qualified on October 15, 2019.

The document number of this corporation is F19000004813.

I further certify that said corporation has paid all fees due this office through December 31, 2019, and its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

Given under my hand and the  
Great Seal of the State of Florida  
at Tallahassee, the Capital, this the  
Twenty-fourth day of October, 2019



*Laurel M. Lee*

Laurel M. Lee  
Secretary of State

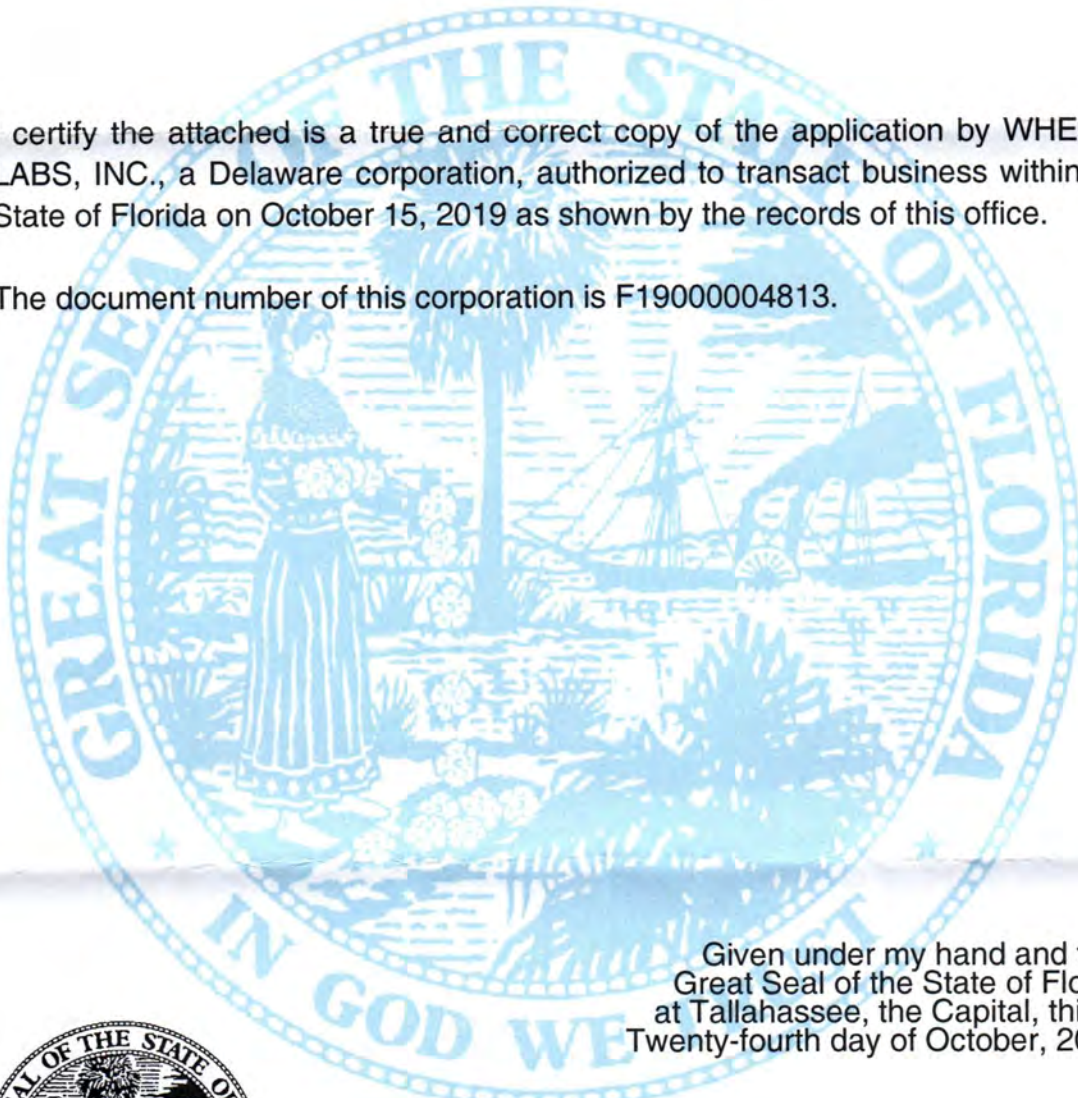
# State of Florida



Department of State

I certify the attached is a true and correct copy of the application by WHEELS LABS, INC., a Delaware corporation, authorized to transact business within the State of Florida on October 15, 2019 as shown by the records of this office.

The document number of this corporation is F19000004813.



Given under my hand and the  
Great Seal of the State of Florida  
at Tallahassee, the Capital, this the  
Twenty-fourth day of October, 2019



*Laurel M. Lee*

Laurel M. Lee

Secretary of State

No Events

No Name History

## Detail by Entity Name

Foreign Profit Corporation  
WHEELS LABS, INC.

### Filing Information

**Document Number** F19000004813  
**FEI/EIN Number** 83-1714119  
**Date Filed** 10/15/2019  
**State** DE  
**Status** ACTIVE

### Principal Address

8149 Santa Monica Blvd #297  
West Hollywood, CA 90046

Changed: 07/24/2020

### Mailing Address

8149 Santa Monica Blvd #297  
West Hollywood, CA 90046

Changed: 07/24/2020

### Registered Agent Name & Address

C T CORPORATION SYSTEM  
1200 SOUTH PINE ISLAND ROAD  
PLANTATION, FL 33324

### Officer/Director Detail

#### **Name & Address**

Title PCFO

BENGSTON, BRYAN  
8149 Santa Monica Blvd #297  
West Hollywood, CA 90046

Title Controller

Rey, Luna, Sr.  
8149 Santa Monica Blvd #297  
West Hollywood, CA 90046

### Annual Reports

Report Year	Filed Date
2020	07/24/2020

### Document Images

[07/24/2020 – ANNUAL REPORT](#)

[View image in PDF format](#)

[10/15/2019 – Foreign Profit](#)

[View image in PDF format](#)

# CITY OF FORT PIERCE PROPOSER'S CHECKLIST



This checklist is provided to assist each Proposer in the preparation of their proposal response. Included in this checklist are important requirements, which is the responsibility of each Proposer to submit with their response in order to make their response fully compliant. This checklist is only a guideline~ it is the responsibility of each Proposer to read and comply with the Request for Proposal in its entirety.

**Check "Yes" or "No" to each of the following:**

	YES	NO
Is Request for Proposal cover page (page 1) completed, signed and attached?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
All prices have been reviewed for mathematical accuracy, all price corrections initialed, and all price extensions and totals thoroughly checked.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Include proof of proper licensing as stated in proposal documents.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Include proof of proper insurance and if we are selected, agree to meet the City's insurance requirements, as stated in proposal documents.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proposal envelope is marked accordingly.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are Two (2) complete proposal packages included (one original and one electronic copy (PDF) on a USB Flash Drive) of sealed proposals? Disregard, if you are going to utilize the electronic submission option	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Is each Addendum (when issued) signed and included?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**PLEASE SIGN AND RETURN WITH PROPOSAL.**

\_\_\_\_\_

Todd Maron  
25 Wheels Labs, Inc.

# **APPENDIX**

# Ride Safe with Wheels

First and foremost, Wheels encourages safety by having what we believe is the safest device in the industry, including first-of-its-kind safety features like our integrated helmet system, 14 inch wheels, a low center of gravity, and Bluetooth speakers to enable hands-free navigation.

The data demonstrates Wheels' safety benefits. Wheels recently hired Exponent, a leading engineering and consulting firm that studies safety to go through the many independent studies that have been done across the micromobility industry to measure injury rates. We asked Exponent to then compare those findings to our own injury data. Exponent found that Wheels' injury rates were exponentially lower than those reported for other types of micromobility devices, including both bicycles and traditional stand-up scooters. Specifically, here's what Exponent found:

Wheels' Injury Rate	Comparison to Other Micromobility Devices
1 injury for every 74,577 miles ridden	4 times better than bicycles; 3 to 66 times better than scooters
24.99 injuries for every 1 million trips taken	5 times better than bicycles; 8 to 26 times better than scooters
0.12 injuries for every 1,000 hours of riding	2 to 5 times better than bicycles; 9 to 19 times better than scooters

Notably, with one exception, all of the studies that Wheels was compared against rely entirely on hospital emergency room visits for their injury reporting, which means they leave out a large number of other injuries. In contrast, Wheels' injury data is based on every single injury reported to the company through all of our various channels, including through our app, calls or texts to our 24/7 support number, or to our support email, even though only a small fraction involved an emergency room visit. The only other injury rate report that we know of that is not limited to emergency room visits is Bird's, which stated that its riders had 1 injury for every 26,882 miles ridden – an injury rate that is nearly 3 times higher than Wheels'.

A complete version of Exponent's report is attached.



## Injury Data Analysis Comparing Wheels and other Micro-Mobility Devices

Project Manager:  
Jeffrey Wishart, Ph.D.  
[jwishart@exponent.com](mailto:jwishart@exponent.com)

Contributors:  
Ian Campbell, Ph.D., P.E.  
Tina Garman, Ph.D.  
Heather Watson, Ph.D.

March 3, 2020



# Scope

---

- Exponent was retained by Wheels to research and study micro-mobility usage and injuries.
- The study comprised a qualitative and quantitative investigation of injury rates and types of injury of various micro-mobility modes and devices, and making a comparison to the Wheels device.
- The appendices to this report contain supporting information:
  - A) Literature Review of Usage and User Behavior
  - B) Literature Review of injury Types and Incidents
  - C) Trends in NEISS Injury Patient Demographics



# Wheels Data

- Wheels provided injury data and ride metrics from all markets in which Wheels operates from September 2018 to January 2020.
- Injury Data: Wheels reported three groups based on level of confirmation of the incident that Wheels performed. All 3 were combined to provide the most conservative estimate:
  - Group 1: Subject provides statement, no further contact
  - Group 2: Subject provides statement, additional contact
  - Group 3: Subject provides statement, dropped contact
- Exposure Data: Wheels provided the number of rides, total distance traveled, unique riders, and total traveling hours by month from September 2018 to January 2020.
- Exponent calculated the injury rate for the various exposures:
  - Injury Rate Per Million Trips: 25 injuries per 1 Million trips
  - Injury Rate Per Million Miles Traveled: 13.4 injuries per 1 Million miles
  - Injury Rate Per 1,000 Hours: 0.12 injuries per 1,000 hours

## Wheels Data (cont'd)

- The Wheels data is dependent on consumers voluntarily reporting injuries and this may result in injuries not being reported and/or injuries being incorrectly being attributed to Wheels device usage.
- The ride metrics were not broken down by market. The analysis disregards any differences between markets.
- It should be noted that the reporting methodologies for the NEISS data and the Wheels data are different. NEISS is a random sample of ER visits and the Wheels estimate is based on voluntary reporting of injuries. It is unknown how those differences will manifest.
- The analysis included different exposure periods and reporting methodologies. There was no accounting for seasonal effects, trends with increased usage, rider characteristics/demographics, user behaviors or other confounders that could affect the results.
  - The rider age distribution of the data sources may be different, with most powered scooters and the Wheels e-bike being restricted to 18 years of age and older.

# Comparison of Injury Rates Per Trips

- According to the references reviewed, Bicycles\* have exhibited injury rates per million trips that are five times higher than Wheels devices; Scooters\*\* have exhibited injury rates eight to 26 times higher.

Source	Years	Product	Injury Rate Per Mil. Trips	95% Lower/Upper Bound for Injury Rate		Ratio of Other modes to Wheels	95% Lower/Upper Bound for Ratio	
Wheels	2018-2020	Wheels	24.99	19.85	31.30	Reference	-	-
NEISS/NHTS	2017-2018	Bicycles*	120.66	120.45	120.87	4.83	3.88	6.08
NEISS/NACTO	2017-2018	Powered Scooters	301.30	298.05	304.57	12.06	9.68	15.18
Bekhit 2019	2018-2019	E-Scooters	641.67	604.11	681.03	25.67	20.44	32.59
APH 2018	2018	E-Scooters	202.97	179.37	228.91	8.12	6.30	10.55
Trivedi 2019	2018-2019	E-Scooters	199.77	166.44	238.04	7.99	5.99	10.72

\*The rider age distribution of the data sources may be different, with most powered scooters and the Wheels e-bike being restricted to 18 years of age and older with no such restriction on bicycle ridership.

\*\*The NEISS database does not allow for separation between gasoline-fueled and e-scooters. The other sources includes e-scooters only.

# Comparison of Injury Rates by Miles Traveled

- According to the references reviewed, Bicycles\* have exhibited injury rates per million miles traveled that are four times higher than Wheels devices; Scooters\*\* have exhibited injury rates from three to 66 times higher.

Source	Years	Product	Injury Rate Per 1M Miles	95% Lower/Upper Bound for Injury Rate		Ratio of Other modes to Wheels	95% Lower/Upper Bound for Ratio	
Wheels	2018-2020	Wheels	13.41	10.65	16.69	Reference	-	-
NEISS/NHTS	2017-2018	Bicycles*	50.75	50.66	50.84	3.79	3.04	4.77
NEISS/NACTO	2017-2018	Powered Scooters	301.30	298.05	304.57	22.47	18.05	28.30
Bekhit 2019	2018-2019	E-Scooters	885.06	833.26	939.35	66.00	52.56	83.79
Bird Report	2017-2019	E-Scooters	37.2	27.59	48.68	2.77	1.91	3.99
APH 2018	2018	E-Scooters	213.21	188.43	240.47	15.90	12.34	20.67
Trivedi 2019	2018-2019	E-Scooters	151.15	125.93	180.10	11.27	8.44	15.11

\*The rider age distribution of the data sources may be different, with most powered scooters and the Wheels e-bike being restricted to 18 years of age and older with no such restriction on bicycle ridership.

\*\*The NEISS database does not allow for separation between gasoline-fueled and e-scooters. The other sources includes e-scooters only.

# Comparison of Miles Traveled per Injury

- According to the references reviewed, Bicycles\* have exhibited injury rates per mile traveled that are nearly four times higher than Wheels devices; Scooters\*\* have exhibited injury rates from three to 66 times higher.

Source	Years	Product	1 injury per XX Miles	Injury Ratio of Other Modes to Wheels
Wheels	2018-2020	Wheels	1 injury per 74,577 miles	Reference
NEISS/NHTS	2017-2018	Bicycles*	1 injury per 19,703 miles	3.79
NEISS/NACTO	2017-2018	Powered Scooters	1 injury per 3,319 miles	22.47
Bekhit 2019	2018-2019	E-Scooters	1 injury per 1,130 miles	66.00
Bird Report	2017-2019	E-Scooters	1 injury per 26,882 miles	2.77
APH 2018	2018	E-Scooters	1 injury per 4,690 miles	15.90
Trivedi 2019	2018-2019	E-Scooters	1 injury per 6,616 miles	11.27

\*The rider age distribution of the data sources may be different, with most powered scooters and the Wheels e-bike being restricted to 18 years of age and older with no such restriction on bicycle ridership.

\*\*The NEISS database does not allow for separation between gasoline-fueled and e-scooters. The other sources includes e-scooters only.

# Comparison of Injury Rates Per Travel Hours

- According to the references reviewed, Bicycles\* have exhibited injury rates per travel hours that are two to five times higher than Wheels devices; Scooters\*\* have exhibited injury rates from nine to 19 times higher.

Source	Years	Product	Injury rate per 1,000 Hours	Ratio of Other Modes To Wheels
Wheels	2018-2020	Wheels	0.12	Reference
NEISS/NHTS	2017-2018	Bicycles <sup>x,*</sup>	0.26	2.2
NEISS/NHTS	2017-2018	Bicycles <sup>xx,*</sup>	0.60	5.1
NEISS/NACTO	2017-2018	Powered Scooters <sup>xxx</sup>	2.26	19.3
APH and Austin Public Data	2018	E- Scooters <sup>xxxx</sup>	1.04	8.9

<sup>x</sup>Assuming an average of 28 minutes per ride. NACTO (2017).

<sup>xx</sup>Assuming an average of 12 minutes per ride. NACTO (2017)

<sup>xxx</sup>Assuming an average of 8 minutes per ride. Mathew (2019)

<sup>xxxx</sup>Assuming an average of 11.5 minutes per ride. Austin Public Health (2018).

\*The rider age distribution of the data sources may be different, with most powered scooters and the Wheels e-bike being restricted to 18 years of age and older with no such restriction on bicycle ridership.

\*\*The NEISS database does not allow for separation between gasoline-fueled and e-scooters. The other sources includes e-scooters only.

## Conclusions

- According to the data reviewed, and the study limitations expressed on the next slide, the Wheels injury rates per trips, per miles traveled, or per riding hours are all less than bicycles, powered scooters, or e-scooters:
  - The injury rates per million trips for the other micro-mobility devices reviewed were 5 times to 26 times higher than for Wheels.
  - The injury rates per miles traveled for the micro-mobility devices reviewed ranged from three times to 66 times higher than for Wheels.
  - The injury rates per hours of travel for the other micro-mobility devices reviewed ranged from two times to 19 times higher than for Wheels.

# Limitations

- The purpose of this report was to communicate Exponent’s review of the identified micro-mobility usage and injury data.
- In the analysis, we have relied on information provided by Wheels Labs, Inc. We cannot verify the correctness of this input, and rely on Wheels Labs, Inc. for accuracy.
- The analysis included data sets using different exposure periods and reporting methodologies. There was no accounting for seasonal effects, trends with increased usage, rider characteristics, user behaviors or other confounders that could affect the results.
  - Rider age, especially, may impact the results since e-scooters (mostly rentals by micro-mobility companies), as well as the Wheels e-bike, are generally age restricted (18 years of age and older). Bicycles are generally not age restricted (except for the bicycles offered as rentals that generally have the same age restriction).
- The Wheels data is dependent on consumers voluntarily reporting injuries and this may result in injuries not being reported and/or injuries being incorrectly being attributed to Wheels device usage.
- The ride metrics were not broken down by market. The analysis disregards any differences between markets.



# Limitations

---

- Reporting methodologies for the NEISS data and the Wheels data are different. NEISS is a random sample of ER visits and the Wheels estimate is based on voluntary reporting of injuries. It is unknown how those differences will manifest.
- The NEISS database does not allow for separation between gasoline-fueled and e-scooters. The other sources includes e-scooters only.
- Although Exponent has exercised usual and customary care in the conduct of this analysis, the responsibility for use of this analysis in the design, manufacture, quality, or operation of the product remains fully with Wheels Labs, Inc.



# Accessibility and Comfortability Testing of Micro-Mobility Devices

Project Manager:  
Jeffrey Wishart, Ph.D.  
[jwishart@exponent.com](mailto:jwishart@exponent.com)

Contributors:  
Tina Garman, Ph.D.  
Ben Lester, Ph.D.

June 1, 2020

# Scope

- Retained by Wheels to examine comfortability and accessibility of Wheels device in comparison to Bird e-scooter and Grid Bike bicycle
  - Quantitative and Qualitative testing was conducted with four participants of varying age and weight
- The Quantitative testing examined:
  - Device mounting and dismounting
  - Rider stability
  - Start-up Task: Ankle loading
- The Qualitative testing included participants' impressions of devices:
  - Comfort
  - Accessibility



Wheels



Bird



Grid Bike

Subject #	Age	Height (in)	Weight (lbs.)
1	53	68	170
2	35	69	220
3	49	78	305
4	46	65	140

# Limitations

---

- The purpose of this report was to communicate Exponent's review of the accessibility and comfortability of the Wheels micro-mobility device.
- The study participants consisted of four people. The participants were selected for age (over 35 years) and to ensure weight category diversity. The selection process did not account for participant physical ability (e.g., strength, flexibility, etc.) or micro-mobility device riding skill. As a result, the observations are not meant to be fully representative of the overall public.
- Although Exponent has exercised usual and customary care in the conduct of this analysis, the responsibility for use of this analysis in the design, manufacture, quality, or operation of the product remains fully with Wheels Labs, Inc.

# Observations Summary

The following observations apply\*:

- Quantitative Testing:
  - Mount/Dismount: Compared to the Grid bike, the Wheels device has less of an orthopedic demand during the mounting and dismounting task.
  - Rider Stability: The Wheels device was the most stable overall. The Wheels device requires less rider control to remain stable during the ride than do the other devices.
  - Start-up Task: The Wheels device has less of an orthopedic requirement during start up, compared to the Grid and the Bird devices.
- Quantitative Testing:
  - Step-through height on Wheels device preferred by user that chose to step through.
  - Less self-reported fatigue experienced on Wheels device during extended ride.
  - Ability to sit down and remain stable on the Wheels device noted as a potential benefit for longer rides.

\* The observations are not meant to be representative of the overall public due to sample size and diversity.

# Mount and Dismount Task

$E^x$

# Observations: Mount and Dismount Task

The following observations apply\*:

- Step Through
  - Hip flexion angle and knee height were lower for the Wheels device compared to Grid.
  - Compared to the Grid bike, the Wheels device has less of an orthopedic demand during the mounting and dismounting task.
- Swing Over
  - Hip extension and abduction angles were lower for the Wheels device compared to Grid.
  - Compared to the Grid bike, the Wheels device has less of an orthopedic demand during the mounting and dismounting task.

\* The observations are not meant to be representative of the overall public due to sample size and diversity.

# Rider Stability

$E^x$

# Stability Calculations

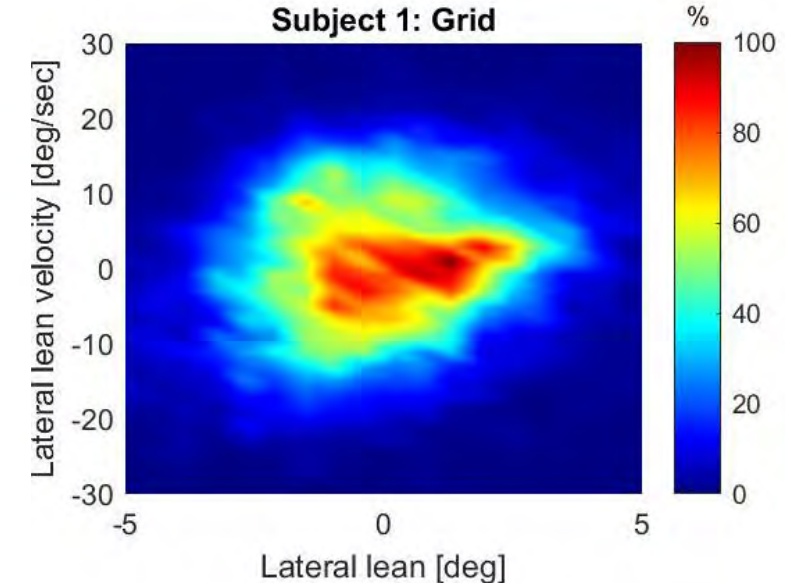
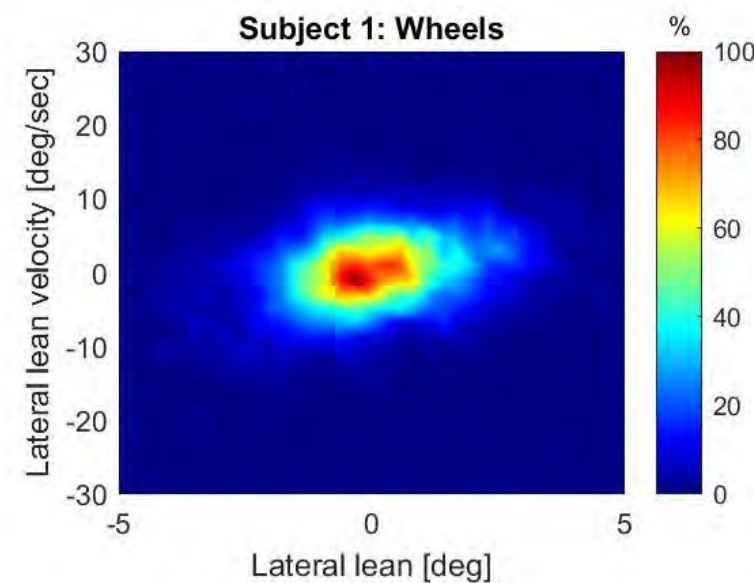
- Task: Riders were asked to ride each device following a curved path with a constant radius for approximately 5 minutes.
- Lateral lean and lateral lean velocity are both metrics that have strong ties to a person's stability: these metrics are estimates of how much a person's center of mass is moving and at what speed it is moving, respectively.
- Less movement in the lateral direction is associated with greater stability.
- Lower velocities of movement in the lateral direction are associated with greater stability.

The larger the distribution, the more excursion the participant had on the device

Forward Lean Angle Direction



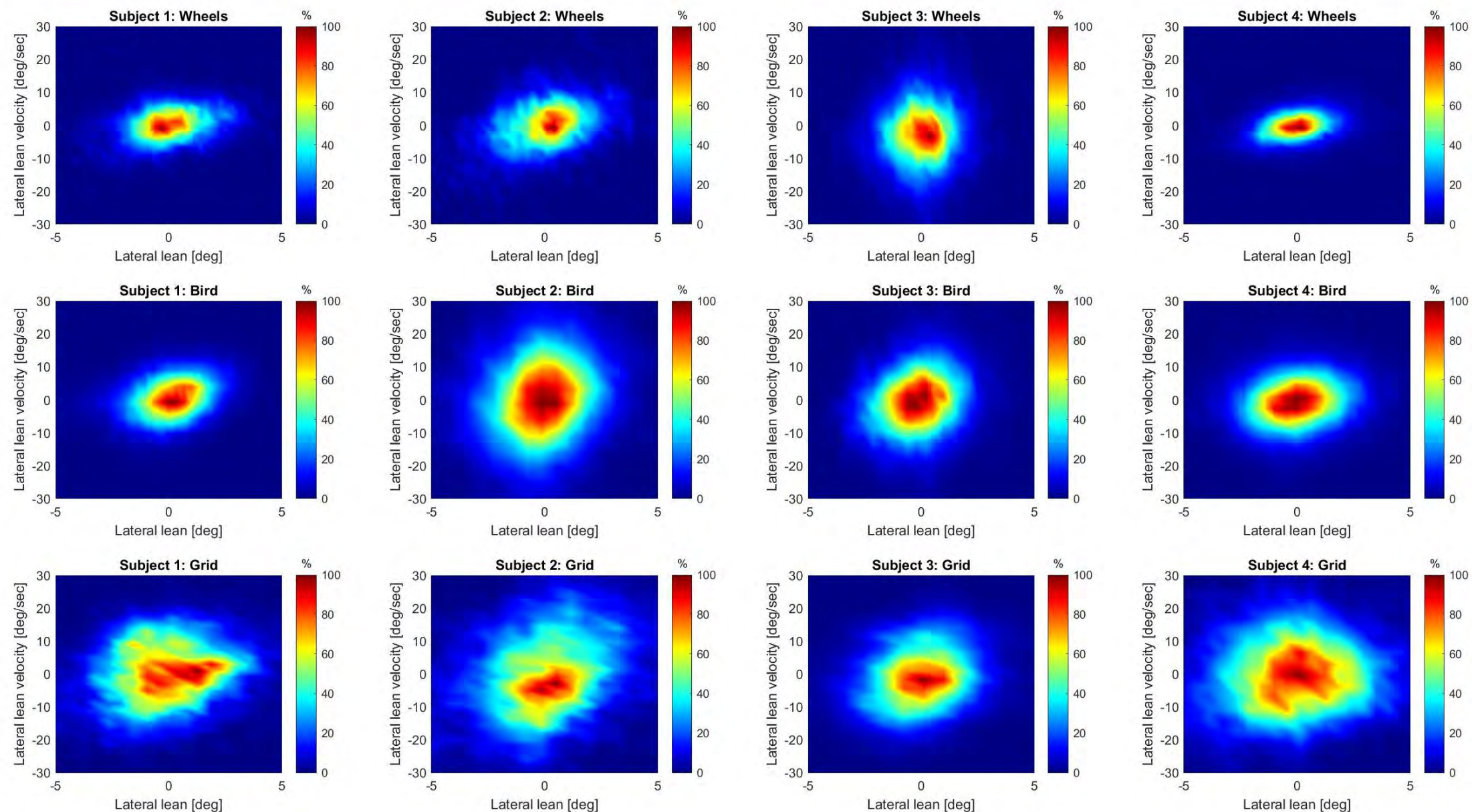
Lateral Lean Angle Direction



# Stability Calculations

Trunk lean angle in lateral direction and trunk lean angle velocity

- Overall, the participants showed lower lateral lean angle and lean angle velocity while riding the Wheels device, compared to Grid bicycle and Bird scooter.



# Observations: Rider Stability

For the participant population studied\*, the following observations apply:

- Overall, riders were most stable on the Wheels device, compared to the Grid and the Bird devices.
- The Wheels device requires less rider control to remain stable during the ride than do the other devices.

\* The observations are not meant to be representative of the overall public due to sample size and diversity.

# Start-up Task: Ankle Loading

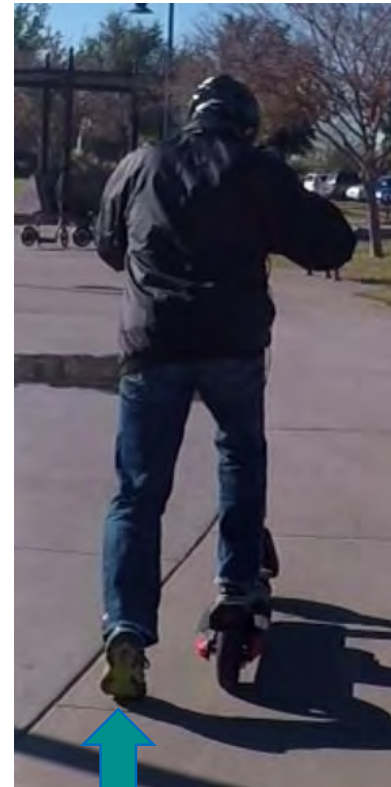
$E^x$

# Tibia Shock During Start-Up

- Task: Riders were asked to initiate riding the devices and forces at the tibia were calculated
- The shock to the tibia is transmitted through ground reaction forces (GRF) at the foot, ground or foot pedal interface
- Tibia shock is the highest during the start-up task for each device

## Start Up Requirements

Bird: Push off



GRF

Grid: Pedal



GRF

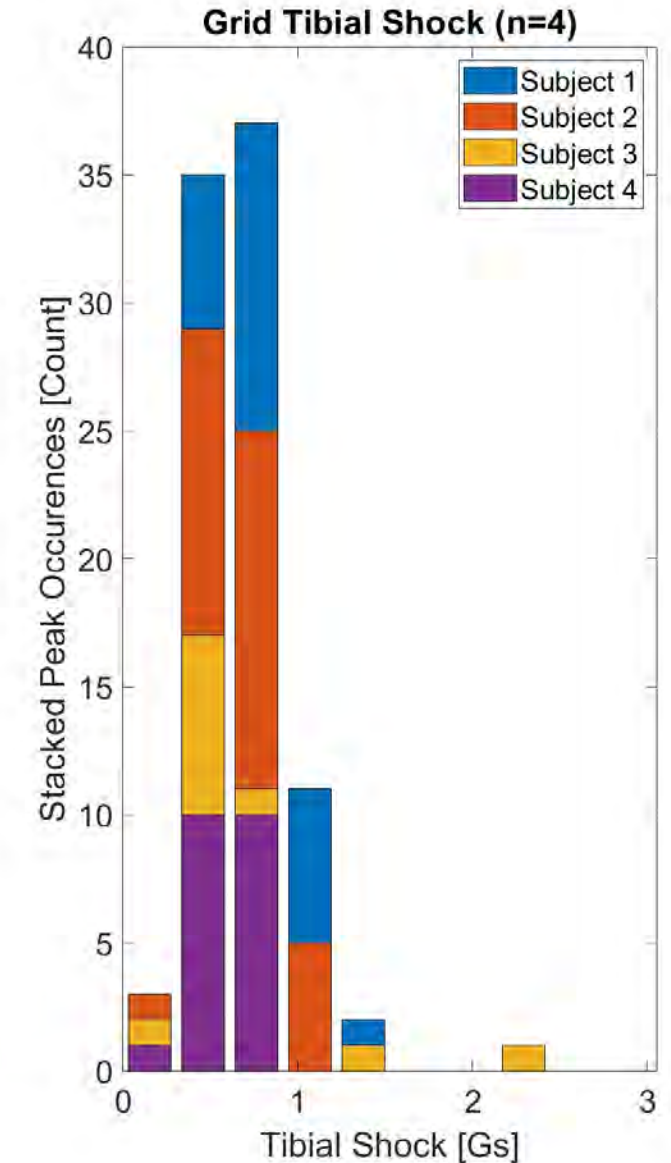
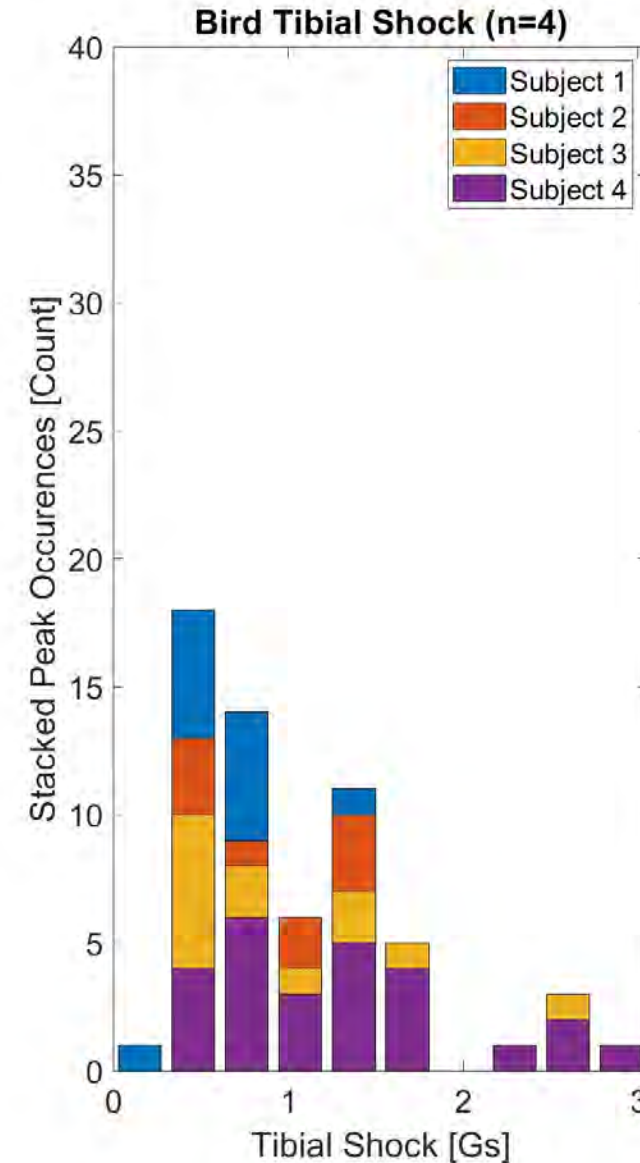
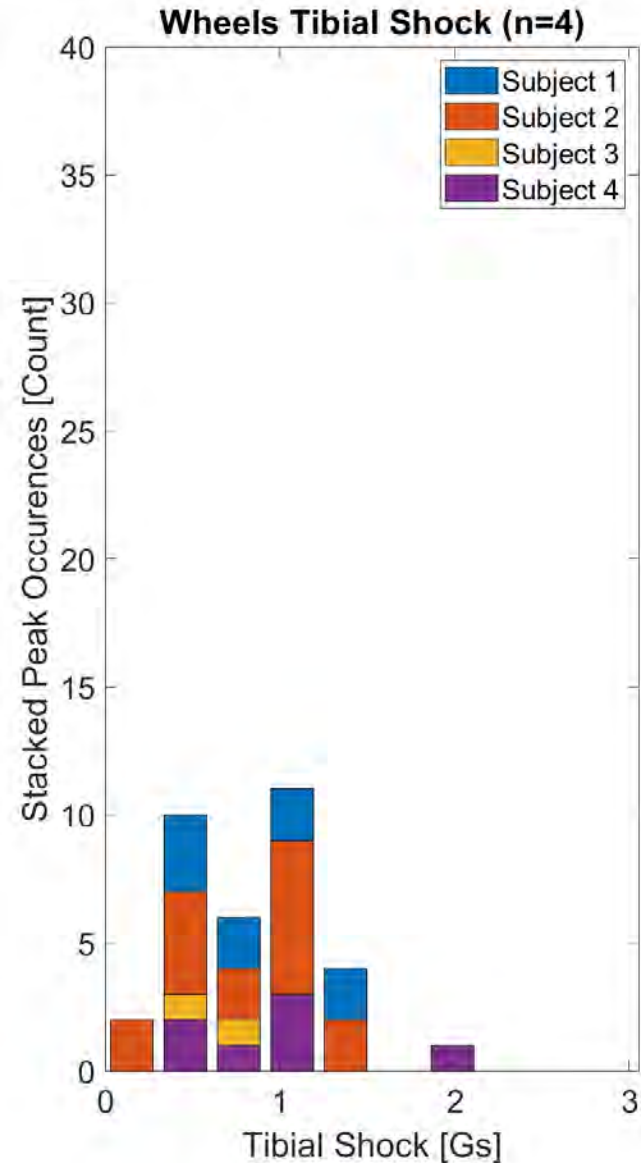
Wheels: Seated



GRF

# Tibia Shock During Start-Up: Comparison

- The peak tibia shock during start-up was measured (units of G is used as a proxy for ground reaction forces in a clinical setting). For comparison, walking is 0.2 - 1.0 G
- **Wheels:** Least amount of tibia shock events. Tibia shock was lower than Bird.
- **Bird:** Highest tibia shock
- **Grid:** Most frequent tibia shock



# Observations: Start-up Task – Ankle Loading

For the participant population studied\*, the following observations apply:

- The Wheels device has fewer tibia loading events during the start up, compared to the Grid and the Bird devices.
- The Wheels device had lower tibia loading forces, compared to the Bird device.
- The Wheels device has less of an orthopedic requirement during start up, compared to the Grid and the Bird devices.

\* The observations are not meant to be representative of the overall public due to sample size and diversity.

# Qualitative Testing

E<sup>x</sup>

# Qualitative Testing Summary

- Participants were asked for their impressions of various aspects of Accessibility and Comfortability of the devices in parallel with Quantitative data collection\*.
- Accessibility components:
  - Ease of mount
  - Ease of dismount
  - Reach of feet (bikes)
  - Foot placement space (scooter)
  - Pedal/peg position (bikes)
  - Handlebar position
  - Seat height (bikes)
  - Seat width
  - Weight of device
- Comfortability components:
  - Support/stability of the device
  - Maneuverability
  - Posture
  - Hand and foot placement
  - Leg positioning
  - Rate of acceleration
  - Rate of deceleration
  - Arm positioning

\* Testing results are not meant to be representative of the overall public due to sample size and diversity.

# Qualitative Testing Summary

- Participants provided their responses via Likert scales and open-ended questions regarding their impressions of the devices.
- The results of the qualitative testing summarize general impressions and comments offered by participants\*.
- The comments relate to issues of design, fatigue while riding, and ease of mounting and dismounting the devices.
  - Some highlighted comments are included in the boxes to the right and for mount/dismount and Comfortability in the following slides.

## Wheels

- *Step-through height preferred over Grid device*
- *Overall rated "accessible"*

## Grid Bike

- *Step-through height noted as less accessible than Wheels*
- *Handlebars intrude in step-through*

## Bird

- *Limited placement for feet/narrow*
- *Handlebars too low for some*

\* Testing results are not meant to be representative of the overall public due to sample size and diversity.

# Qualitative Testing\*: Mounting/Dismounting

- Grid Bike comments from participants
  - Leg pass-through noted as “too high”
  - Frame shape provides less room to move
    - Handlebars can be in the way
- Wheels device comments from participants
  - One tester stated there was a “[c]lear way in-and-out”
  - Frame design provides more space
  - Design allowed for various mounting techniques
    - Step through and swing over



\* Testing results are not meant to be representative of the overall public due to sample size and diversity.

# Qualitative Testing\*: Comfortability

- Extended rides
  - Participants rode each device for 15-20 minutes
  - Completed a series of questions on fatigue and comfort following the ride
- Grid Bike
  - Experienced most perceived fatigue by all
- Wheels device
  - Experienced little to no fatigue
  - Overall, participants preferred Wheels for longer rides
    - Unlike Bird device, able to sit down and remain stable on Wheels
    - Good acceleration
    - Stable posture



\* Testing results are not meant to be representative of the overall public due to sample size and diversity.

# Observations: Qualitative Testing

The following observations apply\*:

- Step-through height on Wheels device preferred (by user who chose to step through).
- Less self-reported fatigue experienced on Wheels device during extended ride.
- Ability to sit down and remain stable on the Wheels device noted as a potential benefit for longer rides.

\* The observations are not meant to be representative of the overall public due to sample size and diversity.