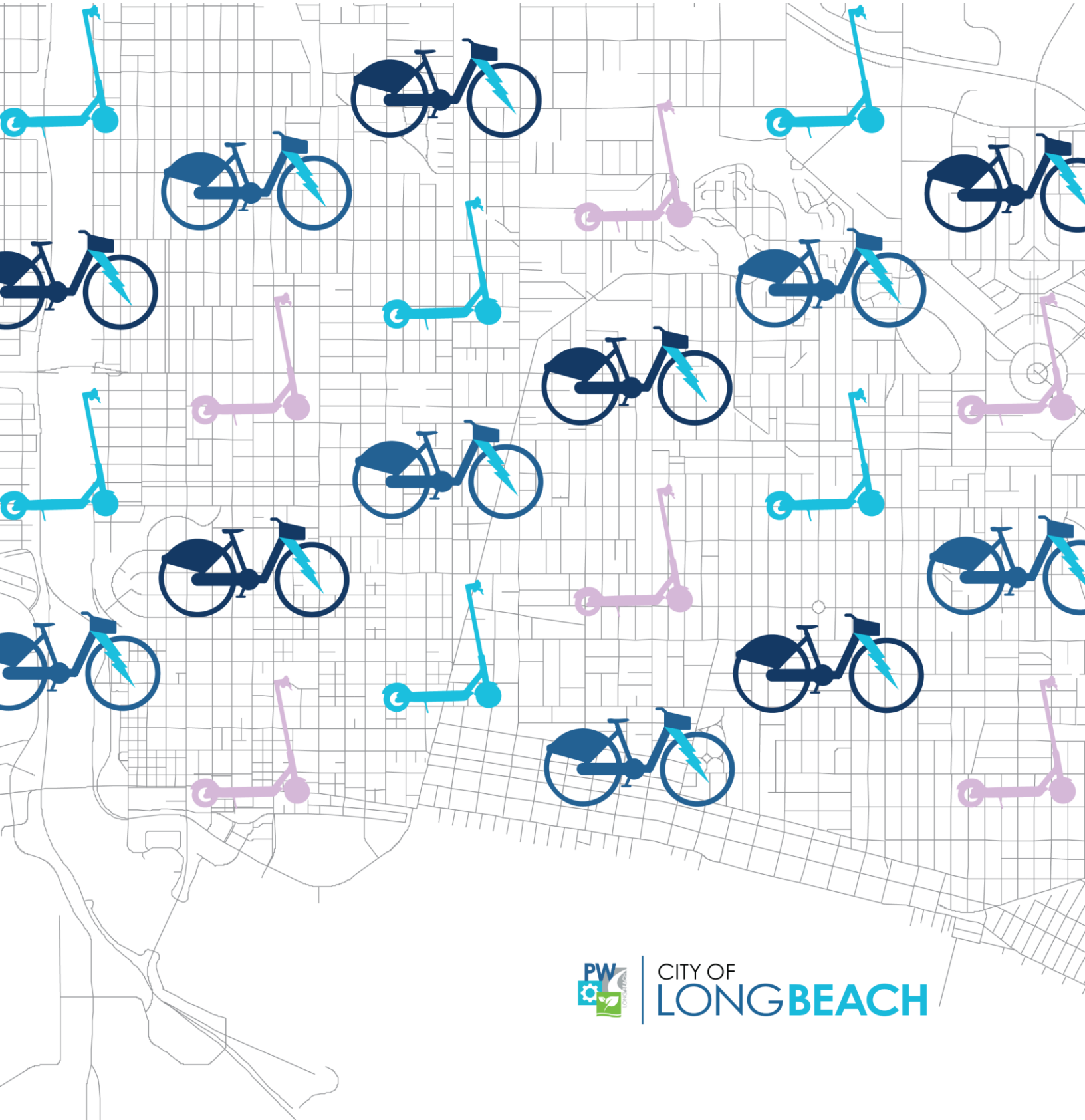


2025 Shared Micromobility Program

Program Regulations
October 2025



CITY OF
LONG BEACH

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1 Program Overview

The Shared Micromobility Program was established to provide additional transportation options for residents and visitors in the City of Long Beach (City). The City will permit up to four micromobility Operators to operate within the Long Beach system area for a 6-to-12-month permit cycle. This permit creates a regulated micromobility program and authorizes permit fee collection to support the City's efforts related to the program's management and oversight, impound and storage of vehicles, and the implementation of a third-party platform to supply real-time data for tracking shared micromobility use and compliance. The City reserves the right to amend its Shared Micromobility Program at any time.

The goals of this permit program are:

- To ensure the health and safety of Long Beach residents, especially the City's most vulnerable residents;
- To reduce Vehicle Miles Traveled (VMT), or miles traveled by automobile, by providing a reliable, safe, and environmentally-friendly transportation option throughout the City of Long Beach;
- To maximize equitable access to shared micromobility citywide;
- To ensure Operator compliance, accountability, and vehicle management;
- To enhance distances traveled by shared micromobility users and allow for greater use of the vehicles by a larger portion of the population in the city; and
- To evaluate Operator compliance and performance through MDS and GBFS data received from Operators.

The following document outlines the requirements necessary to operate as a permitted Operator under the Shared Micromobility Program in the City of Long Beach. These requirements should be addressed when completing the permit application (Attachment A).

1.1 Program History

In June 2018, the City developed a pilot program to allow for the operation of shared-use motorized scooters (e-scooters) as an additional mobility option for people living and working in Long Beach. The initial pilot program authorized six Operators to deploy a maximum of 1,800 e-scooters (300 per Operator) citywide for the duration of the pilot. The pilot program was launched on July 2, 2018, and the first e-scooters deployed in early August 2018. On February 19, 2019, City Council directed staff to prepare a Shared Micromobility Program and Ordinance to make the program permanent in Long Beach. The program has continued to grow since it fully launched in August 2020 reaching over 3.3 million trips by the end of 2024.

1.2 Terms and Definitions

- A. Program: The Shared Micromobility Program
- B. Shall: Indicates a mandatory requirement. Failure to meet a mandatory requirement may result in the rejection of a permit application as non-responsive and incur penalty or termination of the Operator's permit.
- C. May: Indicates something that is not mandatory but permissible.
- D. City: The City of Long Beach, including any subsequent organization therein.
- E. Shared Micromobility Vehicle (Vehicle): Any privately-owned single operator vehicle made available for short-term shared public use and operated and/or stored on the public right-of-way (e.g., shared e-scooters or shared e-bicycles).
- F. Electric Bicycle (e-bike): A bicycle equipped with fully operable pedals and an electric motor of less than 750 watts and that ceases to provide pedal assistance when the bicycle reaches the speed of 20 miles per hour. Defined by CVC 312.5(a)(1) as an "electric bicycle."
- G. Electric Scooter (e-scooter): Any two-wheeled vehicle that has handlebars, has either a floorboard that is designed to be stood upon when riding or a seat and footrests in place of the floorboard, and is powered by an electric motor. Defined by CVC 407.5 as a "motorized scooter."
- H. Standing Scooter: Any electric scooter that has handlebars and is designed to be stood upon when riding.
- I. Seated Scooter: Any electric scooter that has handlebars and a seat and floorboard or footrests.
- J. Operators: Owners and Operators of a shared micromobility service permitted for use in the City of Long Beach.
- K. Permittee: Any person to whom a permit has been granted or issued under the Shared Micromobility Program.
- L. Users: Any person 18 years or older who subscribes to a shared micromobility platform or pays a fee to ride a shared-mobility vehicle.
- M. CVC: California Vehicle Code.
- N. LBMC: Long Beach Municipal Code.
- O. MDS: Mobility Data Specification; required data of Operators to provide to the City and/or third-party data platform provider(s).
- P. GBFS: General Bikeshare Feed Specification; required of Operators.
- Q. Operational Area(s): Subdivisions 1 through 3 of the overall system area within the City of Long Beach limits where vehicles may be deployed by Operators. Each

operational area includes assigned mandatory percentages for deployment of each Operator's fleet.

- R. System Area: Area within the city of Long Beach in which vehicles are eligible to operate exclusive of neighboring agencies and areas to be geofenced for non-operation within city of Long Beach geographic boundaries.
- S. Parking Zone: Area where vehicles are required to be deployed by Operators and parked by users, typically on the sidewalk and identifiable by a ground marking.
- T. Public Right-of-Way (PROW): Any easement or land owned by the City and used or designated for use as a street, parkway, alley, utility corridor, walkway, promenade, or bike path, and the surfaces thereof.
- U. Violation: An instance in which an Operator, or an Operator's equipment, does not comply with the required permit regulations. The City reserves the right to amend to the list of violations (section 2.7 "Permit Violations") as necessary.
- V. Rebalancing: The daily redistribution and organization of vehicles by Operators throughout the day into approved parking zones.
- W. ADA: The Americans with Disabilities Act is federal legislation passed in 1990 that prohibits discrimination against people with disabilities and requires public agencies to provide access to public facilities including making sidewalks accessible.
- X. VMT: Vehicle miles traveled per capita in the City of Long Beach.
- Y. Geofence: Ability of Operators to limit vehicle function within a prescribed geographic area.
- Z. Deployment: The daily distribution of vehicles by Operators at the start of operating hours each morning.

2 Program Structure and Scope

2.1 Permit Application and Evaluation

The Permit Application Form for new vendors can be found in Attachment A. Only complete applications will be evaluated; any incomplete applications will be considered non-responsive and ineligible for the program. Operators seeking to obtain both an e-scooter permit and an e-bike permit must submit a separate application for each.

For permit renewals, vendors may submit the Public Works Application Packet to E-ScooterShare <E-ScooterShare@longbeach.gov> and the Public Work Permit Center at PW - Private Development <PW-PrivateDevelopment@longbeach.gov>. The Permit Application Packet can be found online for the most UpToDate version www.longbeach.gov/pw/services/permits

Applications will be evaluated on the criteria and questions in Attachment A. Operators who most thoroughly meet these criteria and best define how they will meet the program goals and requirements will receive greater consideration.

2.2 Schedule

- Request for Permit Renewal Applications August 1 – September 1
- Applications Due September 1
- Permits Issued October 1
- Permit Term Annual
- New Vendor Applications As Needed

2.3 Vehicle Quantities

New applicants shall demonstrate their ability to deploy and maintain a substantial number of vehicles for their respective permit in the City of Long Beach within 30 days of new permit award and shall reach full deployment within 90 days of new permit. Operators will be required to maintain an operable fleet of at least 75 percent of their maximum allowable deployment capacity (Table 1) while operating in the City. Operators who are unable to comply risk fine or permit revocation. The City reserves the right to adjust the per Operator vehicle cap at any time.

Table 1. Minimum Requirements of Deployment for New Operators Capacity

Vehicle Type	Deployment Quantity Within 30 days	Deployment Quantity Within 90 days
E-Bike Permit	100	150
E-Scooter Permit	500	750

Vehicle caps for the entire City will be 3,000 e-scooters and 400 e-bikes; distributed between vendors at the City’s discretion. If a vendor wishes to increase their vehicle capacity, they may send a proposal to the City to be reviewed. If operators would like to increase their vehicle capacity, they will need to be in compliance with Geographics Distribution requirements, have minimal parking violations for 3 months and send a formal request with data showing the increase in demand for more vehicles.

2.4 Vehicle Distribution

Permitted Operators are required to distribute vehicles among three operational areas (Figure 1; Attachment C). This distribution and allocation plan will help maximize access to vehicles for all Long Beach residents, especially those in north, central, and west Long Beach neighborhoods. Lastly, the City will consider additional incentives and controls to maximize the distribution of vehicles to all neighborhoods and business districts if it finds that the distribution of vehicles still leaves inequities in the operational areas. The City reserves the right to amend the boundaries, quantity, or fleet proportions of the program’s operational areas at any time.

Figure 1. Equity in relation to system operational zones

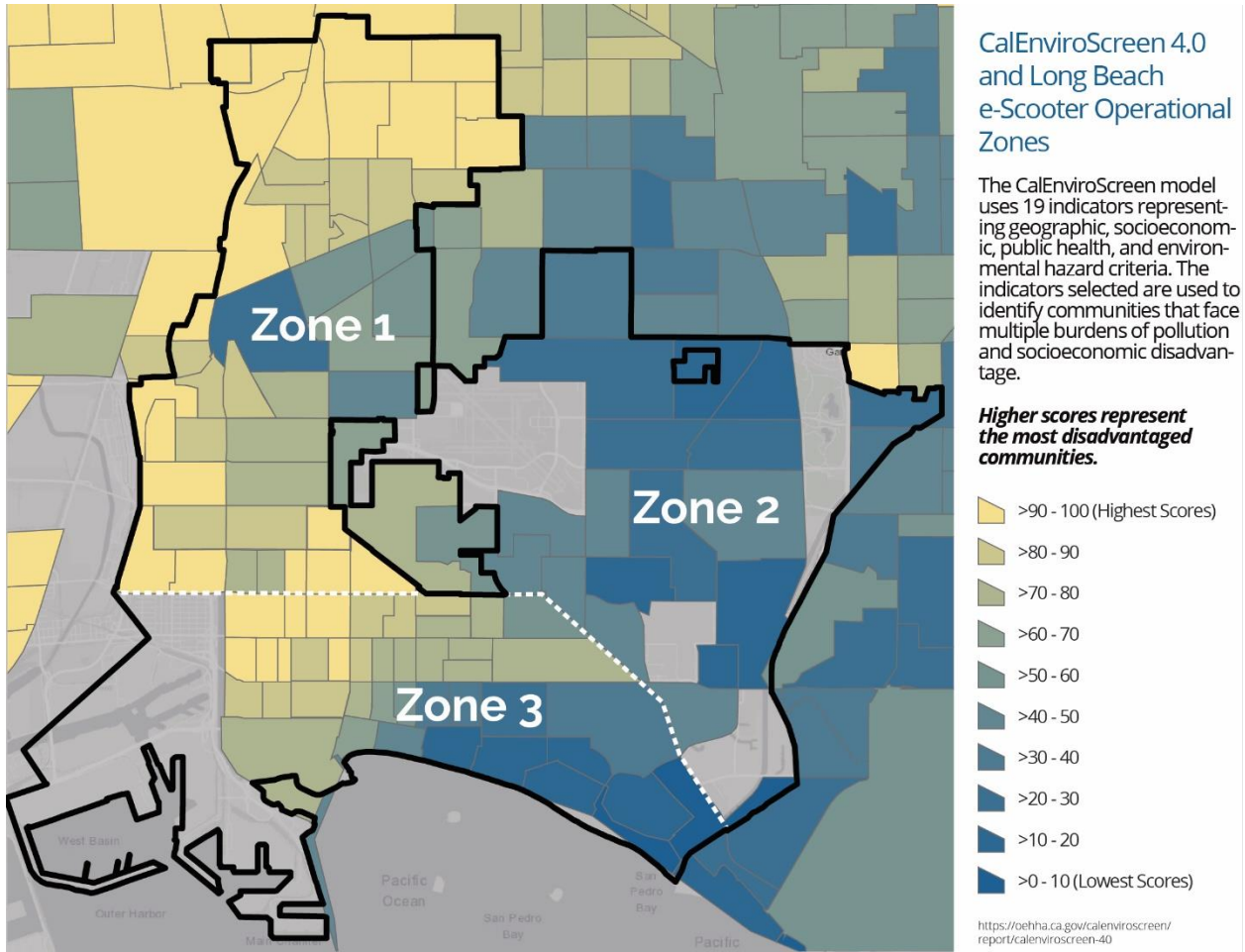


Table 2. Percentage of Fleet Required Per Operational Area: E-Scooters

Operational Area	Minimum %	Council Districts
1	20	5, 6, 7, 8, 9
2	20	3, 4, 5
3	20	1, 2, 3, 6, 7

Table 3. Percentage of Fleet Required Per Operational Area: E-Bikes

Operational Area	Minimum %	Council Districts
1	15	5, 6, 7, 8, 9
2	15	3, 4, 5
3	15	1, 2, 3, 6, 7

2.4.1 Zone Distribution and Access Innovations

The vehicle distribution provides access to the program throughout the city. Operators may develop innovative strategies to provide and maintain access to their vehicles throughout the city. The City may adjust the vehicle distribution requirements for an individual Operator

if they can provide evidence that their strategy provides the same or better access to all zones.

Operators will be required to pilot their new strategy in the city for a minimum of one month and up to three months before the City will consider changing their vehicle distribution requirement. The City is under no obligation to change the distribution requirements.

2.5 Number of Permitted Operators

The City may authorize up to four (4) qualifying e-scooter operators to operate within the city of Long Beach. Vehicles in the program must meet the requirements defined in the CVC for Electric Scooters (CVC 407.5) and Class 1 Electric Bicycles [CVC 312.5(a)(1)]; however, the City reserves the right to amend its Shared Micromobility Program to allow for other types of vehicles to operate in the PROW. All permit requirements, fees, and conditions herein are applicable to any future programs under this permit and are subject to change at the City's discretion.

2.6 Permit Fees and Fines

The City shall implement fees and fines for the program. All Operators shall pay all fees and fines associated with the program or their permit shall be terminated. Some or all the fees and fines may be collected by a third-party at the direction of the City. See Attachment J for a full list of fees and fines for the program.

2.6.1 Permit Fees

The City requires program fees to be paid promptly. Annual fees, including the permit fee and per vehicle fee, shall be paid in full prior to permit approval and subsequent deployment of vehicles. Other fees will be invoiced monthly or quarterly after they have accrued. Failure to pay any fees or invoices will result in a permit suspension. The City may add a processing fee to all permit costs.

Table 4. Fee structure

Fee	Operator Cost	Invoice Frequency
Permit Fee	\$25,000 annually	Annual
Per Vehicle Fee	\$75 per unit annually	Annual
Per Trip Fee	\$0.25 per trip	Monthly
Field Inspection Fee	\$75 per inspection	Quarterly

Operators seeking to operate both shared e-scooter and e-bike permits must submit separate applications and respective fees for each mode.

2.6.2 Permit Fines

When a permit violation occurs, the City may impose fines on the Operators. The geofence violation fee will apply to each instance of a vehicle violating the program’s No-Parking geofence policy (Section 3.8). Vehicles may be impounded when violating program rules. When impounded the Operator shall pay an impound fine and an additional daily fine for each day the vehicle is stored by the City (section 2.7). The data interruption fine will be charged per day when an Operator fails to provide MDS data to the City (Section 4.1).

Table 5. Fine structure

Fine	Operator Cost	Invoice Frequency
Geofence Violation Fine	\$0.50 per violation	Monthly
Vehicle Impound Fine	\$100 per vehicle impounded	Quarterly
Daily Impound Fine	\$25 per vehicle per day stored	Quarterly
Data Interruption Fine	\$1000 per day	Quarterly

2.6.3 Contesting Fees or Fines

When an Operator receives an invoice, they are eligible to dispute some or all the charges. An Operator will have 15 days after receiving the invoice to submit a claim. To submit a dispute claim, email the City Contact listed in Section 3.6.1 . The Operator may request a virtual meeting with City staff prior to their decision on a claim. Amending or altering an invoice will be done at the discretion of the City. The City will respond to the claim within 15 days of receiving the claim or meeting with the Operator. The City’s decision will be final. A claim must include:

- A list of disputed charges
- Evidence or justification supporting each dispute.
- Request for virtual meeting with City staff (optional)

Failure to submit a dispute claim within 15 days of receiving the invoice shall be considered acceptance of the charges. If a claim is submitted, the invoice shall be due 15 days after the City’s decision on the claim.

The Per Trip Fee and Geofence Violation Fine are dependent on data gathered from the vehicles. The City acknowledges that there may be errors in the data based on the available technology. If there are repeated disputes of similar charges over multiple months, the City may request a technological solution from the Operator.

2.6.4 New Fees or Fines

The City reserves the right to add, change, or remove fees or fines at any time. If fees change mid permit period, Operators will be provided a minimum of 30 days written notice before

the new fees are implemented. An Operator may terminate their permit if they are unable or unwilling to pay the new or changed fees (see Section 2.10).

2.7 Permit Violations

The City expects all Operators to abide by all permit requirements and ensure the public right-of-way remains clear and unobstructed. Vehicles that obstruct the public right-of-way and are not removed within the allowable time as specified in Section 3.6.2 will be impounded. The City will impose fines for permit violations specified in Section 2.6. The City reserves the right to suspend or revoke the Operator's permit in the case of multiple violations or major programmatic abuses creating a significant public safety risk (Section 4.7).

Some specific areas of focus include:

- Vehicles blocking ADA accessibility
- Vehicles failing to meet equipment standards (Section 3.4.1)
- Non-compliance with City request for removal or relocation
- Non-compliance with monthly reporting requirements
- Non-compliance with supplying GBFS/MDS data to City's third-party Vendor
- Non-compliance with vehicle speed limits
- Non-compliance with geofencing requirements
- Non-compliance with system area

2.7.1 Impounded Vehicle Recovery

The impound yard will be open for vehicle recovery on Tuesdays and Thursdays from 8:00 AM to 9:00 AM and 2:00 PM to 3:00 PM. Contact City Staff at (562) 570-6384 or via email **the** City Contact listed in Section 3.6.1 to make an appointment to recover vehicles. The impound yard is located at 1651 San Francisco Ave, Long Beach, CA 90813. The City reserves the right to change recovery days and times as well as location at any time. Operators will be notified before any changes are made.

Operators are required to make an appointment in advance and will not be allowed onto the premises to recover vehicles without an appointment. Operators who recover vehicles without an appointment or authorization from City staff shall be subject to permit suspension or revocation. Daily fees will continue to be charged in the event an unauthorized recovery is performed until an appointment has been scheduled and the recovery is verified.

Daily fees associated with impounded vehicles shall be charged regardless of an Operator's ability to schedule an appointment to recover their vehicles.

2.8 Permit Suspensions

Operators may have their permit suspended for violating or failing to follow any regulation in this document or communicated to the operators in writing by the City. The City will track specific permit violations that may result in a suspension (see Section 4.7). The City will set the date and length of a suspension when the suspension is issued.

When suspended, an Operator shall cease all operations in Long Beach, and they shall deactivate and remove all vehicles from the PROW. Operators shall meet with City staff to review the violation that resulted in the suspension and Operators shall demonstrate to the City that they have made the necessary changes to avoid future violations. The suspension shall start when all vehicles have been removed from the PROW and will not end until the Operator has demonstrated to the City that they have addressed the issue causing the violation.

2.9 ADA Requirements

All Operator equipment, operations, and public use shall comply with the Americans with Disabilities Act. Operators are responsible for vehicles deployed, rebalanced, or parked illegally (e.g., obstructing curb ramps or pedestrian access to the PROW) by their users. All parking zones on the sidewalk or roadway will adhere to all ADA requirements and shall not inhibit access to pedestrians along any sidewalk, curb ramp, transit stop, or entryway.

2.10 Permit Term

Only the most qualified Operators, as demonstrated by the responsiveness of the permit application and as determined by the City, will be issued a permit to operate within the city. Current Operators shall submit a 14-day written notice to the City and users if they decide to opt out of the permit program and cease operations in Long Beach. Permit fees paid to the City are not subject to refund or return and outstanding fees must be paid before operations cease.

The City reserves the right to revoke an Operator's permit for violating the terms of the program and will provide a 14-day notice of termination to the Operator and may require equipment to be inoperable within 24 hours of notice. Vehicles deployed after 24 hours of the notice of termination are subject to impound and fees applied. Additional Operators will be considered for inclusion in the program if a permit vacancy becomes available. The City may renew permits for Operators who consistently demonstrate cooperation and satisfactory performance with the program requirements.

Permits are non-transferable and will only be valid to the original applicant. Permits shall be revoked should an Operator be unable to fulfill the requirements of the permit or should the business undergo a change in ownership. In the event that an Operator is acquired by another company, the current permit will be revoked. The City may issue a call for applications for additional Operators to apply or reapply to the program.

Any Operator that deploys vehicles within the City of Long Beach without permit approval will be subject to impound and related fees.

2.11 Change in Regulations

Operators in the program are subject to all local regulations and State law. Should the State of California or the City of Long Beach, or any federal agency, adopt or rescind any regulations effecting the ongoing operation of vehicles in the City of Long Beach, the City and Operators will collaborate to update the program to reflect such changes. The Operators shall update publicly disseminated information and educate program users to the changes in regulations. Permits issued by the City are subject to review, change, suspension, and/or revocation at the sole discretion of the City.

2.12 Long Beach Shared Micromobility Release and Waiver of Liability

All Operators shall include in their end user agreements the requirements of the Long Beach Micromobility Release and Waiver of Liability (Attachment G).

2.13 Indemnification and Insurance

1. **Indemnification.** Permittee shall defend, indemnify, and hold harmless the City, its Commissions and Boards, and their officials, employees, and agents from and against any and all demands, claims, causes of action, liability, loss, liens, damage, costs, and expenses (including attorney's fees) arising from or in any way connected or alleged to be connected with Permittee's work, operations, or activities, or the work, operations, or activities of its employees, agents, customers, invitees, or contractors as authorized under this Permit and from any act or omission, willful misconduct, or negligence (active or passive) by or alleged to be by Permittee, its employees, agents, customers, invitees, or contractors either as a sole or contributory cause, sustained by any person or entity (including employees or representatives of City or Permittee). The foregoing shall not apply to claims or causes of action caused by the sole negligence or willful misconduct of the City, its Commissions and Boards, or their officials, employees, or agents. This indemnification shall survive the termination of this Permit.

2. **Insurance.** As a condition precedent to the effectiveness of this Permit, Permittee shall procure and maintain at Permittee's expense for the duration of this Permit from an insurance company that is admitted to write insurance in the State of California or that has a rating of or equivalent to an A:VIII by A.M. Best and Company the following insurance:
- a) Commercial general liability insurance equivalent in scope to ISO form CG 00 01 11 85 or broader and that does not exclude coverage for liability resulting from the use or operation by Permittee or its customers, employees, or invitees of electric bicycles as defined by the California Vehicle Code, for liability resulting from XCU (explosion, underground, and collapse) perils, cross liability protection, mobile equipment, and products and completed operations liability naming the **City of Long Beach, its Commissions and Boards, and their officials, employees, and agents** as additional insureds on a form equivalent in coverage scope to ISO CG 20 26 11 85 from and against claims, demands, causes of action, expenses, costs, or liability for injury to or death of persons, or damage to or loss of property arising out activities performed by or on behalf of the Permittee in an amount not less than One Million Dollars (US \$1,000,000) per occurrence and Two Million Dollars (US \$2,000,000) in general aggregate.
 - b) If applicable, commercial automobile liability insurance equivalent in coverage scope to ISO CA 00 01 06 92 in an amount not less than One Million Dollars (US \$1,000,000) combined single limit (CSL) covering Symbol 1 ("Any Auto").
 - c) Cyber and privacy insurance that does not exclude coverage for liability resulting from the Permittee's or its contractors', employees', or agents' failure to protect private or confidential information of its customers or others from unauthorized access on or through the internet, making known to any person or organization material that violates a person or organization's right to privacy or publicity right, and failure to prevent the transmission of a computer virus to its authorized users of its web site or any private communication networks such as customers, suppliers or supporters, on or through the internet in an amount not less than Five Million Dollars (US \$5,000,000) per occurrence and Five Million Dollars (US \$5,000,000) in general aggregate.
 - d) Umbrella liability insurance on a following form basis insurance with respect to (a), (b), and (c), including, but not limited to, additional insured coverage, if provided, in an amount not less than Five Million Dollars (\$5,000,000) per claim covering the indemnification provided pursuant to this Permit.
 - e) Special perils personal property insurance covering all of the vehicles and other equipment belonging to, leased by, or under the care, custody, or control of Permittee at full replacement value new. Permittee and Permittee's insurer

shall waive rights to sue City for any property damage or loss covered by property insurance.

Any self-insurance program or self-insurance retention must be approved separately in writing by City and shall protect the **City of Long Beach, its Commissions and Boards, and their officials, employees, and agents** in the same manner and to the same extent as they would have been protected had the policy or policies not contained retention provisions. Each insurance policy shall be endorsed to state that coverage shall not be suspended, voided, or canceled by either party except after twenty (20) days prior written notice to City, and shall be primary and not contributing to any other insurance or self-insurance maintained by City. Any contractors or others which Permittee may use as part of this Permit shall be required to maintain insurance in compliance with the provisions of this section and to indemnify the City to the same extent as Permittee.

Permittee shall deliver to City certificates of insurance and original endorsements for approval as to sufficiency and form prior to the start of performance hereunder. The certificates and endorsements for each insurance policy shall contain the original signature of a person authorized by that insurer to bind coverage on its behalf. Such insurance as required herein shall not be deemed to limit Permittee's liability relating to performance under this Permit. City reserves the right to require complete certified copies of all said policies at any time. Any modification or waiver of the insurance requirements herein shall be made only with the approval of City Risk Manager. The procuring of insurance shall not be construed as a limitation on liability or as full performance of the indemnification provisions of this Permit.

3 Operator Terms and Operating Conditions

3.1 Rebalancing

Vehicle rebalancing standards apply to Operators and all their staff, independent fleet managers, individual contractors, third-party contract services, and/or any individual or organization that benefit financially from providing services to the Operator.

Vehicles on public sidewalks or walkways shall not:

- Violate ADA accessibility requirements or impede pedestrian access along the sidewalk, curb ramps, doorways, or transit stops;
- Block fire lanes or emergency lanes, loading zones, permit parking, metered parking stalls, bike lanes, or Marina walkways;
- Impede pedestrian movement;
- Hinder the normal functions of the streets, sidewalks, or walkways; or
- Create conditions which threaten public safety and security.

Operators are encouraged to propose solutions for user parking of vehicles on or around the PROW. Solutions may include the use of racks, lock-to vehicles, on- or off-street parking, or the use of private property (upon written agreement from the property owner).

3.1.1 Deployment Standards

Operators shall follow these standards during their daily vehicle rebalancing at parking zones throughout the City. Repeat violations of these standards are subject to penalties, program suspension, or permit revocation.

General Deployment Standards (apply to all modes)

- Vehicle deployment or rebalancing shall be compliant with the ADA, as to not in any way impede pedestrian access, including obstructing curb ramps, pedestrian push buttons, crosswalks, sidewalks, loading zones, or any other location within the PROW. Vehicle deployment or rebalancing shall be consistent with all ADA, CVC, and LBMC requirements.
- Vehicles shall only be deployed or rebalanced within the limits of pre-approved parking drop zones (section 3.2). The City will not install parking zones within public parks; transit stops including the entirety of the 1st Street Transit Gallery between Long Beach Boulevard and Pacific Avenue; the Belmont Pier; LA Metro property; Long Beach Airport; and Long Beach City College campuses.

- Vehicles shall only encroach into the roadway within a pre-approved on-street parking zone and shall always maintain a minimum 48 inches of pedestrian clearance on sidewalks.
- Vehicles shall be upright when deployed or rebalanced.
- Any vehicle that is damaged, missing parts, or parked incorrectly shall be deactivated and removed by the Operator within 2 hours of receiving notice between the hours of 6:00 AM and 11:00 PM daily. Any vehicle left over 2 hours of receiving notice is subject to impound. This includes missing or faulty kickstands.

Additional E-Scooter Deployment Standards

- E-scooters shall meet the same minimum requirements pursuant to Section 3.4.1 of this document or shall be removed within 2 hours or it shall be subject to impound.
- E-scooters shall be redeployed in approved parking drop zones.

Additional Seated E-Scooter Deployment Standards

- Seated-scooters shall be deployed or rebalanced facing traffic at a 25- or 35-degree angle and shall always maintain a minimum 48 inches of pedestrian clearance on sidewalks.

Additional E-Bike Deployment Standards

- E-bikes deployed in Long Beach shall be “Class 1 electric bicycles” per CVC 312.5 and shall meet the minimum requirements for bicycles per CVC 21201 or shall be removed within 2 hours of notice or shall be subject to impound.

3.1.2 Circulation and Rebalancing

Operators shall have staff (in-house, contractor, or third-party) actively monitor operational areas to correct any improperly or haphazardly parked vehicles and/or collect such vehicles for their regular redistribution in the City. All staff and/or contractors in the field responsible for maintenance or rebalancing are required to wear Operator-branded clothing or identification.

Operators are encouraged to be mindful of locations with greater trip origins and/or destinations to rebalance their fleet accordingly and work with the City to make recommendations on new or additional parking zones based on trip data.

During rebalancing efforts, vendors should ensure that parking corrals should not be left at max capacity or over capacity with single vendor vehicles. No more than 75% of the vehicles in a full parking corral should be from a single vendor for more than 48 hours. i.e. if an 8-vehicle corral has 8 scooters from one vendor, during rebalancing a minimum of 2 vehicles

should be removed to allow for parking of future vehicles and rebalancing of other vendor vehicles.

3.1.3 Response to Deployment Issues

Operators shall have customer service staff immediately available to City staff and the public via telephone and email 24 hours a day to address field conditions including, but not limited to:

- ADA violations;
- Blocked pedestrian pathways;
- Requests for the removal of vehicles from private property;
- Broken equipment;
- Inappropriate parking, excessive sidewalk clutter, or recumbent vehicles;
- Unsafe conditions; or
- Unsafe or illegal user behavior.

Operators should demonstrate they can provide customer service in multiple languages including English and Spanish to better serve the City's diverse population. It is recommended that Operators also provide customer service in Khmer and Tagalog.

City staff shall report public complaints directly to the Operator. After each reported incident, the Operator's Operations Manager (or staff of similar title and responsibilities) shall communicate an acknowledgement of the issue and confirmation once the issue has been resolved including any relevant photos or service logs via email directly to the City's point of contact (see Section 4.3).

3.1.4 Abandoned Vehicles

Operators are required to recover any vehicles that are broken, inoperable, vandalized or abandoned in the PROW or submerged in local waterways, including but not limited to the Los Angeles and San Gabriel Rivers, Marine Stadium, Colorado Lagoon, public parks, marinas, harbors, and the Port of Long Beach. Any vehicles reported as abandoned/idle through the city's 311 System, Go Long Beach (see Section 4.3), are required to be rebalanced to a drop zone or pulled from operation if damaged within two hours.

3.1.5 Beach Path Vehicle Collection

Only emergency and city maintenance automobiles are authorized to use or cross the Beach Bike Path. To confirm compliance with this restriction vehicles used by vendors or vendor contractors for collection of abandoned or rebalanced vehicles along the beach path shall be approved by the City

Vehicles on the beach path for collection must comply with beach path restrictions listed in [LBMC 10.38.020](#). Acceptable vehicles for beach path collection include bikes and e-bikes with attached cargo trailer or trikes or e-trikes with attached cargo trailer. Other options may be proposed by vendors and reviewed by the City. Each vendor is responsible for providing their own vehicles for collection on the beach path.

3.2 Deployment and Parking

3.2.1 Parking Drop Zones

Vehicles shall only be deployed or rebalanced in designated areas of the PROW. The City shall approve and designate all shared micromobility virtual parking and deployment areas (parking drop zones). Before an Operator begins deployment, the City will provide Operators with a list and map of approved parking drop zones.

The City reserves the right to modify parking drop zones to include docked, dockless, incentivized, virtual, and in-street locations at any time. Operators may submit suggestions, along with proof of need, for new drop zones to the program manager for consideration (Section 3.2.5). Operators must not deploy in parking drop zones that have been removed or replaced with new locations.

When the City approves a new parking drop zone, staff will designate a maximum number of vehicles allowed. Operators will not exceed 75% of this maximum when deploying or rebalancing vehicles. Users may park their vehicle at any parking drop zone, but if the maximum is exceeded by a user parking, Operators will have 48-hours to rebalance vehicles and bring the number of vehicles under the maximum.

- Small parking drop zones may have 3 vehicles;
- Medium parking drop zones may have 8 vehicles;
- Large parking drop zones may have 12 vehicles;
- Extra large parking drop zones may have 16 vehicles

3.2.2 Parking Zone Placement

1. **Public Right-of-Way:** The City will determine the size of each parking zone on a case-by-case basis. Parking zones may be located in the PROW including sidewalks, City-owned parking lots, or unused roadway space. Parking zones placed on the PROW shall be compliant with ADA regulations. On-street parking zones will be designed by the City to be placed in unused roadway space (e.g., adjacent to red curbs or angled and parallel parking spaces). Exceeding the capacity of any given parking zone or parking vehicles in a manner that violates the ADA requirements may result in vehicles being impounded.

2. **Private Property:** Operators are encouraged to work with private property owners to site, install, and maintain parking zones on private property. Operators shall notify the City of any intent to work with private property owners and provide a copy of a letter of consent between the two parties and a site plan to the City. Operators are responsible for securing consent from property owners and for resolving issues related to the use of shared-mobility vehicle operations on private property with the property owner. Operators are encouraged to use the City-branded parking zone markings. Users shall not be prohibited from parking vehicles that do not belong to the Operator that sponsored the parking zone after initial daily Operator rebalancing.

Operators shall submit the following information regarding parking zones on private property:

- Property address;
 - Property owner;
 - Contact information (owner or property manager);
 - Business name(s) if applicable;
 - Proposed parking zone site plan and design; and
 - Letter of consent from property owner.
3. **Changing Locations:** The City may move, remove, or add any drop zone or parking corral for any reason, including, but not limited to: ADA concerns, proximity to a transit stop, complaints from the public, unintended conflicts with other uses, or unexpected number of vehicles parked.

3.2.3 Incentivized Virtual Parking

Operators shall establish a permanent parking incentive program to encourage users to park in established parking drop zones and out of the pedestrian path of travel or transit stops. Operators shall submit a plan for an incentive program before its implementation which outlines discounts and incentives. Operators who do not have an incentive program before deployment of vehicles must have forced virtual parking citywide (section 3.2.4) until the incentive program is established or be subject to permit suspension or revocation.

Operators shall have an incentive program for users to park in designated parking drop zones, however users may park vehicles outside of parking drop zones when following program rules (section 3.3). When a user parks their vehicle outside of a parking drop zone, the Operator shall rebalance the vehicle to a parking drop zone within 48-hours. Any vehicles that are not rebalanced within 48-hours may be subject to fines and impound.

3.2.4 Forced Virtual Parking

The City may establish forced virtual parking districts. Within these districts all users are required to end their trips and park their vehicles at designated parking drop zones. The remainder of the district outside of these designated virtual parking zones will be effectively geofenced as a no-parking zone.

The City has designated virtual parking and deployment zones at which vehicles should be parked when users end a trip. These parking drop zones must be visible in the Operators' apps. The City will work with Operators to identify and establish additional parking drop zones as needed.

Within forced virtual parking districts the designated size of the parking drop zones will apply to the number of vehicles deployed, rebalanced, or parked by the Operator or users. Operators are responsible for monitoring parking drop zones and rebalancing vehicles before they exceed the maximum vehicle parking limit, whether this limit was exceeded by operator deployment, operator rebalancing, or user parking.

3.2.5 Review and Inspection of New Parking Zones

Operators may request new parking drop zones. Operators are required to submit a list of proposed locations in order of priority. City staff will use the following process to review requests for new locations:

- **Submission** of proposed parking or deployment locations by Operator, submissions must meet all requirements in Section 3.2 and include the latitude and longitude, and photos showing the location and surrounding context (images from Google Street View will not be accepted)
- **Review** of each location by City staff to confirm the proposed location is in the PROW
- **Physical inspection** by City Staff of each location deemed viable during the review process, the City may charge a \$75 fee for each location that is physically inspected
- **Approval or denial** of locations by the City following physical inspection

Locations approved by the City require sidewalk access to be no less than 4 feet adjacent to parking drop zones; allow doors of vehicles parked along the curb to open fully; provide 3 feet of space between inground utilities, tree wells, and cross walk push buttons; and cannot impede the ingress and egress of bus and transit stops. In high volume pedestrian facilities such as areas along the Beach Bike Path, 5 feet of sidewalk clearance is needed. All parking locations should be parallel to any street furniture in the area.

3.3 User Requirements

3.3.1 User Parking

The following parking standards apply to users of vehicles under the Program. Operators are required to convey this information to their users through email, via the user app, social media, or any in person pop-up events:

- Vehicles shall not be parked in a manner that violates ADA accessibility requirements or impedes ADA access;
- User may park vehicles in any marked user parking zones, drop zones, virtual parking locations;
- Operators shall encourage users to park at public bicycle racks or near BikeShare Hubs when possible and no vehicle parking zone is nearby;
- Users should be encouraged to park within the limits of pre-approved locations (i.e., parking drop zones) but can park outside of pre-approved locations if the location complies with all CVC, LBMC, and ADA regulations;
- Users are not allowed to ride or park vehicles in parking structures in Long Beach;
- Users must only ride on streets with a posted speed of 25 MPH or less per the CVC, unless travelling in a marked Class II or Class IV bikeway;
- Vehicles shall be left upright when parked each trip;
- Vehicles shall not encroach onto the roadway unless in a designated parking zone and shall always maintain a minimum of 48 inches of pedestrian clearance on sidewalks, curb ramps, or entryways;
- Vehicle parking shall be consistent with the CVC and LBMC;
- **E-Scooters** shall not be ridden or parked within public parks; the waiting, loading and unloading areas of transit stops; Long Beach Convention Center; Long Beach Airport; Port of Long Beach; LA Metro property; or any geofenced area; and
- **E-Bikes** shall not be ridden or parked within public parks, transit stops; LA Metro property; Long Beach Airport; Port of Long Beach; or any geofenced area.

Operators are encouraged to provide a Rider Report Card after each trip is ended to maximize the safe and legal riding and parking behaviors by their riders. Features include, but are not limited to, a grade or score for the following areas:

- Number of times the rider rode on the sidewalk;
- Number of times the rider rode the wrong direction against traffic;
- For each parking event confirmed photo verification;
- For each time a rider parks a vehicle at a parking preferred location; and

- Every time a trip is ended in a geofenced area prescribed as No Parking or traveled through a geofenced area prescribed as No Riding.

Operators are encouraged to provide a variety of incentives for riders who exhibit good rider behavior for parking and for excellent marks on their rider report cards. Operator may choose to incentivize riders through multiple incentive types such as ride credit, a higher rider rating than the average, leader board ranking, or other innovative incentives geared towards recognizing riders for exhibiting good rider behavior.

Vehicles parked immediately adjacent to or within a transit stop, a waiting/loading/unloading zone, ADA accessible parking zone or other accessibility facilities specifically designated for people with disabilities, fire hydrant, curb ramp, entryway, driveway, or parklet will be considered an immediate hazard or obstruction and are subject to immediate impound pursuant to the LBMC (Attachment E). Operator will receive a fine for each vehicle impounded.

3.3.2 User Operation

Operators are responsible for the use of their equipment and compliance by users for the duration of the program. The following violations outline the progressive penalties for each violation. The City reserves the right to amend and add additional violations to this list. Users shall follow all State and City of Long Beach laws and rules pertaining to the operation of e-scooters, e-bikes and bicycles per the CVC, LBMC, and the Program. These include:

- Users shall be at least 18 years old;
- Users shall obey all traffic laws per the CVC;
- Users shall not ride e-bikes on the sidewalk in business districts (LBMC 10.48.070) or e-scooters on any sidewalk (LBMC 10.38.020);
- Users must only ride on streets with a posted speed of 25 MPH or less per the CVC, unless travelling on a marked Class II or Class IV bikeway;
- Users shall ride with only one person per vehicle;
- Users shall not leave a vehicle on its side on any sidewalk, or park a vehicle on a sidewalk in any other position, so that there is not an adequate path for pedestrian traffic (CVC 21210) (a minimum of 48 inches); and
- Users shall not operate the vehicles with pets, including allowing dogs to run alongside the vehicle.

Users are subject to citation by the Long Beach Police Department (LBPD) for the violation of any laws pertaining to the operation of e-bikes or e-scooters. The City may request that Operators cooperate to identify frequent violators.

3.3.3 User Prohibited Conduct

Operators are required to take an active role in monitoring the use of their equipment and must perform activities that ensure their users follow the rules and regulations for vehicle use in Long Beach and in the State of California. Operators shall display visible information on the vehicle and in the mobile app discouraging prohibited conduct, including:

- No sidewalk riding;
- Proper vehicle parking;
- User must ride in the same direction of traffic;
- One rider per e-bike or e-scooter;
- User must be 18 years old; and
- Unsafe or reckless riding.

3.3.4 Transit Stations

Vehicles shall not be deployed, rebalanced, or parked within 10 feet of any transit stop, station, platform, or transit vehicle entryway. Operators shall make efforts to educate their users on this requirement and note that a significant percentage of transit ridership in Long Beach includes disabled residents. Oftentimes vehicle use and rebalancing near the transit stops constitutes an ADA violation. Vehicles found in violation shall be moved by Operators within 2 hours of notification. If this requirement is not met and equipment is not moved within 2 hours, the vehicle or vehicles shall be impounded by the City of Long Beach and applicable fines applied.

3.4 Equipment and User Interface

3.4.1 Minimum Equipment Specifications

The City of Long Beach requires that all vehicles operating in the City meet State and local equipment requirements. Each vehicle shall meet the following equipment specifications:

Electric Bicycles

- Publicly visible vehicle numbering located on rear fender to allow identification by the public while the vehicle is in use;
- Minimum equipment requirements for bicycles per CVC 21201;
- Must meet the requirements of a Class 1 electric bicycle per CVC 312.5;
- A basket and cup holder permanently secured to the bicycle;
- A bell (or audible device) that allows the user to notify others when passing; and
- Functional speedometer which can be easily read by the user.

Electric Scooters

- Publicly visible vehicle numbering to allow identification by the public while the vehicle is in use;
- Functional head and tail lights, brakes, horn/bell, and kickstand;
- User speed display on a functional speedometer that tracks the vehicle's maximum speed of 15 MPH; and
- Audible notification device on each scooter to communicate restricted areas to users.

Notification of equipment changes (upgrades, modifications, new models) shall be communicated by the Operator to the City prior to release of new models or upgraded equipment no less than 30 days before rebalancing in the City of Long Beach.

3.4.2 Vehicle Identification

All vehicles operating under a permit in the Program shall have a unique, high-contrast identification number, located on the rear fender or front bottom of the steer tube that is clearly legible from a minimum of 15 feet. Each vehicle shall also have a clear brand identity and 24/7 contact information for its respective Operator. Any vehicle failing to display either the identification number or Operator contact information is subject to immediate impound and any associated fines.

All vehicles shall display the following via a well-maintained and high-contrast sans serif ≥ 32 -point font in a location clearly visible by the user and approved by the City:

- No Sidewalk Riding;
- No Double Riding; and
- Customer Service Number

Additionally, all vehicles shall display the customer service number in Braille in a location easily found and approved by the City.

3.4.3 Speed Monitoring

All vehicles operating in the City of Long Beach shall not exceed a maximum speed of 15 MPH for e-scooters (CVC 22411) or 20 MPH for e-bikes (CVC 312.5(a) (1)) as required by State law. The City will conduct routine testing of vehicles being utilized in the program for the requirements outlined by this permit including testing for excessive speed. If during routine testing by the City three or more vehicles by an Operator are found to exceed the 15 MPH speed limit (e-scooters) or 20 MPH assist (e-bikes):

- The Operator will be informed of the first violation;

- With a second violation, the Operator’s equipment will be suspended until a fleetwide correction is made and demonstrated to the City by the operator; and
- Upon a third violation the Operator’s permit to operate in the City will be permanently revoked and Operator will be required to remove equipment from the PROW within 24 hours.

3.4.4 Software and Data Security

Operators shall be required to take measures to protect users’ personal information. Financial transactions shall be secure and Payment Card Industry (PCI) compliant. Along with the submission of the permit application, Operators must provide their most recent third-party PCI audits with the permit package. Personal data must be protected using industry-accepted encryption, and customer permission must be sought before sharing personal data with a third party. Auto-renewal procedures must comply with State and Federal standards. Operators shall demonstrate appropriate measures to prevent hacking and theft of users’ personal information. Failure to do so may result in permit revocation.

3.5 Maintenance

Each Operator shall regularly maintain its fleet in a condition to ensure the safety of the public. Routine vehicle inspections shall include the information listed in Tables 5 and 6. If a vehicle fails to meet the inspection requirements, it must be removed from the fleet until the deficiency is corrected:

Table 6a. Routine Inspection Log: E-Bikes

Equipment	Requirements
1. Wheels	Inspect for wear, roundness, and tire pressure when applicable
2. Grips	Clean and intact
3. Lights (Head + Tail)	Functional and always on when vehicle is in operation/moving
4. Nuts and Bolts	Tightened to torque specs per manufacturer’s specifications
5. Brakes (Front + Rear)	Fully operational
6. Kickstand	Functional and supports weight of vehicle
7. Handlebar Alignment	Properly aligned with front wheel
8. GPS and Battery Units	Securely attached to vehicle
9. Decals	Complete; no key identifying information missing

Table 6b. Routine Inspection Log: E-Scooters

Equipment	Requirements
1. Wheels	Inspect for wear, roundness, and tire pressure when applicable

2. Grips	Clean and intact
3. Front and Rear Lights	Functional and always on when vehicle is in operation/moving
4. Nuts and Bolts	Tightened to torque specs per manufacturer's specifications
5. Throttle	Functional with smooth on/off operation
6. Hand Brake	Fully operational
7. Foot Brake	Fully operational
8. Suspension	Intact and fully functional
9. Kickstand	Functional and supports weight of vehicle
10. Steering Column Alignment	Properly aligned with front wheel
11. GPS and Battery Units	Securely attached to vehicle
12. Decals	Complete; no key identifying information missing

All vehicles shall undergo a comprehensive monthly inspection of the following conditions and completed maintenance logs shall be submitted to the City along with operations reports upon request:

Table 7a. Monthly inspection log: E-Bikes

Equipment	Requirements
1. Speed Check	Check accuracy for top speed of 20 MPH
2. Missing Hardware	Replace any missing parts
3. Loose Wiring	Inspect, and repair or replace, loose or compromised wiring
4. Wheels and Tires	Properly inflate (if applicable); Replace tires with worn out tread, flat spots, or damage
5. Worn out Grips	Replace grips that are missing, torn, or worn out
6. Bent or Damaged Handlebars	Inspect for functionality and replace or repair as needed
7. Bent or Damaged Pedals	
8. Lights (Head + Tail)	
9. Brakes (Front Rear)	
10. Gears	
11. Drivetrain	

Table 7b. Monthly inspection log: E-Scooters

Equipment	Requirements
1. Speed Check	Check accuracy for top speed of 15 MPH
2. Missing Hardware	Replace any missing parts
3. Loose Wiring	Inspect, and repair or replace, loose or compromised wiring
4. Worn Out Tires	Replace tires with worn out tread, flat spots, or damage
5. Worn Out Throttles	Inspect for functionality, and repair or replace, throttle deficiencies
6. Worn out Grips	Replace grips that are missing, torn, or worn out
7. Bent or Damaged Steer Tubes	Inspect for functionality and replace as needed

8. Bent or Damaged Foot Board
9. Head and Tail Lights

Any vehicle that does not meet the requirements of the routine/monthly maintenance requirements shall not be rebalanced. Doing so may result in permit revocation.

3.6 Customer Service

3.6.1 Contacts

The City will assign staff from the Department of Public Works to enforce the regulations of the program and compliance by Operators to ensure the safe operation of vehicles in the City. Operators shall provide an up to date (within 24 hours) individual point of contact to the City and contact information (email and phone number) to allow the public to report any deficient equipment, improperly rebalanced vehicles, or safety concerns directly to the Operator. The general contact information will be made publicly available via the City's website and other public means.

The Operator point of contact for the City of Long Beach is:

Devin Niebrugge
Administrative Analyst

devin.niebrugge@longbeach.go

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Office: (562) 570-6958

Department of Public Works,
Environmental Services:

(562) 570-5000

3.6.2 Public Responsiveness

Each Operator shall provide responses to public complaints within 2 hours of receiving the complaint and submit to the City point of contact photographic proof before and after the correction. A summary of corrections shall also be included in reports. If the complaint constitutes an ADA violation such as a blocked sidewalk, access ramp, or transit stop the Operator shall immediately notify the City and address the complaint. ADA violations, blocked sidewalk, access ramp, transit stop, or traveling lane may be subject to immediate impound and fees. Complaints regarding vehicles left inappropriately (residential sidewalks, etc.) in the PROW must result in correction by the Operator within 2 hours of receipt of the complaint. Non-responsiveness by the Operator may result in a fine and impound of vehicles.

When a request or complaint is submitted directly to an Operator, the Operator shall notify City staff of the issue and include City staff in future communications to resolve the issue.

3.7 System Areas

The operational area for any micromobility system in the program is within the boundaries of the city of Long Beach (Attachment B). Vehicles shall be rebalanced every day at parking zones within the city boundaries and are prohibited from being rebalanced in surrounding cities, including the cities of Lakewood, Seal Beach, and Signal Hill.

Any vehicles reported to an operator left in neighboring cities shall be collected within 2 hours or are subject to impound.

3.8 Geofencing

The City reserves the right to define prohibited parking and riding zones, restricted-speed zones, limited-time parking zones, or limited capacity zones for e-scooters and e-bikes throughout Long Beach. Within geofenced areas, Operators shall be required to do one or more of:

- Reduce speed
- Buffer speed
- Incentivize and/or limit parking areas
- Restrict riding and/or parking in pre-determined area
- Limited time parking
- Limit the maximum number of vehicles operating in the area

The City will notify Operators in advance of such needs and provide Operators with the boundaries of the limited-use areas directly or through the data management platform (Section 4.1). Operators are required to update their apps within 72 hours of the request. The City also reserves the right to request short-term geofencing of vehicles at any time for special events such as Beach Streets, the Long Beach Grand Prix, and other events where riding is restricted. Specific geofenced areas are subject to change at any time as directed by City staff. Current geofenced areas can be found at:

https://maps.populus.ai/long_beach/policies

Operators will be notified in writing if this link is updated or changed.

3.8.1 Geofence Violation Fine

Any vehicle violating an established no-park geofence may be subject to a \$0.50 fine (section 2.6). The City reserves the right to change the types of geofence violations that will result in a fine.

3.9 California State University Long Beach

The California State University Long Beach (CSULB) may implement rules for access to their campus. Access to campus may be granted by CSULB to Operators with active permits, but CSULB is not required to grant access to all active Operators. The City shall enforce all active City geofence and parking rules on the CSULB campus. Unless granted access by CSULB, the campus will be geofenced and vehicle use will be prohibited.

3.10 Public Engagement

3.10.1 Education and Safety

Operators shall conduct outreach and educational efforts to provide safety training to current and potential users throughout the city. This can take the form of materials to be disseminated to the public via social media, other media outlets, City-mandated user quiz, participation at special events, and engagement at community events and neighborhood meetings. Operators shall provide a public engagement plan with their permit application.

Operator shall at a minimum educate users on:

- Laws and regulations required by the State and City regarding micromobility vehicle riding;
- How to appropriately park and where not to park vehicles, including parking zone information at the time of each rental;
- Who is a legal user and safety concerns with the use of vehicles by minors; and
- Benefits of helmet use.

3.10.2 User Awareness

The City of Long Beach welcomes campaigns and informational opportunities to better educate users on e-scooter and e-bike laws and courteous use by patrons. Operators may create educational content to instruct and remind users of legal and courteous riding and parking practices to be disseminated via campaigns, events, and via their mobile app or electronic communications at regular intervals (e.g., every five or ten rides). Permit proposals should include examples of materials and methodologies that might be utilized by the Operator to provide greater user awareness and compliance of the rules and regulations regarding e-scooter and e-bike use in Long Beach.

3.10.3 Public Communications

The City requires any marketing or educational materials disseminated to users in the city to be submitted for review by program staff prior to being shared with the public. The City

reserves the right to recommend changes or additions. Failure to submit these materials to City staff, may result in permit suspension or revocation.

3.10.4 User Surveys

The City will periodically conduct user surveys to monitor the program. Operators are required to provide City-written surveys to their users upon request. When preparing a user survey, the City welcomes input from the Operators on the process and content of these surveys, but Operators shall use the surveys provided by the City to maintain consistency across all Operators and users in the city.

3.11 City Contractors

The City may retain a third-party contractor to complete any City tasks or responsibilities. When directed, Operators shall treat all communication and instructions from a third-party contractor as if it came from the City. Operators will be informed of any third-party contractor and their responsibilities before the contractor gives directions to the Operators.

3.11.1 Contractor Sidewalk Manager

A sidewalk manager may be retained who will help the City maintain an orderly sidewalk. The City may have this contractor send service requests through the Go Long Beach App (section 4.3) or directly to the Operators. Operators are required to comply with these service requests and correct violations within the required two-hour time period or the vehicle will be subject to impounding. Depending on the number of vehicles in violation, City staff may direct the contractor to impound vehicles on behalf of the City. Operators will be informed of the contractor's responsibilities prior to the start of the permit period and will be notified of any changes to the contractor's responsibilities.

3.12 Special Events

The City of Long Beach hosts a large number of special events annually. The events include the Long Beach Grand Prix (April), Long Beach Pride (May/June), Long Beach Jazz Festival (August), Long Beach Marathon (October), and Beach Streets. At the request of the City, Operators shall provide support during events where large numbers of vehicles are expected to be used. Operators shall coordinate with City staff to develop a parking plan and geofencing for temporary parking zones for the event(s) and provide personnel to assist with parking during the event.

Operators are encouraged to provide ambassadors for special events who shall wear brand recognizable clothing and provide materials necessary to engage the public within the vehicle parking area. They are encouraged to communicate the safe and lawful use of the

vehicles and provide any relevant program marketing and details for the duration of the event.

Operators may be required to provide the gratis use of vehicles to City staff for use at special event activities. The provision of vehicles for Special Events staff will be limited to five events per year per operator and 20 vehicles per event.

3.13 Emergencies

In the event of an emergency, the City may require Operators to remove or relocate vehicles in the affected area within one hour of notification. Failure to comply may result in the impound of vehicles and any associated fines. In instances of dire public emergency with no demonstrated Operator support, permits may be suspended or revoked.

3.14 Income-Sensitive Program

Operators shall establish a reduced rate program for income-sensitive residents prior to the distribution of vehicles in the City of Long Beach. All Operators in the City of Long Beach are encouraged to hire staff from income sensitive areas of the city. Operator permit applications should provide an overview of qualifications for the reduced-rate program and how the operation may be conducted in Long Beach. Programs shall include a reduced rate for qualifying income-sensitive riders but may also include a cash payment option and smartphone alternative option:

- Reduced rate: Operators must implement a fare structure that encourages riders to use the system who may not otherwise do so due to a cost burden.
- Cash payment: Applicants are encouraged to provide a payment plan that does not require possession of a debit or credit card, including cash bill- pay programs such as Pay Near Me; and
- Smartphone alternative: Applicants are encouraged to implement an alternative to unlocking a vehicle via smart phone. Options can include (but are not limited to) a text to unlock vehicles option or RFID card distribution.

3.15 Rate Change Notification

In order to provide consistency to program users, Operators are required to notify the City at least 7 days in advance of any changes in user rates. Operators are required to notify all registered customers of the new rates via email or mobile app at least 72 hours prior to the rate change before subjecting users to new or additional fees. Operators shall not increase user rates in Long Beach without these required notifications. Failure to do so may result in permit suspension or revocation.

3.16 Piloting of New Technology

Micromobility technology is quickly developing and changing. The City understands that these changes have the potential to provide significant benefits. The City would like to partner with Operators to advance the technology and provide a better system for the Public, Operators, and the City. To accomplish this the City encourages Operators to work with the City to pilot new technologies. Before introducing new technology, the City requires a 30-day minimum advanced notice before the new technology or vehicles are implemented. Failure to provide this notice may result in permit suspension or revocation.

3.16.1 City Demos of Technology

City staff reserves the right to continue to pursue, demo, and/or test new technology and vehicles from outside Operators in the interest of improving the safety and efficiency of the City's micromobility program.

4 Monitoring and Program Compliance

To comply with State law and the City of Long Beach’s rules and regulations of the Shared Micromobility Program, Operators are required to closely monitor all aspects of their program including data sharing, user privacy, user compliance, condition of the equipment in their fleet, and communications related to the program in their regular reporting to the City.

4.1 Data Sharing and Compliance

Companies operating in the PROW shall provide the City and its third-party data management provider(s) with real time accurate programmatic data. The City requires all permitted Operators to provide the following data standards without interruption for the entire duration of the permit period.

- Mobility Data Specification (MDS) for Provider and Vehicle End Point
- General Bikeshare Feed Specification (GBFS).

These data requirements will allow the City to more effectively manage the program with support of its data management Operator. Each operator shall be required to comply with the MDS and GBFS requirements stated above. (<https://github.com/CityOfLosAngeles/mobility-data-specification>) and GBFS (<https://github.com/NABSA/gbfs/blob/master/gbfs.md>) data requirements. This includes, but is not limited to:

- The number of vehicles operating in the City at any one time and their status;
- Location of vehicles and travel characteristics; and
- Vehicles which are out-of-service, in need of repair, or have an expended battery.

The City reserves the right to require Operators to provide the City’s third-party data management provider with the most current versions or releases of MDS as they become available. The City is permitted to use all data the operator provides in accordance with the Mobility Data Specification. The operator may not change or disable their API URL without notifying the City with at least 30 days’ notice.

Operators shall begin work to establish their API feeds for MDS and GBFS data directly to the City’s contracted data management provider(s) prior to deploying vehicles within the City. The City reserves the right to modify data reporting requirements at any time with advance written notice provided to Operators.

4.1.1 Data Sharing Interruption

The City shall impose a fine for Operators who disable their API or fail to provide the required location and trip information for their vehicles (Section 2.6). This fine will be imposed regardless of the reason for the interruption except when the Operator ceases operations during the interruption and does not resume them until the connection is restored. The Operator must notify the City before it ceases or resumes operations to avoid the fine. A data interruption for any part of the day will be considered a full day when calculating this fine.

4.2 Operator Interface

Operators in the program shall be required to participate in communications meetings in-person or on a third-party communication platform to facilitate streamlined communication between all Operators and City staff regarding ongoing program operations. Failure to do so may result in violation and/or disciplinary action or temporary suspension of the Operator's permit. The City reserves the right to change communication platforms and require Operators to participate or potentially forfeit their permit to operate in the city.

4.3 Go Long Beach App

The City's 311 System that allows the community to report e-scooter violations is called Go Long Beach. The Go Long Beach app sends a notice directly to the email provided to the City by each operator. Operators have 2 hours to resolve an e-scooter violation or issue reported through the app. Operators are required to submit a before and after photo to the City designated email for each request received. If an Operator fails to submit before and after photos, the request will remain in the unresolved status and will be counted against the Operator as a violation. Any vehicles that are not rebalanced or collected by the Operator's staff, contractors, or individual fleet managers within the required time period will be subject to impound and fees.

4.3.1 Resolution of Service Request through Go Long Beach

To properly close a report submitted through the Go Long Beach app, Operators must respond within the 2-hour time limit with before and after pictures showing the corrected issue. Before and after photos must be sent with a reference to the service report number (e.g., Service Request 00050123) to **the** City Contact listed in Section 3.6.1

4.4 Published Policies for Operations

4.4.1 Data Management Platform Policy Distribution

As new features become available to City staff within third-party data management platforms the City reserves the right to implement these new tools to better manage Operators participating in its program. The City has a licensing agreement with Populus to use their platform to collect and analyze data taken directly from the vehicles and to provide information to Operators. The City reserves the right to change data management platforms with advance written notice provided to Operators.

In addition to gathering data directly from the vehicles, the data management platform can also distribute data to the Operators. Staff will provide published policies through its third-party data management platform to Operators that will outline and monitor Operator compliance. The types of policies that will be distributed by the data management platform include but are not limited to:

- Parking time limits for geofenced areas that experience higher trip volumes and parking events;
- The tracking of vehicles that enter No-Riding and No-Parking geofenced areas;
- Excessive vehicle quantities (over-deployment);
- Daily vehicle distributions for Operational Zones;
- Vehicles entering parking locations set up for special city events; and
- Virtual parking zones.

4.4.2 Published Policy Link

All policies published by the City's data management platform must be followed by the Operator. All policies published for the program can be found at this link:

https://maps.populus.ai/long_beach/policies

Operators will be notified in writing if this link is updated or changed.

4.4.3 Operator Responsibility to Update Policies via Link

Any policy and information received through the micromobility data platform shall be treated as if they were from the City. It is the Operator's responsibility to check the link regularly and follow all policies that have been published at the policy link. When a policy changes, the Operator may be notified by either the City or its data management platform. Operators may connect directly to the data management platform to automatically receive updates when policies change. The Operator is responsible for providing published policy information from the City to their operations staff and fleet managers. Operators must update published policies within 72 hours.

In the event of an emergency or urgent issue, the City will contact Operators informing them of updated policies to be published. Operators may be required to implement urgent or emergency related policies in less than 72 hours.

4.4.4 Policy Fines

The City may impose fees related to data provided to the City and its data management platform. It is the Operator's responsibility to verify that the policies on the data management platform are accurate and pay any fees associated with the policies. (Attachment J)

4.5 Reporting

To ensure effective fleet management and efficient program management, the City shall require all Operators to provide data and access to a third-party vendor to track e-scooter MDS data and compliance tracking. The third-party vendor is currently Populous, but the City maintains the right to change vendors at anytime and requires operators to provide data access to the new vendor. In addition to this, the City requires a Monthly Report due to the program manager electronically at the end of each operating month. The report will be due no later than the seventh business day of each subsequent month. The City reserves the right to adjust the reporting timeframe at its discretion. The report must include the information listed in Attachment D.

4.6 Law Enforcement Compliance

If a vehicle is involved in criminal activity, the Operator shall upon provision of a warrant, provide the Long Beach Police Department with any available materials, equipment, and/ or data pertaining to the recent locations of vehicles and any relevant customer information pertaining to recent rentals of the vehicles. Information requested will be subject to State and Federal law as appropriate. Operators who refuse to participate are subject to permit revocation.

For emergency cases involving the imminent threat of death or serious physical injury to any person or place, the permit holder shall have an established Emergency Disclosure Request process to allow the release of data and customer information to a law enforcement agency. The Emergency Disclosure Request shall be submitted with the permit application.

4.7 Penalties and Suspensions for Permit Violations

Repeat or continuous violation of policies will result in suspension of an Operator's permit. While suspended the Operator will stop all operations in the city and will be required to

remove all vehicles in each of the three operational zones (see Section 2.8). The City will track specific policy violations in multiple categories. The City has defined violation limits for each category in Attachment I that may result in a suspension if exceeded. Each month when violations have exceeded the limit in more than three categories the Operator will receive a suspension. The length of this suspension will be a number of days equal to the number of categories over three that the Operator exceeded the violation limit. If an Operator receives four or more suspensions in 12 months, their permit may be revoked. The decision to revoke an Operator's permit will be based in part by the pattern of violations and any demonstration of improving operations.

Violations that will result in a suspension are listed in Attachment I.

With the ever-changing nature of the technology involved in this program, the City reserves the right to add any additional categories and infractions that shall result in a suspension. The City may also increase or decrease the number of violations that will result in a suspension. Any changes made will be communicated to the Operator 72 hours before any updates or new types of infractions will be counted towards a suspension.

The City reserves the right to revoke the permit if an Operator has been suspended three times. The City may revoke an Operator's permit before three suspensions if the Operator has programmatic abuses creating a significant public safety risk, including but not limited to issues across all violation categories that do not result in a suspension.

The City reserves the right to suspend or revoke the permit for violations not listed in this section. The absence from this section of a violation or infraction listed elsewhere in this document does not limit the City from suspending or revoking a permit based on those infractions.

[4.7.1 Appealing Suspensions](#)

Operators who receive a suspension are eligible to appeal. The City encourages Operators to work with City staff to address any conditions or data reporting errors before they result in a formal suspension. However, if a solution is not reached informally, the Operators may appeal any suspension.

The Operator will have 5 business days to submit an appeal from the time of notification of the suspension. The Operator must email the appeal to **the** City Contact listed in Section 3.6.1 no later than the close of business (5:00 PM Pacific) on the fifth business day following the notice of suspension.

The appeal must be in writing and signed by the individual who signed the permit, or if the Operator is a corporation by an officer of the corporation, and submitted electronically to

the City Contact listed in Section 3.6.1. Appeals must include a valid email address, street address, and phone number to ensure that the City's decision concerning the appeal will be received. Appeals must include a complete and detailed statement of the grounds for the appeal and include all relevant information to support the grounds stated and must refer to the specific portions of program regulations and/or attachments upon which the appeal is based. Once the appeal is submitted, the City will not accept additional information on the protest unless requested by the City.

4.8 Violation Tracker

During the permit term, the City will evaluate and correspond with the Operator regularly to ensure Operator compliance is consistent. If Operators continue to violate policies and remain non-compliant, the City may issue a permit suspension or proceed with permit revocation.

A violation tracker has been implemented in conjunction with the Go Long Beach app (see Section 4.3) to track all service requests submitted to the City. The violation tracker is monitored by staff to track compliance and vehicle impounds. This tracker will be used for reporting and Operator evaluation essentially providing data on compliance and the willingness of the Operator to comply.

4.9 Operator Evaluation for Permit Renewals

Operators will be continually reviewed and evaluated to determine their ability to fulfill the requirements and expectations of the program. Operators will be evaluated on five main considerations:

1. Overall program performance;
2. Field operations and compliance;
3. Operator relations;
4. Technology, equipment, and innovation; and
5. Subsidized and adaptive use programs.

5 Attachments

A. Permit Application Form and Cover Page	42
B. Program System Area Map	52
C. Program Operational Zones Map	53
D. Monthly Report Templates	54
E. Program Pertinent State and Local Laws	55
F. Long Beach Insurance and Indemnification	59
G. Long Beach Waiver of Liability	61
H. E-Scooter Parking Zone Marking	64
I. Permit Violations Resulting in a Suspension	66
J. Master Fee Schedule	67

Submission Instructions

Please refer to the permit for guidance on the following application questions. Please answer the questions in full and provide all required attachments in one PDF document. Operators will be chosen based on their ability to demonstrate adherence to the goals and requirements of the permit guidelines. Please complete a separate application for each mode in the program (i.e., e-scooters and/or e-bikes).

When applying to be selected as a permitted operator:

Email completed applications to: **the** City Contact listed in Section 3.6.1

With subject line: Shared Micromobility Program Application

Permitted operators applying for annual permit renewal:

Email completed applications to: **PW-PrivateDevelopment@longbeach.gov**

With subject line: Shared Micromobility Program Permit Application

Applications must be received by September 1, at 11:59 PM PDT.

Only complete applications responding to all questions with all required attachments will be reviewed. Please place the cover page at the end of this form on top of your application before submitting. Each qualified applicant shall be evaluated based upon objective criteria including:

- Vehicle information;
- Parking;
- API data and reporting;
- Safety;
- Experience;
- Proposed operations and maintenance plan;
- Financial wherewithal and stability;
- Adequacy of insurance;
- Ability to begin operations in a timely manner;
- Responsiveness to the City's direction and compliance with regulations during the program;
- Public education strategies;
- References;
- Relevant record of the applicant's or officers', owners', or principals' violations of Federal, State or local law, rules or regulations; and
- Any other objective criteria established by administrative regulation.

Notice Regarding the Public Records Act

Applications submitted for this permit become the exclusive property of the City of Long Beach. All applications submitted for this permit are a matter of public record and shall be regarded as public records. Exceptions will be only those elements in each application that are defined by the Applicant as business or trade secrets and are marked as “Trade Secrets”, “Confidential”, or “Proprietary”.

The City shall not be liable or responsible in any way for disclosure of any records not marked as “Trade Secrets”, “Confidential”, or “Proprietary”. The City shall not be liable or responsible in any way for disclosure of any records so marked if disclosure is deemed required by law or by a court order.

Appeals

Operators who have submitted a permit application for consideration in the City of Long Beach Micromobility program are eligible to appeal the selection process in the event of non-selection. The applicant will have five (5) business days to submit an appeal from the time of notification of the selection results. The applicant must email the appeal to **the** City Contact listed in Section 3.6.1 no later than the close of business (5:00 PM Pacific) on the fifth business day following the posting of the intent to award permits to the selected Operators.

The appeal must be in writing and signed by the individual who signed the bid, or if the proposer is a corporation by an officer of the corporation, and submitted electronically to **the** City Contact listed in Section 3.6.1. Appeals must include a valid email address, street address, and phone number to ensure that the City’s decision concerning the appeal will be received. Appeals must include a complete and detailed statement of the grounds for the appeal and include all relevant information to support the grounds stated and must refer to the specific portions of the permit application and/or attachments upon which the appeal is based. Once the appeal is submitted, the City will not accept additional information on the protest unless requested by the City.

The City is not responsible for Operator’s failure to obtain notification of selection results for any reason, including but not limited to failure to maintain updated email addresses; failure to open/read electronic messages; or failure of their own computer/technology equipment. The City will respond with the decision regarding the appeal within two (2) business days of receipt of the appeal by email to the email address provided in the appeal. This decision shall be final.

Required Attachment Checklist

- Organizational Chart
- Vehicle Photo and Specifications
- Rider Pricing Plan
- Emergency Disclosure Request
- PCI Audit Documents for Operator and Credit Card / Payment Processor
- End User Agreement
- Proof of Insurance
- Financial Qualification
- Public Education Strategy
- References

Operator Information, Structure and Governance

1. Company name
2. Company address
3. Name of company contact
4. Contact email and phone
5. Company website
6. Is the applicant a registered business in the City of Long Beach? If so, please provide business license number. If not, please provide timeline for obtaining a license.
7. Is the applicant a disadvantaged business? If so, please describe.
8. Total number of cities where applicant has shared vehicles deployed as of August 2024. Specify e-bikes and/or e-scooters.
9. Total number of vehicles currently deployed in U.S. Specify e-bikes and/or e-scooters.
10. Please **attach** the applicant's corporate organizational chart.
11. Please **attach** financial statements provide the City with enough information to determine financial stability. These statements may include, but are not limited to:
 - a. Financial Statement or Annual Report;
 - b. Business tax return;
 - c. Statement of income and related earnings;
 - d. Statement of Changes in financial position;
 - e. Letter from the proposer's banking institution;
 - f. Statement from a certified public accounting firm.
12. The name and business address of any parent or subsidiary of the applicant, namely, any other business entity owning or controlling the applicant in whole or in part, or owned or controlled in whole or in part by the applicant, and a statement describing the nature of any such parent or subsidiary business entity.



13. Please provide the name and business address of each person or entity that: (i) has more than a ten percent equity, participation, or revenue interest in the applicant; or (ii) is a trustee, applicant, excepting persons serving in those capacities as volunteers, without compensation, for organizations exempt from income taxes under Section 501(c)(3), (4), or (6) of the Internal Revenue Code.
14. Has any officer, owner, or principal of the company had a civil judgment rendered against them for commission of fraud or been convicted of a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property anytime within the past ten (10) years? If so, please provide a summary of each instance along with dates and reference numbers as applicable. Failure to disclose any past instances as described hereinabove will render the subject Micromobility Permit Application invalid.
15. Please provide name, title, email and phone number for four (4) references from public agencies in cities where the Operator currently operates. If the Operator operates in fewer than four (4) cities, please provide one (1) reference for each city.
16. Provide a list of cities in which the Operator is operating, including summary data on the number of units deployed, rides per scooter per day, number of scooters serviced per day.

Fleet and Vehicle Information

1. Please describe how the applicant is capable of and intends to deploy the minimum permitted vehicles within 30 and 90 days of permit award (see Table 1; Section 2.3).
2. Please describe the vehicle model(s) the applicant intends to deploy in the City of Long Beach. Please **attach** a photo and technical specifications for each model expected to be used, which should include detailed information on the requirements listed in Section 3.4.1 and the following features:
 - a. Pneumatic or solid tires.
 - b. Average mileage on a single full battery charge.
 - c. Expected lifespan of a vehicle.
 - d. Brake type.
 - e. Single or dual kickstand.
 - f. Handlebar height (from ground).
 - g. Minimum and maximum possible seat height (if applicable).

- h. Wheel circumference; tire dimensions; recommended inflation pressure (if applicable).
 - i. Light brightness (in Lumens) and placement on vehicle; unique lighting features.
 - j. Specialized anti-theft hardware or security features; and
 - k. Any unique vehicle amenities that enhance rider experience.
3. Classification and Speed
 - a. Bicycles: Will all e-bikes be Class 1 and have a maximum speed of no more than 20 mph [CVC 312.5(a)(1)]?
 - b. Scooters: Will all e-scooters have a maximum speed of no more than 15 mph [CVC 22411]?
4. Do vehicles allow or provide a geofencing technical option to allow for a decrease in speed or maximum assistance level to be set if needed? Please explain.
5. Does the vehicle have some way of providing riders with audible warnings? Please describe warning features.
6. Please **attach** the applicant's rider pricing plan, including any income assistance or corporate plans.
7. Please describe how the applicant will satisfy the income sensitive requirements described in Section 3.14, including the mandatory reduced rate and optional cash payment and smartphone alternative options. Please reference any of the applicant's similar programs currently deployed in other cities.
8. What safeguards, if any, are included on vehicles and/or battery technology to prevent fires and environmental hazard (i.e., toxic pollution due to vehicle being submerged in a waterway).

Parking

1. How will the applicant ensure vehicles are deployed and/or rebalanced as required in Section 3.1.1?
2. How will the applicant convey to riders the user parking requirements enumerated in Section 3.3.1?
3. Please describe the applicant's parking zone return incentive program and the specific incentives provided to user, as required in Section 3.2.3, which must be in place prior to vehicle deployment?
4. What other parking strategies will be used to ensure vehicles are parked outside the sidewalk path of travel and uphold ADA rules and regulations. Operators are encouraged to propose innovative rider-parking solutions per Section 3.1. Please also reference strategies the applicant has used in other cities as applicable.

5. Does the applicant agree to mark all parking drop zones before deploying vehicles at those locations and to get City approval before marking a parking drop zone as indicated in Section 3.2.1?

Data and Reporting

1. Please describe the applicant's approach to data sharing and reporting. Please refer to Sections 4.1 and 4.5 for the program's data sharing and reporting requirements.
2. What is the GPS accuracy of a vehicle's given location to the nearest foot?
3. If selected, does the applicant agree to provide the City of Long Beach and its third-party provider with GBFS, MDS, and raw data per Section 4.1?
4. Does the applicant agree to provide the City of Long Beach with a monthly report, the contents of which are outlined in Section 4.5 and Attachment D?
5. Does the applicant agree to the data privacy terms as indicated in Section 3.4.4?
6. Please **attach** Operator's most recent third-party PCI audit.

Safety

1. Please describe in detail how the applicant will ensure the safety of riders as well as other road users, including pedestrians and people with disabilities. Please note any unique mechanisms and strategies to reduce or eliminate the violation of any of the following regulations that apply to the permit mode being applied for:
 - a. Shared Micromobility riders shall be at least 18 years old (Section 3.3.2);
 - b. Shared Micromobility riders shall obey all traffic laws per the CVC;
 - c. Shared Micromobility riders shall ride with only one person per vehicle; and
 - d. Shared Micromobility riders shall not operate the vehicles with pets including allowing dogs run to alongside the vehicle (Section 3.3.2).

E-Scooter Application Only

- E-Scooter users shall not ride on the sidewalk, in a prohibited geofenced area, or on any roadway with a posted speed limit above 25 MPH unless in a designated bikeway, and shall use a bicycle facility when one is available (CVC 21235b; LBMC 10.38.020);
- E-Scooter users shall not leave a motorized scooter lying on its side on any sidewalk, or park a motorized scooter on a sidewalk in any other position, so that there is not an adequate path for pedestrian traffic (CVC 21235i); and
- Riders shall have a valid driver license or learner permit (CVC 21235d).

E-Bike Application Only

- E-Bike users shall not leave a bicycle lying on its side on any sidewalk, or park a bicycle on a sidewalk in any other position, so that there is not an adequate path for pedestrian traffic (CVC 21210); and
 - E-Bike users shall not ride on the sidewalk in business districts (LBMC 10.48.070);
2. Does the applicant have a program to dispense helmets free of charge?

Operations and Customer Service

1. Please describe the applicant's daily operations and rebalancing staff and their training requirements. Please indicate if staff will be independent contractors (1099) or payroll employees (W2). How many full-time and/or part-time staff does the applicant plan to hire locally from within Long Beach?
2. Please **attach** an Operations Plan that outlines daily management of applicant's vehicle fleet. The Operations Plan must address the following:
 - a. Daily timeline for rebalancing shared Micromobility fleet throughout each of the three operational areas (Attachment C) in applicant's designated parking drop zones as described in Sections 2.4, 3.1, and 3.2?;
 - b. Schedule for daily rebalancing of vehicles left by users in residential neighborhoods;
 - c. Business hours and availability of staff; and
 - d. Management plan for parking and rebalancing at special events where vehicles may be in high demand.
3. Does the applicant agree to notify the City prior to implementation of changes that affect operations, pricing, operations, user experience through the app, all geofencing, charging of vehicles, rebalancing of vehicles, and software changes to enhance the optimization of an Operators program?
4. It is important to the City that the Shared Micromobility Program is as environmentally sustainable as possible. Please describe the types of vehicles that will be used to rebalance and/or deploy your shared Micromobility fleet daily and how you will reduce emissions and VMT.
5. Does the applicant agree to the penalties fees and terms as listed in Sections 2.6 and 2.10?
6. Please describe the applicant's customer service resources available for riders and residents, including hours of availability, methods of contact, and languages offered.

Maintenance

Please refer to Section 3.5 for guidance on the following questions.



1. Please describe the applicant's training requirements for maintenance staff. Will the applicant use independent contractors (1099) or payroll employees (W2) for inspections and maintenance of e-bikes?
2. Please describe the applicant's maintenance process and standards.
3. Please answer the following questions regarding the applicant's ability to properly maintain their fleet.
 - a. Will the applicant conduct daily maintenance checks per the sample log in Section 3.5?
 - b. Does the applicant's operations/rebalancing staff have the authority to remove a faulty vehicle from service to undergo maintenance based on their own visual assessment? If so, what threshold do they use to determine a that a vehicle should be removed from service?
 - c. If independent contractors are used for operations, what mechanisms (financial or otherwise) are in place to ensure these contractors do not redeploy a vehicle which is in need of maintenance?
4. Does the applicant agree to submit thorough maintenance logs each month in the format specified in **Attachment D** and outlined in Section 3.5 of the permit?

Education and Engagement

1. Please describe how the applicant will comply with the education requirements set forth in Section 3.10?
2. Please describe the applicant's organization's philosophy on educating and engaging the public?
 - a. How will the applicant ensure riders know the rules of the road?
 - b. About how many engagement or education events will the applicant's staff attend and/or host annually?

User Agreement, Indemnification and Insurance

1. Does the applicant's user agreement comply with the requirements in Attachment G?
2. Please attach the applicant's end user agreement which shall include the City's Waiver of Liability requirements as outlined in Attachment G.
3. Please attach proof of insurance per the requirements in Section 2.13 or a letter of intent demonstrating the ability to have insurance meeting the requirements in Section 2.13 before receiving a permit.

References and Past Performance

1. Has the applicant deployed vehicles in any U.S. city without the required permits? If yes, please list city or cities.
2. Has the applicant had a Micromobility permit revoked or have been required to suspend operations due to programmatic violations by any other public agency? If yes, please list city or cities.
3. Please provide references from up to 3 cities where the applicant has deployed any e-scooter or e-bike share including the following information for each reference:
 - City;
 - City staff contact name, phone, and email;
 - Number of e-scooter, e-bike, or pedal bike share vehicles currently deployed; and
 - Date first deployed.



PERMIT APPLICATION COVER PAGE

Place on top of completed application before submission

Company Information

Company Name	Primary Contact Name
Business Address	Primary Contact Email
City, State, Zip	Primary Contact Phone
Company Website	Long Beach Business License Number (If none, provide estimated date of issuance)

Mode Being Applied For:

Electric Scooter Share

Electric Bike Share

Note: If applying for 2 modes, Operators must submit a separate application for each mode.

Attachment Checklist

Please check that all of the following are included in your application packet prior to submission

- Vehicle Photo and Specifications
- Organizational Chart
- Rider Pricing Plan
- Emergency Disclosure Report
- PCI Audit

- End User Agreement
- Proof of Insurance
- Financial Qualification
- Public Education Strategy
- References

Signatures

Declaration under penalty of perjury:

I certify, by signing below under penalty of perjury, that the foregoing information is accurate and correct.

Print Name	Signature
Title	Date

City of Long Beach Use

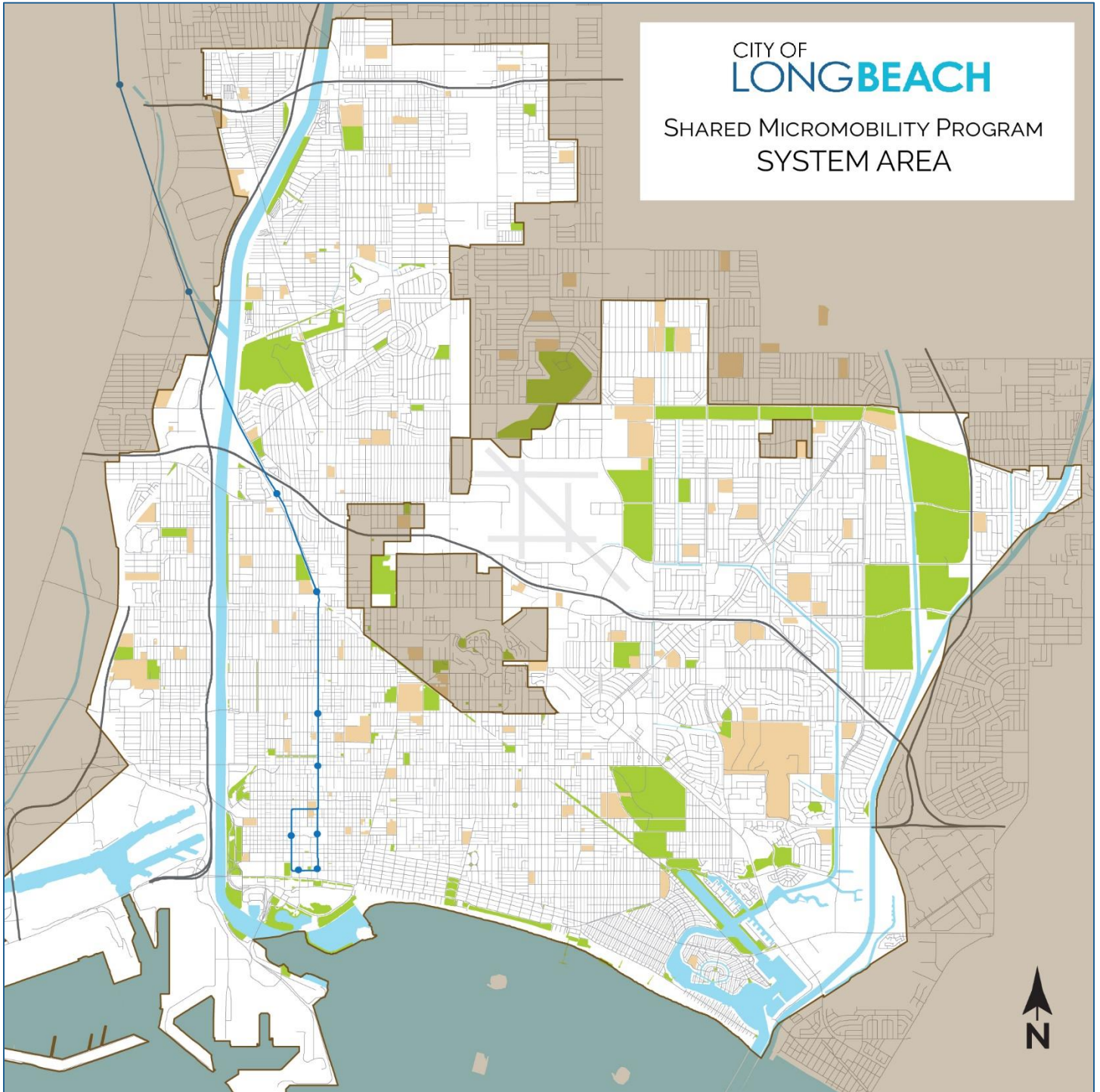
Permit Status

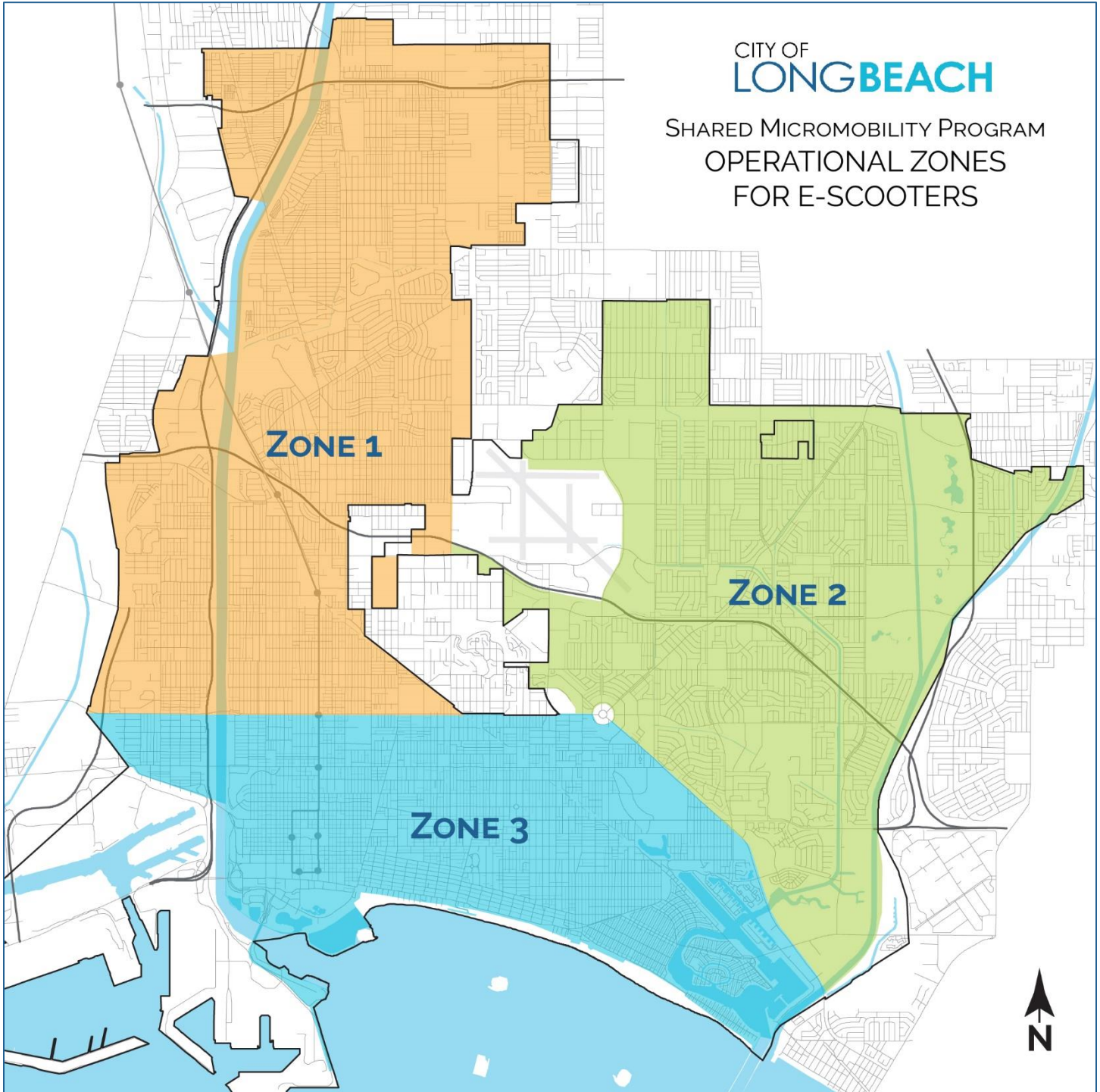
<input type="checkbox"/>	Approved
<input type="checkbox"/>	Denied

City of Long Beach, a municipal corporation

Date

By
Eric Lopez
Director of Public Work, City of Long Beach





Monthly Operations Report (City of Long Beach System Area ONLY)

- A. Total number of users enrolled, total number of users enrolled in subsidized low-income program;
- B. Total number of enrolled users who only took one trip, total number of enrolled users who took multiple trips;
- C. Current fee to rent vehicles, current fee to rent vehicles for user enrolled in income-sensitive program;
- D. Number of vehicles serviced;
- E. Number of vehicles lost, stolen, or missing;
- F. Number of damaged vehicles;
- G. Number of injuries reported;
- H. Make and model of vehicles in circulation;
- I. Recap of community outreach efforts, including dates, and locations;
- J. Recap of special coordination with City or special events, including dates, locations, and original comments;
- K. Number of complaints reported directly to Operator and summary of resolutions (do not include complaints reported through Go Long Beach); and
- L. New technology deployed.

CALIFORNIA VEHICLE CODE

Bicycles and Electric Bicycles or “E-Bikes”

DIVISION 1. WORDS AND PHRASES DEFINED

CVC 312.5. (a) An “electric bicycle” is a bicycle equipped with fully operable pedals and an electric motor of less than 750 watts.

(1) A “class 1 electric bicycle,” or “low-speed pedal-assisted electric bicycle,” is a bicycle equipped with a motor that provides assistance only when the rider is pedaling, and that ceases to provide assistance when the bicycle reaches the speed of 20 miles per hour.

ARTICLE 4. Operation of Bicycles

CVC 21201. (a) No person shall operate a bicycle on a roadway unless it is equipped with a brake that will enable the operator to make one braked wheel skid on dry, level, clean pavement.

(b) No person shall operate on the highway a bicycle equipped with handlebars so raised that the operator must elevate his or her hands above the level of his or her shoulders in order to grasp the normal steering grip area.

(c) No person shall operate upon a highway a bicycle that is of a size that prevents the operator from safely stopping the bicycle, supporting it in an upright position with at least one foot on the ground, and restarting it in a safe manner.

(d) A bicycle operated during darkness upon a highway, a sidewalk where bicycle operation is not prohibited by the local jurisdiction, or a bikeway, as defined in Section 890.4 of the Streets and Highways Code, shall be equipped with all of the following:

(1) A lamp emitting a white light that, while the bicycle is in motion, illuminates the highway, sidewalk, or bikeway in front of the bicyclist and is visible from a distance of 300 feet in front and from the sides of the bicycle.

(2) A red reflector or a solid or flashing red light with a built-in reflector on the rear that shall be visible from a distance of 500 feet to the rear when directly in front of lawful upper beams of headlamps on a motor vehicle.

(3) A white or yellow reflector on each pedal, shoe, or ankle visible from the front and rear of the bicycle from a distance of 200 feet.

(4) A white or yellow reflector on each side forward of the center of the bicycle, and a white or red reflector on each side to the rear of the center of the bicycle, except that bicycles that are equipped with reflectorized tires on the front and the rear need not be equipped with these side reflectors. The reflectors and reflectorized tires shall be of a type meeting requirements established by the department.

(e) A lamp or lamp combination, emitting a white light, attached to the operator and visible from a distance of 300 feet in front and from the sides of the bicycle, may be used in lieu of the lamp required by paragraph (1) of subdivision (d).

CVC 21202. (a) Any person operating a bicycle upon a roadway at a speed less than the normal speed of traffic moving in the same direction at that time shall ride as close as practicable to the right-hand curb or edge of the roadway except under any of the following situations:

- (1) When overtaking and passing another bicycle or vehicle proceeding in the same direction.
- (2) When preparing for a left turn at an intersection or into a private road or driveway.
- (3) When reasonably necessary to avoid conditions (including, but not limited to, fixed or moving objects, vehicles, bicycles, pedestrians, animals, surface hazards, or substandard width lanes) that make it unsafe to continue along the right-hand curb or edge, subject to the provisions of Section 21656. For purposes of this section, a “substandard width lane” is a lane that is too narrow for a bicycle and a vehicle to travel safely side by side within the lane.
- (4) When approaching a place where a right turn is authorized.

(b) Any person operating a bicycle upon a roadway of a highway, which highway carries traffic in one direction only and has two or more marked traffic lanes, may ride as near the left-hand curb or edge of that roadway as practicable.

CVC 21204. (b) An operator shall not allow a person riding as a passenger, and a person shall not ride as a passenger, on a bicycle upon a highway other than upon or astride a separate seat attached thereto. If the passenger is four years of age or younger, or weighs 40 pounds or less, the seat shall have adequate provision for retaining the passenger in place and for protecting the passenger from the moving parts of the bicycle.

CVC 21205. No person operating a bicycle shall carry any package, bundle or article which prevents the operator from keeping at least one hand upon the handlebars.

CVC 21210. No person shall leave a bicycle lying on its side on any sidewalk, or shall park a bicycle on a sidewalk in any other position, so that there is not an adequate path for pedestrian traffic.

Motorized Scooters or “E-Scooters”

DIVISION 1. WORDS AND PHRASES DEFINED

CVC 407.5. (a) A “motorized scooter” is any two-wheeled device that has handlebars, has either a floorboard that is designed to be stood upon when riding or a seat and footrests in place of the floorboard, and is powered by an electric motor. This device may also be designed to be powered by human propulsion. For purposes of this section, a motorcycle, as defined in Section 400, a motor-driven cycle, as defined in Section 405, or a motorized bicycle or moped, as defined in Section 406, is not a motorized scooter.

(b) A device meeting the definition in subdivision (a) that is powered by a source other than electrical power is also a motorized scooter.

ARTICLE 5. Operation of Motorized Scooters

CVC 21229. (a) Whenever a class II bicycle lane has been established on a roadway, any person operating a motorized scooter upon the roadway shall ride within the bicycle lane, except that the person may move out of the lane under any of the following situations:

- (1) When overtaking and passing another vehicle or pedestrian within the lane or when about to enter the lane if the overtaking and passing cannot be done safely within the lane.
- (2) When preparing for a left turn, the operator shall stop and dismount as close as practicable to the right-hand curb or right edge of the roadway and complete the turn by crossing the roadway on foot, subject to the restrictions placed on pedestrians in Chapter 5 (commencing with Section 21950).
- (3) When reasonably necessary to leave the bicycle lane to avoid debris or other hazardous conditions.
- (4) When approaching a place where a right turn is authorized.

(b) No person operating a motorized scooter shall leave a bicycle lane until the movement can be made with reasonable safety and then only after giving an appropriate signal in the manner provided in Chapter 6 (commencing with Section 22100) in the event that any vehicle may be affected by the movement.

CVC 21235. The operator of a motorized scooter shall not do any of the following:

- (a) Operate a motorized scooter unless it is equipped with a brake that will enable the operator to make a braked wheel skid on dry, level, clean pavement.
- (b) Operate a motorized scooter on a highway with a speed limit in excess of 25 miles per hour unless the motorized scooter is operated within a class II bicycle lane.
- (c) Operate a motorized scooter without wearing a properly fitted and fastened bicycle helmet that meets the standards described in Section 21212, if the operator is under 18 years of age.
- (d) Operate a motorized scooter without a valid driver's license or instruction permit.
- (e) Operate a motorized scooter with any passengers in addition to the operator.
- (f) Operate a motorized scooter carrying any package, bundle, or article that prevents the operator from keeping at least one hand upon the handlebars.
- (g) Operate a motorized scooter upon a sidewalk, except as may be necessary to enter or leave adjacent property.
- (h) Operate a motorized scooter on the highway with the handlebars raised so that the operator must elevate his or her hands above the level of his or her shoulders in order to grasp the normal steering grip area.
- (i) Leave a motorized scooter lying on its side on any sidewalk, or park a motorized scooter on a sidewalk in any other position, so that there is not an adequate path for pedestrian traffic.
- (j) Attach the motorized scooter or himself or herself while on the roadway, by any means, to any other vehicle on the roadway.

LONG BEACH MUNICIPAL CODE

Bicycles and Electric Bicycles or “E-Bikes”

10.48.070 Riding on sidewalks

A. No person shall ride a bicycle upon a sidewalk within any business district; upon the sidewalks of bridges; in pedestrian underpasses; on pedestrian overpasses; upon sidewalks adjacent to any school building, church, recreation center, playground, or senior citizens’ residential development; within the area south of Ocean Boulevard between the Long Beach Museum of Art on the west and Bluff Park on the east; on the northerly side of the Downtown Marina mole which directly abuts said marina, between Gangway A and Gangway P.

B. Any person riding a bicycle upon a sidewalk shall yield the right-of-way to any pedestrian, and when overtaking and passing a pedestrian, shall give an audible signal and shall pass to the left of the pedestrian only under conditions permitting such movement in safety.

C. The speed limit for bicycles on a sidewalk is fifteen (15) miles per hour unless otherwise posted. The speed limit where pedestrians are present is five (5) miles per hour. Signs specifying the speed limit shall be placed by the Traffic Engineer in locations which will provide notice to significant concentrations of sidewalk bicycle riders or where bicycle speed problems are found to exist on sidewalks.

D. For purposes of this Section, the following public ways shall be considered sidewalks:

1. Seaside Walk south of Ocean Boulevard between Fifty-fifth Place and Sixty-ninth Place, known as the Boardwalk;
2. Bay Shore Walk north of Ocean Boulevard between Fifty-Fifth Place and Sixty-Ninth Place.

Motorized Scooters or “E-Scooters”

10.38.020 Driving on sidewalks.

A. No operator of any automobile, truck, tractor, motorcycle or power driven scooter shall drive the same within or upon any sidewalk area in the City, except at a permanent or temporary driveway.

9.42.100 Operating vehicles on private property prohibited.

A. No person shall operate or drive a motor vehicle, motorcycle, mini-bike, trail bike, dune buggy, motor scooter, jeep or other form or motor vehicular transportation upon the private property of another or upon any public property which is not held open to the public for any vehicular use and which is not subject to the provisions of the Vehicle Code of the State.

Long Beach Insurance and Indemnification

1. **Indemnification.** Permittee shall defend, indemnify, and hold harmless the City, its Commissions and Boards, and their officials, employees, and agents from and against any and all demands, claims, causes of action, liability, loss, liens, damage, costs, and expenses (including attorney's fees) arising from or in any way connected or alleged to be connected with Permittee's work, operations, or activities, or the work, operations, or activities of its employees, agents, customers, invitees, or contractors as authorized under this Permit and from any act or omission, willful misconduct, or negligence (active or passive) by or alleged to be by Permittee, its employees, agents, customers, invitees, or contractors either as a sole or contributory cause, sustained by any person or entity (including employees or representatives of City or Permittee). The foregoing shall not apply to claims or causes of action caused by the sole negligence or willful misconduct of the City, its Commissions and Boards, or their officials, employees, or agents. This indemnification shall survive the termination of this Permit.
2. **Insurance.** As a condition precedent to the effectiveness of this Permit, Permittee shall procure and maintain at Permittee's expense for the duration of this Permit from an insurance company that is admitted to write insurance in the State of California or that has a rating of or equivalent to an A:VIII by A.M. Best and Company the following insurance:
 - a) Commercial general liability insurance equivalent in scope to ISO form CG 00 01 11 85 or broader and that does not exclude coverage for liability resulting from the use or operation by Permittee or its customers, employees, or invitees of motorized scooters as defined by the California Vehicle Code, for liability resulting from XCU (explosion, underground, and collapse) perils, cross liability protection, mobile equipment, and products and completed operations liability naming the **City of Long Beach, its Commissions and Boards, and their officials, employees, and agents** as additional insureds on a form equivalent in coverage scope to ISO CG 20 26 11 85 from and against claims, demands, causes of action, expenses, costs, or liability for injury to or death of persons, or damage to or loss of property arising out activities performed by or on behalf of the Permittee in an amount not less than One Million Dollars (US \$1,000,000) per occurrence and Two Million Dollars (US \$2,000,000) in general aggregate.
 - b) If applicable, commercial automobile liability insurance equivalent in coverage scope to ISO CA 00 01 06 92 in an amount not less than One Million Dollars (US \$1,000,000) combined single limit (CSL) covering Symbol 1 ("Any Auto").
 - c) Cyber and privacy insurance that does not exclude coverage for liability resulting from the Permittee's or its contractors', employees', or agents' failure to protect private or confidential information of its customers or others from unauthorized access on or through the internet, making known to any person or organization material that violates a person or organization's right to privacy or publicity right, and failure to prevent the transmission of a computer virus to its authorized users of its web site or any private communication networks such as customers, suppliers or supporters, on or through the internet in an amount not less than Five Million Dollars (US \$5,000,000) per occurrence and Five Million Dollars (US \$5,000,000) in general aggregate.
 - d) Umbrella liability insurance on a following form basis insurance with respect to (a), (b), and (c), including, but not limited to, additional insured coverage, if provided, in an amount not less

than Five Million Dollars (\$5,000,000) per claim covering the indemnification provided pursuant to this Permit.

- e) Special perils personal property insurance covering all of the vehicles and other equipment belonging to, leased by, or under the care, custody, or control of Permittee at full replacement value new. Permittee and Permittee's insurer shall waive rights to sue City for any property damage or loss covered by property insurance.

Any self-insurance program or self-insurance retention must be approved separately in writing by City and shall protect the **City of Long Beach, its Commissions and Boards, and their officials, employees, and agents** in the same manner and to the same extent as they would have been protected had the policy or policies not contained retention provisions. Each insurance policy shall be endorsed to state that coverage shall not be suspended, voided, or canceled by either party except after twenty (20) days prior written notice to City, and shall be primary and not contributing to any other insurance or self-insurance maintained by City.

Any contractors or others which Permittee may use as part of this Permit shall be required to maintain insurance in compliance with the provisions of this section and to indemnify the City to the same extent as Permittee.

Permittee shall deliver to City certificates of insurance and original endorsements for approval as to sufficiency and form prior to the start of performance hereunder. The certificates and endorsements for each insurance policy shall contain the original signature of a person authorized by that insurer to bind coverage on its behalf. Such insurance as required herein shall not be deemed to limit Permittee's liability relating to performance under this Permit. City reserves the right to require complete certified copies of all said policies at any time. Any modification or waiver of the insurance requirements herein shall be made only with the approval of City Risk Manager. The procuring of insurance shall not be construed as a limitation on liability or as full performance of the indemnification provisions of this Permit.

Long Beach Micromobility Release and Waiver of Liability

PLEASE READ THESE TERMS AND CONDITIONS OF USE CAREFULLY BEFORE USING AN ELECTRIC SCOOTER IN THE CITY OF LONG BEACH (“CITY”). BY USING AN ELECTRIC SCOOTER, YOU AGREE TO ALL OF THE TERMS AND CONDITIONS CONTAINED HEREIN, INCLUDING, BUT NOT LIMITED TO, THE WAIVERS, RELEASES AND LIMITATIONS OF LIABILITY SET FORTH HEREIN. IF YOU DO NOT AGREE WITH ALL OF THE TERMS AND CONDITIONS OF USE, YOU ARE NOT PERMITTED TO RENT OR USE AN ELECTRIC SCOOTER FROM ANY ELECTRIC SCOOTER OPERATOR OR ITS AFFILIATES.

1. RESTRICTIONS AND OTHER TERMS AND CONDITIONS OF ELECTRIC SCOOTER USE

1.1. REPRESENTATIONS AND WARRANTIES. Rider represents and warrants to Operator and City that:

- Rider meets the minimum age requirements: (1) is 18 years of age or older to check out an e-scooter with a credit card and ride.
- Rider is experienced and familiar with the safe and competent operation of an e-scooter, and that he/she is physically and mentally fit to ride the e-scooter.
- Rider is familiar with all applicable local, state, and county rules, regulations, codes and laws that relate to the safe and legal operation of an e-scooter.

1.2. ACKNOWLEDGEMENTS AND AGREEMENTS: Rider acknowledges and agrees as follows:

- Rider is fully aware that riding an e-scooter poses a risk of accident due to motorists, pedestrians, and pavement/sidewalk conditions, and Rider must keep a proper lookout to avoid such accidents.
- Rider is fully trained and capable of operating and riding an e-scooter and is not relying on City to learn how to operate or ride an e-scooter.
- Failure to use a helmet and protective gear or to use the e-scooter in a careful and reasonably competent manner may result in bodily injury or death.
- Rider is solely responsible for obtaining and using a helmet and protective gear.
- Rider is solely responsible for operating and riding an e-scooter in a careful and reasonably competent manner.
- A helmet and protective gear, even when used, does not eliminate the risk of bodily injury in the event of an accident.
- Rider is solely responsible for any moving violations and/or fines incurred by Rider while using the e-scooter, including any fees for parking the e-scooter in prohibited locations.
- If Rider causes damage to property or injury to another party while operating or in possession of the e-scooter, Rider is solely liable for such damage or injury. Rider agrees to defend and hold harmless City from any and all losses, liabilities, claims, causes of action, costs, fees, penalties or the like arising from Rider’s use of the e-scooter.

1.3. RESTRICTED USES. Rider shall not do any of the following acts (“Restricted Uses”):

- Use any e-scooter if Rider is younger than 18 years of age.

- Use any e-scooter if Rider has any existing physical or mental condition that would prohibit Rider from safely operating the e-scooter.
- Operate an e-scooter while carrying any item that impedes Rider's ability to safely operate the e-scooter.
- Operate an e-scooter while under the influence of alcohol, drugs, or any other substance that impair Rider's ability to safely operate the e-scooter.
- Use any cell phone or mobile electronic device, including, but not limited to, for the purposes of phone calls, text messages, music or any other use that distracts Rider from the safe operation of the e-scooter.
- Allow more than one person to be carried on the e-scooter.
- Violate any applicable federal, state, or local law.
- Operate or use an e-scooter in any manner during adverse weather conditions, including but not limited to: hail, dust storms, fog, heavy rains, or lightning storms.
- Ride or operate an e-scooter that has any defect, fails to operate properly is in need of repair.
- Use the e-scooter for racing, trick riding, jumping, stunt riding and/or, off-road riding.
- Tow, pull, carry or push any person or object with an e-scooter.

*Modify the physical state of the e-scooter

* Alter or modify the onboard electronics of the e-scooter

*Bypass or disable the technological operations platform of the system to make the e-scooter for personal use

*Modify or make changes to the mechanics or electronics that govern the speed of the e-scooter

2. RELEASE AND LIMITATION OF LIABILITY

2.1. FOR AND IN CONSIDERATION OF RENTAL AND USE OF THE E-SCOOTER AND TO THE FULLEST EXTENT PERMITTED BY LAW, RIDER, FOR HIMSELF OR HERSELF AND ON BEHALF OF RIDER'S HEIRS, EXECUTORS, ADMINISTRATORS AND ASSIGNS, FOREVER RELEASES AND RELINQUISHES AND DISCHARGES (i) CITY AND CITY'S OFFICERS, BOARDS AND COMMISSIONS, MEMBERS, MANAGERS, EMPLOYEES, SUPPLIERS, AGENTS, REPRESENTATIVES FROM ANY AND ALL CLAIMS, DEMANDS, DISPUTES, LOSSES, LIABILITIES, DEBTS, LIENS, CHARGES, PENALTIES, PROCEEDINGS, CAUSES OF ACTION AND DAMAGES INCLUDING BUT NOT LIMITED TO, FOR PERSONAL INJURY, WRONG- FUL DEATH, PROPERTY DAMAGE, AND INJURY TO RIDER OR TO THIRD PARTIES (COLLECTIVELY, "CLAIMS"), INCLUDING UNKNOWN OR UNANTICIPATED CLAIMS, WHICH ARISE FROM OR ARE RELATED DIRECTLY OR INDIRECTLY TO: (A) THE MAINTENANCE, DESIGN, USE AND/OR OPERATION OF THE E-SCOOTER; (B) ANY RISK, DANGER OR HAZARD DESCRIBED IN THIS RELEASE; (C) RIDER'S USE OF, OR INABILITY TO USE, ANY OF THE E-SCOOTER EQUIPMENT; (D) RIDER'S BREACH OF THIS AGREEMENT OR RIDER'S VIOLATION OF ANY LAW; (E) ANY NEGLIGENCE, MISCONDUCT, OR OTHER ACTION OR INACTION BY RIDER OR A THIRD PARTY; OR (F) RIDER'S FAILURE TO WEAR PROTECTIVE GEAR SUCH AS A HELMET WHILE UTILIZING THE OPERATOR EQUIPMENT.

TO THE FULLEST EXTENT PERMITTED BY LAW, THIS RELEASE AND HOLD HARMLESS AGREEMENT INCLUDES ANY AND ALL CLAIMS RELATED TO OR ARISING FROM THE SOLE OR PARTIAL NEGLIGENCE OF CITY OR ANY OTHER PARTY. RIDER HEREBY EXPRESSLY WAIVES ANY CLAIMS AGAINST THE CITY WHICH RIDER DOES NOT KNOW OR SUSPECT TO EXIST IN HIS OR HER FAVOR AT THE TIME OF RENTING AN E-SCOOTER, AND EXPRESSLY WAIVES RIDER'S RIGHTS UNDER ANY STATUTES THAT PURPORT TO PRESERVE RIDER'S UNKNOWN CLAIMS.

2.2. IF CITY IS DEEMED TO HAVE ANY LIABILITY ARISING OUT OF RIDER'S USE OF THE OPERATOR EQUIPMENT, INCLUDING E-SCOOTER OR THE OPERATOR WEBSITE, SUCH LIABILITY SHALL NOT EXCEED THE AMOUNT OF THE MEMBERSHIP OR RENTAL PAID TO OPERATOR BY RIDER.

2.3. ASSUMPTIONS OF RISKS; DISCLAIMER. RIDER AGREES THAT E-SCOOTERS ARE MACHINES THAT MAY MALFUNCTION, EVEN IF THE E-SCOOTER IS PROPERLY MAINTAINED, AND THAT SUCH MALFUNCTION MAY CAUSE INJURY. RIDER EXPRESSLY ACKNOWLEDGES AND ACCEPTS THAT RIDER'S USE OF THE E-SCOOTER IS AT HIS/HER OWN RISK, AND THAT BY CHOOSING TO RIDE AN E-SCOOTER, RIDER ASSUMES FULL AND COMPLETE RESPONSIBILITY FOR ALL RELATED RISKS, DANGERS, AND HAZARDS. RIDER ACCEPTS THE E-SCOOTER FOR USE AFTER EXERCISING HIS/HER OWN FREE CHOICE TO PARTICIPATE VOLUNTARILY IN THIS ACTIVITY AND AFTER HAVING INSPECTED THE E-SCOOTER AND CERTIFYING THAT IS IN GOOD OPERATING CONDITION. RIDER UNDERSTANDS THAT USING AN E-SCOOTER MAY BE A HAZARDOUS ACTIVITY THAT INVOLVES MANY OBVIOUS AND NOT-SO-OBVIOUS RISKS, DANGERS, AND HAZARDS, WHICH MAY RESULT IN INJURY OR DEATH TO RIDER OR OTHERS, AS WELL AS DAMAGE TO PROPERTY, AND THAT SUCH RISKS, DANGERS, AND HAZARDS CANNOT ALWAYS BE PREDICTED OR AVOIDED. RIDER ACKNOWLEDGES, UNDERSTANDS AND ASSUMES ALL RISK RELATING TO THE RENTAL, MAINTENANCE, DESIGN, USE AND/OR OPERATION OF THE OPERATOR EQUIPMENT, INCLUDING THE E-SCOOTERS, AND UNDERSTANDS THAT USING AN E-SCOOTER INVOLVES RISK TO THE RIDER AND OTHERS INCLUDING DAMAGES, BODILY INJURY, PARTIAL OR TOTAL DISABILITY, PARALYSIS AND DEATH TO RIDER OR OTHERS, AND THAT RIDER HAS FULL KNOWLEDGE OF SAID RISKS AND DANGERS, INCLUDING SUCH RISKS, DAMAGES AND INJURIES THAT MAY ARISE FROM THE NEGLIGENCE OF OTHERS OR AS A RESULT OF ROADWAY CONDITIONS. CITY DOES NOT REPRESENT OR WARRANT THAT ANY OF THE E-SCOOTERS, OPERATOR EQUIPMENT OR RELATED INFORMATION WILL BE IN GOOD REPAIR OR ERROR-FREE, AND DELAYS, OMISSIONS, INTERRUPTIONS, OR INACCURACIES COULD EXIST WITH RESPECT TO ANY OF THE OPERATOR EQUIPMENT OR RELATED INFORMATION. RIDER ASSUMES FULL RESPONSIBILITY AND RISK OF LOSS FOR USING ANY OF THE E-SCOOTERS AND THE CITY IS NOT LIABLE FOR ANY CLAIM ATTRIBUTABLE TO ANY OF THE FOREGOING.

3. INDEMNIFICATION. Rider shall indemnify, defend and hold harmless City for, from and against any and all Claims related to or arising out of this Agreement, even where caused in whole or in part by City's negligence, and/or the negligence of others, whether presently known or unknown. At City's option, Rider will assume control of the defense and settlement of any Claim subject to indemnification by Rider (provided that, in such event, City may at any time elect to take over control of the defense and settlement of any such Claim). In no event may Rider settle any Claim without City's prior written consent.

Approved Parking Drop Zone Markings

Parking drop zones will be marked with four corner brackets and beginning May 2025, approved imagery of the Parking symbol and scooter image (seen below). The space within brackets must be large enough to park the Operator's vehicles. There must be a minimum of 48 inches of sidewalk for pedestrian access next to the bracketed area for regular sidewalks. For high volume pedestrian facilities, such as the Beach Path, a 60 inch minimum is required for pedestrian access. Parking drop zones should also be placed parallel to other street furniture in the area.

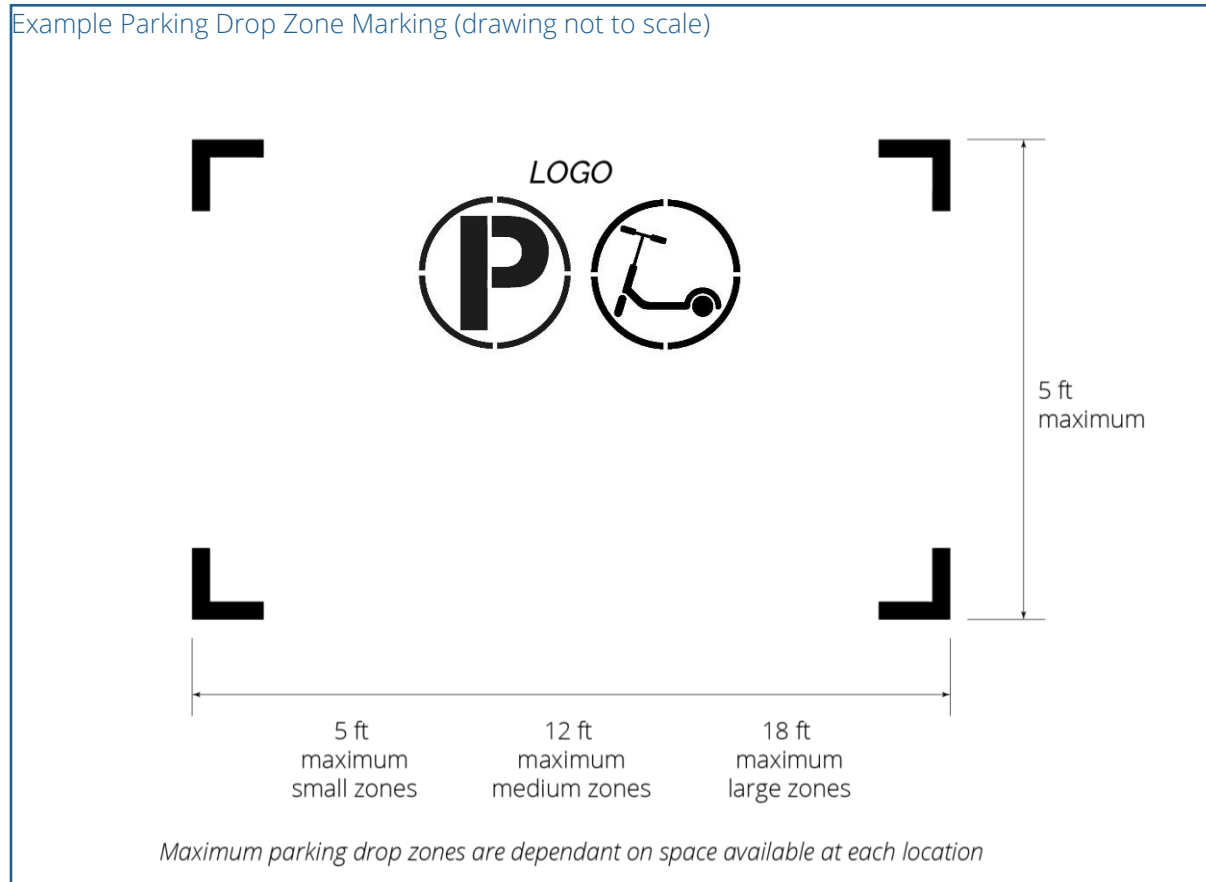
Each operator should mark their drop zones in white.

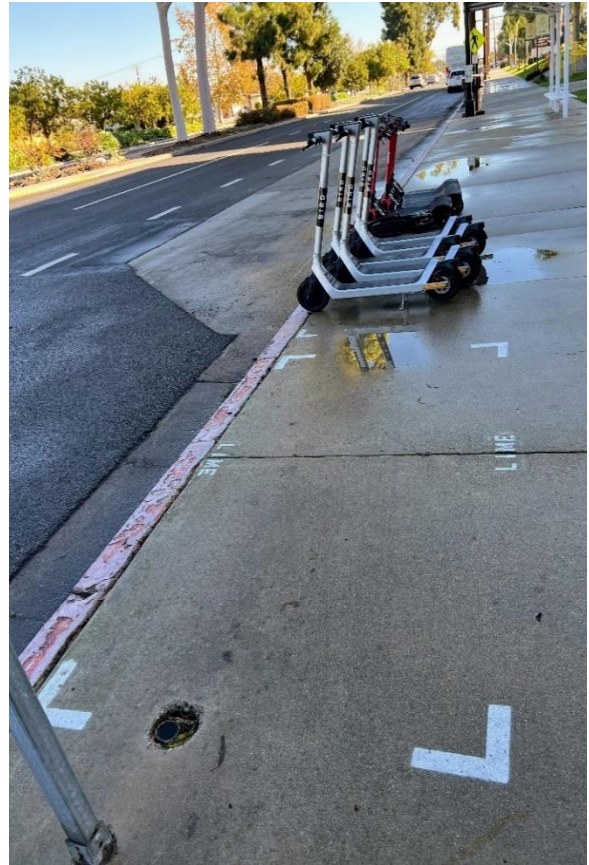
The maximum size of each parking drop zone is determined by the zone size. The marking may only be the maximum size if there is available space.

- Small parking drop zones (3 vehicles) may have a maximum size of 5 feet by 5 feet
- Medium parking drop zones (8 vehicles) may have a maximum size of 12 feet by 5 feet
- Large parking drop zones (12 vehicles) may have a maximum size of 18 feet by 5 feet.
- Extra Large parking drop zones (16 vehicles) may have a maximum size of 24 feet by 5 feet

The white corner marking should be 2 inches wide and 4 inches long on each side.

Example Parking Drop Zone Marking (drawing not to scale)





Policy Violation	Violation Category Limit
<p>Maximum Fleet Size: A violation will occur when the Operator exceeds their maximum allowable deployment capacity in a day (see Section 2.3). Violations that exceed the maximum allowable deployment capacity by more than 10 percent will be tracked separately. These violations will be determined based on deployment and location data provided to the City through MDS.</p>	<p>More than 15 maximum fleet size violations in a calendar month will result in a permit suspension.</p> <hr/> <p>More than 3 maximum fleet size violations exceeding the 10 percent buffer in a calendar month will result in a permit suspension.</p>
<p>Minimum Fleet Size: A violation will occur when the Operator is below their minimum allowable deployment capacity in a day (see Section 2.3). These violations will be determined based on deployment and location data provided to the City through MDS.</p>	<p>More than 15 minimum fleet size violations in a calendar month will result in a permit suspension.</p>
<p>Zone Distribution: A violation will occur when the Operator fails to meet the minimum daily percentage of fleet per operational zone for any zone (see Section 2.4). Violations that fail to reach 5 percentage points below the minimum will result in a quicker suspension (e.g., failure to meet 15 percent in a zone requiring 20 percent). These violations will be determined based on deployment and location data provided to the City through MDS.</p>	<p>More than 15 zone distribution violations in a calendar month will result in a permit suspension.</p> <hr/> <p>More than 5 zone distribution violations failing to reach 5 percentage points below the minimum percentage in a calendar month will result in a permit suspension.</p>
<p>Failure to Inform City: A violation will occur when the required notification is not provided to the City or the necessary approvals are not received. There are multiple types of notifications that could result in a violation, they include failure to inform the City of any fee changes for users to rent or use a vehicle (Section 3.15), failure to provide 30 days’ notice before introducing new technology or a new vehicle model/type (Section 3.16), or failure to receive City approve for or incorrectly stenciling a parking drop zone (Section 3.2, Attachment H).</p>	<p>More than 3 violations for failing to inform the City in a calendar month will result in a permit suspension.</p>
<p>Go Long Beach App Service Requests: A violation will occur when the Operator does not respond to and resolve a service request in the required 2 hours (see Section 4.3). Less than 10% of service requests may result in a violation.</p>	<p>Operators must respond to and resolve more than 90% of Go Long Beach app service requests in a calendar month or it will result in a permit suspension.</p>

Below are the fees related to the Shared Micromobility Program in the City's Master Fee Schedule. Operators are responsible for reviewing the entire Master Fee Schedule and paying all applicable fees and charges. (<https://www.longbeach.gov/finance/services-and-permits/fees-and-charges/>)

Shared Micromobility Fee Schedule

Fee Name	Description	Fee	Per
Micro-Mobility Permit Fee	Fee charged for Micro-Mobility vendors to operate in the City of Long Beach.	\$25,000	Annually
Micro-Mobility Device Fee	Fee charged to Micro-Mobility vendors for each device operating in the City of Long Beach.	\$75/deployable device permitted	Annually
Micro-Mobility Staff Field Inspection Fee	Fee charged to vendors for each required field inspection of their Micro-Mobility device(s).	\$75/inspection	Per Inspection
Micro-Mobility Trip Fee	Fee charged to vendors for each trip taken on each micro-mobility device in the City of Long Beach.	\$0.25/trip	Per Trip
Micro-Mobility Non-Compliance Fee (Geofence No-Parking Violations)	Fee charged to Micro-Mobility permittee, per vehicle out of parking drop zone for 48 hours (No-Parking fee)	\$0.50/violation	Per Violation
Micro-Mobility Non-compliance Fee (Data Sharing)	Fee charged to Micro-Mobility permittee when there is failure to provide data through Mobility Data Specification (MDS)	\$1,000/day with violation	Per Day with Violation
Micro-Mobility Daily Impound Fee	Fee charged to Micro-Mobility vendors for each unit found non-compliant with the Micro-Mobility standards discarded in the Public Right of Way and impounded by the Department of Public Works. \$25/day/vehicle.	\$25/day/device impounded	Per Day
Micro-Mobility Non-Compliance Fee (Discarded device in public ROW)	Fee charged to Micro-Mobility vendors for each device discarded in the Public Right of Way and impounded by the Department of Public Works.	\$100/Device Impounded	Per Device
Micro-Mobility Non-Compliance Fee (Device left unattended for more than 24 hours)	Fee charged to Micro-Mobility vendors for each Micro Mobility Device left unattended for more than 24 hours (unless within the limits of a parking zone).	\$100/Device Impounded	Per Device

Shared Micromobility Fee Schedule (continued)

Fee Name	Description	Fee	Per
Micro-Mobility Non-Compliance Fee (Damaged Device available for public use or left in the public right-of-way)	Fee charged to Micro-Mobility vendors for each damaged Micro Mobility device available for public use or left in the public right-of-way.	\$100/Device Impounded	Per Device
Micro-Mobility Non-Compliance Fee (Device not removed as requested)	Fee charged to Micro-Mobility vendors for each Micro Mobility Device not removed as requested for special event or emergency as per CVC 312.5.2.	\$100/Device Impounded	Per Device
Micro-Mobility Non-Compliance Fee (Device quantity exceeds vendor's maximum allowed Citywide capacity)	Fee charged to Micro-Mobility vendors if the Micro Mobility Device quantity exceeds vendor's maximum allowed Citywide capacity.	\$100/Device Impounded	Per Device
Micro-Mobility Non-Compliance Fee (Device speed exceeds maximum)	Fee charged to Micro-Mobility vendors for each Micro Mobility Device that exceeds the maximum speed set forth by CVC 22411 (e-scooters: 15 MPH) and (e-bikes: 20 MPH).	\$100/Device Impounded	Per Device
Micro-Mobility Non-Compliance Fee (Device deployed by non-permitted vendor)	Fee charged to vendors for each Micro Mobility Device deployed by non-permitted vendor.	\$100/Device Impounded	Per Device

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City of Long Beach
411 West Ocean Boulevard
Long Beach, CA 90802

www.longbeach.gov