HOPKINS CITY COUNCIL
AGENDA
Tuesday, April 18, 2023
6:30 pm

THIS AGENDA IS SUBJECT TO CHANGE
UNTIL THE START OF THE CITY COUNCIL MEETING

I. CALL TO ORDER

II. ADOPT AGENDA

III. PRESENTATIONS

1. Update from Hopkins Westwind Concert Band
2. Update from Hennepin County Commissioner Chris LaTondresse
3. Proclamation for Arbor Day; Imihy Bean

IV. CONSENT AGENDA

1. Minutes of the April 4, 2023 City Council Regular Meeting Proceedings; Domeier
2. Extension of On-Sale Liquor License and Approval of Temporary Liquor License for LTD Brewing LLC DBA LTD Brewing Co.; Domeier
3. Approval of Temporary Liquor License for Minnesota Food Truck Association; Domeier
4. Authorize Staff to Enter into an Agreement with Tier Mobility D/B/A Spin for Micromobility Sharing Operations; Imihy Bean
5. Approval of the 2023 Use Agreement between the City of Hopkins and the Hopkins Farmers Market; Elverum

V. PUBLIC HEARINGS

VI. OLD BUSINESS

VII. NEW BUSINESS

1. Adoption of Proclamation Commemorating No Mow May and First Reading of an Ordinance Temporarily Suspending Chapter 36 of the Hopkins City Code Regarding Maintenance of Vegetation; Imihy Bean
2. Fourth Quarter Financial Update; Bishop

VIII. PUBLIC COMMENT

IX. ANNOUNCEMENTS

- Next City Council Regular Meetings: May 2, 9 and 16 at 6:30 p.m.

X. ADJOURN

Administration

CITY OF HOPKINS

Memorandum

To: Honorable Mayor and Council Members

From: Mike Mornson, City Manager

Date: April 18, 2023

Subject: Update from Hopkins Westwind Concert Band

PURPOSE

The Hopkins Westwind Concert Band will provide information on the band's events over the past year and share plans for the upcoming year.

INFORMATION

To find out more information the Hopkins Westwind Concert Band, please visit https://www.hopkinswestwind.org/ .

FUTURE ACTION

Presentation only.

Administration

CITY OF HOPKINS

Memorandum

To: Honorable Mayor and Council Members
Mike Mornson, City Manager

From: Brent Johnson, Police Chief

Date: April 18, 2023

Subject: Update from Hennepin County Commissioner Chris LaTondresse

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PURPOSE
Chris LaTondresse, Hennepin County Commissioner for District 6, will be in attendance to provide updates to the City Council.

INFORMATION
To find out more information Commissioner LaTondresse, please visit https://www.hennepin.us/your-government/leadership/6th-district .

FUTURE ACTION
Presentation only.

Administration

CITY OF HOPKINS

City Council Report 2023-037

To: Honorable Mayor and Council Members
Mike Mornson, City Manager

From: PeggySue Imihy Bean, Special Projects and Initiatives Manager

Date: April 18, 2023

Subject: Proclamation for Arbor Day

RECOMMENDED ACTION

MOTION TO ADOPT A PROCLAMATION FOR ARBOR DAY IN HOPKINS

OVERVIEW

Arbor Day dates back to the early 1870s in Nebraska City. A journalist by the name of Julius Sterling Morton moved to the state with his wife and purchased 160 acres in Nebraska City and planted a wide variety of trees. Morton spread his knowledge of trees and stressed their ecological importance to Nebraska. And on January 4, 1872, Morton first proposed a tree planting holiday to be called “Arbor Day” at a meeting of the State Board of Agriculture. After the board passed the resolution, more than one million trees were planted on the first official celebration of the day on April 10, 1872.

This year, we celebrate Arbor Day on April 28th. The City will host an event at the Hopkins Pavilion where residents are invited to learn more about taking care of newly planted trees and the first 50 residents will receive a free tree.

SUPPORTING INFORMATION

- Proclamation for Arbor Day in Hopkins
- Flyer for 2023 Arbor Day Celebration

City of Hopkins

A Proclamation Commemorating Arbor Day

WHEREAS, in 1872, the Nebraska Board of Agriculture established a special day to be set aside for the planting of trees; and

WHEREAS, trees are an essential resource to our city and the world, trees make our homes and community more livable and beautiful; and

WHEREAS, the City of Hopkins recognizes that trees can be a solution to combating climate change, they play an important role in cleaning the air, conserving energy, producing life-giving oxygen, and providing habitat for wildlife; and

WHEREAS, each year people across the country celebrate Arbor Day and pay special attention to the treasure our trees represent while we as a society become more aware that human activities, along with acts of nature, threaten our trees, creating the need for action to ensure the future of our urban forests; and

NOW THEREFORE, I, Brian Hunke, Mayor Pro Tempore of the City of Hopkins in the State of Minnesota, along with my fellow Council Members, recognize, adopt, and proclaim April 28, 2023, as Arbor Day in the City of Hopkins, and urge all residents to be more aware of the importance of trees to their well-being, and to participate in tree planning programs that will ensure a healthy and green city.

IN WITNESS WHEREOF, I have hereunto set my hand and caused the Seal of the City of Hopkins, Minnesota to be affixed this 18th day of April 2023

_____

Brian Hunke, Mayor Pro Tempore

ARBOR DAY
CELEBRATION

FRIDAY, APRIL 28
1 P.M. @ THE HOPKINS PAVILION

Join the City of Hopkins and Heritage Shade Tree Consultants to celebrate Arbor Day and learn how to take care of newly planted trees.

The first 50 attendees will receive a FREE TREE!

HOPKINS CITY COUNCIL
REGULAR MEETING PROCEEDINGS
APRIL 4, 2023

CALL TO ORDER

Pursuant to due call and notice thereof a regular meeting of the Hopkins City Council was held on Tuesday, April 4, 2023 at 6:34 p.m. in the Council Chambers at City Hall, 1010 1st Street South.

Mayor Hanlon called the meeting to order with Council Members Balan, Beck, Garrido and Hunke attending. Others attending included City Manager Mornson, Assistant City Manager Lenz, Finance Director Bishop, City Clerk Domeier, City Engineer Klingbeil, Director Public Works Autio and Police Chief Johnson.

ADOPT AGENDA

Motion by Hunke. **Second** by Balan.

Motion to Adopt the Agenda.

Ayes: Balan, Beck, Garrido, Hanlon, Hunke
Nays: None. Motion carried.

PRESENTATIONS

III.1. Police Department Update; Johnson

Police Chief Johnson provided an update on the Hopkins Police Department for the year 2022 and looking ahead to 2023. Mr. Johnson explained more about the CPTED and S.P.E.E.D.S programs, recent crimes against local businesses, department recruitment and retention with potential for future discussion, use of social workers, community policing, funding opportunities and collaboration as a metro area, and a needs assessment.

III.2. Pavement Management Program and Debt Updates; Klingbeil/Bishop

City Engineer Klingbeil provided an update on the City's Pavement Management Plan. Brief discussion was held about curb options for the Bellgrove neighborhood street reconstruction, the extension of the 17th Avenue and upcoming project timelines and bidding opportunities. Finance Director Bishop provided an overview and update related to the City's project debt for street projects. Mayor Hanlon and Council Member Balan supported pushing back any projects that could be delayed to reduce future debt. Council Members Hunke, Garrido and Beck did not support delaying and projects in the Avenues due to the current conditions of the street and sidewalks. City Manager Mornson stated that to order any project four votes would be required. Staff will come back with some additional financing opportunities and ideas. Mr. Klingbeil will work on ordering a feasibility report even if there is potential for the project to be delayed to 2025.

CONSENT AGENDA

Motion by Beck. **Second** by Hunke.

Motion to Approve the Consent Agenda.

1. Minutes of the March 21, 2023 City Council Regular Meeting Proceedings
2. Ratify Checks Issued in March 2023; Bishop
3. Second Reading: Ordinance 2023-1187 Amending Chapters 40 and 102 of the City Code Regarding Illicit Discharge and Stormwater Management; Howard

Ayes: Balan, Beck, Garrido, Hanlon, Hunke
Nays: None. Motion carried.

PUBLIC COMMENT
Jonathon Kent a Minnetonka resident expressed his concerns about the Depot Coffeehouse closure.

ANNOUNCEMENTS
Mayor Hanlon reviewed the upcoming meeting schedule. City Manager Mornson stated that Board and Commission recruitment is open through April 24. Interviews will take place on May 9 with a backup date of May 16.

ADJOURNMENT
There being no further business to come before the City Council and upon a motion by Beck, second by Hunke, the meeting was unanimously adjourned at 7:57 p.m.

Respectfully Submitted,

Amy Domeier, City Clerk

Administration

CITY OF HOPKINS

City Council Report 2023-033

To: Honorable Mayor and Council Members
Mike Mornson, City Manager

From: Amy Domeier, City Clerk

Date: April 18, 2023

Subject: Extension of On-Sale Liquor License and Approval of Temporary Liquor License for LTD Brewing LLC DBA LTD Brewing Co.

RECOMMENDED ACTION

MOTION TO Approve the Extension of On-Sale Liquor License and the Issuance of a Temporary On-Sale Liquor License to LTD Brewing LLC DBA LTD Brewing Co. (LTD) for their Anniversary Event scheduled for June 3, 2023.

OVERVIEW

LTD has submitted a request to extend their on-sale liquor license and an application for temporary liquor license for their anniversary event. The event and liquor sales will be located within their parking lot and extended into 8th Avenue and Lot 600. The liquor service will be Noon to 10 p.m. Temporary on-sale liquor licenses must be approved by the State of Minnesota, Alcohol & Gambling Enforcement Division.

Brewers who manufacture less than 3,500 barrels of malt liquor in a year are permitted by state statute to apply for temporary liquor licenses for events to sell liquor without applying for a full-year liquor license. The applicant meets the requirements set for by State Statute to obtain a temporary liquor license. Staff has reviewed the request to ensure that all requirements and issues concerning liquor compliance and public safety have been met.

SUPPORTING INFORMATION

- The applications and certificate of insurance are on file in the City Clerk's office.

Administration

CITY OF HOPKINS

City Council Report 2023-034

To: Honorable Mayor and Council Members
Mike Mornson, City Manager

From: Amy Domeier, City Clerk

Date: April 18, 2023

Subject: Approval of Temporary Liquor License for Minnesota Food Truck Association

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RECOMMENDED ACTION

MOTION TO Approve the Issuance of a Temporary On-Sale Liquor License to the Minnesota Food Truck Association for their Food Truck Festival scheduled for June 24, 2023.

OVERVIEW

The Minnesota Food Truck Association has submitted an application for a temporary on-sale liquor license for their food truck event. The liquor service will be Noon to 10 p.m. Temporary on-sale liquor licenses must be approved by the State of Minnesota, Alcohol & Gambling Enforcement Division.

The applicant meets the requirements set for by State Statute to obtain a temporary liquor license. Staff has reviewed the request to ensure that all requirements and issues concerning liquor compliance and public safety have been met.

SUPPORTING INFORMATION

- The application and certificate of insurance are on file in the City Clerk's office.

Administration

CITY OF HOPKINS

City Council Report 2023-035

To: Honorable Mayor and Council Members
Mike Mornson, City Manager

From: PeggySue Imihy Bean, AICP, Special Projects and Initiatives Manager

Date: April 18, 2023

Subject: Authorize Staff to Enter into an Agreement with Tier Mobility D/B/A Spin for Micromobility Sharing Operations

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RECOMMENDED ACTION

MOTION TO AUTHORIZE STAFF TO ENTER INTO AN AGREEMENT WITH AUTHORIZE STAFF TO ENTER INTO AN AGREEMENT WITH TIER MOBILITY D/B/A SPIN FOR MICROMOBILITY SHARING OPERATIONS

OVERVIEW

In 2022, the City of Hopkins issued an RFP seeking micromobility sharing operations for a pilot program during the April-November season. Last year, the City entered into an agreement with Bird Rides, Inc, who delivered a successful and well used scooter program. Despite the success of the program, Staff had been in ongoing conversations with the cities of Golden Valley and Saint Louis Park, regarding micromobility and the potential of collaborating on a multi-jurisdictional RFP to ensure that all communities selected the same provider for the 2023 season. This was due in large part to ensure that programs in each community were bolstered by users being able to travel between communities.

In Spring of 2023, a joint West Metro Micromobility Sharing RFP was issued and met with proposal responses from Bird Rides, Lime and Spin. Staff from the three communities met and evaluated the proposal and ultimately recommended Spin as the provider.

Below are some of the reasons Spin stood out amongst the proposals:

- Spin utilizes W2 employees who are paid a living wage starting at over $16 per hour, rather than sub-contractors, for scooter rebalancing and local questions and concerns;
- Spin offers a wide range of adaptive devices for those with mobility issues which can be delivered on demand;
- Spin commits to co-hosting one monthly community safety and engagement event per month, in collaboration with local businesses and groups; and
- Spin offered a comprehensive approach to equity through free and reduced pricing programs.

This current program will continue with the previously established provisions utilized last season:

- The payment of a $500 license fee, and flat fee of $7500 to deploy 100 scooters for the 2023 season;
- Any scooter left improperly, damaged, or otherwise inoperable must be removed within 24 hours of receiving notice by the City. If not removed, the vehicle will be impounded by public works for a fee of $10 and a storage fee of $5 for each day it is stored at public works;
- Scooters may not be parked on Mainstreet or along the Artery cycle track, except for at Clocktower Plaza, to avoid for parking of scooter directly in front of Mainstreet businesses; and
- A ‘slow zone’ will be established along Mainstreet, which will automatically slow scooters to 10 MPH.

Staff, with the assistance of the City Attorney, and Spin have been working on a contract and tonight seek approval from the Council to enter into this agreement when it is finalized. Spin is prepared to launch scooters as soon as the contract is fully executed and pending scooter appropriate weather. Scooters will remain available through November of this year.

SUPPORTING INFORMATION

- Technical Proposal from Spin

ATTN: PeggySue Imihy Bean, AICP
City of Hopkins
pimph@hopkinsmn.com

24 March 2023

RE: Spin's Proposal for Hopkins/St.Louis Park/Golden Valley Micromobility Permanent Program

Dear Ms. Imihy Bean and the Evaluation Committee,

Enclosed is our application for a financially self-sufficient and equitable scooter sharing system to serve the cities of Hopkins, St. Louis Park, and Golden Valley. We are thrilled about the opportunity to partner with you and provide our first-class mobility service based on our demonstrated record of success in nearby Minneapolis and St. Paul.

Founded in 2016, we currently operate shared micromobility services in over 100 cities and college campuses in North America. Together, with TIER Mobility, our parent company, we are the world's largest shared micromobility operator, serving over 530+ cities with 300,000 shared micromobility vehicles. We are bound by a mutual commitment to putting our city and university partners first, maintaining a high-quality service, and making our operations the most affordable and sustainable across the micromobility industry. As clear evidence of this approach, we made history in 2020 as the first shared micromobility company to become carbon-neutral certified.

As you will see, our proposal reflects our steadfast commitment to complementing public transit operations and providing a turnkey micromobility service as an affordable first/last-mile mode of transportation for all residents. We are confident our company values and leading operational standards for equity, safety, and sustainability directly align with the micromobility program goals of the cities. For the spring 2023 program, we have developed innovative approaches to deliver a mobility service that upholds the highest standards in rider safety, equity, and accessibility. Specifically, we will employ multiple strategies to achieve these objectives:

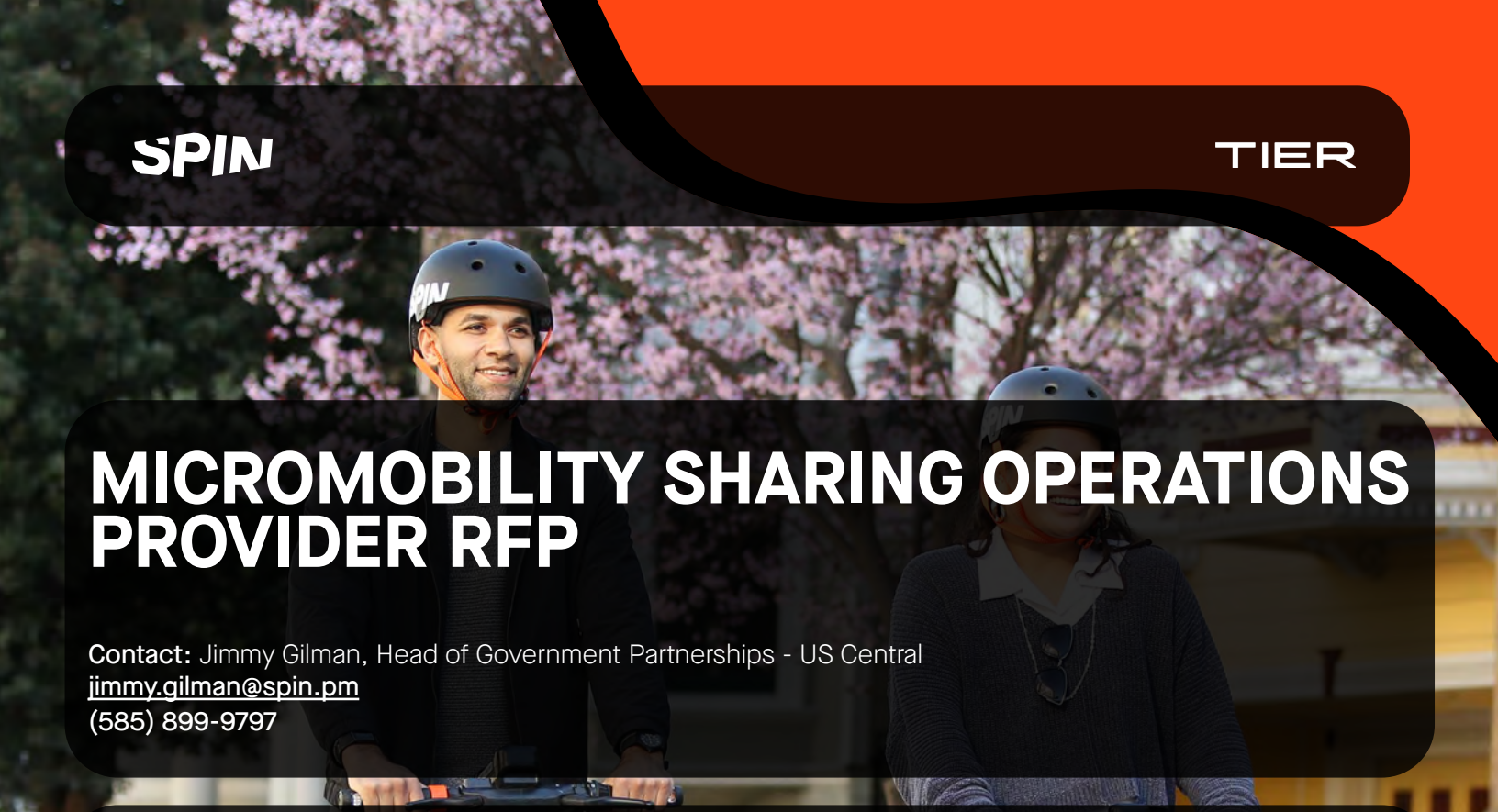
- Local Employees with Living Wages: We exclusively use local W-2 employees to deploy, charge, rebalance, and maintain our e-scooter fleet. Our well-trained employees will be offered living wages (starting at $16.75 per hour) and provide more effective and responsive service than other operators who use independent contractors and "gig economy" workers.
- Industry-leading Equity & Discount Programs: We will offer our industry-leading Spin Access equity program to provide free 30 minute rides for all eligible low-income residents. As an additional equity initiative, we will also introduce our new Spin Access Zones, which provide all riders with an automatic 25% discount for trips that start in prioritized lower-income areas or those with limited public transit options.
- E-Scooter & Adaptive Device Fleet & with Industry-Leading Technology: Our Spin S-100 7th edition e-scooters feature triple independent braking system that provides best-in-class stopping performance; a double pronged kickstand to prevent tip-overs; and a long-range (up to 100 miles) swappable battery that significantly decreases emissions. We are also excited to make three adaptive devices available for free rentals and deliver them to all citizens who need them.

From a policy point of view, we are well-aligned with local priorities to ensure the safety of both pedestrians and riders, serve the mobility and needs of all residents, and support public transit usage. We take pride in being the most equity-focused and compliant operator in the micromobility industry – a standard of operational excellence we credit largely to our 100% in-house, W-2 employee teams. Looking ahead, we look forward to building a strong partnership and providing a best-in-class shared micromobility service in your communities.

Sincerely,

Jimmy Gilman
Head of Government Partnerships - US Central

SPIN TIER



MICROMOBILITY SHARING OPERATIONS PROVIDER RFP

Contact: Jimmy Gilman, Head of Government Partnerships - US Central
jimmy.gilman@spin.pm
(585) 899-9797

TABLE OF CONTENTS

EXECUTIVE SUMMARY

Local Program Customized for the West Metro Area

- A full fleet of Spin S100 7th edition e-scooter and adaptive devices to provide mobility options to all residents throughout the three cities.
- Our industry-leading Spin Access equity program offering unlimited free 30 minute trips for low-income residents. We are also excited to offer an automatic 25% discount for ALL riders that begin their trips in Spin Access Zones (low-income areas).
- Commitment to co-hosting one monthly community safety and engagement event per month, in collaboration with local businesses and groups.

State-of-the-art Vehicles and Technology

- Audible on-device alerts to encourage safe riding and proper parking feedback to guide riders in real-time.
- Commitment to continuous improvement and technological iteration based on feedback from the cities with a focus on safety and equity.
- Use of our Spin Mission Control technology to track and communicate with our local Operations Team for deployment and removal of our e-scooters.
- Complimentary access to Populus Data Manager or Ride Report to enable effective program oversight with real-time and historical trip data.

Comprehensive Operations and Maintenance Plan

- Employee-managed operations with proactive device rebalancing (5+ sweeps per day in each of the three cities) to ensure safety for non-riders and full compliance with parking requirements.
- 24/7 customer service in English, Spanish, Russian, Hmong and Somali.
- Highly experienced local team led by Lindsay Quinn with industry-leading wages, benefits, and diverse team members to ensure a consistently high-quality and accountable operation.
- Comprehensive maintenance plan that covers daily checks as well as scheduled preventative maintenance to extend vehicle lifespans.

Effective Safety Education and Comms plan

- Multi-lingual (English, Spanish, etc.) outreach with targeted safety education campaigns.
- Multi-channel approach to rider safety education (in-person events, on-device, in-app, audible alerts).
- Safety precautions for first-time users, including an optional Local Safety Quiz and Slow Speed requirement (10 mph max) on their first ride.
- Safety and compliance measures for every trip, including required end of trip parking photos, and in-app safety and parking reminders on every trip.

Experience Partnering with 530+ Cities

- Spin (part of our parent company TIER) is the largest shared micromobility company in the world, operating in 530+ cities globally with over 300,000 shared micromobility devices in our global fleet.
- Local on-the-ground expertise in each of the three cities using a fully in-house local employee team with experience in delivering highly responsive operations.
- Commitment to proactively share performance data and success stories and meet all data reporting requirements.
- Utilize our local warehouse Minneapolis to provide the most responsive service possible with all issues resolved under 2 hours or less.

Delivering an Inclusive and Equitable Service

- Offering our Spin Access equity program with free 30 minute trips.
- Multiple adaptive device options to improve accessibility for those with limited mobility, include both a 3-wheel e-scooter with a seat and 2-wheel scooter with a seat. All adaptive devices will be delivered to riders within 30 minutes free of charge.
- All Spin e-scooters come with labels printed in large 48-point text and braille to enable visually-impaired members of the disability community to easily report misparked vehicles. This includes our customer service phone number, email address, website, and company name.

TAB 2 - SCOPE OF WORK

A Vendor Description and Qualifications

a. Describe your core values and company mission. Describe why you are interested in providing a bike and scooter sharing service in the west metro.

Our mission is to change mobility for good by providing the most affordable, sustainable, and safe mobility options that meet the needs of local communities. For the last six years we have successfully operated our shared micromobility services across the United States and earned a reputation for our sterling compliance performance, commitment to equity initiatives, and for taking a genuine partnership approach to our relationships with cities and universities.

Based on our successful operations in nearby Minneapolis and St. Paul, we are excited for the opportunity to expand our services into the West Metro Area. From a values perspective, we emphasize the importance of **equity, safety, and sustainability** in the design of our shared mobility service as follows:

1. Equity: We strive to provide an equitable service that offers multiple mobility options for everyone, regardless of their financial circumstances and physical abilities.

- Affordability: To provide equitable riding opportunities for everyone, we are proud to offer all qualifying low-income residents (up to 200% of the Federal Poverty Level) with free 30 minute trips in the West Metro Area and throughout many neighboring cities, including Minneapolis.
- Accessibility: We provide a wide range of devices for those with physical limitations or disabilities in most cities we operate in. This includes adaptive vehicles ranging from seated e-scooters, electric wheelchair attachments, and 3-wheel devices that are completely free to rent with complementary personal delivery.

2. Safety & Compliance:

- Safety Record: In order to maintain the safest riding experience possible, we power our devices with the latest technologies and safety precautions. This includes equipping our e-scooters with triple-brakes, bright headlights, suspension systems, and puncture-proof tires that can withstand difficult terrain and weather conditions.

- **Safety Alerts and Incentives**: We also provide riders with real-time audio alerts (e.g., warning sounds), in-app messages (e.g., to explain the local rules on sidewalk), financial incentives (e.g., $1 off their next ride for correct usage of bike lanes or streets), along with strict penalties (financial or even account suspension) if they repeatedly flout the rules.

- Compliance Track Record: Consistent with our established track record, we make a practice of complying with all local program rules and requirements. Our local Operations teams are trained to consistently deploy and redistribute our devices properly, while also being prepared to swiftly respond to any issues or emergencies as soon as they occur. Additionally, we constantly educate our riders through in-app screens and in-person events to ensure that they are prepared to use our devices in a responsible manner. Leveraging a combination of these tactics, we are proud to be selected as the #1 preferred operator in nearly all our partner cities, including Minneapolis, Chicago, San Francisco, Phoenix, Baltimore, and Washington, D.C, among others.

3 Sustainability: We propose an action-oriented plan based on key performance metrics to provide the West Metro Area with environmentally sustainable operations. Specifically, we will mirror our active carbon neutral operations in Minneapolis, where we use swappable batteries for our electric scooters, 100% renewable electricity for charging, parking, and charging stations, and verified carbon offsets to account for any emissions we are not yet able to avoid.

b. Describe your organization's history and origins.

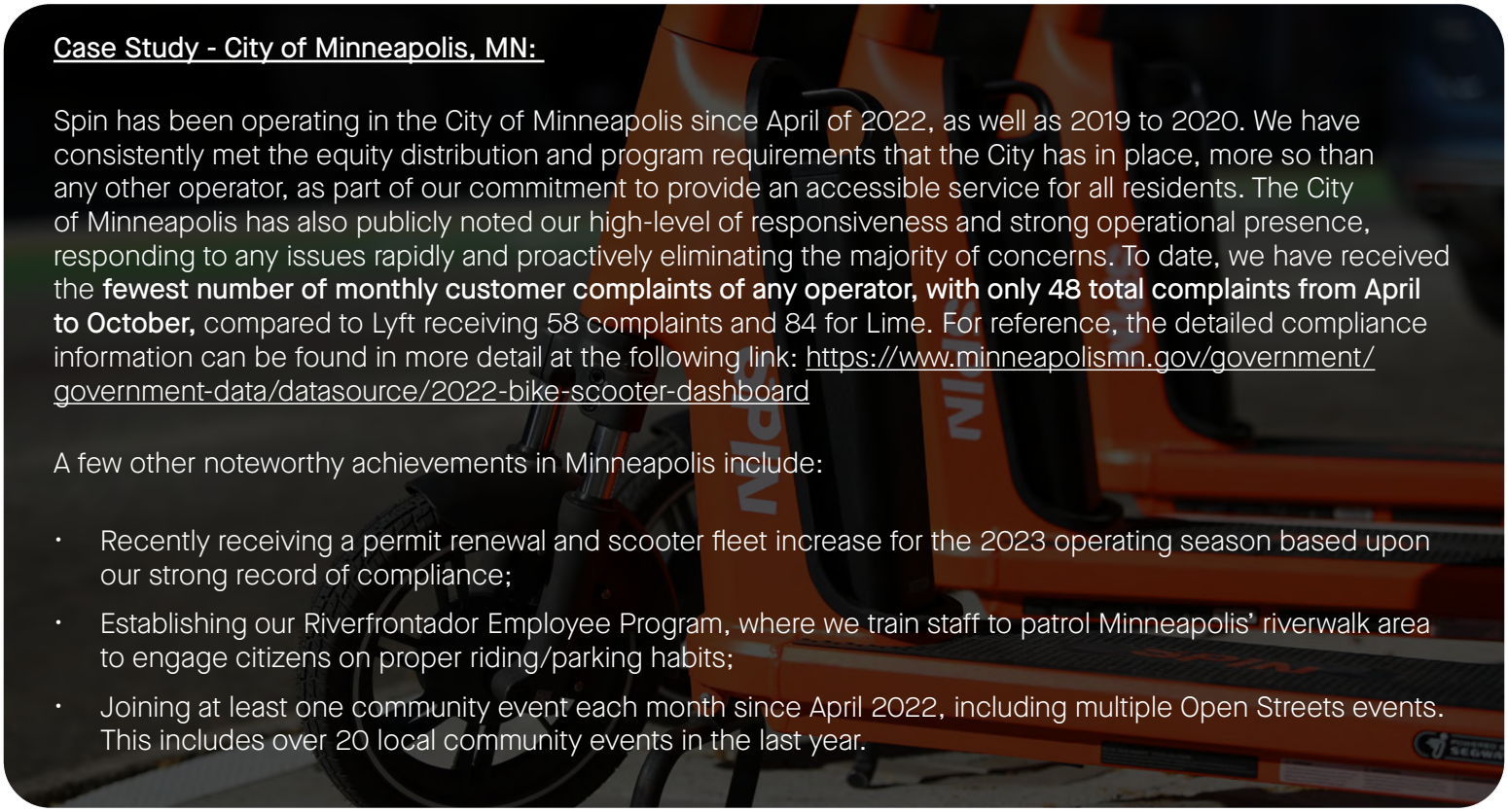
Founded in 2016, we have always made a point to act as a responsible operator that prioritizes our city partnerships and compliance with local rules. Over the last six years, we have gradually expanded our presence across over 100 cities and university campuses in the United States. We previously operated as a subsidiary of Ford Motor Company from 2016-2021 and were later acquired by TIER Mobility (the largest micro mobility operator in Europe) in 2022 with Ford remaining a strategic investor. As part of the TIER Mobility family, we are now the world's largest shared micromobility operator, serving over 530+ cities with 300,000 shared micromobility vehicles. We are bound by a mutual commitment to putting our city and university partners first, maintaining a high-quality professional service, and making our operations the most affordable and sustainable available.

c. Describe your relevant experience and expertise, including experience in developing, implementing, and/or maintaining a program with similar scope and impact. List the cities in which you operate, the number of bikes and size of area covered in each city, and how long the services have been in operation.

Relevant Experience & Expertise

We have successfully operated our shared micromobility services across the United States for the last six years. Beyond providing safe and sustainable mobility options, we are well-known for our sterling compliance performance, commitment to equitable deployments and affordability, and for taking a genuine partnership approach with cities and universities.

In terms of relevant experience, we have successfully provided first-rate local operations with 100% in-house W-2 employees in nearby Minneapolis, St. Paul, Chicago and many cities across the country with a similar scope and size. Our track record of following the rules and partnering with cities sets us apart from other operators, particularly when it comes to enhancing accessibility and affordability.



Case Study - City of Minneapolis, MN:

Spin has been operating in the City of Minneapolis since April of 2022, as well as 2019 to 2020. We have consistently met the equity distribution and program requirements that the City has in place, more so than any other operator, as part of our commitment to provide an accessible service for all residents. The City of Minneapolis has also publicly noted our high-level of responsiveness and strong operational presence, responding to any issues rapidly and proactively eliminating the majority of concerns. To date, we have received the **fewest number of monthly customer complaints of any operator, with only 48 total complaints from April to October,** compared to Lyft receiving 58 complaints and 84 for Lime. For reference, the detailed compliance information can be found in more detail at the following link: https://www.minneapolismn.gov/government/government-data/datasource/2022-bike-scooter-dashboard

A few other noteworthy achievements in Minneapolis include:

- Recently receiving a permit renewal and scooter fleet increase for the 2023 operating season based upon our strong record of compliance;
- Establishing our Riverfrontador Employee Program, where we train staff to patrol Minneapolis' riverwalk area to engage citizens on proper riding/parking habits;
- Joining at least one community event each month since April 2022, including multiple Open Streets events. This includes over 20 local community events in the last year.

Current Operations in the United States

List of Current Cities & Universities	Authorized Number of Devices	Length of Operations
American University (Washington DC)	200 e-scooters	August 2022 - Current
Ann Arbor, MI	400 e-scooters	February 2019 - Current
Arlington, VA	650 e-scooters	January 2022 - Current
Baltimore, MD	1,900 e-scooters	January 2022 - Current
Berkeley, CA	400 e-scooters, 100 e-bikes	June 2022 - Current
Boise State University	50 e-scooters	April 2019 - Current
Boise, ID	250 e-scooters	April 2019 - Current
Brown University (Rhode Island)	150 e-scooters	June 2021 - Current
Colorado State University - Fort Collins (CO)	250 e-scooters, 200 e-bikes	July 2021 - Current
Columbus, OH	750 e-scooters	June 2019 - Current
Dayton, OH	400 e-scooters	August 2019 - Current
Duke University (NC)	120 e-scooters	August 2019 - Current
Durham, NC	525 e-scooters	June 2019 - Current
East Lansing, MI	1,000 e-scooters	April 2021 - Current
Fayetteville, AR	500 e-scooters	November 2019 - Current
Fort Collins, CO	500 e-scooters, 400 e-bikes	July 2021 - Current
Gainesville, FL	200 e-scooters	June 2021 - Current
Garden City, ID	250 e-scooters	March 2021 - Current
Lansing, MI	300 e-scooters	April 2021 - Current
Lexington, KY	400 e-scooters	May 2019 - Current
Meridian, CO	75 e-scooters, 25 e-bikes	November 2021 - Current
Michigan State University	1,200 e-scooters	March 2021 - Current
Milwaukee, WI	600 e-scooters	August 2019 - Current
Minneapolis, MN	500 e-scooters	June 2019 - Current

Montgomery County, MD	500 e-scooters	July 2020 - Current
Nashville, TN	500 e-scooters	February 2019 - Current
North Carolina State University (NC	500 e-scooters, 200 e-bikes	August 2022 - Current
Ohio State University	200 e-scooters	September 2019 - Current
Oklahoma State University	300 e-scooters	February 2020 - Current
Orlando, FL	300 e-scooters	February 2020 - Current
Pennsylvania State University (PA)	300 e-bikes	August 2021- Current
Phoenix, AZ	450 e-scooters	September 2019 - Current
Pittsburgh, PA	1,000 e-scooters	July 2021 - Current
Portland, OR	1,083 e-scooters	April 2019 - Current
Providence, RI	1,000 e-scooters, 600 e-bikes	October 2019 - Current
Raleigh, NC	450 e-scooters	May 2021 - Current
Rhode Island School of Design (RI)	100 e-scooters	June 2021 - Current
Salt Lake City, UT	1,250 e-scooters	April 2019 - Current
San Diego, CA	2,000 e-scooters	March 2019 - Current
San Francisco, CA	2,000 e-scooters	October 2019 - Current
San Marcos, TX	250 e-scooters, 50 e-bikes	September 2020 - Current
Santa Monica, CA	700 e-scooters	July 2021 - Current
Scottsdale, AZ	No cap	December 2020 - Current
St George, UT	500 e-scooters	September 2020 - Current
St Paul, MN	150 e-scooters	July 2019 - Current
Stillwater, OK	300 e-scooters	July 2020 - Current
Tallahassee, FL	750 e-scooters	June 2020 - Current
Tampa, FL	600 e-scooters, 100 e-bikes	April 2019 - Current
Tucson, AZ	500 e-scooters	August 2021 - Current
University of Arkansas	500 e-scooters	November 2019 - Current
University of California, San Diego	750 e-scooters, 450 e-bikes	December 2017 - Current
University of Central Florida	750 e-scooters	January 2020 - Current
University of Florida	200 e-scooters	June 2021 - Current
University of Georgia	300 e-bikes	September 2022 - Current
University of Michigan	400 e-scooters	March 2019 - Current
University of Minnesota	133 e-scooters	April 2022 - Current
Utah Valley University	300 e-scooters	September 2021 - Current
Virginia Tech University	400 e-scooters	June 2021 - Current
Washington, D.C.	2,500 e-scooters	November 2018 - Current
Winston-Salem, NC	400 e-scooters	October 2020 - Current

d. Describe the organizational structure of your company including the number of employees globally and in the U.S.

Spin is a privately held company and fully-owned subsidiary of TIER Mobility, the largest micromobility operator in Europe (headquartered in Berlin, Germany). As a corporate entity, Spin holds no debt. As part of the TIER Mobility family, we are backed by several prominent investors, including Ford Motor Company, Softbank Vision Fund, Northzone, and Mubadala. From a regional standpoint, Spin exclusively operates throughout the United States while TIER operates across Europe, the Middle East, and parts of Asia. Please see below for more details on our organizational structure and the number of employees globally and in the U.S.

Number of Employees

- Total Spin Employees: 395 total employees
- Total TIER Employees: 1400+ total employees

e. Describe the number of temporary, permanent, part-time, full-time, or seasonal employees you will have in Hopkins, Saint Louis Park, and Golden Valley, and/or within 25 miles of the listed cities, and their roles in the organizational structure. Describe if you will use any subcontractors and what their role will be.

In Minneapolis, we currently operate up to 15 full and part-time employees, and are excited to expand our team to meet the demands of Hopkins, St. Louis Park, and Golden Valley. To accomplish this, we will scale-up our existing operations by hiring up to **25 full and part time W-2 employees**. We do not use any subcontractors for our daily operations or maintenance; some local subcontractors may be used to assist with warehouse cleaning, printing/marketing needs, and for other non-operations purposes.

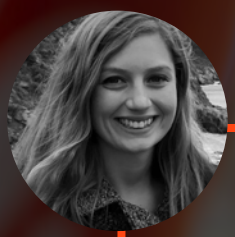
We will use our established warehouse in Minneapolis (which is located at **7840 Main St. NE Fridley MN 55432**) to manage our operations throughout the West Metro Area. Specifically, we will also employ a General Manager, 3 Operations Staff and 3 Maintenance Staff in each of the three municipalities of Hopkins, St. Louis Park, and Golden Valley, respectively. This structure will provide each city with designated leads to improve accountability and daily performance.

f. Describe what portion of the total servicing staff would be contract employees.

We exclusively hire 100% W-2 employees and do not use independent contractors or authorize franchises (i.e., 0% contract employees). We strongly believe that having complete control over our fleet and our operations is what makes our service notably more responsive and safer. This also enables us to be fully responsible for our service and follow through on all our local commitments. For these reasons, we do not employ any subcontractors or employees outside of our organization. Based on our established track record in nearby Minneapolis, Chicago, and elsewhere, our 100% in-house approach consistently empowers our team to be recognized as the most compliant operator in the micromobility industry.

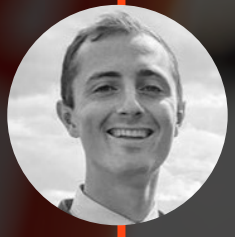
g. Describe the qualifications and experience of key personnel who will be the lead contact for each community.

Lindsay Quinn, Senior Operations Manager - *Primary Point-of-Contact*

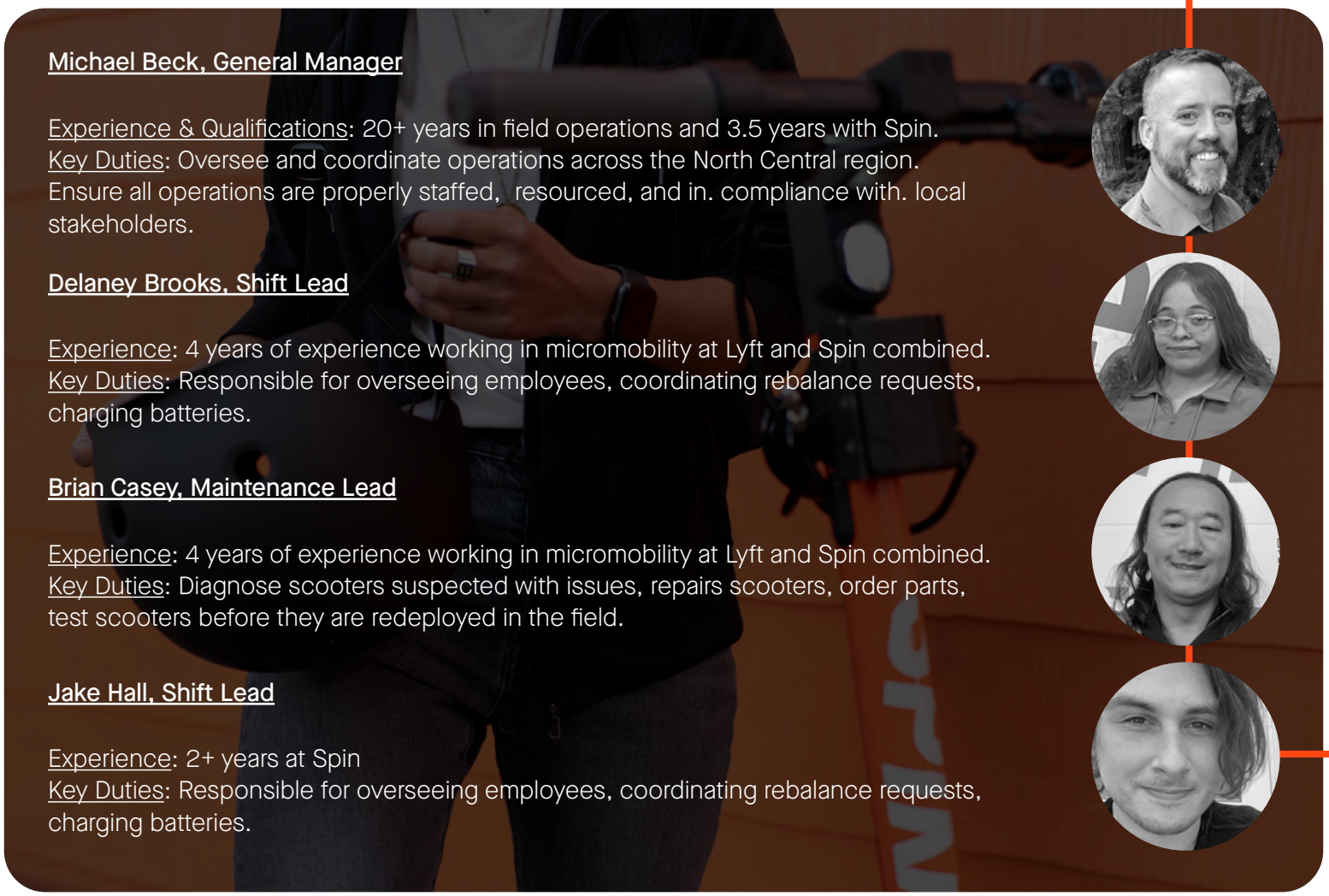


Experience & Qualifications: 2+ years at Spin and overseeing our markets in MN.
Key Duties: Oversee Minnesota and Milwaukee markets, communicate consistently with teams on urgent operations issues, develop long term strategies to keep markets compliant and efficient.

Jimmy Gilman, Head of Government Partnerships - US Central



Experience & Qualifications: 4 years of experience at Spin, including operations. management across multiple states and overseeing partnerships in our central region
Key Duties: Primary point of contact for the three municipalities regarding program and contract development, community outreach, and ensuring attainment of municipal goals.



Michael Beck, General Manager

Experience & Qualifications: 20+ years in field operations and 3.5 years with Spin.
Key Duties: Oversee and coordinate operations across the North Central region. Ensure all operations are properly staffed, resourced, and in. compliance with. local stakeholders.

Delaney Brooks, Shift Lead

Experience: 4 years of experience working in micromobility at Lyft and Spin combined.
Key Duties: Responsible for overseeing employees, coordinating rebalance requests, charging batteries.

Brian Casey, Maintenance Lead

Experience: 4 years of experience working in micromobility at Lyft and Spin combined.
Key Duties: Diagnose scooters suspected with issues, repairs scooters, order parts, test scooters before they are redeployed in the field.

Jake Hall, Shift Lead

Experience: 2+ years at Spin
Key Duties: Responsible for overseeing employees, coordinating rebalance requests, charging batteries.

h. Describe employment and hiring goals, particularly efforts to hire residents of the partner cities.

As outlined in detail below, we have set ambitious employment and hiring goals to demonstrate our firm commitment to diversity, equity, and inclusion. We design our hiring goals to reflect the growing diversity and growing focus on transit-oriented operations of Hopkins, St. Louis Park, and Golden Valley. Specifically, we are committed to the following:

Hiring and Employment Goals for the West Metro Area

1. **Hire 100% of our local team based in Hopkins, St. Louis Park, and Golden Valley, consisting of at least 25 team members** to manage our daily operations, community engagement, and partnerships with the Cities and other local stakeholders;
2. Traditionally underrepresented and economically disadvantaged individuals will make up **at least 60% of Spin's total employment hours in the Minneapolis region**;
3. People who identify as Black, South Asian, and/or Indigenous make up **at least 50% of Spin's total employment hours, which we were able to accomplish nearby in Minneapolis last year.**
4. All Spin employees earn a Living Wage with benefits. Our **starting hourly wage for employees will start at $16.75 per hour, plus benefits**;
5. **Promote Spin as a Second Chance employer** and partner with local workforce organizations by providing job opportunities for our local positions.

Generous Compensation: We offer generous **compensation starting at $16.75 per hour with comprehensive benefits** for our employees, regardless of employee location. We also offer the following company-sponsored benefits: Medical, Dental, Vision, Life AD&D, Business Travel Accident, Disability Insurance, EAP, Wellness Subsidy, Mental Health Days, Unlimited Paid Time Off, Commuter Subsidy, 9 paid holidays/year, Home Internet Allowance, Home Office Allowance, Cell Phone Allowance, Additional Maternity/Paternity Leave.

i. Describe your organization's efforts and training on diversity and equity.

We maintain a diverse and inclusive work environment to enable our team to attain their greatest potential and achieve the greatest benefits for both our customers and city partners. In particular, we support a diverse internal workforce with the following initiatives focused to diversity, equity, and inclusion:

DIVERSITY	EQUITY	INCLUSION
Ensure a sustainable approach to increasing the diversity of our workforce	*Establish a fair and impartial environment free of favoritism and bias*	*Create an inclusive community though a focus on our employees*
Inclusion Survey and eNPS Survey	Anti-racism Assessment	Employee Resource Groups
Inclusive Hiring Practices	Pay Equity Audit	Allyship Workshops and Factories

In order to carry out Spin's core values in our hiring and day-to-day work, we also established a **Diversity & Inclusivity Committee in 2019**, which promotes the goals of accepting, respecting and valuing differences that include attributes such as age, race, gender, ethnicity, religion, sexual orientation, gender expression, sexual identity, ability, language, family circumstances, and cultural backgrounds. We provide our employees with numerous resources and ongoing training to nurture an inclusive, honest, and respectful company culture. These training initiatives include:

Training Efforts Related to Diversity and Equity

- Employee Resource Groups (ERGs): These groups (e.g., Black at Spin, Pride at Spin, Women at Spin, Somos at Spin) are available to all employees to foster camaraderie, tackle important social and cultural issues, and encourage greater awareness building across our organization.
- Allyship Workshops: Bring in guest speakers to talk about current issues and create an open space for dialogue.
- Anti-racism Assessments: Continue educating our employees on cultural diversity and ensuring that employees are actively engaged in proper behaviors.
- Harassment Trainings conducted on a regular basis.

B Implementation and Operations Plan

a. Describe the proposed timeline for implementation of a micromobility share system

We are prepared to operate with our fully in-house, experienced and local team. We are in a strong position to expand our current operations in Minneapolis to Hopkins, Golden Valley, and St. Louis Park by phasing-in our popular mobility options. To accomplish this, we will also add ten (10) or more employees to our local operations team to provide dedicated service in the West Metro Area with a fully integrated fleet of e-scooters. As summarized in the chart below, we have developed a clear Operations Plan with defined timelines for scaling-up our local staff and expanding our service in accordance with the West Metro Bike and Scooter Share Program Additional Terms.

Key Issues & Phases	Key Details & Goals	Timeline
Direct Point of Contacts	As direct points of contact, **Lindsay Quinn** will serve as our experienced local Senior Operations Manager and **Jimmy Gilman** is our Head of Government Partnerships - Central.	✓ Done
Scheduled Transition Meetings	To ensure full alignment with the program rules and expectations, Lindsay Quinn and Jimmy Gilman will propose **bi-weekly service performance meetings with City staff**, with the cadence adjusted as needed.	Upon contract award and execution
Staff	We will begin operating with an expanded **local staff of up to 25 employees** upon contract execution. We will proactively create job postings and reach out to our local workforce partners in anticipation of additional hiring needs.	Hiring upon contract award and execute on program launch
Local Wages	We will offer a **living wage of at least $16.75+ per hour plus benefits** for all employees to entice more experienced candidates and speed up our hiring process.	Wages will be confirmed upon contract execution.
Supply of Multimodal Fleet	We will deploy our popular **Spin S-100 7th edition** e-scooter across all three cities. We are fully prepared to launch a full fleet of devices on day one of the program; our device supply has already been secured for the cities to mitigate any supply chain issues.	At program launch
Adaptive Devices	**For efficiency and anti-theft purposes, we will deliver all adaptive devices with seats directly to customers within 30 minutes free of charge. All rentals are free to charge.**	Day 1 of new program
Warehouse	We will operate out of our local **Minneapolis warehouse at 7840 Main St. NE Fridley MN 5543.** The warehouse is located less than 25 miles from all three cities; specifically, 18.1 miles from Hopkins, 14.4 miles from St. Louis Park and 11.2 miles from Golden Valley.	✓ Done
Hours of Operation	Our team is prepared to operate 24/7 with multiple shifts and staff to provide a high-level of responsiveness around the clock. We can also alter our operations schedule based on local preferences.	✓ Done
Device Maintenance	Our employees are **fully-trained on our proactive and reactive maintenance schedule. At least 95% of our devices are in working order at all times**, all devices are checked daily, serviced at least once per month, sanitized regularly, and maintained in pristine condition at all times.	✓ Done
Geofences & Service Area	We will work with city staff from each municipality to create appropriate geofences throughout all three cities. Before initial deployment, we will confirm and **test all geofences with city staff to fully comply with the program rules.**	Before initial deployment
Spin Access Zones	We will create Spin Access Zones to provide **automatic 25% discounts** for all riders who start their trip in targeted areas. We will consult with city staff to identify the appropriate boundaries based on priority indicators.	Before initial deployment
Local Community Safety Events	For the program launch, we commit to holding **at least 4 local safety events in the first month**. During the first month of the new program, we commit to hosting **4 community events** to engage with the community and introduce our program. We commit to **co-host at least one (1) local safety event with our community partners per month and 16+ for the entire year**, for the full program duration.	Begin on Day 1 of the new program and continue throughout

Marketing	We will roll out our **outreach plan aimed at reducing cultural and language barriers** and to increase ridership in historically underserved areas. We will build on this by **hosting our local education and awareness events** in historically underserviced communities. All education materials will be distributed in English, Spanish, Russian, Hmong, Somali, etc.	Begin on Day 1 of the new program and continue throughout
Sustainability Initiatives	We will provide a **highly sustainable service**, including several industry-leading initiatives such as **swappable batteries, 100% renewable electricity, and local R2 recycling.**	Before program launch and continue efforts throughout
Data & Reports	We will provide all of the required data and reports on a monthly basis. This includes updated ridership reports, monthly safety reports, monthly parking reports, monthly performance indicator (KPI) reports, and monthly team/labor reports.	Begin on Day 1 of the new program and continue throughout
Payments to the City	We confirm we will pay the annual operating fees and any additional permit-related fees ahead of program launch.	Begin on Day 1 of the new program and continue throughout

b. Describe your plan to introduce scooters and, if available, bicycles, including initial device quantities, locations, and expansion plans.

From day one (1) of our service, we propose to start conservatively by deploying 50 e-scooters in Hopkins, 50 e-scooters in St. Louis. Park, and 25 e-scooters in Golden Valley. After two weeks, we propose to scale-up our fleets in all three cities by doubling the number of deployed devices as outlined in the chart below. We are fully prepared for a smooth, phased-in launch of our full fleet until we reach the maximum number devices in each of the three cities. We will make requests to expand our fleet as the need arises on a monthly basis and in compliance with *West Metro Bike and Scooter Share Program Additional Terms Section 5(g)*. We are also open to exploring the possibility of introducing bicycles based on expressed rider interest and local device utilization trends.

City	Initial Fleet Launch and Scaling Up
Hopkins	Week 1: 50 e-scooters Week 2: 50 additional e-scooters deployed (100 in total)
St. Louis Park	Week 1: 50 e-scooters Week 2: 50 additional e-scooters deployed (100 in total)
Golden Valley	Week 1: 25 e-scooters Week 2: 25 additional e-scooters deployed (50 in total)

c. Describe how you will ensure equitable geographic distribution of devices across parts of the city with a focus on transit-oriented development (as defined in the City of Hopkins' Comprehensive Plan) and areas of dense multi-family housing, park and ride facilities and commercial zones.

One of the most important aspects of operating our micromobility service is to ensure equitable access to our shared e-scooters. We will accomplish this by equitably deploying our devices throughout each city with defined minimum fleet percentage thresholds, emphasizing areas of dense multi-family housing, park and ride facilities and commercial zones. We have significant experience in catering our deployment methods to the unique needs of cities, with higher deployments of e-scooters in the more densely populated areas (as defined under the *Urban Core designation in the City of Hopkins' Comprehensive Plan*) for rider convenience.

As briefly outlined below, we will continuously improve equitable access throughout Hopkins, St. Louis Park, and Golden Valley by implementing a number of proven initiatives:

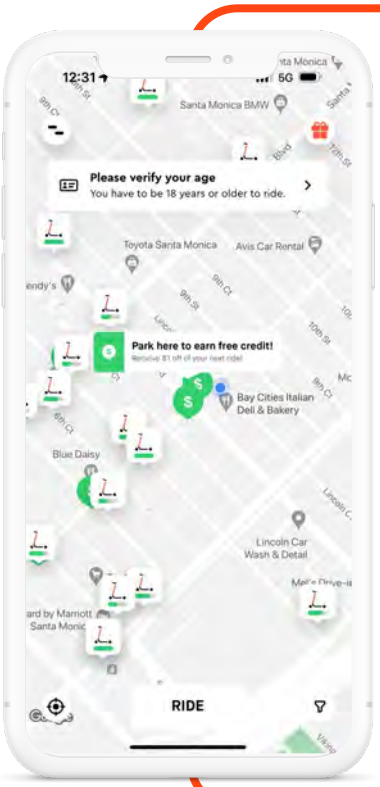
Equitable Deployments with Defined Fleet Targets (%): A key factor for improving equitable access of our service starts with where we actually deploy our e-scooters. Before the program launch, we will consult with each city to put a strong emphasis on meeting and exceeding equitable distribution targets. Specifically, we will deploy up to 30% of our fleet in our Spin Access Zones (explained in more detail below) and incentivize riders to start and end their trips near Transit Stops to ensure we achieve more inclusive ridership throughout high-density areas along with serving low-income communities.

Hourly Rebalancing Sweeps to Spin Access Zones: Starting at approximately 6:00 am and continuously throughout the day, we will conduct regular parking and rebalancing sweeps (at least 5+ per day in each of the three cities) to make sure our e-scooters remain equitably distributed. Our objective is to make our shared e-scooters reliably available within two to three blocks (at most) to residents across each city. Using a data-driven approach, we will set defined fleet targets by zones/neighborhoods to ensure our fleet of e-scooters are widely available, particularly in transit-limited areas and low-income communities.

24/7 Operations and Customer Service: Our services are available to rent all day, every day (24/7). By providing around the clock operations and customer service, our shared e-scooters are able to provide a more reliable and accessible form of personal transportation for riders.

Pricing Strategies and Commuter Benefits:

- Spin Access (Free 30 Minute Trips): Consistent with our equity pricing in Minneapolis, we will offer unlimited **free 30 minute trips** to low-income residents who enroll in our Spin Access program. All residents of Hopkins, St. Louis Park, and Golden Valley within 200% of the FPL are eligible.
- Spin Access Zones (Automatic 25% Discounts): We will work with each city to establish Spin Access Zones in key neighborhoods, giving users an automatic 25% discount when they begin a trip in these zones. This approach improves affordability and inclusivity by removing the need for enrollments; all riders regardless of income are eligible.
- Preferred Parking Spots: We will create at least 25 Preferred Parking Spots (PPS) in each of the three cities and provide incentives (e.g., $1 off their trip) for users who end their ride in approved parking locations. By creating these PPS' financial incentives for parking in them, while prioritizing parking near transit stops to facilitate additional first-last mile transit connections. All drop zones and designated park areas are prominently display with a "$" to encourage riders to park in these locations and make use of public transit to complete their trips.
- Transit & Commuter Benefits: To incentivize users to ride during high-traffic commute hours, we offer discounted rides for anyone who starts an e-scooter trip between 5:00 a.m. to 10:00 a.m., with commuting hours at (5 a.m-10 a.m. Monday-Thursday): **$1 unlock + $0.15 per minute**.



Transit Integration: We will deploy our devices near major transit stations and stops to provide the most efficient and environmentally conscious choice to commuters for their first/last mile transportation method. To accomplish this, we take a multifaceted approach that includes deploying our devices and offering incentives for riders who park their device in Preferred Parking Spots near transit stops.

- Daily Deployments Near Metro Stations/Public Transit: We will deploy our devices throughout the city, while factoring in existing transportation options, to ensure our service provides appropriate first- and last-mile connectivity. We also commit to deploying a minimum of 30% of our fleet in either low-income or transit-limited neighborhoods in collaboration with the cities.
- Always @ the Stop & Preferred Parking Spots near Transit Stops: We will ensure there are at least two (2) Spin devices at each defined transit stop and in addition, we will label these spots and other Preferred Parking Spots near transit areas. This will enable riders to help us rebalance our fleet while reducing our operational VMT. As shown above, we offer ride credit incentives (e.g., $1 off next trip) as a way to incentivize parking in preferred locations, specifically near major transit stops and approved parking corrals. If desired, we will create **fifty (50) spots across all three cities** with locations identified in consultation with city staff and community partners.

d. Describe how you will accommodate requests for minimum device percentages required by cities.

We will accommodate requests for minimum device percentages as required by the cities to ensure equitable access for all residents. To start, we propose to deploy 100 devices in Hopkins and St. Louis Park, and 50 devices in Golden Valley, making **40% of our deployment in Hopkins, 40% in St. Louis Park, and 20% in Golden Valley**. To maintain minimum device percentages throughout the day, our local team will perform at least **5 rebalancing sweeps per day** in each of the three cities. This proactive approach ensures our e-scooters are reliably available and meet applicable deployment targets (i.e., minimum device percentages) set by each city.

e. Describe how you will rebalance bicycles and scooters to meet the demands of daily and event travel patterns. Describe how your rebalancing efforts will minimize vehicle trips and impacts on right-of-way.

We train our local Operations teams to rebalance our devices in an orderly fashion and in optimal locations in accordance with both daily and event travel patterns. In the West Metro Area, we will deploy and rebalance our devices throughout the three cities using the following strategies in accordance with the *West Metro Bike and Scooter Share Requirements*:

West Metro Bike & Scooter Share Requirements-Implementation and Operations Section 5:	**Applying our Rebalancing Strategies in Hopkins, St. Louis Park, and Golden Valley to Comply with West Metro Requirements**
5(d) Vendors shall provide each city with a direct contact for bicycle or scooter share company staff that is capable of removing or rebalancing bicycles or scooters.	Response to Direct Contacts: A label with large 48 pt. font is affixed to each device with our 24-hour customer service phone number and company contact information and any city contact information to provide our riders with a direct contact to our local Operations Team, as required by *West Metro Bike and Scooter Share Requirements Section 5(c)*.

5(h). All vendors shall relocate or rebalance bicycles and scooters upon receiving a request from any City based on the following timeframes, whichever applicable: i. 6am to 8pm on weekdays, not including public holidays - within two hours of receiving notice from the City; ii. All other days and times – within 10 hours of receiving notice from the City. 5(i). Any dockless bicycle or scooter that is parked in one location for more than 7 consecutive days without moving may, at any City's sole discretion, be removed by the City and taken to a City facility for storage at the expense of the vendor. The cost to be paid by the vendor will be established by the City. 5(j). Vendors will be required to immediately rectify an excessive accumulation of bicycles or scooters in a concentrated area. It is at the sole discretion of the cities to determine what constitutes an excessive accumulation. 5(k). Any bicycle or scooter that is found to be parked outside of the defined service area will be removed or relocated by the vendor, unless the vendor has a formal agreement to operate in that jurisdiction. 5(l). Vendors must utilize an internal demand/ user behavior management component capable of determining the location of all bikes and scooters at all times to aid in rebalancing and preventing the excessive accumulation of devices in a concentrated area.	Rebalancing Sweeps & Frequency: At approximately 6:00 am, and continuously throughout the day, our experienced staff will conduct a minimum of 5 sweeps per day in each of the three cities during normal business hours to proactively relocate devices as needed. 2 Hour Response Guarantee: We will relocate or rebalance any requested devices within 2 hours upon receiving a request and all other requirements under *Section 4 of the West Metro Bike and Scooter Share Requirements*. 36 Hour Idle Device Limit: We will proactively relocate devices that have been parked or idle for 36 hours or sooner. 24/7 Mission Control: Our Operations team will conduct a 24/7 patrol route to monitor fleet distribution and rebalance our devices. Our Customer Support team is also available 24/7 to support our local Operations team. All of our e-scooters are equipped with GPS and connectivity technology secured in an IoT panel. This enables our Operations team to actively monitor fleet distribution in real time and redeploy vehicles based on ridership. Deploying Devices in Appropriate Areas: We will prioritize parking our e-scooters in approved drop-zones with an equitable distribution across the City. We will deploy an appropriate number of devices in each deployment zone to prevent overcrowding.

f. Describe proprietary technologies you will use to manage the program.

Spin App: We use technology built into our e-scooters and with our Spin App to improve safety outcomes for riders and pedestrians. Specifically, we use a combination of incentives, and enforcement penalties to encourage our users to ride courteously, with a number of alerts and incentives to influence rider behavior in real-time. This includes:

Rider Features & Technologies: We use technology built into our e-scooters and with our Spin App to improve safety outcomes for riders and pedestrians. Specifically, we use a combination of incentives, and enforcement penalties to encourage our users to ride courteously, with a number of alerts and incentives to influence rider behavior in real-time.

Rider Features and Technology

Instant Warning Messages: We message riders in real-time if they ride on sidewalks or attempt to improperly park their Spin e-scooter in the right-of-way. Sometimes a clear explanation can help correct such behavior. This includes clear instructions to return to the road or bike lane and is automatically provided in the appropriate language based on the user's default language phone settings.

Optional Spin Safe Safety Quiz: We encourage new users to take an in-app locally-tailored safety quiz before taking their first ride.

In-App Reminders: Before each ride, users must view and affirm our education screens to ensure they acknowledge local riding rules. This includes a number of visual screens and clear reminders to always park in designated areas.

End of Trip Photos: All riders are required to submit an end-of-trip photo to visually confirm proper parking before ending their trip. This photo is reviewed by local staff and our AI system for efficiency and quality control purposes.

Financially Incentivized Preferred Parking Spots: To mitigate over-concentration of vehicles in specific locations such as high demand areas, we will use our Preferred Parking Spots (PPS) feature to help incentivize riders (e.g., with $1 off ride credits) to become part of the solution. We have implemented PPS successfully in nearby Minneapolis to help guide parking away from oversaturated areas. Our mobile app shows riders clearly and intuitively where they can earn ride credit by parking in approved locations (e.g., corrals, designated parking areas) in areas with fewer e-scooters available.

Customizable Audio Alerts: Our Spin S100 e-scooter is equipped with a dashboard and onboard speaker system to issue real-time audio alerts if riders attempt to ride/park in restricted areas of the City. These audio alerts are fully customizable.

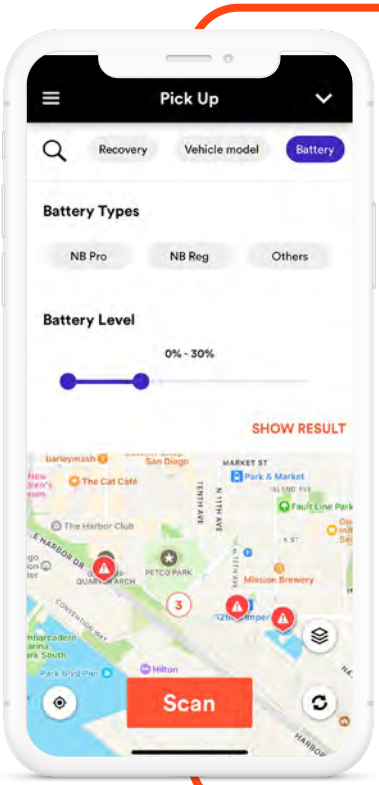
Internal Approach/Technologies

In addition to our rider based technologies, our local Operations Team internally utilizes the following to responsibly operate our service:

- Spin Mission Control: We use Spin Mission Control (pictured right) as our 24/7 fleet maintenance and management system. All of our devices are monitored on a continuous basis via smartphone and desktop application and devices that are inoperable or unsafe are immediately disabled from public use then removed from the fleet until they can be repaired. We also commit to removing any vehicle that requires maintenance or obstructs the public right-of-way **within one hour of notification.**

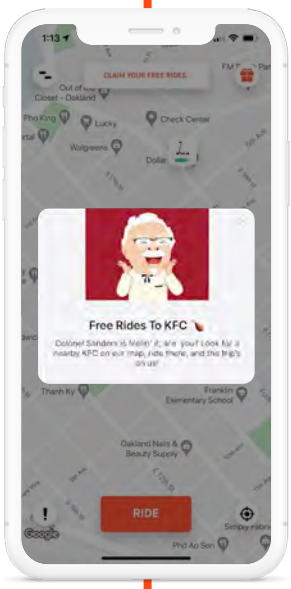
- Spin Team App: To comprehensively store and track vehicle maintenance, we utilize an internal application called ***Spin Team***. Once our local operations team begins inspecting or repairing a device, the team member will create a ticket or work order which will automatically pop up on the app and is stored in a log as a "Ticket" in our system. Our local operations teams utilize these logs for tracking purposes, with key performance metrics for tracking parts, durability, and quality assurance.

- Onboard Diagnostics: All of our e-scooters are equipped with an **onboard self-diagnostic system called Spin Insight that performs over 1,000 checks per second** on critical components, including the battery, brakes, IOT system, GPS location, and more. If any of 30 error states or possible issues are detected, our e-scooters are **immediately disabled** for rent and a task is automatically assigned to our local team to inspect the device within 2 hours or less. On a 24/7 daily basis, our team **performs device inspections** (minimum every 24 hours) and **scheduled proactive maintenance** to continuously monitor the safety of our devices and address maintenance issues.



g. Describe how you will work with businesses and residents in the partner cities to establish and grow ridership.

We look forward to developing relationships with local businesses to ensure our micromobility service drives shared economic growth. Our partnerships take many forms, ranging from marketing/sponsorships to co-hosting local events to engage the community. A few examples include:



Local Sponsorships: We will partner with and encourage businesses to help sponsor our community events and encourage riders to visit their businesses with an added incentive. In a number of cities across the country, we have partnered with businesses to encourage riders to visit local restaurants, retail stores, etc. and hope to do the same across the three cities of the West Metro Area.

KFC Corporate Sponsorship: For example, we have partnered with KFC to encourage riders to visit local restaurants in Washington DC, Baltimore, and elsewhere. In return for getting riders to end their trips at a local KFC restaurant, we are paid a flat "customer acquisition fee." Better yet, our riders also benefit by getting a free Spin trip when successfully ending their ride within 300 feet of a KFC location. Based on rider interest and uptake, these types of corporate sponsorships add a meaningful revenue stream (e.g., 2-3% of monthly revenue in some cities) to supplement users' fees and make our local operations more financially viable.

B2B On Device Advertising: In select cases, we have successfully partnered with local radio stations (e.g., BigFM) and corporate restaurant chains (e.g., KFC) by advertising these partners on our devices. The ideal placement for such advertising is typically the footboard of our e-scooters, so that it does not create a distraction. While we are excited to consider the merits of such partnerships on a case-by-case basis, we also do not want to inadvertently confuse riders on who is actually providing them with a safe mobility option for liability reasons.

Business Subsidies: We are also committed to partnering with local business and larger corporate partners to **enhance employee mobility through weekly/monthly commuter passes and voucher campaigns.** By doing so, we hope to subsidize and reduce the costs of daily commutes using our e-scooters and make it more appealing for workers to come into their offices and improve the sustainability of their daily commutes.

Rider Marketing and Engagement: We are excited to engage with the residents throughout each of the three cities to establish our program and grow ridership by utilizing in person and in-app educational tools and promotional tactics.

Spin's Marketing Budget for Hopkins, St. Louis Park, and Golden Valley: We will invest $150,000 over the next year to increase ridership and awareness about our micromobility program and the years following if selected to continue operating, as follows:

	Year 1	Year 2	Year 3	
Promos and referrals $	$30,000	$30,000	$30,000	
Geographic discounts $	$25,000	$25,000	$25,000	
Physical marketing assets	$20,000	$20,000	$20,000	
Digital marketing assets	$25,000	$25,000	$25,000	
Events budget	$20,000	$20,000	$20,000	
HQ staff time	$25,000	$25,000	$25,000	
Total	**$150,000**	**$150,000**	**$150,000**	**$450,000**

In-Person Community Engagement: We proudly use our marketing programming to promote safer streets, raise awareness of alternative mobility options, as well as support community and local cultural events. Before the new program in October 2023, we will create opportunities to meet with community groups to promote ridership and inform the community about our programs. We commit to co-host at least one (1) local safety event with our community partners per month (16+ for the year), featuring safety training sessions, free helmet giveaways, and other activities to promote ridership upon contract award and the start of our program. Furthermore, we will offer numerous measures to educate the public about local rules and device options, including:

- Informational pop-ups
- Safety Training Events
- Presence at festivals and local events
- In-app push notifications
- Emails
- Social media
- On-scooter education and support contact information
- Online education and, support
- Education materials, flyers, etc.
- Parking signs and corrals

Promotional Ride Credits & Giveaways: We will promote our service to, and achieve higher ridership from, communities with less representation among our riders today: low-income individuals, immigrants, refugees, and people with disabilities. This includes using free ride credits, promotions, local events hosted in low-income areas, and a number of other marketing initiatives aimed at engaging a diverse and inclusive audience.

Targeted Marketing Campaigns: In order to increase ridership amongst people living on low incomes, we have implemented national and local targeted marketing campaigns highlighting usage of our Spin Access discount program. These campaigns are based on our interviews and feedback from people living on low incomes, including existing Spin riders and those who qualify for public assistance programs but have not yet tried e-scooters.

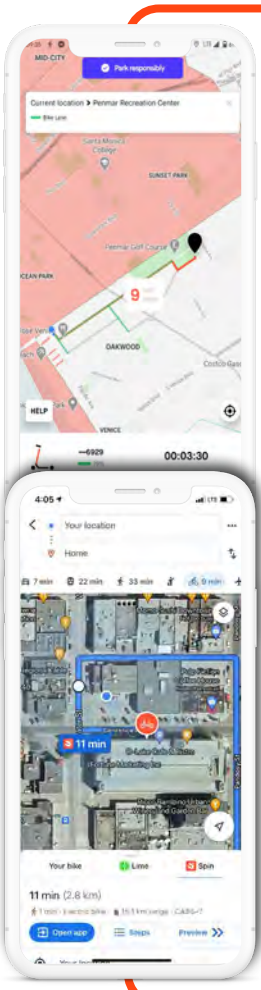
h. Describe the metrics and processes (surveys, etc.) you will use to demonstrate the program's success. Include a description of the format of this information, the frequency it will be generated, and how this information will be used to adjust programming.

We will demonstrate the effectiveness of our service through the use of defined performance metrics and monthly data sharing reports. We provide similar performance data to the City of Minneapolis and most of our partner cities on a monthly basis. As outlined below, we propose a monthly cadence for sharing this performance data in a consistent format via Excel sheets and Populus Data Manager. Specifically, we can provide this information in the following ways based on the preferences of each city:

Metrics & Processes for Program Success	Spin's Performance Evaluation Methods
Monthly Reports	We will provide all of the required data and reports to the City by the 15th of each month, as required by the *West Metro Bike & Scooter Additional Terms Section 6(c)*. This includes monthly ridership reports, monthly safety reports, monthly parking reports, monthly performance indicator (KPI) reports, and monthly team/labor reports.
Trip Data	We will automatically share the aggregate trip data and share access to **Populus** in order to enable effective fleet management and program oversight: • Real-time location and availability data for the entire fleet • Archival vehicle status and event data • Archival trip data • Trip and vehicle data heat maps - Historical trip and vehicle event data • Pre-calculated analytics such as average trip distance, duration, and utilization. • Sidewalk riding, bike lane use, and other rider behavior data

Customer Satisfaction & Surveys	We value our customers and understand that providing a quality service is essential to our business and the success of micromobility program as a whole. We take a multipronged approach to ensure high customer satisfaction and inclusivity, which we do by developing new devices and innovations as well as improving our existing features based on user feedback. Optional Rider Surveys: We will also ask users to take an optional survey at the end of their rides to learn about their experiences and provide their feedback on safety, ride quality and other important factors. We will provide the cities with relevant information from these surveys regarding rider behavior and demographics, while also protecting the privacy of our users.
Complaints & Responsiveness	Receiving and Tracking Complaints: When our 24/7 Customer Support team receives a complaint through a variety of channels (telephone, text, email, Spin app, social media, public web form, etc.), they immediately create an internal ticket that notifies and assigns the task to the local operations team member. Once these individuals are then responsible for ensuring that we meet the required response time (2 hours or less). We will provide aggregate complaint data including the number and type of complaints (e.g., misparking, safety incident, etc.) we receive on a monthly basis in each city.
Tracking Internal Operations & Systems	We measure our internal system effectiveness by evaluating a number of key indicators on an ongoing basis, including customer satisfaction scores, survey response data, repeat rider, public surveys and complaint data, app opens, app store ratings, and utilization trends (i.e. number of trips per device per day), etc. We will share these relevant data points to help track continuous improvement with our service.

i. Understanding each cities growth plans, particularly with its future light rail and park and ride facilities in the next 5-10 years, describe how you will collaborate with the City to grow the program over time



Recognizing the importance of innovation in transportation systems, we will collaborate with Hopkins, St. Louis Park, and Golden Valley to integrate our service with existing transit and grow the program in the following ways:

Integration with Transit: As a starting point, we will create first/last mile transit benefits to incentivize riders to park near public transit stops. Our goal is to grow our program presence throughout the city as it continues to grow, especially when it comes to public transportation and future light rail and park ride facilities. We plan to create and improve our first/last mile transit benefits by ensuring we provide available devices at all major transit integration stops and incentivize riders to park in designated parking spaces. We provide a seamless trip planning experience in cities across the country through our live partnerships with Google Maps and Moovit app, as detailed below.

- Google Maps: We are currently integrated with Google Maps and users have the option to easily pick and rent a device within walking distance from them. We also make it easy for users to increase safety by identifying bike routes in-app. Users can enter a destination in the app and several routes leveraging bike infrastructure will be displayed to ease navigation and encourage lower-carbon modes.
- Moovit App: We also support vehicle availability and trip planning through Moovit, which also offers transit agency route planning options. Both systems include bike share, ride hail, and other micromobility options in addition to Spin and public transit. We developed a Destinations Tool, where a user can enter their destination or drop a pin in our mobile in-app map; the map also shows all efficient routes, while leveraging available bike lanes.

Incentivize Parking near Transit:

- Preferred Parking Spots: We plan to create 20 Preferred Parking Spots (PPS) in each of the three cities to provide incentives (e.g., $1 off their trip) for users who end their ride in approved parking locations. If approved, we will scale the program to create up to **50 Preferred Parking Spots** in each of the three communities with financial incentives for parking in them, while prioritizing parking near transit stops to facilitate additional first-last mile transit connections. All drop zones and designated park areas are prominently display with a "$" to encourage riders to park in these locations and make use of public transit to complete their trips.
- Always @ the Stop Initiative: We commit to deploying **at least two (2) devices at each Transit Stop in each of the three cities** as part of our Always @ the Stop Initiative. As part of our daily deployment and rebalancing strategies, our Operations Team will ensure that there are devices in working order at each transit stop to ensure our service provides appropriate first- and last-mile connectivity.

Case Study - City of Minneapolis: We have worked with the City of Minneapolis for the last several years to cultivate a strong connection between micromobility and existing transit options. We have created several partnerships with local transit programs and coalitions, including with Metro Transit and their partner, Token Transit, to deliver a first-of-its-kind transit and shared vehicle fare integration. Throughout our time operating in Minneapolis, we also plan to continue investing in additional physical elements—such as our parking corrals—as well as support regular activation and events at key locations.

C Product Specifications, Maintenance, and Security Plans

a. Describe the types of scooters, and if available, bikes, proposed to be used in the program, including manufacturing specifications, safety, and condition.

S-100 7th Edition

1. Throttle
2. Double braking system: Front and rear wheel drum brakes, and rear wheel electronic brake
3. QR code, speedometer, Internet-of-Things, GPS device
4. Warning bell
5. Headlight: Visible from 500 ft. away
6. Spin customer support & ride instructions (standard and braille)
7. Spin logo
8. App-controlled cable lock
9. Dual side front and rear reflectors: Visible from 600 ft. away
10. Dual hydraulic suspension
11. Tires: 10" and puncture-proof
12. Dual kickstand
13. Unique identification number
14. Platform signage
15. Platform: L20" x W7"
16. UL2271-certified long-range swappable battery: Up to 31 miles in range
17. Rear tail light: Visible from 600 ft. away
18. Full dimensions: L44" x W20" x H46"
19. Weight: 62.56 (scooter + locking device)
20. Motor: 350 watts

Manufacturing, Safety and Condition of Devices: Our S-100 7th edition e-scooter features a long-range swappable battery to minimize environmental impacts, dual front shocks, a triple independent braking system, an onboard diagnostics system and audio speaker, puncture-proof tires, and an optional app-integrated locking mechanism for parking. Our e-scooter is manufactured by Segway-Ninebot and is certified for all applicable safety and equipment standards, including CE, UL, KBA, EMC, etc. We have safely deployed this model across the United States, including in nearby Minneapolis, St. Paul, and Chicago.

Adaptive Device Options: In addition to our S-100 7th edition e-scooter above, we will also provide a motorized 3-wheel electric scooter with a seat and rear basket, a 3-wheeled e-scooter with a seat, and a motorized wheelchair attachment to make our services more accessible to all members of the community. All adaptive devices are available for **free rental and delivered free of charge within 30 minutes.**

Sporty 3-Wheel E-Scooter

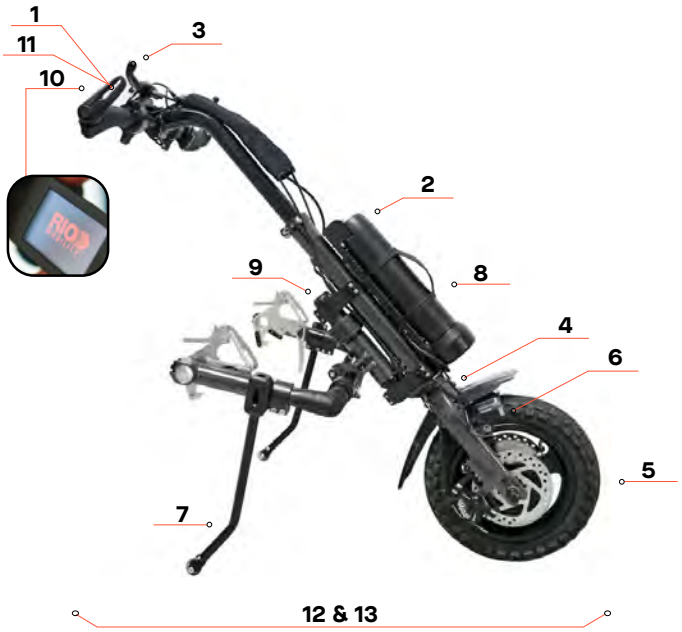
1. Throttle
2. Dual-hand brakes
3. LED front light
4. Foldable stem
5. Suspension fork
6. W: 26" x L: 55" Weight Capacity: 300 lbs
7. Front 12" pneumatic tire
8. 2 Back 11" pneumatic tires
9. Basket (11"D x 20" W x 10" H)
10. Seat with back rest
11. 48V, 12AH SLA battery
12. 15 mph max speed
13. 300 lb weight capacity
14. 500W motor
15. 7" floor clearance
16. Adjustable steering height
17. Turn signals
18. Rear/brake lights
19. 111 degree turning radius

S-100 7th Edition E-Scooter with Seat

1. Throttle
2. Double braking system: Front and rear wheel drum brakes, and rear wheel electronic brake
3. QR code, speedometer, Internet-of-Things, GPS device
4. Warning bell
5. Headlight: Visible from 500 ft. away
6. Spin customer support & ride instructions (standard and braille)
7. Spin logo
8. Dual side front and rear reflectors: Visible from 600 ft. away
9. Dual hydraulic suspension
10. Tires: 10" and puncture-proof
11. Dual kickstand
12. Unique identification number
13. Platform signage
14. Platform: L20" x W7"
15. UL2271-certified long-range swappable battery: Up to 31 miles in range
16. Rear tail light: Visible from 600 ft. away
17. Full dimensions: L44" x W20" x H46"
18. Weight: 68.15 lbs. (scooter + seat)
19. Motor: 350 watts
20. Adaptive seat feature

Rio Wheelchair Attachment

1. Customizable speed: max 12 mph
2. Swappable lithium ion 36V, 7AH, 252 Wh battery - >15 mile range
3. 160mm dual disk brakes with cooling fin brake pads
4. Aluminum 6061 frame
5. 12.5" x 3" Tire
6. Dual LED Headlights - 10 LUX per side
7. Dual Kickstands
8. 350W, 36V geared brushless hub motor
9. Locking headset for easier transfer
10. Full color display screen with haptic-touch feedback buttons
11. Ergonomic handlebars
12. Weight 35 lbs
13. Dimensions: 35 L x 13 W x 12 H



b. Describe the safety features of the scooters, and if available, bikes, including plans to meet state statutes regarding lighting and reflectivity.

Safety Specifications for the S-100 7th Edition E-Scooter

Sizing & Weight limit

Sizing: Dimensions L44” x W20” x H46”
Device Weight: 63 lbs.
Weight Limit: 220.5 lbs.

Tire type and wheel size: Puncture-proof (solid) 10” front and back tires.
Brake Types: Dual hand brakes controlling front and rear wheel drum brakes, and an independent rear wheel electronic brake (Triple Brake System).
Internal Wiring: All of our e-scooter brake cables are tamper-resistant with 100% internally routed cables to reduce vandalism and damage. To ensure the brakes are always running properly, our local employees also check specialty screws to verify parts have not been tampered with.

Lighting brightness and unique lighting features: All of our devices are equipped with multiple, high-grade lights and reflectors, which comply with the *West Metro Bike & Scooter Additional Terms Section 1(c) and Minnesota Statutes, Section 169.222.* Our headlights, rear lights, and reflectors are checked every time a device is touched in the field (every 24 hours). This includes following lighting:

- High Visibility Headlight and Taillight: Our e-scooters are equipped with powerful white headlights and red taillights each visible from 500-600 feet away. These lights are automatically on whenever our devices are in use.
- Multiple Side Reflectors: Yellow side reflectors and red rear reflectors are visible from over 500 feet away.

Kick-stand type (one point of contact, two point of contact): All of our e-scooters are equipped with robust dual kickstands. This ensures three touchpoints with the ground while standing the device upright and not at an angle. Our local operations team visually inspects each kickstand every time the device is touched to ensure they are not bent and working properly.

Maximum Device speed: Maximum of 15 mph (as required under the West Metro Bike and Scooter Additional Terms Section 1(b)). We track the real-time location with GPS.

Motor System & Batteries

Motor: 350 watts (as required under the *West Metro Bike and Scooter Additional Terms Section (1)(b))*
Battery: A UL2271- certified swappable lithium-ion battery with a range of up to 100 miles.

Average mileage on a single full battery charge: Our e-scooters are equipped with pro batteries up to **100 miles per charge**. Battery levels are monitored 24/7 by our local Operations team via Spin's Mission Control Center.

Anti-theft and vandal resistant hardware and components: All of our e-scooters come with optional **app-integrated locking mechanisms**, which use a cable system to securely attach the e-scooter to parking infrastructure. While riding, the cable coils up and clicks into the lock mechanism for safe storage. Our lock does not use combination codes or physical buttons – it is powered by the device's battery, and has a theft-deterrent and tamper-resistant design. We also use a number of other anti-theft and vandal resistant hardware, such as:


Reinforced Aluminum Shell: Our batteries have a reinforced aluminum protective shell as a buffer to securely insulate the cells from tampering;


Vandal-proof Handle: Our swappable batteries come with a vandal-proof handle that is designed to purposefully break first before the battery itself incurs any damage;


Proprietary Screws & Lock: Our dual electromagnetic latch and striker plate lock mechanism secure the battery safely in the vehicle; the only option is to eject it using our proprietary administrative app, making it significantly less vulnerable to vandalism;


Repeated Audio Alerts: Any attempts to break our secure battery latch will result in immediate audio beeping alerts to draw public attention to possible tampering; and


Self-Diagnostics Sensors: Our batteries are equipped with self-diagnosis capabilities which detect potential damages, faults, or tampering. In such cases, our Spin Mission Control system is immediately alerted to possible issues in real-time so our team can disable such devices and dispatch staff immediately to resolve the situation.

On-device communications such as 24-hour customer service phone number, vehicle ID, and QR code (if applicable): A label with a large 48 pt. font is affixed to each device with our 24-hour customer service phone number and company contact information, City contact information, Rider On-Device Information, and Braille Identifier. We also include a QR code on the dashboard of all our e-scooters.

All of our devices also include a **unique identifier ID** number for reporting purposes. Per West Metro Bike and Scooter Additional Terms Section (1)(d)), we will provide every device with ID stickers.

c. Describe your plan to include devices that would:
i. Appeal to consumer preferences (e.g., general preference for lighter, faster device);

Based on six years of successfully operating across North America, we have gathered rider data to analyze their experiences and develop new features and technologies to better appeal to an inclusive spectrum of riders. Our new devices are equipped with the following features:

- Lightweight device for easy maneuvering
- Dual-suspension front shocks for stability and smoother rides
- Foam-filled (puncture-proof) tires for consistently safe rides
- Maximum speed up to 15 mph
- Dual hand brakes with a triple independent braking system
- A robust double kickstand
- An optional locking mechanism

ii. Accommodate riders of different sizes or abilities (e.g., smaller riders, children);

Devices Fit for All Sizes and Abilities: Our e-scooters are easy to use and ride for adults (18+) who are able to stand while riding and hold onto our handlebars and throttle. In addition to our standard e-scooters, we also provide two seated options including our motorized 3-wheel electric scooter (see "Sporty" scooter above) and our S-100 7th editione-scooter with a seat to make our services more accessible to all members of the community.

Age Requirements: Users must be at least 18 years old to use our services. This rule is clearly posted on every vehicle and communicated within our Spin app. Because we find that a large number of underage riders do so with their parents' knowledge and consent, our Community Partnerships team also does proactive outreach to ensure that parents understand account sharing is not permitted, and we avoid deploying in front of high schools or middle schools.

iii. Make micromobility possible for more people (e.g., adaptive devices, devices for disabled populations); and

Adaptive Scooter Program: Along with our fleet of S-100 7th edition standing e-scooters, we are excited to offer three adaptive device options: our S-100 e-scooter with an attached seat and our Sporty 3-wheel scooter with a basket and seat and our Rio wheelchair attachment. All of these devices are available for **free rentals and delivered free of charge within 30 minutes**. These vehicles are available in the Spin mobile app, just like our standard scooters. We also offer a delivery service for these scooters through our Adaptive Scooter Program. Riders primarily request this service via web form, but can also chat with Support on our webpage, call our Support line, or send an email to place a request. This program is primarily intended for individuals with disabilities and is available at no cost to customers.

iv. Respond to weather or surface conditions (e.g., winter devices, off-road devices)

Winter Operations: Consistent with the program terms, we intend to operate from April to November. Similar to our operations in Minneapolis and St. Paul, we will not operate during the winter months.

- Long Term Use & Durability: Our e-scooters are built for long-term use on public roads in a range of harsh weather conditions. Our devices are put through 2,000 cycles of tip-over testing, 500 drop tests, which lead us to an empirically estimated operational vehicle lifespan of over 5 years, setting a new industry standard. This includes full weather sealing and IPX4 waterproofness–IPX7 for critical components including battery and controller. As evidence of their extended real-world durability, our latest Spin S100 7th edition e-scooters operate year-round in all weather conditions, in dozens of climates like Chicago, Washington DC and Phoenix, Arizona.
- Winter Service & Alternative Devices: We are also open to exploring winter operations by evaluating the needs of the public and surveying users. If desired, we are willing to pursue partnerships with local bike shops to offer a winter vehicle, such as a fat-tire bicycle or other offroad devices in the future to continue helping our users travel safely and efficiently during the winter months.

Unsafe or Emergency Weather Response: In the event of unsafe weather conditions or emergencies, we can immediately disable all idle Spin devices from public rental and clear all devices within two hours of notification. Based on the City's preferences, we can also retrieve our deployed fleet in certain affected areas (or the entire city, if needed) and bring devices back to our local Spin warehouse facility nearby. As a safety precaution, we commit to not redeploying until the emergency has been lifted and have been given explicit approval by the City to resume operations.

d. Describe your plan to introduce devices, including quantities and locations of devices and approach to charging batteries.

Our Plan to Introduce Devices:

As discussed above in Section B(b), we will introduce our devices to each of the three cities during the first two weeks of the program by deploying until we reach the full fleet cap of **100 e-scooters** in Hopkins, **100 e-scooters** in St. Louis Park, and **50 e-scooters** in Golden Valley in accordance with the requirements under the *West Metro Bike and Scooter Share Program Additional Terms Section 5(e-f)*. We are fully prepared for a smooth, phased-in launch of our fleet across all three communities. We will make requests to expand our fleet as the need arises on a monthly basis and in compliance with *West Metro Bike and Scooter Share Program Additional Terms Section 5(g)*. We are also open to exploring the possibility of introducing bicycles based on expressed rider interest and local device utilization trends. **Please see Section B(b) for our detailed Fleet Launch plans.**

- Fleet Increases: We will monitor rider and utilization rates to determine when and where to provide more devices as we progress through the program. We will constantly measure our system effectiveness by evaluating a number of key indicators, including: customer satisfaction scores, survey response data, repeat rider, public surveys and complaint data, app opens, app store ratings, ridership and utilization trends, etc. to determine if we are prepared for a fleet increase and will request an increase if appropriate.
- Equitable Deployments: In addition to our initial deployment plans and fleet increases, we will consult closely with city staff to define minimum deployment targets by neighborhoods/areas so all residents have convenient access to our e-scooters.

Our Approach to Safely Charging Batteries: Our swappable batteries are **always stored and charged in the climate-controlled section of our local warehouse** in Minneapolis. We use our experienced in-house employees to conduct all charging at our warehouse in a dedicated area, with in-house supervision, proper quality controls, and clear verification steps to ensure all devices are safe for redeployment. Under no circumstances do we use independent contractors or "gig workers" to charge our batteries or store devices in unsecured facilities. We ensure safety through our detailed SOPs for charging and storing devices in a consistent manner, and we are proud of our track record of zero (0) device safety incidents.

For safety purposes, we audit our procedures quarterly (4+ times per year). These procedures are included in onboarding and training for every Operations employee. Compliance with these procedures is audited every month as part of our 5-sigma audit process conducted by our Central Facilities team. Specifically, our battery safety SOPs cover the following procedures for battery storage, charging, and installation:

1. **General safety requirements**, including environmental storage parameters such as temperature, structural ratings for shelving, and separation from conductive materials. Our swappable batteries are placed on metal trays for safe temperature storage;
2. **Inspection procedures** for monitoring battery charging and storage setups;
3. **Safe Handling tactics** for transporting batteries and installing batteries in vehicles;
4. **Charging tactics** for batteries and responding to potential thermal events or malfunctions;
5. **Swapping batteries** and removal instructions for our scooters, including tactical details to ensure the safety of our personnel and assets;
6. **Disposal procedures** for storage, handling, and shipment of batteries at the end of life;
7. **Personal Protective Equipment** (PPE) availability in our warehouse and vans; and
8. **Emergency equipment availability** of fire extinguishers, eyewash stations, lithium-ion battery spill kits, and more.

In addition, our batteries also feature an in-house designed advanced **Battery Management System** and a display, enabling smart charging, easy inspection and troubleshooting to enhance the battery lifetime and detect safety-critical errors early on.

e. Describe your approach to device maintenance, including frequency, schedule, and the ability for users to report maintenance issues.

Device Maintenance, Schedules & Frequency

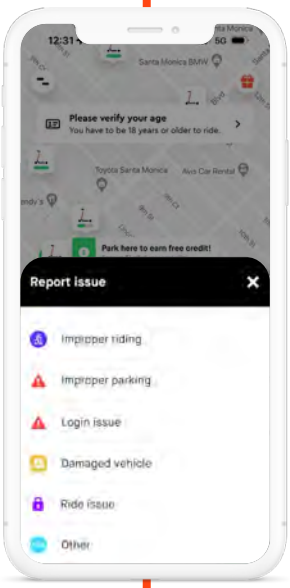
24/7 Daily Inspection Checks: Our first priority is the safety of our customers, the public, and our staff. All of our devices are checked at minimum every twenty-four (24) hours using our preventative maintenance process, or under two (2) hours if our Spin Insight self-diagnostic sensor system on a scooter reports an error state that requires a thorough safety inspection. Our local Operations team inspect each deployed device every day to perform a critical safety review to confirm it meets the following performance standards:

- Functioning front and rear light;
- Functioning lock mechanism;
- Sturdy, secure stem and handlebars;
- Intact wiring;
- Functioning double kickstand;
- Fully inflated tires, with no punctures/wear; and
- Fully functioning brakes;
- Properly attached and visible stickers and vinyls.

Preventative & Reactive Maintenance: Our highly-skilled and fully in-house maintenance team performs daily and monthly inspections to ensure that our devices are safe and ready to ride. Our daily inspections include thorough inspections, device testing, maintenance, and any necessary repairs. We also perform a monthly scheduled maintenance as detailed in the chart below:

Pre-Delivery & Ispection of New Devices	Charging & Battery Check	Safety Check (including COVID-19 measures)	First Service (Full maintenance check)	Planned Maintenance
Pre-Deployment	**Every 24 hours (or less)**		**One month (932 miles)**	**Three months (2,796 miles)**
Daily Core Safety Checks (all deployed devices)			**First Service (warehouse)**	**Second Service (warehouse)**
Checks · Check tires (front and rear) for damage or wear and ensure the pressure is correct. · Ensure proper braking system function: - Check levers for tightness and damage; - Check braking capabilities to ensure they meet DDOT-required safety standards; and - Electronics responsivity test (brakes, throttle, and motor). · Check handlebar grips for wear. · Ensuring the bell is tight and functions correctly. · Ensure lights (front and rear) are correctly functioning. · Ensure the kickstand is functioning correctly. · Ensure IoT, GPS, and communication equipment are in working order. · Ensuring all necessary device identification and contact information is present and legible (including braille and raised lettering). · Standard diagnostic check to confirm device safety. · Comprehensive Check for wear and tear of consumable parts and structural integrity, especially critical device stress points (fork and deck). · Deep cleaning and sanitization of devices. · Full bolt check to required torque. · Battery health assessment test (and sealed wrapping). · Removal of any graffiti, stickers or posted messages. · Brief test ride to ensure overall correct function of all devices.			· Test ride · Full maintenance check. · Replacement of worn parts, including tires or brake pads. · Repair damage from vandalism and normal wear and tear. · Repaint devices for quality control. · Deep cleaning devices.	· Everything included in the First Service. · Clean or replace key device parts, including wheels, bearings, or headset, to ensure full functionality and performance.

Reactive Maintenance: Rapid Response Plan	
User reported fault	**Maintenance Operative**
Device status changes to “locked” immediately and becomes unavailable for hire until inspected.	Core Safety Check & On-street repair within one hour or less.
On-street repair and Core Safety Check identifies device issues that require further maintenance.	Collected for repair at our local warehouse within two hours or less.



24/7 Customer Support: We encourage riders and the public alike to report any maintenance issues or other concerns to us. Our **Customer Service toll-free phone number and email are active 24 hours a day, 7 days a week** to enable the public to report safety concerns, complaints, or ask questions. Most inquiries are answered immediately or within 3 minutes. For added convenience, our customer Support contact information is also located on the stem of all our e-scooters. Every device also includes an informational placard with a 24/7 hotline so that members of the public can report issues to a staff member, who will route their issue directly to our Operations team. Our WCAG 2.1 accessible website also includes a link prominently on every page to enable riders or the public to report maintenance issues.

Reporting Issues in our App: Users can click the HELP! section in our app to report any issues (show to the right), including misparked devices or safety issues they may be experiencing.

f. Describe how you will prevent damage to devices and rental stations (if applicable).

To deter users from damaging our devices, we use a combination of operational strategies, daily inspections, rider education tactics, and on-device technologies as detailed below:

Daily Inspections: We conduct daily inspections and cleaning on our devices **every 24 hours**, which includes our local team ensuring our devices remain in sanitary condition by using disinfectant sprays and wipes. Separately, we **will also perform scheduled monthly inspections and preventative maintenance, which includes cleaning** all devices, ensuring they are functioning properly before redeployment.

Continuous Rider Education: Our in-app reminder screens will show users how to use and park their devices in a proper way to reduce the risk of unintentional damage.

Daily Rebalancing Sweeps: At approximately 6:00 am, and continuously throughout the day, our local Operations Team will conduct a minimum of 5 sweeps per day in each of the three cities to rebalance devices and perform device safety checks.

Proactively Removing Devices: In the event of an emergency, including any natural disasters, our Operations Team will clear devices using our service vans and secure them at our local warehouse until after the weather event, public emergency, or special event has passed in order to prevent damages to our devices and ensure public safety.

On Device Features to Prevent Damage:

Vandal-proof Handle: Our swappable batteries come with a vandal-proof handle that is designed to purposefully break first before the battery itself incurs any damage;

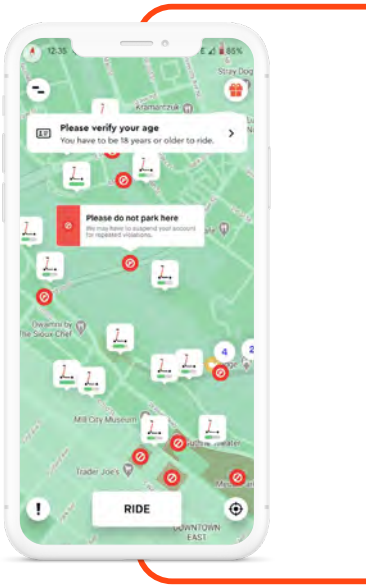
Repeated Audio Alerts: Any attempts to move our e-scooters or break our secure battery latch will result in immediate audio beeping alerts to draw public attention to possible tampering of device; and

Self-Diagnostics Sensors: Our batteries are equipped with self-diagnosis capabilities which detect potential damages, faults, or tampering. In such cases, our Spin Mission Control system is immediately alerted to possible issues in real-time so our team can disable such devices and dispatch staff immediately to resolve the situation.

g. Describe how you will prevent devices from causing damage to public or private property.

We actively prevent damage to public and private property by using a combination of geofenced controls, incentives, and continuous education. This includes the following tactics:

- No Parking and No Ride Zones: Our geofencing technology helps ensure our devices are unusable outside of permitted areas. Private properties can be designated as No Park Zones and No Riding Zones upon request if localized issues arise in certain areas.
- Continuous Rider Education Screens: Before every trip, we will remind riders that parking in corrals is strongly preferred; our in-app reminder screens will show users how to park their devices in an orderly way within corrals or other approved parking areas.
- Geofenced Parking Corrals: We actively encourage riders to park in designated corrals or parking areas, as clearly shown in our app with "P" and "$" symbols in our Spin app. They must affirm that they understand that parking in corrals is preferred, with fines and suspensions for anyone who violates local parking requirements by obstructing the sidewalk.
- Corral Parking Incentives: We will reward riders who successfully end their trip in approved corrals with free ride credits (e.g., $1 off next ride). We will specifically incentivize corrals in high-demand areas, with fewer scooters available, as a creative way to reduce overcrowding in corrals.
- Real-time Parking Messages: Sometimes riders simply forget or are unable to locate a nearby corral. In such cases, our app automatically notifies any rider via a push message to encourage them to park in a preferred available corral for pedestrian safety.



- Required Start & End Trip Photos: We require all riders to submit End-of-Trip parking photos, with follow up messages and penalties to drive compliance. We also ask riders to rate the parking job of the previous user with a or to get them involved in the process and encourage them to correctly park.

h. Describe your plan to monitor device condition and loss prevention.

We have developed a number of methods to continuously monitor the condition of our deployed devices and reduce instances of theft and vandalism. This includes leveraging the following on-device technologies and operational practices:

- Spin Mission Control: This internal program enables our staff to keep track and mitigate the risk of damage, loss, theft, and vandalism of vehicles. We have also developed rigorous daily device monitoring processes using Spin Mission Control fleet management dashboard to continuously monitor (over 1,000+ times a second) the condition of our devices and significantly improve loss prevention.
- Daily Checks & Maintenance: As detailed above, our comprehensive maintenance plan covers daily checks as well as scheduled preventative and reactive maintenance as necessary, which will help us to monitor device condition and loss prevention daily.
- Loss Prevention: We use a number of anti-theft design features, including:

Reinforced Aluminum Shell: Our batteries have a reinforced aluminum protective shell as a buffer to securely insulate the cells from tampering;

Vandal-proof Handle: Our swappable batteries come with a vandal-proof handle that is designed to purposefully break first before the battery itself incurs any damage;

Proprietary Screws & Lock: Our dual electromagnetic latch and striker plate lock mechanism secure the battery safely in the vehicle; the only option is to eject it using our proprietary administrative app, making it significantly less vulnerable to vandalism;

Repeated Audio Alerts: Any attempts to break our secure battery latch will result in immediate audio beeping alerts to draw public attention to possible tampering; and

Self-Diagnostics Sensors: Our batteries are equipped with self-diagnosis capabilities which detect potential damages, faults, or tampering. In such cases, our Spin Mission Control system is immediately alerted to possible issues in real-time so our team can disable such devices and dispatch staff immediately to resolve the situation.

D Parking and Right-of-Way Management

a. Describe your plan detailing the typical size and configuration of installations in the public right-of-way (if applicable). Describe any equipment (e.g., docks, bicycle or scooter racks, signage, bollards, fencing, painting) to be installed in the right-of-way to establish optimal parking locations and density.

We have extensive experience implementing parking corrals, racks, and charging stations on private property as well as in the public right-of-way. We maintain a very light touch approach for our parking corrals, consisting of white vinyl taped areas in approved locations that do not interfere with the right of way. This approach is not only cost effective, but also provides our riders with a visual boundary for where to park. We are also open to creating more parking options in collaboration with the three cities to create additional infrastructure for our program for years to come, as explained further below:

Corral Parking & Incentives: In accordance with the *West Metro Bike & Scooter Additional Terms Section 4(f)*, we will establish parking zones within the public right of way where sufficient space exists, which will consist of parking corrals.

Geofenced Parking Corrals: With our real-time geofencing enforcement of designated parking, we have a clear track record of ensuring scooters are parked in permitted corrals at all times. All parking corrals are clearly visible in our Spin app with "P" and "$" icons to guide riders to end their trips properly.

Corral Parking Incentives: We will reward riders who successfully end their trip in approved corrals with free ride credits (e.g., $1 off next ride). We will specifically incentivize corrals in high-demand areas, near transit and shopping areas, and areas with fewer scooters available, as a creative way to both reduce overcrowding in corrals and assist our continuous rebalancing.

b. Describe your approach to determining needed parking capacity, and how you will analyze existing public rights-of-way to determine if needed parking capacity exists. Describe how you will determine if there are areas of the city where additional parking capacity is needed.

Prior to deployment, we will work with each of the three cities to determine parking needs and follow city requirements, including the *West Metro Bike and Scooter Share Requirements Section 4(d)*. We typically determine parking capacity based on a number of key factors, including the type of parking required (e.g., lockto only, corral parking, or free floating parking) and the availability of existing infrastructure (e.g., bike racks or defined parking areas/corrals for shared e-scooters). Based on the anticipated size of our deployed fleet (up to 250 devices), we recommend at least 75 parking corrals to accommodate up to four e-scooters per parking area.

Some particular areas of the city, such as near transit locations or busy commercial corridors, will likely need additional parking corrals to enable riders to more conveniently locate and park devices. This approach is also consistent with encouraging modeshift from cars to e-scooters and facilitating first/last mile connections with public transit. Once we have determined where parking is necessary through consultation with city staff, we will propose installing light-touch parking corrals using white vinyl tape or other materials that do not leave permanent markings. Our experienced local Operations team will deploy our e-scooters to these corrals (4 max per parking area) and to maintain an orderly and unobstructed public right of way.

c. Describe your commitment to helping the City establish new bike and scooter parking areas by funding installation of bike racks, or installation and management of in-street bike and scooters corrals as necessary to meet demand.

We have a strong history of installing defined parking areas, such as on-street parking spots or on-sidewalk parking corrals outside of the right of way, to encourage orderly parking and protect pedestrians from obstructions. We are excited to create parking corrals in collaboration with the Metropolitan City Council's to create preferred parking locations to meet demand.

Parking Corrals: We intend to install corrals based on the fleet sizes in each of the three cities. To start, we propose to identify and install 30 parking corrals to accommodate the first 100 e-scooters deployed in Hopkins and St. Louis Park and 15 corrals to accommodate the first 50 e-scooters we deploy. If we are approved for monthly fleet increases, we will propose one additional corral for every 4 devices. Based on public feedback and ridership trends, we would continue to adjust the number of parking corrals to meet local parking needs.

City	Initial Parking Corral Proposal
Hopkins	To start, we will help identify and install 30 parking corrals to accommodate the first 100 e-scooters deployed in Hopkins and continue to increase the number of devices and corrals as needed. (Ratio: **100 e-scooters: 30 corrals**)
St. Louis Park	To start, we will help identify and install 30 parking corrals to accommodate the first 100 e-scooters deployed in St. Louis Park and continue to increase the number of devices and corrals as needed. (Ratio: **100 e-scooters: 30 corrals**)
Golden Valley	To start, we will identify and create 15 parking corrals to accommodate the first 50 e-scooters deployed in Golden Valley, and will continue to increase the number of devices and corrals as needed. (Ratio: **50 e-scooters: 15 corrals**)

d. Describe any technology proposed within the bikes or scooters, the mobile application, or the public right-of-way to assist users in finding appropriate parking locations and available devices. Describe your approach to geofencing, if used.

We will use our Spin App to assist users with finding appropriate parking locations and available devices. We will create geofenced parking corrals and financial incentives with the approval of each city, and in accordance with the *West Metro Bike and Scooter Additional Terms Section 4(h)*. We will also use our geofencing technology to accurately create and adjust parking corrals, No Ride Zones, Slow Zones, and other geofences based on ridership trends. We can create or alter these geofenced areas within 15 minutes or less.

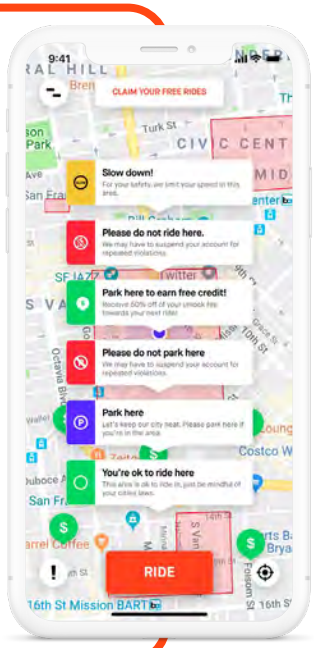
Geofencing Technical Details

- Functionality: Our dynamic geofencing allows us to accurately create/adjust No Ride Zones, Slow Zones, and other geofences within 15 minutes or less.
- Ping Frequency: Every 5 seconds while in use

- Responsiveness to Geofences: Average response time is 1 second within entering a Slow Zone, No Riding, or No Parking Zone.
- Accuracy (Margin of Error): 1 to 3 feet in most areas, 2 to 4 feet in dense urban settings.
- Geofenced Speed Governors: The maximum speed of our e-scooters is also dynamic and instantly adjusted when entering various geofenced zones. For example, our e-scooter will automatically reduce the maximum speed to 8 mph (or another approved limit) within Slow Zones, or alternatively be brought to a gradual and complete halt within 1-2 seconds within No Ride Zones such as sidewalks.

Spin App Defined Parking, Geofenced Zones and Incentives:

- Spin-App Parking Reminders: Before every trip, we will remind riders to always park in approved corrals, as clearly shown in our app with "P" and "$" symbols. They must affirm that they understand that parking in corrals is preferred, with fines and suspensions for anyone who violates these rules. As shown to the right, we utilize these geofences nearby in Minneapolis.



- No Parking Zones: In specific areas defined and in collaboration with the cities, we will create no parking zones that will automatically limit e-scooter speeds to a gradual and complete halt within 1-2 seconds within these No Ride Zones such as sidewalks, private property, and school zones.
- Slow Zones: We will create specific slow zones where our e-scooters will automatically reduce the maximum speed to 8 mph (or another approved limit) within Slow Zones.
- Geofenced Parking Corrals: With our real-time geofencing enforcement of designated parking, we have a clear track record of ensuring scooters are parked in permitted corrals at all times. All parking corrals are clearly visible in our Spin app with "P" and "$" icons to guide riders to end their trips properly.
- Corral Parking Incentives: We will reward riders who successfully end their trip in approved corrals with free ride credits (e.g., $1 off next ride). We will incentivize corrals in high-demand areas, with fewer scooters available, as a creative way to both reduce overcrowding in corrals and assist our continuous rebalancing efforts with minimal VMT-related emissions.

e. Describe how you will work with public and private entities to establish parking areas outside the public right-of-way, particularly Hopkins and St. Louis Park Public Schools, businesses, and local employers.

We will partner with city staff and private entities to first solicit feedback on where designated parking areas are most desirable (and safest) outside of the public right-of-way. Our goal is to earn broad community support and buy-in for our deployment and parking practices, which means meeting their needs and addressing their priorities in the design of our service. Upon contract award, our team will initiate proactive outreach to local employers and businesses who may be interested in having a designated parking corral near their location as a way to attract customers and enable staff to commute to work more conveniently. For safety reasons, we generally recommend not locating parking corrals near public schools since we only allow riders who are 18 years of age or older to use our mobility options.

f. Describe how you will detect, and address devices parked in prohibited locations as described in the document West Metro Bike and Scooter Share Additional Terms, in locations prohibited by these requirements, or locations outside of the designated service area.

We actively encourage riders to park properly in designated corrals or parking areas and deter them from parking in prohibited locations through the use of financial incentives, strict geofence controls, and educational resources (as discussed throughout the proposal). While our No Parking Zones effectively prevent most riders from ending their trips and parking in unapproved locations, the reality is that sometimes e-scooters are abandoned by reckless riders. In these instances, our local team takes a number of active steps to swiftly relocate misparked e-scooters in prohibited locations. This prioritized relocation is identified by our Spin Mission Control System and carried out by local staff within **two (2) hours or less** to protect the safety of pedestrians. Specifically, we will fully comply with the *West Metro Bike and Scooter Share Additional Terms* for parking as summarized below.

West Metro Bike & Scooter Share Additional Terms Requirement	Our Detection, Deterrence, and Response Measures
4j. Vendors will be required to immediately rectify an excessive accumulation of bicycles or scooters in a concentrated area. It is at the sole discretion of the cities to determine what constitutes an excessive accumulation.	One of our main goals is to ensure the equitable distribution of our devices at all times so they are widely available to residents in each of the three cities. Based on our success in Minneapolis, we can achieve this by continuously rebalancing our devices throughout the day. Specifically, our team will **rebalance devices on a 2-3 hour cadence (at least 5+ times per day in each of the three cities)** to ensure our devices do not become over-concentrated in popular areas and out of reach for the majority of residents.
4k. Any bicycle or scooter that is found to be parked outside of the defined service area will be removed or relocated by the vendor, unless the vendor has a formal agreement to operate in that jurisdiction.	As an experienced operator, we have developed several procedures to swiftly respond, track, and resolve all misparked devices on the ground and through our offsite Customer Support Team. Any scooter that is identified outside of the defined service area will be **quickly relocated by our local team to an approved parking corral within two (2) hours of notification.**
4l. Vendors must utilize an internal demand/user behavior management component capable of determining the location of all bikes and scooters at all times to aid in rebalancing and preventing the excessive accumulation of devices in a concentrated area.	All of our e-scooters are equipped with GPS technology and update their geolocation every second. The **real-time location of every deployed device is displayed in our Spin Mission Control fleet management system for 24/7 visibility**. This essential tool directly informs our continuous parking sweeps and enables our local teams to rebalance our devices to prevent excessive accumulation in any specific areas.
5(a) The service area will be defined as the City of Hopkins, Golden Valley, and St. Louis Park's municipal boundaries. Each city may adjust the service area at its sole discretion. The vendor may not modify the area of bike or scooter sharing operations without approval from the Director of Public Works.	We will confirm **all service area geofences (including No Ride and No Parking Zones) with the City of Hopkins, Golden Valley, and St. Louis Park** to ensure that riders remain within the approved service area. Our Operations Team can create and alter our custom geofences to create No Ride Zones, Slow Zones, No Parking Zones) and speed governing restrictions (e.g., 10 mph maximum speed) **within 15 minutes** upon request.

g. Describe how you will detect and address devices that have fallen over while parked.

To proactively protect the public right-of-way, we will utilize our **Spin Mission Control system and onboard e-scooter gyroscopes (i.e., Tip-over Detection)** to instantly detect and swiftly address fallen devices. Our 24/7 fleet monitoring system, Spin Mission Control, enables our local team to see device location and parking status, including tipped-over e-scooters.

When our real-time system sends an alert of a tipped over e-bike or e-scooter, a local team member is deployed to **remedy this issue and repark the device under two hours of receiving the alert.** Additionally, all of our e-scooters are equipped with robust dual kickstands, as required by the *West Metro Bike and Scooter Share Additional Terms under Section 4(i)*. This ensures three touchpoints with the ground while standing the device upright and not at an angle. Our local Operations Team visually inspects each kickstand every time the device is touched for safety purposes.

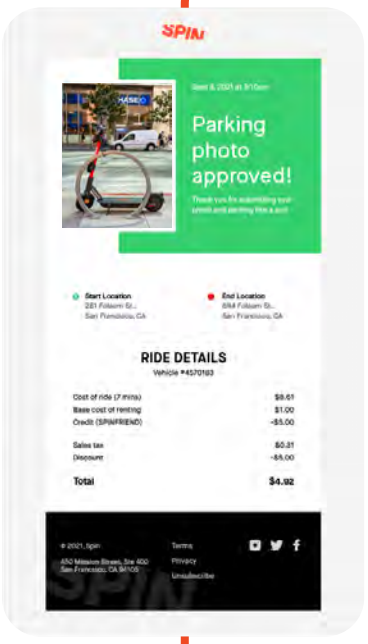
h. Describe how you will reimburse Public Works or other City Departments for relocation of devices as described in the document West Metro Bike and Scooter Share Additional Terms.

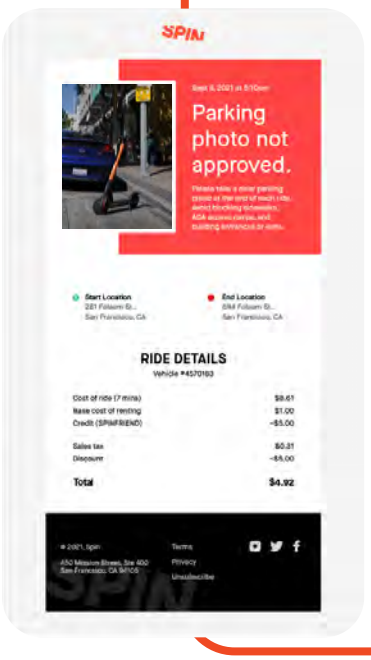
We will comply with all fees and reimbursements outlined in the *West Metro Bike and Scooter Share Additional Terms under Section 3: Fees and Reimbursement*. We will pay any device relocation fees, violations, and administrative fees in accordance with *Section 3(a-d)*, and reimburse each city for any fees **within 30 days** of notification via a preferred payment method. We have similar reimbursement payment requirements in nearby Minneapolis and many other cities.

i. Describe how you will encourage proper device parking. Describe strategies for education and awareness, incentives, and penalties.

We encourage proper parking through a combination of financial incentives, continuous education, strict geofencing controls, and real-time alerts. In addition to our technology, we also strive to improve parking compliance and public safety outcomes by conducting monthly in-person community safety events. For brevity, our proven parking approaches include:

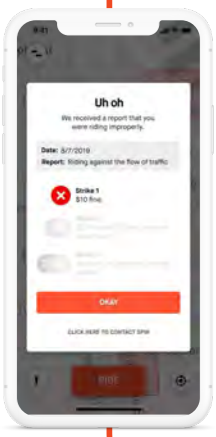
- Spin Safe Events: We commit to hosting or participating in at least **one (1) community safety event per month (16+ per year)**. Our in-person approach to rider education is built around 1:1 user engagement. Our staff will set up information booths at community events, make presentations, lead rides, and host our "Spin Safe" vehicle safety course with community partners. During these in-person events, we distribute helmets, teach people how to ride and park our devices, and encourage participants to take the online Spin Safe quiz. These events are most successful when conducted in partnership with a community organization.
- In-App Spin Safe Digital Curriculum: Our short and interactive safety videos—available in English and Spanish—form the core of the Spin Safe curriculum, which include rules and benefits of proper parking.
- Continuous Education: Before every trip, we will remind riders that parking in Parking Corrals and Preferred Parking Spots is strongly preferred. Our in-app reminder screens will show users how to park their devices in an orderly way within corrals or other approved parking areas.
- Real-Time Parking Messages: Our app instantly notifies riders who attempt to end their trip without correctly parking their devices. These warning messages (e.g., "failed to park their e-scooter in the proper area") are immediately triggered when a rider attempts to end their end trip improperly.
- Required Start & End-of-Trip Photos: We require all riders to submit End-of-Trip parking photos, with follow up messages and penalties to drive compliance. We also ask riders to rate the parking job of the previous user with a thumbs up or thumbs down to get them involved in the process and encourage them to correctly park in corrals.





- Misparking Warning Sounds: As an added safety precaution for pedestrians, our team can program temporarily misparked e-scooters to make a recurring "beeping" noise to alert nearby pedestrians of their presence until the parking location is corrected. This customizable alert sound benefits those who are visually impaired. We will first consult with city staff before activating these for safety alert sounds.
- **New!** - Parking Performance Review Emails for Every Trip: We use parking photos and rating information submitted by our customers to immediately follow up with riders when their parking job was rated poorly. They are reminded of local parking rules and receive a fine (e.g., $10). These follow-up emails alert them that their ability to follow parking rules will be closely monitored, and consequences issued for infractions (e.g., $25 fine and account suspension). All riders will receive a "parking performance" email after every trip with a rating.

Parking Incentives & Penalties:



- Incentives for Proper Parking: To encourage riders to properly park their devices, we will use financial incentives (e.g., $1 off their next ride) to encourage riders to park their devices in designated areas or approved corrals. All new and existing riders will see inapp messages or banners to inform them that they will be rewarded for correctly parkingtheir device. This incentive-based reward initiative will improve rider awareness of thisparking rule and drive higher compliance going forward.
- Penalties for Improper Parking: We strongly encourage safe riding practices through a number of incentives and educational initiatives. However, some riders still decide toflout the rules and behave recklessly. For this reason, we will establish a strict 3-strikepenalty policy with fines and account suspensions for those who continuously break the rules. Our three strike penalty structure is as follows:

- ✕ Strike 1: Warn riders of their specific violations and inform them that any repeated violations will lead to financial penalties and account suspensions;
- ✕✕ Strike 2: $25 fine for the second repeated infraction (e.g., misparked e-scooter or sidewalk riding);
- ✕✕✕ Strike 3: Account suspension (riders who retake our safety quiz and score 100% can have their account reactivated).

**Note: Riders are given a fourth and final chance to rectify their behavior and obey all local rules before permanent account removal.*

j. Describe how you will ensure that spaces where devices are parked are kept orderly, clean, and free of litter. If the devices have baskets, include a description of strategies for keeping baskets free of litter.

We will monitor and perform regular maintenance in all approved parking spaces or corrals in order to keep them free of litter and inviting for public use. **Every 24 hours** our local staff will inspect and clean all approved parking corrals when deploying and rebalancing devices. We will also geofence all approved corrals in our app and offer parking incentives to reduce overcrowding (e.g., by setting a maximum of 4 e-scooters parked in each corral). Our e-scooters do not have baskets, so we will not have to worry about litter on our devices. That being said, we will inspect and clear out any litter that may be attached to our e-scooters during our daily (24 hour) device checks. On a monthly basis, **we will also perform scheduled monthly cleaning and preventative maintenance, which includes thoroughly cleaning** all devices and removing any graffiti or worn stickers.

k. Describe your staffing capacity for addressing improperly parked devices.

We already have a robust and experienced team of 15 full-time W2 employees in nearby Minneapolis. To keep sidewalks clear and safe for pedestrians at all times in Hopkins, St. Louis Park, and Golden Valley, we will scaleup our local team accordingly by adding another 10 W2 employees dedicated to the West Metro Area. With the proper staffing level and experience, we are confident that our local Operations team can quickly locate and resolve any misparked e-scooters within **two (2) hours or less**. This is accomplished through **continuous parking sweeps (5+ per day)**, our internal complaint issue tracking system, and by leveraging our experienced team to remain present in the community 24/7.

Guaranteed 2-Hour Parking Relocation: As soon as our local Operations team receives a misparked device notification, they will relocate such devices within 2 hours or less. By doing so, we will exceed the requirements of relocating improperly parked devices as described in *West Metro Bike and Scooter Share Additional Terms Section 4(m).*

l. Describe the communication platforms that will be used to allow the cities, device share users, property owners, or others to report improperly parked devices.

We have created many methods to ensure constant communication and direct access to our local Operations and Customer Support teams. These communication channels are available to all members of the public, including riders, property owners and others to report improperly parked devices as follows:

- 24/7 Customer Service - Our toll-free phone number and email are active 24 hours a day, 7 days a week to to report safety concerns, complaints, or ask questions.
- Company Information on Every E-Scooter - Additionally, to simplify the reporting of improperly parked devices for the public, our company name and Customer Support contact information is located on the the stem of all our devices. Every device also includes an informational placard with a 24/7 hotline so that members of the public can report issues to a staff member, who will route their issue directly to our Operations team, in accordance with West Metro Bike and Scooter Share Additional Terms 4(k).
- Spin App - Riders are requested to provide feedback at the end of each trip and can always provide feedback and complaints with the "!" button;
- Website - "Support" icon in the upper righthand corner at www.spin.app;
- Email - support@spin.pm;
- **New!** - Textline - Allows rider and non-rider complaints and concerns about parking and the public right-of way to be shared directly with our local operations team via text (number will be created if awarded);
- Phone - (888) 249-9698;
- Social media - Twitter, Facebook, and Instagram;
- **New!** - Public Web Form - We can establish a local online web form that enables members of the public to easily report any parking or safety issues by simply taking a photo of the QR Code of the device, or manually entering the address.
- Direct Phone Line: We will provide a direct, local phone number to our Senior Operations Manager (Lindsay Quinn: 651-769-3568) and staff to facilitate timely issue resolutions that affect City services or pose a safety concern.

m. Describe your winter device parking strategies, including snow clearance as applicable.

Snow Event Removal, Rebalancing & Maintenance:

- Preventative Device Clearing: When notified about a potential heavy snowfall, our Operations Team will expedite device removal and remove devices across all three cities in three hours (3) or less. We can also immediately disable riding through areas closed off by the city or emergency services through our flexible geofencing technology.
- Rebalancing Devices after Snow Event: For heavy snow or other extreme weather, we typically place our devices back in service four (4) or more hours after conditions have notably improved. In all instances, we will communicate directly with each city and seek formal approval before safely restarting our service.

- After Snow Events: If any of our devices remain in the snow and in the right of way, our Operations Team will ensure that any devices parked and covered in snow will be cleared within 24 hours of a snow event and parked in a location where snow has been cleared, in accordance with *West Metro Bike and Scooter Share Additional Terms Section 4(o).*

n. Describe how you will provide access to downtown businesses for residents and visitors.

Based on our success in Minneapolis, we propose locating approved parking corrals in safe locations that provide riders with easy access to downtown businesses. This enables riders to use our service to conveniently visit a local restaurant or shop and park their e-scooter in a nearby approved parking location. In addition, we will also deploy at least 30% of our devices near major transit stops to provide a convenient and environmentally conscious choice to commuters for their first/last mile needs. This includes the following specific deployments:

- Always @ the Stop Initiative: We commit to deploying **at least two (2) devices at each Transit Stop in Downtown areas in Hopkins, St. Louis Park, and Golden Valley** as part of our Always @ the Stop Initiative. As part of our daily deployment and rebalancing strategies, our Operations Team will ensure that there are devices in working order at each transit stop to ensure our service provides appropriate first- and last-mile connectivity. Our team will also ensure that our scooters do not block loading/unloading zones for transit.
- Daily Deployments Near Metro Stations/Public Transit: We will deploy our devices throughout the city, while factoring in existing transportation options, to ensure our service provides appropriate first- and last-mile connectivity. We also commit to deploying a minimum of 30% of our fleet in either low-income or transitlimited neighborhoods, as identified in partnership with the City.
- Incentivizing Trips to & from Local Businesses: To encourage riders to visit local businesses, we can leverage rider incentives for starting or ending their trips in close proximity to local establishments. For example, we can offer free or heavily discounted Spin trips when riders successfully end their trip within 300 feet of a local business partner. We have done this successfully with KFC and are committed to pursuing similar partnerships with local businesses across all three cities.

E User Experience

a. Describe the technology used in the security/lock mechanisms.

All of our e-scooters come with optional app-integrated locking mechanisms, which use a cable system to securely attach the e-scooter to parking infrastructure. While riding, the cable coils up and clicks into the lock mechanism for safe storage. Our lock does not use combination codes or physical buttons – it is powered by the device's battery, and has a theft-deterrent and tamper-resistant design. If desired by the program, we commit to adding our app-integrated locking mechanism to our fleet of e-scooters. Our Spin S-100 7th edition e-scooter can be retrofitted to include an app-integrated lock in less than 20 minutes.

Case Study - Minneapolis: We have successfully operated with lock-to required parking in Minneapolis since 2021 and achieved a notable improvement in parking compliance as measured by a 40% monthly reduction in misparking complaints. More broadly, we are the operator most experienced with successfully implementing lock-to parking in cities across the country, including Chicago, San Francisco, Washington DC, Berkeley, and several other cities.

b. Describe the procedures for renting and returning devices.

Step 1: Creating an Account:

Riders can download our mobile app and create an account with their email address and provide a payment method.

Step 2: Unlocking a Device

- **Using QR Code**: Users with smartphones can easily can the QR code located on the handlebar of the e-scooter using Spin's mobile app.
- **Non-Smartphone**: Non-smartphone users can simply text (SMS) a vehicle's unique code to a dedicated phone number to unlock a scooter. Users can purchase Spin Cash Cards and add credit to their Spin app while on public Wi-Fi. The SMS system will use their loaded credit for the cost of each ride. Instructions for how to use the SMS system are on the physical Spin Cash Cards, in the email sent to all new Spin Access users, as well as at www.spinaccess.com.

Step 3: Before Your Ride

- **Reminder Screens**: Every time a rider begins their trip, it will begin with in-app educational screens, regardless of whether the rider is a first-time or repeat customer. These locally-tailored educational screens highlight safety priorities and proper parking practices based on ongoing rider behavior trends.
- **Optional Safety Quiz**: We encourage all new riders to take our safety quiz, which will be tailored to the requirements of the cities. To incentivize comprehension, riders earn $5 in credit for completing the quiz with a perfect 100% score.

Step 4: Ending Your Ride

- **Scan QR Code**: When a rider has completed their trip, they again scan the QR code. Once they have parked the vehicle properly, the vehicle will be deactivated, and the user ends their ride in the mobile app.
- **End of Trip Photo**: At the end of their trip, riders need to submit an End-of-Trip parking photo, which we will follow up with messages and penalties to drive compliance. We also ask riders to rate the parking job of the previous user with a  or  to get them involved in the process and encourage them to correctly park in corrals.

c. Describe the proposed hours of operations.

We generally provide our shared service operations 24/7 in most cities where we operate in order to offer residents a reliable alternative transportation option when other modes may not be available. In many cases, our riders use e-scooters to connect with a public bus or transit option and prefer to use a Spin e-scooter to facilitate that connection.

If each city requires specific hours of operations, we commit to operating in full compliance with local preferences. For example, since we have launched our service in Minneapolis, we have consistently demonstrated full compliance with the City's operational hours, including disabling our devices from public use during the restricted hours of 12 am - 4 am in the City of Minneapolis and University of Minnesota, and from 12am - 6am on Minneapolis Park Board land.

To meet our operational goals, our local team will conduct an evening rebalancing between the hours of 6 a.m. to 8 p.m., as required by the *West Metro Bike and Scooter Share Program Additional Terms Section 5(e-f)* to ensure that we have collected and rebalanced all scooters as needed. Additionally, our Customer Service toll-free phone number and email is always available 24 hours a day, 7 days a week.

d. Describe the types of customer services offered and reconciliation or communication procedures.

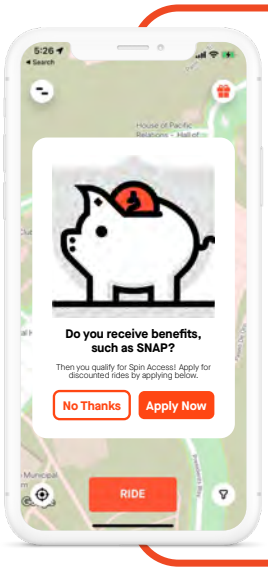
To ensure every member of the public has the ability to communicate with us, we have implemented a number of methods to facilitate direct access to our local Operations and Customer Support teams. In compliance with *West Metro Bike and Scooter Share Requirements Section 5(c) and (d)*, **we offer our Customer Service lines 24 hours, 7 days a week** to enable the public to report safety concerns, complaints, or ask questions. Additionally, to simplify the reporting of improperly parked devices for the public, our company name and Customer Support contact information is located on the the stem of all our devices. Every device also includes an informational placard with a **24/7 hotline** so that members of the public can report issues to a staff member, who will route their issue directly to our Operations team.

We encourage riders and the public alike to communicate any complaints, maintenance issues, or other concerns to us through the following channels below:

- Spin App - Riders are requested to provide feedback at the end of each trip and can always provide feedback and complaints with the "!" button;
- Website - "Support" icon in the upper righthand corner at www.spin.app;
- Email - support@spin.pm;
- **New!** - Textline - We can create a text line for rider and non-rider complaints and concerns about parking and the public right-of way to be shared directly with our local operations team via text (number will be created if awarded);
- Phone - (888) 249-9698;
- Social media - Twitter, Facebook, and Instagram;
- **New!** - Public Web Form - We can establish a local online web form that enables members of the public to easily report any parking or safety issues by simply taking a photo of the QR Code of the device, or manually entering the address.
- Direct Phone Line: Our Senior Operations Manager (Lindsay Quinn) can be reached at 651-769-3568 to facilitate timely issue resolutions that affect the cities' services or pose a safety concern. We intend to continue maintaining this constant communication with the cities and our staff going forward.

e. Describe how you will provide user information in multiple languages, including English, Spanish, Russian, Hmong, Somali, etc.

In the West Metro area, we commit to ensuring that all user information, consumer engagement and consent screens are available in multiple languages, including English, Spanish, Russian, Hmong, Somali, and any other languages requested by the cities. The default language shown will automatically be determined based on the language preferences in a user's phone. Additionally, we will roll out our **community outreach plan aimed at reducing cultural and language barriers** and to increase ridership in historically underserved areas. We will build on these outreach initiatives by **hosting our local community safety events (1+ per month/16+ per year)** in lower-income communities.



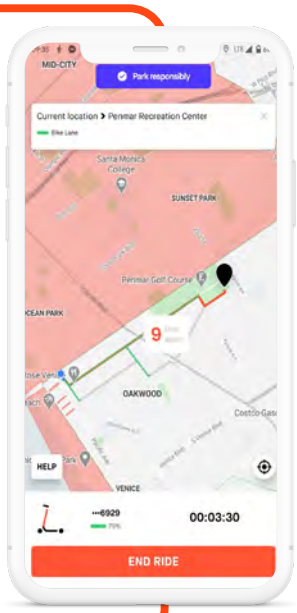
f. Describe how you will inform and educate users on pricing and fee structures

We utilize several methods to inform and educate users on our affordable pricing and fee structures, including our Spin Access equity pricing (i.e., free trips) for low-income residents. To reach the maximum number of individuals possible, we leverage a number of channels including in-app messages, events with our local community partners, website, social media posts, in-app push notifications, and emails. We also run social media campaigns about the program, featuring stories from real users about how they use and benefit from the program.

In-Person Safety Events & Rider Engagement: Our in-person approach to user education is built around 1:1 user engagement. We will co-host at least one (1) local safety event with our community partners per month (16+ per year) where our team will educate riders on a myriad of topics, including pricing and fee structures, and promote our Spin Access program.

In-App Education: Every trip begins with in-app educational screens for both first-time or repeat customers. These screens detail local rules and costs, including clear guidelines that all riders must be at least 18+, should wear a helmet, and never double-ride on e-scooters with others.

Social Media: We regularly post Spin Content on our social media channels (Instagram, Twitter, TikTok) and with our local partners. We would welcome the opportunity to provide safety and ride promoting content for the City to post on their website and social media channels.



g. Describe your proposed user interface integration with local transit and/or parking interfaces, and mobile payment apps.

Since 2019, we have utilized our services to support the continued growth of Minneapolis and the region by enabling the movement of people without using cars. This includes efforts to integrate with transit and other modes through existing third-party partner apps, such as Google Maps, Moovit, or Transit App. Integrations such as these will provide residents with a more seamless transportation experience.

We have done this successfully in Minneapolis through our partnership with the Metro Transit's Transit Assistance Program users through first-and-last-mile connections with our deployment and rebalancing efforts, maintaining vehicle availability at the City's designated transit stops and stations, microtransit routes, and HOURCAR/Evie carshare hubs. Additionally, we implemented Preferred Parking Spots where users receive $1 in credit towards a future ride for ending trips in these designated locations. We also leverage our existing partnership with Token Transit, working on behalf of Metro Transit as their contracted app provider, to deliver a first-of-its-kind fare integration which would allow for the purchase of a combined transit and Spin fare, including the potential for both single and multi-ride/multi-day passes.

We are excited to expand our existing third-party partner integrations, including Google Maps, Moovit, and the Transit App, which can also facilitate integration for residents in Hopkins, St. Louis Park and Golden Valley through trip planning and vehicle access.

F Marketing and Communications Plan

a. Describe your marketing plan, including information on how residents and visitors can learn about how to use the program.

Our marketing, outreach and education programming is based on informing residents and visitors on our program and how to use our devices using the following methods:

In-Person Community Engagement: We proudly use our marketing programming to promote safer streets, raise awareness of alternative mobility options, as well as support community and local cultural events. Before the program launch, we will create opportunities to meet with community groups to promote ridership and inform the community about our programs.

During the first month of the new program, we commit to hosting **4 public events** to engage with the community and introduce our program. We commit to **co-host at least one (1) local safety event with our community partners per month and 16+ for the entire year**, featuring safety training sessions, free helmet giveaways, and other activities to promote ridership upon contract award and the start of our program. Furthermore, we will offer numerous measures to educate the public about local rules and device options, including:

- Informational pop-ups
- Safety trainings
- Presence at local events
- In- app push notifications
- Emails
- Social media
- On scooter education and support contact information
- Online education and support
- Education materials- flyers, advertisements, etc.
- Parking signs

b. Describe your target market(s).

We will continuously strive to increase equitable and inclusive access to our devices throughout all three cities, specifically by providing devices in low-income areas with significant fare discounts. One of the most important factors for improving equitable access of our service starts with where we actually deploy our devices. Before launch, we will consult with the cities to put a strong emphasis on meeting and exceeding equitable distribution targets. Specifically, we will create target goals to deploy at least **30% of our fleet** in lower-income areas.

From a rider demographic standpoint, our target customers tend to be aged from 18 to 45 years old. That said, we specifically strive to make our service more inclusive by providing affordable pricing options, multiple adaptive devices with free delivery, and conducting community outreach to get the word out and invite people to give our mobility options a try.

c. Describe how you will educate the public on how to ride safely and predictably and of applicable traffic laws and ordinances.

We use our Spin mobile app to provide riders with continuous education and real-time feedback to promote safe riding practices and improve public safety outcomes. This includes a number of the following in-app and online educational initiatives:

Spin Safe Digital Curriculum: Our short and interactive safety videos—available in English and Spanish —form the core of the Spin Safe curriculum. These short, 60-90 second videos cover the following safety topics:

- Getting Started with Spin: How to install the app and set up an account; how to unlock a device; how to ride, how to brake and accelerate; wear a helmet.
- On the Road: Ride in the bike lane (where available); always follow the flow of traffic and traffic laws; do not ride on sidewalks; how to maneuver around road obstacles; be courteous; yield to pedestrians.
- Ending Your Trip: “Good” vs. “Bad” parking jobs; how to lock your vehicle; how to report safety issues.
- Making Our Streets Safer: How to make your area’s roads safer for all users. After watching these videos, we prompt users to take an online quiz for a chance to earn $5 in ride credit if they score 100 percent. **These quizzes and all educational materials include all local rules and regulations set by each of the three cities.**

Rider Requirements and Safety Education

- **Local Safety Quiz**: We encourage all new users to pass an in-app locally tailored safety quiz before taking their first ride. We have utilized this approach with many cities, with localized questions illustrated with accompanying pictures. Users can choose to take our quiz and if they answer at least four (out of five) questions correctly before starting their trip. To incentivize comprehension, riders earn $5 in credit for completing the quiz with a perfect 100% score.

- First Rides - Beginner Slow Speed: As a safety precaution, we can limit the maximum speed of our e-scooters to 10 mph for the first three (3) trips to protect the safety of pedestrians and our riders.
- Continuous In-App Digital Education: Every trip begins with in-app educational screens, whether the rider is a first-time or repeat customer. These screens detail local rules, including clear guidelines that all riders must be at least 18+, should inspect the vehicle before riding, and wear a helmet. For continuous education, we use push notifications to promote safe riding tips (such as always wearing a helmet), service area changes, and other critical messages to customers. Additionally, customers can easily access our Spin Safe videos and safety quiz within the app by clicking on the "Safety" tab in the main menu. Users also receive Spin Safe information in the "Welcome" email they receive when signing-up.
- Promoting Rides through Social Media: We regularly post Spin Safe content on our social media channels (Instagram, Twitter, TikTok) and with our local partners. We would welcome the opportunity to provide safety content for the City to post on their website and social media channels.
- Warning Messages on Devices: To help inform riders (particularly new riders), all of our devices include educational stickers that clearly state riders "must be age 18 to ride" and "no double riding".

In Person Education & Events

Monthly Safety Events: If selected to operate in the City for this new program, we will continue to conduct at least 1 local safety event per month (16+ per year) for the full year. During these events, our staff will distribute free helmets and safety materials, such as "Tips for Your First Ride" and the Spin Safe quiz; teach people how to ride scooters through our "Spin Safe" scooter safety course; and register people for Spin Access, our reduced fare program for riders with low incomes. These events consist of in-person rider training, free promo giveaways, and engagement sessions with accessibility and pedestrian safety advocates.

d. Describe how you will serve and promote ridership in low-income communities and communities of color.

We are proud of our track record as both the most compliant and equity-focused operator in the micromobility industry. We take tangible steps to promote ridership in low-income communities and communities of color by offering free trips via our Spin Access equity pricing program, automatic trip discounts based on trip start locations with Spin Access Zones, and providing our service in multiple languages to meet the needs of the diverse communities we serve.

Lowering Barriers to Mobility: Our strategy for promoting and growing our Spin Access low-income and other special fare options includes improving our offerings continually to meet the needs of the diverse communities we serve. We recently conducted a people-focused Spin Access redesign to improve our communication channels and make sure we get the word out to those with barriers to mobility. We currently target financial and technological barriers to mobility, but also wish to improve upon reliability, easy program enrollment, and price transparency.

- Spin Access Program and Application Process: All Spin riders learn about our Spin Access program in their "Welcome" email after creating an account or via in-app pop-up messages. Users can also sign up anytime at www.spinaccess.com. Our online application is available in **six (6) languages**: English, Spanish, Russian, Chinese, Vietnamese, and Filipino. Applications are processed within two (2) to four (4) business days. We also offer a multilingual (English, Spanish, and 30 other languages with free translation services) Customer Support team at (888) 249- 9698 to assist those without access to a computer or smartphone.
- Targeted Marketing Campaigns: To increase ridership among low-income individuals, we have implemented national and local targeted marketing campaigns highlighting usage of our Spin Access discount program. These campaigns are based on our interviews and feedback from people living on low incomes, including existing Spin riders and those who qualify for public assistance programs but have not yet incorporated micromobility into their daily lives.

- Multiple Language Offerings: We will roll out our outreach plan aimed at reducing cultural and language barriers and to increase ridership in historically underserved areas. We will build on this by hosting our local education and awareness events in historically underserviced communities. All education materials will be distributed in English, Spanish, Hmong, Somali, and Russian among other languages.

e. Describe how you will provide marketing and outreach materials in multiple languages, including English, Spanish, Hmong, Somali, Russian etc.

We commit to ensuring that all critical consumer engagement and sign up information is available in multiple languages, including: English, Spanish, Hmong, Somali, Russian, Japanese, Arabic, Laotian. The default language shown will automatically be determined based on the language preferences in a user's phone.

24/7 Operations and Customer Service: Along with our devices being available to rent all day, every day, we also provide around the clock customer service. We are extremely committed to our users and to providing the best possible customer service support possible with a dedicated in-house response system. We will continue to maintain a full time team of **sixteen (16) HQ customer support staff to respond 24/7** to calls, emails, in-app requests, and any other contact from our users, and ensure our customer service representatives can provide information in all languages necessary to communicate with our users.

f. Describe any discount programs you offer.

We are committed to providing equitable access to our micromobility program by offering several industry-leading discount options to make our services affordable for all residents. We offer the most affordable standard pricing options, along with our popular Spin Access discount program and location-based automatic discounts to encourage ridership in low-income areas.

For an overview of our pricing, we have included a chart below that summarizes our basic pricing structure, including unlock fees, per-minute fees, and discounted equity pricing options. This pricing will become effective on day one of launching our program in Hopkins, St. Louis Park, and Golden Valley.

End User Fee Schedule, Standard & Reduced Pricing

Price Options	Cost	Details
Standard Pricing	$1 to unlock + $0.39 per minute	As our standard pricing for riders, we will charge a rate of $1 unlock + 39 cents a minute per trip in each of the three cities. This is consistent with our current base rate nearby in Minneapolis.
Spin Access (low-income pricing)	**$0 to unlock and $0 unlimited trips (under 30 minutes)**	**For all eligible low-income residents (i.e., 200% of the FPL), we offer unlimited free 30 minute trips for low-income residents. We similarly offer free trips to residents of Minneapolis for consistency.**
Spin Access Zone (25% discounts in low-income areas)	Automatic 25% discount on all trips	In collaboration with the three cities, we look forward to introducing our Spin Access Zones, an equity-based initiative that automatically gives a 25% discount to all riders who start their trips in low-income or limited- transit areas. All riders are eligible; no enrollment required.

In addition to our per minute pricing options, we also offer Spin Passes & Subscriptions to give riders more options that fit their specific needs and commuting purposes, as indicated below:

Spin Passes & Subscriptions	Cost	Details
Weekly Commuter Pass	$35.00	Flat fee weekly subscription product that provides riders with up to 180 minutes of trips for the duration of the pass
Monthly Commuter Pass	$90	Flat fee monthly subscription product that provides riders with up to 720 minutes of trips for the duration of the pass
Student Semester Pass	$20 per month ($80 per semester)	Flat fee semester subscription product that provides eligible students (e.g., enrolled in a local community college or university) with up to 500 minutes of trips for the duration of the pass
1-Hour Pass	$7.99	Offers trips for one hour for one flat rate.
All Access Day Pass (24 Hour)	$15	Offers trips for one flat rate. Riders are limited to a total of 70 minutes for the duration of the pass.
Unlocks Pass	$3.99	Subscription loyalty product that waives the $1 unlock fee for every trip taken over a 30-day period;
24-Hour Pass	$24.99	Offers trips for one flat rate. Riders are limited to a total of 120 minutes for the duration of the pass.
3-Day Pass	$27.99	Offers trips for one flat rate. Riders are limited to a total of 150 minutes for the duration of the pass.

Spin Access Program: We are excited to bring our industry-leading Spin Access pricing program to offer unlimited 30 minute free trips for eligible low-income residents in Hopkins, St. Louis, and Golden Valley. We want our riders to travel safely with ease, without worrying about paying for longer trips they need to take. For full price transparency, Spin Access users also do not incur a device deposit fee on trips. This equity initiative will build on our success in Minneapolis, where we have provided the same Spin Access offering since 2021.

- Eligibility for Spin Access: We price our service to ensure it remains affordable to all residents, especially to those with limited incomes. To qualify for our Spin Access program, users must have an income at or below 200% of the Federal Poverty Guidelines. Specifically, $55,500, or less for a family of four (4), and $27,180 or less for a single-person.
- Enrolling in Spin Access: All Spin riders learn about our Spin Access program in their "Welcome" email after creating an account or via in-app pop-up messages. Users can also sign up anytime at www.spinaccess.com. Our online application is available in six (6) languages: English, Spanish, Russian, Chinese, Vietnamese, and Filipino. Applications are processed within two (2) to four (4) business days. We also offer a multilingual (English, Spanish, and 30 other languages with free translation services) Customer Support team at (888) 249-9698 to assist those without access to a computer or smartphone.

Spin Access Zones: Throughout each of the three cities, we will create Spin Access Zones, which are designated geographic areas in traditionally low-income and transit-limited areas where ALL riders are given an automatic 25% discount based on where they start their trip. Our equity-based Spin Access Zones do not require riders to enroll in our Spin Access program (i.e., all riders are eligible automatically), and are designed to be an additional method to increase the affordability and inclusivity of our service.

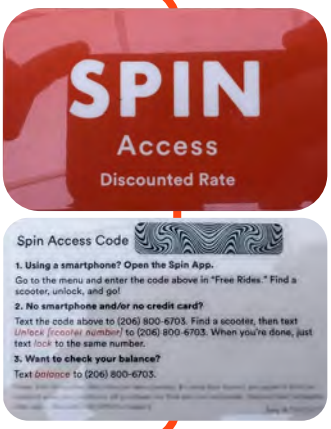
g. Describe how you will help low-income populations or non-English speaking populations understand payment options or discount programs.

We will roll out our outreach plan aimed at reducing cultural and language barriers and to increase ridership in low-income areas. We will build on this by hosting our monthly public safety events in historically underserved communities. All education materials will be distributed in both English and Spanish, along with other languages as requested by the cities and needed amongst the community. In order to increase ridership among historically under-served populations, we believe it's necessary to show respect for the local context and the diversity of riders by meeting them in their communities.

Targeted Marketing Campaigns: In order to increase ridership, we have implemented national and local targeted marketing campaigns, and highlighted usage of our Spin Access discount program. These campaigns are based on our interviews and feedback from people living on low incomes, including existing Spin riders and those who qualify for public assistance programs but have not yet incorporated micromobility into their daily lives. We used real quotes and photos from our Spin Access riders that show how having access to affordable micromobility positively affects their daily lives. These real stories have been used on our social media platforms and on marketing materials shared with our trusted community partners.

Multilingual Communications: Additionally, we will also ensure that our communication and outreach materials are multilingual and culturally-sensitive. We will make a point of reaching a diverse and inclusive audience by co-hosting safety education events with new community partners, and locating such events in underserved areas. We will also prioritize the recruitment of a diverse and multilingual local staff that reflects and serves the communities of Hopkins, St. Louis Park, and Golden Valley.

h. Describe how you will ensure the system is available for use by populations without smartphones or credit cards.



We understand that not all members of the community will have access to a credit card or smartphone or just prefer to pay in cash. Users are able to reserve, unlock and park any of our Spin devices as normal, using any one of the following non-smartphone payment options:

Spin Access Cards: Our Spin Access cards enable riders to take advantage of unlimited free thirty (30) minute trips by texting a Spin Access Code (scratch off code) to (206) 800-6703. They can text "unlock + scooter number" to unlock a Spin device.

Spin Cash Cards: Spin Cash Cards offer a simple way to unlock our devices using an SMS-unlock system. Riders can exchange cash for Spin account credit at local events, at our warehouse, and through the help of our community partners. Riders can simply text the toll-free SMS number to add ride credit to their account, check their balance, reserve, unlock, lock, and park a scooter.

PayPal's Digitize Cash: We encourage users without a credit card or bank account to add Spin credit via their PayPal account. This can be done at popular local retailers, such as CVS or Walgreens, by exchanging cash in return for PayPal credit. Once completed, users will be able to load the PayPal credit to their Spin account.

NEW! - Blackhawk Network LoadIt: We offer users this innovative LoadIt digital payment option available for all U.S. cities. LoadIt boasts additional features that make cash payments easier, including in-app integration and the ability to create barcodes for people to print if they do not own a smartphone – all without having to create a separate account or charging the user fees. Cash may be added directly into your Spin account at local retailers.

Prepaid Debit Cards: One of the easiest ways for users without credit cards to utilize our service is through prepaid debit cards (with all cards accepted such as VISA, Mastercard, American Express, and Discovery), which are widely available at grocery stores and retail locations (e.g., Walgreens/CVS) throughout the City. Customers simply load cash onto a prepaid card and then use it as a payment method in our app.

i. Describe how you will increase ridership each year.

To continuously increase ridership each year, we will maintain the most affordable pricing and develop local marketing campaigns based on feedback we receive from user surveys. We are also committed to introducing new devices each year to give local residents additional mobility options (e.g., pedal bikes, e-bikes) for using our service. From the start of our program, we will also make a point to engage with businesses and residents across each of the three cities to solicit ideas for promoting ridership through community events and promotions.

Based on our success in driving high ridership in Minneapolis, we will also promote our service by offering ride credits and discounted trip promotions throughout the year. We will target our efforts in communities with less representation among our riders today: low-income individuals, immigrants, refugees, and people with disabilities. This includes using free ride credits, promotions, local events hosted in low-income areas, and a number of other marketing initiatives aimed at engaging a diverse and inclusive audience.

j. Describe how you will support local bicycle or transportation advocacy efforts and organizations.

Since launching local operations in Minneapolis in 2019, we have engaged with a variety of organizations to advance our safety, equity, and workforce development outreach. All of our partnerships start with safety: we ask our local partners to share Spin Safe information through their website, social media platforms, email newsletters, and in-person events. In return, we support our local partners through attending their community events, providing financial sponsorship, and collaborating on unique initiatives. We have already engaged with the following organizations, and look forward to deepening our relationship with their communities:

Coalition for Clean Transportation, Downtown Minneapolis, Marcy-Holmes, Nicollet Island-East Bank, and North Loop neighborhood associations; West Broadway Business and Area Coalition; Lake Street Council; Minneapolis Downtown Improvement District; Midtown Greenway Coalition; Our Streets MPLS; Move Minneapolis; Move Minnesota; Minneapolis Regional Chamber; University of Minnesota Disabled Student Culture Center; HOURCAR/Evie; Metro Transit; and the Musicant Group.

k. Describe other engagement efforts focused on increasing adoption in the community.

We are excited to engage with the communities of Hopkins, St. Louis Park, and Golden Valley with this new program. We will begin fostering a strong relationship with the community by partnering with local community organizations and business by hosting safety events, offering discounted pricing and optimizing our deployments to better service the community.

Partnerships with Community Organizations: In many cities, including nearby Minneapolis, we have an established record of success working with the Bicycle Alliance of Minnesota and Move Minnesota. We hope to continue partnering with these local advocacy organizations and create relationships with more local partners in each of the three cities in the West Metro Area.

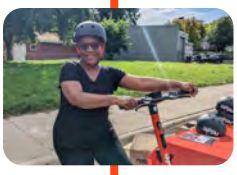
Sponsoring & Participating in Community Events: In addition to creating partnerships with local businesses and organizations, we have a strong history of sponsoring community events. We are excited to attending and sponsoring the following events in the West Metro Area this summer, if selected to operate:

- **Hopkins** - Mainstreet Day on May 20th, 2023
- **St. Louis Park** - St. Louis Parktacular June 16-18, 2023
- **Golden Valley** - Bike Rodeo- May 4, 2023

Over the last year, we have sponsored and attended countless local events in Minneapolis and hope to continue this meaningful involvement in the West Metro Area. A few examples include:

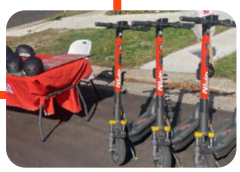
Events in 2022 (4 out of 12 events we participated in Minneapolis in 2022)

Community Connections Conference *(Minneapolis Convention Center - May 21, 2022)* - During the conference, our goal was to reach the community while supplying safety information in English, Spanish, and Somali. We offered $5 ride credits to users who completed our safety quiz successfully and distributed 25 helmets to community members.



Open Streets *(Lyndale Ave - June 5, 2022)* - We aimed to increase awareness of micromobility options and teach local residents on how to safely ride and park. With over 150 attendees, we distributed 50 free helmets to community members and had 80 people ride our e-scooters for the first time.

Open Streets Franklin *(July 10, 2023)* - With over 100 attendees, we distributed 45 free helmets to community members and had 20 people ride our e-scooters for the first time, after educating 70 riders on how to rent and safely ride scooters.



Powderhorn Porchfest *(September 17, 2022)* - We were able to bring five e-scooters to this event, and with over 100 attendees, we distributed 30 free helmets to community members and had 20 people ride our e-scooters for the first time, after educating 70 riders on how to rent and safely ride scooters. We also informed attendees about our Spin Access program and helped many of them enroll.

l. Describe your engagement efforts with businesses within the local community.

Minneapolis Engagement Success: Since launching local operations in 2019 in Minneapolis, we have engaged with a variety of organizations to advance our safety, equity, and workforce development outreach. All of our partnerships start with safety: we ask each of our partners to share Spin Safe information through their website, social media platforms, email newsletters, and in-person events. In return, we support our local partners through attending their community events, providing financial sponsorship, and collaborating on unique initiatives. We have engaged with many organizations, and look forward to expanding those partnerships to Hopkins, St. Louis Park, and Golden Valley.

As mentioned, we have carried out independent grassroots outreach as part of our Riverfront Ambassador programs. We have connected with hundreds of residents in Minneapolis through this initiative, including riverwalk business owners. We will bring this same grassroots outreach approach to the cities of Hopkins, St. Louis Park, and Golden Valley, spreading awareness of our service to both citizens and business in the local community.

G — Funding and Pricing Plan

a. Describe your sources of capital and financial capacity to deliver your proposed plan and respond to unexpected challenges.

Spin is a wholly owned subsidiary of TIER Mobility. As a corporate entity, Spin holds no debt. We are part of the TIER Mobility family with several prominent investors, including Ford Motor Company and Softbank Vision Fund. We are currently finalizing our Series E funding for an additional $1+ billion in new capital, with support from both existing (Softbank, Northzone) and new investors (Rothschild). For reference, please see here.

From a capital perspective, we will deliver on our proposed plan and respond to unexpected challenges as they arise. We have operated for six years without interruption in cities across the country from Washington DC and Chicago to Portland and San Francisco. TIER Mobility has also received over $646.9M in funding from 21 investors in the last several years. A full synopsis of our funding history can be found at the following link: https://www.crunchbase.com/organization/tier-mobility/investor_financials

b. Describe your pricing philosophy, fee structure, membership or incentives programs, and capacity to implement incentives or dynamic pricing (based on trip beginning/ending location and/or time).

Our pricing philosophy is to **always be highly affordable and transparent with all users**. This approach builds trust and enables us to create a more inclusive service. Specifically, we offer our industry-leading Spin Access equity program that provides **free thirty (30) minute trips** for low-income residents as a proven way to create more diverse and inclusive ridership. In addition, we also use our dynamic location-based Spin Access Zones, which provide ALL riders with an automatic **25% discount** on trips that start in priority areas (e.g., transit-limited, and low-income communities) identified in partnership with city staff.

c. Describe your plan for branding and/or sponsorship recognition on bikes or scooter and/or stations as applicable.

We are open to branding and sponsorships on our devices and stations. In other cities and universities, we have successfully partnered businesses, radio stations and restaurants by placing corporate logos and images on our devices and at corrals.

For example, we have created a revenue building initiative in Pittsburgh through our **Pittsburgh Mobility Collective** (PMC) (pictured to the right). The PMC provides a suite of transportation technologies, services, and infrastructure tailored to meet the needs of Pittsburgh residents, workers, and visitors.

This public-private initiative is the first of its kind in the United States and is a framework for developing a shared mobility platform. By adding new services to existing options, the PMC is leveraging private investment to build Pittsburgh a better transportation system that connects shared electric scooters and bicycles, expanded carshare, new carpool and shared ride services, mobile payment for Port Authority transit, and simple ways to plan trips from A to B—conveniently available at up to on-street hubs known as “Mobility Hubs” available for use in one mobile app.

Over the last two years, we installed 22 Spin charging hubs and worked with Orange Barrel Media to sell advertising and share revenue with the City to help fund Healthy Rides, the city's pedal bike sharing program. To read more about our partnership with Pittsburgh, please see: https://move-pgh.com/what-are-mobility-hubs.

H Technology and Data Plan

a. Describe your plan to share data with the cities. Describe the formats, tools, and services you will provide for City staff to access data, receive reports, and access archives.

We have shown a clear commitment to effective program oversight by sharing data in industry-standard formatting to provide our city partners with actionable information. We do this by proactively sharing data on a monthly basis via performance reports and by providing complementary direct access to a third-party data platform, such as Populus or Ride Report.

City Data Reporting Requirements: As required under the *West Metro Bike and Scooter Share Additional Terms Section 6(b-d)* and we will provide a monthly report to the cities by the 15th day of the succeeding month. We will share all service and system data, except for Personally Identifiable Information (PII) with the cities in these reports and whenever requested. We understand that any data provided to the cities shall be considered public data, unless otherwise defined as not public data under state law, and each city is permitted to display or otherwise distribute such data at its sole discretion.

Data Sharing Tools & Partner: For the last six years, we have successfully partnered with Populus, the leading platform for cities to effectively manage micromobility programs. By using the Populus Mobility Manager Dashboard, our city partners can easily visualize, analyze, and enforce local rules in relation to real-time and ongoing operational trends.

- Populus and Minneapolis: We currently work with Populus to share data with the City of Minneapolis. We have continued to comply with all reporting and compliance requirements throughout our operations history, including sharing bi-annual survey data, public complaints data, and ridership performance data on a regular basis.
- MDS Sharing: To assist with program oversight, our local Operations Manager (Lindsay Quinn) will provide the City with a regularly updated and accurate list that matches these vehicle ID stickers to each unique vehicle identification number reported to the City via the Mobility Data Specification (MDS). These regular updates will be done on a monthly basis along with our standard reporting requirements, or as requested.

b. Describe your plan to publish data to the general public. Describe the formats, tools, and services you will provide for the public to access data, receive reports, and access data archives.

Technology and Data Systems Requirements under West Metro Bike and Scooter Share Program Additional Terms Section 6.	Commitments & Relevant Experience
6e. Real-time data must be in a documented and City-agreed format. The City reserves the right to require a specific application program interface (API) for real-time data publishing, public consumption, and submission to the City.	We will provide all real-time data in a documented and City-agreed format. This is typically done via the GBFS or MDS format for data consistency. We confirm our ability to meet any specific API requirements for real-time data publishing or public consumption. Over the last four years, we have successfully provided a direct API to the cities of San Francisco and Chicago for public consumption.
f. All vendors of dockless service models will make the following bicycle and scooter service data available in real-time and at no cost to the general public: Field name Format Description GPS Coordinate X, Y n/a Availability duration Minutes n/a Availability start date MM, DD, YYYY n/a Availability start time HH:MM:SS (00:00:00 – 23:59:59) May be combined with start date. Fuel Level 0 – 100% If electric. Fall Over Binary If equipped: Yes/1/True = Bicycle/Scooter has fallen over. No/0/False = Bicycle/Scooter is upright.	Per the data format requirements specified in 6(f), we will make our e-scooter trip data available in the prescribed format at no cost to the general public.
g. Dock-based service models will make all service and system data available publicly using the General Bikeshare Feed Specification (GBFS) format. Vendors are exempt from section 6(f) if all required variables listed in section 6(f) are served by their publishing of the GBFS format. Vendors must also ensure similar data is available for scooters.	We will provide the City with complimentary access to the Populus Data Dashboard and a publicly accessible API that meets the requirements of the GBFS. We will also make the API endpoint available for public consumption. Our GBFS API is publicly accessible at the following URL: https://gbfs.spin.pm/api/gbfs/v2_2/memphis/free_bike_status

h. If geofenced station areas are created by the operators as defined in section 4(h), the City shall receive a standard GIS format file (i.e., shapefile, file geodatabase, etc.) with the station areas prior to enabling them in the system. Any updates to geofenced areas shall be provided to each city as a new version of the dataset prior to taking effect.	Per the requirements under 6(h), we will share a GIS format file (shapefile) with all approved station areas prior to enabling them in our service. We will update our geofences on an ongoing basis, and commit to sharing any adjustments with each respective city before implementing changes.
i. Vendors shall provide City staff with up to 10 unlimited licenses to use the system to aid in system oversight, monitoring quality control, verifying user experience and device maintenance standards, validating data, and aiding in device relocation efforts when necessary.	We will provide City Staff with up to 10 unlimited licenses as requested. Populus will also provide an unlimited number of logins for staff and any designated program consultant(s) brought on board to support management of the program. Additionally, an account manager will be assigned to support City staff as needed.

Consistent with our practices in Minneapolis, we can also provide data directly to the City, or its designated third party, via both MDS (version 1.2.0) and GBFS (version 2.2) APIs. Our documented APIs provide access to real time and archival data on vehicle location and availability, device status/events, and trips as outlined below:

- Real-time location and availability data for the entire fleet is accessed through the Vehicles endpoint of the MDS Provider API, or through the GBFS API;
- Archival vehicle status and event data is accessed through the Status Changes endpoint of the MDS Provider API; and
- Archival trip data is accessed through the Trips endpoint of the MDS Provider API.

We provide access to MDS via token associated with an email address for the requesting user. Instructions for API access and use are then sent to that email address. MDS tokens are valid for one year, and can be renewed for additional years as needed. We are listed as a provider on the MDS GitHub site, and our MDS Provider ID is 70aa475d-1fcd-4504-b69c-2eeb2107f7be.

c. Identify the tools and resources that you will use to produce regular reports for the cities.

To enable data-driven approach to monitoring and compliance, we are happy to provide **complimentary access to Populus' Mobility Manager data platform as a critical resource for producing regular performance reports.** Any data not contained within documented API specifications or Populus' Mobility Manager data platform can be shared through our separate monthly reports. These provide greater insight into user counts and vehicle utilization, maintenance and fleet activities, communications and marketing activities, and sustainability practices.

We can also share data from additional sources to provide the City with greater insights into user behavior or demographics. This includes distributing a comprehensive survey to Spin users on behalf of the City, or enabling a post-ride survey providing insights into mode choice, trip planning, and transit usage. Utilizing our MDS and GBFS APIs, the Mobility Manager data dashboard provides the following critical features:

- Live Maps for Vehicle and Fleet Monitoring: Populus provides a live map with an operational view of vehicle locations in real-time. Multiple filters allow dynamic sorting by mode (e.g., scooter, bicycle, etc...), vehicle idle time, and with geospatial layers such as council districts, Traffic Analysis Zones (TAZs), census blocks, deployment/restricted zones, or other custom geospatial layers.
- Trip and Vehicle Data Heat Maps: Historical trip and vehicle event data is available through user friendly heat maps which include exportable raw datasets, and can be filtered by geospatial layers and customizable date ranges.
- Reporting Features: Mobility Manager also includes presentation ready reporting on vehicle deployment and trips, filterable by geospatial layer and date. Reporting includes analytics such as average trip distance, duration, and utilization.

- Access and Support: Populus will provide an unlimited number of logins for staff and any designated program consultant(s) brought on board to support management of the program. Additionally, an account manager will be assigned to support City staff as needed.

d. If you provide services in neighboring or adjacent towns, explain how your metrics and reporting will identify initiatives and requirements that are specific to Hopkins, Golden Valley, or Saint Louis Park.

Reporting Compliance in Minneapolis: As mentioned throughout the proposal, we provide successful operations in Minneapolis and are required to submit a quarterly Compliance Summary. Each quarter we submit the required information to City representatives including information including number of rides taken, fleet size, data, and safety information. Similar to the requirements under *West Metro Bike and Scooter Share Program Additional Terms Section 6(c)* for Hopkins, Golden Valley, and St. Louis, we will provide the following information and submit a monthly report on the 15th of each succeeding month:

i. Number of rides for the previous month;
ii. Number of bikes and scooters in service;
iii. Number of bikes and scooters out of service (damaged or otherwise);
iv. Safety reports on any crashes involving operators' bicycles and scooters;

We will work with all three municipalities to provide other desired data points relating to sustainability, safety, equity, and other tailored metrics. For monthly reporting purposes, our Senior Operations Manager (Lindsay Quinn) and Head of Government Partnerships - Central (Jimmy Gilman) will create custom reports that include agreed-upon metrics that are tailored to the specific requirements in Hopkins, Golden Valley, or Saint Louis Park. We can disaggregate our data by trip location and end point to provide each city with the relevant insights that relate to how residents in their communities are actively using our service.

e. Describe the digital capabilities of the devices and the system. Address topics such as: sensors, GPS accuracy, digital displays, wireless communication radios, and other digital features of the devices.

We are proud to bring our popular S-100 e-scooters to Hopkins, St. Louis Park, and Golden Valley with the latest safety technology. Each of our e-scooters are equipped with enhanced GPS technology secured in an Internet of Things (IoT) panel that enables our local Operations team to actively monitor the real-time status and location of our fleet in real-time. This includes the following relevant digital features:

Technical Details

- 24/7 Data: We collect data from each device every five seconds while in use, and every three minutes while parked—this includes real-time location, event, and status information; anonymized data for each trip record including GPS traces; historic data; and key system information. Such tracking allows our customer to locate a device using our app and gives our Operations staff the ability to monitor fleet distribution and parking compliance in real-time.
- Functionality: Our dynamic geofencing allows us to accurately create/adjust No Ride Zones, Slow Zones, and other geofences within fifteen (15) minutes or less.
- Digital Display: Our e-scooters have an interactive display that shows the current speed, lighting activation, and produces a number of custom audio warnings to riders.
- GPS Accuracy (Real Time Location): Highly precise range of one (1) to three (3) feet in most areas. In very dense urban areas with tall buildings, GPS drift can be from one (1) to five (5) feet.
- Responsiveness: Extremely fast (<1 second) and accurate reaction to restricted geofenced zones (e.g., no-go zones or slow-go zones). Average response time is less than (1) second from entering/exiting our geofences.

- Consistency & Reliability: Our geofences are highly consistent and reliable with our e-scooters responding to entering/exiting various zones within one (1) second or less. Our geofences are established by our local team using our Spin Mission Control system to monitor our devices in real-time. These 360 live views of our fleet enable our team to verify that such geofences are active and working properly at all times.
- GPS Technology Malfunctions: Our GPS technology rarely malfunctions unless the secure IOT box on our devices has been severely damaged by vandalism. In these cases, the self-diagnostics system uses a suite of sensors to alert our team to possible damage or GPS location errors and is automatically disabled for rent.
- Sensors & Communications: Our e-scooters are equipped with over twenty-four (24) diagnostic sensors and advanced onboard microprocessors to identify 55 different error states throughout critical systems. If any are detected, our e-scooters are automatically disabled, and our fleet managers will receive an alert for immediate inspection checks.

f. Describe your methods for defining geofenced areas if this is applicable to your service model.

Our comprehensive geofencing approach is centered around full compliance with program rules and unique parking requirements that may vary by city. After consulting with city staff on proposed shape files for geofences, we implement No Ride Zones, Slow Ride Zones, and No Parking Zones to meet these requirements. Additionally, we reward riders who properly park and ride their devices in appropriate zones, while penalizing riders who violate the rules. In the West Metro Area, we will create defined areas of the service area to proactively prevent improper riding or parking outside of approved areas and in line with the restrictions on eligible bicycle or scooter parking areas within the boulevard/furnishing zone in Hopkins along with St. Louis Park and Golden Valley outlined in *West Metro Bike and Scooter Share Program Additional Terms Section 4(e)(1) and(2).* Our highly-accurate geofencing technology enables us to comply with all West Metro Bike and Scooter Share Program Additional Terms including:

- **Micromobility Program Boundary** defining the service area to instantly prevent improper riding outside of approved areas;
- **Slow Zones** that instantly slows all devices to 10 MPH or less;
- **No Ride Zones** in boulevard/furnishing zones and all requirements in (e)(2)(4);
- **Designated Parking Zone** to enforce parking consistent;
- **No Parking Zones** where our devices are not permitted to be left in these areas (e.g., outside the service area). The trip continues and the rider is charged until they return to the service area and correctly park;
- **Preferred Parking Zones** with financial incentives (e.g., $1 off next ride) for parking in designated parking areas or designated areas within the downtown area;
- **Spin Access Zones (Equity Pricing)** free 30 minute rides for all riders based on where a trip starts in City-defined Equity Zones. Our Spin Access Zones are generally targeted at low-income neighborhoods.
- **Spin Access Zones** designated areas throughout the city in low-income and low access areas

g. Describe the process by which user routes will be traced. If tracing is created from interval based XY points, describe what the timing intervals will be and how you will ensure that interpolated lines are accurate to within 3 meters per the requirements for spatial data accuracy. Mobile apps and web tools that require login should be supplied with a demo login account and instructions to download or web URLs to access.

We utilize our GPS technology to trace user routes and provide this information to our city partners via a direct API or Populus Data Dashboard.

With our latest technology e-scooters, the enhanced accuracy of our GPS is typically within one (1) to three (3) feet. We also collect data from each device every five seconds while in use, and every three minutes while parked—this includes real-time location, event, and status information; anonymized data for each trip record including GPS traces; historic data; and key system information. Such tracking allows riders to easily locate a device using our app and allows our local Operations staff to continuously monitor the fleet distribution and parking compliance 24/7 in real-time. If desired, we are happy to provide city staff with a demo of Populus Data Dashboard to view historical trip data in nearby Minneapolis.

GPS Tracing	Details
Ping Frequency	Our devices update and ping their geolocation every second. They report their live GPS location **every five seconds during a trip and every three minutes when parked.**
Accuracy (Margin of Error)	1 to 3 feet in most areas, 2 to 4 feet in dense urban settings.

I Consumer Protection Plan

a. Describe the types of data you would collect, and how you store the data. Include mention of all third-party systems that would come in contact with customers' personally identifiable information.

Our consumer-facing Privacy Policy details our data practices, including what data we collect, how we collect it, with whom we share it, how long it is retained for, consumer rights regarding such data, and how we comply with all applicable data privacy laws at local, state, and federal levels. This Privacy Policy is always available on our website (spin.app/privacy), and all users are asked to review and consent to this Privacy Policy at the time of signing up for an account. In accordance with the data minimization principle, we collect as little user information as necessary to responsibly operate our service and comply with all local, state, and federal laws, including the *West Metro Bike and Scooter Share Program Additional Terms Section 7(a-c)*. This is specifically done in the interest of protecting user privacy and includes basic user information listed below, including payment data that is also collected in order to process transactions and minimize instances of fraud. Finally, we use voluntary user survey data to share such requested information with our city partners, and to generally improve our service and product offerings going forward.

User Data Collected

We collect the following information from riders in compliance with local, state, and federal laws:

- Contact Information: Name, email address, and phone number.
- Identifiers for Verification: Driver's license, passport, or other government-issued identification and date of birth.
- Transactional Information: Billing and payment information.
- Spin Access Eligibility Information: Documentation that is submitted as proof of enrollment in our low-income program (when this information is provided in connection with an application). Please note that this type of documentation is deleted from our systems after eligibility for Spin Access is determined;
- Inquiries and Feedback: Comments and questions submitted through customer service interactions.
- Research, Survey, or Sweepstakes Information: Information you provided through participation in a survey, contest, or sweepstakes and to facilitate the award of a prize

To protect the privacy of all users, we do not collect any non-required data strictly necessary for completing a transaction. In this regard, we adhere to the principle of data minimization, which means we only collect and request user consent for personal data that is essential to using our service and payment processes. This approach means all users' privacy data is protected as the default option, thereby removing the need for customers to affirmatively "opt out or decline" any unnecessary data sharing. We do not sell or use data for any commercial purposes beyond our service.

Third Party Systems: We do not share personal information of our riders with any entity, nor with our third party data partners at Ride Report, Populus and Blue Systems. These partners help us to maintain fleet management and program oversight, and we ensure that only relevant data collected from the device is included, and never pass-through personal information of riders, thereby ensuring any travel data shared externally is anonymous.

b. Describe your procedures for anonymizing data for distribution to the City and general public.

Any data we share with cities and the public is aggregated and anonymized in accordance with our privacy policy. In sharing data externally with our city or campus partners through APIs such as the Mobility Data Specification (MDS) or the General Bikeshare Feed Specification (GBFS), or via custom aggregated reports, we ensure that only relevant data collected from the device is included, and never pass-through personal information of riders. By default, all user and trip data are encrypted at rest at the database storage layer and during transfer using Transport Layer Security (TLS).

c. Discuss your systems and data security practices. Specify what technical protocols and data standards will be used to ensure customer data privacy and security.

We are deeply committed to safeguarding user privacy and take this issue very seriously. We will do so by abiding by the Consumer Protection regulations under West Metro Bike and Scooter Share Program Additional Terms Section 7(a-c). In short, **we gather as little data as possible from our users; we never sell data; we only share data where there is a clear business need and then only after appropriate protections are in place;** we follow industry-standard practices in data management on our systems; and we are working to transform our digital infrastructure to build privacy into its architecture.

Back-End Technology for Data Security

We use Amazon Web Services (AWS) for all services, preventing unauthorized persons from physical access to the servers. Software services are provided via AWS as well and are set up to be redundant and scalable and therefore always on. Network ingress and egress is managed using segregated networks, which prevents unauthorized access at the network layer. Servers are containerized microservices divided into custom security groups for fine-grained access control. We use standard AWS machine images for virtualized hardware, ensuring best practices for patch maintenance and security updates. We deploy software systems to multiple availability zones to provide the necessary redundancy. All data is encrypted in transit and at rest to ensure both confidentiality and data integrity. We schedule regular backups and snapshots. All actions and events are logged to immutable logs.

Data Security Practices & Security Audits

By default, all user and trip data are encrypted at rest at the database storage layer and during transfer using TLS. In sharing travel data externally with our city or campus partners through APIs such as the Mobility Data Specification (MDS) or the General Bikeshare Feed Specification (GBFS), or via custom aggregated reports, we ensure that only relevant data collected from the device is included, and never pass-through personal information of riders, thereby ensuring any travel data shared externally is anonymous.

We use Adyen, a PCI-compliant payment portal, to process user payments, therefore we never store user financial information, including credit card information. Credit card transactions are forwarded to our payment processor, and we receive tokens, which ensures that we do not have access to credit card data. We have never had a data breach. We do periodic dry runs to build organizational habits if such an incident should occur. Our policies and practices result in pro-active security management, which plays a significant role in keeping our systems and data secure.

We have implemented an ongoing Bug Bounty Program with BugCrowd. As a part of this program, researchers from BugCrowd's pool of security experts continuously probe Spin's systems, looking for vulnerabilities or bugs that can be exploited. Once a security vulnerability has been detected, BugCrowd's findings are prioritized by severity and fixed. Since Q2 of 2020, when we started our bug bounty program with BugCrowd, there have been no P1, five P2, and a handful of lower priority issues reported, which were on average resolved in a matter of days. A separate round of third-party penetration testing provided by NCC group found no critical or high-severity issues, two medium, four low, and six information issues, based on the Common Vulnerabilities Scoring System (CVSS) scale. These issues also were resolved, on average, in a matter of days. A copy of our most recent third-party PCI DSS Compliance Certificate is available upon request.

d. Describe internal procedures for maintaining secure access to minimum necessary staff.

We continuously monitor our systems and prevent unauthorized access. In most cities, we only provide full data access to our local management staff (e.g., Senior Operations Manager and Shift Manager) as a safety protocol for strictly controlling the use and analysis of trip data. To date, we have never had a data breach. We do periodic dry runs to build organizational habits if such an incident should occur. Our policies and practices result in pro-active security management, which plays a significant role in keeping our systems and data secure. In the event of a security breach, Spin's Security team will work with our Legal and Communications teams to ensure all impacted parties are notified within 20 days of discovery and determination of the extent of the breach, and ensure that all applicable laws are followed in notifying state agencies, as needed. We have also implemented an ongoing Bug Bounty Program with BugCrowd. As a part of this program, researchers from BugCrowd's pool of security experts continuously probe Spin's systems, looking for vulnerabilities or bugs that can be exploited. Once a security vulnerability has been detected, BugCrowd's findings are prioritized by severity and fixed. We leverage Amazon Guard Duty and AlienVault SIEM to correlate security events, access logs, and similar. These software components also provide network intrusion detection for our system via their endpoint agents. Finally, we use AlienVault to perform regular vulnerability scanning.

e. Identify all third parties that will receive customers' personally identifiable information and the reason(s) why and frequency for each.

To be clear, **we do not share customers' personally identifiable information with third parties for any reason unless compelled by law enforcement with the necessary legal authorization.** We also never sell user data to third-parties, and we only collect customer information that is reasonably necessary to facilitate use of our vehicles, as well as related services, including with our third-party partners as outlined in our responses above.

Any data that our users provide may include an email address, phone number, and government-issued identification information. Additionally, when our users participate in certain programs (for example, our Spin Access program) our Spin App requires the submission of documentation to prove eligibility, which may include identification checks to verify a user's identity as well as using a variety of sources such as a driver's license, state-issued identification, or passport. However, none of this information is ever shared with third-parties.

APPENDIX

Minneapolis
City of Lakes

Public Works
350 S. Fifth St. - Room 203
Minneapolis, MN 55415
TEL 612.673.2352
www.minneapolismn.gov

March 23, 2023

Cities of Hopkins, St. Louis Park, and Golden Valley

Re: Micromobility Sharing Operations Provider

To Whom it May Concern,

The City of Minneapolis has been engaged with Spin since April of 2022, as well as the 2019 season. The City has been very satisfied with the service that Spin has brought to our residents. Throughout our program, Spin has demonstrated a commitment to the community, an eagerness to resolve resident complaints, and provide a reliable service delivery in Minneapolis. Spin has been meeting the equity distribution and program requirements that the City has in place. Minneapolis has a Diverse population, and this focus on equity has been a leading reason for why we view Spin's program participation as a success.

Operationally, the team at Spin has been a pleasure to work with. Throughout our partnership, Spin has met our license standards with strong compliance across various metrics. In the few areas where Spin has lacked compliance, we have been extremely happy with the team's responsiveness and desire to rectify the concerns. Overall, Spin has proactively avoided a majority of issues that arise with shared micromobility due to the company's strong focus on operational success and their efforts to maintain compliance.

We have truly enjoyed our partnership with Spin and the company's commitment to providing a safe, accessible, and sustainable mode of transportation in the City of Minneapolis. Please feel free to reach out with any questions you may have at 612-673-5862 or Dillon.fried@minneapolismn.gov. We are happy to recommend Spin and provide any feedback you may desire.

Sincerely,

Dillon Fried

Dillon Fried
Interim Mobility Manager
City of Minneapolis

FC Moves
200 W Mountain Avenue
PO Box 580
Fort Collins, CO 80521
970.416.2040
fcgov.com/FCMoves

March 15, 2023

To whom it may concern,

As a transportation planner for the FC Moves department of the City of Fort Collins, I manage our contract with Spin and I strongly recommend Spin for providing shared mobility. We selected Spin in a competitive RFP selection process and Spin began operations in Fort Collins in July 2021 on a one-year contract renewable up to five years. Spin's staffing model (hiring local, dedicated staff), strong community engagement, adaptive bike program, and ability to swap batteries on vehicles stood out to the selection committee.

Spin has come through with its community engagement, providing e-bikes/e-scooters on request for tours, including 30 mayors from Central Arkansas visiting our region. The Spin Adaptive and Spin Access programs have been well received and are growing in popularity.

Fort Collins has a long history with shared micromobility starting with the 2008 Bike Library, Pace bike share in 2016, and Bird e-scooter share in 2019. Spin has outperformed all previous services in number of unique riders, number of trips, and number of miles. The Fort Collins Spin program ranks #6 in the nation on the Ride Report Index with 3.5 trips per 1,000 population.

As our partners at Colorado State University have stated, "Spin has proven to be a responsive and engaged partner." Spin staff promptly return calls, respond to requests, and reply to messages; willingly share data; and monitor device data and relocate or maintain devices as necessary. The maximum idle time FC Moves staff have observed on any device is 7 days. FC Moves and Spin are collaborating to improve parking behavior through policy, geofencing, rider incentives, and rider penalties; expand Spin Access and develop equity in the program; and promote and expand Spin Adaptive.

The City has been very pleased with our selection of Spin and renewed the contract in July 2022.

I'm happy to answer any questions about Fort Collins' Spin program.

Rachel Ruhlen, AICP
Transportation Planner

rruhlen@fcgov.com

Planning & Development

CITY OF HOPKINS

City Council Report 2023-038

To: Honorable Mayor and Council Members
Mike Mornson, City Manager

From: Kersten Elverum, Director of Planning & Development

Date: April 18, 2023

Subject: 2023 Hopkins Farmer's Market Agreement

RECOMMENDED ACTION

MOTION TO approve the 2023 Use Agreement between the City of Hopkins and the Hopkins Farmers Market.

With this motion, the Hopkins Farmers Market will open for the 2023 season on June 17, 2023.

OVERVIEW

The Hopkins Farmers Market is entering its 37th season in Downtown Hopkins. Details regarding operation of the Farmers Market are outlined in the Use Agreement. It will once again be located in the southern portion of Lot #300, with the exception of two Saturdays when they may be moved due to Hopkins Food Truck Festival and Raspberry Festival activities. The northern portion of the lot will remain open for parking. The Farmers Market will operate Saturday mornings, 7:30 am to noon, June 17th through October 28th.

The agreement also gives the Farmer's Market the opportunity to park their trailer in Lot #300 during the term of the market, with the condition it will be moved as needed. They have requested this for the sake of logistics. Staff has reserved the right, through the Use Agreement, to require the trailer moved if it is determined that it is not in the best interest of the City but otherwise gives them permission.

The Hopkins Farmers Market is well-established and has a long history with the City of Hopkins. The Market brings many visitors to Hopkins, provides for fresh produce and helps to strengthen the social community in Hopkins. Because of these community benefits, staff is supportive of the use of Lot #300.

SUPPORTING INFORMATION

- 2023 Farmer's Market Use Agreement

USE AGREEMENT

THIS **USE AGREEMENT** ("Agreement") is made the ___th day of _____, 2023, (the "Effective Date") by and between the **CITY OF HOPKINS**, a Municipal Corporation ("City"), located at 1010 First Street South, Hopkins, Minnesota 55343, and **THE HOPKINS FARMERS MARKET**, a non-profit association ("Growers") located in c/o Gwen Smith, 10091 Pilgrim Way, Maple Grove, MN 55369.

WHEREAS, Growers is an association of individuals who produce fruits, vegetables, and other grown products and hand-crafted items, which are sold to the general public at open-air markets;

WHEREAS, both parties desire that Growers operate a Farmers Market in the City, in order to provide an opportunity to sell Growers' products and afford the City and its residents opportunities for civic engagement and commerce.

NOW, THEREFORE, in consideration of the mutual benefits received by both parties, it is agreed:

1. The City will grant Growers exclusive use of the south portion of Public Parking Lot # 300, as shown on the attached **Exhibit A** in dashed lines.
("Use Area") to operate a Saturday Farmers Market ("Farmers Market") (i.e., erect stands and sell products to the general public), as permitted herein.

2. The Farmers Market shall be subject to the following:

    a. For each Saturday operation of the Farmers Market, the City will provide blockades for Growers for the purpose of demarcating the Use Area. Growers shall place them where needed and remove and stack them neatly at the end of each sale day for the City to pick up.

b. Growers shall be authorized to arrange for and direct the locations of no more than two Food Trucks to operate at any one time within the Use Area while the market is open to the public as set forth in this Agreement. Per City Policy 5-J Mobile Food Units, Section 8.03, event organizers are required to provide the City with a list all of all mobile food unit vendors that will be at any event(s).

c. The Growers shall ensure any and all Food Trucks operating at the market to meet all state licensing and other requirements and regulations that are applicable to them.

3. The right to utilize the Use Area for the Farmers Market shall commence on June 17, 2023, and shall terminate on October 28, 2023; in addition, Growers shall have the right to utilize the Use Area pursuant to Paragraph 5 ("Term").

4. The operation of a Farmers Market in the Use Area is also subject to the following conditions:

a. The operation of a Farmers Market is limited to Saturdays between the hours of 7:30 a.m. and noon, with the exception of June 24, 2023, and July 15, 2023, on which dates the City does not permit operation of a Farmers Market at the Public Parking Lot #300 location if it is requested to be used for Hopkins Food Truck and Raspberry Festival activities. On these dates, the Farmers Market may operate on 8^{h} Avenue between 1st Street South and Mainstreet (the Artery), subject to approval of a separate Special Events permit.

b. The Growers shall furnish appropriate refuse containers, as required by the City, and remove refuse and other waste material after each Farmers Market.

c. The Growers shall provide a market manager to represent Growers on the site during each Farmers Market. Said manager or someone designated by him shall be responsible for all advertising, administrative activities, promotions, and communications with the City and the general public concerning sale activities.

d. Growers shall be responsible to ensure that its operation of a Farmers Market is in compliance with, at all times, local, state and federal rules and regulations.

5. In addition to the term for the operations of a Farmers Market described above, the City grants Growers the additional right to distribute pre-ordered turkeys at the Use Area on Tuesday, November 21, 2023, from 2 p.m. to 6 p.m., subject to all terms and conditions described herein.
6. The City of Hopkins will allow the market trailer (license # MN ABSJ268) to be parked in the lot during market season (Mid-June thru October) using one parking space, location to be approved by City Staff. The trailer will be moved out of Lot #300 during the week of the Raspberry Festival and on June 24, 2023, if needed. The Growers agree to move the trailer at any other time the City requests it to be moved. The City assumes no responsibility for the trailer.
7. Growers may not sub-lease or otherwise assign this Agreement. This Agreement shall not be deemed an approval for any other permits or approvals required by the City and/or any other governmental entity for the operation of the Farmers Market.
8. Growers shall indemnify, defend, and hold the City, and its respective officers, employees, and agents, harmless from and against any and all losses, claims, actions, and expenses that may arise from or out of the activities conducted or carried on by Growers directly or

indirectly in any respect whatsoever related to the Growers operation of a Farmers Market within the Use Area.

9. Growers shall provide the City with a Certificate of Liability Insurance, effective at a minimum, from during the Term, with a minimum coverage of the City's statutory tort liability, which is currently $1,500,000.00, and making the City an additional insured. The sufficiency of the Certificate of Liability Insurance is subject to review and approval by City Staff. The above-mentioned Certificate of Liability Insurance must be submitted to the City, on a form approved by the City, prior to the commencement of the operation of a Farmers Market within the Use Area.
10. The City may terminate this Agreement at any time with or without cause by giving 30 days written notice to the Growers at the address indicated above. Sections 7 and 8 of this Agreement shall survive termination.
11. This Agreement shall be governed by, construed, and enforced in accordance with the laws of the State of Minnesota.
12. This Agreement shall constitute the entire agreement between the parties and any prior understanding or representation of any kind preceding the date of this Agreement shall not be binding upon either party except to the extent incorporated in this Agreement.
13. Any modification of this Agreement or additional obligation assumed by either party in connection with this Agreement shall be binding only if evidenced in writing signed by each party or an authorized representative of each party.
14. Any notice provided for or concerning this Agreement shall be in writing and shall be deemed sufficiently given when sent by U.S. Mail or hand-delivered to the respective address of each party as set forth in the beginning of this Agreement.

15. The parties acknowledge that this Agreement is an agreement to operate a Farmers Market in the Use Area described herein and does not confer any estate or interest to Growers nor does it create a partnership or joint venture between the City and Growers. All costs of doing business, including but not limited to supplies and equipment, will be the sole responsibility of Growers at its sole expense.

IN WITNESS WHEREOF, the parties have signed this Agreement on the _____ day of May, 2023

THE HOPKINS GROWERS' ASSOCIATION

By: _____
Gwen Smith, President
10091 Pilgrim Way
Maple Grove, MN 55369

CITY OF HOPKINS

By: _____
Brian Hunke, Mayor Pro Tempore

By: _____
Michael J. Mornson, City Manager

Administration

CITY OF HOPKINS

City Council Report 2023-036

To: Honorable Mayor and Council Members
Mike Mornson, City Manager

From: PeggySue Imihy Bean, Special Projects and Initiatives Manager

Date: April 18, 2023

Subject: Adopt Proclamation for No Mow May and First Reading of the Proposed Temporary Ordinance Suspension for No Mow May

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RECOMMENDED ACTION

MOTION TO ADOPT PROCLAMATION AND FIRST READING OF THE TEMPORARY ORDINANCE

OVERVIEW

Tonight, per earlier discussion with the City Council on March 21, 2023, the Staff offers a proclamation for approval and first reading of a temporary ordinance suspension for the No Mow May initiative.

SUPPORTING INFORMATION

- Proclamation for No Mow May in Hopkins
- Temporary Ordinance 2023-1188

City of Hopkins

A Proclamation Commemorating No Mow May

WHEREAS, the Hopkins City Council recognizes that bees and other pollinators are integral to pollination of plants in order to grow a wide diversity of essential foods including fruit, nuts, and vegetables; and

WHEREAS, pollinator populations are threatened due to habitat loss, neonicotinoid use, pathogens, and parasites; and

WHEREAS, recent research suggests that bees and pollinators make use of no mow spaces as key floral resources during early spring in the upper midwestern United States; and

WHEREAS, "No Mow May" is a community science initiative that encourages residents to limit lawn mowing practices during the month of May to provide early season foraging resources for pollinators that emerge in the spring; and

WHEREAS, Hopkins City Council would like to encourage interested residents to increase pollinator-friendly habitat by encouraging pollinator-friendly lawn-care practices on their own properties for the month of May during this formative period.

NOW THEREFORE BE IT RESOLVED, that the City Council of the City of Hopkins hereby continues its efforts to become a pollinator-friendly City by ensuring best management practices for management of vegetation, and proclaims May 1 through May 31, 2023, as "No Mow May", and encourages all residents of the city to participate in this initiative and refrain from mowing their lawns in the month of May to provide vital early spring flowers and early season foraging resources for bees that emerge from hibernation, and will support the suspension of mowing ordinances during this time period.

IN WITNESS WHEREOF, I have hereunto set my hand and caused the Seal of the City of Hopkins, Minnesota to be affixed this 18th day of April 2023

_____

Brian Hunke, Mayor Pro Tempore

CITY OF HOPKINS
COUNTY OF HENNEPIN

ORDINANCE NO. 2023-1188

ORDINANCE TEMPORARILY SUSPENDING CHAPTER 36 OF THE HOPKINS CITY CODE REGARDING MAINTENANCE OF VEGETATION

THE CITY COUNCIL OF THE CITY OF HOPKINS HEREBY ORDAINS AS FOLLOWS:

SECTION 1. Section 36-176, Chapter 36, Article III of the Hopkins City Code is hereby temporarily suspended from May 1, 2023, to May 31, 2023.

SECTION 2. The effective date of this ordinance shall be the date of publication.

First Reading:	April 18, 2023
Second Reading:	May 2, 2023
Date of Publication:	May 11, 2023
Date Ordinance Takes Effect:	May 11, 2023

By: _____
Patrick Hanlon, Mayor

ATTEST:

_____
Amy Domeier, City Clerk

Finance Department

CITY OF HOPKINS

Memorandum

To: Honorable Mayor and Council Members
Mike Mornson, City Manager

From: Nick Bishop, Finance Director

Date: April 18, 2023

Subject: Fourth Quarter Financial Update

The fourth quarter financial report has been prepared based on preliminary and unaudited results. Audit field work was completed the first week of April. Financial Statements are required to be issued by June 30.

General Fund

The City's General Fund revenues exceeded budget by $834,420 or 5.16%. General Fund expenditures exceeded budget by $386,738 or 2.39%. The fund balance increased by $447,682. The main factors for the increase in fund balance are:

- The City exceeded its revenue budget for inspections department charges and private activity bond fees which was offset by tax settlements.
- The City had higher than anticipated costs for parts, supplies, workers compensation insurance and contracted services.

The City's Fund Balance Policy aims for an unassigned fund balance of 42% of annual expenditures or approximately 5 months. At the end of 2022, the unassigned fund balance in the general fund was $8,437,081 or 50.95% of 2022 expenditures. City Council approved transfers and uses of $1,038,214 million in 2023. The remaining $443,517 can be kept as fund balance or reallocated for any governmental purpose.

Special Revenue Funds
The Chemical Assessment, Economic Development, Parking, Communications, Depot Coffee House and Arts Center Funds collectively increased their fund balances by $238,346.

- Chemical Assessment – decreased fund balance by $25,630. Fund operates on a reimbursement basis. It has not received reimbursements for 3rd & 4th quarters of 2022.
- Economic Development – increased fund balance by $14,286.
- Parking Fund – decreased fund balance by $6,495, due to decreased parking demand at municipal lots and the parking ramp. The decrease was offset by American Rescue Plan Act (ARPA) grant revenue.
- Communication Fund – decreased fund balance by $65,973, due to a planned reduction in fund balance and decreased franchise fees collected.
- Depot Coffee House – decreased fund balance by $79,684, primarily due to coffee operations.
- Arts Center - increased fund balance by $393,142. The increase can be attributed to cost-effective operations and ARPA grant revenue. The remaining ARPA funds will be recorded in 2023 and 2024.

The following chart shows additional detail on ending fund balances and ARPA revenue allocated to special revenue funds.

	Chemical Assessment	Economic Development	Parking Fund	Communication Fund	Depot Coffee House	Arts Center
Fund Balance on 1/1/2022	(26,055)	4,511,489	(8,700)	281,129	(134,914)	(757,211)
Normal Revenue	28,720	513,084	101,237	200,032	224,077	1,188,383
ARPA Revenue	-	-	65,000	-	-	207,172
Total Revenue	28,720	513,084	166,237	200,032	224,077	1,395,555
Expenditures	54,350	498,798	164,032	266,005	303,761	1,002,413
Increase (decrease) in Fund Balance	(25,630)	14,286	2,205	(65,973)	(79,684)	393,142
Fund Balance on 12/31/2022	(51,685)	4,525,775	(6,495)	215,156	(214,598)	(364,069)

Enterprise Funds
The Water, Sewer, Refuse, Storm Sewer and Pavilion Funds collectively increased their working capital by $495,830. Working capital is the difference between current assets and current liabilities. It represents the amount available to meet current financial needs. It does not include capital assets and is not affected by depreciation expense. The chart below shows changes to working capital for enterprise funds.

	Water	Sewer	Storm Sewer	Refuse	Pavilion
Working Capital on 1/1/2022	14,079	1,909,131	2,724,492	1,296,196	(250,377)
Increase (Decrease) to Working Capital					
Operating Activities	283,023	287,299	424,260	(56,408)	26,512
Capital and Financing Activities	745,744	(927,159)	(537,381)	-	-
ARPA Revenue	-	-	-	-	250,000
Total Increase (Decrease) to Working Capital	1,028,767	(639,860)	(113,121)	(56,408)	276,512
Working Capital on 12/31/2022	1,042,846	1,269,271	2,611,371	1,239,788	26,135