



Vienna Shared Mobility Devices Program Permit Application

This is the permit application to allow companies to operate a fleet of Shared Mobility Devices (“SMD”, also known as “dockless” or “floating” bikeshare and scooter-share) in the Town of Vienna, VA.

Applicants must review the requirements carefully, and provide a separate permit application for each mode-specific fleet proposed (contact information, fleet size, fee payment, and signature(s), etc.).

APPLICATION REQUIREMENTS

- Memorandum of Agreement (MOA)
- Town of Vienna Business License
- Permit Fee
- Permit Application and Attachments:
 - Pricing Structure
 - User Agreements, Privacy Policies, Terms of Service
 - Community Engagement Plan
 - Maintenance and Recharging Plan
 - Service Area and Deployment plan
 - Safety and Operations Response Plan
 - Information about current or planned operations in neighboring jurisdictions, as applicable
 - Device design specifications and safety compliance documents, as applicable
 - Data feeds and reporting template
 - Surety Bond
 - Proof of Insurance
 - Proof of Indemnification of the Town
- Pre-launch meeting in the Town including providing a device for inspection and testing

Additional instructions are attached.

APPLICATION SUBMISSION AND TIMELINE

Applications are due to the Town by 4:30 PM on Friday, January 31, 2020.

Make check payable to:
Town of Vienna

Submit application with a check to:
Town of Vienna
Attn: Department of Public Works
127 Center Street S
Vienna, VA 22180

The Town of Vienna will confirm the receipt of the application within two business days; if the application is deemed incomplete, follow-up information may be requested. The Town will notify the Applicant of the status of their application by Friday, February 7, 2020.



For questions about the Shared Mobility Program please call the Andrew Jinks at Department of Public Works at (703)-255-6381 or email andrew.jinks@viennava.gov.

SHARED MOBILITY DEVICE PROGRAM PERMIT APPLICATION

Applicant Information

Company name: _____
Local General Manager Contact Name: _____
Local General Manager Contact Phone #: _____
Local General Manager Email Address: _____
General Customer Service Contact Phone #: _____
Relevant Mailing Address: _____
Company Website URL: _____

SMD Fleet Information

Proposed Fleet Mode (e.g. bike, e-bike, or electric scooters): _____
Proposed Mode-specific Fleet Size (up to an initial maximum of 150 devices): _____

Applicant Signature

By signing this permit, the applicant verifies that s/he has read and understood all of the permit requirements, that all information provided is true and complete, that s/he has the authority to sign for and bind their company, and by virtue of her/his signature is bound by the provisions of this permit. Should the applicant not comply with the permit or is in violation of the North American Bikeshare Association (NABSA) Code of Conduct, the permit may be suspended or revoked and their SMDs be required to be removed from the Town of Vienna. Fees are non-refundable.

Applicant Signature: _____ Date: _____
Applicant Print Name: _____

OFFICE USE ONLY

Permit Number: _____

Issue Date: _____

Application Approved By: _____ Date: _____

Director of Public Works

Director of Public Works Comments: _____

PERMIT APPLICATION INSTRUCTIONS

1. Memorandum of Agreement (MOA)

- a. The MOA is attached. The Operator must agree to all terms in the MOA and attach a signed copy of the MOA to this permit application.
- b. This permit is non-transferable. The Operator cannot transfer its right under this permit to any other entity or individual including subsidiaries. A prospective transferee must apply for its own permit.

2. Town of Vienna Business License

- a. The operator must apply for a Town of Vienna business license with the Commissioner of the Revenue and must provide a Certificate of Good Standing from the Virginia State Corporation Commission.

3. Fee Schedule

- a. **Permit Fee:** The operator must pay a single up-front Permit Fee of **\$5,000.00** upon submitting their permit application for each mode-specific fleet. This fee is charged one time for the duration of the one-year pilot.
- b. **Right of Way Use Fee:** The operator will be invoiced for a Right-of-Way Use Fee of **\$0.05 per trip**. This fee will be invoiced monthly after commencement of operations.
- c. Fees may be used by the Town for any costs associated with administering the pilot program, such as but not limited to, monitoring of compliance with Permit and MOA requirements, manipulation and evaluation of data submitted, communications with operator and the public, public property repair and maintenance related to the SMD services, and installation of infrastructure, signs or markings to address operations of SMDs and compatibility with other mode users.

4. Permit Application and Attachments:

Along with the completed permit form, attach descriptions of operating methods demonstrating how the requirements in the MOA will be met as well as any additional features that will contribute to a successful program.

a. Pricing Structure

- i. Describe pricing structure including regular costs, any low-income or other discounted customer plans, and options for cash payment.

b. User Agreements, Privacy Policies, Terms of Service

- i. Provide any privacy policies, user agreements, and/or terms of service in plain text.

- ii. Provide screen shots and/or descriptions of how this information is shared with users and how agreement is obtained.
- c. Community Engagement Plan**
 - i. Describe the types of community outreach that will be conducted to educate, promote safety, and collect feedback from users, residents, and the business community, such as but not limited to: in-person events, helmet giveaways, and online and in-app informational resources.
 - ii. Provide illustrations or examples of in-app and online information that will be available to users and to the general public.
 - iii. Describe existing or planned promotional efforts that may benefit Town of Vienna businesses, such as in-app ride promotions linked to businesses or events.
- d. Maintenance and Recharging Plan**
 - i. Describe how maintenance and recharging issues are identified.
 - ii. Describe approach to maintenance, repair, and recharging of SMDs,
- e. Service Area and Deployment Plan**
 - i. Describe or provide a map illustrating the proposed initial deployment locations and service area including any areas where riding and/or parking will not be allowed, and any initial proposed “preferred parking areas”.
 - ii. Describe how deployment and rebalancing will be adjusted in response to observed usage patterns.
 - iii. Describe the proposed hours of operations (when devices will be deployed each morning and retrieved each evening).
- f. Safety and Operations Response Plan**
 - i. Describe the resources available and approach to responding to issues reported by the Town, by residents, or by users to maintain safe operations in the service area.
 - ii. Describe the maximum operating speed and how this will be governed through technology.
 - iii. Describe any other safety technology on the devices.
- g. Information about current or planned operations in neighboring jurisdictions, as applicable**
 - i. If applicable, describe any coordination with George Mason University and Vienna County as it relates to service areas adjacent to the Town of Vienna.
- h. Device design specifications and safety compliance documents, as applicable**
 - i. Provide device specifications, any illustrative images of the device or components, and any applicable certifications of compliance with safety standards.
- i. Data feeds and reporting template**
 - i. Provide data feeds and APIs as required in the MOA.
 - ii. Provide an outline, template, or brief description of how monthly reporting requirements will be submitted.
- j. Surety Bond (See MOA)**
- k. Proof of Insurance (See MOA)**
- l. Proof of Indemnification of the Town (See MOA)**

5. Pre-launch meeting in the Town including providing a device for inspection and testing