



OakDOT Scooter Sharing Permit Application | Clarifying Questions V2.0

Last updated May 16, 2019

1. Is there a specific time deadline to submit by on May 17th?

No, any time on the 17th is acceptable.

2. Will Additional Attachments section be factored into a score?

The additional attachments are unlikely to be factored into a score, unless they provide documentation supporting other aspects of the application.

3. Are you requiring that all areas in the City except for the designated scooter parking areas to be geofenced as no-parking zones?

This is not the DOT's intention. On a case-by-case basis, the DOT may require geofenced "No Parking" zones within certain areas, but will also allow designated parking areas within or adjacent to those areas. This will only occur when a specific issue has been identified, such as high pedestrian traffic, a nearby body of water, or a high density of bus loading zones that make scooter parking unsafe or impractical.

4. What fees are required to be paid upon submission of our application? Just the application fee, or the application fee + permit fee + the per vehicle fee?

Only the application fee is required on submission. The other fees will be submitted after permit approval.

5. If a company chooses to wait beyond the initial deadline of May 17th to apply, when is the next expected application window or review window for later submissions.

No specific date has been identified, but staff does anticipate another deployment window sometime in 2019.

6. Would an applicant that submits by May 17th be able to defer deployment to a later date for any reason?

Yes, deferment would be allowed.

7. Are three wheeled scooters allowed under this permit?

Variations to scooters, such as three wheeled scooters, are allowed, but all devices must also be allowed to operate on City streets by the California Vehicle Code.

8. Will companies be able to apply for an increase in fleet size at a later time, or will the fleet size they are permitted for during this application period be the final fleet size count until permit applications open up at a later time?

Fleet size increases are allowed for permit holders, subject to the requirements outlined in the terms and conditions.

- 9. Do you need the set of plans/drawings referenced in Section L.1 for #3 in the permit application? Similarly, do you expect to receive this proposal referenced in Section L.7 for #5 in the application? (Should the shapefile we provide in our application correspond to L.7 in the terms and conditions?) Or can both of these be provided at another time?**
Yes, the plans referenced in L.1 are needed, and are programmatic, i.e. they are “typical” plans that show generally where you will instruct users to park. The shapefile shows the deployment areas, and is also needed as part of the application.
- 10. Section (d) of the application (Mobile application specifications), can you elaborate on what you mean by "including accessibility"?**
In this context, “accessibility” refers to the accessibility of electronic and information technology as defined by Section 508 of the United States Workforce Rehabilitation Act of 1973.
- 11. Operator responsibilities-(11) "Operators shall maintain a multilingual website, call center, and app customer interface,... at a minimum, Spanish and simplified Chinese". -Is this required across all three areas at launch (website, call center, and app)?**
At least one multi-lingual interface (website, call center or app) should be available at launch, and a timeline included for the other interfaces to become multi-lingual.
- 12. Would corporate sponsorship be considered third party advertising?**
Third party advertising, including corporate sponsorship, is not allowed on scooters at this time.
- 13. Does the City have a minimum age permissible for using scooters? Or can the applicant propose their age range of acceptable members?**
The City refers to state law in this regard, which requires motorized scooter users to have a learner’s permit or driver’s license.
- 14. Are proposed designated Scooter parking areas specified to City property (e.g. furniture zones or even curbside) or are private property locations also allowed to be considered?**
Yes, a designated parking area may be on private property but only through agreement with that private property owner, as the city does not have jurisdiction over private property.
- 15. L(11)d-"No more than one Scooter shall be locked to an inverted bike rack"-is this per operator, or if another operator has a scooter locked to the bike rack, can other operators lock to the rack? What if someone has their personal scooter locked to a bike rack? Could an operator or it's members still lock the shared scooter to that rack?**
No more than one shared scooter per bike rack, regardless of company. If a privately owned scooter and a shared scooter are parked to a bike rack that is acceptable.
- 16. Could a cap on #rides/day be included in low-income memberships?**
Yes, the discount must be equivalent, but any significant discount will be considered.
- 17. Is the parking fee requirement considered for when scooters are parked in the furniture zone? Or when they are parked curbside?**
Both. The City will provide a shapefile with a buffer around all of our parking meters, any time a scooter is parked within that buffer it will accrue the ten cent fee.
- 18. Who is on the selection committee?**
Representatives from OakDOT and other City Departments.
- 19. How large does the city anticipate the parking meter buffer radius to be, considering the potential inaccuracies of GPS drift near tall buildings in urban canyons?**
The buffer will be approximately 40’ from the street center-line, depending on street width.

- 20. Does the City anticipate issuing unique encroachment permits for every parking location proposed? Does the City expect and/or prefer operators to provide or install custom, physical streetscape elements and/or street markings in some or all proposed parking locations?**

No, one master encroachment permit will be issued showing typical parking areas. We anticipate the City installing bike corrals or similar infrastructure for scooter parking, and do not expect Operators to install their own custom equipment at this time, although we are open to proposals that include this.

- 21. How will operators receive complaints through Oak311? Would it be sufficient to provide Oak311 with a customer support number?**

Operators will provide OakDOT with an email and phone number for customer support, which will be added to our Oak311 system. Complaints received through Oak311 are automatically forwarded to the email provided, and a record is kept on our end. We then expect operators to close the complaint through the public Oak311 portal and upload a photo as proof, when the complaint is addressed.

- 22. Would the City consider adding language to Section IV (G) and (H) expressly stating that the operator's indemnification of the City would not extend to the City's negligence or willful misconduct, including the City's own negligence in maintaining the public rights of way?**

No, the permit terms and conditions are now final for 2019 permit term. We will update the permit next year and will revisit comments and concerns at that time.