



SPIN

**City of Chicago, IL
06.25.2020**

SECOND PHASE SCOOTER SHARING PILOT PROGRAM

City of Chicago
Transportation Department, 4th Floor
Department of Transportation
30 N. LaSalle Street, 5th Floor
Chicago, IL 60602-3339

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Contact
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Director of Government
Partnerships - Central

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City of Chicago

Transportation Department, 4th Floor
Department of Transportation
30 N. LaSalle Street, 5th Floor
Chicago, IL 60602-3339

RE: City of Chicago Second Phase Scooter Sharing Pilot Program

Dear Selection Committee,

On behalf of the team at Spin, I would like to thank the City of Chicago for the opportunity to respond to the Second Phase Scooter Sharing Pilot Program. Spin is grateful for the opportunity to partner with the city to build upon the lessons learned from the First Phase Scooter Sharing Pilot Program and enhance mobility options for residents, particularly for those with limited transportation access.

Spin was founded in San Francisco, and was acquired by Ford Motor Company in 2018. Like our parent company, Ford, which has had roots in Chicago for nearly 100 years, Spin is committed to the providing the most valuable and responsible service to the Chicago community. While we are now a global team of over 500 people, we know Chicago because many of us live here and call it home. Spin and Ford Motor Company care deeply that Chicago sets the standard for the breadth and quality of available transit options to serve the mobility needs of its diverse communities. We believe that micromobility, and powered scooters specifically, can make big cities vastly more accessible, equitable, safer, sustainable, and enjoyable for everyone. Spin has engaged in hundreds of conversations with city staff and community organizations within the city, and we are confident that the service we are proposing will support Chicago in its continued efforts to improve mobility and accessibility for all of its residents.

Spin is recognized as a leader to both cities and industry counterparts. As a subsidiary of the Ford Motor Company, we view our relationships with cities as long-term partnerships, working together to build a better transportation ecosystem for the communities we serve. Spin is grounded in five core values: (1) earn trust, (2) do the right thing, (3) make an impact, (4) carry the torch, and (5) create a better tomorrow. Our government, university, and community partners trust that we'll run a reliable transportation operation, and our riders trust that their experience with us will be safe, efficient, and joyful. Our industry counterparts look to us for collaboration and innovation. In fact, soon we will launch our largest exclusive market in Pittsburgh, PA. Spin led the development of the Pittsburgh Mobility Collective, which will be a first of its kind Mobility-as-a-Service offering: We are leading a consortium of transportation innovators, including Waze Carpool, Transit App, and Zipcar, and deploying lasting infrastructure through the installation of Spin Hub charging stations. Spin believes in assembling a diverse team of experienced professionals to carry the torch and work alongside communities to make them better for everyone.

We are excited to submit this proposal to operate as part of the Second Phase Scooter Sharing Pilot Program, with the goal to help Chicago realize its guiding principles in accessibility, safety in the right-of-way, and equity. Spin's proposal takes local mobility and pairs it with a local workforce. In order to operate the 3,334 e-scooters during the pilot, Spin plans to hire more than 60 full-time, W2 employees to manage our fleet. Spin's goal is to ensure that sidewalks are organized and free from obstructions, and to build a team of trained employees to reflect the values and perspectives of the neighborhoods in which they work. Additionally, tackling the challenges of economic inequality is a core value for us. To that end, we have started conversations with the Chicago Cook Workforce Partnership and other local organizations about Spin's workforce needs. We want to make it clear that this is more than a staffing plan; this is the manifestation of our belief that the best way to engage the community is by hiring from the local community.

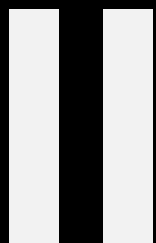
These are just a few of the many innovations and investments we plan to make as an operator in Chicago's pilot program. As you read through this proposal, we hope our genuine long-term desire to contribute to the City's equitable, accessible, safe, and sustainable transportation goals becomes clear. Our interest in the Second Phase Scooter Sharing Pilot is rooted in the belief that we can help fulfill program objectives. As part of Ford, Spin has the people and resources to elevate our efforts and long-term investment to be the best micromobility partner for the City of Chicago.

Thank you very much for your consideration of our proposal. We look forward to working with you throughout the evaluation process.

Sincerely,

A handwritten signature in black ink, appearing to read "Frank Speak", written in a cursive style.

Frank Speak
Director of Government Partnerships - Central



ELIGIBILITY CRITERIA TO PARTICIPATE IN SECOND PHASE SCOOTER SHARING PILOT PROGRAM

7. Complete Application

i.

- A. Business Name:** Skinny Labs Inc. dba Spin
B. Business Phone: (888) 262-5189
C. Contact Person: Frank Speak,
Director of Government Partnerships - Central
D. Contact Person Phone: (317) 358-9883
E. Contact Person Email: frankspeak@spin.pm
F. Business Mailing Address: 450 Mission Street,
Suite 400, San Francisco, CA 94105

ii.

- A. Full name, residence address, business address, business, home and cellular telephone numbers, and e-mail address:**
Derrick Ko
435 China Basin St. Unit 421
San Francisco, CA 94158
(415) 519-9495
Business Address: 450 Mission Street, Suite 400,
San Francisco, CA 94105
B. The name and telephone number of an emergency contact person:
Frank Speak, (317) 358-9883
C. Date of birth and social security number:
DOB: 5/13/86, **SSN:** 093-84-4881

iii.

Spin plans to be in compliance with all applicable requirements of the Chicago Zoning Ordinance and will acquire prior written permission from owner or leasee of any private property to be used and will provide such permission to the Commissioner at the time of permit application and prior to the first day of launch. Spin is currently working with real estate brokerage firm CBRE to tour suitable locations and plan to sign a lease prior to launch. Please see [Appendix 14](#) for CBRE's letter outlining the property search.

1. Good Standing

Spin participated in the First Phase Scooter Sharing Pilot and is in good standing with the City regarding all taxes and fees associated with participation in the First Phase Scooter Sharing Pilot.

Please see [Appendix 15](#) for Spin's certificate of good standing with the City of Chicago.

2. Scooter Safety

i.

The Max E-Scooter (lock-to version shown below)

Spin will deploy the Max Model scooter in the City of Chicago. The Max is the most advanced device model the industry offers and will provide the Chicago community with a resilient, temper-proof, high-visibility scooter designed for commercial and shared use.

Released in May 2019, the Max is Spin's fourth-generation scooter model currently deployed in a majority of our markets nationwide. Manufactured by Segway-Ninebot, this e-scooter features a larger, stronger frame and a wider and longer riding platform, along with a bike-handle braking system that's both more intuitive and responsive. The 10-inch wheels provide better shock absorption over rough terrain and conditions, while the rear-drive mechanism delivers improved acceleration and uphill performance. As an extension of the initial success of this device, Spin has developed a suite of bonus features for the Max, including swappable batteries and lock-to to provide a customized fleet offering for city partners. For the City of Chicago, Spin is excited to offer the Max model with lock-to technology.

The Max model is certified for all applicable safety standards, including UL 2272 and ASTM F2641. Spin utilizes custom screws and screwdrivers to limit theft and vandalism—parts that can only be purchased by Spin.



ii.

Spin's Max scooter meets all of the City's requirements for "low-speed electric mobility device", as defined in Section 9-4-010. Please refer to the previous page for graphical documentation outlining the proposed scooter's specifications and [Appendix 13](#) for manufacturer's full specification documentation.

iii.

Spin's plan for deploying scooters on a daily basis is based on the authorized Pilot Area. The Chicago team of operational staff will be a combination of W-2 and contract employees, which is key to ensuring safety of our vehicles, managing the right-of-way, and scaling quickly to meet the City's timeline.

Spin's Operations Specialists will deliver a fleet dedicated to neighborhoods, prioritizing distribution to equity priority areas and compliance with pilot program terms. The entire fleet distribution will be completed by 5:00 am. Leveraging data to improve mobility, Spin's Operation Leads will monitor the fleet in real-time to ensure we are compliant with pilot program operating requirements, including equity zone distributions and scooter retrievals and/or corrections. Throughout the day, Spin will proactively rebalance scooters and respond to instances when our fleet tracking tool notifies our Operation Leads that we are nearing non-compliance. When we detect that we are nearing non-compliance with any of the distribution requirements — for example, having less than 2.5 percent of the fleet in each of the 20 Priority Sub-Areas — Spin's Operation Leads will notify the rebalancing team and remedy the issue immediately.

Furthermore, Spin's Preferred Parking Spots will gamify the system and incentivize users with ride credits to rebalance the fleet. We will build a Chicago Pilot Area scooter strategy web map that will include our initial plan for Preferred Parking Spots, and the inputs to determine these locations will include:

- Highest-demand transit stops,
- Areas outside a walking distance to frequent transit, and
- Demand areas within the 20 Priority Sub-Areas.

Therefore, in addition to directly serving both the first and last-mile trip demand, Spin is using Preferred Parking Spots strategically to encourage our riders to leave scooters in key nearby destinations.

iv.

Spin is deeply committed to the health and wellness of all of our employees and riders as the global community grapples with COVID-19. Our sanitization practices and additional safety protocols are in accordance with the Centers for Disease Control and Prevention's (CDC) guidelines.

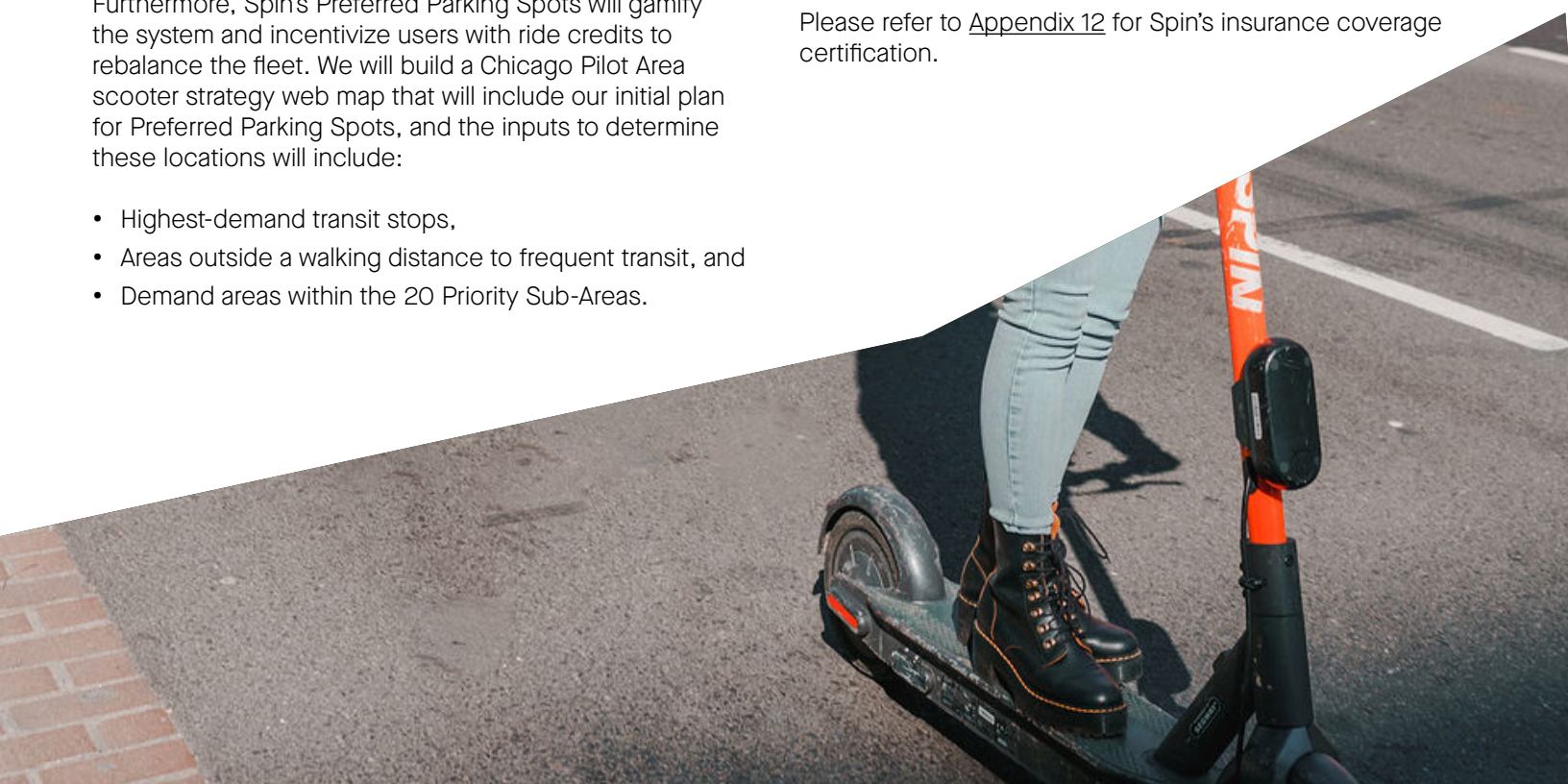
In response to the COVID-19 pandemic, Spin increased the frequency with which we disinfect scooters. Each scooter that enters the warehouse is cleaned with disinfectant wipes or disinfectant spray and a clean towel at all major points of contact -- handlebars and mast -- before it can be repaired or charged. We take similarly rigorous precautions with our scooter delivery vehicles. Van cab surfaces must be fully disinfected after each shift. The steering wheel, shifter, upper door panel, blinker switch, center console radio and air conditioner knobs are cleaned between shifts or whenever a driver is changed. Each operations team member is supplied with PPE, including gloves, masks, and face shields.

Please see the [Appendix 16](#) for a complete outline of Spin's COVID-19 response plan.

3. Proof of Insurance

i.

Please refer to [Appendix 12](#) for Spin's insurance coverage certification.

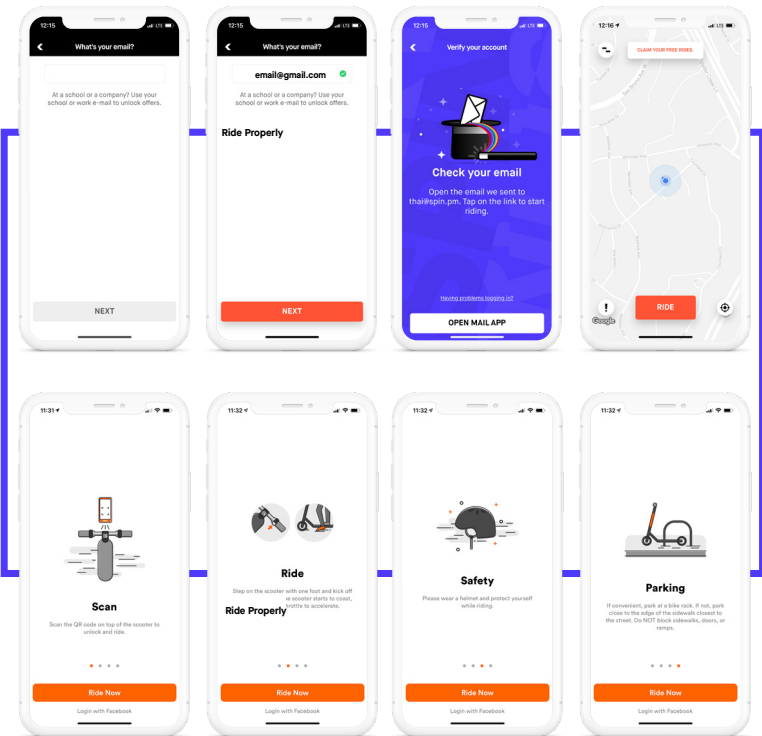


4. Operational Minimum Standards

i.

Spin has its own internet-enabled application and digital platform that is not supported by another applicant's Internet-enabled application or digital platform for the purposes of operating our scooter sharing business. Furthermore, Spin's internet-enabled application and digital platform is not utilized by another vendor for the purposes of operating any shared micromobility service. Spin's mobile application and website is developed by a team of experienced in-house software engineers. All of our digital tools offer a robust and user friendly experience. Spin's main website -- www.spin.app -- is offered in several languages and provided with an accessibility-friendly view.

"Getting Started" Mobile-App Flow



ii.

At Spin, we take a strategic approach to launching and scaling in a market. Six weeks prior to an anticipated launch, our team begins prospecting sites for potential local warehouse locations and developing partnerships with workforce agencies to connect us with talented people. In fact, in preparation for an August 3rd launch in Chicago, all of these efforts are already underway. Spin has proactively begun identifying warehouses and negotiating lease terms. We intend to execute on a warehouse lease

immediately following the announcement of permit awards. Similarly, Spin has opened a hiring pipeline. We are actively soliciting qualified candidates for the local leadership team that manages the market from top to bottom in operations, marketing, rider experience, and local partnerships. In the first weeks, Chicago's leadership team will be supported by our experienced staff that oversee all launch efforts nationwide.

Spin is committed to launching 1,667 operational scooters with lock-to technology on the first day of the pilot. Furthermore, Spin is committed to operating at the full 3,334 fleet cap by Day 29. We also recognize that the ability to scale and ensure a reliable fleet size is important for the City of Chicago. As such, our proposal includes plans to achieve a 5,000 operational fleet cap if called upon to do so by the City.

Spin is committed to launching 1,667 operational scooters with lock-to technology on the first day of the pilot. As such, Spin is prepared to achieve a higher, 5,000 fleet cap if called upon to do so by the City

iii.

Spin is prepared and will have ready 3,334 operational scooters by August 31 -- the 29th day of the pilot. Spin has developed a successful and efficient standard practice of gradually increasing our fleet over a period of time to responsibly manage the right-of-way and monitor data trends. This allows our Operations team to get familiar with the daily operational needs. Spin will ensure we are still

	Aug. 3	Aug. 10	Aug. 17	Aug. 24	Aug. 31
Lock-to Scooters Launched	1,667	2,084	2,500	2,917	3,334

iv.

In preparation for an August 3rd launch, we have already opened a hiring pipeline and are actively interviewing qualified candidates for our local leadership team. The full-time management team, which consists of one General Manager and two Operations Leads will be based in the Chicagoland area and focused entirely on executing a successful operation for the City. We intend to extend offers for these roles shortly after the issuance of a permit, if selected.

Our plan also includes an approved budget for at least 50 Operations Specialists, eight mechanics, and eight shift leads, creating between 60-65 non-contract jobs that

provide a living wage, health insurance, and other benefits.

We will be notifying candidates of their job offers shortly after the permit announcement. All hires will be enrolled in Spin's Operations Academy Curriculum with one week of training, an intensive review of the City's Administrative Regulations, followed by job shadowing in preparation for the August 3rd launch date. We plan to collaborate with organizations like Chicago Cook Workforce Partnership, Breakthrough Ministries, and the Center for Changing Lives to identify qualified local residents as potential employees, with particular emphasis to employ Chicagoans that have been historically disadvantaged in participating in the local economy. Finally, to assist with after-hours scooter collection only, Spin anticipates adding contractors to support the local management team with device retrieval during pilot program non-operating hours (after 10pm and before 5am). Spin will also seek to partner with the Department of Family and Support Services (DFSS) and the Mayor's Office for People with Disabilities (MOPD) to identify qualified workers as well.

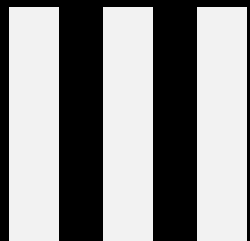
This tiered staffing plan allows us to fully manage the fleet efficiently and provides us with the capacity to be responsive to concerns from the public, city officials, and sister agencies 24-hours a day, seven days a week. Below is a chart that outlines how we anticipate scaling up our operations team within the first month of the pilot program:

	Aug. 3	Aug. 10	Aug. 17	Aug. 24	Aug. 31
Lock-to Scooters Launched	1,667	2,084	2,500	2,917	3,334
Operations Specialists	30	40	45	50	60
Shift Leads	5	6	8	8	8
Mechanics	5	6	8	8	8
Contractor Staff	17	20	23	27	33

5. Previous License Revocation Or Suspension

Spin has not had a scooter-sharing license revoked by any government entity in the past two years.





APPLICATION RANKING CRITERIA

4. Community Safety and Consideration

i.

Spin has made significant investments to monitor proper parking compliance: user submitted photos, geofencing technology, and our parking rating tool. In addition, Spin uses a variety of communication methods, educational tools, incentives and disincentives to encourage proper parking behavior. Additional details on Spin's plan to ensure proper parking and new technologies that we did not use during the First Phase of the Scooter Sharing Pilot are provided below.

Parking Education

Spin makes scooter parking educational materials available for the customer in a variety of ways. Due to COVID-19, these methods are increasingly digital, as we explain further in Section 7. Within the app, each new Spin customer is required to review educational screens before taking their first trip, which includes information on where to properly park the vehicle at the end of their journey.

Incentivized Parking - User Submitted Photos

Spin will include all parking corrals on its mobile application and will provide credits for riders who properly end their rides at the corrals. Parking will also be incentivized and enforced through review of trip-end photos. For example, when a user ends their trip, they must take a picture of the parked scooter before they can close-out their ride. New users have their first five trip-end photos reviewed by staff, and then have a 10% chance of having their trip-end photo reviewed on each subsequent trip. If any review finds the parked scooter in non-compliance with Section 9-52-070 of the City's Code, the next five parking photos from that user are reviewed by Spin staff. Non-compliant users are informed of the outcome of review in a pop-up notification the next time they open the app following staff review.

Parking Rating Tool

Before a user can unlock their next ride, they are asked to rate the parking job of the previous user with a "thumbs up" or "thumbs down." Users who receive repeated negative ratings ("thumbs down") are contacted and given additional education on responsible parking. Similarly, users who receive consecutive positive rating ("thumbs up") are rewarded with free ride credits.

Non-compliant users

Spin utilizes several methods of monitoring compliance, including the aforementioned user submitted photos on the Parking Rating Tool, to flag users who have been reasonably linked to non-compliant actions. For users who are flagged to be repeatedly non-compliant, we institute a variety of measures for accountability, including fines, temporary suspensions, and permanent bans.

The following is Spin's tiered penalty structure for improper parking:

- First time: Customer Support team issues a warning notification with a reminder about the specific rule broken, and a reminder that incorrect parking can lead to fines and account suspension.
- Second time: Customer Support team issues a warning notification with a reminder about the specific rule broken, and a reminder that incorrect parking/pavement riding can lead to fines and account suspension. User receives a \$10 fine.
- Third time: Customer Support team issues a \$25 fine and the user account is suspended. In order to get off suspension, users must play the Good Scooter/Bad Scooter game.
- Fourth time: Permanent account suspension.

Spin will commit to issuing parking penalties if done equitably across all operators.

Detecting and Addressing Misparked Scooters

Spin's internal system enables us to manage and monitor our fleet to ensure that any issues are resolved within one hour of being notified. This system allows Spin employees to see, in real-time, usage and the locations and status of each scooter, as well as each scooter's history of usage and repairs. Spin's team also uses the system to receive and record any user or public questions or complaints, reports of misparked scooters, and reports of scooters in need of maintenance. Each "ticket" received is assigned to a specific person on Spin's operations team, allowing the operations team to quickly respond to any urgent issues.

From there, Spin's local operations team quickly responds and addresses any issues that may arise, particularly relocation requests and maintenance issues, whether they are reported by a user, member of the public, or the City. Contact information for Spin's Customer Support team can be found on each of our vehicles; the information is also printed in braille to assist those who are visually impaired. When Spin's customer support team receives a report, such as an improperly parked scooter or a scooter in need of maintenance, they immediately create a ticket that notifies and assigns the task to the local operations team. Spin's local operations team will be divided into 3 separate shifts to ensure we can always meet the 2-hour notice requirement

24 hours a day, seven days a week. Furthermore, the report indicates the scooter is in need of maintenance, Spin's customer support team remotely disables the scooter, preventing anyone else from being able to ride it until it has been picked up and repaired.

Private Property Deployment Network

While the lock-to requirement will solve some of the “clutter” issues, Spin's partnership approach is also well-suited to contribute to a broader parking solution that keeps scooters out of the public right-of-way. During the 2019 program, Spin worked with Field's Lofts (Hubbard Street Group) and the Breakthrough FamilyPlex to deploy scooters in publicly accessible areas on their private property. Both sites hosted Spin Hubs (charging stations) for the last two weeks of the pilot program, and have expressed interest in serving as deployment points again this year. Due to the short program duration, we are not able to commit to the infrastructure investment of Spin Hubs. We are interested in exploring this investment under a longer program timeline; however, for this proposal, we will instead build a network of private property owners throughout the service area where we can deploy our vehicles. Spin has started conversations with at least a dozen real estate and business organizations who would be good candidates for this partnership, many of them located in Priority Areas.

In addition to the operational benefits, we hope this strategy will open the door to other collaborations that help us deliver on our customer safety and equity promises. We followed this model to great success with Breakthrough Ministries last summer. Not only were they a deployment site, but they accepted payments for Spin Access cash and non-smartphone customers, and we trained Breakthrough staff members on scooter safety so they could feel confident talking to their constituents in Spin's absence.

ii.

Spin operations will deploy scooters pursuant to city rules that include non-interference with public transit stops. (Spin can also implement geofences at significant bus/El stops like State and Roosevelt, for example, that will not allow riders to end rides in a way that conflicts with transit operations.)

The lock-to feature allows riders to lock their scooter to any compliant city-designated parking location. To unlock the device, riders must scan the QR code located on the handlebar. Once the QR code is scanned, the lock will automatically release and the scooter becomes active and ready to ride.

Spin will educate users on the appropriate objects the scooter can be locked-to. In addition to the parking compliance tools referenced in Section 4(i), Spin will use the following methods to limit the potential interference with public transportation operations at bus stops and transit stations:

- **In-App Notifications:** Spin will use in-app push notifications to send users various messages and reminders on the City's riding and parking rules. Reminders can specifically focus on the appropriate objects the scooter can be locked-to. Spin can further tailor the content of the in-app notification at the City's request.
- **Informational Pop-Ups:** All new users are shown informational pop-ups in Spin's app that must be affirmatively dismissed in order to proceed. The pop-ups are shown based on the geographic location where the app is opened. Spin can tailor the content in the pop-up to ensure interference with public transportation operations is limited, and can choose certain pop-ups to show before every trip

iii.

Spin is researching technologies to implement sidewalk detection and further discourage sidewalk riding, including gyroscope data, hyper-accurate GPS, and/or on-vehicle cameras. Spin's no sidewalk-riding education plan includes mobile-app pop-ups and inclusion in the safety quiz that riders must score 80% or above on to take their first ride. Reminders against riding on the sidewalk will feature prominently in the company's nationwide Spin Safe Digital campaign, discussed in more detail in Section 7.

In advance of Spin's rollout of any technology upgrades, we will continue to focus on education and enforcement to counter sidewalk riding behavior. Ultimately, Spin sees the build-out of cities' bicycle networks as the most important solution for curbing sidewalk riding: a rider that feels safe in the bike lane is less likely to ride on the sidewalk.



5. Accessibility and Consideration for People with Disabilities

i.

Spin has been working with numerous organizations, representing a variety of physical and developmental disabilities, to collect feedback on the ways in which we can reduce the dangers scooters cause to people with disabilities. Details regarding Spin's strategy to prevent devices from impeding the public RoW and our plan to rectify any devices blocking the public RoW is provided below:

- Spin's lock-to technology substantially limits the potential dangers to both users and non-users, and especially people with disabilities. Moreover, Spin scooters are equipped with gyroscope technology that detects when a scooter has been tipped-over. Furthermore, when a scooter has been tipped-over, Spin's operations staff will be notified that the scooter is non-compliant, which will be scheduled for pickup.
- Spin's operations staff will prioritize rectifying a non-compliant scooter that is reported as a hazard for people with disabilities. Please refer to Spin's Parking and Management Plan (Section 4(i)) in regards to our process to rectify e-scooters that are blocking the public RoW.
- Spin's website is accessible to the blind which allows members of that community to report non-compliant scooters.

ii.

Each scooter is equipped with means to communicate with people who have disabilities, including movement-activated audio alerts, visual indicators, and labels printed in braille with contact information for Spin Support. Movement-activated audio alerts occur when the scooter is touched before being unlocked, which is especially helpful to members of the blind community who use canes to assist in walking. The act of touching the cane to the scooter will cause the scooter to emit an audio alert.

Whenever our scooters are activated, the front headlight and rear lights are illuminated. The illumination makes it easier for the deaf and hard of hearing to see scooters.

iii.

Spin is currently offering both e-scooters (by Segway-Ninebot) and adaptive scooters for people with disabilities in the City of San Francisco. We plan to provide the same types of vehicles in the City of Chicago, but are excited to offer our latest seated scooter model - see [Appendix O2](#).

Spin has been working with numerous organizations representing people with a variety of physical and developmental disabilities to collect input and iterate on adaptive devices to provide access to more individuals. For San Francisco's 2019/20 program, Spin offered three-wheeled scooters to individuals that requested the rental 24 hours in advance. This program was developed through the work we did with the physical and developmental rights organizations. However, we want to improve the availability of seated scooters and understand what potential they have to attract new users to the bike lane. That's why, for Chicago's 2020 program, we are offering our latest seated scooter model as part of our shared fleet.

In Chicago, we have started conversations with Rachel Arfa, the newly appointed Commissioner for the Mayor's Office for People with Disabilities, Equip for Equality, and Access Living to better understand their communities' specific needs and concerns, and how Spin might best address them during this pilot program. We have clearly heard from the disabled community that they expect companies like Spin to implement technical and operations solutions to prevent and correct for inappropriately parked scooters. If selected to operate in the second phase of the pilot program, Spin will continue to work with Chicago-based organizations to continue to implement innovative solutions to ensure our service is more accessible to people with disabilities.

iv.

Spin currently offers a multilingual website as well as a 24/7 live customer support line. Spin encourages riders and non-riders alike to communicate with Spin through the following channels: our app, website ("Support" icon in the upper right-hand corner at www.spin.app), email (support@spin.pm), 24/7 multilingual customer support line (1-888-249-9698), and social media ([Instagram](#), [Twitter](#) and [Facebook](#)). Spin's customer support line is available in English, with translation services available in Spanish, Polish, Korean, Arabic, Hindi and Mandarin. Furthermore, Spin's app and website are ADA compliant to ensure people with disabilities can easily report an issue with one of our scooters.

Per the City's requirements, each Spin scooter will have the scooter's unique identifier, phone number, and the company name in braille and raised lettering.

6. Equity

i.

At Spin, we believe that shared micromobility requires social responsibility to the community because it is ultimately a service for the public. Our Community Partnerships team designs and executes the plan to make shared scooters work for everyone in the communities we serve. Spin has specifically designed a plan to ensure our service helps meet the City's equity goals by improving mobility and accessibility for residents who face elevated economic, health, and social mobility barriers.

To ensure an equitable quality of service is available each day, Spin will deploy at least 50% of its fleet in the Priority Areas. Additionally, Spin's operations staff will prioritize rectifying a non-compliant scooters that are reported as a hazard for people with disabilities. Please refer to Spin's Parking and Management Plan (Section 4(i)) in regards to our process to rectify e-scooters that are blocking the public RoW. Additionally, Spin's website is accessible to the blind which allows members of that community to report non-compliant scooters.

As stated above, Spin is working with over a dozen private property organizations that are interested in facilitating priority deployment. This network of private property partners, many with locations in Priority Areas, will provide greater options for riders to park efficiently off of the public right of way. Spin is also able to leverage the Preferred Parking Spot program that provides riders an incentive when they return a scooter in designated parking areas. Taken together, these measures will support greater access to scooters across Priority Areas by utilizing Spin's partner network and incentivizing user behavior.

ii.

Spin is proud to be a trusted community partner in the cities where we operate, with strong core programs to facilitate safe riding, equity, and workforce development. During the 2019 pilot program, our Community Partnerships team held 15 events with West Side-area groups ([Appendix O3](#) section) where Spin gave away free helmets, conducted safety demonstrations, and solicited feedback from local residents. Spin looks forward to not only building on these relationships, but also expanding our engagement to more areas of the city. We will focus our work with organizations located in and serving the city's Priority Areas. Please refer to [Appendix O4](#) to see the list of groups with whom we have already started conversations.

Our goal with each of our partners is to establish a relationship that serves their needs and the needs of their constituents. This starts with regular communication with our partners, through a monthly newsletter sent to all community organizations and alderman. The newsletter



will provide safety tips, highlight local stories, and update a calendar of upcoming safety and Spin Access events for residents to attend either in person or virtually (see [Appendix O5](#) for a sample newsletter). In addition to the newsletter, Spin's Community Partnerships representatives and Operations team will maintain close contact with local organizations throughout the pilot to ensure our offering meets the needs of the community.

Safety education is a critical component of Spin's outreach. In addition to completing the 13 required safety events with the Chicago Police Department and SAFE Ambassadors, we are exploring partnership opportunities with local groups, such as Westside Justice Center and Northwest Side Housing Center, to:

- Host in-person or digital safety events, including distribution of free helmets and the opportunity to sign up for Spin Access, which provides discounts for residents with low-incomes
- Provide marketing materials for Spin Access
- Host in-person or virtual job fairs for open operational roles at Spin
- Deploy scooters on private property
- Sponsor community events
- Market and promote minority- and women-owned businesses
- Elicit feedback on operations and deployment via our [Community Suggestions Tool](#): to increase our ability to

hear directly from the community, Spin's Community Suggestions Tool allows anyone-- community groups, users, and non-users alike-- to easily suggest, review, and provide feedback on Spin's service, including deployment areas, incentivized parking areas, no-parking areas, and no-riding areas. Spin will review the feedback from the community to inform our deployment strategy

In light of COVID-19, Spin is prepared to engage with Priority Area communities in both virtual and in-person formats. While digital interaction works well for some communities, for others -- including those without reliable internet access and older adults -- it presents yet another barrier to feeling comfortable and confident using our service. There are no easy answers to these challenges, but we are committed to being creative and thoughtful in pursuing solutions. Because our partners know Chicago communities deeply, we plan to take our lead from them as we educate riders (and non-riders) as comprehensively as we can while keeping safety the number one priority.

iii.

During the 2019 pilot program, Spin contracted with Breakthrough Ministries to sign people up for our Spin Access products at their Garfield Park FamilyPlex, including discounts for low-income riders and alternative payment options for those without a bank account or smartphone.

For the 2020 pilot program, we are improving this system by working with a nationally-recognized financial services provider. The company offers a range of products designed to serve unbanked customers, including prepaid debit cards and bill pay services. Spin's goal is to provide a fully integrated cash payment solution within our app. As we work through the product challenges associated with meeting that goal, we will continue to accept cash payments at our warehouse, and partner with Breakthrough Ministries and other community organizations -- especially those located in Priority Areas -- to provide additional locations at which our riders can pay with cash.

Please see Appendix 6 for sample Spin Access collateral in English and Spanish, which will be modified to target Chicago residents. Printed and digital materials will be provided to organizations who partner with Spin to promote Spin Access. We will also promote Spin Access in our CTA campaign (see Section 7).

iv.

As stated above, during the 2019 pilot program, Spin contracted with Breakthrough Ministries to sell Spin credit to users without smartphones. Our Support team is available 24/7 to field calls from our text-to-ride users to help them locate a vehicle in real time.

For the 2020 pilot program, we will continue to build the network of community partners who can facilitate

transactions for non-smartphone users on Spin's behalf. We will also begin to explore how we might address other technology barriers that our customers may face when trying to use our service, such as limited data plans.

The marketing plan for text-to-ride users will mirror the plan outlined above for our unbanked riders. As stated in previous sections, Spin will inform the public about Spin Access through print publications and Spin's website.

For the 2020 pilot program, we are improving the user experience for non-smartphone users by providing a new Support function that will help riders locate a scooter simply by calling our main support line. The marketing plan for non-smartphone users will mirror the plan outlined above for our unbanked riders.

v.

For riders with low incomes, Spin provides a 50% discount on all rides, on both the unlock fee and the per-minute rate. Eligible riders may apply online at www.spinaccess.com or call Support at 1-888-262-5189. They must provide state identification and proof that they are enrolled in a local, state, or federal benefits program in order to qualify. Such benefits programs include but are not limited to:

- SNAP or WIC (Participants may provide a picture of their Illinois Link card)
- TANF Cash Assistance (Participants may provide a picture of their Illinois Link card)
- Illinois Medicaid
- Illinois Low Income Home Energy Assistance Program (LIHEAP)

Spin is committed to continually improving the program to meet the needs of the diverse communities we serve. We recently conducted a people-focused Spin Access redesign, which will allow us to improve our services for all people by focusing on serving those with barriers to mobility. We have begun to implement strategies to not only reduce financial and technological barriers to mobility, but also improve upon reliability, easy program enrollment, and price transparency.

During the 2020 Chicago pilot program, all new users who sign up for an account will receive information about Spin Access and directions on how to apply for the discount in their "welcome" email from the company. Spin will run periodic information campaigns throughout the pilot program, with in-app pop-up messages telling riders about Spin Access and how to apply.

Community partners provide crucial support in advertising the Spin Access program and driving sign-ups. In other cities, such as Baltimore and Portland, we have found success working with affordable housing organizations.

We plan to replicate this strategy through collaboration with the Chicago Housing Initiative and its member network. While Spin Access is the start of the conversation with many affordable housing groups, it is certainly not the only aspect of our partnership; we will also look to host safety events, distribute free helmets, and optimize deployment with these partners.

As outlined above, Chicago-specific Spin Access collateral in English and Spanish will be provided in printed and digital form to all organizations who partner with us on the Spin Access program. This information will also be provided at every in-person and virtual event we participate in. We will also promote Spin Access in our CTA campaign (see Section 7).

iv.

All outreach materials for Spin Access will be provided in both English and Spanish.

The Spin app is localized, meaning that it appears in the language selected by the user in the phone settings. The Spin website is currently available in English, Mandarin, Filipino, German, Russian, Spanish, and Vietnamese. Spin Support can provide translation services in Spanish, Polish, Korean, Arabic, Hindi and Mandarin.

7. Education, Outreach and Rider Safety

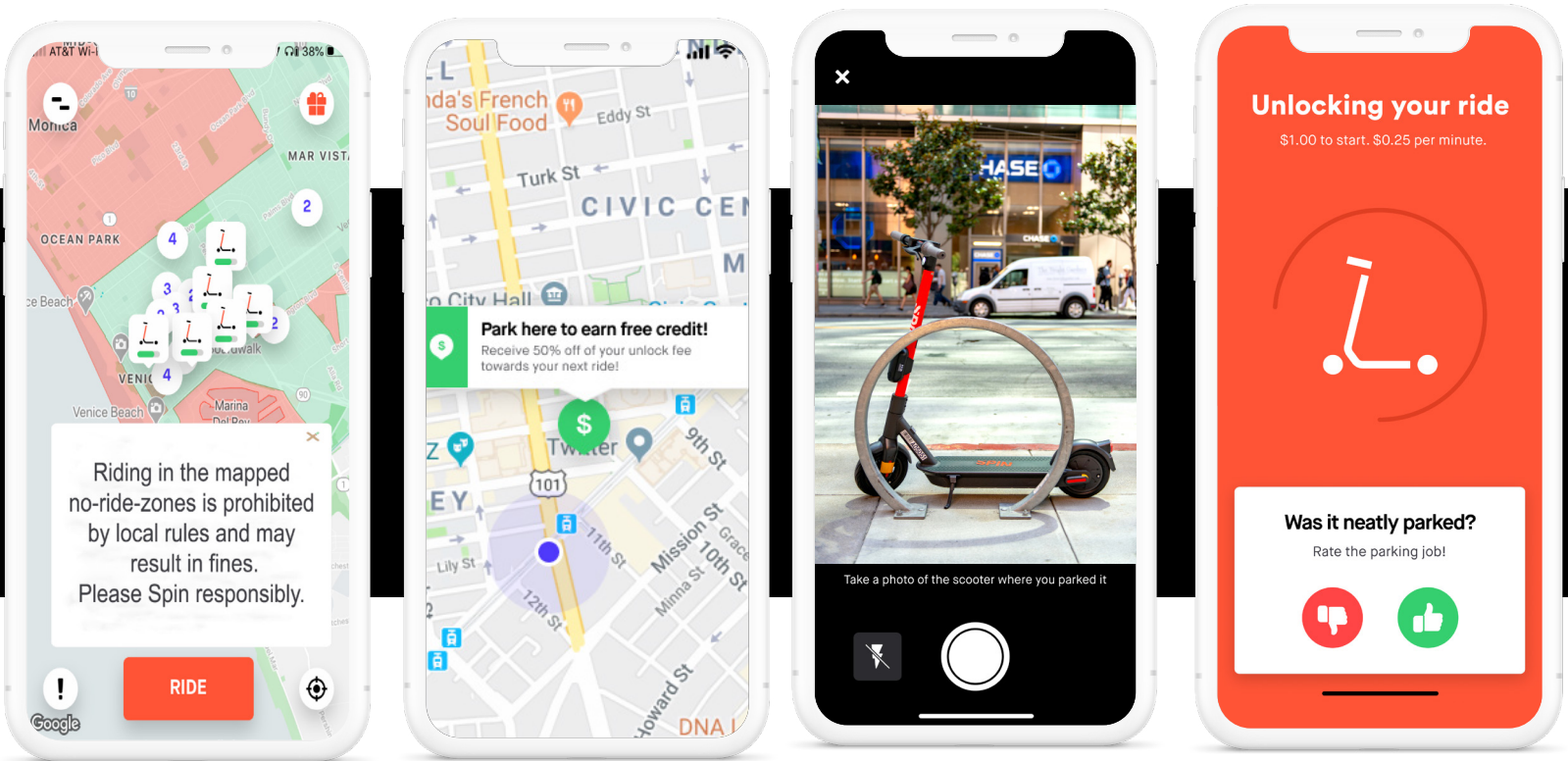
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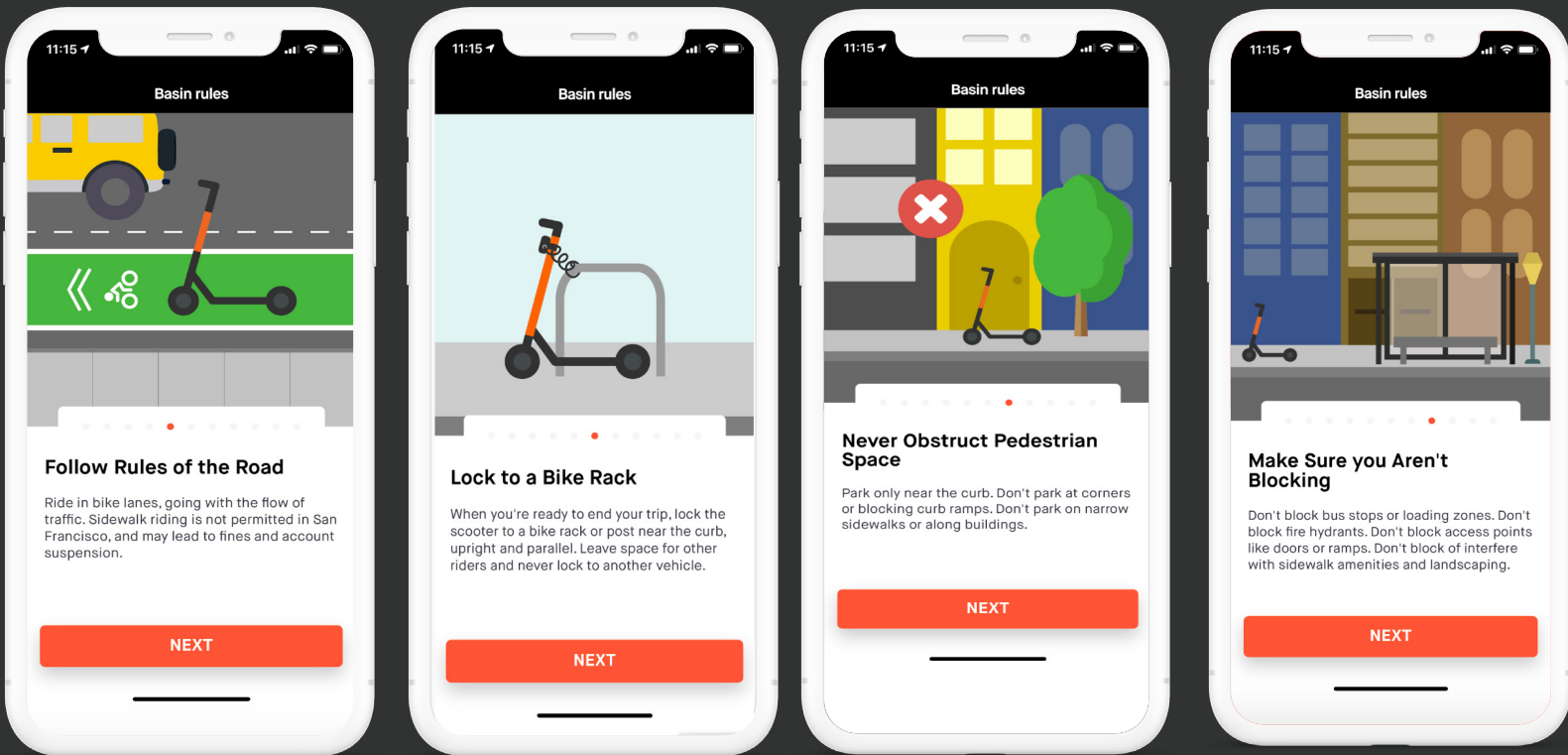
As stated in Section 6, Spin’s Community Partnerships team will lead outreach about device use and rules for riders and non-riders to organizations throughout the city, with a special focus on Priority Areas and those neighborhoods that were not included in the 2019 program (see [Appendix 01](#) for deployment areas).

In the initial month of operations, we will complement those efforts with a launch campaign, as detailed below.

Marketing

During the first month of launch, Spin will run an out-of-home (OOH) advertising campaign with the Chicago Transit Authority, highlighting safe rider behavior and the Spin Access program. Spin’s in-house design team produces our OOH advertisements, such as one that ran in Cleveland, OH (see [Appendix 09](#)), to tell riders to avoid riding on sidewalks. The OOH campaign will focus on neighborhoods that were not part of the 2019 pilot program and are Priority Areas during the 2020 program.





The launch campaign will also have a strong social media component, utilizing new safety videos created for the launch of Spin Safe Digital this summer (more about this below). Finally, Spin commits to creating a package of educational messaging focused on proper riding, proper parking, sharing the bike lane, riding with the flow of traffic, and what to do in the event of a crash. Spin will also share the educational packages with the City of Chicago's SAFE Ambassadors and Vision Zero for their social media platforms. Spin can commit to sharing these educational messages to large, diverse audiences on social media platforms at least three times per week.

Partner Outreach

In the week leading up to launch, Spin will send an email to the 100+ Chicago organizations with whom we are working. The email will contain instructions on how to download the app, a promo code to distribute to their members, and Spin Safe and Spin Access information.

ii.

In-App Safety Education

Within the app, the customer is required to review customizable educational screens before taking their first trip. The messages can highlight the basics of scooter safety: wear a helmet, don't ride on the sidewalk, don't park or ride in restricted zones, ride with the flow of traffic, and park your vehicle properly at the end of the trip.

At the request of the city, Spin can send repeated educational messages to returning customers every time they open the app (i.e. do not tandem ride; do not block sidewalks, doors, and ramps; park at a bike rack, where possible; ride in bike lanes, where possible) or special alerts for specific safety concerns, such as a caution against skidding in poor weather conditions.

All users must pass with a minimum of 80% a city-approved safety quiz within the app before taking their first ride. The quiz will cover, at minimum, sharing the lane, traveling with the flow of traffic, and no-ride zones. As an incentive, users who achieve a perfect score (100%) on the quiz will receive a promo code.

Spin Safe Digital

In July 2020, Spin will launch its Spin Safe Digital campaign, a new effort to empower riders with the freedom to move safely within their communities, especially during challenging times. Spin has always relied on a mix of digital and in-person channels to deliver safety content to our riders. Many of our riders, especially those who are more nervous around scooters, like the one-on-one nature of in-person training: the chance to try a scooter in a safe, off-the-street environment with guidance from a Spin employee puts peoples' minds at ease. With the pandemic making in-person interactions much more fraught, Spin decided to enhance our digital offerings to allow the vast majority of our training to be virtual.

The core of the Spin Safe Digital curriculum will be five safety videos, hosted on a newly redesigned safety webpage. The short, 60-90 second videos will cover the following topics:

- Safety in the time of COVID-19
What Spin is doing to keep its workforce safe and its vehicles clean and sanitized, and what we recommend our riders do to keep themselves safe
- Getting started
How to download the app and set up an account; how to unlock the scooter; how to find the right riding position; how to accelerate/brake; wear a helmet
- Being 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
- Ending your trip
“Good” vs. “Bad” parking jobs; how to lock your scooter; report safety issues
- Making your community safer
What can you do to make your roads safer for all users?

In addition to distributing this information through Spin channels, we will look to our city and community partners to ensure Spin Safe is disseminated widely through their email newsletters, websites and social media handles, and virtual events. In Washington, D.C., Spin’s Community Partnerships Associate has regularly presented at Advisory Neighborhood Commission meetings, all of which take place online. We would welcome the chance to do the same with analogous organizations in Chicago.

Lastly, Spin will produce localized safety content on a regular basis to educate users on topics like proper riding, proper parking, sharing the bike lane, riding with the flow of traffic, and what to do in the event of a crash. Moreover, Spin looks forward to partnering with Chicago’s SAFE Ambassadors and Vision Zero team to share safety content on social media platforms.

iii.

As stated in Section 6, we plan to send all partners and alderman a monthly newsletter (see [Appendix 05](#)). Spin relies on partner organizations to co-host events, distribute information about our safety and equity programs, and provide feedback on whether our services are meeting their needs. Now more than ever before due to COVID-19, Spin will take our cues on how best to safely engage with the community from local stakeholders.

In general, Spin plans to engage with the following types of stakeholders, as listed below. Note that we have started conversations with the specific organizations given as examples, and are committed to working with groups throughout the pilot area:

- Safety advocacy organizations, including the members of Vision Zero Chicago’s Advocacy Group
- Bike and transit groups, such as West Town Bikes, Working Bikes, and Active Transportation Alliance
- Equity-focused organizations, such as Breakthrough Ministries, My Block My Hood My City, and Garfield Park Community Council
- Disability rights organizations, such as Equip for Equality, Access Living and National Federation of the Blind
- Workforce development groups, including the Chicago Cook Workforce Partnership
- Business associations, like Chicagoland Chamber of Commerce and Six Corners Association
- Real estate developers, like Hubbard Street Group

In order to have continued meaningful engagement with community organizations, Spin proposes to find a local partner for a Spin Streets initiative. The Spin Streets Program Initiative funds projects that rethink street design, with the core belief that lasting change must be collaborative to ensure our streets are safe, livable, and just. As an operator of e-scooters, Spin believes it needs to take a more hands-on role in the funding, testing, and implementation of critical infrastructure projects that make its business possible, working in close partnership with the government and the community. Spin is committed to collaborating on a signature tactical urbanism project in Chicago, which could include intersection transformations, communal space build-outs, and protected lane pop-ups. Our staff will engage with city staff and partner community organization(s) to collaboratively scope, fund and develop a tactical urbanism “quick build” project with mutually agreed upon goals. Please refer to the [Spin Streets](#) webpage for additional information on sample projects and links to videos.

iv.

Sections 6 and 7 of this application describe Spin’s plans to meet the city’s Outreach and Education requirements, as outlined in the terms and conditions document. You can find details of our plan to meet each of the requirements in the sections listed below:

- ✓ Public safety campaign utilizing the CTA Network (see Section 7i)
- ✓ Creation of safety-related social media assets for the city’s use; commitment to regularly post safety messages on Spin channels (see Section 7i)

- ✓ Commitment to partner with and distribute helmets through the Chicago Police Department in Vision Zero areas at least once per month (see Section 6ii and Section 7v)
- ✓ Commitment to partner with Chicago Police Department for National Night Out event to distribute helmets and offer free safety training rides (see Section 6ii and Section 7v)
- ✓ Commitment to partner with SAFE Ambassadors at least twice per month for events in the West and South sides that include helmet giveaways and free safety training rides (see Section 6ii and Section 7v)
- ✓ Creation of a city-approved in-app safety quiz that must be completed with at least 80% accuracy before a user can take their first ride (see Section 7ii)

v.

Free helmets will be available at every in-person event we participate in during the 2020 program. Spin will commit to distributing a minimum of 400 helmets throughout the Pilot Area, with a special focus on getting helmets to residents of Vision Zero priority neighborhoods. Spin will work closely with the Chicago Police Department and the SAFE Ambassadors to partner on scooter education events at least once per month. Spin can try to ensure a majority of the events are located in the West and South side of Chicago. We have already reached out to CPD Districts 11, 15, and 25 to kick off the relationship, with plans to engage with the seven other districts in the weeks to come.

During the 2019 pilot, Spin participated in two events with the SAFE Ambassador team, including a scooter safety and helmet fitting event on August 15 in Austin and the North Lawndale 5k on September 28. We will build on this effort during the 2020 program.

Riders can order helmets online at www.spin.app/helmet.

Spin also offers a 30% discount on foldable helmets through a partnership with Overade, explained in more detail below in Section vi.

vi.

Spin encourages our riders to wear helmets by always providing helmets for use during safety demonstrations and displaying in-app messages that urge helmet use. Riders in our outreach and educational materials are always shown wearing helmets, as are the people in our social media posts. Spin recognizes that owning a helmet is only half the battle; many people do not wear helmets because it is inconvenient to carry one around. To that end, Spin offers riders a 30% discount on foldable helmets through a partnership with Overade (see photo below).

Providing free helmets through in-person education and our website reduces the cost of securing a helmet. We also prominently feature helmet users in all safety videos and educational content.

vii.

Since the pandemic and resulting shutdowns began in earnest in mid-March, Spin has stepped up to the plate to act as an essential transportation provider. Our ability to deliver in this capacity for our city partners has been predicated on our flexibility and willingness to meet our customers where they are.

As previously stated, many if not most of the events during



Spin Safe event with Breakthrough FamilyPlex Staff Chicago, IL



Sample Foldable Helmet

the 2020 pilot program will need to be virtual due to COVID-19. However, our new Spin Safe Digital curriculum and campaign will support a robust outreach plan that can be adapted and utilized by a wide range of partner organizations, regardless of location. The partner outreach will be supplemented by a launch campaign that has OOH and social media components, as outlined above.

8. Operations

i.

Spin's Operations Plan aims not only to meet applicable requirements but to specifically complement transit, provide speedy response to parking and daily operations issues, and serve all Chicagoans by providing a sustainable and reliable mobility option. Our deployment and redistribution plan is targeted to: 1) ensure full availability by 5 AM; 2) continually replace low battery scooters during operating hours of 5 AM to 10 PM; 3) rebalance 20 Priority Areas to 2.5% of fleet a minimum of twice daily; and 4) redistribute clustered vehicles to productive zones where they can serve as a last-mile transportation option. Spin's entire W2 warehouse staff is trained and provided the tools to efficiently deploy and redistribute our fleet to achieve the greatest utilization possible within the distribution requirements. Rebalancing happens throughout the day across all zones and is prioritized by software tools that allow Spin's workforce to strategically target low battery, clustered, tipped-over, or dispersed vehicles. Operations Specialists are trained to identify improperly parked scooters while rebalancing and to take immediate corrective action.

During rebalancing operations, each scooter touched is given a 4-point safety check before being redeployed as rentable.

As we did in the 2019 Chicago Pilot, Spin will implement Preferred Parking Spots to help optimize fleet rebalancing. Preferred Parking Spots work by offering an incentive to riders, such as a credit toward a future ride, for ending their trip at a spot specifically designated to improve fleet distribution.

ii.

All Operations Specialists will be trained on driving etiquette as part of their onboarding. This includes required parking in designated loading zones or parking spaces for the expeditious loading and unloading of scooters only. Operations Specialists will be encouraged to minimize unnecessary mileage, which may include parking in a centralized area from which to pickup and deploy across several deployment spots at one time. Additionally, reparking and rebalancing will be done without the use of a cargo vehicle in denser areas as the operation allows.

Shift Leads will designate the most efficient routes for daily rebalancing of scooters before assigning routes to individual Operations Specialists. Operations Specialists are trained to check the Spin team mobile application and notifications from their Shift Leads during their routes, while not operating their vehicles, to locate any new rebalancing needs along their route in real-time. This process helps ensure vehicle miles are reduced.

In addition to regular reminders to not double park, not park in bike lanes and crosswalks, Operations Specialists will be specifically trained on Chicago specific guidelines. These include not parking in CTA or Pace bus stops, permanent or flexible rush-hour bus lanes, or within 20 feet of any corner to ensure line-of-sight and turning radii are maintained for all street and sidewalk users. Spin will log complaints filed against its employees and contractors and will re-educate the party involved after each complaint received. Spin's exclusive W2 staff are invested in the well-being and convenience of the local community. In the event that there is ongoing issues with a specific party after re-education has failed, we will take disciplinary action.

iii.

To help reduce vehicle miles traveled, Spin's Operations Plan includes five distinct operating regions. Shift Leads will assign Operations Specialists directly to these five regions where they will focus their rebalancing and response activities. All requests for rebalancing, reparking, or maintenance will go directly to the team members assigned to and located in that region, thereby increasing response time and reducing travel miles. Operations Specialists will use a fleet of Ford Transit Vans, capable of moving up to 100 scooters at a time, along pre-determined, optimized routes within their assigned regions. Vehicles will be charged either at Spin warehouse or a verified, trained charging partner for safe and reliable charging. This means that Spin can properly account for its energy source mix, unlike operators who rely on gig workers charging at home.

When a vehicle is decommissioned, we reuse approximately 70% of its components to repair other vehicles and extend component lifetimes. Spin is working to increase this percentage as a part of its operations and hardware development in order to maximize reusability and diversion of components to landfills. Ford and Spin are actively exploring sustainable replacements for existing parts to reduce manufacturing and end-of-life footprints. Spin can set up communications with local waste management companies in Chicago to ensure that any Spin vehicles or components that enter the public waste system can be identified and intercepted by operations staff. Spin has robust protocols in place for remaining components that cannot be reused, including specialized processing for batteries. We can provide waste management partners with clear traceability, guidance, and photos to recognize Spin batteries and components. We can also establish direct



lines of communication to our operations staff so that such materials can be picked up as soon as possible, and either reused (when possible) or disposed of responsibly.

iv.

Spin will use a real-time fleet tracking system, to ensure we are compliant with the distribution guidelines and requirements, and to ensure we are not over-crowding certain areas. Additionally, Spin will:

- Use Operational Specialists to continually rebalance the fleet throughout the day;
- Dedicate staff to special events to manage overcrowding of scooters;
- Not deploy scooters in excessive volumes on the same block; and
- Use Preferred Parking Spots to gamify the system to self-rebalance.

Rebalancing efforts will happen continuously throughout the day in both high and low-demand areas. In areas where Spin expects high demand, we will proactively deploy Operations Specialists early in the day to avoid overcrowding before it happens. For example, Spin found in 2019 that scooters tend to crowd neighborhood transit stations early during the morning rush for inbound trips to the Loop. Operations Specialists will target these stations for early rebalancing back into the neighborhoods, which both prevents overcrowding in high-volume transit hubs and rebalances supply for increased availability to residents. Spin's technology allows Operations Leads to keep a constant eye on deployed scooters and inform field Operations Specialists to get ahead of overcrowding.

v.

Spin will employ the following operational measures to ensure all 210 square miles of the Chicago pilot area receive high quality, rapid response, and low impact micromobility.

- Centralized warehouse for in-house repairs and operations control, reducing vehicle mileage and ensuring a quick response time to all areas of the city
- Fleet of Transit Vans assigned to specific Operational Specialists in specific operating regions to reduce unnecessary travel from central operations
- Five operating regions (far south, south, south west, north west, and north) to which 2-5 Operations Specialists will be assigned at any given time during operating hours for continual rebalancing, and immediate response to improper parking, rebalancing, or other requests
- Small network of charger partners each with the capability for more scooters dispersed throughout the pilot area, assigned to specific geographic locations, to collect low battery scooters and return fully charged scooters to the same locations, reducing reliance on centrally-based charging
- Spin's deployment plan assessed transportation resources like existing transit stops and bike routes, in order to propose 5 operational regions, featuring 20 Priority Areas provided by the City and about 68 different neighborhoods in Chicago.

vi.

Complaints are collected and logged by the order in which they are received to Spin's customer service database. They are separated into the following categories:

- Date of Incident Report
- Date of Incident
- Region
- Crash
- Injury Reported
- Alleged Cause - Primary
- Alleged Cause - Secondary
- Incident Report Wording (Nature of Incident)

Once complaints are received, Spin's 24/7 multilingual customer service team will work on resolving these complaints within a 2-hour window.

At the request of the city, Spin can share, on a monthly basis, a summary report with fields like customer service inquiries, ticket topic, quantity received, number resolved, average time to resolution etc.

vii.

Spin treats maintenance of its vehicles and infrastructure with the utmost importance and strives to ensure that 95% or more of deployed vehicles are in good working order. Spin's vehicles are inspected daily before being deployed, and for every 100 trips a vehicle takes, Spin sets that vehicle apart to undergo a more comprehensive maintenance inspection. All operations staff are trained on how to perform safety checks before deploying vehicles, and users have an option to report vehicles as broken in their app. When a vehicle is marked as broken, it automatically becomes unrentable and our mechanics promptly travel to pick it up and bring it back to the warehouse. Repaired scooters are only redeployed after passing the inspection checklist that includes:

- The drivetrain is smooth and properly lubricated
- The tires are properly inflated and free of defects
- Steering is straight and true; brakes are fully functional
- Both front and rear lights are fully functional during use
- Branding and on-scooter education are in good condition and replaced as needed
- All on-device electronic equipment is properly functioning such as RFID readers, GPS, locking mechanisms, alarms, etc.
- Electronic propulsion device batteries and motors are in working.

Please see [Appendix 16](#) for a complete outline of Spin's COVID-19 response plan.

Customers can notify Spin via many methods (app, phone, email, web, social media), and corresponding concerns are addressed by assigned tickets flowing from Customer Support to Operations. Each incoming ticket is assigned to a member of the operations team, allowing Spin to quickly resolve issues within the required response time. If the report indicates the bike or scooter is in need of maintenance, Spin's customer support team remotely disables the vehicle, preventing anyone else from being able to ride it until it has been picked up and repaired

viii.

Spin relies on the onboard Internet of Things (IoT) device that sends location pings to our internal system every five seconds. Should a Spin scooter travel outside the pilot, geofenced area or in a body of water, the W2 local operations team will dispatch an operations specialist to retrieve the scooter back to the service area. Within 24 hours of finding or being notified that a scooter is in a body of water, a Spin operations specialist will use a grappling device to fish the scooter out of the water. In the event that it is unsafe to do so, Spin will partner with local diving associations to collect vehicles like we have done in the past with other cities.

ix.

First, Spin plans to hire an operations team made up of W2 employees and will ensure our hiring practices are in compliance with any applicable laws by vetting our policies with outside counsel, including our compliance with equal opportunity, local hiring, and fair wage laws.

Spin will strongly encourage its charger partners to hire local residents who are from underrepresented minority groups, are disabled, or are returning citizens. Moreover, Spin will can meet the City's desire to hire 75% of staff from Chicago and 30% of staff from job training placement programs.

Third, Spin also ensures fair wages that meet the City's minimum wage standards as part of our hiring plan. For Operations and Maintenance Specialist positions, Spin offers a minimum of \$15/hr and Spin offers operations leads and managers salaried compensation. Spin also provides genuine opportunities for advancement in both positions: Some of our Spin's senior operations employees (Operations Manager, Launch Manager) started their careers with Spin on the internal operations team.

From a partnerships' perspective, Spin will continue to build on the relationships it established with Breakthrough Ministries and the Center for Changing Lives during the 2019 pilot. Furthermore, and as mentioned in Section 4, we are already in discussions with the Chicago Cook Workforce Partnership about generating a diverse pipeline of candidates for our operational roles. At minimum, we will provide information about open positions and host virtual job fairs with these organizations, as well as the other workforce development partners in Priority Areas (see [Appendix O4](#)).

x.

As demonstrated throughout the proposal, Spin views micromobility as an important link connecting residents to transit options and from transit options to other destinations. Toward that end, transit nodes -- especially where bus stops, the El, and Metra are located -- will be important deployment, rebalancing, and de-crowding locations. If selected to participate in the 2020 program, Spin will regularly consult with the Chicago Transit Authority on our deployment plans and to seek deeper cooperation between the CTA and Spin. Spin will designate "Preferred Parking Spots" within a block of multimodal transit hubs throughout the city to encourage riders to use scooters as a first/last mile transportation option. In addition to consulting the CTA on our deployment plans, Spin will assist however possible when challenges like transit outages are planned or happen unexpectedly. As an example, Spin partnered with the Portland Bureau of Transportation and TriMet to address a temporary transit outage in 2019. In addition to waiving the unlock fee system-wide, Spin deployed an additional fleet adjacent to stations impacted by the outage, and provided \$5 promo codes to TriMet riders that were impacted.

We believe public transit is the backbone of Chicago's regional transportation network and as riders return to transit, we plan to supplement and complement the full range of transit services with the joint goal of reducing single occupant vehicle travel.

9. Technology and Innovation

i.

Spin scooters issue an audible alert when taken into geofenced no-ride zones and slow zones. Spin is working with Ford to develop visual alerts for future vehicles.

ii.

Spin will share system data through API such as:

- Spin offers vehicle data through both GBFS and MDS provider status changes endpoint;
- Spin offers data through our MDS trips endpoint. Our MDS endpoints RESTful but indeed use JWT for authentication, and will retain data for up to a year. Spin supports MDS 0.3.0, 0.3.2 and 0.4.0 for the status_changes and trips endpoint. With 0.4.0 we also support the new events endpoint;
- GBFS is a RESTful endpoint, requiring no authentication.
- APIs should provide only HTTPS with Secure Sockets Layer endpoints. We only expose our APIs via HTTPS;
- Data is real-time for GBFS. Data in MDS is at maximum 2-5 seconds old.

Spin will also complete monthly reports formatted to meet all city needs through a system approved by the City of Chicago. Spin will share data with the City and all appropriate departments in the MDS format via a dashboard that includes monthly reports on usage, rebalancing, maintenance, customer service, and other metrics that would be helpful to the city and do not jeopardize the privacy of individual riders. Spin commits to assisting the City in distributing an online survey to users, in an effort to help meet pilot objectives and goals.

Spin is willing work with the City's preferred data aggregation platform (whether internal or a contracted partner), or can provide a dashboard to the City at no cost. Spin's data dashboard is provided by Populus, a transportation software company that helps public transportation authorities efficiently and securely harness data from shared mobility operators (i.e. shared scooters, bikes, cars) to plan for the future of mobility. The company's dashboard (Mobility Manager) ingests real-time and/or static mobility operator data to help cities more efficiently receive, harmonize, and analyze data from mobility companies to address recurring operational, policy, and planning needs.

We are also deeply committed to safeguarding user privacy in our collection, use, and sharing of mobility data: we gather as little data as possible from our users, never sell data, only share data where there is a clear business need and then only after appropriate protections are in place, follow industry-standard practices in data management on our systems, and are continuously working to transform our digital infrastructure to build privacy into its architecture.

Additionally, as featured by Apple during their WWDC Keynote, Spin offers a new innovative feature for iPhone users that will reduce friction and therefore improve access to our service, especially for first-time users. Riders will simply tap the scooter, and in seconds they will start their ride and be on their way.

This feature will be available in October with the release of iOS 14. We are open to offering this service in Chicago, if the City is interested in piloting.

iii.

Please refer to the previous response for Spin's approach and plan to data-sharing and format. We plan to utilize the same platform from the previous program to ensure the City has no issues accessing data collected. Additionally, Spin can assist the City in distributing an online survey to customers upon request.

10. Experience and Qualifications

i.

Experience

Spin currently has 596 full-time employees and 50 part-time employees across the United States and Europe. Having provided high-quality micromobility programs across the United States in nearly 70+ cities and universities, Spin has the experience and resources to provide a seamless dockless mobility program to the Chicago community. Spin was known for launching the first stationless bike share program in Seattle, and has since expanded to become the exclusive scooter partner in mid-sized cities like Coral Gables, Florida and Lexington, Kentucky, as well as one of a few permitted scooter operators in large cities like Los Angeles, San Francisco, Detroit, and Washington, D.C. We work closely with cities and neighborhoods to understand specific transportation needs, and hire directly locally

from the community. Spin has also led the implementation of charging stations for micromobility devices, with pilot stations in Tampa, Orlando, Sacramento and the first charging station in the public right-of way in Phoenix. "Spin Hubs" are improving the experience for everyone in the communities we serve by reducing sidewalk clutter, increasing the sustainability of our service. Once deployed, Spin Hubs are highly utilized. In just the first two months of Spin's deployment at the University of Central Florida (UCF), nearly 20% (27,086 trips) of all rides began — and about 23% (34,915 trips) ended — at Spin Hubs or other designated micromobility parking spots.

The three cities below are Spin's most relevant cities to the City of Chicago.

1. City of Los Angeles, CA

- A. 1,200 scooters
- B. 11,415 trips
- C. 20 months

2. City of Detroit, MI

- A. 400 scooters
- B. 19,021 trips
- C. 19 months

3. City of San Francisco, CA

- A. 500 scooters
- B. ~50,000 trips
- C. One year

ii.

Yes, the applicant has sufficient financial capacity to meet the requirements stated in the preceding paragraph.

Please click [here](#) to review Spin's parent company Ford Motors' annual financial report.



Spin Attended The North Lawndale 5k To Partner With The Cdot Vision Zero Team. Spin Gave Out More Than 100 Helmets With The Help Of Safe Ambassadors. Chicago, IL



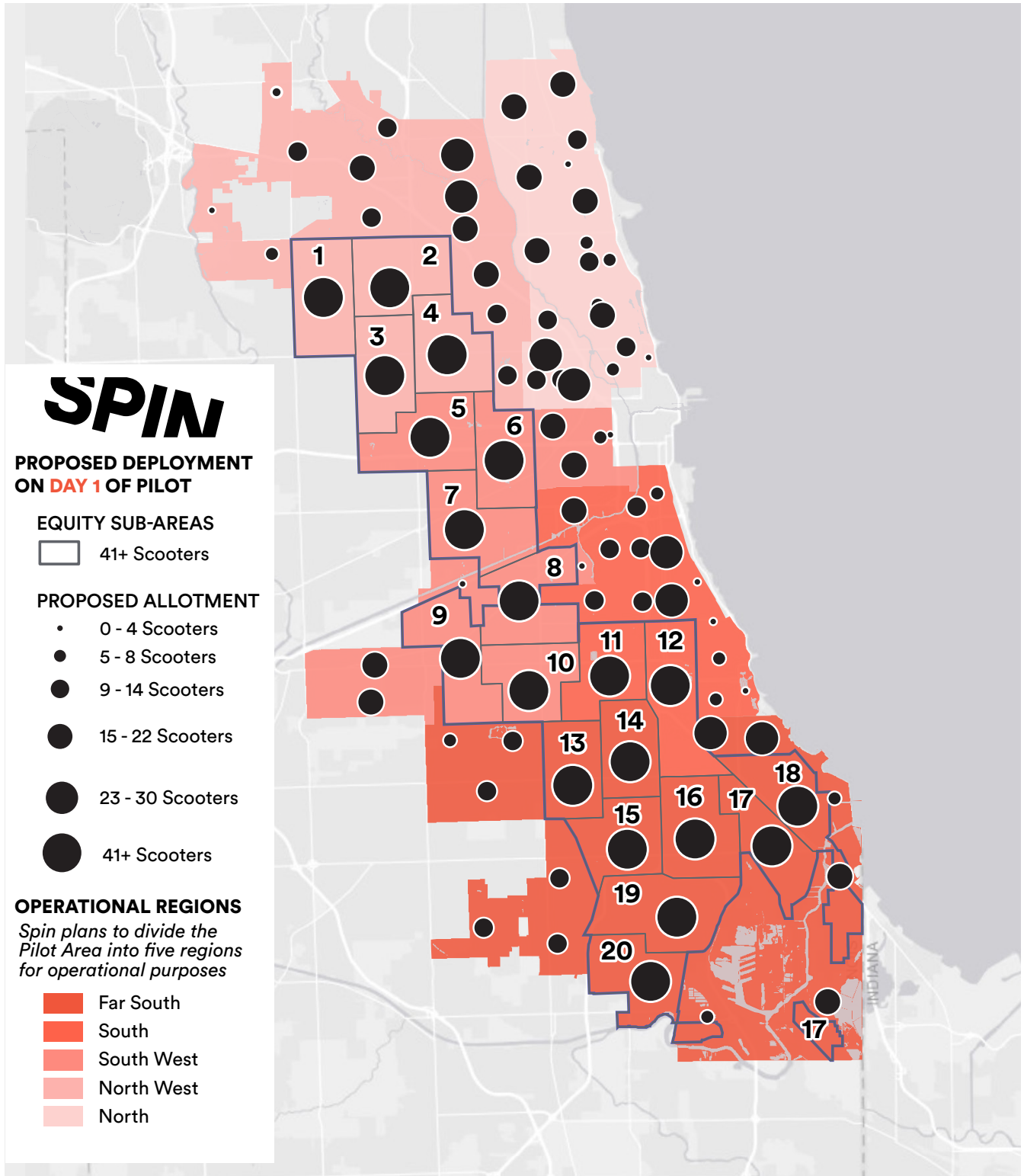
APPENDIX

- 01 [Deployment Maps](#)
- 02 [Adaptive Scooter Specification](#)
- 03 [First Phase Scooter Sharing Pilot -
Community Partners and Events](#)
- 04 [Priority Area Engagement Chart](#)
- 05 [Sample Monthly Newsletter](#)
- 06 [Spin Access Outreach Materials In English And Spanish](#)
- 07 [Safety Materials In English And Spanish](#)
- 08 [Sample Social Media Campaigns On Safety](#)
- 09 [Sample Bus Shelter Ads On Safety \(Cleveland\)](#)
- 10 [Sample Spin Access Newspaper Ad In Chicago](#)
- 11 [Letters Of Support](#)
- 12 [Insurance Certification](#)
- 13 [The Max Scooter Manufacturer Documentation](#)
- 14 [CBRE Brokerage Letter](#)
- 15 [Certificate of Good Standing](#)
- 16 [Spin's COVID Plan](#)

01 Deployment Map Day 1

CHICAGO DEPLOYMENT MAP

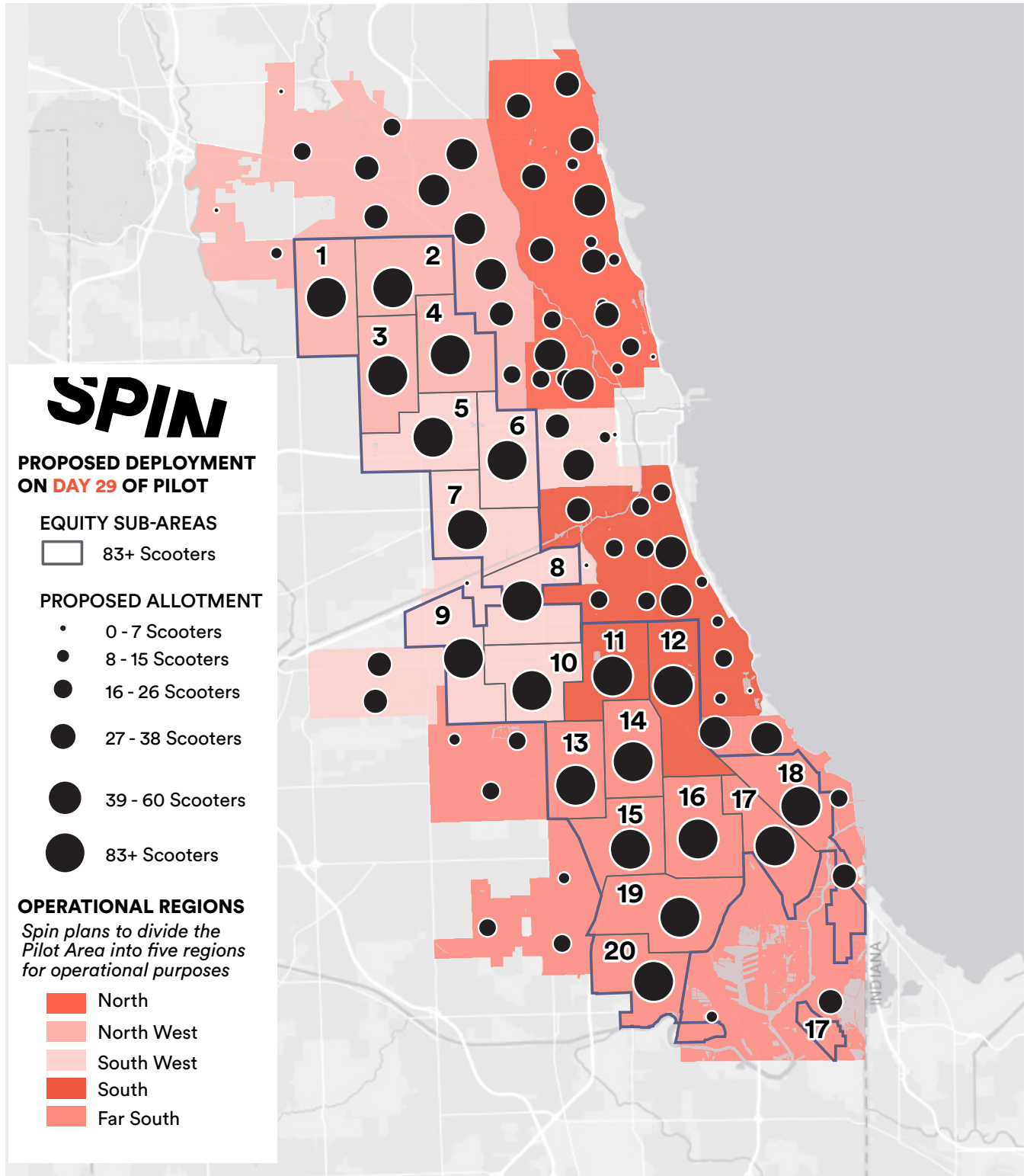
PROPOSED DEPLOYMENT ON **DAY 1** OF 2020 SCOOTER PILOT



01 Deployment Map Day 29

CHICAGO DEPLOYMENT MAP

PROPOSED DEPLOYMENT ON **DAY 29** OF 2020 SCOOTER PILOT

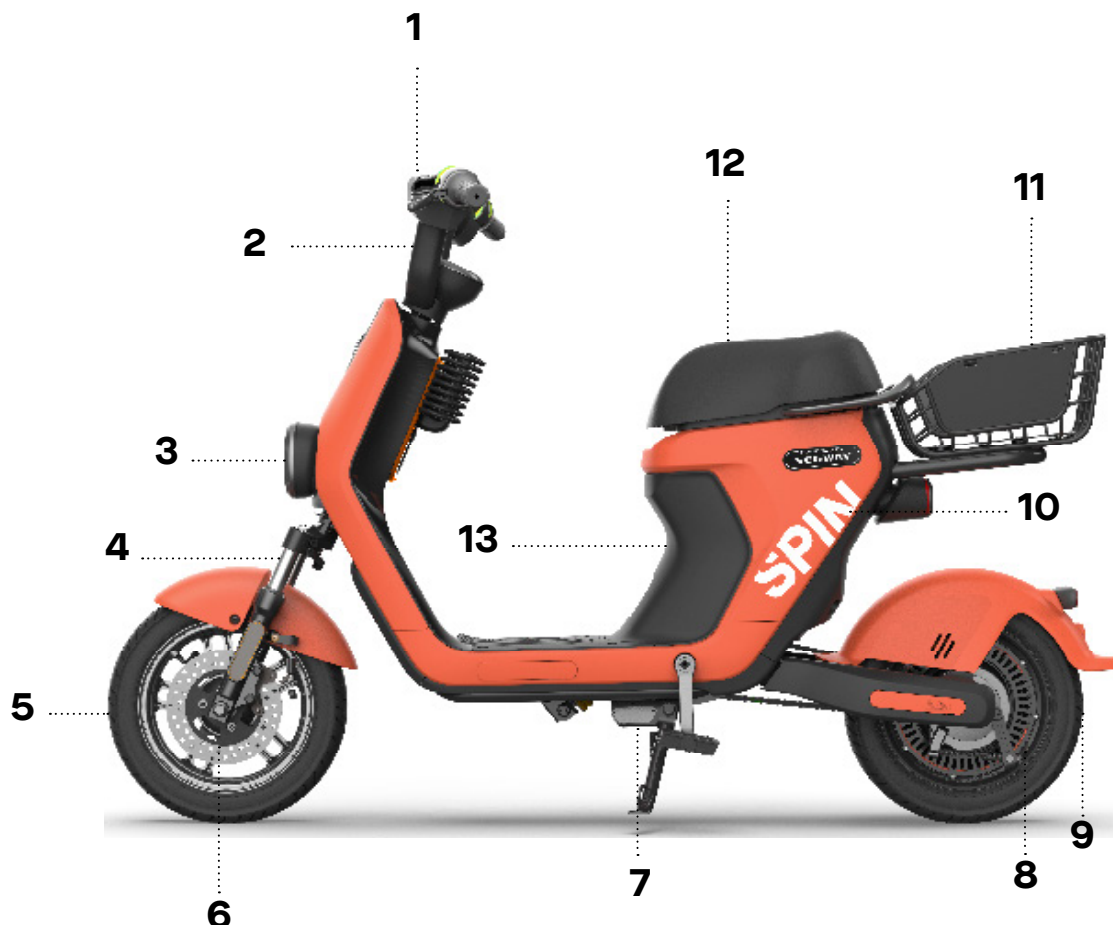


02 Adaptive Scooter Specification

Introducing: Lynx - Seated Scooter

The Lynx, Spin's first-ever class II seated scooter, is not currently deployed in any of our launched markets but is set to make its debut in select cities this year. The seated scooter is designed to fill the need for longer trips (3 to 10 miles) where comfort is essential, or when riders need to safely carry something like a bag of groceries. The Lynx is manufactured by Segway-Ninebot and provides the comfort of a seat for those longer trips while also lowering the rider's center of gravity, adding to the feeling of safety and security for riders. The dual suspension and 14-inch anti-skid pneumatic tubeless tires provide shock absorption over rough pavement. The rear is equipped with a high capacity cargo basket, and detachable pedals to meet city rules and regulations.

- | | |
|--|---|
| 1. Atmospheric LED Status Lights | 8. 400W Brushless DC Hub Motor |
| 2. Speedometer and Battery Capacity Display | 9. Rear Drum Brake |
| 3. High Visibility 1100 lumens Headlight | 10. UL2271 Certified Extended Range Swappable Battery |
| 4. Front Suspension | 11. High Capacity Cargo Basket |
| 5. 14" Anti-Skid Tubeless Pneumatic Wheels | 12. Driver Occupant Detection Sensor |
| 6. Electronic Braking System with Hydraulic Front Disc Brake | 13. Seat Suspension |
| 7. Kickstand Protection Sensor | |



03 First Phase Scooter Sharing Pilot - Community Partners and Events

Chicago 2019 Community Engagement							
Organization Engaged	Safety	Equity	Workforce	Engagement (in-person/ phone/email)	Event Partner?	Event Type	
Active Transportation Alliance	X			X			
Austin Coming Together		X	X	X			
Belmont-Central Chamber of Commerce		X		X			
Breakthrough Ministries	X	X		X	X	Staff Safety Training	
CDOT Bicycle Ambassadors	X	X		X	X (2 Total)	North Lawndale 5k & Safety Events	
Center for Changing Lives	X	X	X	X	X	Summer Celebration	
Center for Neighborhood Technology	X	X		X			
Equiticity		X	X	X			
Garfield Park Community Council	X	X		X	X (4 Total)	Light in the Night events	
The Hatchery		X		X	X	Spin Community Event	
Hubbard Street Group	X			X			
The Illinois Institute of Technology	X			X	X	Safety Course Design Workshop	
LUCHA		X		X			
Metropolitan Planning Council		X		X			
New Covenant CDC		X	X	X			

03 First Phase Scooter Sharing Pilot - Community Partners and Events

Organization Engaged	Safety	Equity	Workforce	Engagement (in-person/ phone/email)	Event Partner?	Event Type
North Lawndale Employment Network		X	X	X	X	Employment Network Community Resource Fair
Northwest Connection Chamber of Commerce	X	X		X		
Northwest Side Housing Center	X	X		X		
Regional Transit Authority	X			X		
Westside Justice Center	X	X	X	X	X	Project Homecoming
West Town Bikes	X	X	X	X		
Working Bikes		X		X	X	20th Anniversary Event Sponsorship
Tilton Park Advisory Council	X	X			X	Tilton Park Bike-a-Thon
The University of Illinois at Chicago	X	X			X	Spin Panel at the Hatchery

O4 Priority Area Engagement Chart

Chicago Priority Area Engagement					
Neighborhood	Organization	Safety	Equity	Workforce	Other
Belmont-Cragin	Belmont-Central Chamber of Commerce				Marketing; Private Property Deployment
	Northwest Side Housing Center	X	X		Marketing; Private Property Deployment
	Northwest Connection Chamber of Commerce ¹	X			Marketing; Private Property Deployment
Hermosa	Austin American African Business Network Assoc.				Marketing; Private Property Deployment
	Austin Chamber of Commerce				Marketing; Private Property Deployment
	Austin Weekly News				Advertising
	Bethel New Life		X	X	
	Peace Corner Youth Center	X	X	X	
	Westside Health Authority	X			
Humboldt Park	Blocks Together		X	X	
	Breakthrough Ministries	X	X	X	
	Center for Changing Lives		X	X	
	Puerto Rican Cultural Center	X			Marketing

¹ Northwest Connection Chamber of Commerce serves multiple priority areas, including Hermosa, Cragin, Humboldt Park, and North Austin.

04 Priority Area Engagement Chart

	West Town Chicago Chamber of Commerce	X			Marketing; Private Property Deployment
West Garfield Park; East Garfield Park	Garfield Park Community Council	X			
	Garfield Park Advisory Council	X			
	Garfield Park Conservatory				Marketing
	The Hatchery ²	X			Marketing
	Westside Justice Center		X	X	
	YMCA Garfield Park		X		
North Lawndale	North Lawndale Employment Network			X	
South Lawndale	Little Village Chamber of Commerce	X			Marketing
	Little Village Environmental Justice Organization (LVEJO)	X	X		Transit Equity
Lower West Side	The Resurrection Project	X	X		
Armour Square	Changing Worlds		X	X	
Archer Heights	Archer Heights Civic Association	X	X		
Brighton Park	Brighton Park Neighborhood Association	X	X		
New City	Plant Chicago	X	X		

² The Hatchery serves multiple priority areas, including Garfield Park, West Humboldt Park, North Lawndale, and Austin.

04 Priority Area Engagement Chart

Fuller Park	Firman Community Association	X	X	X		
Oakland	Quad Communities Development Organization	X	X	X	X	Private Property Deployment
West Elsdon	The Southwest Collective	X	X	X	X	
Gage Park	Gage Park Latinx Council	X	X	X	X	
Chicago Lawn	New Communities Program	X	X	X	X	
West Englewood	Resident Association of Greater Englewood	X	X	X		
Englewood	Englewood Portal	X	X	X		
Washington Park	South East Chicago Commission	X	X	X		
Greater Grand Crossing	Greater Chatham Initiative	X	X	X		Private Property Deployment
Auburn Gresham	Greater Auburn-Gresham Development Corporation		X	X	X	Private Property Deployment
Burnside	Do For Self Community Development Corporation		X	X	X	
South Chicago	South Chicago Neighborhood Network	X	X	X		
Riverdale	Southsiders Organized for Unity and Liberation	X	X	X		

05 Sample Monthly Newsletter - San Francisco, CA



Ride for Free!

We're committed to making scooters accessible to all — that's why we are proud to offer Spin Access. This program provides *unlimited, free, 30-minute scooter rides* for users that are enrolled in a public benefits program like Muni Lifeline or CalFresh.

[SIGN UP](#)



Protect Your Head!



Level up!

Next week, 250 more brand-new Spin scooters will be on the SF streets! Get ready to take 'em for a spin to your favorite local restaurant, museum, park, or store. Use the map in the Spin app to check out places you can pick up and drop off your Spin scooter!

SPIN

Spin x Sunset Mercantile



Last month, Spin partnered with [Sunset Mercantile](#), a pop-up market connecting community, local commerce, and organizations at its Holiday Mercantile in Golden Gate Park. Spin sponsored the holiday fair and handed out free helmets, hand sanitizer, t-shirts, and promo codes! The event featured local merchants, artists, food artisans, and live entertainment.



A Better, Car-Free Market

By the end of this month, Market Street will be a better, car-free market. Beginning January 29th, private vehicle traffic will be restricted from Main Street to 10th Street. Traffic along the street will be reserved for scooters, bikes, and pedestrians.

The "[Better Market Street](#)" plan was approved by the Board of Supervisors and is moving forward toward prioritizing protected bike lanes in San Francisco.

[READ MORE](#)

The Monthly Ride

January 2020



Hey San Francisco!

Welcome to the Spintastic second-edition of The Monthly Ride. Can you believe it's 2020? Based on the sci-fi movies of the '80s and '90s, you'd think we'd all be cruising around the streets on floating hoverboards by now. Hmm...well, come to think of it, our distinctive two-wheelers actually aren't too far off from floating hoverboards! With our safe, smooth-riding e-scooters, we give you the *freedom to move*, just like in the movies. So strap on your favorite helmet, secure a firm grip on the handlebars, and get ready to ride into a new decade in the City by the Bay. The future looks orange!

P.S. Remember to never ride on the sidewalks, and always lock your scooter to a bike rack at the end of your ride!

06 Spin Access Outreach Materials - English & Spanish



Spin scooters are available to all!

Our scooters can be used by everyone, even if you have limited income, no smartphone, or no credit card.



Eligible residents receive a **50% discount** on scooter rental.

Learn more & apply: www.spin.app

If you have additional questions about the program or application, please contact us at 1 888.262.5189 or by email at spin-access@cityofchicago.org

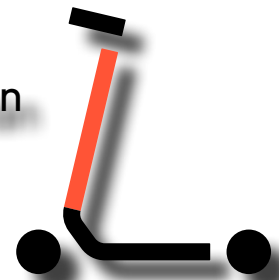
Learn more or apply online: www.spin.app/spin-access 1 888.262.5189



ACCESO A SPIN

¡Los scooters de Spin están disponibles para todos!

Cualquiera puede usar nuestros scooters, incluso quienes tienen ingresos limitados, no tienen un smartphone o tarjeta de crédito.



1

Si tiene acceso a una computadora y a Internet, visite www.spin.app/spin-access para ver sus opciones y solicitarlas.

2

Las opciones de Acceso a Spin varían según la ciudad y las necesidades particulares, pero pueden comprender:

- ▶ El acceso a viajes gratuitos y con descuentos
- ▶ Desbloquear los scooters por texto (sin smartphone ni tarjeta de crédito)

3

Cuando se apruebe su Acceso a Spin, recibirá un código especial para usar en la aplicación, o por SMS si no tiene un smartphone y tarjeta de crédito.

Use el código especial para desbloquear el scooter y viajar.

Obtenga más información y solicite el servicio en www.spin.app/spin-access
1 888.262.5189

SPIN

07 Spin Safety Materials - English & Spanish

SPIN

TIPS FOR YOUR FIRST RIDE



Wear a helmet

Check your email for special discounts after you sign up for the Spin app.

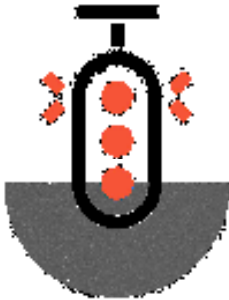
Start slow on a quiet street

Test out the throttle and brakes to get comfortable.

Always yield to pedestrians
Sidewalk riding may not be allowed in your city.

Ride with your weight back

Put both feet on the board, one in the center and one behind. If the scooter has a rear foot brake, keep a heel over it at all times.



Park respectfully

Make sure your scooter is upright and not blocking anyone's way. More parking instructions in the app.

[spin.app](#) | [support@spin.pm](#)



Follow the rules of the road

Use bike lanes when possible. Always travel in the direction of traffic, and stop at stop signs and lights.

Stay safe and alert

Don't listen to headphones while riding, and always keep both hands on the handlebars. Don't ever carry a passenger or ride under the influence.



SPIN

CONSEJOS PARA EL PRIMER VIAJE



Use casco

Revise su correo electrónico para conocer los descuentos especiales después de registrarse en la aplicación de Spin.

Siempre ceda el paso a los peatones

Es posible que en su ciudad no esté permitido andar sobre la acera.

Conduzca con el peso hacia atrás

Coloque los dos pies sobre la tabla, uno en el centro y el otro detrás. Si el scooter tiene freno de pedal trasero, lleve el talón encima en todo momento.



Estacione con respeto

Verifique que su scooter esté en posición vertical y que no bloquee el paso de nadie. En la aplicación, encontrará más instrucciones para estacionar.

[spin.app](#) | [support@spin.pm](#)

Empiece despacio en una calle tranquila

Pruebe el acelerador y los frenos para sentirse cómodo.



Siga las normas de la carretera

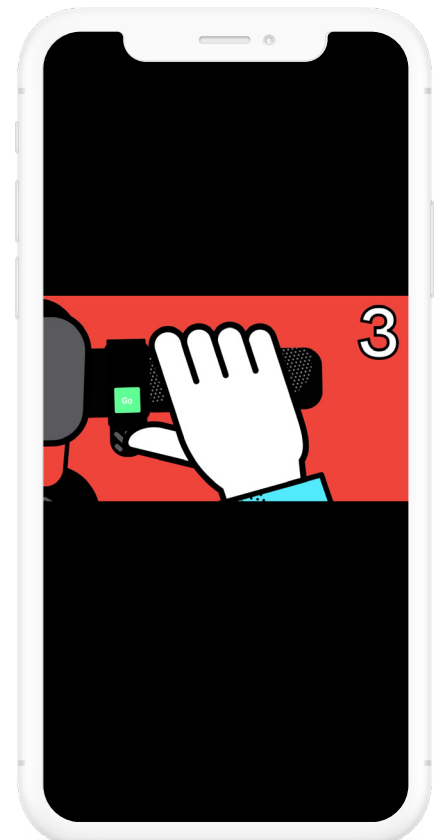
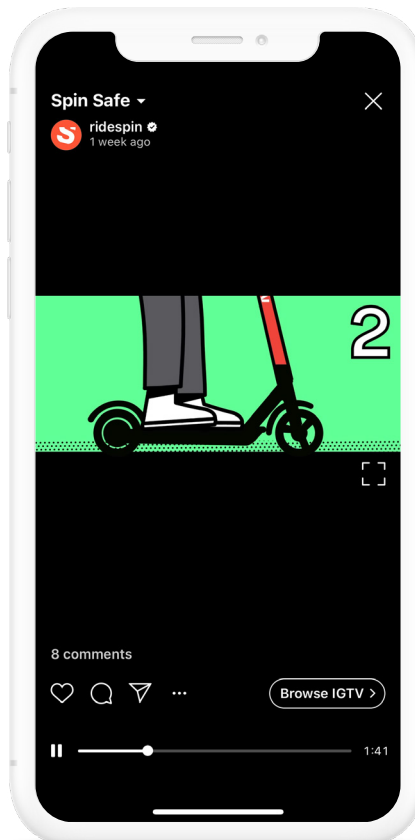
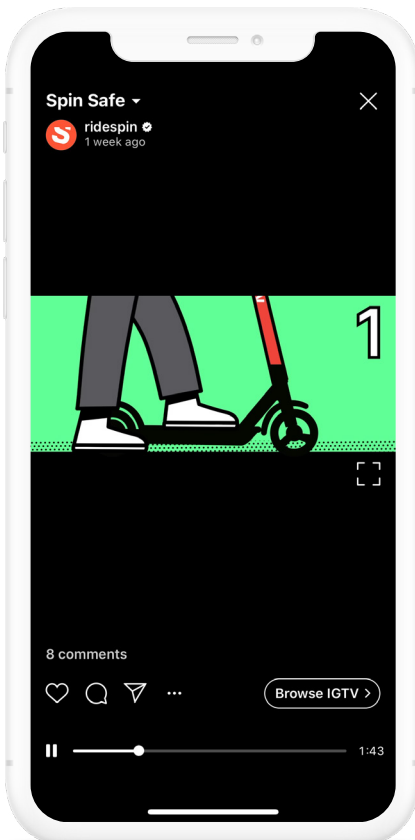
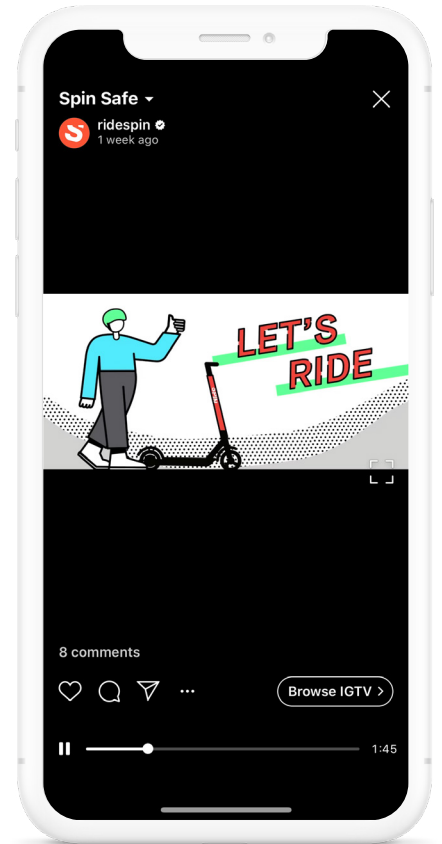
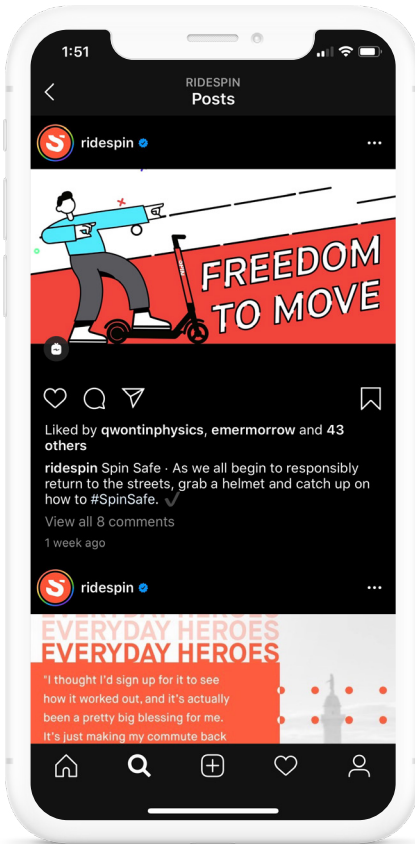
Use las sendas de bicicletas cuando sea posible. Viaje siempre en el sentido del tránsito y deténgase en las señales y luces de detención.

Viaje seguro y alerta

No lleve auriculares mientras conduce y siempre coloque ambas manos sobre los manillares. Nunca lleve a un pasajero ni conduzca bajo los efectos del alcohol.



08 Sample Social Media Campaigns on Safety - Instagram's Safety Video Graphics



09 Sample Bus Shelter Ads on Safety - Cleveland



10 Sample Spin Access Newspaper Ad in Chicago



Spin scooters are available to all!

Our scooters can be used by everyone, even if you have limited income, no smartphone, or no credit card.



Sign up online or at Breakthrough FamilyPlex!

www.spin.app/spin-access OR 3219 W Carroll Ave, Chicago, IL 60624

Interested in receiving 50% off your rides?

Provide proof of Medicaid, ICHIP, SNAP, TANF, WIC, HUD Housing Choice Voucher, LIHEAP, or other program. You will receive a special code you can enter into the Spin App.

Want to pay with cash or don't have a smartphone?

Buy \$10 in credit at the front desk at 3219 W Carroll Ave to receive a special code you can enter into the Spin App or text to unlock a scooter.

Learn more or apply online: www.spin.app/spin-access 1 888.262.5189



11 Letters of Support - Breakthrough



402 N. St. Louis Ave. Chicago, IL 60624 PHONE: (773) 722-1144 FAX: (773) 722-1434
www.breakthrough.org

Chicago Department of Business Affairs

25th, June 2020

Esau Orduno
Business Consultant Supervisor
121 N. LaSalle St.
Room #805
Chicago, IL 60602

Dear Selection Committee members,

Breakthrough Urban Ministries strongly supports Spin's Permit Application for the City of Chicago's 2020 E-Scooter Share Pilot Program. Spin's engagement during the 2019 pilot with our organization has proven that Spin is deeply committed to the safety of their riders and non-rider community members. We have no doubt that their proven track record of creating events for the communities they operate in will contribute towards building a safe, stable and engaged East Garfield Park.

Last summer, Spin partnered with Breakthrough to offer a location for residents to sign-up for Spin Access, Spin's low-income discount program, and pay for Spin rides with cash. Spin attended a Breakthrough staff event to teach staff members how to safely use scooters, as we were looking for options for our staff to travel between Breakthrough's various buildings. In addition, Spin installed a Spin Hub charging station at our FamilyPlex, so that scooters were charged and available for our staff, clients, and community.

Spin has proven to be a committed partner whose values represent Chicago. We are certain Spin will bring safe and equitable transportation options to the parts of our neighborhoods challenged by gaps in transit. Their team consists of individuals that are passionate about and dedicated towards making a positive social impact while providing an alternative to single occupancy vehicles. We believe Spin would be an ideal partner for the City of Chicago.

We look forward to continuing our partnership with Spin if they are selected as one of the shared mobility operators in Chicago for 2020. We are confident that Spin will continue to be a positive addition to the community and will strengthen our efforts to build a prosperous and empowered East Garfield Park.

Best,

Martin L. Coffey
Director, Community Safety



Ministry Center
402 N St Louis Ave. Chicago, IL 60624

Men's Services
402 N St Louis Ave. Chicago, IL 60624

Women's Services
3330 W. Carroll Ave., Chicago, IL 60624
ph: 773.722.0179 / fx: 773.722.0280

Youth & Family Services
3219 W. Carroll Ave., Chicago, IL 60624
ph: 773.722.0179 / fx: 773.722.0280

11 Letters of Support - Center for Changing Lives



Juliana Gonzalez-Crussi

June 19, 2020

Center for Changing Lives
1955 N. St. Louis Ave #101
Chicago, IL 60647

Chicago Department of Transportation

ATTN: Commissioner Biagi
30 N LaSalle Street, Suite 1100
Chicago, Illinois 60602

Dear Selection Committee members,

Investing in communities and developing meaningful partnerships are tenants of corporate responsibility. Spin/Ford Mobility embodies the meaning of being a great partner and has rooted itself in our community. Center for Changing Lives would like to express our support for Spin to receive a permit to operate through the City of Chicago's 2020 E-Scooter Share Pilot Program.

Last summer, Spin was able to attend our Summer Celebration as an exhibition partner and show dozens of community members and Center for Changing Lives members how to use scooters as an alternative transportation method safely, and how to sign up for the low-income program - invaluable information for us. Plus, it made the day fun. We've valued our partnership with Spin and look forward to continuing it. The impact of our program together aligns with the Chicago Streets Partnership's mission to reclaim Chicago's streets for people walking, rolling, biking, and using transit, and to build safe, healthy, and equitable communities.

Spin's engagement with other community groups beyond the Center for Changing Lives has also proven that Spin is deeply committed to the safety of their riders and non-rider community members. We have no doubt that their proven track record of creating events for the communities they operate in while partnering with a variety of organizations ranging from public health, to mobility, and equity focused groups, will extend to our Chicago communities as well.

Spin stands ready to continue helping us in our mission to build an economically powerful city. Through our interactions with Spin, we believe the company is committed to partnering with us on safety workshops, outreach to low-income and disadvantaged communities, and much more. We look forward to working more with Spin and building a shared mobility community in Chicago that is supportive, inclusive, environmentally-innovative, and safe for all - and we appreciate Spin engaging as a partner to support our work.

Best,

Juliana Gonzalez-Crussi

11 Letters of Support - Chicago Cook Workforce Program



CHICAGO COOKWORKFORCE PARTNERSHIP

A proud partner of the [AmericanJobCenter](#) network

www.chicookworks.org

69 WEST WASHINGTON | SUITE 2860 | CHICAGO, ILLINOIS 60602 | TEL 312 603-0200 | FAX 312 603-9939/9930

June 22, 2020

Chicago Department of Transportation
ATTN: Commissioner Biagi
30 N. LaSalle Street, Suite 1100
Chicago, IL 60602

Dear Selection Committee members:

The Chicago Cook Workforce Partnership supports Spin's Permit Application for the City of Chicago's 2020 E-Scooter Share Pilot Program. Through our initial discussions on how The Partnership can support Spin's hiring and workforce needs, they have shown a desire to collaborate with us on providing well-paying jobs to the communities we serve.

The Partnership is the designated workforce development administrative agency for the City of Chicago and all of Cook County. As such we manage federal Workforce Innovation and Opportunity Act funds and regional programs including services for job seekers ranging from individualized career planning to occupational training and job placement. Our work is performed through our universally accessible, information-driven network of American Job Centers, delegate agencies and training providers. One of the many services we provide to employers is candidate pre-screening.

We look forward to collaborating with Spin if they are selected as one of the shared mobility operators in Chicago. We are confident that Spin will contribute to our efforts to create a more equitable and economically prosperous community.

If you have any questions, please contact me at (312) 603-0228.

Sincerely,

Karin M. Norington-Reaves

Karin M. Norington-Reaves
Chief Executive Officer

11 Letters of Support - City of Detroit



MAYOR'S OFFICE

Coleman A. Young Municipal Center
2 Woodward Avenue, Suite 1126
Detroit, Michigan 48226

Phone 313•224•3400
Fax 313•224•4128
www.detroitmi.gov

June 19, 2020

Chicago Department of Transportation
ATTN: Commissioner Biagi
30 N LaSalle Street, Suite 1100
Chicago, Illinois 60602

Dear Selection Committee:

The City of Detroit highly recommends favorable consideration for Spin's Permit Application to the City of Chicago's 2020 e-scooter pilot program.

Spin has operated in Detroit's micromobility program since 2018 and has consistently complied with the requirements of the program. Furthermore, Spin has been a great partner in the Detroit community through their tactical community engagement, including educational after school programs at local Boys and Girls Clubs, and support in the form of free rides for local events hosted by members of the Detroit City Council.

Spin has proven itself to be a committed partner in supporting the city during COVID-19. For example, Spin was the only scooter share vendor to continue its service during the Shelter in Place Order. Furthermore, Spin launched the Everyday Heroes program in Detroit, which provides free rides and free helmets to Detroit healthcare workers. At the City's request, Spin has developed and launched a customized Monthly Scooter Rental program to provide scooters at a very low subsidized cost to eligible low-income and/or essential workers as part of a City mobility pilot. Spin's continued support for doctors, nurses, pharmacists, has been very helpful in addressing the challenges presented during the COVID environment, and the collaborative approach Spin has taken to supporting City initiatives has distinguished the company among similar service providers.

Spin's commitment to the Detroit community is demonstrated through their collaborative approach with city staff and community stakeholders.

Regards,

Sincerely,

Justin Snowden, J.D.
Smart Mobility Strategist
City of Detroit, Mayor's Office
Detroit, MI 48226

Michael E. Duggan, Mayor

11 Letters of Support - Guild Row



Chicago Department of Transportation
ATTN: Commissioner Biagi
30 N LaSalle Street, Suite 1100
Chicago, Illinois 60602

Dear Selection Committee:

On behalf of Guild Row, I am writing to express my support for **Spin** in their bid for a permit through Business Affairs and Consumer Protection (BACP) 2020 E-Scooter Pilot Program.

We are a neighborhood based social club and hands-on educational center located in Avondale. We have been building a community of nearly 200 members (and counting!) dedicated to connecting and building better bridges between people via the hands on making of things. Coincidentally, Commissioner Biagi and Ald. Rodriguez-Sanchez visited our corner of Avondale immediately prior to the pandemic and can attest to the need for multi-modal transportation options in the River-adjacent neighborhoods spanning from Addison in the north to the southern terminus of Lathrop Homes at Fullerton in the south.

To that end, we at Guild Row would like to specifically endorse Spin as a responsible vendor and community partner in our experience. Spin brings a sustainable, equitable transportation option to neighborhoods in transit deserts that are also ignored by other tech transportation companies. Their team consists of individuals that are passionate about and dedicated towards making a positive social impact while providing an alternative to single occupancy vehicles. We believe Spin would be a committed partner that effectively contributes and ultimately achieves the mobility access goals the City of Chicago seeks to meet.

Spin initiated talks with Guild Row last year with the intention to establish a genuine approach to community engagement, particularly in Avondale, one of Chicago's most diverse neighborhoods. Spin has also expressed interest to work with us to connect further regarding community feedback on the impact of scooter share and to facilitate opportunities for residents of our neighborhoods, including employment opportunities, art and cultural opportunities, and promotional opportunities for local merchants and small businesses.

Based on a multitude of conversations and opportunities to develop increased awareness on effective community engagement and education on scooter safety, Spin has expressed the care and understanding about the core values and mission of a company wanting to develop a genuine partnership with the Chicago community. Furthermore, we know that Spin is truly dedicated to being a source of support for the local community. Spin understands the importance of listening to the residents of Chicago and believes that collaboration is what generates innovation. Guild Row looks forward to working with Spin by working to build a community in Chicago that is more supportive, inclusive, environmentally innovative, and safer for all.

Sincerely,

Mike Healy
Co-Founder, Guild Row

11 Letters of Support - Hubbard Street Group



Kevin Brown

Hubbard Street Group
225 W. Hubbard St Suite 401
Chicago, IL 60654

Chicago Department of Transportation

22, June 2020

ATTN: Commissioner Biagi
30 N LaSalle Street, Suite 1100
Chicago, Illinois 60602

Dear Selection Committee Members,

Hubbard Street Group strongly supports Spin's permit application for the City of Chicago's 2020 E-Scooter Share Pilot Program based on our experience working with Spin at our apartment development, The Field's Lofts, throughout 2019. Spin demonstrated to be clearly invested in and committed to the communities it operates within by maintaining a strong focus of engagement with the neighborhood's residents via safety demonstrations and strategic fleet deployment.

Spin gave our residents at The Field's Lofts a fun, reliable, cost-effective, and environmentally friendly way of getting to everything Logan Square and the other Chicago neighborhoods have to offer. Residents are able to use the Spin scooters to connect to the CTA's Blue Line station and other forms of city transportation not far from the community. The mid-summer addition of the "Spin Hubs" provided a reliable place for the scooters to be set up every morning and gave residents a convenient place for riders to park the scooter when they arrive home. The Spin Hubs keep the scooters organized and charged up throughout the day so more residents are able to enjoy using them. We look forward to the continuation of the partnership with Spin as we plan to incorporate the scooters at our other communities around the city.

Spin's engagement with other community groups beyond Hubbard Street Group's, The Field's Lofts, has proven that Spin is deeply committed to the safety of their riders and non-rider community members. We have no doubt that their proven track record of creating events for the communities they are operating within while partnering with a variety of organizations ranging from public health, mobility, and equity-focused groups will extend to our other Chicago communities as well.

We look forward to continuing our partnership with Spin if they are selected as one of the shared-mobility operators in Chicago. We are confident that Spin will continue to be a positive addition to Chicago and will strengthen our efforts to promote safer and more accessible transit options for all.

Best,
Kevin Brown

11 Letters of Support - Kansas City



Office of the City Manager

414 East 12th Street, 29th Floor, City Hall
Kansas City, Missouri 64106

June 24, 2020

Chicago Department of Transportation
ATTN: Commissioner Biagi
30 N LaSalle Street, Suite 1100
Chicago, Illinois 60602

Dear Selection Committee:

This is a letter of support for Spin's application to the City of Chicago's Scooter Sharing Pilot Program. Spin has been in partnership with the City of Kansas City since May 3, 2019.

Spin has consistently complied with the requirements of our scooter-share program and has shown a willingness to operate with the best intentions for our community. Spin has proven itself to be a committed partner in supporting policies and initiatives around education and safety. For example, Spin hosted a Spin Safe scooter education session at the Crossroads District's First Fridays Art Walk in March 2020.

Spin has also supported the City's Open Streets KC program, which was launched in April in response to the COVID-19 pandemic to provide more open space for residents to enjoy while maintaining social distancing. The City received more applications for neighborhood open streets permits than they had the materials to support, so Spin (in partnership with the Better Block Foundation) stepped up to provide barriers, stencils, cones, and other physical materials needed to redirect non-local car traffic off neighborhood streets, and provided a how-to guide to show people how they can configure their streets to ride bikes, walk, scoot, and run safely.

We are confident that Spin will be a committed partner with the City and a positive addition to the Chicago community.

Regards,

Rick Usher
Assistant City Manager

11 Letters of Support - North Lawndale Employment Network

Reri Barrett

North Lawndale Employment Network
3936 W. Roosevelt Rd.
Chicago, IL 60624



Chicago Department of Transportation

ATTN: Commissioner Biagi
30 N LaSalle Street, Suite 1100
Chicago, Illinois 60602

25th, June 2020

Dear Selection Committee members,

The North Lawndale Employment Network supports Spin's Permit Application for the City of Chicago's 2020 E-Scooter Share Pilot Program. Through our workforce development partnership with Spin during the 2019 Scooter Pilot, they've demonstrated their clear investment in the communities it operates in by maintaining a strong focus on safety, equity, and community empowerment.

The North Lawndale Employment Network is a nonprofit that helps under and unemployed North Lawndale residents find and retain employment. Spin has been a valued partner in several areas. In addition to participating in our Employment Network Community Resource Fairs, they have provided employment for our clients and local community. They have been very willing to engage with us and help our clients.

Spin has lived up to its promise of providing a valuable financial opportunity in employing our hardest to employ-those with criminal backgrounds, restoring hope when it was lost and supporting them in their employment endeavors when many other businesses wouldn't.

Access to employment opportunities and equitable transportation for our community is crucial in helping us meet our mission. Scooters often fill the first mile/last mile transportation gap, with lower emissions and costs than many of the other options. This is extremely helpful for our clients as well as any low-income community member that cannot afford a personal vehicle or more costly ride share services.

We look forward to continuing our partnership with Spin if they are selected as one of the shared mobility operators in Chicago. We are confident that Spin will continue to be a positive addition to the North Lawndale community and will strengthen our efforts to create a more equitable and economically prosperous community.

Sincerely,

Reri Barrett
Business Solutions Manager

11 Letters of Support - Northwest Side Housing Center

Jeremy Cuebas
Youth Program Organizer
Northwest Side Housing Center
5233 W Diversey Ave
Chicago, IL 60639



Chicago Department of Transportation
ATTN: Commissioner Biagi
30 N LaSalle Street, Suite 1100
Chicago, Illinois 60602

25th, June 2020

Dear Selection Committee members,

The Northwest Side Housing Center would like to express our support for Spin to receive a permit to operate through the City of Chicago's 2020 E-Scooter Share Pilot Program. Investing in communities and developing meaningful partnerships are tenants of corporate responsibility. Spin embodies the meaning of being a great partner and has rooted itself in our community.

Spin gave members of our community a fun, reliable, cost-effective, and environmentally friendly way of getting to everything locally and throughout the Chicago region. Through coordinated strategic deployments our community was able to use the Spin scooters to fill transit gaps to get to forms of city transportation out of reach from the community. We look forward to the continuation of the partnership with Spin as we plan to incorporate the scooters in our community and around the city.

We have no doubt that their proven track record of creating events for the communities they operate in while partnering with a variety of organizations ranging from public health, to mobility, and equity focused groups, will extend to our organization's community as well. Spin stands ready to continue helping us in our mission to build a safe and empowered Belmont Cragin community.

We look forward to continuing our partnership with Spin if they are selected as one of the shared-mobility operators in Chicago. We are confident that Spin will continue to be a positive addition to Chicago and will strengthen our efforts to promote safer and more accessible transit options for all.

Best,
Jeremy Cuebas
Youth Organizer

11 Letters of Support - San Francisco Municipal Transportation Agency



London Breed, Mayor

Malcolm Heinicke, Chair
Gwyneth Borden, Vice Chair
Cheryl Brinkman, Director
Amanda Eaken, Director

Steve Heminger, Director
Cristina Rubke, Director
Art Torres, Director

Tom Maguire, Interim Director of Transportation

6.22.2020

Gia Biagi
Commissioner
Chicago Department of Transportation
30 N LaSalle Street, Suite 1100
Chicago, Illinois 60602

Dear Selection Committee:

This is a letter of confirmation that SPIN is participating in the second year of the SFMTA Powered Scooter Share Program. SPIN received a 12-month permit to operate beginning in October 2019.

SPIN has consistently complied with requirements from program terms and conditions as well as the commitments made in their permit application. Some key requirements include the following.

- Scooter models with lock-to design to be locked at bike racks
- Adaptive Scooter Pilot participation
- Community engagement and outreach
- Equity and low-income membership programs
- Shared complaint database tracking
- Monthly and quarterly reporting for service, outreach, and sustainability metrics
- MDS data-sharing
- Bi-weekly operator check-in meetings
- User education and accountability measures to promote and enforce good behavior

Successful adherence to these requirements resulted in regularly scheduled fleet size increases for SPIN.

SPIN is currently the only scootershare operator to continue service during the San Francisco Shelter In Place directive, which they supplemented with new programs to make scootershare more accessible and available to essential workers during the COVID-19 crisis.

Adrian Leung
Bike Parking and Bikeshare Program Manager
Powered Scooter Share Policy and Evaluation Lead

San Francisco Municipal Transportation Agency

1 South Van Ness Avenue, 7th Floor

San Francisco, CA 94103

SFMTA.com

311 Free language assistance / 免費語言協助 / Ayuda gratis con el idioma / Бесплатная помощь переводчиков / Trợ giúp Thông dịch Miễn phí / Assistance linguistique gratuite / 無料の言語支援 / Libreng tulong para sa wikang Filipino / 무료 언어 지원 / การช่วยเหลือทางด้านภาษาโดยไม่เสียค่าใช้จ่าย / خط المساعدة المجاني على الرقم

11 Letters of Support - Shift Transit



1640 W HUBBARD STREET, UNIT A, CHICAGO IL, 60622
WWW.SHIFTTRANSIT.NET
EMAIL: INFO@SHIFTTRANSIT.NET

Chicago Department of Transportation

ATTN: Commissioner Biagi
30 N LaSalle Street, Suite 1100
Chicago, IL 60602

June 24, 2020

Dear Commissioner Biagi,

On behalf of Spin, we write to offer our strong support for their permit application for the second e-scooter share pilot program in the City of Chicago. Through our previous partnerships with Spin in other jurisdictions, we have personally witnessed their professionalism, sincere commitment to the cities and communities they serve, and desire to provide best-in-class mobility solutions.

Shift Transit is a leading mobility operations company, with 125 employees in multiple business units across North America. We currently oversee more than 18,000 mobility assets on a daily basis, including what will shortly become the 2nd largest bikesharing program in North America, Toronto Bike Share. Most importantly, our company's operational ties to Chicago are deep. Our headquarters are located on the west side of the city at 1640 W Hubbard. Our CEO, Eddie Inlow, served as the founding General Manager of the world-class Divvy bike share program, working closely with senior CDOT officials to launch the program and establish it as a bonafide transit system for Chicago residents. In addition, Shift Transit managed car2go's point-to-point carsharing program in Chicago, managing 400 vehicles on a daily basis. Core responsibilities included vehicle rebalancing, refueling, cleaning, standard inspections, technical troubleshooting, and light mechanical work.

If selected as one of the vendors to participate in the second pilot, Spin will partner with Shift Transit to fulfill critical pieces of the operational requirements laid out in the program's Terms and Conditions. Shift Transit is no stranger to managing Spin's scooter fleets, having overseen the company's program in Lexington, Kentucky. Spin and Shift Transit worked closely together with the City of Lexington, introducing model scooter charging and deployment practices. This experience will allow us to leverage our institutional knowledge to support a successful Spin operation in Chicago. In addition, Shift Transit is committed to hiring at least 15-20 Chicago residents (W2 employees) to carry out our program responsibilities and will secure an additional facility in the city to provide a home-base for our team and overall operations.

In closing, we look forward to continuing our partnership with Spin if they are selected as one of the vendors for the second pilot program. The City of Chicago and its residents will be extremely well-served having their iconic scooters featured on city streets.

Best,

Edward Inlow
Chief Executive Officer

Josh Moskowitz
Chief Operating Officer

THE LEADING PROVIDER IN MOBILITY OPERATIONS AND MANAGEMENT

Overseeing 18,000 mobility assets on a daily basis

11 Letters of Support - West Side Justice Center



601 S. California Ave.
Chicago, IL 60612
Tel: 773.940.2213
Fax: 773.920.3302
westsidejustice.org

June 25, 2020

Chicago Department of Transportation
ATTN: Commissioner Biagi
30 N LaSalle Street, Suite 1100
Chicago, Illinois 60602

Dear Selection Committee members,

The Westside Justice Center strongly supports Spin's Permit Application for the City of Chicago's 2020 E-Scooter Share Pilot Program. Through our work with Spin during their 2019 pilot period, they have demonstrated to be clearly invested in and committed to the communities they operate in by maintaining a strong focus on safety, equity, and community engagement.

During the 2019 E-Scooter Share, Spin met with the Westside Justice Center to receive input on how they may best serve the WJC's clients and community. To that end, Spin supported the center's *Project Homecoming* initiative, by showing participants who attended the event how to access and ride their scooters. Spin was able to sign up people for their Spin Access low-income program, and provided information on Spin's hiring needs.

Spin has proven to be a committed partner whose values represent Chicago. Spin brings sustainable and equitable transportation options to neighborhoods in transit deserts that are ignored by other tech companies. Their team consists of individuals that are passionate about and dedicated towards making a positive social impact while providing an alternative to single occupancy vehicles. We believe Spin would be an ideal partner for the City of Chicago.

We look forward to continuing our partnership with Spin if they are selected as one of the shared mobility operators in Chicago. We are confident that Spin will continue to be a positive addition to the community and will strengthen our efforts to promote equitable transit, as well as safer and better streets for all.

All the best,

Tanya D. Woods

Tanya D. Woods, Esq.
Executive Director

12 Insurance Certification

Pursuant to Section II (Eligibility), subpart 3 (Insurance) enclosed please find Spin's certification of insurance evidencing the minimum general liability coverage and Chicago's status as an "additional insured." Spin also acknowledges the obligation to indemnify the City of Chicago for injuries, losses and property damage arising out of or caused by scooter operations.



CERTIFICATE OF LIABILITY INSURANCE

Page 1 of 1

DATE (MM/DD/YYYY)
03/09/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.	
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).	
PRODUCER Willis Towers Watson Insurance Services West, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA	CONTACT NAME: Willis Towers Watson Certificate Center PHONE (A/C, No, Ext): 1-877-945-7378 FAX (A/C, No): 1-888-467-2378 E-MAIL ADDRESS: certificates@willis.com
INSURED Skinny Labs Inc. DBA Spin 450 Mission Street, Suite 400 San Francisco, CA 94105	INSURER(S) AFFORDING COVERAGE INSURER A: Lloyd's INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:

COVERAGES		CERTIFICATE NUMBER: W15697327		REVISION NUMBER:		
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR		B080120117020	03/08/2020	03/08/2021	EACH OCCURRENCE \$ 5,000,000
						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50,000
						MED EXP (Any one person) \$ 10,000
						PERSONAL & ADV INJURY \$ 5,000,000
						GENERAL AGGREGATE \$ 5,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:					PRODUCTS - COMP/OP AGG \$ 5,000,000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY					COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	N/A			PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

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

Re: City of Chicago The City of Chicago, Illinois is named as additional insureds for activities under contract. This insurance is primary and non-contributory over any existing insurance and limited to liability arising out of the operations of the named insured subject to policy terms and conditions. City of Chicago is named as additional insured as it relates to General Liability in accordance with the terms and conditions of the policies. The above coverage is primary and noncontributory where required by written contract. Waiver of Subrogation is granted as it relates to the General Liability

CERTIFICATE HOLDER	CANCELLATION
City of Chicago ATTN: Business Affairs and Consumer Protection 121 North LaSalle Street, Room 800 Chicago, IL 60602	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE

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ACORD 25 (2016/03)

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SR ID: 19359847

BATCH: 1608153

12 Insurance Certification

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Policy Number: B080120117U20

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Endorsement No. 12

BLANKET ADDITIONAL INSURED WITH PRIMARY AND NON-CONTRIBUTORY WORDING

This endorsement modifies insurance under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SECTION II - WHO IS AN INSURED is amended to include as an Insured any person or organization described in paragraphs A. through K. below whom a Named Insured is required to add as an additional insured on this Coverage Part under a written contract or written agreement, provided such contract or agreement:

- (1) is currently in effect or becomes effective during the term of this Coverage Part; and
- (2) was executed prior to:

- (a) the "bodily injury" or "property damage"; or
- (b) the offense that caused the "personal and advertising injury",

for which such additional insured seeks coverage.

However, subject always to the terms and conditions of this policy, including the limits of insurance, the Insurer will not provide such additional insured with:

- (1) a higher limit of insurance than required by such contract or agreement; or
- (2) coverage broader than required by such contract or agreement, and in no event broader than that described by the applicable paragraph A. through K. below.

Any coverage granted by this endorsement shall apply only to the extent permissible by law.

A. Controlling Interest

Any person or organization with a controlling interest in a Named Insured, but only with respect to such person or organization's liability for "bodily injury", "property damage" or "personal and advertising injury" arising out of:

1. such person or organization's financial control of a Named Insured; or
2. premises such person or organization owns, maintains or controls while a Named Insured leases or occupies such premises;

provided that the coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

B. Co-owner of Insured Premises

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A co-owner of a premises co-owned by a Named Insured and covered under this insurance but only with respect to such co-owner's liability for "bodily injury", "property damage" or "personal and advertising injury" as co-owner of such premises.

C. Grantor of Franchise

Any person or organization that has granted a franchise to a Named Insured, but only with respect to such person or organization's liability for "bodily injury", "property damage" or "personal and advertising injury" as grantor of a franchise to the Named Insured.

D. Lessor of Equipment

Any person or organization from whom a Named Insured leases equipment, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by the Named Insured's maintenance, operation or use of such equipment, provided that the "occurrence" giving rise to such "bodily injury", "property damage" or the offense giving rise to such "personal and advertising injury" takes place prior to the termination of such lease.

E. Lessor of Land

Any person or organization from whom a Named Insured leases land but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" arising out of the ownership, maintenance or use of such land, provided that the "occurrence" giving rise to such "bodily injury", "property damage" or the offense giving rise to such "personal and advertising injury" takes place prior to the termination of such lease. The coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

F. Lessor of Premises

An owner or lessor of premises leased to the Named Insured, or such owner or lessor's real estate manager, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" arising out of the ownership, maintenance or use of such part of the premises leased to the Named Insured, and provided that the "occurrence" giving rise to such "bodily injury" or "property damage", or the offense giving rise to such "personal and advertising injury", takes place prior to the termination of such lease. The coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

G. Mortgagee, Assignee or Receiver

A mortgagee, assignee or receiver of premises but only with respect to such mortgagee, assignee or receiver's liability for "bodily injury", "property damage" or "personal and advertising injury" arising out of the Named Insured's ownership, maintenance, or use of a premises by a Named Insured.

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The coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

H. State or Governmental Agency or Subdivision or Political Subdivisions – Permits

A state or governmental agency or subdivision or political subdivision that has issued a permit or authorization but only with respect to such state or governmental agency or subdivision or political subdivision's liability for "bodily injury", "property damage" or "personal and advertising injury" arising out of:

1. the following hazards in connection with premises a Named Insured owns, rents, or controls and to which this insurance applies:
 - a. the existence, maintenance, repair, construction, erection, or removal of advertising signs, awnings, canopies, cellar entrances, coal holes, driveways, manholes, marquees, hoist away openings, sidewalk vaults, street banners, or decorations and similar exposures; or
 - b. the construction, erection, or removal of elevators; or
 - c. the ownership, maintenance or use of any elevators covered by this insurance; or
2. the permitted or authorized operations performed by a Named Insured or on a Named Insured's behalf.

The coverage granted by this paragraph does not apply to:

- a. "Bodily injury", "property damage" or "personal and advertising injury" arising out of operations performed for the state or governmental agency or subdivision or political subdivision; or
- b. "Bodily injury" or "property damage" included within the "products-completed operations hazard".

With respect to this provision's requirement that additional insured status must be requested under a written contract or agreement, the Insurer will treat as a written contract any governmental permit that requires the Named Insured to add the governmental entity as an additional insured.

I. Trade Show Event Lessor

1. With respect to a Named Insured's participation in a trade show event as an exhibitor, presenter or displayer, any person or organization whom the Named Insured is required to include as an additional insured, but only with respect to such person or organization's liability for "bodily injury", "property damage" or "personal and advertising injury" caused by:
 - a. the Named Insured's acts or omissions; or
 - b. the acts or omissions of those acting on the Named Insured's behalf,

in the performance of the Named Insured's ongoing operations at the trade show event premises during the trade show event.

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2. The coverage granted by this paragraph does not apply to "bodily injury" or "property damage" included within the "products-completed operations hazard".

J. Vendor

Any person or organization but only with respect to such person or organization's liability for "bodily injury" or "property damage" arising out of "your products" which are distributed or sold in the regular course of such person or organization's business, provided that:

1. The coverage granted by this paragraph does not apply to:
 - a. "bodily injury" or "property damage" for which such person or organization is obligated to pay damages by reason of the assumption of liability in a contract or agreement unless such liability exists in the absence of the contract or agreement;
 - b. any express warranty unauthorized by the Named Insured;
 - c. any physical or chemical change in any product made intentionally by such person or organization;
 - d. repackaging, except when unpacked solely for the purpose of inspection, demonstration, testing, or the substitution of parts under instructions from the manufacturer, and then repackaged in the original container;
 - e. any failure to make any inspections, adjustments, tests or servicing that such person or organization has agreed to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products;
 - f. demonstration, installation, servicing or repair operations, except such operations performed at such person or organization's premises in connection with the sale of a product;
 - g. products which, after distribution or sale by the Named Insured, have been labelled or relabelled or used as a container, part or ingredient of any other thing or substance by or for such person or organization; or
 - h. "bodily injury" or "property damage" arising out of the sole negligence of such person or organization for its own acts or omissions or those of its employees or anyone else acting on its behalf. However, this exclusion does not apply to:
 - (1) the exceptions contained in Subparagraphs d. or f. above; or
 - (2) such inspections, adjustments, tests or servicing as such person or organization has agreed with the Named Insured to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products.
2. This Paragraph J. does not apply to any insured person or organization, from whom the Named Insured has acquired such products, nor to any ingredient, part or container, entering into, accompanying or containing such products.
3. This Paragraph J. also does not apply:
 - a. to any vendor specifically scheduled as an additional insured by endorsement to this Coverage Part;

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- b. to any of "your products" for which coverage is excluded by endorsement to this Coverage Part; nor
- c. if "bodily injury" or "property damage" included within the "products-completed operations hazard" is excluded by endorsement to this Coverage Part.

K. Other Person Or Organization / Your Work

Any person or organization who is not an additional insured under Paragraphs A. through J. above. Such additional insured is an Insured solely for "bodily injury", "property damage" or "personal and advertising injury" for which such additional insured is liable because of the Named Insured's acts or omissions.

The coverage granted by this paragraph does not apply to any person or organization:

- 1. who is specifically scheduled as an additional insured on another endorsement to this Coverage Part; nor
- 2. for "bodily injury" or "property damage" included within the "products-completed operations hazard" except to the extent all of the following apply:
 - a. this Coverage Part provides such coverage;
 - b. the written contract or agreement described in the opening paragraph of this Additional Insureds Endorsement requires the Named Insured to provide the additional insured such coverage; and
 - c. the "bodily injury" or "property damage" results from "your work" that is the subject of the written contract or agreement, and such work has not been excluded by endorsement to this Coverage Part.

ADDITIONAL INSURED – PRIMARY AND NON-CONTRIBUTORY TO ADDITIONAL INSURED'S INSURANCE

- A. The following paragraph is added to SECTION IV, COMMERCIAL GENERAL LIABILITY CONDITIONS, item 4 Other Insurance:

If the Named Insured has agreed in writing in a contract or agreement that this insurance is primary and non-contributory relative to an additional insured's own insurance, then this insurance is primary, and the Insurer will not seek contribution from that other insurance. For the purpose of this provision, the additional insured's own insurance means insurance on which the additional insured is a Named Insured.

- B. With respect to persons or organizations that qualify as additional insureds pursuant to paragraph 1.K of this endorsement, the following sentence is added to the paragraph above:

Otherwise, and notwithstanding anything to the contrary elsewhere in this Condition, the insurance provided to such person or organization is excess of any other insurance available to such person or organization.

All other terms and conditions of this policy remain unchanged.

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Endorsement No. 7

WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name of Person or Organization:

As required by written contract.

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

The TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US Condition (Section IV – COMMERCIAL GENERAL LIABILITY CONDITIONS) is amended by the addition of the following:

We waive any right of recovery we may have against the person or organization shown in the Schedule above because of payments we make for injury or damage arising out of your ongoing operations or "your work" done under a contract with that person or organization and included in the "products-completed operations hazard". This waiver applies only to the person or organization shown in the Schedule above.

CG 24 04 10 93

All other terms and conditions of this Policy remain unchanged.

13 The Max Scooter Manufacturer Documentation

MAX SNSC2.0 Specification

产品规格书 版本T2

Description/Model		KickScooter MAX/SNSC2.0	Remark
产品主要参数 Product main parameters	Picture		
	Parameters Item	Description	Remark
	Maximum speed	25km/h	
	Endurance	≥ 60km	25°C, windless, 75kg weight load, flat asphalt
	Battery	36V 551Wh 锂电池(lithium battery)	
	Maximum slope	Approximately 14% (slope) is equal to approximately 8	条件: 75kg, 12km/h
	Road	Cement road, asphalt road, flat soil road, not higher than 1cm	description of the riding surface.A description of
	Net weight	19.1kg/辆	1 set
	Gross weight	92.0kg/4sets 4台装站立版-standing package	
	Brake type	Front 80 drum brake/rear electronic brake	
	Braking distance	less 7m while the speed at 25km/h	Brake distance according to balance car draft
	Charge time	Built-in battery-6hrs, external battery 4hrs	The internal charger supports 2.9a high-current
	Charging temp. range	可用 (0~40°C)	Charging at recommended temperature
	Weight Claim	≤100kg	
	IPXX	vehicle IPX5, battery pack IPX7, controller IPX7, built-in	
	headlight	6V 2.5W LED 行车灯	
	Tail light	5V 20mA red taillight (when the headlight is on, the rear light	
	Bell	Rotary bell	
	Working Environment	(-10~40°C)	Ambient temperature, recommended wider
	Storage Temp.	可用 (-20~50°C)	Storage at extreme temperatures will not cause
	Maximum storage time	Delivery state (50% power) ~180days	Storage time until the self-discharge of the
	整车尺寸 L×W×H	长1167*宽473*高1169mm	
	Center distance between	L897mm	
	terrain clearance	76mm	Battery cover to ground level
	radius of turning circle	推行转弯半径≤1.3m	New, European requirements
	pedal size	长495*宽170mm	
	Package size	1290*840*1195mm 4台装站立版-standing package	4台装 4sets-package
	包装尺寸 L×W×H	1220*680*570mm 3台装拆卸版-folding package	3台装 3sets-package
	Qty one-pallet	8sets, 4set-package-standing package	4台装 4sets-package
	单个托盘台数	9 sets /20 feet and 40 feet flat cabinets, 12 sets /40 feet high	3台装 3sets-package
	Loading Qty	40GP-184sets 4sets-package sanding-package	4台装 4sets-package
	货柜运输台数	20ft cabinet :117 units, 40ft flat cabinet :252 units, 40ft high	3台装-3sets-package (建议使用40高柜)
Overall design description			
机械部分 Mechanical part	Sturcture		Description
	Handle grip material		TPR
	前轮部分 Front wheel	Front wheel	driven wheel
		Front wheel	10 inch
		Tie type	Rubber vacuum tyre
		Air pressure	40-45psi (出货状态)
		Line	10000Km
		The front	drum brakes
	后轮部分 Rear wheel	Rear wheel	Driving wheel, hub motor
		Rear wheel	10 inch
		Tie type	Rubber vacuum tyre
		Air pressure	40-45psi (出货状态)
		Line	10000Km
		Rear wheel	The electronic brake
	车体部分 Body part	Body material	Aluminum alloy profile + welding
		Car parked	Left parking bracket
		Reflective	Front side 3M diamond yellow, rear side 3M red
		Steering	About 60 degrees
		Foot pad	silicon rubber case
			ISO reflectors are required

13 The Max Scooter Manufacturer Documentation

电控部分 Electric control part	software function		Description	Remark
	显示信息 Display Information	Capacity	Digital tube battery indicator	
		Speed	Digital display, unit MPH and km/h can be switched	
		electricity	The last cell of the digital tube flickered	
		be charging	Digital tube power horse display	Tail light breath
		Full charged	The digital tube is fully charged	
		6km push		
		ambient	Chassis left and right side projection strip	optional
	电池规格 Battery Specs	An error	The nixie tube displays the wrong symbol and the buzzer	
		Rated voltage	36V	
		Maximum	42V	
		rated	15300mAh/551Wh	
		Cell models	2550mAh	
		output rating		
		Short time		
		cycle life	500次充放电循环大于70%额定容量	0.2C充电, 0.5C放电
		Charging	0~40°C	
		Discharge	- 20~ 50°C	
	内置充电器 Built-In Charger	BMS电池管理	Over charge protection, over heat protection, over discharge	
		input voltage	100-240V ~ 50/60Hz	
		input current	2.0A MAX	
		output	42VDC	
		output	2.9A	
		output	121W	
		Cable	AC line according to the country of shipment procurement,	
		AC line	3PIN 米老鼠尾	
		电机 Motor	Type	Hall brushless dc motor
	rated power		350W	
	Max Power		690W	
	Motor		The left side is out	
	Max torque			
	Drive type		FOC drive	
	lock torque		29N.m	
	系统控制 System Control		Switching	Center control or open key中控或开关键
		Cycling	Center control or open key	
		Headlight	Center control or open key	
		slide start	When starting, the accelerator with a speed of 3km/h or	
		accelerate	Linear hall线性霍尔	
		6km push	At rest, turn the throttle and press the 5s for a long time	When the scooter static gas press, maintain the
		The	Linear hall control	
包装部分 Packaging	Packaging	Description	Remark	
	pack style	Tiandi cover + packaging belt 4 installed standing version		
	Carton material	Corrugated BC board 4 installed standing version		
	Carton design	Shipping mark		
	package size	1290*840*1195mm 4台装站立版-4sets-package-standing		
	Packing buffer Material	EPS inner bracket + paper tube +PE bag 4 sets installed		
可靠性测试标准 (pay test standard)	Environmental reliability	Description	Remark	
	IPXX	IPX5		
	High and low temperature	enterprise standard	根据本产品可靠性文件要求测试方法测试 Tested according to the test method required by this product reliability document	
	High and low temperature	enterprise standard		
	Salt Spray Test	enterprise standard		
	Sinusoidal vibration test	enterprise standard		
	Random vibration test	enterprise standard		
	Durable reliability	Description	Remark	
	Vehicle static load test	enterprise standard	根据本产品可靠性文件要求测试方法测试 Tested according to the test method required by this product reliability document	
	Key switch fatigue test	enterprise standard		
	Folding mechanism service	无折叠功能-no folding		
	Frame fatigue车架疲劳度	enterprise standard		
	Mechanical strength test for	enterprise standard		
	Wading test	enterprise standard		
	Maximum speed test	enterprise standard		
	Whole machine drop test	enterprise standard		
	Whole machine impact test	enterprise standard		
	认证信息列表			

认证信息列表

13 The Max Scooter Manufacturer Documentation

整车 Vehicle	欧盟 EU	CE-Safety (机械指令&IEC/EN60335)	
		CE-EMC	
		CE-RF	
		RoHS	
		REACH	
		PoPs	
		WEEE	
	北美 North America	欧盟包装指令	
		UL2272	
		FCC/IC EMC	
		FCC/IC RF	
		CEC (BC)	
		DOE	
		加州65	
电池组 Battery	欧盟 EU	TPCH	
		电池指令	
	北美 North America	IEC/EN 62133	
物流运输 Logistics	全球 Global	UL2271	
		UN38.3	
		运输鉴定报告 Transport appraisal report	
		危险特性分类报告 (危包) Hazardous characteristic classification report (dangerous	
		SDS/MSDS	

14 CBRE Brokerage Firm Letter



Kelly Stacy
Associate
CBRE, Inc.

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June 22nd, 2020

RE: Property Search – City of Chicago - Spin

To whom it may concern:

On behalf of our client, **Skinny Labs, Inc. (d/b/a/ Spin)**, we have engaged a local brokerage team in downtown Chicago to assist with site selection, property tours, and lease negotiations for a new lease estimated to be 8-15,000 SF within the City of Chicago.

Please don't hesitate to reach out with any questions.

Sincerely,

CBRE, INC.

A handwritten signature in black ink, appearing to read "K. Stacy", is written over a faint, larger version of the same signature.

Kelly Stacy
Associate

15 Certificate of Good Standing

File Number

7177-064-8



To all to whom these Presents Shall Come, Greeting:

I, Jesse White, Secretary of State of the State of Illinois, do hereby certify that I am the keeper of the records of the Department of Business Services. I certify that

SKINNY LABS INC., INCORPORATED IN DELAWARE AND LICENSED TO TRANSACT BUSINESS IN THIS STATE ON MAY 07, 2019, APPEARS TO HAVE COMPLIED WITH ALL THE PROVISIONS OF THE BUSINESS CORPORATION ACT OF THIS STATE, AND AS OF THIS DATE, IS A FOREIGN CORPORATION IN GOOD STANDING AND AUTHORIZED TO TRANSACT BUSINESS IN THE STATE OF ILLINOIS.



Authentication #: 2017602598 verifiable until 06/24/2021
Authenticate at: <http://www.cyberdriveillinois.com>

***In Testimony Whereof, I hereto set
my hand and cause to be affixed the Great Seal of
the State of Illinois, this 24TH
day of JUNE A.D. 2020 .***

Jesse White

SECRETARY OF STATE

16 Spin's COVID-19 Plan

SPIN

COVID-19:

WAREHOUSE RESPONSE

Personal Protective Equipment



Nitrile Gloves



Face Shield



Face Mask

Optional: Remember to sign Voluntary Respirator Program form

Warehouse Guidelines

- 1** Keep at least 10ft between you and everyone else (roughly 3 scooter lengths!)
- 2** Avoid touching your face
- 3** Twice a day, disinfect high-traffic surfaces like table tops, counters, door knobs, fridge handles, tools, steering wheels, keyboards, mouse, coffee makers, etc.
- 4** Disinfect scooters before bringing them into warehouse
- 5** Never share your PPE
- 6** Never reuse gloves or masks
- 7** Wash. Your. Hands.
- 8** Laboratory goggles may be used in-lieu of face shield but only if face shield is unavailable.



For more information, please review the **Covid-19: Operations Warehouse Response Plan**



Contact



Frank Speek

Director Government Partnerships - Central | frankspeek@spin.pm | (317) 358-9883