Chicago

2022 Scooter Sharing Business License

APPLICATION NARRATIVE

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17.5 Device, Fare, and Reference Information

1) Device Standards:

In Chicago, Veo proposes providing both our ███ **Astro stand-up e-scooter** and our ████ **Cosmo seated e-scooter**. Both vehicles will have an integrated cable lock to comply with Chicago's regulations. Please find descriptions, images, and specifications of each vehicle below (for full size images of both vehicles please see **Appendix B**).

Cosmo Seated E-scooter

The Cosmo seated e-scooter is custom-designed to be a dependable, sustainable, and safe form of shared urban transportation that's accessible for all, regardless of gender or ability. The Cosmo seated scooter offers a durable design that is easy to mount for riders of varying heights and capabilities. It features a lower center of gravity frame, 18-inch pneumatic wheels, front and rear mechanical brakes, mountain bike suspension, and comfortable seating for rider stability. In addition, similar to the Astro, the Cosmo e-scooter is equipped with a waterproof field-swappable lithium battery. After operating our Cosmo in multiple markets since 2020, Veo will be launching our new Cosmo 2 ████████████ The Cosmo 2 is equipped with new features including: **integrated turn signals**, a **front basket** for groceries and shopping, a **phone holder and bluetooth audio integration** so riders can navigate hands free, additional **underdeck lighting,** and audible **motor noise** to alert people with low or no vision and other pedestrians of the vehicles proximity ██ ████████████████████████████████████

Under Chicago's Rules and Regulations, the Cosmo meets the definition of an Accessible Device because it has a seat and meets the device requirements specified in Rule 5. In markets like New York City and Atlanta the Cosmo seated scooter has already proven more popular than stand-up scooters with older riders and riders with physical limitations. By deploying ███ Cosmos in Chicago, Veo will be proud to ensure our deployed fleet remains above ████ accessible throughout the term of the pilot, far surpassing the 5% requirement.

Astro Stand-up E-scooter

Since our first model, Veo has custom-designed our scooters to be a dependable, sustainable, and safe form of shared urban transportation. The Astro e-scooter is now in its fourth iteration and features multiple advancements that deliver a safer and smoother ride, and safer riding at night, including **integrated turn signals**., **front and rear suspension**, an **underdeck light**, and **three independent braking systems**. It also features Veo's waterproof field-swappable battery.

Both vehicles share the following same safety features:

A safer and smoother ride. Our Cosmo and Astro include the following key features:
- **Three independent braking systems (dual-front and rear wheel-mechanical brake + electronic-assisted braking system)** on the Cosmo and the Astro provide redundant braking mechanisms to reduce brake failure and to protect the rider from flying over the handlebars. ███████████████████████ ██

- **Front and rear suspension** on our Astros reduce the potential of a rider falling off the scooter due to loss of control resulting from bumpy road conditions. In April 2019, the CDC and Austin Public Health Department (APH) released the Dockless Electric Scooter-Related Injuries Study, which found that "Among interviewed

riders, 50% believed surface conditions like a pothole or crack in the street contributed to their injuries."[1] A few months later, Veo began researching and testing rear suspension systems. ███████████████████████

Front mountain bike-like suspension on our Cosmos absorbs the bump/vibration to support a smooth and stable ride on many road surfaces. This is especially useful on bumpy roads where it might be easy for a stable rider to lose control and for those who may have some balance issues but want to ride.

- **10-inch diameter and 2.5" width wheels** on our Astros provide a more stable riding experience on changing terrain. Since our first model, Veo has incorporated 10-inch wheels into all of our Astro e-scooter models. **18" Pneumatic Wheels** on our Cosmos provide extra cushioning to absorb the shock loads from irregular road conditions and keep resistance low for a more comfortable and stable ride.

Safer riding at night. Since Chicago's hours of operations for scooters services include the early morning and late night (5 am - 12 am), Veo can provide a reliable and equitable transportation option to our users, particularly low-income and 2nd shift workers who are more likely to commute early in the morning or late at night. However, we do understand that there is an elevated risk while riding at night. That is why we have designed our scooters to be extremely visible at night with the following features:

- **An active brake light system** improves predictability and communication between scooters and pedestrians/surrounding vehicular traffic. When the rider uses the brake lever, the rear flashes to notify the riders/drivers behind the scooter.
- **Underdeck light:** The underdeck light turns on at the beginning of the trip and stays on during the duration of the trip.

Integrated turn signals: In 2021, Veo launched our new Astro VS4 with integrated turn signals on the rear brake lights that improve predictability and communication between scooters and pedestrians and surrounding vehicular traffic. This same feature is included on our Cosmo 2 seated scooter that we are ███████████. **When the rider uses the turn signals, the rear light flashes left or right to notify the riders/drivers behind the scooter.** Even for experienced riders, it is more difficult to utilize hand signals on a scooter than on a bicycle given the smaller wheels and narrower handlebar width. Signaling turns is required and important rider behavior and allowing riders to clearly do so without having to take a hand off the handlebars significantly improves rider safety on city streets. Ongoing lawsuits California and Colorado involving Uber (former operator of Jump scooters) and Lime due to the lack of turn signals on scooters and subsequent injuries to riders attempting to signal in accordance with the law demonstrate that this is not a trivial issue.

Veo Voice: Veo has implemented an IoT feature (Veo Voice) that allows us to send the user a spoken warning on our devices, as well as an in-app notification that they have entered one of our geofenced zones or remind users of responsible riding behavior. The Veo Voice clearly and reliably communicates rules and regulations to our riders, instead of relying solely on in-app notifications or mysterious on-vehicle beeping noises, which can be hard for users to understand and often requires users to risk checking their phones for notifications while riding a vehicle. For example, when a user rides the Cosmo or Astro into a geofenced No Ride Zone, the scooter will simultaneously cut power to the motor *and* provide an audible/spoken warning saying: "This is a no ride zone, please use the map to navigate away from this area." The mobile device will still provide in-app warnings and notifications so that users have every opportunity to understand when and why geofence regulations are enforced. Unlike our competitors' scooters that make constant obscure beeping noises as warnings to their users, Veo Voice provides clear and precise spoken words and only repeats the warning when entering a geofence to not cause an audio annoyance to the surrounding public.

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[1] Austin Public Health Department. (2019, April). Dockless Electric Scooter-Related Injuries Study. Retrieved December 2, 2020, from https://austintexas.gov/sites/default/files/files/Health/Web_Dockless_Electric_Scooter-Related_Injury_Stdy_final_version_EDSU_5.14.19.pdf

Motor Noise: Veo's newest Astro and Cosmo scooters are capable of emitting an audible engine noise to notify nearby pedestrians of the device's presence and operation. Veo is eager to arrange a demonstration and test of this feature in Chicago, and to incorporate feedback from the City. We understand that the Commissioner of the Department of Transportation and the Mayor's Office for People with Disabilities shall approve any emitted sound, and will ensure that the feature is not enabled without prior signoff. ████████████████████████

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In-field Swappable Batteries: Veo was the first operator to use in-field swappable batteries in shared e-scooters. With the **waterproof lithium-ion swappable battery**, the Cosmo and Astro have an approximately 45-mile range, dependent on weather and ridership. In-field swappable batteries increase overall vehicle availability, eliminate the use of gig-economy workers charging vehicles in their homes, and dramatically reduce the VMT associated with fleet management. Swappable batteries also reduce the wear-and-tear on the scooters that result from continuous handling and picking up of vehicles for recharging at warehouses, and thus increases the lifespan of our scooters.

a. Documentation that applicant's scooters meet standards detailed in Section 9-103-100 of the Code and Rule 5.1 of these Rules;

a.1. Lock-to functionality and hardware: Veo's Astro and Cosmo scooters are equipped with a high quality integrated bluetooth cable lock on the front of the scooter that automatically unlocks when QR code is scanned on the IoT component. The cable lock is located on the front of the stem of the scooter. Before the user can unlock the scooter they must check to see if their bluetooth is "on" on their smartphone. At the end of their trip, the user will not be able to end the ride until they re-engage the cable to the locking mechanism. Users will be instructed and reminded to lock the vehicles to appropriate infrastructure, like bike racks. In addition, before the user ends their trip they submit an end-of-ride photo to ensure that not only is the lock-to cord engaged, but the scooter is attached to a legal and approved rack or infrastructure.

a.2. A warning bell: A bell is located on the left hand side of the handlebars on all our scooters.

a.3. A front white light: All of our scooters are equipped with a bright front LED white light that is visible from at least 500 feet and remains on during the entire trip, even when the vehicle comes to a complete stop.

a.4. A rear red light visible from a distance of at least 500 feet and that stays illuminated for at least 90 seconds after coming to a full stop: All of our scooters are equipped with a bright rear LED red light that is visible from at least 500 feet and remains on during the entire trip, even when the vehicle comes to a complete stop. When the rider uses the brake lever, the rear flashes to notify the riders/drivers behind the scooter. The red tail light also flashes left or right when the integrated turn signals are in use.

a.5. Front and rear brakes: Veo's three independent braking systems (dual-front and rear wheel-mechanical brake + electronic-assisted braking system) provide redundant braking mechanisms to reduce brake failure and to protect the rider from flying over the handlebars. Mechanical brakes provide reliable stopping while the electric brake builds in additional safety. Built-in sensors monitor the brake functionality of each device to ensure our users' safety.

a.6. A unique identifier: Every scooter contains a prominent device identification number along the front of the stem of the Astro and the Cosmo for users and non-users to identify and report a scooter.

a.7. Photo validation and geo-fencing technology to ensure parking and operational compliance:
Mandatory end-of-ride photo: Veo's app mandates that every rider takes a photo of their parking before they can end their trip. The photos are uploaded into the Veo Operations System so our Customer Support can evaluate the parking behavior of individual riders and target corrective messaging when needed. The Customer Support team manually reviews all end-of-trip photos corresponding to a parking violation, complaint, or report, as well as a

random selection of all other photos. If the Customer Support team confirms a parking violation, they will send out notifications and violation fines to the user, per our tiered penalty system.

Geofencing Technology: Our vehicle's advanced IoT Control System allows us to create geofences to restrict travel, parking and speed in desired specific areas. We have more than four years experience developing and implementing complex geofenced regulatory zones, including No-Ride, Slow-Ride, No-Parking, and Recommended Parking. There has not been a time when we were unable to implement a no-ride zone. Our updated IoT system allows Veo to **store our geofence maps locally on the vehicle's IoT component**, which ensures realtime geofence enforcement. **Veo's geofencing rules are stored on the scooters and bikes themselves and can be activated within one second, instead of being stored remotely "in the cloud" with a lag time of up to 6 seconds.** In addition, Veo also has experience including **small "buffers"** around our slow-speed and no-ride zones to ensure a smooth transition from top speed to reduced or prohibited throttle at the intended location, and to prevent users from being charged with a fee in error. Please see our response to the vehicle standard #10 below for more information about the geofencing functionality for remote control of individual and fleetwide scooter operations.

Geofenced Parking Zones: Veo utilizes our geofencing technology to encourage and enforce proper parking by our users. Veo can create different types of geofenced parking zones depending on the requirements by cities, including No Parking Zones, Required/Forced Parking Zones, Recommended Parking Zones, and Lucky Zones. Veo successfully operates fully geofenced forced parking in markets like St. Petersburg, FL, and **can work with the City of Chicago to determine if it is necessary to utilize any of the following parking geofences, in addition to the required lock-to technology.**

Required/Forced Parking Zones: Required/Forced Parking Zones are typically located at existing parking corrals or other types of parking infrastructure, which require users to end their rides at these locations. The Required/Forced Parking Zones will not allow users to end their trip unless they are within the geofenced Forced Parking Zones. For example, if a user rides into an area that requires users to end their trips at a designated parking hub or parking station, the Veo app sends a push notification alerting the user that they are required to park at a parking hub. The user will not be able to end their ride and will continue to be charged until they navigate to a geofenced parking zone viewable on the map. Required/Forced parking zones are displayed in the Veo app with clear iconography, a blue circle with a "P", and labeled as "Required Parking" when a user taps on the "P".

Recommended Parking Zones: Recommended Parking Zones are used to encourage users to park vehicles orderly and at virtual parking zones, either on sidewalks, near parking infrastructure, or other designated appropriate parking areas. Users will receive in-app notifications when they are near a zone to encourage proper parking within the right-of-way. Users are not required to park at Recommended Parking Zones but Veo encourages their use by displaying them in the user mobile app with clear iconography, a blue circle with a "P", and labeled as "Parking" when a user taps on the "P".

No Parking Zones: In addition to virtual parking zones, Veo can create geofenced No Parking Zones, or other zones like No Riding or Slow Speed zones. Veo utilizes No Parking Zones to prohibit dockless scooter and e-bike parking in sensitive areas or inappropriate or disallowed locations for scooter and e-bike parking. Users that enter a No Parking Zone will receive an in-app notification that informs the user that they are prohibited from parking in this area. Users are allowed to travel through a No Parking Zone but are prohibited from ending their trip within it.

a.8. Sidewalk riding detection hardware and software:
For the Chicago market, we will be deploying devices with the latest upgrades to our geofencing compliance system. The upgraded system we will be deploying in Chicago will **provide the consistency in GPS accuracy necessary for us to not only warn riders when they approach a geofenced zone, but ensure that our devices are parked in the appropriate locations, and not ridden on geofenced sidewalks.** These upgrades include the following features to improve the GPS accuracy and effectiveness of geofences and to ensure the safety and compliance of our users:

- An updated on-board IoT that ████████████████████████████████████ ██████████ making our geofence technology more effective and accurate than industry standards.
- The updated IoT system allows Veo to **store our geofence maps locally on the vehicle's IoT component**, which ensures real-time geofence enforcement. Geofencing rules are stored on the scooters and bikes themselves and **can be activated within one second,** instead of being stored remotely "in the cloud" with a lag time of up to 6 seconds.
- Our **Veo Voice is an on-vehicle audible feature** that talks to riders and explains the geofence regulations they encounter, like sidewalks.

Using this advanced GPS and geofencing technology, we can create geofenced No Sidewalk Riding zones to prevent users from riding on high-density pedestrian sidewalks throughout the service area. When the IoT system detects that the scooter is on a sidewalk or entered into a No Sidewalk Riding zone, the motor will slow down and come to a stop, and the Veo Voice will speak to the rider: "Please do not ride on sidewalks." The mobile device will still provide in-app warnings and notifications so that users have every opportunity to understand when and why geofence regulations are enforced (see screenshot to the right) ████████████ ██ ██ ██ ██████████████
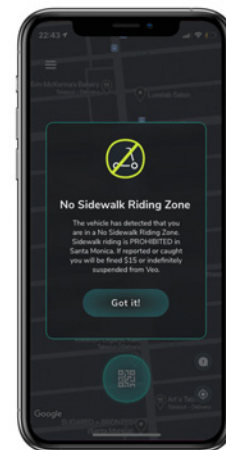
Too often, providers showcase flashy technology that they are incapable of deploying at scale and offer dubious results, at best. It is critical to acknowledge that on-vehicle camera technology, for example, is still in an early stage and no micromobility operators have been able to deploy the technology on a significant number of their vehicles, let alone across the entire fleets. **Additionally, cameras do not work when it's dark out, which makes them unable to enforce sidewalk riding effectively after sunset.** In an industry increasingly known for big promises based on vaporware that underdelivers, **Veo is only proposing technologies as part of our core offering that we have extensively tested and that are available for use today**.

However, technology alone cannot solve issues like sidewalk riding or parking compliance across a service area as large and varied as the City of Chicago. Proper behavior and compliance takes a multi-pronged approach of a combination of technologies and education and enforcement. This includes field-testing all geofences regularly and making adjustments where needed, full fleet deployment of Veo Voice on-device audible warnings that explain clearly to riders when they enter a special geofenced zone or ride on a sidewalk so they are less likely to repeat the mistake, audible engine noise to warn pedestrians of approaching scooters (if desired by the City), and implementing Education Mode, which limits a new user's first trip to a maximum speed of 8 mph as they become comfortable with the vehicle controls and riding rules. We update these technological features regularly and will pair them with continuous outreach and education in Chicago with our Safety Ambassadors, as well as consistent enforcement of fines and user bans for bad behavior, including immediate account freezes for reported underage riding and $15 fines for confirmed sidewalk riding.

a.9. Easily visible contact information, including the licensee's name, website, e-mail address and a toll-free telephone number with 24-hours-a-day, 7-days-a-week customer support hotline in English, with translation services available in the following languages: Spanish, Polish, Korean, Arabic, Hindi and Mandarin. All contact information on the device shall be displayed in conventional type, braille and raised lettering: All devices are equipped with easily visible informational decals on the stem and base of the scooters. These decals include Veo's name, website, e-mail address, and toll-free number. In addition, our contact information is available on a braille decal that meets the size and spacing of braille characters requirements to allow those with visual impairments to contact our Customer Support team to report improperly parked scooters or blocking ADA access. The braille decal is located just below the IoT device at the top of the stem of the scooter.

Users and non-users can also report damaged vehicles through our customer support channels, including a 24/7 toll free phone number (855-836-2256), in-app "Send Report" tool, 311 systems, email (hello@veoride.com), website, and social media. Our Customer Support messaging channels are currently available in English and Spanish, and we are able to utilize interpreters for any other languages, including: Polish, Korean, Arabic, Hindi and Mandarin.

a.10. Functionality for remote control of individual and fleetwide scooter operations including, but not limited to:
**Advanced Vehicle Control System:** Veo's proprietary Vehicle Control System (IoT system), which is the central technological component that ensures a reliable experience for our riders and increases operational efficiency and compliance. The Control System communicates with our Operations System to ensure each vehicle complies with local regulations including but not limited to speed limits and geofences. For more detailed information on our geofencing technology and capabilities please refer back to Question 7 in Section 17.5.a above.

a.10.i) Preventing the beginning or ending of a rental trip outside service area boundaries: The service area is geofenced similarly to the No Ride Zone described below. If a user rides outside of the Chicago service area the scooter will cut power to the motor, safely slowing the vehicle down to a stop. The user will be unable to end their ride and they will immediately receive a notification that they cannot park the vehicle outside the service area and that they must bring the scooter back into the service area. Additionally, scooters that are found outside of the service area will be disabled and users will be unable to rent the trip outside the service area.

If a customer does leave a device outside the service area, Veo can use our backend system to immediately remotely lock it. Our proprietary fleet management system automatically removes the vehicles from the Veo app and will ping our local Operations team in the Veo Tech App. During the Field Technicians' daily shifts they will use our VeoTech App to view vehicles that are flagged as "out of service area" and pick up the vehicles while they rebalance and respond to other reports.

a.10.ii) Slowing and stopping the device once rental trip exits service area boundaries: See response above to i).

a.10.iii) Slowing and stopping the device in designated no ride zones within the service area: Veo can create geofenced **No Ride Zones** within the service area to prohibit users from riding and parking in these designated zones. When a user rides the scooter into a geofenced No Ride Zone, the scooter will simultaneously cut power to the motor *and* provide an audible/spoken warning saying: "This is a no ride zone, please use the map to navigate away from this area." The mobile device will still provide in-app warnings and notifications so that users have every opportunity to understand when and why geofence regulations are enforced (see the top screenshot to the right). Riders are prevented from operating the vehicle in this zone and are also prohibited from parking and ending their trip in this zone.
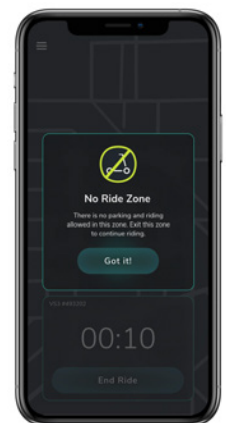
a.10.iv) Reducing device speed in designated zones: Veo uses our geofenced **Slow Speed Zones** to reduce the device speed in designated zones to 8mph, or to a level designated by the City. Veo can work with the City of Chicago to determine where these zones should be located. When a rider enters this geofenced zone, the vehicle's top speed is limited to 8 mph *and* the Veo Voice provides an audible/spoken warning saying: "This is a slow speed zone, your speed is reduced, please use the map to navigate away from this area."
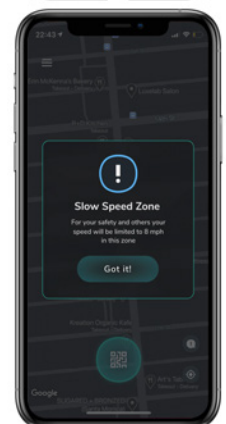
a.10.v) Preventing the ending of the trip in no parking zones or other geofenced areas: Veo can create geofenced **No Parking Zones** to prohibit dockless scooter and e-bike parking in sensitive areas or inappropriate or disallowed locations for scooter and e-bike parking. Users that enter a No Parking Zone will receive an in-app notification that informs the user that they are prohibited from parking in this area. The Veo Voice notifies users with this spoken warning: "This is a no parking zone, please use the map to locate the parking area." Users are allowed to travel through a No Parking Zone but are prohibited from ending their trip within it.

a.10.vi) Requiring the ending of trips in designated parking zones or other geofenced areas: Similar to the other geofenced zones listed above, Veo utilizes our geofencing technology to encourage and enforce proper parking by our users. **Required/Forced Parking Zones** are typically located at existing parking corrals or other types of parking infrastructure, which require users to end their rides at these locations. The Required/Forced Parking Zones will not allow users to end their trip unless they are within the geofenced Forced Parking Zones. For example, if a user rides into an area that requires users to end their trips at a designated parking hub or parking station, the Veo app sends a push notification alerting the user that they are required to park at a parking hub. The user will not be able to end their ride and will continue to be charged until they navigate to a geofenced parking zone viewable on the map. Required/Forced parking zones are displayed in the Veo app with clear iconography, a blue circle with a "P", and labeled as "Required Parking" when a user taps on the "P".

a.10.vii) Disabling the entire fleet upon the request of the Commissioner of Transportation: Upon request of the Commissioner of Transportation or City of Chicago, Veo can use our backend system to remotely lock and disable the entire fleet within Chicago and users will no longer be able to rent or view our vehicles in the Veo app. Veo will work with the City to establish clear protocols for implementing emergency disabling, and will communicate these procedures clearly to users via our app, social media, and website.

b. Documentation that the applicant's scooters meet the City's low-speed electric mobility device requirements, as defined in Section 9-04-101 of the Code; and
1. has no operable pedals: The Astro stand-up scooter and Cosmo seated scooter do not have operable pedals.
2. is no more than 26 inches wide: The widths of the Astro stand-up scooter are as follows: width of handlebar: 17" width of floorboard: 7.76". The Cosmo seated scooter 's widths are as follows: width of handlebar: 26" width of floorboard: 11.5".
3. weighs less than 100 pounds: The Astro weighs 80 lbs with the swappable battery, and the Cosmo weighs 90 lbs with the swappable battery. The maximum weight capacity for Astro is 600 lbs and 1,300 lbs for the Cosmo.
4. is powered by an electric motor that is capable of propelling the device with or without human propulsion at a maximum speed of 15 miles per hour on a paved level surface: Our e-scooters are equipped with speed governor technology that allows the scooters to be programmed to have a maximum speed of 15 mph, or as designated by the City regulations. Veo's proprietary Vehicle Control System (IoT system) is the central technological component that ensures a reliable experience for our riders and increases operational efficiency and compliance. The IoT Control System allows us to set the maximum speed of the vehicle to 15 mph when the throttle is engaged. Additionally, Veo's electronic brake engages to ensure that vehicle speeds remain at the set speed even when the vehicle is moving downhill to improve rider safety. The vehicle's advanced IoT Control System allows us to create geofences to restrict travel and speed in certain areas, like Slow Speed Zones, or when our Education Mode is engaged to reduce the speed for first time users. The motor in both vehicles is a 48V 500W rear drive.

2) Outline of measures taken to ensure that deployed scooters are safe for operation
Built for Durability and to Reduce Vandalism/Theft: Our commercial-grade e-scooters and pedal bikes are built to address the safety needs and rigors of shared public use. Our scooters are ███████████████████████ ███. Each scooter and bike goes through road simulators, falling, and jumping tests to measure the safety and sturdiness of the vehicle.

All vehicles are equipped with security fasteners and theft resistant hardware. The bolts used on our bikes and scooters are uniquely designed for Veo and require proprietary tools to remove them. This eliminates vandals' ability to tamper with the battery and headset/stem. On the Cosmo Cosmo, the swappable battery is located below the seat and requires a special tool to open the compartment and remove the swappable battery. The Astro requires a similar proprietary tool to open up the floorboard and remove the swappable battery. The Cosmo scooter has integrated magnesium alloy wheels to improve durability and remove concerns about broken spokes issues, which imposes safety concerns about shared use devices.

Extensive Maintenance Plan: Veo undertakes all of our vehicle design, testing, and manufacturing in-house. This means that we can quickly analyze, discuss, and solve any deficiencies related to our software or hardware on our vehicles. Our new IoT system works with our Vehicle Monitoring System to track the real-time status of our vehicle components including motor, throttle, battery, brakes, and Vehicle Control System. It will automatically upload the data to the cloud and alert our operations team if there is a surge in the vehicle temperature caused by the motor overheating. The system will also record all the sensor data and provide our maintenance team with detailed logs to identify the issues. Our proprietary systems flag vehicles with hardware issues or low battery and automatically remove them from the Veo app to ensure users cannot rent damaged vehicles. We are also notified for issues like idling for more than 24 hours or losing GPS signal (recently offline). All of the system issues and maintenance activities are logged in the Veo Equipment Management System to ensure complete documentation of each vehicle. Veo's software and backend system is extremely secure and does continual self-screening that notifies the developer team if anything unexpected occurs. Please see Section 17.9.10 for more information about our Maintenance Plan.

Preventative and Reactive Inspections: Our Field Operations Technicians perform routine inspections during the distribution and rebalancing of vehicles to identify any maintenance and safety issues that need to be addressed. We have a proprietary web-based Equipment Management System to manage all vehicle repair and inspection schedules, which are monitored in real-time by Field Technicians and Warehouse Mechanics. All vehicle maintenance and inspections records are documented, including detailed maintenance reports, status of the maintenance reports, maintenance history logs, and upcoming inspection schedules. We perform both preventative and reactive inspections of our vehicles. Please see **Appendix F** for our maintenance table.

3) References:
Please see **Appendix A** for Veo's list of references.

17.6 Character and Reputation

1) Reputation Survey:
Veo agrees to a standardized, anonymous survey being sent to all references listed in **Appendix A.**

2) Suspensions and Penalties:
Veo has ***never*** had its operations suspended or terminated for a violation of law, permit rules or terms of operations. Veo has never launched a market without permission and we have never had an operating license, permit, or contract revoked or terminated. We occasionally receive parking violation fees for improperly parked vehicles, but we always pay the fees on time to the City or University. Please find a list of the 10 markets in which we have deployed the largest shared scooter fleet sizes within the past two years through a permit system. In the markets listed below, or in any of our markets, we have ***never*** received major violations, citations, or penalties that have resulted in the suspension or termination of our operations. We do occasionally receive parking fines, in the uncommon event that users improperly park vehicles that we pay each market, as depicted in the table below. The last column of the table below includes ***the total number of citations for events where we had to pay the City a fee for the citation***, including but not limited to improperly parked vehicles, impounded vehicles, trips starting or ending outside the service area or prohibited geofenced zones. These numbers are as current as the time of writing this proposal.

Name of Entity	Dates of Operation	Total Days in Operation (within past 2 years)	Total suspensions, terminations	Total citations
NYC (Bronx), NY	Aug. 2021 – Present	██████	0	████████████
Newark, NJ	July 2021 – Present	██████	0	█

Long Beach, CA	Feb. 2021 – Present	███████	0	█
Santa Monica, CA	July 2021 – Present	███████	0	████████████
Cedar Rapids, IA	Apr. 2019 – Present	████████████	0	█
Texas A&M University / College Station, TX	Jan. 2019 – Present	███████	0	█████
Toledo, OH	Aug. 2021 – Present	██████	0	████████████
Fort Wayne, IN	Sept. 2019 – Present	████████████	0	█
St. Petersburg, FL	Oct. 2020 – Present	██████	0	████████████
San Diego, CA	Apr. 2021 – Present	██████	0	███████████
Atlanta, GA	July 2020 – July 1, 2021	██████	0	████████████

17.7 Safety

1) Underage Riding:

Veo understands that underage riding is an issue for shared micromobility programs and believes that a comprehensive approach including user education and verification helps reduce underage riding. User Agreements with age requirements are often skimmed by riders, thus Veo utilizes on-boarding and education screens, and a safety quiz to educate the public on the age requirements. Additionally, in most markets where underage riding is a concern, Veo utilizes an in-app ID verification feature during the sign-up process. Veo understands that not everyone has a driver's license and it would not be fair to only allow driver's licenses as proof of identification. Thus, **Veo's identification and age verification platform does not solely require proof of a driver's license, the ID verification accepts all forms of local, state, or federal issued forms of identification.** However, if the City of Chicago prefers that any form of ID verification is not required, Veo can operate with an extra onus on the rules and regulations around age, including an emphasis in our in-app safety quiz with language that clearly states that underage riding is an immediate ban from the Veo platform. Please see **Appendix C** for our extensive User Education Plan.

Veo operates in the following markets where age verification is required for micromobility services: NYC (Bronx), NY, Colorado Springs, CO, Santa Monica, CA, Long Beach, CA, Oakland, CA, San Diego, CA, St. Petersburg, FL, Gainesville, FL, New Rochelle, NY, and Birmingham, AL. As mentioned previously, our in-app age verification platform accepts all forms of government-issued IDs, not solely a driver's license. In markets, like the Bronx/NYC, we have worked with our third party ID verification partners to ensure that all valid IDs are accepted in addition to drivers licenses. Should we be selected to operate in Chicago and should the City prefer ID verification be enabled, Veo will ensure that the local CityKey ID would be accepted along with all other valid forms of government ID.

Additionally, during our community outreach events in the Bronx, our Street Ambassadors educated users on how to sign up, including what kind of forms of ID can be used to verify their age.

User Agreement and Education: In addition to the examples provided above, please find our general approach to preventing underage riding in all of our markets below. Veo's User Agreement describes in detail the expectations of users when renting Veo vehicles; they must be at least 18 years old to ride a Veo e-vehicle. When users register for an account with Veo, they must indicate their agreement with Veo's User Agreement to successfully complete their registration and ride our devices. Understanding that the User Agreement is often skimmed by riders, straightforward education screens reinforce the rules and the mandatory safety checklist clearly states that users can face fines, bans, and even legal action if they engage in or facilitate activities such as underage riding, double riding, or riding while intoxicated.

In-app Age Verification: Proof of age and identification can be confirmed through the Veo App when a user is registering a new Veo account. Veo has implemented our new ID verification platform during the user sign-up process. This serves two purposes; it prevents duplication of sign-ups and confirms that they are at least 18 years old. Veo has partnered with MicroBlink to integrate its Blink ID platform into our Veo app. We accept all forms of government-issued IDs, as proof of minimum age. In addition, once a month, Veo requires users to log into their account with a two-factor authentication SMS message process. This means, once a month, when the user opens the Veo app they will be sent a code via an SMS text message to the phone associated with the account which they will be required to type into the Veo app to authenticate and re-login into their Veo account. This will further ensure underage riders are not using accounts of appropriate age users.

Enforcement: Similar to reporting inappropriate parking, users and non-users can report underage riding by providing Customer Support with the vehicle ID number and location of the incident. Our Customer Support team tracks and compares the number of complaints and reports of underage riding submitted into our customer support center by users and members of the public to ensure our education and enforcement mechanisms are working. If an underage rider is confirmed Customer Support will freeze the account indefinitely or until the account holder revalidates their driver's license.

2) Sidewalk Riding:
As mentioned previously, Veo recently improved and updated our GPS technology and geofencing systems. The upgraded system **provides the consistency in GPS accuracy necessary for us to not only warn riders when they approach a geofenced zone, but ensure that our devices are parked in the appropriate locations, and not ridden on geofenced sidewalks.** These upgrades include the following features that improve the GPS accuracy and effectiveness of geofences and to ensure the safety and compliance of our users. Please see **Section 17.4.2 (ii) 8** above for more information about our sidewalk detection technology and solutions.

- ███████████████████████████████ making our geofence technology more effective and accurate than industry standards.
- The updated IoT system allows Veo to **store our geofence maps locally on the vehicle's IoT component**, which ensures real-time geofence enforcement. Geofencing rules are stored on the scooters and bikes themselves and **can be activated within one second,** instead of being stored remotely "in the cloud" with a lag time of up to 6 seconds.
- Our **Veo Voice is an on-vehicle audible feature** that talks to riders and explains the geofence regulations they encounter, like sidewalks.

Using this advanced GPS and geofencing technology, we can create geofenced No Sidewalk Riding zones to prevent users from riding on high-density pedestrian sidewalks throughout the service area. When the IoT system detects that the scooter is on a sidewalk or entered into a No Sidewalk Riding zone, the motor will slow down and come to a stop, and the Veo Voice will speak to the rider: **"Please do not ride on sidewalks."** The mobile device will

still provide in-app warnings and notifications so that users have every opportunity to understand when and why geofence regulations are enforced. ██

Colorado Springs, CO: In Colorado Springs, scooter riders are encouraged to ride on most sidewalks due to the lack of bike lanes throughout the City. However, the City of Colorado Springs prohibits sidewalk riding within the Old Town neighborhood. Thus, in partnership with the City, we have identified specific sidewalk blocks to be geofenced. Using our upgraded advanced GPS and geofencing technology, Veo has geofenced and implemented No Sidewalk Riding Zones on these sidewalks. When the on-vehicle IoT system detects that the scooter has entered one of these geofenced zones, the scooter comes to a safe stop and the rider is notified that they cannot ride on a sidewalk and that they must navigate off of the sidewalk to continue riding. Over time, in collaboration with the City, Veo has updated and refined the geofences to meet the needs and safety of the community. In addition to the sidewalk geofencing solution, Veo's Local Operations team continuously provides education to the community to ensure they are aware of the different sidewalk rules in the Old Town compared to the rest of the City. To this date, Veo has not received any citations or violation fees from the City related to sidewalk riding in the Old Town neighborhood. Thus, our solution of geofencing the sidewalks led to the elimination of sidewalk riding in the Old Town area.

St. Petersburg, FL: Shortly after launching in St. Petersburg, Veo started receiving complaints from the City and the Boardwalk management organization about the safety and nuisance of scooter rides on the boardwalk. In response, we implemented a No Ride and No Park Zone on the boardwalk and began educating users on the new geofenced zone. In addition, we worked with the City to install parking corrals directly across the street of the boardwalk, by the pier entrance to provide parking near the boardwalk but not directly on it. Since the implementation of these geofences Veo has received no citations from the City regarding riding scooters on the Boardwalk, thus eliminating sidewalk riding on the Boardwalk.

The applicant shall describe the sidewalk riding detection hardware and software they will deploy in Chicago. The applicant shall indicate whether they will deploy, <u>on day one</u>, sidewalk riding detection technology with the following capabilities:
i) When sidewalk riding is detected, the device can be brought to a complete stop. ██
ii) When sidewalk riding is detected, the device can be slowed. ██
iii) When sidewalk riding is detected, the device alerts the rider audibly and visually. Yes - please see information about Veo Voice notification and in-app notification in Section 17.7.2.
iv) Following the completion of a ride in which sidewalk riding was detected, the rider receives notice of sidewalk riding behavior and a warning via app or text. ██ - See screenshot to the right.
v) Cumulative sidewalk riding violations committed by a single user can be tracked over the course of multiple unique trips. ██
vi) Egregious violators of the sidewalk riding prohibition can be removed from the platform. ██
vii) Individual sidewalk riding infraction locations can be stored and shared with the City as a geo-coded dataset. ██
viii) A heatmap of sidewalk riding infractions can be shared with the City. ██

3) Helmet Use:
In every Veo market, we encourage riders to wear helmets through **in-app education, on-vehicle decals, in-person safety events, and helmet giveaways.** Furthermore, our User Agreement states that riders must wear a helmet when required by local law. We provide users with digital information to encourage helmet wearing using our in-app user education screens, safety quiz, ongoing messaging before each ride, and Safety page on our website. We understand the importance of a multi-pronged approach and that in-person interaction with the public also helps increase helmet use throughout the community. Veo is committed to creating a helmet-wearing culture through our in-person safety events and helmet giveaways, as depicted in the examples below:

Bronx, NY: Since launching in our Bronx market, Veo has given away over 300 free helmets to local community members at our safety events and Demo Days throughout the service area. Within the first two weeks of launching, we gave away 100 free helmets at our launch events, including our Helmet Giveaway Day which we held at different parking corrals across the service area. Our Street Team Ambassadors were stationed at 12 parking hubs for 8 hours per day for two weeks passing out our helmets and educating users how to properly fit the helmet (as depicted in the photo to the right). Additionally, during these safety events, Veo staff passed out safety guide flyers that reminded users to wear helmets. Please see Section 17.8.5 for more information about these launch and safety events in the Bronx.

Santa Monica, CA: Similar to our Bronx market and other markets across the country, Veo has held two events per quarter in Santa Monica related to safety and encouraging good user behavior, like wearing helmets. We have handed out over 200 helmets in Santa Monica in the first few months of the program, and we handed out nearly 100 helmets during a two-day Open Streets event that we partnered on with the City of Santa Monica. During this event, we also hosted a Safety Demonstration Course that provided free test rides, instruction, and safety tips to teach community members how to ride safely and wear a helmet. Additionally, during these safety events, Veo staff passed out safety guide flyers (see example in **Appendix C**) that reminded users to wear helmets. Please see **Section 17.8.5** for more information about these launch and safety events in Santa Monica.

AI Helmet Detection: Using Artificial Intelligence technology, Veo has created AI Facial Detection for helmet use that gives riders a discount if they are wearing a helmet when they start their trip. The App uses AI technology to actually "detect" if the rider is wearing the helmet in real-time and automatically records the detection in the system.

17.8 Access
1) Low-Income and Equity Program Access:
Veo Access Low-income program: Veo provides discounted rides for individuals who qualify for the federal and state programs like SNAP, Medicaid, or who receive discounted utility bills and we look forward to working with the City to identify other local programs for eligibility. For $5.00 a month, **the Veo Access program will waive the $1 unlock fee and provide e-bike, seated scooter, and stand-up scooter users with 30 minutes of free riding per day and a discounted per-minute fee after that of $0.20.** Users can contact our Customer Support (CS) team or go to our website to submit applications to our CS team to facilitate the application process. The process will confirm their full name, phone number, email, photo ID, and proof of low-income status (e.g., EBT card, discounted utility bill, SNAP, Medi-Cal, or any other state or federally-run assistance program document). After confirming their qualifications, we adjust their pricing. The process usually takes under 30 minutes if our Customer Support team receives all proper documentation to prove eligibility. To ensure that low-income university students are able to utilize Veo Access pricing, we will deliberately engage with the university offices of financial aid to ensure students are aware of Veo Access and (if this is possible) streamline enrollment by limiting required documentation to one notice from the university.

Geographic discounts: In order to better integrate Veo's micromobility services within Chicago's broader transit network and meaningfully improve first mile/last mile connections in the areas of Chicago with the longest on

average commute times, we will provide discounts to users that start or end trips at parking hubs within a quarter mile of a L stop within the Equity Priority Areas.

2) Technology Barriers:
In all our markets we provide access to users without smartphone and/or computers in the following ways, and will do so in Chicago:

Users without a smartphone: Veo provides a call-based system that allows non-smartphone users to access our devices. Users can call Veo's toll-free number to create an account with a Customer Service representative. They will be instructed to send documentation via an encrypted website before we can finalize the registration. The process usually takes under 30 minutes. By calling our 24/7 toll-free customer support number, 855-836-2256, unbanked users and/or non-smartphone users can:1) Locate nearby vehicles; 2) Load ride credit from prepaid debit cards; 3) Check credit balance; 4) Sign up for Veo Access program; 5) Unlock/lock a scooter remotely; and 6) Report issues to customer support.

Users without a computer: As explained above, users can complete most of the account sign up process over the phone with support from customer service. Customer support does need to receive documentation to finalize registration, thus, users can go to a library or locations with public computers to upload their documents. After users are registered, they do not need to use a computer and can call our toll-free customer support number to receive support locating and unlocking/locking vehicles.

During our in-person safety event and demonstration days in each of our markets, we provide the community and users with information on the different options of renting our devices, through smartphone use or our call-based system.

3) Banking Barriers:
Users without a bank or credit card: After collaborating with various organizations in the markets we operate in, we believe that prepaid debit cards (widely available from convenience stores, gas stations, etc.) remain the most effective, lowest-risk solution for people without credit cards or bank accounts to get access to our service. Veo provides this option for unbanked and non-credit card users in all our markets, and will offer it in Chicago as well. After obtaining a prepaid debit card by cash, users can add the card information to the "Wallet" feature of our Veo App and can begin riding a vehicle immediately.

Santa Monica, CA: Veo has partnered with a local non-profit in Santa Monica to provide free credits to their homeless outreach teams and case workers to help them traverse the city, cover more ground, and increase their capacity. The example shows that Veo is innovating how we support our communities – we are not just supporting a critical need in a market, but doing so by sidestepping requirements for a non-profit partner to use company or personal credit cards and lowering the financial barriers for resource-strapped organizations.

4) Payment:
At the time of submission of this proposal, Veo has not made our devices available for rent and payment in third-party applications. But Veo is open to exploring the possibility of integrating with Chicago Transportation Authority's fare system, Ventra, to allow our devices to be rented and paid for in this third-party application. Additionally, we have entered into a partnership with Google and as of February 7, 2022, Veo's devices (scooters and bikes) will be viewable in Google maps in markets where we operate in. We are currently exploring other ways to allow users to pay for Veo ride credits. For example, Veo is currently finalizing a partnership with the University of Alabama that will allow students to purchase Veo credits as part of the University's meal plan. After they sign-up

for a Veo account they can upload their Veo credits they purchased through their meal plan in the payment screen on the Veo app.

5) Education and Outreach:

Bronx, NY: During the first two weeks of operations in the Bronx we launched a strong education and outreach program. Our Street Team Ambassadors were stationed at 12 parking hubs for 8 hours per day for two weeks passing out our helmets, safety guide flyers, and Veo Access program flyers. During these two weeks, Veo staff handed out approximately 4,000 safety Guide cards educating users how to ride and park properly and safely. We also distributed approximately 2,500 Veo Access cards, informing local community members on the benefits of the program and how to sign up. We handed out a total of 11,250 pieces of literature during the two week period, including Safety Guide cards, Veo Access cards, Promo cards for new Bronx users, and "How to download the Veo app" cards. Additionally we held a Demo Day event at the Jacobi Medical Center where the local community could test ride our scooters and take home a free Veo helmet. Through these safety and outreach events we have improved knowledge of proper parking and increased ridership among low-income populations. For example, **only approximately 0.3% of all rides in the Bronx are associated with an improper parking complaint** (vehicle left in No Ride Zone, left outside service area or parking zone, or vehicle obstructing sidewalk). In addition, our ███ dditionally, for markets that require all operators to implement a Safety Quiz for first-time users, like Chicago, Veo has developed a comprehensive quiz to require first time users to review additional educational information of local regulations. In NYC, Veo requires all new users to take our **Safety Quiz** that is specifically tailored for the NYC market and its regulations. Please see **Appendix C** for more information about our User Education Plan.

Santa Monica, CA: Since launching in Santa Monica, Veo has held two events per quarter related to safety education and outreach. As mentioned previously, we partnered with the City of Santa Monica and co-sponsored with the Main Street Business Improvement Association and the Ocean Park Association to host a two-day Open Street event to educate and improve awareness of shared scooters in the community. During this event, we also hosted a Safety Demonstration Course that provided free test rides, instruction, and safety tips to teach community members how to ride safely and wear a helmet. Additionally, during these safety events, Veo staff passed out safety guide flyers, as well as Veo Access program flyers that provided information on how to sign up and use our Veo Access low-income program (see the flyer example below). Through these safety and outreach events, we have improved knowledge of proper parking and increased ridership among low-income or mobility-constrained populations. For example, only approximately **0.6% of all rides in Santa Monica are associated with an improper parking complaint** (vehicle left in No Ride Zone, left outside service area, or vehicle obstructing sidewalk). In addition, ███ Please see **Appendix C** for more information about our User Education Plan.

6) Accessible Devices:

Bronx, NY: In our Bronx market and other markets like Oakland, San Diego, and Santa Monica, Veo currently offers an Electric Adaptive Wheelchair Device that can be hooked up to most standard, non-electric wheelchairs, providing the user with the convenience of an electric wheelchair without having to transfer from one wheelchair to another. These adaptive vehicles that are not currently available via our app and deployed on the street like our other vehicles, we have a few different service models we are testing in different markets. Currently, our Bronx riders can request our Electric Adaptive Wheelchair Device by contacting our Customer Service to reserve and rent for up to a week. Please see **Appendix D** for an image of this device. Veo field technicians then deliver the device to, and pick it up from the user anywhere in the service area. We are also participating in a 2022 design and prototype competition in NYC to create a new adaptive micromobility device that is fully deployable and available on demand. We will transfer what we learn in that process to Chicago. We have already begun engaging the community in Chicago to understand needs and interest in this device and future iterations of accessible devices.

University of Maryland, College Park, MD: Since August 2019, Veo has held an exclusive contract with the University of Maryland (UMD), the City of College Park, and Town of University Park, MD by providing them with a mix of e-scooter and e-bikes. In addition, Veo provided the University with two handcycles that are available to the community and rented by contacting the University (not Veo). The recumbent handcycle is designed for people who have a physical limitation on the lower part of their body; it is hand powered and features a comfortable seat with a backrest, three 20-inch wheels, and a basket that can hold a cane. Please see **Appendix D** for an image of this device.

The applicant shall attest that they commit to working with the Commissioner, the Commissioner of the Department of Transportation, and the Mayor's Office for People with Disabilities to develop and implement a plan to deploy accessible shared scooter services. (Any applicant that fails to attest to this section will be disqualified from the license process.)
Veo commits to working with the Commissioner, the Commissioner of the Department of Transportation, and the Mayor's Office for People with Disabilities to develop and implement a plan to deploy accessible shared scooter services. In Chicago, we can offer our Cosmo Seated Scooter and our Electric Adaptive Wheelchair Device as described below. We are happy to work with the City of Chicago on new iterations of customized service models and new devices.

Adaptive Seated Scooters
Veo is committed to and has the ability to provide vehicles for use by people with disabilities. In Chicago, we propose providing our Cosmo seated scooter with baskets as an accessible device. The Cosmo seated scooter was designed to be a more accessible e-scooter option for those who feel more comfortable sitting down rather than standing up. The Cosmo seated scooter will meet the City of Chicago's definition of an Adaptive Scooter because the Cosmo features a seat. It is important to note that unlike other operators who affix a pole and a seat onto the base of a standard stand-up scooter, the Cosmo frame and seat is specifically designed for users to sit while riding. The Cosmo seated scooter offers a durable design that is easy to mount for riders of varying heights and capabilities. It features a lower center of gravity frame, 18-inch pneumatic wheels, front and rear mechanical brakes, mountain bike suspension, and comfortable seating for rider stability. **Our Cosmo seated scooters will be deployed on the street and available to rent via our app in the same manner as our Astro stand-up scooters.** Customers can use our Veo app to locate vehicles deployed at a nearby hub and unlock the vehicles to ride.

Provide a reliable and accessible mobility option for all, and not merely a recreational activity or novelty: Seated scooters can better address challenges around trip length, purpose of the trip (commuting to work vs recreational use), rider capabilities, topography, weather/ seasonality, and costs. Our experience operating the Cosmo in other markets has proven it to be a more accessible and popular option, with more rides per day than stand-up scooter models. Over the past two years Veo has operated the Cosmo seated scooters in multiple markets, **we currently operate our Cosmo seated scooters in a third of our markets**. The seated scooter provides a true and reliable mobility option for longer trips. All trips taken on electric micromobility can help reduce vehicular traffic in cities, but supporting longer trips is particularly important to decreasing reliance on private cars and for-hire vehicles. In addition, seated scooters are more comfortable for older users. Data from our user surveys show that as the age of women users increase preference for the Cosmo seated scooter increased over and the Astro stand-up scooter.

The applicant shall indicate whether, on the first day of deployment, all devices will have the capability to emit a sound for the purposes of alerting people with low vision of the presence of a scooter.
Yes, on the first day of deployment, all devices will have the capability to emit a sound for the purposes of alerting people with low vision of the presence of a scooter. Veo's newest devices are capable of emitting an audible engine noise to notify nearby pedestrians of the device's presence and operation. Veo is eager to arrange a demonstration and test of this feature in Chicago, and to incorporate feedback from the City. We understand that the Commissioner of the Department of Transportation and the Mayor's Office for People with Disabilities shall approve any emitted sound. Since August 2021, Veo has been working with New York City's Mayor's Office for People with Disabilities to develop the right pitch, sound, and loudness for the audible engine noise.

7) Driver's License:
Veo understands that underage riding is an issue for shared micromobility programs and believes that a

comprehensive approach including user education and verification helps reduce underage riding. In most markets where underage riding is a concern, Veo utilizes an in-app ID verification feature during the sign-up process. Veo understands that not everyone has a driver's license and it would not be fair to only allow driver's licenses as proof of identification. Thus, **Veo's identification and age verification platform does not solely require proof of a driver's license, the ID verification accepts all forms of local, state, or federal issued forms of identification.** Should we be selected to operate in Chicago and should the City prefer ID verification be enabled, Veo will ensure that the local CityKey ID would be accepted along with all other valid forms of government ID. However, if the City of Chicago prefers that any form of ID verification is not required, Veo can operate with an extra onus on the rules and regulations around age, including an emphasis in our in-app safety quiz with language that clearly states that underage riding is an immediate ban from the Veo platform.

17.9 Operations and Relevant Experience

1) Large Fleet Deployments:

Name of Entity	Maximum fleet size sustained for 30 days	Dates of Operation
NYC (Bronx), NY	■	Aug. 2021 – Present
Newark, NJ	■	Jul. 2021 – Present
Long Beach, CA	■	Feb. 2021 – Present
Santa Monica, CA	■	Jul. 2021 – Present
Cedar Rapids, IA	■	Mar. 2019 – Present
Texas A&M University/College Station, TX	■	Jan. 2019 – Present
Toledo, OH	■	Aug. 2021 – Present
Fort Wayne, IN	■	Aug. 2019 – Present
St. Petersburg, FL	■	Oct. 2020 – Present
San Diego, CA	■	Apr. 2021 – Present
Atlanta, GA	■	Jul. 2020 – July 2021

2) Minimum Deployment Zones:
Veo understands the importance and benefits of minimum fleet deployments, especially when it relates to equitable distribution. When we participated in Chicago's 2019 pilot program, the market represented the largest service area geography that our company had managed and we maintained at all times a good faith effort to rebalance vehicles to the Equity Priority Areas on a daily basis. However, we acknowledge that we, like all the participating companies, fell short of consistently hitting minimum equity distribution requirements.

Having learned valuable lessons in 2019, Veo redoubled our efforts to first perfect, and then scale, new operational approaches that would ensure we always met or surpassed geographic distribution requirements and overall operational service level agreements in all subsequent markets. **Since 2019, we continued to gain extensive experience in large cities, including the establishment of core Standard Operational Procedures that ensure day-to-day consistency and adherence to regulations, and developed proprietary technology that tailors deployments to maintain appropriate fleet deployments and distribution in all our markets**, including the following markets:

Seattle, WA (December 2021 - present): In Seattle, we are required to deploy at least 10% of our fleet to targeted Equity Focus Areas throughout the city. Veo routinely over-indexes its deployment in Seattle equity zones on a daily basis. Seattle is also unique in that it requires helmets to be worn by all bike riders, and Veo has committed it will provide helmets to any individual who requests one to ensure adherence to the law.

Santa Monica, CA (July 2021 - present): In Santa Monica, we are required to distribute devices and maintain daily relocation of devices among eight geographic deployment zones in order to ensure an equitable access to all neighborhoods throughout the City and to limit occurrences of device over saturation in sensitive and congested areas. Our fleet deployment requirements are as follows: 10% deployment in San Vicente West neighborhood zone, 2% in San Vicente East, 30% in Downtown, 12% in Mid Wilshire, 8% in Wilshire East, 14% in Pico, 14% in Ocean Park, 10% in Sunset Park. We consistently meet these requirements.

Newark, NJ (July 2021 - present): In Newark, the City requires that we deploy no less than 15% of our fleet across each of the nine Equity Zones daily. In addition, our vehicles must be deployed at the city-identified "fleet anchors" (parking corrals). To avoid over concentrations in parts of the service area, no more than 35% of our fleet can be located in any one census tract within the service area. Thus, our Local Operations team rebalances multiple times a day to ensure the Equity Zone deployment requirements are met and the overconcentration requirement is not exceeded. During our overnight and early morning shifts, our Field Technicians will rebalance our vehicles to ensure they comply with the 15% Equity Zones requirement before 6:00 AM.

Long Beach, CA (February 2021 - present): In Long Beach, we are required to meet fleet percentage deployments in specific geographic zones within the service area. This distribution and allocation plan will help maximize access to devices for all Long Beach residents, especially those in north, central, and west Long Beach neighborhoods. In Operational Area A and B, we are required to deploy and maintain 20% of our fleet in each of these zones daily. In Operational Area C, we are required to deploy and maintain 60% of our fleet in this zone daily. Our rebalancing system is designed to have scooters in the right place at the right time to meet demand during the work commute and for peak tourism times across the city. Our Field Technicians are dispatched three times a day specifically for rebalancing: 5-8 AM in preparation for rush hour traffic; 4-7 PM after for commuters; then again from 10-midnight for late night workers. In Long Beach, each morning by 8:00 AM, our local operations team will ensure that our scooters are deployed equitably within designated parking zones in each of the three Operational Areas.

Charlottesville, VA (October 2019 - present): The City of Charlottesville requires that operators maintain 10% of their fleet in the designated equity areas. Since day one of operations, Veo's local Operations Team has successfully and consistently kept our fleet of 250 vehicles in compliance with the City's equity requirement. Over the past year and a half, we have proactively worked with the City on continuous maintenance of our vandalized vehicles and other improvements to our equity deployment strategies. In addition, Veo has proposed to the City the implementation of more deployment hubs in the equity areas to allow Veo and the City to track the number of trips that begin and end in the equity areas.

Atlanta, GA (July 2020 - July 2021): Veo previously operated a mixed fleet of our Astro stand-up e-scooters and Cosmo seated e-scooters in Atlanta, GA. The City of Atlanta required each operator to deploy a minimum of 2% of their fleet per day across each equity zone (6% total). Veo is proud to have always met our target of having 12% of our deployed fleet in Atlanta's equity areas. In addition, Veo believes that overall vehicle utilization in equity areas (trip starts and trip ends) is a useful metric for measuring success in providing an equitable service. In Atlanta, during our year of operation, consistent vehicle deployment in equity zones has translated into just over 14% of all Veo trips taken citywide starting and/or ending in one of the three Equity Zones.

3) Dense Commercial Operations & Geofencing:
Santa Monica, CA: As mentioned previously above, we are required to distribute devices and maintain daily relocation of devices among eight geographic deployment zones in order to ensure an equitable access to all neighborhoods throughout the City and to limit occurrences of device oversaturation in sensitive and congested

areas. In the downtown area we are required to deploy not more than 30% of our fleet. To ensure there is organized parking in the downtown tourist and entertainment areas, we provide a $1 discount to riders who end their trip within a marked parking corral, which are typically identified as a joint decision with the City. Veo uses its proprietary Veo Tech App to identify operations needs to ensure Santa Monica's local requirements are reflected and the downtown deployment zone fleet cap is respected. Please see **Appendix E** for more information about our hub-based rebalancing procedures.

St. Petersburg, FL: In our St. Petersburg market, forced parking at city-designated parking corrals is a requirement by the City. Veo has observed that forced parking is a major tool in managing dense city market areas. Geofencing service areas and large general no ride or no parking zones provides a way to manage an area. Additionally, when we implement sub-geofencing zones on top of our service area, like Force Parking, No Parking and Slow Ride Zones we see the effects materialize in a neater, cleaner, and tidier market. This helps eliminate the whirlwind effect of dockless scooters (scooters mis-parked on sidewalks, tipped over, or damaged). Forced parking at parking corrals that are spaced equitably across the service area can better serve neighborhoods by ensuring access for all who need it. Additionally, Veo has experience implementing temporary geofences, for example, in St. Petersburg, we implement no-ride zone geofences for the Saturday farmer's market that activate at 11am and deactivate at 2pm.

4) Fleet Size
If Veo is awarded a permit along with two other operators, we can deploy ▮▮▮ vehicles at the start of the license period. If the City choses less than three operators, or can allow larger overall fleet size, Veo would be able to scale up to ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ Regardless of fleet size, we recommend ▮▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ o ensure operational excellence and ensure that deployments are not outpacing user demand by tracking on riders per device per day.

5) Pricing:

Pricing Model	Pricing	Eligibility
Colorado Springs, CO		
Standard Pricing (Astro Stand-up scooter)	$1 to unlock and $0.29 per minute	Everyone
Veo Access (low-income program)	$0 to unlock and $0.29 per minute	Individuals that are at 200% Federal Poverty limit or qualify for federal or state assistance programs (including eligible students), like SNAP, Medicaid, or who receive discounted utility bills
Military Discount	$0 to unlock and $0.29 per minute	Current or ex-military (all branches) individuals
Long Beach, CA		
Standard Pricing (Astro and Cosmo)	Astro stand-up scooter: $1 to unlock and $0.39 per minute Cosmo seated scooter: $1 to unlock and $0.45 per minute	Everyone

Veo Access (low-income program)	$0 to unlock and $0.39 ($0.45) per minute	Individuals that are at 200% Federal Poverty limit or qualify for federal or state assistance programs (including eligible students), like CalFresh, Medicaid, or who receive discounted utility bills
NYC (Bronx), NY		
Standard Pricing (Astro stand-up scooter and Cosmo seated scooter)	$1 to unlock and $0.39 per minute	Everyone
Veo Access (low-income program)	$5.00 a month waives the $1 unlock fee for all rides and provides 30 minutes of free riding a day (and $0.20 a minute after that) to NYC residents.	Individuals that are at 200% Federal Poverty limit or qualify for federal or state assistance programs (including eligible students), like SNAP, Medicaid, or who receive discounted utility bills
San Diego, CA		
Standard Pricing (Cosmo E Class II e-bike and Cosmo seated scooter)	$1 to unlock and $0.39 per minute	Everyone
Veo Access (low-income program)	$5.00 a month waives the $1 unlock fee for all rides and provides 30 minutes of free riding a day (and $0.20 a minute after that) to San Diego residents.	Individuals that are at 200% Federal Poverty limit or qualify for federal or state assistance programs (including eligible students), like CalFresh, Medicaid, or who receive discounted utility bills
Military Discount	$0 to unlock and $0.39 per minute	Current or ex-military (all branches) individuals
Toledo, OH		
Standard Pricing (Astro stand-up scooter, Cosmo seated scooter, Halo pedal bike)	<u>Astro stand-up scooter:</u> $1 to unlock and $0.35 per minute <u>Cosmo seated scooter:</u> $1 to unlock and $0.40 per minute <u>Halo pedal bike:</u> $1 to unlock and $0.05 per minute	Everyone
Veo Access (low-income program)	$0 to unlock and $0.35 (or $0.40 or $0.05) per minute	Individuals that are at 200% Federal Poverty limit or qualify for federal or state assistance programs (including eligible students), like CalFresh, Medicaid, or who receive discounted utility bills

The applicant shall provide their intended standard price to rent a device in Chicago starting in 2022, including initial trip-start or unlock fees, per-minute fees and any other fees.

Pricing Model	Proposed Pricing	Eligibility

Chicago, IL		
Standard Pricing (Astro Stand-up scooter and Cosmo seated scooter)	$1 to unlock and $0.39 per minute	Everyone
Veo Access (low-income program)	$5.00 a month waives the $1 unlock fee for all rides and provides 30 minutes of free riding a day (and $0.20 a minute after that) to Chicago residents.	Individuals that are at 200% Federal Poverty limit or qualify for federal or state assistance programs (including eligible students), like SNAP, Medicaid, or who receive discounted utility bills
First/Last Mile Equity Incentive Pricing	$1 off any trip that starts or ends within ¼ mile of an L stop within the Equity Priority Areas	Everyone

6) Parking:

St. Petersburg, FL: In our St. Petersburg market we use Forced Parking Zones. We implement geofencing at existing marked parking corrals that require users to park at specific geofenced zones to create more organized parking and help with rebalancing efforts in large service areas. This helps eliminate the whirlwind effect of dockless scooters (scooters mis-parked on sidewalks, tipped over, or damaged). In addition, forced parking at parking corrals that are spaced equitably across the service area can better serve neighborhoods by ensuring access for all who need it. **For example, in St. Petersburg in 2021, Veo's Customer Support team** ███████████████ ██. The Forced Parking Zones do not allow users to end their trip unless they are within the geofenced Forced Parking Zones. For example, if a user rides into an area that requires users to end their trips at a designated parking hub or parking station, the Veo app sends a push notification alerting the user that they are required to park at a parking hub. The user will not be able to end their ride and will continue to be charged until they navigate to a geofenced parking zone viewable on the map. Forced parking zones are displayed in the Veo app with clear iconography, a blue circle with a "P", and labeled as "Required Parking" when a user taps on the "P". Forced Parking Zones are typically located at existing parking corrals or other types of parking infrastructure, which require users to end their rides at these locations.

Oakland, CA: In our Oakland market we have utilized our integrated cable-lock-to technology from day one, ensuring that all of our e-scooters are equipped with a fully integrated bluetooth cable lock on the front of the scooter that immediately unlocks when the scooter's QR code is scanned within the Veo app. Before the user can unlock the scooter they must check to see if their bluetooth is "on" on their smartphone. At the end of their trip, the users are not able to end the ride until they re-engage the cable to the locking mechanism. Users are instructed and reminded to lock the vehicles to appropriate infrastructure, like bike racks (see screenshots to the right). **In Oakland in 2021,** ████████████████████████ ████████████████ Using the integrated lock, our Ops Team prioritizes staging and rebalancing our vehicles at bike racks to help educate and encourage riders to end their trips at bike racks.
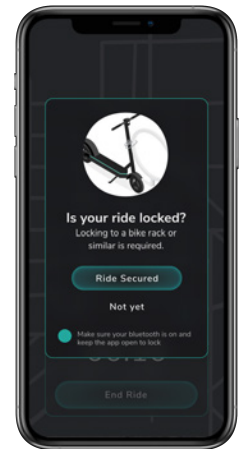
7) Fleet Rebalancing:

Oakland, CA: As mentioned previously, in our Oakland market we use our integrated cable-lock-to technology, where all of our e-scooters are equipped with an integrated bluetooth cable lock on the front of the scooter that immediately unlocks when the scooter's QR code is scanned within the Veo app. In Oakland in 2021, ████████████ ████████████████████████████. Using the integrated lock, our Ops Team prioritizes staging and rebalancing our vehicles at bike racks to help educate and encourage riders to end their trips at bike racks. Additionally, the City of Oakland requires that 20% of bike corrals must be left open for private bikes and scooters – one side of

each U rack must be left for private bikes and two scooters are allowed per side of the U rack. Veo has successfully managed and achieved this requirement to ensure adequate parking for other street users, including private bicycles.

San Diego, CA: In our San Diego market, our local Operations are trained to park each vehicle type at the appropriate type of parking locations (e.g. deploying our scooters at City-designated parking corrals) and the number of vehicles per parking location. Veo complies with the City's request that no more than four (4) of our scooters are deployed at each parking corral. Additionally, requiring users to end their ride at a city-designated scooter parking corral leaves public bike racks open for private bicycles. Veo's local Operations Team is constantly monitoring and rebalancing our fleet to ensure corrals do not become overcrowded. Immediately after receiving a complaint a Customer Support representative sends the report to our local Operations Team. Please see **Appendix E** for more information about our hub-based rebalancing procedures.

8) Improper Device Parking Remedy:

Bronx, NYC: Our local Operations Team in New York City is required to meet a NYCDOT Service Level Agreement (SLA) on parking compliance that requires us to rectify any reported parking issue, including tipped over scooters, improperly parked scooters, or excessive accumulation of scooters at particular areas within 2 hours of notification. This requirement is tracked actively and failure to meet it results in financial penalties. Since launching in NYC, Veo has ███████████████████████████ ████████████████████ Our operations team is able to meet this requirement across a large service area with a fleet of 1,000 scooters due to appropriate staffing levels of well-trained W2 in-house labor, and internal performance metrics that track each individual staff members' response times.

San Diego, CA: Our local Operations Team uses our custom Operations System to monitor the location and status of each vehicle. Currently, in San Diego, we regularly beat the 3 hour response time required by the City for tickets and complaints, and our data shows that on average we respond in under 2 hours. Immediately after receiving a complaint a Customer Support representative sends the report to our local Operations Team. Our Fleet Coordinator will use our in-house VeoTech App to efficiently dispatch the closest Field Technician to re-park an improperly parked vehicle. ADA-compliance tickets are prioritized within the VeoTech app queue during Field Technicians' shifts. Emails from City officials to the local Operations Managers or reports from 311 systems are handled directly by the Operations Manager and tracked parallelly to customer support reports. After reviewing the report/complaint the Operations will assign the task to a Field Technician who will resolve the issue and send a photo confirming the issue was resolved. All reported violations are reviewed and approved by the Operations Manager before sending them to the customer.

9) Stale Devices:

Veo uses a proprietary internal software system, Veo's Manhattan System (Operations System), to manage fleet status and health, trip details, and system revenue information. It tracks all vehicles, users, transactions, maintenance, and system usage. The Operations System allows the Operations Team to track when vehicles have not been moved/used in 24, 48 or 72 hours, and prompts the team to rebalance the vehicles to reduce the risk of theft and vandalism, ensure utilization, and meet local requirements. In all our markets we track this as a key metric for our Operations Teams and our KPI is ██ For example, in the Bronx, NY, the Local Operations team has consistently maintained ████████████████████ ████████████████

Our Central Operations team has determined certain situations that can increase the percent of vehicles that are left sitting untouched in one location for more than 72 hours. For example, during the winter in some markets the ridership numbers are less than in the summer months which affects the utilization rates of each vehicle and increasing the idle time of the fleet, to solve the increase of idle percentage of our fleet the Local Operations team will reduce the size of the fleet in the winter months. Another example, is when ridership numbers are higher than expected, our Local Operations team are more focused on responding to complaints, improper parking, and

swapping batteries, and the idle vehicles can be left untouched, thus to solve this increase percentage of idle vehicles our Local Operations team will increase the number of Field Technicians.

10) Maintenance:

In all our markets we have implemented a comprehensive maintenance plan that ensures a high level of device safety and that we respond to inoperable vehicles quickly to reduce our loss rate. Please find our standard maintenance plan below that we will administer in Chicago.

Maintenance Plan

Veo undertakes all of our vehicle design, testing, and manufacturing in-house. This means that we can quickly analyze, discuss, and solve any deficiencies related to our software or hardware on our vehicles. Our new IoT system works with our Vehicle Monitoring System to track the real-time status of our vehicle components including motor, throttle, battery, brakes, and Vehicle Control System. It will automatically upload the data to the cloud and alert our operations team if there is a surge in the vehicle temperature caused by the motor overheating. The system will also record all the sensor data and provide our maintenance team with detailed logs to identify the issues. Our proprietary systems flag vehicles with hardware issues or low battery and automatically remove them from the Veo app to ensure users cannot rent damaged vehicles. Veo's software and backend system is extremely secure and does continual self-screening that notifies the developer team if anything unexpected occurs. These systems, in addition to the 17 safety and durability tests vehicles undergo prior to being launched, and the use of bolts and connectors that require proprietary tools to remove, prevent systemic device safety issues.

Veo understands that maintenance plays a critical role in providing safe vehicles to our users and a safe environment for our users and non-users. Hence all of our charging and maintenance tasks are performed by our local Operations Team, made up of local full-time/part-time employees. We primarily focus on: **1. comprehensive mechanic training; 2. modular vehicle design; 3. centralized vehicle maintenance reporting; and 4. proactive/ routine maintenance checks.**

We have established SOPs that categorize maintenance into both field operations and warehouse maintenance. Our Field Operations Technicians perform routine inspections during the distribution and rebalancing of vehicles to identify any maintenance and safety issues that need to be addressed. We have a proprietary web-based Equipment Management System to manage all vehicle repair and inspection schedules, which are monitored in real-time by Field Technicians and Warehouse Mechanics. All vehicle maintenance and inspections records are documented, including detailed maintenance reports, status of the maintenance reports, maintenance history logs, and upcoming inspection schedules. We perform both **preventative and reactive inspections** of our vehicles:

In-field: Veo's Field Technicians perform a four-point inspection checklist on each vehicle they touch during their rebalancing and swapping battery shift.

In-warehouse: Veo's warehouse mechanics are required to perform this 7-point inspection checklist after performing maintenance on the vehicle and before it can be deployed back into the field.

Vehicle Self-Monitoring System: Our new IoT system works with our Vehicle Monitoring System to track the real-time status of our vehicle components including motor, throttle, battery, brakes, and Vehicle Control System. It will automatically upload the data to the cloud and alert our operations team if there is a surge in the vehicle temperature caused by the motor overheating. The system will also record all the sensor data and provide our maintenance team with detailed logs to identify the issues. Our proprietary systems flag vehicles with hardware issues or low battery (less than 15%) and automatically remove them from the Veo app to ensure users cannot rent damaged vehicles. When a hardware issue is flagged our system will remove the vehicle from the rider App and our Field Operations Team will collect the vehicle for maintenance. We are also notified for issues like idling for more than 24 hours or losing GPS signal (recently offline). All of the system issues and maintenance activities are logged in the Veo Equipment Management System to ensure complete documentation of each vehicle.

Maintenance Frequency: Veo proactively inspects our vehicles at regular intervals, as well as in the event of a number of triggers, including rebalancing, customer service reports, and self-diagnosis from the vehicle. **Importantly, any vehicle flagged for inspection or repair is immediately placed in "Error Mode" and the vehicle cannot be rented until it has been inspected and repaired.** In order to ensure the maximum safety of our riders, we also inspect vehicles through the following channels and, if any issues are identified, the vehicle is returned to our warehouse for repair. Please find a table of the maintenance type and frequency in **Appendix F.**

11) Staffing:

i) Total expected number of full-time staff	Regardless of total fleet size, Veo will maintain a local Operations Team ratio of approximately ▮▮▮▮▮▮▮▮▮▮▮▮ deployed at all times. We increase the number of employees per device ratio depending on the number of riders per device, per day occurring in the market. **If we launch with a fleet size of** ▮▮▮▮▮▮▮▮▮▮▮
ii) Total expected number of part-time staff	We will employ ▮▮▮▮▮▮▮▮▮ We will determine how many of those FTE are part time once we are awarded a permit. ▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮
iii) Combined expected full-time equivalent of all part-time staff	We will employ ▮▮▮▮▮▮▮ If we launch with ▮▮▮▮▮▮ ▮▮▮▮▮
iv) Expected number of non-staff personnel supporting operations (including contract and gig workers)	Veo proudly utilizes the "employee-only" labor model for maintaining field operations, and our Operations teams are made up of local W-2 full-time/part-time employees. Veo hires entirely in-house employees and **we NEVER rely on franchises, gig labor, or contractors.**
v) Expected combined full-time equivalent of all non-staff personnel.	We will employ ▮▮▮▮▮▮▮ If we launch with ▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮ All of our staff will be in-house employees.

12) Hiring Plan:

Veo believes that the long-term success of our business is directly tied to the meaningful investments we make in the community. To that end, we prioritize developing high-quality, local operations teams by hiring and training local employees to ensure our scooters are charged, maintained, and parked properly. **Veo proudly utilizes the "employee-only" labor model for maintaining field operations, and our Operations teams are made up of local W-2 full-time/part-time employees.** We internally train, educate and maintain a team of skilled operations staff passionate about offering the highest quality micromobility service to their hometown. Gig-economy labor and franchises are never part of our business plan. In addition, we pay competitive, living wages to our local part-time and full-time Veo employees. **Veo's employee-only business model gives us far greater control over the actions and behavior of our local team to ensure we are in compliance with City requirements and deliver the best level**

of service to our customers and the local community. All Veo employees operate under the directive and tutelage of our local Operations Manager who deploys teams, sets schedules, and disseminates new information from the City as it rolls in. Our dedicated teams are familiar with the governing laws of each mobility program and, since our employees are working cohesively as a team with a sole mission, are able to meet those goals and exceed all standards.

Veo has already contacted numerous local workforce development groups based on the Chicago Department of Family and Support Services Workforce Services Division "Delegate Agency List," and confirmed that **agencies such as the Greater West Town Community Development Project, the Cara Collective, and Skills for Chicagoland's Future would be willing and able to help us recruit appropriate individuals for local staffing**, especially our mechanic and field technician roles. Discussions are underway, and if awarded this contract our interim local Operations Manager will begin the process of posting for W2 employees through these agencies immediately and interview their referrals first in our hiring process. These agencies will also help us advertise and recruit within the Equity Priority Area neighborhoods, as it is always Veo's goal to hire staff who bring intimate knowledge of our operating areas, particularly those where localized communications, deployment, and rebalancing strategies are most critical to ensuring high ridership rates. Prior to launch, we will complete hiring our local Operations Team, including our Operations Manager, Fleet Technicians, and Maintenance Mechanics to run the Chicago market, mentored and supervised by our Central Operations Team. Please find a table of our Local Operations team members' roles and responsibilities in **Appendix G**.

Newark: In our Newark market, Veo worked with the NewarkWORKS and the Newark Workforce Development Board to help hire our Local Operations team from the local community. In addition, we have reached out to the YMCA organization in Newark and the Covenant House in Newark that both provide transitional services which include helping people find a job.

Colorado Springs: In Colorado Springs, we reach communities of interest through partnerships with CBOs like RISE Coalition whose members include local schools, housing developers, the health department, parks and trails employees, and other community serving businesses. We have also reached out to local colleges and the City Department of Workforce Development. We are also working on creating a summer program to hire youth from historically disadvantaged communities.

Comprehensive Operations Training Program: All operations employees will be onboarded and trained/re-trained 2-3 weeks prior to the launch date. Local new employees will go through an initial onboarding training program that covers our employee handbook, company culture, general safety, warehouse operations, vehicle safety practices, and operations. All new technicians and mechanic staff are personally trained by the local Operations Manager and then shadow experienced staff members for at least two shifts before they are allowed to work on their own. Mechanics receive additional supplemental training including scooter and bike repair videos and virtual or in person sessions with our central headquarters hardware experts. Veo Operations staff must pass competency tests to ensure our standard operating procedures including but not limited to correct parking are met.

Additional Field Technician Training: Veo will build daily operation plans to ensure compliance with Chicago regulations in each of the deployment zones serviced, including proper parking deployments and rebalancing throughout the day. Veo local operations teams will be assigned to specific zones throughout the city to ensure that field staff develop specialized understanding of the unique parking issues associated with their area. Fleet Technicians are onboarded and trained through our standard management training program for in-the-field operations with a large emphasis on proper parking and rebalancing based on local regulations. Please see **Appendix G** for a detailed description of our comprehensive training programs.

13) Environmental Impact:
Veo operations maintain a smaller environmental footprint than industry standard in all our markets across the country through the employment of the below listed technologies and approaches. All of these emissions reducing

strategies will be implemented in Chicago from day one of launch.

Swappable Batteries: We use swappable batteries in all of our vehicles, which increases overall device and dramatically reduces the VMT and traffic congestion associated with fleet management. We have witnessed the use of swappable batteries lowering VMT by approximately 70% since we change the battery in the field rather than collecting them by cargo van every evening and returning them each morning for redistributing. In addition, our Operations Teams can carry approximately 40 swappable batteries in one of our cargo vans during each shift, reducing the number of vans needed for fleet management. Thus, our swappable battery operations not only reduce our VMT related to fleet management but also reduce traffic congestion because we use fewer cargo vans and take less trips around the city to manage our fleet. In assessing the sustainability of a proposed service, emissions caused by fleet management devices should not be overlooked and, while it may seem like a minor operational difference, a growing body of 3rd party research makes it clear that the efficiencies offered by swappable batteries are key to achieving the environmental benefits promised by electric micro-mobility.[2]

Cosmo Cargos: To further reduce our VMT from fleet management tasks, in some markets like **Fayetteville, AR, Atlanta, GA, University of Illinois - Urbana-Champaign, and Gainesville, FL**, we have used Cosmo Cargos (retrofitted Cosmo vehicles with attached cargo trailers) to swap batteries for our Cosmo, Cosmo E and Astro and rebalance our Astro scooters. Rebalancing our fleet with the electric cargo bike has proven particularly effective in denser urban environments where standard cargo vans would otherwise contribute to and be stuck in traffic. Our Cosmo Cargos can typically carry 30 battery packs per shift or 6 Astros. The Cosmo Cargo not only reduces our VMT related to charging tasks, but also unlike vans, they do not block driveways or take up parking spaces by double parking, and reduces on-street traffic congestion.

More Durable Vehicles: Our commercial-grade e-scooters are built to address the safety needs and rigors of shared public use. Our scooters are put through 17 rigorous safety and durability tests, including whole vehicle and individual parts tests. Each scooter goes through road simulators, falling, and jumping tests to measure the safety and sturdiness of the vehicle. Currently, the Cosmo seated e-scooter and Astro 4 stand-up scooter last a minimum ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ depending on utilization rates and weather conditions. In addition, the durable magnesium alloy frame can be used and reused for up to 5 years should other individual components degrade. Our lithium batteries have a lifespan of approximately ▮▮▮▮▮▮▮ meaning a single battery can power ▮▮▮▮▮▮▮▮ The modular design of our products, **and complete in-house control of the design and manufacturing process**, allows us to reuse parts and/or redesign individual components to improve overall vehicle lifespan in a way that is simply not possible when companies purchase the devices in bulk from external manufacturers. Our Mechanics are trained to reuse parts rather than dispose of them, giving our fleet even more-time on the road. 99% of our vehicle components are designed to be recyclable.

Beyond these sustainable practices and technologies which will be part of the Chicago operation from day one, **Veo has ambitious sustainability goals over the next two years, which include** ▮▮

14) MDS Compliance:
In many of the markets Veo operates in we successfully provide data via MDS. For example, the **City of Santa Monica** contracted with Ride Report as its MDS aggregator. Veo provided the required tokens so the city can monitor Veo's adherence to required equity deployment zones, vehicle caps, and other metrics, in addition to the most recent version of MDS, 1.1.0 including the Agency, Geography, and Policy API. Another example is our program in **New York City**, where we provide NYCDOT's data aggregator, Blue Systems, with the most recent version of MDS, 1.1.0 including the Agency, Geography, and Policy API as well.

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[2] International Transport Forum (ITF) and Corporate Partnership Board. (2020, September 17). Good to Go? Assessing the Environmental Performance of New Mobility. Retrieved September 29, 2020, from https://www.itf-oecd.org/good-to-go-environmental-performance-new-mobility

APPENDICES

Appendix A. References

References: For every entity (e.g., municipality or campus) in which an applicant has operated within and is referenced in this application, the applicant shall provide a reference who can attest to the accuracy of the information provided and the applicant's character and reputation. This reference shall be a current employee of that entity and shall have knowledge of said entity's shared scooter operations. References shall be provided in an appendix, sorted alphabetically by name of entity. References shall include name, title, entity, phone number and email.

Name of Entity	Point of Contact
Atlanta, GA	Kemberli Sargent Vision Zero Manager, Strategy and Planning Atlanta Department of Transportation (404) 295-1675 ksargent@atlanta.gov
Cedar Rapids, IA	April Wing Program Manager at City Manager's Office City of Cedar Rapids (319) 286-5683 a.wing@cedar-rapids.org
Charlottesville, VA	Amanda Poncy Bicycle and Pedestrian Coordinator (434) 970-3720 poncy@charlottesville.gov
Colorado Springs, CO	Ryan Tefertiller Planning Manager City of Colorado Springs Phone (719) 385-5382 Email Ryan.Tefertiller@coloradosprings.gov
Fort Wayne, IN	Dan Baisden Neighborhood Planning and Activation Leader City of Fort Wayne (260) 427-2139 daniel.baisden@cityoffortwayne.org
Long Beach, CA	Tony Cruz Community Programs Specialist City of Long Beach Public Works (562) 570-6384 tony.cruz@longbeach.gov
Newark, NJ	Philip Scott Director of Engineering City of Newark (973) 733-8520 scottp@ci.newark.nj.us

NYC (Bronx), NY	Lily Gordon-Koven Director of Dockless Pilots & Programs New York City Department of Transportation (212) 839-4575 lgordon-koven@dot.nyc.gov
San Diego, CA	Ben Verdugo Community Parking District Manager, Sustainability & Mobility Department City of San Diego (619) 533-4741 bverdugo@sandiego.gov
Santa Monica, CA	Kyle Kozar Senior Transportation Planner & Bike Coordinator City of Santa Monica Department of Transportation (310) 458-2201 x 5769 Kyle.Kozar@santamonica.gov
St. Petersburg, FL	Evan Morey Director of Transportation and Parking Management City of St. Petersburg (727) 551-3322 evan.morey@stpete.org
Texas A&M University / College Station, TX	Ron Steedly Sustainable Transportation Manager Texas A&M University (979) 847-2453 rsteedly@tamu.edu
Toledo, OH	Sean Burnett Commissioner of Transportation City of Toledo (419) 360-6534 sean.burnett@toledo.oh.gov

Appendix B. Vehicle Images

Cosmo2

Dimensions: 64"L x 42"H

① 18" Tires
② 500w Motor
③ Audible Notifications
④ Basket
⑤ Bell
⑥ Braille Identifier
⑦ Double-sided Kickstand
⑧ Dual Mechanical Brakes
⑨ Foam Padded Seat
⑩ Front Suspension
⑪ LED Front Light

⑫ LED Tail Light
⑬ Lock-to
⑭ Motor Noise
⑮ Phone Holder
⑯ QR Code And Digital Display
⑰ Swappable Battery
⑱ Throttle
⑲ Turn Signals
⑳ Underdeck Light
㉑ Veo Contact Info/ Safety Info
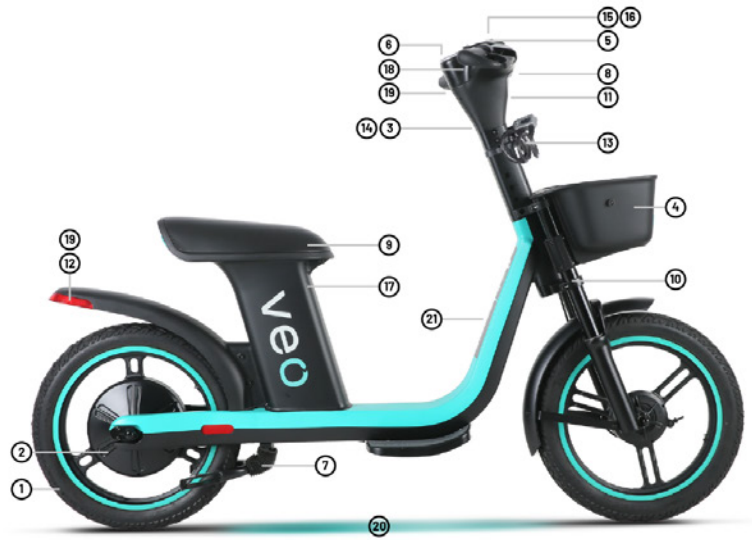
Astro4

Dimensions: 50.5"L x 45"H

1. 10" Tires
2. 350w Motor
3. Audible Notifications
4. Bell
5. Braille Identifier
6. Kickstand
7. Dual Mechanical Brakes
8. Front Reflector
9. Front Suspension
10. LED Front Light
11. LED Tail Light
12. Lock-to
13. Motor Noise
14. QR Code And Digital Display
15. Rear Suspension
16. Swappable Battery
17. Throttle
18. Turn Signals
19. Underdeck Light
20. Veo Contact Info
21. Safety Info

Appendix C - User Education Plan

Veo commits to proactively promoting proper and safe use of our vehicles from day one through our comprehensive approach, including: rider in-app education, on-vehicle information, and in-person community events that prioritize geographic equity across underserved communities. Veo has various safety programs including the following:

In-App Education

First-time user educational screens: Before registering for an account, all new users must confirm they have read and agreed to Veo's User Agreement and Privacy Policy, which explain Veo's rules around proper riding and age requirements. After registering for a Veo account, each user must read a multi-step "safety tips" primer before they are able to begin their first Veo ride in a city. The in-app screens cover how to operate the vehicle, proper parking, and helmet wearing. These screens can be tailored to highlight issues that Chicago would like to emphasize. Please see examples of these on-boarding screens below.
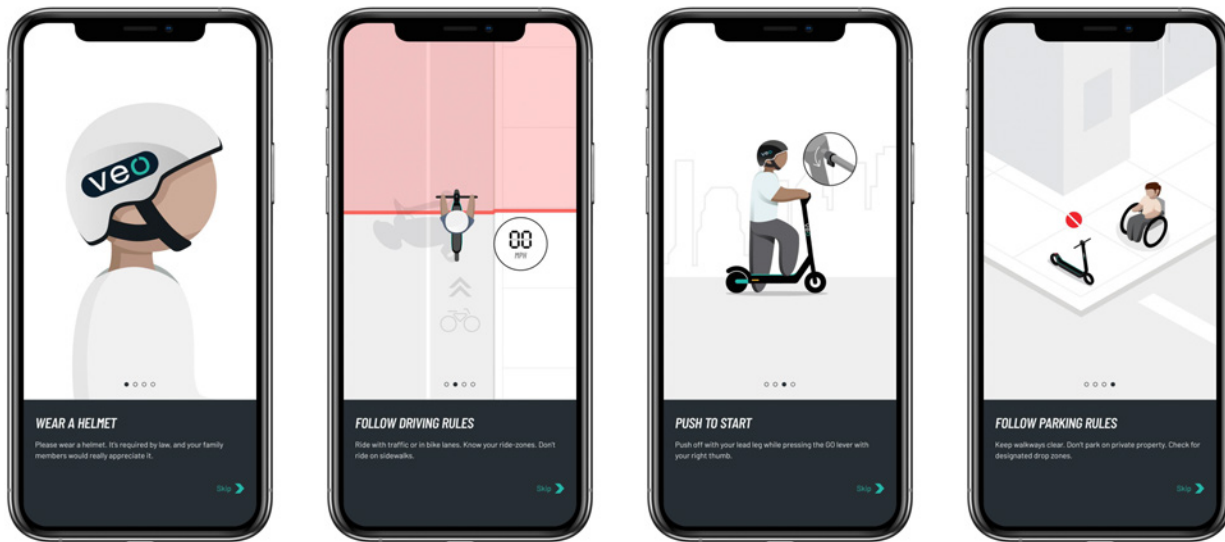

First-time user safety checklist: In July 2021, Veo implemented an additional safety checklist during the on-boarding process for first-time users (see screenshots below). Users must affirmatively check each box before proceeding to rent a vehicle. In addition, this safety checklist is always available for users to review at any time, located on the homescreen as an "i" icon (see first screenshot below). This safety checklist can be tailored to highlight issues that Chicago would like to emphasize, such as not riding on sidewalks, obeying rules of the road, and parking requirements.
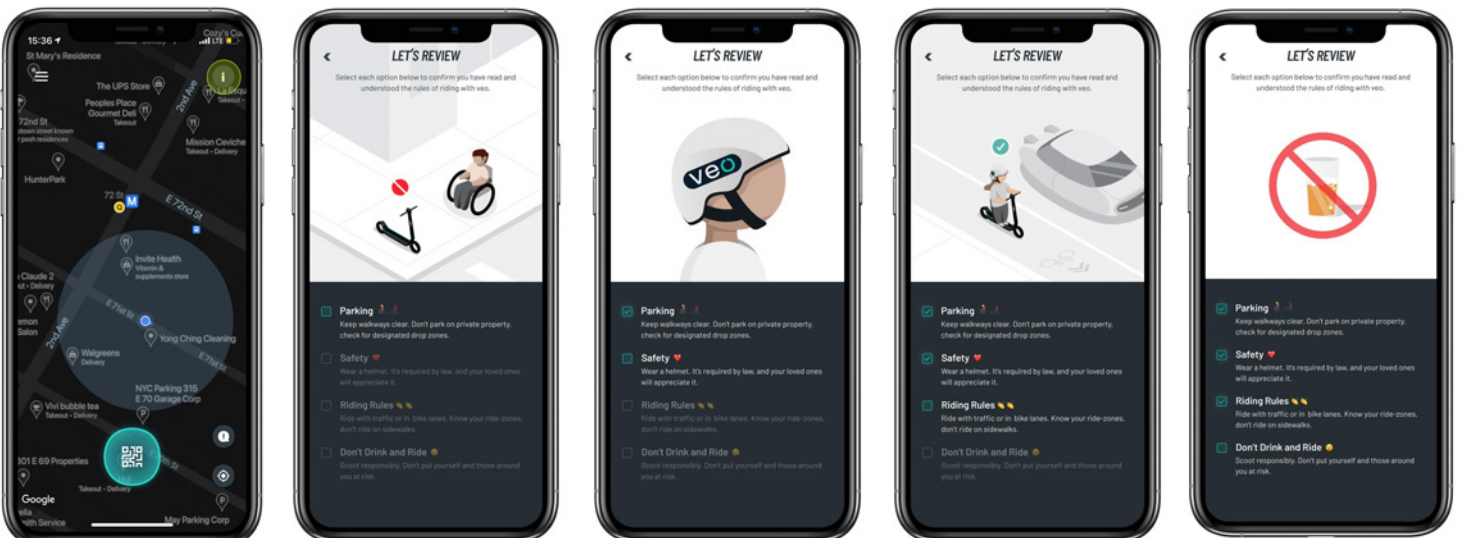
In-app Safety Quiz: For markets that require all operators to implement a Safety Quiz for first-time users, like Chicago, Veo has developed a comprehensive quiz to require first time users to review additional educational information of local regulations. In NYC, Veo requires all new users to take our Safety Quiz that is specifically tailored for the NYC market and its regulations (please see the examples below). Veo can tailor our Safety Quiz to relate to local Chicago regulations.
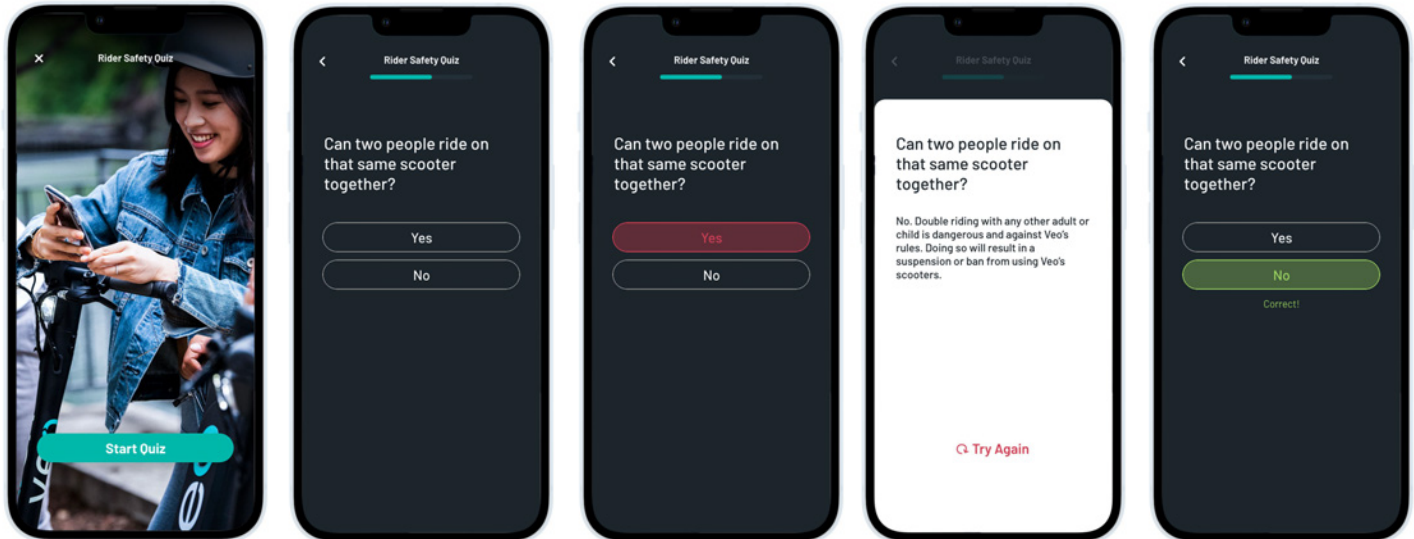

Education Mode: Veo evaluated data from the CDC and City of Austin demonstrating that first-time scooter riders are among the most likely to experience a crash or injury. As a result, Veo developed and implemented our Education Mode in August 2020, which limits our throttle-operated vehicle speed to 8 mph (instead of the standard 15 mph max). Veo's App will provide in-app messaging to first-time users about the Education Mode feature and how it can limit a new user's first ride to a maximum speed of 8 mph. Additionally, riders that would like to "take it slow" on future trips can enable Education Mode as often as they like as they become more comfortable and confident. Please see below for screenshots of Education Mode.
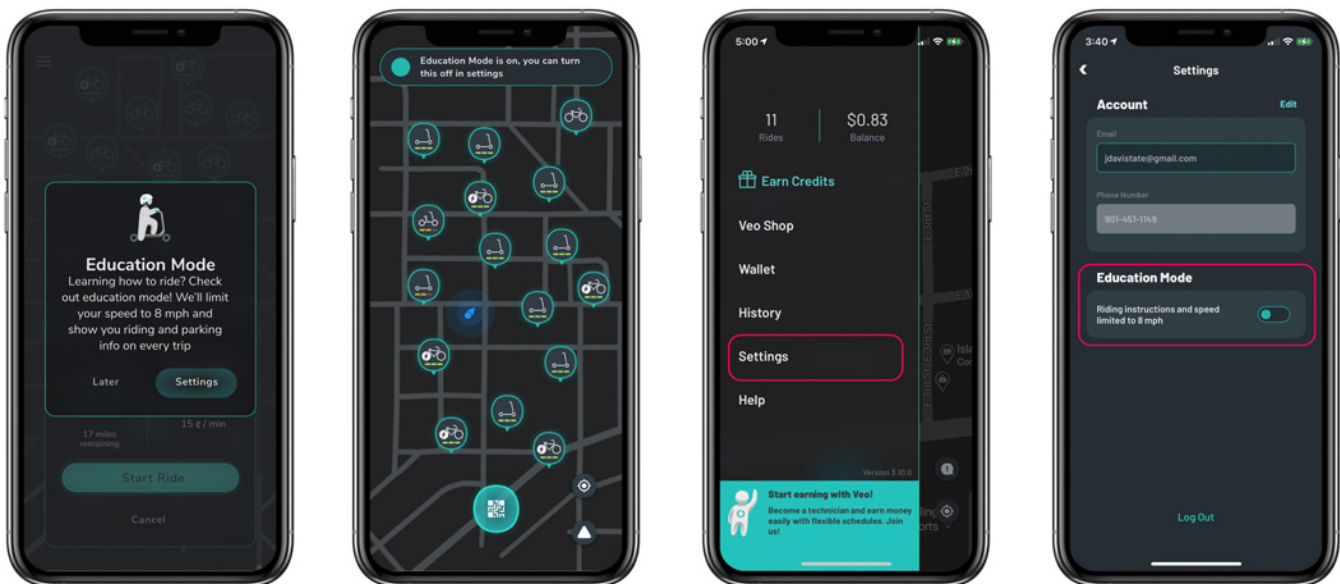
End-of-ride photo requirement: Veo's app mandates that every rider takes a photo of their parked vehicle before they can end their trip to prove compliant parking. The Customer Support team manually reviews all end-of-trip photos corresponding to a parking violation, complaint, or report. If the Customer Support team confirms a parking violation, they will send out notifications and/or violation fines. Please see below for screenshots of the end-of-ride photo requirement.
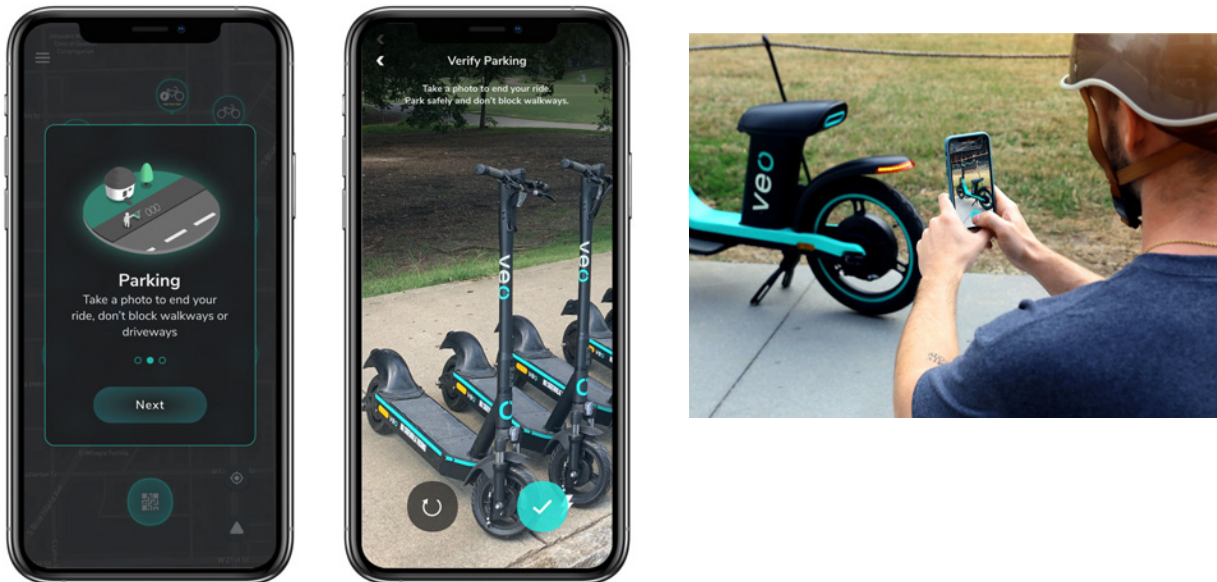
Help Center and FAQs: The Help Center is located within the side tab in the top left corner of the screen, and contains educational information similar to our on-boarding screens and a short educational video about how to rent a Veo vehicle and how to safely and properly ride. The Help Center also includes information about in-app features like geofenced zones and our education mode. In addition, it contains frequently asked questions, like: "How long can I rent a vehicle for?" and "How do I end my ride on a scooter?". Please see a few screenshots of the Help Center. Please see a few below for example screens from our Veo app.
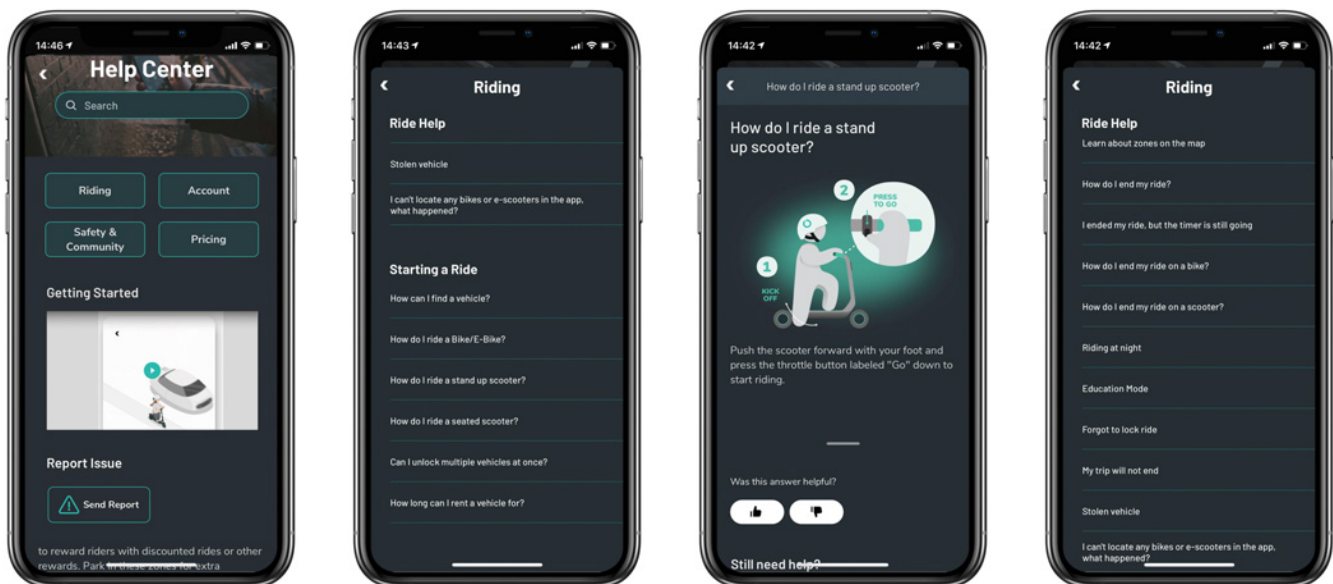
Out-of-App Education

On-vehicle decals: For educational and safety purposes, Veo affixes an informational sticker to each vehicle that provides clear and prominent ridership rules and instructions, like minimum age requirement (18+), yielding to pedestrians, no riding on sidewalks, wearing a helmet, no double riding, and parking responsibly. These decals also include our customer service number and email address which make it easy for anyone to report issues to us via phone, email, or App. All Veo vehicles include a braille identifier with contact information to allow those with visual impairments to contact our Customer Support team to report improperly parked scooters or blocking ADA access.

Community Events: Veo sponsors local events and activities to educate more people to learn about the mobility share program. We seek to improve mobility in all types of neighborhoods —campus, residential, tourist, or low income. All events cover the same information in varying detail depending on the objectives above, however, we will increase our focus on job opportunities and accessibility in neighborhoods with lower incomes. We also work on partnerships with established groups and programs. During these events, we distribute flyers (see flyer graphic below) and inform community members of our service, allow people to **test ride our scooters** (helmets provided), and solicit feedback on how we can better serve the community. These events are also terrific recruiting events for finding our part-time workforce.

Community Rides and In-person Safety Classes: In partnership with community-based organizations, Veo provides in-person Safe Riding and Safe Parking instructions during local events, group rides, and device demonstration days. Continuing in-person safety education will be held regularly, in coordination with existing City and community events whenever possible, and will prioritize underserved areas and communities of concern where residents are often less familiar with micromobility services. In addition, Veo sponsors local events and activities (COVID-19/Public Health conditions allowing) to educate users and the public about shared riding. We believe that users and non-users alike benefit from understanding how the vehicles operate, where and how they should be parked, and how to contact Veo in the event of any issue they see with the scooters. **In Chicago, Veo commits to conducting at least nine education and outreach events per quarter, including at least six events in the Equity Priority Area.**

Safety Guide flyer that is passed out at community events and at our safety classes.

Website: Veo's website includes information about how to use our vehicles and our app, as well as safety tips, and where to download our app. In addition, Veo's Safety page on our website educates users who might not have access to a smartphone and encourages safe riding behavior, like helmet use.

Emails, SMS Texts, and Social Media (Monthly or prior to major events or paused operations): Veo communicates with riders through monthly SMS texts and emails on local regulations, safety tips, and "continuing" education. This communication keeps users up to date on how safe riding and responsible parking can earn them free credits and discounts. Veo also uses Instagram, Facebook, and Twitter to share information about events, promotions, and any changes to parking/riding rules.
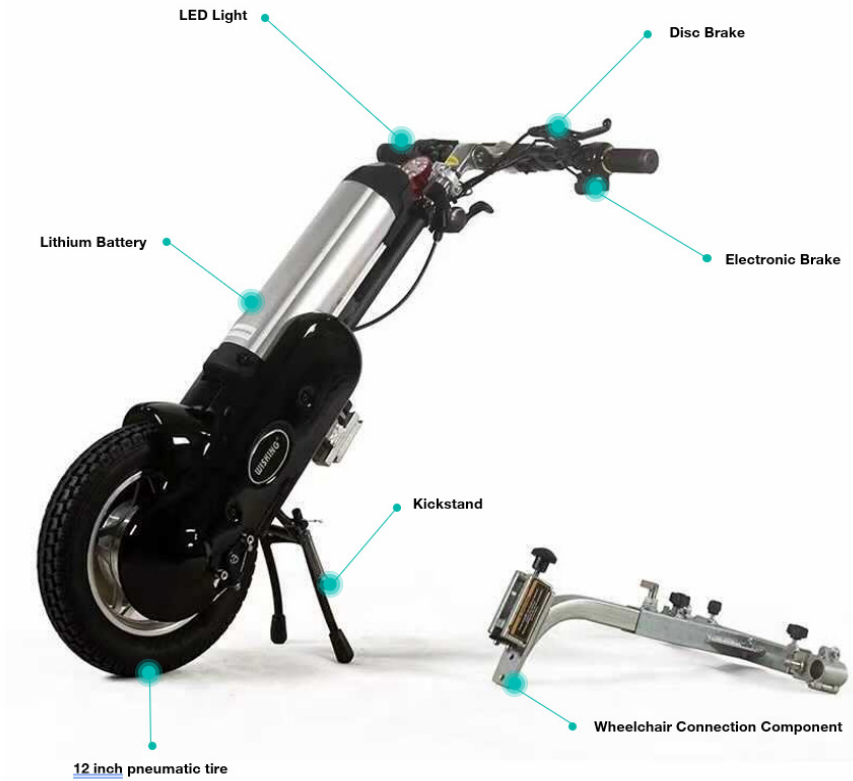
AI Helmet Detection: Using Artificial Intelligence technology, Veo has created AI Facial Detection for helmet use that gives riders a discount if they are wearing a helmet when they start their trip. The App uses AI technology to actually "detect" if the rider is wearing the helmet in real-time and automatically records the detection in the system.

Appendix D – Accessible Devices from NYC and University of Maryland

Electric Adaptive Wheelchair Device

LED Light
Disc Brake
Electronic Brake
Lithium Battery
Kickstand
Wheelchair Connection Component
12 inch pneumatic tire

Recumbent Handcycle

Hand powered
Dual mechanical break
Front and rear reflector
Aluminum frame
Basket
Front and rear suspension
Three balanced 20-inch wheels
Dual drive-chain system

Appendix E - Veo's Hub-based Rebalancing Technology and Procedures

Use of Data and technology for enhanced utilization and distribution management
Our Deployment and Operations plan is driven by having the right number of scooters in the right place at the right time across the service area. Instead of addressing vehicle availability issues by flooding the market with more than enough vehicles, Veo incorporates **consultations with local stakeholders, trip data analysis**, and our **cutting-edge Operations System** to deploy the appropriate number of vehicles to meet user demand and we develop our deployment map to ensure the fleet is distributed equitably throughout the entire service area.

Veo uses a proprietary internal software system, Veo's **Manhattan System (Operations System),** to manage fleet status and health, trip details, and system revenue information. It tracks all vehicles, users, transactions, maintenance, and system usage. The Veo Ops System utilizes our **Hub-based rebalancing feature** that uses past performance data to indicate where users would take and end rides. Our **VeoTech App** is integrated with the Manhattan System and allows our local Operations Team to view, in real-time, usage and the locations and status of each scooter and its swappable battery, as well as manage each deployment Hub.

Hub-based deployment and rebalancing: Veo's **deployment "Hubs" are virtual staging locations** where our local team deploys and rebalances vehicles throughout the day and typically represent areas with high trip demand. In Chicago, our deployment Hubs will be placed in appropriate parking infrastructure, like bike racks or parking corrals to ensure that our Field Technicians lock our vehicles correctly and encourage users to properly lock and park our devices. **In Chicago, our deployment Hubs will be configured to ensure that our fleet's distribution meets Equity Priority Area requirements.**

The deployment Hubs are managed and monitored using our proprietary Manhattan Operations Systems. At these Hubs we maintain a specified number of vehicles available throughout the day based on ridership demands and intentional traffic patterns that we want to create. We can adjust and optimize the number of vehicles at each Hub depending on time of day, day of the week, and season. We can use this system to set the deployment and distribution numbers to meet rush hour needs or to help increase utilization in specific neighborhoods. The Hubs allow our Operations Team to ensure equitable distribution of our fleet and availability of our vehicles in underserved areas, while providing users with reliable and predictable locations of where they can begin a ride daily.

The **VeoTech App** is Veo's proprietary App that provides critical information to the Field Technicians on their cellphones for managing operations in the field. The VeoTech App utilizes our Hub-based rebalancing feature to provide real-time information about the number of devices parked at each Hub and whether a Hub is over- or under-stocked. Hub data collected allows the Fleet Coordinator to anticipat redistribution demands and properly schedule Field Technicians to be on hand when needed to relocate devices. Each Hub in the VeoTech App contains real-time information about the number of vehicles in the hub, including the actual, target, and minimum numbers for the hub.

For example, in each of the 10 Equity Priority Sub-Areas, we will set up enough deployment hubs and control their target numbers to meet the minimum 4% distribution requirement in each area, and to ensure that at least 50% of our fleet is deployed in the entire Equity Priority Area.

Detailed Deployment Instructions: In addition to receiving training on in-the-field operations and rebalancing based on local regulations, Field Technicians are provided with detailed deployment instructions in the VeoTech

App. When Field Technicians deploy and rebalance our vehicles, they are guided by the VeoTech App's "Hub" map. Each Hub in the VeoTech app contains information including the actual number of vehicles parked at the hub, the target number of vehicles that should be parked at the hub, and the minimum number of vehicles that can be parked at the hub. When the Field Technician arrives at the Hub, the VeoTech App also provides them with the exact deployment location and a staging reference photo to ensure proper parking by the technician.

When deploying and rebalancing our fleet in Chicago, Field Technicians will be instructed to park and lock our scooters and at appropriate parking infrastructure, like public bike racks, to provide users with reliable and predictable locations of where they can find our vehicles and can begin a ride.

Operations Team's Schedule: Building on Veo's standard operating procedure across all of its micromobility markets, the City of Chicago would be broken into deployment zones and each will be assigned a dedicated Field Technicians team responsible for daily operations, including morning restaging, rebalancing vehicles to meet the Chicago's fleet distribution requirements, battery swapping, executing safety checks and simple repairs on vehicles, and correcting mis-parked vehicles. Covering a standard 24 hour period, the Field Technicians' shifts are broken into three periods morning (5AM - 10AM), daytime (10 AM to 6 PM), nighttime (6 PM to midnight), and overnight (only on weekends, 2AM - 6AM). Each period is typically broken up into 2-4 hour shifts in which the Field Technicians: rebalance vehicles; address reports of damaged, offline, or incorrectly parked vehicles; or swap batteries. These hours are subject to change depending on the needs of the market. As depicted in the table below, Veo's Field Technicians sweep their zones multiple times a day to deploy, rebalance, and re-positions improperly parked vehicles.

Building on Veo's standard operating procedure across all of its micromobility markets, San Diego is broken into deployment zones and each will be assigned a dedicated Field Technicians team responsible for daily operations, including morning restaging, rebalancing vehicles to meet the Veo's fleet distribution goals, battery swapping, executing safety checks and simple repairs on vehicles, and correcting mis-parked vehicles. Covering almost a 24 hour period, the Field Technicians' shifts are broken into three periods morning (4am to 10am), daytime (10am to 6pm), nighttime (6pm to 2am), and overnight (only on weekends, 2am to 4am); in which the Field Technicians turn on or shutdown the fleet during curfew hours; rebalance vehicles; address reports of damaged, offline, or incorrectly parked vehicles, emergencies and any other complaints; and swap batteries. As depicted in the table below, Veo's Field Technicians sweep their zones multiple times a day to deploy, rebalance, and re-positions improperly parked vehicles.
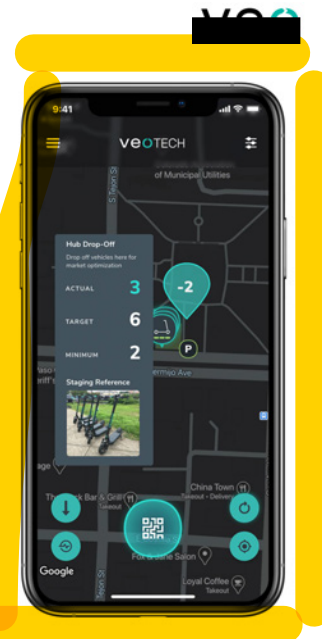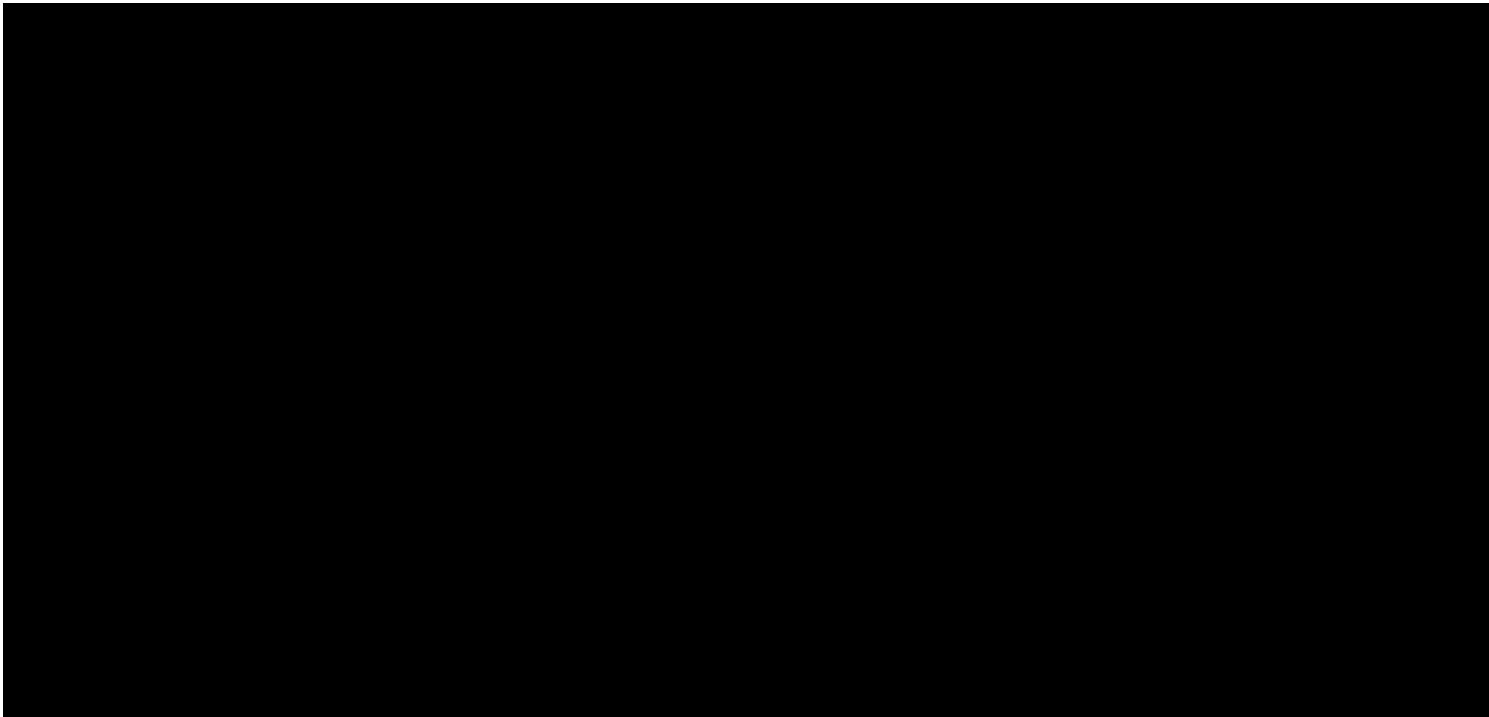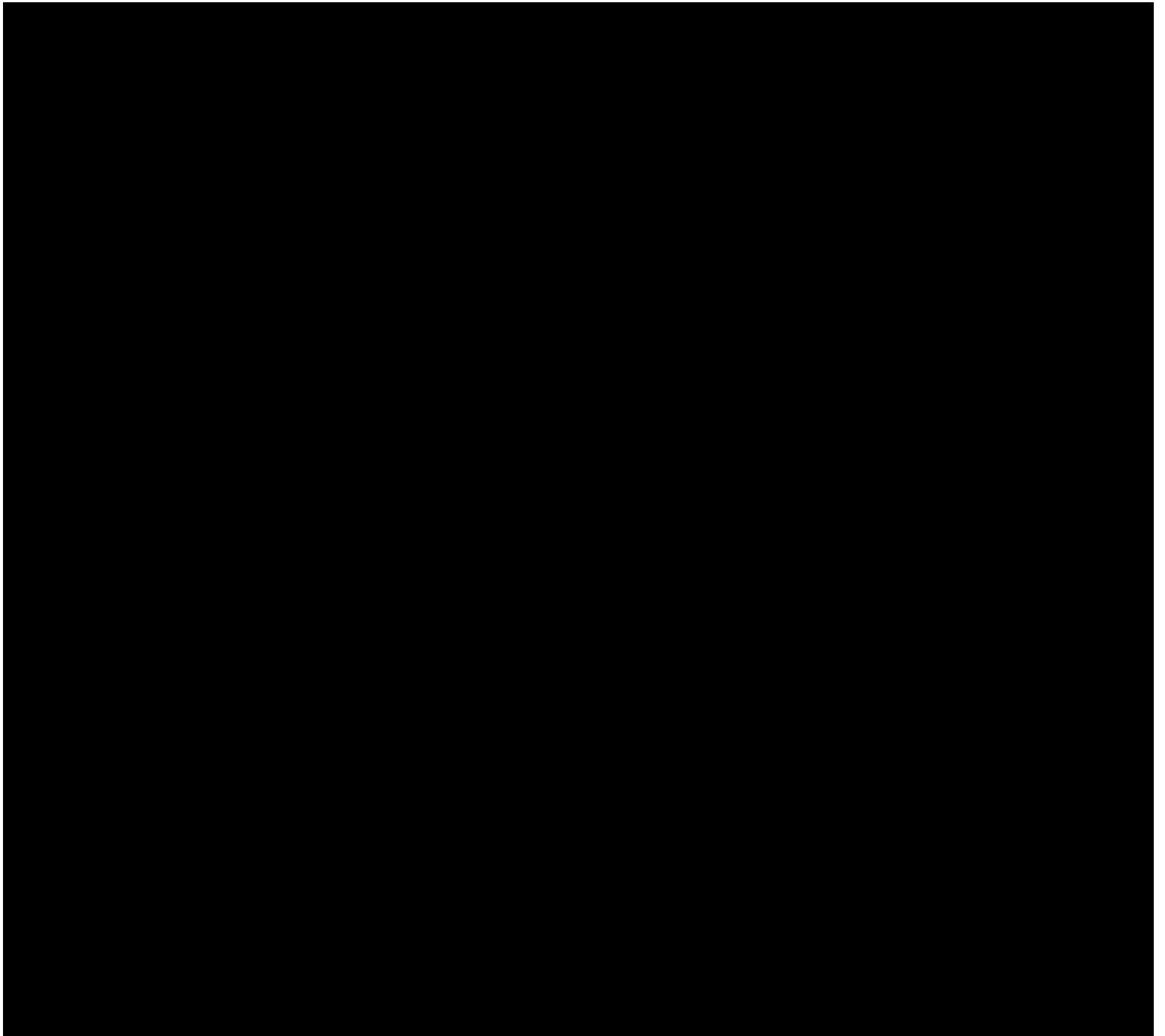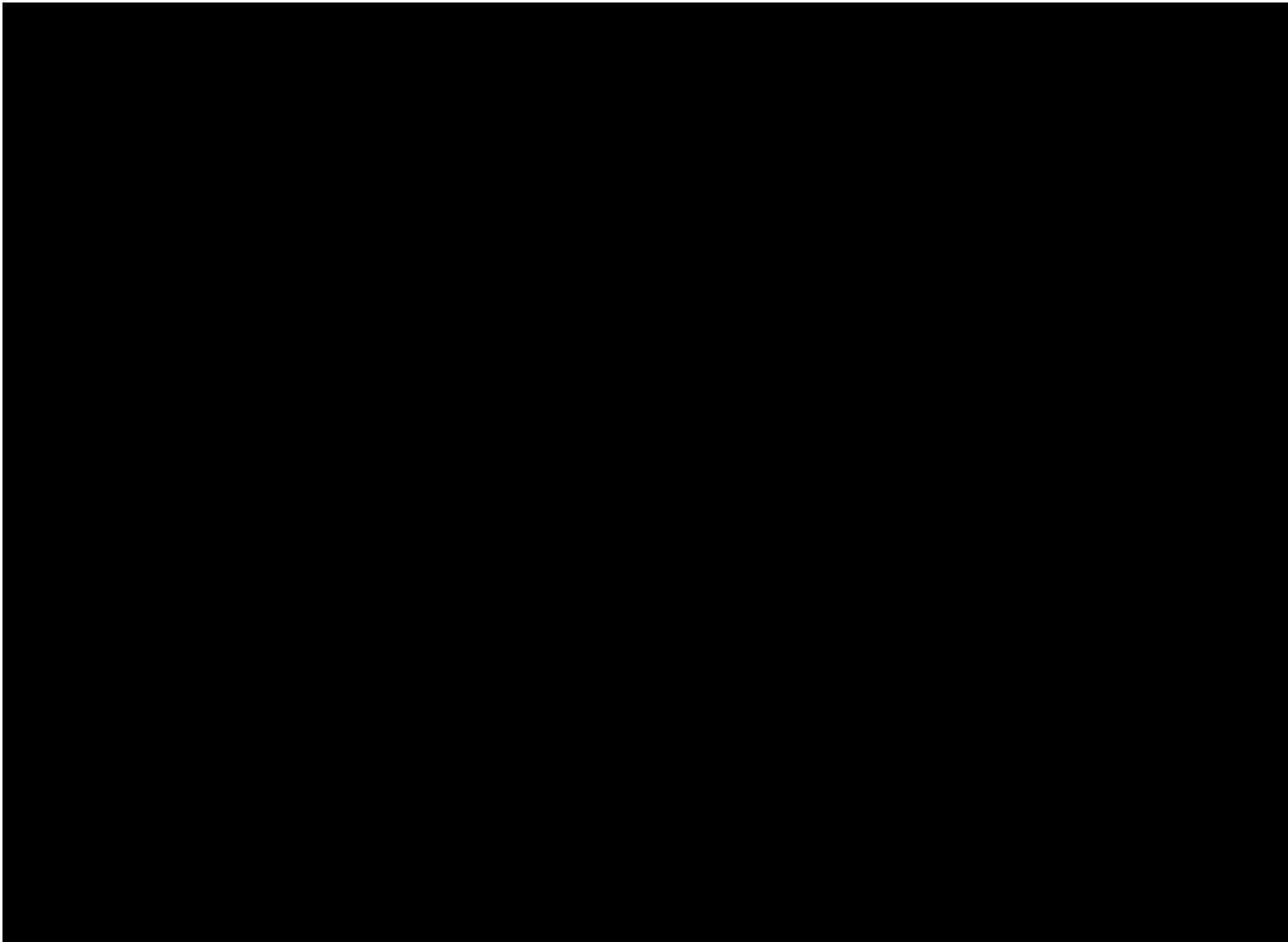
Appendix G – Hiring Plan Details

Prior to launch, we will complete hiring our local Operations Team, including our Operations Manager, Fleet Technicians, and Maintenance Mechanics to run the Chicago market, mentored and supervised by our Central Operations Team.

Comprehensive Operations Training Program: All operations employees will be onboarded and trained/re-trained 2-3 weeks prior to the launch date. Local new employees will go through an initial onboarding training program that covers our employee handbook, company culture, general safety, warehouse operations, vehicle safety practices, and operations. All new technicians and mechanic staff are personally trained by the local Operations Manager and then shadow experienced staff members for at least two shifts before they are allowed to work on their own. Mechanics receive additional supplemental training including scooter and bike repair videos and virtual or in person sessions with our central headquarters hardware experts. Veo Operations staff must pass competency tests to ensure our standard operating procedures including but not limited to correct parking are met. See below for our skill and training plan:

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