Wheels Labs, Inc.

CITY OF GLENDALE
Shared Mobility Pilot Program Proposal

WHEELS ⚬

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PART I - BACKGROUND, AFFIRMATIONS, CERTIFICATIONS & STABILITY

Form A - Submittal Cover

FORM A
SUBMITTAL COVER PAGE CERTIFICATION

RESPONSE TO REQUEST FOR PROPOSALS
CITY OF GLENDALE
Shared Mobility Pilot Program

<u>Proposer:</u>

Firm Name: **Wheels Labs, Inc.**
Street Address: **8149 Santa Monica Blvd. #297**
City, State, Zip: **West Hollywood, CA 90046**

I certify that this Proposer is sufficiently informed as to all matters affecting the performance of the work, and the furnishing of labor, supplies, material or equipment called for in this proposal; that the proposal has been checked for errors and omissions, that the facts stated in the proposal are current as intended and are a complete and correct statement of the facts stated therein for performing the work or furnishing the labor, supplies, materials or equipment required by the RFP. This Proposer waives any claim for the return of its proposal on account of errors or omissions claimed to have been made in its proposal or for any other reason.

I certify that this response fully complies with the requirements as defined in the RFP, and that I am an authorized representative of the company to bind the firm to this response to the RFP for a 120-day period.

<u>Todd Maron, Chief Legal Officer</u>

Printed Name of Authorized Representative

Signature of Authorized Representative

FORM B
PROPOSER CONTACT INFORMATION

<u>Proposer</u>

Firm Name: **Wheels Labs, Inc.**
Address: **8149 Santa Monica Blvd. #297**
City, State, Zip: **West Hollywood, CA 90046**

Authorized Signer Name: **Todd Maron**
Authorized Signer Title: **Chief Legal Officer**
Telephone Number: **(310) 428-7488**
Fax Number: **N/A**
Email Address: **tmaron@wheels.co**

Project Manager Name: **Tony Garabis**
Project Manager Title: **Senior Operations Manager**
Telephone Number: **(614) 915-6127**
Fax Number: **N/A**
Email Address: **tgarabis@wheels.co**

<u>Subcontractors to Proposer</u>

Firm Name: **N/A**
Address:
City, State, Zip
Authorized Representative Name:
Authorized Representative Title:
Telephone Number:
Fax Number:
Email Address:
Work to be Performed:

Firm Name: **N/A**
Address:
City, State, Zip:
Authorized Representative Name:
Authorized Representative Title:
Telephone Number:
Fax Number:
Email Address:
Work to be Performed:

Attach additional pages as necessary.

FORM C
RESTRICTIONS ON LOBBYING AND CONTACTS AGREEMENT

The Proposer agrees that during the period beginning on the date of the issuance of the RFP and ending on the date of selection of the Proposer, no person (or entity) submitting a proposal in response to this RFP, nor any officer, employee, representative, agent, or Proposer representing such a person (or entity) has not and shall not contact through any means or engage in any discussion concerning the award of the Contract with any member of the City Council of the City of Glendale or his or her personal staff. Any such contact shall be grounds for the disqualification of the proposal.

The Proposer agrees that during the period beginning on the date of the issuance of this RFP and ending on the date of selection of the Proposer, each person or entity described in the previous paragraph has and shall limit his or her communication with City staff to the written clarification and amendment process described in Section IV, and interviews or discussions pursuant to evaluation and selection process described in Section V. At no time has or shall this Proposer have any communication with a member of the City's Evaluation Committee, other than communication initiated by such member during interviews or discussions.

_____   **January 11, 2021**
Signature of Authorized Representative   Date

Todd Maron, Chief Legal Officer
Printed Name and Title of Authorized Representative

FORM D
STATEMENT OF QUALIFICATIONS

A.   If your organization is a corporation or a limited liability company, answer the following:

1. Date of incorporation/organization: **08/07/2018**
2. State of incorporation/organization: **Delaware**
3. Corporate ID number: **4188487**
4. Agent for Service of Process: **CT Corporation**
5. Attach names, addresses and phone numbers of all Corporate Officers.

Joshua Viner, Chief Executive Officer
Jonathan Viner, President
Bruce McCallister, Chief Financial Officer
Marco McCottry, Chief Operating Officer
Todd Maron, Chief Legal Officer
Paul Vizcaino, Chief Development Officer
Amy Shat, Chief People Officer

All corporate officers can be reached through Paul Vizcaino at 310-428-7488. The address for each corporate officer is 8149 Santa Monica Blvd #297 West Hollywood, CA 90046.

B.   If your organization is a partnership, answer the following:

1. Date of organization/formation.   **N/A**
2. Type of partnership (if applicable).   **N/A**
3. Attach name(s), address and telephone number of general partner(s).

C.   If your organization is individually owned, answer the following:

1. Date organization was formed.   **N/A**
2. Owner Name.   **N/A**
        Address.
        Telephone number.

D.   Claims and Suits (Check the box if answer is "no". If the answer to any of the questions below is "yes", please attach an explanation.)

☑   1. Has your organization ever been debarred or disqualified from bidding by any state, county or local government agencies? If yes, please explain.
        2. Are there any judgments, claims, arbitration proceedings or suits pending or outstanding against your organization or its officers?

Over the course of Wheels' more than two years of operating and many millions of miles ridden by our customers, there have been only five legal actions filed against Wheels as a result of accidents that were claimed to have taken place while on a Wheels device. Notably, none of these cases involves death or what we would regard as serious injuries, and in two of these cases, no claims were made against Wheels at all. Rather, the rider made claims against the relevant city for improperly maintaining the roads (as the accident was caused by large potholes or other gaps in the roadway). Each of these cases is at an early stage, and there have been no judgments. Wheels does not believe that it has liability in any of these cases.

In addition, a lawsuit is pending against Wheels for wage and hour claims relating to our hourly workforce. This case is at an early stage and Wheels does not believe that it has any liability.

☑ 3. Has your organization filed any lawsuits or requested arbitration within the last five (5) years?

☑ 4. Have you or, if Proposer is a corporation, any principal of the corporation ever been convicted of a felony? If your answer is "Yes", please explain the details of that conviction and, if so, whether you or said officer have served his or her sentence.

☑ 5. Have you or your company ever been charged by any governmental agency for failure to follow safety procedures? If so, please explain.

We/I declare under penalty of perjury that the foregoing is true and correct.

Dated this **11** day of **January**, 20**21**

Name of Company: **Wheels Labs, Inc.**
By: **Todd Maron**
Title: **Chief Legal Officer**

FORM E
PROPOSER'S AFFIDAVIT OF NONCOLLUSION

I, **Todd Maron** under penalty of perjury, state as follows:

1. That I am the **Chief Legal Officer** (Title of office if a corporation: "sole owner," "Partner," or other proper title) of **Wheels Labs, Inc.**, (hereinafter called "Proposer") who has submitted to the City of Glendale a Proposal for the Shared Mobility Pilot Program;

2. That said Proposal is genuine; that the same is not sham; that all statements of fact therein are true;

3. That said Proposal is not made in the interest or behalf of any person, partnership, company, association, organization, or corporation not named or disclosed;

4. That Proposer did not, directly or indirectly induce, solicit, agree, collude, conspire or contrive with anyone else to submit a false or sham proposal, to refrain from proposing, or withdraw his/her proposal, to raise or fix the proposal price of Proposer or of anyone else, or to raise or fix any overhead profit, or any cost element of Proposer's price or the price of anyone else; and did not attempt to induce action prejudicial to the interests of the City of Glendale, or of any other Proposer, or anyone else interested in the proposed Agreement;

5. That the Proposer has not in any manner sought by collusion to secure for himself/herself/itself an advantage over any other Proposer or induce action prejudicial to the interests of the City of Glendale or of any other Proposer, or anyone else interested in the proposed Agreement;

6. That the Proposer did not, directly or indirectly, submit its proposal price or any breakdown thereof, or the contents thereof, or divulge information or data relative thereto, to any corporation, partnership, company, association, organization, bid depository, or to any member or agent thereof, or to any individual or group of individuals, except to the City of Glendale, or to any person or persons who have partnership or other financial interest with said Proposer in his/her business.

We/I declare under penalty of perjury that the foregoing is true and correct.
        Dated this **11** day of **January**, 20**21**

        Name of Company: **Wheels Labs, Inc.**
        By: **Todd Maron**
        Title: **Chief Legal Officer**

FORM F
EQUAL OPPORTUNITY/AFFIRMATIVE ACTION STATEMENT

The Proposer hereafter described will not discriminate against any employee or proposer for employment because of race/color, national origin, sex, sexual preference, religion, age, or handicapped status in employment or the provisions of services.

[signature]   **January 11, 2021**

Signature of Authorized Representative   Date

Todd Maron, Chief Legal Officer
Printed Name and Title of Authorized Representative

FORM G
HOLD HARMLESS AGREEMENT

Proposer agrees to indemnify and hold harmless the City of Glendale against and from any and all damages to property or injuries to or death of any person or persons, including employees or agents of the City, and shall defend, indemnify and hold harmless the City, its officers, agents, and employees, from any and all claims, demands, suits, actions, or proceedings of any kind or nature, of or by anyone whomsoever, in any way resulting from or arising out of the negligent or intentional acts, errors, or omissions of the Proposer or any of its officers, agents, or employees.

_____   **January 11, 2021**
Signature of Authorized Representative   Date

Todd Maron, Chief Legal Officer
Printed Name and Title of Authorized Representative

Debarment and Suspension Certification
Information Regarding Debarments, Defaults, Claims, and Related Events

Each Proposer, including its Joint Venture members, general partners, and subconsultants ("team members"), shall submit the information set forth below regarding past performance, activities, and projects:

i. Any instance where the Proposer or a team member defaulted on a public services contract.

Neither Wheels nor any of its officers have defaulted on a public services contract.

ii. Information concerning the bankruptcy or receivership of the Proposer or a team member.

Neither Wheels nor any of its officers have been, or are currently, subject to any bankruptcy or receivership proceedings.

iii. Information concerning all adverse claims, disputes, settlements, or lawsuits between a public agency and the Proposer or a team member (including professional liability/errors and omissions claims) in which the claim, settlement, or judgment exceeds two hundred and fifty thousand dollars ($250,000).

**No such claims, settlements, or judgments exist.**

PART II - QUALIFICATIONS & TECHNICAL PROPOSAL

a. Project Team

i. Proposer must submit an organizational chart identifying the titles of project team members (and subcontractors if applicable) and reporting relationships within the team. The submittal shall also include a brief description for each position identifying which functions they will be responsible to perform in relation to the Contract including coordination of subcontractors. The chart shall indicate a "Project Manager" who will be the City's central contact person for day-to-day matters. The successful Proposer agrees not to change the assigned project staff without prior written consent of the City.

Operations Leadership Team
The following is an Wheels' organizational chart identifying the titles of project team members and their reporting relationships. Our "Project Manager'' for Glendale will be our Senior Operations Manager who will be the City's central contact person. As demonstrated by our leadership team, we are committed to diversity, our team has a deep knowledge of Glendale and neighboring Los Angeles, and we've had extensive success in launching and managing shared micromobility programs nationally.
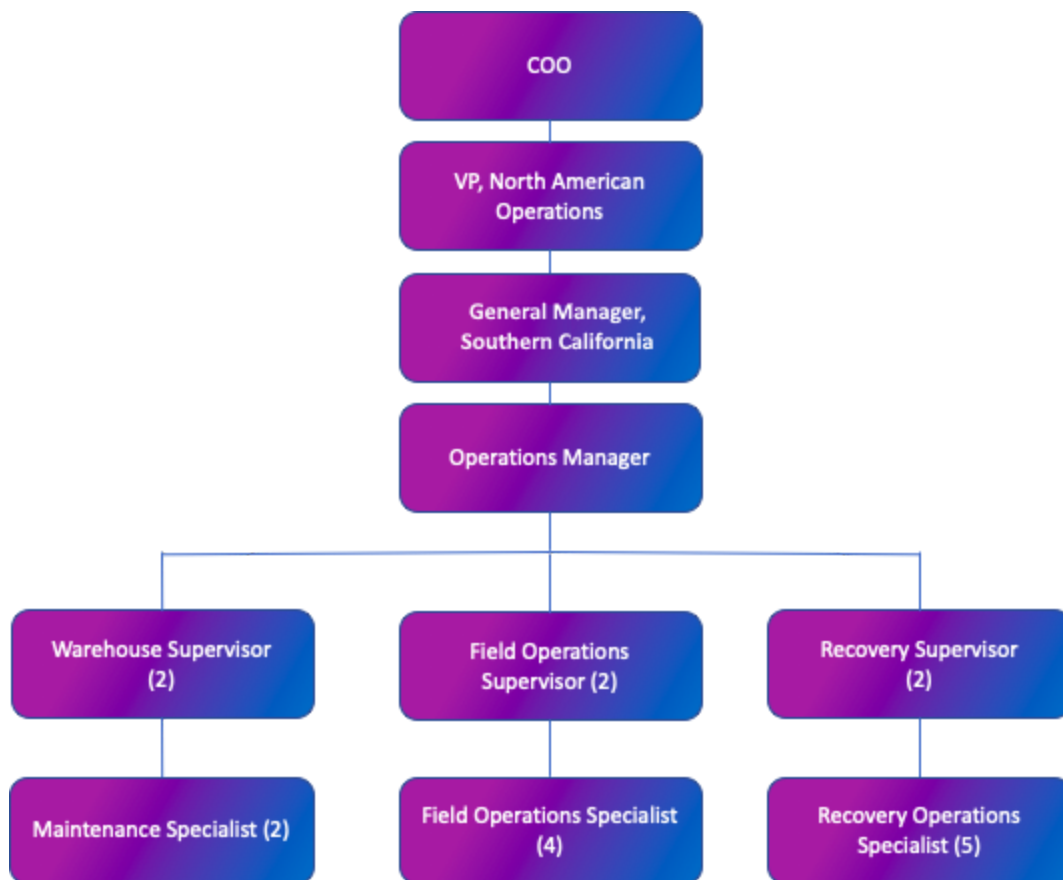
Marco McCottry
Chief Operations Officer

As Chief Operating Officer, Marco is responsible for Wheels' operations globally. He manages an operations team dedicated to bringing safe, low-cost, environmentally-friendly transportation solutions to riders through the use of technology.

Core goals for Marco are ensuring riders have a safe, seamless experience in each city Wheels operates, scaling his team in line with the rapid growth of the Company, and building collaborative and long-term relationships with cities.

Marco previously led North American Operations at Bird, where he was responsible for local operations across 100+ cities and universities. Prior to Bird, Marco was based in Chicago where he led Midwest Operations at Uber, overseeing its day-to-day business in 57 cities across the Midwest. While there, he also pioneered and expanded Uber's accessibility program in Chicago, creating a new solution to support everyone's ability to easily move around their communities. During his time in Chicago, Marco was recognized by Crain's 40 under 40 and Chicago Defender's Men of Excellence for his work in shaping mobility in the City.

Marco graduated from Columbia University, where he played basketball, and holds an MBA from the University of Pennsylvania's Wharton School of Business. He is a native of Cleveland, Ohio and currently lives in Los Angeles with his wife and his two daughters and son.

Vicki Roan
VP of North American Operations

As VP of North American Operations, Vicki oversees all of Wheels' North American operations. Her focus is on expanding the company's footprint, developing strong partnerships with cities, and delivering best-in-class operations in each market.

Vicki started at Wheels as General Manager of San Diego and quickly got promoted to Head of Launch then VP of North American Operations. Since starting at Wheels, she has launched 14 cities and over 5,000 devices successfully.

Vicki received her BA in Economics from Columbia University and her MBA from the University of Pennsylvania's Wharton Business School.

Alastair Curtis
Southern California
General Manager

As General Manager for Wheels' Southern California Operations, Alastair is tasked with bringing accessible, affordable, safe, and enjoyable experiences to riders, and working with cities to help them achieve their micro-mobility and sustainability goals.

Alastair previously led North American operations for Aerobotics, a B2B Agriculture-Tech company. Prior to Aerobotics, he was the first launch and expansion manager in sub-Saharan Africa for Uber, where he built and managed operations in Nigeria, Kenya, and Ghana and delivered economic opportunities to thousands of new entrepreneurs.

Alastair received his Bachelor of Business Science degree, with honors in Finance from the University of Cape Town, South Africa.

Tony Garabis
Senior Operations
Manager

As Sr. Operations Manager, Tony will be responsible for Wheels' operations in Glendale and surrounding localities. He has led operations for Wheels in Los Angeles since September 2020 after serving as operations manager for Lime for nearly three years..

Tony graduated from The Ohio State University in Business Management and is an avid hiker, outdoor sportsman and traveler.

The above organizational chart reflects our team that will be devoted to our Glendale operations. Our General Manager will manage the field team on a day-to-day basis. Reporting to Alastair Curtis, General Manager - Southern California, is a full-time Senior Operations Manager, Tony Garabis. Glendale's local team will report directly to the Senior Operations Manager and will consist of the following W2 positions: (2) Field Operations Supervisors, (1) Warehouse Supervisor, (2) Maintenance Specialists, (2) Field Operations Specialists and (3) Recovery Specialists.

In addition, we have an existing and experienced team running our neighboring Los Angeles program that is available to assist if needed.

ii. If applicable, the Proposer will submit a description of the proposed subcontractors and identify which functions they will be responsible to perform in relation to the scope of work.

Our system is supported by three methods for rebalancing, charging, and servicing devices: an efficient, reliable network of independent contractors known as Transporters, a local hire workforce of on-the-ground Field Operations Specialists, and a skilled team of local hire Mechanics.

Transporters assist in rebalancing the fleet and are paid by Wheels on a per-job basis based on their selection and completion of available jobs listed within the app. Transporters are invited to info sessions where our operations team describes the nature of the work, highlights potential job-related expenses, and provides information to set up Transporters for success. This information, which includes education on how to perform the job, follow parking guidelines, and rebalance devices is also shared via push notification, SMS, and in-app displays.

Wheels does not intend to engage any other subcontractors in relation to the scope of work.

b. Experience, Reference, and Performance Record

Wheels first launched in Los Angeles, which is and has always been our largest market. Today, Wheels proudly operates its dockless, shared mobility system in cities throughout the United States and abroad. The following is a list of all cities and permitted fleet totals in which Wheels currently operates (including fleet totals), followed by a select group of references offered by Wheels based on Glendale's scope of work. Wheels is happy to provide the City with additional contact information upon request.

Current Operations

Los Angeles, CA - 2,500 devices

San Diego, CA - 750 devices

Culver City, CA - 100 devices

Miami, FL - 156 devices

Orlando, FL - 300 devices

Austin, TX - 500 devices

Seattle, WA - 500 devices (fleet to increase to 2000 in 2021)

Paused Operations (Due to COVID-19)

West Hollywood, CA - 100 devices

Atlanta, GA - 1,000 devices

Chicago, IL - 250 devices

Cleveland, OH - 400 devices

Dallas, TX - 1,000 devices

UCLA - 250 devices

San Jose, CA - 50 devices (we were scaling up to permitted amount of 500 before COVID)

Scottsdale/Tempe, AZ - 500 devices

Tallahassee, FL - 200 devices

Basel, Switzerland - 30 devices (we were scaling up to permitted amount of 200 before COVID)

Brussels, Belgium - 350 devices

Madrid & Malaga, Spain - 300 devices

Stockholm, Sweden - 500 devices

Vienna, Austria - 350 devices

Berlin, Germany - 200 devices

References

City of Los Angeles, CA
Wheels was granted a conditional use permit under Dockless On-demand Personal Mobility Program this program for the months of February through April 2019 and successfully operated 1,500 devices during this time. In December 2018, LADOT launched the One Year Dockless On-Demand Personal Mobility Permit. Wheels was granted a permit under this program in May, 2019. Wheels Currently operates a successful 3,000 vehicle fleet.

> **Los Angeles Department of Transportation**
> **Marcel Porras, Chief Sustainability Officer**
> **Transportation Technology**
> **100 South Main Street, 10th floor,**
> **Los Angeles, CA 90012**
> **Telephone: (213) 972-8470, Email: ladot@lacity.com**

City of Atlanta, GA
Wheels was granted a permit under the Shareable Dockless Mobility Program in May, 2019 and we currently operate a fleet of 1,000 dockless mobility devices within the City of Atlanta.

> **Atlanta Department of City Planning**
> **Carey Bearn, Interim Director,**
> **Office of Mobility Planning**
> **55 Trinity Avenue, Suite 1450, Atlanta, GA 30303**
> **Telephone: (404) 330-6070,**
> **Email: cbearn@atlantaga.gov**

City of San Diego, CA
Wheels successfully operated a shared dockless program in San Diego for several months prior to the city's adoption of the Shared Mobility Device Program. After the program was adopted on July 1, 2019, Wheels was granted a permit to operate a fleet of 1,650 shared mobility devices. Our San Diego operation includes more than 60 full-time employees and more than 60 independent contractors.

> **City of San Diego**
> **Development Services Department**
> **Raquel Torres, Program Director**
> **9485 Aero Drive, M.S. 413, San Diego, CA 92123**
> **Telephone: (619) 446-5254,**
> **Email: RTorres@sandiego.gov**

City of Cleveland, OH
Wheels was granted a shared dockless permit in Shared Mobility Device and Bicycle Vendor Program. September 2019 and currently operates a fleet of 400 dockless devices in the City of Cleveland.

> **City of Cleveland, City Planning Commission**
> **Calley Mersmann, Bicycle and Pedestrian Coordinator,**
> **Cleveland City Hall, 601 Lakeside Avenue, Room 501, Cleveland, Ohio 44114**
> **Telephone: (216) 664-2952,**
> **Email: cmersmann@city.cleveland.oh.us**

University of California, Los Angeles
In May 2019, Wheels was granted a contract to operate an e-Bike Program and currently operates a fleet of 250 devices on the UCLA campus. Wheels' grant of this UCLA contract has resulted in discussions regarding deployment of the Wheels devices across all University of California campuses through the adoption of the program by the Regents. Wheels anticipates operation on all University of California campuses soon.

> **UCLA Transportation Department**
> **Jimmy Tran, Transportation Planner**
> **UCLA Transportation, Box 951360, Westwood Plaza**
> **Suite 100, Los Angeles, CA 90095**
> **Telephone: (310) 825-3155, Email: jtrans@ts.ucla.edu**

City of Dallas
On September 12, 2019 Wheels was granted a permit to operate, and currently operates, a dockless vehicle program consisting of 2,500 electric bikes within the city of Dallas based upon the safety of our e-bikes, our transparency in providing aggregated data, and our commitment to identify and invest in the city's shared mobility infrastructure needs.

> **City of Dallas, Department of Transportation**
> **Towfiq Khan, Program Director,**
> **1500 Marilla Street, Dallas, Texas 75201**
> **Telephone: (214) 670-6904,**
> **Email: towfiq.khan@dallascityhall.com**

Performance Record

Wheels has successfully operated a shared mobility program in the above-referenced cities and universities with no record of permit suspensions or revocations. We pride ourselves on being good neighbors and maintain a strong record of compliance by working directly with local stakeholders and city officials in cities in which we're permitted to operate as well as neighboring cities. Wheels currently operates these programs at no cost to any of our partner cities and has paid the required fees to each City in the timeframe required by each program.

c. *Technical Proposal*

1. INTENT: Please describe the overall vision for the service.

Wheels' vision for the Glendale program is a shared mobility service that emphasizes safety, cleanliness, accessibility, and equity while providing opportunities to close gaps in the City's first/last mile connectivity with the City's existing Beeline and Metro bus service and giving visitors the ability to patronize many local businesses while only parking once. We are proud of our first-place finish in the recently awarded and highly sought-after Seattle RFP and are excited to submit our application and to serve the great City of Glendale.

Safety

Wheels was born out of a desire to make micromobility safer, and accessible to a diversity of ages, sizes and economically disadvantaged communities. Every action that drives our company forward is built on the safety concerns of our community. Our 'safety first' strategy led us to forego using the traditional stand-up scooter in favor of a completely different form factor – one with much bigger wheels, a lower center of gravity, and a seat for more points of contact with the rider.

The Wheels device delivers these safety benefits while still being the size of a traditional scooter. This is important because larger devices are much more likely to create congestion, interfere with pedestrians, and introduce a range of other problems. The Wheels device delivers the best of both worlds: significantly increased safety and a size that is proven to work.
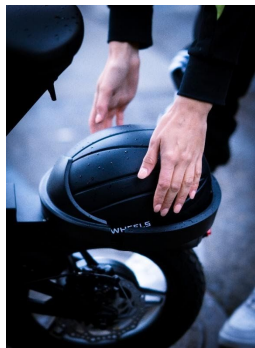
In the past year, Wheels has rolled out new safety features that are unique to us. First off, we have started rolling out a smart helmet system that is directly integrated into the device – the first such system being introduced on the market. At Wheels, we believe that riding with a helmet is absolutely critical as approximately half of all injuries on micromobility devices are head injuries, and yet about 99% of riders have been found to not wear helmets. Our blog post, including photos and video of the Wheels Helmet, can be found here.

Secondly, 100% of Wheels devices are now equipped with tip-detection technology to help ensure that they are properly staged, including being upright. This has helped us ensure sidewalks are safe and accessible for people of all ages and abilities.

The data has proven out the safety benefits of our device. As reflected in the attached report, Exponent, a leading third-party safety consultant, recently compared our injury rates to the rest of the micromobility industry, and it found that Wheels' injury rates are exponentially lower than those reported for scooters and bicycles:

Wheels' Injury Rate	Comparison to Other Micromobility Devices
1 injury for every 74,577 miles ridden	4 times better than bicycles; 3 to 66 times better than other scooters
24.99 injuries for every 1 million trips taken	5 times better than bicycles; 8 to 26 times better than other scooters
0.12 injuries for every 1,000 hours of riding	2 to 5 times better than bicycles; 9 to 19 times better than other scooters

Cleanliness

In line with our commitment to safety, Wheels is uniquely situated to address the challenges of the COVID-19 pandemic.

We recently announced a partnership with NanoSeptic, the leader in self-sanitizing surfaces, on a first-of-its-kind offering in the shared transportation space. Through this partnership, we are rolling out custom-made NanoSeptic surfaces on our handlebars and brake levers so that our riders only touch self-cleaning surfaces. NanoSeptic surfaces contain mineral nanocrystals that are powered by visible light to continuously break down any organic contaminants at the microscopic level without the use of poisons, traditional heavy metals or dangerous chemicals.

Accessibility

In order for micromobility to help cities responsibly reopen, devices not only have to be safe and clean, they have to be capable of being comfortably ridden by everyone. With the need to assist with the burden on public transportation in favor of transportation modes that promote social distancing, this has never been more important.

Wheels devices are uniquely situated to appeal to everyone. We are the only micromobility company to exclusively offer a seated option as we believe strongly in the safety and accessibility benefits of seated devices, and we have stayed relentlessly focused on perfecting the best seated device on the market. Our seated design provides increased comfort for those who do not have the physical capability of standing up on a scooter or pedaling a bicycle. And our device is lightweight (only 40 lbs.), has a low step-through for easier access and operation, and does not require users to pedal or stand and balance. Because of these differences, Wheels attracts a particularly broad demographic, with half of our riders being women and one-third being over the age of 35.

To demonstrate the clear accessibility benefits of the Wheels form factor, we recently asked Exponent to conduct a comparative analysis of a Wheels seated scooter, a common stand-up scooter, and a pedal bike. As indicated in the attached report, riders of a wide variety of weights and ages prefer the Wheels seated scooter. It is easier to mount and dismount than a pedal bike. It is more stable to ride than the other devices. It is easier to start up from an orthopedic perspective than the other devices. And our riders have less fatigue because of the ability to sit down and remain stable.

Sustainability

Due to our swappable battery technology and the modular design of our device, we believe that Wheels is the most sustainable option in the micromobility industry. Wheels avoids the typical "juicer" model where scooters are thrown in people's trucks, charged overnight at their homes, and then brought back out in trucks to be re-deployed. The use of swappable batteries instead enables our devices to receive new, charged batteries without ever having to be removed from the field, resulting in a much more efficient operations model and lower carbon footprint.

Additionally, because we purposefully chose not buy a traditional off-the-shelf scooter like other companies and because our device instead uses a unique modular design that allows parts to be easily swapped in and out, the life span of our vehicles is unusually long. Indeed, we are confident that our devices will easily last at least 2,000-3,000 miles on average (likely more than 3 years), and likely far more. This dramatically lowers vehicle churn and waste, and significantly improves sustainability.

We know Glendale has a commitment to sustainability, and so does Wheels.

Partnership with Lime

Wheels has entered into a partnership with Lime in which Wheels devices in select cities will be available through the Lime app. Wheels and Lime have already spoken about the possibility of including Glendale as part of this partnership to the extent each company receives a permit to operate in the City. This would be a unique way for two operators in the City to integrate their offerings, resulting in a more streamlined and convenient user experience.

Launch Approach and Schedule

Wheels is prepared to launch in Glendale during the second quarter of 2021 with dedicated launchers and an existing experienced local management team based out of our Los Angeles warehouse location. Wheels has an in-house recruitment team and rigorous training program that enables us to quickly deploy an effective, locally-sourced field and warehouse team. The Wheels team is willing and able to launch a minimum of 250 devices on Day 1 and can scale up quickly to reach the full 500 device fleet proposed hereinbelow.

Planning and Pre-Operations Phase
Duration: 2 weeks

Weeks out from launch: 5 weeks

- City Assessment
- Determine Staffing needs Competitive Analysis (if applicable)
- Determining technology framework needs
- Supply chain mobilization
- Identify local stakeholders

Pre-Launch Phase
Duration: 3 weeks

Weeks out from launch: 3 weeks

- Finalize hiring and training field staff
- Device quality checks
- Technology setup
- Ride and technology field test
  - Geofence
  - Speed control
  - In-app messaging
- Stakeholder introductions and meetings

Launch
Duration: 1 week

- Program goes live and rides begin
- Implement in-app messaging about helmet use and proper parking
- Advertise promotions to support early adoption

Sustained Operations
Post-Official Launch

- Scale to full device fleet
- Monitor and assess rider behavior, geofencing and device parking
- Optimize hub placement and deployment strategies
- Continued program monitoring with city officials and stakeholders
- Conduct community outreach programs
- Rider safety education sessions

Commitment to Glendale

We're more confident than ever that Wheels is well positioned to help the City and its residents as a transportation option in the Shared Mobility Pilot Program that meets the Community Development Department's 11 program goals for the pilot. As your neighbor from West Hollywood, we know how important it is for local businesses to have access to visitors that park in one of the city's large parking structures. Wheels can expand the reach of these visitors and help small businesses thrive. In addition, Wheels can help Glendale's local workforce commute to work without reducing the City's parking capacity for visitors from surrounding areas.

We love Glendale and hope to create a long-standing partnership with the City.

2.   PROPOSER INFORMATION:

a. Identify the Proposer team, including biographies and qualifications of lead team members. Include an organization chart that includes the entire company as well as the local team.

Please see Section *a. Project Team* hereinabove.

b. Identify the number, type, location and duration of other shared mobility systems Proposer has or is operating. Include all current operations, and samples of permitting requirements for such operations, and the history of compliance with permitting, state and local law.

Please see Section *b. Experience, Reference, and Performance Record* hereinabove.

c. Identify the length of corporate operation, and related or ancillary business operations beyond shared mobility systems.

Wheels was founded and began operations in 2018 with the sole purpose of providing safe and equitable shared mobility systems to cities and universities around the world.

d. Provide the names and addresses of any person or entity that has (i) more than 10 percent equity, participation, or revenue interest in the application or (ii) is a trustee, director, partner, or officer of that entity or of another entity that owns or controls the Proposer. Identify the names and addresses of any parent or subsidiary of the Proposer, and describe the nature of any such parent or subsidiary business entity. Identify any subcontractors or other partner organizations.

Joshua Viner - Co-Founder and CEO of Wheels Labs Inc.
Jon Viner - Co-Founder and President of Wheels Labs Inc.
8149 Santa Monica Blvd, #297, West Hollywood CA 90046

Wheels does not have any parent or subsidiary, nor any subcontractors or partner organizations.

3.   EQUIPMENT: Provide specific details of the proposed equipment and supporting elements:

a. Identify the type and specifications of all devices. The selection committee may request a device demonstration if desired to clarify or confirm device details or functionality.

The Seated Wheels Device: Increased Safety in the Size of a Traditional Scooter

Wheels was born out of a desire to make micromobility safer. Every action that drives our company forward is built on the safety concerns of our community. Our 'safety first' strategy led us to forego using the traditional stand-up scooter in favor of a completely different form factor – one with much bigger wheels, a lower center of gravity, and a seat for more points of contact with the rider.

Importantly, Wheels is the only operator that exclusively uses a seated device -- one that has been used by millions of riders across the US and Europe -- and we have done so ever since our founding in 2018. This experience has allowed us to continuously make safety and performance enhancements.

Additionally, the Wheels device delivers these safety benefits while still being the size of a traditional scooter. This is important because larger devices are much more likely to create congestion, interfere with pedestrians, and introduce a range of other problems. The Wheels device delivers the best of both worlds: significantly increased safety and a size that is proven to work.

Dimensions
Wheels devices are 39.9 inches tall, 21.1 inches wide, 49.2 inches long, and weigh 40 lbs.

14-Inch Wheels
In contrast to most other devices, Wheels devices have large, 14 x 2.2-inch pneumatic tires for navigating roadway cracks and uneven pavement surfaces. This significantly improves safety.

Security
Wheels devices use a self-lock technology on top of geofencing capabilities and a local field team to keep our devices organized and in the appropriate parking locations.

Wheelbase
The distance between the center of the front and rear wheels on the Wheels device is 35 inches.

Maximum Load Capacity
The maximum load capacity of the Wheels device is over 500 lbs.

Standover Height
Standover height, which was measured from the ground to the topmost structural frame component that a rider must step over to mount the device, is 14 inches allowing for easy access and operation.

Dual Brakes
Wheels devices have front and rear independent dual actuated brakes.

Lighting
Wheels devices include an always-on at night white headlight visible from a distance of at least 500 feet and an always-on at night red tail light visible from a distance of 600 feet to the rear, which stay illuminated for at least 90 seconds after the user ends their ride.

Red Reflector

White Reflector

White reflectors (both sides)
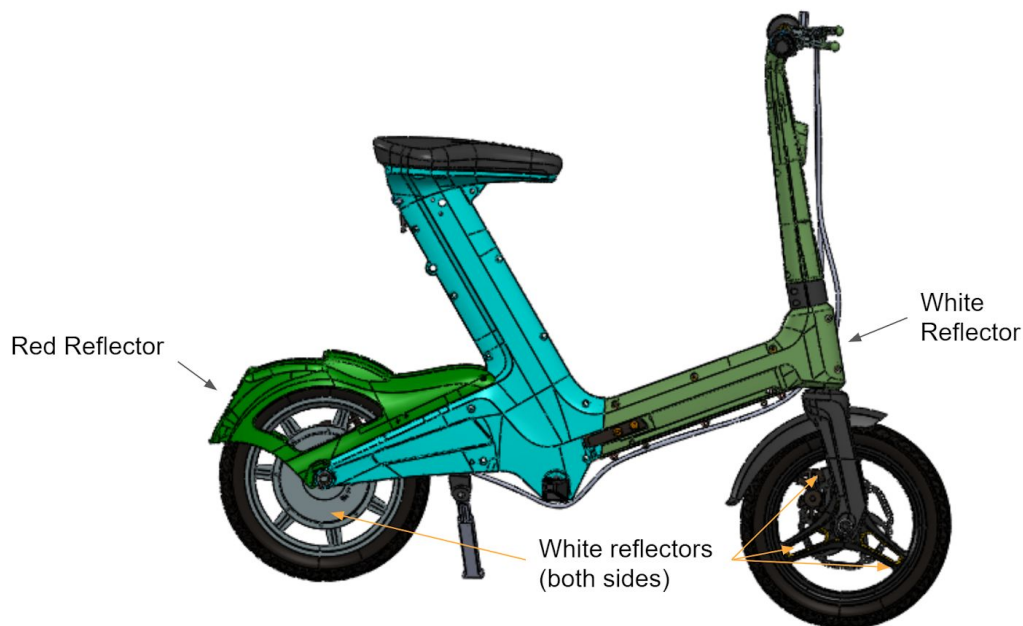
Anti-Theft and Vandal Resistant Hardware and Components
Wheels devices have recently been retrofitted with custom-developed tamper proof screws, and an

anti-tamper, custom-built locking system to prevent battery theft. Our software-enabled protocol provides real-time alerts that notify our operations team if any tampering of our devices is occurring in the field.

Motor

Wheels devices have a 350 watt motor and have recently been updated to add more than double the amount of newton meters per torque, which significantly improves trips up hills. The motor is configurable and can be set to propel the device at a maximum speed of 15 mph. The rider will use the throttle on the right handlebar to propel themselves forward and manage speed.

Bell

Wheels devices have recently been updated from a horn to a bell. This helps to navigate the city better as it produces a sound that pedestrians, cyclists and vehicles are familiar with.

Swappable Battery

Wheels devices come with swappable batteries with a range of about 25 miles – a more sustainable solution that avoids the typical "juicer" model where scooters are thrown in people's trucks, charged overnight at their homes, and then brought back out in trucks to be re-deployed. The use of swappable batteries instead enables our devices to receive new, charged batteries without ever having to be removed from the field, resulting in a much more efficient operations model and lower carbon footprint.

To reduce vehicle miles traveled, Wheels utilizes our proprietary Service Hub technology, which incentivizes "Transporters" (described in section A-P1) to drop off low battery devices in dedicated locations reserved for devices that need service. Our Field Operations Specialists can then swap multiple device batteries at one stop for streamlined fleet management.

The Wheels Integrated Helmet System

As an additional safety feature that is unique to Wheels, we are rolling out a smart helmet system that is directly integrated into our device – the first such system introduced on the market. Using the app, riders can unlock the helmet from the device and peel off a new biodegradable headliner for every use. (There is a tab on the outside of the helmet that a rider pulls in order to get a fresh headliner; the rider never has to touch the part of the headliner that was used by another rider.) Because the helmet is connected to the device's sensors and other electronics, we have numerous options to encourage helmet use by our riders and we provide discounts that encourage and reward use.

We strongly believe that having an integrated helmet is the right solution, and any micromobility device without one is incomplete, as it is lacking the most important safety system a micromobility device can have. Our blog post, including photos and video of the Wheels Helmet can be found here.
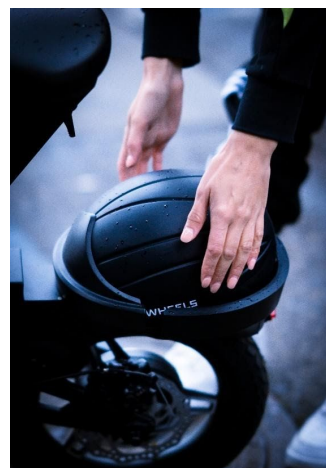
Baskets

Because of Wheels' unique form factor, we are in the process of rolling out baskets on the front of our devices. Micromobility becomes much more practical and safer for the rider if it can be used for shopping, picking up essential items, or doing errands and not having to carry their items while riding. By incorporating baskets, Wheels makes that possible. Wheels' basket is 33.5 x 24.5 x 26cm and can hold up to 50lbs.

Spring-loaded Kickstand

Wheels devices include a newly-designed spring-loaded kickstand capable of keeping the device upright

when not in use. Whether parked on a steep incline or flat surface, our spring-loaded kickstand is designed to support a very high tolerance of weight and excellent balance no matter the surface. At approximately 9" in length with a 1" width base in diameter, our alloy-based kickstand has a 5" compression spring that can withstand more than 35 pounds of compression per inch.

Bluetooth Speakers for Hands-Free Navigation
As another safety feature that is unique to Wheels, Wheels devices come with Bluetooth speakers. These speakers mitigate the risks of distracted riding by enabling riders to use hands-free navigation when pairing their phone through the Wheels app.

We are also working on making the Bluetooth speakers capable of providing a range of other safety and warning messages to riders, including, but not limited to, no riding on the sidewalk and parking appropriately.

Locking Rear Wheel
Wheels devices have a rear locking wheel, which is unlocked at the beginning of a trip and relocked at the end of a trip by riders using our mobile app. This prevents unintended use of the vehicle.

Sidewalk Riding Controls
Although no operator currently has operational and effective sidewalk recognition technology, we are currently developing such a system that will be able to identify riders who are riding on the sidewalk, convey audible messages to them over the Bluetooth speaker to tell them to stop riding on the sidewalk, and to take enforcement action against riders that repeatedly ride on sidewalks contrary to our instructions to them.

Signage
Wheels' devices are equipped with our company name, logo, a 24 hour customer service phone number, website, and email address, as well as a unique identifier. Devices also include clearly visible signage under the handlebars stating that a helmet and license are required, and that riders need to yield to pedestrians, park responsibly and sanitize hands and wipe down the device before and after riding.

Wheels is also committed to produce the decals that will be provided to us from the program manager that will include the City's contact information and we will affix these to each device within 60 days of receiving artwork.
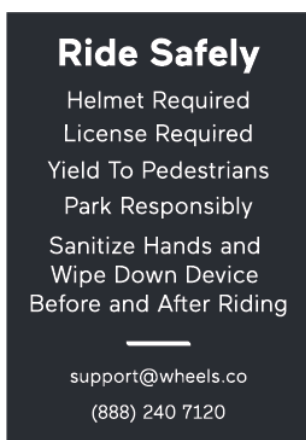
Environmental Testing
The Wheels device meets environmental standards for batteries and electronic equipment. Wheels has been certified to meet the standards of EN 60950-1, EN 62479:2010, ISO 11014:2009, and RoHS 2

directive 2011/65/EU, among others. Additionally, Wheels batteries are certified under IEC 62133:2012, meeting requirements and tests for the safe operation of portable batteries under the international standard.

Product Lifespan

Our devices have a product lifespan that we believe is many times longer than other dockless vehicles on the market. This is for a number of important reasons.

First, we purposefully chose not to use a traditional off-the-shelf scooter like other companies because, among other things, those scooters are not built for the micromobility use case where many users ride them every day. Our devices use particularly high-quality materials and are built to withstand the rigors of outdoor storage and constant use.

Second, our device is unique in that it has a modular design that allows parts to be easily swapped in and out. This is true for our batteries, and it is also true for all of the other parts on the device. The modular design of our devices coupled with our robust spare parts inventory results in very low vehicle churn.

Third, even though our devices are designed from the beginning to be much more durable than other dockless vehicles, we have a relentless commitment to continuing to improve and innovate on that design. Indeed, our lifeblood at Wheels is product and innovation, and we never stop making improvements through an intensely data-driven approach. We are constantly looking at data to identify any areas on our device that are breaking or not working up to our standards. When we identify such an area, we either directly build or find a solution that can be retrofitted onto the device using its modular design. We typically arrive at several solutions and then trial them in the field to see which solution works best, and based on the data, we select the winner and retrofit all of the devices in the field.

These steps have led to a highly effective retrofit strategy that has allowed us to constantly improve the durability and lifespan of our devices, and in a remarkably short timeframe at that. Indeed, it is extremely unusual for hardware companies to be able to update and fix issues without a prolonged product cycle. The reason we have been able to do that is because we have a uniquely modular design, which allows us to quickly and easily take devices apart and put them back together again using retrofits. Also, we have been able to take these solutions and design them directly into the device such that the new versions of our devices, which we are regularly launching, are even stronger and more durable than those that came before.

As a result of these steps, the life span of our vehicles is unusually long. In our view, life span is not properly measured by the amount of time between the date the device was built and the date it is scrapped because if a device is merely sitting in a warehouse unused for a long period of time, that does not lead to any reliable conclusions about life span. Rather, we believe that life span is most properly measured by how many miles the device gets ridden before it reaches the end of its useful life. For the version of our device that will be used in Glendale (our newest version), we are confident that they will easily last 2,000-3,000 miles on average (likely more than 3 years), and that they could continue well beyond that. The pieces of the device that are most likely to wear down are also the most modular, so they can be easily swapped out in about 15 minutes. The remainder of the parts have been reinforced so strongly based on our data-driven approach that they should only break extremely rarely based on highly unusual circumstances.

Recycling

To the extent a vehicle has a service issue that is beyond repair, we've partnered with a third-party to strip devices for parts and responsibly dispose of any materials that can't be utilized. We also partner with local recycling centers for any end-of-life batteries or scrap parts realized through our maintenance operation.

Introducing The Atlas

Our newest model, The Atlas, brings an even safer, more accessible, sustainable modular device to our shared micromobility programs. As we rollout The Atlas, we will keep Glendale up to date and discuss a plan for transitioning over to the newer model.
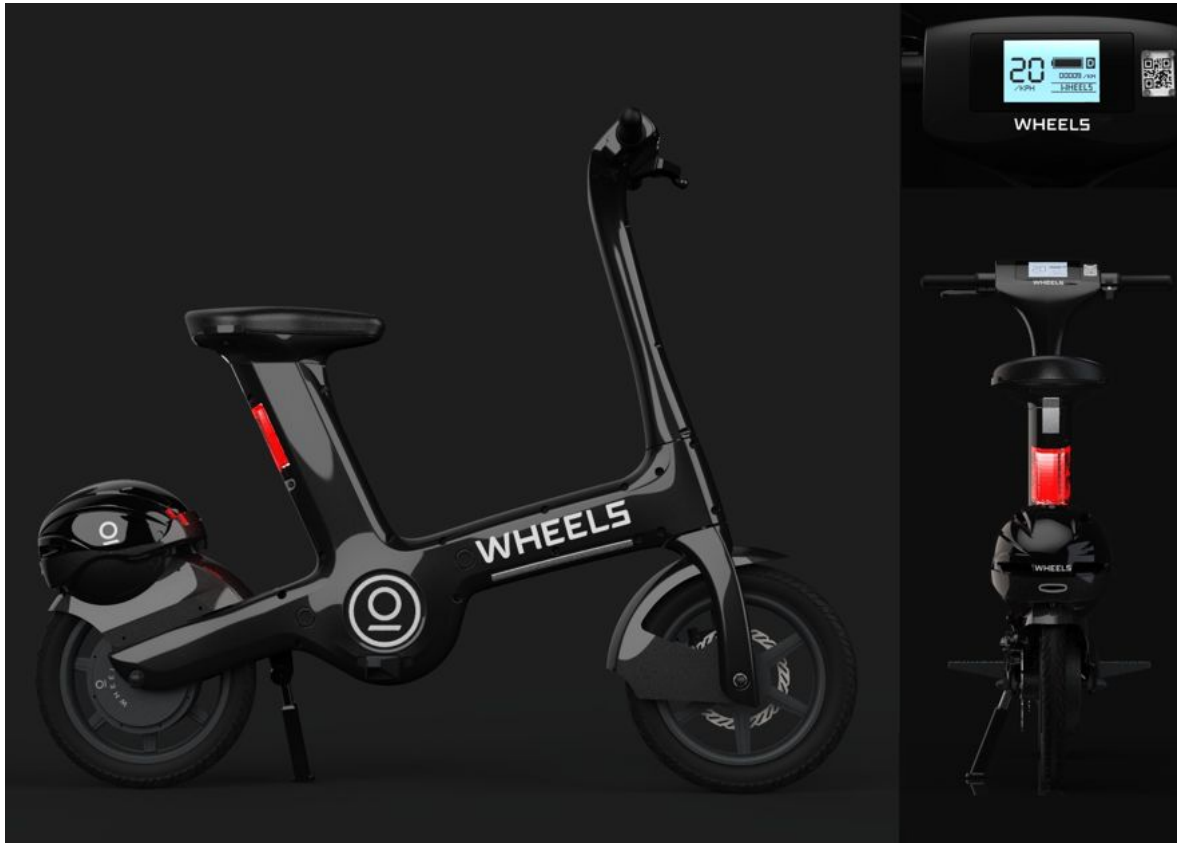
New Features Include:

- Customizable LCD screen. Supports all languages, allows for City required messaging, turn by turn directions and geofence warnings
- Wheels' customized "single lever, split service brake system" (electrical & brake pad subsystem) makes for an even safer braking experience
- Highly visible Turn Signals
- Front and Tail Lights have higher visibility plus road facing bidirectional LEDs
- 40 mile battery range per charge
- Optimized motor for extremely steep inclines
- Left side mirror for greater rider visibility

b. Provide the number of devices proposed at launch, and anticipated at the maximum during the Program.

Wheels proposes starting with 250 devices when the pilot program launches in the second quarter of 2021 and anticipates a demand of approximately 500 devices during the program period based upon our successful operations and high ridership rates in neighboring Los Angeles.

In addition to the device specifications and capabilities outlined in Section a, the Wheels device includes the following communication and location systems:

Location Tracking Technology
Every Wheels device includes integrated, tamper-proof GPS technology. Based on device specifications, the integrated GPS technology Wheels uses for tracking is accurate within 3-5 feet. The GPS technology samples every 30 seconds while in use and every 30 minutes while parked. When our device signal is lost, our GPS technology continues the same behavior based on if the device is moving or in use.

Our geofence system has the ability to prevent trip start and end, show non-operating zones in-app, display required and encouraged parking zones, and remotely lock devices that have been transported out of the geofenced zone. Wheels currently has geofence parameters implemented in every city we operate. Further information regarding our GPS technology can be found in Section 4.

Tip-Detection Technology
Wheels devices are equipped with tip-detection technology to help ensure that they are properly staged, including being upright. Our devices contain an accelerometer that gives us the orientation of the device. When a device is tipped over, the accelerometer detects this and we are sent data in real-time letting us know that a device is knocked over, so that prompt action can be taken by our field team.

Communication & Data
Error codes and other telemetry data flows including device idle times, mileage, and battery life are regularly communicated by our devices to our data dashboard which can be customized for City officials depending on need.

Wheels has developed a proprietary smartphone app for our Transporters and Field Operations teams that is used in conjunction with Slack and our data dashboard.
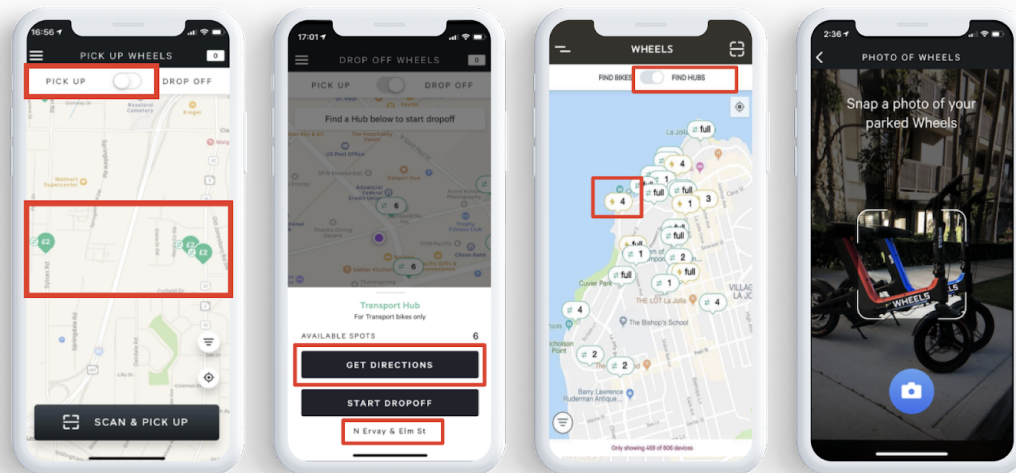
Transporter Photo Review of Device Placements
Transporters use a custom app that features specific instructions on how many dockless vehicles are permitted to be parked in each hub, GPS navigation to each location, realtime data to prevent overflow at hubs that are no longer available, and education on how to properly park the vehicles according to City rules and guidelines. The app also requires that Transporters submit reviewable photos each time a vehicle is parked to ensure it is correctly parked and not left in prohibited areas or blocking the right of way.

Geofencing of Approved Hubs
Wheels identifies approved hubs where devices may be deployed, displays those zones in geofenced maps in our app, and informs our Field Operations Specialists and Transporters the locations of those zones to make it easy for them to navigate there.
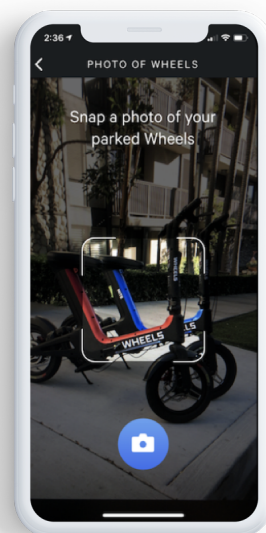
Field Specialist Photo Review of Device Placements

Through Slack messaging, each Field Operations Specialist shares a picture after placing devices to show that they have been properly placed and are not blocking the sidewalk. Supervisors review each picture and provide a thumbs up mark (see image to the right) if the placement was satisfactory. If placement was not satisfactory, the Supervisor will tell the Field Operations Specialist what changes need to be made, and the specialist will not move onto their next task until the changes are made.
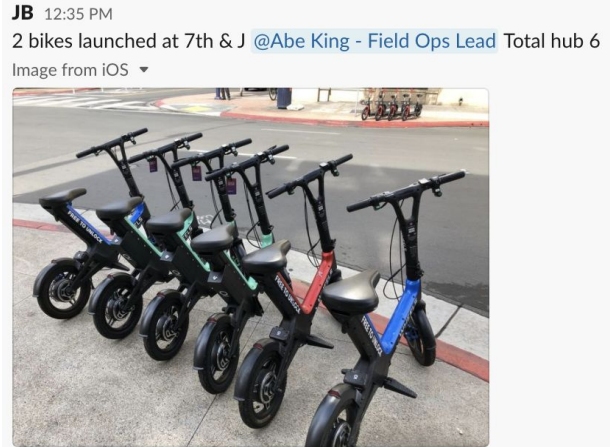
e. Confirm ability to provide minimum of 250 devices at program launch date.

Wheels is willing and able to provide a minimum of 250 devices at the program launch date of Q2 2021.

f. Identify potential local warehouse, maintenance or operational centers.

Wheels is currently operating a large fleet of devices in the City of Los Angeles where we maintain a local warehouse for storage and maintenance located at 5722 W Jefferson Blvd., Los Angeles, CA 90016. Additionally, our company headquarters are conveniently located in West Hollywood. These local centers will help us easily begin operating within Glendale at the pilot launch date.

For our Glendale operations, Wheels can acquire a local warehouse and maintenance space depending on the success of the pilot and expansion of the program beyond 500 devices. Based upon the City's geography and likely areas of high demand, Wheels will look for warehouse space in the South Glendale Community Plan near the cross streets of San Fernando Rd. and W. Colorado St.

4.   OPERATIONS: Provide system operations overview of daily operations and administration, and provide the following detailed information:

a. Describe the fare structure, including any low-income or special fare options;

Wheels-for-All
Wheels' transparent pricing structure provides low barriers to entry and lets users ride worry-free. Upon scanning a device, users are shown current rates before every ride, eliminating the need for guesswork. Our pricing model is designed with equity in mind and does not require hefty upfront deposit fees, memberships, or time limitations. Wheels prices are competitive with existing options and enable us to cover operational costs. The price is always shown to users before they choose to start a ride and does not change during the trip. Wheels also provides a prepaid credit program, offering discounted rides of 5 percent to 20 percent based on the amount of pre-purchased credits.

Reduced Rate Option
Equitable service is very important to the Wheels team and we believe access to safe, affordable transportation should be available to everyone. In addition to our standard pricing structure and payment procedures, Wheels also offers a low-income plan, Wheels-for-All, which includes cash payment options and a 50% discount on rides to any customer with an income level at or below 200% of the federal poverty guidelines. Wheels is proud to offer our reduced rate plan and the other two plans listed below in every partner city.

To qualify for our low-income plan, individuals must be currently enrolled, or eligible to enroll, in a city, state or federal assistance program, including Medi-Cal, CalWORKs, or CalFresh.

To enroll, individuals can (1) sign up via a simple form on https://www.takewheels.com/wheels-for-all, OR (2) email proof of eligibility/enrollment in an acceptable assistance program along with their full name and phone number to equityplan@wheels.co, OR (3) by mail to Wheels Labs, Inc., 8149 Santa Monica Blvd #297 West Hollywood, CA 90046.

b. Set forth the proposed hours of device availability, hours of customer service support, and hours of field support (i.e. outreach, rebalancing and maintenance);

Hours of Device Availability
Because of our swappable batteries and dedicated field team, Wheels is able to flexibly deploy devices and provide them 24/7 to meet the needs of Glendale's essential workers, commuters, residents, special events and visitors. Our devices are capable of being deactivated remotely on a variable schedule or being removed from city streets based on local requirements. Our local management team will work with Glendale to develop a collaborative operating plan that meets the needs of your community.

Hours of Customer Service Support
Wheels customer service support is currently provided in both English and Spanish 24/7 at 888-240-7120. Our Live Chat & Email feature also offers 24/7 Support - in virtually any language - through our in-app chat or by emailing support@wheels.co. Information on how to contact our Customer Experience team is visibly displayed on every device and our customer center responds to every inbound report.

Hours of Field Support
Our Field Operations team functions 24 hours a day, 7 days per week to ensure that devices in the field are in excellent condition and properly located at all times.

In addition to the leadership team and organizational chart provided in Section a, Wheels will staff its Glendale operations with a local hire and independent contractor workforce. Glendale's local team will report directly to the Senior Operations Manager and will consist of the following W2 positions: Field Operations Supervisors, Warehouse Supervisor, Maintenance Specialists, Field Operations Specialists and Recovery Specialists. All of our field personnel are broken into three shifts: morning, afternoon, and overnight.

Maintenance Specialists

Our team of Maintenance Specialists conducts preventative maintenance and repairs to Wheels devices. Maintenance Specialists are highly trained to repair our devices, and they are equipped to replace every part on the Wheels device. This team's ability to repair any part of the device allows Wheels to abide by its mission of sustainability by ensuring that no part is wasted.

Field Operations Specialist

Our Field Operations team functions 24 hours a day, 7 days per week to ensure that devices in the field are in excellent condition and properly located at all times. Field Operations Specialists are responsible for rebalancing and deploying devices under the supervision of a local supervisor. They are also responsible for swapping batteries to ensure that the Wheels fleet is charged.

Recovery Operations Specialists

The Recovery team works in the field using technology to help monitor, maintain, and recover missing bikes across cities. It is a hands-on role where team members manage a broad set of responsibilities based on the dynamic day-to-day patterns and usage of vehicles in our cities.

Transporters

We are less dependent on independent contractors than our competitors. Rather than using a "juicer" model with a large number of independent contractors who use trucks to remove scooters from the field and take them home to charge them, we use swappable batteries and have our own Wheels workforce to ensure a steady supply of charged batteries.

However, we do use an efficient reliable network of independent contractors known as Transporters to help us rebalance our fleet. These individuals can sign up for a Transporter account online and then they can find Wheels devices and relocate them to a "hub" where the Wheels' in-house team inspects the device and redeploys it. Transporters also have the ability to identify damage to a device, which generates a report to the in-house Wheels team that ensures the device is collected and serviced.

Equity in the form of service area coverage is important to Wheels and is imperative for reliable transportation. Our Field Operations team functions 24 hours a day, 7 days per week to ensure that devices in the field are in excellent condition and properly located at all times. Field Operations Specialists are responsible for rebalancing and deploying devices under the supervision of a local Supervisor.

This team is also responsible for swapping batteries to ensure that the Wheels fleet is fully charged at all times. Additionally, to keep our devices "In the right place at the right time," we use an efficient, reliable network of independent contractors known as "Transporters." This network (a) moves devices so they are grouped together for our Field Operations Team and (b) rebalances our devices to areas within acceptable ride or parking zones. Transporters work in tandem with our geo-fencing technology to ensure that our devices are properly placed and eliminate the possibility of clutter in high-use areas.

In cooperation with City goals, Wheels will also include a focused plan to rebalance our devices to desired areas like parking structures to provide visitors with a "park once" experience and locations near transit, including the Beeline and Metro bus stops. Our 24/7 operations and swappable battery model will allow us to keep our devices available for longer to give the residents and visitors of Glendale a reliable form of transportation for work, school or shopping.

Our Operations Manager and General Manager will monitor rebalancing and hubs accordingly, prioritizing fills in priority zones. Together, Field Operations Specialists and Transporters ensure Wheels devices are deployed each morning and equitably distributed throughout the day using our dynamic, real-time rebalancing model.

e. Describe the proposed Geofencing boundaries of particular areas of the City, defined as the service area, as appropriate areas to operate the devices, and show what solutions or Incentives will be available to get users to operate within the approved service areas.

Geofencing
To lay the groundwork for a successful operation, Wheels uses our superior technology to build out all of the City's desired parking, ride and no ride zones. Riders can be notified of the City's preferred parking zones when ending their ride and hubs will be programmed for those locations so regular riders will always know where they can start or end their rides.

Additionally, Wheels uses our geofencing technology to create no-park and no-ride zones where desired by the City. Wheels creates a geofence and labels these areas in our app so riders are notified of these particular zones. Our system and flexible GPS technology also includes the ability to prevent trip start and end and remotely lock devices that have been transported out of the geo-fenced zone. We have had great success with our geo-fencing technology and our local General Manager is available 24/7 to customize the geo-fence parameters should the City modify their requests. Below are a few ways we identify and use geofenced areas in the Wheels' smartphone app:
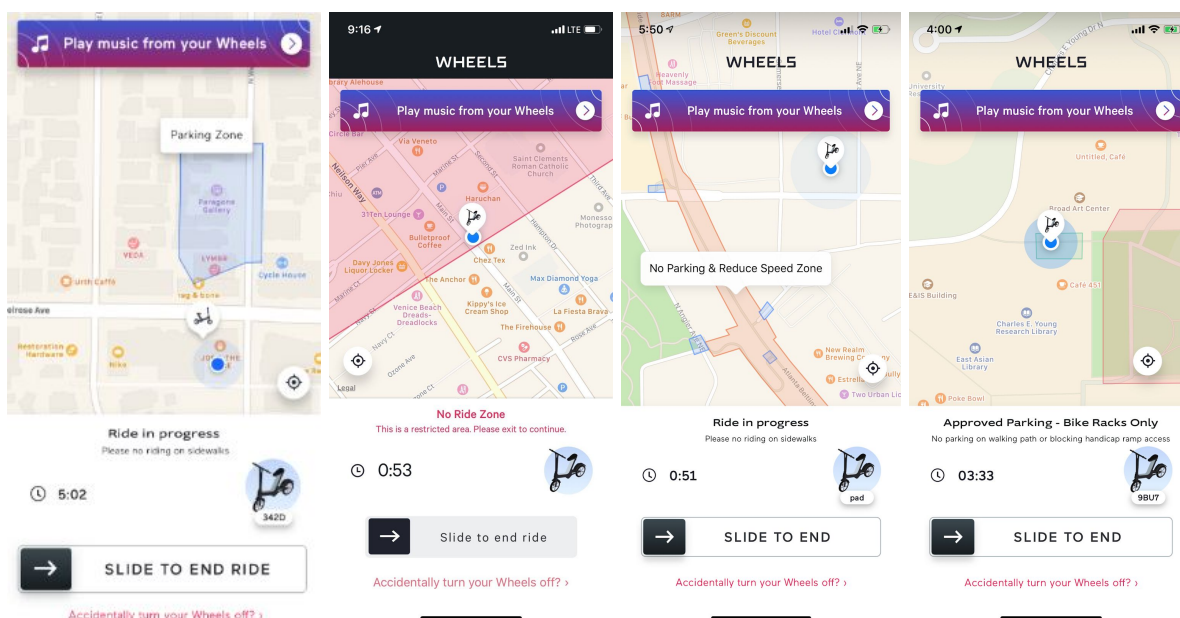
Our GPS technology also allows us the ability to safely lower speeds all the way down to 0 mph within designated geofenced areas or facilities that are identified by the City. After a device's speed has been safely reduced to 0 mph when nearing a geospeed protected zone, Wheels remotely locks the device if it continues into the non-operational zone and warns users that the device needs to be removed from that

zone. Further, users are not able to end their ride until the device is returned to the operational zone. Our geofencing system is flexible, with the ability to schedule variable complex operating zones containing different speed and parking restrictions.

Service Area

Initially, Wheels proposes creating a service area that includes the South and North Glendale Community Plan zones.

South Glendale. Operations planning in the South section of Glendale will target main business corridors and transport hubs. The operations will focus on the central part of the South community, along Brand Ave, Colorado Ave, and Glendale Ave. The main focus of the transportation connection will be deploying bikes near the Larry Zarian Transportation Center and the surrounding areas on San Fernando Rd and Los Feliz Blvd.

North Glendale. Wheels intends to operate in the North Glendale area primarily targeting the areas surrounding the Montrose Shopping Park. This will allow Montrose visitors to access businesses located east of the Shopping Park as well as those located on Verdugo and Foothill Blvds. Deployments will initially be set along main streets in the area including Honolulu Ave, Ocean View Blvd and Verdugo Blvd.

f. Provide a proposed plan for resolution of on-going issues, daily complaints and emergencies. Provide details of how you will move devices that are parked incorrectly, are reported as complaints, or are out of service.

Our Field Operations Specialists are continuously in the field to respond to any complaints and are trained and instructed to ensure that our devices are parked properly. Our response time to public requests is a key metric we're proud of and monitor consistently. In Los Angeles, our biggest market with 2,500 permitted devices, the average time to close a public request is under one hour.

Whenever we receive a request through email, phone, or our app that a device is improperly parked (or that there is another issue), we treat these as #1 priority alerts and our Field Shift Supervisor's responsibility is to handle this request above all else. The Supervisor immediately finds the nearest Field Operations Specialist (via an all hands on deck message via Slack) to address the request, provide instructions on how to remedy the issue, and receive photographic confirmation from the Field Operations Specialist that a complaint has been properly addressed.

We are also able to receive and prioritize 311 notifications made through the MyGlendale app, similar to our MyLA311 app integration that immediately notifies the on-duty supervisor whenever a ticket is filed.

MyLA Bot APP 10:45 AM
There are 1 items open.
Go here to resolve if there are items below.
https://wheels.tryretool.com/apps/MyLA/Service%20Requests

OPEN REQUEST: 1-1656563931
Created:06/18/2020 10:06:38
Last Updated:06/18/2020 10:06:40
Issue Type:Vehicle improperly parked (lay
Location:7850 W MELROSE AVE, 90046
Comment:
PhotoURL:

Todd 10:55 AM
~~311 Closed~~

Todd 11:02 AM
2 files ▾

Our field team is also continuously out in the community handing out our community cards to residents describing how they can get in contact with us about any issues. We welcome and solicit feedback because it helps us to keep innovating and improving.

As an example, Wheels is proud to have had the fewest number of community complaints (12) out of all ten operators in Chicago's 2019 pilot. In contrast, the average number of complaints per operator was 29, with the highest number of complaints for an operator being 65.

Additionally, according to a recent Los Angeles Department of Transportation quarterly report, Wheels received a total of 316 service requests in the City of Los Angeles through the My LA 311 platform. This service request total resulted in a ratio of 1 request for every 6.4 deployed devices, lower than operators Bird (1:4), Lime (1:5.4), and Jump (1:6.2).

g. Provide a proposed plan for regular device maintenance.

Maintenance Specialists

Our team of Maintenance Specialists conducts preventative maintenance and repairs to Wheels devices. Maintenance Specialists are highly trained to repair our devices, and they are equipped to replace every part on the Wheels device. This team's ability to repair any part of the device allows Wheels to abide by its mission of sustainability by ensuring that no part is wasted.

We cast a broad net to identify potential maintenance, cleaning, or repair needs in our fleet using a combination of user feedback, active management, and proactive analysis of data and diagnostics. These methods include:
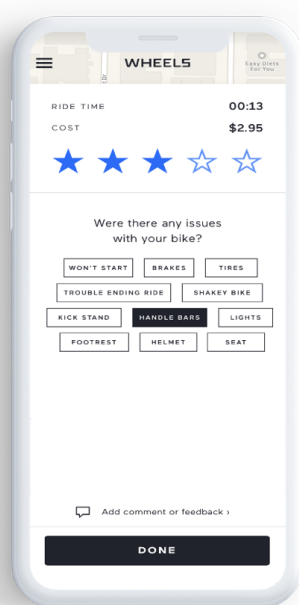
- Providing a direct option (#3 in our initial main menu of our customer service support number) for City and other officials to directly report any issue;

- Collecting and reviewing in-app reports from riders and Transporters (see photo to the left) for potential maintenance issues;

- Monitoring support calls to our 24/7 support number or emails informing us that a device requires service;

- Performing routine field quality checks by Field Operations Specialists during battery swaps;

- Processing error codes and other telemetry data flowing into our database, allowing us to take devices out of service remotely;

- Responding to system alerts for consecutive low app ratings, extended device idle time, and repeat low speed and short trip triggers; and

- Performing routine diagnostics and maintenance checks.

Devices requiring service by our in-house maintenance specialists team are returned to our warehouse where we have a full stock of inventory to replace parts as needed. Upon arrival at the warehouse, all devices enter our repair flow, starting with full diagnostics by a Quality Technician. Devices are then routed to the appropriate area for service and undergo an outgoing quality check before being returned to the field. By using a local warehouse, we avoid the need to ship vehicles to remote repair facilities, thus reducing our carbon footprint and putting local talent to work. To ensure top-quality repairs, maintenance specialists are overseen by a Warehouse Manager and General Manager.

This operations model is a significant reason, in addition to the design of our device itself and the unique safety features that we use, why we have far and away the lowest injury rate in the micromobility industry.

Wheels customer service support is provided in both English and Spanish, 24/7 at 888-240-7120. Our Live Chat & Email feature offers 24/7 Support - in virtually any language - through our in-app chat or by emailing support@wheels.co. Information on how to contact our Customer Experience team is visibly displayed on every device and our customer center responds to every inbound report.

Wheels' customer service team is particularly high achieving (less than 20 second response time via chat, ~90% of phone calls resolved in less than 10 minutes). After receiving a request via phone, email, or our app, our customer service team sends an immediate message through Slack to the local team with instructions on what needs to be done to resolve the request. Our response time to public requests is a key metric we're proud of and monitor consistently. In Los Angeles, our biggest market, the average time to close a public request is under one hour. Once the field team takes care of the issues, a picture and summary of action is sent back to the customer service team to let them know the request has been resolved. We use data to ensure the effectiveness of our shared mobility system and customer satisfaction by reviewing in-app reports from riders and Transporters, collecting information via published surveys, processing device error codes and other telemetry data flowing into our database to identify potential maintenance and safety issues, and monitoring system alerts for consecutive low app ratings, extended device idle time, and repeat low speed and short trip triggers.

Our field team is also continuously out in the community, where, among other things, they hand out community cards to residents describing how they can get in contact with us about any problem areas. We welcome and solicit feedback because it helps us keep innovating and improving.

Safety complaints are investigated and resolved in accordance with our maintenance plan and all complaints are logged in a shared complaints database.

Wheels customer service support is provided in both English and Spanish, 24/7 at 888-240-7120. Our Live Chat & Email feature offers 24/7 Support - in virtually any language - through our in-app chat or by emailing support@wheels.co. Information on how to contact our Customer Experience team is visibly displayed on every device and our customer center responds to every inbound report in a timeframe explained in Sections f and h above.

Cash Payment Option
Users who have established an account under our Wheels-for-All low-income plan and are without a credit or debit card can add a cash balance to their account by sending a check or money order, along with their full name and telephone number, to our corporate address: Wheels Labs, Inc. ATT: PREPAYMENT Wheels Labs, Inc. 8149 Santa Monica Blvd #297 West Hollywood, CA 90046. This address is visible on our site and readily provided to any customer that calls into our customer service number.

Additionally, unbanked users can use prepaid debit cards or gift cards, which they can purchase at any local retail store that carry these types of cards.

Non-Smartphone Service

For customers who have established an account under the Wheels-for-All low-income plan and are without a smartphone, Wheels provides the ability to have a device unlocked for use by sending an SMS text message, along with the QR code of the device, to a dedicated Wheels' SMS number.

Wheels confirms that it has the capacity to meet Glendale's insurance and indemnification requirements. Wheels maintains sufficient insurance to comply with the requirements of each city in which it operates, including very large programs like the City of Los Angeles. A copy of our current Certificate of Insurance for the City of Los Angeles is attached to this response for reference.

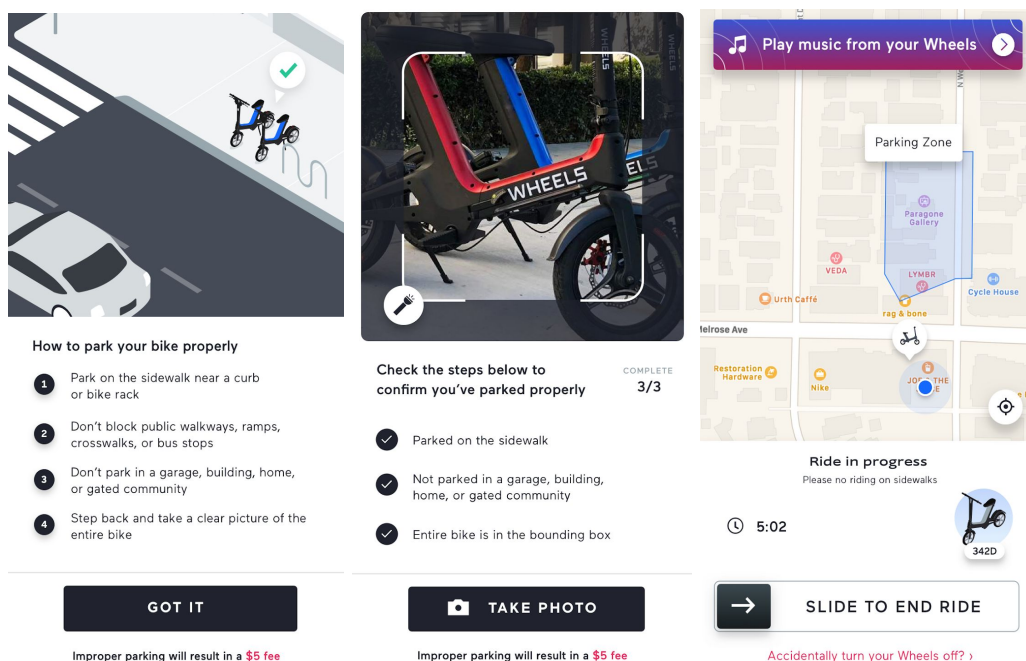## 5.   PARKING, HELMETS & ROADWAY SAFETY COMPLIANCE:

a. Describe the plan and approach to ensure devices are parked in a manner that is safe, legal, and that complies with local and state laws. Creative approaches for parking devices that do not reduce current automobile parking supply both on and off street, are encouraged.

Wheels relies on several methods to ensure proper parking of our devices including our Field Operations Team and Transporters, geofencing and tip-detection technology, required parking photos, education, and incentives and penalties as described in the sections below.

b. Describe the technology and equipment to be used to manage device parking, including, but not limited to geo-fencing, virtual station capabilities, and show capability to comply with required device parking hubs.

Users

Wheels is able to identify preferred parking zones, display those zones in geofenced maps in our smartphone application, and message our riders the locations of those zones to make it easy for them to navigate there. Once a user reaches a required or preferred parking hub, they are required to take a photo of their properly parked device in order to end their ride.

How to park your bike properly

1. Park on the sidewalk near a curb or bike rack
2. Don't block public walkways, ramps, crosswalks, or bus stops
3. Don't park in a garage, building, home, or gated community
4. Step back and take a clear picture of the entire bike

GOT IT

Improper parking will result in a $5 fee

Check the steps below to confirm you've parked properly   COMPLETE 3/3

✓ Parked on the sidewalk

✓ Not parked in a garage, building, home, or gated community

✓ Entire bike is in the bounding box

TAKE PHOTO

Improper parking will result in a $5 fee

Play music from your Wheels

Parking Zone

Ride in progress
Please no riding on sidewalks

🕐 5:02   342D

SLIDE TO END RIDE

Accidentally turn your Wheels off? ›

Operations Team

Field Operations Specialists and Transporters ensure Wheels devices are deployed each morning and equitably distributed throughout the day using our proprietary smartphone app that features specific instructions on how many dockless vehicles are permitted to be parked in each hub, GPS navigation to each location, realtime data to prevent overflow at hubs that are no longer available, and education on how to properly park the vehicles according to City rules and guidelines. The app also requires that Transporters submit reviewable photos each time a vehicle is parked to ensure it is correctly parked and not left in prohibited areas or blocking the right of way.
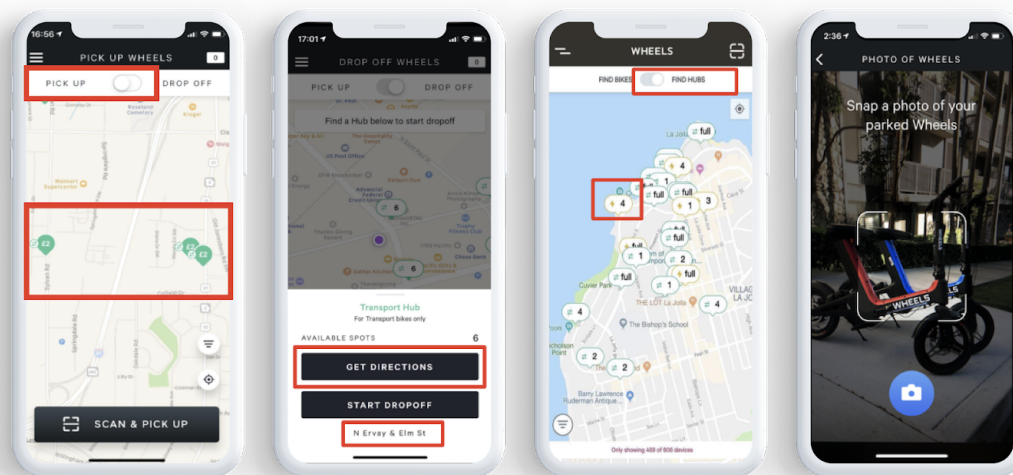
Photo Review

Through Slack messaging, each Field Operations Specialist shares a picture after placing devices to show that they have been properly placed and are not blocking the sidewalk. Supervisors review each picture and provide a thumbs up mark (see image to the right) if the placement was satisfactory. If placement was not satisfactory, the Supervisor will tell the Field Operations Specialist what changes need to be made, and the specialist will not move onto their next task until the changes are made.

JB 12:35 PM
2 bikes launched at 7th & J @Abe King - Field Ops Lead Total hub 6
Image from iOS ▾

Tip-Detection Technology

Additionally, Wheels devices are equipped with tip-detection technology to help ensure that they are properly staged, including being upright. Our devices contain an accelerometer that gives us the orientation of the device. When a device is tipped over, the accelerometer detects this and we are sent data in real-time telling us that a device is knocked over, allowing our field team to take prompt action. This map to the right (orange dots) shows the knocked over devices in Los Angeles based on this technology.

Location and Status of Knocked over Bikes in LA
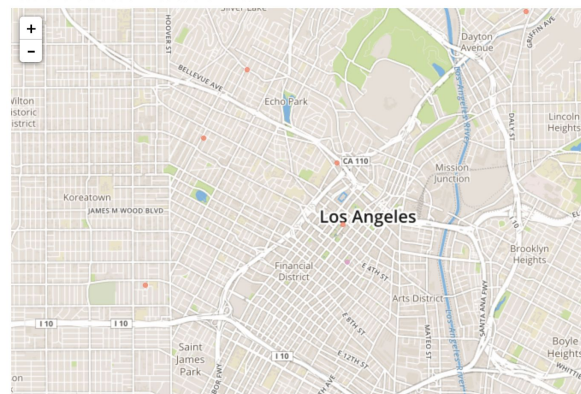
Wheels relies on several strategies to obtain user compliance with local riding and parking regulations including in-app education, community engagement, messaging decals located on every device, monitoring of telemetry data flows and complaints, geofencing displays, remote slowdown and device locking, and required parking photos and photo review.

To incentivize compliance, Wheels offers free ride credits, discounts, and other incentives. To disincentivize riders who display bad behavior, Wheels issues penalties including mandatory parking and riding education classes, suspension of device use for a period of time, or removal from the platform for those who consistently display poor compliance.

All of these strategies are discussed in more detail in the sections below.

Wheels takes a number of steps to ensure that all riders meet the minimum rider age requirements:

First, Wheels requires riders of a Wheels device to scan a government-issued identification (such as a driver's license) into the Wheels app to confirm that they are at least 18 years old. If we detect that the identification contains a birth date indicating that the rider is not at least 18 years old, then that individual is not granted access to ride the Wheels device.

Second, Wheels' devices are equipped with clearly visible signage under the handlebars stating that a license is required in order to operate the device.

Lastly, the rental agreement to which every Wheels rider must agree contains the following relevant provisions:

· "At Least 18 Years Old. **YOU CERTIFY AND REPRESENT THAT YOU ARE AT LEAST 18 YEARS OLD AND THAT YOU HAVE A VALID DRIVER'S LICENSE.** OPERATION OR USE OF THE SERVICES OR ANY VEHICLE BY A MINOR IS EXPRESSLY PROHIBITED."

· Prohibited Acts. YOU EXPRESSLY CERTIFY AND AGREE THAT YOU WILL NOT:

(a)   Allow a minor to use the Services;

Third, as part of the sign-on process in the Wheels app, riders must agree to the language in the attached image, which states: "I certify that I am the Rider, *__I am 18 years old or over,__* I will wear a helmet where required by law, I will not ride a Wheels with another occupant, I will obey all traffic laws, I will ride at my own risk, and I have read and expressly agree to the terms and conditions set forth in this Agreement."

Wheels informs users of helmet laws through our on-device signage and in-app education screens explained in Sections d and f in addition to our community engagement events and Safety Ambassadors explained in Section 6.

As a safety feature that is unique to Wheels, we are rolling out a smart helmet system that is directly integrated into our device – the first such system introduced on the market. Using the app, riders can unlock the helmet from the device and peel off a new biodegradable headliner for every use. (There is a tab on the outside of the helmet that a rider pulls in order to get a fresh headliner; the rider never has to touch the part of the headliner that was used by another rider.) Because the helmet is connected to the device's sensors and other electronics, we have numerous options to encourage helmet use by our riders and we provide discounts to encourage and reward use.

At Wheels, we believe that riding with a helmet is absolutely critical since approximately half of all injuries on micromobility devices are head injuries, and yet about 99% of riders have been found to not wear helmets. While simply handing out helmets to riders is a good step, it is not enough because the vast majority of riders do not have helmets with them at the moment they decide to rent a mobility device. We strongly believe that having an integrated helmet is the right solution, and any micromobility device without one is incomplete, as it is lacking the most important safety system a micromobility device can have. Our blog post, including photos and video of the Wheels Helmet can be found here.
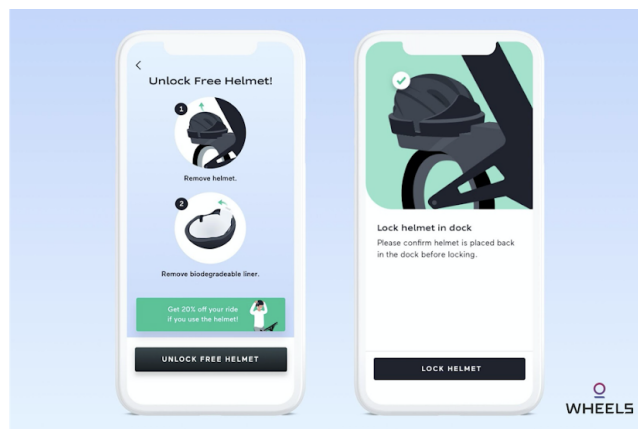
When signing in, riders are prompted through a series of screens to learn how to use our device and be a good road partner. This tutorial provides a.) local rules and b.) a map of where it is permissible to ride. These local rules are always available in the app and can be updated remotely. Wheels creates this local rules page for each city in which we operate to make sure new and out of town riders are up to date.

We are committed to developing a Glendale-specific safe parking and riding education program where riders will be prompted through a series of screens where they will be asked to identify correctly parked scooters, scooters parked as obstruction hazards, and safe riding behavior. The interactive quiz will be active within 30 days after the first day of our permit and will be required for riders to complete within their first three rides.

Below you will find a mock up of what the in-app Local Rules screen will look like in Glendale and an example from Chicago showcasing the area it is permissible to ride that will be updated for Glendale:
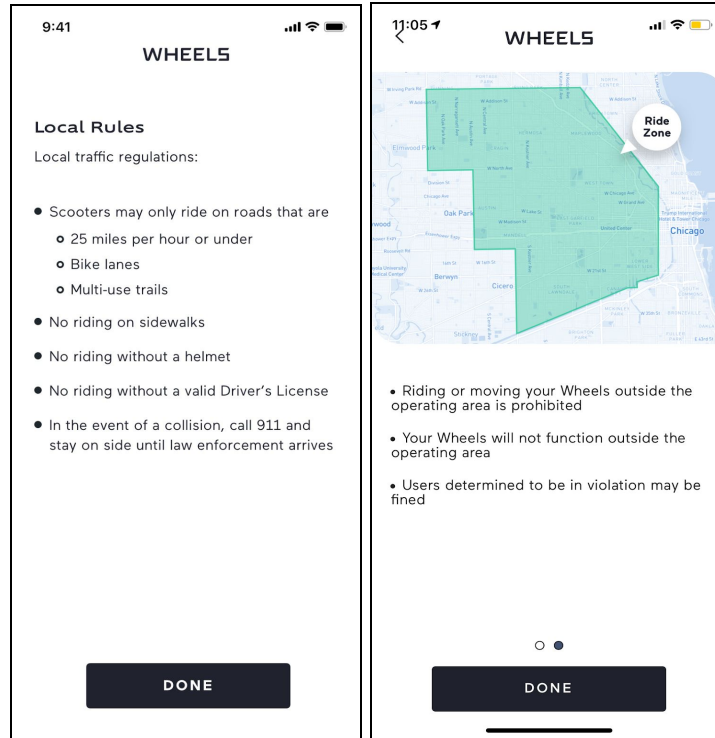
A second set of screens (see below) educates on rider safety and covers topics such as wearing a helmet for safety, not using a phone while riding, not riding on sidewalk, and how to properly use our dual brake. The in-app education is shown to all riders before t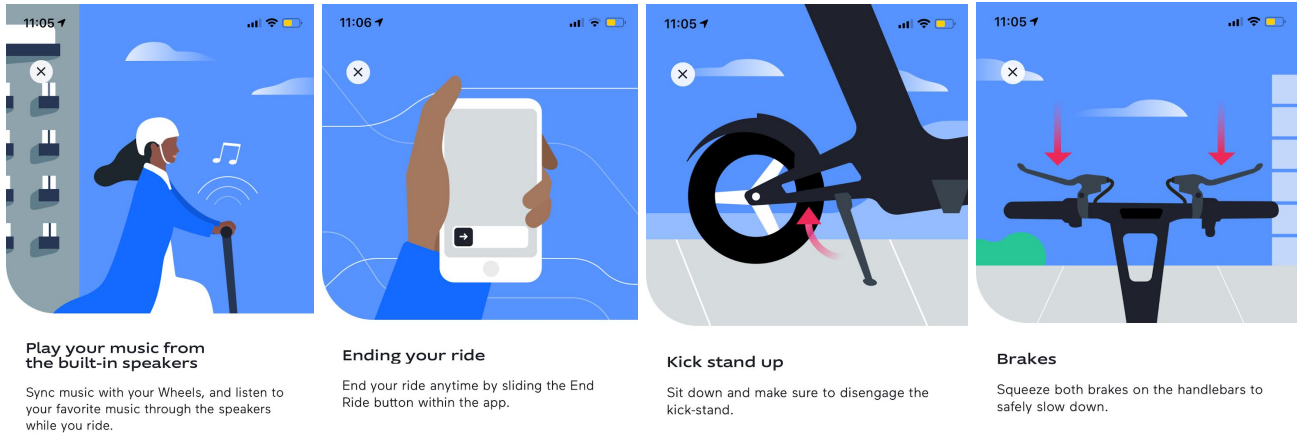heir first ride and then every fifth ride. Riders are required to go through the entire app carousel and may not dismiss it.

- 1st time riders: Two local Glendale-specific screens (local rules, geofence operating zone); Five safety screens (wear a helmet, parking, ride in bike lanes, do not use phone while riding, brakes)
- Returning riders: Two local Glendale-specific screens; One summary safety screen.
- Fifth ride: Two local Glendale-specific screens (local rules, geofence operating zone); five safety screens (wear a helmet, parking, ride in bike lanes, do not use phone while riding, brakes).

Ride in bike lanes

Don't ride on sidewalks. It's unsafe for you and pedestrians. Obey the traffic rules and ride in the street with bicyclists.

Do not use your phone while riding

Using your phone while riding is dangerous for pedestrians, drivers and yourself.

Ride safe

Use a helmet so that you can stay safe while you ride.

Park it

Don't block the public pathways. Park your Wheels by bike racks when possible or near the curb.

Play your music from the built-in speakers

Sync music with your Wheels, and listen to your favorite music through the speakers while you ride.

Ending your ride

End your ride anytime by sliding the End Ride button within the app.

Kick stand up

Sit down and make sure to disengage the kick-stand.

Brakes

Squeeze both brakes on the handlebars to safely slow down.

g. Describe strategies for incorporating features into system functionality to address parking, helmet use and roadway safety.

As discussed in Section f, our education screens are created to reflect Glendale's parking, helmet use, and roadway safety requirements. Wheels can also create surveys and quizzes that can be incorporated into our application specifically for Glendale. These screens, surveys, and quizzes can be modified at any time pursuant to the City's needs. In addition, our flexible geofence technology can be modified at any time to reflect the City's changing needs and be used to restrict operating zones, create and modify parking hubs, or remotely power down or lock devices. These system functions allow Wheels and the City of Glendale to incorporate features to address the City's parking, helmet use, and roadway safety needs.

h. Describe incentives or penalties for good/bad user behavior.

Beyond rider education, engagement, and training, Wheels also uses technology to ensure proper parking and riding behavior as explained above. Features like our required parking photo and gps tracking allow us to identify those users who display good or bad behavior.

Wheels is currently rolling out a new feature that builds on our "End of Ride" photo requirement to include a "Parking Score." Currently, all Wheels riders must take and submit a photo in order to end a ride, and Wheels reviews these photos along with GPS data to ensure compliance with parking rules. To improve this even further, Wheels will use the data collected through the use of our geofencing technology and "End of Ride" photos to provide riders with a "Parking Score." This score will allow riders to know on an ongoing basis whether or not they are parking correctly, and we will use this score to incentivize riders who display good parking behavior with rewards, including free ride credits, discounts, and other incentives, and to disincentivize riders who display bad parking behavior with penalties, including mandatory parking and riding education classes, suspension of device use for a period of time, or removal from the platform for those who consistently display poor parking behavior.
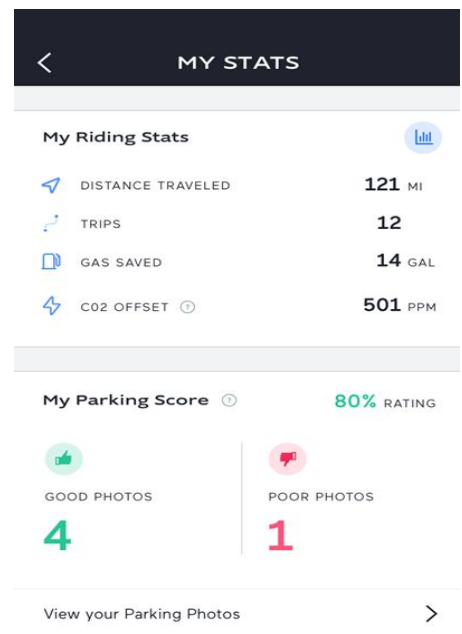
As an additional bad behavior deterrent, Wheels displays a unique identifier for each device (akin to a license plate number) in very large print on the side of each device. We do this so that the rider knows it would be very easy for members of the community to identify which device was used in a specific incident. And we do this so that if an incident ever occurs, members of the community can easily identify

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the device, and therefore the rider, that was involved. This significantly discourages any kind of problematic behavior.

6.   ENGAGEMENT: Provide the outreach and engagement program for Glendale, including the marketing, education, safety outreach; and education regarding applicable local and state laws, and describe the following:

a. Plan for community engagement.

Senior Manager Outreach Events

At least one day a week, our General Manager and Operations Managers are required to visit a local community and bring our devices to engage with local citizens to educate them on how to use Wheels, proper riding and parking, and to answer any questions they may have from seeing our devices out in the field. These events allow us to stay connected to the areas we serve and hear feedback and concerns from local citizens.

Field Staff Ambassadors

Our Field Operations Specialists are out every day in the field rebalancing our devices and are often the most frequent point of contact for local citizens. We pride ourselves in our onboarding and continuous training of our Field Operations Specialists on how to take the time to answer any questions and provide education to users on best riding and parking practices.

(Pictured here: a rider gives a thumbs up after being instructed by a Field Operations Specialist on best riding practices and how to unlock and use our helmet that comes with the device)

For example, in the Venice neighborhood of Los Angeles, we held an event where 20 Wheels Brand and Safety Ambassadors distributed materials and spoke to riders about safe riding and parking practices in the Venice Beach area over a busy three-day weekend. With short notice, Wheels was able to hire and train staff that served as Wheels Brand and Safety Ambassadors on beach front areas, and we estimate that they interacted with more than 5,000 beach goers during the weekend. In Orlando, we participated in the "Touch a Truck" event in March 2020 -- a family-oriented event that provided a unique opportunity for families to explore vehicles of all types. We were fortunate to be invited to educate participants on Wheels devices, as well as proper riding and parking. Finally, during our launch week at Texas A&M, Wheels Brand and Safety Ambassadors spoke to students on campus about how to properly use Wheels devices and unlock the included helmets with removable sanitary head-liners.

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Virtual Events
As a result of COVID-19, Wheels has started holding virtual educational sessions. We are committed to working with our civic partners in priority areas to be added to their digital content (newsletters, virtual events) to still be able to engage with local citizens even when in person engagement is more challenging.

In-App Education
Wheels uses in-app screens to educate users regarding local parking and riding rules, helmet use, and safety tips as explained in Section 5, (f). We are also committed to developing a Glendale-specific safe parking and riding education program where riders will be prompted through a series of screens and asked to identify correctly parked scooters, scooters parked as obstruction hazards, and safe riding behavior.

In-Person Education
Our community engagement plan includes in-person education for both users and non-users alike with our senior manager outreach events and our local field staff ambassadors as described in Sections (a) and (c). We have also begun holding virtual education sessions as a result of COVID-19, which we anticipate will continue after the pandemic has ended.

Technology
In addition to education, Wheels relies on technology to implement safety programs including our flexible GPS geofencing and parking hub technology, tip-detection feature, integrated helmet, and required parking photos. Our staff also reviews telemetry data flows to monitor the fleet for any safety issues related to the device itself. Lastly, our large device identifiers and easily visible contact information to help community members report safety issues. These features allow us to quickly respond to safety issues and hold users accountable for any unsafe behavior. Below are a few examples of how our method has worked in practice:

In the Los Angeles neighborhood of Venice Beach, micromobility operators saw a backlash from businesses and community members regarding the operation of shared mobility devices on city streets, specifically on the Venice Boardwalk and the Venice Canals. Wheels worked together with local stakeholders to devise a plan to address this issue. As part of this effort, Wheels was one of the first companies to commit to and implement a geofencing plan that safely reduced the speed of our devices to 0 mph whenever a device attempts to enter the Boardwalk or the Canals. We also revised our operations plan in response to community concerns by limiting the number of devices deployed at a single location to five and we sped up our response time to move improperly parked devices.

Wheels also recently partnered with the City of Cleveland to prioritize pedestrian traffic surrounding sports, concerts, and other special events located at Progressive Field, Quicken Loans Arena, and First Energy Stadium by establishing geofences that restrict device use around these locations two hours before and after each event.

Wheels regularly conducts education and outreach events both in person and virtually. Our local community engagement team will develop extensive relationships with local organizations to allow for our outreach efforts to be done in coordination and collaboration with our important community leaders.

A great example of these efforts was our Chicago 21st Ward Outreach Event. In October 2019, Wheels participated in an outreach event on Chicago's South Side where we brought 20 of our devices to the local community. We provided education on how to use our app, how to ride and park properly, and how to use the various features on our device. The response we received was overwhelmingly positive. Riders

were highly involved, asked many questions of our staff on site, and were pleased with the comfort, safety, and experience of our rides. Additional community members who were walking or driving by were drawn in to the event and participated as well.

In addition to these large events, we also require our senior managers to go out at least one day every week to a local community and bring devices with them to engage with local citizens and educate them on how to use Wheels, how to properly ride and park them, and to answer any questions they may have from seeing our devices out in the field. These events allow our local leadership team to stay connected to the areas we serve and hear feedback and concerns directly from local citizens.

We also have had great success using field staff as ambassadors for community outreach and education. Our Field Operations Specialists are out every day in the field rebalancing our devices and are often the most frequent point of contact for local citizens. We pride ourselves in our onboarding and continuous training of our Field Operations Specialists on how to answer any questions and provide education to users on best riding and parking practices.

Finally, as a result of COVID-19, Wheels has started holding virtual educational sessions. We are committed to working with our civic partners in priority areas to be added to their digital content (newsletters, virtual events) to still be able to engage with local citizens even when in person engagement is more challenging.

d. Marketing program.

Wheels understands the cultural diversity in, and within, each neighborhood and that no two communities are the same. That's why Wheels develops marketing programs that are unique to each city where we operate our shared mobility system.

Our commitment is reflected in our ongoing development of our app in multiple languages and our diverse hiring practices. Wheels is committed to develop a Wheels 101 document that will be provided to the city within 60 days of permit issuance and will be translated into the languages that Glendale requires, including Spanish and Armenian. The Wheels 101 one pager will include basics of device sharing, how to rent a Wheels device, details on our device, pricing that includes our Wheels-for-All reduced-rate program and information on how to register.

Wheels devices are also fully "wrappable" which means that artwork and community related and neighborhood related themes can be incorporated onto the frames of our devices. We look forward to establishing an engaging art contest to bring local art and culture back to the community, using our vehicles as the vehicle!

Wheels is also committed to engaging small businesses with opportunities to partner in various ways, such as parking, distribution and marketing. Our intent is to supplement the current transportation system while maintaining a place for rental businesses to support recreational activities.

The Wheels API, explained further below, can be used by Cities to integrate the Wheels shared mobility system into existing City systems and modes of transportation. Wheels has also worked with cities to integrate into their reporting systems, like My LA 311 platform used by the City of Los Angeles.

As a compliment to public transportation and in cooperation with City goals, Wheels will include a focused plan to rebalance our devices to desired areas like parking structures to provide visitors with a "park once" experience and locations near existing public transit, including the Beeline and Metro bus stops, to provide the City with a seamless first/last mile solution.

Partnership with Lime

Wheels has entered into a partnership with Lime in which Wheels devices in select cities will be available through the Lime app. Wheels and Lime have already spoken about the possibility of including Glendale as part of this partnership to the extent each company receives a permit to operate in the City. This would be a unique way for two operators in the City to integrate their offerings, resulting in a more streamlined and convenient user experience.

f. Ability to participate in a community engagement event to demonstrate devices and services prior to program launch.

As detailed in the Sections above, Wheels is able and willing to participate in community engagement events that demonstrate our device and services prior to the program launch through our senior manager outreach events and with the help of our field staff ambassadors. Wheels has performed these types of events many times in cities like Los Angeles, Chicago, Orlando, and Cleveland and is prepared to do the same for the City of Glendale and its residents.

7.   DATA: Provide the details of front and back-end technology. Include data availability, specifications, and content, and describe the following:

a. Method of tracking device utilization and availability.

Wheels tracks device utilization and availability through the use of our MDS and GBFS APIs. For example, the MDS Provider API/trips endpoint provides ride GPS information regarding start location, end location, the GPS points of the ride (spaced out approximately every one minute), and cost of the ride or ride revenue. Also, past statuses and locations of a device are accessible through the MDS Provider API endpoint /status_changes. Further, to understand the current location and count of vehicles, Wheels provides data regarding the current utilization, availability, and location of every device in the city through the GBFS /free_bike_status.json endpoint.

b. Method of making data available to the City, including components/details of a data dashboard. Include screenshots, and provide examples of any similar monthly reports.

In addition to providing data in accordance with the MDS and GBFS specifications via API, Wheels can also share anonymized data via web-based dashboards customized for Glendale. Wheels can provide records for the entirety of the operation period and grant login information at the City's request to identified individuals. Wheels currently provides dashboards to cities and universities showing daily trips,

unique riders, vehicles launched, total ride time, and vehicle miles traveled. Wheels is also able to share data with third party aggregators. An example of the customizable dashboard interface is shown below:

DASHBOARD
City of ▉▉▉▉ Dashboard ⓘ ↻ ☆

FILTERS (0) ▾   No filters selected

▉ Trip Data

	DAY	TRIPS	UNIQUE RIDERS	VEHICLES DEPLOYED	TOTAL RIDE TIME (MIN)	TOTAL RIDE DISTANCE (MI)
75	2019-08-04	926	790	304	14254	2,671
76	2019-08-03	1028	855	337	13929	2,379
77	2019-08-02	766	606	324	11135	1,356
78	2019-08-01	408	311	315	6035	622
79	2019-07-31	540	408	345	8557	847
80	2019-07-30	531	390	329	8697	1,140
81	2019-07-29	621	468	321	10405	1,912
82	2019-07-28	1039	856	320	15882	2,458
83	2019-07-27	1164	973	335	16060	2,257
84	2019-07-26	771	584	332	12509	2,051
85	2019-07-25	581	448	309	8480	1,489
86	2019-07-24	520	393	305	8600	1,358
87	2019-07-23	257	213	205	4259	717

c. Plan for monitoring system effectiveness, customer satisfaction, and municipal relationships over time.

We also use data to ensure the effectiveness of our shared mobility system and customer satisfaction by reviewing in-app reports from riders and Transporters, collecting information via published surveys, processing device error codes and other telemetry data flowing into our database to identify potential maintenance and safety issues, and monitoring system alerts for consecutive low app ratings, extended device idle time, and repeat low speed and short trip triggers. This data can be shared with the city via regular reports to ensure community satisfaction with the Wheels system.

d. Plan to comply with financial privacy laws and best practices. Provide your most recent third-party PCI (Payment Card Industry) audit. Plan to protect personal customer data.

Financial Data

Wheels does not store any customer payment information. All of our payment collection, storage and transactions are handled by Stripe, a prominent third party payment processor. Stripe is certified by a third party audit as a PCI Level 1 Service Provider. More information is available here: https://stripe.com/docs/security. Additionally, Wheels has completed our annual Self Assessment that is valid through February 2020, a copy of which is attached as an exhibit to this proposal.

Personal Data

Wheels protects users' personal data using industry accepted encryption and users must agree to our Privacy Policy before signing into our smartphone app.

e. Describe what, if any, user data you intend to collect and sell; and if so how this will be communicated to users and how they will be able to opt-out.

Wheels maintains a privacy policy that every rider must agree to before signing up to our platform. Our privacy policy describes all of the data that we collect and provides detailed information about our riders' rights with respect to this data.

Ride Safe with Wheels

First and foremost, Wheels encourages safety by having what we believe is the safest device in the industry, including first-of-its-kind safety features like our integrated helmet system, 14 inch wheels, a low center of gravity, and Bluetooth speakers to enable hands-free navigation.

The data demonstrates Wheels' safety benefits. Wheels recently hired Exponent, a leading engineering and consulting firm that studies safety to go through the many independent studies that have been done across the micromobility industry to measure injury rates. We asked Exponent to then compare those findings to our own injury data. Exponent found that Wheels' injury rates were exponentially lower than those reported for other types of micromobility devices, including both bicycles and traditional stand-up scooters. Specifically, here's what Exponent found:

Wheels' Injury Rate	Comparison to Other Micromobility Devices
1 injury for every 74,577 miles ridden	4 times better than bicycles; 3 to 66 times better than scooters
24.99 injuries for every 1 million trips taken	5 times better than bicycles; 8 to 26 times better than scooters
0.12 injuries for every 1,000 hours of riding	2 to 5 times better than bicycles; 9 to 19 times better than scooters

Notably, with one exception, all of the studies that Wheels was compared against rely entirely on hospital emergency room visits for their injury reporting, which means they leave out a large number of other injuries. In contrast, Wheels' injury data is based on every single injury reported to the company through all of our various channels, including through our app, calls or texts to our 24/7 support number, or to our support email, even though only a small fraction involved an emergency room visit. The only other injury rate report that we know of that is not limited to emergency room visits is Bird's, which stated that its riders had 1 injury for every 26,882 miles ridden – an injury rate that is nearly 3 times higher than Wheels'.

A complete version of Exponent's report is attached.

Injury Data Analysis Comparing Wheels and other Micro-Mobility Devices

Project Manager:
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Contributors:
Ian Campbell, Ph.D., P.E.
Tina Garman, Ph.D
Heather Watson, Ph.D.

March 3, 2020

Scope

- Exponent was retained by Wheels to research and study micro-mobility usage and injuries.

- The study comprised a qualitative and quantitative investigation of injury rates and types of injury of various micro-mobility modes and devices, and making a comparison to the Wheels device.

- The appendices to this report contain supporting information:
  - A) Literature Review of Usage and User Behavior
  - B) Literature Review of injury Types and Incidents
  - C) Trends in NEISS Injury Patient Demographics

Wheels Data

- Wheels provided injury data and ride metrics from all markets in which Wheels operates from September 2018 to January 2020.

- Injury Data: Wheels reported three groups based on level of confirmation of the incident that Wheels performed. All 3 were combined to provide the most conservative estimate:
  - Group 1: Subject provides statement, no further contact
  - Group 2: Subject provides statement, additional contact
  - Group 3: Subject provides statement, dropped contact

- Exposure Data: Wheels provided the number of rides, total distance traveled, unique riders, and total traveling hours by month from September 2018 to January 2020.

- Exponent calculated the injury rate for the various exposures:
  - Injury Rate Per Million Trips: 25 injuries per 1 Million trips
  - Injury Rate Per Million Miles Traveled: 13.4 injuries per 1 Million miles
  - Injury Rate Per 1,000 Hours: 0.12 injuries per 1,000 hours

Wheels Data (cont'd)

- The Wheels data is dependent on consumers voluntarily reporting injuries and this may result in injuries not being reported and/or injuries being incorrectly being attributed to Wheels device usage.

- The ride metrics were not broken down by market. The analysis disregards any differences between markets.

- It should be noted that the reporting methodologies for the NEISS data and the Wheels data are different. NEISS is a random sample of ER visits and the Wheels estimate is based on voluntary reporting of injuries. It is unknown how those differences will manifest.

- The analysis included different exposure periods and reporting methodologies. There was no accounting for seasonal effects, trends with increased usage, rider characteristics/demographics, user behaviors or other confounders that could affect the results.
  - The rider age distribution of the data sources may be different, with most powered scooters and the Wheels e-bike being restricted to 18 years of age and older.

Comparison of Injury Rates Per Trips

- According to the references reviewed, Bicycles* have exhibited injury rates per million trips that are five times higher than Wheels devices; Scooters** have exhibited injury rates eight to 26 times higher.

Source	Years	Product	Injury Rate Per Mil. Trips	95% Lower/Upper Bound for Injury Rate		Ratio of Other modes to Wheels	95% Lower/Upper Bound for Ratio	
Wheels	2018-2020	Wheels	24.99	19.85	31.30	Reference	-	-
NEISS/NHTS	2017-2018	Bicycles*	120.66	120.45	120.87	4.83	3.88	6.08
NEISS/NACTO	2017-2018	Powered Scooters	301.30	298.05	304.57	12.06	9.68	15.18
Bekhit 2019	2018-2019	E-Scooters	641.67	604.11	681.03	25.67	20.44	32.59
APH 2018	2018	E-Scooters	202.97	179.37	228.91	8.12	6.30	10.55
Trivedi 2019	2018-2019	E-Scooters	199.77	166.44	238.04	7.99	5.99	10.72

*The rider age distribution of the data sources may be different, with most powered scooters and the Wheels e-bike being restricted to 18 years of age and older with no such restriction on bicycle ridership.
**The NEISS database does not allow for separation between gasoline-fueled and e-scooters. The other sources includes e-scooters only.

Comparison of Injury Rates by Miles Traveled

- According to the references reviewed, Bicycles* have exhibited injury rates per million miles traveled that are four times higher than Wheels devices; Scooters** have exhibited injury rates from three to 66 times higher.

Source	Years	Product	Injury Rate Per 1M Miles	95% Lower/Upper Bound for Injury Rate		Ratio of Other modes to Wheels	95% Lower/Upper Bound for Ratio	
Wheels	2018-2020	Wheels	13.41	10.65	16.69	Reference	-	-
NEISS/NHTS	2017-2018	Bicycles*	50.75	50.66	50.84	3.79	3.04	4.77
NEISS/NACTO	2017-2018	Powered Scooters	301.30	298.05	304.57	22.47	18.05	28.30
Bekhit 2019	2018-2019	E-Scooters	885.06	833.26	939.35	66.00	52.56	83.79
Bird Report	2017-2019	E-Scooters	37.2	27.59	48.68	2.77	1.91	3.99
APH 2018	2018	E-Scooters	213.21	188.43	240.47	15.90	12.34	20.67
Trivedi 2019	2018-2019	E-Scooters	151.15	125.93	180.10	11.27	8.44	15.11

*The rider age distribution of the data sources may be different, with most powered scooters and the Wheels e-bike being restricted to 18 years of age and older with no such restriction on bicycle ridership.
**The NEISS database does not allow for separation between gasoline-fueled and e-scooters. The other sources includes e-scooters only.

Comparison of Miles Traveled per Injury

- According to the references reviewed, Bicycles* have exhibited injury rates per mile traveled that are nearly four times higher than Wheels devices; Scooters** have exhibited injury rates from three to 66 times higher.

Source	Years	Product	1 injury per XX Miles	Injury Ratio of Other Modes to Wheels
Wheels	2018-2020	Wheels	1 injury per 74,577 miles	Reference
NEISS/NHTS	2017-2018	Bicycles*	1 injury per 19,703 miles	3.79
NEISS/NACTO	2017-2018	Powered Scooters	1 injury per 3,319 miles	22.47
Bekhit 2019	2018-2019	E-Scooters	1 injury per 1,130 miles	66.00
Bird Report	2017-2019	E-Scooters	1 injury per 26,882 miles	2.77
APH 2018	2018	E-Scooters	1 injury per 4,690 miles	15.90
Trivedi 2019	2018-2019	E-Scooters	1 injury per 6,616 miles	11.27

*The rider age distribution of the data sources may be different, with most powered scooters and the Wheels e-bike being restricted to 18 years of age and older with no such restriction on bicycle ridership.
**The NEISS database does not allow for separation between gasoline-fueled and e-scooters. The other sources includes e-scooters only.

Comparison of Injury Rates Per Travel Hours

- According to the references reviewed, Bicycles* have exhibited injury rates per travel hours that are two to five times higher than Wheels devices; Scooters** have exhibited injury rates from nine to 19 times higher.

Source	Years	Product	Injury rate per 1,000 Hours	Ratio of Other Modes To Wheels
Wheels	2018-2020	Wheels	0.12	Reference
NEISS/NHTS	2017-2018	Bicycles[X,*]	0.26	2.2
NEISS/NHTS	2017-2018	Bicycles[XX,*]	0.60	5.1
NEISS/NACTO	2017-2018	Powered Scooters[XXX]	2.26	19.3
APH and Austin Public Data	2018	E- Scooters[XXXX]	1.04	8.9

[X]Assuming an average of 28 minutes per ride. NACTO (2017).
[XX]Assuming an average of 12 minutes per ride. NACTO (2017)
[XXX]Assuming an average of 8 minutes per ride. Mathew (2019)
[XXXX]Assuming an average of 11.5 minutes per ride. Austin Public Health (2018).

*The rider age distribution of the data sources may be different, with most powered scooters and the Wheels e-bike being restricted to 18 years of age and older with no such restriction on bicycle ridership.
**The NEISS database does not allow for separation between gasoline-fueled and e-scooters. The other sources includes e-scooters only.

Conclusions

- According to the data reviewed, and the study limitations expressed on the next slide, the Wheels injury rates per trips, per miles traveled, or per riding hours are all less than bicycles, powered scooters, or e-scooters:
  - The injury rates per million trips for the other micro-mobility devices reviewed were 5 times to 26 times higher than for Wheels.
  - The injury rates per miles traveled for the micro-mobility devices reviewed ranged from three times to 66 times higher than for Wheels.
  - The injury rates per hours of travel for the other micro-mobility devices reviewed ranged from two times to 19 times higher than for Wheels.

Limitations

- The purpose of this report was to communicate Exponent's review of the identified micro-mobility usage and injury data.

- In the analysis, we have relied on information provided by Wheels Labs, Inc. We cannot verify the correctness of this input, and rely on Wheels Labs, Inc. for accuracy.

- The analysis included data sets using different exposure periods and reporting methodologies. There was no accounting for seasonal effects, trends with increased usage, rider characteristics, user behaviors or other confounders that could affect the results.
  - Rider age, especially, may impact the results since e-scooters (mostly rentals by micro-mobility companies), as well as the Wheels e-bike, are generally age restricted (18 years of age and older). Bicycles are generally not age restricted (except for the bicycles offered as rentals that generally have the same age restriction).

- The Wheels data is dependent on consumers voluntarily reporting injuries and this may result in injuries not being reported and/or injuries being incorrectly being attributed to Wheels device usage.

- The ride metrics were not broken down by market. The analysis disregards any differences between markets.

Limitations

- Reporting methodologies for the NEISS data and the Wheels data are different. NEISS is a random sample of ER visits and the Wheels estimate is based on voluntary reporting of injuries. It is unknown how those differences will manifest.

- The NEISS database does not allow for separation between gasoline-fueled and e-scooters. The other sources includes e-scooters only.

- Although Exponent has exercised usual and customary care in the conduct of this analysis, the responsibility for use of this analysis in the design, manufacture, quality, or operation of the product remains fully with Wheels Labs, Inc.

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Accessibility and Comfortability Testing of Micro-Mobility Devices

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Scope

- Retained by Wheels to examine comfortability and accessibility of Wheels device in comparison to Bird e-scooter and Grid Bike bicycle
  - Quantitative and Qualitative testing was conducted with four participants of varying age and weight
- The Quantitative testing examined:
  - Device mounting and dismounting
  - Rider stability
  - Start-up Task: Ankle loading
- The Qualitative testing included participants' impressions of devices:
  - Comfort
  - Accessibility

Subject #	Age	Height (in)	Weight (lbs.)
1	53	68	170
2	35	69	220
3	49	78	305
4	46	65	140

Wheels

Bird

Grid Bike

Limitations

- The purpose of this report was to communicate Exponent's review of the accessibility and comfortability of the Wheels micro-mobility device.

- The study participants consisted of four people. The participants were selected for age (over 35 years) and to ensure weight category diversity. The selection process did not account for participant physical ability (e.g., strength, flexibility, etc.) or micro-mobility device riding skill. As a result, the observations are not meant to be fully representative of the overall public.

- Although Exponent has exercised usual and customary care in the conduct of this analysis, the responsibility for use of this analysis in the design, manufacture, quality, or operation of the product remains fully with Wheels Labs, Inc.

Observations Summary

The following observations apply*:

- Quantitative Testing:
  - Mount/Dismount: Compared to the Grid bike, the Wheels device has less of an orthopedic demand during the mounting and dismounting task.
  - Rider Stability: The Wheels device was the most stable overall. The Wheels device requires less rider control to remain stable during the ride than do the other devices.
  - Start-up Task: The Wheels device has less of an orthopedic requirement during start up, compared to the Grid and the Bird devices.

- Quantitative Testing:
  - Step-through height on Wheels device preferred by user that chose to step through.
  - Less self-reported fatigue experienced on Wheels device during extended ride.
  - Ability to sit down and remain stable on the Wheels device noted as a potential benefit for longer rides.

* The observations are not meant to be representative of the overall public due to sample size and diversity.

Mount and Dismount Task

Observations: Mount and Dismount Task

The following observations apply*:

- Step Through
  - Hip flexion angle and knee height were lower for the Wheels device compared to Grid.
  - Compared to the Grid bike, the Wheels device has less of an orthopedic demand during the mounting and dismounting task.

- Swing Over
  - Hip extension and abduction angles were lower for the Wheels device compared to Grid.
  - Compared to the Grid bike, the Wheels device has less of an orthopedic demand during the mounting and dismounting task.

* The observations are not meant to be representative of the overall public due to sample size and diversity.

Rider Stability

Stability Calculations

- Task: Riders were asked to ride each device following a curved path with a constant radius for approximately 5 minutes.
- Lateral lean and lateral lean velocity are both metrics that have strong ties to a person's stability: these metrics are estimates of how much a person's center of mass is moving and at what speed it is moving, respectively.
- Less movement in the lateral direction is associated with greater stability.
- Lower velocities of movement in the lateral direction are associated with greater stability.

The larger the distribution, the more excursion the participant had on the device

Forward Lean Angle Direction

Lateral Lean Angle Direction
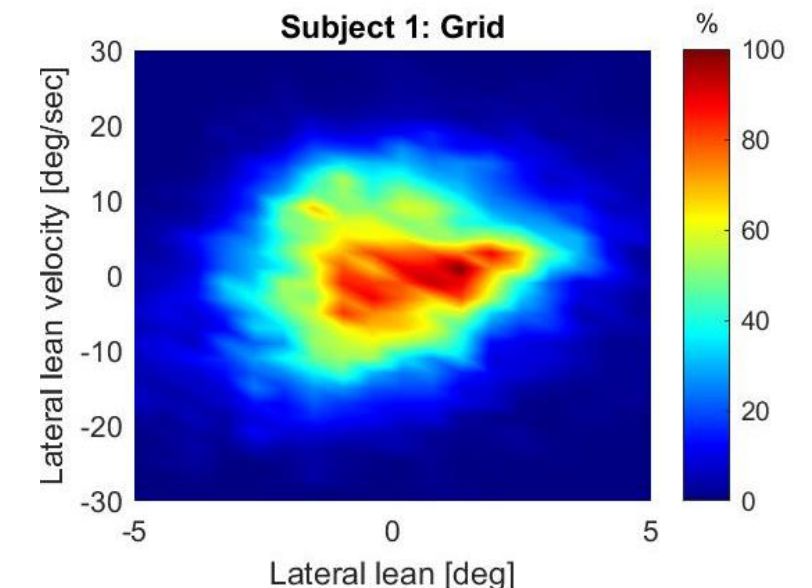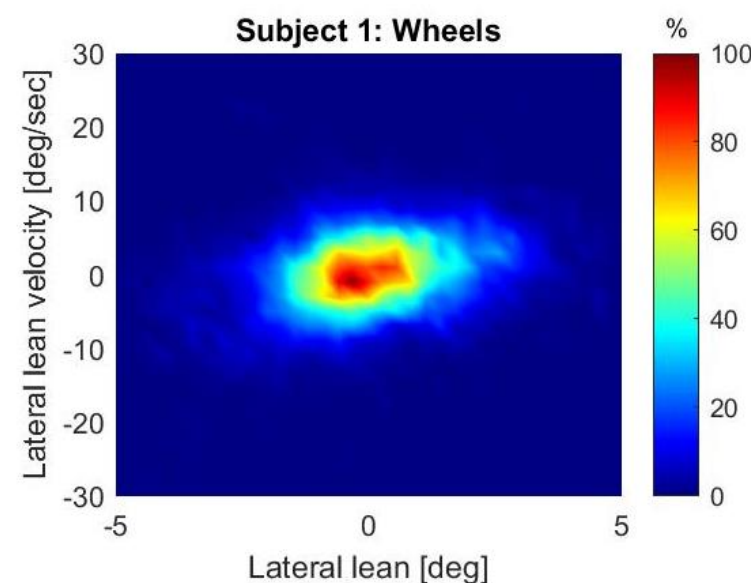
Stability Calculations

Trunk lean angle in lateral direction and trunk lean angle velocity

- Overall, the participants showed lower lateral lean angle and lean angle velocity while riding the Wheels device, compared to Grid bicycle and Bird scooter.
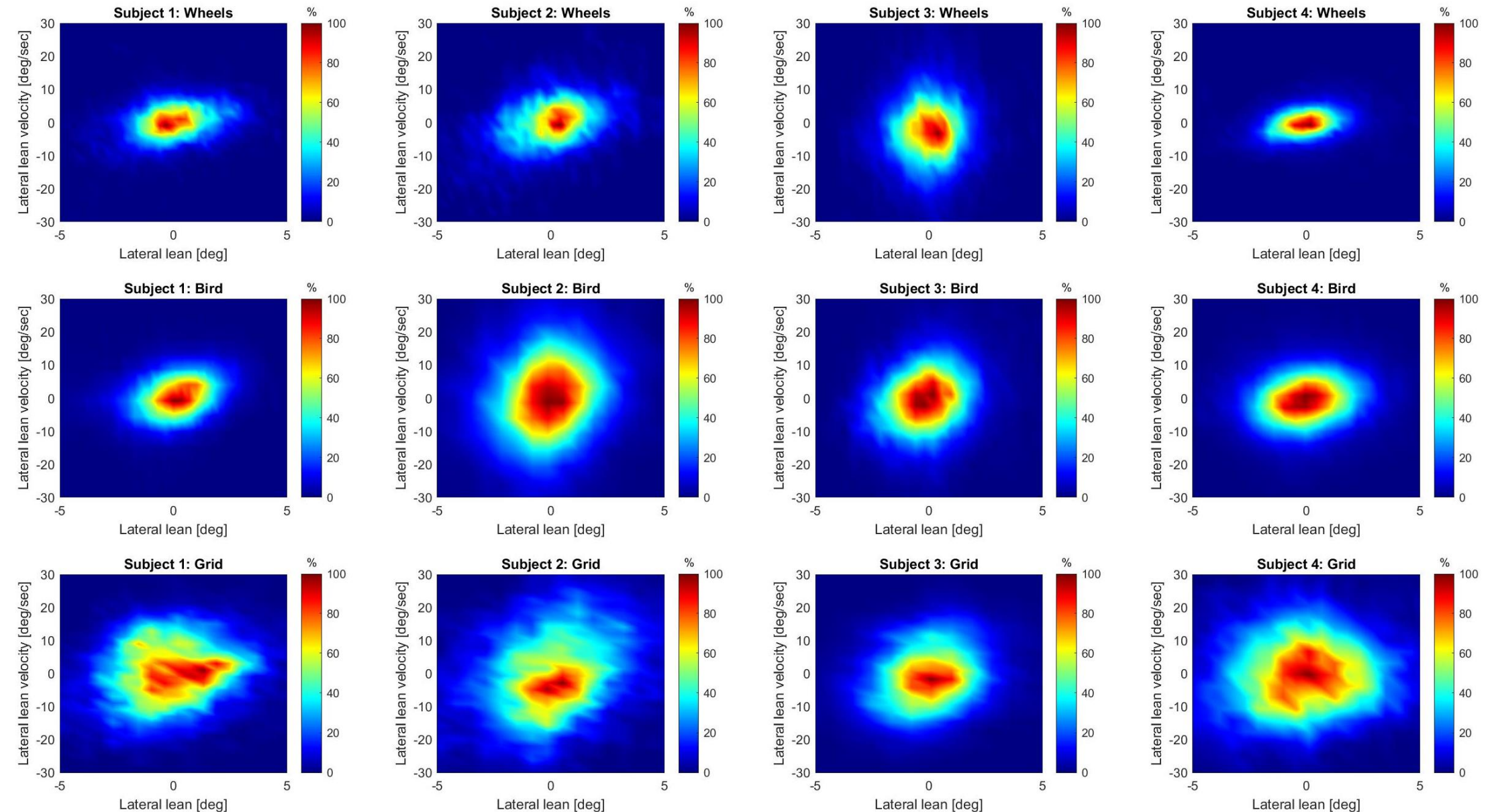
Observations: Rider Stability

For the participant population studied*, the following observations apply:

- Overall, riders were most stable on the Wheels device, compared to the Grid and the Bird devices.

- The Wheels device requires less rider control to remain stable during the ride than do the other devices.

* The observations are not meant to be representative of the overall public due to sample size and diversity.

Start-up Task: Ankle Loading

Tibia Shock During Start-Up

- Task: Riders were asked to initiate riding the devices and forces at the tibia were calculated
- The shock to the tibia is transmitted through ground reaction forces (GRF) at the foot, ground or foot pedal interface
- Tibia shock is the highest during the start-up task for each device

Start Up Requirements

Bird: Push off

Grid: Pedal

Wheels: Seated

GRF

GRF
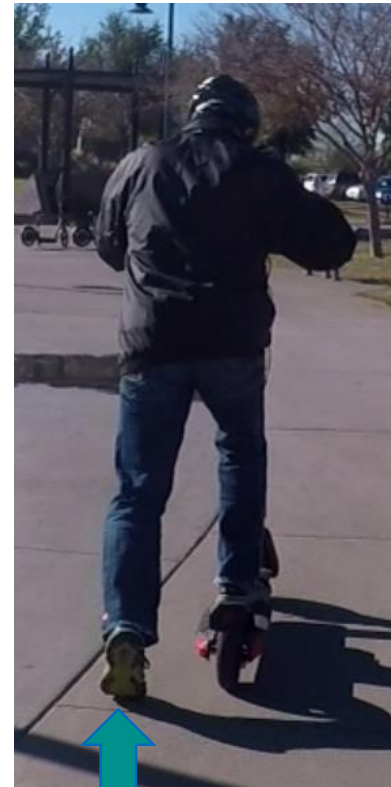
GRF

Tibia Shock During Start-Up: Comparison

- The peak tibia shock during start-up was measured (units of G is used as a proxy for ground reaction forces in a clinical setting). For comparison, walking is 0.2 - 1.0 G

- **Wheels**: Least amount of tibia shock events. Tibia shock was lower than Bird.

- **Bird**: Highest tibia shock

- **Grid**: Most frequent tibia shock
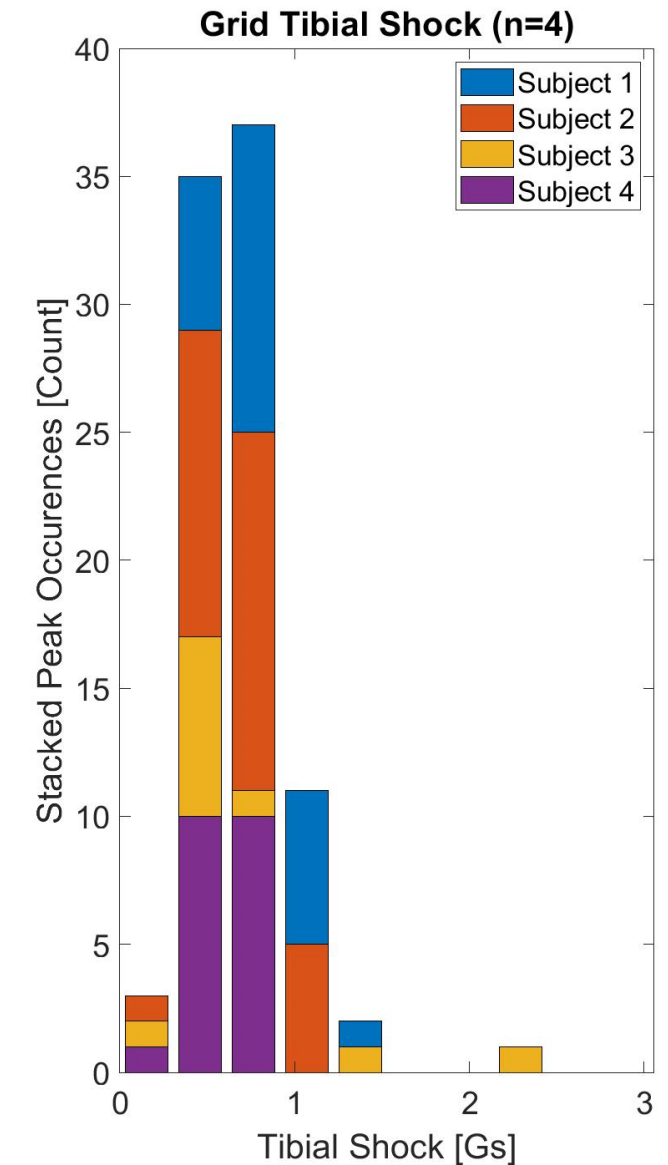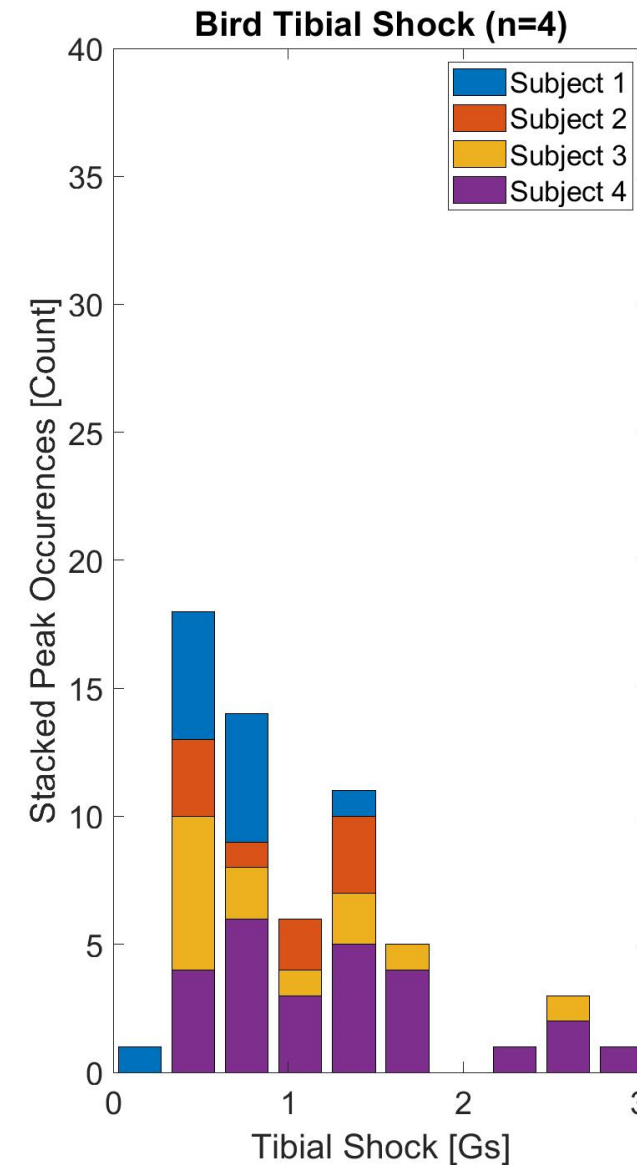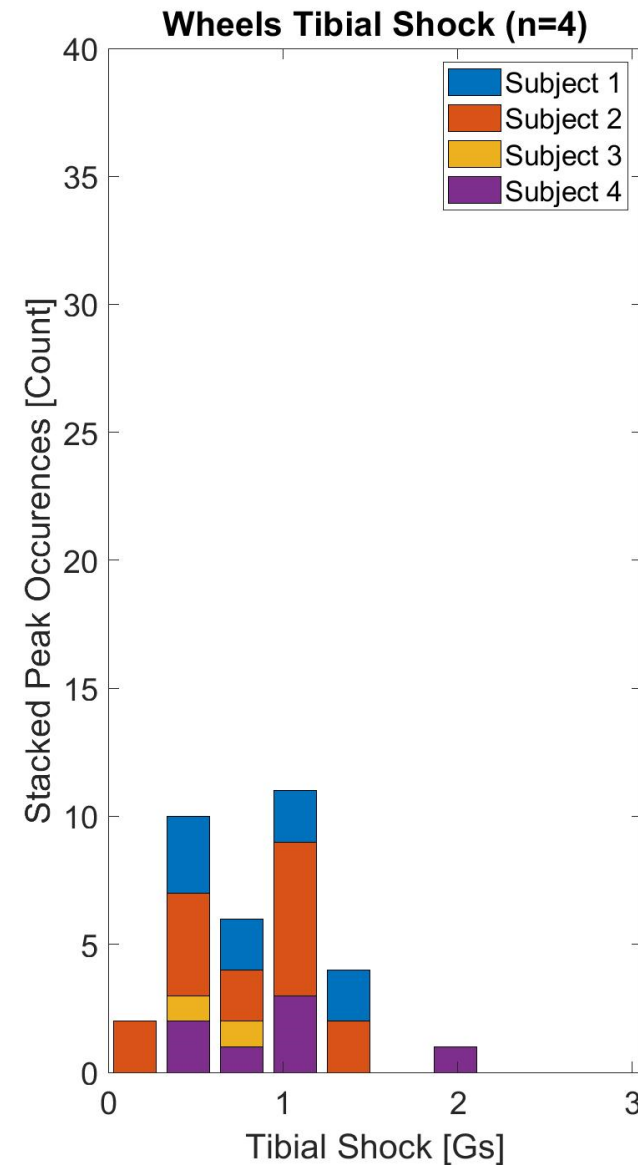
Observations: Start-up Task – Ankle Loading

For the participant population studied*, the following observations apply:

- The Wheels device has fewer tibia loading events during the start up, compared to the Grid and the Bird devices.

- The Wheels device had lower tibia loading forces, compared to the Bird device.

- The Wheels device has less of an orthopedic requirement during start up, compared to the Grid and the Bird devices.

* The observations are not meant to be representative of the overall public due to sample size and diversity.

Qualitative Testing

Qualitative Testing Summary

- Participants were asked for their impressions of various aspects of Accessibility and Comfortability of the devices in parallel with Quantitative data collection*.

- Accessibility components:
  - Ease of mount
  - Ease of dismount
  - Reach of feet (bikes)
  - Foot placement space (scooter)
  - Pedal/peg position (bikes)
  - Handlebar position
  - Seat height (bikes)
  - Seat width
  - Weight of device

- Comfortability components:
  - Support/stability of the device
  - Maneuverability
  - Posture
  - Hand and foot placement
  - Leg positioning
  - Rate of acceleration
  - Rate of deceleration
  - Arm positioning

* Testing results are not meant to be representative of the overall public due to sample size and diversity.

Qualitative Testing Summary

- Participants provided their responses via Likert scales and open-ended questions regarding their impressions of the devices.

- The results of the qualitative testing summarize general impressions and comments offered by participants*.

- The comments relate to issues of design, fatigue while riding, and ease of mounting and dismounting the devices.
  - Some highlighted comments are included in the boxes to the right and for mount/dismount and Comfortability in the following slides.

* Testing results are not meant to be representative of the overall public due to sample size and diversity.

Wheels

- *Step-through height preferred over Grid device*

- *Overall rated "accessible"*

Grid Bike

- *Step-through height noted as less accessible than Wheels*

- *Handlebars intrude in step-through*

Bird

- *Limited placement for feet/narrow*

- *Handlebars too low for some*

Qualitative Testing*: Mounting/Dismounting

- Grid Bike comments from participants
  - Leg pass-through noted as "too high"
  - Frame shape provides less room to move
    - Handlebars can be in the way
- Wheels device comments from participants
  - One tester stated there was a :"[c]lear way in-and-out"
  - Frame design provides more space
  - Design allowed for various mounting techniques
    - Step through and swing over

* Testing results are not meant to be representative of the overall public due to sample size and diversity.

Qualitative Testing*: Comfortability

- Extended rides
  - Participants rode each device for 15-20 minutes
  - Completed a series of questions on fatigue and comfort following the ride
- Grid Bike
  - Experienced most perceived fatigue by all
- Wheels device
  - Experienced little to no fatigue
  - Overall, participants preferred Wheels for longer rides
    - Unlike Bird device, able to sit down and remain stable on Wheels
      - Good acceleration
      - Stable posture

* Testing results are not meant to be representative of the overall public due to sample size and diversity.

Observations: Qualitative Testing

The following observations apply*:

- Step-through height on Wheels device preferred (by user who chose to step through).

- Less self-reported fatigue experienced on Wheels device during extended ride.

- Ability to sit down and remain stable on the Wheels device noted as a potential benefit for longer rides.

* The observations are not meant to be representative of the overall public due to sample size and diversity.

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A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR	Y	N	CSDIG2000025	12/31/2020	12/15/2021	EACH OCCURRENCE	$ 5,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 100,000
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PRO-JECT ☐ LOC OTHER:						GENERAL AGGREGATE	$ 5,000,000
							PRODUCTS - COMP/OP AGG	$
								$
C	AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY	Y	N	AS2-661-067250-010	12/15/2020	12/15/2021	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
A	☒ UMBRELLA LIAB ☒ OCCUR ☒ EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☐ RETENTION $	Y	N	CSDIG2000040	12/31/2020	12/15/2021	EACH OCCURRENCE	$ 2,500,000
							AGGREGATE	$ 2,500,000
								$
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N ☒ Y (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	N	9278300-20	06/19/2020	06/19/2021	☒ PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

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

The City of Los Angeles Department of Transportation, its officers, officials, employees and volunteers are included as additional insureds in accordance with the policy provisions within the General Liability and Auto Liability policies. Insurance provided shall be on a primary and non-contributory basis in accordance with the policy provisions within the policies evidenced herein. Notice of Cancellation shall apply per the policy language. Workers' Compensation Excluded Officers: Jon Viner and Josh Viner.

CERTIFICATE HOLDER	CANCELLATION
City of Los Angeles and its Agencies, Boards and Depts. 200 North Main Street City Hall East - Rm 1240 Los Angeles CA 90012	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE YI-JIA CHAO

ACORD 25 (2016/03) The ACORD name and logo are registered marks of ACORD

CERTIFICATE OF LIABILITY INSURANCE

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

Insurer (A) Lloyd's Syndicate No. 1969
Policy Number: CSDIG2000040
$2,500,000 p/o $5,000,000 xs $5,000,000

Insurer (B) Crum & Forster Specialty Insurance Co
Policy Number: SEO-111153
$2,500,000 p/o $5,000,000 xs $5,000,000

Payment Card Industry (PCI)
Data Security Standard
Self-Assessment Questionnaire A
and Attestation of Compliance

Card-not-present Merchants,
All Cardholder Data Functions Fully Outsourced

For use with PCI DSS Version 3.2.1

June 2018

Document Changes

Date	PCI DSS Version	SAQ Revision	Description
October 2008	1.2		To align content with new PCI DSS v1.2 and to implement minor changes noted since original v1.1.
October 2010	2.0		To align content with new PCI DSS v2.0 requirements and testing procedures.
February 2014	3.0		To align content with PCI DSS v3.0 requirements and testing procedures and incorporate additional response options.
April 2015	3.1		Updated to align with PCI DSS v3.1. For details of PCI DSS changes, see *PCI DSS – Summary of Changes from PCI DSS Version 3.0 to 3.1*.
July 2015	3.1	1.1	Updated version numbering to align with other SAQs.
April 2016	3.2	1.0	Updated to align with PCI DSS v3.2. For details of PCI DSS changes, see *PCI DSS – Summary of Changes from PCI DSS Version 3.1 to 3.2.* Requirements added from PCI DSS v3.2 Requirements 2, 8, and 12.
January 2017	3.2	1.1	Updated Document Changes to clarify requirements added in the April 2016 update. Added note to Before You Begin section to clarify intent of inclusion of PCI DSS Requirements 2 and 8.
June 2018	3.2.1	1.0	Updated to align with PCI DSS v3.2.1. For details of PCI DSS changes, see *PCI DSS – Summary of Changes from PCI DSS Version 3.2 to 3.2.1.* Added Requirement 6.2 from PCI DSS v3.2.1.

Table of Contents

Before You Begin

SAQ A has been developed to address requirements applicable to merchants whose cardholder data functions are completely outsourced to validated third parties, where the merchant retains only paper reports or receipts with cardholder data.

SAQ A merchants may be either e-commerce or mail/telephone-order merchants (card-not-present), and do not store, process, or transmit any cardholder data in electronic format on their systems or premises.

SAQ A merchants confirm that, for this payment channel:

- Your company accepts only card-not-present (e-commerce or mail/telephone-order) transactions;
- All processing of cardholder data is entirely outsourced to PCI DSS validated third-party service providers;
- Your company does not electronically store, process, or transmit any cardholder data on your systems or premises, but relies entirely on a third party(s) to handle all these functions;
- Your company has confirmed that all third party(s) handling storage, processing, and/or transmission of cardholder data are PCI DSS compliant; and
- Any cardholder data your company retains is on paper (for example, printed reports or receipts), and these documents are not received electronically.

Additionally, for e-commerce channels:

- All elements of the payment page(s) delivered to the consumer's browser originate only and directly from a PCI DSS validated third-party service provider(s).

This SAQ is not applicable to face-to-face channels.

This shortened version of the SAQ includes questions that apply to a specific type of small merchant environment, as defined in the above eligibility criteria. If there are PCI DSS requirements applicable to your environment that are not covered in this SAQ, it may be an indication that this SAQ is not suitable for your environment. Additionally, you must still comply with all applicable PCI DSS requirements in order to be PCI DSS compliant.

Note: *For this SAQ, PCI DSS Requirements that address the protection of computer systems (for example, Requirements 2, 6, and 8) apply to e-commerce merchants that redirect customers from their website to a third party for payment processing, and specifically to the merchant web server upon which the redirection mechanism is located. Mail order/telephone order (MOTO) or e-commerce merchants that have completely outsourced all operations (where there is no redirection mechanism from the merchant to the third party) and therefore do not have any systems in scope for this SAQ, would consider these requirements to be "not applicable." Refer to guidance on the following pages for how to report requirements that are not applicable.*

PCI DSS Self-Assessment Completion Steps

1. Identify the applicable SAQ for your environment—refer to the *Self-Assessment Questionnaire Instructions and Guidelines* document on PCI SSC website for information.

2. Confirm that your environment is properly scoped and meets the eligibility criteria for the SAQ you are using (as defined in Part 2g of the Attestation of Compliance).

3. Assess your environment for compliance with applicable PCI DSS requirements.

4. Complete all sections of this document:

    *   Section 1 (Parts 1 & 2 of the AOC) – Assessment Information and Executive Summary

    *   Section 2 – PCI DSS Self-Assessment Questionnaire (SAQ A)

    *   Section 3 (Parts 3 & 4 of the AOC) – Validation and Attestation Details and Action Plan for Non-Compliant Requirements (if applicable)

5. Submit the SAQ and Attestation of Compliance (AOC), along with any other requested documentation—such as ASV scan reports—to your acquirer, payment brand or other requester.

Understanding the Self-Assessment Questionnaire

The questions contained in the "PCI DSS Question" column in this self-assessment questionnaire are based on the requirements in the PCI DSS.

Additional resources that provide guidance on PCI DSS requirements and how to complete the self-assessment questionnaire have been provided to assist with the assessment process. An overview of some of these resources is provided below:

Document	Includes:
PCI DSS *(PCI Data Security Standard Requirements and Security Assessment Procedures)*	• Guidance on Scoping • Guidance on the intent of all PCI DSS Requirements • Details of testing procedures • Guidance on Compensating Controls
SAQ Instructions and Guidelines documents	• Information about all SAQs and their eligibility criteria • How to determine which SAQ is right for your organization
PCI DSS and PA-DSS Glossary of Terms, Abbreviations, and Acronyms	• Descriptions and definitions of terms used in the PCI DSS and self-assessment questionnaires

These and other resources can be found on the PCI SSC website *(www.pcisecuritystandards.org)*. Organizations are encouraged to review the PCI DSS and other supporting documents before beginning an assessment.

Expected Testing

The instructions provided in the "Expected Testing" column are based on the testing procedures in the PCI DSS, and provide a high-level description of the types of testing activities that should be performed in order to verify that a requirement has been met. Full details of testing procedures for each requirement can be found in the PCI DSS.

Completing the Self-Assessment Questionnaire

For each question, there is a choice of responses to indicate your company's status regarding that requirement. *Only one response should be selected for each question.*

A description of the meaning for each response is provided in the table below:

Response	When to use this response:
Yes	The expected testing has been performed, and all elements of the requirement have been met as stated.
Yes with CCW (Compensating Control Worksheet)	The expected testing has been performed, and the requirement has been met with the assistance of a compensating control. All responses in this column require completion of a Compensating Control Worksheet (CCW) in Appendix B of the SAQ. Information on the use of compensating controls and guidance on how to complete the worksheet is provided in the PCI DSS.
No	Some or all elements of the requirement have not been met, or are in the process of being implemented, or require further testing before it will be known if they are in place.
N/A (Not Applicable)	The requirement does not apply to the organization's environment. (See *Guidance for Non-Applicability of Certain, Specific Requirements* below for examples.) All responses in this column require a supporting explanation in Appendix C of the SAQ.

Guidance for Non-Applicability of Certain, Specific Requirements

If any requirements are deemed not applicable to your environment, select the "N/A" option for that specific requirement, and complete the "Explanation of Non-Applicability" worksheet in Appendix C for each "N/A" entry.

Legal Exception

If your organization is subject to a legal restriction that prevents the organization from meeting a PCI DSS requirement, check the "No" column for that requirement and complete the relevant attestation in Part 3.

Section 1: Assessment Information

Instructions for Submission

This document must be completed as a declaration of the results of the merchant's self-assessment with the *Payment Card Industry Data Security Standard Requirements and Security Assessment Procedures (PCI DSS)*. Complete all sections: The merchant is responsible for ensuring that each section is completed by the relevant parties, as applicable. Contact acquirer (merchant bank) or the payment brands to determine reporting and submission procedures.

Part 1. Merchant and Qualified Security Assessor Information

Part 1a. Merchant Organization Information

Company Name:	Wheelz Labs, Inc.	DBA (doing business as):	Wheels
Contact Name:	Rey Luna	Title:	Company Representative
Telephone:	+18882407120	E-mail:	rey@wheels.co
Business Address:	750 N. San Vicente Blvd Ste 800 West - Red City West - Red		West Hollywood
State/Province:	CA	Country:	US	Zip:	90069
URL:	http://wheels.co		

Part 1b. Qualified Security Assessor Company Information (if applicable)

Company Name:			
Lead QSA Contact Name:		Title:	
Telephone:		E-mail:	
Business Address:		City:	
State/Province:		Country:		Zip:	
URL:			

Part 2. Executive Summary

Part 2a. Type of Merchant Business (check all that apply)

☐ Retailer	☐ Telecommunication	☐ Grocery and Supermarkets
☐ Petroleum	☑ E-Commerce	☐ Mail order/telephone order (MOTO)

☐ Others (please specify):

What types of payment channels does your business serve?	Which payment channels are covered by this SAQ?
☐ Mail order/telephone order (MOTO)	☐ Mail order/telephone order (MOTO)
☑ E-Commerce	☑ E-Commerce
☐ Card-present (face-to-face)	☐ Card-present (face-to-face)

Note: If your organization has a payment channel or process that is not covered by this SAQ, consult your acquirer or payment brand about validation for the other channels.

Part 2. Executive Summary (continued)

Part 2b. Description of Payment Card Business

How and in what capacity does your business store, process and/or transmit cardholder data?	We do not store, process and/or transmit cardholder data

Part 2c. Locations

List types of facilities (for example, retail outlets, corporate offices, data centers, call centers, etc.) and a summary of locations included in the PCI DSS review.

Type of facility	Number of facilities of this type	Location(s) of facility (city, country)
Example: Retail outlets	*3*	*Boston, MA, USA*
N/A		

Part 2d. Payment Application

Does the organization use one or more Payment Applications? ☐ Yes ☑ No

Provide the following information regarding the Payment Applications your organization uses:

Payment Application Name	Version Number	Application Vendor	Is application PA-DSS Listed?	PA-DSS Listing Expiry date (if applicable)
N/A			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	

Part 2e. Description of Environment

Provide a **_high-level_** description of the environment covered by this assessment. *For example:* • *Connections into and out of the cardholder data environment (CDE).* • *Critical system components within the CDE, such as POS devices, databases, web servers, etc., and any other necessary payment components, as applicable.*	E-commerce: Our customers dispatch all cardholder data securely to Stripe, our payments processor, via an iframe. Our company's servers receive an opaque token object, from which the original cardholder data cannot be derived.
Does your business use network segmentation to affect the scope of your PCI DSS environment? *(Refer to "Network Segmentation" section of PCI DSS for guidance on network segmentation.)*	☑ Yes ☐ No

Part 2. Executive Summary (continued)

Part 2f. Third-Party Service Providers

Does your company use a Qualified Integrator & Reseller (QIR)?	☐ Yes ☑ No

If Yes:

Name of QIR Company:	
QIR Individual Name:	
Description of services provided by QIR:	

Does your company share cardholder data with any third-party service providers (for example, Qualified Integrator & Resellers (QIR), gateways, payment processors, payment service providers (PSP), web-hosting companies, airline booking agents, loyalty program agents, etc.)?	☑ Yes ☐ No

If Yes:

Name of service provider:	Description of services provided:
Stripe, Inc.	Collection, storage and processing of all cardholder data.

Note: Requirement 12.8 applies to all entities in this list.

Part 2g. Eligibility to Complete SAQ A

Merchant certifies eligibility to complete this shortened version of the Self-Assessment Questionnaire because, for this payment channel:

☑	Merchant accepts only card-not-present (e-commerce or mail/telephone-order) transactions);
☑	All processing of cardholder data is entirely outsourced to PCI DSS validated third-party service providers;
☑	Merchant does not electronically store, process, or transmit any cardholder data on merchant systems or premises, but relies entirely on a third party(s) to handle all these functions;
☑	Merchant has confirmed that all third party(s) handling storage, processing, and/or transmission of cardholder data are PCI DSS compliant; **and**
☑	Any cardholder data the merchant retains is on paper (for example, printed reports or receipts), and these documents are not received electronically.
☑	*Additionally, for e-commerce channels:* All elements of the payment page(s) delivered to the consumer's browser originate only and directly from a PCI DSS validated third-party service provider(s).

Section 2: Self-Assessment Questionnaire A

Note: *The following questions are numbered according to PCI DSS requirements and testing procedures, as defined in the* PCI DSS Requirements and Security Assessment Procedures *document.*

Self-assessment completion date:

Build and Maintain a Secure Network and Systems

2021-01-11

Requirement 2: Do not use vendor-supplied defaults for system passwords and other security parameters

	PCI DSS Question	Expected Testing	Response *(Check one response for each question)*			
			Yes	**Yes with CCW**	**No**	**N/A**
2.1	(a) Are vendor-supplied defaults always changed before installing a system on the network? *This applies to ALL default passwords, including but not limited to those used by operating systems, software that provides security services, application and system accounts, point-of-sale (POS) terminals, payment applications, Simple Network Management Protocol (SNMP) community strings, etc.).*	▪ Review policies and procedures. ▪ Examine vendor documentation. ▪ Observe system configurations and account settings. ▪ Interview personnel.	☐	☐	☐	☑
	(b) Are unnecessary default accounts removed or disabled before installing a system on the network?	▪ Review policies and procedures. ▪ Review vendor documentation. ▪ Examine system configurations and account settings. ▪ Interview personnel.	☐	☐	☐	☑

Maintain a Vulnerability Management Program

Requirement 6: Develop and maintain secure systems and applications

		PCI DSS Question	Expected Testing	Response *(Check one response for each question)*			
				Yes	**Yes with CCW**	**No**	**N/A**
6.2	(a)	Are all system components and software protected from known vulnerabilities by installing applicable vendor-supplied security patches?	▪ Review policies and procedures.	☒	☐	☐	☐
	(b)	Are critical security patches installed within one month of release?	▪ Review policies and procedures. ▪ Examine system components. ▪ Compare list of security patches installed to recent vendor patch lists.	☒	☐	☐	☐

Implement Strong Access Control Measures

Requirement 8: Identify and authenticate access to system components

	PCI DSS Question	Expected Testing	Response *(Check one response for each question)*			
			Yes	**Yes with CCW**	**No**	**N/A**
8.1.1	Are all users assigned a unique ID before allowing them to access system components or cardholder data?	▪ Review password procedures. ▪ Interview personnel.	☐	☐	☐	☒
8.1.3	Is access for any terminated users immediately deactivated or removed?	▪ Review password procedures. ▪ Examine terminated users accounts. ▪ Review current access lists. ▪ Observe returned physical authentication devices.	☐	☐	☐	☒
8.2	In addition to assigning a unique ID, is one or more of the following methods employed to authenticate all users? ▪ Something you know, such as a password or passphrase ▪ Something you have, such as a token device or smart card ▪ Something you are, such as a biometric	▪ Review password procedures. ▪ Observe authentication processes.	☐	☐	☐	☒
8.2.3	(a) Are user password parameters configured to require passwords/passphrases meet the following? • A minimum password length of at least seven characters • Contain both numeric and alphabetic characters Alternatively, the passwords/passphrases must have complexity and strength at least equivalent to the parameters specified above.	▪ Examine system configuration settings to verify password parameters.	☐	☐	☐	☒

	PCI DSS Question	Expected Testing	Response (Check one response for each question)			
			Yes	Yes with CCW	No	N/A
8.5	Are group, shared, or generic accounts, passwords, or other authentication methods prohibited as follows: ▪ Generic user IDs and accounts are disabled or removed; ▪ Shared user IDs for system administration activities and other critical functions do not exist; and ▪ Shared and generic user IDs are not used to administer any system components?	▪ Review policies and procedures. ▪ Examine user ID lists. ▪ Interview personnel.	☐	☐	☐	☒

Requirement 9: Restrict physical access to cardholder data

	PCI DSS Question	Expected Testing	Response (Check one response for each question)			
			Yes	Yes with CCW	No	N/A
9.5	Are all media physically secured (including but not limited to computers, removable electronic media, paper receipts, paper reports, and faxes)? *For purposes of Requirement 9, "media" refers to all paper and electronic media containing cardholder data.*	▪ Review policies and procedures for physically securing media. ▪ Interview personnel.	☐	☐	☐	☑
9.6	(a) Is strict control maintained over the internal or external distribution of any kind of media?	▪ Review policies and procedures for distribution of media.	☐	☐	☐	☑
	(b) Do controls include the following:					
9.6.1	Is media classified so the sensitivity of the data can be determined?	▪ Review policies and procedures for media classification. ▪ Interview security personnel.	☐	☐	☐	☑

PCI DSS Question		Expected Testing	Response _(Check one response for each question)_			
			Yes	Yes with CCW	No	N/A
9.6.2	Is media sent by secured courier or other delivery method that can be accurately tracked?	▪ Interview personnel. ▪ Examine media distribution tracking logs and documentation.	☐	☐	☐	☑
9.6.3	Is management approval obtained prior to moving the media (especially when media is distributed to individuals)?	▪ Interview personnel. ▪ Examine media distribution tracking logs and documentation.	☐	☐	☐	☑
9.7	Is strict control maintained over the storage and accessibility of media?	▪ Review policies and procedures.	☐	☐	☐	☑
9.8	(a) Is all media destroyed when it is no longer needed for business or legal reasons?	▪ Review periodic media destruction policies and procedures.	☐	☐	☐	☑
	(c) Is media destruction performed as follows:					
9.8.1	(a) Are hardcopy materials cross-cut shredded, incinerated, or pulped so that cardholder data cannot be reconstructed?	▪ Review periodic media destruction policies and procedures. ▪ Interview personnel. ▪ Observe processes.	☐	☐	☐	☑
	(b) Are storage containers used for materials that contain information to be destroyed secured to prevent access to the contents?	▪ Examine security of storage containers.	☐	☐	☐	☑

Maintain an Information Security Policy

Requirement 12:   Maintain a policy that addresses information security for all personnel

Note: For the purposes of Requirement 12, "personnel" refers to full-time part-time employees, temporary employees and personnel, and contractors and consultants who are "resident" on the entity's site or otherwise have access to the company's site cardholder data environment.

	PCI DSS Question	Expected Testing	Response *(Check one response for each question)*			
			Yes	**Yes with CCW**	**No**	**N/A**
12.8	Are policies and procedures maintained and implemented to manage service providers with whom cardholder data is shared, or that could affect the security of cardholder data, as follows:					
12.8.1	Is a list of service providers maintained, including a description of the service(s) provided?	▪ Review policies and procedures. ▪ Observe processes. ▪ Review list of service providers.	☑	☐	☐	☐
12.8.2	Is a written agreement maintained that includes an acknowledgement that the service providers are responsible for the security of cardholder data the service providers possess or otherwise store, process, or transmit on behalf of the customer, or to the extent that they could impact the security of the customer's cardholder data environment? *Note: The exact wording of an acknowledgement will depend on the agreement between the two parties, the details of the service being provided, and the responsibilities assigned to each party. The acknowledgement does not have to include the exact wording provided in this requirement.*	▪ Observe written agreements. ▪ Review policies and procedures.	☑	☐	☐	☐
12.8.3	Is there an established process for engaging service providers, including proper due diligence prior to engagement?	▪ Observe processes. ▪ Review policies and procedures and supporting documentation.	☑	☐	☐	☐

	PCI DSS Question	Expected Testing	Response (Check one response for each question)			
			Yes	**Yes with CCW**	**No**	**N/A**
12.8.4	Is a program maintained to monitor service providers' PCI DSS compliance status at least annually?	▪ Observe processes. ▪ Review policies and procedures and supporting documentation.	☑	☐	☐	☐
12.8.5	Is information maintained about which PCI DSS requirements are managed by each service provider, and which are managed by the entity?	▪ Observe processes. ▪ Review policies and procedures and supporting documentation.	☑	☐	☐	☐
12.10.1	(a) Has an incident response plan been created to be implemented in the event of system breach?	▪ Review the incident response plan. ▪ Review incident response plan procedures.	☑	☐	☐	☐

Appendix A: Additional PCI DSS Requirements

Appendix A1:   Additional PCI DSS Requirements for Shared Hosting Providers

This appendix is not used for merchant assessments.

Appendix A2:   Additional PCI DSS Requirements for Entities using SSL/early TLS for Card-Present POS POI Terminal Connections

This appendix is not used for SAQ A merchant assessments

Appendix A3:   Designated Entities Supplemental Validation (DESV)

This Appendix applies only to entities designated by a payment brand(s) or acquirer as requiring additional validation of existing PCI DSS requirements. Entities required to validate to this Appendix should use the DESV Supplemental Reporting Template and Supplemental Attestation of Compliance for reporting, and consult with the applicable payment brand and/or acquirer for submission procedures.

Appendix B: Compensating Controls Worksheet

Use this worksheet to define compensating controls for any requirement where "YES with CCW" was checked.

Note: Only companies that have undertaken a risk analysis and have legitimate technological or documented business constraints can consider the use of compensating controls to achieve compliance.

Refer to Appendices B, C, and D of PCI DSS for information about compensating controls and guidance on how to complete this worksheet.

Requirement Number and Definition:

		Information Required	Explanation
1.	**Constraints**	List constraints precluding compliance with the original requirement.	
2.	**Objective**	Define the objective of the original control; identify the objective met by the compensating control.	
3.	**Identified Risk**	Identify any additional risk posed by the lack of the original control.	
4.	**Definition of Compensating Controls**	Define the compensating controls and explain how they address the objectives of the original control and the increased risk, if any.	
5.	**Validation of Compensating Controls**	Define how the compensating controls were validated and tested.	
6.	**Maintenance**	Define process and controls in place to maintain compensating controls.	

Appendix C: Explanation of Non-Applicability

If the "N/A" (Not Applicable) column was checked in the questionnaire, use this worksheet to explain why the related requirement is not applicable to your organization.

Requirement	Reason Requirement is Not Applicable
Example:	
3.4	Cardholder data is never stored electronically
2.1, 8.1.x, 8.2, 8.5	No account has access to payment card data. Transactions are managed in a PCI compliant manner by PayWhirl Inc. via Stripe
9.x	No physical media accepts or retains payment card data.

Section 3: Validation and Attestation Details

Part 3. PCI DSS Validation

This AOC is based on results noted in SAQ A (Section 2), dated *(SAQ completion date).*

Based on the results documented in the SAQ A noted above, the signatories identified in Parts 3b-3d, as applicable, assert(s) the following compliance status for the entity identified in Part 2 of this document: (*check one):*

☒	**Compliant:** All sections of the PCI DSS SAQ are complete, all questions answered affirmatively, resulting in an overall **COMPLIANT** rating; thereby *(Merchant Company Name)* has demonstrated full compliance with the PCI DSS.
☐	**Non-Compliant:** Not all sections of the PCI DSS SAQ are complete, or not all questions are answered affirmatively, resulting in an overall **NON-COMPLIANT** rating, thereby *(Merchant Company Name)* has not demonstrated full compliance with the PCI DSS. **Target Date** for Compliance: An entity submitting this form with a status of Non-Compliant may be required to complete the Action Plan in Part 4 of this document. *Check with your acquirer or the payment brand(s) before completing Part 4.*
☐	**Compliant but with Legal exception:** One or more requirements are marked "No" due to a legal restriction that prevents the requirement from being met. This option requires additional review from acquirer or payment brand. *If checked, complete the following:*

Affected Requirement	Details of how legal constraint prevents requirement being met

Part 3a. Acknowledgement of Status

Signatory(s) confirms:

(Check all that apply)

☒	PCI DSS Self-Assessment Questionnaire A, Version *(version of SAQ)*, was completed according to the instructions therein.
☒	All information within the above-referenced SAQ and in this attestation fairly represents the results of my assessment in all material respects.
☒	I have confirmed with my payment application vendor that my payment system does not store sensitive authentication data after authorization.
☒	I have read the PCI DSS and I recognize that I must maintain PCI DSS compliance, as applicable to my environment, at all times.
☒	If my environment changes, I recognize I must reassess my environment and implement any additional PCI DSS requirements that apply.

Part 3. PCI DSS Validation (continued)

Part 3a. Acknowledgement of Status (continued)

☑ No evidence of full track data[1], CAV2, CVC2, CID, or CVV2 data[2], or PIN data[3] storage after transaction authorization was found on ANY system reviewed during this assessment.

☐ ASV scans are being completed by the PCI SSC Approved Scanning Vendor *(ASV Name)*

Part 3b. Merchant Attestation

Christopher Stavlas

Signature of Merchant Executive Officer ↑	*Date:* 2021-01-11
Merchant Executive Officer Name: Christopher Stavlas	*Title:* Company Representative

Part 3c. Qualified Security Assessor (QSA) Acknowledgement (if applicable)

If a QSA was involved or assisted with this assessment, describe the role performed:	

Signature of Duly Authorized Officer of QSA Company ↑	*Date:*
Duly Authorized Officer Name:	*QSA Company:*

Part 3d. Internal Security Assessor (ISA) Involvement (if applicable)

If an ISA(s) was involved or assisted with this assessment, identify the ISA personnel and describe the role performed:	

---

[1] Data encoded in the magnetic stripe or equivalent data on a chip used for authorization during a card-present transaction. Entities may not retain full track data after transaction authorization. The only elements of track data that may be retained are primary account number (PAN), expiration date, and cardholder name.

[2] The three- or four-digit value printed by the signature panel or on the face of a payment card used to verify card-not-present transactions.

[3] Personal identification number entered by cardholder during a card-present transaction, and/or encrypted PIN block present within the transaction message.

Part 4. Action Plan for Non-Compliant Requirements

Select the appropriate response for "Compliant to PCI DSS Requirements" for each requirement. If you answer "No" to any of the requirements, you may be required to provide the date your Company expects to be compliant with the requirement and a brief description of the actions being taken to meet the requirement.

Check with your acquirer or the payment brand(s) before completing Part 4.

PCI DSS Requirement*	Description of Requirement	Compliant to PCI DSS Requirements (Select One)		Remediation Date and Actions (If "NO" selected for any Requirement)
		YES	NO	
2	Do not use vendor-supplied defaults for system passwords and other security parameters.	☐	☐	
6	Develop and maintain secure systems and applications.	☐	☐	
8	Identify and authenticate access to system components.	☐	☐	
9	Restrict physical access to cardholder data.	☐	☐	
12	Maintain a policy that addresses information security for all personnel.	☐	☐	

* PCI DSS Requirements indicated here refer to the questions in Section 2 of the SAQ.