Baltimore City Department of Transportation
Dockless Vehicle for Hire Program

Permit Application
July 1, 2024 - June 30, 2025 Permit Period

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DEPARTMENT OF TRANSPORTATION
BALTIMORE CITY

Contents

I.   Overview

Thank you for your interest in applying for a Dockless Vehicle for Hire Permit in Baltimore City. The permit will be active from July 1, 2024 - June 30, 2025, with the possibility of an annual extension. For the background information it is recommended that applicants first reference:

-   Baltimore City Code:
    - o   Article 31, Subtitles 20 & 38
    - o   Article 1, Subtitle 40 & 41
    - o   Article 28, Subtitle 31
-   Dockless Vehicles for Hire Permit Rules and Regulations 2024
-   Baltimore City Dockless Vehicle Program Reports

These documents and more can be found at: https://transportation.baltimorecity.gov/bike-baltimore/dockless-vehicles

Baltimore City Department of Transportation (BCDOT) will score all complete applications and award permits to select the providers that best help the Dockless Program serve the residents and visitors of Baltimore City. Companies will be expected to contribute to the following program goals:

Increase Safety – Increase safety for everyone, including those renting vehicles, sharing a sidewalk, and sharing the roadway. Applicants should include in this application their efforts to improve the safety of dockless vehicles through innovations in vehicle design, maintenance, and user education.

Improve Equity – Improve equity for Baltimore City residents, including through opportunities, employment, and the ability to access dockless vehicles for residents in all areas of the city. Accordingly, applicant responses should detail engagement plans, equitable deployment practices, and hiring processes.

Promote sustainable and active transportation – Promote active and sustainable transportation for a healthier community and cleaner environment. For this reason, applicant responses about vehicles which appeal to a range of

users and approaches to reducing waste (VMT, etc.) will be scored higher in accordance with the scoring section set out below.

Important Dates

- ➢ May 8, 2024 – Permit Application released & renewals announced
- ➢ May 29, 2024 – Permit Applications due to Baltimore City DOT
- ➢ June 7, 2024 – Permit Recipients to be Announced
- ➢ July 1, 2024 – Annual Permit activated, provided all contracting documents are submitted
- ➢ August 15, 2024 – Permitting Fees and Performance Bond payment due
- ➢ June 30, 2025 – Annual Permit Expires

Fees

If awarded a permit, providers will be subject to the following fee schedule and deadlines. Program fees consist of (1) permit fee, (2) performance bond, and (3) excise tax. All payment procedures are adopted by the Department of Finance, although a digital copy of all payments shall be sent to DK Sinha (dihendra.sinha@baltimorecity.gov), Kaitlyn Schaffer (kaitlyn.schaffer@baltimorecity.gov), and Brett Thorne (brett.thorne@baltimorecity.gov) at the Baltimore City Department of Transportation.

1. **Permitting Fees**

   BCC Article 31, Section 38-6 (C) details a permitting fee which recovers all BCDOT program support costs. The permitting fee of $35,000 per provider has been submitted to the Baltimore City Board of Estimates and is expected to be officially adopted prior to the start of the permit. Payment must be received within 45 days of the permit becoming active. Fees were calculated based on the following costs of program administration:

Program Expense	Permit Fee
Program Staff *Consultant from on call contractor 20 hours per week, anticipating a transition to a BCDOT full-time staff member in FY25*	$25,000
Community Education *Designs, print material, and event support*	$4,000
Evaluation *Data storage and analysis*	$6,000
TOTAL	**$35,000**

2. **Performance Bond**

    BCC Article 31 Section 38-23 outlines a performance bond to pay for damage to public property and the removal and storage of a provider's Dockless Vehicles that are parked illegally. Proof of the performance bond must be provided to the City of Baltimore within 30 days of the permit becoming active. The bond was calculated based on anticipated costs of towing, hazardous retrieval, and damage to public property.

3. **Excise Tax**

    BCC Article 28 Section 31-2 establishes a per ride tax on dockless vehicles for hire which is set at $0.10 per rental. This tax and a full list of transactions must be remitted twice annually to cover January 1- June 30 and July 1- December 31 and shall be paid in full no later than 30 days after the end of each six-month period.

Application Process

BCDOT will award up to 3 permits through renewals and this competitive application process. BCDOT will reserve permits for providers who operate multiple vehicle types or operate an adaptive vehicle program.

The 2024 permit application consists of two parts; applicants must submit both parts of the application and all sections to be considered. Part 1 consists of general eligibility requirements and must be completed to be considered for a permit. Part 2 of the application covers the business plan and will be scored. Answers to Part 2 should not exceed 50 pages including cover pages and appendices (excluding safety certificates), and any pages after 50 pages will not be read or scored. Any submissions, letters of recommendation, etc. which do not directly answer questions asked, will not be considered.

All applications should be submitted by **May 29, 2024 11:59PM ET** using this form. Applicants who are granted permits will be notified by June 7, 2024, and permits will become active July 1, 2024, provided all contracting documents are submitted. Any questions or concerns should be submitted electronically to Kaitlyn Schaffer (kaitlyn.schaffer@baltimorecity.gov) and Brett Thorne (brett.thorne@baltimorecity.gov).

Please note that by submitting this application, all information may become public as required by the Maryland Public Information Act.

Application Scoring

Part 1 will be screened for completion and meeting the general eligibility requirements. Any applicant that does not pass this section will be disqualified.

Part 2 will be scored in order to give weight to responses which go above and beyond the minimum eligibility requirements. The weighting below is reflective of BCDOT goals for the program.

Section	Topic Scored	Weight
Vehicle Information	– **Vehicles** – Higher scores will be given for multiple vehicle types, offering adaptive vehicle rentals, and vehicle technology for safety. –**Additional safety features or plans to improve vehicles** – Higher scores will be given for safety innovations on vehicles and robust plans for future improvements. –**Fleet Size** – Higher scores will be given to operators who maintain a steady fleet size and have a balance of vehicle types in their fleet.	15
Maintenance and Operations	–**Hours and Deployment** – Higher scores will be given for frequent deployment and fleet monitoring. –**Vehicle Maintenance** – Higher scores will be given to maintenance plans with more frequent vehicles and tracking of maintenance needs. –**Locating and disposing of vehicles** – Higher scores will be given for proactive and restorative responses to vehicle loss and retrieval.	15
Deployment and Parking	–**Procedure for deployment** – Higher scores will be given for plans to exceed equity deployment requirements and to incorporate community input into deployment plans. –**Parking** – Higher scores will be given for robust plans to educate, incentivize and monitor for courteous parking.	11
Education and Engagement	–**Education strategies** – Higher scores will be given to easy to access education, concrete plans, and innovative strategies to reach riders. –**Equitable outreach** – Higher scores will be given for partnerships, focused planning, and innovative strategies. –**Pricing, low-income pricing** – Higher scores will be given for low pricing, robust equity plans, and easy access to each required equity plan. –**Customer Service** – Higher scores will be given to responsive customer service.	22
Hiring and Staffing	–**Staff Composition** – Higher scores will be given to Baltimore based staff with fair compensation and benefits. –**Hiring methods** – Higher scores will be given for equitable and community-based hiring. –**Training methods** – Higher scores will be given for robust and diverse training.	10
Data Policies	–**Data Privacy** – Higher scores will be given for robust data protection. –**API** – Higher scores will be given for publicly accessible API and data quality.	5
Sustainability	–**Vehicle life expectancy and effort to extend** – Higher scores will be given for more durable vehicles and plans to extend vehicle life cycles. –**Pollution reduction** – Higher scores will be given for strategies to reduce and offset emissions. –**Sustainability plans** – Higher scores will be given for financing and long-term plans to sustain operations in Baltimore.	10
Company History	–**Points will be deducted for**: breaking applicable contracts, permits, or laws; recent major recalls without resolution; and data breaches. Any recorded violations which are omitted from the application will result in double points deducted.	Negative Points
	TOTAL	**Max 88**

II.   Application

Part 1: General Eligibility

1. Complete the Dockless Vehicle **Permit Application Part 1: General Eligibility**, which is posted on the DOT website and includes Company Information, Verification, and Indemnification. This should be completed in blue ink and attached as a cover sheet to the application. In order to complete this section, applicants should read and familiarize themselves with the local City Code concerning Dockless Vehicles, as well as the Rules & Regulations for permitted companies.

2. Proof of Business Registration:
    a. Provide proof of Business Registration and good standing to do business in the state of Maryland. For more information about how to register a business visit: https://egov.maryland.gov/BusinessExpress/

3. Certificate of Insurance:
    a. Attach a Certificate of Insurance meeting all requirements set forth in the Regulations.

Part 2: Business Plan

Submit a PDF of no more than 50 pages which addresses each of the eight (8) items listed in this section. Each section should be labeled with the item number and contain all requested information in the order in which it is asked.

1. **Vehicle Information**:
    a. Provide a diagram of each type and model of vehicle to be used in Baltimore City. All required parts and features should be labeled with all pertinent information (diameters, weights, etc.), this includes:
        i. All required features from the permit Rules & Regulations section 14.02.01.07 Standards for Vehicles.[1]
        ii. Additional features or design innovations which increase rider safety and courteous parking.
        iii. Copies of all safety certificates and rating for batteries and those required by the permit Rules & Regulations section 14.02.01.07 Standards for Vehicles.[1]
    b. Describe any efforts on behalf of the applicant to innovate and improve upon vehicle design, especially as it pertains to safety and sustainability.
    c. Project fleet size of each vehicle type by month of the year and describe capacity to deploy other vehicle types in addition to e-scooters.

2. **Maintenance and Operations**:
    a. List hours and days of operation, including:
        i. Expected time of daily vehicle deployment and repositioning shifts.
        ii. Expected percentage of non-operational vehicles in the ROW.
        iii. Procedures or plans which will assure the safety of vehicles available for rent from 11:00 pm-4:00 am.
    b. Detail vehicle maintenance procedures including:
        i. Frequency each vehicle is checked for general safety.
        ii. Frequency each vehicle will be brought in for general maintenance.
        iii. Method for identifying specific vehicles in need of additional maintenance.
        iv. Location where maintenance will be performed.
        v. Charging plan for any vehicles which require batteries.
        vi. Staff responsible for performing maintenance and charging.

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[1] Please reference standards outlined in the 2023-2024 Revised Rules & Regulations. Vehicles standards will remain the same in the 2024-2025 Revised Rules & Regulations.

c. Describe plans and staffing for vehicle tracking including:
   i. Preventing vandalism, and locating, restoring and/or disposing of vandalized vehicles.
   ii. Procedures and staffing for responding to extreme weather events and other emergencies which require the removal of large portions of the fleet from the streets.
   iii. Name, title, and email address of employee who will be responsible for the retrieval of impounded vehicles and vehicles reported by BCDOT for immediate retrieval.

3. **Deployment and Parking:**
   a. Describe procedures for deployment including:
      i. Measures for ensuring availability of Dockless Vehicles in each equity zone, deployment zone and for avoiding overconcentration in any one zone.
      ii. Procedures for responding to non-deployment requests.
      iii. Plans to deploy or complement transit, libraries, and other community locations.
   b. Detail any plans for encouraging proper parking including:
      i. Any incentives to encourage use of corrals for parking at the end of a trip.
      ii. Procedure and frequency of "end of trip" picture review and handling repeat parking offenders.
      iii. Staffing and plans to encourage courteous parking at large events.

4. **Education and Engagement**:
   a. Describe education strategies including:
      i. Where laws can be found in the app and how to access the location.
      ii. Questions to be asked on the required new-user quiz.
      iii. Any tentative schedule of events and standard event activities.
      iv. Any other education strategies
   b. Describe equitable outreach plans, including:
      i. List any partnerships with organizations which are led by or serve the Baltimore community. Specify any partnerships with organizations which are located in or near equity zones, and which serve at-risk population such as youth, immigrants, or formerly incarcerated individuals.
      ii. Describe any other strategies to be used to reduce barriers and increase access to Dockless Vehicles for historically underserved communities, including people with low-incomes, people of color, and people with disabilities.
   c. List current pricing plans and passes:
      i. General pricing plan(s).
      ii. A description of the low-income plan.
      iii. Step by step instructions for signing up for low income, text, and cash plans.
      iv. List or map of locations for the cash payment options as required in the regulations.
   d. Provide a description of customer service operations including:
      i. 24-hour customer service number and translation services available.
      ii. URL for online reporting by the general public to report parking and other issues.
      iii. Additional contact methods to reach customer service, such as twitter, email or Short Message Service (SMS) text messages.
      iv. Average time taken to respond to customer service calls and to resolve customer complaints.
      v. Software app compatibility with Web Content Accessibility Guidelines (WCAG) standards or the timeline to achieve compatibility.

5. **Hiring and Staffing**:
   a. List staff composition including:
      i. Roles and whether each role is full time or part time, including percentage of work time spent on Baltimore operations.
      ii. Which roles will be filled by employees, independent contractors, or staffing agencies.

   iii. Minimum wages paid for any position and description of any pay scales that are non-traditional (i.e. not hourly or salary).

 b. Describe any plans to hire locally in Baltimore City.

 c. Summarize any staff training topics and methods, including vehicle maintenance training.

6. **Data Policies**:

 a. Provide information about data privacy policies such as:

   i. Describe how Users' information, including personal and financial information, is safeguarded.

   ii. List all parts of a User's mobile phone (e.g., camera, location services, and contacts) that are required or requested by Applicant for access to its service and the reason it is required.

 b. Provide Application Programming Interface (API) information including:

   i. Public API format, and any authentication requirements to access the public API.

   ii. Ability to provide a payment API to third party applications or list of any additional application which can be used to complete a rental.

   iii. Frequency of GPS pings while vehicles are on-trip.

7. **Sustainability**:

 a. Provide details on vehicle life cycles and sustainability:

   i. Expected life expectancy for each type of vehicle, including the average lifespan of the main vehicle parts and vehicle disposal practices.

   ii. Innovations to extend vehicle durability, life expectancy, and durability in the weather and water around Baltimore.

 b. List any efforts to minimize pollution and vehicle miles travelled associated with retrieval and charging practices.

 c. Provide a description of operational and financial sustainability including long term plans to provide Dockless Vehicle access in Baltimore City.

8. **Company History**:

 a. List all previous violations of Baltimore City permits, Baltimore City Code, Maryland State Code, or federal laws by the entity applying for the permit. Any omissions in this section will be double weighted.

 b. Report any history of vehicle recalls or major safety incidents in the past 2 years which required investigation and the outcome of each incident.

 c. Report any history of data breaches in the past 2 years including the date, location, and type of data accessed for all data breaches. Include any subcontractors handling payment or user data.