
Baltimore City

Dockless Vehicle for Hire Program

Permit Application

July 1, 2022- June 30, 2023 Permit Period



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I. Overview

Thank you for your interest in applying for a Dockless Vehicle for Hire Permit in Baltimore City. The permit you are applying for will be active from July 1, 2022- June 30, 2023 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 2021 (R & R)
- 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 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. In this application, applicants should include their efforts to improve 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 amenities regardless of personal characteristics, historical disenfranchisement, or geographical locations within 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.

Important Dates

- May 1, 2022 – Permit Application released & renewals announced
- May 20, 2022 – Permit Applications due to Baltimore City DOT
- June 3, 2022 – Permit Recipients to be Announced
- July 1, 2022 – Annual Permit activated, provided all contracting documents are submitted
- August 15, 2022 – Permitting Fees and Performance Bond payment due
- June 30, 2023 – 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) and Meg Young (meg.young@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 \$42,000 per provider has been submitted to the Baltimore City Board of Estimates and is expected to be officially adopted following the May 18, 2022 meeting. Payment must be received within 45 days of the permit becoming active. Fees were calculated based on the following costs of program administration:

Dockless Vehicle Program FY23- Administrative Expenses and Permit Fees		
Program Expense	Cost to DOT	Fee per permit (3)
Program Staff <i>Consultant from on call contractor 10- 15 hours per week, anticipating a transition to a BCDOT full-time staff member in FY23</i>	\$75,000	\$25,000
Community Education <i>Designs, print material, and event support</i>	\$12,000	\$4,000
Evaluation <i>Data storage and analysis</i>	\$18,000	\$6,000
TOTAL	\$105,000	\$35,000
<i>Please note that in addition to this permit fee, all Permit Holders must also pay a \$.10 per trip fee. This fee amounts to about \$180,000 in payment annually which is allocated towards program support, including bicycle and scooter infrastructure.</i>		

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. This fee must be received by the City of Baltimore within 30 days of the permit becoming active and all funds not expended will be refunded at the end of the permit duration. 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 \$.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 the period.

Application Process

BCDOT will award up to 3 permits through renewals and this competitive application process. BCDOT will reserve 2 permits for providers who operate multiple vehicle types or operate an adaptive vehicle program, but offering multiple vehicle types will not ensure a permit if the application is not one of the highest scoring responses. BCDOT may also opt to not award 3 permits if there is a significant gap between application scores.

The 2022 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 20, 2022 11:59PM ET. Applicants who are granted permits will be notified by June 3 and permits will become active July 1, 2022 provided all contracting documents are submitted. **Any questions and completed applications should be submitted electronically to Meg Young (meg.young@baltimorecity.gov), New Mobility Manager at BCDOT.** *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 which do 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	<ul style="list-style-type: none">– Vehicles – Higher scores will be given for multiple vehicle types, offering adaptive vehicle rentals, and vehicle technology for safety.– Additional safety features or plan 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 & Operations	<p>–Hours and Deployment – Higher scores will be given for frequent deployment and fleet monitoring.</p> <p>–Vehicle Maintenance – Higher scores will be given to maintenance plans with more frequent vehicles and tracking of maintenance needs.</p> <p>–Locating and disposing of vehicles – Higher scores will be given for proactive and restorative responses to vehicle loss and retrieval.</p>	15
Deployment & Parking	<p>–Procedure for deployment – Higher scores will be given for plans to exceed equity deployment requirements and to incorporate community input into deployment plans.</p> <p>–Parking – Higher scores will be given for robust plans to educate, incentivize and monitor for courteous parking.</p>	11
Education/engagement	<p>–Education strategies – Higher scores will be given to easy to access education, concrete plans, and innovative strategies to reach riders.</p> <p>–Equitable outreach – Higher scores will be given for partnerships, focused planning, and innovative strategies.</p> <p>–Pricing, low income pricing – Higher scores will be given for low pricing, robust equity plans, and easy access to each required equity plan.</p> <p>–Customer Service – Higher scores will be given to responsive customer service.</p>	22
Hiring	<p>–Staff Composition – Higher scores will be given to Baltimore based staff with fair compensation and benefits.</p> <p>–Hiring methods – Higher scores will be given for equitable and community based hiring.</p> <p>–Training methods – Higher scores will be given for robust and diverse training.</p>	10
Data	<p>–Data Privacy – Higher scores will be given for robust data protection.</p> <p>–API – Higher scores will be given for publicly accessible API and data quality.</p>	5
Sustainability	<p>–Vehicle life expectancy and effort to extend – Higher scores will be given for more durable vehicles and plans to extend vehicle life cycles.</p> <p>–Pollution reduction – Higher scores will be given for strategies to reduce and offset emissions.</p> <p>–Sustainability plans – Higher scores will be given for financing and long term plans to sustain operations in Baltimore.</p>	10
Company History	<p>–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 will result in double points deducted.</p>	Negative Points
TOTAL		Max 88

II. Application

Part 1: General Eligibility

1. Complete the Dockless Vehicle **Permit Application Part 1 Cover Page**, 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 and 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 R & R.

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 14.02.01.03 Standards for Vehicles, E & F.
 - 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 14.02.01.03 Standards for Vehicles, D.
 - 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.
2. **Maintenance and Operations plan:**
 - 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.
 - 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 a 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 for immediate retrieval.

3. Deployment and Parking plan:

- a. Describe procedures for deployment:
 - i. Measures for ensuring availability of Dockless Vehicles in each equity zone, deployment zone and for avoiding overconcentration in any 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 plan:

- 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 organization 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 R & R.
- 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 SMS text messages.
 - iv. Average time taken to respond to customer service calls and to resolve customer complaints.
 - v. Software app compatibility with WCAG standards or the timeline to achieve compatibility.

5. Hiring and Staffing plan:

- 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 of the 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 API information:
 - i. Public API format, 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 Plan:

- 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. Any omissions in this section will be doubly 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 sub-contractors handling payment or user data.