



City of Milwaukee - Dockless Scooter Pilot Study Plan of Operation

Applicant Name:

What is the proposed date to begin service?

Attach additional pages as necessary

1. Provide a detailed description of the business you plan on operating.

2. Do you have any experience operating this type of business?

No

Yes

If yes, please provide a description of your capabilities relative to the operation of dockless scooter systems in North American cities. For each city you have operated in, include the number of scooters deployed and how long the service has been operational.

3. Indicate the planned number of scooters and the planned hours of operation. Include a map depicting the proposed deployment locations in each service zone.

	Number of Scooters		
	Summer / Fall	Winter <i>(Nov. 15 – Dec 31)*</i>	
Zone 1			
Zone 2			
Zone 3			
Total			
Hours of Operation			

**If the pilot is continued after Dec. 31, 2019, the Commissioner of Public Works will determine the end of the Winter season*

4. Will users be allowed to park scooters outside of the City of Milwaukee limits?

No

Yes

If yes, please describe your plan for retrieving scooters from other municipalities.

5. Describe your approach to scooter deployment in Zone 2 and Zone 3. (if applicable)

6. Describe your plan to ensure the orderly appearance and operation of the system. Include proposed strategies to encourage proper parking among users, and plans for addressing improperly parked or fallen scooters.

7. Describe your plan of operation during the winter months and during snow events.

The City of Milwaukee performs robust snow removal operations on all City streets. City residents are required to clear snow and ice from public sidewalks and crosswalks abutting their property with 24 hours after snow stops falling. (s. 116-8 Milwaukee Code of Ordinances) **Include proposed strategies to ensure that scooters do not impede City of Milwaukee or resident snow removal and ice control operations.**

8. Describe your procedure for retrieving scooters from local waterways.

9. Describe your equipment maintenance plan, including your battery charging strategy and the frequency and location of inspections and repairs.

10. Describe your plans to provide or install scooter parking infrastructure.

11. Describe the proposed fee structure, including discounted rate programs, cash payment options, participation without smartphones and penalties.

12. Describe your proposed staffing plan, including a breakdown of employees by category, and any locally based hiring practices. Indicate the targeted ratio of local staff to deployed scooters.

13. List the name and contact information for local staff that will be available to handle complaints, answer questions about the service being provided, and meet with the City on an as needed basis.

14. Describe how you will take in and handle complaints, questions and inquiries.

15. Describe how you will promote, market and provide education on your service, including engagement opportunities with local advocacy, community benefit, and youth organizations.

The undersigned declares that the information provided is true, and that they agree to all rules and regulations set forth in the Milwaukee Code of Ordinances:

Signature _____

Date _____

Printed Name _____

Completed applications may be sent to:

CITY OF MILWAUKEE
Attention: Mike Amsden
DPW-Infrastructure Services Division
841 North Broadway, Room 501
Milwaukee, WI 53202

Include four paper copies of all application materials

1-Original
3-Copies