LINK

By Superpedestrian

Free-Floating Scooter Share Plan for Seattle, WA

July 27, 2020

Powered by Superpedestrian

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Cover Letter

Link Your City, Inc. (dba LINK), a subsidiary of Superpedestrian, Inc., is pleased to present this proposal to operate free-floating scooter sharing in the City of Seattle.

As the first city in the nation to formally pilot free-floating bikeshare, Seattle knows a great deal about what it takes to provide active, low-carbon mobility options that are safe, accessible, and respectful to the city around them. In the time since Seattle's groundbreaking permit program, much about shared active transport has changed. LINK is excited to offer Seattle the next generation in micromobility: a safe and lasting vehicle, technology that protects public spaces, and a vehicle fleet managed completely in-house.

Since 2014, LINK parent company Superpedestrian's team of urbanists and micro-vehicle engineers have been developing the world's most reliable and advanced lightweight electric vehicles (LEVs), including e-scooters, to help cities move more people with less space. Instead of taking the approach of so many other micromobility companies -- launching first, letting riders be the test pilots, and fixing the bugs in the vehicles later -- we spent the last two years getting our e-scooter right before putting it on city streets.

The result is LINK, an entirely new type of micromobility company, operating the industry's only vehicle wholly designed in-house, from the wheels up, specifically for shared use. LINK scooters have been delighting riders with safe rides since late 2019, and are currently deployed in markets in Florida, Utah, Ohio, and Tennessee. Our scooter addresses the shortcomings brought forth by an industry that meant well, but scaled too fast:

- **Instant Geofencing.** LINK scooters react to geographic limits in less than 1 second, 10 to 30 times faster than the industry average. With onboard maps, our e-scooter keeps riders out of no-ride areas and in compliance with parking and speed rules.
- **Safe Vehicle Design**. Superpedestrian's proprietary Vehicle Intelligence System (VIS) monitors the entire vehicle in real-time, detects, and resolves safety hazards before they turn into actual problems.
- **A Quality Ride**. Our scooter is designed to offer all levels and sizes of riders with a smooth, sturdy ride that feels truly different from other operators -- because it's actually built for shared use.
- **Long Lifespan.** Our scooter lasts up to 2,500 rides, which is three to five times the industry average, a level of longevity that's been achieved through years of engineering, substantial testing, tough hardware and VIS.

We've complemented our great vehicle and technology by acquiring Zagster's fleet management division, which has operated more than 250 scooter, bike, and e-bike sharing deployments nationwide since 2007 -- well-before today's VC-funded micromobility boom. Together, we're focused on sensible and responsible growth in partnership with cities, and sound operations delivered by local W-2 employees.

When it comes to the power of shared active transport, Seattle saw the light early -- so did Superpedestrian. We would be honored and excited to add to the City's menu of clean, accessible, and equitable transport options, and to collectively usher in a more responsible and sustainable chapter for scooter sharing.

Sincerely,
Assaf Biderman
Founder and CEO

Appendix G

Seattle Department of Transportation

Free-Floating Scooter Share Program
Permit Requirements – Version 1.0 (July 2020)

All Requirements Subject to Change

1.

Appendix G: Vendor Signature Page

I, ALEKSANDAR ZOROVIC, declare the following:

1. I am a duly authorized agent of LINKYOUR CITY, SUPERPEDESTRIAN, a Vendor applying for a permit under the City of Seattle's Free-Floating Scooter Share Program.
2. I have reviewed and understand the Free-Floating Scooter Share Program Permit Requirements for the 2018-2019 Permit Year, including all requirements and appendices.
3. I have the authority to bind the Vendor-applicant to the permit application and to the permit requirements the City established for this program.
4. The Vendor-applicant has complied with all permit requirements in preparing the permit application and all the information in the application is true and complete.
5. The Vendor-applicant shall comply with all permit requirements for the duration of any permit approved under these permit requirements.
6. The Vendor-applicant understands that if the Vendor does not comply with all permit requirements, the City may revoke the permit or take other enforcement actions described in the permit requirements and the Seattle Municipal Code.

I certify under penalty of perjury under the laws of the State of Washington that the foregoing is true and correct.

Aleksandar Zorović 7/21/20

Signature Date and Place

State of Massachusetts)
) s.s.
County of Norfolk)

This is to certify that on this 21 day of July 2020, before me, the undersigned, a notary public in and for the State of Massachusetts duly commissioned and sworn, personally appeared Aleksandar Zorovic to me known to be the CEO (title) of the corporation or limited liability company that executed the foregoing instrument, and acknowledged the said instrument to be their free and voluntary act and deed of said corporation or limited liability company, for the uses and purposes therein mentioned, and on oath stated that he was authorized to execute said instrument, and that the seal affixed is the corporate seal of said corporation.

WITNESS my hand and official seal, the day and year first above written.

Sean Patrick Riley

Notary Public in and for the State of Massachusetts

SEAN PATRICK RILEY
Notary Public
Commonwealth of Massachusetts
My Commission Expires May 9, 2025

3

Equipment and Safety - Type 1 Scooter (standing)

A-ES1.1 - Vehicle information

- **Max Load (kg)**
- **Width of the floorboard**
- **Tire diameter at the widest point**
- **Suspension or Pneumatic Tires**
- **Swappable battery**
- **Any unique specifications as described in ES1.2(c)23.**

Please see Appendix 1 for our vehicle specifications and additional information about our vehicle testing methods, Vehicle Intelligence System, braking systems, and more.

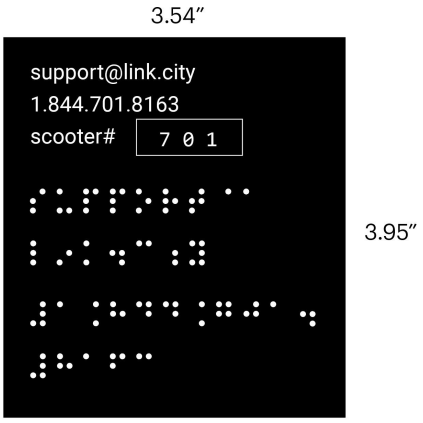
A-ES1.2. Attach illustrated images of the placement of the information described in Requirement ES3.1-4.

What follows are LINK's proposed designs for the information described in Requirement ES3.1-4). We welcome feedback from SDOT and our team of graphic and industrial designers would appreciate the opportunity to continue to modify the design until we achieve messaging that is meaningful and useful to the vast majority of Seattle residents and visitors.

Please note that we have used pictorial icons in addition to the English phrases on the handlebars to help explain the Rider On-Device Education. We are happy to work with the City to expand the language options on the handlebars to the extent physically possible as well.

A-ES1.3. Attach illustrated images of the Braille Identifier described in Requirement ES3.4.

LINK's industrial design team followed the ADA standard for sizing the Braille for this identifier. As mentioned elsewhere, we would welcome the City's feedback on this design and would only order and install these identities following approval from SDOT's Program Manager.



A-ES1.4. Will devices participate in Emergency Unlocking, as described in Requirement ES2.8? (Attach a description [≤ 250 words] of the method for unlocking and providing devices free of charge.)

Yes, LINK can and will participate in Emergency Unlocking should the mayor declare a civil emergency and require such a service.

How Emergency Unlocking Would Work in Seattle

As part of our launch preparations, LINK's product team will write two scripts that can be run remotely (e.g. from the Seattle warehouse or from our HQ in Boston) in the event of an emergency.

- The first script would unlock all LINK scooters on the Seattle network. These unlocked scooters would then be free and available for anyone to ride.

- The second script would send a push notification to users in the Seattle area.

Please note that though only LINK riders will receive the mobile phone push notification through the second script, with the first script the scooters will be universally unlocked for anyone to ride.

Parking

LINK designed our scooter to integrate seamlessly with the environment around it -- even when parked. Below, we detail our approach to parking compliance, which rests on the following practices:

- **In-House Staffing.** If you want something done right, do it yourself. We recently acquired Zagster's fleet management division, and incorporated one of their core competencies: training (and retaining) local teams of W-2 employees. Our local team will engage in our customized training program with an emphasis on parking safety and active fleet monitoring. Each team member will know how to move, charge, and repair every scooter in the fleet and will be vigilant about reparking them when needed to ensure compliance.

- **Vetted Operations Platform.** Wrangler is where the rubber meets the road; we use this in-house designed operations platform to efficiently dispatch the closest team member to repark the scooters we learn about through our VIS technology or customer feedback channels.

- **Rider Education.** We're in the business of building new habits in how people move, but also how they park. We educate new riders on how to properly park a LINK scooter, nudge them to continue good behavior over time, and remind or reward them as necessary.

- **The Scooter Itself.** Our onboard maps enable precise and instantaneous enforcement of geofences, meaning many would-be bad parking jobs are automatically averted. We created our scooter specifically for shared use, and parking in the public right of way, with an included integrated lock to further ensure parking compliance.

In the section that follows, we expand on each of these areas to demonstrate how LINK will create and maintain good parking practices in Seattle.

A-P1. Attach a description and illustrative images of the plan for ensuring staff parks devices correctly.

LINK takes a multifaceted approach to ensuring our scooters are parked correctly — not just when we deploy them, but also throughout the day. This includes online and in-person staff training, specific parking guidelines, predetermined scooter staging zones, and audits of our parked fleet.

Staff Training Program

LINK only hires W-2 workers for our fleet management team.

Not only is this the right thing to do to guarantee a fair and predictable income to our employees, but we have also found that it leads to higher retention, more efficient operations, higher skilled labor, and better quality control and safety for our riders. We have invested heavily in training and development for our staff, including developing our own employee training and ongoing education program via our learning platform Training Wheels to ensure that our operations crews receive standardized training that is optimized for safety and industry best practices.

We focus on targeted skills-based training that result in certifications for employees. Broken down by role and skill set, these trainings help ensure that qualified people with the right skill set do each job. This also improves employee safety and service quality, while providing opportunities for career advancement.

LINK's employee training process includes online training administered on Training Wheels, with topics such as:

- City-specific guidelines on how and where to position scooters safely to support partner's goals
- Employee Safety protocols, including safe charging and proper lifting techniques
- Proper scooter maintenance, including how to perform detailed safety checks each time the scooter is deployed
- Safe driving training including vehicle operations and parking guidelines

In addition to online education via **Training Wheels,** employee receive hands-on training delivered by our in-market operations team, covering covers topics such as:

- Consumer engagement and best practices for educating riders and potential riders while carrying out tasks in the field
- Device safety and basic maintenance, including general and COVID-19 related cleaning protocols
- Pickup and dropoff procedures, including expected response times and rebalancing requirements

- Scooter deployment parking, as described below

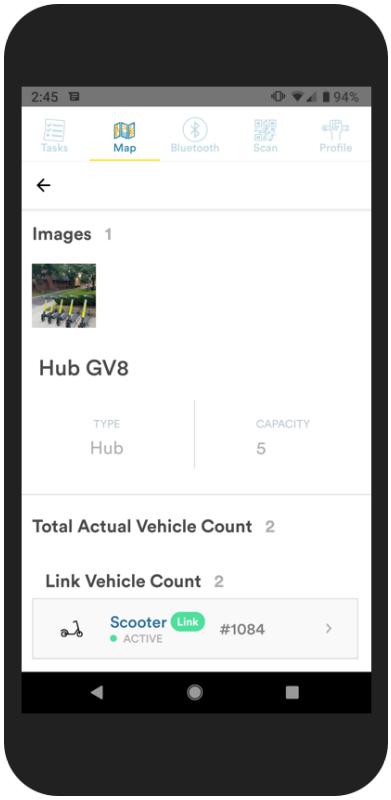
Proper Parking Guidelines

Our staff training program includes an entire module regarding proper parking, including where and how to deploy vehicles, following the guidelines below:

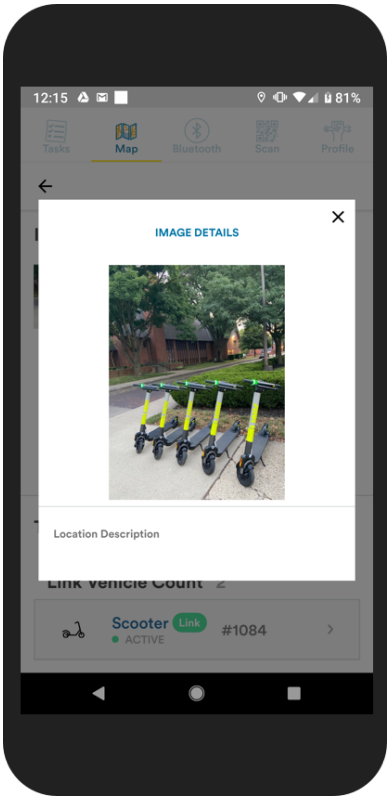
- Scooters will never be parked in a way that may obstruct any entrances/exits, curb cuts, or public paths
- Scooters will be parked in a neat line, all facing the same direction and with a similar tilt so as to appear tidy (shown above)
- Scooters will be clustered upon deployment so as to reduce visual clutter

Deployment Guidance for Ongoing Operations

LINK's operations platform, Wrangler, serves as a secondary training/reinforcement tool to ensure our scooters are appropriately parked. Prior to launch, our operations team determines deployment locations (hubs), the correct number of scooters to park in the hub, and uploads an image of appropriately parked scooters in the hub. This then serves as a template for employees to reference when rebalancing and redeploying scooters to predetermined locations. In (a) below, the parking hub has a maximum capacity of 5 scooters and in (b) an example photo of appropriately parked scooters.



a) LINK's operations app, Wrangler, includes parking guidelines and example photos for each parking hub



b) Wrangler parking hub detail demonstrates proper parking for our field operations crew

Parking and No-Parking Zones

Seattle may elect to have specific designated parking and no-parking zones as described in P2 and P3 in the Permit Requirements. These Zones will be added to Wrangler and LINK operations staff will be notified. Please see A-P5 for an illustrative example.

Parking Follow-Through

Our local operations managers do random spot-checks of their teams' deployments to ensure strict adherence to our standard operating procedures, including parking requirements. Our managers regularly ride on deployments and do quality checks to reinforce our brand compliance in the field. Additionally, for each day, there is a shift lead (or supervisor) assigned who is responsible for ensuring quality and compliance.

Parking Signage

To support parking compliance with the City's parking policies, LINK can partner with local businesses and non-profit organizations to co-supply parking signage and infrastructure.

LINK and WTCFiber have signed a joint sponsorship deal for two years to co-supply parking signage for the Manhattan, Kansas community

A-P2. Attach a description and illustrative images of the plan for employing appropriate geofencing capabilities (include the limitations of geofencing technology).

At LINK we strongly believe that our scooter's geofencing technology stands in a class of its own when it comes to accuracy and reliability. In the response that follows, we lay out how the traditional approach to geofencing works, some of its challenges and how we approach them, and then we discuss how we will work with SDOT to ensure that our geofencing capabilities meet the City's needs.

Geofencing and micromobility

LINK spent two years creating and testing a vehicle that could keep riders safe and meet cities' needs. A key element of that effort was enhancing locational accuracy and geofence responsiveness. Our approach gives cities, pedestrians, and riders confidence that the rules of the road will be consistently enforced. With LINK's unmatched precision, cities can effectively cordon off busy downtown sidewalks, ADA access ramps, transit platforms, and other specific areas unfit for e-scooter riding or parking. Spotty geofencing

enforcement puts pedestrians and persons with disabilities at risk and that's why we are committed to providing Seattle with this next generation technology.

What's the matter with geofencing?

At a high level, effective geofencing relies on knowing where a scooter is ("horizontal accuracy"), and enforcing rules in real time ("temporary accuracy"). When scooters are not designed for shared mobility schemes, they come up short in each category – below we describe each challenge and each of LINK's solutions.

Challenge 1: Traditional geofences aren't enforced in real time.

Riders who cross a geofence boundary typically experience a long lag before the geofence is enforced. This is because typically, geofence rules are stored remotely, "in the cloud", rather than on the scooter itself. Here's what that means in practice:

1. To create a new geofence, operators use city guidance to upload the virtual perimeters (expressed as GPS coordinates) into a rule-book. Below is a sample rule book. Other operators store this rule book in the cloud.

Latitude	Longitude	Rule
30.3433967	-88.5335092	Full Speed Zone
30.34353771	-88.53363761	Full Speed Zone
30.34355566	-88.53370802	Full Speed Zone
30.34357656	-88.53376164	Full Speed Zone
30.34358658	-88.53372814	No Ride Zone
30.34358691	-88.53373119	No Ride Zone
30.3435932	-88.53371931	No Ride Zone
30.343594	-88.5338408	Slow Speed Zone
30.34361043	-88.53407787	Slow Speed Zone
30.34361202	-88.53388109	Slow Speed Zone

2. A rider rents a scooter. During their ride, the GPS chip on their phone or scooter periodically collects the user's location and reports it to the cloud, via a cellular network. Due to the high data costs operators incur, GPS information is communicated to the cloud with less frequency, typically every 5-10 seconds while on trip.

3. When the GPS information reaches the cloud, the system looks up the "geofence rulebook" to see whether or not there is a rule associated with that GPS location.

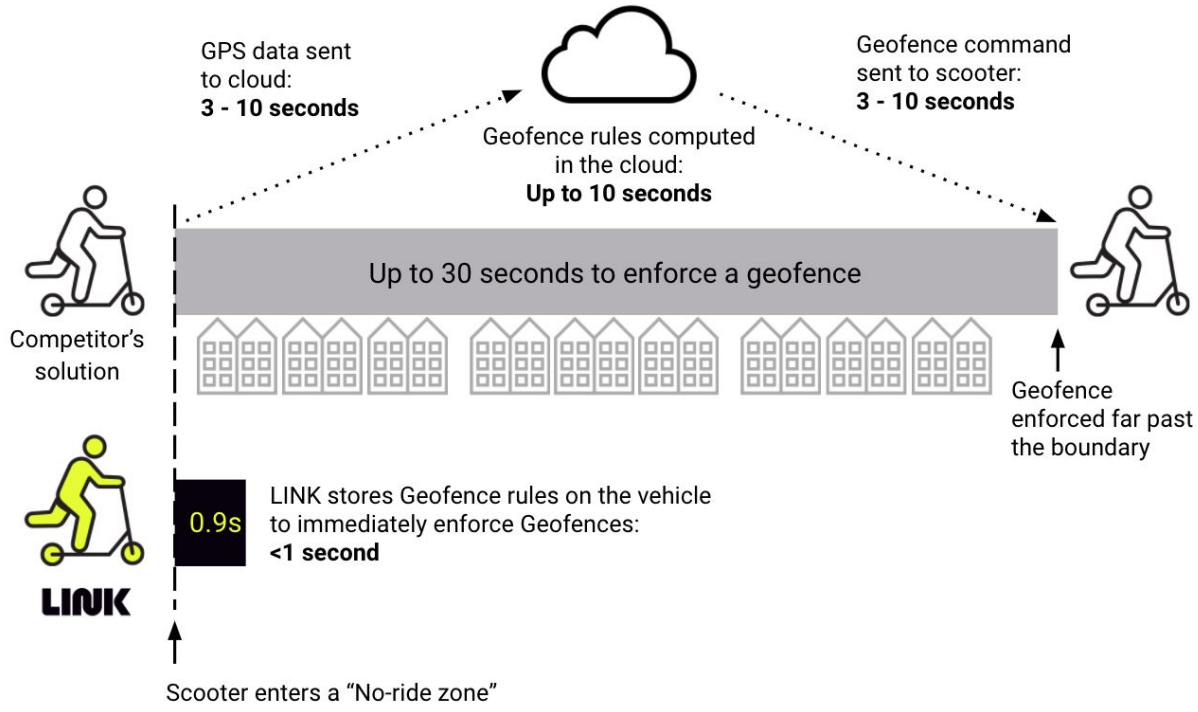
4. If there is an associated geofencing rule, the cloud messages back to the rider's scooter that an action must occur (e.g. slowing the scooter down to a stop, or implementing a speed limit).

This entire scooter-cloud-scooter communication process can take anywhere from 6 to 30 seconds, depending on the strength of cellular connectivity in a given area. That means that if a rider is traveling at 15 miles per hour, they could be about 200 yards away from the geofence boundary before the geofencing rule is enforced on the scooter.

This inherent delay explains why cities, operators, and riders can have had such difficulty keeping scooters where they should be. Riders can speed well into "No Ride Zones" without any indication that they are entering a restricted area, placing themselves and those around them at risk. When cloud-based geofence rules finally activate and the scooter comes to a stop, riders turn to the in-app map and often find themselves far from the actual geofence boundary. This can lead them to abandon their scooter in the No Ride Zone rather than walking it back to the service area. Because the scooter has now been left in a No Ride Zone, another rider is unable to rent it and bring it out of the restricted area. As a result, scooters can often sit in restricted areas for days.

LINK's Approach for Seattle: Onboard Mapping

To keep scooters where they should be, LINK has devised a system that completely bypasses the scooter-cloud geofence enforcement lag: geofencing rules are stored on the scooters themselves and are activated within 1 second.
LINK scooters contain 5 microprocessors allowing us to store each No Ride Zone, Slow Ride Zone, and No Parking Zone directly on the vehicle. This innovation — which we call "onboard mapping" — ensures that geofence rules are enforced within 1 second of the rider crossing the geofence boundary.



LINK's Approach for Seattle: Visual Aides

To provide riders with real-time alerts when they cross a geofence boundary, LINK scooters are equipped with a unique visual feedback system. As soon as a rider enters a geofenced area, a programmable LED ring on the handlebar flashes and / or changes colors to alert the user. For more information on how we alert riders, please see "Geofence options" table on page 13.

When parking in a No Parking Zone, red LEDs on the handlebar flash, front and tail lights flash, and the speaker plays an alarm tone every 10 seconds

Challenge 2: Scooters don't really know where they are

In addition to the delayed enforcement challenge described above, traditional geofencing solutions lack the precision to effectively distinguish between restricted and unrestricted areas, such as bike lane versus the sidewalk.

There's a reason the blue dot on your phone's mapping app is a big one: a concept called 'horizontal accuracy', or the error of margin between where GPS-enabled devices like scooters say they are, versus their actual location. Typically, horizontal accuracy is around 8 to 15 feet; however, GPS signals can bounce off tall buildings or even clouds on an overcast day causing the GPS error range to balloon 2-3x the reported accuracy.

Sidewalks, bike lanes, parking corrals and even small pedestrian plazas fall comfortably within this margin of error. As a result,- sidewalk riding is a very common issue in the industry, sometimes even when protected bike lanes are present, as traditional geofencing options are unable to effectively restrict access on sidewalks while still allowing for usage in nearby bike lanes. Likewise, scooters are routinely parked in unsafe locations because GPS technology alone is unable to distinguish between ADA access ramps and the parking zone a few feet to the right or left.

LINK's Approach for Seattle: Granular Geofencing

Even strong GPS signals do not always capture the more granular features of the built environment. Small boundary errors and feature omissions add up, resulting in gross inaccuracies. LINK's solution to solve for GPS' inaccuracy is a new and proprietary technique that we call "probabilistic geofencing". Combined with on-board mapping, this refinement results in geofences that more precisely match the nuances of city regulations and streetscape.

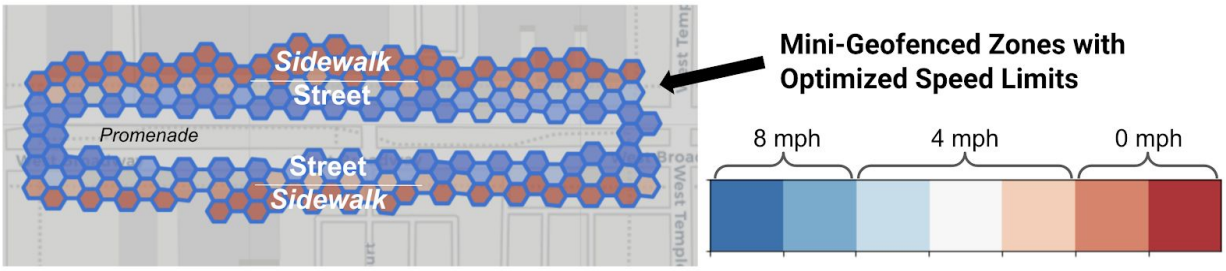
Here's how it works:

1. Before each launch, our team uses specialized equipment to collect and measure GPS signals on your city streets and sidewalks at different times of the day and week, measuring the level of GPS accuracy block by block and capturing potential inaccuracies.

2. We combine these data with digital maps to create geofence zones, composed of thousands of small polygons with individual speed rules (as shown in diagram below).

With geofenced polygons stored directly on to the scooter, LINK scooters can reliably distinguish between restricted and unrestricted zones that are just feet away from each other, such as a downtown sidewalk and an adjacent bike lane. Granular geofences allow for extremely nuanced speed and no-ride policies. Consider this stretch on West Temple Street in Salt Lake City, which includes a street, a bike lane, and a sidewalk, and measures.

As depicted by the color-coded hexagons, A LINK rider in Salt Lake City who attempts to ride from the street onto this busy pedestrian sidewalk sees their scooter safely slow to 3 miles per hour, the average pedestrian walking speed. Notably, this does not impact riders in the bike lane, who could continue to be able to ride up to 15 miles per hour, per city policy.



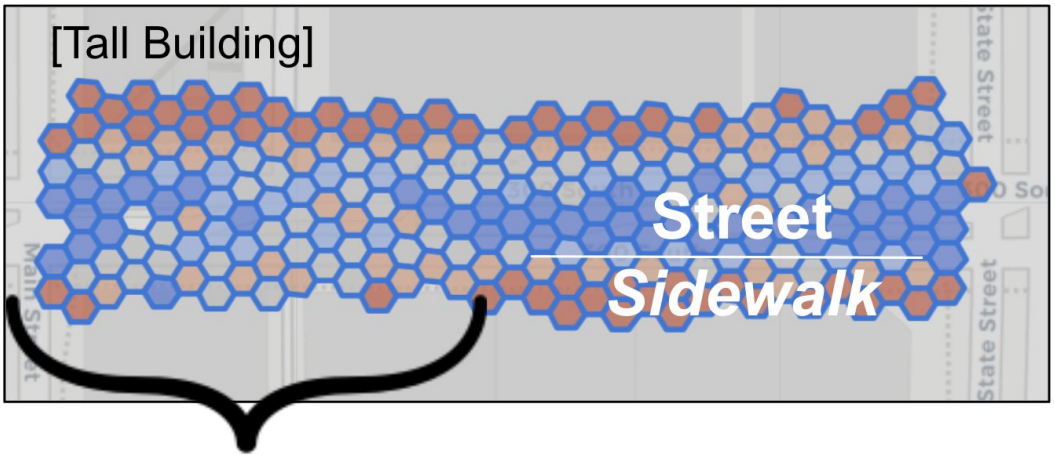
(West-Temple/200W on W. Broadway, Salt Lake City, Utah)

Additional Improvements to Sidewalk Geofencing

While Granular Geofencing vastly improves the accuracy of traditional geofence options, GPS signals are sometimes impacted by environmental factors. Most notably, large buildings can create "shadow effect". In the image below from Salt Lake City, a large building limits the effectiveness of our sidewalk geofence on

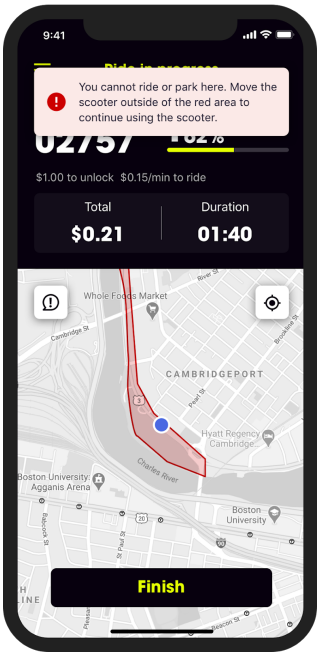
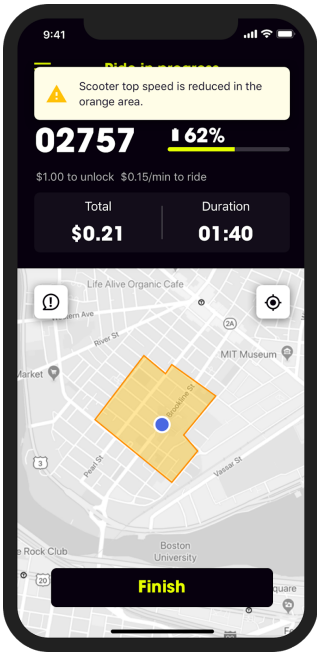
one half of the block. Due to these environmental factors, like that building, we are able to implement effective sidewalk geofences on most city streets and sidewalks, but cannot guarantee 100% reliability on every sidewalk in Seattle before conducting further testing. Datasets must be collected for each geofence, ideally in coordination with our city partners and local stakeholders, starting with sidewalks with the highest offense rate. In areas where GPS reliability is lacking, Bluetooth beacons can fill the gaps to improve geofence accuracy and improve the management of the public right of way. Please see Section AP-5 for more information about beacons.

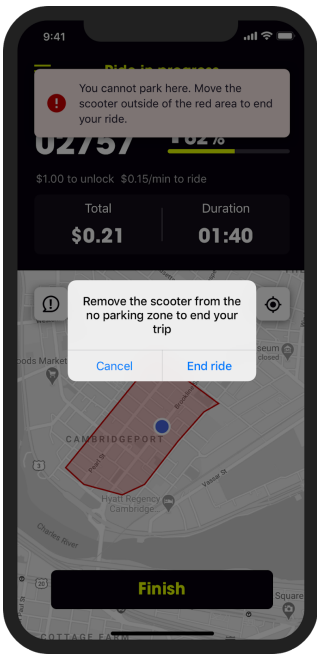
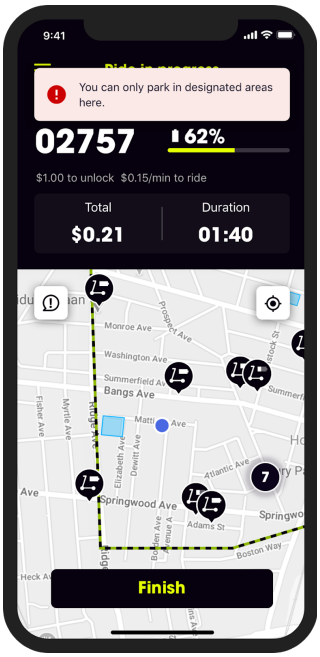
State St & Main Street, Salt Lake City, Utah



"Shadow effect"
Tall building impacts geofence effectiveness on sidewalk

Geofence Options for the City

Zone Type	Description	How the scooter alerts the rider	How the app alerts the rider.
No Ride Zone	Scooter gradually slows to a stop. Riders are prohibnited from ending their ride and are prompted to bring the scooter back to the service area. Recommended for city parks, highways, private properties, pedestrian plazas and sidewalks.	 LED light flashes white; an on board speaker plays an alarm tone.	
Slow Ride Zone	Top speed is restricted to a defined speed limit, such as 3 mph, 8 mph, or 12 mph).	 As the rider enters the slow zone, the White LED animation rolls toward the rider; the speaker plays a tone. As the rider exits the slow zone, the white LED light rolls away from the rider.	

No Parking Zone	Riders may travel freely through the zone but parking is prohibited. Recommended for ADA access ramps, building entrances and exits, and City monuments.	 LEDs flash Red when the user attempts to park in the restricted area.	
Designated Parking area	In certain areas of the city, parking is only possible in Designated Parking Areas. Recommended for college campuses and City blocks where appropriate parking spaces are limited.	 LEDs flash Red when the user attempts to park outside the Designated ParkingAreas.	

Effectively Leveraging LINK's Geofencing Technology In Seattle

Great technology is only part of LINK's geofencing solution. Prior to launch, we will engage closely with SDOT, King County Metro, local businesses, and community-based organizations to ensure the rules we put in place match local needs. Post launch, we commit to implementing City-issued or community requests for new geofence zones within 7 business days.

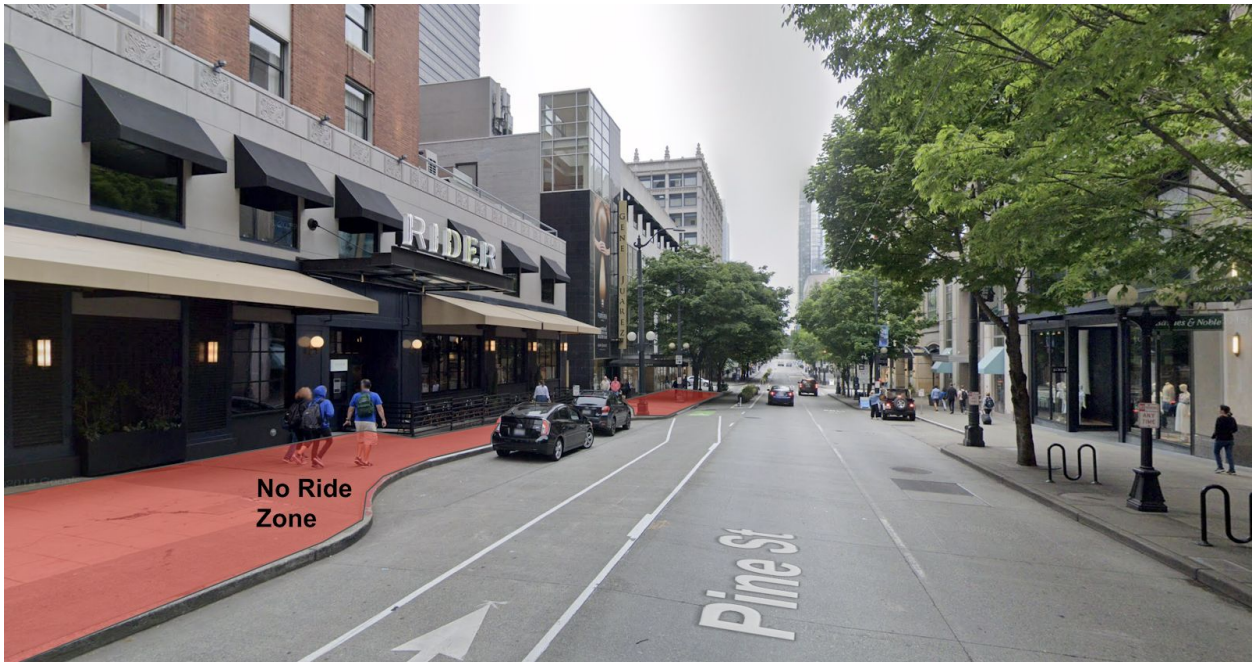
Based on our analyses to date, we suggest the following types of geofence solutions to avoid conflicts between riders and pedestrians and preserve the aesthetics of Seattle's parks and landmarks. Visual Representations of recommended sidewalk geofences are below. In each instance, riders would not be able to accelerate or park in the red area.

Downtown Sidewalk Geofences

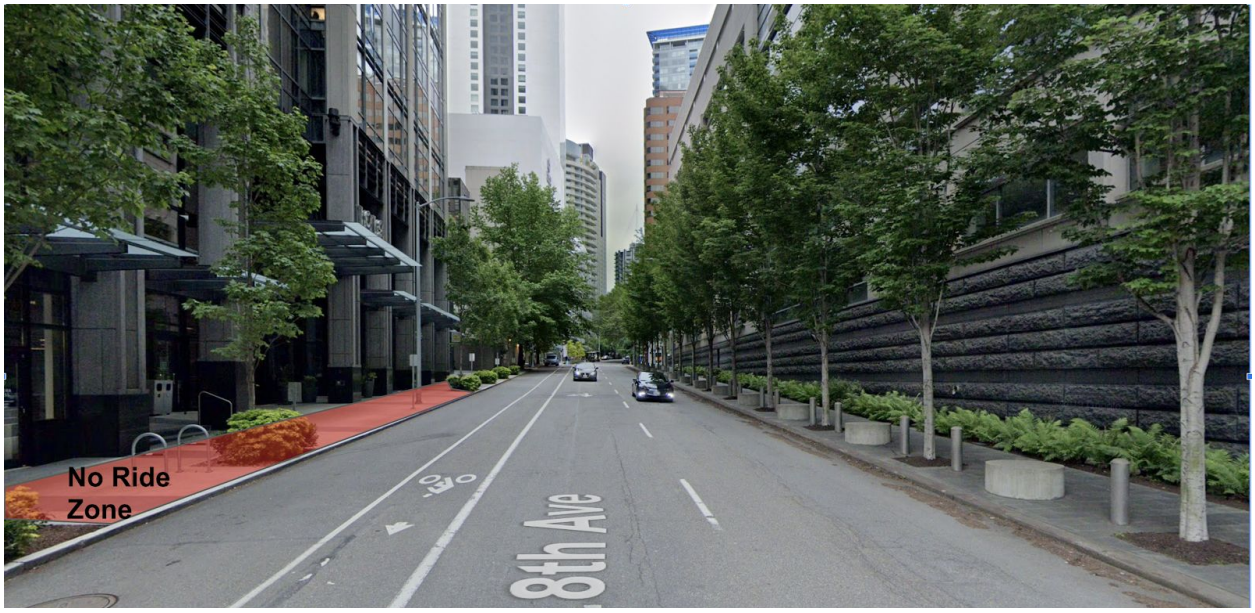
Riding scooters at high-speeds on busy downtown sidewalks presents obvious risks of injury for both riders and pedestrians, particularly for those with mobility impairments. We will work with city and county stakeholders to restrict usage on select stretches of pedestrian-heavy sidewalks and encourage use of bike lanes, where available. At minimum, we recommend a "No Ride Zones" along downtown sidewalks that feature adjacent bike lanes, as these sidewalks are crowded with pedestrians, and the bike lane gives riders a safe place to ride.

"No Ride Zone" on Second Avenue sidewalk, at University Street.

"No Ride Zone" on Broadway sidewalk



"No Ride Zone" on Pine Street Sidewalk



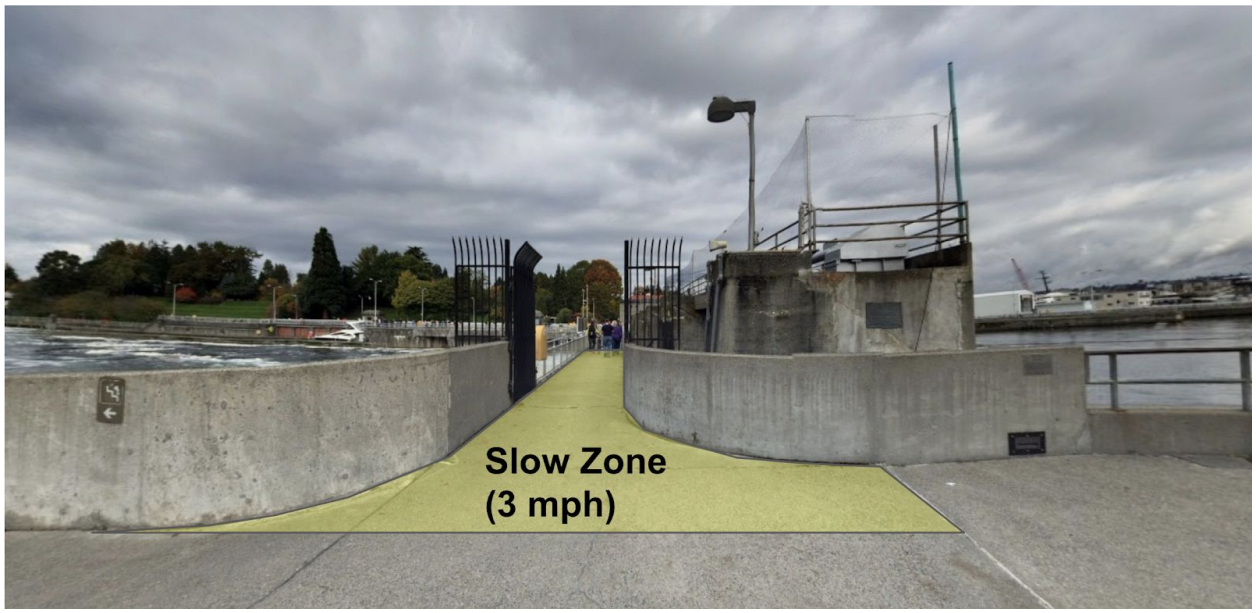
"No Ride Zone" on Pine Street Sidewalk

No Parking Zone at Fire Station 5

The area around Fire Station 5 is likely to see high ridership and pick-up/drop-off of vehicles given its proximity to the ferry dock. As Seattle learned with bike share, without precise geofence capabilities, users are very likely to park devices at Fire Station 5. To keep the station free and clear of any obstruction, we recommend creating a No Ride Zone that will prohibit Parking in front of the station, while enabling usage at the adjacent right of way.

Slow Zone at Ballard Locks Bridge

Ballard Locks is an essential North / South connector for bicyclists and pedestrians, yet the narrow bridge is ripe for pedestrians and scooter collisions, and of course riding bikes/scooters is prohibited in the park. We want scooter riders to be able to cross this bridge from Magnolia to Ballard, but we want riders to walk their scooter across and through the parks on either side, rather than ride. To accomplish this, we suggest implementing a slow zone of 3 mph on the bridge.



Olympic Sculpture Park

To preserve the aesthetics and serenity of the Sculpture Park, we suggest No Ride Zones throughout. Our precision geofencing will prevent scooters from accessing the entryways to the park, while allowing unencumbered access to the adjacent rights of way, such as the Elliot Bay Trail, pictured below.

A-P3. Attach a description and illustrative images of the plan for detecting and reparking improperly parked devices (including the use of any Automated Driving Technology, as defined in Requirement O2.9).

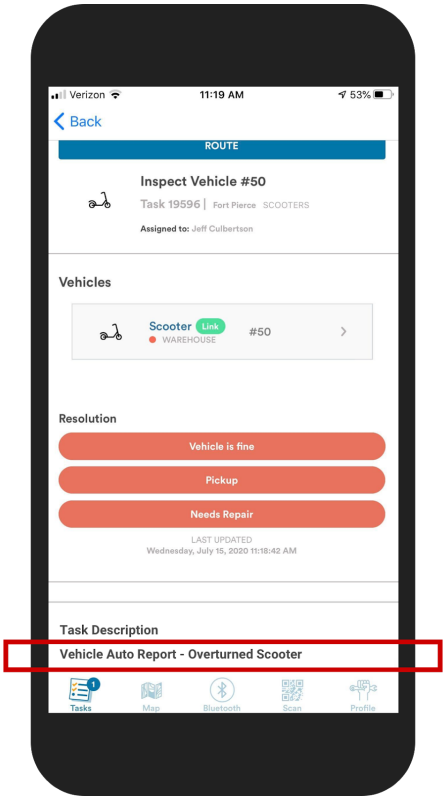
Devices can be improperly parked for a number of reasons – tipped over, blocking the public right-of-way, on private property, or outside of designated parking areas. Our innovative technology – both on the scooter itself, and through our operations platform, Wrangler, tracks all these instances and immediately alerts our local operations team.

Detecting Improper Parking

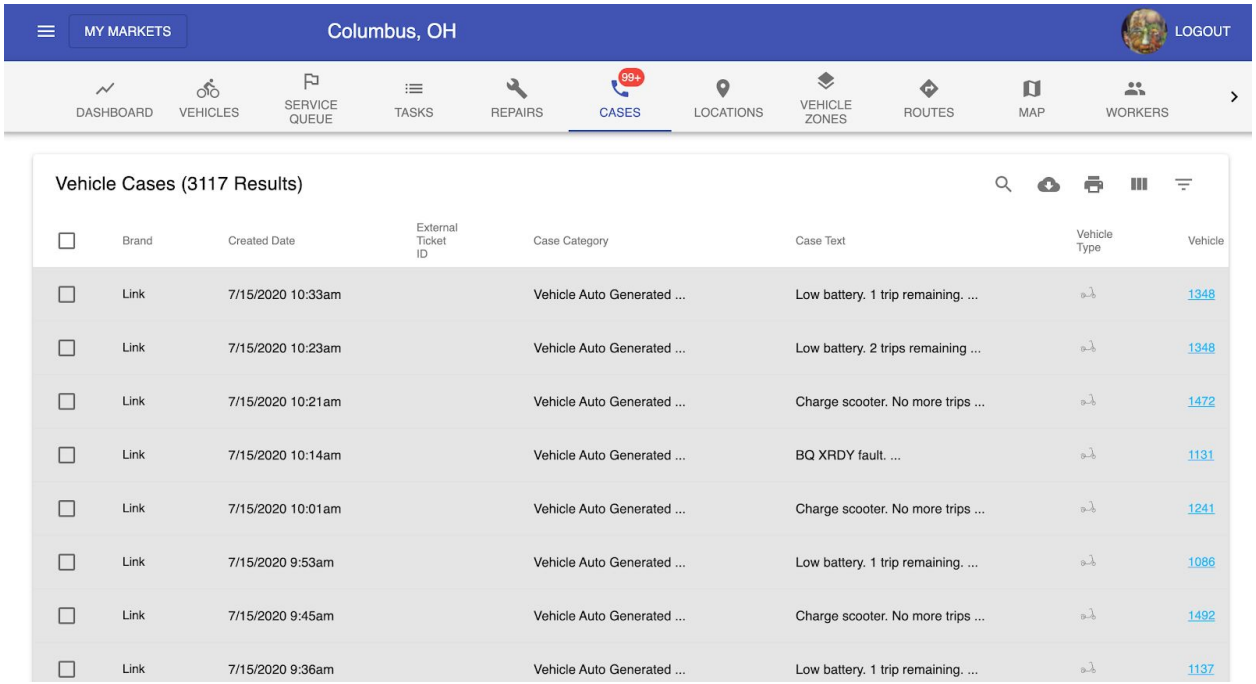
LINK scooters are uniquely able to auto-detect and self-report improper parking instances like tip-overs and parking in improper Zones. If a LINK scooter tips over, an internal sensor triggers the scooter to automatically create a maintenance ticket and sends a notification to our field staff (see the *"Auto-generated overturned scooter ticket"* below). A similar ticket is generated when a scooter detects that its rider has left it in a No Ride Zone or No Parking Zone (e.g. school campus, parking garages, non-pedestrian/bike bridges), or when we receive a Support Request through our dedicated 24/7 support lines, as described in A-03.

Reparking Notifications

When a reparking ticket is received, a Wrangler work order is generated and sent to our field staff via smartphone and appropriately triaged into their task queue. ADA-compliance issues are prioritized within this queue. Each reparking ticket includes the fastest route to reach the scooter. Once the alert is received, our staff will work to remedy the issue within the timeframes discussed in section A-03.



Auto-generated overturned scooter ticket displayed in a LINK crew member's mobile Wrangler app



List of maintenance tickets in the Wrangler web app

Reparking Procedure

Once the LINK crew member reaches the vehicle, they will follow the parking procedure outlined in section A-P1 to ensure that the vehicle is fully compliant - parked upright and not blocking the public right-of-way. In some cases, the vehicle will be rebalanced to a new location or taken in for servicing.

Identifying ADA Hotspots

LINK will work with SDOT and local groups, such as Rooted in Rights and the Northwest ADA Center, to identify ADA hot spots where there can be a confluence of high scooter usage and individuals with disabilities, such as high traffic streets and sidewalks adjacent to Naturally Occurring Retirement Communities and community resource centers. Once these areas have been identified, we will focus our fleet management, parking enforcement, rider education, and geofencing technology (when appropriate) in these areas.

A-P4. Attach a description and illustrative images of the plan for inspecting devices to ensure they are in good working order and removing devices that are not in good working order.

LINK's Seattle-based team will have multiple tools at their disposal to ensure that our scooters are in good working order and are always safe for Seattle's residents and visitors to ride. These tools coupled with our 24-hour operations team will ensure that scooters that can be safely ridden are available on the street and those that require maintenance, charging, or other attention are removed from public access. We have outlined the tools that will be utilized by the team to ensure that LINK's presence in Seattle will be safe, orderly, and an asset to the community as a whole.

Vehicle Intelligence System (VIS)

LINK scooters feature Superpedestrian's proprietary Vehicle Intelligence System (VIS), making them the most robust and technologically-advanced vehicles in the micromobility industry. The VIS system is composed of 5 onboard microprocessors and nearly 75 sensors that work together to keep riders safe and keep vehicles on the road. The VIS communicates with the in-market operations team to create automated dispatches to associates in the field to collect vehicles that have self-diagnosed a problem.

Detection and Self-Protection

A suite of over a dozen sensors embedded in LINK scooters automatically detect and avert over 100 common electronics issues that can cause other scooters to fail. When a LINK scooter detects a potential issue, such as a battery on the verge of overheating, it takes immediate action to protect both the rider and the scooter by automatically attenuating motor power slightly to protect the battery and rider. The rider may not notice this change, but it has broad implications for keeping the scooter operational and the rider safe.

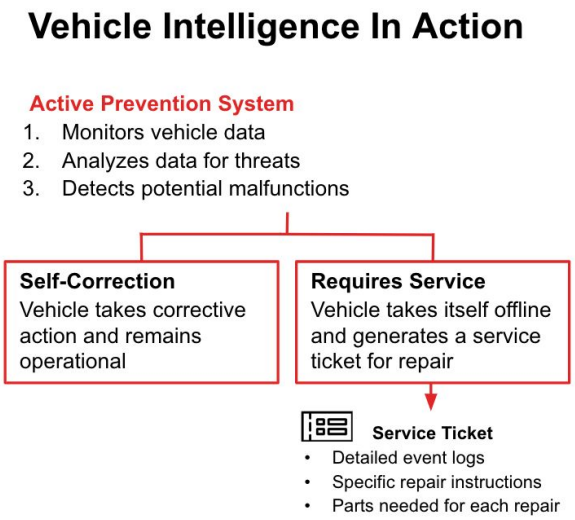
Self-Diagnosing and Alerting

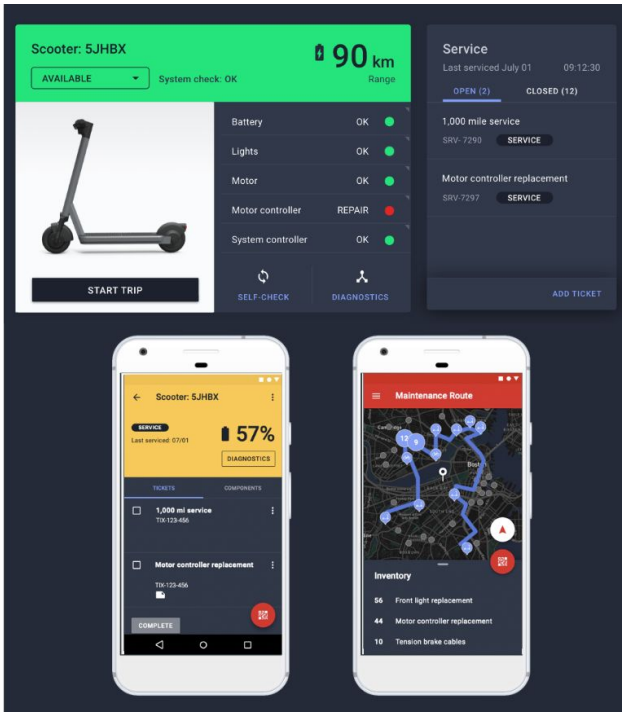
If a LINK scooter cannot self-protect itself from a particular issue, the vehicle will self-diagnose the issue. If the issue makes the vehicle unsafe to ride, the vehicle will automatically make itself unavailable for rental and auto-generate a repair ticket. This repair ticket will be sent to the smartphone of one of our field crewmembers. The ticket will include the scooter's self-diagnosis, and will contain detailed instructions to quickly fix the issue. As mentioned above, there are over 100 detectable issues, some common ones including...

- Temp/voltage imbalance in each battery cell,

- Electronic component failure, including all 5 microprocessors, FETs, radios.
- Water ingresses (across entire system)
- Sliced/disconnected wires
- Motor and Motor Controller failure
- BMS failure
- Thermal overload on all key power components
- Antenna connectivity performance
- Headlight failure
- Throttle failure
- Loose brake detection
- Misuse detection(Including theft and vandalism)
- Disconnected battery cell detection
- Data integrity, Packet loss
- Unreasonable motor command detection
- And many more...

VIS-enabled automation not only makes LINK scooters safer for riders, but also significantly reduces the lag time between when a vehicle has a potential issue and when the issue is addressed. This is in contrast with other services, which generally require a user generated ticket or routine maintenance check to uncover potential safety issues. This means LINK can resolve issues in record time, often before a customer or pedestrian is inconvenienced.

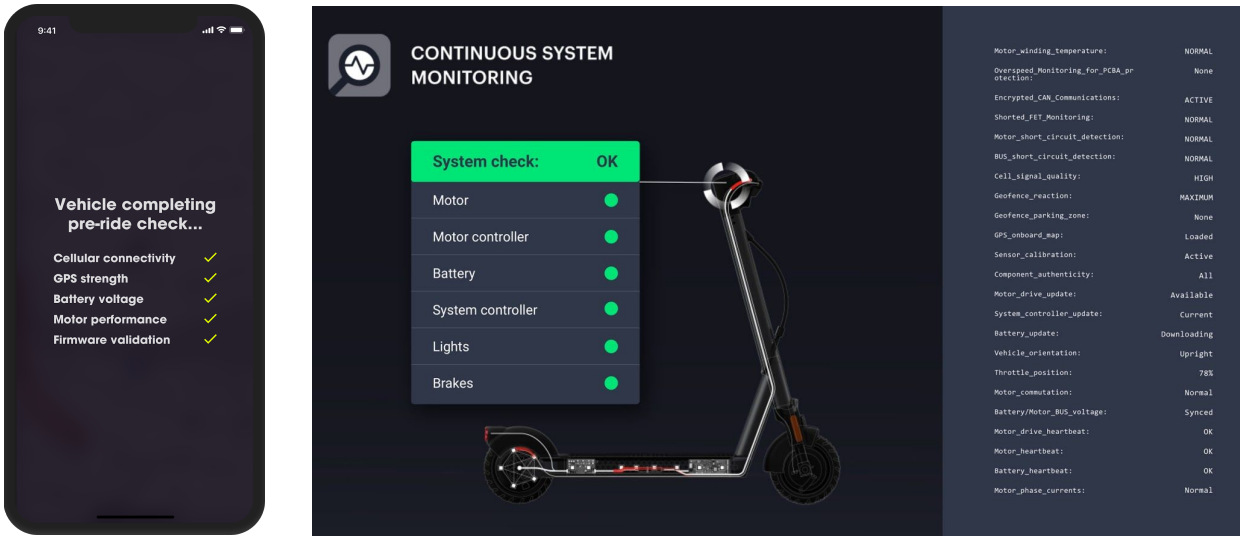




Maintenance and Repairs

LINK has designed a comprehensive maintenance and repair program that is supported by well trained staff, our scooter's VIS, and our operations platform Wrangler. Below we discuss our approach to operations in general and then dive a little deeper into how we plan to address specific issues that we expect to encounter in Seattle.

- **Autonomous Safety Check.** Following scheduled mechanic safety checks and before each ride, the scooter's intelligence system (VIS) conducts a self-check on all critical systems. Our scooter can detect any potential failures in the brakes, lights, motor, battery, and all electronics components on board the vehicle. This level of internal vehicle visibility is unprecedented in the micromobility industry, and offers an additional layer of protection to our riders. If the scooter is safe and ready to ride, the vehicle indicates via the handlebar LED that it is ready for redeployment (if in a warehouse), or instantly makes itself available for rental (if self-protected or repaired on the street). When ready, the scooter changes its mode from "self-check" to "operator" or "available," and the handlebar LED changes to the corresponding color to make the vehicle's status immediately apparent. This means only safe vehicles are redeployed and made available to rent.



LINK Mobile App confirms vehicle health before every ride (left). LINK Operations Managers have full visibility and logs of vehicle health checks (right).

- **Manual Safety Checks**

  Before placing any scooters on the streets of a city, each device undergoes a thorough safety review. This is supported by in-app requirements to conduct safety checks before setting the scooter to "rentable" status in our operations platform Wrangler. The below manual steps must be conducted on each scooter before it becomes available to rent.

1. Ensure proper tightness on front and rear brakes
2. Ensure brake pads are properly aligned and not rubbing
3. Check the calibration of the handlebars in relation to the front wheel
4. Check steering column, fork & wheel
5. Check front and rear wheel integrity
6. Inspect all plastic parts on scooter for damage
7. Check throttle
8. Inspect handlebar grips
9. Ensure front and rear lights are secured
10. Check kickstand
11. Check deck and deck mat
12. Check charge port and charge port cover
13. Ensure integrity of cockpit/handlebar area
14. Check that the bell is fully functional
15. Remove dirt and grime from exterior of scooter including plastics & chassis

Our field and warehouse teams are also responsible for adhering to both LINK's COVID-19 maintenance procedures as well as SDOT's COVID-19 procedures (outlined in Permit Requirement O9).

- **Simple Repairs.** To reduce maintenance miles driven, vehicles are repaired in the field whenever possible. The maintenance tickets delivered in Wrangler, our operations platform, specify the parts and tools needed for that shift and are added to the daily maintenance van inventory to streamline in-field repairs. Field repair tickets include step-by-step illustrated instructions and videos to walk our field crew through routine fixes such as changing tail lights and tightening brakes.

- **Complex Repairs.** If a flagged scooter's fix requires more in-depth work, it's collected by the field team and brought back to the local LINK warehouse for repair by one of our skilled mechanics. LINK employs highly trained mechanics for each shift to ensure our scooters always remain safe to ride and are in ideal physical condition.

LINK scooters charging in Knoxville, TN. The handlebar LED ring changes color based on the scooter's readiness to be redeployed for public use

Seattle Specific Maintenance & Repair issues

For Seattle, we will need to be particularly vigilant about some known maintenance issues. We will specify our operations in the city to pay particular attention to the below anticipated issues:

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- **Brake lines.** First, of course, is the normal wear and tear that one might expect in a city with such significant hills. Further, we are aware of the brake line vandalism that occured with shared bikes in the past. We designed LINK scooters with brake lines internal to the vehicle to prevent vandalism to key safety features, however, we will still place utmost priority on ensuring fully functioning brakes at all times on all vehicles via our routine safety checks and VIS self-diagnosis.

- **Suitable for Climate.** Our devices are particularly well suited to the climate in Seattle and the near 150 average days of rain that occur. Our battery and electronics have gone through extensive testing in humidity chambers and submersion tanks in our R&D facilities at HQ. This testing was the precursor to our IP rating certification and a key research priority for enabling LINK scooters to remain safe and operable in the full range of global urban climates and environments.

Snapshot from some early LINK scooter immersion testing.

- **Water damage.** In any city in which we operate with large bodies of water the threat of scooters being intentionally put into the water is a constant consideration. Because of the enhanced design features of the vehicle, we are able to detect the location of the vehicle even once it becomes submerged. We have successfully recovered what we deem “submarine scooters” on many occasions. The combination of our VIS+ operations application Wrangler allows us to know and immediately dispatch a field technician to retrieve devices that have been put somewhere they do not belong. Our operations team is armed with the tools with which they can safely retrieve devices that end up in the water.

Removing Vehicles from the Fleet

- **Mechanic Safety Check.** Scooters that do not pass the Safety Checklist, are not returned to the road and instead go into further review. If they can be fixed, our trained mechanics will do so; however, if the damage is irreparable, the team will salvage as many of the modular components as possible to be used as spare parts for other scooters. Unsalvageable parts are recycled or appropriately disposed of. More information about vehicle end of life is below.

Vehicle End of Life

While the first priority is constructing a long-lasting e-scooter, we use recycled content in our vehicles and also consider end of life during the vehicle design phase.

- **Prolonging useful life.** As described above, our e-scooters are built for city riding, ensuring they last at least 2,500 rides—three times the lifespan of competitors.

- **Using recycled content in vehicles.** Our vendors and manufacturers know that sustainability is a priority, and have worked with us to find quality materials with high post-consumer recycled content. For example, the aluminum in our e-scooter chassis contains 30% recycled material, and we are working to improve this percentage.

- **Proactive maintenance.** The VIS keeps our team up to date on the status of every vehicle. Data provided to our technicians ensures mechanics can quickly address issues and keep component parts in good working order.

- **Reusing vehicle parts.** When a vehicle is retired from our fleet, we save as many components as possible to be used to repair other vehicles whenever possible.

- **Donating retired vehicles.** Early in our partnership with any new city, we prioritize identifying local non-profit organizations to whom we can donate vehicles that are retired from our fleet but still in good working order. Additionally, in Seattle, we have established a partnership with the local bike organization Bike Works to distribute new bicycles to low-income Seattle residents.

- **Prioritizing vendor take back programs.** We work with our component manufacturers to establish vendor take-back programs, wherever possible. These programs are an essential part of the circular economy, since vendors breakdown component parts and immediately reuse materials to manufacture new products. This is especially true of our batteries, which are returned to our manufacturer at the end of their useful lives for reuse upstream.

- **High-efficiency recycling.** After every other option has been exhausted, non-salvageable parts from retired vehicles are sent to recyclers with maximum recycling efficiency rates. We ensure that batteries, aluminum, electronic waste, plastics, and other recyclable materials are sent to reputable local vendors who exceed all requirements around safe and sustainable disposal.

A-P5. Attach a description and illustrative images of the plan for requiring riders to park safely with an increased awareness for those with disabilities, including photos and description of how the rider is instructed to take a correct "Trip-End Photo capability, required in O4.4.

LINK understands that parking safety must be considered comprehensively, that's why our approach includes strategies for the three main elements in a scooter share system: the vehicle itself, the rider, and the public right of way.

The Vehicle

In shared use, scooters spend much of their time parked — LINK specifically designed our scooter to promote safe and responsible parking. We designed our vehicle with the safety of riders and non-riders in mind, with innovative technologies that advance better parking, provide real time alerts, and reduce tip over incidents:

Enhanced Parking Accuracy

- **Superior geofencing and locational technology** - As described in Section A-P2, LINK's scooter knows with a high degree of accuracy where it is, and whether it's in compliance with local rules and parking guidance. Our onboard maps enforce geofencing in less than 1 second, prohibiting riders from parking in prohibited areas.

Real-Time Alerts & Rider Communication

- **On-vehicle LED indicator**. We make it very apparent when a LINK scooter enters a no-parking area: the first-of-its kind LED ring on the handlebars. It turns red when a scooter enters a prohibited area, sending a clear message to choose a better place to park.

- **On-vehicle instructions**. As mentioned in A-ES1.2, we post local parking and riding rules on the vehicle itself.

Tip Over Detection, Integrated Locking & Low Center of Gravity

- **VIS Data & Tip Over Detection** - LINK's Vehicle Intelligence System (VIS) sends a regular stream of vehicle state data to our operations platform, including tip alerts. We know with near-perfect accuracy whether a scooter is upright. If the vehicle is not upright, a dispatch ticket is automatically sent to our in-market operations team to remediate.

- **Locking Innovation.** LINK continues to create new features that improve our scooter's natural parking compliance. Our next innovation is a secure locking mechanism integrated directly onto the vehicle, which will automatically unlock when a rider rents the scooter in the LINK app. The lock will allow users to affix the scooter to bike racks and other approved parking surfaces, keeping it upright and reinforcing thoughtful parking practices. We plan to launch operations in Seattle with a beta version of our vehicle lock, and will introduce our custom-designed locking solution within 6 months of launching.

- **Sturdy kickstand** - A tipped vehicle can turn a good parking job into a bad one, and put the elderly and those with disabilities at particular risk. LINK's industrial-grade kickstand is designed to keep the vehicle parked upright and resist tips.

- **Low Center of Gravity** - Scooters often tip because of bulky stems and relatively light footboards, creating a high center of gravity vulnerable to bumps and even moderate winds. LINK's center of gravity is low, generating a much more confident ride and more stability when parked.

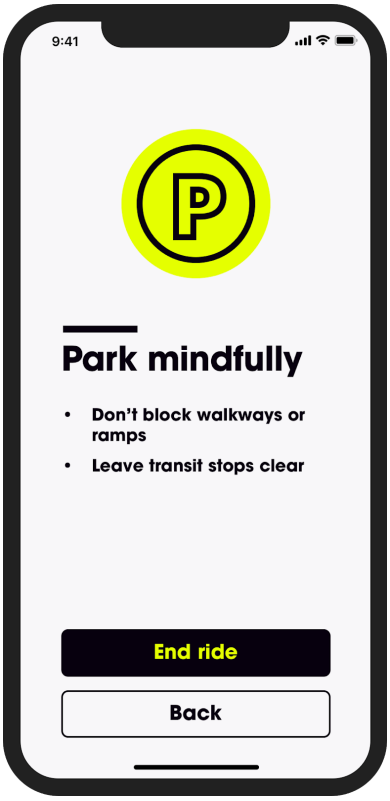
Secure, custom lock-to solution for Seattle's long term deployment

The Rider

The next element of our parking approach is with the rider: creating good parking norms through education and regular reminders, along with tools that verify compliance.

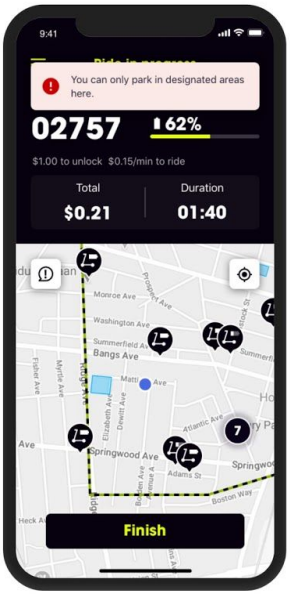
- **Parking Education**. Safe parking is one of the six key elements of our rider training program A-O11, where we stress the hazardous situations that arise, particularly for disabled people, when scooters are misparked. All LINK riders are trained in how and where to park a scooter before their first ride.

- **Ongoing In-App and On-Scooter Reminders.** We can all use a reminder now and again. The LINK app reminds riders of expected parking behavior before and at the end of every ride, as shown below. Additionally, as described in A-P2, the handlebar LED ring turns red and alerts riders when they attempt to park in No Parking Zones.

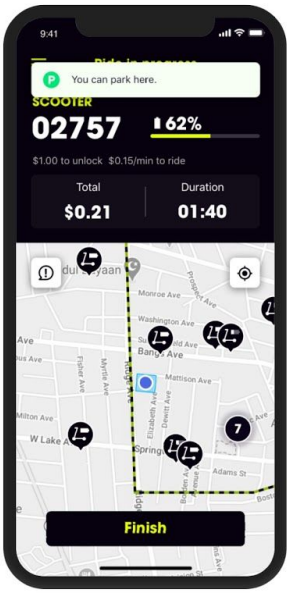


The LINK app reminds riders of proper parking before and after every ride

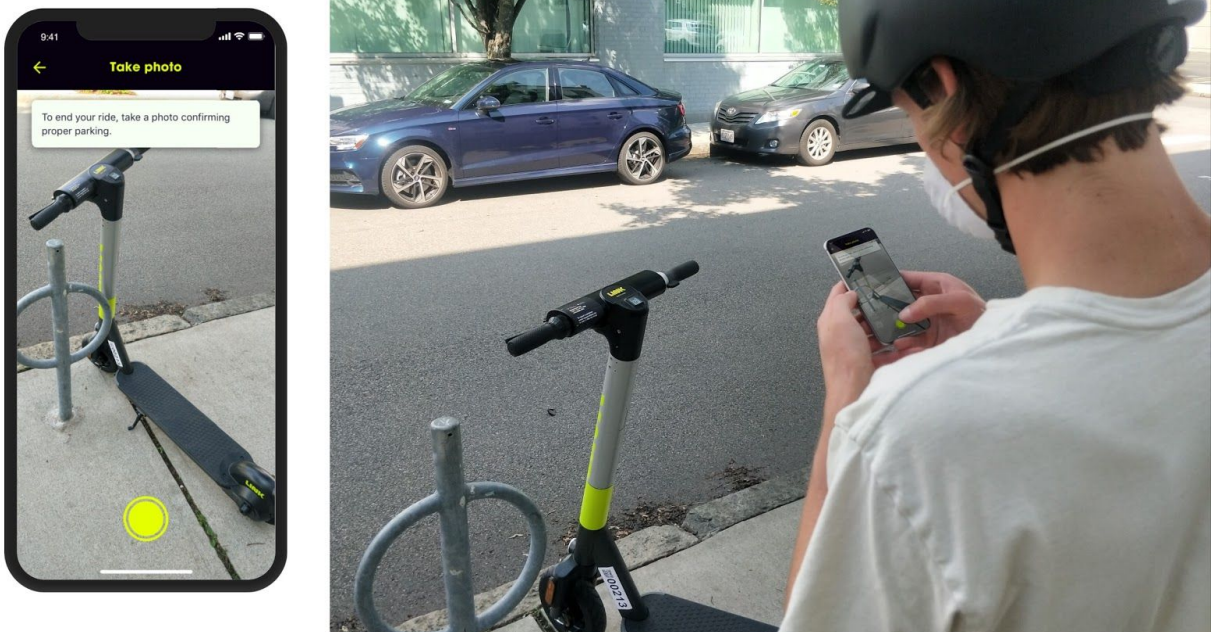
- **Parking Photos.** Regardless of whether specific parking zones are designated, all riders are required to submit a photograph of their parked vehicle before ending their trip. Riders are charged per minute for their rentals, so there is a clear incentive to park properly in order to end a trip.



Moving the scooter to a designated parking area



Ending the ride in a designated parking area



Submitting a photo at the end of a ride

- **Rewards and Ongoing Education**. Through a combination of VIS, user photos, and customer service feedback, LINK has a number of tools to analyze rider behavior and promote better parking compliance. In Seattle, we will use rider behavior scores to reward compliant users with exclusive benefits and discounts, and send further educational parking materials to those who have violated parking requirements.

The Right of Way

Finally, we affirm good parking through our management of the public right of way, described further in the Operations section below.

- **Setting a good example.** LINK hires local teams to carry out field operations — not gig workers. We hold these staff to a high standard, including on how to appropriately stage scooters in the public right of way.

- **Rapid in-field management.** When we learn about a misparked scooter through VIS or a customer support ticket, the Wrangler fleet management generates a work-order ticket and dispatches the nearest crewmember in the field. Once the alert is received, our staff will work to remedy the issue within the timeframes discussed in section A-03.

- **Managing fleet density:** Scooter overconcentration is a common source of non-compliant parking. LINK utilizes advanced demand modeling to prevent scooter oversaturation in any one area,

dispatching our operations team to rebalance vehicles as needed. Vehicles are rebalanced based on hub utilization and predicted demand varying by time of day and day of week.

- **Beacons for Improved Parking Enforcement.** Beacons create smart parking zones more precisely defined than with geofencing alone. If during the course of the Free-Floating Scooter Share Program the City finds that the parking enforcement measures described above are not sufficient to meet Seattle's needs, LINK can implement parking beacons as illustrated below. We find that beacons have the most impact in downtown areas with many tall buildings, which tend to muddy GPS signals.

Parking in a Smart Beacon parking area

- **Partnerships to Minimize Hazards.** Finally, as mentioned in Section A-P2 we will seek to engage and partner with local organizations that support those with disabilities. Organizations like Rooted in Rights and the Northwest ADA Center are groups that can help our team identify practices and hazards that may disproportionately impact the populations they advocate for.

Operations

As described above, LINK's scooters set us apart from other operators – we spent over two years getting them right before putting one into shared use. The right scooter design is fundamental for environmental and economic sustainability — smart engineering is the foundation of efficient and effective field operations. But when smart design is coupled with an experienced operations partner, a reliable transportation option is born and that is what LINK can offer to SDOT and the City of Seattle.

As described in A-P4, LINK scooters self-detect, self-diagnose, and self-resolve many internal component-related issues themselves. This innovation allows our local operations team to keep their focus on tasks that require immediate attention, like scooter maintenance and fleet redistribution. By identifying and fixing small issues before they become big problems, and with a battery range far greater than competitors, LINK scooters remain ready to ride more often. That means a fleet of 2,000 scooters actually means 2,000 scooters — with fewer headaches for riders along the way.

Customized City Operations
From weather, to topography, infrastructure, and varied communities, each city has unique needs. LINK customizes our city operations accordingly, approaching new deployments as the city planners and urbanists we are. In Seattle, we would be operating in a city that is a veteran to shared dockless mobility, but still new to shared scooters. As such, our local operations (outlined in detail below) will center on the four following goals:

- **Mutual learning**. Create a collaborative partnership with SDOT, exceeding expectations, learning everything we can from its veteran team, and sharing everything we know about networks of intelligent LEVs.

- **Protect pedestrians and public spaces.** We appreciate that riding and parking scooters differs from bikes, we go the extra mile to educate our riders and use the accuracy of our geofencing capabilities to support appropriate parking across the city.

- **Provide a useful and meaningful transportation alternative** to help drive mode shift and improve sustainable mobility for people across Seattle.

- **Bring new riders into shared active transport**. Scale quickly to and engage with EJCs, the West Seattle community, and other communities of focus to broaden their car-free mobility options.

A-01.

- **What is the initial number of Type 1 Scooters to be deployed? (In an attachment, map the initial service area for each Type 1 Scooter.)**
- **What is the initial number of Type 2 Scooters to be deployed? (In an attachment, map the initial service area for each Type 2 Scooter.)**
- **If applicable, attach a disclosure for not meeting the minimum fleet size requirement and a fleet deployment schedule as described in Requirement O1.4.**

Fleet

As the Program Manager has suggested, LINK will initially launch in Seattle with 500 of LINK's scooters, classified by SDOT as "Type 1", and will ramp up our fleet to 2,000 scooters in coordination with SDOT. Should the City change the permitted number of vehicles that can be initially deployed, we are happy to accommodate to the extent possible.

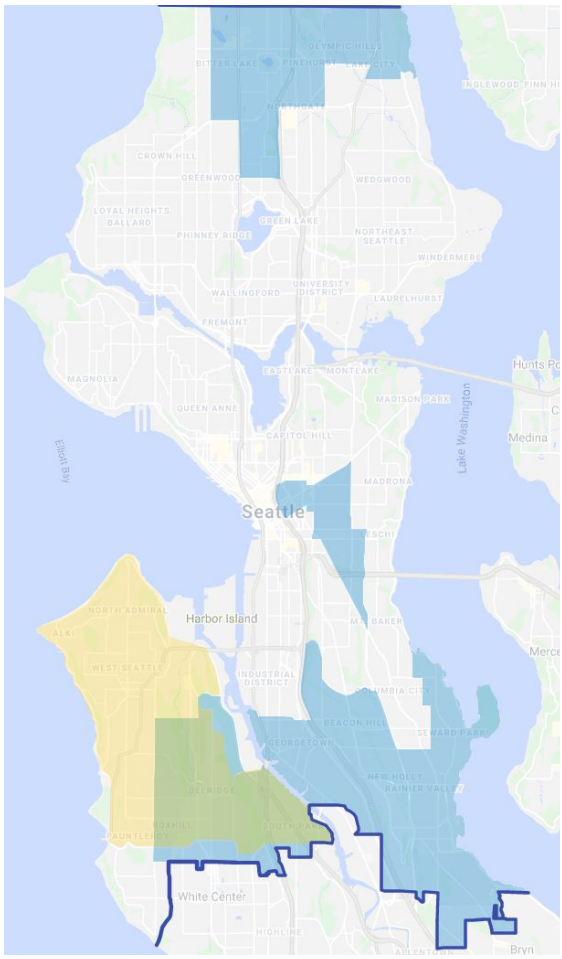
Service Area

We welcome SDOT's and other local stakeholders' feedback on the proposed deployment area, as it is our goal to ensure a reliable and useful service that meets or exceeds the City's expectations.

Pending such discussion, however, we propose an initial service area that comprises West Seattle as our Deployment Zone, while allowing riders to ride and park throughout the city. This deployment area coupled with the larger service area will:

- provide an immediate and much needed transportation alternative as the community navigates the transportation challenges created by the West Seattle Bridge closure, and

- provides additional transportation options in some of the city's EJCs.



The yellow region is the proposed initial deployment area. The blue regions are the EJCs

A-O2. In an attachment, map the phased approach of getting from the initial deployment size to a fully deployed fleet (include fleet size), including the Environmental Justice Community (EJC) focus areas (described in Requirement O1.5 and Appendix D) and West Seattle (described in Requirement O1.6).

Seattle boasts iconic topography that is best suited for robust scooters that can stand up to the rigors of riding up and down hills with steep inclines, in damp weather, and across multiple short and long trips. Seattle is also a vast city with varied communities with mixed access to transit and safe bike/scooter infrastructure, requiring careful planning and execution for scooter service expansion.

As we think about how to best approach these two considerations – topography and community access – for crafting LINK scooter service in Seattle, it is clear to us that (a) our scooter's design and safety technology (VIS) make it best suited to for the city's topographical variation, and (b) our local team's orientation toward city partnership and data driven decision making will make our team uniquely capable to provide a service that encompasses the City's goals, our shared equity targets, and LINK's business needs.

As LINK launches and scales, our first goal will be to help achieve SDOT's mobility goals and be seen as a valued city partner. We want to be flexible, not overly prescriptive, to help Seattle's residents move in the time of COVID and beyond. *Therefore, rather than restricting our service area to certain regions of the city, from day one a LINK rider will be able to ride anywhere in Seattle city limits*.

That said, we acknowledge the importance of ensuring a critical mass of scooters deployed in specific areas to provide certainty of availability to area residents and visitors.

We will prioritize our deployments to ensure a critical mass of scooters will provide a valuable service to area residents. By monitoring trip beginnings and trip endings outside of our initial deployment zones, it will allow us to learn how to prioritize deployments in other parts of the city as we scale.

Phase 1: 500 Scooters | West Seattle

As described in A-O1, our initial 500 scooter allotment will focus on West Seattle and the EJCs in that area. This proposed deployment area is over 20 square miles. We will focus our operations team's deployments on creating clusters of XX scooters, prioritizing areas such as:

- transit hubs, including the Fauntleroy (and adjacent Lincoln Park) and the West Seattle water taxi
- commercial corridors such as California Ave and the three main junctions
- existing bike infrastructure (corrals and lanes), particularly including around Alki Beach,
- the area near the Chelan Cafe, to support utilization of scooters to cross the South Spokane Street bridge, and
- the more densely populated areas such as the burgeoning area around Fauntleroy and 35th Ave SW.

As mentioned above, LINK riders will be able to ride and park LINK scooters within the Seattle City limits, helping to alleviate some of the transportation challenges created by the West Seattle Bridge closure. However, prior to launch we will also work with the City and local stakeholders to identify No Ride, Slow Ride, and No Parking Zones so that we can implement these rules before we launch to avoid any initial rider confusion.

We also recognize that as a company new to Seattle, we will need to learn from and iterate on our plans. We hope to work in close communication with SDOT to troubleshoot and discuss any issues that may arise throughout the trial so that we continue to meet and exceed the City's goals.

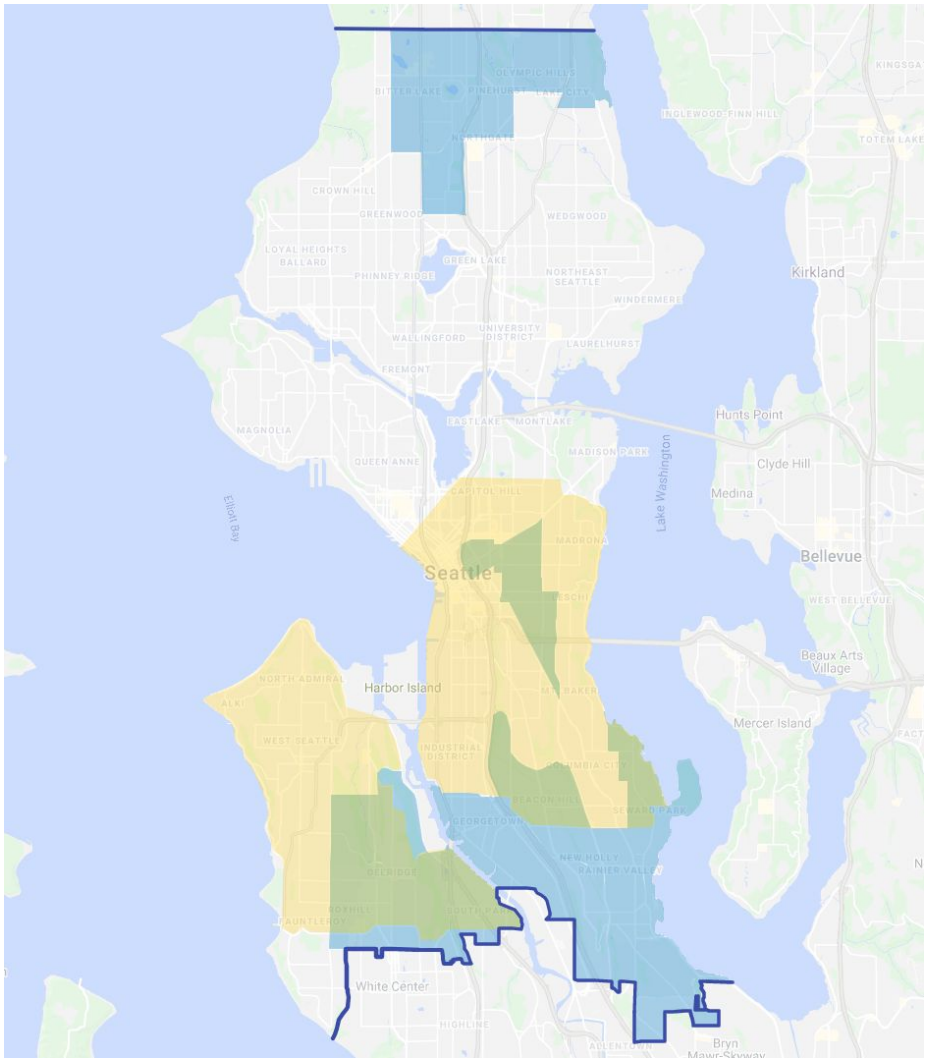
Phase 2: 1,000 Scooters | Columbia City to Capitol Hill

Provided the service is working well and in consultation with the City, we anticipate growing our fleet from 500 to 1,000 fairly quickly (we anticipate being able to expand as quickly as two weeks following our initial launch). Our proposed expansion will bring LINK scooter deployments to Columbia City, a portion of Beacon Hill, and move north to Capitol Hill. We expect our service area will remain the city limits.

Deployments in this phase will focus in the southeast Environmental Justice areas with a special emphasis on serving transit hubs. We will take a particular focus on creating access to:

- help people get to and from Link Light Rail stops
- bus lines
- the First Hill line of the Seattle Streetcar system
- Squire Park
- Judkins Park
- Pioneer Square
- Downtown/Belltown
- South Lake Union/Eastlake/Westlake
- Capitol Hill

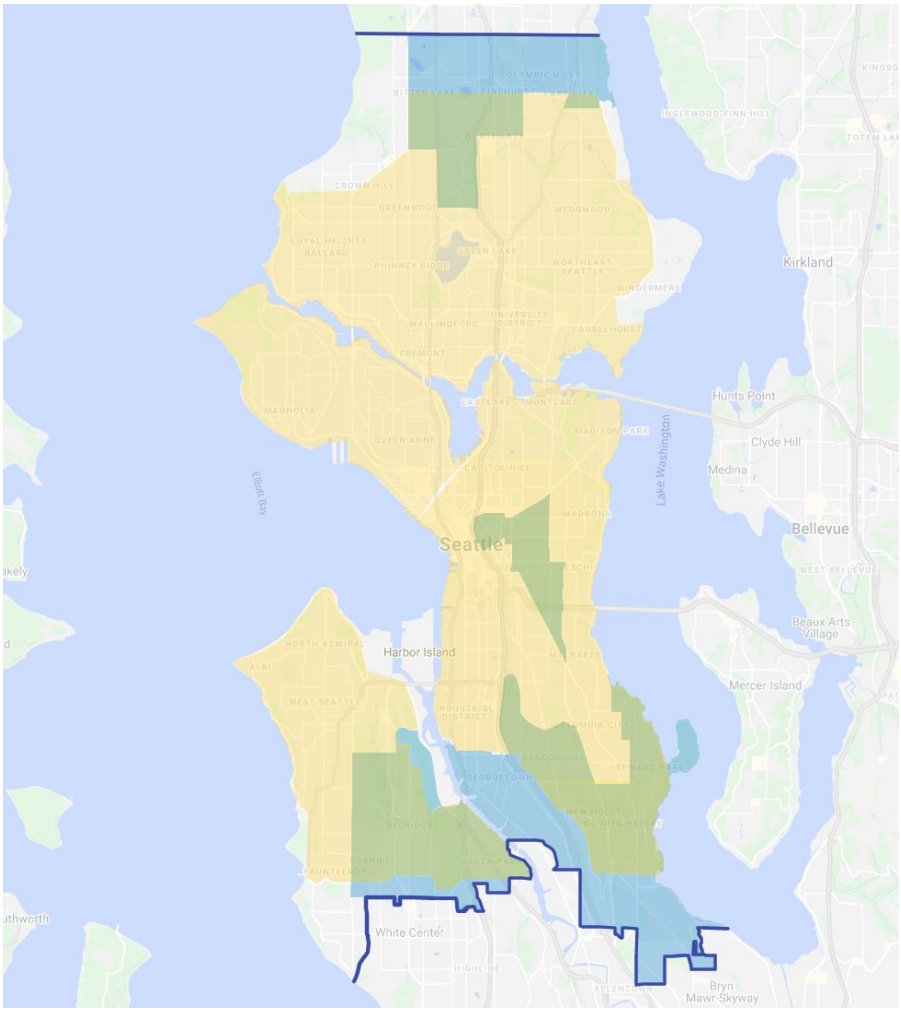
We certainly acknowledge that this is a large geographic area; however, we are confident that 1,000 LINK scooters, in concert with other permitted operators, will ensure sufficient micromobility coverage while not inundating the areas with scooters in a way that would be shocking to local residents. All along the way we will regularly assess utilization data to determine appropriate deployment locations and volumes, incorporating new learnings and feedback from the City and other stakeholder groups to ensure the best possible service.



The yellow region is the proposed Phase 2 deployment area. The blue regions are the EJCs

Phase 3: 2,000 scooters | Green Lake to Rainier Valley

As we head toward 2,000 scooters, we plan to continue expanding deployments north into Queen Anne and Magnolia as well as beyond the Ship Canal, with an initial focus on Wallingford, Fremont, Ballard, and Green Lake. We would also focus on the U District if school is physically in session. Continued deployment opportunities would see us expanding into the Environmental Justice Communities bordered by N. 145th St, with a particular focus on supporting transit at the Northgate transfer center. We estimate this northern deployment area alone could support approximately 1,000 scooters.



The yellow region is the proposed Phase 3 deployment area. The blue regions are the EJCs

We acknowledge that COVID-19 has fundamentally shifted travel patterns throughout Seattle, and we are committed to continual re-evaluation of our deployment locations and service areas. We are eager to serve Seattle and to assist its residents in moving safely and in a socially-appropriate way throughout this challenging period.

In section A-P2 we've also included a number of specific and typical areas that we think make sense to deploy our best in class geofence to reduce scooter/pedestrian conflicts.

A-O3. Attach a description of the procedure for receiving and responding to reports received under Requirements O2.1, O2.4, and O2.7.

Our operations and customer support teams pride themselves on their ability to efficiently and effectively respond to reports generated from our scooters, our riders, and the general public.

Receiving Reports

- **Vehicle Reports via VIS.** As described in section A-P5, LINK's scooters are uniquely able to report improper parking and tip-over issues. When these issues do occur, the scooter recognizes the situation and autonomously generates a maintenance ticket for reparking.

- **Community or City Feedback and Reports.** If a rider or community member encounters an improperly parked LINK scooter, they may submit a report 24/7 via one of the contact methods described and illustrated in A-04: phone, email, or through the "Report Issue" feature in the LINK app.

Responding to Reports

- **Wrangler Queue.** All reports which require operations team involvement generate a work order ticket within Wrangler, our operations management platform. These tickets are prioritized within Wrangler so that the SLAs below can be maintained.

- **Service Level Commitments**

Report Type	Commitment
Obstruction Hazard	A crewmember will be dispatched to the obstructing vehicle to be reparked or rebalanced within two (2) hours of receiving the notice between 6:00 AM and 11:59 PM, or within four (4) hours if reported between midnight and 5:59 AM. We aim to resolve all non-obstruction parking issues within three (3) hours, and commit to resolving such issues within 24 hours at most.
Idle Device	LINK's rebalancing software will flag a vehicle as idle after three (3) days without rental, and will generate a work order for rebalancing of the scooter. Therefore, a vehicle should never be idle for more than three days. If for any reason a scooter is reported to be idle for more than seven (7) days, a rebalancing ticket will be assigned to a crewmember for reparking within 48 hours of receiving notice.

Parking Reporting System

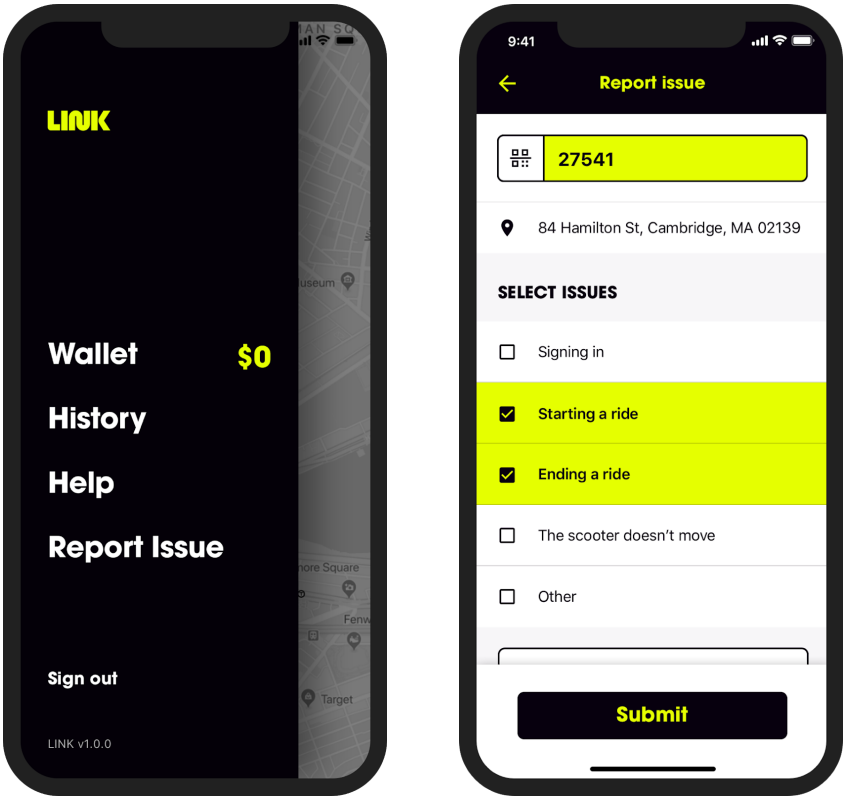
If Seattle elects to implement a centralized parking reporting system, LINK will gladly comply by adjusting the scooter decals to include required information about the system, and work with the Program Manager to integrate this system into LINK's operations. The LINK product development team is highly experienced with software integrations, having recently conducted a smooth integration of Superpedestrian's Vehicle Intelligence System with Zagster's Wrangler operations management platform to create the LINK operations experience.

A-O4. Attach illustrative images of the required public contact information described in Requirement O3.1.

Our support team can be contacted via the following channels:

- **Phone.** LINK representatives can be reached using this toll free number: +1-844-701-8163. Live representatives are reachable 24/7, and multilingual support is available.
- **Email.** support@link.city
- **LINK App.** The "Report Issue" form in the main menu of the mobile app will contact our support or operations teams, as appropriate. You do not have to ride LINK scooters in order to report an issue to our customer support team.
- **On-Scooter.** Contact information for our support team is prominently displayed on the scooter as shown below. Please note the below is for demonstration purposes only, the final design for LINK scooters in Seattle will be subject to the SDOT program manager's approval.

Illustrative example of on-scooter contact information. Final copy will be subject to approval by SDOT's Program Manager.



Illustrative example of the in-app "Report Issue" feature.

A-O5. If known, attach the contact information for City use as described in Requirement O3.2.

The postal address for written notices and other official correspondences is:

Superpedestrian
84 Hamilton St.
Cambridge, MA 02139

The email address for Seattle communications will be seattle_ops@link.city.

Additional contact information, both phone and email, will be provided once the permit to operate has been granted. For some appointments we have included "interim" appointees as these roles will be filled with local hires should we be selected to operate in Seattle:

- Seattle General Manager — Jennifer Izzo (interim)
- Policy Development Manager — Ben LaRocco
- Seattle Fleet Operations Manager — Andres Giraldo (interim)
- Data Collection and Reporting Manager — Randon Gettys
- Programming and Equity Manager — Paul Steely White (interim)
- 24/7 Seattle contact person — Andres Giraldo (interim)

LINK will notify the City should any of the above contacts change.

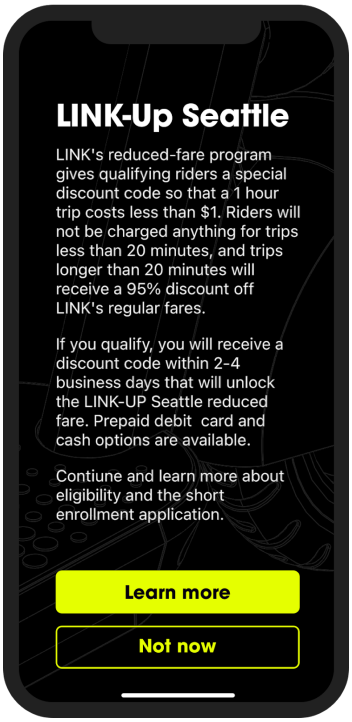
Should SDOT or the City require access to our scooter or have questions that can be solved in-person, our local Special Liaison, Gabriel Scheer, lives in West Seattle and can be available.

A-O6. Over the pilot period, what is the maximum amount a low income rider will pay to unlock and ride the device for 15 minutes? (Attach the pricing structure and exhibits showing disclosure of the pricing structure to riders, as described in Requirement O4.2)

Riders who qualify for any of the City's ten reduced-fare programs will receive a LINK-Up Seattle 95% discount code so that one-hour rides cost $.98 and 40 minute rides cost $.65. Rides of 20 minutes or less will not be charged.
Please note that in Appendix F 1.1 we were not able to put $0.00 as a dollar value. That is the accurate response for this question.

In addition to publicizing LINK-Up Seattle reduced-fare program through the outreach channels described in (A-O13), LINK will prominently display its availability within the smartphone upon a user's first trip, and on an ongoing basis in the app's navigation menu.

Below please find the actual description riders will see, outlining the terms, pricing structure and access instructions for this low-barrier, reduced fare rental program. This information will be shared with the rider upon their first trip and will be accessible through the app on an ongoing basis.



A-O7. Attach a description and illustrative images of the plan for a low-barrier rental to take place, as described in Requirement O4.3.

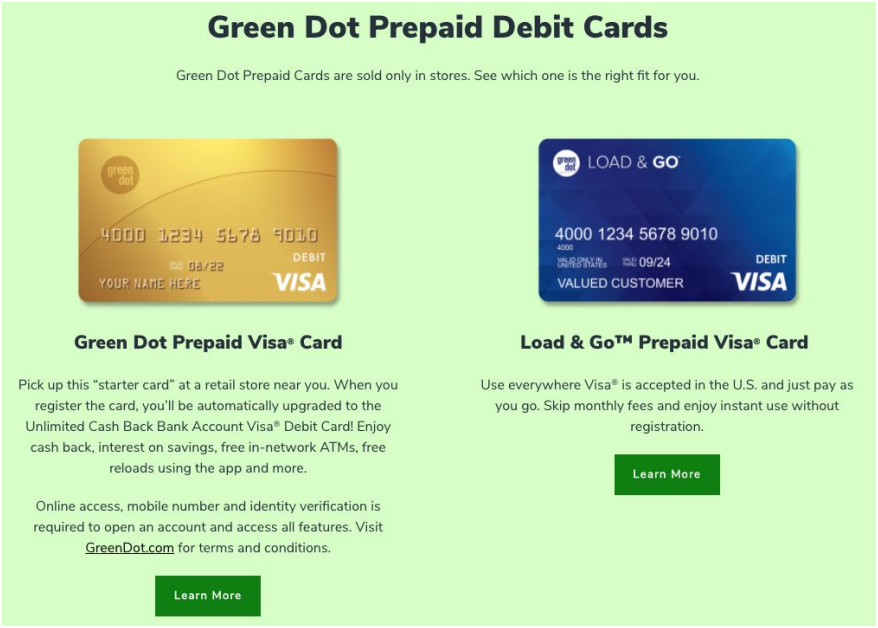
LINK recognizes that it is more than just cost that blocks many communities from accessing shared micromobility. We are pleased to offer low-barrier solutions that ensure riders with no smartphone, no bank account, and no charge card (or some combination) can ride.

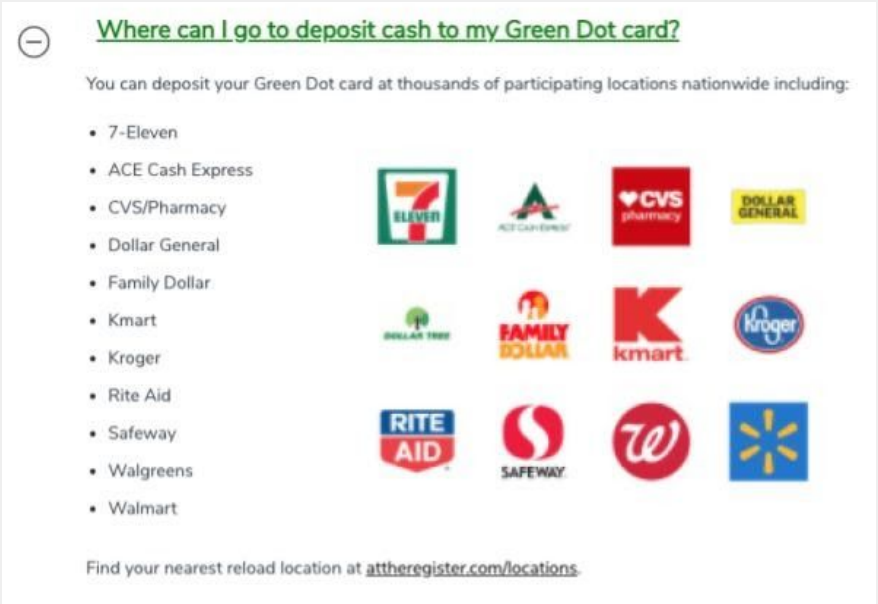
LINK's Low-Barrier Rental Plan

- **Connecting with the community.** In many cities that have introduced scooter sharing, there has often been an information gap between operators and low-income and EJC communities who do not know there are low-barrier ways to ride. To close this gap, LINK will identify communities and riders who may fit into this category and conduct community outreach through the channels detailed in Section A-O13.

- **Using cash to pay.** For some of the same populations, card payments that are linked to a bank account can be a barrier to using micromobility. We encourage those with no bank accounts or no charge cards to pay for their rides with cash, via prepaid debit from PayPal or GreenDot, a leading national cash payment platform. This cash-based payment program is available in all LINK markets in the United States.

  LINK members simply load their card with cash at one of dozens of CVS, Walgreens, Safeway, and other participating retailers in the City of Seattle and across the nation. They then input their card as a payment source in the LINK app (or, over the phone with our customer support team if they do not have a smartphone), and use their funds to fill their LINK Wallet and pay for rides. To learn more about GreenDot's network and system please go to: https://www.greendot.com/for-people/our-products/prepaid-cards.





- **Smartphone-free registration and booking.** Riders without a smartphone or cell phone can create accounts and start or end trips by speaking with our customer support team (844) 701-8163, where a representative will walk them through the process by phone. This is easier than an SMS based system, particularly for seniors, and enables even those with only a landline to ride LINK. Additionally, riders can create an account by emailing access@link.city, or by borrowing someone else's smartphone.

A-O8. Attach a description and illustrative images of the helmet distribution plan, as described in Requirement O4.6.

In every LINK market, we encourage riders to wear helmets every time they ride and in Seattle in particular, we will remind riders that helmet use is the law. Furthermore our rider Terms and Conditions state that riders must wear a helmet when required by local law.

While helmets alone cannot prevent crashes, they can make some types of crashes less severe, preventing traumatic brain injuries. LINK's discounted helmet offering, which is available to all LINK users via partnerships with leading helmet manufacturers like Bern (https://www.bernhelmets.com/), are curated to maximize safety. For example, the helmets offered by Bern all have MIPS (multi-directional impact protection system) technology, which better insulates riders from damaging rotational forces that result from many types of crash impacts.

To help our riders comply with King County's helmet law, LINK will offer the following:

- **Helmet Discounts**. LINK will offer all riders discounted helmet purchasing options both online and at REI and other local retailers. LINK already has a longstanding partnership with Bern, a safety industry leader, to provide discounted helmets. Riders who are enrolled in LINK-Up Seattle will receive a more substantial discount.

- **Helmet Giveaways**. We will also provide a limited number of free helmets at in-person safety training and free helmet fitting events held within EJC areas of focus. In our experience hosting scores of helmet distribution and fitting events, we have found these in-person helmet engagements to be very effective if they are conducted in partnership with local community based organizations.

- **In-Person Incentives**. We will further incentivize the use of helmets via recurring sweepstakes whereby LINK riders found in situ wearing helmets and yielding to pedestrians will receive prizes such as free rides and gift cards to local shops.

- **Virtual Incentives**. LINK encourages riders to post photos to social media that depict safe, responsible behavior. As with our in-person incentives, we will randomly reward riders who post photos that depict helmet usage and other forms of safe, lawful and responsible riding behavior

- **On-Vehicle Reminders**. LINK scooters remind riders to always wear a helmet, in addition to other safety rules.

An evening helmet distribution event in Wichita, KS.

A-O9. Will the maximum device speed be limited to a speed of 8 MPH on a riders first use of the device, as described in Requirement O4.7?

Yes. In Seattle, first time riders will have their maximum speed capped at 8mph via LINK's New Rider Mode (described further in A-O12). Please note, we had to fill in Appendix F as "8" due to numeric- only formatting.

A-O10. Attach illustrative images of the Rider On-Device Education signage, as described in Requirement ES3.3 and O6.3(c)1.

To effectively convey laws and rules, LINK has clear instructions on-scooter (example image below, final content will be subject to Program Manager approval). This on-scooter information includes clear graphic icons that relate to the rules they describe to support understanding across Seattle's Tier 1 languages. More information about rider education will be available on our app and on the website in all of Seattle's Tier 1 languages. LINK is also committed to doing in-person education both with SDOT and with local

CBOs. However, especially now with the evolving COVID-19 pandemic, much rider education will happen digitally.

We also list our customer support number and website on the handlebars, should anyone have feedback or questions to submit. Our staff are trained to resolve 95% of customer support issues without escalation. Our call center targets wait times of <15 seconds. Historically, our average in-app messaging/email ticket resolution is <10 min.

A-O11. Attach a description and illustrative images of the Digital Safe Parking and Riding Education Program described in Requirement O6.2.

LINK's Safety Programs: Truly Putting Pedestrians First

LINK's safety programs begin with the simple fact that pedestrians come first. Pedestrians are the most vulnerable road users, and, consistent with Seattle's pro-pedestrian Vision Zero program, deserve the most priority and deference.

Even if injurious scooter crashes with pedestrians are rare, it is the threat of a crash and the proximity of silent and relatively fast-moving scooters to walking rights-of-way that can make pedestrians fearful — especially seniors and persons with disabilities — and undermine the value that scooters can bring to a city's transportation ecosystem. Additionally, misparked scooters can be more than just a nuisance because they can create tripping hazards and force pedestrians away from the safety of the sidewalk and into the road.

To prevent scooters from endangering pedestrians, LINK applies a combination of mutually reinforcing engineering, educational, and rider enforcement measures:

- **Engineering**. As detailed in the above sections, LINK's scooter is designed, built and managed to prevent sidewalk riding and reliably enforce parking and no-ride restrictions. "New Rider Mode" and

"Safe Stop", detailed below, add to LINK's collection of automated safety engineering features. (Please see A-012 below)

- **Education**. As a mode of transport new to many in Seattle, we know it is our responsibility to cultivate safe, pedestrian-friendly rider norms. We do this through the LINK rider education plan below, setting clear expectations for permitted rider behavior, reinforcing these habits at every opportunity, responding to unsafe behavior as necessary through targeted outreach.

- **Enforcement**. Riders who flout rules are given a warning. Repeated violators are barred from our service. Riders found to directly endanger a pedestrian, ride intoxicated or enable underage riding are barred on their first offense.

Education

In addition to engineering the safest scooters, we strive to create the safest riders via a robust rider education program. Rider education is only effective if it is interactive and consistently woven into every aspect of the rider experience; we view each rider interaction as an opportunity to instill, test and enforce safe riding behaviors.

The 6 Essential Road Rules

To start, we like to keep things simple. LINK's Road Rules rider education program is build around the 6 essential road rules:

1. **Always yield to pedestrians**, even if they are outside the crosswalk. It's the law.
2. **Do not ride on sidewalks** or streets signed for higher than 25mph
3. **Parking is a safety issue**. Failure to park properly creates a serious safety hazard for disabled pedestrians.
4. **Wear a helmet.** It's the law.
5. **Follow traffic signals.** You are required to stop at red lights and stop signs.
6. **Ride with the flow of traffic**; don't be a salmon!

We convey these rules in-app, and in-person, and on-scooter (as shown in A-010).

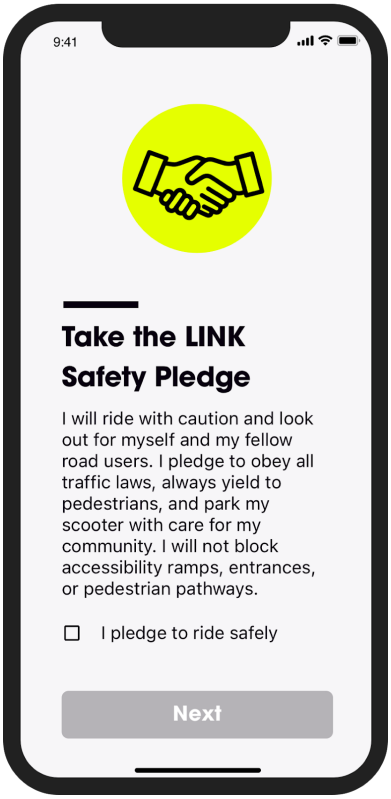
In-App

Our safe riding and parking program begins in the LINK app, where we clearly set a high standard for safe rider behavior from the very beginning.

- **Rider Pledge:** As shown below, one of the first things new riders see when they download the LINK app is our Rider Pledge which they must agree to. The pledge enjoins riders to follow all traffic laws and rules such as stopping at red lights, wearing a helmet and yielding to pedestrians; riding only on roads posted for 25mph; riding in bike lanes and trails when available and never on

sidewalks unless signage indicates otherwise; parking in designated areas and outside pedestrian rights-of-way.

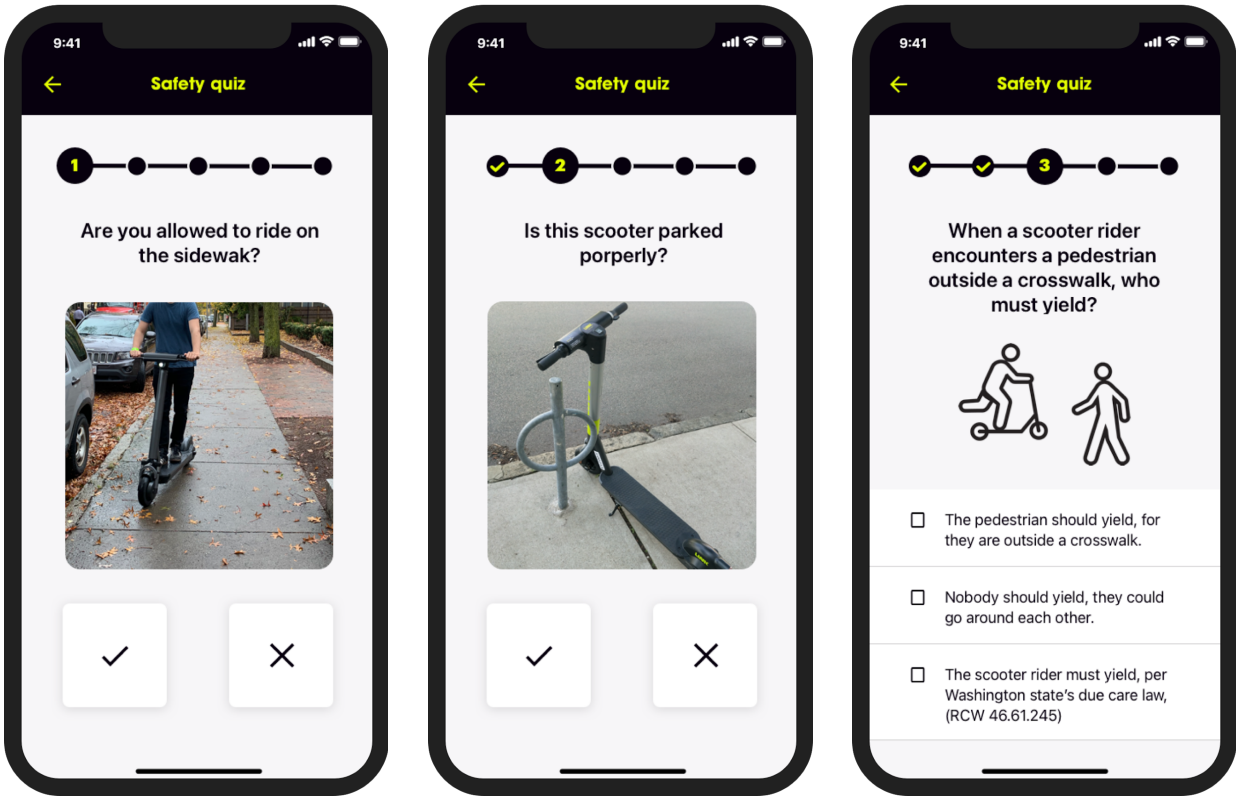
- **LINK's Road Rules:** After Riders agree to the basic safety contract outlined in the pledge, we provide more specific rules and guidance with our six Road Rules, above. This content is represented afresh to all riders on ensuing rides, with specific information and examples of each rule.



- **In-App Quizzes:** As with any new learning material, we reinforce learnings over time to improve fluency. LINK tests rider knowledge of the rules of the road before each of their first three rides, and on a periodic basis thereafter. When a LINK rider hasn't ridden in more than several weeks, we push them to a more substantial refresher course before they can ride again, to ensure their skills are sharp.

  For example:

  If you encounter a pedestrian outside the crosswalk, who must yield?
  a.) The pedestrian should yield to me, because they are outside the crosswalk.
  b.) Neither of us should yield, we should just go around each other
  c.) I must yield to the pedestrian no matter what because as Washington state law, vehicle drivers-- including scooters-- must exercise due care (RCW 46.61.245)



Illustrative examples of Rider Education quiz screens. Quizzes will be available in Seattle's Tier 1 languages.

In-Person

While the majority of our educational programs will be administered digitally, we will also conduct strategic in-person Safety Hero trainings that will target new riders, riders who live or work within Environmental Justice Communities areas of focus, and higher profile, socially influential riders who can model safe riding habits for others.

The 2-hour, in-person Safety Hero curriculum will not only incorporate our aforementioned Six Essential Rules of the Road and other elements of our digital curriculum, but also includes on-scooter demonstrations and avoidance maneuvers, including how to avoid the three most common crash scenarios: the right hook, the left cross, and the sudden swerve.

Enforcement

Riders found to ride aggressively, unlawfully or to otherwise violate LINK's terms and conditions will receive a warning and a stern educational reminder. If violations are repeated, riders will receive fines, and/or their access will be suspended. Then, as a last resort, riders will be banned from our service.

However, some offenses are so serious that they warrant immediate suspension or account termination. Riders engaging in double riding will face an immediate suspension. Riders found to directly endanger pedestrians, injure others, damage property, ride intoxicated or enable underage riding are immediately terminated.

Offense	**Type of Incident**	**Consequence**
Tier 1 - Unsafe	Non-compliant parking, sidewalk riding	Mobile notification, further educational messages specific to violation
Tier 2 - Dangerous	Repeated Tier 1 violations; double riding	Account flagged; rider notified that account ban will ensue if violations continue
Tier 3 - Unacceptable	Putting pedestrians at risk; vandalism; intoxicated riding	Banning the account

Age Verification and Zero-Tolerance for Underage Riding

In accordance with Washington State law and LINK's terms and conditions, all riders must assert that they are at least 18 years of age. While we are technically capable of offering ID verification via a government issued ID scan, we recommend that SDOT make this a suggestion rather than a requirement for their Free Floating Scooter Program. Required government ID scans can disproportionately impact vulnerable communities who may be less likely to have a government ID.

Nevertheless, due to the high crash risk associated with underage riding, LINK has a zero-tolerance policy for underage riding when it is identified. Riders who unlock scooters for underages riders, or otherwise are party to circumventing our age requirement, will be banned from our service.

Seattle-specific Educational Programs

Seattle has a rich array of non-profit groups that work to make streets and public spaces safer and more inclusive. LINK has already reached out to several groups and established relationships with some of them, including Bike Works and Seattle Neighborhood Greenways. If shared mobility is to reach its full potential in Seattle, LINK and other operators must work with these groups and others to build a vibrant and responsible riding culture and LINK is committed to being a part of that work. Through our partnerships with groups like Bike Works, we look forward to forging new education strategies and programs that instill lawful riding and at the same time expand the reach of micromobility to underserved groups.

A-O12. Attach a description and illustrative images of any other educational programs related to safe parking and riding.

As described in Section A-ES1, LINK has invested more safety and performance engineering in our scooter's design than any other shared operator. Our Vehicle Intelligence System, robust testing, and enhanced durability deliver a safer ride, with a vehicle life that is five times longer than other operators.

We've also engineered the following safety features that improve where and how the vehicle itself encourages safe and pedestrian-friendly riding:

- **New Rider Mode**. Studies have shown that 33% of e-scooter crashes occur on the rider's first trip. Superpedestrian's New Rider Mode limits speed and slows acceleration, helping riders acclimate to this new mode before operating at higher speeds. This doesn't just protect riders - it eases the learning curve so that other road users are not placed at risk as riders adjust to a new skill.

  In Seattle, first time riders, in addition to taking the LINK Safety Pledge, will also have their maximum speed capped at 8mph. Studies show that new riders have heightened risk. By taking it a bit slower on your first ride, you and those around you are safer as you get acclimated. (A-09)

- **On-Scooter Geofence Alerts**. Even riders who wish to obey city geofence requirements often can't tell where they're not supposed to be riding once a trip is already in progress. Please see section A-P2, which illustrates how our LINK scooters automatically inform riders when they enter a No Riding or Slow Riding Zones on an easy-to-see LED ring on the handlebar. This feature keeps riders safe because they can keep both hands on the handlebars, but still see when they're in an area that may put pedestrians at risk.

- **Safe Stop.** Our scooter executes a "Safe Stop" command, which is a complex algorithm and sensor data, to slow down the vehicle to a full stop in a safe and predictable manner (i.e. the scooter will not stop in the middle of an intersection). The LINK app will inform the user as to why the scooter has come to a stop. Safe Stop triggering events can include:
  - Entering a No Ride Zone (the scooter avoids stopping in the middle of a road or in traffic)
  - Critically low battery
  - Non-dangerous scooter issues identified by the VIS
  - Trips that happen as predetermined curfews begin (e.g. some cities do not allow scooter riding after 10pm)

A-O13. Attach a description of the plan to inform riders and prospective riders in Environmental Justice Communities (described in G2(d).7), people with disabilities, people experiencing homelessness or housing insecurity, LGBTQ people, women and girls, youth, and seniors about the equity elements described in Requirement O7.4(b).

Access to transportation is a fundamental human right; we stand with the City of Seattle in its leading efforts to heal historic injustices. As cited in Seattle's Equity and Environment Agenda, communities across the city have made it clear that they want improved access to public transportation. Accordingly, LINK is committed to meeting or exceeding the requirements for reduced fares and equitable fleet distribution.

Meeting Seattle's equity goals will require close collaboration and we look forward to actively adjusting the time and location of our deployments to achieve or exceed compliance.

We've shaped our equity plan to remedy some of the most common challenges that have hampered many equity efforts:

1. Teams that do not reflect or understand the local community
2. Messaging that does not resonate with local communities, and language barriers
3. Unexpected and unexplained launches
4. Friction to enrolling in discounted programs, and to signing up, paying for, and booking a ride
5. Lack of availability of devices in underserved areas
6. Unspecific benchmarks for outreach and enrollment

LINK's Equity Plan: LINK-Up Seattle

1. Build a diverse local team.

Having an equity mindset starts with having a local team that reflects Seattle's diversity. Upon receipt of a permit to operate, we will hire a general manager and local leadership team that demonstrate a strong sensitivity to the historic socioeconomic and racial barriers to transportation access -- and are ideally a resident of an EJC or other target community themselves. On an ongoing basis, we will work with the Workforce Development Council of Seattle - King County to post jobs on the Worksource Washington job board, and source qualified field team candidates who hail from historically marginalized communities. We have already engaged in pre-planning of both in-person and virtual hiring events that would be co-organized by LINK, Workforce Development Council, Bike Works, the Seattle Housing Authority and other relevant community based organizations.

2. Knowing our audience, meeting them where they are.

Too often, the ways micromobility operators talk about their offerings do not resonate with the transportation needs of vulnerable communities - such people experiencing homelessness or housing insecurity and people with disabilities. We will develop situationally and culturally-specific messaging that appreciates the benefits shared micromobility poses for these groups and others in Seattle, and addresses their key concerns.

3. Make a warm introduction.

In many communities, the sudden arrival of shared scooters has been a confusing and even alienating experience. Especially for EJC communities and the City's other populations of focus, it is fundamental for operators to clearly introduce themselves and their offerings, explain how anyone can ride, and share contact information for any questions. Before we deploy our scooters in Seattle, we will host 'LINK 101' information sessions in key communities, covering the basics of our offering:

- shared mobility basics
- LINK's service model
- our vehicles
- pricing and reduced pricing

- rental methods, including low-barrier rental methods
- free and discounted helmets

LINK's hope is to jointly conduct these sessions with the City and other operators, to give attendees a full overview of the different mobility options to come.

4. Remove barriers.

As described in Section A-07, we will create discounted and low-barrier channels for Seattleites to sign up and ride — economic, technological, linguistic, and cultural.

5. Equitable Fleet Distribution and Redistribution.

To make shared micromobility work for any community, there must be enough vehicles close to where residents and visitors live, work and play. Throughout our deployment, our local LINK team will be tasked with ensuring that at least 10% of our deployed fleet is within Environmental Justice Communities (EJC) areas of focus. Please see AO1 - AO2 for our phased deployment plan, which includes expansion EJCs for all phases. Accordingly, we are also voluntarily adopting a target that at least 10% of our total fleet utilization will be generated from scooters that begin or end rides in EJC areas.

Our team's operations app, Wrangler, is uniquely designed to actively monitor pre-determined Zones across our service area and surface alerts when a particular Zone nears the minimum fleet levels. These Wrangler alerts will ensure that our team rebalances vehicles to that area. We will also use our riders to help keep LINK scooters in balance across our service area through rider incentives for trips that end in areas within EJCs, especially when there is an imbalance in allocation.

6. Ongoing Community Outreach & Access.

Building new mobility habits is hard - and building trust among new communities is even harder. To ensure that the City's EJCs and other communities of focus (people with disabilities, people experiencing housing insecurity, LGBTQ people, women and girls, youth, and seniors) are aware of and can access LINK's reduced fare program, LINK-Up Seattle, we is partnering with [groups TBD] to perform outreach and marketing throughout the course of our deployment in Seattle:

- **Community Orientations.** We'll have a visible presence at community events such as [events] where people can meet our team and learn about LINK.
- **Safe Riding Trainings.** LINK's local team will publicize and host regular hands-on scooter riding trainings throughout the city, and particularly in its EJC target communities.
- **Listening Sessions.** Quarterly in-person feedback sessions with local leadership where community members can ask questions and give feedback.

It is our hope that through these and other measures yet to be identified and implemented in cooperation with our partners, we can achieve rider enrollment that is reflective of Seattle's rich diversity.

7. Measure success.

We measure equity outcomes as rigorously as other parts of our business - below, we describe the specific targets we will use to measure how effectively LINK is bringing shared micromobility to new communities, and the specific investments we commit to.

Measuring LINK's Achievement Towards Equity Goals

Goals	Investments	Performance Metric
Fleet accessibility	Incentives for riders to begin/end trips in EJC's Active fleet rebalancing via Wrangler program	Fleet deployment/positioning data and utilization rate, automatically reported to city in required format ≥10% of fleet deployment in EJC areas ≥10% fleet utilization in EJC areas
Maximize LINK-Up Seattle enrollment	+95% discount on cost of ride Tailor and deploy specific communications for Tier 1 languages and communities 6 initial orientation, training, listening events with local community groups, 3 quarterly events thereafter	Number and share of LINK riders who are enrolled in LINK-Up Seattle Event attendee count and participation
Building Local Team that is Rooted in EJC's	Hire GM and fleet management staff who have personal connection to EJC's and other historically underserved communities	>50% of team members rooted in EJC's; Composition of Leadership Team and LINK staff

A-O14. Attach a description and illustrative images of the plan to provide the Tier 1 language support described in Requirement O7.2 and the marketing documentation described in Requirement O7.4(a).

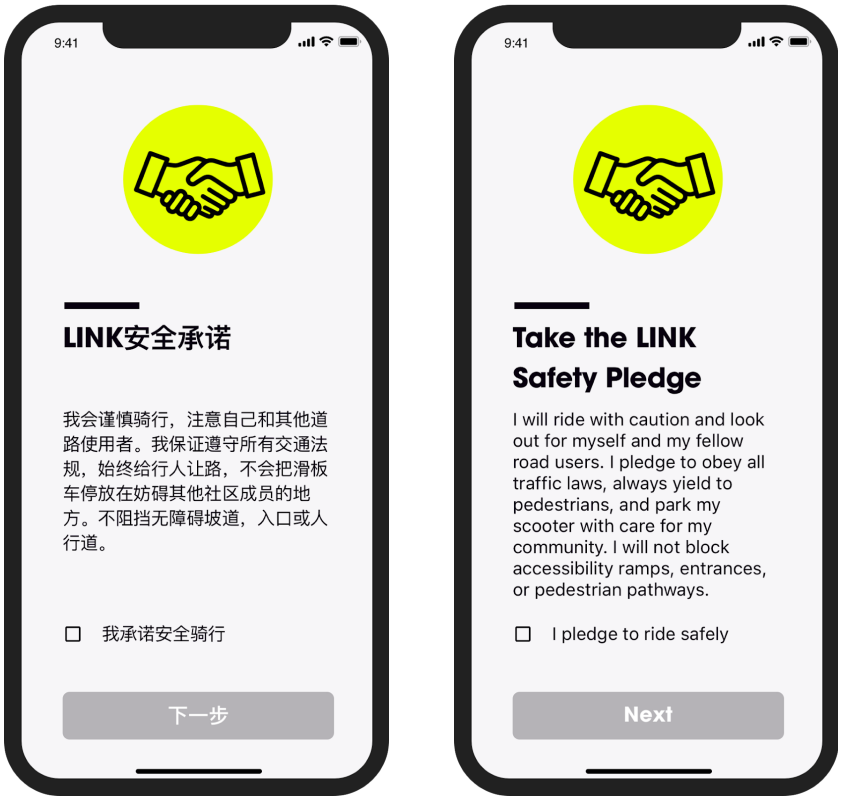
As with all of our public communications and application materials, we will offer translated versions in City of Seattle Tier 1 Languages.

Tier 1 Languages

Within 60 days of permit issuance we shall publish and provide for SDOT's use of our one-page marketing and education document with all City of Seattle Tier 1 Languages that clearly communicates the basics of device sharing, LINK's service model, information about our vehicle, and our pricing policies.

LINK will provide contact methods and all required disclosures to our riders as laid out in requirements, O3.1(a), O4.1 and DS5. We have provided a preliminary sample below and prior to launch will engage a professional translation service to ensure all information is accurate. Finally, LINK's 24/7 customer support team is able to provide service in the Tier 1 languages.

Proposed multi-lingual scooter decal



Our Safety Pledge will be available in all Tier 1 languages. These are examples in Mandarin and English.

A-O15. Attach a description and illustrative images of any other appropriate equity-related goals, strategies, or actions proposed with respect to Requirements O7.4(d).

Discounts and smartphone and credit card-free programs are just the beginning of making micromobility and LEVs truly accessible to all travellers. LINK is committed to pursuing creative equity-oriented strategies in Seattle, starting with a bike donation.

As part of Superpedestrian's acquisition of micromobility operator Zagster, we received a fleet of new or newly-refurbished bikeshare bikes from markets they had closed down in light of the COVID-19 pandemic. With a global shortage in bicycles, it would have been unacceptable to scrap them as some other shared micromobility companies unfortunately chose to. Instead, we're giving them to people in need. Knoxville, we're partnering with a number of organizations to donate these bikes to new homes. The organizatioms we're working with include:

- Walk/Bike Knoxville will use the donation for community rides
- Kids Love Bikes - will use the donation so that parents can join their children on bike rides
- Visit Knoxville - will start and operate a small bike library for visitors to the city
- University of Tennessee at Knoxville - the Student Success Center will give bikes to students in need.
- Kickstand - will train young people to fix bikes.

- Dream Bikes - will train young people to fix bikes and sell some bikes as a revenue stream for their nonprofit

If granted a permit to operate in Seattle, we will distribute 300 new 3-speed aluminum frame bikes and provide safety training to Seattleites in need, working in partnership with Bike Works and their network of local community groups:

> *"Bike Works looks forward to working with Superpedestrian to utilize their bicycle donation from a defunct bike share program for our Bikes-for-All bike giveaway initiative. We also will invite them to sponsor our events or buy ad space at our events to promote their launch for increased access for low-income individuals."* -- Deb Salls, Executive Director, Bike Works

LINK's donation will expand the micromobility options available to underserved communities in Seattle, especially those whose travel patterns or physical limitations make a personal bike the best fit. These bikes are equipped with baskets, and we will equip each recipient with a lock and helmet, free of charge.

A-O16. Attach a description of any COVID-19 procedures that are in addition to the requirements described in Requirement O9.

As COVID-19 continues to impact individual's health and safety around the world, LINK is committed to ensuring that our workers, riders, and the general public are as safe as possible. We acknowledge and confirm our ability to meet Requirement O9.

The thorough guidelines that the City has put forth align well with the procedures we have in place today. To date, we have publicly posted our COVID-19 cleaning practices on our website and have added a screen in our app that populuates each time a user opens the app.

LINK Mobile App displays COVID-19 notice before every ride (left). LINK describes our cleaning disinfection and commitments transparently on our website (https://www.link.city/covid-19) (right).

Data

A-D1. Provide the plan for providing SDOT an accurate VMT reports, as described in Requirement DS1.2.

LINK looks forward to working with SDOT to ensure our operation is environmentally sustainable and does not negatively impact city congestion. LINK is capable of delivering the detailed and accurate VMT reports in accordance with SDOT's Requirement DS1.2. Should the SDOT require additional detail or clarification, LINK is happy to do so.

Ability to provide a VMT report

LINK is committed to environmental sustainability and data-driven operations. In all our markets, we record the VMT of our operations vehicles on a daily basis. In Seattle we will take the same approach. We do so by logging the mileage of each deployment vehicle each morning. In the event of vehicle trips unrelated to local operations, that mileage contribution is specifically tracked and noted.

A	B	C
Day	**Date**	**Odomoter Reading Start of Day ([redacted] Green Van)**
Monday	6/22/2020	14905.2
Tuesday	6/23/2020	14957.7
Wednesday	6/24/2020	15022
Thursday	6/25/2020	15142
Friday	6/26/2020	15247.7
Saturday	6/27/2020	15322.3
Sunday	6/28/2020	15435.4

Above is an internal tracking document for VMT in one of our markets.

Tracking Energy Sources

We track our operation's gasoline vehicles' consumption closely. We use this data to audit our operational performance and custom-tailor our Life Cycle Analyses for our fleets by local market.

We also use e-cargo bikes for our scooter operations, which are charged at our warehouse. We are happy to track the mileage of the e-cargo bike fleet and include it in the VMT report, should this help SDOT meet its goals.

Gig-contractor VMT

LINK does not utilize gig-contractors for the operation of our programs.

A-D2 Attach the disclosure language to which riders must agree, as described in Requirement DS5.

LINK's Information Disclosure language can be found in our Privacy Policy (available at link.city/privacy-policy). Upon sign-up riders accept our terms and conditions and privacy policy. We are happy to discuss the content of this disclosure in greater detail should SDOT so choose.

DISCLOSURE OF YOUR INFORMATION

We disclose the information we collect, in the following ways:

AFFILIATES AND SUBSIDIARIES

We share information among our affiliated and subsidiary companies in furtherance of the purposes set out in this Policy; their use of your information is subject to this Privacy Policy.

BUSINESS PARTNERS AND THIRD PARTIES

We may share your information with business partners who jointly sponsor events with us from time to time; where required by applicable law, we will obtain your prior consent. You may at any time withdraw your consent or tell us to stop sharing your personal information (as defined under applicable law) with business partners and third parties by following the opt-out process described in the "Your Choices" section below. If you use the Services through a third-party platform that manages its own fleet of LINK vehicles, we will also share your information with the platform operator to assist in operating the Services.

THIRD-PARTY SERVICE PROVIDERS

We use a variety of third party service providers that perform functions on our behalf, such as hosting, billing and payment processing, push notifications, storage, bandwidth, content management tools, analytics, customer service and fraud protection.

GENERAL BUSINESS OPERATIONS

Where necessary to the administration of our general business, accounting, record keeping and legal functions, we share information with our tax advisors, legal counsel and other professional services entities or agents.

LEGAL COMPLIANCE AND PROTECTION OF RIGHTS

We may also use or disclose information if required to do so by law or in the good-faith belief that such action is necessary to (a) conform to applicable law or comply with legal process served on us or the Services; (b) establish, protect and defend our rights or property, the Services, or our

users, including to investigate, prevent or take action regarding illegal activities, suspected fraud, situations involving potential threats to the

safety of any person, violations of our Terms of Use, Rental Agreement, other agreements or policies, or as evidence in litigation in which we are involved; and (c) act under emergency circumstances to protect the personal safety of us, our affiliates, agents, or users of the Services or the public. This includes exchanging information with other companies and organizations for fraud protection.

OTHER USERS

Certain features of our Services make it possible for you to share comments publicly with other users. Any information that you submit through such features is not confidential and may be accessed by others. For example, if you submit a product review on one of our Sites, we may display your review (along with the name provided, if any) on other LINK Sites and on third-party websites. Moreover, if you provide a comment on our blog, other blog readers will be able to review your comments, and if you interact with us on our social media pages, your comments will be publicly available. Therefore, please take care when using these features. If you'd like to request removal of information that we have posted about you, please contact us as set forth in the " Your Choices" section below.

AGGREGATE/ANONYMOUS INFORMATION

We may share aggregate/anonymous information about use of the Services with third parties for research, marketing, analytics and other purposes, provided such information does not identify a particular individual, such as by publishing a report on usage trends. The sharing of such aggregate/anonymous data is unrestricted.

BUSINESS TRANSFERS

As we continue to develop our business, we may seek to buy, merge, or partner with other companies. In such transactions (including in contemplation of such transactions), user information may be among the transferred assets. If a portion or all of our assets are sold or transferred to a third party, customer information would likely be one of the transferred business assets. If such transfer is subject to additional mandatory restrictions under applicable laws, we will comply with such restrictions.

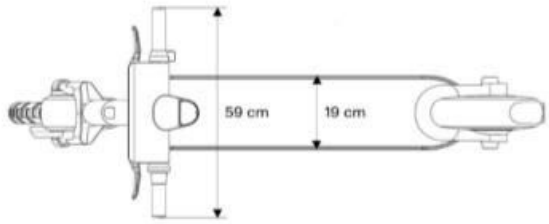
To request more information about the companies to whom we have disclosed your information, please contact us as set out in the "Contact Information" section.

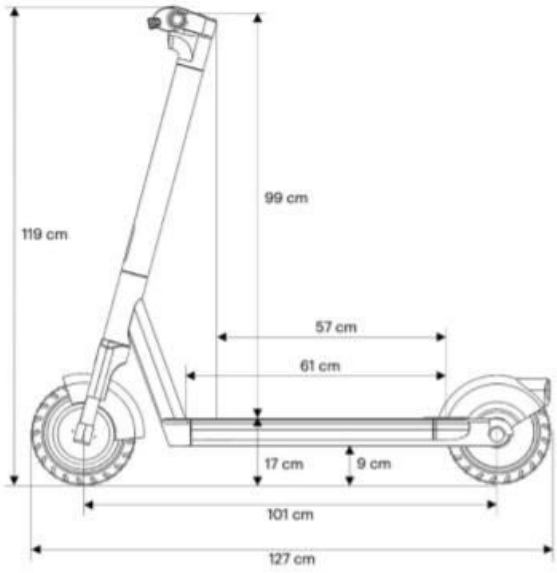
Compliance

Please see separate document “Appendix F Compliance Section ONLY 1.1”

Appendix 1 - Vehicle Information

The LINK Scooter





The LINK scooter is the result of over 2 years of custom engineering, design, testing, and refinement. Our scooter is purpose-built to stand up to the rigours of shared, public use.

Specifications

Frame	Aluminum with chromoly steel reinforced steering column
Drive Power	Up to 750 Watts
Brakes	Dual mechanical drum brakes (front and rear) One electronic, regenerative brake (rear)
Wheels/Tires	10" semi-pneumatic, tubeless tires
Front Light	High Intensity Single LED, white
Rear Light	High Intensity Single LED, red, high/low, solid
Battery	Lithium-ion battery pack 52V, 995 Wh
BMS	Protects battery from over-current, under-voltage, over-voltage, under-temperature, over-temperature, over-charge. Encrypted communications

Communications

4G with 2G fallback cellular modem
WiFi and Bluetooth Low Energy
Active GPS Receiver
Location update frequency: 1Hz
Open sky geographic accuracy: 2.5 meters

Onboard Computing

Vehicle Intelligence System (VIS)
CPU containing local maps & geofences
6-axis integrated IMU accelerometer/gyroscope
73 internal sensors

Features

Max Speed	Up to 25 km/hr (adjustable to local regulation)
Max Loading	297 lbs / 135 kg
Glide to start	5 km/h kick speed
Charging Time	8 hrs 0 - 100% SOC
Max Climb Angle	15% grade with 75 kg rider

90 km/55 mi range battery
Handlebar LED ring
Regenerative braking
Tamper-proof cable design
Single kickstand
Integrated Bell
Large No-Slip Deck
Dual-leg front suspension
IP67 waterproof
Lock-to capability

Dimensions

Length	127cm
Height	119cm
Width	19cm (deck) 59cm (handlebars)
Weight	27kg

The LINK Vehicle Intelligence System (VIS) & Additional Vehicle Safety Information

Vehicle Intelligence System (VIS)

The onboard VIS includes 5 CPUs and nearly 75 sensors that monitor over 140 components per second across the LINK scooter. This process helps to prevent 100+ types of electronics failures within nanoseconds.

A complete vehicle safety check is performed before every ride and if a vehicle senses any safety concerns, it will not allow a ride to begin. Examples of potential issues VIS can identify and mitigate:

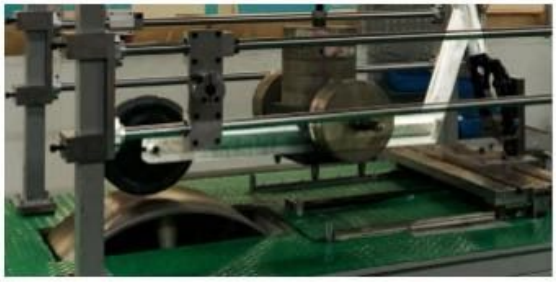
- Water ingress
- Stuck/Damaged throttle
- Severed harness
- Overheated motor controller
- Headlight and Tail light damage
- Battery Health: Temp, Voltage, State of Charge

The LINK VIS has 5 microprocessors and nearly 75 sensors throughout the scooter, helping to keep the rider and the public safe.

Vehicle Testing

As a vertically integrated company, LINK scooters are designed in response to the rigours of shared public use industry leading safety and reliability testing specifically designed for the rigours of shared

- Over 60 custom machines test and validate the scooter's design
- The LINK scooter undergoes nearly 100 individual stress tests across the vehicle's frame, battery, circuit boards, and more
- Tested and robust frame:
    - Floorboard can withstand 1 ton of vertical force 2-4x higher than competitors
    - Steering column withstands 600kg horizontal load, 3x higher than competitors
    - Lasts 2,500 rides 3-5x the industry average



"Rolling road tests" mimic a road with bumps to verify the structural integrity of the vehicle.

Anti-Tampering Features

LINK scooters feature several anti-tampering functions built into the design:

- All cables fully housed within the scooter
- The industry's most rugged frame designed to withstand abusive impacts from multiple angles, including water submersion.
- Advanced GPS and sensor technology that self-reports 18 types of unexpected abuse, including when a vehicle is tipped over events and unauthorized movements (ie. when a scooter has been loaded into a vehicle, indicating theft).
- Anti-theft e-brake engagement when outside of a ride.

No cables are exposed on the LINK scooter, protecting them from tampering and vandalism.

Accounting for Uneven Terrain

Overcoming the potholes, tram tracks, cobblestones, and other anomalies of our cities' physical environments is built into the DNA of the LINK scooter. We started by designing, testing, and engineering prototype, then recruited and followed Beta testers for 6 months. Our testers traveled the neighborhoods throughout Cambridge and Boston, Massachusetts, which served as our core on-road test environment. The testing period included Boston's brutal sleet/snow, cobbled roads, and the many intersections with the Boston's Green Line tram rails.

Beta Testing included repeated runs through neighborhoods serviced by Boston's Green Line tram service.

Beta Testing included repeated runs over heavily cobbled streets in the Beacon Hill neighborhood of Boston. The LINK scooter handles these conditions with ease, see for yourself: https://youtu.be/tvJ5JbWfKcc

Which scooter would you choose to ride over a pothole? (From left to right: LINK, Spin, Bird, Lime)

Lock-to, Swappable Battery Design & Rider Messaging

Rider Messaging

Rider messaging can be fixed to two key places on the scooter. Information on the scooter can be customized to meet city needs. Please see A-ES1.2 for more information.

- Handlebars
- Steering column

Lock-To

Our custom, fully-integrated electric locking system illustrates the value of our company's vertical integration, showing how local regulations and need can directly impact the vehicle that cities receive. At LINK, we aim to lead the industry in city partnerships and seek to ensure that our device reflects city needs.

The LINK lock-to solution will be deployed in Seattle in two waves as the service expands.

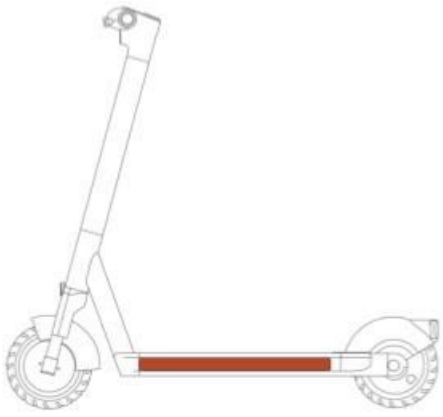
- **Our initial fleet** will have a lock-to solution that allows users to affix the scooters to objects for the purpose of keeping the vehicle upright and reinforcing thoughtful parking practices. These locks will not require a code or command from a mobile app to unlock.
- **In the long run**, our Seattle fleet will have custom, secure electric lock-to solution within approximately six months of launch. This secure system will directly interface with the LINK app and will automatically unlock as a rider begins their trip.

Swappable Batteries

Our batteries are swappable by our trained mechanics in a warehouse setting. Our current analysis shows that our larger, 55 mile-range embedded batteries have more sustainability benefits than smaller in-field swappable batteries currently in use.

However, if SDOT has an interest in-field swappable batteries, our engineering team has also designed an e-scooter with in-field swappable batteries. We would also be eager to work with SDOT to deploy a mixed fleet comprised of both, embedded and in-field swappable battery models, in order to evaluate the comparative environmental and operational performance of each approach.

Our current embedded battery design is modular, meaning our trained technicians are able to swap the battery in our warehouse. Our battery has an lifespan that exceeds our scooter frame, allowing us to reuse each battery.



LINK's battery helps maintain our scooter's low center of gravity, ensuring a more stable ride.

Lock-to, Swappable Battery Design & Rider Messaging

Braking

LINK's redundant braking configuration guarantees a safer ride. Across the industry, inconsistent braking has posed a significant safety risk to riders.

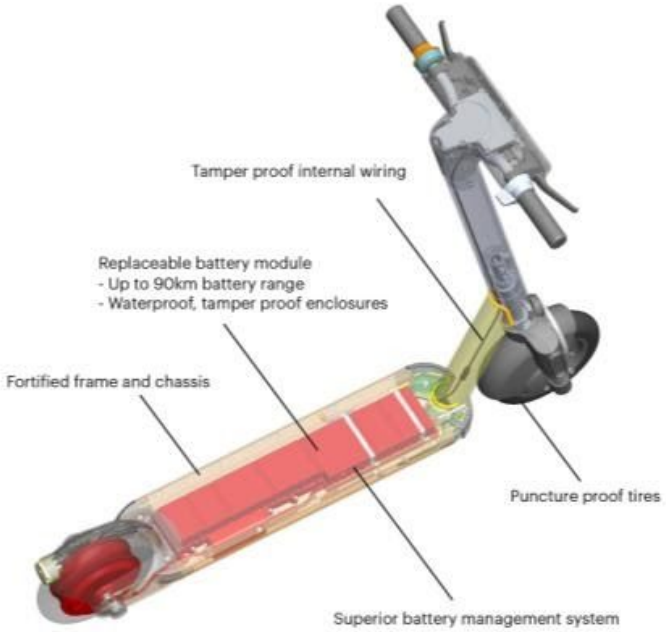
The LINK scooter has 3 brakes: two independent mechanical brakes on the front and rear wheels and an electronic braking system, which uses the motor to simultaneously decelerate the vehicle and recharge the battery (regenerative braking).

Additionally, our electronic braking system can be programmed to increase or decrease braking force, which will be useful given Seattle's hilly conditions.

LINK's scooter automatically maintains consistent electronic braking by converting any braking energy that cannot be stored in the battery into heat.

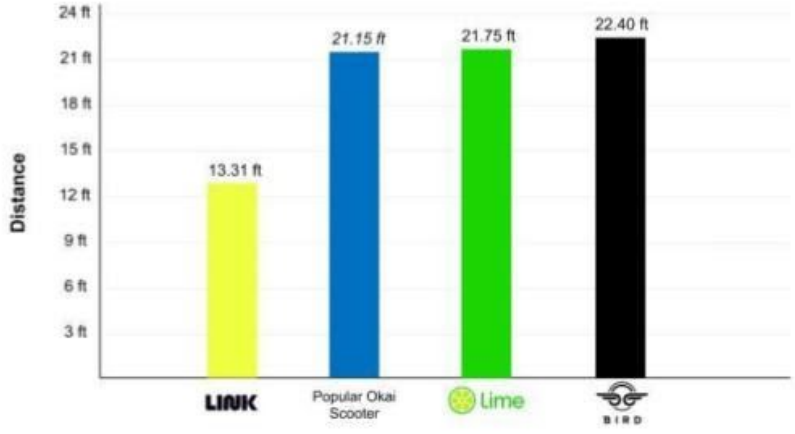
From our tests, LINK's multi-brake design delivers the shortest braking distance in the industry at 13.3 ft. Which means our scooters come to a stop 37% faster than competitors' vehicles.

We strongly believe that dual mechanical brakes with independent braking levers should be considered as important elements to take into account to protect rider safety and should be necessary for all operators. Furthermore, LINK's VIS continuously analyzes each scooter's braking system, helping to avoid incidents caused by brake failures.



Braking Distance Comparison

Braking applied at 25 km/hr, 185 lb rider

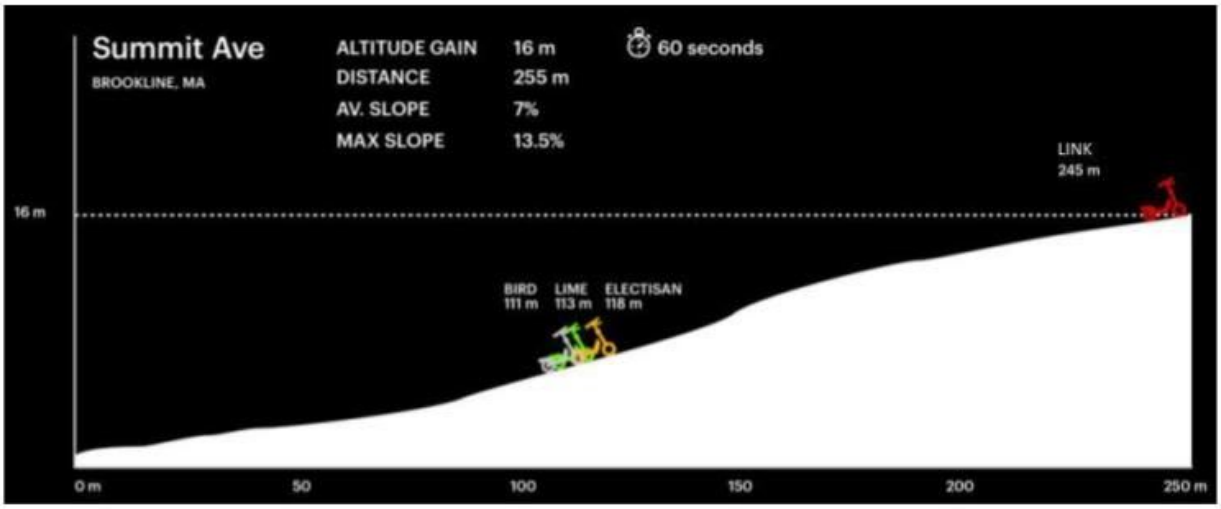


Accounting for Hills

Mechanical solutions to keep riders safe

Hill Climbing Capacity

As mentioned in our Specification Sheet, LINK's scooter has maximum drive power of up to 750 watts. Most of the time, riders won't hit this threshold; however, when they encounter changes in topography — as they likely will given the hills in Seattle — our scooter dynamically adjusts its motor power to ensure riders can make it up hills more seamlessly than other scooters in the industry.



Overspeed Events

What is an overspeed event?

Many scooters' electronic braking systems are are not properly equipped to ride downhill.Electronic braking systems engage when a rider is traveling above the speed limit, throwing excess heat and energy into the onboard battery. The problem is that, on most scooters, the electric brakes will only engage for a short period of time because the motor is only able to put a limited amount of energy into the onboard battery without causing damage. The result is electric brakes that disengage, letting the rider continue down the hill at a speed exceeding the local limit and letting the motor hit RPMs that are higher than it is safely designed for.

What's the impact of an overspeed event?

An overspeed event causes the motor and motor controller to heat up, which can cause damage to the internal wiring that controls the motor, battery, braking, and other essential components. Changes such as these can put a rider at risk, especially as they travel at high-speeds downhill.

How do LINK scooters protect against this?

The LINK scooter monitors overspeeding very closely and has a number of techniques to distribute the excess heat across the vehicle, allowing the electronic braking system to safely slow the rider down as they travel down long and/or steep hills, without overheating the vehicle.In the event that the scooter does reach its overheating threshold, the scooter will gradually slows itself to a stop, and the LED ring on the handlebar wil flash bright red and sound an alarm to alert the user. This is designed to keep the rider from damaging the vehicle and putting the themself at risk.

Thank you Seattle!