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October 20, 2021

Bob Walsh  
Maria Laposata  
Scoot Rides, Inc.  
1255 Howard Street  
San Francisco, CA 94103

**VIA EMAIL AND U.S. MAIL**

Re: Martins Bros, Inc.

Dear Mr. Walsh and Ms. Laposata:

SFMTA is in receipt of the request by Scoot Rides, Inc. (Scoot) to subcontract or delegate portions of its obligations under 2021-2022 Powered Scooter Share Program Permit No. "1." (Permit) to Martins Bros, Inc. (Subcontractor). Subcontractor is authorized to manage up to 500 permitted scooters in Scoot's fleet in the following scopes: provide safety check protocols, provide maintenance and repair of devices (including in-field inspection and maintenance, as well as inspection and maintenance at a service center), device cleaning and redistribution services as referenced in Scoot's request, which is attached hereto and incorporated by reference. Pursuant to Section 5 of the Permit, this letter serves as written approval for Scoot to subcontract or delegate portions of its obligations to the Subcontractor as referenced above and in the attached.

This approval, unless earlier revoked or rescinded by SFMTA, is valid through the expiration of Scoot's Permit. Should Scoot's Permit be revoked or suspended prior to the expiration date, this authorization will also end.

As a condition of this approval, Scoot must ensure that the above referenced entity is compliant with Section 5 as well as any other applicable terms of the Permit.

Should any changes occur with regard to the information provided regarding the Subcontractors, including but not limited to the number of employees, the addresses where charging occurs, number of scooters assigned or changes in insurance information, Scoot shall inform SFMTA through the requisite reporting method, including



monthly or quarterly reports. If there is no monthly or quarterly report relating to the change, Scoot shall immediately inform SFMTA (Sarah Hellman [Sarah.Hellman2@sfmta.com](mailto:Sarah.Hellman2@sfmta.com)) of the changed information in writing.

Should Scoot terminate its relationship with the above referenced entity, it shall inform SFMTA in writing immediately. It is Scoot's duty to ensure that current insurance documentation is on file with SFMTA.

*Sarah Hellman*

Sarah Hellman  
Mobility Services Permit Manager  
Taxis, Access & Mobility Services Division

Encl: Martins Bros, Inc. Support Center Document; GGPAC Additional Questions

## **Martins Bros, Inc. Support Documentation**

The following pages describe Martins Bros, Inc.'s operational responsibilities under Scoot's 'Fleet Manager' agreement, under which they will manage up to 500 vehicles. These responsibilities and procedures are identical to those currently performed by Scoot's in-house operations team. Scoot is solely responsible for Martins Bros, Inc.'s operational performance. In addition, Scoot will continue to operate our in-house service team concurrently with Martins Bros, Inc. and will be working with Martins Bros, Inc. on a daily basis.

### **Safety Check Protocols / Customer Notifications:**

Martins Bros, Inc. will generally learn that a scooter may require maintenance through one of the following safety check protocols or customer notification channels, which collectively enable multiple touch points per vehicle per day. If any vehicle is flagged as requiring maintenance, we remove it from the Scoot app thus making the scooter unavailable for rental. Martins Bros, Inc.'s on-the-ground team will retrieve any scooter that is non-functional due to a depleted battery or other damage within 2 hours of knowledge of the location of such scooter.

- **In-field Diagnosis:** During field operations, a team member notices a maintenance or cosmetic issue.
- **Service Center Inspection:** Upon arrival at a service center, a scooter is found to have a maintenance need during our regular multi-point inspection. This occurs at least once a week when each scooter enters a service center for charging.
- **Rider Feedback:** A Scoot rider flags an issue in their in-app post-ride feedback. This occurs every time a user interacts with our scooters.
- **Community Mode and Other Community Feedback Channels:** Community Mode enables riders and non-riders to report issues directly from the Scoot app. Scoot also collects feedback via email, phone, social media and our website. This occurs at all times.

### **Maintenance and Repair of Devices:**

**In-Field Maintenance:** Martins Bros, Inc. conducts an in-field diagnosis of the vehicle. If a Scooter is in need of repair, they perform basic maintenance on the spot to reduce operational VMT or flag the Scooter for further attention and pickup for repair.

**In-field Diagnosis:** Local team scans scooter and puts it in "test ride" mode, allowing them

to validate key vehicle functions, including:

- “Brain” communication
- QR code / Bird ID legibility
- Throttle function
- Brake function
- Head and tail light function
- Neck tightness and turning range
- Motor function
- Overall vehicle hygiene and markings

#### **In-field Maintenance Actions:**

- **If in good working order:** Local teams sanitize the vehicle and lock the scooter out of the public right-of-way, onto a legal street infrastructure.
- **If the scooter has a minor repair issue:** Local teams perform basic maintenance, including part tightening and brake adjustment. Before reparking the vehicle, they sanitize the vehicle thoroughly.
- **If the scooter requires more substantial repairs:** Local teams mark the vehicle as damaged. They then remotely shut down the scooter, removing it from the rider app, and transport it for service.

#### **Martins Bros, Inc. Service Center Maintenance:**

Every scooter that arrives at a Martins Bros, Inc. service center undergoes a full inspection, even if it is just visiting for charging. On average, vehicles visit a service center at least once a week, and all vehicles undergo this same rigorous process before being deployed to the field.

**Martins Bros, Inc. Service Center Inspection:** Mechanic scans scooter and puts it through a multi-point inspection covering all parts of the vehicle, organized by:

- Handlebar
- Chassis - External components
- Chassis - Internal components
- Functional Inspection
- Other Individual Parts

#### **Martins Bros, Inc. Service Center Maintenance Actions:**

**If in good working order:** The scooter proceeds through the service center charging flow. Our local team then cleans and sanitizes the vehicle before it is redeployed.

**If the scooter has a repair need:** The mechanic marks the specific issue and places the scooter in the repair queue. Scooters are repaired by trained mechanics. After service, the mechanic tests the scooter again using our multi-point checklist. The service center’s

supervising mechanic then inspects a final time before deployment. Staff give all vehicles a “Scoot Bath” at the exit station to ensure they are clean and sanitized before returning to the field.

### **Cleaning of Devices**

**Field Cleaning and Sanitization:** Local field staff disinfect all vehicle surfaces, including the handlebars (throttle, brake lever and bell), neck and chassis with CDC-approved cleaning agents. If more substantial cleaning is necessary, they mark the Scooter for pickup by the local service center.

**Martins Bros, Inc. Service Center Sanitization and Cleaning ('Scoot Bath'):** Thorough cleaning, including removal of dirt or debris from chassis; disinfectant of handlebars (including throttle, brake lever and bell); removal of any tape or substances obstructing vehicle ID, QR code, 'brain', or speaker; and minor paint touch-ups or graffiti removal as necessary. This occurs every time a Scoot visits a local service center for either charging or maintenance - approximately once a week.

**Vehicle Sanitization by Martins Bros, Inc.:** Disinfect all vehicle surfaces, including the handlebars (throttle, brake lever and bell), neck and chassis before re-deploying vehicles. This occurs after every charge.

### **Additional Sanitary Measures During the Covid-19 Pandemic:**

During this time of increased public health concern, Scoot continues to maintain the highest-standards of vehicle cleanliness. Traditionally, we have utilized two classes of device cleaning: daily field cleanings and more in-depth 'Scoot Baths' at our Martins Bros, Inc. service center. In response to COVID-19, Scoot has updated both of these processes to ensure our vehicles are not just cleaned but are also thoroughly sanitized. Our new multi-point sanitization protocol ensures the entire e-scooter is disinfected using only Centers for Disease Control and Prevention (CDC) approved cleaning agents. The new process is based on CDC guidelines and features a number of best practices designed to protect the safety of both our team and our riders, including disinfecting all workstation surfaces before and after sanitizing each vehicle, and the use of safety glasses and nitrile gloves.

### **Redistributing Devices:**

Scoot's Martins Bros, Inc. operations team will actively monitor and redistribute our e-scooters across the entire service area during operational hours. They will also deploy team members to patrol throughout the city, focusing on areas where ride and pedestrian density is greatest. They will also respond to requests from the public for rebalancing. Using Zendesk, a customer service software, our customer service representatives flag all such requests in our system before alerting Martins Bros, Inc. via the “Operator” mode of the Scoot app, allowing them to view the location of the issue and address it quickly and efficiently. Our standard operating procedure for San Francisco will ensure that any non-functional scooter or device parked outside of the service area will be relocated within two hours of notification by the City

or a resident.

## **Martins Bros, Inc. Subcontractor Support Document Appendix**

### **1. Can you reference staffing plan, in particular how does it comply with Scoot's Labor Harmony plan?**

Martins Bros, Inc. is staffed with two locally hired W-2 employees for their scooter operations, in addition to the owner. Martins Bros, Inc. compensates their workers with an \$18 hourly wage. Martins Bros, Inc. is a locally owned small business and recruits workers from all over San Francisco. Scoot will encourage all approved Fleet Managers to work with OEWD's First Source program as well as take advantage of Scoot's relationships with workforce development organizations such as Success Centers and Positive Resource Center.

### **2. Where are they charging scooters?**

240 Dollar Ave #L1, South San Francisco, 94080

### **3. How is the sub's maintenance and repair plan, in particular how does it comply with Scoot's plan in your application?**

Martins Bros, Inc.'s maintenance and repair place is virtually identical to Scoot's plan described in our application. Scoot employs two local Managers whose primary duties include monitoring all aspects of our Fleet Managers' operations.

### **4. Are the sub in compliance with Scoot's other commitments for operations, you need to note this?**

Scoot's subcontractor Fleet Managers, including Martins Bros, Inc., are required to be in compliance with all commitments made by Scoot in our powered shared electric scooter permit application.

### **5. What color device does this sub manage?**

Martins Bros, Inc. will manage Scoot's B2 and B3 scooters. Both are silver with silver reflectors and red Scoot branding on the stem.