

\$1500 up to 100 Scooters

BILL #:

DATE:

EXPIRES DECEMBER 31, 20__

C# 6395

B# 1920

C# 6396



SCOOTER BUSINESS APPLICATION

THIS LICENSE WILL BE MAILED TO THE ADDRESS LISTED BELOW.

Business Name: Bird Rides, Inc.

Business DBA: Bird

Business Address: 406 Broadway Ave. #369, Santa Monica, CA 90401

FEIN: 82-1399939

Sellers Permit #: 456-1029926616-02

Contact/Manager Name: Austin Marshburn

Birth Date: [REDACTED]

Contact/Manager Phone: 866-441-8538

Contact/Manager Email: ammarshburn@bird.co

Contact/Manager Home Address: 436 Redrock Way, Petaluma, CA 94954

Hours of operation: M 4am-12am T 4am-12am W 4am-12am TH 4am-12am F 4am-12am SA 4am-12am SU 4am-12am

Total Number of Devices in fleet: 100 initial Age Restriction of users: 18+

How will you Charge Devices:

Scooter will be collected daily by a locally based logistics provider known as a Fleet Manager. They will be brought to a central, indoor location on private property where they will be recharged before being deployed again the following day (as applicable).

How will do you plan to respond to improperly parked devices daily and to devices that have been continuously parked in one location for more than 72 hours:

Bird will maintain a contractual partnership with a locally based logistics provider known as a Fleet Manager. This company will proactively check on all scooters in the public right of way multiple times per day between the hours of 7:00am and 7:00pm. Scooters will be rebalanced (IE. moved) from locations where riders have ended their trips back to pre-identified "nests" or deployment areas where they will not impede pedestrian traffic or present a nuisance.

All scooters are equipped with signage providing a 24/7 customer service line, email address, and multiple social media accounts that riders and non-riders may utilize to request a scooter be moved between normal checks. Bird is also the only company to offer mobile application functionality known as "community mode" which allows anyone (rider or not) to use the app to scan and photograph scooters to report issues directly to the local team.

Plan to Accommodate 24- hour customer service:

Bird maintains a 24/7 customer support telephone number available in multiple languages. All scooters possess clear signage providing this telephone number. Bird also maintains a customer support email address and in-app chat messaging available in multiple languages for individuals to request service or report concerns with scooters.

Plan to respond to safety or maintenance issues:

Bird conducts "health checks" on all active scooters daily to ensure they are in proper working order.

Scooters also go through a more robust assessment on a weekly basis with appropriate preventative maintenance performed if necessary. Riders and non-riders are also able to use the above described customer support communication channels to report any hardware issues related to the scooters.

General maintenance is performed locally to ensure continuity of service, while more significant maintenance will be performed following shipping of the scooters to one of our service centers in the USA.

Plan to provide the city with fleet and ride activity data for all trips starting or ending within the zone of operation on any device within the licensee's fleet:

Bird offers a robust suite of data dashboards accessible via web-browser that provide ride and utilization data, start and end points, heat mapping, and more for use by city officials to monitor the performance of the fleet. These data dashboards allow for the export of data for maintenance of records.

Plan to provide service to operators without access to a smart-phone and/or without ownership of a debit or credit card

For qualifying individuals, Bird offers "text-to-unlock" functionality that enables users to text the QR code found on each scooter to a provided telephone number to gain access to the unit. For the underbanked, Bird also offers prepaid codes that can be inputted into the mobile app to create a digital "wallet" with credit value for use of the scooters.

The following must be attached with your application:

- **Zone of Operation-** Please include map and description with application
- **Unique Serial Number of Each Device**
- **Detailed list of priority zones where the licensee has made arrangements with the property owner to relocate, re-park, or rebalance devices, along with written permission from each property owner where such priority zones will be located**
- **Copy of all notices and regulations provided by licensee to each operator prior to device activation**
- **Copy of Insurance Policy**

By Signing below you swear to follow all Traffic Laws, State Statutes, and Local Ordinances

DocuSigned by:

Austin Marshallburn

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SIGNATURE OF APPLICANT

(Authorized to sign on behalf of the business)

