**VOLUME 3**

**APPENDIX A SPECIFICATION**

**For the Delivery of a 12-month e Scooter Trial in the West of England**

**Commencing:** 1709/2020

**Contract Term**: 12 Months

**Please submit by:**14/08/2020 Midday

**Project REF: DN** 488926

* Introduction and Specification Overview
* Specification
* Operational Playbook

**WECA e-scooter trial**

**Specification**

The e-scooter trial in the West of England comprises exploring two separate operating models for e-scooters in the trial areas. One will provide e-scooters under a dockless, free-floating, short-term rental arrangement, henceforth referred to as the free-floating model. The other will provide a long-term personal lease operating model across the wider region, henceforth referred to as the personal lease model. The outcome of this procurement is to appoint one or a maximum of two operators to initiate each of the two operating models. Should WECA be minded to expand the trial to incorporate additional trial areas, the selected operator(s) appointed will be requested to extend operations subject to the appropriate contractual mechanisms being observed.

It is likely that two operators will be procured for the trial: one for the personal leasing and one for the free-floating model.

A 3-month, 6-month, 9-month, and 12-month review will be carried out to assess the progress of the trial and the partnership with operators. This will include a review of commercial viability of the trial model. Performance indicators will be identified and communicated with the operators as part of the tendering process.

The trials will run for 12 months, beginning in September 2020.

**Lot 1: Free-floating Model**

In order to provide first and last mile connectivity, we are looking for a free-floating dock less eScooter model to operate in central areas of the region. The objective is to provide additional sustainable modes of transport to connect citizens and visitors to key destination points either for complete journeys or as the first or last part of journeys to enable more reliable travel times and to offer an alternative to the private car and therefore reduce congestion.

The free floating model will provide and operate a core provision of e-Scooters in the following zones:

* Zone 1 – Bristol city centre
* Zone 2 – Bath city centre

As the free-floating model is dockless, e-Scooters will be accessible from across the central areas and parked in locations that do not obstruct the public highway for use by others. It is likely that e-Scooters will cluster at areas of interest where there is the most footfall, such as near rail stations, bus stations, employment sites, shopping areas and tourist attractions in order to be available where there is the highest demand, but the trial will identify how the market will make use of the service.

In addition to this core provision, the operator of the free-floating eScooter model must also provide and operate additional e-Scooters clustered at identified hubs in the following zone:

* Zone 3 – The North Fringe (which could include Cribbs Causeway, Filton Abbeywood Station, Aztec West, Patchway, Parkway Station, Southmead Hospital, UWE, Stoke Gifford

There are key destination points within Zone 3 where a cluster of e-Scooters will be beneficial to allow commuters to consider taking public transport for the majority of their trip and then picking up an e-Scooter to travel the remaining distance, opening up greater catchment opportunities for existing public transport services. This also gives more people the opportunity to make a switch to sustainable transport where currently it is unrealistic to do so due to route limitations, which could lead to reduction in congestion in the North Fringe.

Each of these areas has designated trial zones to be defined between UAs and the winning bidder(s). It is possible that further trial areas may be added to one or more of the Zones during the arrangement at the discretion of WECA and UAs.

**Lot 2: Personal Lease Model**

The personal lease model will provide and operate e-Scooters to anyone in WECA that meets the requirements set out by the DfT guidance (licensed drivers etc). E-Scooters will be made available to residents living and working/studying in Bristol, Bath, and South Gloucestershire to hire for a prolonged period and be able to store it at home or in their workplace. This model is to enable people to get back to the workplace following Covid-19 lockdown and to provide those who would usually drive or travel by bus an alternative way to travel, while capacity on public transport is currently limited due to social distancing restrictions.

WECA has well established relationships with businesses and organisations around the region through our business engagement officers, who can connect e-Scooter operators to businesses and networks to maximise use of the personal leasing model. It is likely that businesses in central Bristol, central Bath, the North Fringe and Avonmouth Severnside will be targeted for personal lease uptake, although this will be for the e-Scooter operator to establish, using contact gained through WECA.

**Further information**

Although it is part of the West of England travel to work area, North Somerset Council will not be taking part in the trial so e-Scooter use will not be permitted in North Somerset.

It is expected that all operating models will be free from any on street infrastructure requirements.

It is the intention of WECA to offer businesses in the region the opportunity to rent/lease some e-Scooters to be used by employees during the working day for business trips to replace pool cars or company cars. Whilst this not be a requirement from the start of the trial, e-Scooter operators should be aware that this could be our intention to expand the trial. This can be negotiated at the beginning of the contract and at review points with the successful supplier(s).

It is important that the trial meets the overall transport objectives for the region. By those standards, the objective of any trial should be to provide an additional sustainable transport option to improve connectivity across the region where existing sustainable modes are limited.

The number and scope of the possible trial areas within in the free-floating model is at the sole discretion of WECA and participating UAs with relevant input from DfT (as necessary).

Full details of the requirements are within the separately attached Contract Schedules (Schedule 2 contains the specification, trial zone descriptions and operational playbook).

If WECA selects two Service Providers to deliver the trial Scheme, they will each be required to collaborate with each other to support the success of the overall trial Scheme. Consequently, they will be required to enter into an Interface Agreement (a copy of which is included with the Terms and Conditions of Contract) which will govern the collaboration between the parties. In particular the Interface Agreement will require each Service Provider to perform the obligations under its contract so as not to hinder the other Service Provider's performance under the other contract and to cooperate with the other to facilitate performance of both contracts.

Operators are invited to bid for Lot 1, Lot 2 or both Lot 1 and Lot 2. If bidding for both, operators must complete separate bids for each of the Lots, as the responses to some questions will require different approaches depending on the Lot being bid

Schedule

**Part 1A**

**Specification**

This e-Scooter Specification includes requirements for the e-Scooter trial, alongside supplementary technical requirements. It is assumed these requirements won’t change during the trial Scheme.

These specifications will apply across all the West of England Combined Authority Trial Zones. This excludes the neighbouring North Somerset Council administrative area as it will not be participating in the trial. Trial Zone-specific geographic features are outlined in the area definition documents attached to this Specification.

Detailed vehicle and data gathering specifications are NOT included in this Specification. These are mandated by the Department for Transport (DfT) (‘Mandatory Requirements’). All tenderers seeking to provide a response to this tender need to confirm their vehicle and data standards conform to the developing DfT specifications.

**Please note, that unlike the Trial Operational Playbook (Part 1B) the Specification will not be Trial Zone specific and will apply universally to the Scheme.**

**Document Revisions**

* 1. The Specification outlines the rules that Service Providers will need to adhere to from the outset of the trial Scheme. It includes a fixed set of requirements.
	2. Rules for private land included as part of the Trial Zones (such as university campuses) have not been finalised yet (beyond the requirement for full agreement by the land owner) and may have to differ from this Specification.
	3. If, for purposes of a trial Scheme feasibility, trial Scheme safety or other critical function requirements need to be modified, this will be undertaken via the specified change control terms of the Agreement. .

During the Scheme the relevant Interested Party local highway authority will allow the deployment of an electric vehicle sharing system within City’s jurisdictional boundaries by the Service Provider, based on satisfaction of the following requirements:

1. **Users**

2.1. With regards to the use of e-Scooters, Service Providers will ensure that:

2.1.1. the use is limited to those over 16 years old and holding a (minimum) relevant provisional driving licence;

2.1.2 Users shall be strongly encouraged by the Service Provider to wear a helmet and other relevant personal protective equipment (PPE);

2.1.3. all Users shall be required to undertake training as deemed appropriate by the Service Provider and local highway authority to ensure the safety of the User and others in the operational environment. This will be done in accordance with any national guidance and/or legislation. As a minimum threshold on training:

2.1.3.1 Users must agree to rules about where to ride, how to ride and how to park at the first time of use with appropriately timed reminders. Service Providers are encouraged to use clear and creative messages to make rules memorable.

2.1.3.2 Service Providers must collaborate with West of England Combined Authority (WECA) and the Interested Parties (local authorities) in communicating the Trial Zone rules.

2.1.3.3 Service Providers should consider offer one to one training sessions (ensuring that social distancing rules in respect of the Covid19 pandemic that apply are always followed) as part of their engagement with the community.

2.1.3.4 Service Providers are required to inform and train Users about how to safely park e-Scooters without obstructing other road users, especially vulnerable groups such as hearing and visually impaired people. Service Providers are encouraged to specifically inform e-Scooter Users on the potentially negative impacts of e-Scooters on people with disabilities and the importance of following parking (and riding) rules.

2.1.3.5 Service Providers should also consider incentivisation to maintain desired behavioural practises, phased approach, limiting speed levels for new Users and / or extended training programmes.

2.1.4 User access to the e-Scooter shall be controlled and limited to a booking and payment system to which individual hires/uses can be recorded and attributed to a specific User. The length of hire can be governed on a per minute basis through to daily, weekly, monthly, or annual hire period (depending on the market requirements);

2.1.5 Use of the e-Scooter is monitored to ensure appropriate and responsible behaviour by the User, with the Users behaving inappropriately or irresponsibly being barred from further participation;

2.1.6 e-Scooters are to be ridden only on public roads of 30mph speed limits or lower and where available, in bike lanes and bike paths. e-Scooters should not be ridden on private land unless the land owner has granted explicit permission to the Service Provider and or User (as applicable). e-Scooters are to stay to the [left] of street lanes and to offer the right of way to bicycles in bike lanes and on bike paths.

2.2 Service Providers shall work with local businesses or other organisations to promote the safe use of e-scooters by system users through road safety partnerships, promotional credits, and other incentives.

2.3 Service Providers will undertake an equalities and inclusion assessment of their Trial Zone activity, which will be maintained and reviewed periodically (3, 6, 9, and 12-month periods) to ensure currency at all time and shall be published openly.

2.4 Service Providers will comply with all national law and guidance pertaining to equalities and inclusion.

2.5 Service Providers will also undertake and maintain a robust Data and Privacy Impact Assessment which they will publish and ensure compliance with. The data policies and practices employed will be designed to allow sharing of key operational and performance data with the DfT, local Police force, WECA and/or Interested Parties local highway authority.

2.6 Service Providers will provide an information push service to their Users for formal traveller research, travel behaviour change campaigns and road safety information and campaigns as established by the WECA and Interested Parties local highway authority.

2.7 Service Providers must have a dedicated local manager for the Trial Zone with whom any urgent issues can be raised.

2.8 Service Providers must provide clear public and User information on the terms and conditions and pricing structures (including offers) which they put in place and updates on changes in pricing.

2.9 In the event on an incident on the highway the Service Provider should be compliant in providing relevant data and information to enforcement bodies. Proof of insurance should be made available at the request of relevant enforcement bodies.

**3.** **e-Scooters**

3.1 e-Scooters deployed by the Service Provider shall only be those which are compliant with the license granted by the DfT for the trial Scheme period and which are compliant with the relevant national regulations and vehicle type approval. Service Providers must not deviate from the specified capability at any point during the trial Scheme. e-Scooters shall additionally be capable of:

3.1.1 being located at anytime;

3.1.2 being able to be self-standing;

3.1.3 being lit during use by clearly visible forward and rearward facing lighting;

3.1.4 reporting a fallen over status or status of not being parked in accordance with the parking policy set out in the relevant Trial Operational Playbook;

3.1.5 being remotely limited to a speed lower than the e-scooters maximum in accordance with the Trial Operational Playbook and / or experience of the User; and

3.1.6 being appropriately, provisioned, protected and safely maintained by the Operator for use during a Covid19 pandemic.

3.1.7 has a means of, User operated, audible alert (e.g. bell or horn)

3.2 There shall be clear visible association with the formal West of England e-Scooter Trial Services so as to be distinctive from other privately owned and/or illegal use of e-Scooters on the highway.

3.3 The Service Provider shall provide easily visible contact information and identification means on each e-Scooter for Interested Party local highway authority employees and/or members of the public to make relocation requests or to report other issues with devices. Communications will be facilitated through multiple channels as required to enable access and inclusion for all.

3.4 e-Scooters will be maintained in a good state of repair and cleanliness at all times by the Service Provider. In the event a safety or maintenance issue is reported for a specific device, that e-Scooter shall be made unavailable to Users (for example designated “maintenance mode”) and shall be removed from service within 24 hours of notification.

3.5 In respect to cleaning, each e-Scooter requires a disinfected clean on all touchpoint areas (handlebars, brake levers, lights) at least once a day by the Service Provider. Provision to enable Users to disinfect before and after use is also desired.

3.6 Any inoperable or unsafe e-Scooter shall be repaired before it is put back into service.

3.7 The Service Provider will take full responsibility for managing any issues of e-Scooter theft, vandalism and recovery of abandoned vehicles or those which have been littered by non-users. Service Providers will accept that the Police do not have the resource to allow them to investigate such issues.

**4.** **Fleet size**

4.1 The total Service Provider e-Scooter fleet size deployed into an individual Trial Zone will be managed and agreed with the West of England Combined Authority and reviewed at the key review points of 3, 6, 9 months.

4.2 Interested local highway authorities will monitor deployment and utilisation with reference to the above criteria but so as to ensure sufficient availability of e-Scooters to stimulate demand without prejudice to the management and operation of the public realm.

4.3 Whether there is a single Service Provider or Service Providers providing fleet into a Trial Zone, irrespective of utilisation rates, a minimum available total fleet deployment will be agreed and maintained on commencement of the Trial. If within this minimum fleet size provision, the minimum utilisation rate requirement cannot be met for an extended period of time (minimum of 3 months of operation) the parties shall consider the Scheme viability within the Trial Zone and changes to a Trial Zone or termination of operations in that Trial Zone.

4.4 Where multiple Service Providers are operating fleet within a Trial Zone through the relevant governance they shall work together to ensure overall compliance with the fleet size requirements.

4.5 Service Providers shall provide prior to commencement of the Trial an estimated initial fleet size requirement and estimated ramp-up period. Service Providers will manage total fleet size per Trial Zone to within +/- 10% of this total fleet size for the duration of the Trial, unless otherwise agreed with the Interested Party local highway authority and with reference to the utilisation rate which will be the guiding rationale for change.

4.6 The Service Provider shall monitor the distribution of e-Scooters across the Trial Zones ensuring the overall supply / demand balance is maintained through physical redistribution of e-Scooters such as may be necessary.

**5. Other road users and the public**

5.1 The Service Provider will maintain a responsive reporting and public communications channel throughout the Trial for other road users and members of the public to report concerns about e-Scooter usage.

5.2 The Service Provider shall maintain 24-hour customer service for Users to report safety concerns, complaints, or to ask questions via phone, e-mail or chat. This service must be inclusive and accessible to all.

5.3 Throughout the trial Scheme the Service Provider will pay special regard to the needs of vulnerable road users, adjusting their operation, fleet management, onboard vehicle technologies and user guidance/training so as to address issues and concerns should these occur.

5.4 Service Providers must provide WECA and the Interested Parties with contact details for the local programme and fleet managers and promptly inform of any changes in the contact details. Service Providers are expected to maintain clear and open communication with WECA and the Interested Parties as it is essential for a collaborative relationship.

**6 Parking**

6.1 Service Providers shall maintain suitable operational management practices and User incentives (including incentives to non-actively hiring registered Users) to ensure parking of e-Scooters is managed without detriment to the public realm and is contained to the designated parking areas.

6.2 Trial Zone specific requirements will be captured in the Trial Operational Playbook, but all Service Providers will design and operate their service in such a way so as to ensure Users comply with the following parking principles:

6.2.1 Users of e-Scooters shall park devices upright in designated areas responsibly beside a bicycle rack or in another area specifically designated for bicycle or e-Scooter parking, where available;

6.2.2 Users shall not park e-Scooters in such a manner as to block the pedestrian thoroughfare, any emergency facility or utility pole or box;

6.2.3 Users shall not park e-Scooters in such a manner as to impede or interfere with the reasonable access to or from any building;

6.2.4 Users shall not park e-Scooters in such a manner as to impede or interfere with the reasonable use of any bicycle rack; and

6.2.5 Users shall not park e-Scooters in the landscape/furniture zone directly adjacent to or within the following areas, such that access is impeded:

(a) transit zones, including bus stops, shelters, passenger waiting areas, and bus layover and staging zones, except at existing bicycle racks;

(b) loading zones;

(c) disabled parking zone;

(d) street furniture that requires pedestrian access (for example - benches, parking pay stations, bus shelters, transit information signs, etc.);

(e) curb ramps;

(f) entryways; and

(g) driveways.

6.3. The Service Provider shall respond to reports of incorrectly parked e-Scooters, or reports of unsafe/inoperable e-Scooters by relocating, re-parking, or removing the e-Scooters, as appropriate, within the timing guidelines below:

1. If reported between 6am-midnight: 2 hours
2. If reported between midnight- 6am: 4 hours

Performance and geo-spatial statistics will be recorded by the Service Provider in a system accessible to WECA/Interested Party local highway authority shared on incidents and response time.

6.4 Persistent poor adherence to the principles set out above will be escalated within the agreed governance mechanisms and if left unaddressed may result in WECA requesting the DfT to revoke the Service Providers e-Scooter Licence.

6.5 In order to comply with the region’s commitment to decarbonisation, Service Providers must seek to use electric vehicles or cargo bikes to reposition the e-Scooters wherever possible.

**7 Usage guidance**

7.1 The Service Provider shall provide notice to all Users through a mobile or web application that sets out clear information on where and how e-Scooters can and should be used in the Trial Zone so as to be compliant with the law and with any specific Trial Zone requirements.

7.2 Service Providers will back this up with appropriate automatic controls such as geo-fencing and speed limitation. The User guidance and minimum requirements for a User training are outlined in this document and the Trial Operational Playbook. Rules surrounding use include but not be limited to the following:

7.2.1 e-Scooters are to be ridden on streets, and where available, in bike lanes and bike paths.

7.2.2 e-Scooters are to stay to the left of street lanes and to offer the right of way to bicycles on bike lanes and bike paths.

7.2.3 helmets are encouraged for all Users.

7.2.4 parking must be managed.

7.2.5 riding responsibly is encouraged, and repeated disregard of the guidance will result in the User being barred from access for the duration of the trial Scheme.

7.2.6 the Service Provider shall provide education to e-Scooter riders on the Trial Zones existing rules and regulations, safe and courteous riding, and proper parking.

7.2.7 The use of e-Scooters is not permitted on footways. Additional local restrictions apply in each Trial Zone which are detailed in the area descriptions. Local restrictions apply to ensure the safety of e-Scooter Users on busy parts of the road network, the safety of other vulnerable road use in busy areas, and to facilitate social distancing.

7.3. Temporary riding and parking restrictions may apply in the case of events (such as festivals, football matches) and because of highway works. Service Providers must comply with these restrictions and join Interested Party local authorities in informing the public about them.

**8 Ticketing and payments integration**

Service Providers will work with WECA to integrate their booking and payments system with WECAs Future Transport Zone (FTZ) Mobility as a Service (MaaS) application currently under development. Technical details will be provided to aid Service Providers in this process.

**9 Equality aspects**

9.1 Service Providers are strongly encouraged to familiarise themselves with the demographic and economic profile of the Trial Zone areas and work with Interested Party LAs to develop discounts, training and engagement programmes that focus on deprived areas.

9.2 In order for WECA and Interested Party local authorities to be able to monitor equity and accessibility aspects of the programme, Service Providers must provide them with clear information about the pricing structure of using e-Scooters and of any changes planned at least a week in advance.

9.3 Pricing information, including any surcharges must be clearly explained to Users in the beginning of each journey.

9.4 Service Providers are strongly encouraged to provide non-digital rental routes, for those who do not have access to a bank account or a smartphone.

9.5 Include a clear outline of Discount pricing and programmes for specific groups (e.g. students, low income, at-risk populations)

**10. Vandalism and Theft**

10.1 Service Providers are actively encouraged to fit anti-theft devices to each vehicle, namely wheel locking mechanism, alarms and vehicle location devices.

10.2 In the event of any theft or vandalism incident the Service Provider is obliged to inform the local enforcement representative and the Interested Party local highway authority so instances can be monitored.

10.3 The cost of replacement and repair shall be covered by the e-Scooter supplier.

**11. Rollout**

 Elements governing the rollout of e-Scooters is covered in the Trial Operational Playbook (Part 1B)

**Part 1B**

**Operational Playbook**

This Trial Operational Playbook includes outline guidelines for the eScooter trial. This document sits alongside the Specification document (Part 1A). Whereas the Specification document contains fixed elements, the Trial Operational Playbook contains guideline details that will have to be updated and matured, reflecting the specific areas they govern.

It includes guidelines will apply across all the West of England e-Scooter Trial Services. Trial Zone-specific geographic features are outlined in the area definition documents attached to this tender.

**Please note that for each Trial Zone of deployment an updated Trial Operational Playbook will need to be created. Reacting to the parameters published in this document area specific Trial Operation Playbooks will be developed between the successful Service Provider(s) and relevant Interested Party Local Highway Authority to outline the detail necessary to enable the trial Scheme to take place safely and efficiently.**

1. **Document Revisions**
	1. The Trial Operational Playbook outlines the headline rules that Service Providers will need to adhere to from the outset of the trial Scheme. However, it will remain a working document throughout the trial Term, so additions and changes can be made and agreed to adapt to trial findings and needs in the different Trial Zones.
	2. Rules for private land included as part of the Trial Zones (such as university campuses) have not been finalised yet (beyond the requirement for full agreement by the land owner) and may have to differ from the general rules.
	3. Updates to this document will be managed through the governance process set out at paragraph 2 of the Contract and Reporting schedule document in the Agreement at either the zonal or regional monthly board meetings. Updates must achieve the backing of the constituent trial stakeholders with updates disseminated to all relevant parties.

During the trial Term the relevant Interested Party local highway authority will allow the deployment of an e-scooter personal lease model and free-floating, sharing system within WECAs jurisdictional boundaries by the Service Provider, based on satisfaction of the following requirements:

1. **Users**

Elements governing the Users is covered in the Specification (Part – 1A)

**3.** **e-Scooters**

Elements governing the e-Scooter vehicles is covered in the Specification (Part – 1A)

**4.** **Fleet size**

4.1 Phased rollout and scaling must conform to the requirements detailed in the Specification but specifics that require detailing in the Trial Operational Playbook include:

a) Number of e-Scooters planned at each location and their dates of deployment

b) Allocated parking identified for each e-Scooter

4.2 Any new areas, not agreed as part of the initial plan will be assessed against criteria including (but not limited to):

a) Market potential (inc. rates of use locally)

b) Existing coverage

c) Rates of loss/vandalism/complaint or misuse in that area

**5. Other road users and the public**

5.1 Communications will be facilitated through multiple channels as required to enable access and inclusion for all. Service Providers will provide an immediate response to any enquiry containing acknowledgement and explaining the context of the trial Scheme and will provide a specific individual response to the enquiry within no more than one working week.

5.2 The Service Provider will collaborate with any other e-Scooter Service Providers in the relevant Trial Zone to provide a unified and coordinated public information campaign throughout the duration of the trial to promote safe, sustainable and responsible use of e-Scooters.

**6 Parking**

6.1 Trial Zone specific requirements will be captured in the relevant Trail Operational Playbook, aligned to the details in the Specification. Each parking location needs to be agreed between the e-Scooter Service Provider and Interested Party local authorities against the following criteria:

a) Specific geolocation (GPS or map reference);

b) completed check by relevant highway authority to confirm adherence with required standards (i.e. not in red zone, on pavement etc);

c) highlights total capacity of e-Scooters available to park at that location.

d) identifies necessary signage needed at that location including by who, how and when that will be deployed.

e) availability of local charging (where necessary);

f) how any location is including in the cleaning and charging schedule.

6.2 In the event a reported e-Scooter is not relocated, re-parked, or removed within the timeframe specified herein, or any e-Scooter is parked in one location for more than 36 hours without being returned to a designated parking area, such e-Scooters may be removed by local crews and taken to a local facility for storage at the expense of the Service Provider, not to exceed £20 per eScooter.

6.3 Service Provider should consider offering some Interested Party local authority staff the option of ‘admin unlock’ so that they can remove and reposition e-Scooters if needed.

**7 Usage guidance**

7.1 Within each area the Service Providers must agree with the Interested Party local highway authority specifically which areas e-Scooters can be used. This must be in accordance with the Specification. Area specific information must include, but is not limited to the following:

a) the specific streets (or precise geofenced areas) where e-Scooters can be used and/or which lanes on specific streets are available.

b) specified non use/stop areas, streets or lanes

c) private land use agreements

d) parking proximity to approved use areas

7.2 Any temporary riding and parking restrictions need to be defined and agreed at least 2 weeks in advance of the event. These must be communicated to the e-Scooter Customers in that area, 4 hours in advance and during the event via appropriate channels.

**8 Ticketing and payments integration**

Elements governing the payments integration is covered in the Specification (Part – 1A)

**9 Equality aspects**

Elements governing the equality aspects of e-Scooters is covered in the Specification (Part – 1A)

**10. Vandalism and Theft**

10.1 The Service Provider is to prescribe the anti-theft and anti-vandalism measures available and intended for deployment in each area.

10.2 In the event of repeated incidents the Interested Party local highway authority, enforcement authorities and Service Providers will be called to review and implement solutions to mitigate anti-social behaviour against vehicles.

**11. Rollout**

11.1 It is likely the rollout will include several phases. These need to agreed by the relevant stakeholder group in advance of the deployment and form part of the Trial Operational Playbook.

11.2 Upon nomination and in collaboration with the Interested Party local authority the e-Scooter provider(s) will have to create a detailed pre-deployment Trial Operational Playbook for each area. This will detail responses to the guidelines in this document. In addition, details should be specified relating to the operational model being deployed, namely:

a) fleet numbers at specific host locations in an agreed sequence;

b) allocated parking locations with agreed schedule of work for demarcation (if required);

c) time agreed demonstration to local authority of geofence capability;

d) time agreed demonstration to key stakeholders (Interested Party local authorities, enforcement bodies etc) of how vehicles are hired, operated, capabilities etc. These sessions will act as localised education sessions.

e) outline of storage location and other necessary facilities (recognition of where support from the local authority is required to support finding appropriate facilities);

f) outline of charging schedule to ensure vehicles aren’t left for hire with a state of charge less than 10%;

g) data transfer route with links enabled and tested.