

# Town of Miami Lakes Florida



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## DOCKLESS LICENSE APPLICATION

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## Proud History

Miami Lakes is known as one of the most beautiful residential areas in South Florida for its tree-lined streets, large estate lots, and extremely low crime rate. When it incorporated in December 2000, the Town of Miami Lakes became the 31<sup>st</sup> municipality in Miami-Dade County. One of the youngest cities in the County, Miami Lakes is home to approximately 30,000 residents and more than 1,700 businesses.

The Master Plan began over 60 years ago, when the Graham family began development of what was their dairy farm. Unlike many cities and towns created during the early 1960s, the Grahams decided to create a Master Plan for the Town that would allow for decades of growth, construction, and changing market conditions. Lester Collins, former Dean of the Harvard School of Architecture, was enlisted to create a Master Plan for the area that would become the center of Miami Lakes. Collins laid the foundation for an integrated community including residential, commercial, industrial, and mixed uses.

Collins' original concept for the Town continues to be incorporated into new planning and development and has been recognized by national and local media as one of the best examples of community master planning in the nation! The precise planning and development of the original 3,000 acres of land led to a vibrant and beautiful city with winding streets, lush landscaping, generous parks, peaceful cul-de-sacs, and exclusive business parks.

Over the last 60 years, Miami Lakes has progressed from a dream on paper into a reality. For residents, all of this means that one can enjoy a quality of life that is second to nonnatural scenic beauty and a vibrant cultural environment. For businesses, Miami Lakes offers an ideal environment for success - a central location with immediate freeway and airport access while maintaining a hometown feel. As the Town of Miami Lakes looks to the future, it will continue to strive for innovation while remaining true to its original founders' vision of providing the highest quality of life for its residents and visitors.

## **Location, Location, Location!**

You cannot find a more ideal location in South Florida for doing business than Miami Lakes! The Town of Miami Lakes is located in Northwest Miami-Dade County and encompasses approximately 6.8 square miles. Our highly accessible community is situated near the intersection of major roadways such as the Palmetto Expressway, I-75, and the Florida Turnpike. Miami International Airport is just a short drive away, allowing employees and customers to travel nationally and internationally with ease.

For years, the Town of Miami Lakes has cultivated a diverse, business-friendly community that has bloomed into the ideal location for businesses of all shapes and sizes. Budding new businesses and established companies all have room to grow here in Miami Lakes, where a prime location and competitive cost of doing business intersects with a vibrant, safe community culture.

Among the most significant competitive strengths includes easy access to Miami International Airport, and Miami-Opa Locka Executive Airport, which supports the business aviation community. One of the nation's busiest cargo and passenger airports; the Port of Miami, the world's leading cruise port; and a new slate of transportation projects that will advance the economic development potential of the region. With expeditious access to several major interstates, sea, and airports, doing business in Miami Lakes is convenient and made-easy!

## A Vibrant, Safe Community

True to its name, there are 23 lakes nestled within neighborhoods in the Town. There are also numerous opportunities to enjoy the outdoors with parks and tot lots situated within walking distance of every neighborhood.

One of the safest communities in Florida, (1) Miami Lakes has great schools, and gorgeous parks - more parks per 1,000 residents than any other municipality in Florida! With easy commutes and a wide range of housing options, Miami Lakes is the perfect place to grow your family and business.

Voted "Top 10 Best Miami Suburbs for Young Couples!" (2) The rapidly growing suburb of Miami Lakes has a range of housing options for young couples. Home buyers will find villas and Mediterranean style homes with room to grow, as well as modern town homes that are perfect for growing families. Active young couples will love the vast city parks, which offer tennis courts, walking paths, and fishing areas. Residents also enjoy a variety of dining, shopping, and entertainment options in the open-air Main Street Shopping Center.

Miami Lakes was recently voted "The Fourth Best Place to Invest in Florida" (3) because of its price appreciation the past 10 years. About 57% of the Town's homes have increased in value over the last decade.

Miami Lakes was ranked #13 of the best "50 Best Work-From-Home Cities in America and Canada" (4) The COVID-fueled remote work boom is driving many North Americans to find new, more affordable homes. PCMag's criteria included: 50% of the score was livability, and 50% affordability (median home values below \$500,000). To gauge the remote-working potential of towns, PCMag started with gigabit connections and found Miami Lakes has the lowest cost for gigabit broadband of \$60. Additionally, Miami Lakes is known for its large estate lots and low crime rate. The median home price is \$419,200 and when you need a break from your home office, you can choose from 35 coffee shops.

## 1. Background

The Town of Miami Lakes Transportation and Mobility Office (TAMO) is planning to execute a 360-day pilot program for the regulation of a Dockless Micromobility Program beginning in Fall 2021 (“the Pilot Period”). The Pilot Period will help the Town determine whether dockless Micromobility devices can support the Town’s policy goals to (A) enhance mobility transportation for non-vehicles; (B) enhance the health and well-being of all residents; (C) expand economic growth and enhance the vibrancy of the community. In addition, TAMO is increasing non-pollutant multi-modal transportation options for the community to explore in order to reduce traffic congestion and air pollution. Through the public engagement and program evaluation, Town elected officials will determine whether and under what circumstances dockless Micromobility devices will be permitted to continue operating in the public right-of-way after the Pilot Period.

The operation of a dockless Micromobility device is a privilege, not a right, and requires a valid, current license issued by the Town. Currently, the Town only intends to provide licenses to providers for the Pilot Period. Therefore, the Town will only be providing licenses valid from October 4, 2021, to September 30, 2022. Following the pilot period, TAMO may update this license application. Providers must certify to the Town of Miami Lakes that all dockless Micromobility devices have met all applicable certifications and operating requirements under Florida Statutes.

For the duration of the Pilot Period, the Town Manager, under the professional recommendation from TAMO, may issue multiple, independent licenses for a maximum of up to 350 total devices. The Town Manager will determine the number of permitted scooters per licensed provider. Approved companies must: deploy dockless Micromobility devices within two-weeks of license issuance and make available a minimum of 50 devices at deployment for the first week of launching the units, and 50 devices more the week after.

A failure to comply with the applicable Town policies, Ordinance 21-278 and Resolution 21-1760, and all license conditions is subject to an assessment of enforcement penalties and suspension or revocation of the provider’s license by the Town Manager or designee.

Applicants should read through this document and its appendix carefully, as they outline all license requirements. Applications will not be reviewed and processed until all application requirements are fulfilled, including payment of the application fee.

## 2. License Application Instructions

TAMO will only consider completed applications submitted from August 30, 2021, to September 10, 2021. Applications received after 5:00 pm, on September 10, 2021, will be reviewed at the discretion of the Program Manager. By submitting an application, providers acknowledge that they have read, understand, and agree, to the License requirements in Ordinance 21-278 and Resolution 21-1760, without changes to its term and conditions, and if selected, agree to abide by them. A completed application must include the following components, which demonstrate an applicant's ability to comply with all corresponding program requirements set through this application.

Payments will **only** be accepted by Managerial Check for the amount of \$275.00, addressed to the *Town of Miami Lakes*, and dated the day of the submission or before.

\*\* If you have any questions on the payment method or process, feel free to contact us at 305-364-6100, or by email at [zayas-moralesm@miamilakes-fl.gov](mailto:zayas-moralesm@miamilakes-fl.gov).

Applicants must submit one (1) application in person and one (1) by email. The application will be considered complete once all portions, including the payment, have been received. The primary contact for questions or submission of any document should be remitted to the address listed below:

Mr. Michael Zayas-Morales  
Manager, Transportation and Mobility Office

Email: [zayas-moralesm@miamilakes-fl.gov](mailto:zayas-moralesm@miamilakes-fl.gov)

In person: *Town of Miami Lakes*  
*Dockless Mobility Pilot Program*  
*ATTN: Michael Zayas*  
*6601 Main Street*  
*Miami Lakes, Florida, 33014*

## 3. Question and Answer Session

The Town of Miami Lakes will be available to schedule one to one question and answer sessions per request and for up to 1-hour. The potential sessions will be available in in-person and virtual spaces. The availability of the sessions will be from August 9<sup>th</sup> through

August 20, 2021. All questions made must be to clarify sections of the application, and they will be available by public record request to all interested parties.

#### 4. License Cost

The following payments must be made in order for a dockless Micromobility license application to be accepted and issued:

1. A non-refundable license application fee of \$275.00, due at the time of submitting the application. This covers the cost of staff time to review applications. An application will be deemed “non-complete” until the payment is remitted. See instructions on prior page.
2. If selected, a separate annual license fee of \$85.00 per device is due prior to license issuance to recover costs associated with administering the program.

#### 5. Application General Information

Applicants seeking a dockless Micromobility license shall provide the following information:

Applicants must clearly demonstrate compliance by providing the information requested. The TAMO reserves the right to request clarification from an applicant who fails to meet any of these requirements prior to rejecting an application for failure to demonstrate compliance.

In addition to the requirements in the scoring system, applicants must answer all other questions in the application. If a question is not applicable, state N/A.

There is no page limit to the application package submission, but it is required to limit the answers and any relevant information to substantial and concise. Do not use a font size smaller than 11 points.

In accordance with the Florida Sunshine Law and as stated in the Application Agreement above, applicant agrees that the submitted application and all supporting documents and materials, and their contents, are subject to public review, and that no documents or other materials provided to the TAMO will be considered confidential or otherwise withheld from public disclosure if requested after the deadline for submitting applications has passed.



## 6. Company Overview

Provide an overview of your company, along with:

- A. Every North American city that you currently operate, a local regulatory contact, and the number of devices in each.
- B. Organizational chart, including but not limited to direct staff handling and overseeing the potential operations in the Town of Miami Lakes.
- C. Closest warehouse and description of services and capabilities offered in this location.
- D. Describe how you complied with applicable laws and share the following for each city listed in 6A. This could include, but is not limited to, population size, and fleet size, dates of operations, did you pay your fees on time, among others.
- E. Please provide one reference/point of contact per city for the TAMO Program Manager to verify the accuracy of this information for at least five (5) different cities.

## 7. Devices Description

Provide a detailed description of your device(s), including placement and size of the unique device identification and image(s) of the branded device you propose for the Town of Miami Lakes. All the information provided must be able to show compliance with Florida Statutes and the Town of Miami Lakes approved policies.

## 8. Maintenance and Operation Plan

### A. Maintenance:

- a. The frequency and extent of your maintenance and cleaning devices.
- b. The type of labor (employees, staffing services, contract labor, etc.) conducting the work.
- c. The average lifespan of the devices and the disposal practice.
- d. The extent of the device's maintenance.

### B. Operations:

- a. Hours of operation.
- b. Pricing plan.
- c. Plan of shutting down the devices during non-operation hours.
- d. Proposed fleet size and device type, including adaptive devices (if any).

- e. Methods and frequency of deploying, redistributing, and charging devices. (i.e., how will you know when the device battery requires charging?)
- f. Process for receiving and resolving complaints and problems with devices blocking the travel movement in real-time. Include the customer intake process and staffing levels. In what time frame are complaints acknowledged and resolved?
- g. Geofencing capabilities and initial proposed areas for parking and no-riding zones.

## 9. Community Outreach Strategies Plan

Please provide a plan that complies with all policies regarding this program, including all requirements below, plus added in the scoring system attached.

- a. Multilingual services.
- b. A communication strategy for service changes.
- c. Online community feedback forum.
- d. Disability community outreach and engagement strategy for the overall program.
- e. Outreach strategy for stakeholders beyond current or target market.
- f. Commitment to an annotated record and documented report of community engagement.
- g. Outreach staffing plan that adheres to all requirements.
- h. Helmet distribution strategies.
- i. Available resources, offerings, and methods of communication.
- j. Process to sign-up and informational package to new enrollees.
- k. Pricing discounts and incentives if any.
- l. General information on the frequency that the applicant is able to offer the pop-up events.

## 10. Market Study

A general but complete analysis on the places that the provider is proposing to launch the devices taking into consideration, but not limited to, the demographics, land use, geographic location, among other variables. In addition, please state equity and economic opportunity strategies, meaning: (1) What strategies will you use to increase access and utilization of Micromobility among low-income users? (2) What will your discounted pricing be for people living on low incomes? (3) Describe any plans to offer a cash payment option? (4) What languages are your services provided in? (5) Are your apps

and websites accessible and screen reader compatible? (6) How will this program contribute to enhancing the economic and civic vitality of the Town of Miami Lakes?

11. Signed Data & Compliance Report: please submit a description including, but not limited, to the following:
  - A. Geofencing technology software information.
  - B. Parking reading system for selected areas.
  - C. GIS reports and shapefiles capabilities.
  - D. Proposed survey launching frequency.
  - E. MDS compatible, operation, process.
  - F. Sign-up process for users older than 18 years old and compliance.
  - G. Provide a copy of your privacy policy and describe how you safeguard users' information, including personal, financial, and travel information.
  - H. Provide a summary report describing the date, location, and type of data accessed for all data breaches (if any).
  - I. At the time of application submission, applicants must agree to provide the Town access to:
    - a. Real-time availability data for their entire Town of Miami Lakes fleet.
    - b. Archival trip data for their entire fleet in the municipality of Miami Lakes.
    - c. Archival collision data.
    - d. Archival complaint data.
  - J. In the same way, the applicant must be open to working with the Town and the County on any other required data for the analysis and operation of this program.
  
12. Customer Service and Local Operator Information:
  - A. Provide the name, email, and phone of your local operator, available by phone 24 hours/7 days a week.
  - B. List of addresses of closest warehouses to the Miami Lakes operations
  - C. Provide location(s) of your customer service operations.
  - D. Provide your 24-hour customer service number.
  - E. Does your customer service number provide the ability for translation services?
  - F. Include a complaint history report with the average time taken to resolve complaints by type.

### 13. Safety History Report:

Please summarize a list of reported safety incidents in each market that you operate. At the minimum, it should include:

- A. Total number of reported and/or observed crashes and collision.
- B. Total number of reported injuries, separated by minor injuries, major injuries resulting in hospitalization, fatal injuries.
- C. Total number of reported injuries that involved person(s) with disability.
- D. Total number of reported citations that involved a user.
- E. A summary of changes made by company or agency in response to a safety incident.



## **Appendix 01. Ordinance 21-278**

**ORDINANCE NO. 21-278**

**AN ORDINANCE OF THE TOWN COUNCIL OF THE TOWN OF MIAMI LAKES, FLORIDA, RELATING TO TRANSPORTATION REGULATIONS; AMENDING CHAPTER 35, "STREETS, SIDEWALKS AND OTHER PUBLIC PLACES", ARTICLE III, "COMMUNICATION FACILITIES IN PUBLIC RIGHT-OF-WAY", AT DIVISION 7, "DOCKLESS MOBILITY"; RELOCATING DIVISION 7 "DOCKLESS MOBILITY"; CREATING CHAPTER 20, "TRANSPORTATION"; CREATING ARTICLE I, "MULTIMODAL TRANSPORTATION"; RECREATING AND AMENDING DIVISION 5, "MICROMOBILITY DEVICES"; PERMITTING AND REGULATING THE PLACEMENT AND USE OF MICROMOBILITY DEVICES ON THE TOWN'S RIGHTS-OF-WAY; INTRODUCING FLEXIBILITY FOR IMPLEMENTATION; PROVIDING FOR FINDINGS OF FACT, INTENT AND PURPOSE; PROVIDING FOR REGULATIONS; PROVIDING FOR REPEAL OF LAWS IN CONFLICT; PROVIDING FOR SEVERABILITY; PROVIDING FOR INCLUSION INTO THE CODE; AND PROVIDING FOR AN EFFECTIVE DATE.**

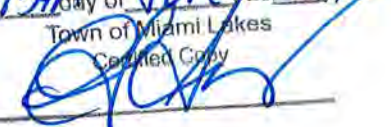
**WHEREAS**, the Town of Miami Lakes (the "Town") has adopted a Strategic Plan which includes the enhancement of vehicular and non-vehicular mobility; and

**WHEREAS**, mobility and transportation efficiencies are an integral part of the Town's overall strategic plan; and

**WHEREAS**, in 2017, the Town allowed Spin and Lime Bicycles to use the Town's rights-of-way to stage dockless bicycles for resident use; and

**WHEREAS**, in line with the Town's strategic plan, allowing for the regulated use of scooters on the Town's rights-of-way will provide our residents with an alternative transportation method; and

**WHEREAS**, during the July 2019 Town Council meeting, the Town Council passed an ordinance in second reading allowing for the adoption of a micromobility ordinance that permitted the use of micromobility devices on the Town's rights-of-ways; and

15th day of June 2021  
Town of Miami Lakes  
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**WHEREAS**, in order to provide for the safe use of scooters and other micromobility devices on the Town's rights-of-way, it is necessary to provide additional language regarding the process and provide for changes that are consistent with Florida Law; and

**WHEREAS**, during the May 2021 Town Council meeting, the Town Council passed the ordinance in first reading allowing the adoption of the proposed changes; and

**WHEREAS**, the proposed amendments are in conformance with all applicable requirements of the Town's Code of Ordinances; and

**WHEREAS**, the proposed amendments will not be in conflict with the public interest and are consistent and in harmony with the purpose and intent of the Comprehensive Plan; and

**WHEREAS**, the Town Council hereby finds and declares that adoption of this ordinance is necessary, appropriate, and advances the public interest.

**THEREFORE, BE IT ORDAINED BY THE TOWN COUNCIL OF THE TOWN OF MIAMI LAKES, FLORIDA, AS FOLLOWS:**

**Section 1. Recitals.** Each of the above recitals are true and correct and are incorporated herein by this reference.


**Section 2. Amendment of Chapter 35, Article III, Division 7.** Article III, Division 7 of Chapter 35 is hereby amended as follows in Exhibit "A."

**Section 3. Creation of Chapter 20, Article I, Division V.** Chapter 20, "Transportation," Article I, "Multi-modal Transportation," Division V, "Micromobility Devices" is hereby created and adopted as follows in Exhibit "B."

**Section 4. Repeal of Conflicting Provisions.** All provisions of the Code of the Town of Miami Lakes that are in conflict with this ordinance are hereby repealed.

**Section 5. Severability.** The provisions of this ordinance are declared to be severable and if any section, sentence, clause, or phrase of this ordinance shall for any reason be held to be invalid or unconstitutional, such decision shall not affect the validity of the remaining sections, sentences, clauses, and phrases of this ordinance but they shall remain in effect, it being the legislative intent that this ordinance shall stand notwithstanding the invalidity of any part.

**Section 6. Inclusion in the Town Code.** It is the intention of the Town Council, and it is hereby ordained, that the provisions of this ordinance shall become and be made part of the Town Code and that, if necessary, the sections of this Ordinance may be renumbered or re-lettered to accomplish such intentions; and that the word "ordinance" shall be changed to "Article", "Division" or another appropriate word.

15 JUNE 21  


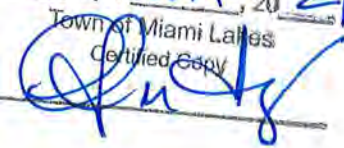
**Section 7. Effective Date.** That this Ordinance shall be effective immediately upon its adoption on second reading.

**FIRST READING**

The foregoing ordinance was offered by Councilmember Dieguez who moved its adoption on first reading. The motion was seconded by Councilmember Councilmember Fernandez and upon being put to a vote, the vote was as follows:

- |                                 |        |
|---------------------------------|--------|
| Mayor Manny Cid                 | yes    |
| Vice Luis E. Collazo            | yes    |
| Councilmember Carlos O. Alvarez | Absent |
| Councilmember Josh Dieguez      | yes    |
| Councilmember Tony Fernandez    | yes    |
| Councilmember Jeffrey Rodriguez | yes    |
| Councilmember Marilyn Ruano     | yes    |

Passed on first reading this 11th day of May 2021.

15 day of June, 2021  
Town of Miami Lakes  
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**SECOND READING**

The foregoing ordinance was offered by Councilmember Dieguez who moved its adoption on second reading. The motion was seconded by Councilmember Councilmember Fernandez and upon being put to a vote, the vote was as follows:

Mayor Manny Cid	yes
Vice Mayor Luis E. Collazo	yes
Councilmember Carlos O. Alvarez	yes
Councilmember Josh Dieguez	yes
Councilmember Tony Fernandez	yes
Councilmember Jeffrey Rodriguez	yes
Councilmember Marilyn Ruano	yes

Passed and adopted on second reading this 8th day of June 2021



Manny Cid  
MAYOR

Attest:

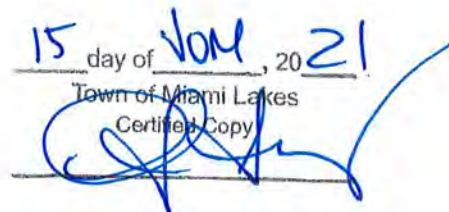


Gina M. Inguanzo  
TOWN CLERK

Approved as to form and legal sufficiency



Raul Gastesi, Jr.  
Gastesi, Lopez and Mestre  
TOWN ATTORNEY

15 day of June, 2021  
Town of Miami Lakes  
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**EXHIBIT A**

**DIVISION 7.—DOCKLESS MOBILITY**

**Sec. 35-62.—Definitions.**

For purposes of this article the following definitions apply:

- (1) Motorized scooter means the same as the term is defined in F.S. § 316.003 and includes gas and electric powered scooters or any combination of the two such as a hybrid scooter.
- (2) Micromobility devices means the same as those defined in F.S. § 316.2128
- (3) Dockless mobility provider means an individual or business entity deploying shared mobility devices within the Town.
- (4) Dockless mobility device means any human-powered or motorized transportation, except motor vehicles as that term is defined in F.S. § 316.003(42), as may be amended from time to time, made available for private use by reservation through an online application, website, or software for point-to-point trips.
- (5) Dockless mobility program means a program generally, in which shared mobility devices are made available for shared use to individuals on a short-term basis at no cost or for a fee.

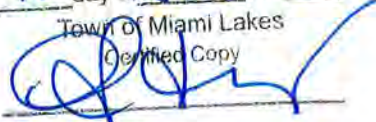
(Ord. No. 19-245, § 2(Exh. A), 7/16/2019)

**Sec. 35-63.—General provisions.**

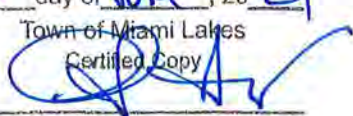
(a) General regulations pertaining to dockless mobility units:

- (1) All bicycles utilized in a dockless mobility program shall conform with the standards set forth in Title 16, Code of Federal Regulations, Chapter II, Subchapter C, Part 1512—Requirements for Bicycles, the safety standards outlined in ISO 43150 Cycles, subsection 4210, and F.S. § 316.2065, as may be amended or revised.
- (2) All dockless mobility devices shall comply with the lighting standards set forth in F.S. § 316.2065(7), as may be amended or revised, which requires a reflective front white light visible from a distance of at least 500 feet and a reflective rear red light visible from a distance of at least 600 feet.
- (3) All dockless mobility units utilized shall include easily accessible and identifiable language that clearly directs users to customer support mechanisms.

5 JUNE 21  
Town of Miami Lakes  
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~~including not limited to a customer service phone number, websites, and applications.~~  
~~(4)Reserved.~~  
~~(5)The riding of motorized scooters, as defined in this article, is permissible upon all bicycle lanes, roads with a speed limit of 25 miles per hour or less, and all sidewalks located within the Town, except where otherwise prohibited by official posting or ordinance. Motorized scooter may not be operated at speeds exceeding 15 mph per hour on permitted roadways and bicycle lanes and may not be operated at speeds exceeding ten mph on permitted sidewalks. Motorized scooters shall be prohibited within the Main Street development and Town shopping centers. An operator must have the technology available to advise and ward the operator of the motorized vehicle of these restrictions.~~  
~~(7)Operators of motorized scooters must yield to pedestrians at all times.~~  
~~(8)Operators of motorized scooters must wear a helmet at all times.~~  
~~(b)Parking and right of way.~~  
~~(1)Dockless mobility units shall not be parked within the following areas: loading zones, handicap accessible parking zone or other facilities specifically designated for handicap accessibility, on-street parking spots, street furniture, curb ramps, business or residential entryways, driveways, travel lanes, bicycle lanes, parklets or within 15 feet of a fire hydrant.~~  
~~(2)Dockless mobility units shall not be parked in a manner that in any way violates Americans with Disabilities Act (ADA) accessibility requirements.~~  
~~(3)The Town Manager, at his/her discretion, may designate certain areas where dockless mobility units shall not be parked. An operator must have the technology available to operate these requirements upon request.~~  
~~(4)The Town Manager, at their discretion, may create designated parking zones (i.e., bike corrals) in certain areas where dockless mobility units shall be parked.~~  
~~(c)Maintenance, operations, and fleet size.~~  
~~(1)Dockless mobility units that are inoperable/damaged or do not comply with other subsections of this Code must be removed within two hours upon receipt of the complaint between the hours of 7:00 a.m. and 7:00 p.m., seven days per week and~~

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~~within 12 hours upon receipt of the complaint on holidays. An inoperable or damaged~~

~~dockless bicycle, dockless electric bicycle, or dockless scooter is one that has non-~~

~~functioning features (i.e., gear selectors, pedals, bell, lights, etc.) or is missing components (i.e., fenders, grips, chain guards, etc.) as applicable to that vehicle.~~

~~(2) Operators must detail a plan to relocate the dockless mobility units to a safe, indoor~~

~~facility within 24 hours in the result of a declared tropical weather event (tropical storm~~

~~or hurricane watch or warning, whichever comes first). The plan must detail the amount~~

~~of time it will take to remove all dockless mobility units from circulation once a storm~~

~~watch or warning has been established.~~

~~(3) The operator's smartphone application and website must inform users of how to~~

~~safely and legally ride a bicycle as defined by F.S. § 316.2065, including the rights and~~

~~duties of cyclists riding on sidewalks or in streets. For the purposes of this division, these~~

~~duties shall also apply to users of motorized scooters.~~

~~(4) The Town Manager, at their discretion, reserves the right to cap the total number of~~

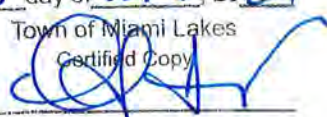
~~dockless mobility units permitted to operate within town limits.~~

~~(e) Data sharing:~~

~~(1) Dockless mobility operators shall provide the Town with the following data on a~~

~~monthly basis in PDF format:~~

- ~~i. Number of dockless mobility units in circulation;~~
- ~~ii. Number of daily, weekly, and monthly riders;~~
- ~~iii. Total number of miles traveled by users (daily, monthly, quarterly, annually) broken down by dockless bicycle, dockless electric bicycle, and/or dockless scooter;~~
- ~~iv. Average time each dockless mobility units spends available (not in use);~~
- ~~v. Number of rides per user per day;~~
- ~~vi. Number of rides per dockless bicycle, dockless electric bicycle, and/or dockless scooter per day;~~
- ~~vii. Duration of rides per rider per day as well as rides per dockless bicycle, dockless electric bicycle, and/or dockless scooter per day;~~
- ~~viii. Average duration of ride per day of the week;~~

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- ~~ix. Monthly summary of dockless bicycle, dockless electric bicycle, and/or dockless scooter distribution and GPS-based natural movement in heat map format;~~
- ~~x. Summary of fleet numbers lost to theft/vandalism;~~
- ~~xi. Summary of customer comments/complaints, resolution to, and time it took to resolve each complain;~~
- ~~xii. Summary of repairs per dockless bicycle, dockless electric bicycle, and/or dockless scooter per month;~~

~~Dockless mobility operators shall distribute a six-month and one-year customer satisfaction survey, the summary and raw results of which shall be provided to the Town.~~

~~Dockless mobility operators shall provide real-time or semi-real-time dockless bicycle, dockless electric bicycle, and/or dockless scooter location data via a publicly accessible API in General Bikeshare~~

~~Feed Specification (GBFS) format per North American Bikeshare Association (NABSA) guidelines. The Town reserves the right to post this information through a publicly available portal.~~

~~(f) Terms~~

- ~~(1) No operator shall display, offer, or make available for rent any shared mobility device within the Town, unless the person has a valid fully-executed agreement with the Town or has obtained approval from the Town through an established process.~~
- ~~(2) Operators shall obtain an insurance policy as agreed to that shall include the Town as a third party and indemnify the Town from any harm.~~
- ~~(3) If a dockless mobility provider without a valid agreement with the Town is found deploying dockless mobility devices within the Town it will be presumed that the provider is in violation of this section. A violation of this section shall be considered a code enforcement violation and is punishable by a fine of \$500.00 per instance.~~
- ~~(4) Impoundment. A dockless mobility device that is displayed, offered, made available for rent by a dockless mobility provider without a valid agreement within the town, or abandoned on the Town rights-of-way, Town park, or Town Public building is subject to impoundment.~~

~~(g) Operator agreements.~~

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~~(1) Agreements with operators shall first come before the Council prior to execution.~~

~~(Ord. No. 19-245, § 2(Exh. A), 7-16-2019)~~

## EXHIBIT B

### CHAPTER 20. – TRANSPORTATION

#### ARTICLE I. – MULTIMODAL TRANSPORTATION

##### DIVISION 1. – RESERVED

##### DIVISION 2. – RESERVED

##### DIVISION 3. – RESERVED

##### DIVISION 4. - RESERVED

##### DIVISION 5. – MICROMOBILITY DEVICES

###### Sec. 20-500. – Purpose.

The purpose of this division is to:

Permit and regulate the providers of Micromobility devices in the Town of Miami Lakes.

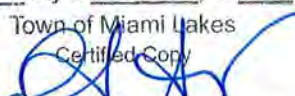
###### Sec. 20-501. – Applicability.

The provisions of this division shall apply to Micromobility providers and their devices. For the purpose of this division, the applicant, managing agent or provider, and owner shall be jointly and severally liable for complying with the provisions of this division, licensing application, and the license.

###### Sec. 20-502. - Definitions.

For purposes of this article, the following definitions apply:

- (1) Applicable state laws shall mean all general laws of the State of Florida relating to Micromobility devices. The program implemented in the Town will operate in a manner consistent with and subject to applicable general laws of the state including, without limitation, F.S. § 316.003, 316.008, 316.2065, and 316.2128. and the entirety

15 day of June, 2021  
Town of Miami Lakes  
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- of F.S. Ch. 316, the "Florida Uniform Traffic Control Law", as amended. The Town in this division reserves all municipal home rule powers to impose more restrictive public safety, insurance, licensing, data sharing, parking, and similar requirements.
- (2) Micromobility Device is any motorized transportation device made available for private use by reservation through an online application, website, or software for point-to-point trips and which is not capable of traveling at a speed greater than 20 miles per hour on level ground. This term includes motorized scooters, bicycles, and any hybrid model as defined in this section.
  - (3) Motorized scooter means the same as the term is defined in F.S. § 316.003 and includes gas and electric powered scooters or any combination of the two such as a hybrid scooter and which is not capable of propelling the device at speed greater than 20 miles per hour on level ground. The term does not include an electric bicycle.
  - (4) Electric Bicycle is a bicycle or tricycle equipped with fully operable pedals, a seat or saddle for the use of the rider, and an electric motor of fewer than 750 watts which meets the requirements of one of the three classifications as stated in F.S. § 316.003
  - (5) Bicycle shall have the meaning as ascribed to it in F.S. § 316.003.
  - (6) Hybrid Micromobility Device are (also referred to herein as "hybrid device") shall have the meaning ascribed to it in F.S. § 316.003(39), as amended. "Hybrid devices" are further defined as a device, with an electric motor, designed to transport only one person, with two wheels, handlebars, a seat, or saddle for the use of the rider, stationary footpegs, and front and rear brakes, with a maximum length of fifty-five (55) inches.
  - (7) Damaged Micromobility device is defined as one that does not meet the minimum ordinance requirements of the Micromobility program.
  - (8) License shall mean the document by which a privilege is granted by the town to authorize a person to operate a motorized scooter service within its municipal boundaries. Any license issued in accordance with this article shall be nonexclusive.
  - (9) Micromobility Program is a regulatory system whereby Micromobility devices, including but not limited to motorized bicycles and motorized scooters, are intended for point-to-point trips and are intended to remain in the public right-of-way.
  - (10) Micromobility provider means an individual or business entity that has been issued a license pursuant to this division and/or pursuant to appropriate procurement process if approved by the Town Manager or his/her designee to deploying, operating, redistributing, and/or rebalancing shared Micromobility devices within the town.
  - (11) Geofences are used to define areas with the use of a Global Positioning System (GPS) or similar technology to create a virtual geographic boundary where Micromobility devices may be balanced or rebalanced, may begin or end, may be prohibited from operation, may enter, or leave a particular area, are capable of receiving specialized speed limits, or other uses as determined by the Town Manager and/or Designee.
  - (12) Rebalancing is the process by which Micromobility devices are redistributed to ensure availability throughout a service area and to prevent excessive buildup of Micromobility devices at locations throughout the city.
  - (13) Right-of-way or ROW is the surface and space above and below an improved or unimproved public roadway, highway, boulevard, road, freeway, bridge, alley, court, street, bicycle lane, public sidewalk, and terrace in which the city or other public entity

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Town of...  
[Signature]

has an interest in law or equity whether held in fee, easement, dedication, plat or other estate or interest including any other dedicated right-of-way for travel purposes.

(14) Service area is defined as a geographic area(s) within the Town of Miami Lakes as defined by the department, where the Micromobility program may offer service for its users.

(15) User is an individual who utilizes a Micromobility device and is at least 16 years of age.

Sec. 20-503. General Provisions.

- (1) It shall be unlawful for a provider to offer or operate a Micromobility program within the Town without first obtaining an official license from the Town Administration.
- (2) A Micromobility provider shall submit all documentation and comply with all requirements to be issued a license to operate a Micromobility program in the Town.
- (3) Providers shall obtain a separate license for each Micromobility device type provided by that provider.
- (4) License shall be subject to the approval of the Town Manager or his/her designee.
- (5) The licenses will be effective during the specified dates by the Town Manager or his/her designee after proper notification to the provider(s).
- (6) All bicycles utilized in a Micromobility program shall conform with the standards set forth in Title 16, Code of Federal Regulations, Chapter II, Subchapter C, Part 1512 - Requirements for Bicycles, the safety standards outlined in ISO 43.150 - Cycles, subsection 4210, and F.S. § 316.2065, as may be amended or revised.
- (7) All Micromobility devices shall comply with the lighting standards set forth in F.S. § 316.2065(7), as may be amended or revised, which requires a reflective front white light visible from a distance of at least five hundred (500) feet and a reflective rear red light visible from a distance of at least six hundred (600) feet.
- (8) All Micromobility devices utilized shall include easily accessible and identifiable language that clearly directs users to customer support mechanisms, including not limited to a customer service phone number, websites, and applications.
- (9) All electric bicycles (e-bikes) utilized under this program shall meet the National Highway Traffic Safety Administrations (NHTSA) definition of low-speed electric bicycles; and shall be subject to the same requirements as ordinary bicycles and with the requirements of F.S. Ch. 316.003, which defines bicycles. This means, among other requirements, that electric bicycles shall have fully operable pedals, an electric motor of less than seven hundred and fifty (750) watts, and a top motor-powered speed of less than fifteen (15) miles per hour when operated by a rider.
- (10) All Micromobility devices utilized shall be equipped with GPS, cell phone, or a comparable technology for the purpose of tracking.
- (11) The riding of any Micromobility device propelled by a motor as defined in this division, is permissible upon all bicycle lanes on roads with a speed limit of 25 miles per hour or less, unless the bicycle infrastructure contains a physical buffer from any travel lanes, and all sidewalks located within the Town, except where otherwise prohibited by official posting or ordinance.
- (12) Users of Micromobility devices propelled by a motor as defined in this division must yield to pedestrians at all times.

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- (13) Users of Micromobility devices propelled by a motor as defined in this division **who are 16 years old of age, or younger must wear a helmet at all times.** The provider's mobile application must inform users of helmet laws and encourage the use of helmets.
- (14) Provider shall comply with all applicable rules, regulations, and laws, including any additional rules and regulations promulgated by the Town Manager or his or her designee, applicable to Micromobility devices user, except those which, by their very nature, can have no application. Providers should encourage the use of a bicycle helmet that is properly fitted and is fastened securely upon the user's head by a strap, and that meets the federal safety standard for bicycle helmets, Final Rule, 16 C.F.R. Part 1203
- (15) The Town Manager, or his or her designee, may administratively issue, promulgate and establish additional rules and regulations consistent with this division and applicable state and federal laws, as determined to affect the policy of this division.
- (16) The Town Manager, or his or her designee, reserves the right to cancel any license if there is a violation of the division, violations involving public health, safety or general welfare, failure to maintain the required insurance, or bonding or otherwise comply with this division, or for other good and sufficient cause as determined by the Town Manager or his or her sole discretion.

Sec. 20-504. Operations.

- (1) Any Micromobility provider issued a license to deploy Micromobility devices within the Town of Miami Lakes shall have an operating plan approved by the Town Manager or his/her designee allowing for the deployment of their total fleet.
- (2) The Town retains the right to require providers to reduce their fleet size, to impose a cap on fleet sizes or on the number of operators as is warranted, or cease operations in the event that providers repeatedly fail to timely rebalance or remove vehicles blocking the right of way or provide timely responses to complaints received by the Town, each as may be warranted.
- (3) Providers shall maintain a 24-hour customer service phone number easily accessible to users for customers and citizens to report safety concerns, make complaints, ask questions, or request that a device(s) be relocated.
- (4) Devices must be well maintained and in good operating condition at all times. Must be of high quality and sturdily built to withstand the effects of weather and constant use for a period of no less than five years.
- (5) Micromobility devices are to be operated at a person's own risk, and that no representation is being made by the Town as to the condition of any sidewalk, street, road, bike path, lane, or sidewalk area.

Sec. 20-505. Micromobility Devices Parking.

- (1) Micromobility devices must be parked on a sidewalk or other hard surface, besides a bicycle rack, or at a town-owned location. Micromobility devices may only be parked on private property with the permission of the property owner.
- (2) Micromobility devices must be upright while parked.

15 day of June, 2021  
Town of Miami Lakes  
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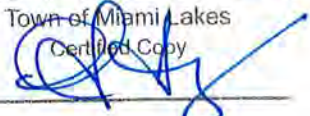
- (3) Micromobility devices may not be parked in a manner that would impede normal and reasonable pedestrian access on a sidewalk or in any manner that would reduce the minimum clear width of a sidewalk to less than three feet.
- (4) Micromobility devices may not be parked in a manner that would impede vehicular traffic.
- (5) Micromobility devices may not be parked in a manner that would impose a threat to public safety or security.
- (6) Micromobility devices may not be parked on a block that does not have sidewalks.
- (7) Micromobility devices must be parked in a manner that is compliant with the applicable provisions of the Americans with Disabilities Act of 1990.
- (8) Micromobility devices may not be parked in a way that blocks:
  - a. Fire hydrants call boxes or other emergency facilities;
  - b. Transit facilities;
  - c. Loading spaces or zones;
  - d. Passenger loading spaces or zones, or valet parking service areas;
  - e. Disabled or prohibited parking zones;
  - f. Street furniture that requires pedestrian access, for example, but not limited to, benches, parking pay stations, or bicycle racks;
  - g. Window displays;
  - h. Building entryways;
  - i. Curb ramps; or
  - j. Vehicular driveways.

Sec. 20-506. Data Sharing.

- (1) Providers shall cooperate with the Town in the collection, analysis, and sharing of aggregated data concerning its operations. All data furnished under any Micromobility program will be in a form reasonably acceptable by the Town Manager or his/her designee.

Sec. 20-507. Insurance Requirements.

- (1) A provider shall procure and keep in full force and effect no less than the insurance coverage required by the implemented Micromobility program at the moment of submitting the application to the Town, through a policy or policies written by an insurance company or companies authorized to do business in Florida.
- (2) The insured provisions of the policy or policies must list the Town, their officers, employees, the Federal Department of Transportation, and Miami Dade County as additional insureds, and the coverage provisions must provide coverage for any loss or damage that may arise to any person or property by reason of the operation of a motorized scooter.

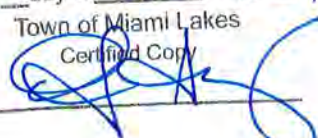
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Town of Miami Lakes  
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Sec. 20-508 Special Revenue Fund.

- (1) **Creation of the Micromobility Special Revenue Fund.** There is hereby created a Town of Miami Lakes Micromobility Special Revenue Fund account, the purpose of which is to primarily offset any costs incurred by the Town of Miami Lakes. Any excess licensing fees shall be designated to enhance the infrastructure and experience of any pedestrian and bicyclists in the Town.
- (2) The application, including new applications and all applications in relation to any extension(s), renewal(s), or reinstatements of a Micromobility program, shall be accompanied by an anticipated non-refundable licensing fee, which shall be used to offset any costs to the Town. Any excess licensing fees shall be designated to enhance the infrastructure and experience of any pedestrian and bicyclists in the Town.

Sec. 20-509. Indemnification.

Providers shall indemnify, defend, and hold harmless the town, jointly and severally, and their respective officials, employees, agents and instrumentalities from any and all liability, losses or damages, including any and all attorneys' fees and cost of defense, which the town and its officials, employees, agents, and instrumentalities may incur as a result of claims, demands, suits, causes of actions or proceedings of any kind or nature including, but not limited to, personal injury or wrongful death, property loss or damage, the conditions and features on all sidewalks and sidewalk areas, bike lanes or bike paths streets, or other areas within the town on which a Micromobility device is operated, to the extent arising out of or in any way connected with the operation of the Micromobility service or use of a Micromobility device. Providers shall pay all claims and losses in connection therewith and shall investigate and defend all claims, suits, or actions of any kind or nature in the name of the town, where applicable, including administrative, trial, and appellate proceedings, and shall pay all costs, judgments, and attorneys' fees which may issue thereon. Providers shall expressly understand and agree that any insurance protection required by this division, or otherwise provided or secured by a provider, shall in no way limit the responsibility to indemnify, defend and hold harmless the town, their officials, employees, agents, and instrumentalities as required by this section. The obligation to indemnify, defend, and hold harmless will survive the revocation, cancellation, or expiration of a license. The operators will acknowledge on the license application form, which will include this indemnification in substantially the language provided by this section, that the granting of the license is, in part, conditioned on the granting of this indemnification which is knowingly and voluntarily given by the operators.

15 day of June, 2021  
Town of Miami Lakes  
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## **Appendix 02. Resolution 21-1760**

**RESOLUTION NO. 21-1760**

**A RESOLUTION OF THE TOWN COUNCIL OF THE TOWN OF MIAMI LAKES, FLORIDA, APPROVING THE NEGOTIATION, AND UPON AGREEMENT, THE EXECUTION OF A ONE-YEAR PILOT DOCKLESS MOBILITY PROGRAM WITH MICROMOBILITY PROVIDER(S); AUTHORIZING THE TOWN MANAGER TO TAKE ALL NECESSARY STEPS TO IMPLEMENT THE TERMS AND CONDITIONS OF THE LICENSE; AUTHORIZING THE TOWN MANAGER TO EXECUTE THE LICENSE; AUTHORIZING THE TOWN MANAGER TO EXPEND BUDGETED FUNDS; PROVIDING FOR INCORPORATION OF RECITALS; AND PROVIDING FOR AN EFFECTIVE DATE.**

**WHEREAS**, one of the primary goals for the Town of Miami Lakes (“Town”) is to address connectivity by providing better first mile/last mile connections to and from destinations; and

**WHEREAS**, mobility and transportation efficiencies are an integral part of the Town’s overall strategic plan; and

**WHEREAS**, the Town Council approved Ordinance 21-278 allowing the adoption of Florida Statutes and best practices in the State of Florida; and

**WHEREAS**, the Town Manager recommends the negotiation, and upon agreement, the execution of a pilot program with provider(s) at no cost to the Town; in addition to expending any income revenues obtained from this program towards the enhancement of the infrastructure and experience of any pedestrian and bicyclists in the Town and

**WHEREAS**, the Town Council approves the recommendation of the Town Manager to negotiate, and upon agreement, to execute a pilot program with provider(s). In addition to expending any income revenues obtained from this program towards the enhancement of the infrastructure and experience of any pedestrian and bicyclists in the Town.

**NOW, THEREFORE, BE IT RESOLVED BY THE TOWN COUNCIL OF THE  
TOWN OF MIAMI LAKES, FLORIDA, AS FOLLOWS:**

**Section 1.**     **Recitals.**   The foregoing Recitals are true and correct and incorporated herein by this reference.

**Section 2.**     **Accept applications, negotiate, and upon agreement execute.**   The Town Council hereby authorizes the negotiation of potential applications and, upon agreement, the execution of (a) license(s) in substantially the same guidelines offered through Ordinance 21-278, this resolution, and the scoring system to launch a Micromobility pilot program not to exceed 1-year term. The potential pilot program will be at no cost to the Town and will authorize any amendments to the license(s), subject to approval as to form and legality by the Town Attorney. In addition to expending any income revenues obtained from this program towards enhancing the infrastructure and experience of the pedestrian and bicyclists in the Town.

**Section 3.**     **Authorization of Town Officials.**   The Town Manager, his designee and the Town Attorney are authorized to take all steps necessary to implement the terms and conditions of the Contract.

**Section 4.**     **Effective Date.**   This Resolution shall take effect immediately upon adoption.

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Passed and adopted this 13th day of July 2021.

The foregoing resolution was offered by Vice Mayor Collazo who moved its adoption. The motion was seconded by Councilmember Fernandez and upon being put to a vote, the vote was as follows:

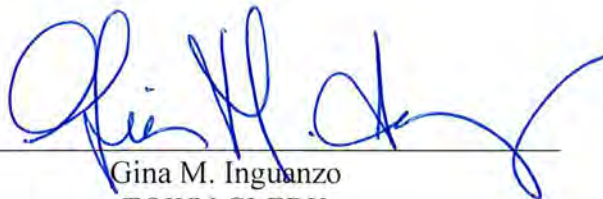
Mayor Manny Cid	yes
Vice Mayor Luis E. Collazo	yes
Councilmember Carlos O. Alvarez	Absent
Councilmember Tony Fernandez	yes
Councilmember Josh Dieguez	yes
Councilmember Jeffrey Rodriguez	Absent
Councilmember Marilyn Ruano	yes



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Manny Cid  
MAYOR

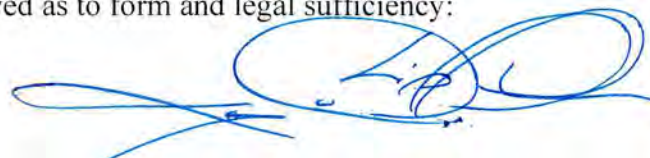
Attest:



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Gina M. Inguanzo  
TOWN CLERK

Approved as to form and legal sufficiency:



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Raul Gastesi, Jr.  
Gastesi, Lopez and Mestre, PLLC  
TOWN ATTORNEY

**Definitions.**

For purposes of this resolution, all the definitions in Ordinance 21-278 applied, in addition to:

- (1) Dockless Micromobility Programs are where users may check out a Micromobility device and return it to any location within a predefined geographic region, complying with all guidelines and requirements from Ordinance 21-278.

**General Terms.**

- (1) The Town of Miami Lakes will only provide a limited number of licenses for the implementation of this pilot program. Where in order of priority, the town wishes to pursue: (a) bicycles, (b) hybrid devices, and (c) scooters.
- (2) The license allows to the selected provider(s) to deploy, operate, and maintain their fleet within the municipal boundaries of the town for up to 1-year.
- (3) Provider(s) must provide written notice, at least 30 days before ceasing operations, if they are no longer willing or able to provide services in the Town.
- (4) The town reserve the right to cancel any license as stated in Chapter 20, Article I, Division 5.
- (5) Providers will require every Micromobility device user to show or scan a photographic identification, which shall be a driver's license, a state identification, or a passport, which must indicate that every Micromobility device user is at least 18 years old.
- (6) Providers will implement marketing and targeted community outreach plans, at their own expense and to the satisfaction of the town, to promote the use of Micromobility devices, and provide education regarding the rules, regulations, and laws applicable to riding, operating, and parking a Micromobility device, as well as safe, prudent, defensive, and courteous operation.
- (7) Providers shall work with local businesses or other organizations to promote the use of helmets by users operating Micromobility devices through partnerships, promotional credits, and/or other incentives.
- (8) If a dockless mobility provider without a valid agreement with the Town is found deploying dockless mobility devices within the Town it will be presumed that the provider is in violation of this section. A violation of this section shall be considered a code enforcement violation and is punishable by a fine of \$500.00 per instance.

**Application for a pilot program license.**

- (1) A person may not operate, or cause or permit the provider of a motorized device service for the duration of the pilot program without first having obtained a valid pilot program license issued under this resolution in accordance with Ordinance 21-278.
- (2) A person desiring to obtain a license shall make a written application in a form prescribed by the town manager, or his/her designee, with the applicant being the person who will own, control, or operate the proposed Micromobility device service.
- (3) An applicant shall file with the town a verified application statement that, at a minimum, contains the following:



- a. The address of the applicant's operations center within the geographic area, and the applicant's corporate headquarters, if different from the address of the operations center;
  - b. A witnessed signature of the applicant;
  - c. Documentary evidence from an insurance company indicating that such insurance company has bound itself to provide the applicant with the insurance required by the article;
  - d. Documentary evidence indicating that the applicant has applied for and received a current certificate of use, business tax receipt, occupational license, and similar permits and approvals, as applicable;
  - e. An agreement to indemnify, hold harmless, and defend the town, their officials, and staff in a form acceptable to the town;
  - f. The name of the person designated to receive any and all notices sent by the town to the provider, including their mailing address, telephone number, and e-mail address; and
  - g. The name of the person designated to rebalance, remove, and/or relocate motorized device(s), including their mailing address, telephone number, and e-mail address.
  - h. A COVID-19 health plan that complies with CDC and Miami-Dade County guidelines. (Where applicable)
  - i. A Community and Marketing assessment plan that prioritizes the safety of all expected users and the community in general.
  - j. An operational plan that outlines the requirements of Ordinance 21-278, this resolution, and the scoring system attached.
  - k. Detailed information on battery safety practices, including but not limited to: (1) how providers will charge, store, and dispose of batteries; (2) provider past incidents involving battery tampering and procedures for preventing any future incident of battery tampering; (3) information about the battery management systems the provider uses, including where this information is stored and the level of information about battery health that the provider is receiving; and (4) if using outside temporary citizens to charge the batteries, a plan of educating them of proper use.
  - l. Valid Certificates of Insurance.
  - m. And any other information stated in the scoring system as significant for the completion of the application.
- (4) On or before the expiration of this pilot program, the town manager or his/her designee shall report to the town council status of the pilot program. Following the town manager's report, the town council will consider the town's options for the pilot program, including discontinuing, reinstating, or expanding the pilot program, authorizing the town manager for a competitive solicitation for a more permanent Micromobility device license program, or such other measures as determined to be in the town's best interest.
- (5) A pilot program license shall expire at the conclusion of the applicable pilot program.
- (6) In the event that the pilot program is reinstated by vote of the town council, pilot program license(s) may be renewed following the same process set forth in this section.
- (7) The Town Council, town manager, or his/her designee, reserves the right to cancel any license if there is a violation of this resolution, violations involving public health, safety, or general welfare, failure to maintain the required insurance, or bonding or otherwise

comply with this article, or for other good and sufficient cause as determined by the city manager in his/her sole discretion.

The application, including new applications and all applications in relation to any extension(s), renewal(s), or reinstatements of the pilot program, shall be accompanied by a non-refundable licensing fee of \$275.00. If the license is granted, the provider must pay a non-refundable fee of \$85.00 per unit per year to deploy the Micromobility devices within the Town in increments of quarters, which will be negotiated, and upon mutual agreement, will be used to offset any costs to the Town. Any excess licensing fees shall be designated to enhance the infrastructure and experience of any pedestrian and bicyclists in the Town.

The per-unit fee is calculated considering the percentage of use, taken from the total fleet size multiplied by the total population in Miami Lakes. The final factor is being multiplied by ten (10), and lastly multiplied by the total average cost per year of sidewalk maintenance. In addition, it has been quantifying a forecast time that town staff will delegate to this program through the pilot program to follow-up with reports, enforcing the resolution and guidelines provided by the Town, and receive and re-direct any comments from the residents to the providers.

### **Scope & Operations.**

- (1) Providers shall obtain a separate license for each Micromobility device type offered by that provider.
- (2) Operators shall have a maximum initial fleet of 50 Micromobility devices during the first two weeks of their participation, and thereafter up to 100 Micromobility devices.
- (3) The town shall allow operators to increase their fleet size on a monthly basis by a maximum of 25 percent if provider's usage data demonstrates that their fleet provides on average more than two rides per Micromobility device per day. The increase in devices on the street or sidewalk/sidewalk area shall not exceed the amount required to keep usage rates at or above two rides per Micromobility device. The town may also require provider(s) to reduce their fleet size on a monthly basis by 25 percent if provider's usage data demonstrates that their fleet provides on average less than 1 rides per device per day.
- (4) Notwithstanding subsection (3), the town retains the right to require providers to reduce their fleet size, to impose a cap on fleet sizes as is warranted or cease operations in the event that providers repeatedly fail to timely rebalance or remove devices blocking the right of way or provide timely responses to complaints received by the town, each as may be warranted.
- (5) During the duration of the pilot program, each provider must share contact information of key staff working on the municipality, for example, but not limited to general manager, local fleet operation manager, local public outreach manager, and a 24-hour contact person(s) where applicable.
- (6) Micromobility devices shall be parked in accordance with Ordinance 21-278.
- (7) All Micromobility devices utilized shall include easily accessible and identifiable language that clearly directs users to customer support mechanisms, including not limited to a customer service phone number, websites, and applications.
- (8) Motorized scooter may not be operated at speeds exceeding fifteen (15) mph per hour.

- (9) After planning assessment and with the town manager statement, Micromobility devices shall be prohibited within areas that have a high volume of pedestrians, for example, but not limited to the Main Street development and Town shopping centers. A provider must have the technology available to advise and ward the operator of the motorized vehicle of these restrictions.
- (10) Dockless mobility units that are inoperable/damaged or do not comply with other subsections of this Code must be removed within two hours upon receipt of the complaint between the hours of 7:00 a.m. and 7:00 p.m., seven days per week and within 12 hours upon receipt of the complaint on holidays. An inoperable or damaged dockless bicycle, dockless electric bicycle, or dockless scooter is one that has non-functioning features (i.e., gear selectors, pedals, bell, lights, etc.) or is missing components (i.e., fenders, grips, chain guards, etc.) as applicable to that vehicle.
- (11) If a provider is unable to meet subsection ten (10) above, the provider will be obligated to pay a penalty of \$50 per device that the Town relocate.
- (12) Operators must detail a plan to relocate the dockless mobility units to a safe, indoor facility within 24 hours as a result of a declared tropical weather event (tropical storm or hurricane watch or warning, whichever comes first). The plan must detail the amount of time it will take to remove all Micromobility devices from circulation once a storm watch or warning has been established.

### **Mobility Data & User Privacy**

- (1) Providers shall provide real-time and historical data (if applicable) in the standardized industry format, the Mobility Data Specifications, or a format specified by the town.
- (2) The town may require operators to share data through an API, with a 3<sup>rd</sup> party vendor, for the purposes of monitoring compliance, evaluation, and planning.
- (3) The town of a 3<sup>rd</sup> party vendor may audit any data provided by the operator to ensure completeness and accuracy of the provider report.
- (4) The provider(s) shall maintain and provide the accurate real-time status for each Micromobility device in operational mode, under maintenance, or in non-operational mode.
- (5) All permitted providers shall distribute to its users, at least twice per license term, both via email and in-app, designed surveys as requested by the town. All raw and summarized results shall be provided to the town upon request.
- (6) The providers shall complete a monthly report to be submitted on or before the 10<sup>th</sup> day of the following month. The monthly report template may include:
  - a. Number of Micromobility devices in circulation;
  - b. Number of daily, weekly, and monthly users;
  - c. Total number of miles traveled by users, daily, monthly, quarterly, and annually, delineated by Micromobility device type.
  - d. Average time each Micromobility device is available for use;
  - e. Number of rides per user per day;
  - f. Number of rides per Micromobility device type;

- g. Duration of daily rides per user per Micromobility device;
- h. Average daily duration of ride;
- i. Monthly summary of Micromobility devices' distribution and GS-based natural movement in heat map format;
- j. Summary of fleet numbers lost to theft or vandalism;
- k. Summary of user comments and complaints, and resolution of each complaint; and
- l. Monthly summary of repairs for each Micromobility device.

All reports and data provided will be considered a public record and available for the public to publish on a voluntary or by request basis.

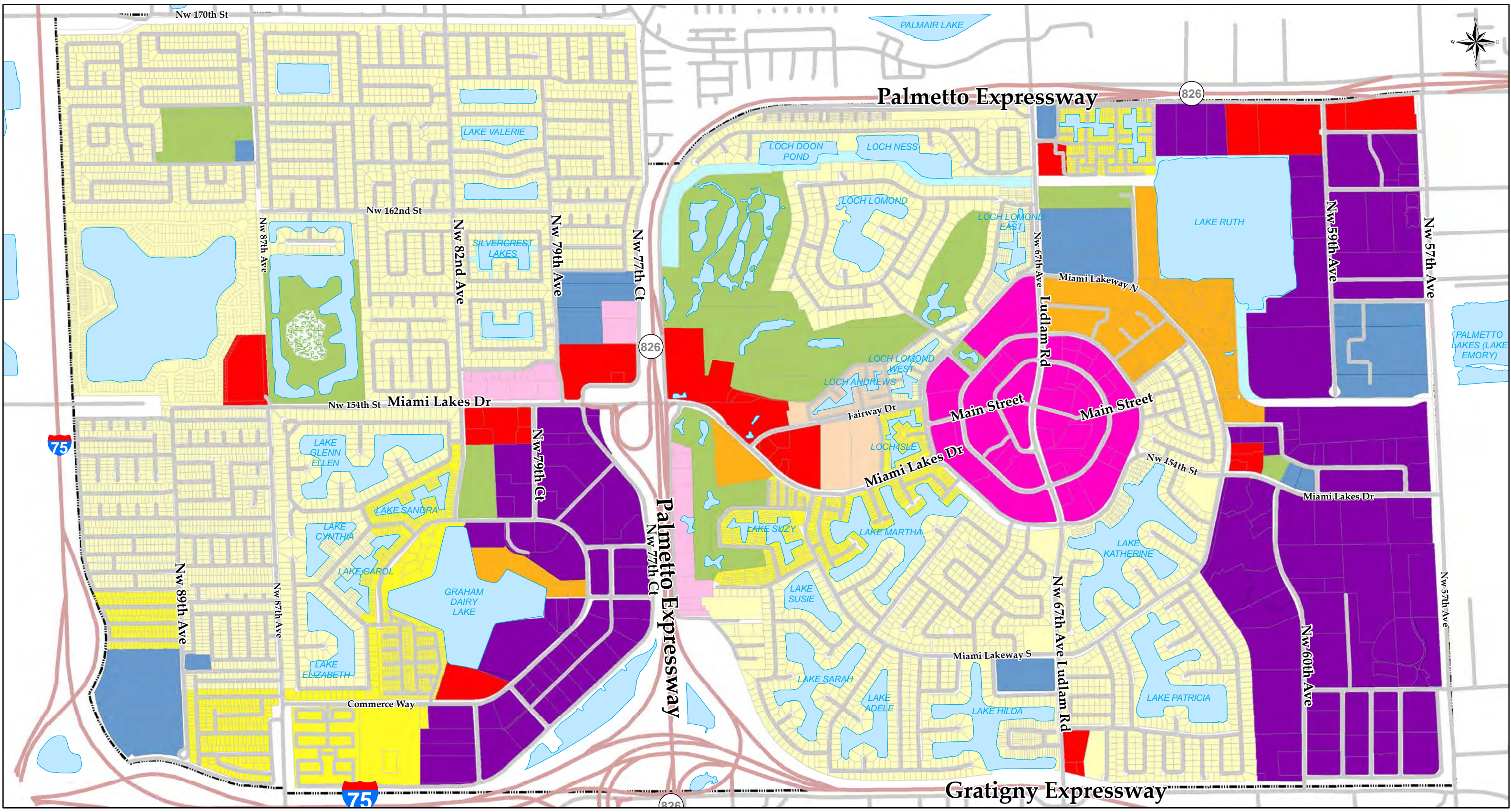
Indemnification and insurance.

Indemnification. As specified in Ordinance 21-278.

Insurance. The provider(s) shall provide and maintain commercial general liability and automobile liability insurance to protect the town of Miami Lakes, its officials, staff, the Florida Department of Transportation, and Miami Dade County from all claims and damage to property or bodily injury, including death, which may arise from any aspect of the program or its operation, or its agents, contractors, employees or users, and all vehicles owned and/or operated by the provider, its agents, contractors or employees. Such insurance, shall be provided from an insurance company with an A.M. Best rating of not less than "A-" and a financial strength rating of not less than "VII," acceptable to the town's Risk Manager, and shall provide coverage of not less than five million dollars (\$5,000,000) per occurrence and a contract aggregate of not less than five million dollars (\$5,000,000) for commercial general liability insurance, and one million dollars (\$1,000,000) per occurrence for automobile liability insurance. Such insurance shall further provide that the policy shall not terminate or be canceled prior to the termination of the license term license agreement without thirty (30) days' written notice prior to the termination to the town's Risk Manager.















## **Appendix 03. Map of the Future Land Use in Miami Lakes**



# Town of Miami Lakes Future Land Use Map

## Future Land Use

- |   |                                     |   |                                |   |                                 |
|---|-------------------------------------|---|--------------------------------|---|---------------------------------|
|  | Business and Office                 |  | Lakes and Canals               |  | Medium-High Density Residential |
|  | Conservation Area                   |  | Low Density Residential        |  | Office/Residential              |
|  | Industrial and Office               |  | Low-Medium Density Residential |  | Parks and Recreation            |
|  | Institutional and Public Facilities |  | Medium Density Residential     |  | Town Center Mixed Use           |



#### Appendix 04. Required documentation:

1. License Application with all the required documentation and sections.
2. State of Florida Business License Certificate of Compliance
3. Letter of agreement with the Town of Miami Lakes business tax receipt requirements in accordance with the Town Code. Applicant with a business located outside the Town must meet the applicable local or County business tax receipt or occupational license requirements.
4. Proof of Insurance
5. Payment of License Application



## Appendix 05. Town of Miami Lakes Dockless Micromobility Annual License Application

Company Name	
Business Address	Mailing Address (If different than business address)
City, State, Zip Code	City, State, Zip Code
State of Florida Business License Number	General Contact Phone Number
Primary Contact Name, Title	Email Address
Alternate Contact Name, Title	Email Address



Application	Received Date	Paid Application Fee	Initial	Community Outreach Plan	Initial	Proof of Insurance	Initial
State of Florida Business License	Issue Date	Maintenance Plan	Initial	Agree to participate in Evaluation	Initial	Local Agent Contact Information	Initial
Data sharing agreement	Initial	Operations Plan	Initial	Safety History Report	Initial	Launch Schedule & Services Rates	Initial
Privacy Policy	Initial	Market Study	Initial	Signed Data and Compliance Report	Initial	Branding Description & Rendering	Initial
Types of Devices offered	Initial	Number of Dockless Devices Requested	Initial	Company Overview	Initial	Contact Information for outside markets	Initial

I certify, by signing below, each criterion outlined in Ordinance 21-278 and Resolution 21-1760 has been met and will be correct and accurate upon an audit conducted by the TAMO. The applicant agrees to participate in the evaluation of the pilot period by distributing a Town survey to its users. Failure to Comply with Town policies and license conditions may result in one or more of the following: civil penalty, vehicle impound, suspension, or revocation of the dockless Micromobility device company license. I further agree to indemnify, defend, and hold the Town of Miami Lakes and its elected officials, officers, employees, and agents harmless from and all against all claims arising from, in whole or in part, the applicant's operations under this license.

Please Print Name	Signature
Title of Signor	Date





## Appendix 06. Dockless Mobility Unique Identification Number Master List

**Reporting:** The applicant must submit the Dockless Micromobility unique identification Number Master List (herein referred to as the “Master List”) before the permit is issued. The applicant is responsible for: sending TAMO a Master List of the unique ID of each dockless Micromobility device and the corresponding license ID before deployment; and sending TAMO a complete, accurate, and updated Master List.

Company Name		Date
Device Number	Type of Device	Unique ID
Permittee Signature		Phone
Printed Name		Email
Title		Date



## Appendix 07. Monthly Report Information

To ensure effective fleet management and efficient program management, the Town requires all operators provide an electric monthly report to the program manager at the end of each operating month. The report will be due no later than the tenth business day of each subsequent month. The Town reserves the right to adjust the reporting timeframe at its discretion.

The Monthly report will consist of three components – Operations, Maintenance, and Data Management – and must include the following:

- Total number of users enrolled in the program at the Town of Miami Lakes, including the number of new users enrolled each month.
- The five most popular parking zones per operational zone per month based on trips.
- Number of devices serviced per month.
- Number of devices lost, stolen, or missing each month.
- Number of devices impounded each month.
- Total amount of revenue collected per month including, but not limited to:
  - a. Rental fees.
  - b. Membership fees, if any.
  - c. User penalty fees, if any.
  - d. User fees per minute.
  - e. User fees per ride, and
  - f. Parking zone incentives provided.
- Any injuries reported by users per month.
- Any legal actions taken by users per month.
- Make, model, and total number of all equipment in circulation.
- Recap of monthly community outreach efforts.
- Complaint and resolution log.
- Recap of any special event coordination with the Town.
- Maintenance report: device ID#, date serviced, and work performed.



## **Appendix 08. Scoring System**

	Total	
<b>Safety</b>	<b>25</b>	
Do the devices offer an integrated helmet, or has the possibility to add this feature?	0 - 9	
Every device offers a helmet (proof is required)	9	
Provider is currently working on adding this feature (proof is required)	5	
Provider is not offering this capability as of today.	0	
How tamper-resistant are the brakes?	0 - 4	
Brake cable and housing (completely protected) (proof is required)	4	
Brake cable and housing (partially protected) (proof is required)	2	
Brake cable and housing (exposed) (proof is required)	0	
Swappable battery	0 - 3	
YES	3	
NO	0	
Suspension or pneumatic tires	0 - 2	
YES	2	
NO	0	
Will devices participate in Emergency Unlocking.	0 - 1	
YES	1	
NO	0	
Do the devices offer a horn or system that allows the driver to communicate with other road users?	0 - 1	
YES	1	
NO	0	
Does the provider have the capability to adjust devices to multiple speed limits depending on the zone?	0 - 5	
YES	5	
NO	0	
<b>Total</b>	<b>25</b>	
<b>Operations</b>	<b>25</b>	
Signed Operation Plans, including but not limited to market study, maintenance fleet, geofencing zones, staffing, etc.	0 - 9	
Market Study (demographics, geographic location, land uses, among others variables)	1	
Fleet Management (size, removal, rebalancing, etc.)	1.5	
Geofencing Capabilities, proposed zones	1.5	
Special speed limit zones capabilities	1	
Staffing hours/schedule/contact information	1	
Sign-up process and information material provided	1	
Sign-up ID capability to required an age limit	1	
Pricing (cost per use, incentives, special pricing)	1	
No report was submitted	0	
Are your devices compatible with State and Local policy guidelines?	0 - 2	
YES	2	
NO	0	
Can you provide more than one type of device?	0 - 2	
YES	2	
NO	0	
Can you provide bicycles?	0 - 3	
YES	3	
NO	0	
Of the total fleet, what is the percentage are you capable of providing for bicycles?	0 - 1	
75 to 100 percent	1.00	
50 to 75 percent	0.50	
25 to 50 percent	0.25	
0 to 25 percent	0	
Of the total fleet, what is the percentage are you capable of providing for hybrid devices?	0 - 1	
75 to 100 percent	1.00	
50 to 75 percent	0.50	
25 to 50 percent	0.25	
0 to 25 percent	0	
Closest warehouse to the Town of Miami Lakes?	0 - 1	
Miami Lakes	1	
Miami Dade County	0.75	
Broward County - Monroe County	0.5	
No warehouse	0	
Attach a description and illustrative images of the plan for ensuring staff parks devices correctly.	0 - 1	
Acceptable	1	
Has Deficiencies	0.5	
Not submitted.	0	
Attach a description and illustrative images of the plan for employing appropriate geofencing capabilities.	0 - 1	
Acceptable	1	
Has Deficiencies	0.5	
Not submitted.	0	
Attach a description and illustrative images of the plan for detecting and reparking improperly parked devices.	0 - 1	
Acceptable	1	
Has Deficiencies	0.5	
Not submitted.	0	
Attach a description and illustrative images of the plan for detecting and reparking improperly parked devices.	0 - 1	
Acceptable	1	
Has Deficiencies	0.5	
Not submitted.	0	
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.	0 - 1	
Acceptable	1	
Has Deficiencies	0.5	
Not submitted.	0	
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 riders are instructed to correct "trip-end" photo capability	0 - 1	
Acceptable	1	
Has Deficiencies	0.5	
Not submitted.	0	
<b>Total</b>	<b>20</b>	
<b>Community Outreach</b>	<b>20</b>	
Signed Marketing and Outreach Plan, including but not limited to resources, offerings, and methods of communication.	0 - 6	
More than three strategies are offered	1	
More than one language available	1	
Free helmets	2.5	
More than two Campaigns	0.5	
Customer service available 24/7	1	
No report was submitted	0	
The provider offers a sign-up informational package	0 - 3	
YES	3	
NO	0	
The provider offers pricing discounts for accessibility to members of the community.	0 - 2	
YES	2	
NO	0	
The provider offers free helmets to community members through the events	0 - 4	
YES	4	
NO	0	
Availability of the provider to offer community outreach events for educational purposes.	0 - 4	
One monthly event	4	
One every two months	1.5	
One quarterly event	0.5	
No events scheduled.	0	
The provider offers incentives to riders for following best practices.	0 - 1	
YES	1	
NO	0	
<b>Total</b>	<b>15</b>	
<b>Experience</b>	<b>15</b>	
Each device has embedded the contact information of the company?	0 - 3	
YES	3	
NO	0	
Provider is capable of managing three or more language preferences through the app and customer service?	0 - 2	
YES	2	
NO	0	
Batteries are verified daily?	0 - 2	
YES	2	
NO	0	
Provider offers explicitly the cost per ride within the application?	0 - 1	
YES	1	
NO	0	
Prover offers explicitly information in the app and by email about best practices, and safety guidelines	0 - 1	
YES	1	
NO	0	
Provider has the capability to accommodate a device reported not parked correctly by the Community within:	0 - 5	
1-hour or less	5	
Within 2-hours	3	
3-5 hours	1	
More than 5 hours	0	
Provider offers adaptive devices within the municipality	0 - 1	
YES	1	
NO	0	
<b>Total</b>	<b>15</b>	
<b>Technology &amp; Data</b>	<b>15</b>	
Signed Data & Compliance Report, including but not limited to geofencing technology, parking reading system, availab infortation to provide back to the Town, etc.	0 - 9	
Geofencing technology	2	
Parking reading system	3.5	
GIS reports/shapefiles	1.5	
Survey Draft	1	
MDS Compatible	1	
No report was submitted	0	
Provider has the capability to launch a survey every three months during the Pilot Program and agrees to submit the results both raw and summarize options to the Town	0 - 2	
YES	2	
NO	0	
Provider has the capability of enforcing the use of the devices for riders 18 years or older	0 - 4	
YES	4	
NO	0	
<b>Total</b>	<b>100</b>	
<b>Grand Total</b>	<b>100</b>	



## Appendix 09. Dockless License Annual Application Process

Step 1	Micromobility Ordinance Passed on 2 <sup>nd</sup> Reading (May 2021)
Step 2	Resolution Passed (July 2021)
Step 3	1-1 meeting, per request, time window listed on website
Step 4	Application posted on Town's website
Step 5	License application evaluation
Step 6	Statement release about the ranked applications
Step 7	Highest scored providers submit payment of the fee and supporting documentation as requested.
Step 8	Operators may start the deployment of the devices



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**Town of  
Miami Lakes**