



Traffic Commission

6801 Delmar Boulevard, University City, Missouri 63130, Phone: (314) 505-8560, Fax: (314) 862-0694

A G E N D A

TRAFFIC COMMISSION MEETING

Heman Park Community Center
975 Pennsylvania Avenue, University City MO 63130

July 10, 2019 at 6:30 p.m.

- 1. Call to Order**
- 2. Roll Call**
- 3. Approval of Agenda**
- 4. Approval of Minutes**
 - A. May 8, 2019 meeting minutes
- 5. Agenda items**
 - A. Shared Use Memo/Application
 - B. Parking Study Update
 - C. Melrose and Wellington Speeding
 - D. Midland Blvd Speeding
- 6. Council Liaison Report**
- 7. Miscellaneous Business**
- 8. Adjournment.**

Prior to the meeting, we recommend that you visit the site(s). Please call (314) 505-8571 or email etate@ucitymo.org to confirm your attendance.

STAFF REPORT

MEETING DATE: July 10, 2019
APPLICANT: University City Staff
Location: University City
Request: Shared Use Vehicle Policy
Attachments: Policy

Existing Conditions:



Although a Shared Use Vehicle program has not been set up in University City, they are here.

- **Request:** Traffic commission review the included memo and draft application for comments and/or recommendations
Details:
- The purpose of the policy will be to allow scooter (Shared Vehicle) companies to set up and doc in the city limits. Permits, Fees, Rules and Regulations will be set in place.

Conclusion/Recommendation

Staff has reviewed the attached proposed recommendations from our Traffic Engineer and commented on the document indicated in red with our concerns. Please review those comments for feedback.

MEMO

To: Sinan Alpaslan, Director of Public Works
Errol Tate, Senior Project Manager

From: Kelly Schaefer, PE, PTOE
Colleen Durfee

Date: June 10, 2019

Subject: University City Shared Use Vehicle Policy

Policy Considerations and Guidance

Please find below several considerations for the finalization of the Shared Use Vehicle Policy.

General Suggestions

- Enforcing a speed reduction geofence in high congestion or high mph traffic areas would improve the safety of riders throughout the City.
- Adding signage at intersections to warn cars of potential shared user vehicles could improve safety for riders.
- City should develop a fee schedule for policy enforcement tasks to be included in the policy. Fees could be based on issues encountered during 2018-2019 with the initial rollout of the bicycles and scooters.
- Consider a data collection system to aggregate and analyze ridership data. Ride Report is one known service provider.
- Consider working with the state representative to produce legislation regarding to the operation and safety of shared use vehicles.
- Reach out to a local vendor to get some initial questions answered that will be important as you develop the policy (i.e. how rebalancing works, how do charged scooters get placed in the city, how does geofencing work, can the scooters warn users of good and bad places to park, etc).
 - Contact info for local reps:
 - Lime:
 - David Woronets, david.woronets@li.me
 - Bird:
 - Blanca Laborde, blanca@bird.co;
 - Evonne Halloway, evonne@bird.co

June 10, 2019

MEMO

Opportunities for the Delmar Loop Special District

Geofences

- Use a geofence to reduce the speed of shared use vehicles in the Loop area to 5 to 10 mph.
- We do not suggest enforcing a geofence that shuts down shared use vehicles once they enter the Loop. This would result in pile ups of vehicles on sidewalks and other ROW areas.

Parking Shared Use Vehicles

- Identify designated shared use vehicle parking areas along popular paths and routes to the Loop.
- Include signage that directs riders to specific areas to park their shared use vehicles and informs them of the restrictions to riding the vehicles in the Loop area.
 - Potential parking areas just outside of the Loop include:
 - Ackert Walkway by Fitz's;
 - The new CVS at Skinker and Delmar; **City of St. Louis**
 - The plaza with the umbrella fountain in front of the Post Office;
 - The new Lewis Center development;
 - The Library; and
 - In front of 560 Music facing the roundabout.

Recommended Code Revisions

Definitions

- Define what constitutes a "shared use vehicle". The definition needs to be broad enough to capture current and future iterations of shared use vehicles as well as capture as many types of parking options and technologies known and unknown. We do not suggest referring to these vehicles as "dockless" or "station-based" because there are already new technologies being developed to allow riders to lock the vehicle to anything in their vicinity. An example of a shared use vehicle definition is below.

SHARED USE VEHICLE

Shared Use Vehicle shall include all vehicles that require an online or mobile application or smart phone to unlock including but not limited to human powered vehicles, motorized bicycles, and motorized scooters. A shared use vehicle excludes vehicles that

MEMO

can exceed 25 mph over level paved surfaces, a vehicle that is clearly intended for operation on a highway and contains all relevant safety features required by state and/or federal law that would permit operation on highways.

- Additional new definitions pertaining to the shared use vehicles include the following:

OPERATOR

The term “operator” shall mean any company, organization, vendor, or other entity issued a permit under this article and is responsible for the design, build, operations, maintenance, management, marketing, or deployment of a shared use vehicle of any kind.

REBALANCE

To move shared use vehicles from an area of low demand to an area of high demand.

SHARED USE VEHICLE STATION

Any area legally allowed by City ordinance or designated by the City to park or store shared use vehicles for public use and access from that location.

Ensure Consistency with Existing Code

- Additional portions of the City code pertaining to bikes, scooters, and motor vehicles should be examined to ensure consistency in the City code. For example, “shared use vehicles” need to be included in the City code regulating vehicles on the sidewalks in the Loop and riding vehicles attached to other vehicles. See below.

SECTION 340.125 – CYCLES, ROLLER SKATES, SKIS, PLAY VEHICLES, AND SHARED USE VEHICLES ON SIDEWALKS AND IN PEDESTRIAN AREAS IN DELMAR LOOP SPECIAL BUSINESS DISTRICT.

- A. No person on any sidewalk or in any pedestrian area in the Delmar Loop special business district shall:
 1. Ride a bicycle, tricycle or unicycle;
 2. Skate on roller skates or a skateboard;
 3. Ski on a roller ski;
 4. Operate or ride a play vehicle.
 5. Operate or ride a shared use vehicle
- B. The Delmar Loop Special Business District is generally described as follows: Both sides of Delmar between Kingsland and the eastern municipal limits including all properties used for commercial purposes fronting on Kingsland, Enright, Leland, Melville, Westgate and Delmar.

MEMO

SECTION 340.125 – RIDING BICYCLES, SLEDS, ROLLER SKATES, SHARED USE VEHICLES AND ATTACHING TO ANOTHER VEHICLE PROHIBITED

No person riding upon any bicycle, motorized bicycle, coaster, roller skates, sled, toy vehicle, scooter, or shared use vehicle shall attach the same or himself/herself to any vehicle upon a roadway. Neither shall the driver of a vehicle knowingly pull a rider behind a vehicle.

Considerations for Administrative Coordination

- We suggest the Director of Public Works or their designee be the reviewer and issuer of shared use vehicle permits. Once the rules and regulations surrounding shared use vehicles in University City are agreed upon, the task of ensuring an applicant has a complete application that meets the City's requirements should fall on Staff.
- We suggest designating a team or an individual to take on the task of monitoring the compliance of Permittee with their permit. For the City to enforce the permit, data needs to be collected and analyzed frequently. Specifying a point person for shared use vehicle permit compliance is highly recommended.
- If the City decides to use geofences, we suggest working with the operators to determine where geofences would be most effective to achieve the City's goals and priorities, decide how the geofences will change the operation of the shared use vehicle, identify the designated parking areas, provide signage for cars, and provide signage for riders regarding where to park, slow-down, and get off the vehicle.

Opportunities for External Coordination

- University City should coordinate its policy development regarding shared use vehicles with Washington University (WashU). WashU is also determining how they want to regulate shared use vehicles on their campus. Since WashU and University City share jurisdictional boundary, riders from both areas will likely ride shared use vehicles between them. Having conflicting or inconsistent regulations for vehicles may confuse and frustrate riders, undermining the success of a shared use vehicle system in both areas.
- We suggest reaching out to the new CVS developers on the corner of Skinker and Delmar to see if they would be willing to create a shared use vehicle parking area on their site. Their location at a major intersection between the East and West sides of the Loop would be an ideal shared use vehicle parking area. Having a shared use vehicle parking area would be advantageous to them as it would increase patronage and the store would serve multiple purposes for the community.

University City Shared Use Vehicle Program Permit Application

The Shared Use Vehicle Program Permit allows permitted Operators to deploy shared use vehicles in the City of University City (the City). The City will review the completed applications, determine whether each applicant is in conformity with the requirements listed in the subsequent pages, and evaluate which applicants appear best able to operate a Shared Use Vehicle Program consistent with the City's requirements. After evaluating an applicant's permit application, the Director of Public Works or their designee shall either grant the Permit as requested, grant the Permit with modifications, or deny the Permit. Where the Permit is granted with modifications or denied, the Director shall explain the basis for the decision. An applicant whose permit application is denied or granted with modifications shall have the opportunity to request a hearing on the Director's decision. **No more than X 3? operator permits shall be active in University City at one time.**

Applicant Information

| Please Print Clearly | | | |
|---|--|-----------------|--|
| Operator Name: | | Operator Phone: | |
| Contact Person: Local | | Phone: | |
| Mailing Address: | | | |
| Street Address if Different from Above: | | | |
| Email Address: | | Website: | |

Application Agreement

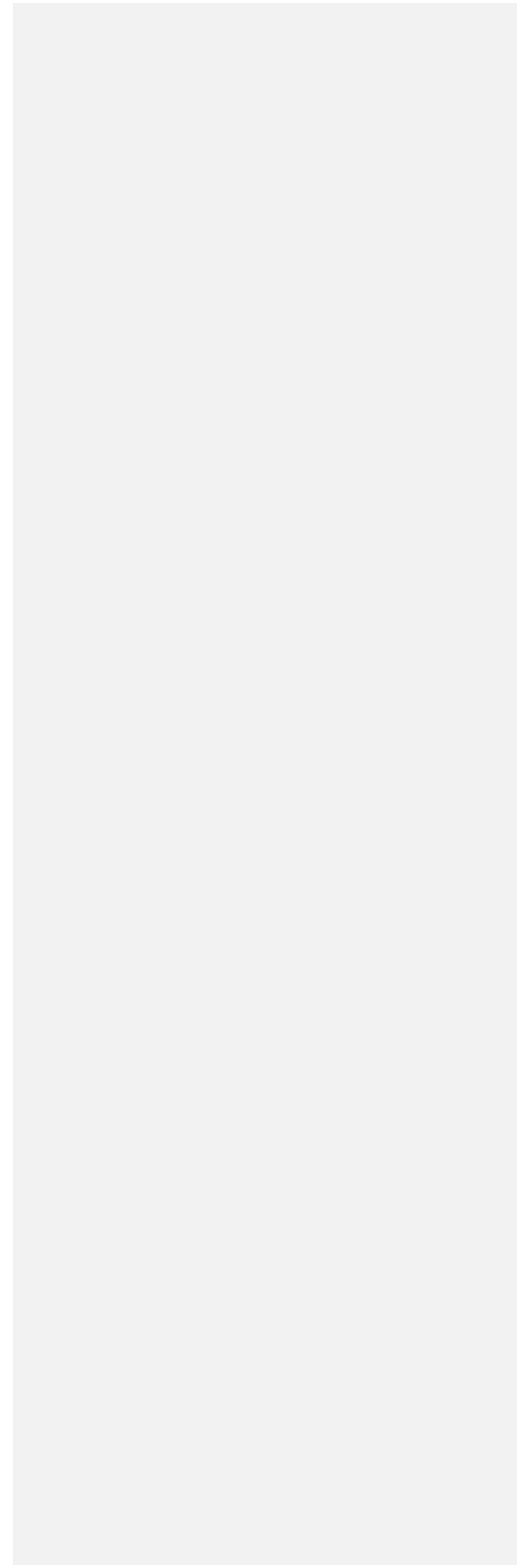
| | |
|--|--|
| By signing this application, the applicant verifies on behalf of the Shared Use Vehicle Operator that all the information provided is true, and that if issued a permit, the applicant agrees to comply with the requirements of the Shared Use Vehicle Permit as described herein. | |
| Name of Applicant | |
| Authorization Signature | |
| Printed Name, Title, Date | |

Commented [SK1]: City: determine if you want to set a max to the number of permits. Related to this, also need to think about a max number of scooters and how that relates to # of permits.

Commented [ET2R1]: This is more important than the # of companies, is there a ration that should be used?

Table of Contents

- Definitions
- Submission Instructions
- Application Formatting
- Permit Costs
- Application Materials
- Appendix I. Permit Requirements
- Appendix II. Insurance and Indemnification Requirements



Definitions

Commented [SK3]: City/LG: add new or applicable ordinance definitions here

Submission Instructions

All applications received by 5 PM CT on XXXX XX, 2019 will be evaluated concurrently; if fewer than five permits are issued based on the applications received by this date, additional applications will be considered on a rolling basis.

The City of University City will only consider completed applications. A completed application must include the following components:

- Check for \$500 made out to the City of University City
 - This non-refundable application fee covers the cost to evaluate the application
- Signed Application cover sheet (title page of this document)
 - 1 copy mailed or delivered to the University City Department of Public Works
 - PDF sent by email
- Application Materials
 - 2 hard copies mailed or delivered to the Department of Public Works
 - PDF sent by email

Email: XXXXX@ucitymo.org

Mail: City of University City, Department of Public Works

Attn: XXXXXXX XXXXXXX

6801 Delmar Blvd

University City, MO 63130

In Person City of University City, Department of Public Works (3rd Floor)

Delivery: 6801 Delmar Blvd

University City, MO 63130

Application Formatting

The following application format must be followed in order for a Shared Use Vehicle Program Permit application to be accepted.

1. Numbered pages.
2. 8.5" x 11" pages:
 - a. Pages depicting imagery or maps may be up to 11" x 17".
3. 10-point font or larger with single line spacing.
4. Any materials beyond the scope of these requirements shall be included as an appendix.

Permit Costs

The following payments must be made in order for a Shared Use Vehicle Program Permit application to be accepted and a permit issued:

FEES AND RETAINER

1. A non-refundable permit application fee of \$500, due at the time of application. This covers the cost of staff time to review applications and no application will be considered complete before this payment is remitted.

Commented [SK4]: City: determine how you want to review permits. Annual date for all? If so, maybe set during the winter when scooters/bikes are less present? Again, do you want a maximum number of permits?

Commented [ET5R4]: More important the # of units in University City combined

Commented [SK6]: City: review/confirm/set application submittal requirements

Commented [SK7]: City: confirm/set an application fee.

Commented [SK8]: City: Need contact for the applications

Commented [SK9]: City: need contact

Commented [SK10]: City/LG: application fee

2. Upon approval of the permit the Permittee must pay within one month of the permit granted an annual fee of \$5 per vehicle per year.
3. A public property repair and maintenance retainer totaling XXXXXXXX dollars (\$XXXXXX) due at the time of permit issuance, to ensure adequate funds are available to reimburse the City for future public property repair and maintenance costs that may be incurred per specifications in the Permit Requirements. This endowment will only be accessed if Permittee fails to reimburse the City for costs incurred within 30 days of being notified; if the endowment is unused at the end of the Permit term, the funds may be returned to the Permittee or rolled over to a future program year.

Commented [SK11]: City: review/set price per unit

Commented [ET12R11]: Compare to other communities

Commented [SK13]: City: set retainer amount. Also confirm procedure for use of retainer

Commented [SK14]: City: related to use of retainer

Commented [ET15R14]: What if property is damaged by the user

Application Materials

Applicants seeking a Shared Use Vehicle Program Permit should provide the following information:

EXPERIENCE AND QUALIFICATIONS

1. Describe your qualifications to operate a shared use vehicle program in North America.
2. Describe your service model including images of the shared use vehicle and mobile application.
3. If you have ever operated a shared use vehicle program in the St. Louis metropolitan area, describe how you complied with applicable laws, including your efforts to ensure compliance by your users with applicable laws, your efforts to work in good faith with public sector staff and your expeditious compliance with previous enforcement efforts and payment of administrative fees and fines for right-of-way and permit violations (including sidewalk obstruction).

Commented [SK16]: LG: should we propose a fee schedule or let the City based on their costs and what they experienced last year? Maybe the latter, but give them some ideas of what to charge for. Can add to the suggestions page.

PRICING AND PAYMENT METHODS

1. Description of pricing structure, rates, and methods of communication to the customer illustrating how the shared use vehicles will be available at rates that are clearly and understandably communicated to the customer prior to shared use vehicle use.
2. Description of pricing structure for low-income and other discounted customer plans, including cash payment if applicable. **how will the user be tracked**
3. Documentation of how users without a smartphone can use the shared use vehicle system.
4. Documentation of how users without a credit card can use the shared use vehicle system.

SHARED USE VEHICLE AVAILABILITY AND SERVICE AREA

1. Hours of operation.
2. Storage of vehicles during non-operational hours.
3. Schedule for phases of expansion, including the size of fleet and service area at launch, and the size and service area of any planned fleet expansions:
 - a. How many vehicles would you deploy in different portions of the service area, including disadvantaged communities.
 - b. Would your deployment area change depending on the number of shared use vehicles you are permitted for?
 - c. Describe methods for deploying and redistributing vehicles.
 - d. Would your service area apply to where users are allowed to deposit vehicles?
4. Provide map of proposed service area.

PLAN FOR SAFE RIDING AND STORAGE OF SHARED USE VEHICLES

1. Shared use vehicles must meet all requirements of local, state, and federal law. (§1213020 St. Louis County code)
2. Describe how shared use vehicles will be recharged if motorized:
 - a. How will you know when a shared use vehicle needs to be recharged?
 - b. Will independent contractors be used to charge shared use vehicles? If so, describe the incentive structure for charging shared use vehicles and any information provided to contractors concerning safe charging practices.
 - c. How will the permittee minimize potential negative impacts associated with practices related to collecting, redistributing, and recharging shared use vehicles? Will the permittee document new vehicle miles generated by collecting, redistributing and charging activities?
3. Proposed approach to ensure compliance with laws:
 - a. The City will monitor the degree to which shared use vehicle program users comply with applicable laws, particularly related to riding on sidewalks and safe parking of shared use vehicles. If the City in its sole discretion determines that the permittee's users are not sufficiently compliant with applicable laws, the City may require that the permittee implement additional measures or may revoke the permit.
4. Shared use vehicles must be high quality and sturdily built to withstand the effects of weather and constant use for five years. Permittees must show proof that their shared use vehicles meet this standard.
5. Spoken word alarm systems are prohibited on shared use vehicles.

Commented [SK17]: City: Chief noted this is currently how they regulate shared vehicle users; determine if this is the ordinance you want to reference moving forward.

COMMUNICATIONS AND ENGAGEMENT

1. What community outreach have you done, or would you plan to do with stakeholder groups, merchants, and residents in the neighborhoods you are considering serving?
2. Describe any education, incentives, training, shared use vehicle modifications, notification systems, infrastructure, etc. you propose.
3. Describe how you would monitor compliance, including any technology innovations that allow monitoring, and how you would address users who are noncompliant.
4. Describe how you would phase in additional measures if your initial approach does not achieve desired levels of compliance.
5. Describe the frequency at which you will rebalance the vehicles in the City. The minimum frequency is once per week.
6. How will you ensure customers have valid driver's licenses?
7. Provide screenshots illustrating how customers will be notified through a mobile and web application in all three languages (English, Spanish, and Chinese) of the following:
 - a. People on shared use vehicles are encouraged to wear helmets.
 - b. People on shared use vehicles must follow all traffic laws.
 - c. How people on shared use vehicles must park shared use vehicles
 - d. How will users be notified where they can and cannot park or ride?
8. Provide the schedule for implementing the engagement plan.
9. Provide an engagement plan for promoting equitable shared use vehicle service, including education, marketing, and engagement with the community and additional components and outreach strategies for low income, minority, non-English speaking, and zero-car populations. This may cover such topics as how to use shared use vehicles, Bicycle Safety and Bike Laws.
10. Shared use vehicles may not display third party advertising.

Commented [ET18]: This would be important for emissions and would be a good into to new school year

Commented [SK19]: City: confirm languages

RECHARGING PLAN (FOR MOTORIZED SHARED USE VEHICLES ONLY)

1. Describe how shared-use vehicles, if motorized, will be recharged:
 - a. How will you know when a motorized shared use vehicle needs to be recharged?
 - b. Will independent contractors be used to charge the shared use vehicles? If so, describe the incentive structure for charging the vehicles and any information provided to contractors concerning safe charging practices.
2. How will the permittee minimize potential negative impacts associated with practices related to collecting, redistributing, and recharging vehicles? Will the permittee document new vehicle miles generated by collecting, redistributing and charging activities?

Commented [ET20]: Seek university option for charging and paying for charging

MAINTENANCE PLAN

1. How will you know when a shared use vehicle needs maintenance?
2. Describe approach to maintenance, cleaning, and repair of vehicles, including vehicle and battery lifespan.
3. Describe how you will take responsibility for the vehicles throughout their life cycles
 - a. How will you manage hazardous components including batteries?
 - b. How will you recycle or otherwise properly disposing of shared use vehicle component parts?

HIRING AND LABOR

1. Describe the staffing plan, including hired staff and contractors, for operation and maintenance of your shared use vehicle program.
2. Describe how your hiring plan will comply with local laws and best practices regarding equal opportunity, local hiring, and fair wages.
3. Describe how you will approach transparency with any contractors related to hourly rate and net of job-related expenses.
4. Will you provide skills training for potential staff and contractors?

LIABILITY AND INSURANCE

1. Provide proof of general commercial liability insurance with a minimum liability limit of \$XXXXX and that lists the City of University City as additionally insured.
2. Provide a signed Indemnity Agreement (attachment provided by city).

Commented [SK21]: City: set limit

Commented [SK22]: City: review your indemnity agreement to make sure liability is in line with risk for this permit

PRIVACY POLICY, USER AGREEMENTS, AND TERMS OF SERVICE

1. Provide any privacy policies, user agreements, and/or terms of service in plain text for review.
2. Provide screen shots of all locations where this language would be shared with customers including method for obtaining user acknowledgement/agreement.

PROOF OF BUSINESS REGISTRATION

Please attach a copy of your business registration in the application. If your business is not yet registered with the City of University City supply a statement of intent to register your business in advance of being issued a permit. The City will require proof of registration before issuing a permit to accepted permittees.

PROOF OF INSURANCE

Please attach a certificate of insurance as well as an endorsement of additional insured, per specifications included in Appendix II – Terms and Conditions. If you have not yet purchased insurance

meeting these specifications, supply a statement of intent to obtain this insurance in advance of being issued a permit. The City will require certificates of insurance as well as an endorsement of Commercial General Liability and Commercial Automobile Liability insurance showing the City as an additional insured before issuing a permit to accepted applicants.

Appendix I. Permit Requirements

The following requirements will be included in the Terms and Conditions of any permits issued under the City of University City Shared Use Vehicle Program. In submitting an application, applicants acknowledge that they agree to abide by these requirements if issued a permit.

GENERAL REQUIREMENTS

1. If any department, commission, agency, or entity of the City of University City (the City), including the City attorney incurs any costs for addressing or abating any violations of law, including repair or maintenance of public property, the Permittee, upon receiving written notice from the City regarding such costs, shall reimburse the City for these costs within thirty (30) days. Any payment made pursuant to this paragraph shall not substitute for any installment payment otherwise owed or to be paid to the City of University City. If the Permittee fails to reimburse the City within thirty (30) days, the City may draw down the public property repair and maintenance retainer established at the outset of this permit.
2. Permittee agrees to maintain the public property repair and maintenance retainer established at permit issuance. The retainer at permit issuance shall total XXXX dollars (\$XXXX) and should the value at any point fall below \$XXXX, the Permittee must replenish to the original level of \$XXX to maintain their permit.
3. The City reserves the right to terminate any permit issued if the permittee violates any terms of the permit or is found to have misrepresented any aspect of their application.
4. A permit may not be transferred without the prior written approval of the Director of Public Works. Permittee shall promptly notify the Director of any changes to Permittee's corporate structure or ownership. Failure to do so, shall be cause for revocation of the permit. For purposes of this paragraph, "transfer" shall include the sale or other exchange of 50% or more of the ownership or control of a permittee to a third party.
5. Permittee agrees to indemnify and hold the City, its departments, commissions, boards, officers, employees, and agents (collectively, "Indemnitees") harmless in accordance with the indemnification requirements set forth in Appendix II.
6. Permittee agrees to limit the total number of their shared use vehicles parked or in use in the City to the number assigned by the City in their permit. This number shall include the total number of vehicles that are either being rented or that have been left on public property, whether they are available for hire, or whether they are unavailable due to needing recharging or other maintenance. Failure to comply with the vehicle limit shall result in a fine of \$X per vehicle per day. The Permittee shall pay the fine within 10 business days of notification of their violation of the vehicle limit. The total number of vehicles within the University City's boundaries at 6:00am shall be reported to the City each morning by 9:00am. The Permittee may report the total number of vehicles in the City's boundaries at 6:00am each morning.
7. Permittees will attend an onsite meeting with the City staff including representatives from the Police Department, Fire Department, Department of Public Works, Department of Planning and Development, City Manager, City Attorney, Mayor or their designee from the City Council, to discuss the program and show a demonstration shared use vehicle that will be deployed prior to permit approval.

Commented [ET23]: Seek person who used the vehicle

Commented [SK24]: City/LG: reference to set retainer

Commented [SK25]: City: review/confirm/set procedures and values of retainer use

Commented [SK26]: City: confirm contact

Commented [SK27]: City: review/confirm/set procedure for non-compliance with total vehicle counts / rebalance

8. Permittees must rebalance shared use vehicles at least once per week.
9. Permittee must remove any inoperable shared use vehicle, or a shared use vehicle that is not safe to operate, from the right-of-way within 24 hours of notice from the Director of Public Works. If law enforcement determine the vehicle is a serious hazard to motorists, it shall be removed within 4 hours. A shared use vehicle removed from the right-of-way in accordance with this subsection must be repaired before it is returned to revenue service.
10. Permittees must be willing to work with the City to ensure the safe operation of their shared use vehicles and to regulate where and how shared use vehicles are parked and ridden in accordance with the City's wishes.
11. Permittees shall provide compliance reports to the Director of Public Works at 3, 6, and 12 months from permit issuance documenting the permittee's implementation of the plans proposed in their application. The City will review the reports to evaluate the performance of each permittee and determine if they are in compliance with the ordinance and the operations proposed in their original application. The City has the right to revoke permits for those permittees not satisfying the requirements set forth in either.
12. If an applicant does not renew their permit by XX XXXX, they must remove their shared use vehicles within one month of the above date. The City will review applications for new Permittees to fill their place on a rolling basis one month after the above date.

Commented [ET28]: Remove if number of vehicles in the city exceed allowed amount

Commented [SK29]: City: review/set how the renewal process will be conducted

CUSTOMER SERVICE REQUIREMENTS

1. Permittee shall provide the City with a direct contact in the City of University City capable of ensuring the rebalancing and maintenance of the shared use vehicles.
2. Permittee shall have a staffed operations center in the City of University City or combination of St. Louis City and/or St. Louis Counties with no fewer than 2 full time employees (or full-time equivalents).
3. Shared use vehicles parked in violation of the permit or other Federal or City Codes or are vandalized or inoperable shall be parked in a correct manner or removed in accordance to the following times:
 - a. 6am-6pm Mon-Fri (holidays excluded) – within 2 hours of receiving notice.
 - b. All other times – within 10 hours of receiving notice.
 - c. During Special Events operators may ask permission from the Director of Public Works for a variance to these time restrictions.
4. Permittee shall have a customer service phone number, staffed seven days a week during hours when permittee has shared use vehicles in the public right of way, for customers to report safety concerns, complaints, or ask questions. Permittee must have a way to receive and respond to feedback in multiple languages, including, but not limited to, Chinese and Spanish.
5. Customers using the shared use vehicles that are permitted under this program must be provided with a mechanism to notify the Permittee that there is a safety or maintenance issue with the shared use vehicle.

Commented [SK30]: City: Confirm this requirement

Commented [SK31]: City/LG: reference to previous languages.

EQUITABLE SERVICE ENGAGEMENT REQUIREMENTS

1. Permittee must include an equitable engagement plan as a part of the application to the City that describes how the Permittee will inform residents, including low income, minority, non-English speaking, and zero-car populations about the program before receiving the permit. The City must approve the plan before issuing a permit. The engagement plan shall be implemented within one month of the vehicle's deployment.
2. All smart phone application language, educational and marketing materials must be available in English, Spanish, and Chinese on the vehicle if possible.

3. Permittee will maintain a multilingual website and app in languages including, but not limited to, English, Chinese, and Spanish.
4. Permittees will attend an onsite meeting with the City staff including representatives from the Police Department, Fire Department, Department of Public Works, Department of Planning and Development, City Manager, City Attorney, Mayor or their designee from the City Council, to discuss the program and show a demonstration shared use vehicle that will be deployed prior to permit approval.
5. Permittee will offer a low-income customer plan that waives any applicable shared use vehicle deposit and offers an affordable cash payment option to any customer with an income level at or below 200% of the federal poverty guidelines, subject to annual renewal.
6. Mobile apps and other customer interface technology must be fully accessible to persons with disabilities and accessible to screen readers and must comply with Section 508 of the United States Workforce Rehabilitation Act of 1973.
7. The City must approve the number of permitted shared use vehicles and the service area for each Permittee and must approve any proposed changes in writing prior to the Permittee implementing any changes.

Commented [SK32]: City: confirm/set a low-income policy

Commented [ET33R32]: This may need to be tied to docking stations and id recognition

USER PROTECTIONS

1. Permittee must employ an electronic payment system that is compliant with the Payment Card Industry Data Security Standards (PCI DSS).
2. Permittee must provide a Privacy Policy that safeguards customers' personal, financial, and travel information and usage including, but not limited to, trip origination and destination data. Permittee agrees to make its policies, procedures and practices regarding data security available to the City and further agrees that the City reserves the right to hire a third party to perform a security audit mid-way through the permit term, or at any time City determines that an audit is warranted.
3. Permittee must provide customers the opportunity to explicitly assent to any privacy policy, terms of service, or user agreements. Separately, customers must have the ability to decline sharing any data not required to enable the Permittee to process and complete the transaction. The customer's options with regard to these requirements shall be clearly stated and easily accessed by the customer.
4. Permittee shall not claim any legal right in its Terms of Use, Privacy Policy, or elsewhere to institute retroactive changes to its Privacy Policy and shall provide an opportunity for the customer to explicitly assent prior to any changes to its data practices, including uses of data Permittee collected under a prior policy.
5. Permittee may not collect Personal Data related to, nor sort Personal Data nor individual data subjects according to race, gender, religion, national origin, age, or sexual orientation except for survey data collected on an opt-in basis and for a public purpose expressly set forth by City.
6. Permittee may not deny service to any user on the basis of their refusal to provide any such survey information. The City shall consult the Human Rights Commission if it receives any complaints based upon any potential violations of this provision.
7. Permittee must disclose any and all existing data sharing agreements and must notify the City in advance of any prospective partnership, acquisition or other data sharing agreement. Permittee may not engage in or facilitate any inter-app operability or other form of private partnership that includes data acquisition or other data sharing model with any entity if the entity does not meet the standards set forth herein.

VEHICLE SPECIFICATIONS

1. The current contact phone number for the Operator Customer Service line shall be prominently displayed on all shared use vehicles.
2. A unique identification number shall be prominently displayed on both sides of the shared use vehicle.
3. Each shared use vehicle shall be equipped with an on-board GPS device capable of providing real-time location data in accordance with the specifications described in the "Data Sharing Requirements" section of this application.
4. All shared use vehicles shall be equipped with equipment meeting all specifications, including but not limited to brakes, reflectors, and lighting as set forth in Missouri State Statute Regarding Bicycles (Sections 307.180, 307.183, and 307.185). While these Sections regulate bicycles, for these terms and conditions, they will also apply to any kind of shared use vehicles as defined herein.
5. All shared use vehicles must be certified as safe to operate under any applicable standard by Underwriters Laboratories or an equivalent safety rating agency.

SAFE RIDING AND STORAGE OF SHARED USE VEHICLES

1. Permittee shall be responsible for educating their employees and shared use vehicle users regarding state and local laws governing the safe operation and parking of shared use vehicles in the City. This shall include providing notification about key laws governing operation on each vehicle.
2. If the City determines in its sole discretion that the Permittee's users' failure to comply with applicable laws governing the safe operation and parking of shared use vehicles, including but not limited to, laws governing the use of helmets, operation on sidewalks, and parking requirements, has created a threat to public health and safety, such determination shall be grounds for permit suspension or revocation at the discretion of the Director of Public Works.
3. Shared use vehicles shall be parked standing upright and outside the path of travel in the furnishing zone.
4. Shared use vehicles shall not be parked in a way that impedes the regular flow of travel in the public way, or in a way that impedes the 5 feet clearance on sidewalks needed for ADA compliance.
5. Shared use vehicles must be parked to maintain unimpeded access to entrances to private property or driveways.
6. Shared use vehicles must be parked outside of any protected tree planting or landscaped area.
7. For station-based operators, stations should be located primarily within the public right-of-way, along public streets and sidewalks. Stations may also be located on other public property, including parks, trails, parking lots/garages, events venues, etc., or be located on private property, provided that the property owner agrees to allow 24/7 public access to the shared use vehicle station. The City must approve the location of every station in the system (within City limits) in writing and the operator must work with the City to identify the desired area(s) and station spacing for each implementation phase, including ongoing system refinement.
8. The City reserves the right to add designated parking areas or restrict shared use vehicle parking within certain areas.
9. The City will provide detailed specifications to clarify existing City regulations prohibiting obstruction of the right of way. The Permittee shall instruct customers how to park a shared use vehicle properly.

Commented [SK34]: City: confirm contact

DISTRIBUTION OF SHARED USE VEHICLES

1. Permittee is responsible for monitoring distribution of shared use vehicles available to customers according to parameters proposed by the Permittee through this application and approved by the City. Each daily shared use vehicle deployment must match agreed upon parameters for the number of vehicles within sub-areas of the permittee's approved service area.
2. Permittee shall stop placing shared use vehicles or allowing contractors to place shared use vehicles in front of any address provided by the City, within 48 hours of notice.
3. Shared use vehicles may not be deployed on a block where the sidewalk is less than 96 inches in width, or on a block that does not have sidewalks. The Director of Public Works may determine other blocks where deploying shared use vehicles is prohibited.
4. Shared use vehicles must be deployed on a sidewalk or other hard surface, at a bicycle rack, or at a city-owned location. Shared use vehicles may only be deployed on private property with the written permission of the property owner.
5. Permittee shall apply geofencing specifications provided by the City to prohibit parking/locking shared use vehicles in specified areas, reduce the max speed of shared use vehicles in specified areas, or to direct users to specified designated parking area (e.g., at an event venue), within one week of notice.
6. During deployment and rebalancing, employees and contractors of the Permittee shall obey the following Operating Guidelines:
 - a. *Transit Priority*: Metrobuses shall be given priority at and approaching or departing transit stops;
 - b. *Yield to Metrobus*: Where public transit buses are approaching a transit stop and when safe to do so, Permittee's employees or contractors shall allow such buses to pass so they may stop at transit stops;
 - c. *Red zones*: Shared use vehicles operated by Permittee shall not stop or stand in Metrobus stops or Metrolink tracks, "red zones";
 - d. *Active loading; No staging or idling*: Permittee's employees and contractors shall only stage motor vehicles at locations in accordance with applicable parking laws and regulations;
 - e. *Pull in*: Permittee's employees and contractors shall pull support and rebalancing motor vehicles all the way up to, and parallel with, the curb for shared use vehicle loading and unloading, and shall not load or unload shared use vehicles in a manner that impedes travel in these lanes;
 - f. *Comply with all applicable laws*: Permittee's employees and contractors shall comply with all applicable state, and local laws. If the City in its sole discretion determines that a Permittee's shared use vehicle distribution or collection activities are being performed in an unsafe manner or in violation of applicable parking and traffic laws, this determination shall be grounds for permit revocation.

DATA SHARING REQUIREMENTS

1. Permittees shall share data with the City of University City and its partners in a manner that does not endanger the privacy of its citizens.
2. The following shall be submitted to the Department of Public Works monthly:
 - A record of maintenance, including but not limited to shared use vehicle identification number and maintenance performed;
 - A record of reported collisions;

- Vendor/operator information;
 - Daily drop-off locations or aggregation sites/zones;
 - System alerts;
 - Pricing plans;
 - Real-time location, event, and status information;
 - Trip-level details including start/end location/time, duration, and distance traveled;
 - Trip-level breadcrumb trails listing all GPS readings for each shared use vehicle;
 - Vendor calendars detailing planned hours of operation and planned exceptions;
 - A list of shared use vehicles deployed, listed by unique identifier;
 - A report of lost, stolen and vandalized shared use vehicles; and
 - For the first year of operation, a report on the implementation of the operator’s education, marketing and engagement plan.
3. Permittees shall submit data on the total number of vehicles in the City limits every morning at 6:00am to ensure compliance with the vehicle limit as specified in the permit.
 4. Permittees must be willing to distribute a customer survey to all users and non-users at most once annually, the results of which shall be provided to the City annually within a month of the survey’s conclusion.
 5. Anonymized data regarding the number of shared use vehicle customers and trips will be provided to the City via an API including: daily and weekly rides, daily and weekly unique riders, hourly rides, daily and weekly app users, and trip information as follows:

| Field Name | Format |
|--------------------|----------------|
| Company Name | [company name] |
| Trip Record Number | 0001, 0002... |
| Trip Duration | MM:SS |
| Trip Distance | Mile |
| Trip Date | MM, DD, YYYY |
| Start Location | Census Block |
| End Location | Census Block |

6. Shared use vehicle availability data shall be made available in real time to the City for oversight of parking compliance and shared use vehicle distribution. Real-time data will be shared via documented APIs and include the following information at a minimum.

| Field Name | Format |
|-------------------------|--------------|
| GPS Coordinate | X, Y |
| Availability Duration | Minutes |
| Availability Start Date | MM, DD, YYYY |
| Availability Start Time | HH: MM: SS |

7. Permittee agrees that the City may use a third-party researcher to evaluate the shared use vehicle system. Permittee shall share all data with the third-party researcher necessary for purposes of the evaluating or enforcing the requirements in this permit.
8. Except as otherwise provided herein, Permittee will not share personally identifiable information with the City.

9. The Permittee is directly responsible for providing the API key to the City and shall not refer the City to another subsidiary or parent company representative for API access. The City shall be permitted to publicly use Permittee's API and display real-time data.
10. Permittee shall provide monthly reports of all calls and emails received through their customer service hotline and contact email including telephone wait times, email response times, and the nature of the customer inquiry.
11. Permittee shall submit any collected aggregate user demographic data gathered by the system application that does not identify individual users, payment methods or individual trip history, to the City not less than monthly, using anonymized keys.
12. Permittee shall share personally identifiable information in Permittee's possession about a shared use vehicle user with the City where there is an injury alleged to be related to a shared use vehicle, or a claim or lawsuit against the City and the shared use vehicle user may have information about, or responsibility for, the claim.

Appendix II. Insurance and Indemnification Requirements

I. INDEMNIFICATION

Permittee shall indemnify and save harmless City and its officers, agents and employees from, and, if requested, shall defend them against any and all loss, cost, damage, injury, liability, and claims thereof for injury to or death of a person, including employees of Permittee, or loss of or damage to property, arising directly or indirectly from the activity authorized by the Permit, including, but not limited to, Permittee's use of facilities or equipment provided by City or others, and claims brought by customers of Permittee, regardless of the negligence of, and regardless of whether liability without fault is imposed or sought to be imposed on City, except to the extent that such indemnity is void or otherwise unenforceable under applicable law in effect on or validly retroactive to the date of this Permit, and except where such loss, damage, injury, liability or claim is the result of the gross negligence or willful misconduct of City and is not contributed to by any act of, or by any omission to perform some duty imposed by law or agreement on Permittee, its sub-permittees or either's agent or employee. The foregoing indemnity shall include, without limitation, reasonable fees of attorneys, consultants and experts and related costs and City's costs of investigating any claims against the City. In addition to Permittee's obligation to indemnify City, Permittee specifically acknowledges and agrees that it has an immediate and independent obligation to defend City from any claim which actually or potentially falls within this indemnification provision, even if the allegations are or may be groundless, false or fraudulent, which obligation arises at the time such claim is tendered to Permittee by City and continues at all times thereafter. Permittee shall indemnify and hold City harmless from all loss and liability, including attorneys' fees, court costs and all other litigation expenses for any infringement of the patent rights, copyright, trade secret or any other proprietary right or trademark, and all other intellectual property claims of any person or persons in consequence of the use by City, or any of its officers or agents, of articles or services to be supplied in the performance of this Permit.

II. INSURANCE REQUIREMENTS

- A. Required Coverages. Without in any way limiting Permittee's liability pursuant to the "Indemnification" section of this Permit, Permittee must maintain in force, during the full term of the Permit, insurance in the following amounts and coverages:
 1. Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than \$1,000,000 each accident, injury, or illness; and

Commented [SK35]: City: review/set insurance requirements below

2. Commercial General Liability Insurance with limits not less than \$2,000,000 each occurrence and \$4,000,000 general aggregate for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations; and
 3. Commercial Automobile Liability Insurance with limits not less than \$2,000,000 each accident, "Combined Single Limit" for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.
 4. Professional liability insurance, applicable to Permittee's profession, with limits not less than \$1,000,000 each claim with respect to negligent acts, errors or omissions in connection with the Services.
 5. Permittee shall maintain in force during the full life of the agreement Cyber and Privacy Insurance with limits of not less than \$2,000,000 per claim. Such insurance shall include coverage for liability arising from theft, dissemination, and/or use of confidential information, including but not limited to, bank and credit card account information or personal information, such as name, address, social security numbers, protected health information or other personally identifying information, stored or transmitted in electronic form.
 6. Commercial General Liability and Commercial Automobile Liability Insurance policies must be endorsed to provide:
 - a. Name as Additional Insured the City, its Officers, Agents, and Employees.
 - b. That such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Permit, and that insurance applies separately to each insured against whom claim is made or suit is brought.
- B. All policies shall be endorsed to provide thirty (30) days' advance written notice to the City of cancellation for any reason, intended non-renewal, or reduction in coverages.
- C. Should any of the required insurance be provided under a claims-made form, Permittee shall maintain such coverage continuously throughout the term of this Permit and, without lapse, for a period of three years beyond the expiration of this Permit, to the effect that, should occurrences during the contract term give rise to claims made after expiration of the Permit, such claims shall be covered by such claims-made policies.
- D. Should any required insurance lapse during the term of this Permit, requests for payments originating after such lapse shall not be processed until the City receives satisfactory evidence of reinstated coverage as required by this Permit, effective as of the lapse date. If insurance is not reinstated, the City may, at its sole option, terminate this Permit effective on the date of such lapse of insurance.
- E. Before commencing any Services, Permittee shall furnish to City certificates of insurance and additional insured policy endorsements with insurers with ratings comparable to A-, VIII or higher, that are authorized to do business in the State of Missouri, and that are satisfactory to City, in form evidencing all coverages set forth above. Approval of the insurance by City shall not relieve or decrease Permittee's liability hereunder.
- F. The Workers' Compensation policy(ies) shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Permittee, its employees, agents and subcontractors.
- G. If Permittee will use any subcontractor(s) to provide Services, Permittee shall require the subcontractor(s) to provide all necessary insurance and to name the City, its officers, agents and employees and the Permittee as additional insureds.

How many can a road such as Delmar handle ?



Department of Public Works

6801 Delmar Boulevard, University City, Missouri 63130, Phone: (314) 505-8560, Fax: (314) 862-0694

STAFF REPORT

MEETING DATE: July 10, 2019
APPLICANT: Public Works Department
Location: Zones
Request: Parking Study
Attachments: Lochmueller Update

The attached document is an update on the progress that Lochmueller Group has made on the Parking Study for University City.

MEMO

To: University City Staff and Council Members
From: Kelly Schaefer, PE, PTOE
Date: July 1, 2019
Subject: University City Parking Study, update

DATA COLLECTION

Zone 1 parking data was collected on Thursday, April 25th and Saturday, May 18th.

This week was selected because Washington University students would still be in regular session (not finals week). Selecting this weekend avoided Easter weekend where students and residents may be out of town.

Zones 2 & 3 parking data was collected on Wednesday, May 8th and Saturday, June 8th.

For all zones, weekday counts and observations were conducted from 1PM to 7PM and Saturday counts and observations from 3PM to 7PM.

Counts and observations were conducted along all streets within the three zones on an hourly basis.

DATA SUMMARY AND ANALYSIS

The collected parking data and observations are currently being summarized and analyzed.

Parking strategies from other municipalities, and in particular those near or encompassing a college campus, are being researched.

Ordinances are being researched to identify existing codes related to parking and development.

A draft report is being prepared for submittal to the City at the end of July 2019.



Department of Public Works

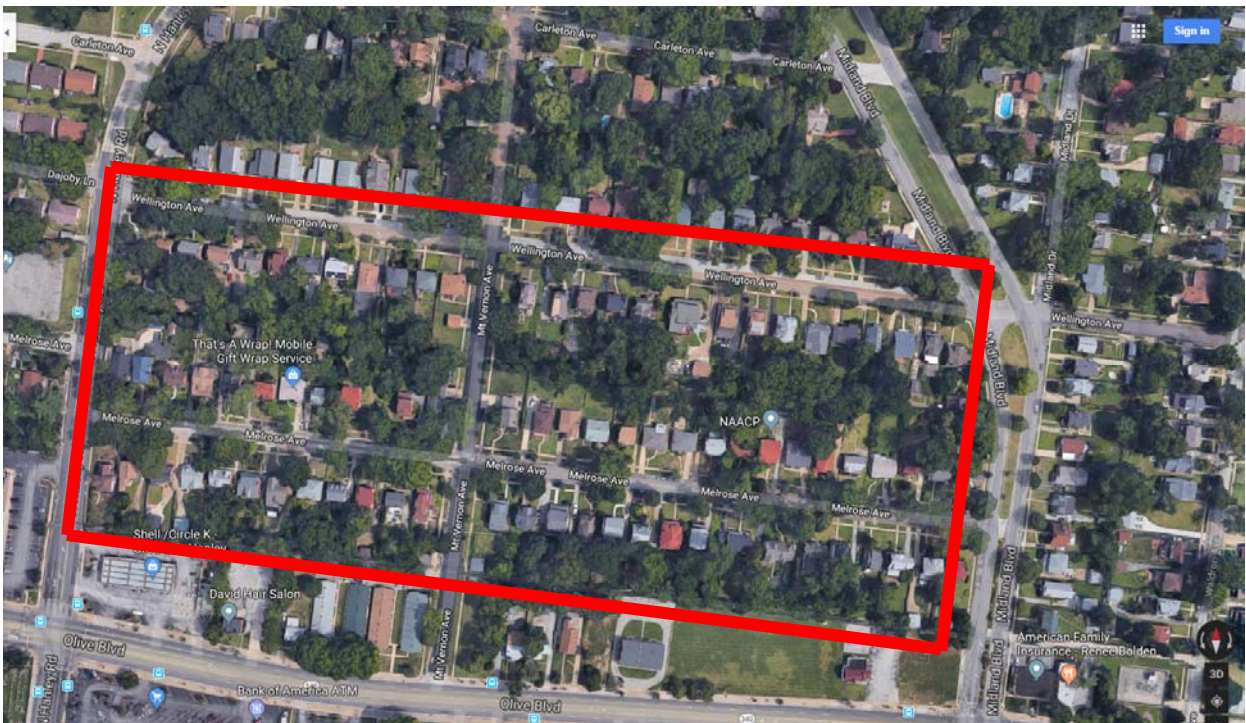
6801 Delmar Boulevard, University City, Missouri 63130, Phone: (314) 505-8560, Fax: (314) 862-0694

STAFF REPORT

MEETING DATE: July 10, 2019
APPLICANT: Sylvia Morris - 7431 Wellington Ave
Request: Speed Reduction
Attachments: Traffic Request Form (forthcoming)

Existing Conditions:

7300-7400 Wellington and Melrose Avenue – Speeding Problem



Currently there is a speeding issue in the 7300 and 7400 block of Wellington and Melrose Avenue (located between Hanley and Midland)

Request:

Speed reduction options on the streets that are in the Music Neighborhood.

Conclusion/Recommendation:

Staff will have the speed radar trailer deployed in the area. Residents of the neighborhood will be in attendance at the Traffic Commission Meeting to explain and discuss the speeding issues that are current. Recommendations from staff and the Traffic Commission will follow.



Department of Public Works

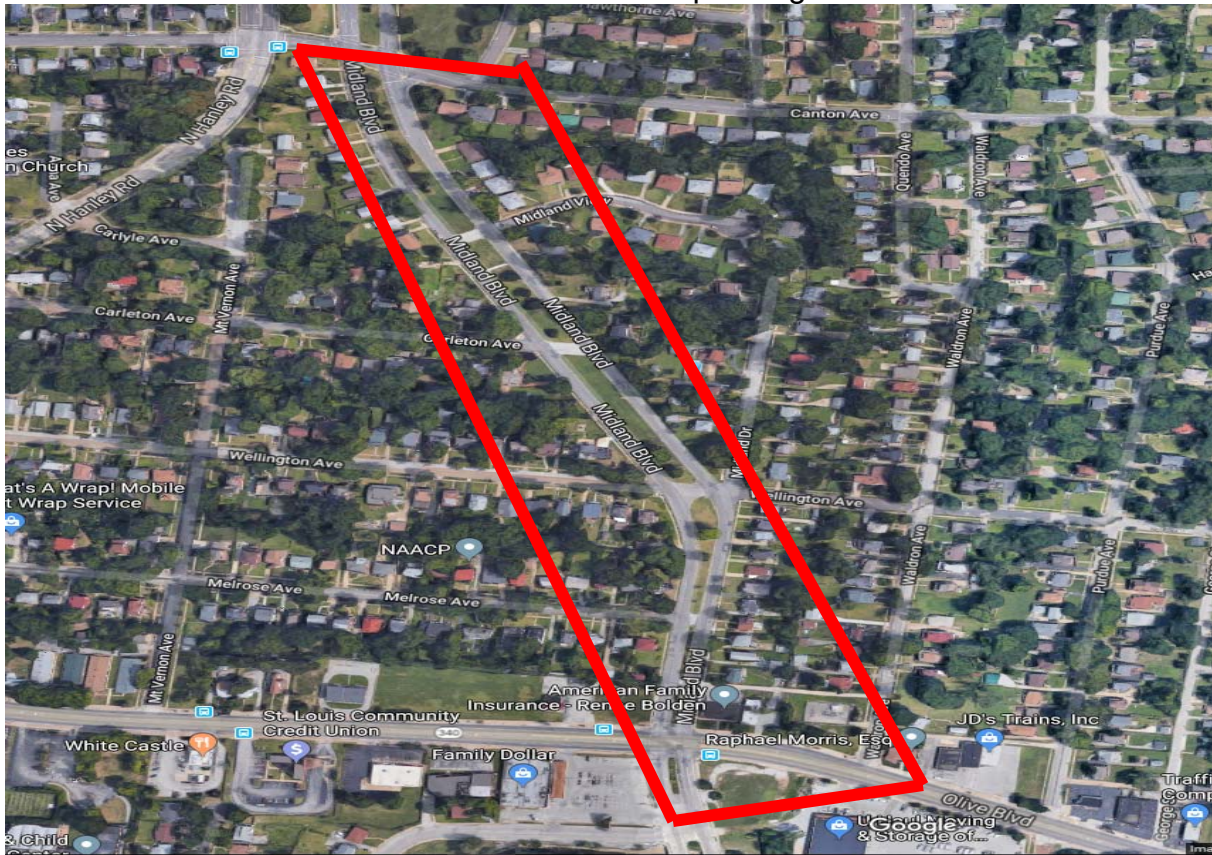
6801 Delmar Boulevard, University City, Missouri 63130, Phone: (314) 505-8560, Fax: (314) 862-0694

STAFF REPORT

MEETING DATE: July 10, 2019
APPLICANT: Mr. Dunker – University City Resident
Request: Speed Reduction
Attachments: Traffic Request Form (forthcoming)

Existing Conditions:

Midland Boulevard – Speeding Problem



Currently there is a speeding issue on Midland Boulevard from (Olive to Canton)

Request:

Speed reduction options

Conclusion/Recommendation:

Staff will bring this to the attention of the University City Police Department and St. Louis County, the resident has been notified that this is a county road and anything in their right-of-way has to be approved by them.