

Attachment B

SHARED ELECTRIC MICROMOBILITY PERMIT PROGRAM FINE STRUCTURE

Below are the fines related to the Shared Electric Mobility Permit Program. Operators are responsible for reviewing and paying all applicable fines. The City reserves the right to update this fine structure per Section (R) of the Terms and Conditions.

Fine Name	Description	Fine	Per	Invoice Frequency
<u>Timely Resolution Violation (non-ADA related)</u>	<u>Fine</u> charged to <u>Operator</u> for each instance <u>a complaint related to non-compliant</u> Device usage <u>per the SEMPP Terms and Conditions</u> is not resolved within 3 hours of <u>Operator</u> receipt of the initial complaint.	<u>\$50</u>	Per <u>incident</u>	Quarterly
<u>Timely Resolution Violation (ADA related)</u>	<u>Fine</u> charged to <u>Operator</u> for each instance <u>a complaint related to non-compliant</u> Device usage <u>per the SEMPP Terms and Conditions</u> <u>and is specifically ADA-related</u> is not resolved within 2 hours of <u>Operator</u> receipt of the initial complaint.	<u>\$150</u>	Per <u>incident</u>	Quarterly
<u>Timely Resolution Rate Below 90% - 1 Quarter</u>	<u>Fine</u> charged to <u>Operator</u> for <u>having a Timely Resolution Rate below 90% for one quarter.</u>	<u>\$1,000</u>	<u>Per incident</u>	<u>Quarterly</u>
<u>72-Hour Parking Limit</u>	<u>Fine</u> charged to <u>Operator</u> for <u>exceeding the 72-hour shared scooter parking limit. Fine applied each day Operator remains in violation as defined under section (L)(6) of the SEMPP Terms and Conditions.</u>	<u>\$25</u>	<u>Per day</u>	<u>Quarterly</u>
<u>Daily Fleet Cap Exceedance</u>	<u>Fine</u> charged to <u>Operator</u> for <u>exceeding the allowed fleet cap as per defined under section (N)(10) of the SEMPP Terms and Conditions.</u>	<u>\$50</u>	<u>Per day</u>	<u>Quarterly</u>