AGREEMENT FOR SERVICES TO OPERATE THE EL PASEO COURTESY CART SERVICE

OCTOBER 14, 2022 THROUGH MAY 29, 2023

This Agreement dated July 14, 2022 is entered into between the City of Palm Desert (CITY) and Circuit Transit, Inc. (CONTRACTOR), for the operation of the El Paseo Courtesy Cart Service, a non-fixed route public transit service within the City of Palm Desert. This Agreement shall cover the period beginning on October 14, 2022, and ending on May 29, 2023.

1. Background: The CITY desires that CONTRACTOR operate the El Paseo Courtesy Cart Service along El Paseo within the City of Palm Desert during the contract period. The CONTRACTOR will provide these services while operating three (3) Neighborhood Electric Vehicles (NEV) owned by the CONTRACTOR. The courtesy cart services are offered free of charge to the general public and shoppers on El Paseo, and the CONTRACTOR shall neither charge for services nor solicit tips in any manner for the services.

2. Vehicle Operation: Vehicles shall be in regular service seven days per week in accordance with the attached Schedule (Exhibit "A"): 11:00 a.m. through 6:00 p.m. daily, starting October 14, 2022 - May 29, 2023 (days subject to change by the CITY), including holidays, except Christmas Day and Thanksgiving Day. Vehicles are permitted to be out of service for one half-hour plus two 15-minute breaks during each seven-hour operating period. No breaks shall be taken consecutively. At direction of the CITY, more hours may be added to the schedule described herein or may be reduced from this schedule. In the event that the number of hours is changed, the contract amount will be adjusted accordingly by application of the unit rates contained in the CONTRACTOR's Proposal (Exhibit "B"). The CITY retains the right to increase, decrease, or, with thirty (30) days' notice, to suspend or cancel the service for any period at any time.

The CONTRACTOR shall provide neatly-attired professional drivers whose appearance is appropriate for the context in which they will be working (company golf shirts, for example).

3. Vehicle Maintenance: CONTRACTOR shall perform all maintenance on the vehicles in accordance with the manufacturer's recommendations. CONTRACTOR will also perform routine safety inspections every fourteen (14) days during the term of this Agreement. All vehicle maintenance costs are included in this Agreement.

4. Fees and Payment: Payment to CONTRACTOR will be made as follows:

A. Operation of the El Paseo Courtesy Cart Service: An amount not to exceed two-hundred four thousand one hundred dollars and no/100 cents (\$204,100) yearly for the cost of operating the courtesy cart service.

Contractor shall not commence work under this Agreement until it has provided

evidence satisfactory to the City of Palm Desert that it has secured all insurance required under this section. In addition, Contractor shall not allow any subcontractor(s) to commence work on any subcontract until it has provided evidence satisfactory to the City that the subcontractor(s) has secured all insurance required under this section.

5. Indemnification: CONTRACTOR shall indemnify, defend, and hold harmless the CITY, and its officers, employees, and agents ("CITY indemnitees"), from and against any and all causes of action, claims, liabilities, obligations, judgments, or damages, including reasonable attorney's fees and costs of litigation ("claims"), arising out of the CONTRACTOR's performance of its obligations under this agreement or out of the operations conducted by CONTRACTOR, including the CITY indemnitee's active or passive negligence, except for such loss or damage arising from the sole negligence or willful misconduct of the CITY indemnitees. In the event the CITY indemnitees are made a party to any action, lawsuit, or other adversarial proceeding arising from CONTRACTOR's performance of this agreement the CONTRACTOR shall provide a defense to the CITY indemnitees or at the CITY's option reimburse the CITY indemnitees their costs of defense, including reasonable attorney's fees, incurred in defense of such claims.

Without limiting Contractor's indemnification of City, and prior to commencement of Work, Contractor shall obtain, provide and maintain at its own expense during the term of this Agreement, policies of insurance of the type and amounts described below and in a form that is satisfactory to City.

- i. <u>General Liability Insurance</u>: Contractor shall maintain commercial general liability insurance with coverage at least as broad as Insurance Services Office form CG 00 01, in an amount not less than \$1,000,000 per occurrence, \$2,000,000 general aggregate, for bodily injury, personal injury, and property damage, including without limitation, blanket contractual liability. Defense costs shall be paid in addition to the limits. The policy shall contain no endorsements or provisions limiting coverage for (1) contractual liability; (2) cross liability exclusion for claims or suits by one insured against another; or (3) contain any other exclusion contrary to the Agreement.
- ii. <u>Workers' Compensation Insurance</u>: Contractor shall maintain Workers' Compensation Insurance (Statutory Limits) and Employer's Liability Insurance (with limits of at least \$1,000,000). Contractor shall submit to City, along with the certificate of insurance, a Waiver of Subrogation endorsement in favor of City of Palm Desert, its officers, agents, employees and volunteers.
- iii. <u>Umbrella or Excess Liability Insurance</u>: Contractor may opt to utilize umbrella or excess liability insurance in meeting insurance requirements. In such circumstances, Contractor shall obtain and maintain an umbrella or excess liability insurance policy with limits of

not less than \$4,000,000 that will provide bodily injury, personal injury and property damage liability coverage at least as broad as the primary coverages set forth above, including commercial general liability and employer's liability. Such policy or policies shall include the following terms and conditions:

- A drop-down feature requiring the policy to respond if any primary insurance that would otherwise have applied proves to be uncollectible in whole or in part for any reason;
- Pay on behalf of wording as opposed to reimbursement;
- Concurrency of effective dates with primary policies; and
- Policies shall "follow form" to the underlying primary policies.
- Insureds under primary policies shall also be insureds under the umbrella or excess policies
- iv. Taxi Cab Companies Commercial Auto Liability Insurance: Contractor shall maintain Taxi Cab Companies – Commercial Auto Liability Insurance with limits of at least \$1,000,000 combined single limit) covering all vehicles to be operated by CONTRACTOR, and all drivers.

OTHER PROVISIONS OR REQUIREMENTS

<u>Insurance for Subcontractors</u>: All subcontractors shall be included as additional insureds under the Contractor's policies, or the Contractor shall be responsible for causing subcontractors to purchase the appropriate insurance in compliance with the terms of these Insurance Requirements, including adding the City as an Additional Insured to the subcontractors' liability policies. Contractor shall provide to City satisfactory evidence as required under Insurance Section of this Agreement.

<u>Proof of Insurance</u>: Contractor shall provide certificates of insurance to City as evidence of the insurance coverage required herein, along with a waiver of subrogation endorsement for workers' compensation. Insurance certificates and endorsements must be approved by City's Risk Manager prior to commencement of performance. Current certification of insurance shall be kept on file with City at all times during the term of this contract. City reserves the right to require complete, certified copies of all required insurance policies, at any time.

<u>Duration of Coverage</u>: Contractor shall procure and maintain for the duration of the contract, insurance against claims for injuries to persons or damages to property, which may arise from or in connection with the performance of the Work hereunder by Contractor, his/her agents, representatives, employees or sub-consultants.

<u>City's Rights of Enforcement</u>: In the event any policy of insurance required under this Agreement does not comply with these specifications or is canceled and not replaced, City has the right, but not the duty, to obtain the insurance it deems

necessary, and any premium paid by City will be promptly reimbursed by Contractor, or City will withhold amounts sufficient to pay premium from Contractor payments. In the alternative, City may cancel this Agreement.

<u>Acceptable Insurers</u>: All insurance policies shall be issued by an insurance company currently authorized by the Insurance Commissioner to transact business of insurance in the State of California, with an assigned policyholders' Rating of A- (or higher) and Financial Size Category Class VII (or larger) in accordance with the latest edition of Best's Key Rating Guide, unless otherwise approved by the City's Risk Manager.

<u>Waiver of Subrogation</u>: All insurance coverage maintained or procured pursuant to this agreement shall be endorsed to waive subrogation against the City of Palm Desert, its elected or appointed officers, agents, officials, employees and volunteers, or shall specifically allow CONTRACTOR or others providing insurance evidence in compliance with these specifications to waive their right of recovery prior to a loss. Vendor hereby waives its own right of recovery against the City of Palm Desert, its elected or appointed officers, agents, officials, employees and volunteers and shall require similar written express waivers and insurance clauses from each of its subcontractors.

<u>Enforcement of Contract Provisions (non estoppel)</u>. Contractor acknowledges and agrees that any actual or alleged failure on the part of the City to inform Contractor of non-compliance with any requirement imposes no additional obligations on the City nor does it waive any rights hereunder.

<u>Primary and Non-Contributing Insurance</u>: All coverage provided by CONTRACTOR shall be primary and any insurance or self-insurance procured or maintained by City shall not be required to contribute with it. The limits of insurance required herein may be satisfied by a combination of primary and umbrella or excess insurance. Any umbrella or excess insurance shall contain or be endorsed to contain a provision that such coverage shall also apply on a primary and non-contributory basis for the benefit of City before the City's own insurance or self-insurance shall be called upon to protect it as a named insured.

<u>Requirements Not Limiting</u>: Requirements of specific coverage features or limits contained in this Section are not intended as a limitation on coverage, limits or other requirements, or a waiver of any coverage normally provided by any insurance. Specific reference to a given coverage feature is for purposes of clarification only as it pertains to a given issue and is not intended by any party or insured to be all inclusive, or to the exclusion of other coverage, or a waiver of any type. If the CONTRACTOR maintains higher limits than the minimums shown above, the City requires and shall be entitled to coverage for the higher limits maintained by the CONTRACTOR. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage

shall be available to the City.

<u>Notice of Cancellation</u>: Contractor agrees to oblige its insurance agent or broker and insurers to provide to City with a thirty (30) day notice of cancellation (except for nonpayment of premium for which a ten (10) day notice is required) or nonrenewal of coverage for each required coverage.

<u>Additional Insured Status</u>: General liability and automobile liability, policies shall provide or be endorsed to provide that the City of Palm Desert and its officers, officials, employees, agents, and volunteers shall be additional insureds under such policies. This provision shall also apply to any excess/umbrella liability policies.

<u>Prohibition of Undisclosed Coverage Limitations</u>. None of the coverages required herein will be in compliance with these requirements if they include any limiting endorsement of any kind that has not been first submitted to City and approved of in writing.

<u>Separation of Insureds</u>. A severability of interests provision must apply for all additional insureds ensuring that CONTRACTOR's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the insurer's limits of liability. The policy(ies) shall not contain any cross-liability exclusions.

Pass Through Clause. CONTRACTOR agrees to ensure that its sub-consultants, subcontractors, and any other party involved with the project who is brought onto or involved in the project by CONTRACTOR, provide the same minimum insurance coverage and endorsements required of CONTRACTOR. CONTRACTOR agrees to monitor and review all such coverage and assumes all responsibility for ensuring that such coverage is provided in conformity with the requirements of this section. CONTRACTOR agrees that upon request, all agreements with consultants, subcontractors, and others engaged in the project will be submitted to City for review.

<u>City's Right to Revise Specifications</u>: The City or its Risk Manager reserves the right at any time during the term of the contract to change the amounts and types of insurance required by giving the CONTRACTOR ninety (90) days advance written notice of such change. If such change results in substantial additional cost to the CONTRACTOR, the City and CONTRACTOR may renegotiate CONTRACTOR's compensation. If the City reduces the insurance requirements, the change shall go into effect immediately and require no advanced written notice.

<u>Self-Insured Retentions</u>: Any self-insured retentions must be declared to and approved by City. City reserves the right to require that self-insured retentions be eliminated, lowered, or replaced by a deductible. Self-insurance will not be

considered to comply with these specifications unless approved by City.

<u>Timely Notice of Claims</u>: Contractor shall give City prompt and timely notice of claims made, or suits instituted that arise out of or result from Contractor's performance under this Agreement, and that involve or may involve coverage under any of the required liability policies.

<u>Additional Insurance</u>. CONTRACTOR shall also procure and maintain, at its own cost and expense, any additional kinds of insurance, which in its own judgment may be necessary for its proper protection and prosecution of the Work.

<u>Safety</u>. CONTRACTOR shall execute and maintain its work so as to avoid injury or damage to any person or property. In carrying out its Services, the CONTRACTOR shall at all times be in compliance with all applicable local, state and federal laws, rules and regulations, and shall exercise all necessary precautions for the safety of employees appropriate to the nature of the work and the conditions under which the work is to be performed. Safety precautions, where applicable, shall include, but shall not be limited to: (A) adequate life protection and lifesaving equipment and procedures; (B) instructions in accident prevention for all employees and subcontractors, such as safe walkways, scaffolds, fall protection ladders, bridges, gang planks, confined space procedures, trenching and shoring, equipment and other safety devices, equipment and wearing apparel as are necessary or lawfully required to prevent accidents or injuries; and (C) adequate facilities for the proper inspection and maintenance of all safety measures.

Annual Driver Review: CONTRACTOR shall at least annually review the performance and DMV history of each driver and advise the City of any incidents that have occurred driving or otherwise in the performance of the driver duties. CONTRACTOR shall be responsible for appropriate training of all drivers (new and old) in their duties and proper vehicle operation.

A. Payments: CONTRACTOR shall invoice the CITY by the fifteenth of each calendar month for the preceding month's fees. Terms of the invoices shall be net thirty days.

6. Other: CONTRACTOR shall make available City of Palm Desert information in the NEVs. The CITY shall furnish brochures and printed literature in adequate quantities such that CONTRACTOR can restock the information carried in the vehicles on an as-needed basis.

CONTRACTOR shall not charge persons wishing to use the parking shuttle service, nor shall the driver solicit tips in any matter. Use of a tip basket is expressly forbidden.

All Drivers shall be subject to review and approval by the CITY. Drivers will be required to be able to answer questions and give information regarding the City of Palm Desert, and its history, in a courteous and helpful manner. At the request of the CITY, CONTRACTOR shall replace any driver found lacking in professionalism or courtesy, or not presenting him/herself in a neat and professional manner while on duty.

Driver shall be responsible for retrieving NEV from the supplied storage location and for returning the NEV there at the end of each shift. Driver will also be responsible for recharging the vehicle and promptly reporting any malfunctions of either the vehicle or the recharging apparatus maintained at the storage location.

CONTRACTOR is responsible for providing all cleaning materials needed to maintain the exterior and interior of the vehicles in a like-new condition.

[SIGNATURES ON NEXT PAGE]

SIGNATURE PAGE TO PROFESSIONAL SERVICES AGREEMENT BY AND BETWEEN THE CITY OF PALM DESERT AND CIRCUIT TRANSIT, INC

IN WITNESS WHEREOF, the parties hereto have executed or caused to be executed by their duly authorized officials, this Agreement which shall be deemed an original on the date first above written.

CITY OF PALM DESERT

Jan Clarnek

By:

Jan C. Harnik, Mayor

CONTRACTOR

Daniel Kramer By: Daniel Kramer (Jul 28, 2022 13:23 PDT)

Бу._____

Daniel Kramer

Print Name

Vice President, Operations & Business Development

Title

Attest:

022 11:35 PDT)

Anthony J. Mejia, City Clerk

Approved as to form:

2022 15:55 PDT) Robert Har

Robert W. Hargreaves, City Attorney

QC: mga

Insurance:

MR

Initial Review

Final Review

8

2022 - 2023 City of Palm Desert NEV Operations Schedule

Month	# of Days	Hours Per Day	Total Hours Per Cart
Regular Hours		_	
October 14 - 31, 2022	18	7	126
November 1-30, 2022 (excluding Thanksgiving) December 1-31, 2022 (Excluding	29	7	203
Christmas)	30	7	210
January 1-31, 2023	31	7	217
February 1-28, 2023	28	7	196
March 1-31, 2023	31	7	217
April 1-30, 2023	30	7	210
May 1-29, 2023	29	7	203
Total Annual Regular Hours - One (1) Cart			1582
Total Annual Regular Hours - Two (2) Carts			3164
Total Annual Regular Hours - Three (3) Carts			4746
Overtime Hours			
Month(s)	Hours Per Month	Number of Months	Total Hours Per Cart
October 2022 - February 2023	4	5	20
March 2023	64	1	64
April - May 2023	4	2	8
Total Annual Overtime Hours - One (1) Cart Total Annual Overtime Hours - Two (2)			92
Carts Total Annual Overtime Hours - Three (3)			184
Carts			276



Request for Proposal Operations of Neighborhood Electric Vehicles (NEV) as a Courtesy Cart Service 2022-REQ-127

for

City of Palm Desert

Prepared for:

City of Palm Desert 73-510 Fred Waring Drive Palm Desert, CA 92260

Date: June 29, 2022



Prepared by: Circuit Transit Inc

Daniel Kramer, Vice President of Operations & New Business daniel@ridecircuit.com 562-252-6680

> James Mirras, COO & Co-Founder james@ridecircuit.com | 631-903-4448



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Cover Letter

Circuit Transit Inc

ridecircuit.com

June 29, 2022

Deborah Glickman Management Analyst 73510 Fred Waring Dr Palm Desert, CA 92260 Email: <u>dglickman@cityofpalmdesert.org</u> Phone: (760) 776-6441

Re: Request for Proposals (RFP) for Operations of Neighborhood Electric Vehicles (NEV) as a Courtesy Cart Service

Dear Ms. Glickman,

This submittal is for the City of Palm Desert RFP for Operations of Neighborhood Electric Vehicles (NEV) as a Courtesy Cart Service. This proposal will show that Circuit Transit Inc has the proven capabilities and background in providing a sustainable on-demand shuttle program, as well as relevant and specific experience in neighboring San Diego, Orange and Los Angeles counties and local knowledge and familiarity with the City of Palm Desert.

Circuit is an active service provider in Southern California that's responsible for the successful deployment and management of services that are very similar in scope to those described in the RFP. Circuit provides all electric, first/last mile solutions that help move people in local communities and bridge gaps between riders and existing transit. By using fleets of electric vehicles, leveraging the data from its ride-request app, and working with top advertisers, Circuit is able to provide an eco-friendly, data-centric and efficient solution that promotes circulation, reduces parking congestion, promotes local economic development, reduces vehicle miles traveled, encourages alternate options, creates local jobs, and covers the last mile conveniently and affordably to the rider.

Circuit is the largest and most experienced operator of shared, on-demand, last-mile EV Shuttle Services in the US. With successful operations in 30+ markets across California, Texas, New York, New Jersey, California and South Florida, Circuit provides both national expertise and local experience.

Circuit's corporate headquarters are located at 777 S. Flagler Drive, Suite 800 West Tower, West Palm Beach, FL 33401. Circuit also has West Coast offices in Los Angeles and San Diego. The company's officers and project leads are as follows:





James Mirras - COO / Co-Founder	Daniel Kramer - VP of Operations & Sales
Email: james@ridecircuit.com	Email: daniel@ridecircuit.com

Tel: 631-903-4448

Tel: 562-252-6680

James and Daniel have the authority to negotiate and contractually obligate the company. Daniel will be the primary point of contact for this program and can be contacted for further clarification. If selected, we are committed to work with the City to provide a turn-key service designed to meet the needs outlined in this RFP.

Circuit appreciates your review of our submission and welcomes any questions that you may have.

Sincerely,

Daniel Kramer VP, Operations & Business Development, Circuit Transit Inc <u>daniel@ridecircuit.com</u> 562-252-6680





Experience and Technical Competence

Circuit Transit is an experienced operator with over 11 years of experience helping communities enhance mobility and reduce transportation-related emissions while promoting local economic development and creating local jobs. We have a professional team with expertise in operations, marketing, technology, reporting and more. We are incredibly excited about the opportunity to work with the City of Palm Desert to run an effective and measurable NEV program throughout the El Paseo Shopping District.

We have the proven capabilities and background in operating sustainable NEV programs to provide residents and visitors a safe and broadly accessible zero-emissions transportation option, having provided over 6 million rides to date. Our team has experience designing and operating programs to address parking issues, congestion, improve accessibility and circulation, and provide economic benefits to the local community. Circuit offers the City of Palm Desert the opportunity to hire an experienced operator who can bring an innovative approach to the existing El Paseo Courtesy Carts program.

Circuit has operated similar services in nearby communities of Southern California, including Chula Vista, San Diego, Newport Beach, Huntington Beach, Marina del Rey, Venice, Santa Monica, Culver City, Leimert Park (a disadvantaged community in Los Angeles), and SoFi Stadium in Inglewood. Circuit also was selected with the City of Chula Vista for a CARB Clean Mobility Options grant focused on first/last-mile transportation solutions for seniors which launched earlier this month.

Circuit has established itself as a national leader in the on-demand, first/last-mile transportation industry and an experienced operator of fleets of EV's and NEVs. Our proven model provides a fun alternative to single occupancy vehicle trips (SOVs), reduces Vehicle Miles Traveled (VMTs), creates local jobs, and covers the last mile at little or no cost to the rider. In 2021, Circuit helped its partners reduce traffic and congestion by over 1 million vehicle miles traveled (VMTs) and reduced greenhouse gas emissions by 535+ metric tons CO2, saving over 60,000 gallons of gas while providing over 6 million rides in our fully electric fleet since starting.

References - REDACTED

Firm Staffing

Circuit has a professional team to assist with the planning, launch, implementation, and reporting for the program and any service extensions. The key team members detailed below have expertise in national operations, marketing, advertising sales, technology, reporting, innovation, grant writing and expansion - as well as local expertise in Southern California markets. In each of our markets, we build for long-term ongoing success and have the team to achieve it.





Each Circuit location has a dedicated team of managers, supervisors and driver ambassadors to ensure service performance and Company operational standards. Circuit builds successful, proud teams and focuses on development and retention. Local teams are overseen by a regional management structure and corporate operations team.

If selected as the operator of the Courtesy Carts program, Circuit anticipates hiring one Operations Supervisor to report to Daniel Kramer, along with 4-6 drivers who would report to the Operations Supervisor including one Shift Supervisor.

Operations Supervisor

- Full-time hired position
- On-site at all times during service hours, drives 40 hours per week
- Responsible for day-to-day operations, vehicles and staff
- Reports directly to Regional General Manager
- Direct reports are Shift Supervisors and Driver Ambassadors
- Perform dispatch and customer service responsibilities as needed

Shift Supervisor

- Full-time hired positions
- On-site at all times during service hours, drives 40 hours per week
- Perform dispatch and customer service responsibilities as needed
- Additional training and responsibilities
- Shift reporting and "hand-off" submissions

Driver Ambassadors

- Full-time and part-time employees (Circuit- hired, W2 employees)
- Living-wage pay and benefits
- Follow Circuit operational policies and local rules for revenue service

What We Look For In A Driver

- Outgoing, Inviting, Friendly
- Local Resident and/or Local Knowledge
- Safe & Responsible
- Customer Service experience
- Team oriented
- Self-Motivated with a focus on development
- Dependability

All of these local teams are supported by a strong, diverse and experienced national team. The "Corporate" team at Circuit has a variety of backgrounds including experience with: technology and technology development, bookkeeping, finance and accounting, marketing, communications, advertising sales, parking, real estate development, transportation planning, grant writing, management, staffing, hiring, training, fare collection and transportation law.

Driver Requirements

<u>Legal:</u> All Circuit drivers must be at least 21 years of age, have an active driver's license for at least 3 years, and must have a clean driving record with no accidents or tickets.





Insurance Clearance, Drug & Alcohol Testing, Background Check: All Circuit drivers must be cleared to drive by our insurance carrier through Motor Vehicle Record and/or Background Checks.

<u>Personality:</u> Circuit employees are more than drivers. Everyone is an ambassador to both the Circuit brand as well our partners (city, sponsors, etc.). We look for motivated, outgoing, excited and responsible employees to represent our brand.

<u>Pre-Hire Driver Exam</u>: Potential hires lastly go through a physical driving exam accompanied by the Operations Manager. The Circuit Pre-Hire Driving Exam is submitted to the Regional GM for final approval.

Local Hiring Preferences

Circuit will always commit to a local hiring preference in all markets. One of the many benefits of hiring locals is ensuring staff are familiar with the location and can serve as knowledgeable ambassadors. Circuit's drivers are more than just drivers. They act as local ambassadors; representing the city, providing local knowledge and encouraging local business.

As we have done in other markets, along with posting job openings on popular platforms such as Indeed, we can work with local workforce development and job placement centers to source qualified, local candidates.

Training

Circuit's drivers are more than just drivers. They act as local ambassadors; representing the city, providing local knowledge and encouraging local business. Circuit seeks specific driver qualities that ensure safety, professionalism, a focus on customer service, and knowledge of the City as a visitor destination. Circuit employees are more than drivers; they are ambassadors to the local community. We look for motivated, outgoing, excited and responsible employees to represent our brand. Ongoing training is conducted on a quarterly basis to update on safety, optimal vehicle operation, customer service, assisting riders with disabilities, and operational protocol.

The management team has access to our proprietary management dashboard to view operations in real-time and regularly monitors the drivers' performance. Circuit will offer these tools and data reports to the project team at the contracting agency, to maintain quality control, transparency and monitoring for future improvements. Additionally, Circuit uses a scheduling software to keep the team connected, manage shifts, and enable local management to efficiently manage the local team

Our training program specifically covers:

- Safe operation of an electric vehicle
- Efficient operation of an EV, maximizing battery efficiency
- Advanced cleaning procedures
- Safety guidelines and policies

- COVID19 advanced safety and cleaning policies and procedures
- Customer service and passenger relations
- ADA regulations and operations
- Use of the Driver Mobile App





- Communications policies
- Emergency procedures and plan
- Accident reporting/procedures

Circuit also provides ongoing training and retraining and conducts performance evaluations. Our teams have consistently met requirements from transit authorities and law enforcement departments for vehicle inspections and driver training and testing. Along with the initial training program, monthly and quarterly management ride-alongs specifically focus on customer experience.

Driver retention is a factor that the company is proud of and over the past 18 months (and through COVID-19) Circuit boasts a retention rate of 88% across all of our operations. This is the result of the diverse work environment that Circuit creates, the camaraderie among employees, the ability to grow, and the enjoyable, safe and fair management.

Our riders consistently rate our drivers highly and list them as one of their favorite things about the service. Circuit drivers are ambassadors to the city and the community - for visitors as well as residents of the region. We often receive feedback from riders that they wish the service was in their community as well - showing that there is unmet demand, and that the model for this service is replicable and seen as an asset to the region and community.

"[My driver] was above and beyond the best ever introduction to your city, your company, and your concept. Just could not be more impressed. Want to tell everyone I can in Seattle that we need a service like you provide; along with representatives like [my driver]. Thank you!!"

"Thanks for a memorable introduction to your beautiful city."

Customer Service

One of Circuit's core values is customer experience. Circuit focuses on hiring drivers and operational staff that exhibit excellent customer relations skills and value experience in customer service. We additionally include customer relations as a part of our training program, which includes updates to policy related to COVID19 and responding to rider concerns. We hire locally and prefer drivers that are familiar with the local community to act as an ambassador as well as a driver. We are committed to excellent customer experience and long term success, and our customer service team makes a point to reply to all reviews in the app stores.

Training for employees involved in customer service include on-the-job training using pre-existing SOPs and quick reference guides for template responses to a high majority of common questions. This would cover training with guidance specific to phone, ride request app, and email inquiries as well as those that might take place in-person. These employees would have direct supervisors to reach out to for approval on sensitive topics to ensure compliance. Training would be a multistep process including initial shadowing of another employee, hands-on training with supervision, and continued ongoing training.

We have a multifaceted customer inquiry, and contact system, which our staff are trained to use and keep accurate logs. Operational staff are also involved in our local community outreach efforts,





including representing the company at local community events. All staff are trained to respond to customer needs and handle any complaints in a timely and courteous manner.

Circuit has a customer service phone number and email. Riders can also submit feedback within the mobile application and through the website. Circuit's national corporate team monitors these as well as social media accounts and app store feedback/ratings. The national team will direct users to a local manager if and when needed. We also conduct regular rider surveys to analyze and improve our service offerings.

Our team continually works to make its technology and information about its services accessible broadly to the local communities it operates in. Our mobile app is available in English and Spanish. We have bilingual drivers and can include hiring preferences for additional language capabilities. We have also created marketing materials in both English and Spanish. Circuit's website and location pages include accessibility features, and our operations staff are trained in providing equivalent service and any additional assistance needed for riders with mobility impairments and disabilities. Our local teams can also assist riders in downloading the app, providing information about the service and the community, and responding to questions.

Circuit can provide updates and reports on Customer Service to the City as needed.

Key Personnel

Circuit has brought together a diverse team with expertise in neighborhood electric vehicle operations, micro-mobility, electric carshare, parking, and curbside management. This collaborative team has extensive experience in first/last mile operations, mobility hubs, grant writing, electric vehicle operations, and maintenance, designing and scaling pilot programs, and local community outreach and engagement. All project partners have deployed services and technology with live demonstrations and municipal partnerships. The team is happy to bring on additional expertise and partners if desired.

Short biographies are provided for key team members below for Circuit. One-page resumes for each are available in **Project Team Resumes**.

- Daniel Kramer, Vice President of Operations & Business Development, will oversee the launch and ongoing operation of the Courtesy Carts program. Daniel is based in Los Angeles and would be on the ground in Palm Desert on a regular basis. Daniel will be the City's primary point of contact.
- James Mirras, COO / Co-Founder, will work closely with Daniel to plan and set up operations, hiring processes, tech improvements, reporting processes, metrics, and any additional requests of the City of Palm Desert.
- **Tucker Costello, Managing Director, Internal Development**, will handle the location deployment within the mobile app, testing, and coordination with operations staff, handle features requests, and lead ongoing testing and technical support if the City elects to utilize Circuit's mobile app.





• **Anita Chen, General Counsel,** will assist in contract negotiations and ensure required registrations and regulations are met.

Subcontractors

Circuit does not intend to use any Subcontractors for this project.

Proposed Method to Accomplish the Work

With 11+ years, 150+ vehicles, 9 states, and 30+ cities of operations, Circuit brings its national experience and network to the benefit of each City it works with.

In Palm Desert, Circuit will provide its turn-key micro-transit solution using a fleet of all-electric Waev (formerly Polaris) GEM e6¹ NEVs to meet the transportation, traffic reduction and sustainability objectives of the City of Palm Desert. Circuit's services can be implemented quickly and are proven to be cost-efficient and effective in tackling mobility challenges. Circuit will leverage its regional and local knowledge and resources to help the City design a scalable and sustainable program.

Vehicles

For this program, we propose using a total of 2-3 all-weather, all-electric Waev GEM e6 neighborhood electric vehicles.

Circuit has extensive experience and expertise operating and maintaining these vehicle types for use in on-demand micro-transit operations and specifically in Southern California.

Waev GEM e6 - neighborhood electric vehicle



¹ <u>https://gem.polaris.com/en-us/e6/specs/</u>





The GEM vehicles seat 6 passengers (including the driver) and are made in the United States. The slim and efficient design reduces interference with traffic and decreases passenger loading time. The cars are ideal vehicles for short-range, sustainable, about-town transportation. Circuit will deploy the model year 2020 or later vehicles for this program.

While Circuit uses these vehicles in its other markets and intends on using them in the City, it has designed all of its systems so that the vehicles can be interchangeable. It is ready and willing to consider and implement other options such as different vehicles, larger capacity shuttles, and autonomous vehicles (if/when the technology is available).

Each vehicle includes an iPad display which can allow riders to take selfies using our photo booth application and see digital advertising videos from our sponsors. Each driver has an iPhone to see ride requests, safely communicate with management and riders, and optimize routes.

Additional benefits include:

- <u>Range</u> Over 8 hours of range achieved
- Environmental Impact Less carbon emissions, reducing the City's carbon footprint
- <u>Numerous Vehicles</u> Operating numerous vehicles increases the flexibility to customize the service to best serve the needs of the public
- <u>Ridership</u> The car's design is fun and inviting in nature, encouraging riders to hop aboard
- Interior Comfort The cars are easily kept clean and are outfitted with comfortable seats, ample legroom, cup holders, fans, 3-point seatbelts, cargo space, and a friendly, local ambassador/ driver
- <u>Open Air Feel</u> Each rider has their own window and door. The vehicle windows can be rolled down partially or fully for an open air feel, providing more comfort and safety.
- <u>Maintenance</u> Circuit has GEM certified mechanics on staff that can maintain and perform warranty work on the vehicles. Extra vehicles are also available if a car is inoperable





Circuit is happy to work with the City of Palm Desert to scale services with additional vehicles as demand increases.



Circuit's vehicle branded with Santa Monica Pride Month campaign and Circuit's Brightline+ service providing on-demand rides to/from all Brightline Train stations



Circuit's all-weather GEM vehicles shuttling visitors in Plymouth, MA and displayed at a launch event in Pompano Beach, FL.

Vehicle Maintenance

Circuit has GEM certified technicians and mechanics on staff that maintain and perform warranty work on all vehicles. Extra vehicles are also available in surrounding markets to temporarily replace a vehicle that is inoperable and may be out of service for an extended time. Vehicles are regularly maintained using rigorous checklists created in conjunction with the vehicle manufacturer. Typically, vehicles are inspected every 4,000-5,000 miles and the condition of filters, brakes, etc. are tracked and replaced accordingly. Additionally, data is shared about the cars' performance in order to forecast future maintenance needs. As it does with ridership, Circuit takes a proactive approach to plan future needs.

Each vehicle within our fleet has a unique ID. Our operations team tracks vehicle characteristics and status through fleet management software and communicates this status to Regional Management and other corporate team members through shared documents and project management software. These characteristics and status include driver vehicle check forms, current and pending advertising campaign information if any, maintenance records, assigned operating location or special event, mileage, as well as general information.





Drivers check vehicles before and after each shift and fill out a vehicle check form. They perform cleaning duties before, during, and after their shift. Any issues are noted and reported to local managers, who coordinate maintenance and repairs. We have trained and certified maintenance staff in each operating region, and have a local maintenance team in San Diego to manage regular and ongoing maintenance for this service.

Access to Additional Vehicles

Given our nearby operations, we are readily able to supply additional GEM electric vehicles on short notice on an as-needed basis. In the event, a vehicle needs maintenance, Circuit's in-house maintenance team can be on-site within 24 hours, and work can be outsourced to our dealer/partner CartMart who has a sales and maintenance team nearby in La Quinta. The vehicle manufacturer, Waev, is also nearby in Anaheim and can help on an as-needed basis. If needed, a new vehicle can be brought to the market, or for events, within 24-48 hours.

We have 35+ vehicles within Southern California that are Circuit owned and therefore we have immediate access to this fleet.

Storage & Charging

Circuit plans to utilize the City of Palm Desert's storage and charging infrastructure. As stated in the question & answer section of OpenGov, "The City has a parking garage area in the parking garage at The Gardens on El Paseo parking structure. There are plugs available where the City carts are charged."

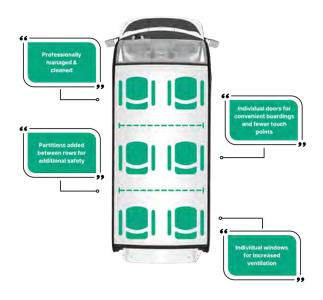
Advanced Cleaning

Vehicles will be regularly cleaned in the interior and exterior to maintain a safe and clean environment, professional looking appearance, and comfortable experience for riders. This is part of our standard cleaning, health, and safety protocol.

There has since been an increased attention to the service Circuit offers as ridership for mass transit and rideshare services with independent contractors has dwindled. There is increased demand for smaller, lower capacity transit services that are easier to perform regular sanitizing between riders and options to keep groups separated.







Circuit has incorporated advanced cleaning and safety measures in line with best practices under the current pandemic crisis, including additional training for drivers and operational staff. These measures have included regular cleaning of vehicles, masks required for riders and drivers, turning off the app pooling feature, reducing vehicle passenger capacity, and fitting and adding physical plastic partitions between passenger seating rows and between passengers and the driver. We have incorporated in-app and email/social media messaging to notify passengers of changes. Our operations team has piloted advanced cleaning through ultraviolet technology in partnership with UVC technology startup Dimer.²

We have worked closely with our City Partners to coordinate any service changes and have implemented advanced safety measures. We added rider messaging to remind riders of requirements to use the service and note local service changes. We adjusted to help deliver food in partnership with food banks, restaurants, and grocery stores and transport visiting nurses between their hotel and hospital.

We have also implemented rigorous safety measures to keep our drivers and the community safe. In Hollywood, we instituted mandatory COVID-19 testing for drivers as well as temperature checks with an infrared thermometer prior to each shift.

Service Design

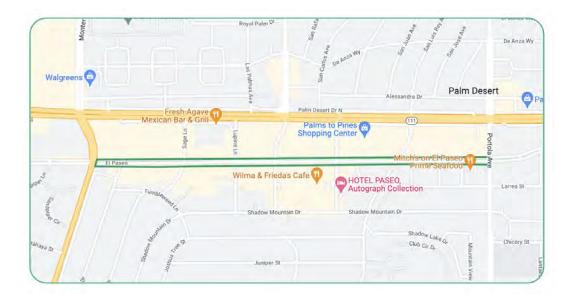
Fixed Route Option

While Circuit's experience is in tech-enabled, on-demand shuttle services, we are more than capable of operating this program as the current Courtesy Carts program does along a fixed route on El Paseo between Portola Avenue and Highway 74.



² <u>https://www.ridecircuit.com/circuit-and-dimer</u>





On-Demand Option

Alternatively, Circuit proposes utilizing our proprietary rider app to offer an on-demand service to cover El Paseo as well as surrounding businesses in a demand-based coverage area with point-to-point service where riders can request a ride to/from any location within the geo-fenced service map. Circuit's pooling algorithm will further reduce single-occupancy vehicle trips by linking riders headed in the same direction, with parameters specified in coordination with the City.

Circuit has a custom proprietary mobile app for requesting rides available for Android and iPhone.

Website:	www.ridecircuit.com
Apple:	https://apps.apple.com/us/app/ride-circuit/id988052033
Android:	https://play.google.com/store/apps/details?id=com.thefreeride.rider

Riders have consistently rated our services very highly, both in internal and external surveys as well as the app stores. We have a 4.7 rating on the App Store and a 4.2 on Google Play (out of 5 stars), distinguishing us as the highest rated service on the Google Play Store compared to other microtransit and rideshare services. We are committed to excellent customer experience and long term success, and our customer service team replies to all reviews in the app stores.

The app is designed specifically for running and managing these types of on-demand, last-mile EV shuttle services and has been built and optimized based on data gathered from over 6M rides along with rider and driver feedback. Our user app is complemented by our driver facing app and management dashboard - a technology suite that we built specifically for our neighborhood electric vehicle operations. Circuit owns the app, all of the data, and can provide robust data reports, often limited by firms using white-labeled solutions. This further allows the team to make customized adjustments as needed by the City.



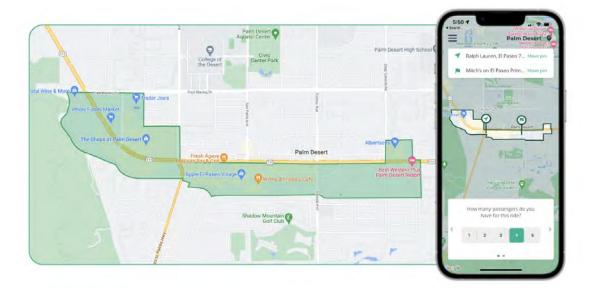


Our dynamic pooling feature has resulted in **30%+ increases in ridership** using the same number of cars and operating hours. This is true when we **measure against our own services** (turning pooling on and off) and **also true when compared to other operators in the Southern California region**. Pooling not only increases ride efficiency, it also decreases traffic, emissions and cost-per-rider, where we've proven to be more effective than other service operators.

Circuit is able to use its technology to track rider data, vehicle management and driver scheduling, while also delivering valuable reports. Using this data, for example, Circuit is able to adjust service hours and/or number of cars on times, days, months and seasons. Our program is flexible, allowing changes within 24 hours, and can be scaled to achieve the maximum level of service.

Option #1: Geofenced Service Area

The first on-demand option allows riders to request a ride from any two points within the geofenced service area. Riders can enter a specific address, business name, use the "current location" option.



*Circuit's geofenced service area model and ride request screen within the Ride Circuit mobile application. *service area shown above is for example purposes only and can be designed to the City's preference*

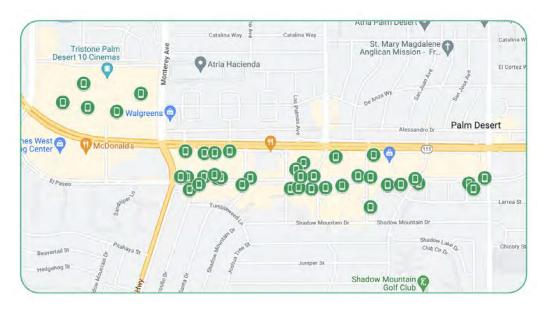
Option #2: Circuit Connects Virtual Stops

Alternatively, Circuit's virtual stop option, called Circuit Connect's, allows the City of Palm Desert to designate any number of virtual stops throughout the service area. Ride requests must begin and end at any of the predetermined virtual stops.

A rider is still able to enter an address, business name or use the "current location" option, after which the app will show the nearest virtual stop with a description of the location for the request or to walk to.







Circuit's virtual stops model in the El Paseo service location (Circuit Connects)

[Redacted]

CONFIDENTIAL: Management dashboard showing the ability to add/adjust virtual stops in the El Paseo service location (above)





Pricing- CONFIDENTIAL

In addition to the pricing added to OpenGov, Circuit summarized pricing options below to include the option of using the existing Courtesy Carts fleet as well as an option to use Circuit's GEM vehicles.

	Option 1) Circuit Vehicles				
Standard Veh	icle Hourly Rate - Straight Time and Over	time		-	-
Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
ì	Straight Time	1	Hourly	\$39.16	\$39.16
2	Overtime	1	Hourly	\$50.23	\$50.23
	Total				\$89.39
ADA Vehicle	Hourly Rate - Straight Time and Overtime				
Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
1	Straight Time	1	Hourly	\$41.76	\$41.76
2	Overtime	1	Hourly	\$52.83	\$52.83
	Total		1 A.M.		\$94.59
Annual Cost	for Operations of 3 Carts				
Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
1	Annual Straight Time for 2 standard carts	3164	hourly	\$39.16	\$123,902.24
2	Annual Overtime for 2 standard carts	184	hourly	\$50.23	\$9,242.32
3	Annual Straight Time for 1 ADA cart	1582	hourly	\$41.76	\$66,064.32
4	Annual Overtime for 1 ADA cart	92	hourly	\$52.83	\$4,860.36
	Total				\$204,069.24





Project Team Resumes

Project Team resumes continue on the following pages:



DANIEL KRAMER

daniel@ridecircuit.com | (562) 252-6680

SUMMARY

Daniel is the Vice President of Operations & Business Development and works with clients to develop first/last mile transportation programs. His commercial real estate background and sales experience have been key to developing our private developer and municipal sales strategy, which has led to valuable pilot projects. He is an integral part in launching service in US markets, planning for international expansion, assisting in managing operations, and focusing on quality control.

Daniel has led key projects with disadvantaged communities and state grants in Circuit's California market, including programs focused on low income communities of color, senior citizens 55+ and older, and beach and parks access. He has experience managing various community stakeholders, state grant requirements and budgets, and optimizing services based on community feedback.

PROFESSIONAL EXPERIENCE

Circuit Transit Vice President of Operations & B	<i>Los Angeles, CA</i> usiness Development	Oct 2017 - present
Pizza Rock Restaurant Group Real Estate Manager	Long Beach, CA	Jan 2017 - Aug 2018
KZ Companies Real Estate Associate	Irvine, CA	July 2015 - Sept 2016
Marcus & Millichap Broker	Long Beach, CA	May 2014 - July 2015
EDUCATION		
The University of Arizona Bachelor of Arts - Communicatio	ns	Graduated 2014
Harvard Business School Online Certificate - Sustainable Busines		Completed Nov 2019
ADHI Schools LLC Passed CA Real Estate Salespers	son Exam	Passed Exam Mar 2014
AFFILIATIONS		

- ICSC, International Council of Shopping Centers Member
- NAIOP, Commercial Real Estate Development Association Member
- California Department of Real Estate License # 01943292
- OSHA 30-Hour Construction Certified

SKILLS

- Negotiation, communication, problem solving, critical thinking, time management, adaptability, passionate, detail-oriented
- Experience with the following tools: Excel, Publisher, Project, PowerPoint, Co-Star, SketchUp, arcGIS
- Led projects with title sponsors, including major events for PGA and NFL
- Hiring and team building across diverse operational teams, including setting up local hiring preferences and coordinating with workforce development programs





JAMES MIRRAS

james@ridecircuit.com 631-903-4448

SUMMARY

James Mirras is Co-Founder and COO/CFO of Circuit. James received his BS in Finance from University of Florida. Prior to Circuit, James worked for Morgan Stanley (NYSE: MS) in New York City as an intern then associate on the repurchase agreement trading desk. After nearly 3 years at Morgan Stanley, James set off to manage Circuit (then, Hamptons Free Ride) Finance and Operations full time. His attention to detail, people skills and strong work ethic helped create a solid foundation that the company has been able to grow. James will leverage these skills and experience, including implementing nationwide operations as well as the Circuit NR pilot program, to ensure a smooth transition and expansion of the pilot program into a sustainable longer-term service.

With over 11 years of experience in transportation operations, he has led the development of our operational and standardization for scalability, including training programs, handbooks, policies, and our COVID 19 respor combined with his financial expertise has allowed Circuit to achieve its current scale and plan for future grow

PROFESSIONAL EXPERIENCE

Circuit Transit

New York, NY

2010 - present

2009-2012

COO / Co-Founder

- Created vertically integrated platform for all-electric microtransit systems at intersection of • technology, people, and operations
- Experienced electric vehicle operator with over 11+ years of experience operating and maintaining electric vehicles, including custom fabrication, advertising campaign installation, and charging infrastructure management
- Oversees and directs national, regional, and local operations
- Built, hired, and developed a team of over 300 national, regional, and local operations employees, including a regional and local management structure and driver ambassador program, recently achieving an 89% retention rate
- Launched over 40 new markets across 9 states, with successful long term markets of 10+ years of • continuous operation
- Developed fleet management, insurance programs, and fleet procurement strategies across • operating markets
- Developed Standard Operating Procedures, Emergency Action Plan, Driver Manuals, and other key training and procedural documents in coordination with legal and compliance experts
- Developed impact metrics and monthly reporting documentation for City and other partners

Morgan Stanley

New York, NY

Associate

- On the line team for financing firm's daily operating activities
- Performed front end and back end activities of prime brokerage business with client facing order processing to execute and settle trades
- Experience with high-level client management and meeting client expectations for a heavily regulated industry

EDUCATION

University of Florida	
B.S. Finance	

Gainesville, FL

2005 - 2009

PROFESSIONAL MEMBERSHIPS, AFFILIATIONS, CERTIFICATIONS

- National Rural Transit Assistance Program (RTAP) ADA Training Completion
- Association for Commuter Transportation, member
- Amazon Web Services Accelerator .
- Los Angeles Cleantech Incubator, Market Access Program, Los Angeles CA •
- Urban-X Accelerator, New York NY
- CivStart Accelerator, Washington DC
- Joules Accelerator, Duke Energy, Durham NC
- Leading Cities Accelicity Accelerator, Boston MA

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2016 - present

2008 - 2016

2008 - 2012



TUCKER COSTELLO

tucker@ridecircuit.com | (631) 255-3075

SUMMARY

Tucker Costello handles internal business and technical development. Over a decade of hands-on hardware and software implementation in personal, academic, and business settings has given him a deep understanding of how technology can enhance our work. When he is not facilitating with the development team or testing the latest app updates, Tucker is using his understanding of systems architecture and team communication to keep us connected and focused. He has led our technology suite build, including our Ride Circuit app for iOS & Android, Driver App for iOS, Admin Panel (web-based dashboard), Backend services, Data collection and reporting, In-car iPad app (Photo Booth/Advertiser content), and Circuit website.

PROFESSIONAL EXPERIENCE

Circuit Transit

New York, NY Managing Director, Internal Development

- Project management for software development, including project scoping, prioritization, quality assurance and testing, and ongoing improvements and maintenance
- Backend management of Circuit databases, technical services, technical maintenance program, and data privacy
- Maintain architecture, software systems, and technology subscriptions and develop proactive plans for technology resilience
- Manage inventory and security protocols for physical technology and infrastructure, including • laptops, mobile devices, and other technology systems
- Overseeing customer service processes and feedback loops through the app, website, email, and • phone
- Manage internal technical administration processes, including software and tools for team • communication, scheduling, data and information storage, data guerying, and permissions

Ross School

East Hampton, NY

Assistant Director, Community Programs

EDUCATION

Skidmore College Bachelor of Arts - Media & Communications Saratoga Springs, NY

PROFESSIONAL MEMBERSHIPS & AFFILIATIONS

Amazon Web Services Smart Cities Accelerator - Mobility Cohort Urban-X Accelerator, New York NY

TECHNICAL EXPERIENCE

- Technical project management
- JQuery, JavaScript
- iOS and Android mobile app product development and launch •
- Web application, custom dashboard and reporting development
- Quality Assurance testing
- User Experience / User Interface Design, Technical Customer Support
- Research in API planning and implementation
- Familiarity with Web Content Accessibility Guidelines (WCAG) 2.1 compliance requirements
- Familiarity and experience with data privacy standards and management
- Experience with the following technical services and project management tools: Mixpanel, Monday.com, Tableau, Firebase, TestFlight, Squarespace, Twilio, SendGrid, MongoDB, AWS, BugSnag, DataDog, Google API, GitHub, GraphHopper, Google My Maps





ANITA CHEN

anita@ridecircuit.com | 917-922-7070

SUMMARY

Anita is a seasoned In-House Counsel whose main goal is to protect the interests of the company and its employees. Proven ability to navigate complex legal issues, provide timely and practical advice, and manage outside counsel. A strong combination of legal, business and people acumen.

PROFESSIONAL EXPERIENCE

Circuit Transit In-House Counsel	Los Angeles, CA	February 2018 – Present
Legal Services Of New York Board of Directors	Manhattan, New York	January 2008 – May 2012
Law Office of Anita L. Chen Attorney at Law	New York, New York	March 2002 – January 2005, February 2007 – December 2011
Legal Services Of New York Staff Attorney	New York, New York	January 2005 – February 2007
Civil Court of the City Of New Yo Staff Attorney	ork Brooklyn, New York	April 2004 – January 20057
Lebouef, Lamb, Greene & Macrae Litigation Associate	e, L.L.P. Brooklyn, New York	September 1997 – April 2001
South Brooklyn Legal Services Of Counsel, Housing Unit	Brooklyn, New York	May – September 1999

EDUCATION

Touro College Jacob D. Fuchsberg Law Center Uchsberg Law Center Juris Doctor	May 1997
New York University Bachelor of Science in Finance and Marketing	May 1992

ADMISSIONS

New York State, S.D.N.Y. and E.D.N.Y.

SKILLS

- Industry Knowledge: Transportation Law, Corporate Law, Employment Law
- Technical Skills: Microsoft Word, Google Suite. Legal Research, Legal Writing
- Soft Skills: Communication, Research, Legal Writing, Legal Research, Legal Analysis, Notary Public
- Language: Cantonese





Case Studies

Case Studies for Circuit programs continue on the following pages:



Case Study - San Diego, CA



In 2016, the City of San Diego partnered with Circuit to solve a downtown mobility problem. The solution they created solves more than that.





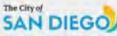


CIRCUIT

Last Mile, People First FRED San Diego

Case Study

BACKGROUND







Getting around downtown San Diego was difficult. A few years ago the city of San Diego, the Downtown Partnership (DSDP) and Civic San Diego (Civic) commissioned the Downtown Circulator Shuttle Strategic Implementation Plan to **"enhance the growth and development of Downtown, help reduce the demand for parking, and provide more choices for travel within Downtown."** They studied a number of options; weighing costs, potential ridership and environmental impact.

After a competitive RFP process, Civic selected Circuit to operate a downtown circulator program. What Circuit offered was different but proven, offered an all-electric fleet with an ADA accessible option, a revenue share from third party advertising, and fare-free rides. Beginning in 2016, Circuit began serving San Diego under the name FRED. Since then, the service has expanded, provided over 600k rides, created jobs, won awards, and has improved the quality of life for the residents, workers and visitors of the area.



Mayor Faulconer at the FRED Ribbon cutting



FRED San Diego on CBS Smart Cities Story

ABOUT CIRCUIT

Circuit's ultimate goal is to reduce congestion and its harmful effects on the environment and our quality of life. We do this by getting people out of their cars for short trips, encouraging visitors to park once, and by making connections to existing mass transit hubs. We work with innovative communities and forward-thinking advertising partners to provide fare-free electric shuttle services that make mobility easier, smarter, more affordable, and fun.

Circuit (formerly known as The Free Ride) offers on-demand rides around busy downtown areas across the US using a fleet of all-electric shuttles and a custom ride request app. The service aggregates riders, creates local jobs and connects brands with people in a beneficial way. Since starting, Circuit has given over 3 million rides, worked with Urban-X and CivStart accelerators, won numerous awards, and been applauded by the press.

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ridecircuit.com







Ride Request App | Pooling Functionality | Point-to-Point Service All-Electric Fleet | Downtown Coverage Area | ADA Request Options



- 250k+ riders/year
- O Gallons of Cas
- 35+ Jobs Created
- 110.5 Metric Tons C02 Emissions
 Reduced on average per year
- 100% Demand during busy times
- City Opted to Expand Program

22% Increase in Riders 2018-19

Cost per < \$4.30 Rider

FAST@MPANY

How this electric vehicle ride-share company won the trust of cities without 'disrupting' them

Circuits fixed of 140 electric cars across the U.S. caters to committers and mail-goers while employing TS0 full-time workers-and getting paid by cities.

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CIRCUIT

Last Mile, People First **FRED San Diego**

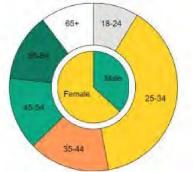
Case Study

WHAT THE RIDERS ARE SAYING

SURVEY RESULTS:

- Over 75% of riders live or work downtown *
- 93% think Downtown is better off because of FRED *
- Nearly 1 in 3 report using FRED to connect to public transit *
- * Over 75% use FRED/Circuit in lieu of their personal vehicle
- * 4.9 average in-app rating of their ride (scale of 1 - 5)

WHO'S RIDING?





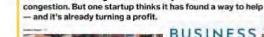
FEEDBACK:

"It's convenient and fun to take the bus downtown and then hop on FRED to get to my final destination!"

"Not just a ride; more like having a tour guide"

"It's wonderful, especially for seniors"

"Great driver, easy to talk to and I can see he enjoys his job!"



Evidence is mounting that Uber and Lyft increase traffic

WHAT EVERYONE ELSE IS SAYING

PARTNERS:

"It's been a pleasure to work with the team.... Circuit has served as the integral partner of a highly utilized and sustainable transportation system in San Diego."

Ben Verdugo, Civic San Diego

Micro mobility options, like the FRED program in Downtown, provide one tool in the economic development toolkit by addressing the last mile dilemma."

Mathew Sanford, Senior Director, Economic Development, SD Economic Development Corporation Betsy Brennan, President & CEO, DSDP



"Since FRED's introduction to San Diego in 2016, Circuit has become an integral part of Downtown's mobility structure. It provides residents, employees, and visitors a free, green, and enjoyable way to traverse Downtown's neighborhoods while also mitigating congestion and parking issues."

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ridecircuit.com

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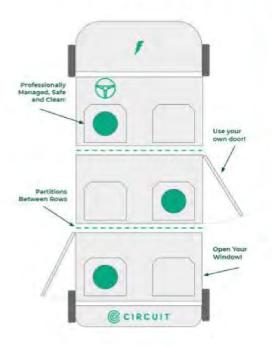


CIRCUIT Last Mile, People First

Case Study

ADAPTING FOR COVID -19 PANDEMIC

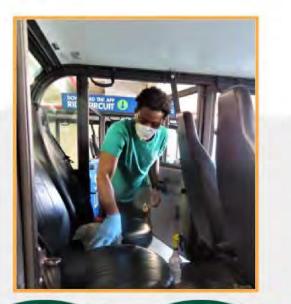
Circuit's flexibility has been invaluable during the Covid-19 Pandemic. The team has worked hard to help the community and adapt to the changing items



Safety & Community First

- W2 Drivers •
- in PPE 0
- Safety and cleaning procedures in 0 place
- Reduced riders per ride and rides to social events
- Vehicle modifications to help with ventilation and encourage separation.

In San Diego, Circuit made sure to continue helping the community by connecting residents to essential business including: pharmacies, grocery stores, banks, convenience stores ands more.



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ridecircuit.com

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Case Study - New Rochelle, NY



Circuit New Rochelle

Free, On-Demand, Downtown Electric Shuttle Service

HOW THE SERVICE WORKS

100% Electric, 100% Free rides can be requested to and from anywhere within the coverage zone on-demand, or by simply waving down a driver.



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CIRCUIT

Last Mile, People First New Rochelle, NY

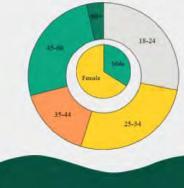
"One of the City's 'smartest' Investments to date"

- National League of Cities 12/2020



What Our Riders are Saying in New Rochelle

Reducing Car Usage Making Connections Resolving Parking Issues 33% of riders use it to 24% of respondents use 22% of riders use it to avoid connect trains & buses Circuit to avoid parking driving their own cars In High Demand **Locals Ride Circuit First Electric Ride** 91% of riders had their first Over 90% of Circuit riders 97% of riders would like to experience in a fully electric see more Circuit cars added live in New Rochelle car with Circuit to New Rochelle Who is Riding? news12 TOP STORES REATHER FEATURES CRIME Free, on-demand shuttle service "The responses I've received announced for New Rochelle have been overwhelmingly downtown area 18-24 positive... Speaking for myself, I think it's an excellent program." - Mayor Bransom 35.44 25-34



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CIRCUIT

Last Mile, People First New Rochelle, NY

Professionally Managed, Safe and Clean Partitions Between Rovs CIRCUIT

Adapting for Covid-19:

"Heroes Moving Heroes"



Safety & Community First

- W2 Drivers in PPE
- Safety and cleaning procedures in place
- Reduced riders per ride
- Vehicles modified for ventilation and separation.

Circuit also helped offer rides to testing facilities and worked with the City, Montefiore Hospital and 511NYRideshare **to offer shuttles for visiting** healthcare workers.

ABOUT CIRCUIT

Circuit's ultimate goal is to reduce congestion and its harmful effects on the environment and our quality of life. We do this by getting people out of their cars for short trips, encouraging visitors to park once, and by making connections to existing mass transit hubs.

We work with innovative cities and forwardthinking advertising partners to provide last-mile, electric shuttle services that make mobility easier, smarter, more affordable, and fun. Since starting, we've given over 3 million rides without burning an ounce of gas.

FAST@MPANY

How this electric vehicle ride-share company won the trust of cities without 'disrupting' them

areas there at this electric cars across the 5.5, caters to commumologing 150 hill-time workers, and getting path by cities

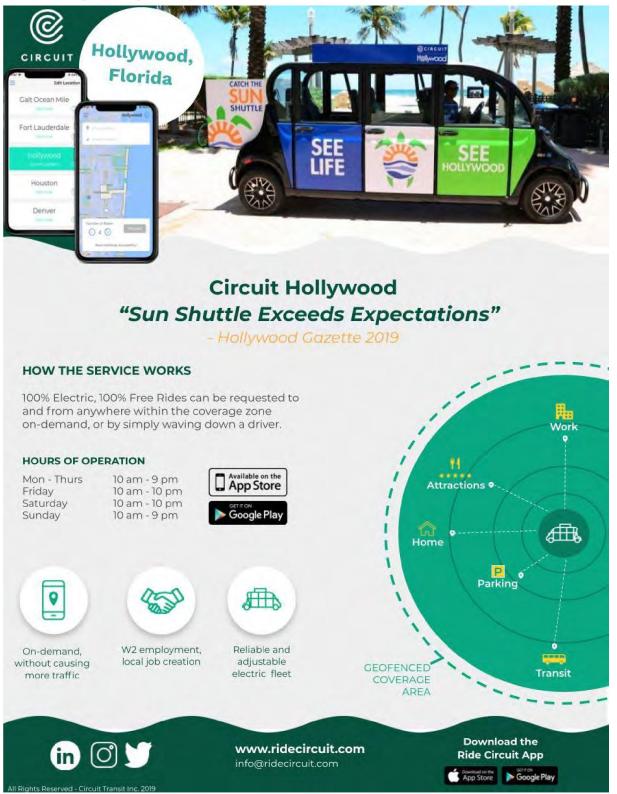
Sales / Advertising Inquiries: sales@ridecircuit.com General Inquiries: info@ridecircuit.com

ridecircuit.com





Case Study - Hollywood, FL



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Last Mile, People First Hollywood, Florida



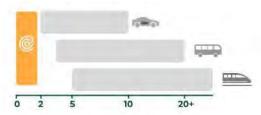
In 2019, the City & CRA in Hollywood, FL partnered with Circuit to solve a downtown mobility problem. The solution they created solves more than that.

Current Transportation Environment

Single Occupancy Vehicle (SOV)s and the rise of rideshare services have **increased traffic, congestion and pollution** - Schaller

The "Car-Culture" dominates South Florida causing residents and visitors to push back against positive initiatives like Walkable/Complete Streets and Traditional Mass Transit.

⅓ of all Vehicle Trips in the US are under 2 miles - due in part to First/Last mile gaps around transit and parking. -US DOT City Transit Options



People will use **buses and trains less than before or not at all** as a result of Covid-19 - IBM

Uber & Lyft are pulling people away from mass transit - CityLab



But Hollywood, FL is Thinking Ahead - Background

Connecting Downtown - In 2018 the City of Hollywood, FL and the CRA issued an RFP to "provide "Transportation Circulator Services." The City and CRA were seeking ways to connect the motels/hotels on US-1, the downtown area and the beach areas. Additionally, with downtown development, the City needed a better way to transport passengers from the City garages and encourage visitors to park-once and enjoy the walkable downtown areas. Hollywood FI had a legacy trolley with falling ridership and mounting costs. With the growth of ride-hailing services, residents and visitors were changing their habits, and causing more congestion. After a competitive RFP Circuit partnered with the City to bring a more eco friendly solution that replaced the trolley route by providing a similar but more cost-effective and all-electric service that meets riders' on-demand preferences with a fun, innovative and community-centric solution.

Connecting downtown and the beach has helped to relieve congestion and stimulate the local downtown economy while offering a great rider experience and ridership data the City can use for further planning.

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Last Mile, People First Hollywood, Florida

Case Study

THE GOALS (from RFP)

- First & Last Mile Connections to Other Transportation Options
- Sustainable transportation from parking garages or between destinations swiftly
- Courteous Customer Services and drivers that act as ambassadors
- Service that meets peak hours and events in downtown and beach areas.
- Vibrant mobility that reflects the excitement of downtown and beach areas.

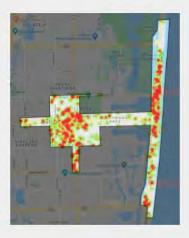


Hollywood New Sun Shuttle Exceeds City's Expectations



THE RESULTS

- 110k+ Rides in First 11 Months
- 1000+ Boxes of Food Delivered
- 18+ Jobs Created
- 100% Increase in Ridership (Compared to prior Trolley service - Jan '19 vs Jan '20)



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Last Mile, People First Hollywood, Florida

The People Have Spoken

"I love the Hollywood Circuit, it's truly a Blessing to have this service especially for families with low income who don't own a vehicle, it's been so difficult to get around without your services." - Rider Feb 2020

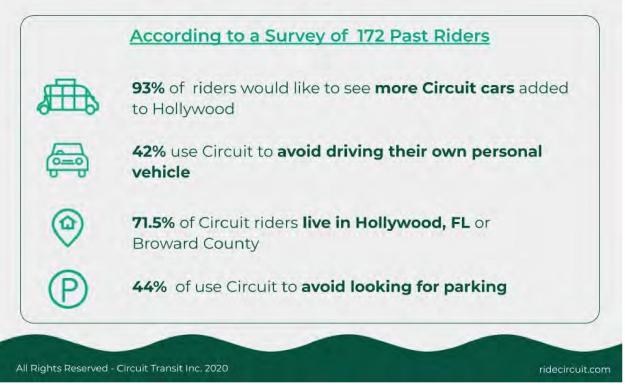
"Thank you and Hollywood for making it possible for our vulnerable Seniors to remain safe and healthy" - Memorial Senior and Family Services

"Circuit is a great addition to the community helping locals and tourists safely move around the city in an eco friendly manner. Billy's stone crab and Circuit teamed up for deliveries to help people during quarantine. Thank you for your amazing services and helping our community!" - Billy's Stone Crab

4.9/5 Avg Rider Rating









C43540 Circuit Transit

Final Audit Report

2022-08-02

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