



# Spin's Partnership Promise

During the electric scooter frenzy of 2018 and 2019, Spin made the unique decision to launch its fleet of scooters ONLY with the explicit permission of its city and campus partners. This was a markedly different approach from other dockless vehicle operators, whose "rogue" behavior had cities and campuses scrambling to set rules.

Spin's ethos - to invest in long-term value, rather than short-term gains - has attracted the support of Tier Mobility, providing Spin the backing to bring sustainable transportation programs to nearly 100 urban and campus settings by 2020. While Spin is growing quickly, they remain committed to their partnership-first principles, and to launching scooter-share programs in a safe, sustainable, and collaborative way.

## Our Promises

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### 01 Get Permission Before Acting

As it relates to the safety of city streets, Spin does not subscribe to the "ask forgiveness rather than permission" mentality. Before taking any action with its operations or product, Spin communicates those updates to its partners, soliciting feedback along the way.

### 02 Respond and Adapt to Partner Needs

From updating geofencing technology to hosting safety events, the Spin team will always internalize the needs and desires of government and campus partners. Spin has hired a top-tier government and campus partnerships team across the country, who stand ready to implement the rules and proposals that city and campus administrators make.

### 03 Scale Responsibly

When deploying scooters on streets, Spin always starts small, and increases fleets after reviewing data and ridership. The team is committed to educating the residents on responsible riding and parking before expanding, with the belief that communities need to adopt scooter-share at their own pace, without private companies dictating all the terms.

### 04 Solicit Community Feedback

All the benefits of e-scooter and e-bike share come with new potential safety challenges. Spin takes seriously the responsibility to educate users and enforce safe riding behavior. Creating safe behavior can be tricky - the audience is pulled in a thousand directions. So we're just as committed to concerted outreach as we are to innovating our services on the streets.