

- **Geographic Coverage Zone:** Approximately 36 square miles coverage zone in Valdosta, Georgia
- **Service Days/Hours:** Monday through Friday, 6am to 9pm
- **Rider Fare:** Prior to service launch, Customer and River North will collaborate to determine the most strategic pricing structure for this service. During the duration of the Program, rider fare may be amended by mutual agreement between Customer and River North and in accordance with FTA requirements.
- **Payment:** River North will ensure acceptance of Rider payment through the app or over the phone via credit cards, debit cards, and cash payments. River North will create a formal policy for accepting and handling cash payments in the vehicles.
- **Vehicle Fleet:** The Vehicle Provider will offer a fleet of up to 7 branded, licensed and insured vehicles, including a minimum of 2 Wheelchair Accessible Vehicles (WAV) to be made available to independent contractor Driver Partners, who will be able to gain access to these vehicles after being registered onto the Platform. To the extent required to meet any applicable law or regulation, the number of WAV may be increased. In such event the Parties will discuss financial implications. If the branded vehicle fleet is not sufficient to meet demand, River North has the flexibility to allow Driver Partners to drive their own personal vehicles. For the avoidance of any doubt, this will not discharge River North of any of its contractual or regulatory obligations with respect to such Driver Partners.

River North will ensure the execution of the necessary registrations and licensing to perform the Services, with the cooperation and assistance of the Customer.

**Parking:** Customer shall identify and make available a depot or parking lot with ample overnight parking for the dedicated fleet. The depot/lot must be in a safe and lighted area inside the boundaries of the service zone. Should future fleet expansion require additional space beyond Customer's parking capacity, River North and Customer will revisit the terms of the parking arrangement and amend the agreement as needed and mutually agreed upon.

## **6. Project Team & Governance**

River North will be responsible for the integration of all relevant elements of the Program on a continuous basis during the course of the Program and will designate a project manager for this purpose (the "River North Project Manager") who will lead River North's Project Team. Customer will designate a project manager to be the primary point of contact with River North throughout the Duration of the Program (the "Customer Project Manager"). The River North Project Manager will be in regular contact with the Customer Project Manager through informal and scheduled project meetings.

The River North Project Manager will be empowered to enact day-to-day decisions related to the Services and will serve as the primary point of contact with the Customer Project Manager on an ongoing basis. The River North Project Manager will appoint members to the Project Team to assist in the integration of the various elements of the Program, to include personnel with expertise in service scoping, independent contractor driver outreach and fleet maintenance procurement, marketing, and data analytics. For the avoidance of doubt, the River North Project Manager will have no power to serve notice or amend the Agreement, or this Order.

Leading up to the launch of, and during the course of the Program, River North's Project Team, led by the River North Project Manager, will liaise with the Customer Project Manager over the key deliverables of this Order and to endeavor to maximize ongoing service optimization.

## **7. Driver Partner Registration & Supply Management**