



Safe & Accessible On-Campus Micro Transportation

Wheels Labs, Inc. is a last-mile shared electric mobility company providing a safe, accessible form of micro transportation that makes getting around campus easier than ever. Wheels devices are similar in size to an electric scooter, but offer five points of contact: two hands, two feet, and a seat, providing enhanced safety and stability.

With a low center of gravity, Wheels devices are seated and have fourteen-inch wheels to provide stability for navigating uneven surfaces. To ensure safety compliance, each vehicle provides a clean helmet for every use with operation system connectivity. All devices are also equipped with self-cleaning surfaces on the handlebars, which are activated by sunlight to continuously breakdown contaminants on the microscopic level.

Contract Highlights:

- No upfront cost or ongoing maintenance costs to members
- Transparent pricing structure allows users to ride worry-free
- Built and designed with the highest standard of safety in mind
- Usage fees paid for by individual riders
- Customizable speed limit, no ride, and no parking zones
- Includes launch plan and implementation manager
- Local Operations Service Team offers dedicated support
- Shared reporting for aggregated ride and trip data

Visit our website at www.eandi.org/contracts/wheels-labs/ for more information, or contact your [Member Relations Representative](#) or Paul Harris, *Business Development Manager, Athletics & Travel*, at pharris@eandi.org.

Contract Details

Getting Started:	Complete the Wheels LOP: www.eandi.org/lop-rfi/wheels-lab-lop/
Effective Dates:	8.1.2020 – 7.31.2022
Prices/Discounts:	Visit www.eandi.org/contracts/wheels-labs/ for pricing and discount details.
Payment Terms:	Pay-as-you-go No invoicing to the member required.
Minimum Order:	None
Credit Cards Accepted:	MasterCard, Visa, American Express, Discover
Place Orders With:	Contact: Wheels Nathan Huber at Wheels Email: nhuber@wheels.co PH: 214-794-5744 Daniel Bornstein at Wheels Email: dbornstein@wheels.co PH: 774.273.2410
Delivery Terms:	Wheels Implementation Manager will coordinate with member on vehicle delivery at no additional cost.
Claims:	If there is a service issue, riders can reach out to the local service team. Users and other community members can report issues related to unsafe or improperly parked devices directly to the Customer Support Team by calling or texting the 24/7 hotline at 888.240.7120, by using the in-app chat via support@wheels.co or by completing the online form available at wheels.co . Information on how to contact the support team is visibly displayed on every device and Customer Service responds to every inbound report.
Request Literature:	Paul Harris, <i>Business Development Manager, Athletics & Travel</i> Phone: 615.419.8695 Email: pharris@eandi.org
Federal ID Number:	83-1714119
RFP Number:	Lead Public Agency RFP #MMTHO-SS-042519
Contract Number:	CNR-01514

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