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TO: Flywheel Technologies Inc

FROM: Philip Cranna, acting on behalf of Kate Toran
Director of Taxis, Access & Mobility Services Division 

DATE: November 9, 2022

SUBJECT: Taxi Upfront Fare Pilot Application Response

Dear Hansu Kim,

San Francisco Municipal Transportation Agency (SFMTA) staff have reviewed your submittal regarding Flywheel Technologies Inc.'s (Flywheel) request to participate in the Taxi Upfront Fare Pilot (Pilot). We find that Flywheel meets all SFMTA requirements for conducting Taxi Pilot Trips and Third-Party Trips, and hereby approve Flywheel's request to participate in the Pilot subject to the conditions set forth below. SFMTA staff has made this determination based on its review and analysis of the materials submitted with Flywheel's application, written responses to clarifying questions, and the in-person technology demonstration conducted on September 30, 2022. Flywheel's application and related response documents, and the clarifying questions from staff and your responses are attached hereto and are hereby incorporated into this approval by reference as though fully set forth herein.

SFMTA staff hereby approves Flywheel's request to offer Third-Party trips as part of the Taxi Upfront Fare Pilot, on the following conditions:

1. Flywheel must submit aggregated taxi driver payment data on a monthly basis for Third-Party Pilot Trips. Flywheel must submit the aggregated taxi driver payment data for Third Party Trips no later than the 15th day of each month for driver payments made for the prior month. The monthly submission shall consist of the weighted mean average¹ percent fee averaged over all trips in the month period based on the fares collected by Flywheel

¹ The weighted mean average shall be a calculation that is equivalent to the total driver take-home pay divided by the total passenger-paid fare. For example, where x(i) is the passenger-paid fare for trip; w(i) is the portion of the passenger-paid that a driver takes home for trip; the formula would be:

$$\frac{\sum w(i)x(i)}{\sum w(i)}$$



and Third Parties. This is to ensure drivers are paid properly and timely, and so that SFMTA can calculate the increase in driver income – a metric goal.

2. Flywheel shall ensure that customer and driver interfaces visually integrate Third-Party Trips with the Flywheel Mobile Application as described in Flywheel’s October 26, 2022 updated submission attached hereto

Taxi Upfront Fare Pilot rules may be adjusted from time to time to address unanticipated negative outcomes. Should the SFMTA update the Pilot rules changes during the term of the Pilot, SFMTA will provide no less than 15 calendar days’ notice of such change.

In the event that Flywheel and/or its affiliated Dispatch Service, Color Schemes or Third-Party Participant fails to comply with any of the Pilot rules, SFMTA will issue a written notice to cure such non-compliance (Notice of Non-Compliance). The Notice of Non-Compliance will identify the rule(s) the Taxi E-Hail App and/or its related Dispatch, Third-Party Participant or Color Scheme(s) have violated. The Notice of Non-Compliance will also include the timeframe to cure the documented instance(s) of non-compliance.

Failure to timely cure any and all violation(s) noted in a Notice of Non-Compliance may result in fine(s), if the violation constitutes a violation of the San Francisco Transportation Code, and/or suspension or termination of Pilot participation.

The above-referenced approval to provide Taxi Pilot Trips and Third-Party Trips is subject to Flywheel’s continued compliance with all Taxi Upfront Fare Pilot rules along with the conditions set forth above. Flywheel may begin offering Taxi Pilot Trips and Third-Party Trips on November 9, 2022.