

# FAQ

## AUTONOMOUS SHUTTLE SERVICE



### WHAT IS MOVE NONA?

Move Nona is a bold new approach to transportation providing Lake Nona residents and visitors with a variety of efficient and inter-connected ways to get around.

The Move Nona autonomous vehicle fleet is the largest and longest-running single-site fleet in the country.

### UPDATED HEALTH AND SAFETY GUIDELINES

Beep has implemented a set of health and safety guidelines that incorporates guidance from leading transit agencies and ride-sharing services, which will further enhance the safety of passengers on board.

- Shuttle attendants are required to:
  - Undergo a temperature check prior to the start of a shift
  - Always wear a mask when onboard
  - Keep shuttle doors open at a stop when no passengers are onboard
  - Follow enhanced cleaning procedures
- Shuttle cleaning and sanitizing twice a day
- Reduced capacity and designated seating arrangements to keep parties together while also providing space between the shuttle attendant and parties on board
- Hand sanitizer and disinfectant wipes will be available onboard for use

### WHAT ARE AUTONOMOUS SHUTTLES?

An autonomous vehicle (AV), also known as a driverless or self-driving vehicle, is an electric vehicle capable of sensing its environment and moving with little or no human input. Move Nona shuttles are operated by Beep, an autonomous mobility solutions provider headquartered here in Lake Nona.

### WHAT TYPES OF SHUTTLES ARE USED?

Beep deploys, manages and operates two types of autonomous shuttles in Lake Nona. NAVYA and Olli by Local Motors. NAVYA and Local Motors develop and manufacture autonomous vehicles for public roads and private sites.

### WHAT IS BEEP?

Beep is an autonomous mobility solutions provider of driverless shuttles and fully managed services in both private and public communities and is headquartered in Lake Nona.

### WHAT ARE THE SHUTTLE SERVICE ROUTES?

The autonomous shuttles operate daily on fixed routes with different stops at key destinations throughout the community. Pick-up and drop-off locations are only available at the designated stops and the shuttles cannot be hailed.

Visit [LakeNona.com](http://LakeNona.com) for the latest route map.

### WHY DOES LAKE NONA HAVE DRIVERLESS SHUTTLES?

As a smart and connected community, Lake Nona is always finding innovative ways to improve the quality of life for everyone who lives, works, and visit here. As part of that effort, we developed Move Nona to support multiple transportation options to make it easy to travel throughout our community. Lake Nona is already home to more than 40 miles of paved and unpaved trails, EV charging stations, community shuttles, and a car share program featuring Tesla Model 3s at Pixon.

## WHAT SAFETY FEATURES DO THE SHUTTLES HAVE?

Each shuttle is equipped with seatbelts and an emergency kit onboard. The shuttles are in constant communication with the Beep Command Center in Lake Nona Town Center. The Command Center continuously monitors the movement and operation of the shuttles and can communicate with the shuttle attendant at any time. Each shuttle is equipped with cameras so the Command Center can see outside and inside the shuttle.

Before the shuttle service launched, Beep hosted a first-of-its-kind training for nearly 100 emergency personnel from both Orange County and City of Orlando fire rescue, EMT and police departments. The training taught the attendees how to interact with the vehicle in emergency situations and included a hands-on session on how to drive the vehicle manually should there be a need.

## ARE THE SHUTTLES ADA ACCESSIBLE?

The shuttles are wheelchair accessible with a manual ramp stored on the shuttle.

## HOW ARE THE ROUTES SELECTED?

There are a lot of factors that go in to getting an autonomous shuttle routes approved. Each route is based on different factors. But the main goal is to service different parts of the community and give residents an alternative mode of transportation instead of using their car. Where is shuttle is deployed is also dependent on a number of factors such as the speed or the road and road width.

## WILL THERE BE AN ATTENDANT ON BOARD?

Yes, a Beep attendant will always be aboard the shuttle while it is operational to ensure a pleasant and safe experience for passengers. The attendants are highly trained on the safety features of the shuttle and can take over manual operation of the shuttle at any time. The attendant is also meant to serve as an ambassador to the community and for the technology.

## CAN I EAT AND DRINK ON THE SHUTTLE?

Closed food and drinks are allowed on the shuttle, but no alcohol or smoking is allowed.

## CAN I BRING MY OWN CAR SEAT OR BOOSTER FOR MY CHILDREN?

The shuttle does not have car seats or accessible tether anchors so bringing a car seat or booster is not an option for transporting small children. Children must be seated and wear seatbelts at all times.

## WHO CAN RIDE THE SHUTTLES?

The shuttles are open to all Lake Nona residents and visitors who would like to use the service.

## HOW DO I CONTACT CUSTOMER SERVICE?

For issues specific to the autonomous shuttle service, you can call 1-888-GOBEEP1 (1-888-462-3371) to reach the Beep Customer Service Center or email [info@ridebeep.com](mailto:info@ridebeep.com).

## CAN MY CHILD RIDE THE SHUTTLE ALONE?

Under the minor policy, children under 16 years of age must be accompanied by an adult. The adult must remain with the child for the duration of the trip and children must remain seated and wearing a seat belt for the entire ride.

## WHAT DOES IT COST TO RIDE THE SHUTTLE?

Currently, the cost to ride the shuttles is covered by Lake Nona and Beep.

## CAN I BRING MY PET ON THE SHUTTLE?

Only service and companion animals are allowed to ride the shuttle.

## HOW OFTEN CAN I EXPECT A SHUTTLE?

A shuttle is expected to arrive at a stop every 10-15 minutes.

## WHAT'S THE BEST WAY TO KNOW WHERE AND WHEN THE SHUTTLES ARE RUNNING?

The view the schedule and track the shuttles in real-time download Ride Beep, available for iOS and Android.