

Request for Information (RFI)



Industry Questionnaire about Scooter Share Services

To: Powered scooter share service providers and other interested parties

From: City and County of San Francisco, San Francisco Municipal Transportation Agency (SFMTA), Powered Scooter Share Permit Program

Date: November 10, 2025

Subject: SFMTA requests responses to industry questionnaire about scooter share services by December 5, 2025

1. BACKGROUND

The San Francisco Municipal Transportation Agency’s (SFMTA) Powered Scooter Share Permit Program allows selected companies that meet the SFMTA’s requirements to operate scooter share services in San Francisco. Current permits for the program expire on June 30, 2026, and the SFMTA expects to launch applications for the next permit period in early 2026. In preparation for new scooter share permits, the SFMTA is issuing this Request for Information (RFI) to gather insights from a broad spectrum of companies that are currently providing scooter share services and other interested parties.

The SFMTA recognizes that there have been broad changes to the shared micromobility industry in recent years and wants to understand the current landscape better. We invite all scooter share operators—regardless of current presence in San Francisco—to respond to this RFI and share your experiences and feedback.

2. RESPONSE GUIDELINES

Please use the questionnaire below to guide your responses. It is not necessary that you answer every single question if you do not wish to do so, though complete responses are appreciated. Responses should be submitted electronically to ScooterShare@sfmta.com with "SFMTA Scooter Share RFI" in the subject line. We welcome responses in any written format, though an attached .docx or .pdf are the preferred file types.

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2.1 Questionnaire

Company Information

1. Please provide your company’s legal name and any “doing business as” (DBA) names, if applicable.
2. Identify the primary point of contact for this RFI, including their title, email address, and phone number.
3. How long has your company provided scooter share services?

Current Operations

1. In which jurisdictions does your company currently operate scooter share services?
2. Approximately how many scooters does your company operate in each jurisdiction and/or overall?
3. For each jurisdiction and for each month in 2024 and 2025, please share the following:
 - Average number of scooter trips per day
 - Average number of scooter riders per day
 - Average number of scooters deployed per day
 - Average number of trips per vehicle/scooter per day (TVD)
 - Average trip distance
 - Average trip duration
4. Has your company significantly expanded or reduced its scooter share services in the past one to two years? If so, please describe the nature of the change and provide relevant context.
5. Briefly describe each type of scooter your company currently operates. Please indicate whether the device type is a standing or seated model.
6. Does your company operate bike share or other services in addition to scooter share? If so, which other device types and in which jurisdiction(s)?
7. Briefly describe how your company manages and staffs (noting whether hired in-house or sub-contracted) day-to-day local operations.
8. How does your company prevent excessive or disorganized parking of scooters in certain areas? Describe any experience your company has with

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implementing designated parking areas or similar strategies to encourage proper parking.

Data and Technology

1. What types of data feeds can your company support and share with regulating agencies? Examples include [Mobility Data Specification \(MDS\)](#) or [General Bikeshare Feed Specification \(GBFS\)](#).
2. Describe how your company uses GPS-based technologies such as geofencing. For example, do you use geofencing to enforce No Riding Zones or No Parking Zones? If so, how does the user experience this? Are you currently using MDS Agency and Policy API for geographical restrictions?

Regulatory Experience

1. What regulatory frameworks have either supported or challenged your company's ability to operate effectively? Please provide specific examples, particularly in relation to:
 - Fleet size optimization
 - Deployment of modern device models
 - High device utilization
 - Broad geographic coverage
 - User satisfaction
 - Affordability for users

Operating in San Francisco

1. Briefly describe your company's level of interest and capability in operating scooter share services in San Francisco starting in July 2026.
2. What would be your preferred fleet size if operating in San Francisco? You may provide a specific number, a range, or a minimum/maximum estimate.
3. Of the device types your company currently offers, approximately how many of each type (e.g., standing vs. seated) would you prefer to deploy in San Francisco? You may also share estimated percentages for each type.
4. What methods does your company use to encourage safe riding behaviors and compliance with local regulations (e.g., rider education and training modules, user incentives and penalties, etc.)?

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- 5. San Francisco’s [Transportation Code](#) requires all devices deployed in the Powered Scooter Share Program to be equipped with sidewalk riding detection technologies. What practices or technologies does your company use to detect and report likely sidewalk riding?
- 6. Do you have specific feedback on the current permit terms and conditions, fees, and fines for scooter share in San Francisco (see FY25-26 Scooter Share Permit documents at <https://www.sfmta.com/reports/fy25-26-scooter-share-permits>)? Are there terms that align well with your operations, or any that may present challenges?
- 7. Are there any additional comments or suggestions your company would like to share with the SFMTA as we prepare for the next cycle of scooter share permits in San Francisco?

3. IMPORTANT NOTES

- This RFI is issued to assess respondent experience and feedback regarding scooter share services, particularly as it relates to San Francisco’s Powered Scooter Share Permit Program.
- This is not a Request for Proposals (RFP) or solicitation.
- Information provided may be used to develop future permit terms or application materials.
- The City is under no obligation to issue a solicitation or award a contract or permit based on this RFI.

4. TIMELINE

Activity	Date
RFI Issuance	November 10, 2025
RFI Responses Due	December 5, 2025
Powered Scooter Permit Applications Launch for Fiscal Year 2027 (starting July 1, 2026)	Early 2026

5. CONTACT INFORMATION

Please contact ScooterShare@sfmta.com with any questions regarding this RFI.

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6. TERMS AND CONDITIONS

This RFI is issued solely for information gathering and planning purposes. All submissions shall become the exclusive property of the City and County of San Francisco, and shall be subject to public inspection and copying under the California Public Records Act (Cal. Govt. Code Section 7920.000 et seq) and San Francisco Sunshine Ordinance (Admin. Code Ch. 67) unless exempt from disclosure under federal, state or local law, including laws protecting trade secrets. Therefore, it is important for respondents to clearly identify in their responses those records or other information that the respondent in good faith believes to be a trade secret or confidential proprietary information protected from disclosure under applicable law. To the extent permitted by law, the City will attempt to reasonably maintain the confidentiality of such information.

Respondents to this RFI shall be solely and fully responsible for their own costs associated with the development, preparation, and transmittal of their submissions. The City assumes no contractual or other obligations as a result of the issuance of this RFI or the preparation or submission of responsive materials by a Respondent. There may be no claims whatsoever for reimbursement from the City for such costs.

In addition, this is not a Request for Proposals (RFP). It does not constitute a solicitation or offer to contract, and participation in this RFI is not required to be considered in future solicitations or offers and does not guarantee any future business with City. The City will determine at its sole discretion whether to issue an RFP or other competitive solicitation at a later date, and any such RFP may differ significantly in content from the applications and services described in this RFI. This RFI is to be used solely for the purpose of this industry review and the City assumes no responsibility for any other use of this document. The City expressly reserves the rights to:

1. Waive or correct any defect or informality in any response or response procedure;
2. Reject any or all responses and re-issue a new RFI;
3. Prior to submission deadline for responses, modify all or any portion of the schedule for receiving responses