



Daniel Lurie, Mayor

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Stephanie Cajina, Vice Chair
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Dominica Henderson, Director
Fiona Hinze, Director

Julie Kirschbaum, Director of Transportation

To: Hayden Harvey, Neutron Holdings dba Lime

Through: Danny Yeung, Manager of Permits & Administration
Taxis, Access & Mobility Services – Streets Division *PC*

From: *JT* Julie Kirschbaum, Director of Transportation *for*

Subject: Lime Fleet Expansion

Date: July 31, 2025

On April 15, 2025, Neutron Holdings (dba Lime), one of two companies authorized to operate by the [Powered Scooter Share Permit Program](#) administered by the San Francisco Municipal Transportation Agency (SFMTA), submitted a request to increase its permitted fleet by 500 devices. This fleet expansion would increase the maximum number of Lime devices authorized to be deployed in San Francisco from 2,750 to 3,250. The total number of scooters permitted in San Francisco would remain 4,000 devices below the overall cap of 10,000, as per the [May 2024 policy directive for the FY25-FY26 Powered Scooter Share Permit Program](#), given that the other permitted operator is currently authorized to deploy 2,750 scooters.

SFMTA staff have reviewed Lime’s request and have considered Lime’s performance with key metrics and standards for fleet expansion, as specified in Appendix 4 of its [permit terms and conditions](#). Additionally, SFMTA staff have considered that Lime has a new permitted seated device called the “LimeGlider”—or simply “Glider”—which the company intends to deploy as part of its fleet expansion.

The SFMTA will approve the total fleet expansion request (500 devices) but only allow up to a maximum of 250 Glider devices to be deployed for six months following initial deployment of the Glider. The SFMTA will review the performance of these new seated devices and determine whether additional Gliders will be approved for deployment, up to a maximum of 500 Gliders.

Limiting the number of Glider devices for six months from the date of deployment allows the SFMTA to continue thoughtfully and incrementally introduce new micromobility devices in the city. The SFMTA will monitor usage of the Glider to understand safety impacts and accessibility benefits during this time. Larger seated scooters that are fully throttle-controlled may have safety benefits and meet the needs of more riders, but also trigger heightened concerns about sidewalk riding, potential collisions, and improper parking.



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To address these concerns with fleet expansion and the new Glider devices, the SFMTA will:

- Focus on rider accountability and safety measures for the operation of Gliders and Lime is expected to track and share issues that they observe with their riders' use of the Glider.
- Require Lime to provide a monthly report detailing penalties issued to their users for riding violations. SFMTA staff will provide guidance regarding the specific data points and format for such monthly reports.
- Track citations and complaints related to improper parking for the fleet increase, and particularly for the Gliders.

There is an existing "Downtown Cap," under which no more than 40% of Permitted Scooters shall be deployed within the Downtown Core at any time, as defined in the scooter share permit terms and conditions. The Glider devices similarly should not be overconcentrated in the Downtown Core. The SFMTA appreciates Lime for proactively introducing geofencing on their own in response to parking and riding issues, specifically in Chinatown and along the Embarcadero. The SFMTA may also introduce new geofencing requirements to restrict parking or riding in certain parts of the city, as needed.

SFMTA staff will develop specific evaluation criteria regarding the Gliders based on the areas of concern noted above and will review the criteria with Lime prior to finalizing.

This fleet expansion is conditioned upon Lime's continued compliance with the Powered Scooter Share Permit Terms and Conditions and may be reversed at any time. SFMTA staff will continue to monitor compliance through regular reporting, dashboards, on-street enforcement, complaints and feedback from the public, communications with scooter company representatives, and other means.