Context

- **March 2018** – Shared scooter companies deploy in San Francisco
- **April 2018** – BOS grants SFMTA power to permit scooter share
- **May 2018** – SFMTA Board establishes scooter share pilot permit program
- **May 2018** – SFMTA publishes pilot application.
- **June 2018** – un-permitted operators ordered off streets
- **August 2018** – SFMTA announces two permittees – Scoot & Skip
- **October 2018** – Powered scooter share pilot program begins
Spring 2018 Unpermitted Roll-Out

• Many Unsafe Behaviors Observed:
  • Parked/tipped scooters blocked pedestrian ROW & created tripping hazard
  • Illegal sidewalk riding
• Thousands of complaints received
Scooter Pilot Overview

• October 2018 – October 2019
• 2 permittees: Skip and Scoot
  • 625 scooters each first 6 months
  • Potential doubling after 6 months (pending evaluation)
• Mid-pilot evaluation metrics
  • Usage – Trips & availability
  • Safety & Accessibility – Collisions, lock-to, user education
  • Equity & Engagement – Demographics, programming
  • Complaints & Citations
Usage

- Availability

- Demand
  - 242,398 trips through Feb.
  - Skip accounts for 90%, Scoot 10%

- Trip characteristics
  - Origins & destinations clustered downtown
  - 42% of scooter trips replaced auto trip

75% of trips < 25 min

70% of trips < 2 miles
Safety & Accessibility

• Lock-to
  • 100% lock-to by February 4
  • Improved parking behavior
  • Reduces theft & vandalism

• Helmets
  • State law changed 1/1/19
  • Operators still encouraging helmet use

• Education
  • Mandatory in-app safety education
  • User registration requirements
  • In-person classes and trainings
Collisions

- Permittees report collisions to SFMTA monthly
  - Skip – 34 collisions to date (18 injury collisions) in 218k rides
  - Scoot – 0 reported collisions (many fewer trips taken to date)
- SFDPH working with Zuckerberg SF General (ZSFG) to track scooter-related traumatic injuries
- Also tracking SFPD collision reports

Frequency of Powered Scooter Collisions/Injuries*

*ZSFG and SFPD data not yet available for 2019
Equity & Engagement

• Low-income plan
  • 68 Scoot participants, 78 Skip
  • 0.5% of Scoot trips, 0.3% of Skip trips
  • 9% of users from survey would qualify for low-income plan

• Outreach
  • Permittees attended numerous public events
  • More comprehensive programmatic efforts needed to overcome barriers to adoption

• User survey demographics
  • Race – 63% White
  • Income – 68% have HH income >$100k
  • Gender – 82% male
Complaints & Citations

• Complaints
  • 624 for improper parking
  • 69 for improper riding
  • Trending downward
  • Compare with nearly 2k calls to 311 during 6 weeks in spring 2018

• Citations
  • 166 for improper parking
    • 39 Scoot
    • 127 Skip
  • Downward trend since lock-to implemented (100% of fleet lock-to by February)
4/2 Community Discussion

• “World Café”-style discussion groups focused on these topics:
  • Equity & Outreach
  • Safety & Accessibility
  • Data/Other

• What we heard
  • Lock-to improves parking
  • More outreach needed, including multi-lingual
  • Better rider accountability and increased enforcement necessary to improve rider behavior and safety
Conclusions

- Lock-to mechanism improves safety & accessibility
- More scooters needed for thorough evaluation
- More outreach needed, especially in underrepresented communities
Next Steps

• Assess possible scooter fleet size increase
• Continue pilot with current permittees
• Improve outreach
• Complete final pilot evaluation and determine on-going program (if any)

*Evaluation results will inform each of these actions*