Agenda

1. Permit Overview
   ❖ Current Program
   ❖ Current Rules

2. Safety
   ❖ Sidewalk Detection
   ❖ Enforcement
   ❖ Media Campaign

3. Adaptive Scooter Share Requirements
   ❖ On-Street Adaptive Program
   ❖ Complementary Adaptive Program

4. Feedback and comments
Scooter Share Program: Desired Outcomes

❖ Safe and equitable mobility options that serve public interest
❖ Diverse riders
❖ Support transit service by providing first mile/last mile option
❖ Mobility innovation that helps reduce:
  ▪ Traffic congestion
  ▪ Parking demand
  ▪ Carbon emissions
Scooter Share Program: Challenges

❖ Illegal and unsafe riding behaviors
  ▪ Sidewalk riding
  ▪ Double riding
  ▪ Riding the wrong way

❖ Improperly parked devices impacting accessible right of way

❖ Rider accountability

❖ Equitable service
FY23-24 Permit Program

- **Two permittees:**
  - Lime up to 2,750 devices
  - Spin up to 2,750 devices

- **Permit term expires June 30, 2024**
Program Snapshot: July 2021 – December 2023

Trips: 3,988,975
All Citations: 31,458
311 Complaints: 13,433
Key Requirements

Permit Terms and Conditions require:

❖ Safety and rider accountability
❖ Parking requirements
❖ Equity focus
  • Adaptive program
  • Low-income plans
  • Neighborhood distribution
  • Community engagement
❖ Reporting requirements
❖ Labor Harmony
❖ Summary suspension
Sidewalk Detection Requirements

The Transportation Code Requires:

❖ GPS-based technology plus an additional mechanism to detect and deter sidewalk riding

❖ Continuous audible messages to riders when operating on the sidewalk

❖ Technology to analyze and provide report informing riders of possible riding violations

❖ Monthly sidewalk riding reports

❖ SFMTA able to cite companies for riders operating on the sidewalk
SFMTA Enforcement

Enforcement Team
❖ Eight enforcement staff
❖ On-street generally seven days a week
❖ Authorized to issue administrative penalties to permittees for improperly parked devices and improper riding
❖ Citations issued via enforcement app that automatically requests device removal
❖ Device removal required within 2-hours
❖ Enforcement app is integrated with 311 and dashboards

Compliance Monitoring
❖ Monitor daily trip activity
❖ Device Cap/Minimums

Salesforce Tools
❖ Using technology to improve tracking shared mobility parking citations
❖ Improve reporting efficiencies
❖ 311 complaint integration with Salesforce
Improper Parking and Riding Citations

**Improper Parking**
- From July 1, 2021 – December 31, 2023
- 30,326 improper parking citations issued
- $2,776,055 collected
- Safe parking incentive program launched in April 2023

**Improper Riding**
- Starting March 15, 2022, SFMTA began issuing citations to scooter permittees for improper riding
- 1,132 improper riding citations issued
- $296,500 collected
Safe Parking Incentive Program

❖ Launched April 2023 to improve permittee response time to address improperly parked devices

❖ Average response time reduced from over 6 hours to under one hour
Data Dashboards & Transparency

Shared Mobility

❖ Scooter Enforcement & Complaints Dashboards
❖ Scooter Service Statistics

Scooter Citations vs Trips & Devices

Parking Citations vs Trips
0.79%
Parking Citations: 31,458
Trips: 3,989K

Parking Citations vs Devices
0.55%
Parking Citations: 31,458
Devices: 5,702K

Scooter Complaints vs Trips & Devices

Complaints vs Trips
0.34%
Complaints: 13,433
Trips: 3,989K

Complaints vs Devices
0.26%
Complaints: 13,433
Devices: 5,702K
Consultant Evaluation

Key Takeaways from Fehr and Peers

Independent Evaluation

❖ Maintain permit-based system
❖ Continue safe parking incentive program
❖ Increase competition
❖ Retain scooter distribution requirements
❖ Further investments in bike infrastructure to avoid sidewalk riding
❖ Strengthen and streamline reporting requirements
Street Infrastructure

❖ Permittees pay rack fee to support SFMTA’s bike rack program
  o 3,000+ racks installed since beginning of scooter permit program
  o 10,000+ bike racks available citywide for scooter parking

❖ Scooters allowed in bike lanes, not on sidewalks
  o 468 miles of bikeways in San Francisco
    • 86 miles off-street paths
    • 133 miles of bike lanes (Class II)
    • 46 miles of separated bikeways (Class IV)

❖ 45+ miles of bike lanes & separated bikeways added since 2018
Scooter Safety Campaign

❖ Phase I  
  • Muni bus, poster, postcard, social media

❖ Phase II  
  • Video campaign in development
  • Mayor's Disability Council collaboration on content
Adaptive Scooter Program Requirements

❖ **On-Street Adaptive Program**: Operators required to have 5% of all deployed scooters to be adaptive scooters.

❖ **Complementary Program**: Reservation system available through permittee apps and SFMTA website
  - Free of charge, longer rental timeslots
On-Street Program Issues

❖ On-Street Adaptive Program: Operators required to have 5% of all deployed scooters to be adaptive scooters.
  • Adaptive scooters are quickly stolen or vandalized
  • This requirement has not expanded access as desired

❖ An adaptive scooter meets 2 out of the 3 of the following:
  • Three wheels
  • Seated
  • A Basket

❖ Staff taking amendment to MTAB to allow for purpose built seated devices
Complementary Program Issues

❖ **Complementary Program**: Reservation system available through permittee apps and SFMTA website
  - Free of charge, longer rental timeslots
  - Public may not be aware of the program
  - Scooter company responsiveness
What we've heard from the Disability Community

❖ Focus on Safety
  • No sidewalk riding
  • Safe riding behaviors

❖ Maintaining Accessible Path of Travel
  • Ensuring proper parking and clear sidewalks

❖ Device types and usefulness
  • Two AccessSFUSD adaptive scooter days
  • Three public focused adaptive device demonstrations
Permit Application Process Timeline

Tentative dates:
❖ January – March: Community outreach
❖ February - March: Revise program rules
❖ March - April: Launch application process
❖ May: Select Permittees
❖ July: New two-year permit term begins
Outreach

❖ Paratransit Coordinating Council (PCC)
❖ Mayor's Disability Council
❖ Multimodal Accessibility Advisory Committee (MAAC)
❖ SFMTA Citizens' Advisory Council

❖ Questions
❖ Comments
❖ Feedback can be sent to scootershare@sfmta.com
Thank You

For questions or a copy of this presentation, email scootershare@sfmta.com