



SFMTA

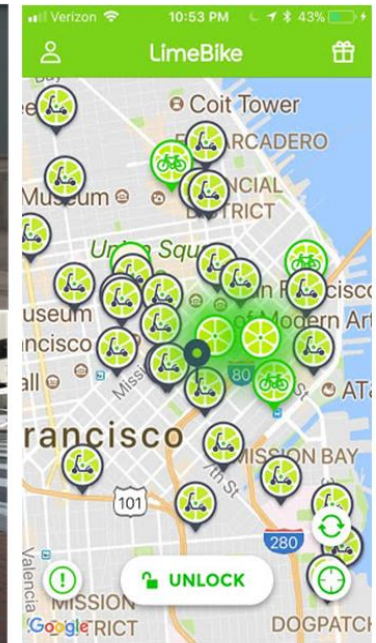
Powered Scooter Share Program

CAC

February 4, 2021

Scooter Share Service in SF

- ❖ **March 2018** – Shared scooter companies deploy in San Francisco
- ❖ **April 2018** – Board of Supervisors grants SFMTA power to permit scooter share
- ❖ **May 2018** – SFMTA Board establishes scooter share pilot permit program
- ❖ **October 2018** – Powered Scooter Share Pilot Program begins with two permittees: Scoot and Skip
 - Complaints decrease
 - Improved parking behavior due to lock-to device and parking requirements
 - In-app safety education
- ❖ **October 2019** – Pilot concludes, and Powered Scooter Share Program Permit begins
 - Lock-to requirement
 - Increased reporting requirements
 - Low-income plan
 - Adaptive pilot launches January 2020
- ❖ **August 15, 2020** – SFMTA Board approves 6-month permit term extension until April 2021



Permit Program

- ❖ October 15, 2019
- ❖ Four Permittees: Spin, Lime, Jump and Scoot



Key Requirements

- ❖ Parking requirements and [enforcement](#)
- ❖ Distribution Guidelines
- ❖ Low-Income Plan
- ❖ Labor Harmony provision
- ❖ Community Engagement Plan
- ❖ Bike Rack Fee
- ❖ Complaints Database
- ❖ Adaptive Scooter Pilot

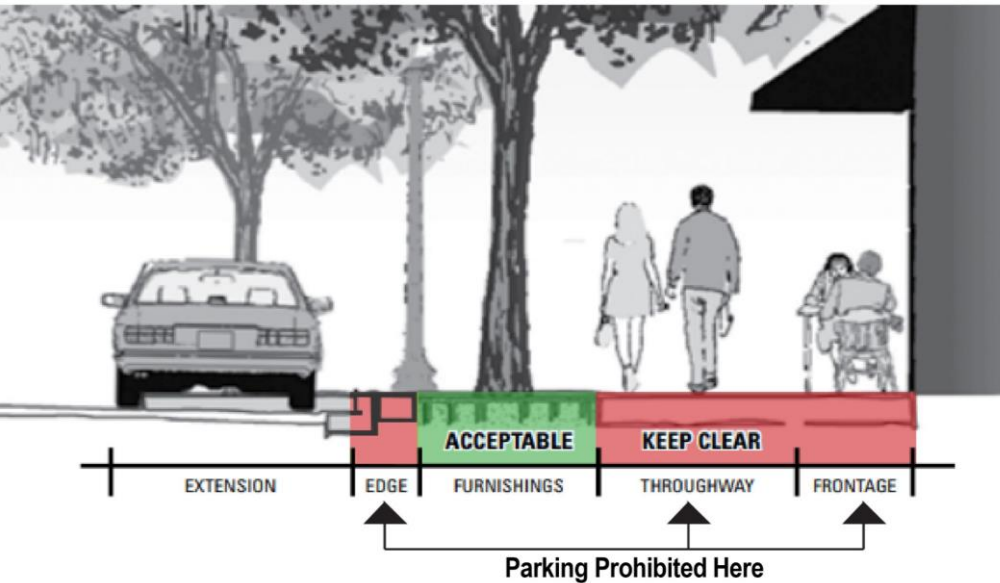


Diagram from Parking Guidelines



Adaptive Bikeshare Pilot

Compliance Monitoring

Weekly

- ❖ Complaints Database
 - Log 311 complaints
 - Resolve parking complaints within 2-hours
 - Investigators respond and issue citations

Monthly

- ❖ Adaptive Pilot Program
- ❖ Labor Harmony Plan
- ❖ Low-Income Customer Plan
- ❖ Zero Waste

Quarterly

- ❖ Compliance Reports
- ❖ Safety Trainings

Scooter and Bike Complaints to 311

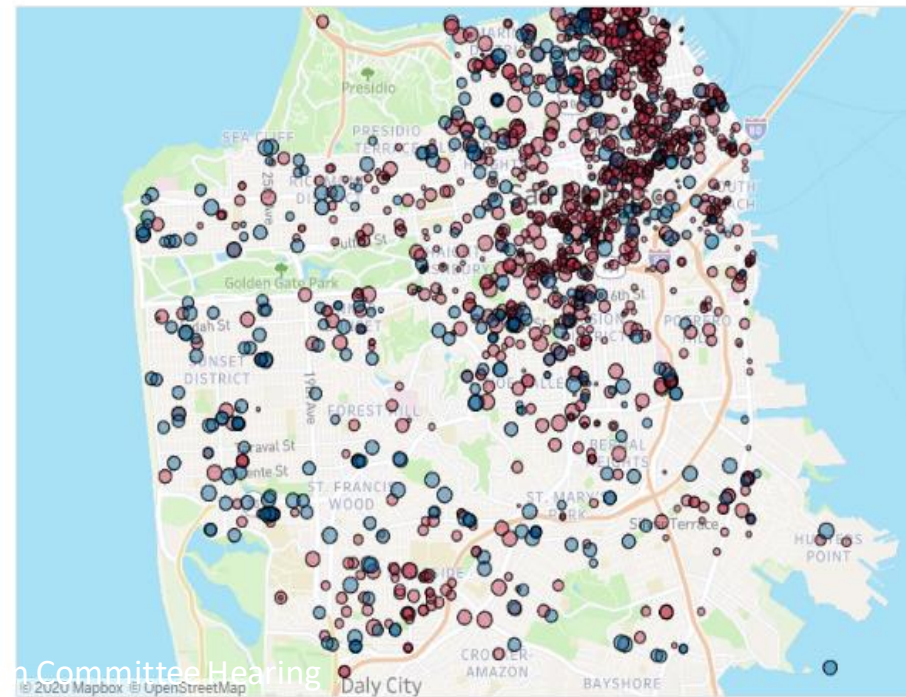
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Wednesday, July 1, 2020

Total number of 311 complaint 1,761

311 Complaints Locations

This map shows complaints received by 311 for both scooter and bike share services.



Transparency

- ❖ [Scooter Enforcement & Complaints Dashboards](#)
- ❖ [Scooter Service Statistics](#)

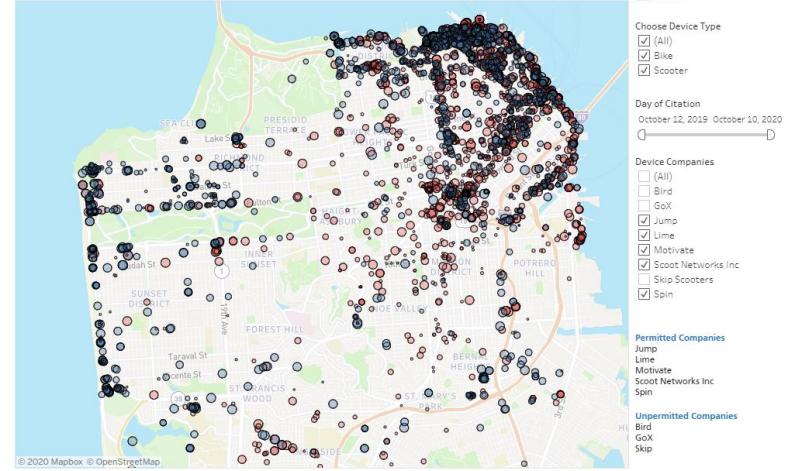
Shared Mobility



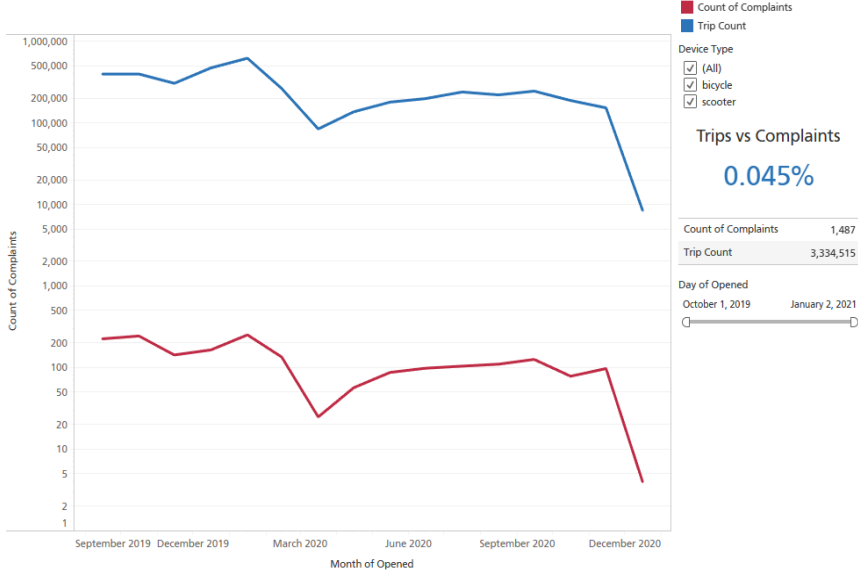
Scooter and Bike Parking Data Dashboard

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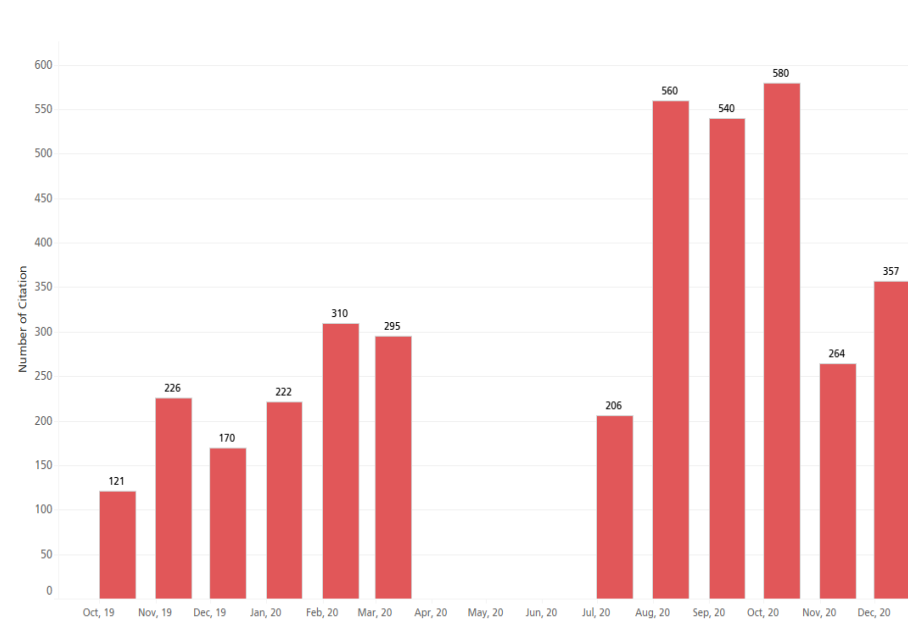
Scooter and Bike Parking Citations Issued by Location



Scooter and Bike Complaints vs Trips



Scooter Parking Citations (~3,889 since October 2019)



Program Facts

- ❖ 3 permittees – Lime, Scoot, and Spin

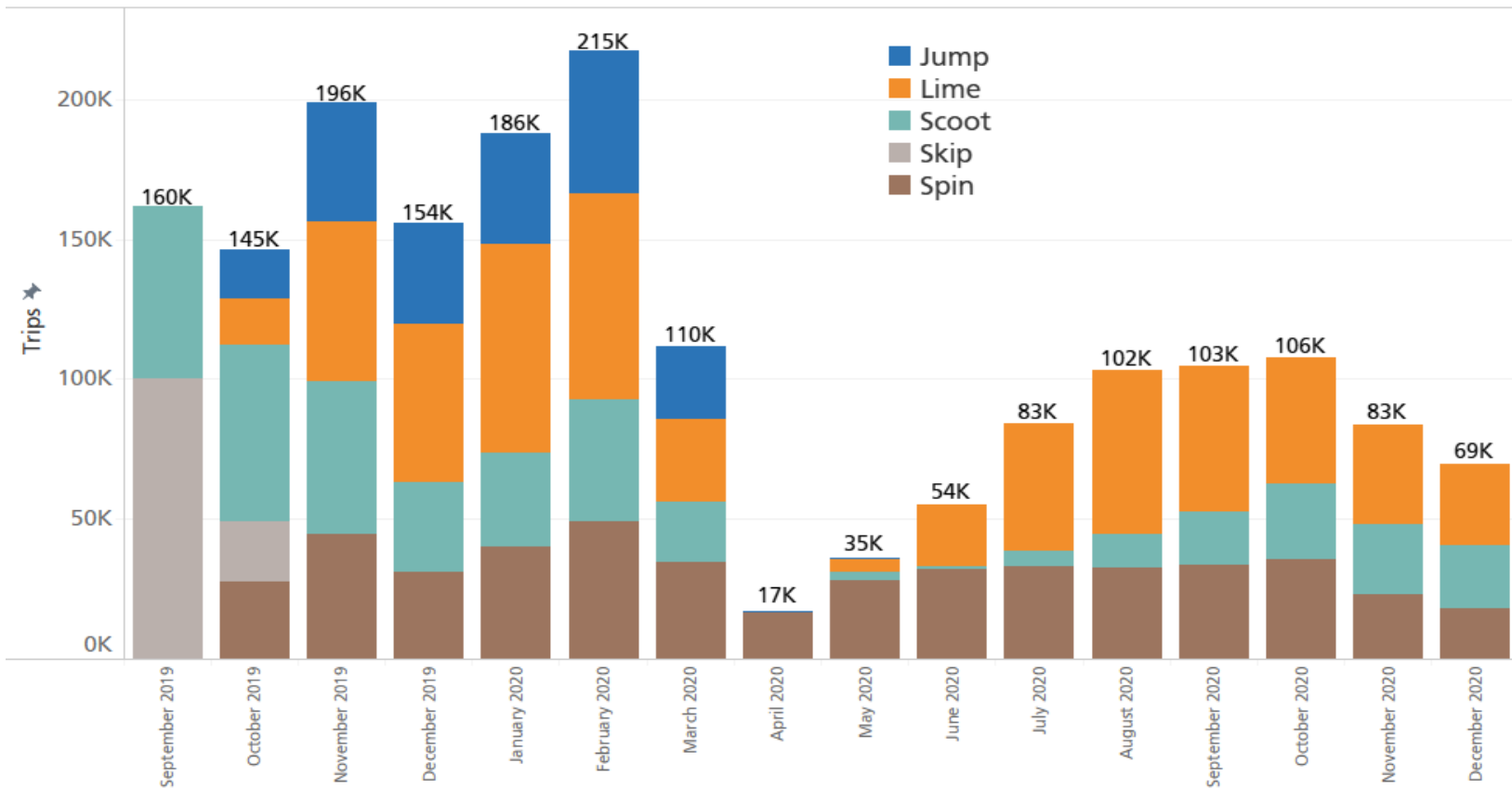
| | Lime | Scoot | Spin |
|--|-----------|----------|-----------|
| Current Permitted Fleet Size | 2,000 | 1,000 | 1,500 |
| Max Possible Fleet Size | 2,500 | 2,500 | 2,500 |
| Bike Rack Fees Paid¹ | \$150,000 | \$75,000 | \$112,500 |
| Total Bike Racks Installed: 1,225 | | | |

¹Bike rack fees are \$75 per permitted device

Scooter Ridership

- ❖ Growing pre-pandemic ridership followed by 90% drop during Shelter-In-Place (SIP)
- ❖ Only Spin maintained operations during SIP
- ❖ Ridership steadily rebounded then plateaued at ~50% pre-pandemic levels

Monthly Trips (by Provider)



6-Month Permit Term Extension

- ❖ Approved by SFMTA Board in August 2020 to allow permittees time to recover from the emergency shutdown
- ❖ Extended permit term from mid-October 2020 to mid-April 2021
- ❖ Expanded as part of SFMTA's Transportation Recovery Plan
- ❖ Updated fleet expansion requirements to allow for growth in new neighborhoods based on success meeting key service, compliance and equity goals



Permit Program 2021

Application Process and Proposed Permit Requirement Changes

❖ Community engagement requirements

- Mobility justice training requirement

❖ Distribution requirements in neighborhoods

- Method to ensure sufficient availability in all neighborhoods

❖ Adaptive Program

- Device requirements
- Percentage of fleet
- Prioritize for people with disabilities



Permit Program 2021

Proposed Transportation Code Amendments

- ❖ Require adaptive scooter program (transition from pilot requirement)
- ❖ Provide flexibility for permit term to be up to two-years
- ❖ Eliminate the public property repair and maintenance endowment fund requirement (\$25,000), which has not been used to date
- ❖ Add the ability for the Director of Transportation to summarily suspend a permit based on violations that pose an ongoing risk to public health or safety
- ❖ Increase bike rack fees from \$75 to \$100 per device
- ❖ Extend permit term from mid-April to July 1, 2021



Permanent Adaptive Program

Proposed Permit Terms and Conditions

- ❖ Adaptive scooters required in fleet
- ❖ Adaptive scooters must be available for reservation through the permittee's application
- ❖ Adaptive scooters must be required to be equipped with an on-board GPS device
- ❖ Track and report on other adaptive scooter metrics monthly and be able to provide additional verification on the process utilized or actual data reported



Key Stakeholder Engagement

- ❖ **Regularly Scheduled Meetings:**
 - Disability Organizations
 - SFMTA Citizen's Advisory Committee
 - Bicycle Advisory Committee
- ❖ **Survey and On-Line Meeting:**
 - Provide an extended timeframe for the community to provide feedback
 - [Survey link](#)
- ❖ **Key Community-Based Organization Outreach:**
 - Requested feedback on the draft community engagement guidelines
- ❖ **Land Use and Transportation Committee Hearing**
- ❖ **311 complaints/compliments, SFMTA on-line tracking form**



Thank You!

