

Scooter Share Pilot Program - SFMTA Application Assessments

AUGUST 30, 2018

		Bird	HOPR	JUMP	Lime	Lyft	Ofo	Razor	Ridecell	Scoot	Skip	Spin	Uscooter
Safety	Strategies to educate and train users should result in safe operations of scooters by riders.	F	F	P	P	P	P	P	F	S	F	F	F
	Strategies to promote and distribute helmets should result in helmet use by riders.	P	S	P	P	P	P	P	P	S	F	P	P
Disabled Access	Strategies to ensure properly parked scooters, including any commitments to locking or tethering, should result in parking that does not block the right of way	F	S	P	F	F	F	F	P	F	S	S	F
	User penalties for poor compliance by users with laws governing scooter operation, including possibility of suspension by the applicant, should support appropriate operation and parking by users.	P	P	P	P	P	P	P	P	F	S	P	P
Equitable Access	Approach to providing service to low-income residents, including diverse payment options and fare discounts, should reduce barriers to participation.	P	P	S	P	S	F	P	P	P	S	F	P
	Service Area beyond the downtown core and commitment to rebalancing should ensure availability of scooters in underserved areas.	P	F	S	P	P	F	P	S	F	S	P	F
Community Outreach	Outreach approach should include strategies to ensure that low income residents are aware of service and how to participate.	P	P	S	F	F	P	P	P	S	F	S	P
	Approach to outreach should ensure that members of the public, including those that choose not to use scooter services, have the opportunity to be heard and to stay informed about program.	P	P	P	F	F	P	P	P	F	S	P	P
Labor	Should demonstrate understanding of operational needs and resource requirements to ensure service reliability.	P	P	S	S	S	S	P	S	S	S	S	F
	Approach to hiring and training employees and/or contractors should ensure that staff have the knowledge and skills to ensure safe operational practices and knowledge of the communities in which they operate.	P	P	P	F	F	S	P	P	S	F	P	F
Sustainability	Approaches to operations and disposal should demonstrate commitment to environmental sustainability.	P	P	F	F	S	P	F	F	F	P	F	P
Experience & Qualifications	Applicant's experience in operating and maintaining shared mobility systems, in San Francisco and elsewhere as well as applicant's history, and the history of their users, in complying with city regulations should demonstrate their capacity to comply with the terms of the scooter share permit.	P	F	F	P	P	S	P	P	S	S	P	P

Rating Definitions

S **STRONG** ratings were given to responses that included detailed, unique or innovative approaches demonstrating the highest level of commitment and ability to solving known challenges and concerns, and substantially exceeding the minimum requirements. The SFMTA evaluated these proposed approaches as highly likely to achieve the stated standard.

F **FAIR** ratings were given to responses that included basic or typical, but unexceptional solutions, demonstrating a moderate level of commitment and ability to solving known challenges and concerns and meeting or somewhat exceeding the minimum requirements. The SFMTA evaluated these proposed approaches as moderately likely to achieve the stated standard.

P **POOR** ratings were given to responses that at best met the bare minimum requirements established in the terms and conditions for holding a permit, and often lacked important details, demonstrating a low level of commitment and ability to solving known challenges and concerns. The SFMTA evaluated these proposed approaches as unlikely to achieve the stated standard.



SFMTA