



## **Powered Scooter Share Permit Program: Appendix 5 Distribution Guidelines and Requirements**

### **OVERVIEW**

This document provides requirements for the distribution of powered scooter devices, and includes guidelines for service in specific neighborhoods, to be submitted as part of the Powered Scooter Share Program Permit Application. Permittees must structure operations in accordance with these guidelines to offer comprehensive service such that powered scooters may be a safe and reliable travel option in San Francisco.

### **PURPOSE**

Major commute and land use patterns traditionally contribute to the gravity of a central business district, which can create an imbalance in fleet distribution. The SFMTA recognizes that rebalancing scooters is crucial to successfully integrating them into San Francisco's broader transportation system.

This problem is compounded in communities which have been historically underserved by transportation options. Careful redistribution is required to support the Powered Scooter Share Program in achieving its equity goals, and to ensure this service is an accessible travel option throughout San Francisco.

The SFMTA's Distribution Requirements seek to accomplish the following:

1. Make powered scooter share an accessible travel option throughout the City to complement fixed transit service by serving as a last-mile solution;
2. Make powered scooter share a reliable transportation option for trips outside of regular commute times and patterns;
3. Make powered scooter share a viable transportation option in Communities of Concern that have been historically underserved by travel mode options; and,
4. Establish metric-based practices which allow the SFMTA to dynamically regulate and actively manage operators in order to establish Powered Scooter Share as a reliable transportation option, while minimizing negative impacts such as cluttered and inaccessible sidewalks.

Note that the metrics in the Distribution Guidelines and Requirements (such as the Minimum Thresholds and cap on scooters in the Downtown Core) were developed based on a fleet size of 1,000 scooters, and shall be scaled according to permitted fleet size.



## **Service Areas**

This section describes the distribution requirements for the various service area categories. These categories are primarily intended to prevent an over-concentration of scooters in the Core Service Area defined below, and to ensure that rebalancing operations sufficiently Key Neighborhoods, which include Communities of Concern and outer neighborhoods. Each category is further subject to the three distribution metrics detailed on page 3 of this document.

The Powered Scooter Share Service Area Map provides geographic boundaries of these categories. The light blue area in the Service Area Map constitutes the Core Service Area. The Service Area Map can be found [here](#).

**Core Service Area** – Permittees must provide service to the Core Service Area upon permit issuance, as designated in the Service Area Map.

*Downtown Core* – No more than 40% of each permittee's fleet shall be deployed within the Downtown Core at any time to prevent an over-concentration of scooters and to encourage availability in communities outside downtown with fewer mobility options.

*Key Neighborhoods (includes Mission, Western Addition, Bayview-Hunter's Point, Visitacion Valley, SFSU, Ingleside, and Excelsior)* – Permittees must provide the minimum number of scooters as specified in the Minimum Threshold Table, and maintain at least 75% coverage for 75% of the time between 6am and 10pm in the Key Neighborhoods outside the Downtown Core as defined in the Service Area Map.

**Expanded Service Area**<sup>1</sup> (includes Richmond, Sunset, and Presidio) – Permittees may be authorized to extend service to Expanded Service Areas, as designated in the Service Area Map, at permit issuance, or contingent upon approved fleet expansion(s) issued during the term of the permit.<sup>2</sup> Permittees must submit a service plan with their original permit application that proposes the number of scooters and their specific geographical focus within these expanded areas, including the precise boundaries within these neighborhoods they propose to serve, and any phasing (if applicable). Note that permittees will be held to the percent coverage threshold (75% coverage 75% of the time) for any and all portions of the Expanded Service Area served.

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<sup>1</sup> **Note:** Twin Peaks is not included due to device limitations on hilly terrain. Powered Scooter Share Operators may petition to the SFMTA to serve this area, however no percent coverage or minimum thresholds will be required.

<sup>2</sup> In order to secure fleet expansion authorization after launch, permittees must meet the criteria under the 'Fleet Expansion' section of these guidelines, which may be amended by the SFMTA.



### **Required Fleet Deployment**

Permittees shall consistently maintain 50% or greater deployment of their total permitted fleet size. On a daily basis, the SFMTA will calculate powered scooter deployment as the total number of scooters in the entire service area, multiplied by the number of minutes they are available for hire or in-use, divided by the total number of scooters permitted, across the hours of 6:00 am to 10:00 pm. The goal of this is for operators to reliably deploy more than half their permitted fleet. Any operator who fails to meet this threshold for 25 days out of any 30 consecutive-day period may be found in violation of the permit terms and conditions.

### **Distribution Metrics**

Three key metrics will help to guide operational distribution:

#### **A. Percent Coverage**

Permittee's deployment of Powered Scooters within the entire Service Area will need to meet a Percent Coverage target determined by the SFMTA. Percent Coverage is calculated by summing the total area covered by a quarter-mile radius buffer around each scooter in a service area, and dividing that sum by the total service area. The initial target will begin at 50% coverage for 75% of the time between 6:00 am and 10:00 pm. This metric may also be extended to Expanded Service Areas served by the permittee. Key Neighborhoods will also have Percent Coverage targets as outlined in the Service Areas section.

#### **B. Minimum Thresholds**

The table below identifies the minimum required thresholds of scooters expected to be deployed in Key Neighborhoods. Minimums are approximately twice the number of scooters required to achieve 100% coverage at any given point in time. Permittees shall ensure that the minimum number of scooters is consistently available for each specified service area. Given movement of the fleet throughout the day, minimum thresholds are likely to be significantly lower than the anticipated numbers required to satisfy percent coverage targets over the course of the day.

#### **C. Trips per Scooter per Day**

For system monitoring, the SFMTA will regularly measure trips/scooter/day in order to assess whether fleet size appropriately matches demand and usage. The SFMTA will divide each day's total number of trips by the total permitted fleet, which is intended to incentivize permittees to utilize their total cap and provide consistent service. This metric will be calculated for total operations, as well as for each Service Area subarea. The SFMTA will also monitor trips/scooter/day starting or ending in Key Neighborhoods and/or Communities of Concern, and may develop targets for each community after program launch.



**Minimum Threshold Table**

<b>Core Service Area Thresholds</b>		
<b>Downtown Core</b>	<b>Min. Number of Scooters</b>	<b>Area (sq mi)</b>
Downtown Core	**No more than 40% of permitted fleet cap	3.9
<b>Key Neighborhoods</b>		
Mission	19	1.8
SE Neighborhoods Bayview - Hunters Point - Vis. Valley	51	5.0
SW Neighborhoods SFSU - Ingleside - Excelsior	47	4.6
Western Addition	5	0.5

**Fleet Expansion**

The SFMTA may consider expanding a permittee’s maximum permitted fleet size if the permittee demonstrates consistent deployment and usage of the existing permitted fleet, and meets several other equity-based metrics and standards described below. Permittees may petition to the SFMTA for an expansion of their permitted fleet no more than once every two months.

The SFMTA may consider the following metrics and standards, among others, when considering whether to grant fleet expansion, but criteria are subject to change.

**Fleet Deployment**

Permittees shall demonstrate consistent, reliable service. Permittees must deploy at least 80% of their total permitted fleet size, and ensure no more than 40% of their total permitted fleet is located within the Downtown Core, for 25 out of any 30 consecutive-day period, in order to be considered for fleet size expansion. Methods to avoid overcrowding of scooters in high demand areas can include, but are not limited to, variable pricing, and scooter valet service.

**Equitable Distribution**

Permittees must consistently meet all equitable distribution targets in order to be considered for fleet size expansion. This will include compliance with Percent Coverage and Minimum Threshold targets in Key Neighborhoods.



#### Low-Income Plan Participation

Permittees should target a certain target for low-income plan participation as determined by the SFMTA. The initial target is one low-income plan subscription per every two permitted scooters.

#### Trips per Scooter per Day

The SFMTA will monitor the number of trips/scooter/day for the entire Service Area, as well as subareas. Based on these observations, the SFMTA will develop a trips/scooter/day threshold. To be eligible for a fleet size expansion, permittees must demonstrate strong device usage by achieving a monthly average above this threshold, verified using the SFMTA's Emerging Mobility Application Programming Interface. The SFMTA will use a monthly average of each day's total number of trips divided by the operator's total permitted fleet. The initial target is four trips per scooter per day.

Trips/scooter/day in Key Neighborhoods and/or other Service Area subareas may also be monitored to gain insight into the permittee's efforts to equitably expand access.

#### Labor Harmony

The SFMTA will monitor commitments made in each permittee's submitted Labor Harmony plan. Permittees will be required to report on compliance with commitments made in these plans prior to the SFMTA granting a fleet size increase.

#### Complaints Database

Each permittee must maintain a database containing all public complaints and comments related to poor user behavior (e.g. sidewalk riding) and track case status through complaint resolution. This database shall be shared with the SFMTA in a format as determined by the Agency. Permittees must create and share this database with the SFMTA, to the Agency's satisfaction, prior to the SFMTA granting a fleet size increase.

#### Life-Cycle Analysis

Permittees must submit a completed lifecycle analysis, as specified in the Sustainability Guidelines and Requirements, prior to the SFMTA granting a fleet size increase.

### **Other Guidance**

#### Inclement Weather Caveat

Given the unknown safety implications of operating powered scooters in inclement conditions, the SFMTA allows for an 'Inclement Weather Caveat'. While permittees may still choose to deploy some or all of their permitted fleet, they shall not be held to deployment and distribution standards on any day where rain accumulation reaches 1/10th of an inch over the course of 24 hours, as reported by the National Weather Service.



### *Adaptive Pilot Requirements*

Permittees shall submit a plan for an Adaptive Pilot with their initial permit application. This plan should detail the number, type, and distribution of adaptive powered scooters the permittee plans to pilot, as well as the timeline of their deployment. Permittees will be expected to incorporate input from people with disabilities and deploy adaptive devices within three months of permit issuance. Examples of adaptive scooters, which expand access to people with physical disabilities, include but are not limited to scooters with wide floorboards or scooters with seats.

### *Transit Connectivity & Mutual Aid*

While not required, distributing scooters peripheral to transit lines and key transit stops, stations, and hubs may increase the likelihood of Powered Scooter Share services being used as a last-mile solution. Powered Scooter Share also stands to serve as a helpful solution in the event of majorly impacted transit service. Applicants are encouraged to propose strategies to incentivize transit connections, and respond to major transit issues, in order to receive higher scores.