



FY25-FY26 SFMTA Powered Scooter Share Program Permit Application

The Powered Scooter Share Program Permit allows permitted Powered Scooter Share Operators to operate a Powered Scooter Share Program in the City and County of San Francisco. The SFMTA shall implement this Program consistent with the SFMTA's "[Guiding Principles for Emerging Mobility Services and Technologies](#)" and Transportation Code, Div. II, Article 900.

The SFMTA will review the completed applications, determine whether each applicant conforms to the SFMTA's requirements, and evaluate applications according to the scoring criteria described in this application. The SFMTA anticipates issuing up to three Powered Scooter Share Program permits.

Application Release: March 29, 2024

Question and Answer Session: April 12, 2024

Application Due: May 1, 2024

Announce Successful Applicants by May 31, 2024

Permit Term: July 1, 2024 – June 30, 2026

Applicant Information

Please Print Clearly			
Business Name:		Business Phone:	
Contact Person:		Cell Phone:	
Mailing Address:			
Street Address if different than above:			
Email Address:		Website:	

Application Agreement

<p>By signing this application, the applicant verifies under penalty of perjury that all the information provided is true and accurate; and that if issued a permit, the applicant agrees:</p> <ul style="list-style-type: none"> • to comply with the Permit Requirements in Appendix A and any other requirements of the Powered Scooter Share Program Permit as issued; and • that all submitted documents and materials, and their contents, are subject to public review, and that no documents or other materials provided to the SFMTA will be considered confidential or otherwise withheld from public disclosure if requested after the deadline for submitting applications has passed. 	
Name of Applicant	
Authorized Signature	
Printed Name, Title and Date	

Table of Contents

Submission Instructions.....	4
Question and Answer Session.....	6
Permit Costs.....	6
Application Materials.....	6
A. Device Standards and Safety Assurances	7
B. Pricing Structure.....	9
C. Operations Plan	9
D. Adaptive Scooter Program.....	10
E. Plan for Safe Scooter Riding & Parking.....	11
F. Recharging, Maintenance, Cleaning, and Sustainability Plan	12
G. Hiring and Labor Plan.....	13
H. Community Engagement Plan	14
I. Experience and Qualifications.....	14
J. Mobility Data Specification (MDS) and General Bikeshare Feed Specification (GBFS) Endpoints ...	15
K. Privacy Policy, User Agreements, and Terms of Service.....	15
L. Images and Description of Mobile Application.....	15
M. Proof of Insurance	16
Scoring.....	16
Appendices and Related Documents.....	17
Appendix A –Permit Terms and Conditions.....	17
Appendix 1 - Mobility Device Parking Mobility Device Parking Requirements and General Path of Travel Guidelines.....	17
Appendix 2 - Community Engagement Guidelines and Requirements.....	17
Appendix 3 - Data Reporting Guidelines and Requirements.....	17
Appendix 4 - Distribution Guidelines and Requirements.....	17
Appendix 5 - Sustainability Guidelines and Requirements	17
Appendix B – SFMTA's Open Authorization 2.0 Authentication Instructions.....	17
Appendix C - Evaluation Scoresheet.....	17

Submission Instructions

The SFMTA only will consider completed applications submitted before 5:00 PM PDT on Wednesday, May 1, 2024. Applications received after May 1, 2024 at 5:00 PM PDT will not be considered. By submitting an application, applicants acknowledge that they have read, understand, and agree, if selected, to the Permit Requirements in Appendix A. A completed application must include the following components, which demonstrate an applicant's ability to comply with all corresponding Program Requirements set forth in Appendix A: Permit Terms and Conditions and Appendices 1-5¹:

1. Application Fee: ACH payment of \$6,173

For ACH delivery:

Bank Routing Number: 028000024
Account Number: 20000043472190
Account Name: City and County of San Francisco
MTA - 1468N1 MTA Parking (Customer Service)

For Wire Transfers:

Bank Routing Number: 021000021
SWIFT Code: CHASUS33
General Bank
Reference Address: JPMorgan Chase New York, NY 10017
Account Number: 20000043472190
Account Name: City and County of San Francisco
MTA - 1468N1 MTA Parking (Customer Service)
For the Credit of: MTA- FY25-FY26 Powered Scooter Share Program - "your company name"

If you have any questions on the bank account information, feel free to contact us at 415-554-4509, 415-554-5205, or send an email to Mabel Yu (Mabel.Yu@sfmta.com).

NOTE: For all payment remittance, you must do the following:

- Email all payment remittance information to Mabel Yu (Mabel.Yu@sfmta.com), Alexander Que (Alexander.Que@sfmta.com), and scootershare@sfmta.com
- In the subject line: your company name
- In the body of the email include that you are paying for the FY25-FY26 Powered Scooter Share Program Permit Application of \$6,173
 - This non-refundable application fee covers the cost to evaluate the application

2. Application with Signed Cover Sheet and Sample Scooters

- Application Materials Due Electronically no later than 5:00 p.m. PDT on May 1, 2024
 - The application must be submitted in a searchable PDF format with a signed cover sheet, sent by email to scootershare@sfmta.com with the subject: "FY25-FY26 Powered Scooter Share Program Permit Application"

¹ The Terms and Conditions and the Appendices thereto are set forth in Appendix A of this Application. Any references to Appendix 1-5 in the Application refer to the appendices of the Terms and Conditions.

SFMTA Powered Scooter Share Program Permit Application

- Applicants must provide test data for the Mobility Data Specification (MDS) Provider API and General Bikeshare Feed Specification (GBFS) endpoints as required in Appendix A: Permit Terms and Conditions, Data Reporting Guidelines and Requirements, (Appendix 3), and as described in Section J and SFMTA’s Open Authorization 2.0 Authentication Instructions (Appendix B).
- Wet Signature Cover Sheet/In-Person Delivery of Sample Scooters Due May 2, 2024
 - Signed Application Cover Sheet with original wet signature delivered in-person.
 - Sample Scooters delivered in-person.

*Note: One sample of each scooter model to be used under this program must be dropped off at the SFMTA, including any Adaptive Scooters. The SFMTA will verify scooters adhere to the device specifications outlined in this application. Any additional hardware needed to unlock/test the scooters (e.g. phone with functioning app, chargers) should also be provided, along with a hard copy of written instructions on how to operate the app. The SFMTA will return samples to the applicant following inspection. Applicants should expect scooters to be returned within approximately 2 months.

The SFMTA will coordinate with applicants to arrange drop-off of sample scooters and the original application cover sheet with wet signature. The sample scooters and application cover sheet shall be delivered on Thursday, May 2, 2024. **Applicants must email scootershare@sfmta.com by 5 p.m. on Wednesday, May 1, 2024 to schedule a time.** Please use the email subject: “Permit Application Cover Sheet and Sample Scooter Delivery” and include your company’s name in the body of the email). The SFMTA will then contact applicants to assign a 30-minute timeslot for delivery and to provide further delivery instructions.

Email: scootershare@sfmta.com

In Person Delivery: San Francisco Municipal Transportation Agency
Powered Scooter Share Program
Attn: Maddy Ruvolo
1 South Van Ness Avenue, 7th Floor Taxi Services Window
San Francisco, CA, 94103

Question and Answer Session

The SFMTA will hold a Question and Answer Session on Friday, April 12, 2024, 2:00-3:00 PM, through a virtual meeting. Questions must be submitted in writing no later than 5:00 PM on Friday, April 5, 2024, to scootershare@sfmta.com. Please RSVP for all attendees by sending a list of attendee emails to scootershare@sfmta.com; a remote meeting invitation will be sent to these addresses. Only clarifying questions will be allowed during the session. All questions and answers will be posted online and distributed to the attendees following the session. No other questions will be considered after this session.

Permit Costs

The following payments must be made for a Powered Scooter Share Program Permit application to be accepted and a permit issued:

1. A non-refundable permit application fee of \$6,173, due to the SFMTA at the time of application. This covers the cost of staff time to review applications and no application will be considered complete until this payment is remitted. See instructions on page 4.
2. If selected, a separate annual permit fee of \$44,041, subject to approval by the SFMTA Board, due to the SFMTA prior to permit issuance to recover costs associated with administering the Powered Scooter Share Program.
3. If selected, a fee of \$200 to the SFMTA for every two Powered Shared Scooters permitted to cover the cost of procurement and installation of one standard SFMTA bicycle rack, except to the extent that Permittee paid such a fee for its permitted fleet pursuant to its permit under the 2022-2024 Powered Scooter Share Program. In the case where Permittee paid the Bike Rack Fee for its permitted devices under the prior permit, Permittee will only need to pay the fee for any devices added to its permitted fleet as authorized by the SFMTA.

Application Materials

Applicants seeking a Powered Scooter Share Program Permit must answer all questions in the application.

Note that items indicated in a blue box will be scored on a pass/fail basis in the Initial Screening process, in which staff will review each application for responsiveness and acceptability. The Initial Screening process is more fully described in the Scoring Section on pages 15-16. Applications must clearly demonstrate compliance with the pass/fail elements of the application. These items will not be scored during the Initial Screening process; it is simply a pass/fail determination. An application that fails to meet these minimum qualifications and other Initial Screening requirements, as described in the Scoring Section, will not be eligible for consideration in the Evaluation Process. Applications that do not clearly demonstrate compliance with the pass/fail items may be rejected by the City without further consideration. The SFMTA reserves the right to request clarification from an applicant who fails to meet any these pass/fail requirements prior to rejecting such an application for failure to demonstrate compliance.

In addition to the pass/fail items, applicants must answer all other questions in the application. If a question is not applicable, state N/A. If an applicant passes the Initial Screening, only items listed in the Evaluation Scoresheet, Section 2, will be scored.

Page limits for each section refer to each individual printed side of a page (i.e., a double-sided page will be counted as 2 pages), and applicants shall use no less than 12-point font. Information provided beyond the stated page limit, including appendices, will not be considered.

In accordance with the California Public Records Act, (California Government Code §7920 et. seq.), and the San Francisco Sunshine Ordinance, (San Francisco Administrative Code Chapter 67), and as stated in the Application Agreement above, applicant agrees that the submitted application and all supporting documents and materials, and their contents, are subject to public review, and that no documents or other materials provided to the SFMTA will be considered confidential or otherwise withheld from public disclosure if requested after the deadline for submitting applications has passed.

A. Device Standards and Safety Assurances (Maximum of 6 pages, excluding images)

PASS/FAIL

- 1) **Applicants shall provide proof that devices are Safety-Certified Powered Mobility Devices, defined in San Francisco Fire Code § 325 as compliant with one of the following certification requirements:**
 - **Underwriters Laboratories (UL) standards UL 2849 or UL 2272**
 - **European (EN) standards EN 15194 or EN 17128**
 - **Other safety standard of an accredited laboratory, approved by the San Francisco Fire Department**

- 2) **Applicants shall submit test results from a qualified independent lab demonstrating that each model scooter (including models in the Adaptive Scooter Program, if applicable) put into service meets or exceeds requirements set forth in California Vehicle Code § 21223, § 21227 and § 21235, and San Francisco Transportation Code § 916(d)(5)(T), at a minimum. The lab must certify that each model has the following:**
 - a) **A front light emits white light illuminating the highway in front of the operator while the scooter is in motion and is visible from 300 feet in front and from the sides of the powered scooter. § 21223(a)(1)**
 - b) **A red reflector on the rear that is visible from a distance of 500 feet to the rear when directly in front of headlamps on a motor vehicle. § 21223(a)(2)**
 - c) **A white or yellow reflector on each side of the device that are visible from the front and rear of the motorized scooter from a distance of 200 feet. § 21233(a)(3)**
 - d) **An electric motor that disengages or ceases to function when the brakes are applied, or has a switch or mechanism that, when released, will cause the electric motor to disengage or cease to function. § 21227**
 - e) **A brake that enables an operator to make a braked wheel skid on dry, level, clean pavement. § 21235(a)**
 - f) **GPS location-based technology that detects mounting or riding on the sidewalk. § 916(d)(5)(T)(i)**
 - g) **Technology that emits continuous and audible messages when mounting or riding on the sidewalk, either through the scooter or a mobile device application. The scooter or application message must give an audible message such as "No Sidewalk Riding." § 916(d)(5)(T)(i)**

PASS/FAIL

- h) **Technology to analyze and provide an end-of-trip performance report informing the rider of any possible riding violations. § 916(d)(5)(T)(i)**
- i) **Technology to implement geofencing restrictions in areas designated by the SFMTA. § 916(d)(5)(T)(i)**
- j) **In addition to (g) through (i) above, all devices must be equipped with at least one of the following additional sidewalk riding detection technologies pursuant to § 916(d)(5)(T)(ii):**
 - i) **Camera-based detection technology that detects mounting or riding on the sidewalk, or**
 - ii) **Gyroscopes, accelerometers, or other similar methods of detecting patterns of vibration typical of mounting or riding on the sidewalk, or**
 - iii) **Active deceleration of the scooter upon mounting or riding on the sidewalk to a speed of 3 miles per hour within a ten-second period, accompanied by directions to the rider to get off the sidewalk or to come to a complete stop, or**
 - iv) **A second GPS-based device, or additional GPS signal processing, that allows the permittee to determine the location of a scooter within a meter or less of the scooter's location, or**
 - v) **Sidewalk riding detection technology equivalent to the above technologies as approved by SFMTA staff.**

- 3) Describe plan to ensure that devices are safe for operation, including plan to address safety issues that may arise during the permit term either with a specific device or a fleet-wide issue.
- 4) Describe commitments to encouraging users to wear a helmet while riding, including plans to make a helmet available as part of each rental. Higher scores will be given to applicants that propose a means of providing a helmet with every ride (for example, through device designs, partnerships with Community-Based Organizations and/or businesses, etc.), or by providing free helmets for every rider.
- 5) Description of seated scooters available for rent on-street (not including Adaptive Scooter types, which will be described in Section D, if applicable). Include the following details:

PASS/FAIL

- a. **Images of proposed devices. No devices with pedals will be considered.**

- b. Stepper height of either floorboard or frame. Devices with a stepper height no higher than 12 inches from the ground for either the floorboard or frame that facilitates ease of access when mounting vehicle will receive higher scores.
- c. Wheel size. Devices with wheel diameters of over 12 inches will the receive the highest score.
- d. Purpose-built seated device: purpose-built seated devices are defined as devices that include a seat that is part of the original manufacturing process, not an additional aftermarket component remedially appended onto the device, shall receive a higher score.

6) If applicable, description of standing scooters available for rent on-street, (not including Adaptive Scooter types, which will be described in Section D, if applicable). Include the following details:

PASS/FAIL

a. Images of proposed devices. No devices with pedals will be considered.

- b. Stepper height of either floorboard or frame. Devices with a stepper height no higher than 12 inches from the ground for either the floorboard or frame that facilitates ease of access when mounting vehicle will receive higher scores.
- c. Wheel size. Devices with wheel diameters of over 12 inches will the receive the highest score.

B. Pricing Structure (Maximum of 2 pages)

Detailed description of pricing structure including the following:

- 1) Low-income user plan that waives any applicable scooter deposit and offers a minimum 50% discount off rental fees or unlimited trips under 30 minutes, and a cash payment option, to any user with an income level at or below 200% of the federal poverty guidelines. The plan should include details about the enrollment process and mechanics of cash payment.
- 2) Any other discounted customer plans, along with corresponding participant qualification requirements.
- 3) Plan for promoting the low-income user plan, and strategy for achieving the goal of one low-income plan member for every two scooters authorized. Higher scores will be given to applicants that demonstrate a strong commitment to expanding affordable access, for example by promoting low-income plans in-app or upon user sign up, and for providing free helmets for all riders signed up for the low-income plan.
- 4) Proposed rates that comply with the San Francisco Transportation Code §916(d)(5)(B).
- 5) Plan for offering service to users without a smart phone.
- 6) Other pricing incentives or variable rates proposed, including those that address issues such as overconcentration of scooters in certain areas or at certain locations by incentivizing users to re-locate such scooters to less crowded areas.
- 7) Billing and customer service business rules for lost scooters.

C. Operations Plan (Maximum of 6 pages, inclusive of any maps)

The SFMTA intends to issue up to three permits and authorize each selected permittee to have an initial fleet between approximately 1,000 – 2,750 scooters. The determination of the total permitted citywide fleet size, to be split among the permittees, will be made after the final determination is made on the number of selected permittees, at the sole discretion of the Director of Transportation.

Each applicant's Operations Plan must include the following details.

- 1) Hours of operation. Higher scores will be given to applicants that propose a larger number of operating hours that scooters are available.
- 2) Describe plan to ensure that at least 5% of applicant's on-street fleet includes seated devices. Applicants that commit to providing more than 25% of seated devices will be scored higher for this section. Applicants that commit to providing 50% or more of their fleet as seated devices will be exempt from the Adaptive Scooter Program requirements (Section D).
- 3) Storage location(s) (including address(es)) of scooters during non-operational hours.
- 4) Describe operational plan to meet the SFMTA's Distribution Guidelines and Requirements (Appendix 4), including the Fleet Deployment Threshold, the Key Neighborhood Service Coverage, and the Downtown Cap.
- 5) Methods for deploying and redistributing scooters consistent with the Distribution Guidelines and Requirements (Appendix 4).
- 6) Describe procedures for responding to an identified problem of consistent over-concentration of scooters at a specific location or in a high-demand area (e.g. where the number of scooters exceeds available parking). Higher scores will be given to applicants that commit to methods to respond to this issue, such as staffed scooter valet services at high-demand locations like transit stations, Fisherman's Wharf, etc., as well as to other proposed methods that the SFMTA concludes will address this issue.

D. Adaptive Scooter Program (Maximum of three pages, including graphics)

Permit applicants must describe how they will meet the requirements of the Adaptive Scooter Program to increase accessible options for people with disabilities.

For purposes of the permit, "Adaptive Scooter" is defined as a Power Scooter that is adapted to expand access to people with various physical disabilities by having a seat and two or more of the following features: 1) more than two wheels; 2) floorboard or frame no higher than 12 inches from the ground; 3) basket; 4) wheels over 12 inches in diameter; 5) backrest; 6) or equivalent features approved by the SFMTA. Adaptive Scooters must fit within the standard footprint of a bike rack. SFMTA reserves the right to determine whether a proposed device qualifies as an Adaptive Scooter.

Permit applicants who submit an operations plan committing to operating a fleet with 50% or more seated devices are exempt from the Adaptive Scooter Program requirements and shall receive the maximum score for this section of the application.

- 1) Applicants shall describe operational plan to meet the SFMTA's Adaptive Scooter Program requirements as detailed in Appendix A, including the following elements:
 - a. Applicants are required to offer at least two separate device models and at least ten total devices. Describe and include images of the two proposed Adaptive Scooter models.
 - b. Plan to provide pick-up and drop-off service for Adaptive Scooters within the allowable one-hour pick-up window from 6AM to 10PM.
 - c. Price structure for Adaptive Scooters: higher scores will be given to applicants that commit to offering free rentals for Adaptive Scooters.
 - d. Describe how applicant will accept rental requests on-line.
 - e. Describe plan to ensure that rental requests are responded to within 24-hours.
 - f. Plan for outreach and marketing of the Adaptive Scooter Program during the permit term, including how the feedback and perspectives of members of the disability community will continuously be incorporated into the Adaptive Scooter Program.

- g. Plan for reporting data monthly to the SFMTA, pursuant to Data Reporting Guidelines and Requirements (Appendix 3).

E. Plan for Safe Scooter Riding & Parking (Maximum of 6 pages, inclusive of any images or screenshots)

The SFMTA takes compliance with laws and regulations, including those related to sidewalk riding and safe parking, seriously and, if a permit is granted, will require compliance with commitments made in the application. Describe approach to ensure user compliance with all applicable laws and regulations.

Safe Riding Measures

- 1) Describe all education and training that you commit to implementing to ensure legal operation of all scooters in the permitted fleet and the safety of users while riding and those around them. Applicants should take special measures that make customers aware that riding on the sidewalk is illegal and unsafe. Higher scores will be given to applicants that propose any of the following: 1) a mandatory video that expressly instructs riders where they can and cannot ride; 2) a pop-up reminder every time a user opens the app that riding on the sidewalk is illegal; 3) use technology (that is already deployed in other cities) that detects and limits a riders ability to enter a no ride or slow ride zone, and/or 4) commitment to share educational materials on this topic at all outreach community events that the Permittee participates in or sponsors. Higher points will be given cumulatively for each component noted above based on demonstrated real-world experience and effectiveness of component.
- 2) Describe your plan to limit speeds (for example, on a user's first ride to allow new users to learn to operate devices at a slower speed, in certain geographic areas or locations etc.).

PASS/FAIL

- 3) Describe plan to educate users on how to report a collision or other safety incident to applicant and appropriate authorities.**
 - a) Describe plan to offer users the ability to report safety issues, including involvement in a collision, at the end of every ride.**

Safe Parking Measures

- 4) Describe plan to convey information about proper parking to users on the mobile application and/or on the scooters, including detailed educational tools and reminders.
- 5) Describe any incentive programs applicant will implement to encourage riders to properly park scooters at bike racks or other locations specified in the SFMTA's Mobility Device Parking Requirements and General Guidelines (Appendix 1), including review of photographic records of proper parking and rewards programs for consistent good parking behavior.
- 6) Describe the required locking mechanism(s) that allows scooters to be secured to fixed objects as specified in the Mobility Device Parking Requirements and General Guidelines (Appendix 1).
- 7) Describe plan to display bike rack locations in app.

Accountability Measures

- 8) Describe rider accountability measures applicant commits to implementing, including commitment to monitor compliance with applicable laws and regulations, such as those prohibiting riding on the sidewalk or proper parking, including any additional technology innovations beyond those required in the San Francisco Transportation Code, that allow monitoring.

- a) Describe the mechanisms you will implement to hold riders accountable for repeated improper, unsafe and/or illegal parking or riding, such as an escalating penalty structure, progressive disciplinary process, information sharing with other Permittees regarding riders with repeated problematic riding and/or parking behaviors. Higher scores will be given to applicants who propose escalating consequences for repeat problematic behaviors (for example: warnings for first offenses, fines for second offenses, and suspensions for third offenses).
- 9) Describe process for investigating and resolving complaints about improper, unsafe, or illegal riding/parking behavior.
- 10) Describe applicant's commitment to implementing any additional scooter modifications, notification systems, infrastructure, etc. not otherwise mentioned in this application that further promotes safe scooter riding and/or parking.
- 11) Describe procedures for non-customers to notify the company through phone, app, website, or email, if there is an improperly parked scooter, along with how you will respond to and track these complaints.
- 12) Describe commitment(s) to ensure customers have a valid driver's license, including how applicant will address issues such as riders under the minimum legal age operating scooters. Higher scores will be given to applicants that provide examples of successful implementation of such strategies in San Francisco and/or other cities.

F. Recharging, Maintenance, Cleaning, and Sustainability Plan (Maximum of 3 pages)

To ensure Powered Scooter Share services meet the goals and objectives outlined in the SFMTA's Sustainability Guidelines and Requirements (Appendix 5), applicants are required to demonstrate their adherence to a number of sustainable elements as detailed therein. Strong applications will go beyond baseline mitigation efforts, adopting proactive and holistic approaches to strengthen scooter share's environmental benefits. Measures should address citywide sustainability goals while incorporating community needs and stakeholder feedback, to the extent possible. Applicants must show the ability to implement and monitor the requirements outlined in the Sustainability Guidelines and Requirements.

- 1) Describe how scooters will be recharged.
 - a) Describe the location(s)/building(s) and specific room(s) where scooters will be charged, including addresses and power sources. For each location, indicate whether it is compliant with San Francisco Fire Code §325.
 - b) Describe how your staff, including company employees, staff from staffing agencies, and/or independent contractors, will know when a scooter needs to be recharged. Describe any information and training you will provide to any staff and/or independent contractors handling recharging concerning safe charging practices.
 - c) Describe how you will educate and train all staff handling recharging, including employees, staff from staffing agencies, and/or independent contractors, on how to safely and legally park when retrieving scooters for recharging, rebalancing, or maintenance.
 - d) Describe your commitments to minimize potential negative impacts (e.g. congestion, double parking, excessive vehicle-miles traveled) associated with practices related to collecting, redistributing, and recharging scooters.
 - e) Describe how you will document and report to the SFMTA, upon request, on non-revenue vehicle miles traveled (VMT), and the number and length of trips generated by collecting, redistributing, and charging activities.
- 2) Describe the applicant's approach to maintenance, cleaning, repair of scooters, safety check protocols, and minimum standards for repair and cleaning, subject to approval by the SFMTA and Public Works. Include a

description of how you will train staff, including employees, staff from staffing agencies, and/or independent contractors, to execute applicant's approach.

- 3) Describe procedures for customers to notify the company that there is a safety or maintenance issue with a scooter, and procedures for removing that scooter from service until it is inspected. See *also: A.3 above*.
- 4) Describe how you will comply with the City's Zero Waste and Producer Responsibility policies and San Francisco Fire Code §325, including taking responsibility for the scooters throughout their life cycles by properly managing hazardous components including batteries, storage of defective/old batteries, reducing the need for new scooters through repair, redistributing for reuse, and recycling or otherwise properly disposing of all component parts, consistent with the Sustainability Guidelines and Requirements (Appendix 5).
- 5) Describe your commitments to ensure scooters do not befoul the environment. This includes, but is not limited to, your commitments to respond to reports that scooters are found in the bay or another body of water.

G. Hiring and Labor Plan (Maximum of 3 pages)

- 1) Describe your staffing plan, including staff who are employees, staff from staffing agencies and/or independent contractors, for operation and maintenance of your Powered Scooter Share program.
- 2) Describe employment types, whether independent contractors, staffing agency staff, or employees, for staff responsible for operation and maintenance of your Powered Scooter Share program as described in G1. If staffing agencies and independent contractors are included in the plan, provide the name of the staffing agencies you use or plan to use to hire these types of staff. The highest scores will be given to applicants that commit to utilizing only company-hired employees. Scores for applicants that use a mix of types of staff, including employees, staff from staffing agencies, and/or independent contractors will be proportionate to the percentage of each type of staff in the plan based on the following: higher scores will be given to applicants that plan to utilize a higher percentage of employees, the next highest scores will be given to the plans with a higher percentage of staffing agencies staff, and lower scores will be given based on the higher percentage of independent contractors in the plan.
 - a) If field/operations staff will be compensated using a means other than hourly wage or salary, describe the incentive structure you will implement for staff who will charge scooters and/or perform other operations duties.
- 3) Describe how applicant's hiring plan will comply with state and local laws, and best practices regarding equal opportunity, local hiring, and fair wages. Higher scores will be given to applicants that commit to utilizing the City's First Source Hiring Program and coordinating with other Community-Based Organization hiring programs as appropriate, to encourage direct employment of qualified and economically disadvantaged San Franciscans through the City's numerous community workforce partners. Applicants also are encouraged to participate in City sponsored programs, such as CityDrive.
- 4) Describe the skills and training procedures for field/operations staff and independent contractors.
- 5) Provide a labor harmony plan including the means by which labor and labor harmony has been considered in your operations, specifically as it relates to consistent distribution, operations, and maintenance (including steps taken to avoid potential service disruptions), and information regarding employee work hours, working conditions, and wages.

H. Community Engagement Plan (Maximum of 3 pages)

Provide a plan that complies with the accompanying Community Engagement Guidelines and Requirements, (Appendix 2), and specifically include the following components and commitments, which are described in therein:

- 1) Equitable community engagement
- 2) Communications strategy
- 3) Multilingual communications services
- 4) Accessibility and disability community needs
- 5) Community engagement record
- 6) Scooter safety training

I. Experience and Qualifications (Maximum of 3 pages)

- 1) Is the applicant a subsidiary of a third party or does a third party own or control at least 50% of the applicant's business? If yes, state the name and address of the third party. If no, state N/A.

PASS/FAIL

- 2) **Provide a list of cities, including San Francisco and/or similarly dense, urban North American cities, where you have operated a shared scooter service with at least 500 permitted scooters (list at least 3 and no more than 10 cities).**

- 3) Describe how you complied with applicable laws and share the following for each city listed in I2 (if you are a wholly owned subsidiary, include experience of your parent company, as applicable). Note that applicants who are found to have misrepresented any of this information will be disqualified from consideration for a permit:
 - a) What is the population and population density of the city? Higher scores will be given to applicants that list more cities with a population of at least 75,000 and a population density of at least 10,000 people per square mile.
 - b) Dates when you operated a permitted shared scooter service.
 - c) What was the average daily active fleet size in your latest six months of operation? Higher scores will be given to applicants that operated a greater number of fleets of at least 500 scooters and will increase proportionally with larger deployed fleets.
 - d) How long have you operated with 500 scooters or more? Higher scores will be given to applicants that have operated 500 scooters or more in more cities for longer periods (six months or greater).
 - e) Did you successfully deploy a lock-to system in this market? Higher scores will be given to applicants that have successfully deployed a lock-to system in a greater number of cities.
 - f) Did you pay applicable permit fees on time?
 - g) Describe the five most recent, serious suspensions, penalties, citations and/or warnings you received from a local authority in which you operated, even if the city is not one of the cities listed in I2. Include what the alleged violation was for, when you received it, in which city it was received, and whether or how the alleged violation was resolved. Higher scores will be given proportionally to applicants with a smaller number of serious violations, i.e. less or no suspensions and/or minor violations.
 - h) One reference/point of contact. Please provide a valid email address and phone number, per city, for the SFMTA to contact to verify the accuracy of this information. If the SFMTA calls to verify information, it will apply the same reference checking criteria to all applicants. *Note: As noted in the*

Application Agreement, by signing this application, the applicant verifies on behalf of the Powered Scooter Share Operator under penalty of perjury that all the information provided is true and accurate.

J. Mobility Data Specification (MDS) and General Bikeshare Feed Specification (GBFS) Endpoints

PASS/FAIL

Provide test data for the MDS and GBFS endpoints as required in Data Reporting Guidelines and Requirements (Appendix 3). Data provided via these endpoints will be used to verify that all data-sharing protocols are in place prior to application review.

- 1) For the MDS Provider API and GBFS endpoints, email the URLs to scootershare@sfmta.com.
- 2) For the MDS Agency API endpoints, the SFMTA has set up the following endpoints to receive data for testing. Instructions for authentication can be found in SFMTA Open Authorization (OAuth) 2.0 Authentication Instructions (Appendix B).
 - a) Events endpoint for testing: https://stageservices.sfmta.com/mobility/2_0/events
 - b) Telemetry endpoint for testing: https://stageservices.sfmta.com/mobility/2_0/telemetry
 - c) Trips endpoint for testing: https://stageservices.sfmta.com/mobility/2_0/trips
- 3) The SFMTA will review the applicant's data to ensure:
 - a) Connectivity and authentication can be established, and
 - b) Data for all APIs and endpoints – including required fields – are being provided, and
 - c) Data types are correct, and
 - d) Applicants can post a minimum of 30,000 telemetry records per minute to SFMTA's Agency API Telemetry endpoint for testing during applicant's operating hours.

K. Privacy Policy, User Agreements, and Terms of Service

PASS/FAIL

- 1) **Provide any privacy policies, user agreements, and/or terms of service in plain text (and a searchable electronic format) for review.**
- 2) **Provide screen shots of all locations where these provisions would be shared with customers, including the method for obtaining user acknowledgement/agreement.**

L. Images and Description of Mobile Application (Maximum of 4 pages, including images)

PASS/FAIL

Provide images and description of mobile application.

M. Proof of Insurance

PASS/FAIL

Attach a certificate of insurance, as well as an endorsement of additional insured, per requirements set forth in Appendix A, Section 4. If you have not yet purchased insurance meeting these specifications, supply a statement of intent to obtain this insurance in advance of being issued a permit. The SFMTA will require certificates of insurance as well as an endorsement of Commercial General Liability and Commercial Automobile Liability insurance showing the City as an additional insured before issuing a permit to accepted applicants.

Scoring

Staff will review each application for initial determinations on responsiveness and acceptability in an Initial Screening process. Applicants must answer all questions in the application. If a question is not applicable, state N/A. Applications are not scored during the Initial Screening process. Initial Screening is simply a pass/fail determination as to whether an application meets all threshold requirements. Elements subject to review during Initial Screening include, without limitation: application completeness, compliance with format requirements, compliance with pass/fail requirements, and responsiveness to the material terms and conditions of the Permit Requirements. SFMTA staff reserve the right to request clarification from applicants prior to rejecting an application for failure to meet the Initial Screening requirements. Clarifications are limited exchanges between the SFMTA and an applicant for the purpose of clarifying certain aspects of the application and will not provide an applicant the opportunity to revise or modify its application. Applications that pass the Initial Screening process will proceed to the evaluation process described below.

Permit Applications will be scored according to the criteria listed in the Evaluation Scoresheet, Appendix B, to determine which applicants qualify for a permit. Only items listed in the Evaluation Scoresheet, Section 2, will be scored. While scoring guidance is given for certain questions indicating proposal content that will receive higher scores, this guidance is not intended to be exhaustive; applicants that propose other methods that the SFMTA concludes will address the requirements described in the application, including Appendix A, may also receive higher scores. Note that for a given question, if the applicant wishes to refer reviewers to another section of the application, they must refer to the section by question number (e.g. A.1.) and page number in the applicant's application. Information from other sections that is not referenced in this manner will not be considered in that question's score.

To qualify for a permit, applicants must receive an average score of 2 or greater for each application section. Scored criteria will then be summed for each section.

Each application section will be given the following weight:

A. Device Standards & Safety Assurances	10%
B. Pricing Structure	10%
C. Operations Plan	15%
D. Adaptive Scooter Program	10%
E. Plan for Safe Scooter Riding & Parking	20%
F. Recharging, Maintenance, Cleaning, and Sustainability Plan	5%
G. Hiring and Labor Plan	15%
H. Community Engagement Plan	5%
I. Experience & Qualifications	10%
Total	100%

Overall application scores will be calculated based on these percentages.

After evaluating an applicant's permit application and determining overall application scores, the SFMTA's Director of Transportation shall either grant the permit as requested, grant the permit with modifications, or deny the permit. The SFMTA intends to issue up to three permits and authorize each selected permittee to have an initial fleet between approximately 1,000 and 2,750 scooters. The determination of the total permitted citywide fleet size, to be split among the permittees, will be made after the final determination is made on the number of selected permittees at the sole discretion of the Director of Transportation. This permitted fleet size may be adjusted for each permittee by the SFMTA over the permit term based on metrics set forth in the Distribution Guidelines and Requirements (Appendix 4).

The SFMTA will issue permits for a two-year term, from July 1, 2024 – June 30, 2026. Where the permit is granted with modifications or denied, the Director shall explain the basis for the decision. An applicant whose permit application is denied or granted with modifications shall have the opportunity to request a hearing regarding the Director of Transportation's decision.

Appendices and Related Documents

Appendix A –Permit Terms and Conditions

- Appendix 1 - Mobility Device Parking Mobility Device Parking Requirements and General Path of Travel Guidelines
- Appendix 2 - Community Engagement Guidelines and Requirements
- Appendix 3 - Data Reporting Guidelines and Requirements
- Appendix 4 - Distribution Guidelines and Requirements
- Appendix 5 - Sustainability Guidelines and Requirements

Appendix B – SFMTA's Open Authorization 2.0 Authentication Instructions

Appendix C - Evaluation Scoresheet