

Powered Scooter Share Permit Program 2021 Application Q+A Session

1. Can the application fee be paid via ACH?

- a. Yes, the application fee must be paid via ACH.

ACH payment of \$5,394 Wiring Instructions:

To have funds electronically transferred to the City and County of San Francisco's account either through the Federal Wire System or ACH, the following wiring instructions should be provided to your partnering bank:

Banking Institution: Bank of America

Address: 555 Capitol Mall, Suite 765 Sacramento, CA 95814 Branch Locator #148

FedWire Bank ABA: 026-009-593 ACH Bank ABA 121-000-358 SWIFT code:

BOFAUS3N Bank Account No. 14997-21889

For the Credit of: MTA-2021 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 TTX.Bankwires@sfgov.org.

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

- Email all payment remittance information to Michael.Huo@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 2021 Powered Scooter Share Program Permit Application of \$5,394
 - This non-refundable application fee covers the cost to evaluate the application

2. Are we permitted Appendices?

- a. Appendices are permitted. However, information provided beyond the stated page limit for each section, including appendices, will not be considered. 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), no less than 11 point font.

Clarifying question: Would letters of support count toward the page limit? Can they be a separate item in the appendix?

- a. Yes, letters of support count toward the page limit for the associated section(s), even if they are included in an appendix. The SFMTA recommends focusing the applicant's response(s) on the nature of partnerships and any associated programs.

3. Are there page limits for Section A?

- a. Yes, it was an oversight not to include the page limit for this section. The SFMTA has issued an addendum with the specific Section A page limit along with this Q+A document. The page limit for Section A is 2 pages, excluding A.1. and A.2.

4. Are section title pages permitted and do they count in the page limits?
 - a. Section title pages are permitted and will not count toward the page limits. Title pages may contain the section title and images.
5. Can you clarify the desired response for question "7) Billing and customer service business rules for lost scooters."?
 - a. Describe how your service addresses lost scooters with the user through various circumstances and scenarios, relating to responsibility, liability, and financial consequences.
6. Can the city provide the publicly available bike rack map/data?
 - a. The dataset can be found on the DataSF portal [here](#).
7. Does ADA vehicle need to cover the area percentage metric or should it just be counted as part of total fleet?
 - a. Adaptive Scooters described in Section D are considered part of the overall fleet and will be counted when determining whether permittees meet the distribution guidelines. Adaptive Scooters, which are expected to be a generally small part of the permitted fleet, will not be subject to strict separate distribution guidelines. That said, applicants must make clear in their application how they will ensure equitable distribution of Adaptive Scooters across the entire service area and the SFMTA will monitor distribution for general compliance. Also, note that adaptive devices proposed in the Complementary Adaptive Scooter Plan in Section E are not subject to these requirements.
8. Figure 3 does the vehicle need to be attached to a bike rack in the furniture zone?
 - a. Devices should only be parked on the area of the sidewalk closest to the curb, where allowable per the parking guidelines, including in specially designated areas, such as bike racks. Generally, per the guidelines, Mobility Devices parked along the curb should be in line with and between fixed objects leaving enough space for other sidewalk users to continue using those objects or amenities. When possible, devices should be locked to a rack, as it prevents it from being knocked over or moved. Devices in the furniture zone that are not locked to a bike rack must meet all other parking requirements to ensure safety and accessibility. Additional details may be found at https://www.sfmta.com/sites/default/files/reports-and-documents/2020/12/parking_guidelines_final_revised_10.14.20.pdf
9. Does section E refer to only vehicles outside of the vendor's 5% min ADA requirement fleet?
 - a. Correct. Adaptive devices proposed to meet the Complementary Adaptive Plan in Section E will not be part of the 5% Adaptive Scooter requirement. Companies may choose to utilize an adaptive device in their Complementary Adaptive Plan that is similar or the same as the adaptive device available in their standard on-street fleet. However, there must be a clear distinction that sets it apart from the standard fleet and clearly pilots something different, such as being offered by delivery on-demand.

10. Is the crowdsourcing component of question F.7 intended to be a means of identifying existing racks, or allowing riders to request future locations?

- a. The intent of the crowdsourcing component is to be a means of identifying existing racks. Separately, applicants may choose to encourage riders to submit rack requests using the [SFMTA's "Request a Bike Rack"](#) form, but this is not the intent of this application question.

11. Can you clarify what is expected between question F.8.a, F.8.b, and F.8.c?

- a. The desired outcome of the escalating penalty structure in F.8.a, F.8.b., and F.8.c. is to hold riders accountable for repeated improper, unsafe and/or illegal parking or riding behavior that is observed by or reported to the permittee. F.8.a. is a required submission for all applicants that will be scored on a pass/fail basis, while F.8.b. and F.8.c. are intended to be qualitative descriptions of how the escalating penalty structure submitted under F.8.a. addresses unsafe and/or illegal riding (for F.8.b.) and parking behavior (for F.8.c.). An example of an escalating penalty structure could be as follows:

- First offense – riding on sidewalk: warning via email or in-app
- Second offense – improper parking: fine issued to user
- Third offense – riding on sidewalk: user suspended from platform

F.8.b. should then describe how the applicant would leverage this escalating penalty structure to address unsafe and/or illegal riding, while F.8.c. should describe the same but for parking behavior.

12. Can you elaborate on the CityDrive program and how it might provide us with labor resource opportunities?

- a. CityDrive is included in the Powered Scooter Share Application as an example of the type of city-sponsored program that supports employment opportunities for economically disadvantaged San Franciscans, and the reference to it has no effect on scoring. The CityDrive program is currently on pause due to the COVID-19 pandemic, but is provided as a resource that may be a useful opportunity in the future.

13. Can the city clarify the percent coverage metric requirement for deployment?

- a. Percent Coverage is calculated by summing the total area covered by a quarter-mile radius buffer around each available scooter, divided by the total service area.
 - i. Example 1: if the total service area is 1 sqmi, and only one scooter is available, then the percent coverage is .125 π.
 - ii. Example 2: if the total service area is 1 sqmi, and two scooters are available, without any overlap in their quarter-mile radius coverage, the percent coverage is .25 π.
 - iii. Example 3: if the total service area is 1 sqmi, and two scooters are deployed next to each other, with overlap of their quarter-mile radius coverage approximately identical, then the percent coverage remains at .125 π.

Selected permittees are expected to provide 75% coverage for 75% of the time between 6:00 am and 10:00 pm, for the total service area, and for each individual Key Neighborhood outside the Downtown Core.

14. Are we permitted to provide Letters of Support from community partners? Do they count in the page limits?
- a. Community partner support should be described within the application and address specific programs that will be delivered with that partner. These are explicitly requested in the application and will count towards any page limits.
15. Are there any specific parts of our rider app that you would like to see in the screenshots presented?
- a. Please provide any screenshots a user may encounter when using the app, including but not limited to sign up, safety, parking, etc.
Clarifying Question: Given the many screens nature of the app, would the images also count towards the page limit?
 - a. Yes, images also count toward the page limit. The SFMTA recommends selecting the most relevant screenshots to include.
16. Can you provide more information on what an acceptable framework to evaluate the Complementary Adaptive Scooter program (Sec. E) might look like?
- a. The following elements are the minimum requirements, which were recently provided to permittees for the current adaptive scooter pilot evaluations:
 - i. Quantitative metrics:
 1. Number of trips by month
 2. Number of unique users by month
 3. Number of available adaptive vehicles by month
 4. Average cost to the operator per adaptive trip
 5. Total miles traveled on adaptive devices by month
 6. Average miles traveled on adaptive devices by month
 - ii. A report summary sheet (please see below for template). This will be the first page of your report. *Please note that the metrics included on the summary sheet are for the entire length of the program, while the metrics above should be provided by month.*
 - iii. Results from a user survey. We have a list of questions that all permittees will ask, which are included below. We also expect you to ask additional questions that are specific to your devices/programs.
17. Will information that we include in appendices count toward our scores?
- a. Yes, as long as it is within the page limits for a given section. Information beyond a section's page limits will not be scored.
18. What if my application PDF exceeds email size limitations?
- a. If you plan to use a method other than email attachment, such as FTP, Dropbox, etc., you must email a functioning link and any access instructions to scootershare@sfmta.com by the application deadline.
19. How will I know that my application PDF was received on time?
- a. The SFMTA will send an email confirmation reply stating when the application was received.

20. Will the SFMTA be answering additional questions about the application after this Q+A?
- a. No. All Q+A questions and answers will be posted online and distributed to the attendees following the session, and no other questions will be considered after this session.
21. Will current permittees receive a permit automatically?
- a. No. All companies interested in operating in San Francisco for the next permit term, which is expected to begin on July 1st must apply through this permit application process. All applications will be evaluated according to the Scoring Section in the application.
22. Which parts of the application are pass/fail?
- a. See Page 1 (Section 1) of the SFMTA Powered Scooter Share Application Evaluation Scoresheet for a full list of all items to be evaluated on a pass/fail basis during the Initial Screening process.
23. Can applicants submit a copy of the application cover sheet on April 1st during the Sample Scooter delivery?
- a. No, the submitted hard copy cover page must be original with wet signature.
24. Bike Rack Fees: Will operators who have already paid bike rack fees for their existing permitted fleets be required to pay the fees again to receive the new permit?
- a. The SFMTA plans to credit the amounts already paid, but the procedural details are still being determined.
25. Life Cycle Analysis (LCA): Will operators who have already submitted an LCA to SFMTA as part of the current permit regulations be required to submit a new or updated LCA for the new July 2021 permit?
- a. Applicants must submit an LCA of all scooter models, including adaptive models, to be deployed, or should describe how the applicant plans to conduct and share a life-cycle analysis with the SFMTA within 3 months of permit issuance. If the applicant submitted an LCA for a particular model to the SFMTA previously and it is unchanged, the applicant must still include the required LCAs in this application.
26. UL Certifications: Are UL certifications for shared vehicles required upon receipt of shared scooter samples (including adaptive scooters)?
- a. UL certifications for all shared scooters to be deployed at service launch, including Adaptive Scooters, must be included with the application.