

May 15, 2019



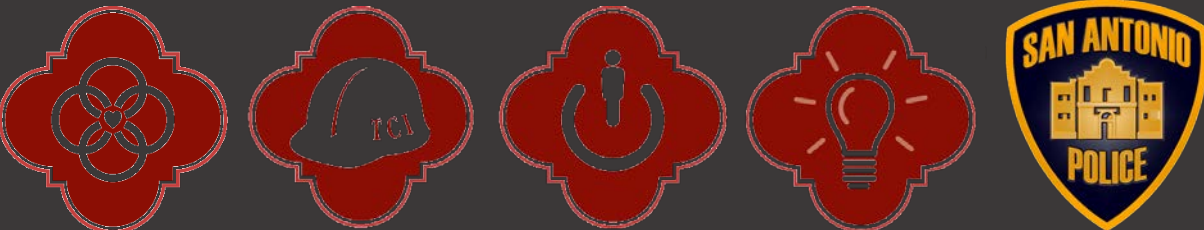
BRIEFING ON THE DOCKLESS VEHICLE PILOT PROGRAM

B Session

JOHN JACKS

DIRECTOR, CCDO

Stakeholders



Current Operators



4,500

Launched : June 2018



1,000

Launched : October 2018

Lime



4,000

Launched : July 2018



2,000



2,000

Launched : January 2019

SPIN



500

Launched : May 2019



100

Launched : July 2018



2,000

Launched : February 2019

Permit Totals:
Scooters: 14,100
E-Bikes: 2,000

Six Month Pilot Program

- Fees & Program Costs (Cost Recovery)

- \$500 Application Fee
- \$10 per Vehicle Permit Fee

* Total fees collected for initial permits: \$154,500



- Fees covered:

- Rider Education Initiatives & Signage
- SAPD Overtime Shifts
- 4 temporary employees in CCDO to correct vehicles
- Parking zones
- Data collection & surveys to understand the market



Mid-Point Amendments

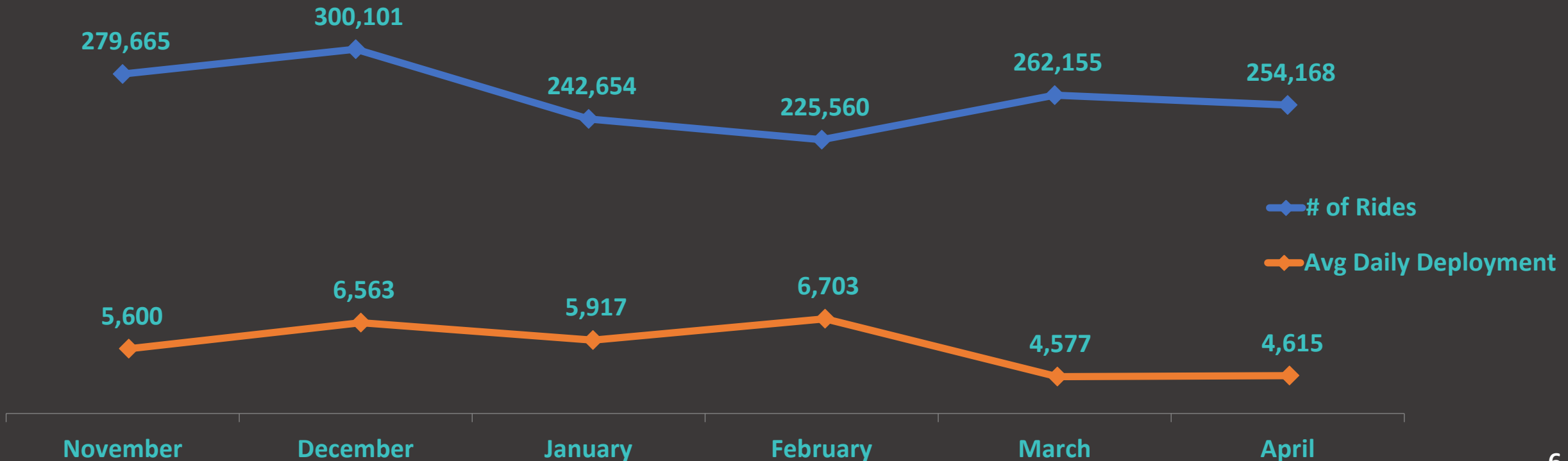
- Imposed hours of operation from 6 AM to 11 PM
 - Intended to reduce late night accidents identified in EMS data
- Vehicles parked in prohibited areas may be collected without notification
- Council ratification of the permitting moratorium
- CCDO now has authority to require temporary removal for the purposes of:
 - PID maintenance,
 - Avoiding construction conflicts, and
 - Preventing issues with special events
- Implemented and encouraged the use of designated parking zones



Ridership Data (scooters and bikes)

2.16 million total rides

1.56 million rides since pilot program adoption



Vehicle Usage

Prohibited Area	# of Rides That Start in Prohibited Area	# of Rides That End in Prohibited Area
Alamo Plaza	134	15,483
Hemisfair	538	13224
La Villita	17	1,265

Most Heavily Used Streets

- E Commerce St 9.63%
- E Houston St 5.74%
- S Alamo St 4.85%
- Alamo Plaza* 4.80%
- Navarro St 3.21%
- N St. Mary's St 3.01%
- E Market St 2.92%
- Broadway 2.69%
- W Market 2.46%

* This is the public street where riding is allowed

Accidents & Enforcement

Accidents

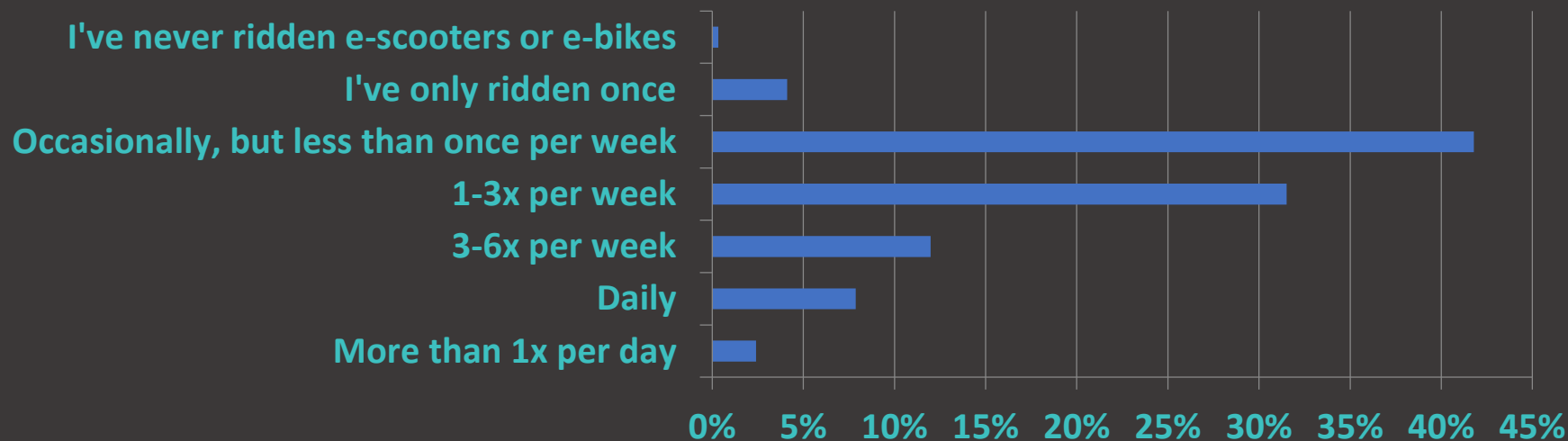
- 155 accidents reported to EMS
- 92 people transported to hospital
 - Since Implementation of curfew:
 - 36.4% decrease in the number of total accidents
 - 27.4% decrease in the number of trips requiring EMS transport

Enforcement

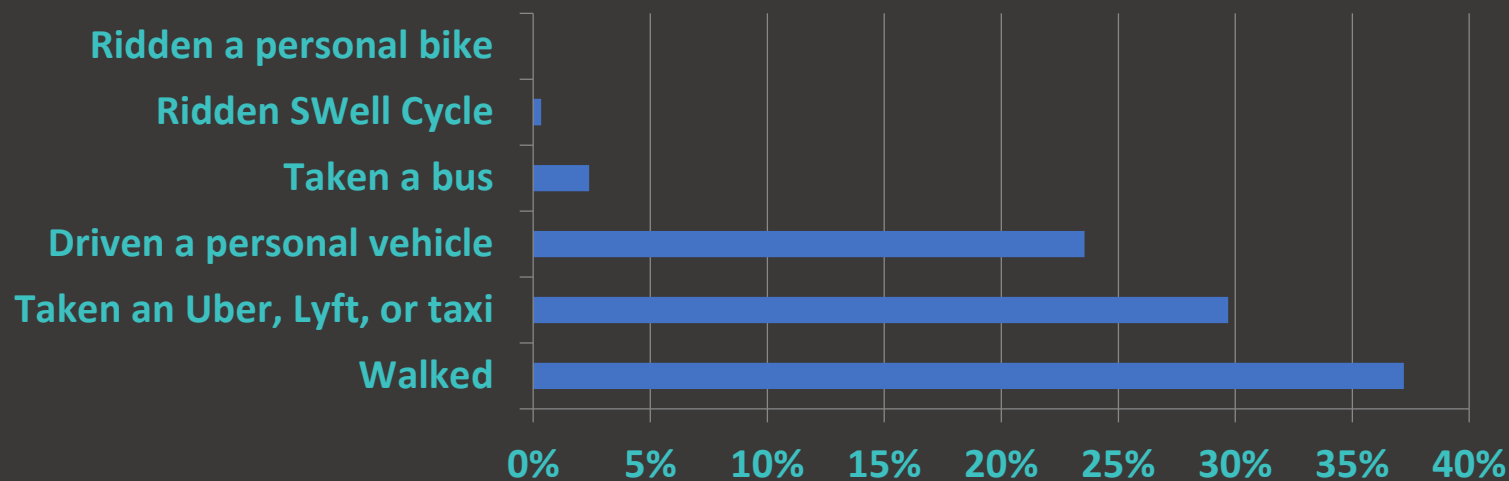
- 72 citations issued
- 289 Warnings

User Survey (805 Total Participants)

How often do you ride?

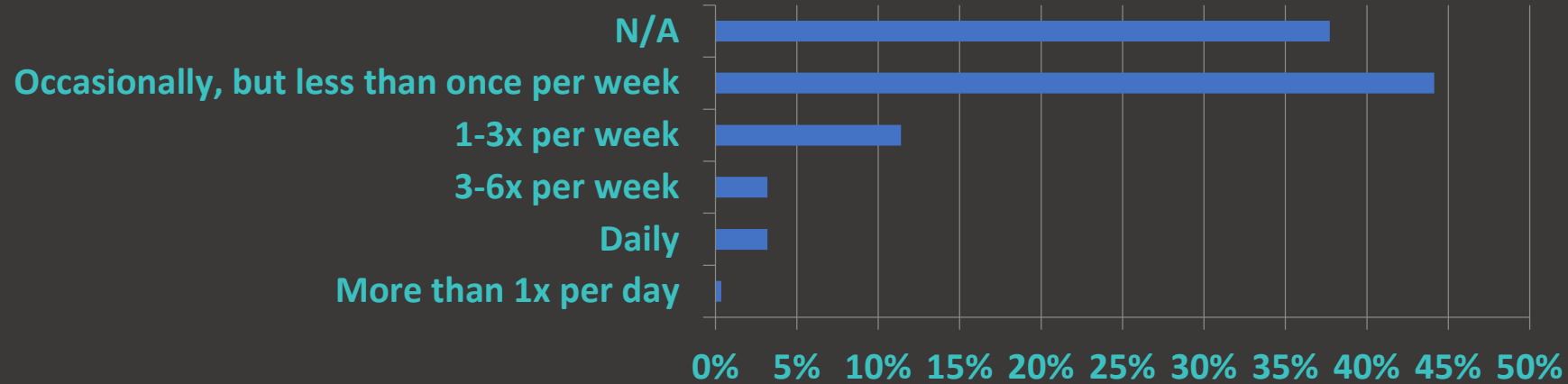


If a dockless vehicle wasn't available then what would you have done?



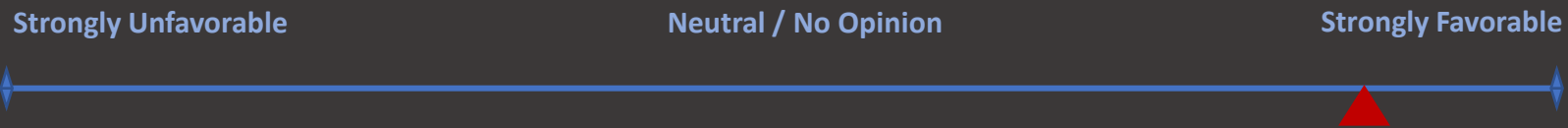
User Survey (805 Total Participants)

How often do you use dockless vehicles to access a bus?

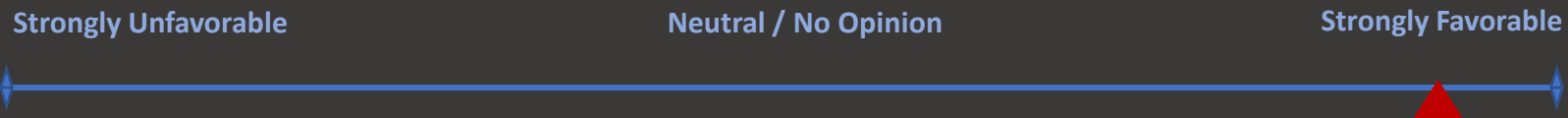


What is your opinion of e-scooters/e-bikes in San Antonio?

Residents



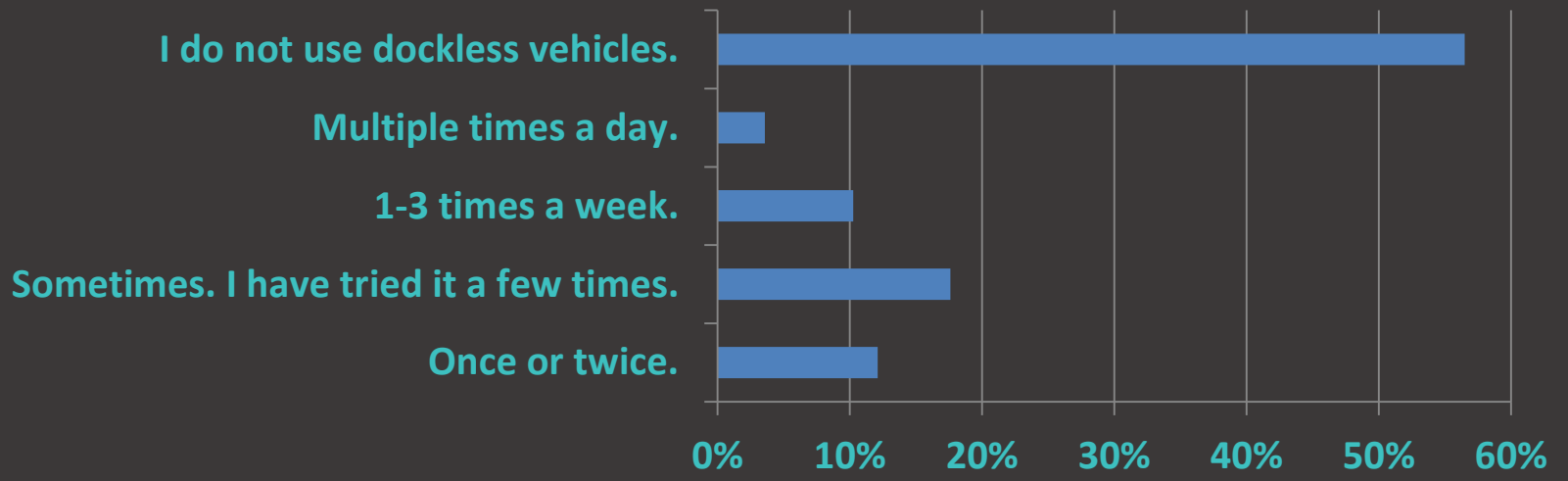
Visitors





Community Survey
4,666 Participants

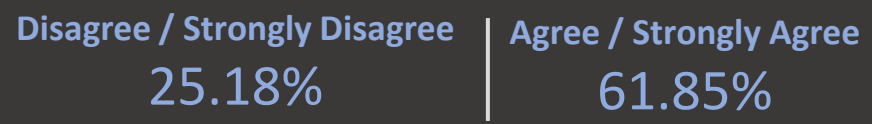
How often do you use dockless vehicles?



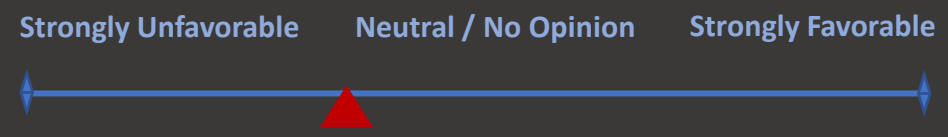
Would you like to see more or less dockless vehicles in San Antonio?



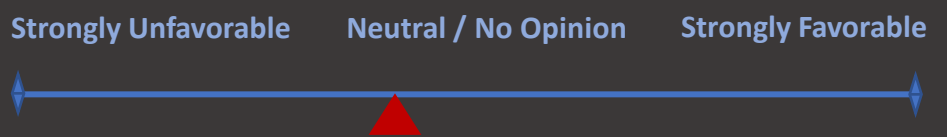
Have dockless vehicles made it easier and faster for people to get to where they need to go?



What is your opinion of dockless vehicles riding on sidewalks?



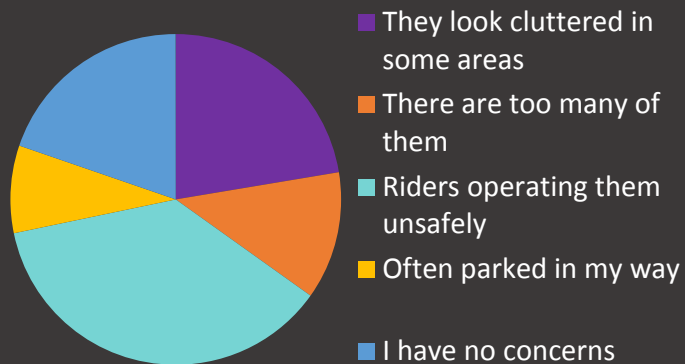
What is your opinion of the Dockless Vehicle Pilot Program currently operating in San Antonio?





- 746 residents participated
- 25,000 outgoing calls seeking participants
- Significant marketing through newsletters, social media, and City website
- Question & Answer + Survey
- Results:

What is your biggest concern?



- Most participants had never ridden a dockless vehicle
- Two-thirds felt there were too many vehicles in San Antonio
- Concerns varied: clutter, safety, too many, and block the pedestrian path

Policy / Ordinance Recommendations

	October 2018	February 2019	October 2019
Hours of Operation	No	6AM – 11 PM	6AM – 11 PM
Sidewalk Riding	Allowed	Allowed	Not Allowed
Speed Limits	None	None	15 MPH
Age Limit	16	16	16
Helmets	Encouraged	Encouraged	Encouraged
Parking	Anywhere	Dedicated Parking Zones Encouraged	Develop a parking framework with the vendors that clearly identifies where dockless vehicles <u>can</u> and <u>cannot</u> be deployed and parked through the creation of defined zones like scooter racks, corals, furniture zones, etc.
Program Fees	\$10 per Scooter Fee \$500 Application Fee	N/A	\$100 per vehicle + Yr 1 Fee for Scooter Racks & Corrals
# of Vendors	No Cap	N/A	3 Vendors
# of Vehicles	No Cap	N/A	5,000

Proposed Operating Budget (\$500,000)

- Annual Permit Fee - \$100 per vehicle
 - Increase SAPD overtime shifts
 - CCDO vehicle correction & enforcement (4 Parking Enforcement Officers)
 - Program oversight, contract management, & permitting (1 Sr. Management Analyst)
 - Data aggregation and analysis tools

Permitting Recommendations

Identify 3 vendors through an RFP process to operate 5,000 dockless vehicles

2 year contract with 1 year extension

- Why 3 vendors?
 - Competition
 - Staff capacity, monitoring, enforcement
 - Decreases clutter in areas of concentrated deployment
 - City to have flexibility to add firms that present significant innovations in the dockless marketplace
- Why 5,000 vehicles?
 - In April the deployment was anywhere between 4,000 to 6,300 depending on the day of the week, weather, and downtown events.
 - Allows company to operate at scale
 - Diversity of the types of dockless vehicles
 - Flexibility to allow increase if data supports an increase



RFP Development

- What did we learn in the pilot program?
- Data Collection and Survey Results
- RFP's Issued by Other Entities

Evaluation Criteria

- Experience, Qualifications, and Financial Capacity (25 points)
- Quality of Proposal (40 points)
- Economic Terms (10 points)
- SBE Prime Contract Program (10 points)
- Local Preference Program (10 points)
- Veteran Owned Small Business Preference Program (VOSBPP) Ordinance (5 points)



Experience, Qualifications, and Financial Capacity (25 points)

- Experience and demonstrated ability to effectively manage large fleets of dockless vehicles;
- Ability to work in multiple markets (if not a single market vendor);
- Professionalism of Management Team and local staffing plan;
- Financial capacity to complete contract term.

Quality of Proposal (40 points)

- Staffing Plan
- Service/Operational Plan
 - Prevent rides in prohibited areas
 - Organize vehicle deployment and parking
 - Insurance Coverage/User Agreement
- Rider Safety
 - Promote and encourage rider safety
 - Scooter safety features (at minimum light and horn is required)
- Rider Education
- Maintenance Plans & Policies
 - Standard of maintenance on vehicles
 - Quality control plan

Economic Terms (10 points)

- Each vendor will be required to meet the proposed permit fee structure but will be asked to propose additional revenue sharing opportunities for consideration.

Evaluation Committee

City Representatives (4)

Stakeholders (3)

- Tech Community (1)
- Downtown Stakeholder (1)
- Tourism (1)

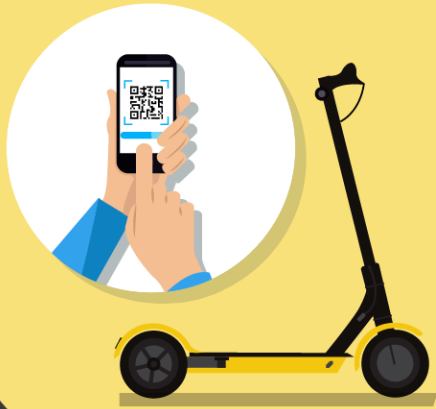
Neighborhood Representatives (3)



Selection Process

1. Evaluate and Score Proposals
2. Committee shortlists for Interviews
3. Submit additional questions and request best and final offer from shortlisted candidates
4. Interview and Score
5. Briefing at City Council B Session
6. Consideration of the 3 vendors at City Council A Session

Next Steps



- May 30th City Council A Session
 - Council adoption of permit extensions
 - Endorsement of RFP Approach
- RFP Process (June – August)
- City Council Briefing (September B Session)
- City Council Consideration (October A Session)
 - Contracts with 3 vendors
 - Policy amendments
- New Vendor Start Date: 30 days after City Council Action

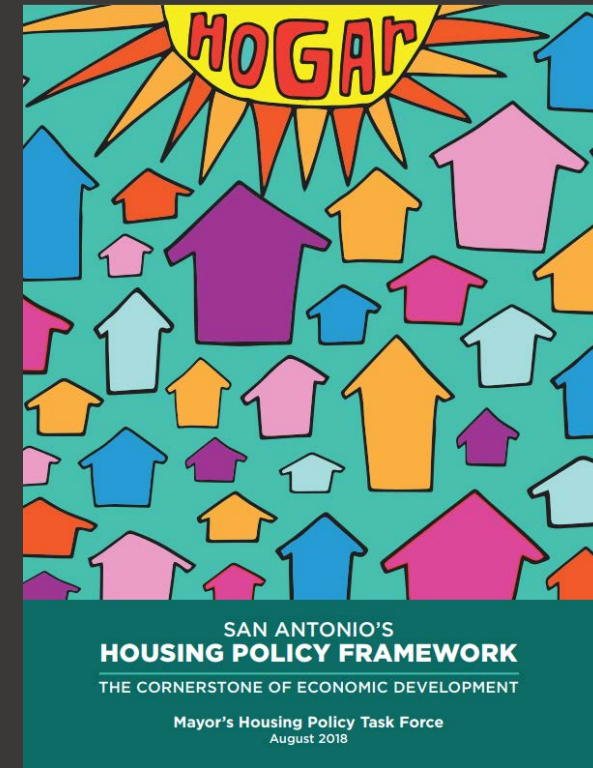
Permit Extension

Authorize CCDO to extend and prorate the permits of existing operators so they expire on September 30th

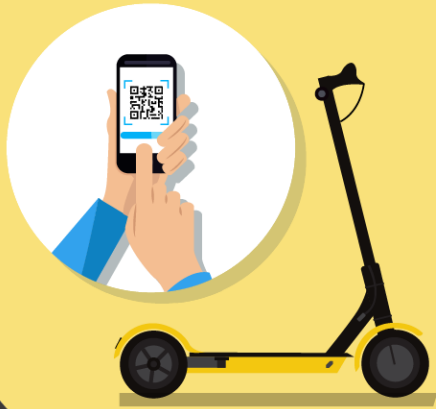
- 50% reduction in permits for companies with 1,000+ vehicles

Company	Permit Issued	Permit Expires	Permitted Vehicles	Permits Once Extended
Lyft	2/15/19	5/15/19	2,000	1,000
Razor	11/29/18	5/29/19	1,000	1,000
Bird	12/6/18	6/20/19	4,500	2,250
Lime	12/20/18	6/20/19	4,000	2,000
Jump	1/4/19	7/4/19	4,000	2,000
Spin	1/8/19	7/8/19	500	500
Blue Duck	1/29/19	7/29/19	100	100

Consistency with City Planning Initiatives



SB 549



Prohibits Sidewalk Riding

- Also, prohibits riding on streets with speed limits above 35 MPH; allows riding in bike lanes
- Amended bill allows us to restrict riding & deployment around sensitive areas
- 15 mph max standing | 20 mph max seated

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