APRIL 29, 2019

BREIFING ON THE DOCKLESS VECHILE PILOT PROGRAM

TRANSPORTATION COMMITTEE

JOHN JACKS

DIRECTOR, CCDO

Dockless Vehicle Pilot Program Adopted on October 11, 2018

Provider Launch Dates:

Bird Launch: June 2018

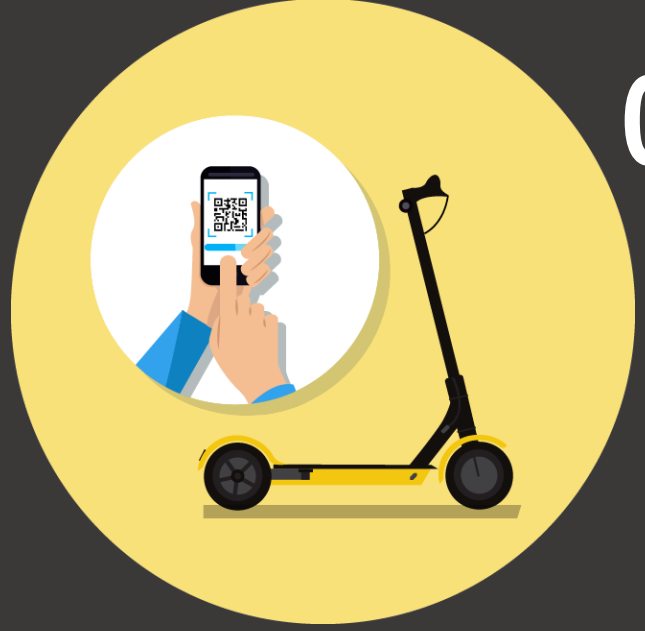
Lime Launch: July 2018

Blue Duck: July 2018

Razor Launch: October 2018

Jump Launch: January 2019

Lyft Launch: February 2019



Current Operators

JUMP
2,000 2,000

BIRD
4,500

Lime
4,000

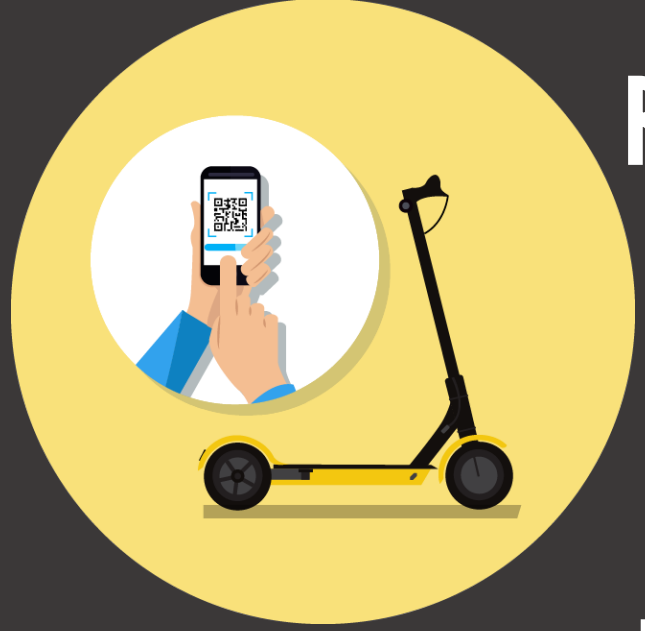
lyft
2,000

Razor
1,000

BLUE DUCK
100

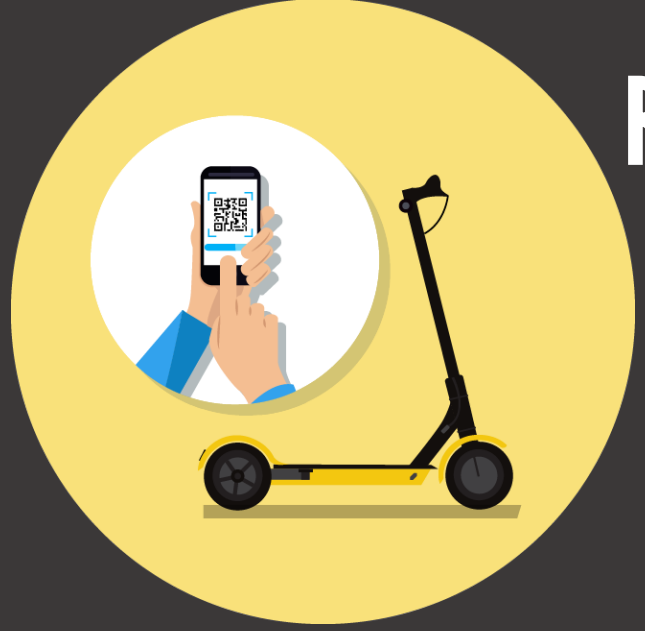
Permit Totals:
Scooters: 14,100
E-Bikes: 2,000

SPIN
500



Rider Education Initiatives

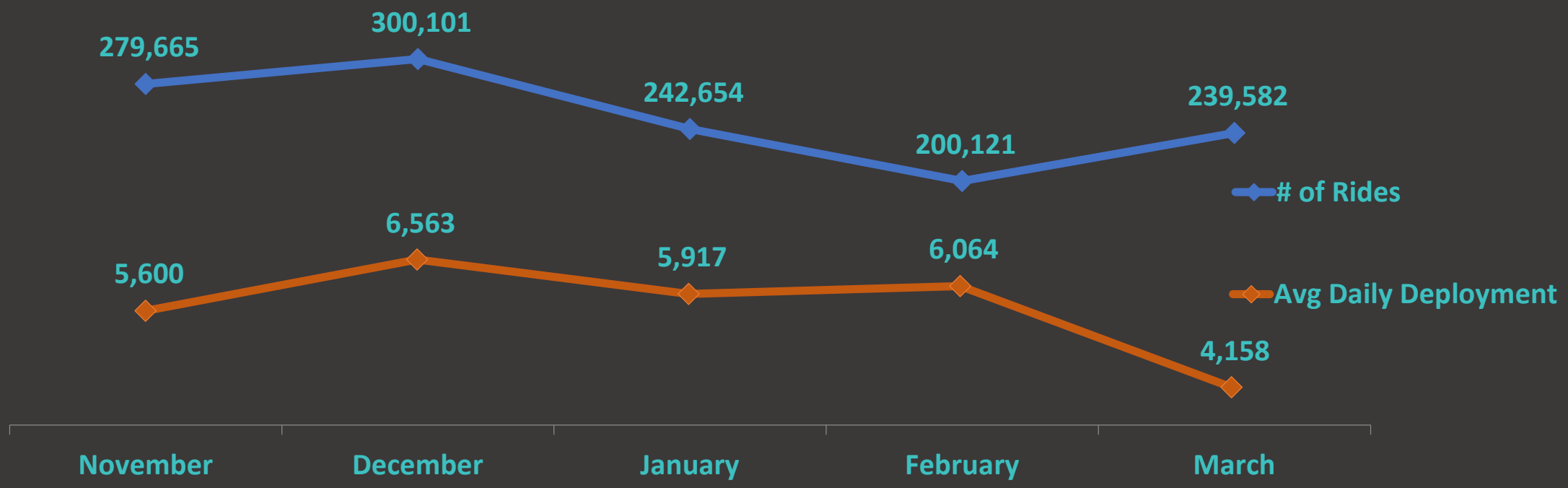
PSA's
Rack Cards
Posters in Storefronts
Morning Shows
Social Media
Radio Spots
Pavement Decals
Dedicated Parking Areas
In-app Requirements

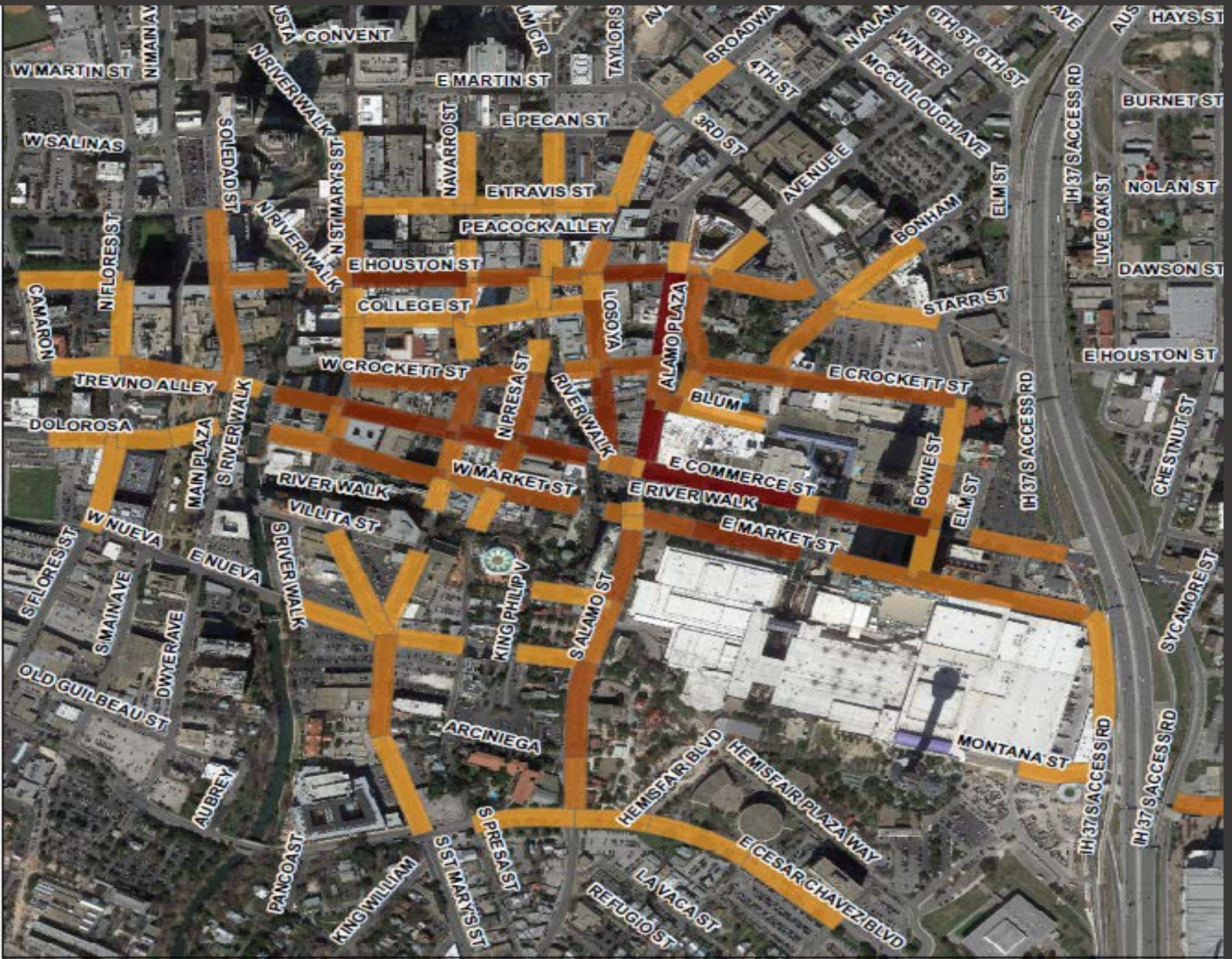


Ridership Data

1.85 million total rides

1.31 million rides since pilot program adoption



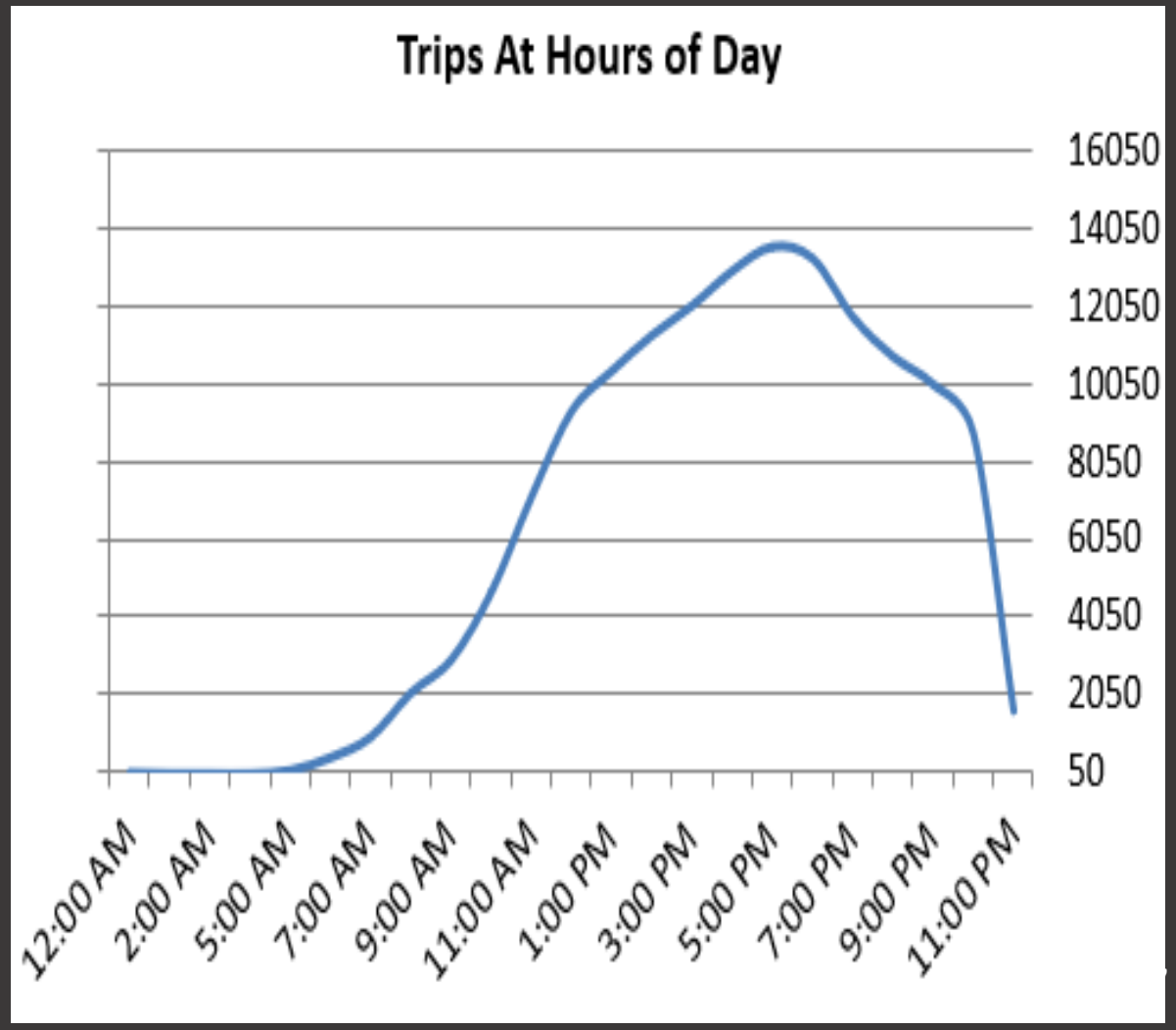


Most Heavily Used Streets

Street Name	Count	%
E COMMERCE ST	216262	9.63%
E HOUSTON ST	128957	5.74%
S ALAMO ST	108861	4.85%
ALAMO PLAZA	107943	4.80%
NAVARRO ST	72078	3.21%
N ST MARY'S ST	67699	3.01%
E MARKET ST	65638	2.92%
E CROCKETT ST	60366	2.69%
BROADWAY	60334	2.69%
W MARKET ST	55293	2.46%
S ST MARY'S ST	53688	2.39%

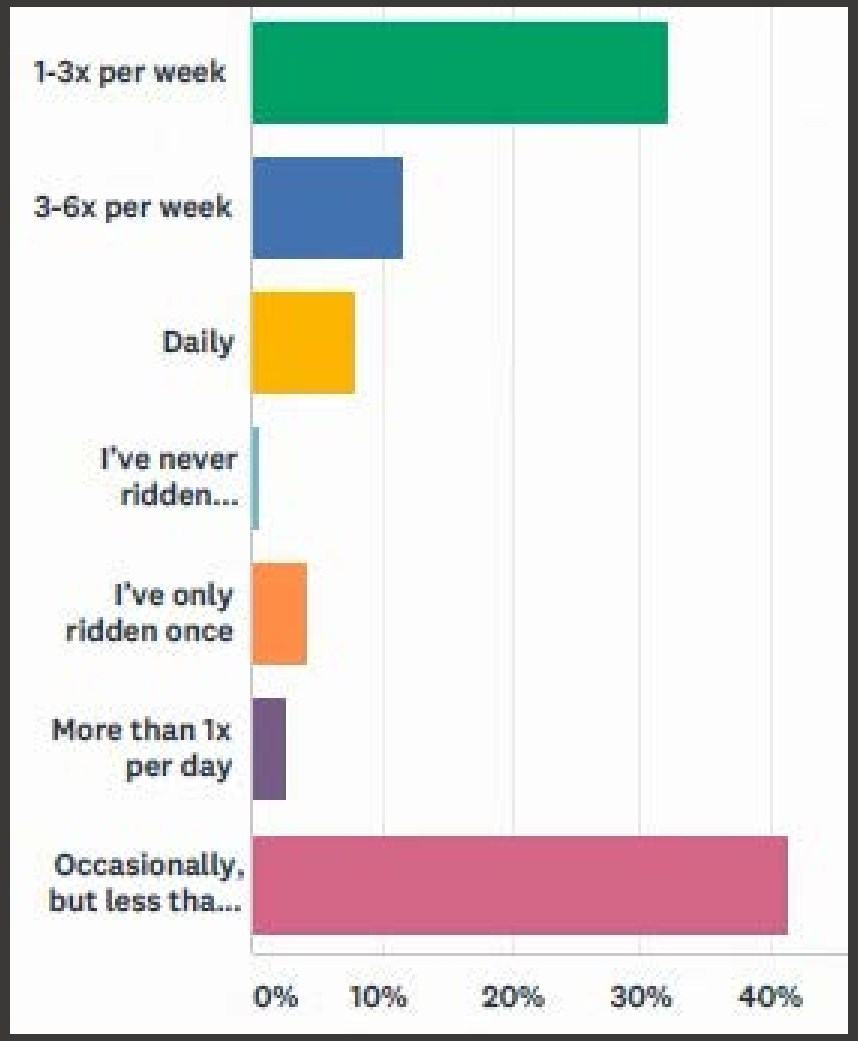
Vehicle Usage

Restricted Area	# StartRestrictArea	# EndRestrictArea
Alamo Plaza - Restricted	134	15483
HemisFair - Restricted	538	13224
Lavillita - Restricted	17	1265



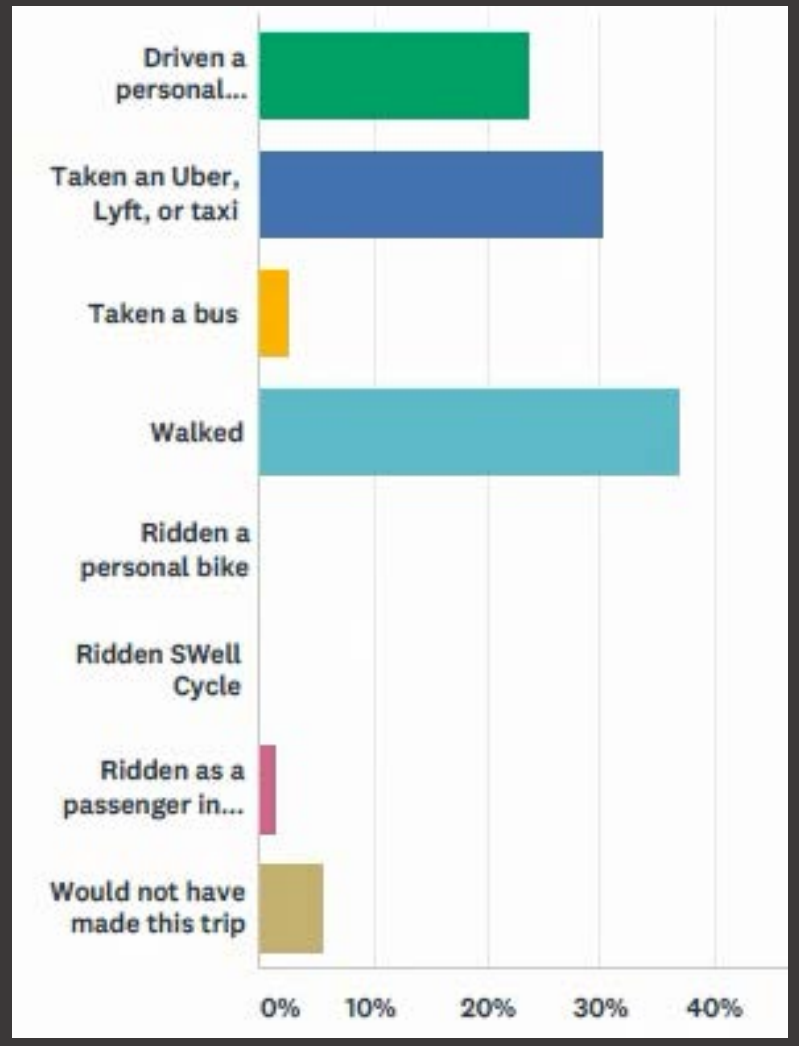
User Survey

How often do you ride?



800 Respondents

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



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

Accidents & Enforcement

Accidents

- 147 accidents reported to EMS
  - 88 people transported to hospital

Enforcement

- 72 citations issued
- 243 Warnings

Correction/Relocation of Vehicles

- Staff + Centro have corrected 43,000 vehicles

SB 549

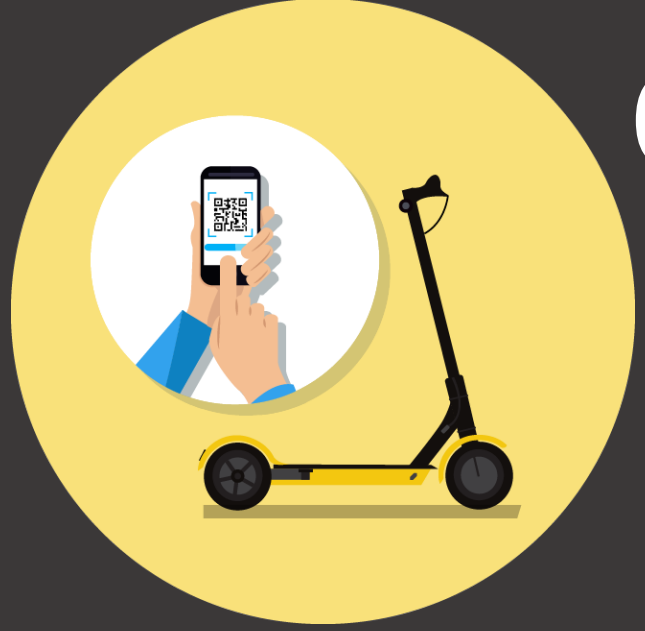
Prohibits Sidewalk Riding

- Also, prohibits riding on streets with speed limits above 35 MPH
  - Leaving some streets inaccessible to dockless scooters
- Amended bill allows us to restrict riding & deployment around sensitive areas
- 15 mph max standing | 20 mph max seated

Recommendation

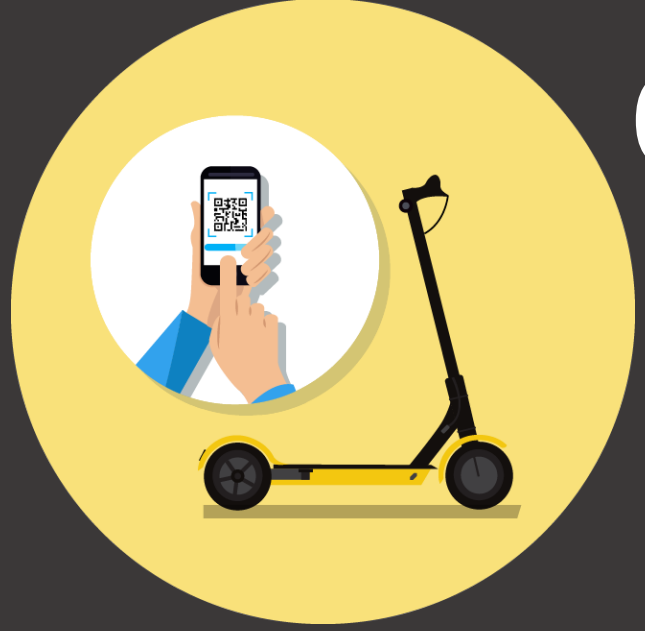
Identify the 3 Best operators for San Antonio Through an RFP

- The selected firms will operate 5,000 vehicles in total
- Flexibility in the agreements to allow increase in number of authorized vehicles with high ridership and fewer issues
- City to have flexibility to add firms that present significant innovations in the dockless marketplace



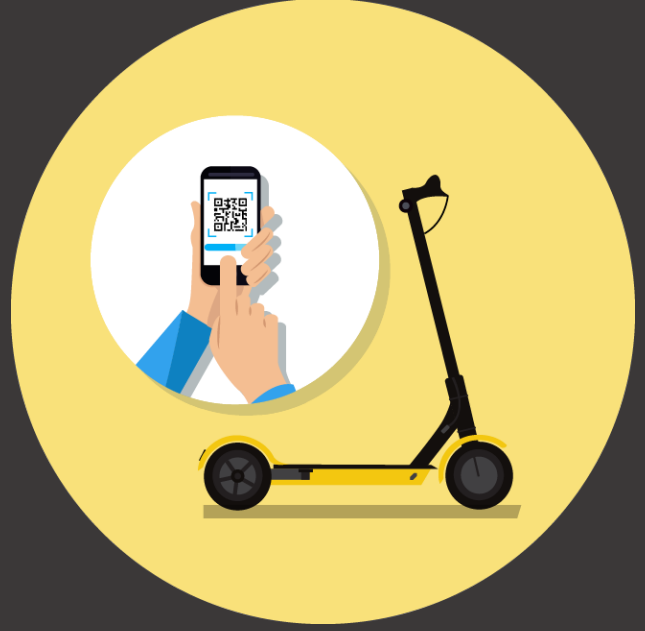
Goals for the RFP

- **Reduce Scooter Clutter**
- **Protection of sensitive areas such as River Walk & Alamo Plaza**
  - Geofencing
  - Company Responsiveness
  - Operators will be asked to identify and commit to solutions
- **Incentives/penalties for good/bad behavior**



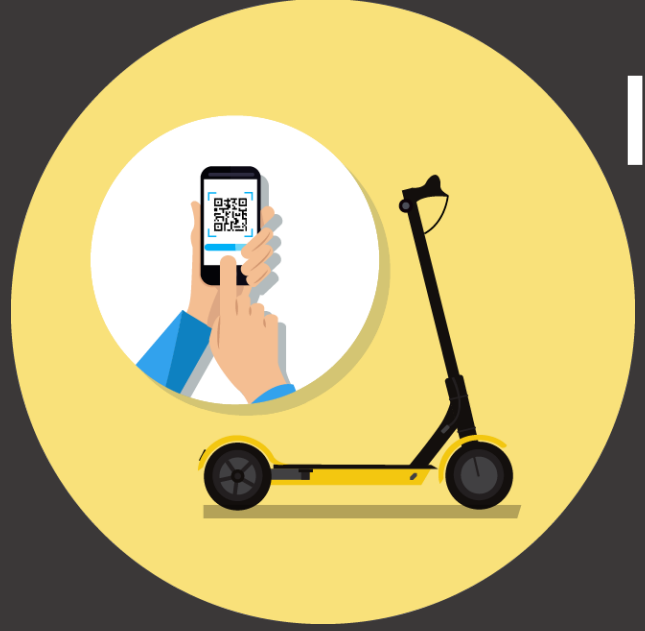
Goals for the RFP

- **Safety**
  - Rider Education Components
  - Helmet Availability
  - Vehicle Safety
- **Data Sharing Requirements**
  - ITSD has created a data standard that companies will be required to meet
  - Ridership & Deployment Data via API
- **Potential Revenue Share**



RFP Timeline

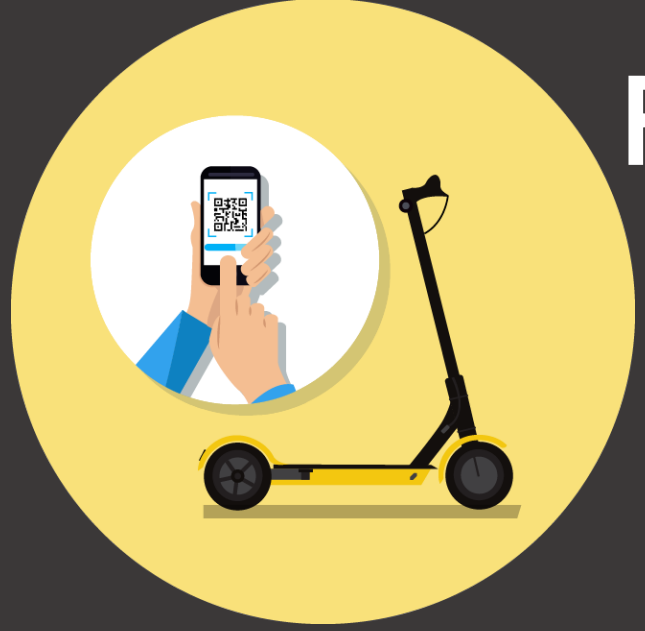
- B Session: May 15th
- Council adoption of amendments and endorsement of RFP: May 30th
- RFP Issued: June
- Contract Award: August/September



Interim Steps

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

- 50% reduction in permits for companies with over 1,000 vehicles
- Operators selected through RFP to have exclusive right to operate as of October 1st



Permits During the Extension

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

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