



# BPAC Meeting

## Shared Mobility Permit Administrative Regulations

June 24, 2019



# Agenda

- Background
- Research
- Outreach and Meetings
- Shared Mobility Regulations
- Next Steps
- Questions





# Background

December 2018 / January 2019 Council discussion:

- **Moratorium** on Bike and Scooter Share in Santa Clara
  - Emergency and Regular Ordinance (expires 12/19/19)
- **Deployment Options:** City Wide Ordinance / Regulations for all Operators



# Workplan

- *Research & Coordination*
- *Community Meetings*
- *Operator Meetings*
- *Bicycle and Pedestrian Advisory Committee*
- *Draft Regulations*
- *Council discussion*
- *Administrative Regulations*





# State Law on Scooters

## AB 2989 (Governor approved on 09-18-18)

- Helmet required if under 18 years of age
- Driver's license or instruction permit
- Maximum speed of 15 mph
- Allowed on 25 mph streets unless within a Class II or IV bikeway.
- No sidewalk riding or parking (if there is not adequate ped path)

## AB 1112 (State Assembly approved, with State Senate for review)

- Same restrictions for personal vs. shared devices (i.e. local authority)





# Research (Other Cities)

- San Francisco
- Oakland
- Fremont
- San Jose
- Sunnyvale
- Mountain View
- Palo Alto
- Santa Monica
- San Diego





# Research (Other Cities)

## Common Issues/Concerns:

- Speeding
- Riding on / obstructing sidewalks
- Pedestrian / ADA conflicts (sidewalks, parks and trails)
- Improper parking (tripping hazards / interfering w/ transit stops)
- Accidents





# Research (typical topics)

- Device requirements
- Device caps
- Parking
- Fleet Management
- Maintenance
- Education / Outreach
- Special Events
- Permit Fee
- Insurance and Indemnification
- Customer Service





# Outreach / Meetings

- Council Meeting(June 4)
- City Departments
- Community Meetings
- BPAC
- Operators
- Property Owners (i.e. Irvine)
- Cities (San Jose, Sunnyvale, Cupertino)
- Chamber of Commerce
- VTA and County of Santa Clara
- Santa Clara University and Mission College
- Levi's Stadium and Great America





# BPAC Comments

- Coordination with neighboring cities and operators
- Program allows for electric and docked bikes
- Includes option for designated on-street parking



# Stakeholder Feedback

- Parking
- Speed
- Safety
- Regulation
- Data
- Coordination
- Enforcement
- Liability





# Draft Regulation Areas

- Shared Device Requirements
- Parking
- Usage Areas within City
- Fleet Management and Balancing
- Customer Service
- Maintenance
- Education and Outreach
- Data Sharing
- Enforcement
- Insurance and Indemnification
- Permit Fees
- Special Event Requirements





# Share Device Requirements

- GPS for tracking location
- Permanent Device ID
- Display business name, customer service phone number and email address
- Comply with California Law, Vehicle Code and Industry standards
- Geofencing capabilities





# Parking

- Operators to inform users and ensure compliance: State Laws/parking regulations
- Devices shall be parked upright
- Devices shall not obstruct:
  - sidewalks, fire hydrant, utility poles, transit facilities, ADA parking, loading zones, curb ramps, driveways and City's vision triangles
- Two hour response time for improperly parked devices
- Priority parking zones and shared parking areas





# Shared Parking

- Shared Parking Areas
  - Commercial and Institutional
- Operators - Infrastructure cost and maintenance
- Encroachment permit required
- Locations may be adjusted
- City review and approve designated parking locations





# Priority Parking Zones

## Commercial zones

- City Place Project (future)
- AMC Mercado
- Santa Clara Square
- Rivermark
- Lawrence Station Area
- Great America Theme Park
- Levi's Stadium







# Priority Parking Zones

## Institutional

- Central Park Library
- City Hall
- Great America Train Station
- Santa Clara Station
- Santa Clara University
- Mission College





# Usage Areas within City

- Allowed on 25 mph public roadways
- Allowed on public roads > 25 mph if Class II or Class IV bikeway present
- No use on City Park property
- Adhere to speed limit on City trails
- No riding on sidewalks





# Fleet Management and Balancing

- Minimum of 60 scooters and/or 60 bicycles per operator to ensure service availability.
- Maximum of 3,000 devices Citywide (2,000 scooters and 1,000 bicycles)
- Redistribution for daily compliance





# Customer Service / Maintenance

- Multilingual website, call center and mobile app
- 24 hour customer service
- Email, Text and Phone options
- Parking issues and unsafe devices
  - Two hour response time
- Devices must be in working condition
- Maintenance information (as requested)





# Education and Outreach

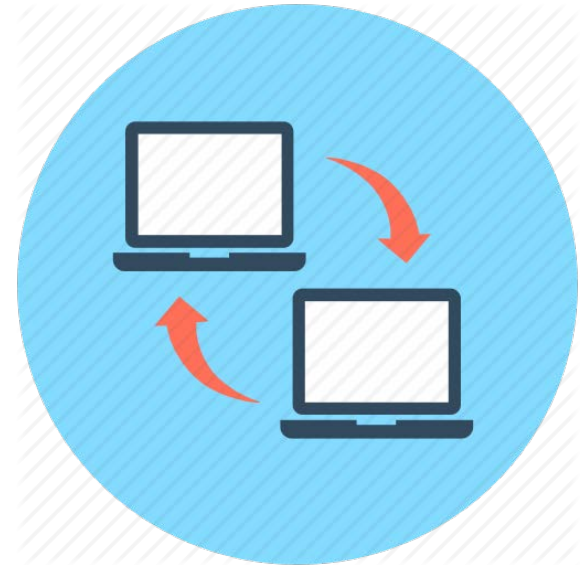
- Operators to ensure compliance with laws on helmets, parking, sidewalks, speed and bike lanes
- Four (4) public outreach events annually
- First event prior to deployment
- State Laws visible on shared devices, websites and mobile apps





# Data Sharing

- Data sharing monthly
- Data on trips, origins, destinations and travel times
- Maintenance
- Customer service records
- Survey data every six months
- City portal / dashboard





# Enforcement

- Enforcement of State Laws related to helmets, licensure, sidewalk riding, riding on streets without bike lanes
- Fines and Impounding of unresolved parking or safety issues beyond 2 hrs
- Failure to comply or pattern of violations
  - Annual Permit review
  - Permit suspension/revocation





# Insurance / Indemnification & Permit Costs

- Insurance / Indemnification requirements (TBD)
- Annual Permit Program and Fees
  - Permit application(\$2000) +Annual(\$20,000) Fee+ Per device fee(\$59)
  - City Costs: permit administration, data analysis, public interaction, additional outreach







# Special Events (Levi's Stadium)

- Minimum and maximum caps will not apply
- Operator compliance with TMOP
- Operators to provide support staff on-site
- Operators actively monitor device locations
  - 15 minutes response time to parking issues
- Geofencing: Parking lots and speed
- Designated parking areas for ingress/egress



# Next Steps

- *August 2019*: City Council
- *Late Oct 2019*: Ordinance effective
- *Sept to Dec 2019*: Operator applications submitted/reviewed
- *Early 2020*: Operator permits approved, public event and scooter/bike share roll-out 2020





# Questions



# How does share work?

- User downloads app and executes agreement with Operator to become member of shared service
- Locates shared bikes / scooters via mobile app
- Leaves bikes/scooters at the destination
- Operator picks up scooters/bikes at night
- Scooters are charged and placed in key areas

