

SFMTA Stationless Bikeshare Evaluation Scoresheet

"FAIL" ratings will be given to responses that at best meet the bare minimum requirements established in the terms and conditions for holding a permit, and often lacked important details, demonstrating a low level of commitment and ability to solving known challenges and concerns.

"1" ratings will be given to responses that included basic or typical, but unexceptional solutions, demonstrating a moderate level of commitment with accountability and ability to solving known challenges and concerns and meeting the minimum requirements.

"2" ratings will be given to responses that included more detailed approaches demonstrating a higher level of commitment with accountability and ability to solving known challenges and concerns, and somewhat exceeding the minimum requirements.

"3" ratings will be given to responses that include robust, unique or innovative approaches demonstrating the highest level of commitment with accountability and ability to solving known challenges and concerns, and substantially exceeding the minimum requirements.

A. Bicycle Certifications

	Fail	Pass
Certificate of conformance to 16 CFR part 1512 for each import shipment of bikes.		
Test results from a qualified independent lab demonstrating that each model bicycle put into service meets or exceeds ISO 4210: Safety Requirements for City and Trekking Bicycles.		
Test results from a qualified independent lab demonstrating that each model bicycle put into service meets or exceeds California Vehicle Code Section 21201		
Certification from a qualified independent testing laboratory that the make and model of electric bicycles used employ an electric motor of less than 750 watts (1 hp), whose maximum speed on a paved level surface, when powered solely by such a motor while ridden by an operator who weighs 170 pounds, is less than 20 mph (if applicable).		

B. Bicycle Samples

	Fail	Pass
Two samples of the bicycle to be used under this program for inspection by the SFMTA to verify bicycles adhere to the device specifications outlined in this application. Note: any time a new bicycle version is introduced into the fleet, this requirement will need to be met.		
Brakes that enable one-braked wheel skid		
Front light that emits white light while bicycle is in motion and is visible from 300 feet in front and from the sides of the bicycle		
Red reflector or red light on the rear, visible from 500 feet. Lights must turn on automatically and stay on while a trip is being made, whether the user is in motion or stopped. When stopped, the light must stay on for 120 seconds. Lights must be integrated into the bicycle without exposed wiring that could be easily damaged or tampered with.		
Operator emblem and unique identifier prominently displayed on both sides of the bicycle		
Tamper-resistant security hardware		
Bicycle accommodates a wide range of users		
Bicycle stands upright when parked		
Integrated lock-to capabilities which securely holds a bike upright when parked at a bike rack		
Operator name and current contact information visibly displayed on bicycle		
High quality, sturdily built to withstand the rigors of outdoor storage and constant use for at least five years		
Ob-board GPS device		
Electric-assist bicycles must employ an electric motor of less than 750 watts (1 hp), whose maximum speed on a paved level surface, when powered solely by such a motor while ridden by an operator who weighs 170 pounds, is less than 20 mph.		

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C. Pricing Structure

	Fail	Pass
Description of pricing structure including low-income and discounted plans, membership options and rates, cash payment options, per trip pricing options, variable rates based on trip duration, and billing and customer service business rules for lost vehicles		

	Fail	1	2	3
Quality of one year low-income customer plan that waives any applicable bicycle deposit and offers an affordable cash payment option and unlimited trips under 30 minutes (or a program deemed equivalent) to any customer with an income level at or below 200% of the federal poverty guidelines, subject to annual renewal				

D. Size of Fleet and Service Area

	Fail	Pass
Size of fleet at launch, including any planned fleet expansions during the permit period.		
Service area at launch, including any planned expansions during the permit period (in ESRI ArcGIS shapefile format).		
Operations Plan		
Stationless Shared Bicycles available for pick-up and drop-off by customers on a twenty-four hour, seven day per week basis		
At least 33% of an Operator's Stationless Shared Bicycle Fleet consists of electric bikes.		

	Fail	1	2	3
Robustness of Operations Plan				

E. Plan for Proper Bicycle Parking

	Fail	Pass
Description of how information about proper parking will be conveyed to users on the mobile application and/or on the bicycles.		
Description of procedures for noncustomers to notify the company through phone, app, website, or email, that there is an improperly parked bicycle.		

	Fail	1	2	3
Description of any incentive programs to encourage riders to properly park bikes at bike racks, including archival review of photographic records of proper parking, and rewards programs for consistent good parking behavior.				
Description of any fines or consequences for riders who improperly park their bikes, including punitive measures like warnings, or suspension of service, for patterns of bad parking behavior.				
Description of procedures for responding to an identified problem of regular over-concentration of bicycles at a specific location, including operational measures like bike valet, or incentive programs to relocate to less crowded areas.				

F. Maintenance, Cleaning, and Repair Plan

	Fail	Pass
Description of the approach to maintenance, cleaning, and repair of bicycles, safety check protocols, and minimum standards for repair and cleaning		
Maintenance Plan includes maintenance checks for each bicycle at least every two months.		
Cleaning Plan includes removal of graffiti on bicycles within 24 hours of being reported and removal of inappropriate or profane language on bicycles within 4 hours of being reported		
Includes procedures for customers to notify the company that there is a safety or maintenance issue with a bicycle.		
Description of how VMT for operations will be tracked		

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G. Hiring and Labor Plan

	Fail	Pass
Description of staffing plan, including hired staff and contractors, for operation and maintenance of your bikeshare program		
Description of hiring plan that complies with local laws and best practices regarding equal opportunity, local hiring, and fair wages		
Description of how Operator will approach transparency with any contractors related to hourly rate and net of job related expenses		
Provides skills training for potential staff and contractors		
Description of 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, operation and maintenance, including steps taken to avoid potential disruptions, and information regarding employee work hours, working conditions and wages.		

	Fail	1	2	3
Robustness of staffing plan				
Robustness of labor harmony plan				

H. Community Engagement Plan

	Fail	Pass
Provides a plan that complies with SFMTA's Community Engagement Plan Requirements.		
Plan includes a communications strategy that will be routinely updated upon any service change, related to pricing, service area, devices, membership programs, or operations.		
Plan includes maintenance of a shared database for community feedback concern		
Plan includes proposal for an annotated record of community engagement efforts		

	Fail	1	2	3
A community engagement staffing plan with key staff specifically dedicated to community engagement, including relevant experience and their specific role for outreach				
A culturally sensitive marketing plan tailored to neighborhoods by developing culturally sensitive approaches.				
Partner-ready programs with established process, dedicated staff, and proper resources for local hiring				
Partner-ready programs with established process, dedicated staff, and proper resources for community based organizations				
Partner-ready programs with established process, dedicated staff, and proper resources for bicycle safety courses				
Partner-ready programs with established process, dedicated staff, and proper resources for culture and arts opportunities				
Partner-ready programs with established process, dedicated staff, and proper resources for local small business promotional opportunities				
Number of partnering organizations				
Geographic distribution of partnering organizations				

I. Data-Sharing End Point

	Fail	Pass
Verification that data-sharing protocols are in place		

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J. Experience and Qualifications

	Fail	Pass		
Description of qualifications to operate a stationless bikeshare program including experience operating shared mobility programs in North America.				
	Fail	1	2	3
Prior experience successfully operating a stationless permit in North America				
Prior experience operating a bikeshare system in North America				
	Fail	1	2	3
Operator's compliance with applicable laws and its efforts to ensure compliance by its users with applicable laws				

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

	Fail	Pass
Provides any privacy policies, user agreements, and/or terms of service in plain text for review		
Provides screen shots of all locations where this language would be shared with customers including method for obtaining user acknowledgement/agreement.		

M. Images and Description of Stationless Bicycle

Fail	Pass

N. Images and Description of Mobile Application

Fail	Pass

O. Proof of Insurance

	Fail	Pass
Certificate of insurance as well as an endorsement of additional insured, per specifications included in Appendix II. Or statement of intent to obtain this insurance in advance of being issued a permit.		