

GUIDING PRINCIPLES FOR SUMD OPERATION IN NASHVILLE

The below-listed Shared Urban Mobility Device (SUMD) operators permitted to operate in Nashville Davidson County propose the following best practices and guiding principles for the City's pilot program in order to achieve Nashville's goal to maintain a safe, orderly, and navigable environment for all SUMD users and third parties in Nashville Davidson County. The following best practices and guiding principles, which are directly responsive to Mayor Briley's May 23, 2019 call to action and address feedback from Metro Council Members and the public.

To reduce clutter and promote parking in compliance with the Americans with Disabilities Act, we recommend the following best practices:

- Operators should refrain from seeking additional fleet increases above 1000 scooters for the remainder of the pilot period.
- Operators should deploy no more than 33% of their fleet inside the boundaries of the [Central Business Improvement District](#).
- Operators should deploy no more than 5 scooters per operator at one location.
- Operators should deploy and rebalance scooters to on-street scooter corrals or other designated scooter parking areas inside the bounds of the [Central Business Improvement District](#), so long as there are at least two such permitted parking areas per city block.
- Operators should partner with Metro Public Works and Nashville Civic Design Center to site, design, permit, and install more corrals on public or private property.
- Operators should implement in-app reminders regarding designated parking areas and provide visual cues that guide users to those designated areas.
- Operators should have at least one person per every 100 deployed scooters on Nashville's streets daily, dedicated to rebalancing scooters, clearing the rights of way, and encouraging good riding behavior.
- Operators should coordinate with the Nashville Downtown Partnership to support their education and monitoring efforts to reduce sidewalk riding in the CBID.
- Operators should commit to responding to parking complaints related to sidewalk obstruction within 60 minutes of receiving report.

To improve rider behavior and reduce sidewalk riding, we recommend the following best practices:

- Operators should utilize in-app and physical educational materials (e.g. scooter tags, large on scooter warnings/instructions) to remind users of proper conduct, emphasizing the need to stay off sidewalks in business districts and greenways and to park properly.
- Operators should partner with Walk Bike Nashville to sponsor and organize SUMD safety instruction training periodically throughout the remainder of the pilot period and report on this effort to Metro on a monthly basis.
- Operators should coordinate with Metro Police and TLC to determine whether speed reduction zones are necessary in pedestrian areas, and implement in a safe and appropriate fashion if determined to be necessary.

To improve overall safety, we recommend the following best practices:

- Operators should make free helmets available via the app or website, at local community centers (e.g. Farmer's Markets, Nashville local libraries), or at other locations within Nashville.
- Operators should support and advocate for Metro's siting and installation of on-street scooter corrals, implementation of the *Core Bike Lanes*, and the City's adoption of a Vision Zero Policy.

To improve data sharing with the TLC, we recommend the following best practices:

- Operators should provide Metro with a data dashboard interface to support city planning including improved infrastructure.
- Operators should explore whether the SharedStreets Mobility Metrics tool could become a common data sharing medium in order to improve Metro's ability to oversee the program efficacy and compliance. SharedStreets continues to build new tools to help cities around the world further enhance safety via infrastructure planning while monitoring program goals.

To alleviate existing transportation challenges in Nashville, we suggest the following best practices:

- Operators should ensure that aggregated data that can support transportation planning is available to Metro.

- Operators should coordinate with TLC to design and implement a plan to ensure deployment meets equity goals.
- Operators should support and advocate for implementation of the *Core Bike lanes* and other planned bicycle infrastructure in Nashville.

Signed,

Lyft, Inc.

Social Bicycles LLC d/b/a JUMP

Bird Rides, Inc.

Lime

Gotcha Mobility LLC.