

Dockless Mobility Program – City of Alexandria  
Proposed Program Changes to Incorporate into a Permanent Program  
Task Force Recommendation to City Council  
August 3, 2021

**Questions & Answers:**

1. Will the current program requirements remain in place?

Yes, the current program requirements will continue. Some of the key program requirements that would continue include:

- 30% of dockless mobility devices (scooters and e-bikes) must be deployed in equity zones (15% between Quaker and I-395, 10% west of I-395, 5% in Arlandria)
- Companies are required to deploy at corrals when one is nearby
- Companies are required to address parking issues within 3 hours of it being reported to the responsible companies' customer service department
- Require companies to restrict parking in the Waterfront using geofencing
- Education resources and outreach from the City on traffic laws for scooter and e-bike users and proper parking etiquette

2. Are the program changes able to be modified? How will future changes to program requirements be made?

State Law requires that City Council pass an ordinance or other regulation establishing the licensing of companies seeking to operate scooters or e-bikes. Some components of the regulations may potentially be delegated to 1) the City Manager or designee or 2) considered by an established board or commission and therefore would allow for the community to provide input during a traditional public comment period. Changes to the program would be considered as needed as part of the permit renewal process.

3. Will parking corrals take the place of parking? Who would consider these changes and would the public weigh in?

So far, the City has not installed parking corrals in on-street parking spaces. To increase the number of corrals, if there are places where the only space to install a corral is in on-street parking, the City will present this to the Traffic & Parking Board for their consideration. This process will allow for the community to provide input during a traditional public comment period.

4. Are there any State Legislative changes that will impact scooter or e-bike companies or users?

The City is not aware of any changes being considered for scooter or e-bike companies or users at the State level. The City can propose changes to the State Code that could include age requirement for riders, helmet requirements, etc. through the City's Legislative Package that is adopted by City Council annually.

### **Task Force Recommendation to City Council - Proposed Program Changes:**

The Task Force voted and approved the following program changes as their recommendation to City Council.

#### **Managing Improper Parking**

- Increase number of places for users to park out of the way of pedestrians
  - Increase number of corrals
  - If there is no alternative space available, work with Traffic & Parking Board to approve the removal of street parking for corrals
  - The locations of all corrals shall be reviewed by the Traffic & Parking Board
  - Require companies to notify the City if private property owners enter in an agreement with a company to create corrals on their property
- Require companies to notify the City when private property owners request geofencing “no parking” for their property (only applicable for large areas due to geofencing accuracy limitations)
- Increase education and public engagement
  - Require companies to share messaging with users on proper parking and corral locations
  - Install educational messaging at parking corrals that outline City Code and requirements for scooter usage and rules for parking
- Improve monitoring of improper parking
  - Encourage companies to require their users and deployment teams to take a photo after parking
  - Require companies to alert users and deployment teams who park incorrectly
- Require companies to retrieve inoperable devices upon notification

#### **Improving Safety for All (Riding)**

- Require companies to geofence slower speeds in high pedestrian areas as determined by the City
- Increase education and public engagement
  - Require companies to share messaging with users on traffic laws
  - Require companies to share messaging with users on safe riding practices, such as riding one person per device
  - Require companies to host events with the community to provide education on safe riding and proper parking
  - Coordinate with the Public Works Department to share messaging with riders on roads with poor paving conditions

#### **Complaint Management**

- Compile dockless mobility complaints through the City’s 311 system or email by types of issues and relay information to companies
- Require companies to receive complaints without using company app
- Require companies to track users who park incorrectly

### **Managing deployments and availability**

- Set a maximum cap on the number of devices permitted in the City of Alexandria
- Require companies to deploy devices within reasonable distance of Metro stations (King St, Braddock, Eisenhower, Van Dorn) and high frequency bus stops at locations determined by T&ES staff
- Continue to work with WMATA to provide space for corrals at Metro stops (King St, Braddock, Eisenhower, Van Dorn)

### **Other/Misc.**

- Allocate the number of devices permitted to each company based on their ability to meet the program goals and the City's overall transportation goals
- Require companies to report the number of trips by members of their equity membership program
- Staff will work with the City Attorney's Office to identify applicable statutes that address or relate to enforcement in State Code, and to propose any necessary changes to City Council to include in their packet of proposed legislation

### **Overall Program Recommendation**

The Task Force proposes that the City of Alexandria permanently adopt a Dockless Mobility Program.

### **Possible future program changes**

Hearing input from the Task Force, key stakeholder boards and commissions, and focus groups, there are program changes that the City has compiled in addition to those outlined for spring 2022. The following potential program changes are being explored and evaluated by the City and might be incorporated in the future.

The City can encourage companies to implement policies without a requirement (e.g. the City encouraged companies to deploy in corrals in 2019 before it was made a program requirement in 2020). In some cases, the companies may incorporate the encouraged policy without it being required.

- Consider requiring companies to deploy devices with locks so that users can lock scooters and e-bikes to bike racks
- Encourage companies to provide financial incentives to users if they park in or near corrals, in equity zones, or near transit stops
- Encourage users to park in or near corrals using geofencing
  - Contingent on more accurate geofencing (accurate up to 20-30 feet)
- Explore companies' ability to set a user's first trip speed at 10 mph
  - Contingent on allowing time for companies to prepare and technology limitations
- Evaluate technical feasibility of integrating 311 with companies' complaint system so that both the City and the responsible company would receive complaints at the same time
  - The City is exploring how to do this but there are currently technology limitations
- Consider allowing companies to apply for fleet increases based on usage by low-income riders
- Explore establishing a process to modify equity zone requirements and boundaries (with a minimum of 30% in equity zones) through the City Manager or designee
- Encourage companies to notify the City if private property owners create corrals on their property