



City of Dallas

Shared Dockless Vehicle Program: 3-Month Review

**Transportation and
Infrastructure Committee
September 18, 2023**

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Department of Transportation
City of Dallas

Presentation Overview



- Presentation Purpose
- Program Accomplishments
- Ridership Trends
- 311 Service Request Trends
- Key Take-aways
- Proposed Program Rule Changes
- Next Steps



Presentation Purpose



- Review the Shared Dockless Vehicle Program since the *May 24, 2023* relaunch and discuss the proposed adjustments to the Program Rules.



Program Accomplishments



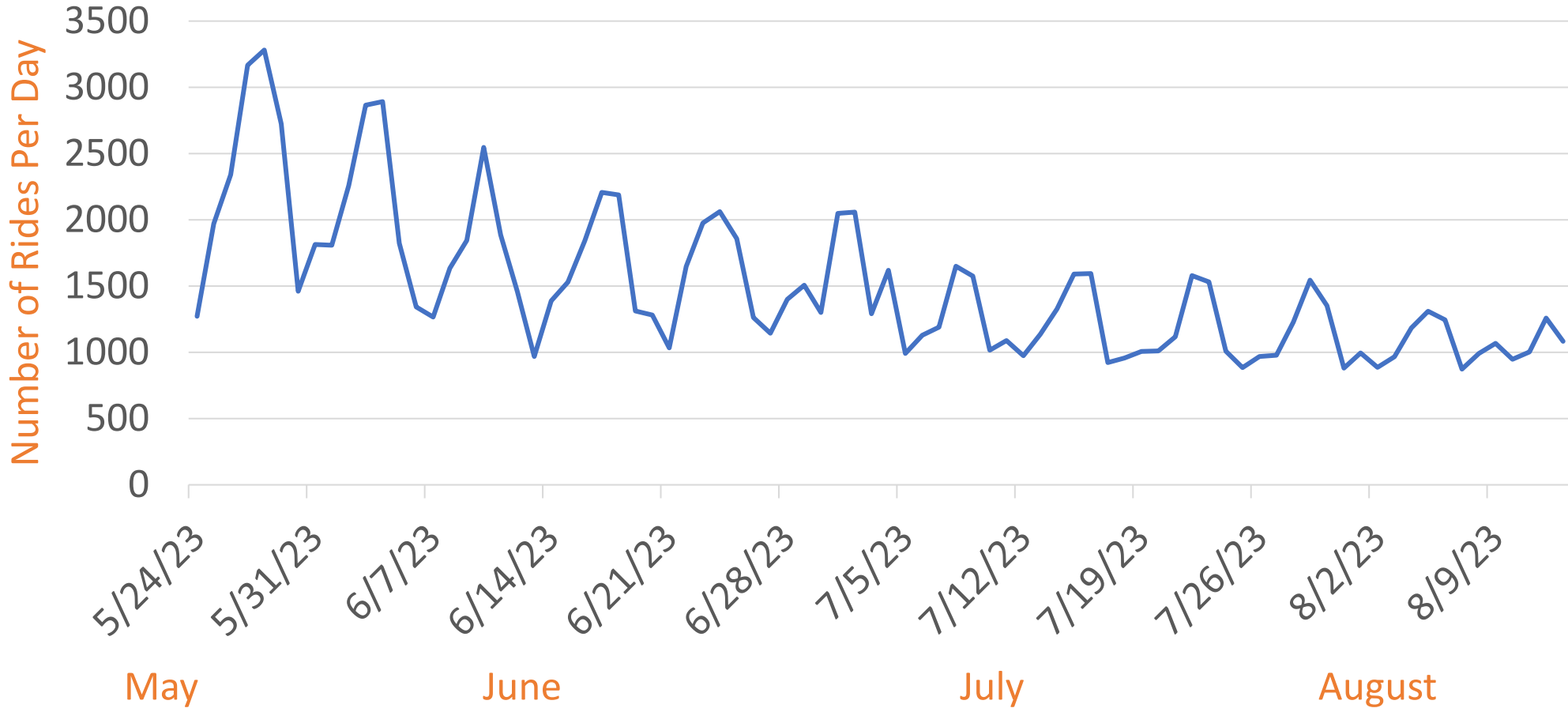
- Data vendor onboard and starting to generate summary reports as noted in next slides
- Recurring meetings with Operators to review trends and address concerns/issues
- Two meetings with Micromobility Working Group – most recent to discuss Program Rules changes
- Installation of first set of eight parking corrals
- Creation of first educational graphic by Office of Communications, Outreach, and Marketing



Ridership Trends



Total Ridership



High temperatures have likely impacted ridership.

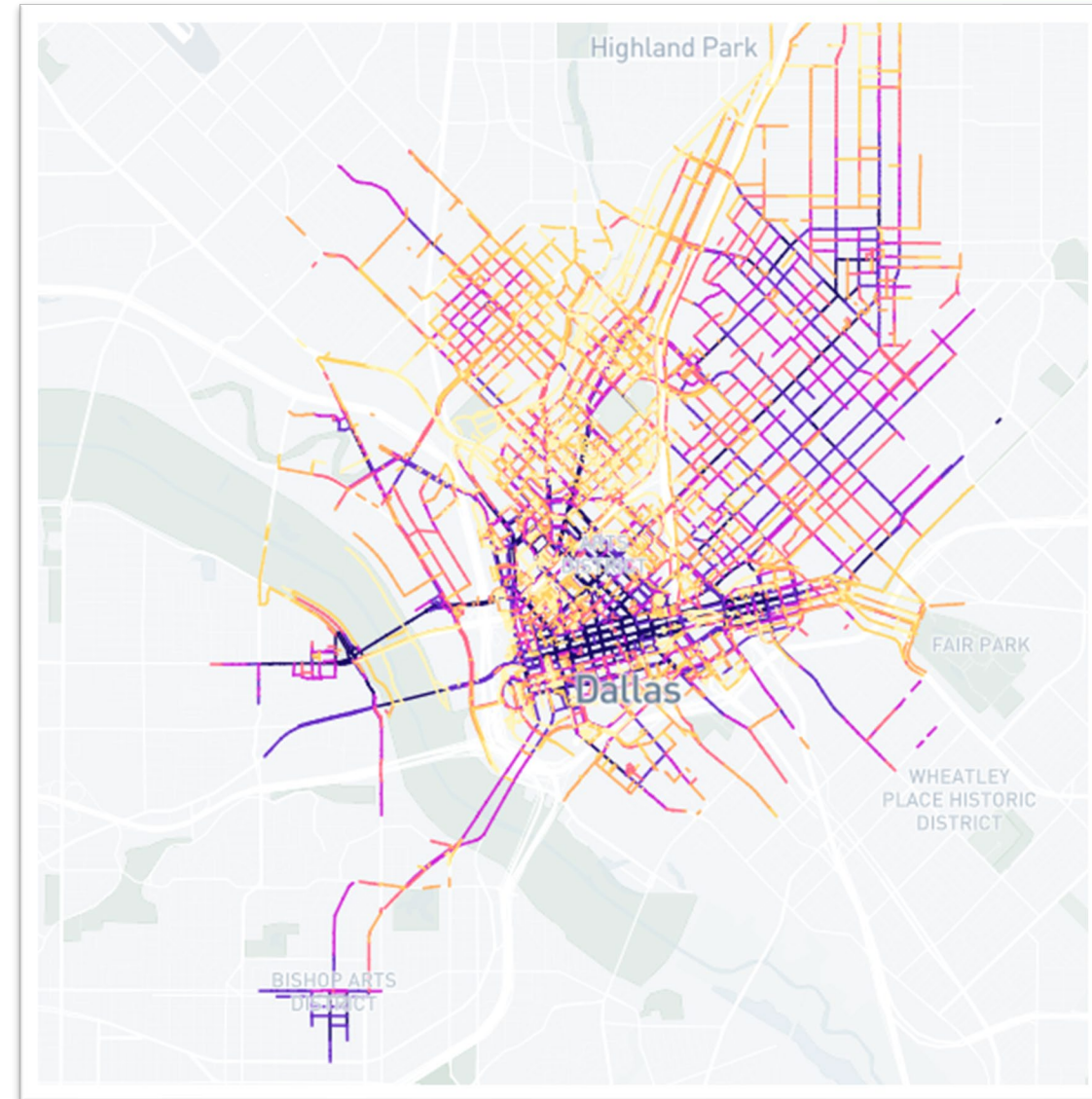
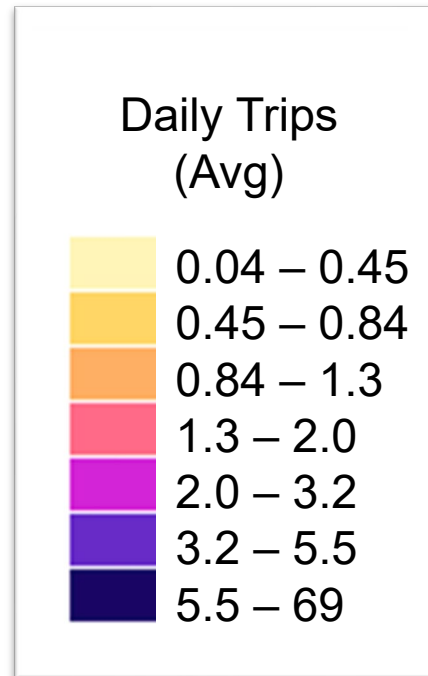
Data Source: Operators, via Populus



Ridership Trends



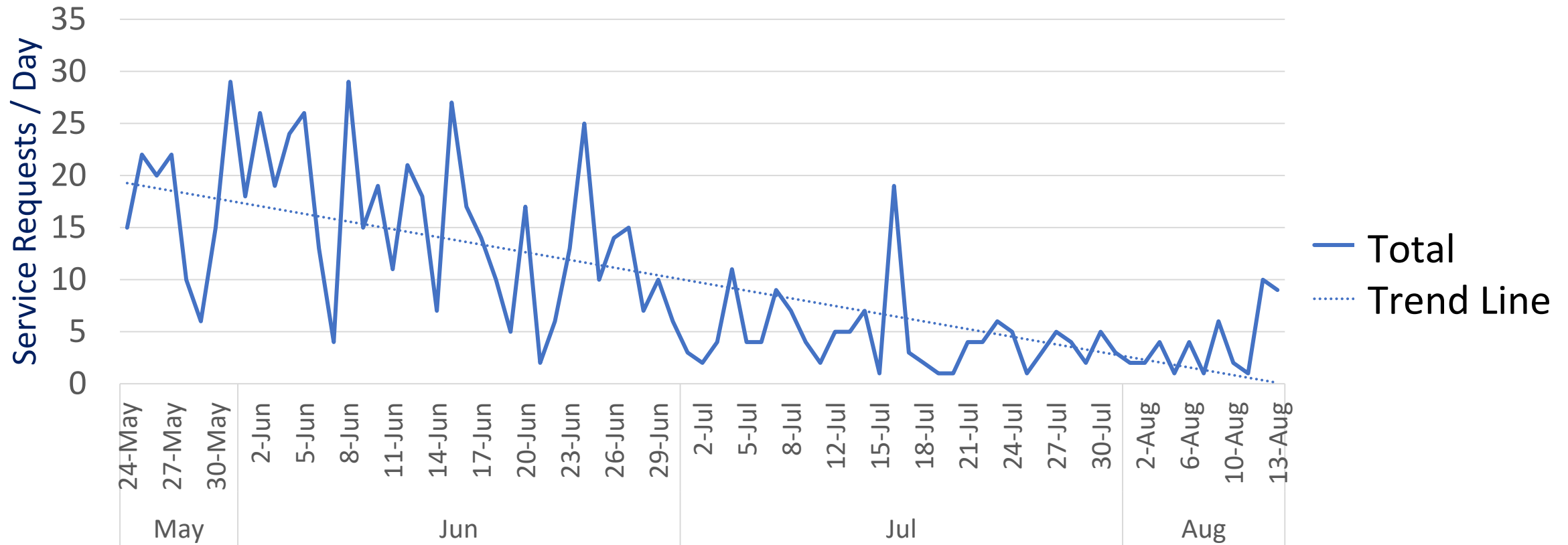
- Where Trips are Occurring



311 Service Request Trends



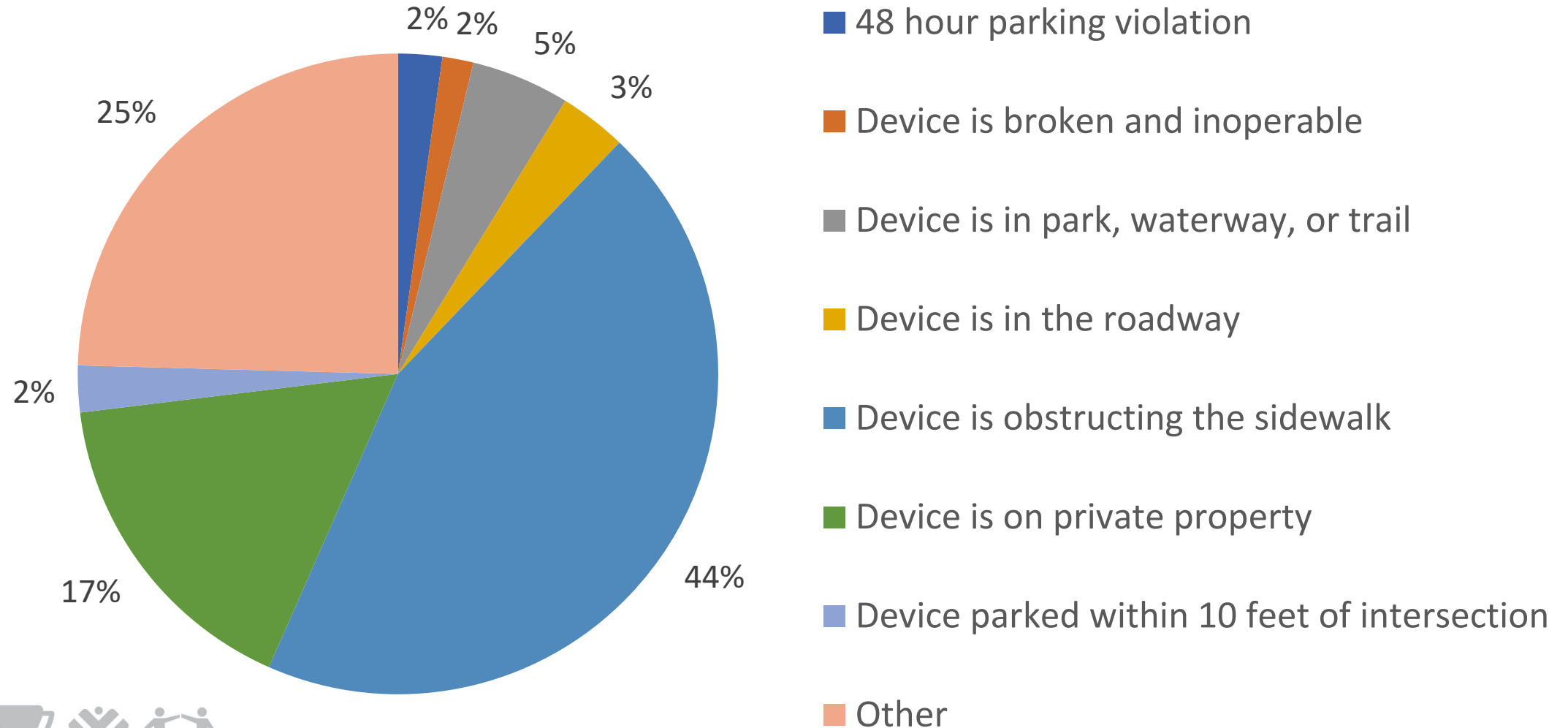
Number of Service Requests for Shared Dockless Scooter/Bike Per Day Over First 3 Months



311 Service Request Trends



Types of Service Requests Received During First 3 Months



Key Take-aways



- What's working well -
 - Lower number of devices permitted
 - Limit on number of devices per block face
 - Limit on hours of operation
- Areas for continued improvement -
 - Sidewalk riding
 - Hours of operation language
 - Additional parking corrals



Proposed Program Rule Changes



- Hours of Operation: Clarify that devices may be rented between 5:00 a.m. and 9:00 p.m., and all rides must end by 10:00 p.m.
- 35 MPH Limit: Clarify that riding on streets with dedicated bicycle facilities is allowed, regardless of posted speed limit.
 - Example: Bishop between Colorado and Davis – signed at 35 MPH, but has dedicated bike lanes



Proposed Program Rule Changes



- Revise certain suspension criteria from “will be automatically suspended” to “may be suspended” to allow room for professional judgement
 - Example: An operator’s operating authority permit ~~will~~ **may** be automatically suspended if the number of incidents averages 20 per day in a seven-day period.
- Revise the boundaries of certain slow-ride zones to improve rider experience
- Increase the percentage of the fleet that is allowed in the Central Dallas Deployment Zone



Next Steps



- ✓ Micromobility Working Group: 3-Month Review
- ✓ Brief Transportation and Infrastructure Committee
- Public hearing to adopt Program Rule language updates
- Continued improvements to the program





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