



City of Alexandria  
Dockless Mobility

# Background

Pilot Programs started in 2018

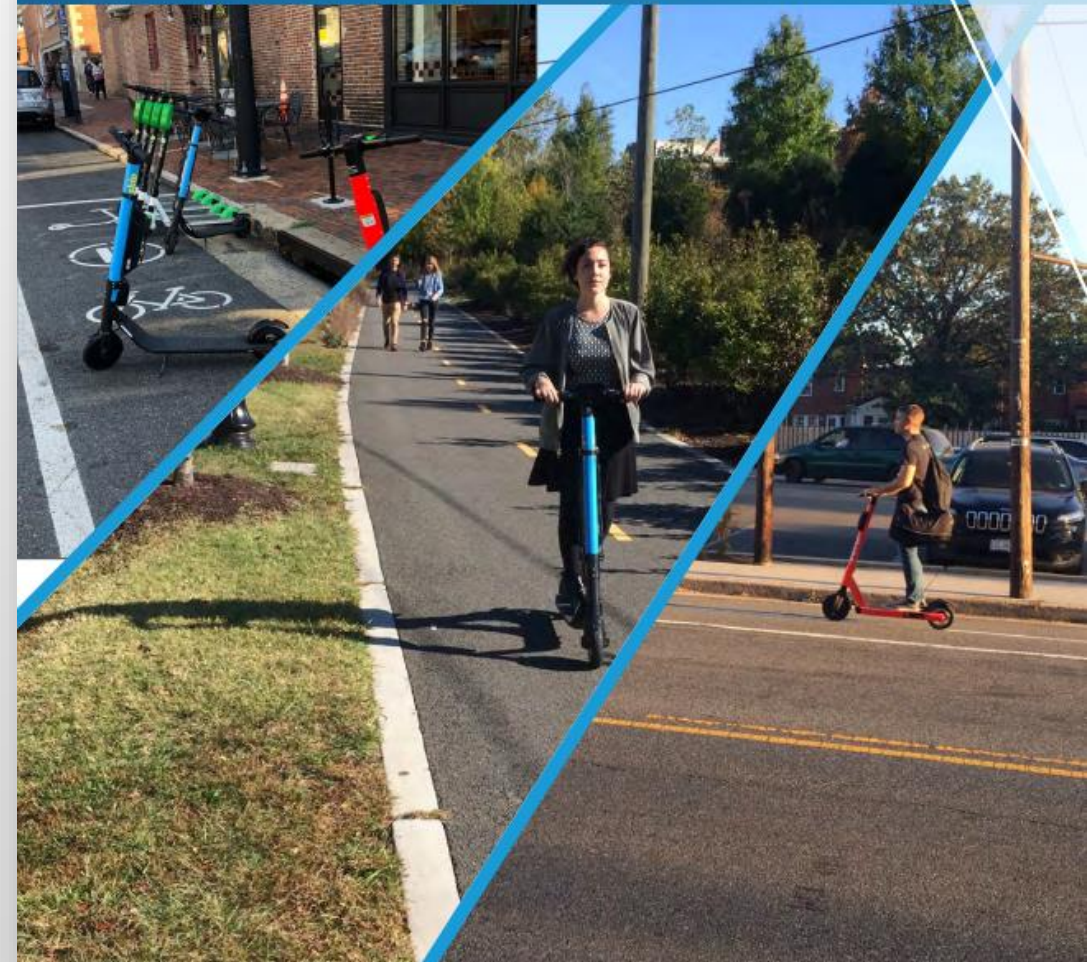
Total of seven different companies participated at different points

200 vehicle cap for each operator



## Alexandria Dockless Mobility Pilot Evaluation

November 2019

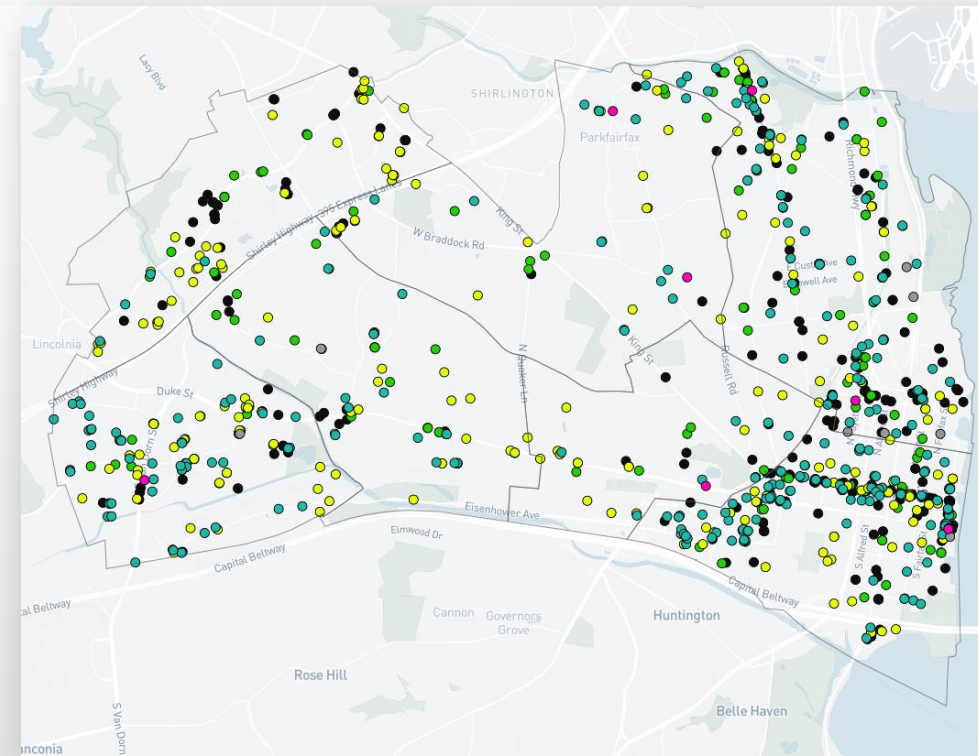


# Permanent Program

Approved by City Council in November 2021

Five operators permitted to deploy scooters and e-bikes between April 1, 2022 – March 31, 2023

1200 e-scooters and 500 e-bikes permitted to operate Citywide



# City Code Requirements

Max speed of 15 mph for scooters and 20 mph for e-bikes

Monthly reports: Ridership data, customer complaints, crashes/injuries

Equipment requirements: Information in braille, vehicle demos

Service requirements: 30% in Equity zones, 311 responsiveness

No sidewalk riding citywide

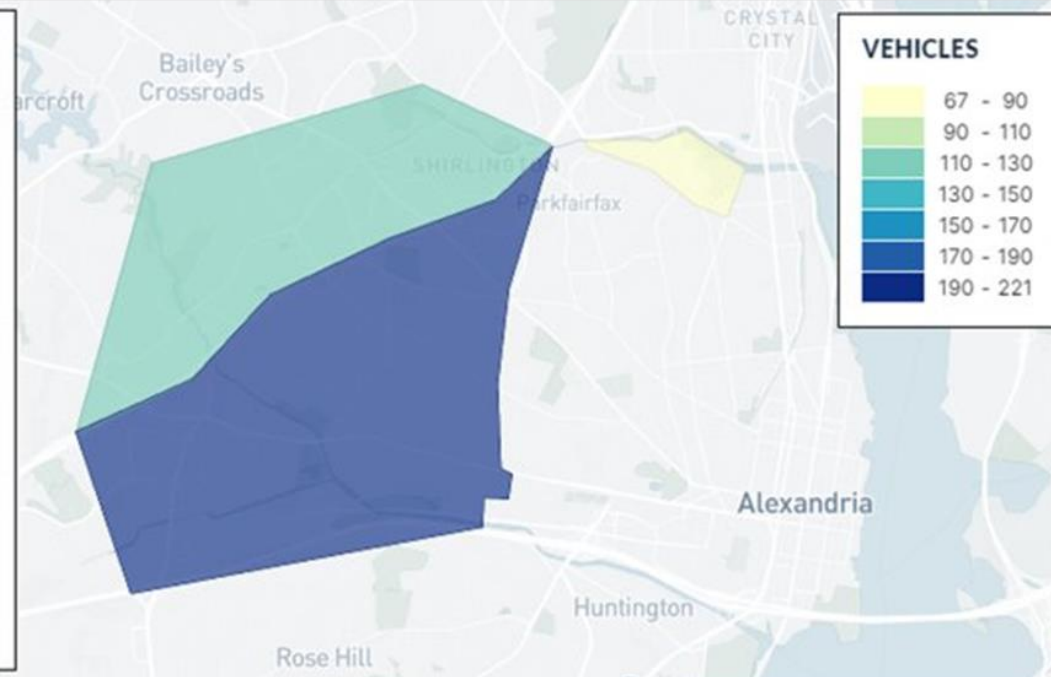
**DISTRIBUTION FILTERS**

Geography  
Distribution - Equity

Operator  
All

Vehicle Type  
All

Vehicle State  
Deployed



# Current Permit Year

Bird, Lime, Link, and Spin approved for 2023-2024 permit year

Applications scored based on five elements of Alexandria Mobility Plan and Past Performance

Accessibility

Convenient

Equity

Safe

Sustainable

Operator-specific vehicle cap based on application score



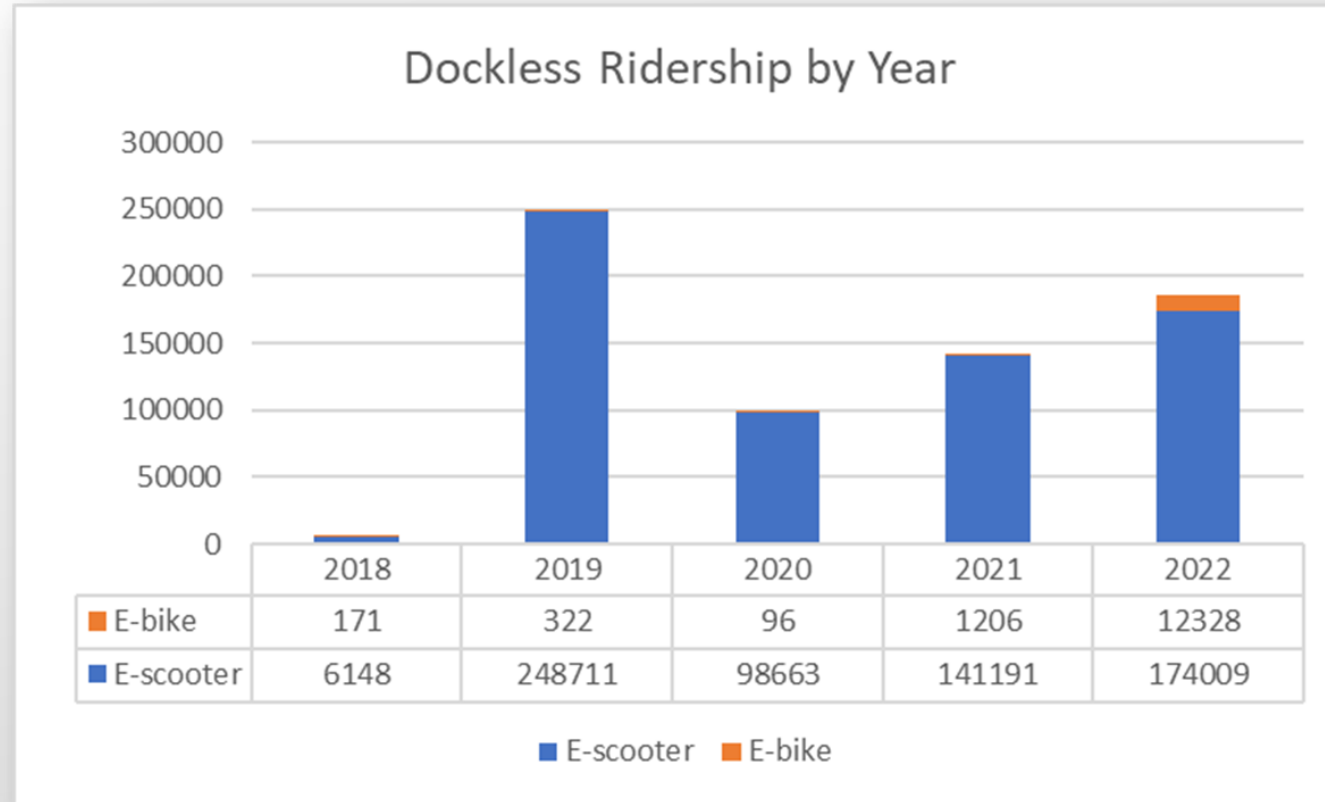
# Current Permit Year

Operator	Scooters	E-bikes
Bird	450	100
Lime	205	100
Link	285	0
Spin	260	0
<b>Total</b>	<b>1200</b>	<b>200</b>

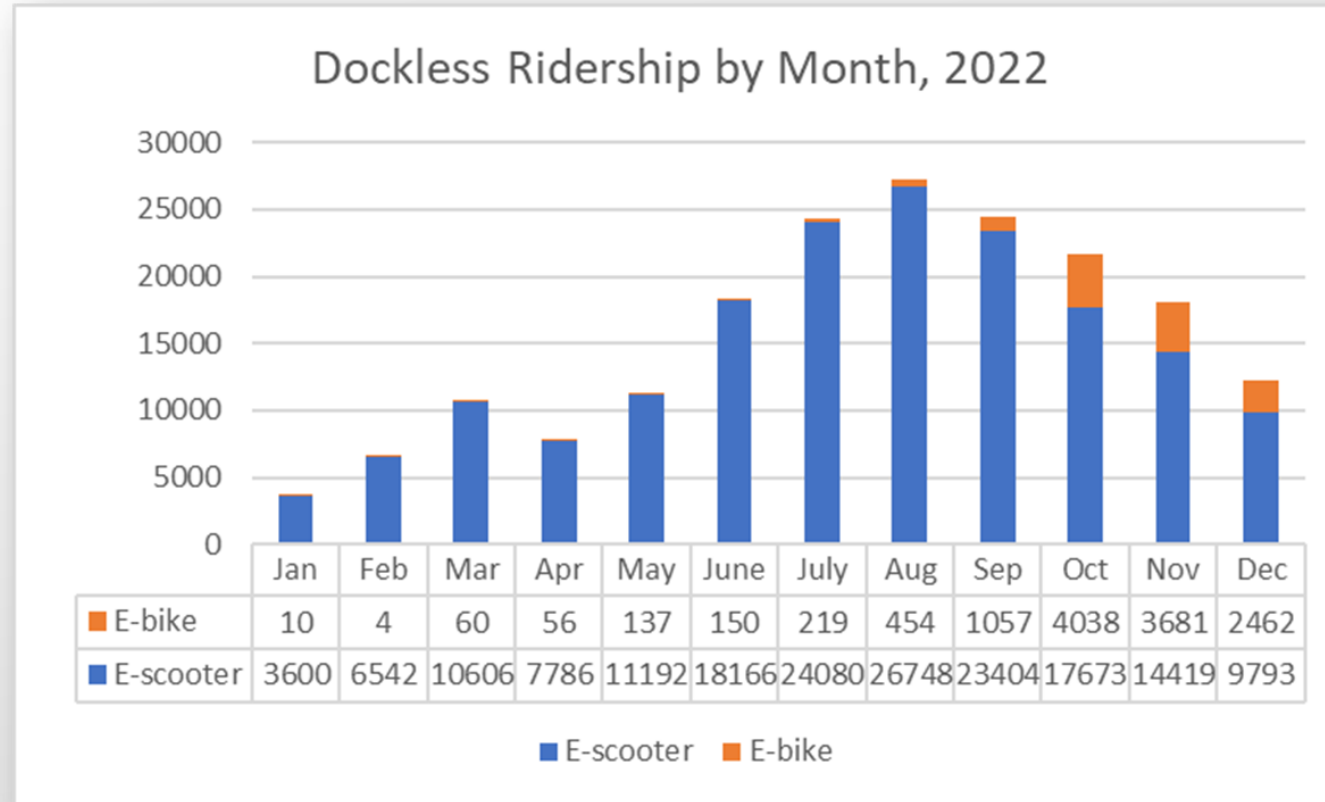
City vehicle cap of 1200 scooters and 800 e-bikes



# Ridership Trends



# Ridership Trends





# Parkfairfax Ridership

Ridership from 5/6/22 - 5/5/23

Fewer than 50 each community-wide:

Ride origins

Ride destinations

Operator deployments

Majority of rides start and end along  
Martha Custis Drive



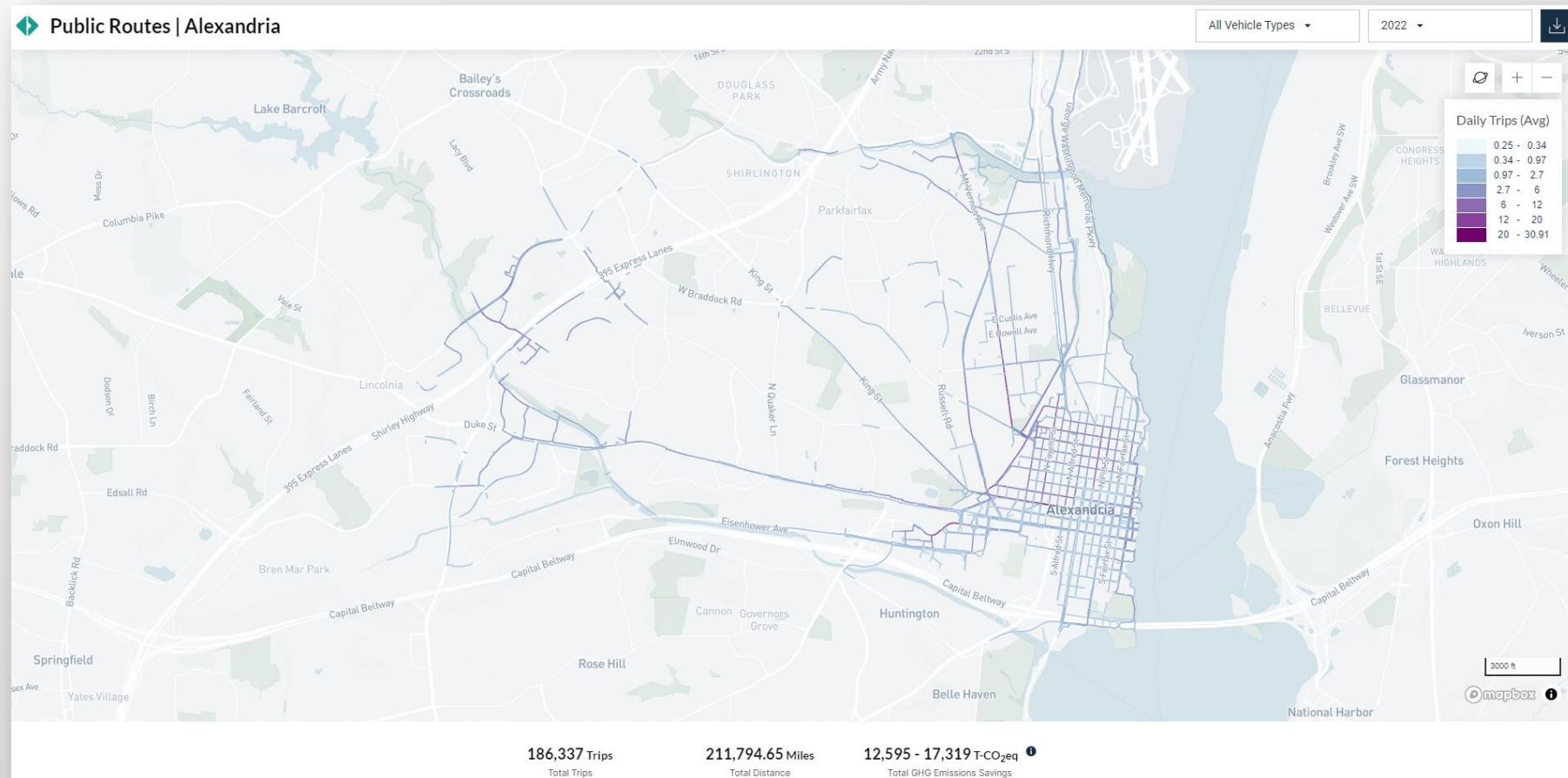
# Data Feed

Live data feed with real time locations required

Must retain for at least two years

Tracks compliance metrics and ride history

Some data available publicly

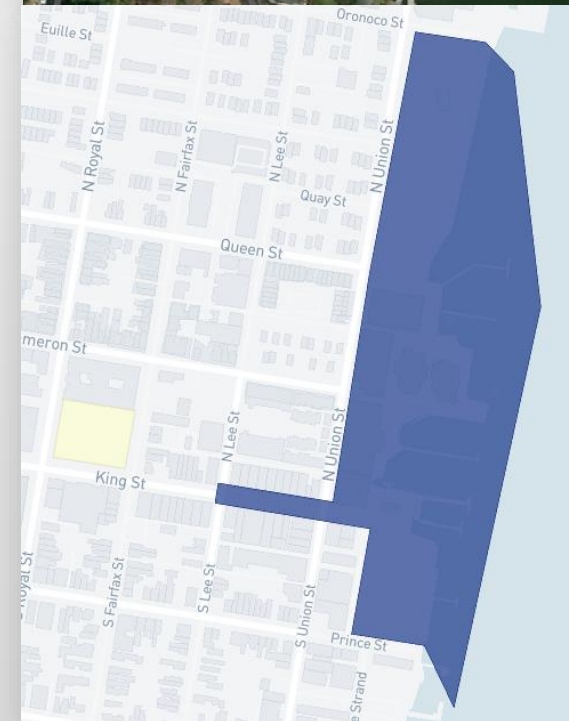
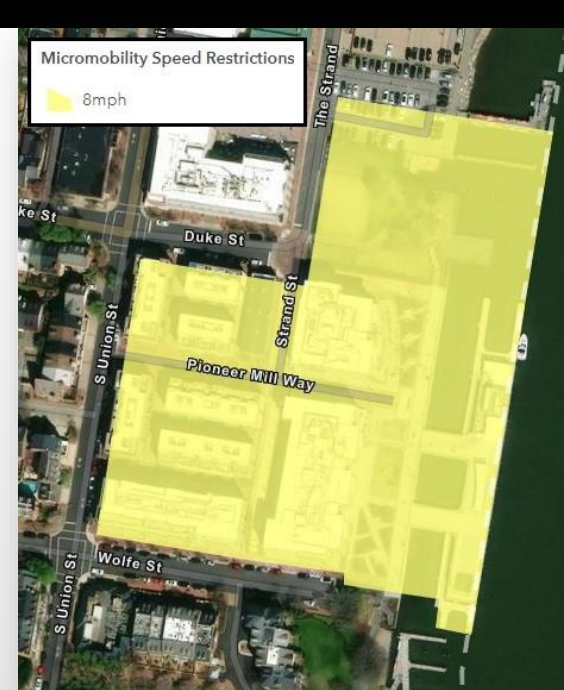


# Permit Application

New applicants must include jurisdictional reference

No one operator may have more than 50% of the City vehicle cap

Program requirements: Rider education, transit deployments, No Parking and Slow zones, cash payment option and low-income discount program



# Alex311

Dedicated dockless vehicle reporting

Automatically routes info to the selected operator



Hello from Alex311.

A customer in the City of Alexandria, VA has submitted the below concern about an improperly parked scooter/ebike. You may reach out to the customer listed below if more information is needed to locate the device. Please contact Sean Martin at [sean.martin@alexandriava.gov](mailto:sean.martin@alexandriava.gov) to close this case once the problem is corrected or if you have any other questions or concerns.

By City Code, improperly parked devices must be corrected within two hours of reporting.

Alex311 Case Number: **23-00009864**

Submitted: **4/15/2023 6:27 PM**

Issue: **Blocking sidewalk or path (less than three feet of space available to pass)**

Customer's Comment: **The scooter is blocking the sidewalk and is also been left on private property, remove immediatly**

Reported Address:

Relative Location to the Address:

XY Coordinate:

Vehicle ID: **Not sure**

**ALEX 311** CITY OF Alexandria VIRGINIA

Request Status All Services 24-Hour Hotlines Alerts Login [Login for more info](#)

**Service**  
Scooters and Dockless Mobility

**Location**

**Details**

**Contact**

**What is the nature of your request?** \* Required

- Scooter Parking
- Scooter Enforcement
- Scooter Laws and Regulations
- General Inquiries

**Please select which scooter / ebike company is responsible (please submit a separate ticket for each vendor):** \* Required

Please Select Option

**What is the vehicle ID number? If you are not sure, please type "Not sure".** \* Required

**What is the parking issue that you are reporting about the vehicle?** \* Required

Please Select Option

**i** Please provide the details of your request in the Additional Information box below.

**Additional Information**

**Upload a file**

# Corrals

Designated parking areas

Operators promote in app and incentivize with discounts

If a company deploys on a block face with a corral, they must use the corral



# Questions?

Sheila McGraw

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Sean Martin

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<https://www.alexandriava.gov/DocklessMobility>

