

Memorandum



CITY OF DALLAS

DATE July 21, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Shared Dockless Vehicle Program Update**

Following the relaunch of the Shared Dockless Vehicle Program on May 24, 2023, City staff has received numerous media inquiries and questions from the public about the launch. The purpose of this memorandum is to provide answers to some of the frequently asked questions and provide a timeline for evaluating additional improvements to the program.

Frequently Asked Questions

- Q:** How many 311 complaints have been received since the program relaunched?
A: Between the scooter relaunch on May 24th and July 17th, there have been 674 submissions to 311. The number of 311 submissions is reflective of the work done to actively advertise and promote 311 as the optimal method to address parking and riding issues for data-driven compliance management.
- Q:** Is City staff meeting with the operators on a regular basis?
A: City staff is holding meetings with all operators on a bi-weekly basis and are in regular and frequent communication with the operators between those meetings. Operators are aware of 311 requests, are responding to them, and are updating staff on the status of those requests.
- Q:** Are there penalties if the operators do not comply with city rules?
A: Through a dashboard, hosted by the City's data vendor, City staff is actively monitoring operator compliance. For those metrics that are near or exceeding thresholds for compliance, staff is working with the operators to bring them into compliance. However, the City is prepared for progressive enforcement if necessary, as noted in the Program Rules.

Next Steps

Noting the frequently asked questions, the program was relaunched with the understanding that future changes would likely be needed to ensure that the City is continually responding to lessons learned and implementing best practices. Therefore, many of the requirements were included in the Program Rules rather than City Code to allow for greater flexibility of amendments.

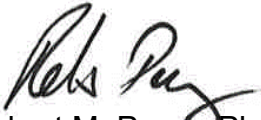
As the program is to be reevaluated every three months, a meeting with the operators and Micromobility Working Group will be scheduled for late August to review the program metrics and discuss any recommended changes to the rules. Additionally, a comment form will be posted on the program website the week of July 24th, to solicit ideas from the public on changes that should be made to the rules. Recommended changes would then

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be taken through a formal public hearing process to be adopted in the rules. Following this quarterly review, staff anticipates briefing the Transportation and Infrastructure (TRNI) Committee on the status of the program.

Between now and the upcoming TRNI Committee meeting, updates on the program can be found at: <https://dallascityhall.com/departments/transportation/Pages/dockless-vehicle-program.aspx>.

The city is committed to promoting low-emission transportation options such as, shared dockless vehicles, to meet the goals in the City of Dallas Strategic Mobility Plan and Comprehensive Environmental and Climate Action Plan, while at the same time working with the operators to ensure the program does not work against other city goals such as Vision Zero. Should you have any questions or concerns, please contact Ghassan “Gus” Khankarli, PhD, PE, PMP, CLTD, Director of the Department of Transportation, at ghassan.khankarli@dallas.gov.



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