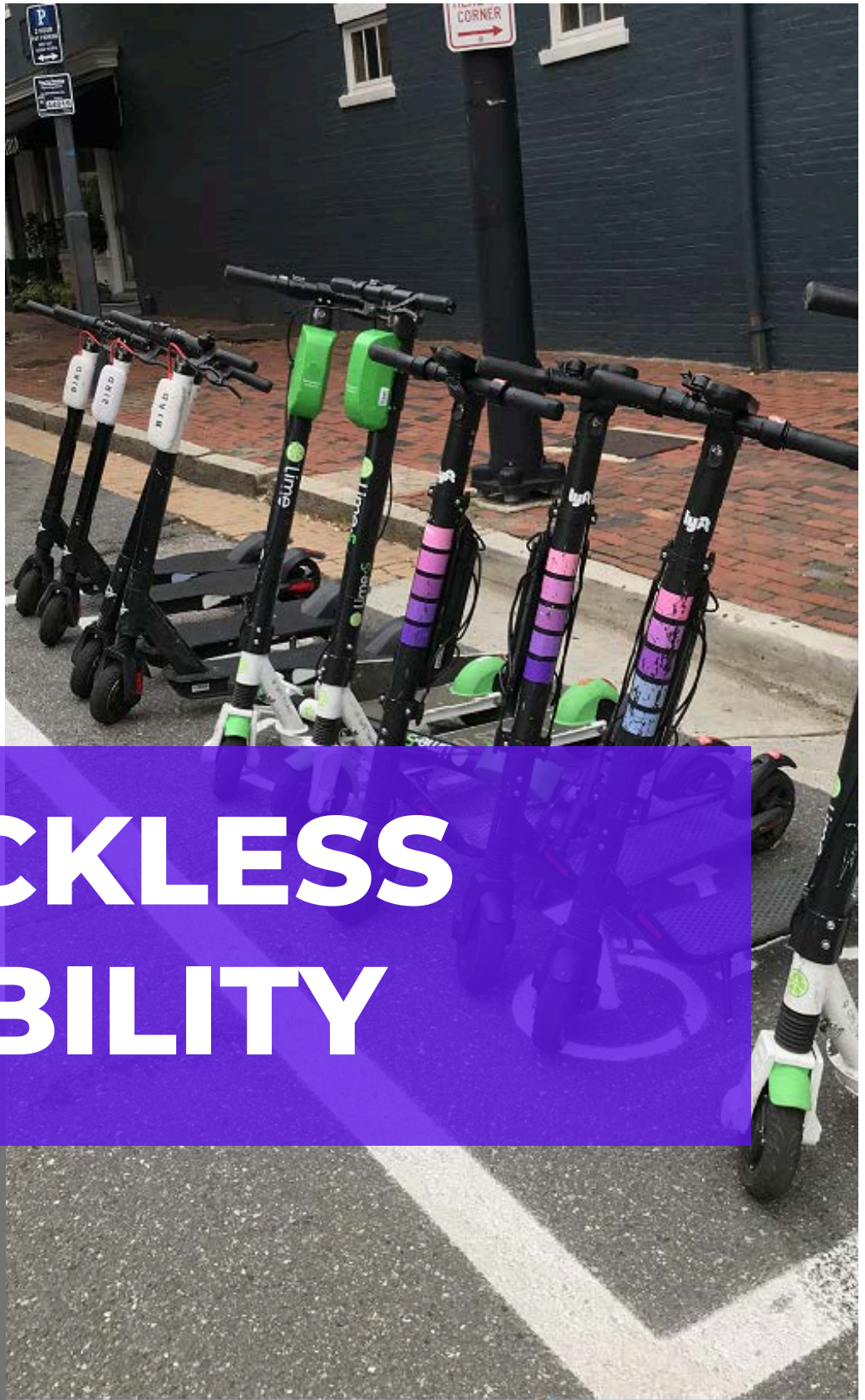


FY 2024 ANNUAL REPORT
& FY 2025 WORK PLAN



DOCKLESS MOBILITY



**Department of Transportation
& Environmental Services**
Mobility Services Division



ABOUT DOCKLESS MOBILITY

In November 2018, the City began to work with dockless mobility companies that began appearing in Alexandria. The City conducted a two-phased pilot program to determine the need for and structure of a permanent program. The Ad Hoc Scooter Task Force made a recommendation to City Council to create a permanent program, and in November 2021, the City Council approved the current Dockless Mobility program. Pursuant to City Code, the City has established an overall cap for the number of dockless mobility devices in the City of 1,200 scooters and 800 e-bikes. This cap on devices can be modified in the future as needed. Two companies have been approved for permits to operate in Alexandria through March 31, 2025.

FY 2024 MAJOR ACCOMPLISHMENTS

- **Updated permit application** to award permits based on past compliance and operational metrics.
- **Permitted two dockless mobility companies** to deploy up to 1,200 scooters and 100 e-bikes.
- Launched an **enhanced Alex311** dockless vehicle reporting function to facilitate prompt retrieval of improperly parked devices and track cases.
- Responded to 219 **Alex311 requests** related to dockless devices.
- Expanded **Dockless Mobility Slow Zone** that restricts speeds for dockless devices to cover the Old Town waterfront from Founders Park to Robinson Landing.
- **Submitted grant application** to the Better Bike Share Partnership to facilitate more equitable ridership opportunities.
- Presented program updates to the **Metropolitan Washington Council of Governments** (MWCOCG).



FY 2025 MAJOR WORK OBJECTIVES



Update Dockless Permit Requirements

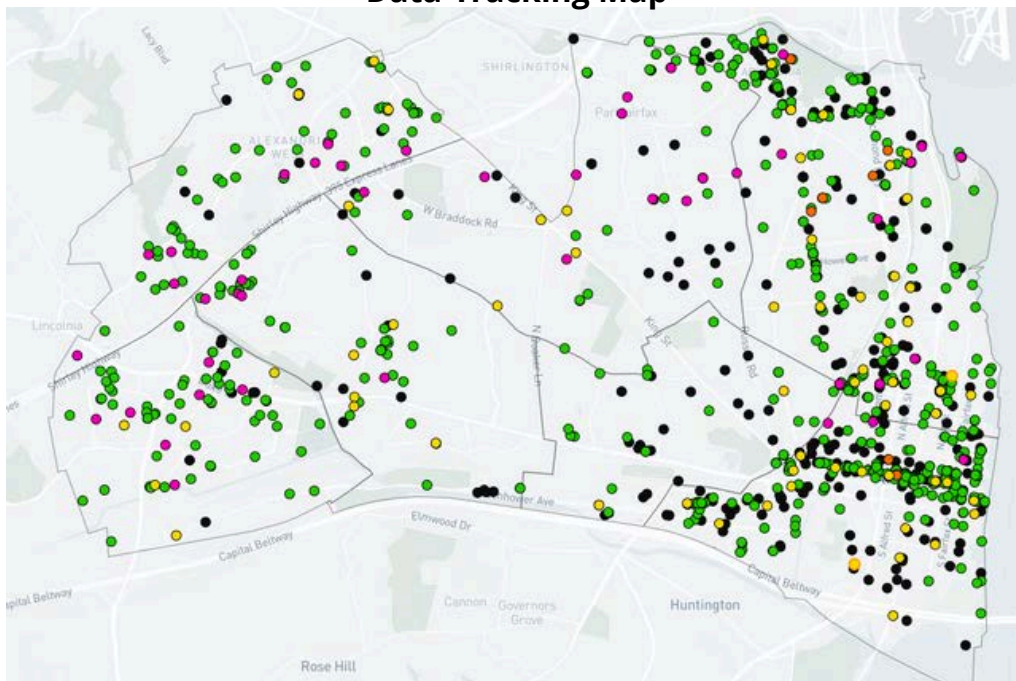
Update the dockless permit requirements and evaluate a potential fee and fine structure based on best practice from around the country. The City will evaluate the current vehicle cap, application system, and permit requirements to best meet the Alexandria Mobility Plan goals.



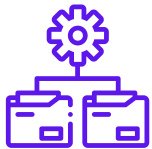
Dockless Operator Permit Compliance

Staff will use data-tracking software and the Alex 311 reporting tool to determine if dockless operators are meeting permit requirements. Staff will also create a system for managing non-compliance with metrics included in the permit, including response time to complaints.

Data-Tracking Map



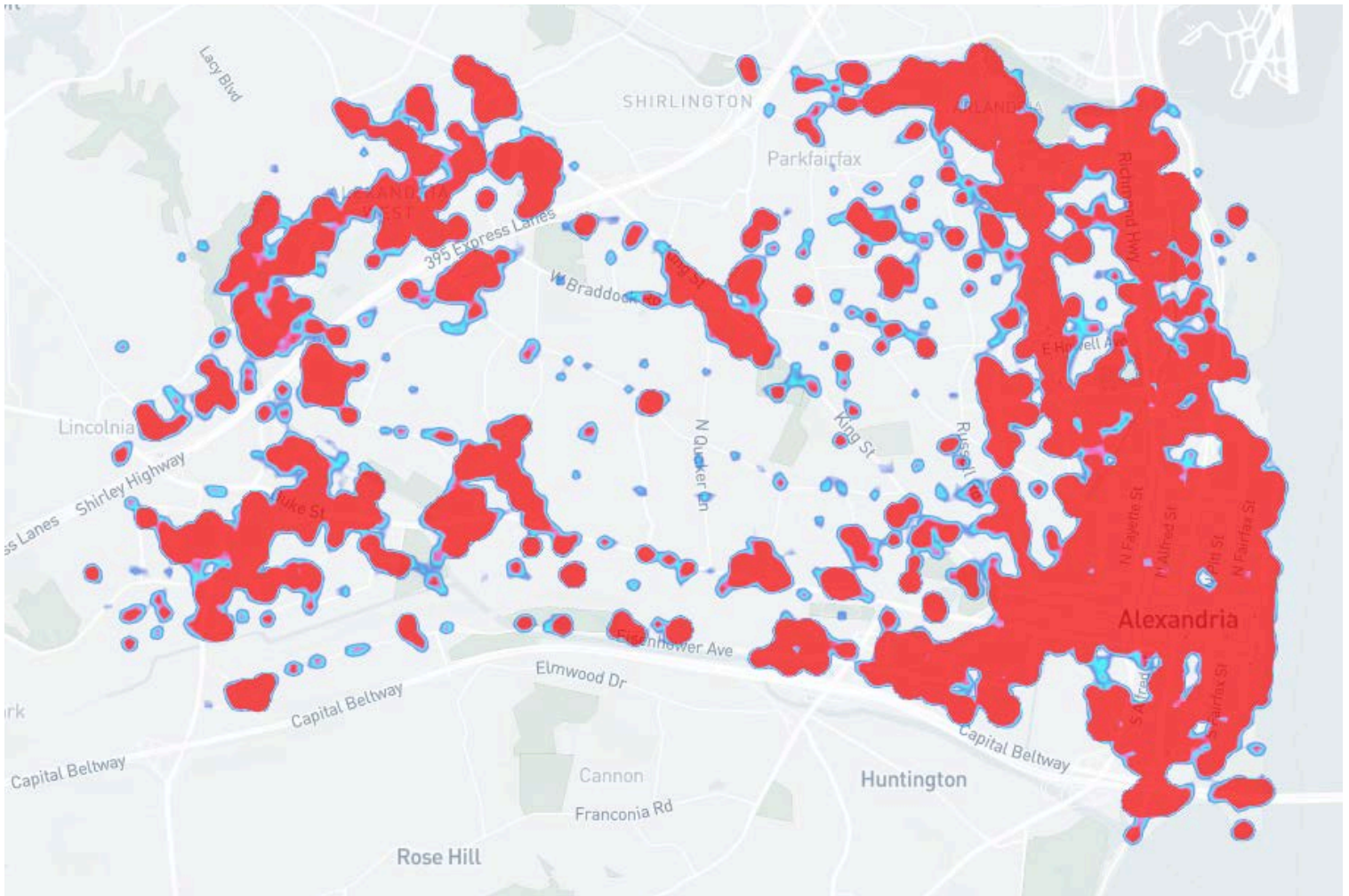
FY 2025 MAJOR WORK OBJECTIVES



Data Analysis

The team will analyze data from the Dockless Mobility Program, including data from the two permitted operators, to determine compliance with equity zone requirements, metro station deployments, and Alex311 requests. Staff will use the data to determine parking corral locations and other needed infrastructure to support the program.

Heatmap - Devices Parked throughout the City - FY 2024



ONGOING PROGRAM MANAGEMENT



Dockless Outreach and Education

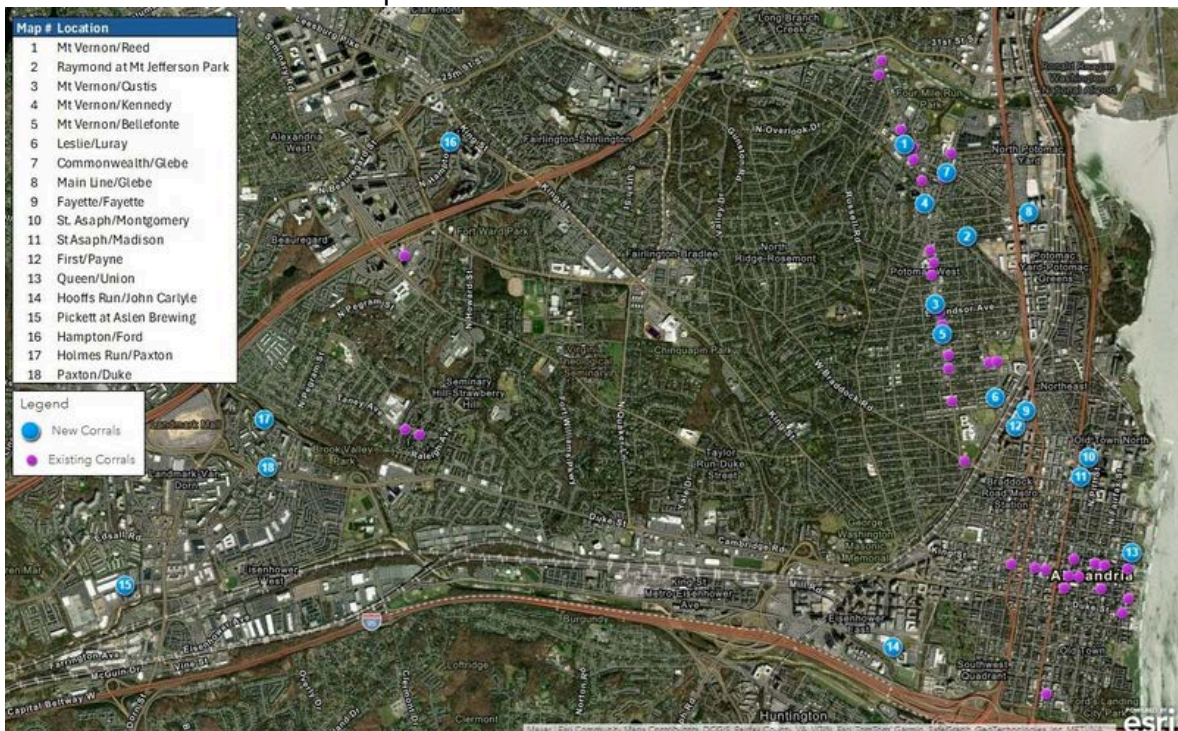
The Parking & Curbside Management team will work with permitted operators to hold education and outreach events to help current users and potential users ride safely and park devices properly. Staff will work with operators to promote equity programs available within the City. Staff will promote the program and work toward the Alexandria Mobility Plan goals of reducing single occupancy vehicle usage.



Dockless Corral Refresh and Expansion

The team will install new dockless corrals and bike racks, with an emphasis on locations that experience high ridership, equity zones, opportunities for daylighting intersections, and Alex311 requests.

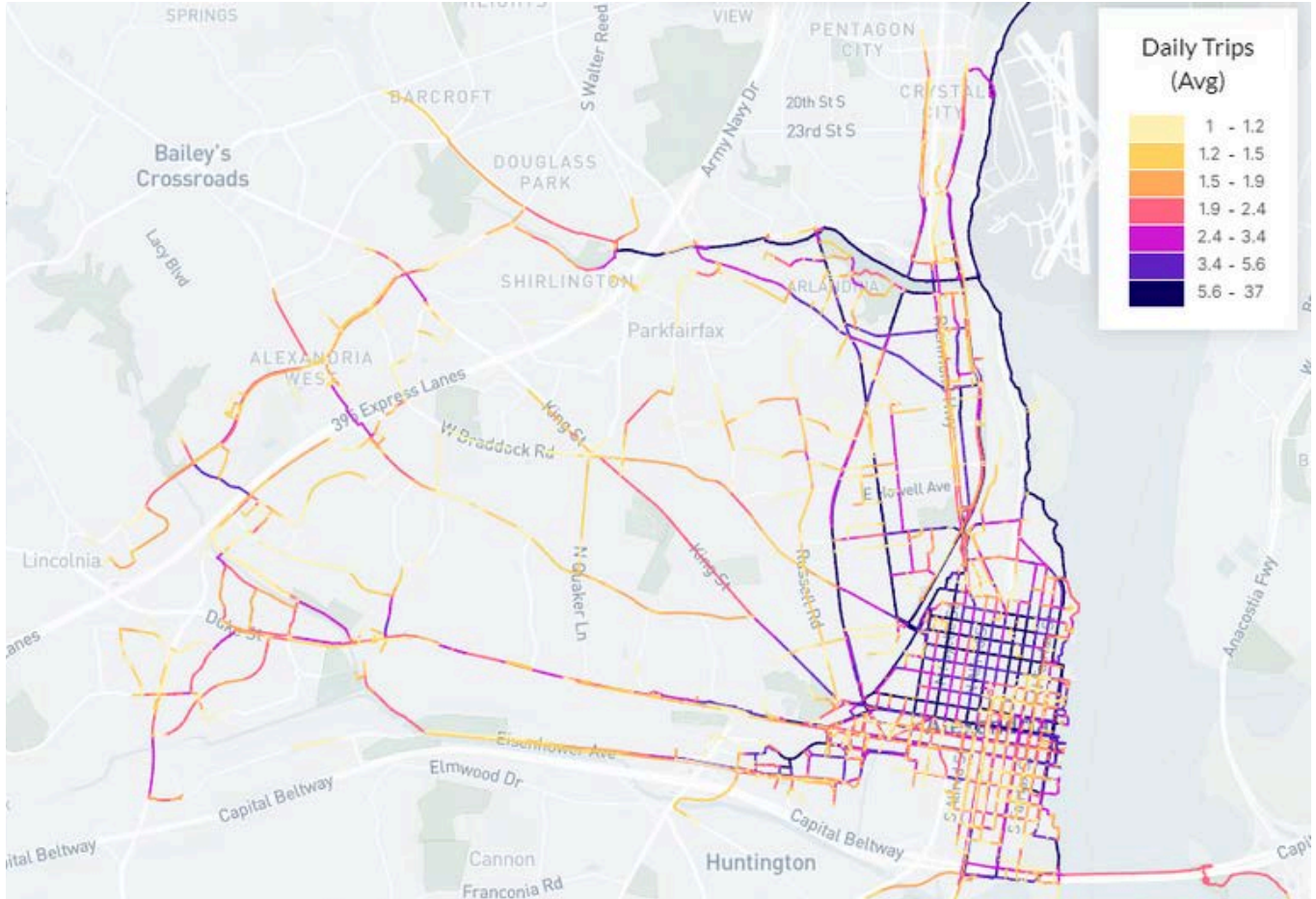
Prospective New Corral Locations



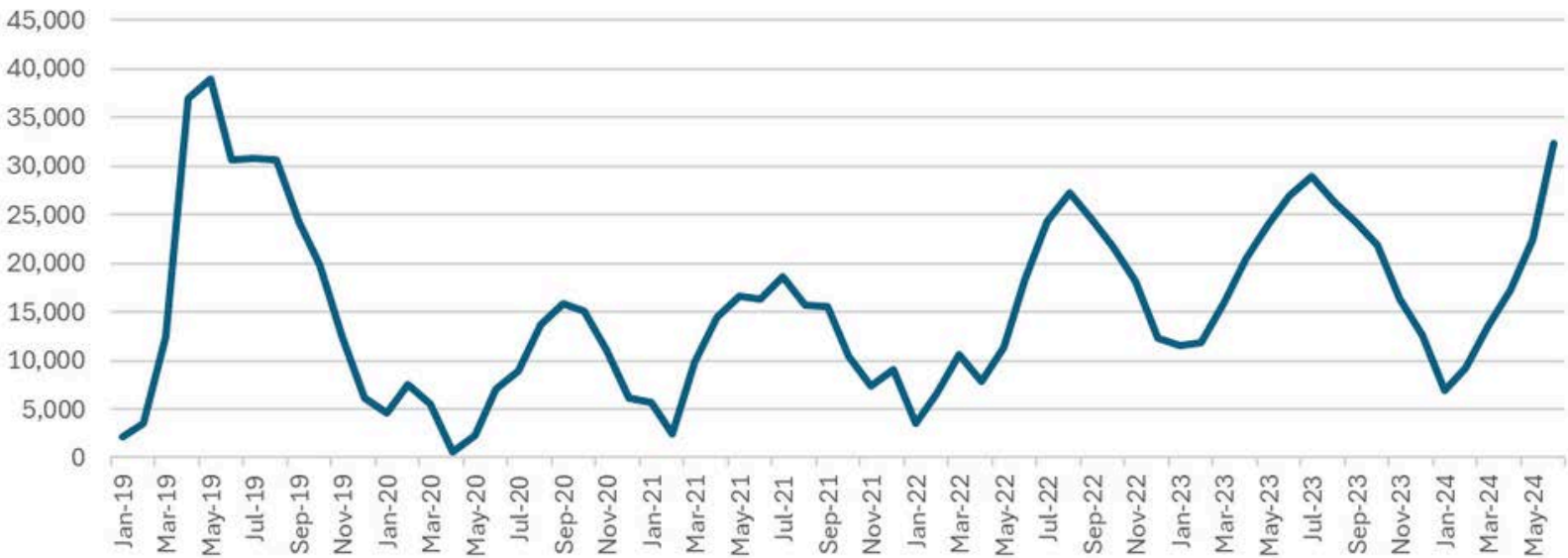


PROGRAM KEY METRICS

Trip Route Map, January 1, 2019 - June 30, 2024



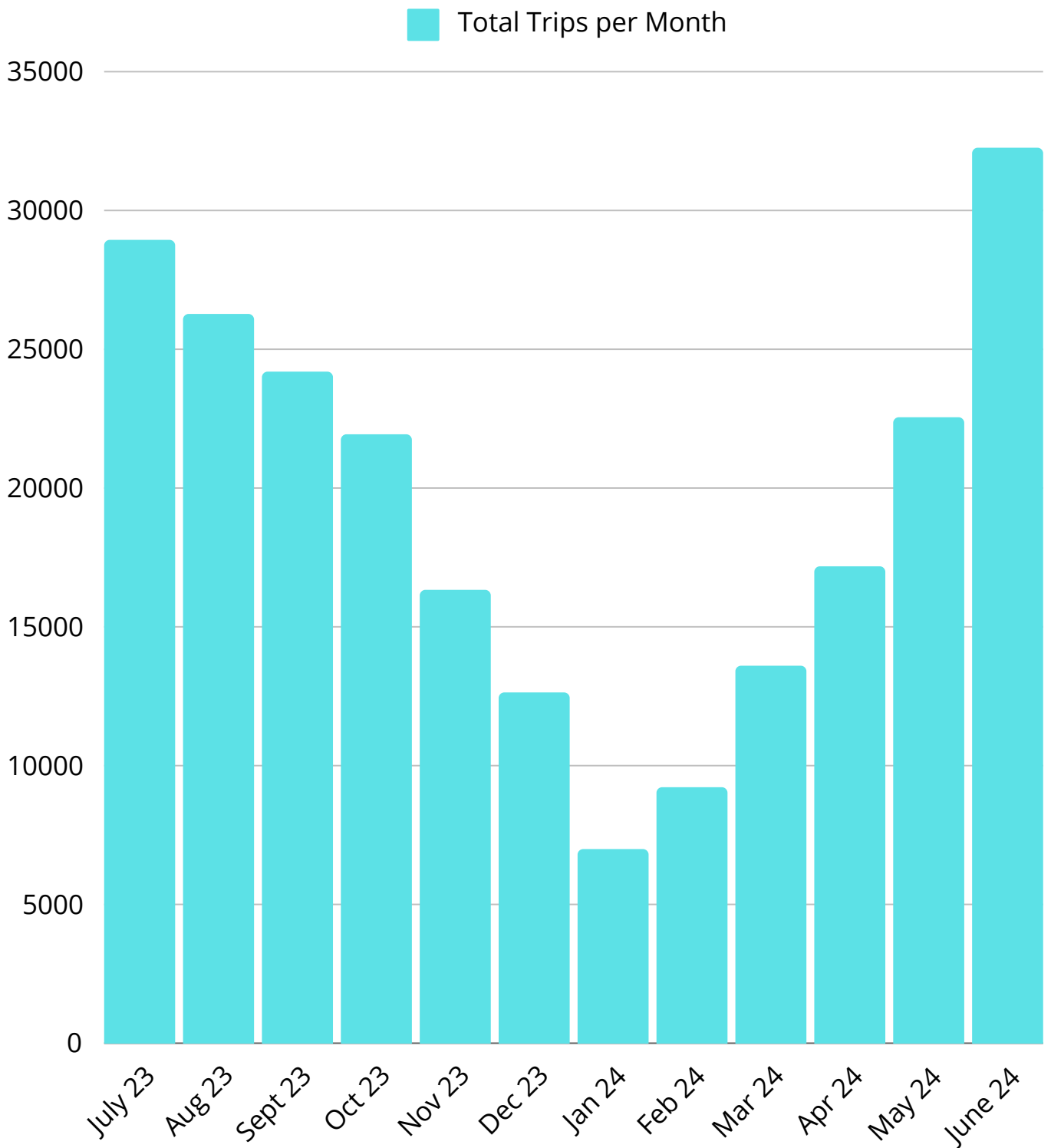
Total Trips by Month, January 1, 2019 - June 30, 2024





FY 2024 KEY METRICS

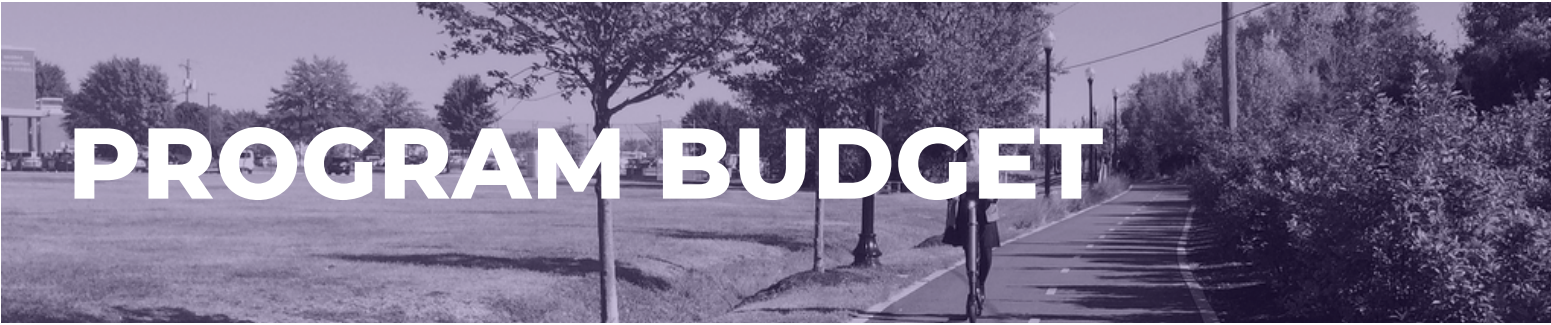
232,113 Total Trips in Alexandria in FY 2024





FY 2024 KEY METRICS

- **Permitted 2 dockless operators** in April 1, 2024
- **1,200 scooters and 800 e-bikes** allowed in Citywide cap
 - **865 scooters and 107 e-bikes** deployed on an average day
- **1,014 scooter trips and 61 e-bike trips** on an average day in June 2024 (typically high ridership month)
- **232,113 total trips** started in Alexandria
- **49,504** Dockless trips started in **equity zones**
 - 4.6% in Arlandria (10,678)
 - 8.5% West of I-395 (19,843)
 - 10.6% Between Quaker Lane and I-395 (24,597)
- **22,596** dockless trips started **near Metro stations**
 - 3.7 % at King St (8,667)
 - 3.7% at Braddock Rd (8,652)
 - 1.9% at Potomac Yard (4,391)
 - 1.1% at Eisenhower Ave (2,619)
 - 0.5% at Van Dorn St (1,113)
- **Enhanced parking corrals** for dockless vehicles
 - Installed 13 new corrals
 - Updated 8 or reinstalled in existing locations
 - Installed 86 new bike racks in parking corrals



Program Year	2019-2022	2023 Permit	2024 Permit
Revenue (Permit Fees)	\$529K	\$146K	\$118K
Expenses	\$169K	\$85K	\$317K
Balance	\$360K	\$421K	\$222K

FY 2024 Permit Fees

- \$10,000 per permitted operator + \$75 per permitted device

Expenditures Summary

- Data analytics and reporting
- Corral installation and bike racks
- Capital Bikeshare e-bike purchases
- City staffing
- Contractor support



- [Dockless Mobility Website](#)
- [Dockless Mobility Dashboard](#)
- [Docket Mobility Pilot Report](#)
- [Public Routes Dashboard](#)
- [FY 2023 Annual Report and FY 2024 Work Plan](#)



Approved Operators:

- [Bird](#)
- [Lime](#)

