

Summary of Input from Key Stakeholder Groups
City of Alexandria's Dockless Mobility Pilot Program
May-June 2021

Ad Hoc Scooter Task Force – May 27, 2021

- Centralize the complaint system so that residents can report parking issues to the companies and/or the City
- If scooter users are required to lock devices to a bike rack, need to provide adequate access to bike racks across the City
- Ensure that streets are safe for scooters to ride in if they aren't allowed on sidewalks
- Ensure scooter availability by requiring deployment and/or incentives at Metro and high frequency bus stops, particularly in the West End
- Improve tracking of quality of complaint response time and quality of service (possibly through complaint audits)
- Geofence (using technology) to limit speeds on devices in the Waterfront and other "no riding" areas to discourage riding
- Consider removing parking when there are no other options for corrals in locations that could benefit from them.
- Reduce the number of devices permitted for a company or remove permit if performance or compliance issue with the City
- Use incentives or other methods to encourage scooter riding to areas with less devices like the West End
- Require users to provide photo confirmation of scooter parking
- Prohibit parking on sidewalks
- Ticket and fine scooter companies (cost passed along to user) when scooters are parked incorrectly
- Coordinate with APD to enforce illegal scooter riding
- Increase bike lanes in the City so riders are provided space to ride in-street and encouraged to ride in-street instead of on-sidewalks
- Increase or decrease the number of devices permitted in the City based on data
- Add new "no parking areas" when necessary for safety
- Incentivize creating a corral as part of a new development's Conditions of Approval i.e. through DSUP process

Commission on Persons with Disabilities – June 9, 2021

- Improve tracking of quality of complaint response time and quality of service (possibly through complaint audits)
- Maintain "no sidewalk riding" regulation in City Code

- Provide scooter parking areas next to sidewalks (off sidewalk) in grass areas by pouring concrete pads
- Explore hiring people to be out in the community at information booths to educate public on rules of riding and parking.

Waterfront Commission – June 15, 2021

- Centralize the complaint system so that residents can report parking issues to the companies and/or the City
- Geofence (using technology) to limit speeds on devices in the Waterfront and other “no riding” areas to discourage riding
- Additional signage in parks and other places where scooter riding is not permitted, at scooter corrals, etc.
- Provide additional parking areas for scooters and e-bikes off the sidewalks, in convenient areas, and particularly on the West End and near Metro
- Do not remove parking to install scooter corrals
- Support wayfinding messaging to encourage riding on non-arterial streets
- Add scooter symbols to bicycle facilities, such as bike lanes

Transportation Commission – June 16, 2021

- Centralize the complaint system so that residents can report parking issues to the companies and/or the City
- If scooter users are required to lock devices to a bike rack, need to provide adequate access to bike racks across the City
- Ensure that streets are safe for scooters to ride in
- Use incentives or other methods to encourage scooter riding to areas with less devices like the West End
- Additional signage in parks and other places where scooter riding is not permitted, at scooter corrals, etc.
- Establish a weight limit on devices
- Establish a maximum number of devices or companies allowed in the City
- Maintain "no sidewalk riding" regulation in City Code
- Require scooters to be able to be moved so that incorrect parking can be fixed without unlocking the device
- Reconsider the "one size fits all" no sidewalk riding regulation in City Code for busy streets where riding in the street is not a safe option

Virtual Focus Group – June 24, 2021

- Centralize the complaint system so that residents can report parking issues to the companies and/or the City

- Ensure that streets are safe for scooters to ride in
- Ensure scooter availability by requiring deployment and/or incentives at Metro and high frequency bus stops, particularly in the West End
- Improve tracking of quality of complaint response time and quality of service (possibly through complaint audits)
- When removing parking is necessary to install a corral, consider removing parking.
- Reduce the number of devices permitted through a company or remove permit if performance or compliance issue with the City
- Additional signage in parks and other places where scooter riding is not permitted, at scooter corrals, etc.
- Establish a weight limit on devices
- Provide additional parking areas for scooters and e-bikes off the sidewalks, in convenient areas, and particularly on the West End and near Metro
- Do not remove parking to install scooter corrals
- Establish a maximum number of devices or companies allowed in the City
- Educational programs to encourage proper parking and following traffic laws
- Support wayfinding messaging to encourage riding on non-arterial streets
- Provide financial incentives to users for parking at a corral
- Establish penalties for improper user parking
- Provide a complaint process via text or email
- Track types of complaints and what can be addressed
- Provide a process for private property owners and businesses to request no parking geofencing or other enforcement
- Incentivize companies that operate by the City's rules with benefits
- Allow for flexibility in equity area requirement to increase or decrease
- Require brighter lights on scooters for increased visibility.
- Consider limiting or banning night-time riding
- Consider restricting riding and parking on the Strand
- Add no parking areas (e.g. south Old Town)
- Increase font size and visibility of contact information and phone number on scooters to make reporting issues easier
- Determine how many scooters should be in each part of the City by density
- Require users to use bicycle lanes when available

Traffic and Parking Board – June 28, 2021

- If scooter users are required to lock devices to a bike rack, need to provide adequate access to bike racks across the City
- Ensure that streets are safe for scooters to ride in
- Ensure scooter availability by requiring deployment and/or incentives at Metro and high frequency bus stops, particularly in the West End

- Additional signage in parks and other places where scooter riding is not permitted, at scooter corrals, etc.
- Provide additional parking areas for scooters and e-bikes off the sidewalks, in convenient areas, and particularly on the West End and near Metro
- Provide a QR code on scooters that would help report parking issues
- Public education program to discourage drinking and riding
- Requiring more scooters to be deployed in equity areas

Federation of Civic Associations – June 30, 2021

- Establish a weight limit on devices
- Do not remove parking to install scooter corrals
- Require users to read safety information in scooter companies' apps (in multiple languages)
- Fine or tax scooter trips that do not end in a corral
- Coordinate with private property owners such as condo buildings who wish to create corrals in their parking lots or on their property

Commission on Aging - Comments for Commission on Aging received via input from the Task Force member representing the COA

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- Geofence (using technology) to limit speeds on devices in the Waterfront and other “no riding” areas to discourage riding
- Educational programs to encourage proper parking and following traffic laws
- Maintain "no sidewalk riding" regulation in City Code