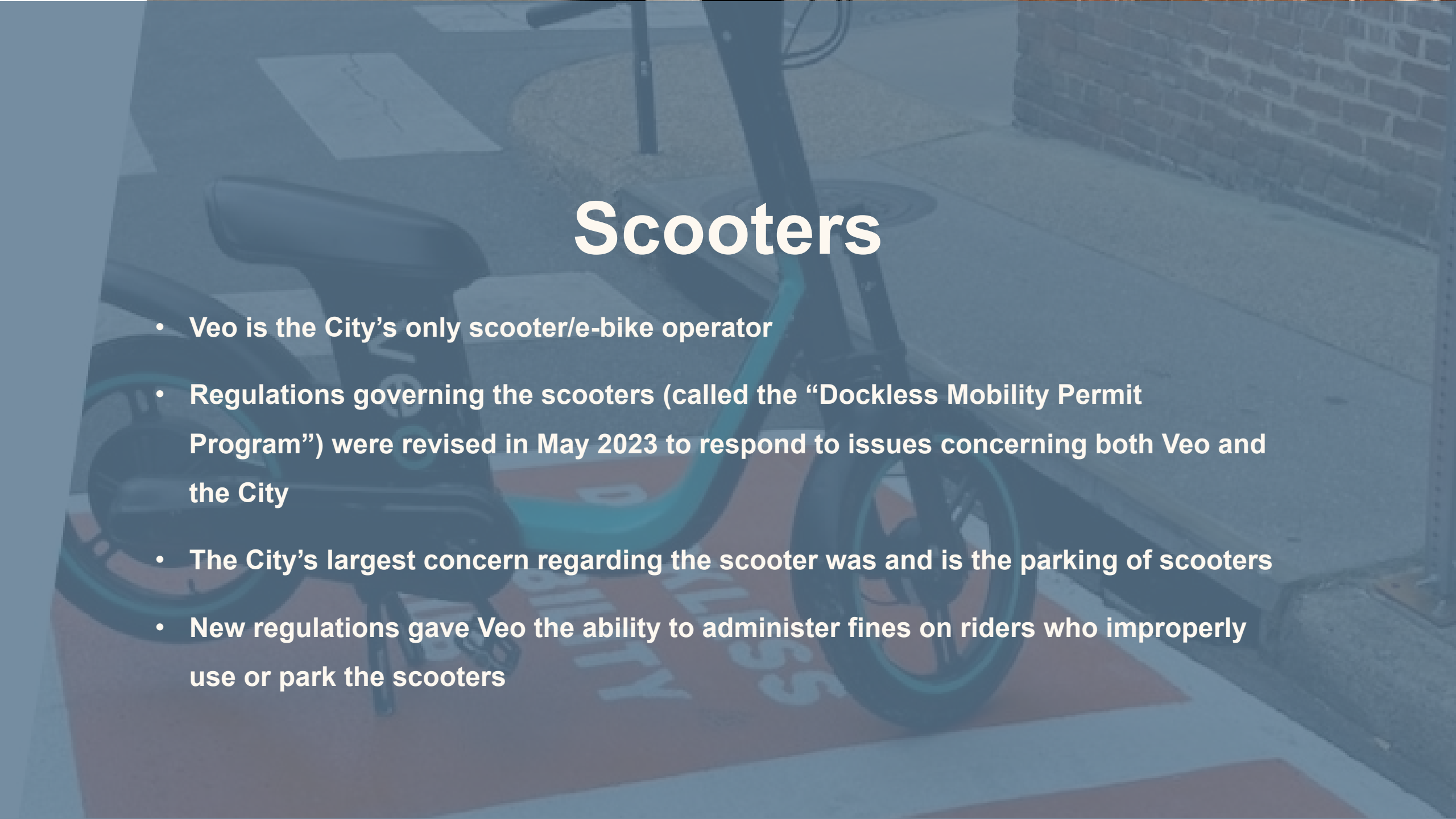




Dockless Mobility Permit Update

Neighborhood Development Services

December 2024



Scooters

- Veo is the City's only scooter/e-bike operator
- Regulations governing the scooters (called the "Dockless Mobility Permit Program") were revised in May 2023 to respond to issues concerning both Veo and the City
- The City's largest concern regarding the scooter was and is the parking of scooters
- New regulations gave Veo the ability to administer fines on riders who improperly use or park the scooters

Annual Performance

Veo Local User Survey in October 2024 found:

- 34% of riders do not have a car
- 17% do not have a driver's license
- 78% have been able to decrease car use
- 61% say they feel more independent
- 42% ride on the sidewalk
 - 61% would stop if protected bike lanes were available (higher than any other deterrent)

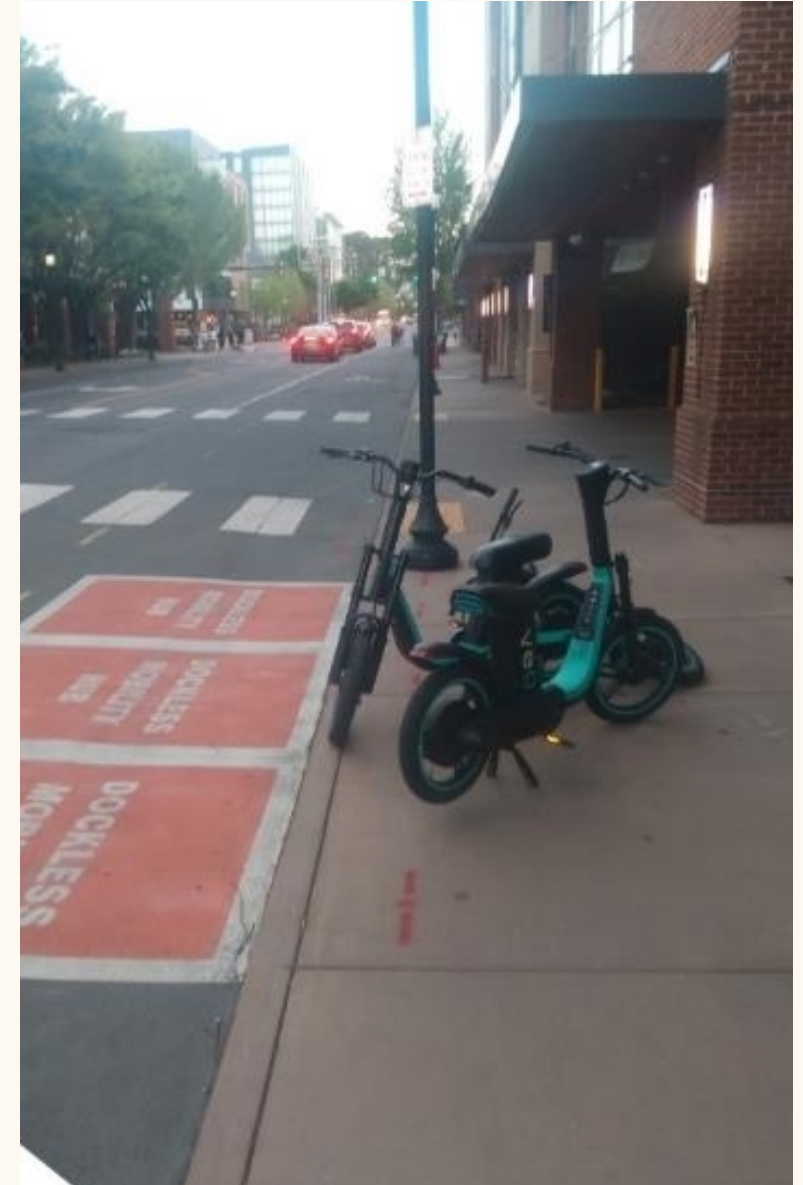
	Users	Rides	Miles
Q1	6,020	53,631	45,597
Q2	6,749	57,531	62,302
Q3	7,812	73,644	102,736
Q4 (so far)	7,121	66,350	91,590
Total	6,926 (avg)	251,156	302,225

Scooter Parking Violations

- Veo receives reports of improper parking and usage through **MyCville app**, the Veo app, by phone (1-855-VEO-2256), and at hello@veoride.com
 - MyCville reports go directly to Veo, this is how City staff reports them now
- In 2023, Veo received around 700 reports of improper parking and were able to attribute about 50% of them to the last rider and administered a violation/fine
- Most recent monthly report (October 2024) had 244 violations or fines issued
- Most of these violations were reported by Veo's local operations team for customer relations team to review, most reporting to Veo comes from City and UVA staff

Better scooter parking is getting closer, but isn't fixed yet

- Veo issues user fines for improper parking, provides safety and parking training at sign-up, and a slow speed mode for new users
- Hub parking (both painted and virtual) have been used to mixed success and are currently operating as “suggested” parking locations in the City and “forced” parking locations on UVA Grounds
- Management of parking requires not just an app or hubs or fines, it requires a physical staff presence to remove misparked scooters/e-bikes and clear instructions for its users



2025 Dockless Mobility Permit Update

- Dockless mobility permit is renewed annually and provides an opportunity to renegotiate relationship between the City and its scooter provider(s)
- Last update improved/clarified some aspects, but more needed
- Current permit will be extended up to 6 months to develop revised regulations to improve ability for staff to manage the permit and provide clearer direction to Veo, the permit holder
- New permit issued under revised regulations would potentially be for a longer period

2025 Dockless Mobility Permit Update

- **Addressing parking:**
 - Transitioning from “suggested parking locations” to “required parking hubs”
 - Better user directions on where to park
 - Clarifying fines issued against permit holder
- **Addressing staffing:**
 - Required staffing plans
 - Fleet size constraints
- **Addressing information sharing**
 - Simplifying and standardizing monthly reports
 - Sharing performance metrics publicly

Thank You

