

CITY OF ATLANTA



DEPARTMENT OF TRANSPORTATION

Mayor Keisha Lance Bottoms

Department of Transportation Commissioner, Josh Rowan, PE

Shareable Dockless Mobility Device Report Update September 2020

Link to Report: <https://citycouncil.atlantaga.gov/Home/ShowDocument?id=4382>

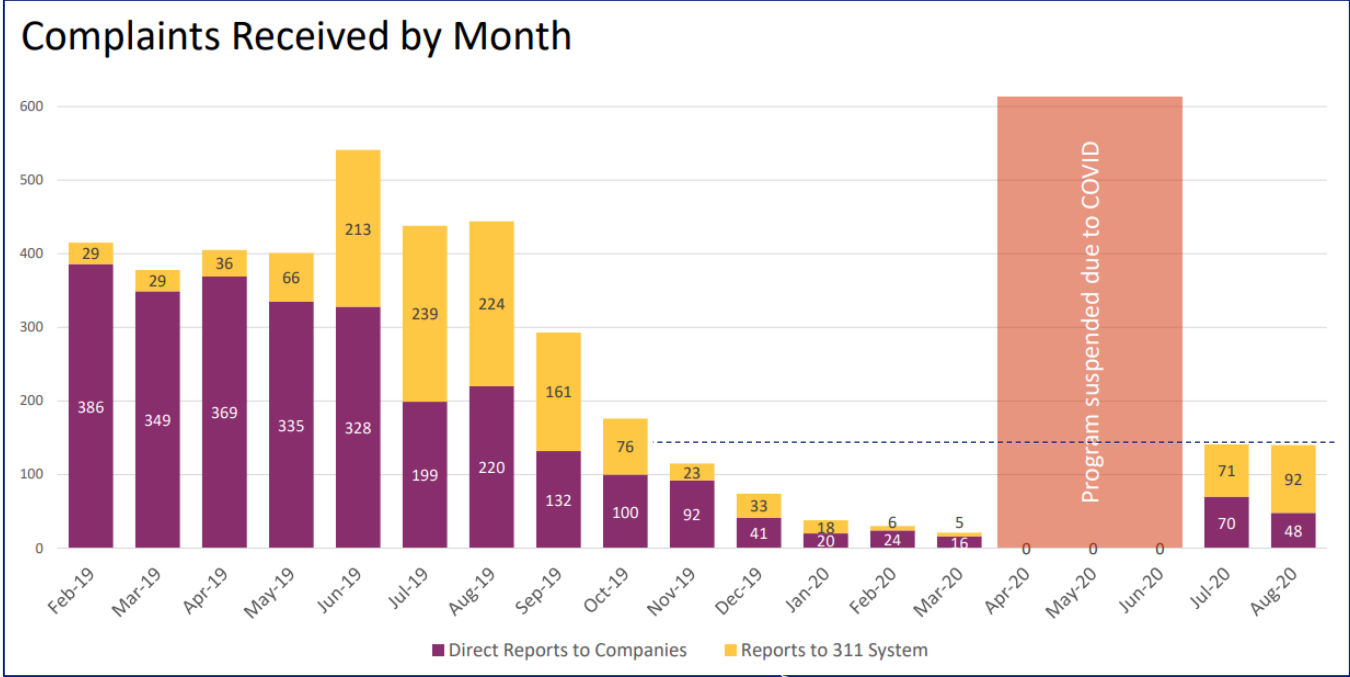
Questions from Transportation Committee:

1. The Committee would like to look deeper into the complaints (valid and invalid) and violations (found valid or invalid). It will be good for the viewing public to hear how much work is done to chase down non-offenses also. (Page 6 shows that since the program was reopened in July, complaints have significantly increased than the amount received just prior to the program suspension. What are the nature of these complaints and what has contributed to the drastic increase?)
2. What has been the city revenue graph/chart from dockless devices monthly since inception?
3. Is there a heat map available for the originations and destinations for trips before and after the new permits started ?
4. The last in-depth scooter update was provided in [April 2019](#) and shows a drastic reduction in scooters (8,000 deployed then to 5,440 permitted to date.) Is the reduction primarily due to the COVID-19 pandemic and if not, what are the contributing factors?
5. What public health precautions/advisories have the scooter operators put into effect given the pandemic? Is the City offering guidance to the operators or the public that uses them?
6. What are the specific terms of sub-permits 1 and 2 (page 2)?
7. Page 3 shows that the average trip length has almost doubled compared to before the pandemic and that this is seen across the country – what is contributing to this?
8. Page 9 shows that the average trip cost has increased a little over \$3.00 per trip compared to before the program was suspended. It was reported that the average trip length has almost doubled but is the increased cost solely due to this or have rates increased?
9. How many devices have been impounded/collected by the City and how much as been collected to date in fines?



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1. The Committee would like to look deeper into the complaints (valid and invalid) and violations (found valid or invalid). It will be good for the viewing public to hear how much work is done to chase down non-offenses also. (Page 6 shows that since the program was reopened in July, complaints have significantly increased than the amount received just prior to the program suspension. What are the nature of these complaints and what has contributed to the drastic increase?)



Parking related and relocation requests sent directly to companies. Source: Monthly data report from companies

Includes all reports to 311 – vast majority are related to scooter parking Source: Direct report from 311 System

Regarding validity of complaints

- Complaints from 311 are not identified as ‘valid’ or ‘invalid’.
- Companies must respond to all 311 complaints within 2 hours
- Companies are expected to have field staff available to be responsive to 311 complaints

Regarding relative number of complaints

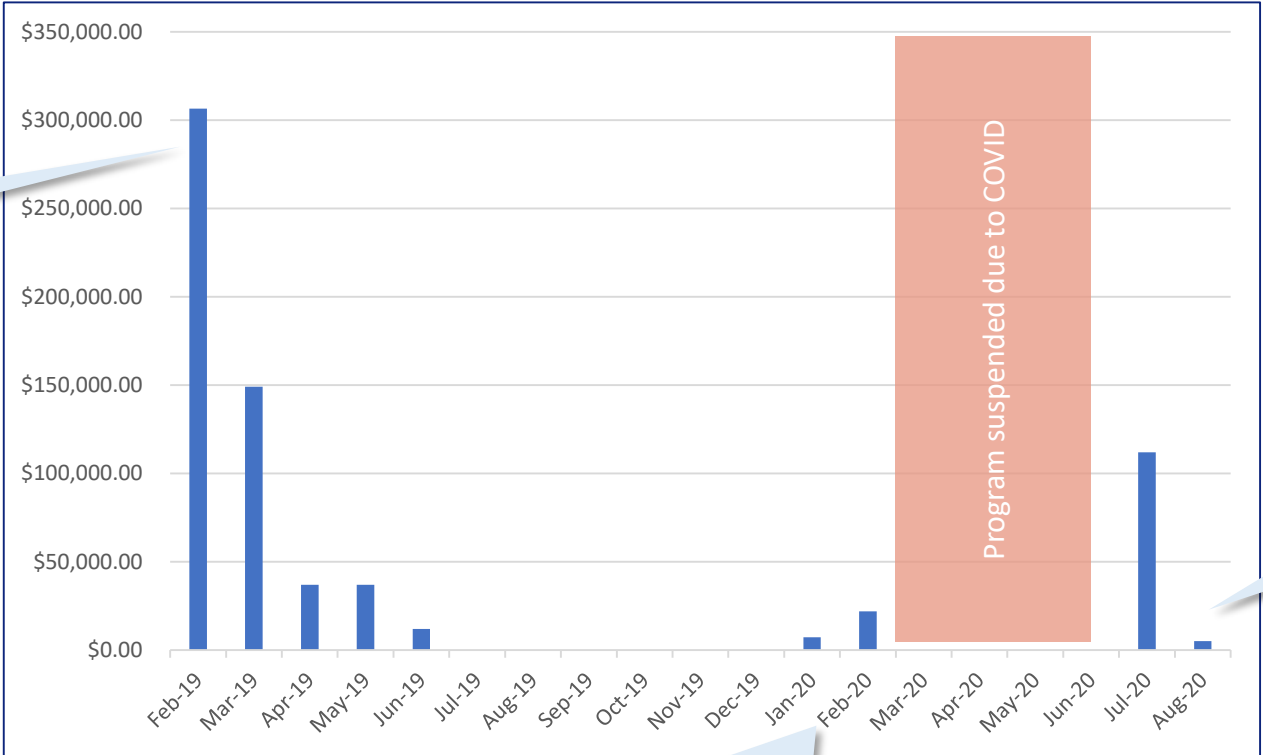
It is difficult to draw conclusions from the difference in complaints before and after the pandemic.

The number of complaints is likely related to a number of factors that push and pull in different directions including: pandemic conditions, Weather, Length of operations in Atlanta, number of devices deployed in the City, and increased responsiveness of 311



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2. What has been the city revenue graph/chart from dockless devices monthly since inception?



Payments received in 2019 are for annual permit fees

Payments received in July/August 2020 are for annual permit and sub-permit fees

Payments received in early 2020 are for permit extensions

Permit Year	Amount Received
Permit Year 2019	\$541,900.00
Permit Extensions	\$29,400.00
Permit Year 2020-2021	\$117,216.05
Total	\$688,516.05



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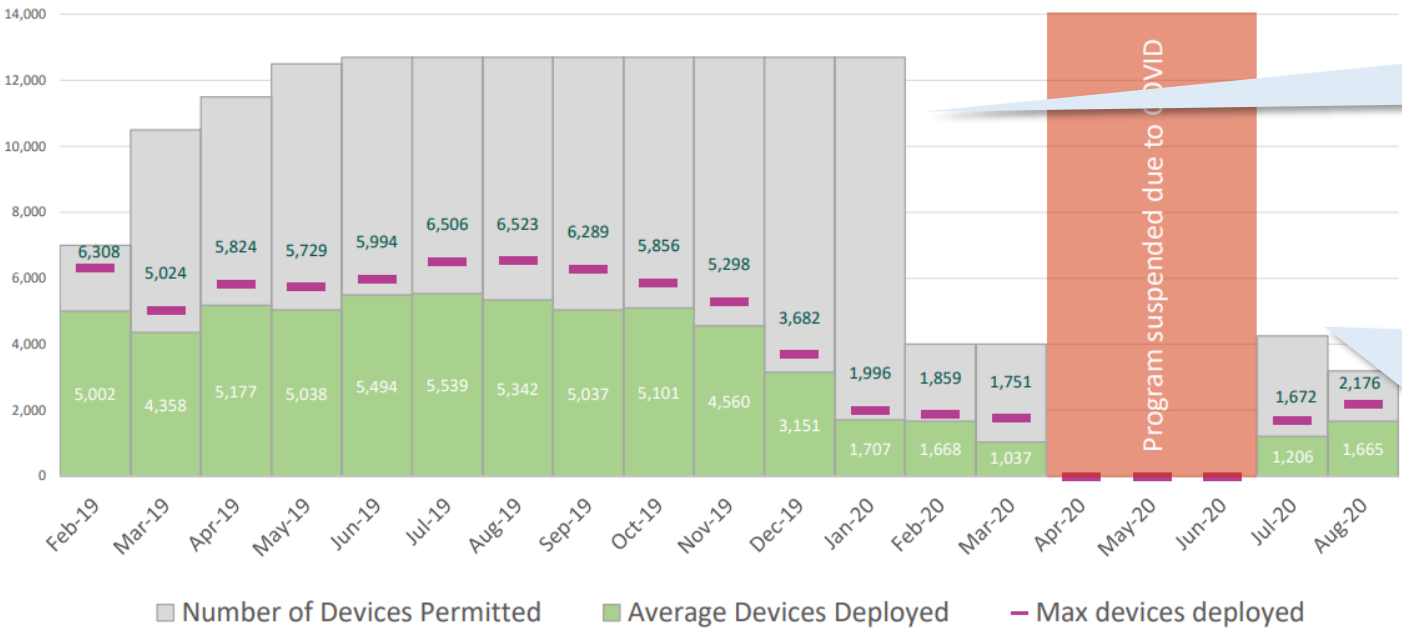
3. *Is there a heat map available for the originations and destinations for trips before and after the new permits started?*

Not available

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4. The last in-depth scooter update was provided in [April 2019](#) and shows a drastic reduction in scooters (8,000 deployed then to 5,440 permitted to date.) Is the reduction primarily due to the COVID-19 pandemic and if not, what are the contributing factors?

Number of Devices (e.g. Scooters) in the City of Atlanta



There have been numerous updates to transportation committee and posted online since April 2019

The sharp drop-off in number of permitted devices in February is due to the changing permit structure.

The new permit structure launched on July 1, 2020.

The changes in the permit structure were based several factors including right of way capacity, fleet management capabilities within companies, and considerations for the COVID-19 pandemic.



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5. *What public health precautions/advisories have the scooter operators put into effect given the pandemic? Is the City offering guidance to the operators or the public that uses them?*

The City requires a sanitation plan from each company and directs companies to CDC guidelines.

- Companies are **sanitizing devices** each time the company services a vehicle (relocating or maintenance work).
- They are providing staff with guidelines for safe operations including physical distancing during work, temperature checks at warehousing, and provide equipment to ensure **employees are wearing masks, glasses, and gloves**.
- Some companies are **offering reduced fees for essential workers** to enhance access to transit alternatives.
- Companies are also providing **regular education to their riders** about safe and healthy riding procedures including sanitizing, washing hands, and mask wearing.

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6. What are the specific terms of sub-permits 1 and 2 (page 2)?

2020 Dockless Operators

Annual Permits were awarded through a robust application selection process in Spring 2020.

Sub-Permits are awarded for a specific time period, and are based on company compliance and performance, public health considerations, public right-of-way capacity, and other factors.

Company	Annual Permit	Sub-Permit 1	Sub-Permit 2
	July 1, 2020 - June 30, 2021	July 15, 2020 - August 31, 2020	September 1, 2020 - September 30, 2020
Bird	500 Stand-up scooters	750 Stand-up scooters	668 Stand-up scooters
Helbiz <small>(Note: as of Sept 16, 2020 Helbiz has not launched)</small>	500 Stand-up scooters 500 Electric bicycles	Did not apply	Did not apply
Spin	500 Stand-up scooters	750 Stand-up scooters	522 Stand-up scooters
Veoride	500 Stand-up scooters 500 Sit-down scooters	750 Stand-up scooters	Did not apply

Sub-permits are designed to be short-term permits that allow ATLDOT to have dynamic control over fleet sizes.

Sub-permits can be awarded based on performance/compliance measures and can also be suspended or revoked based on poor performance/compliance.

Performance/compliance measures that may contribute to sub-permit awards include:

- Parking violations
- Equity zone distribution
- Responsiveness to 311 requests
- Market demand and device utilization
- On-time payments
- Overall capacity of the right-of-way
- Public health concerns

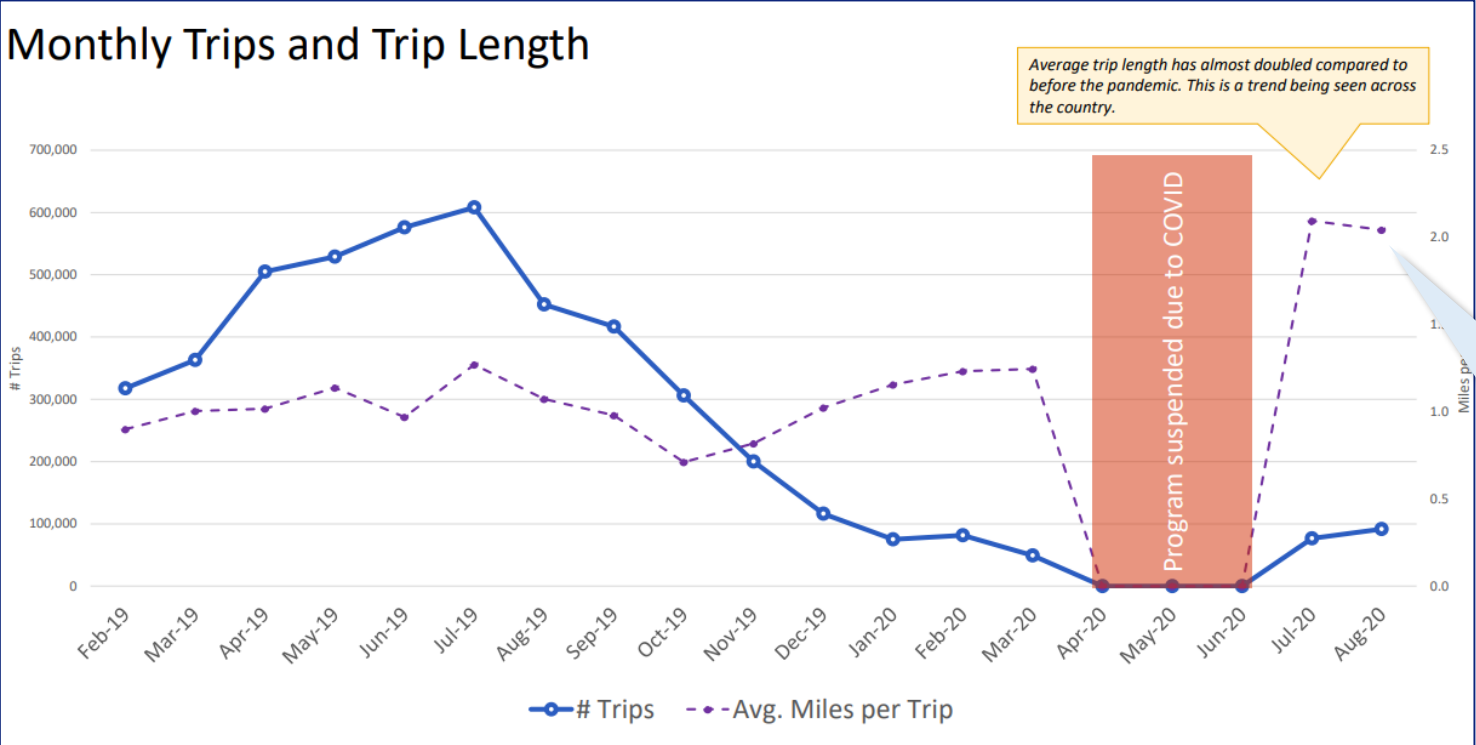
Sub-Permit 3 is in the process of being issued
October 1 2020 - December 31, 2020

Bird: 1,010 Stand-up Scooters
 Helbiz: Did not apply
 Spin: 955 Stand-up Scooters
 Veoride: 145 Stand-up Scooters



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7. Page 3 shows that the average trip length has almost doubled compared to before the pandemic and that this is seen across the country – what is contributing to this?

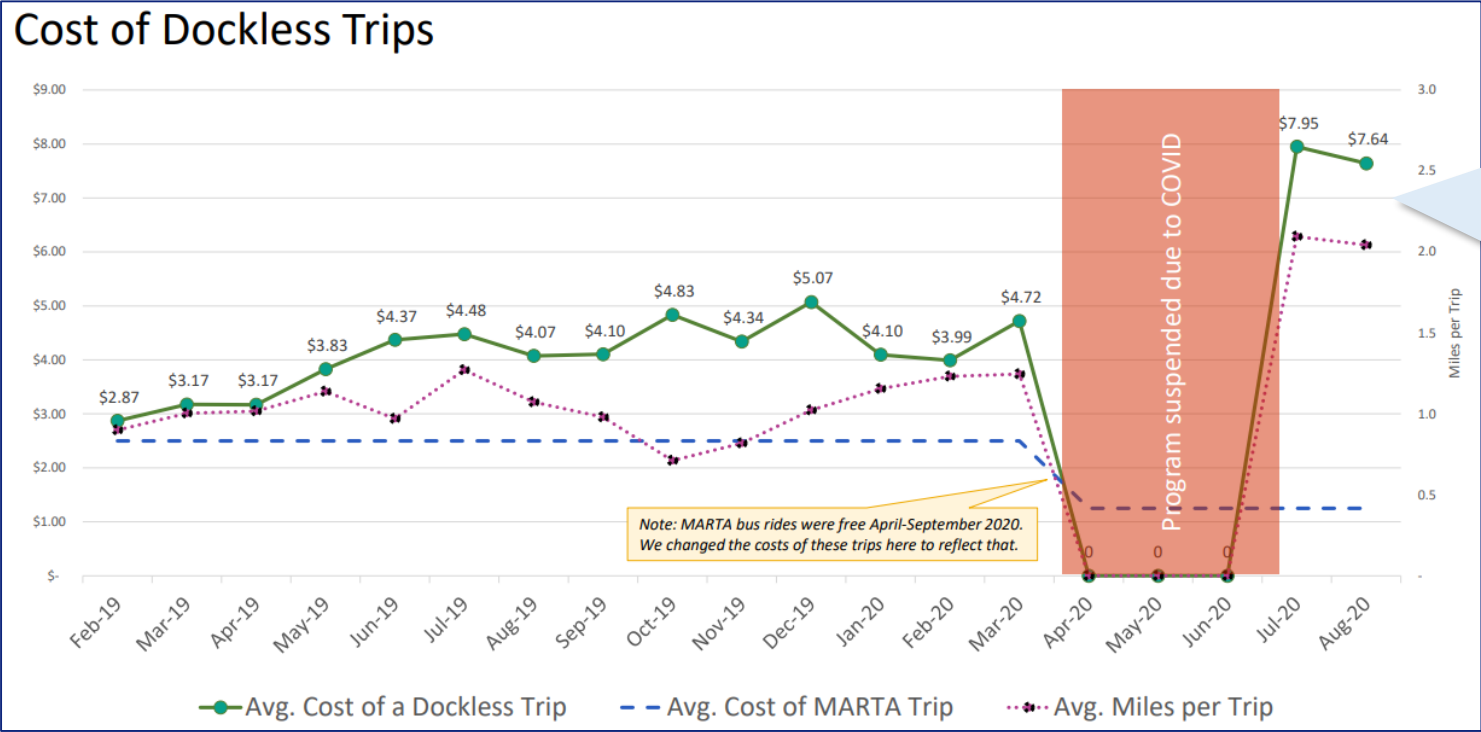


Preliminary analysis in other cities suggests that the increased trip length is due to scooters continuing to be used for essential trips (which tend to be longer) and a decline in use of scooters for recreational trips (which tend to be shorter).



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8. Page 9 shows that the average trip cost has increased a little over \$3.00 per trip compared to before the program was suspended. It was reported that the average trip length has almost doubled but is the increased cost solely due to this or have rates increased?



The increase in average trip cost is primarily a result of increases in trip length/duration.

2019 Costs
\$1 to unlock + \$0.15-\$0.49

2020 Costs
\$1 to unlock + \$0.29-\$0.39



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9. How many devices have been impounded/collected by the City and how much as been collected to date in fines?

Summary of Impounds and fees collected February 2019 – December 2020 [a]

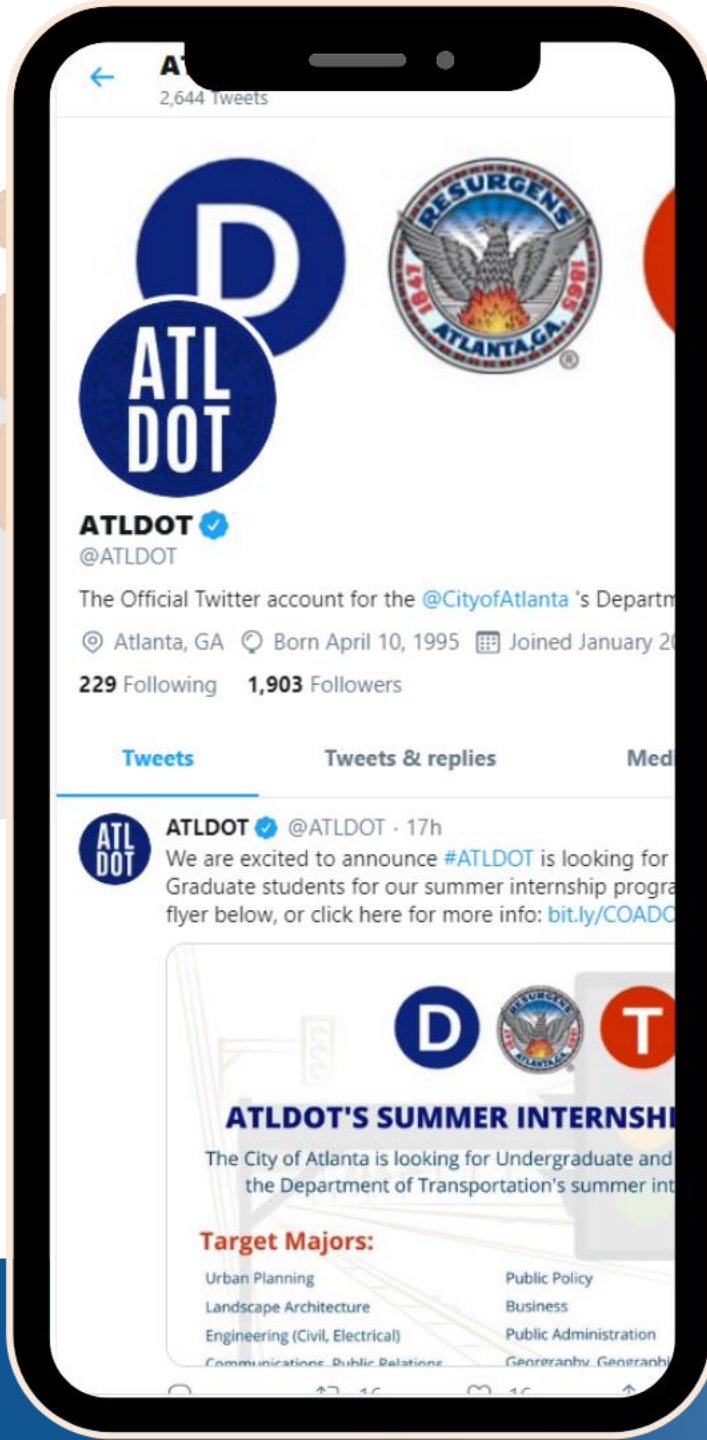
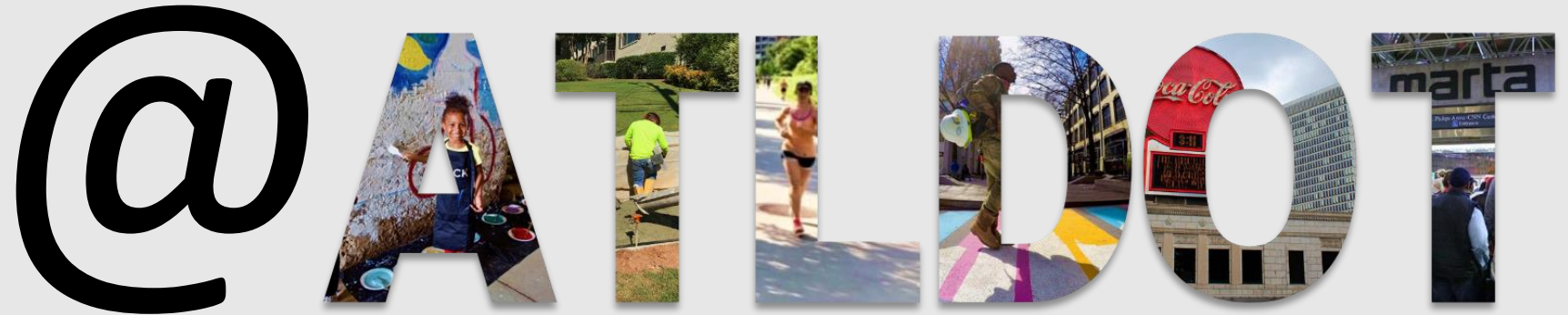
Company	Total Devices Impounded	Total Fees Invoiced	Paid	Unpaid
Bird	2,378	\$65,000	\$65,000	
Boaz	4	\$0	\$0	
Bolt	116	\$3,959	\$3,959	
Gotcha	7	\$0	\$0	
Lime	1,915	\$65,000	-	\$65,000
Lyft	1,038	\$53,000	\$53,000 [b]	
Jump	1,637	\$56,000	\$56,000	
Wheels	169	\$7,625	\$7,625	
Total	7,264	\$250,584	\$185,584	\$65,000

[a] City policy has been updated to establish Administrative Audits and has paused daily impounds

[b] Payment is in process – delay due pandemic related City Hall closure



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