

Shared Micromobility Devices (Dockless Scooters and E-Bikes)

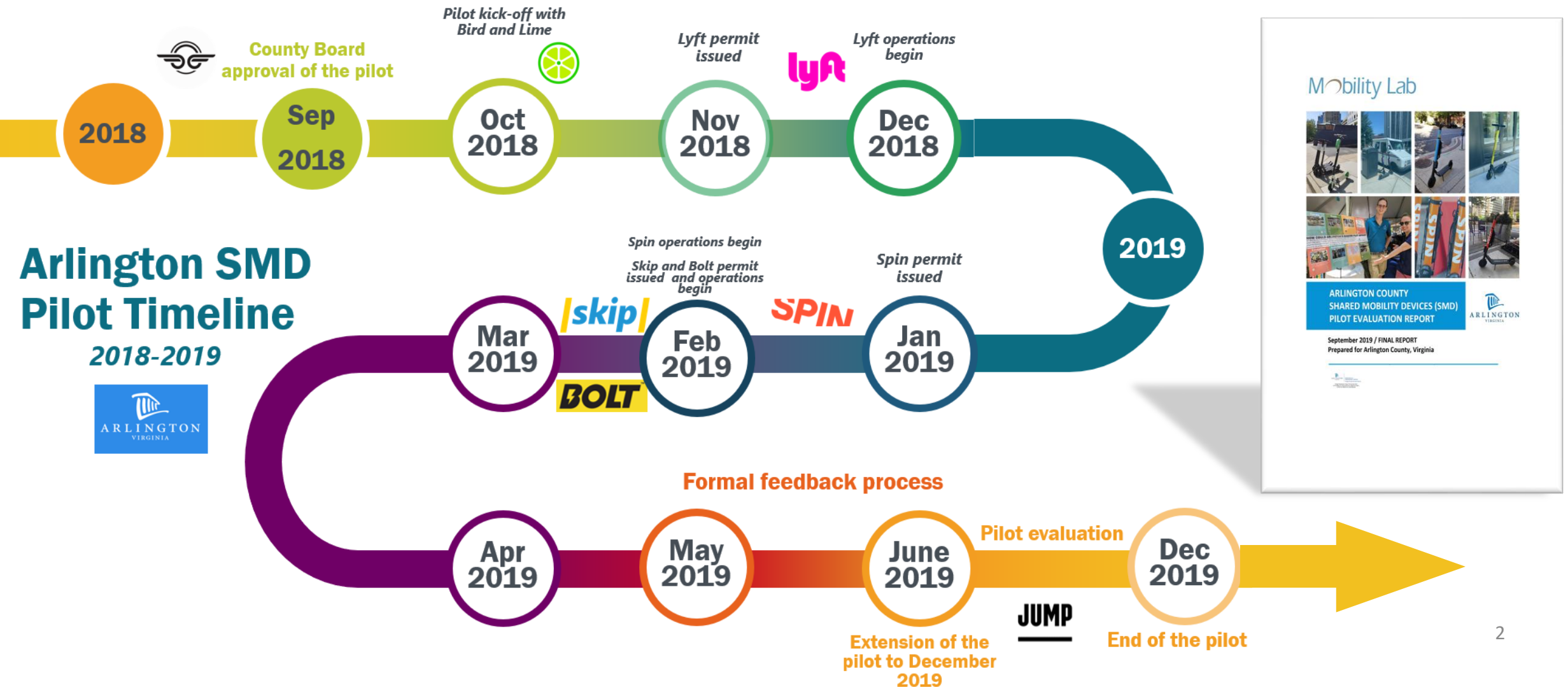
Metropolitan Washington Council of Governments

June 30, 2025

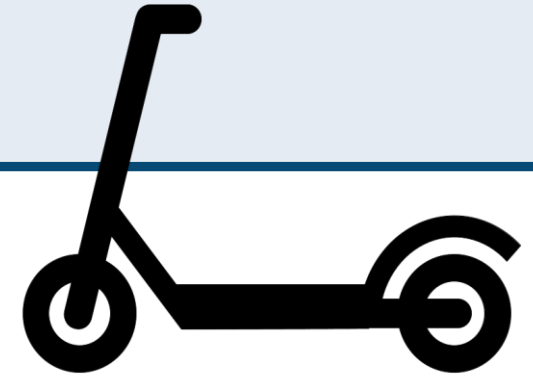
David Moskowitz, Shared Mobility Specialist



Pilot Program



SMD Program



Arlington County Ordinance, Chapter 14.2, Article X

"The purpose of this section is to *regulate shared Micro-Mobility Services* for-hire in Arlington County, the operation of such services for-hire, the qualification of businesses providing such services through this *issuance of Permits, and the compliance and enforcement of such Permits* in order to preserve the health, safety, and *welfare of Arlington County citizens and the public at-large*, achievement of County transportation goals and objectives, as well as assuring competition among providers that results in high quality Micro-Mobility Services throughout Arlington County."

User Rules and Regulations

- Minimum age: 18
- Obey all traffic rules and signals
- Permitted on streets, sidewalks, and trails
- Max Speed:
 - 20 mph (e-bikes)
 - 15 mph (scooters)
 - 6 mph on sidewalks
- End of ride requirements:
 - Parked upright
 - Not blocking sidewalks, ramps, building entrances or driveways
 - Submit photo of parked device

Vendor Rules and Regulations

- Gotta have a permit
- Permits set fleet size limits per vendor and per device type
- Must have at least 50% of limit active
- Not more than 105% of limit active
- Device requirements, inspection, approval
- Must maintain 1.0 trips per device per day
- Must respond to parking complaints within 2 hours
- Equity programs
 - Reduced pricing – relies on other federal or state programs for participant certification.
 - Equitable distribution requirements
 - Nine Equity Emphasis Areas (EEAs)
 - 10% of fleet in EEAs each morning
 - 0.75% of fleet in each EEA each morning
 - Reduced cost for rides to or from EEAs

Permits and Vendors

Total devices permitted in 2025: 1,600 scooters, 505 e-bikes

Bird



Lime

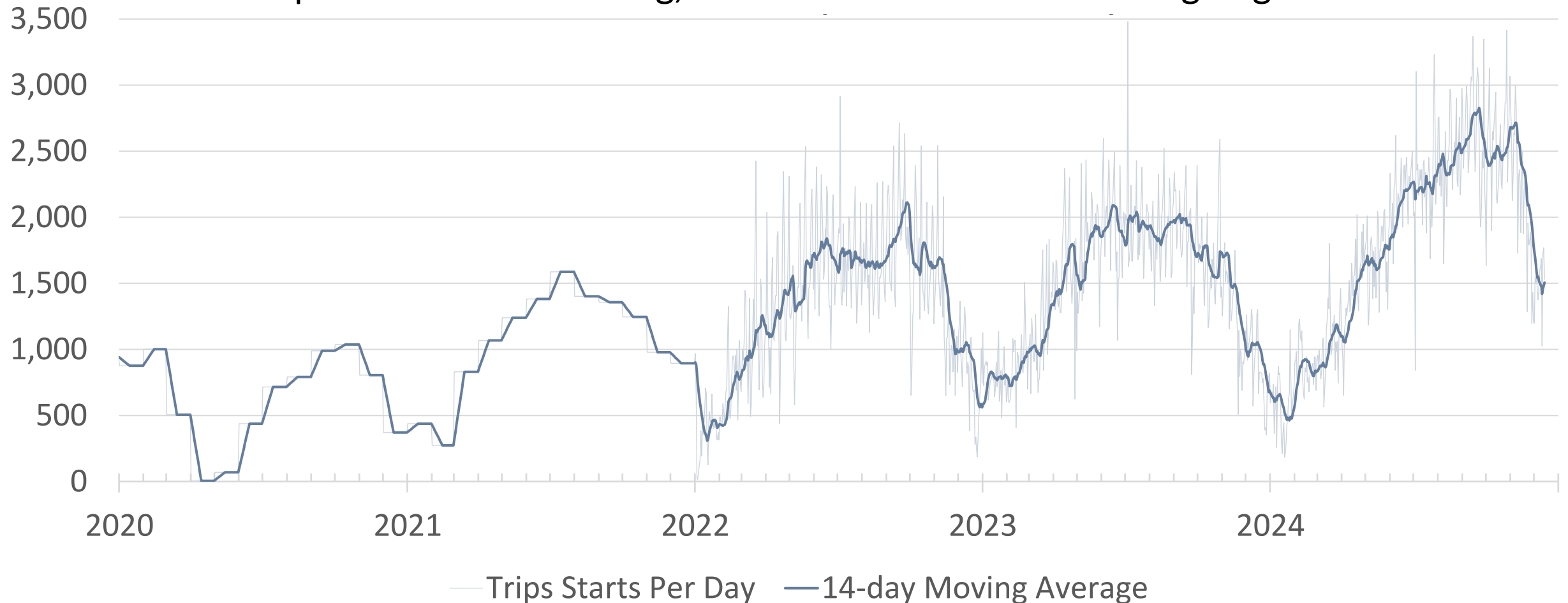


Spin



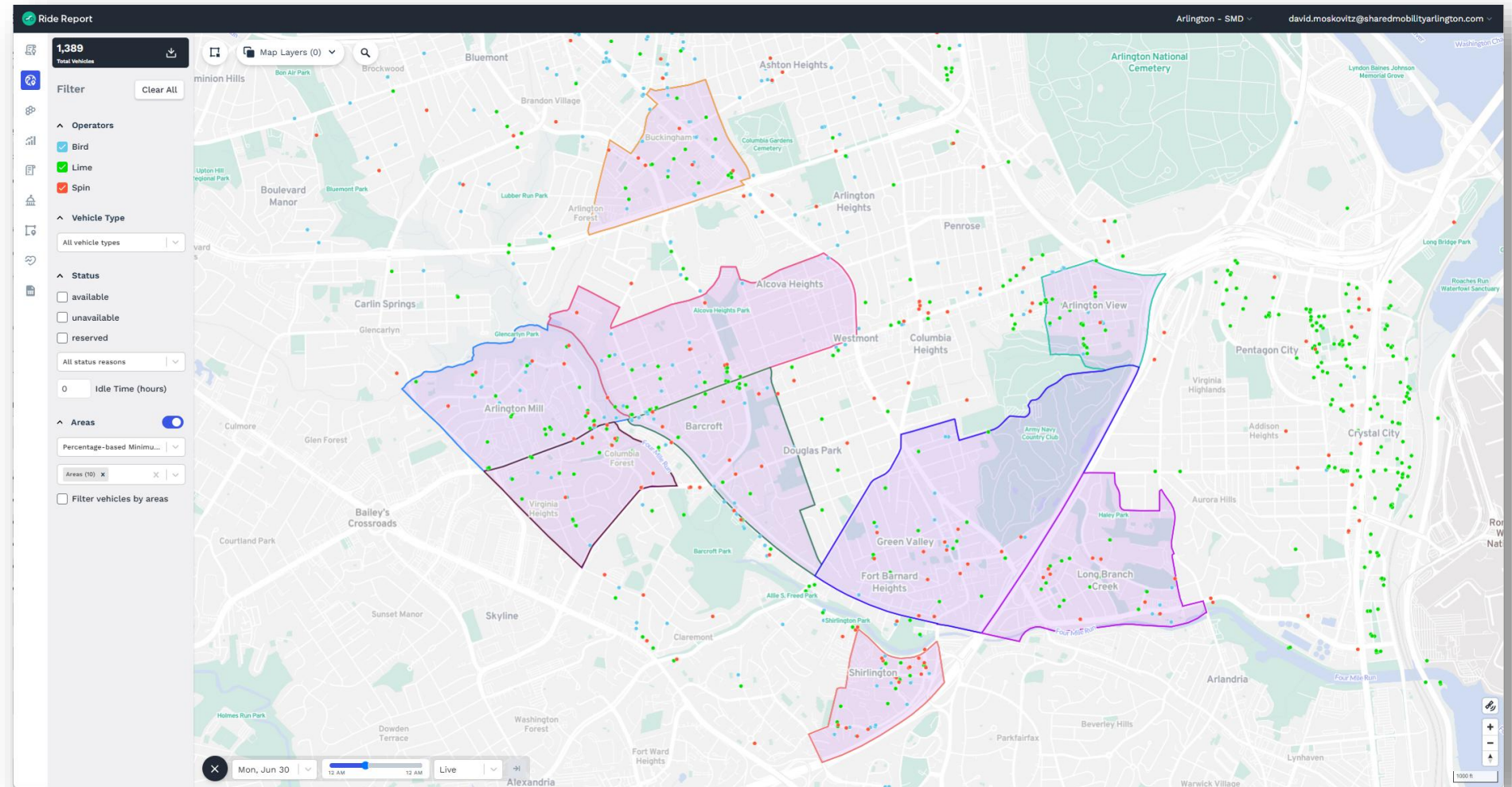
SMD Trips

Trip counts are increasing, even while device counts are going down



Data Platform

Ride Report, Inrix



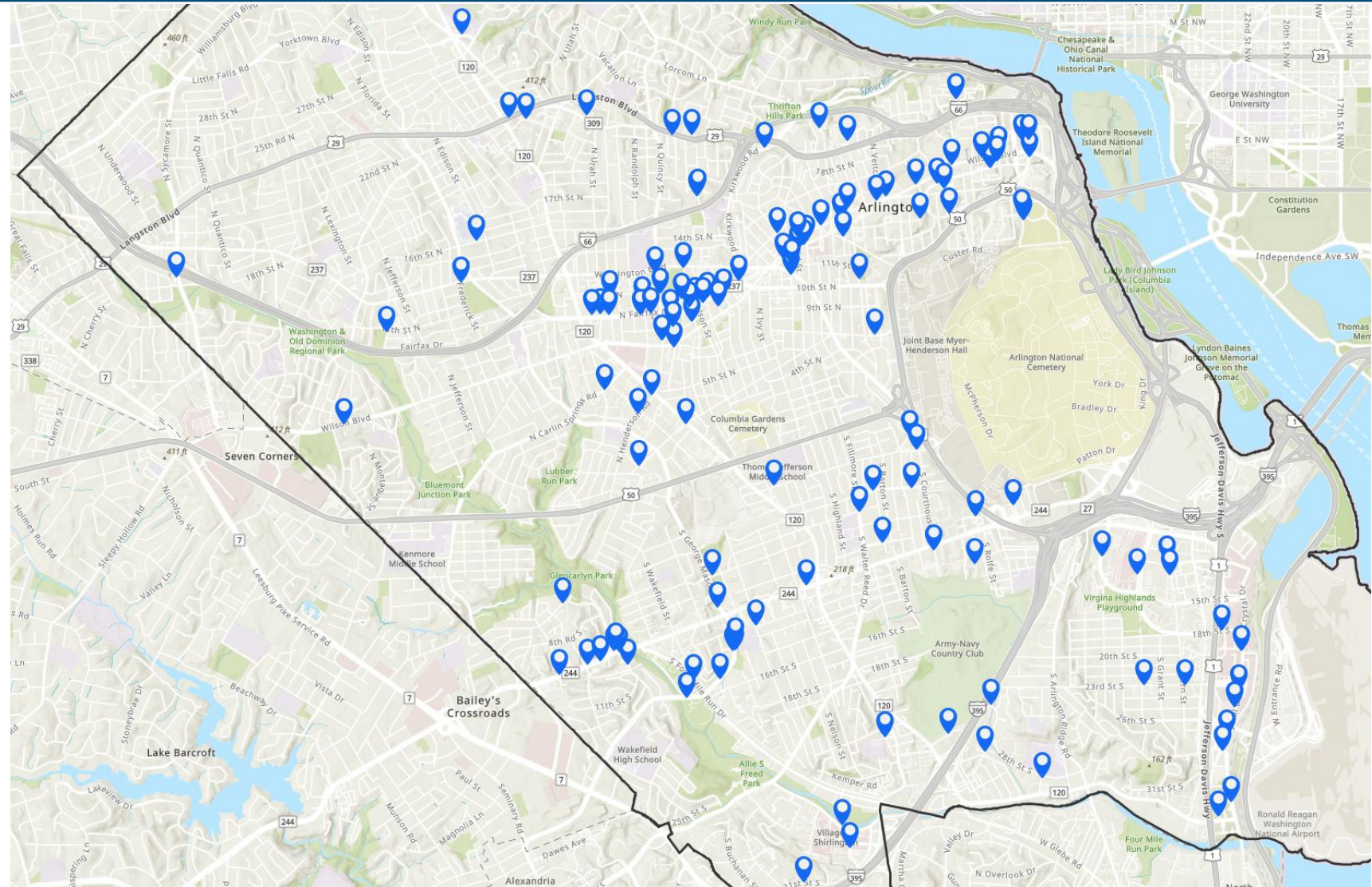
Bike and Scooter Parking Corrals

- Convenient, Safe, Out-of-the-way
- Mostly on-street
 - Discourage sidewalk use
 - But easily damaged
- For everyone
 - Bikes & scooters
 - Shared & privately owned
- “Suggest a corral” via 311



Bike and Scooter Parking Corrals

- 130+ locations
- More on the way
- Suggest corral locations through 311 system



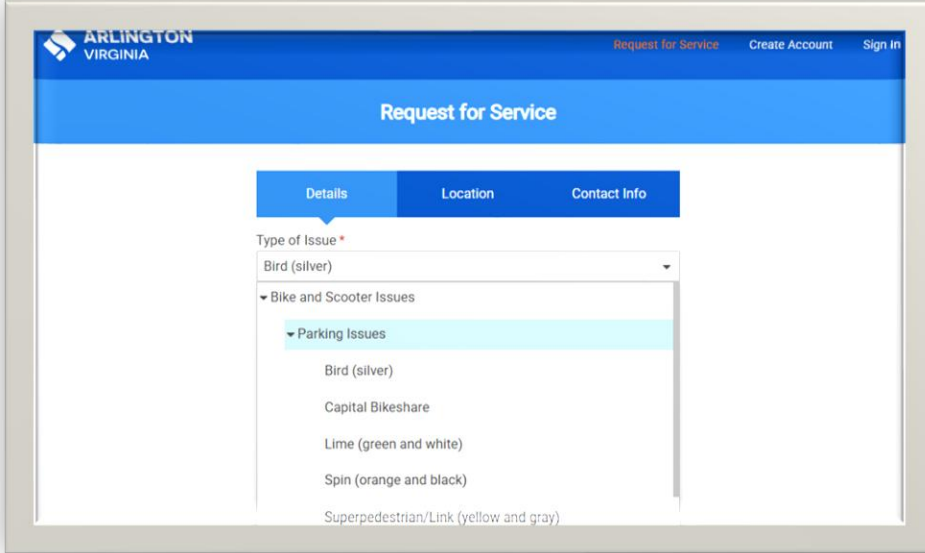
311 / Report-A-Problem / Service Requests

Current use cases

- Improperly parked bikes and scooters
- Suggesting bike and scooter parking corral locations
- Reporting damaged parking corrals

County-wide

- ~375 parking issues related to SMDs in 2024
- Vendor' local operations teams are notified automatically via email
- Vendors must remediate within two hours



The screenshot shows the 'Request for Service' web form for Arlington Virginia. The form has a blue header with the Arlington Virginia logo and navigation links: 'Request for Service', 'Create Account', and 'Sign In'. Below the header, the title 'Request for Service' is centered. The form is divided into three tabs: 'Details', 'Location', and 'Contact Info'. The 'Details' tab is active. Under the 'Type of Issue' dropdown, the 'Bike and Scooter Issues' category is expanded, showing a list of options: 'Bird (silver)', 'Capital Bikeshare', 'Lime (green and white)', 'Spin (orange and black)', and 'Superpedestrian/Link (yellow and gray)'. The 'Bird (silver)' option is currently selected.

Complaints are used in the permitting process to evaluate vendor performance.

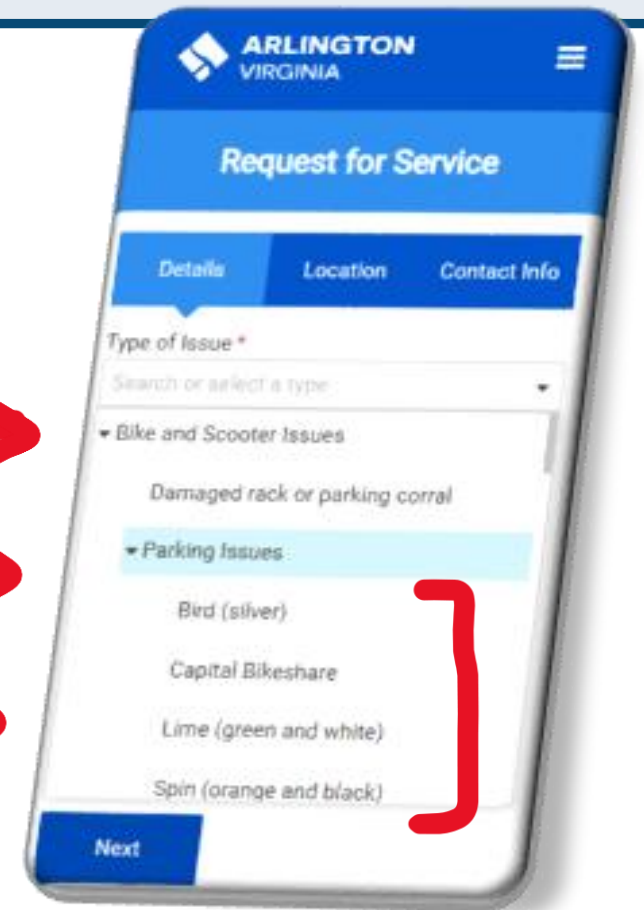
How to report an improperly parked device

My Arlington app or SMD Program website

Select ***Bike and Scooter Issues***

Then ***Parking Issues***

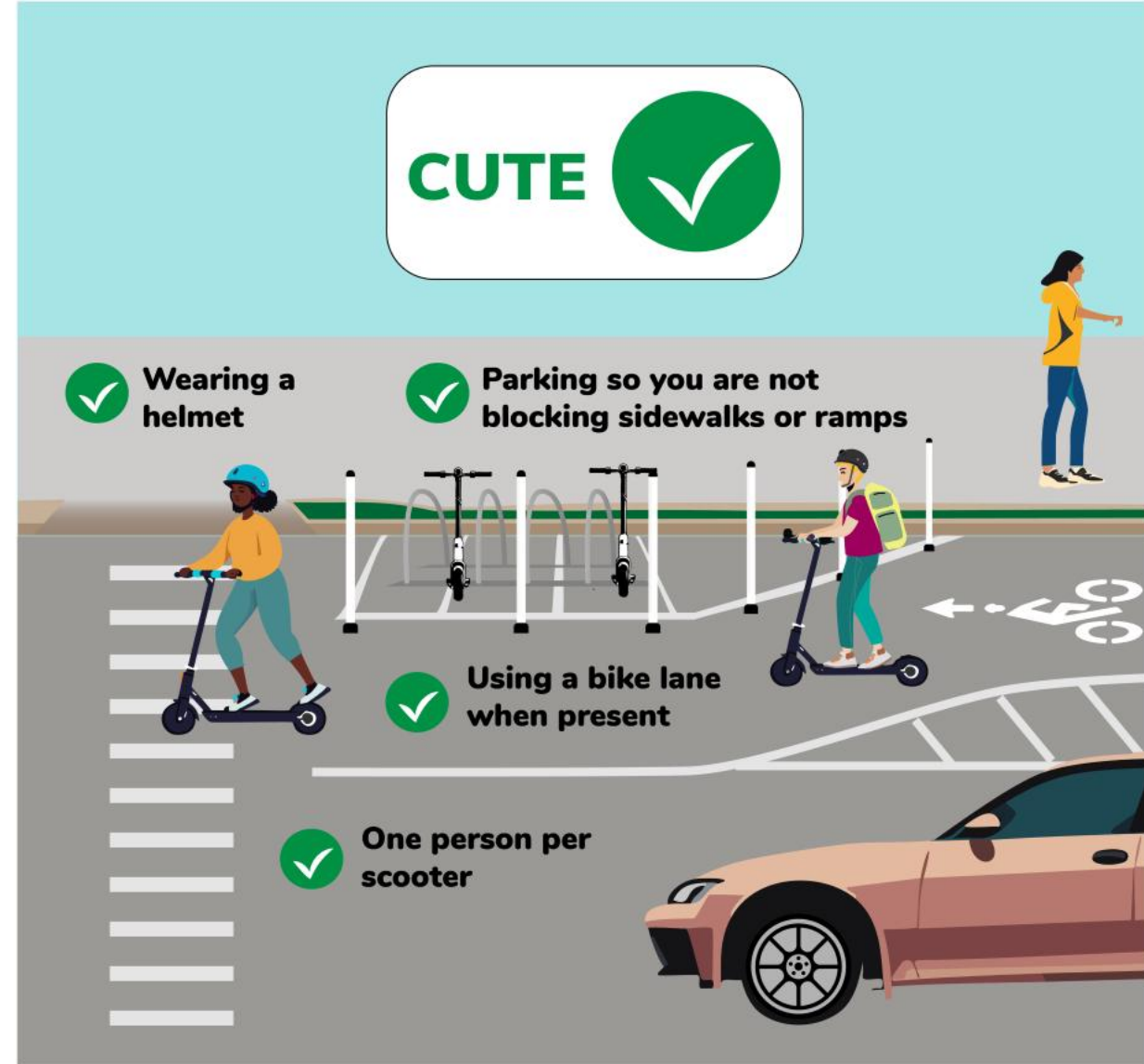
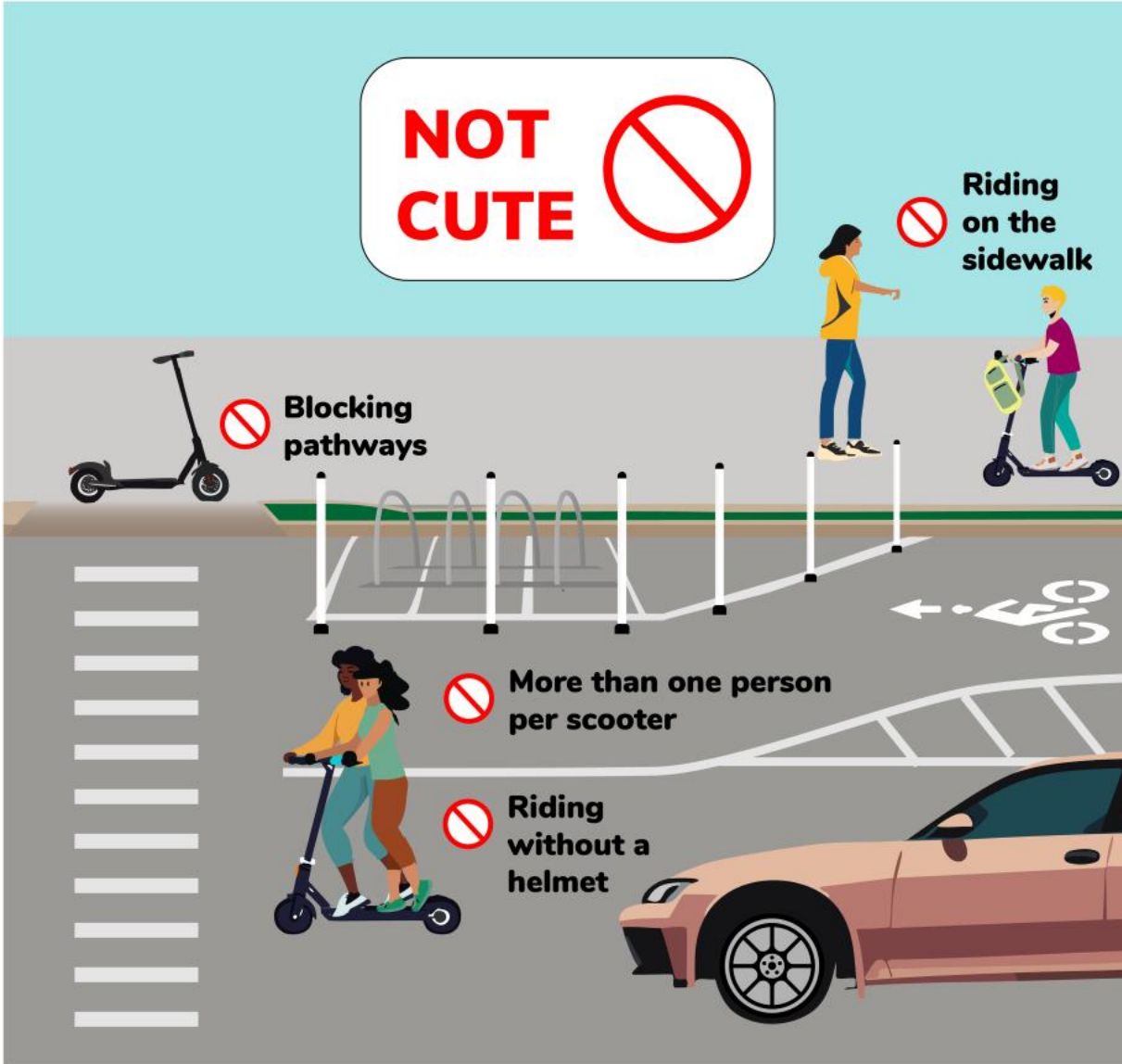
Then the specific vendor



<https://arlingtonva.qscend.com/311/request/add>

<https://www.arlingtonva.us/Government/Programs/Transportation/Scooters-and-Dockless-Bikeshare>

Scoot Cute



Middle schoolers are not allowed to use rental bikes or scooters.

Why?

- **SAFETY**: Motorized scooters and bikes can cause serious injuries or death. Children are statistically more likely to be injured than adults, especially when riding without a helmet.
- **THEY'RE NOT FOR KIDS**: Shared e-bikes and e-scooters are heavy and can go up to 20 mph. Safe use requires maturity, awareness, and coordination, so underage use is prohibited.
- **IT'S AGAINST THE LAW**: Capital Bikeshare users **must be 16 or older***. Other rental/shared e-scooter and e-bike users **must be 18 years or older**.



Bird, Lime, Capital Bikeshare (Lyft) and others will deactivate accounts that give access to underage riders.

Talk with your kids about their transportation options.

- **USE PERSONAL NON-MOTORIZED BIKES AND SCOOTERS**: Check [BikeArlington](#) for more information on how to ride safely.
- **TAKE THE BUS FOR FREE**: Any student living in Arlington and enrolled in K-12th grade is eligible for a free [iRide](#) SmarTrip card, which they can use to ride ART bus and (most) Metrobus routes for free within Arlington.

*Capital Bikeshare users must be 16 or older with guardian approval, or 18 years

Age Restriction Flyer

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Los alumnos de la escuela de enseñanza media tienen prohibido usar bicicletas o scooters de alquiler.



¿Por qué?

- **SEGURIDAD:** Los scooters motorizados y las bicicletas pueden causar lesiones graves o la muerte. Estadísticamente, los niños tienen más probabilidades de sufrir lesiones que los adultos, especialmente cuando conducen sin casco.
- **NO SON PARA NIÑOS:** Las e-bikes y e-scooters compartidos son pesados y pueden alcanzar los 20 mph. El uso seguro requiere madurez, conciencia y coordinación, por lo que está prohibido para los menores de edad.
- **ES CONTRARIO A LA LEY:** Los usuarios de Capital Bikeshare **deben ser mayores de 16 años***. Los demás usuarios de e-scooters y e-bikes de alquiler/compartidos **deben ser mayores de 18 años**.



Bird, Lime, Capital Bikeshare (Lyft) y otras desactivarán las cuentas que den acceso a usuarios menores de edad.



Hable con sus hijos sobre sus opciones de transporte.

- **UTILICE BICICLETAS Y SCOOTERS PERSONALES NO MOTORIZADOS:** Consulte [BikeArlington](#) para obtener más información sobre cómo circular con seguridad.
- **TOME EL AUTOBÚS GRATIS:** Cualquier estudiante que viva en Arlington y esté inscrito en los grados K-12 es elegible para una tarjeta [iRide](#) SmarTrip gratuita, con la que puede viajar gratis en los autobuses ART y en (la mayoría de) las rutas de Metrobus dentro de Arlington.

*Los usuarios de Capital Bikeshare deben tener 16 años o más con la aprobación de un tutor, o 18 años o más.



New Thinking

Corral instructions/wayfinding

Routine corral and device inspections

Revise County Code

Longer permit terms

Enforcement

Enforcement

Targeted Enforcement

Accountability

THANK YOU!

