

April 2024 Shared Dockless Vehicle Program Rules Changes - Summary

Updated: 3/27/2024

This document summarizes the proposed changes to the Shared Dockless Vehicle Program Rules that will be presented at the April 10, 2024 public hearing.

Document Legend:

- ~~Previous program rule text to be deleted~~
- Program rule to be being added
- Program rules text (no changes)
- *Explanation for the proposed changes*

Section 4 – Fleet Size and Distribution.

C. Maximum number of units an operator can deploy can increase by up to 250 units every three months within the authority permit operation period, provided the operator is in good standing and the deployed units meet the following criteria:

1. The average number of trips per vehicle per day is greater than or equal to ~~three~~ 1.5 in the Central Dallas Deployment Zone; and

Change the metric from 3 trips/vehicle/day in the whole city to 1.5 trips/vehicle/day in Central Dallas Deployment Zone to capture the area of the city with the greatest demand, better reflect observed ridership during the 2023-2024 permit cycle, align more with peer cities (for example, Seattle uses 1.5 trips/vehicle/day for increases), and take into account the 2023 NACTO report that found that the nationwide trips/vehicle/day is 0.6.

[...]

E. Permitted shared dockless vehicles must maintain a minimum average of ~~two~~ 1.2 trips per day in the Central Dallas Deployment Zone, determined by monthly usage. Should this demand not be met, the operator may be required to relocate or remove a portion of their units.

Edited to reflect change to C and better match observed ridership during the 2023-2024 permit cycle.

F. Rebalancing Requirements

2. A maximum of 25% of an operator's total number of ~~deployed-permitted~~ shared dockless vehicle units shall be deployed in the Central Dallas Deployment Zone (Exhibit B) at any given time.
 - i. Program staff may implement a one-time pilot per permit cycle to increase the maximum percentage of an operator's total number of permitted vehicles allowed in the Central Dallas Deployment Zone from 25% to up to 35% with the director's approval for 45 days.

- ii. [A successful pilot includes: if the average number of trips per vehicle per day is greater or equal to 1.5, and the operator remains in good standing. A successful pilot may result in staff recommending a program rules amendment.](#)

The proposed pilot clause under F would allow for trial-basis increases to the number of vehicles that may be placed in the Central Dallas Deployment Zone—the area of the city with the most demand. It would not change the total number of vehicles that operators are allowed to deploy in the city.

Section 5 – Equipment.

A. [Design Approval](#)

1. [Before the beginning of each permit cycle, as well as in the event of vehicle rebranding or redesign, operators must submit the design and placement of each of the required information as presented in Section 5 on their vehicle for program staff approval before vehicles may be deployed in the City of Dallas.](#)

The proposed addition to this section will ensure City staff have the opportunity to confirm that vehicles meet the requirements in the Program Rules before they are deployed.

Section 6 – Operations.

A. Hours of Operation. Units may only be available to users [to start a ride](#) from 5:00 am to [8:45 pm](#) daily. [All rides must end by 9:00 pm.](#)

The proposed change in Section 6 is intended to standardize the time that operators stop allowing new rides in order to meet the curfew time of 9:00 p.m. The cutoff for new rides at 8:45 p.m. is based on the average trip length of 14.5 minutes.

Section 7 – Parking.

G. Idle Devices.

1. An operator shall remove or relocate any shared dockless vehicle [in the Central Dallas Deployment Zone](#) that is left unutilized at the same location for two or more consecutive days.
2. [An operator shall remove or relocate any shared dockless vehicle outside of the Central Dallas Deployment Zone that is left unutilized at the same location for five or more consecutive days, unless the vehicle is reported as a 48 Hour Parking Violation, in which it must be relocated](#)

[within the timeframe stated in Part H.](#)

This change was requested by the operators. It is intended to reflect the lower rates of ridership outside of the Central Dallas Deployment Zone.

H. Complaint Response Times. Any person may submit a complaint to an operator that one of the operator's units is improperly parked in the city and provide the unit's unique identification number or its approximate location. Upon receipt of the complaint, the operator shall visually inspect the unit and remove, relocate, or repark the unit if it is improperly parked. The operator shall complete its inspection and correct any improper parking within the following timeframes, from the time the notice of the complaint or request is received:

Complaint or Issue	Timeframe
<i>Sidewalk Obstruction</i> – Correcting a parked unit that is in the Sidewalk Clear Zone, within 10 feet of an intersection or crosswalk, or that restricts or eliminates access to a public transit shelter or stop.	2 hours
<i>Device in the Roadway</i> – Relocating a unit parked in the roadway.	2 hours
<i>Inoperable Device</i> – Removing a unit that is inoperable or not safe to operate.	2 hours
<i>Other Emergency</i> – Immediate relocation or removal of a unit as deemed necessary by program staff or the director.	2 hours
<i>Device on Private Property</i> – Relocating a unit that is parked on private property.	2 hours
<i>Device in an Environmentally Sensitive Area</i> – Relocating a unit that is in an environmentally sensitive area such as a park or waterway.	4 hours
<i>Idle Device</i> – Relocating a unit that has been left unutilized at the same location for two or more consecutive days.	4 hours
<i>Other Corrections to Illegally-Parked Vehicle</i> – Correcting or relocating a unit that is parked in an illegal manner other than those listed above, in violation of Section 28-41.1.1 of the Dallas City Code, as amended, or these rules.	4 hours

[Operator must inform program staff of complaint's resolution in writing within 24 hours of completion by email or by another method approved by program staff. Continuous overdue completion notifications may result in a reduction of the operator's allowable deployment units at the Director's discretion.](#)

Adding this statement under the complaint response table is intended to formalize the communication time requirement with operators to minimize the delay between completion and SR closing.

[...]

[J. Parking Audit.](#) Program staff, at the Director's discretion, may trigger an audit of an operator's end-of-trip photos to ensure that photos have been properly evaluated for compliance with City policies on proper

parking.

1. Program staff will inform the Operator of the audit and the requested dates.
2. The operator shall provide the photos of parking submissions that were deemed acceptable parking by the operator to staff from the requested days.
3. If program staff determine that more than 5% of submitted photos are not in line with City policies on proper parking, the Director may reduce the operator's total number of permitted shared dockless vehicles.

This new section will allow staff to evaluate operators' post-trip photo review standards if parking complaints increase or staff observe a trend of vehicles not parked in compliance.

[...]

Section 9 – Data Sharing.

M. On a monthly basis, all operators shall provide a ridership discipline report including the number of warnings issued to users, number of fines issued, and number of suspended users for the past month, in format as determined by program staff.

N. On a monthly basis, all operators shall provide a unique ridership report including the number of unique riders in the previous month, and the number of repeat riders within the last month, last three months, and the last twelve months.

These new requirements will supply program staff with up-to-date data for discipline and ridership to address public inquiries.

[...]

Section 11 – Compliance and Enforcement.

C. An operator's operating authority permit ~~will~~ may be automatically suspended if the number of incidents of units operating after the permitted hours of operation is greater than three in a seven-day period.

D. An operator's operating authority permit ~~will~~ may be automatically suspended if the number of incidents of an operator violating the deployment requirements listed in Section 4 of the Shared Dockless Vehicle Program Rules is greater than two in a seven-day period.

E. An operator's operating authority permit ~~will~~ may be automatically suspended if the incidents of units operating at a higher speed than allowed in a Slow-Ride zone is greater than three in a seven-day period.

F. An operator's operating authority permit ~~will~~ may be automatically suspended if the number of incidents

of units operating in a No-Ride zone is greater than three in a seven-day period.

G. An operator's operating authority permit ~~will~~ may be automatically suspended if the number of incidents averages 20 per day in a seven-day period.

H. An operator's operating authority permit ~~will~~ may be automatically suspended if an operator deploys more units than it is permitted to deploy.

I. An operator's authority permit ~~will~~ may be automatically suspended if an operator fails to meet the timeframe for the corresponding complaint, as outlined in Section 7H of the Shared Dockless Vehicle Program Rules, more than three times in a seven-day period.

J. An operator's operating authority permit ~~will~~ may be automatically revoked if an operator continues to operate after 12 hours after receiving notice of suspension.

K. An operator's operating authority permit ~~will~~ may be automatically suspended if the operator does not come into compliance with newly established slow ride zones.

L. An operator's operating authority permit ~~will~~ may be automatically suspended if the number of incidents where a user under the age of 16 uses a unit is greater than 15 in a seven-day period.

M. An operator's authority permit ~~will~~ may automatically be revoked if an operator's license is suspended three times within the permit operating term.

The changes in Section 11 will provide flexibility if unforeseen situations arise, while still keeping the specific metrics needed to enable enforcement.