

DOCKLESS MOBILITY



**Department of Transportation
& Environmental Services**
Mobility Services Division



ABOUT DOCKLESS MOBILITY

In November 2018, the City began to work with dockless mobility companies that began appearing in Alexandria. The City conducted a two-phased pilot program to determine the need for and structure of a permanent program. The Ad Hoc Scooter Task Force made a recommendation to City Council to create a permanent program, and in November 2021, the City Council approved the current Dockless Mobility program. Pursuant to City Code, the City has established an overall cap for the number of dockless mobility devices in the City of 1,200 scooters and 800 e-bikes. This cap on devices can be modified in the future as needed. Two companies have been approved for permits to operate in Alexandria through March 31, 2026.

FY 2025 MAJOR ACCOMPLISHMENTS

- **Updated permit application** to award permits based on past compliance and operational metrics.
- **Permitted two dockless mobility companies** to deploy up to 1,100 scooters and 100 e-bikes.
- Refined the **enhanced Alex311** dockless vehicle reporting function to facilitate prompt retrieval of improperly parked devices and track cases.
- Processed 154 **Alex311 requests** related to dockless parking.
- Expanded **Dockless Mobility Slow Zones** that restricts speeds for dockless devices.
- Presented program updates to the **Metropolitan Washington Council of Governments** (MWCOG).



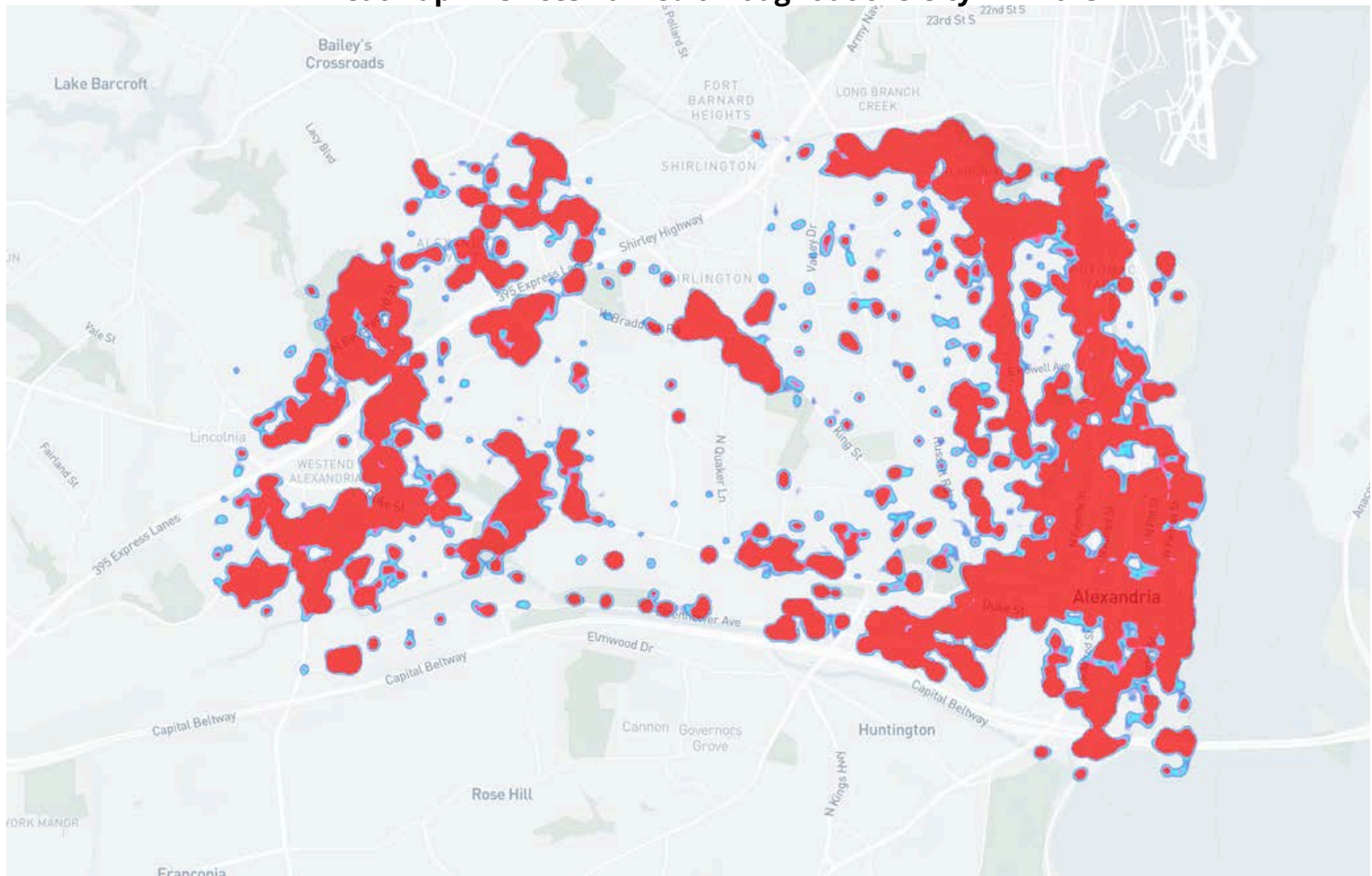
FY 2026 MAJOR WORK OBJECTIVES



Data Analysis

The team will analyze data from the Dockless Mobility Program, including data from the two permitted operators, to determine compliance with equity zone requirements, metro station deployments, and Alex311 requests. Staff will use the data to determine parking corral locations and other needed infrastructure to support the program.

Heatmap - Devices Parked throughout the City - FY 2025



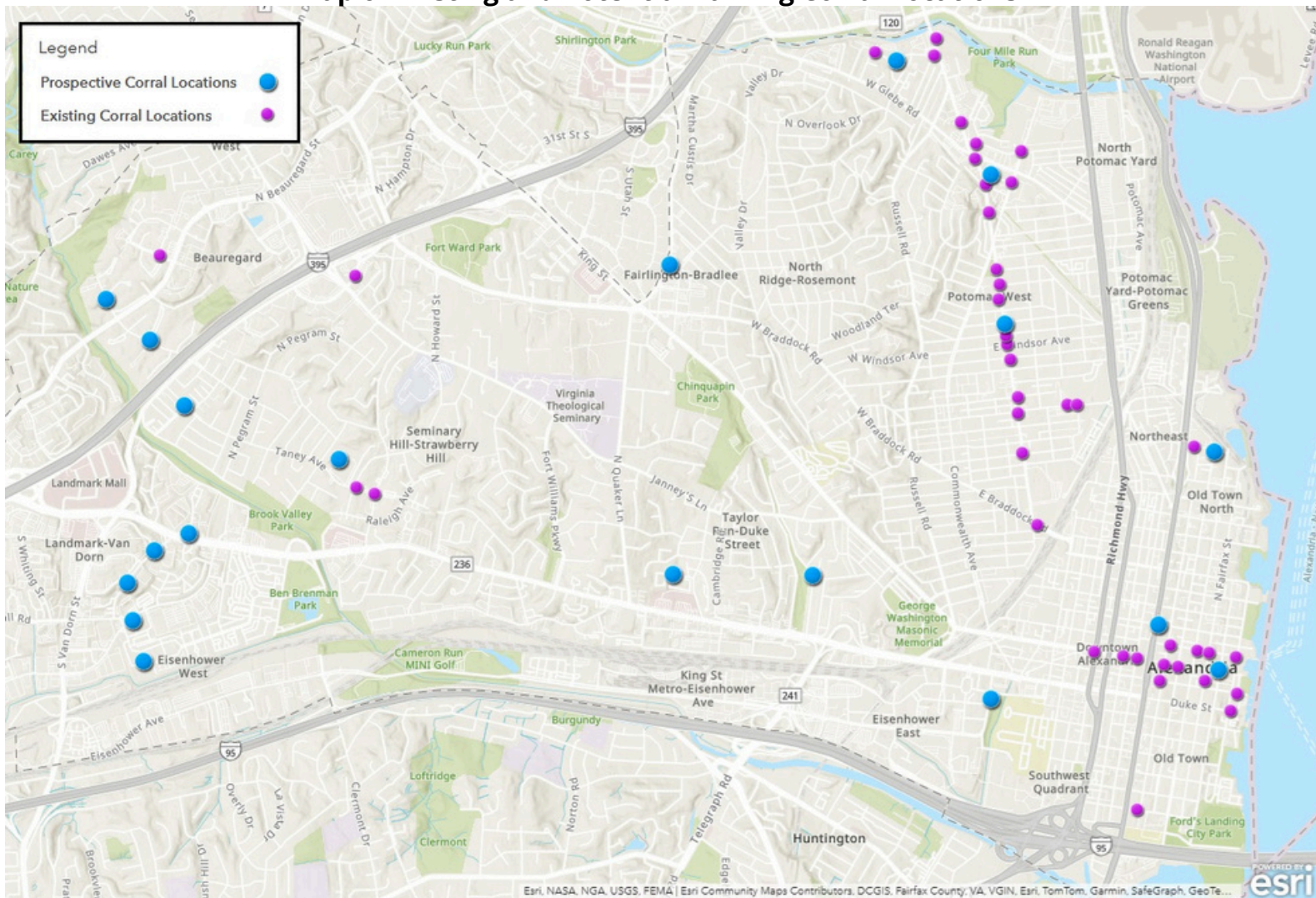
FY 2026 MAJOR WORK OBJECTIVES



Dockless Corral Refresh and Expansion

The team will install new dockless corrals and bike racks, with an emphasis on locations that experience high ridership, equity zones, opportunities for daylighting intersections, and Alex311 requests.

Map of Existing and Potential Parking Corral Locations



ONGOING PROGRAM MANAGEMENT



Update Dockless Permit Requirements

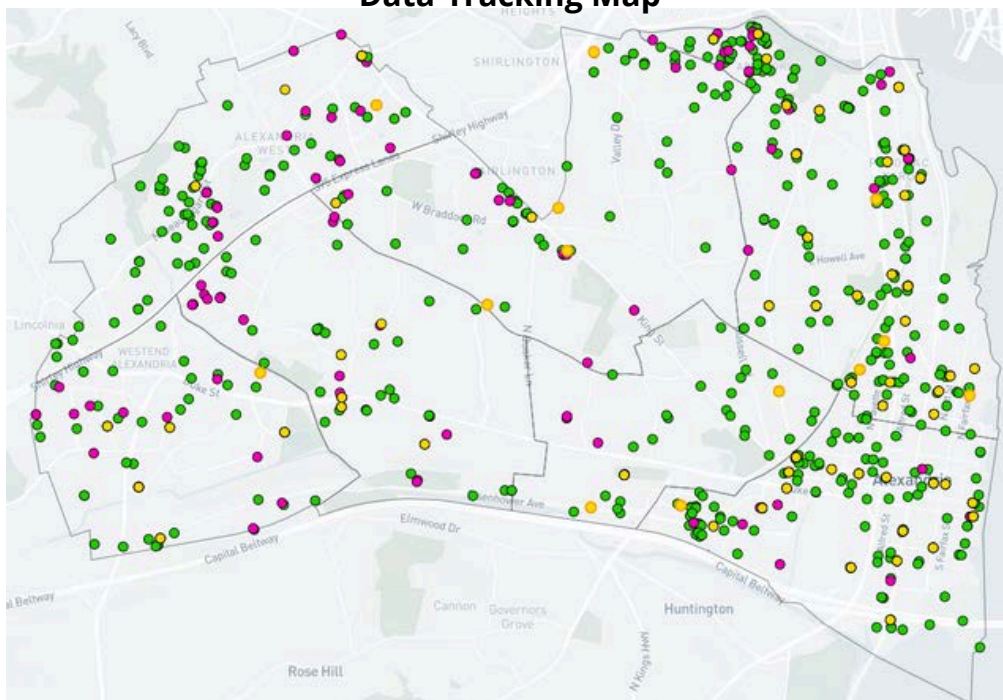
The team updates the dockless permit requirements and evaluates potential fee and fine structure changes based on best practice from around the country. The City will evaluate the current vehicle cap, application system, and permit requirements to best meet the Alexandria Mobility Plan goals.



Dockless Operator Permit Compliance

Staff use data-tracking software and the Alex 311 reporting tool to determine if dockless operators are meeting permit requirements. Staff also create a system for managing non-compliance with metrics included in the permit, including response time to complaints.

Data-Tracking Map



ONGOING PROGRAM MANAGEMENT



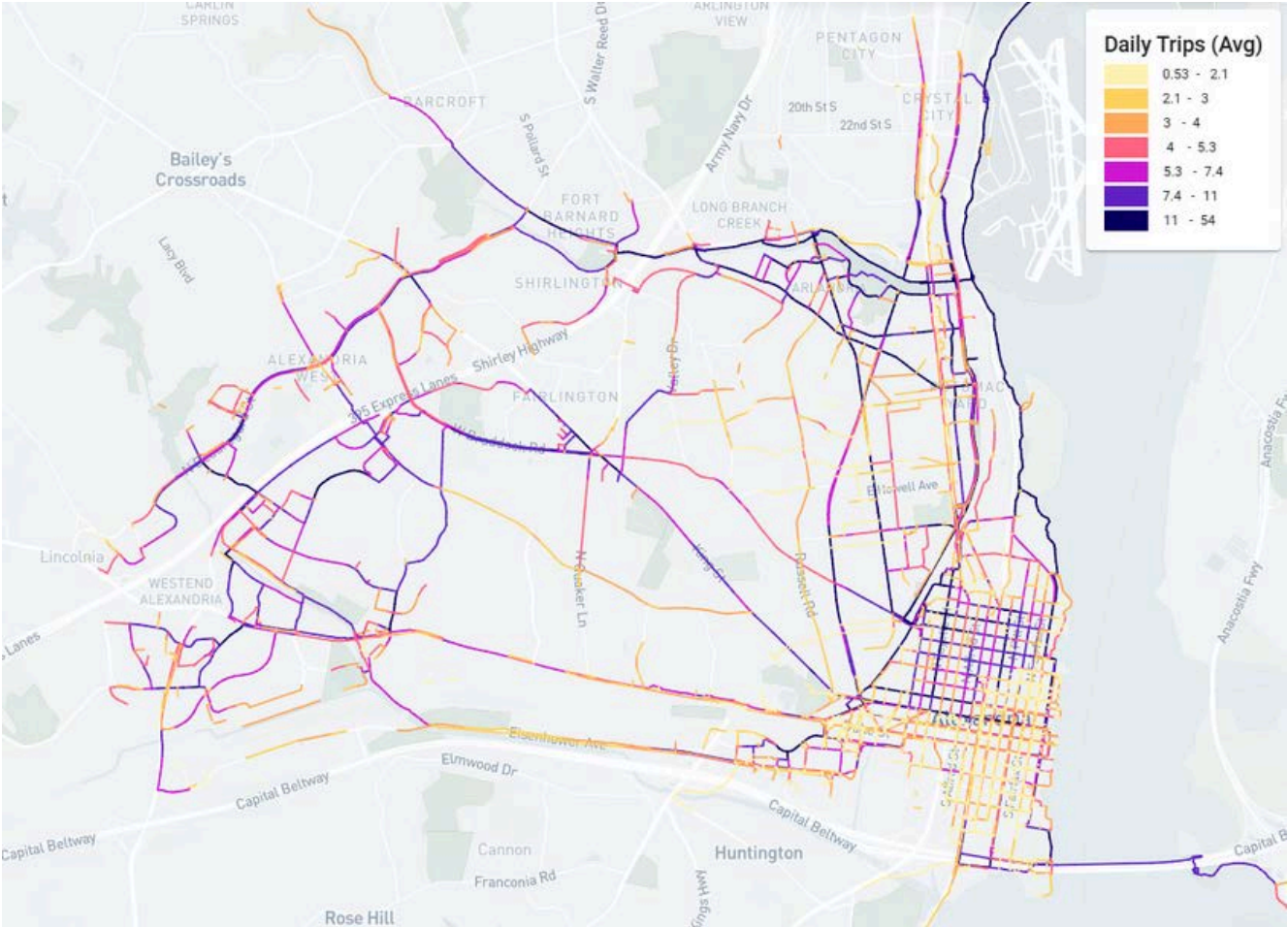
Dockless Outreach and Education

The Parking & Curbside Management team will collaborate with permitted operators to host education and outreach events focused on safe riding practices and proper device parking. In partnership with operators, staff will also promote equity programs available in the City to ensure broader access to shared mobility options. These efforts will support the broader goals of the Alexandria Mobility Plan, including reducing single-occupancy vehicle use and encouraging more sustainable transportation choices.

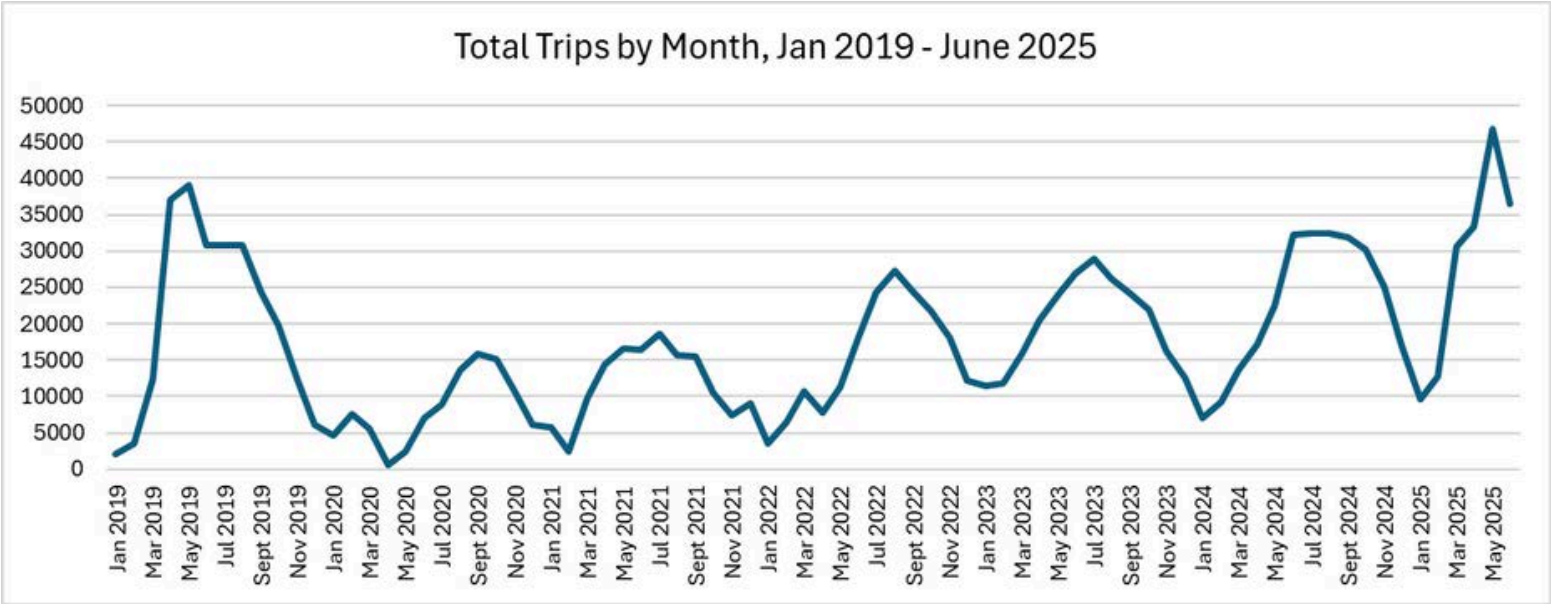




Trip Route Map, July 1, 2024 - June 30, 2025



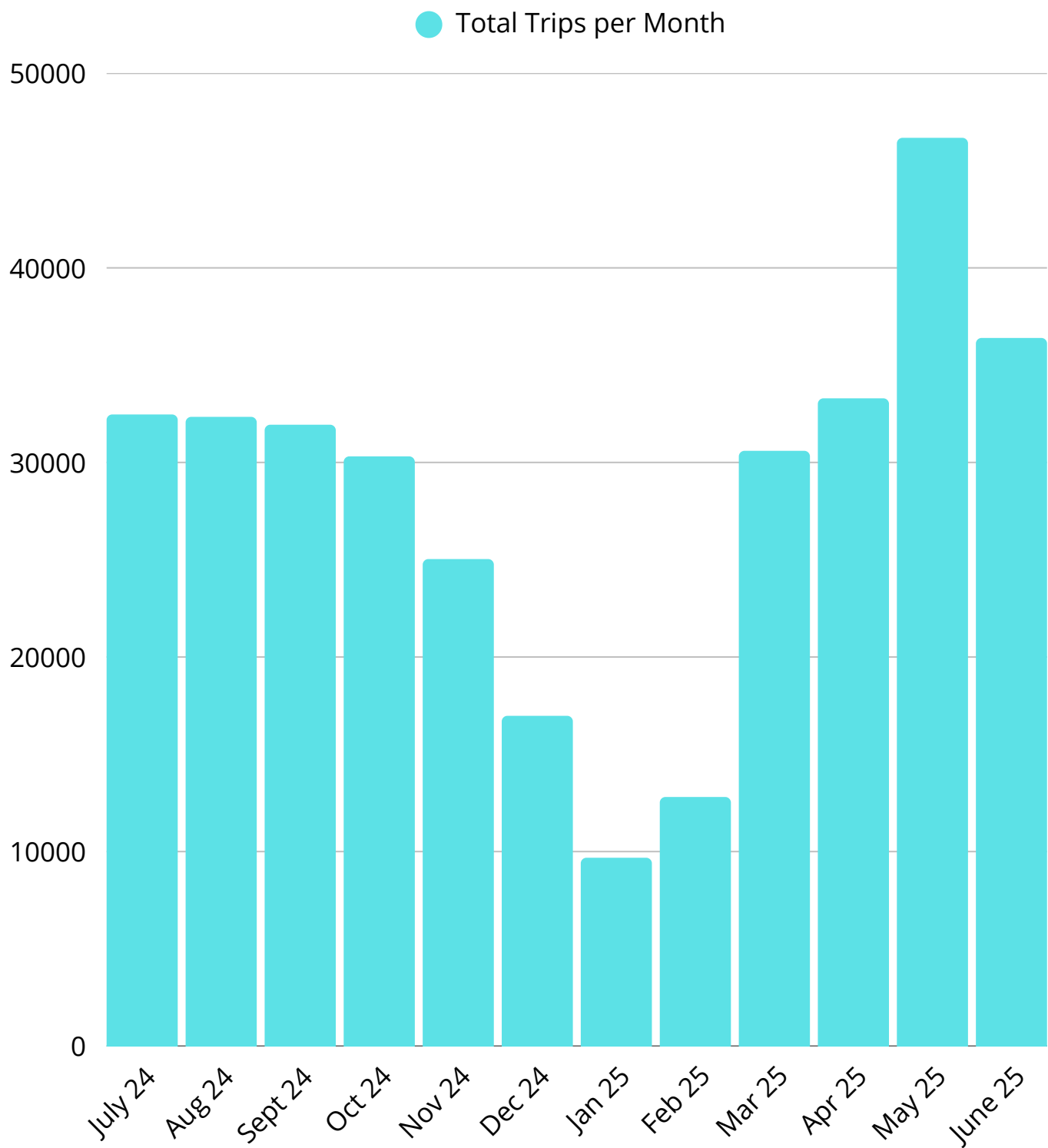
Total Trips by Month, Jan 2019 - June 2025





FY 2025 KEY METRICS

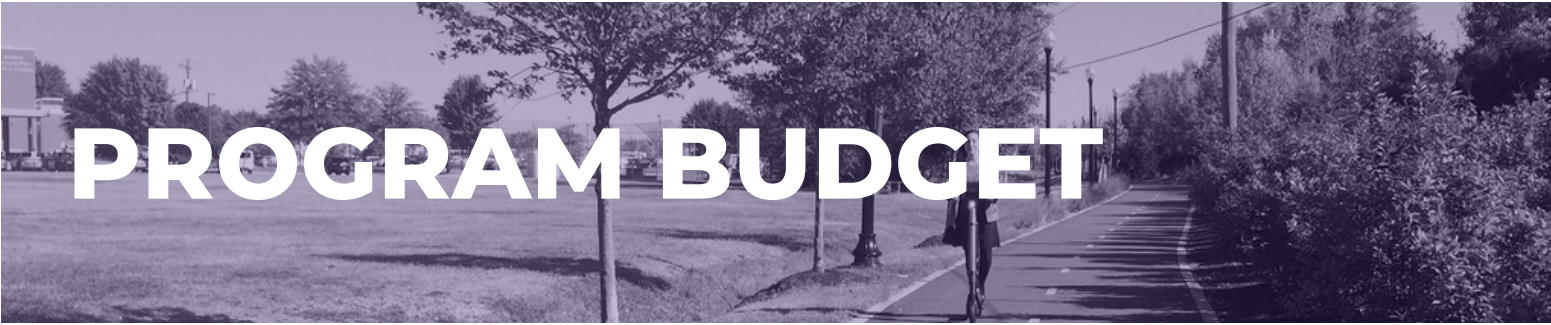
338,523 Total Trips in Alexandria in FY 2025



FY 2025 KEY METRICS

- **Permitted 2 dockless operators** in April 1, 2025
- **1,200 scooters and 800 e-bikes** allowed in Citywide cap
 - **799 scooters and 86 e-bikes** deployed on an average day
- **1,306 scooter trips and 200 e-bike trips** on an average day in May 2025 (typically high ridership month)
- **338,523 total trips** started in Alexandria
- **109,653** Dockless trips started in **equity zones**
 - 7.8% in Arlandria (25,076)
 - 10.4% West of I-395 (33298)
 - 16% Between Quaker Lane and I-395 (51,279)
- **35,669** Dockless trips started **near Metro stations**
 - 3.4 % at King St (11,452)
 - 3.2% at Braddock Rd (10,917)
 - 2.6% at Potomac Yard (3,860)
 - 0.9% at Eisenhower Ave (2,308)
 - 0.4% at Van Dorn St (564)





Program Year	2019-2023	2024 Permit	2025 Permit
Revenue (<u>Permit Fees</u>)	\$675K	\$118K	\$111K
Expenses	\$254K	\$317K	\$84K
Balance	\$421K	\$222K	\$247K

FY 2024 Permit Fees

- \$10,000 per permitted operator + \$75 per permitted device

Expenditures Summary

- Data analytics and reporting
- Corral installation and bike racks
- Capital Bikeshare e-bike purchases
- City staffing
- Contractor support

RESOURCES & PARTNERS

- [Dockless Mobility Website](#)
- [Dockless Mobility Dashboard](#)
- [FY 2024 Annual Report and FY 2025 Work Plan](#)



Approved Operators:

- [Lime](#)
- [GCOO](#)

