

# RIDE DOCKLESS

## Frequently Asked Questions

### What are shared mobility devices?

Shared Mobility Devices (SMD) is a term used by Arlington County to describe new dockless transit options.

Dockless bikes, e-bikes, and e-scooters are examples of shared mobility devices. Electric bikes and scooters are also known as e-bikes and e-scooters.

### What is the Shared Mobility Devices Pilot?

The pilot is a nine-month demonstration project, which began in October 2018, to allow approved vendors to operate dockless e-scooters, bikes, and e-bikes in Arlington County. During this time, Arlington County will be collecting feedback about dockless options from a variety of viewpoints to create policies for providers, users, property managers, and residents.

Additional statistics regarding ridership patterns and rider habits will also be shared with the County.

Learn about the pilot on the Arlington County website:

<https://transportation.arlingtonva.us/scooters-and-dockless-bikeshare/>

### Where can tenants find information about dockless bikes and e-scooters?

Tenants can learn more about dockless bikes and e-scooters at [RideDockless.com](https://RideDockless.com)—a site dedicated to FAQs, rules, safety, and overall best practices for riders in Arlington County.

For company-specific information regarding fees, memberships, or where to find a dockless bike or e-scooter, visit each company's website or app.

### What can we do if there are too many dockless bikes or e-scooters outside our building?

If your building is a popular destination to end trips, there are a number of methods you can use to control crowding. Designate a clear and visible area for users to leave and pick up dockless bikes or e-scooters. If there is extensive crowding, you can also contact the company to collect their bikes or e-scooters.

If you notice a device blocking the sidewalk and are able to move it, you may do so. Place the device a short distance away in a place that is still visible to future riders.

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### **People are leaving e-scooters in the garage. What can I do?**

When people park e-scooters inside a building or garage, it makes it difficult for future riders to find and use.

As a property manager, you may restrict the interior of your building and garage from dockless bike or e-scooter parking and ask tenants to refrain from ending trips within the building.

If you find a dockless bike/e-scooter parked in your garage or in your bike room, you can either move the dockless device to a public space or call the company to have them remove it.

### **Can a property designate parking for dockless bikes and e-scooters?**

A property manager can designate a suggested or preferred area for tenants to park dockless bikes and e-scooters on their own property. This doesn't guarantee visitors will park their devices in that area, but it will help corral those scattered around your property.

Communicating this preferred area to tenants is also an opportunity to share proper parking etiquette, best practices for riding safely in bike lanes, and the benefits of using dockless e-scooters and bikes for short distances.

### **How can a property provide feedback to the County?**

Property managers can provide their thoughts—including ideas, suggestions, and opinions—to Arlington County by emailing [mobility@arlingtonva.us](mailto:mobility@arlingtonva.us). This feedback will help the County create policies for SMD providers that will benefit riders and the community as a whole.

### **Can a property contact a dockless device company?**

Yes—property managers can contact a company directly to pick up abandoned or malfunctioning devices, or to provide feedback that concerns a specific company. You can find all the current dockless companies on the County's official pilot page.

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### **How can a building maintain curb appeal?**

A property manager can maintain the aesthetic of a building's exterior and accommodate dockless bikes or e-scooters by creating a balance between form and function. Plants, benches, and artwork can still be the center of attention while properties can also create designated parking areas, effectively sharing the space.

### **I also manage a property in Washington, DC—are the rules the same?**

No—Arlington County and Washington, DC do not have the same rules for dockless operators. To learn more about DC's program, visit DDOT's dockless vehicles page.

<https://ddot.dc.gov/page/dockless-vehicles-district>