

RIDE DOCKLESS

Frequently Asked Questions

? What are shared mobility devices?

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

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

? How do I use a dockless bike or e-scooter?

Download the company-specific mobile app to your smartphone and register for an account. You must add payment information before you can start your rental. Arlington's website will be updated as new operators are added.

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

Once you accept each company's terms, you can start your ride. Once you reach your destination, you end your ride and appropriately park your dockless device.

*Note: Capital Bikeshare bikes are **not dockless** and **must** be returned to an official docking station to end the ride. Your ride will not end and may incur overage fees if not docked properly and \$1,200 replacement fee if the bicycle is stolen.*

? Where can I find a dockless bike or e-scooter?

Dockless bikes and e-scooters are parked in various locations in Arlington. Use the company-specific apps to check the location of a bike or e-scooter closest to you.

? How old do I have to be to ride?

Each dockless bike and e-scooter company has age restrictions written in their user agreement. Review the user agreement carefully to determine if you're eligible to ride. In most instances, you must be 18 and older to ride; review each company's user agreement carefully to determine your eligibility.

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? Where can I ride?

You can ride dockless bikes and e-scooters in many places across Arlington, but there are a few places to avoid while you ride. This is a comprehensive list of where you can operate dockless devices.

It is especially important to note that you **cannot operate e-scooters on the sidewalk in Arlington County**. Rules may be different in other localities, like Washington, DC.

	E-Bike	Standard* Bike	E-Scooter	Standard* Scooter
Sidewalk	YES	YES	NO	YES
Trail	NO	YES	NO	YES
Bike Lane	YES	YES	YES	YES
Lane of Travel e.g., in the road	YES	YES	YES	YES

**Standard refers to a bike or scooter with no motor or electronic assist. Personal non-motorized bikes or scooters and regular Capital Bikeshare bikes would be considered standard.*

? Do I need a license?

Typically yes, but license requirements to ride an e-scooter vary by company. There are a few companies that require a rider to show proof of license before the first rental, but this isn't standard across all operators. Read user and rental agreements carefully before operating a dockless e-scooter or bike.

? Do I need a helmet?

Arlington County requires riders age 14 and under to wear helmets. Riders above age 14 are not required to wear a helmet, but are encouraged to do so for added precaution.

Several dockless companies provide helmets for free or at a discounted price. Check their sites for full details.

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? How much does it cost?

The cost to ride dockless bikes and e-scooters are determined by the individual companies and vary based on mode. Most pricing is based on a fee to unlock (usually \$1.00) with an added cost per minute based on length of use. Download the company-specific apps for complete and current details about pricing.

? Where can I park it?

When you arrive at your destination, it is important to remember to park your dockless bike or e-scooter away from the pedestrian right-of-way or vehicle traffic, and to park the device upright by using the kickstand. Dockless devices **should be parked away from** driveways, garages, alleys, crosswalks, bike lanes, bus stops, ramps, private or federal property, and entrances to buildings.

Great places to park your dockless bike or e-scooter include:

- Near existing bike racks
- On the edge of a sidewalk or curb, but be careful not to block a bus stop or a crosswalk

If you find a dockless bike or e-scooter wrongfully parked, move it to a better location to help those who aren't able. Alternatively, if you are unable to move a dockless bike/e-scooter, contact the company to have it removed. The company name and information are located on the dockless bike or e-scooter, and the company is required to move it within two hours of a report.

? Can I ride back and forth between Arlington and Washington, DC?

You can ride dockless bikes, e-bikes, and e-scooters to Washington, DC (and vice-versa), as long as the individual companies are offering their services in both locations.

? How can I be more visible to others while riding dockless bike or e-scooters?

Use the same safety standards and preparations for dockless bikes and e-scooters as you would when riding your personal bike or scooter. This can include wearing reflective gear and using safety lights to help make you more visible to others. Be a PAL—Predictable, Alert, Lawful—when riding a dockless bike or e-scooter safely. [CommuterPage.com/PAL](https://www.commuterpage.com/PAL)

Although e-scooters have safety lights on the back of the device, these lights sit lower to the ground than a bike. Wearing reflective gear can improve your visibility to other road users.

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? **Must dockless e-bike and e-scooter riders follow the same rules as people on bikes and in cars?**

Yes, it is important to maintain lawful behavior to stay safe while riding. Dockless e-scooters and e-bikes are considered motorized vehicles, and are subject to the same rules and regulations as a motor vehicle.

Remember to:

- Stop at red lights and stop signs
- Ride in the same direction as traffic, even in bike lanes
- Use hand signals to communicate your intentions
- Obey posted signs

? **Can I give feedback on the Shared Mobility Devices pilot?**

Yes! Residents and visitors can provide their thoughts—including ideas, suggestions, and opinions—to Arlington County by emailing mobility@arlingtonva.us. This feedback will help the County create policies for dockless providers that will benefit riders and the community as a whole.

? **Can I take a dockless bike or e-scooter on Metrorail, Metrobus, or ART bus?**

Metrorail

WMATA does not currently have any defined rules regarding dockless devices on their Metrorail system; however, dockless bikes are most likely subject to the **same rules as personal bicycles**.

Metrobus/ART bus

Technically, you can place a dockless bike on the front of the bus as you do a personal bike; however, this practice defeats the purpose of a dockless system. Dockless bikes are meant to be used as a first/last-mile solution with the ability to start and end rides anywhere.

Dockless e-scooters are not allowed inside ART or Metrobus buses and cannot be secured in the racks on the front of the bus.