

Shared Dockless Vehicle Program Rules

Deployment and Operation of a Shared Dockless Vehicle Service

WHEREAS, Section 43-158 of the Dallas City Code, as amended, grants the director of the department designated by the city manager the authority to establish rules and regulations to govern the shared dockless vehicle operating permit, consistent with Article X, “Shared Dockless Vehicle Operating Permit,” of Chapter 43, “Streets and Sidewalks,” of the Dallas City Code, as amended, and state and federal law, as are determined to be necessary to affect the policy of this article, to achieve a safe, orderly, equitable, and multi-modal transportation system.

WHEREAS, the city manager designated the Department of Transportation and Public Works as the department to enforce and administer Article X, “Shared Dockless Vehicle Operating Permit,” of Chapter 43, “Streets and Sidewalks,” of the Dallas City Code, as amended;

WHEREAS, Section 43-159 of the Dallas City Code requires the director to hold a public hearing prior to the adoption of any rules or regulations;

WHEREAS, the director held a public hearing on the following rules on April 29, 2025;

WHEREAS, in accordance with Section 43-159 of the Dallas City Code, as amended, the following rules take effect after they have been published on the official bulletin board in city hall for a period of 10 days;

WHEREAS, the Shared Dockless Vehicle Program Rules were published on the official bulletin board in city hall on April 30, 2025; and therefore take effect on May 10, 2025;

WHEREAS, the following rules shall establish the City’s Shared Dockless Vehicle Program Rules and operating authority permit requirements;

WHEREAS, once in effect, the following rules will supersede and replace the prior Shared Dockless Vehicle Program Rules that took effect on April 20, 2024;

WHEREAS, once in effect, the failure to comply with the applicable City Code provisions, these rules, and all permit conditions is punishable as a criminal offense, and suspension or revocation of an operating authority permit by the Director of Transportation and Public Works;

NOW THEREFORE, I, Ghassan Khankarli, Director of the Department of Transportation and Public Works, adopt the following rules to govern the shared dockless vehicle program and operating authority permit

requirements.

DRAFT

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Section 1 – Definitions.

- A. The following terms have the meaning assigned by Section 43-157 of the Dallas City Code, as amended:
1. “Director”
 2. “Shared Dockless Vehicle”
 3. “Shared Dockless Vehicle Service”
 4. “Operator”
- B. The following terms have the meaning assigned by Section 28-41.1.1 of the Dallas City Code, as amended:
1. “Buffer/Furnishing/Curb Zone”
 2. “Electric Bicycle”
 3. “Motor-Assisted Scooter”
 4. “Pedestrian Zone”
 5. “Sidewalk Clear Zone”
 6. “Slow Ride Zone”
 7. “Trail”
- C. The following terms have the meaning assigned by Section 43-126.16(2) of the Dallas City Code, as amended:
1. “Blockface”
- D. The following terms have the meaning assigned by Section 43-135(18) of the Dallas City Code, as amended:
1. “Public Right-of-way”
- E. In the Shared Dockless Vehicle Program Rules, the following terms have the meaning below:
2. “Authority Permit Operation Period” means the one-year period in which operators will be licensed to operate a shared dockless vehicle service in the City of Dallas.
 3. “Allotment” means the maximum number of shared dockless vehicles in the right-of-way that an operator is permitted to have.

4. “API” means an Application Programming Interface, a software intermediary that allows two applications to talk to each other.
5. “Complaint History Report” means a document containing information regarding customer service complaints made to the Operator from riders using the service within the City of Dallas, including the number of complaints, the nature of complaints, and time taken to resolve the complaint.
6. “Collision History Report” means a document containing information on reported collisions with an operator’s vehicle, including the number of crashes, the severity of crashes, the location, time and date of the collision.
7. “Deploy” means to remove the shared dockless vehicle from the operator’s physical custody and place it in the public right-of-way or in another location. A shared dockless vehicle is “deployed” in a location if the device is not in the operator’s physical custody, regardless of who moved the device in the public right-of-way or in another location or whether the shared dockless vehicle is being rented or is available to rent..
8. “Designated Dockless Vehicle Parking Area” means any part of the public right-of-way designated by the director or traffic engineer for the parking or placement of any shared dockless vehicles.
9. “Shared Dockless Vehicle Program Rules” means the rules or regulations, authorized by Section 43-158 of the Dallas City Code, as amended, that operators must comply with.
10. “GBFS” means General Bikeshare Feed Specification, which makes real-time data feeds in a uniform format publicly available online, with an emphasis on findability.
11. “Good Standing” means the status of an applicant or operator, which is compliant with the payment of all statutory fees, fines, and the filing of required data, statistics, and reports and all requirements of the Shared Dockless Vehicle Program Rules.
12. “Incident” means any complaint lodged against the operator for violation of City Code, the Shared Dockless Vehicle Program Rules, and complaints reported to 311.
13. “MDS” means Mobility Data Specification, a tool for standard communication and data-sharing between cities and private mobility providers.
14. “Notice” means a communication such as a letter, citation or civil penalty, warning, or announcement.
15. “No Parking Zone” means an area designated by official traffic control device, signage, or pavement markings where no units may be parked at any time.

16. “Program” means the Dallas Department of Transportation and Public Works’s Shared Dockless Vehicle Program.
17. “Program Staff” means the person or persons whom the director has designated to administer the program on behalf of the Dallas Department of Transportation and Public Works.
18. “Remove” means to remove a shared dockless vehicle from deployment and place in the physical custody of the operator.
19. “Restricted Area” means any part of the public right-of-way restricted by the director for the parking of shared dockless vehicles.
20. “Ridership Discipline Report” means a document including the number of Operator actions taken against users who do not follow riding or parking rules, including the number of warnings, fines, suspensions, and bans issued to users.
21. “Shared Dockless Vehicle Deployment Plan” means the written plan regarding the operator’s internal program, policy decisions, and proposed actions to come into compliance with the rules, regulations, and standards established by the City and to avoid violation of the City’s ordinances or the Shared Dockless Vehicle Program Rules.
22. “Special Event” means a temporary outdoor gathering which has been issued a special event permit under Chapter 42A of the Dallas City Code.
23. “Trailhead” means a point of access to a trail which is accessible from a public road or from within a park or project site.
24. “Trip” means a user’s rental of a shared dockless vehicle and includes:
 - a. the initial rental and unlocking (“trip start”);
 - b. the rental period and the user’s travel during that period; and
 - c. relinquishing the shared dockless vehicle by locking and ending the trip or leaving the vehicle without locking it (“trip end”).
25. “Unique Ridership Report” means a document that aggregates and summarizes the number of users who took at least one trip in the City of Dallas, broken out by new riders in the City of Dallas, returning riders, and represents the range of trips per user per month.
26. “Unit” means a singular shared dockless vehicle used for the transportation or conveyance of people, goods, or services.

27. “User” means a person utilizing a shared dockless vehicle.

Section 2 – Exhibits.

The following exhibits are incorporated into the Shared Dockless Vehicle Program Rules.

1. Exhibit A: Equity Opportunity Zone.
2. Exhibit B: Central Dallas Deployment Zone.
3. Exhibit C: Bishop Arts District Slow Ride Zone.
4. Exhibit D: Deep Ellum Slow Ride Zone.
5. Exhibit E: Farmer’s Market Slow Ride Zone.
6. Exhibit F: Ronald Kirk Pedestrian Bridge.
7. Exhibit G: Victory Park Slow Ride Zone.
8. Exhibit H: West End Slow Ride Zone.

Section 3 – Permit Terms and Requirements.

A. No shared dockless vehicle service may operate within the City of Dallas right-of-way without obtaining an operating authority permit, as required by Article X, “Shared Dockless Vehicle Operating Permit,” of Chapter 43, “Streets and Sidewalks,” of the Dallas City Code, as amended.

B. Program staff shall determine all terms, conditions, fines, and other standard or special requirements in the operating authority permit and the Shared Dockless Vehicle Program Rules.

C. An operator shall be issued one operating authority permit.

D. The director may issue a maximum of three active operating authority permits.

E. The type and technology of all shared dockless vehicles must be approved by program staff before it may be deployed as part of an operator’s fleet.

F. Prior to being issued an operating authority permit, an operator shall:

1. Be in good standing with the City of Dallas;

2. Sign and record an indemnification agreement indemnifying and holding the City harmless;
3. Provide the make and model of each unit that an operator plans to deploy; and
4. Provide program staff or authorized third party company a verifiable and fully functional API.

G. Units are eligible to be deployed once an operator receives an operating authority permit signed by the director and program staff has approved the type and technology of the operator's units.

Section 4 – Fleet Size and Distribution.

A. At the start of the authority permit operation, the maximum number of units that may be deployed under each operating authority permit is 500, unless the operator is continuing to operate from the previous permit cycle and has been granted a deployment increase under Section 4(C) under the previous permit, then the maximum number of units that may be deployed is the maximum under the previous permit.

B. The make and model of each unit that an operator plans to deploy shall be submitted to program staff prior to the issuance of the operating authority permit and any updates must be sent to program staff, within 10 days of change.

C. The maximum number of units that an operator may deploy can increase by up to 250 additional units every two 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 1.5 in the Central Dallas Deployment Zone; and
2. The average number of incidents per operator per day is less than or equal to eight.

D. Notwithstanding Section 4(C), 2,500 units is the maximum number of that an operator can deploy at any time, including if the operator and City renew for the next permit cycle.

E. Permitted shared dockless vehicles must maintain a minimum average of 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.

F. Operators shall rebalance their deployed shared dockless vehicle units to meet the following distribution requirements:

1. A minimum of 15% of an operator's total number of deployed shared dockless vehicle units shall be deployed in Equity Opportunity Zones (Exhibit A); and

2. A maximum of 35% of an operator's total number of 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 by up to 10% 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.

G. To meet the distribution requirements, an operator shall rebalance the location of its deployed shared dockless vehicles at least once per day, and no later than by 7:00 am.

H. An operator is responsible for monitoring distribution of units available to customers according to parameters identified by the Shared Dockless Vehicle Program Rules. Operators may be required to reduce the units concentrated within a specific area. Operators shall reduce the number of units within four hours of receipt of notice by program staff or the director.

I. A deployed vehicle remains deployed until the operator removes the device to an operator-owned or operator-controlled location. Vehicles impounded by the City are deployed until the operator relocates the device to an operator-owned or operator-controlled location.

J. **Temporary Relocation of Units.** Program staff, at the request of the Dallas Police Department or organizers of special events, may order the temporary relocation of units from the public right-of-way in an area determined by program staff. Operators must remove units from the areas identified by program staff within two hours of notice. Failure to comply with the request will result in an automatic suspension of the operator's operating authority permit.

K. **Special Events Provision.** The director has the authority to temporarily increase the allowed fleet size and/or amend the CDDZ deployment cap prior to and during special events by up to two times the currently permitted units.

1. Operators must request such a temporary fleet increase at least 45 days before the start of said event. Operators may request the temporary fleet increase for up to 60 days with one 30-day renewal option. Operators shall provide City staff with event-specific operations plans, which should detail timing of fleet scale up and ramp down and any additional staffing. Director may accept the proposal as submitted or accept an amended proposal.
2. Use of the temporary special events provision shall be posted on the Dockless Vehicles website and communicated to the Micromobility Working Group upon application approval.
3. All compliance and ridership metrics still apply during the temporary fleet increase.

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.

B. Unique Identifier.

1. Each shared dockless vehicle authorized for deployment must display the emblem of the operator along with a unique identification number corresponding to the make and model of the shared dockless vehicle.
2. The unique number must be in a prominent location on the front of each unit and displayed in a font size of at least one-inch in height.
3. No operator shall deploy a device in the City that has the same identification number as another device the operator has contemporaneously deployed in the State of Texas.
4. Each transaction for the rental or lease of a shared dockless vehicle shall include the unique identification number of the shared dockless vehicle.

C. **Contact Information.** Every shared dockless vehicle must prominently display contact information for 311 and the operator's current contact information for requesting removal, relocation, or retrieval of the unit.

D. **Labeling.** Each unit shall include clearly visible labels stating "*Riding on Sidewalks is Prohibited*" in at least 40-point font and any age requirements adopted by operator. An operator shall ensure that the labeling is legible at all times the unit is in operation.

E. **Location and Status Tracking.** Each shared dockless vehicle must be equipped with active global positioning system (GPS) technology capable of providing real-time location data to the director when the vehicle is in service, in accordance with specifications issued by the director.

F. **Front and Rear Lights.** Shared dockless vehicles shall be equipped with a front light that emits white light and reflector at the rear of the unit. All shared dockless vehicles must have always-on front lights while the unit is in use that are visible from a distance of at least 500 feet under normal atmospheric conditions at night. The front lights must stay on at least 90 seconds after the unit has stopped.

G. **User Warning System.** Operators shall implement a warning system to users when they approach a slow

ride or no ride zone.

H. Maintenance of Shared Dockless Vehicles.

1. Shared dockless vehicles must be well maintained and in good riding condition.
2. Operators are responsible for implementing and submitting to the director a maintenance, cleaning, repair, and waste management plan for approval. This plan shall address ongoing maintenance of units, routine cleaning, and repair as well as how units that are no longer capable of service will be disposed of responsibly.
3. Operators must be capable of quickly identifying and addressing safety and maintenance issues with one or more of their units, including a mechanism for customers to notify the operator that there is a safety or maintenance concern with the unit.
4. Operators must be capable of remotely disabling the use of a unit should it be reported or found to have a safety, maintenance, or other hazardous condition.
5. Units that are reported as unsafe or non-functional shall be immediately deactivated for rental, removed from service within two hours of receipt of notice, and shall not be redeployed until repaired.
6. Operators shall keep a record of reported collisions in a format as determined by the director.
7. Operators shall keep a record of maintenance activities which includes the unit identification number and maintenance performed.
8. Operators operating electric-assist units shall have a program to ensure proper recycling of batteries and disposal of these batteries under Universal Waste Battery disposal standards under Title 40 of the Code of Federal Regulations (CFR) Part 273.
9. Operators shall require individuals or companies that pick up, drop off, or charge units to wear high-visibility safety apparel that meets the Performance Class 2 or 3 requirements of the ANSI/ISEA 107–2004 publication entitled "American National Standard for High-Visibility Apparel and Headwear" that include the operator's logo.

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.

B. **Geofencing.** Operators shall employ geofencing to comply with any time of day, location, and speed restrictions on the operation of shared dockless vehicles.

C. **Speed Limit.** Operators must cap speed of units at 20 miles per hour when operating in the public right-of-way, unless the unit is being operated in a slow ride zone.

D. User Compliance with Traffic Laws.

1. Operators shall notify users to obey traffic control devices (example: stoplights, stop signs, etc.) and ride with the flow of traffic.

2. Operators shall educate users on lawful and safe use of shared dockless vehicles, including general guidelines for complying with City of Dallas regulations.

3. Operator shall employ an electronic method to test the vehicle user no less than one out of every five rentals, on proper usage, ADA accessibility, and vehicle parking prior to allowing the usage of a shared dockless vehicle as approved by the director. Users will not be able to begin their ride unless they successfully pass the test. Operator shall provide these tests in multiple languages.

4. Operators shall engage in community outreach and promote safety awareness in collaboration with the City, including educating users regarding the law applicable to riding, operating, and parking a shared dockless vehicle.

5. Operators' smartphone applications must provide information notifying users that:

- i. Shared dockless vehicles must be parked legally and in a secure upright position on a hard, non-porous surface;
- ii. Users must yield to pedestrians on trails;
- iii. Users must ride shared dockless vehicles with the flow of traffic;
- iv. Users may not ride shared dockless vehicles on roads with speed limits greater than 35 miles per hour;
- v. Users must not ride or park in public parks or plazas;
- vi. Shared dockless vehicles may not be ridden before 5:00 a.m. or after 9:00 p.m.;
- vii. Shared dockless vehicles may not exceed 20 miles per hour; and
- viii. If a user sees a unit toppled over or parked improperly, the user can report the issue to 311.

6. Operators must inform users of the location of No-Ride and Slow-Ride zones via smartphone application.

E. Age Limit.

1. An operator shall not rent units to users under the age of 16.
2. An operator shall confirm the age of user prior to the start of a trip.
3. An operator shall use government issued identification cards, such as a driver's license, to verify an individual's age.

F. Slow-Ride Zone(s).

1. Slow ride zones are designated areas where shared dockless vehicles may not exceed 10 miles per hour. The following areas are designated as slow ride zones:
 - i. Bishop Arts District (Exhibit C).
 - ii. Deep Ellum (Exhibit D).
 - iii. Farmer's Market (Exhibit E).
 - iv. Ronald Kirk Pedestrian Bridge (Exhibit F).
 - v. Victory Park (Exhibit G).
 - vi. West End (Exhibit H).
2. Designated Slow-Ride zones will be implemented during the following days and times:
 - i. Bishop Arts: Tuesday – Sunday, noon – 9:00 p.m.
 - ii. Deep Ellum District: Monday – Sunday, 5:00 a.m. – 9:00 p.m.
 - iii. Farmer's Market: Saturday & Sunday, 5:00 a.m. – 9:00 p.m.
 - iv. Ronald Kirk Pedestrian Bridge: Monday – Sunday, 5:00 a.m. – 9:00 p.m.
 - v. Victory Park: Friday – Sunday, 5:00 a.m. – 9:00 p.m.
 - vi. West End: Friday – Sunday, 5:00 a.m. – 9:00 p.m.
3. Program staff will notify operators of implementation of Slow-Ride zones, including the

designated areas, days, and times the Slow-Ride zone will be in effect, and the maximum speed allowed, in writing.

4. An operator shall ensure that units begin to slow within 45 feet of a designated Slow-Ride zone.
5. The traffic engineer may initiate an amendment to the Shared Dockless Vehicle Program Rules to establish or modify the boundaries of slow ride zones, or modify the time in which a slow ride zone is in effect, if the following conditions are met:
 - i. Congested pedestrian or nonmotorized traffic is present;
 - ii. Without a speed limit, a significant speed differential would exist between pedestrians or nonmotorized traffic and motor-assisted scooter, electric bicycle, and bicycle traffic;
 - iii. Without a speed limit, the presence of motor-assisted scooter, electric bicycle, and bicycle traffic could endanger public safety; and
 - iv. The majority of motor vehicles are traveling at speeds less than or equal to 20 miles per hour.
6. An operator will have seven days to come into compliance with any newly implemented Slow-Ride zone.

G. No-Ride Zone(s)

1. Motor-assisted scooters may not operate in public parks, public plazas, and the state fair grounds.
2. Motor-Assisted Scooters may not operate on any public trail, except for the Ronald Kirk Pedestrian Bridge.

Section 7 – Parking.

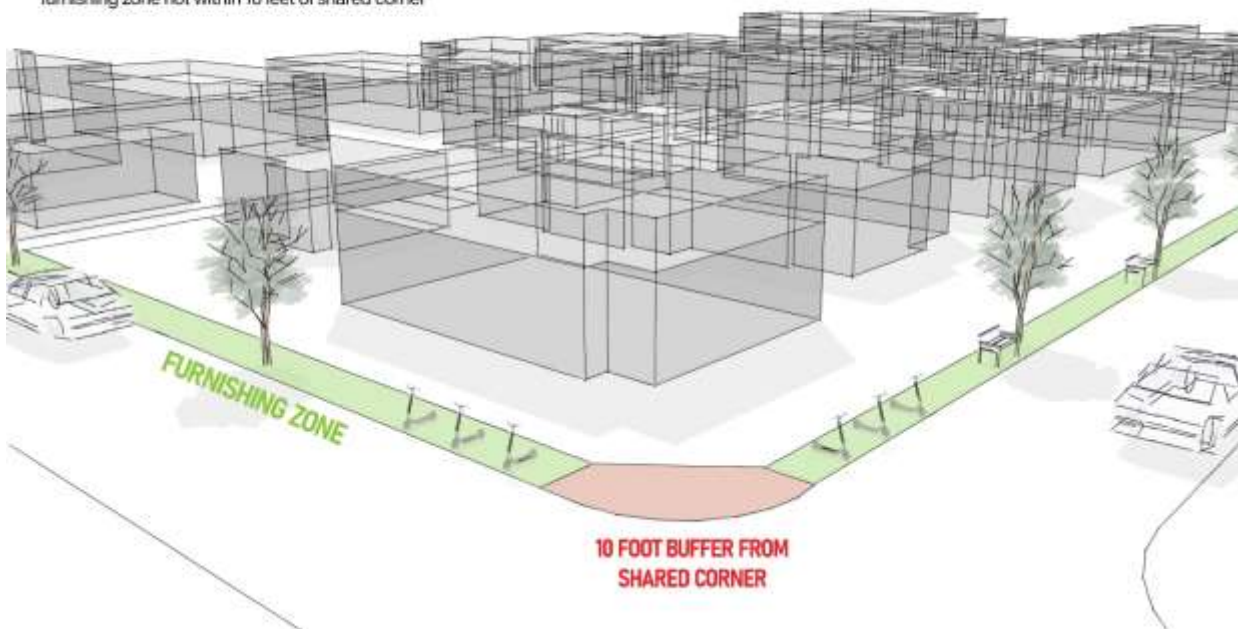
A. Operator Compliance with City Laws. Operators shall comply with and educate users of the parking requirements in Section 28-41.1.1 of the Dallas City Code, as amended. The director may further restrict additional areas for shared dockless vehicle parking, through geo-fencing requirements or written notice for the purposes of maintaining order, safety, and mobility.

B. Parking Along Trails. Shared dockless vehicles parked along shared-use trails may only be parked at trailheads or other areas identified by the director. Operators shall inform users that dockless vehicles may not be parked along trails at locations other than trailheads.

C. Maximum Number Per Blockface. Each operator may park no more than three units on any given blockface. If units are parked within 10 feet of an intersection, they will count towards the maximum units for both connecting blockfaces.

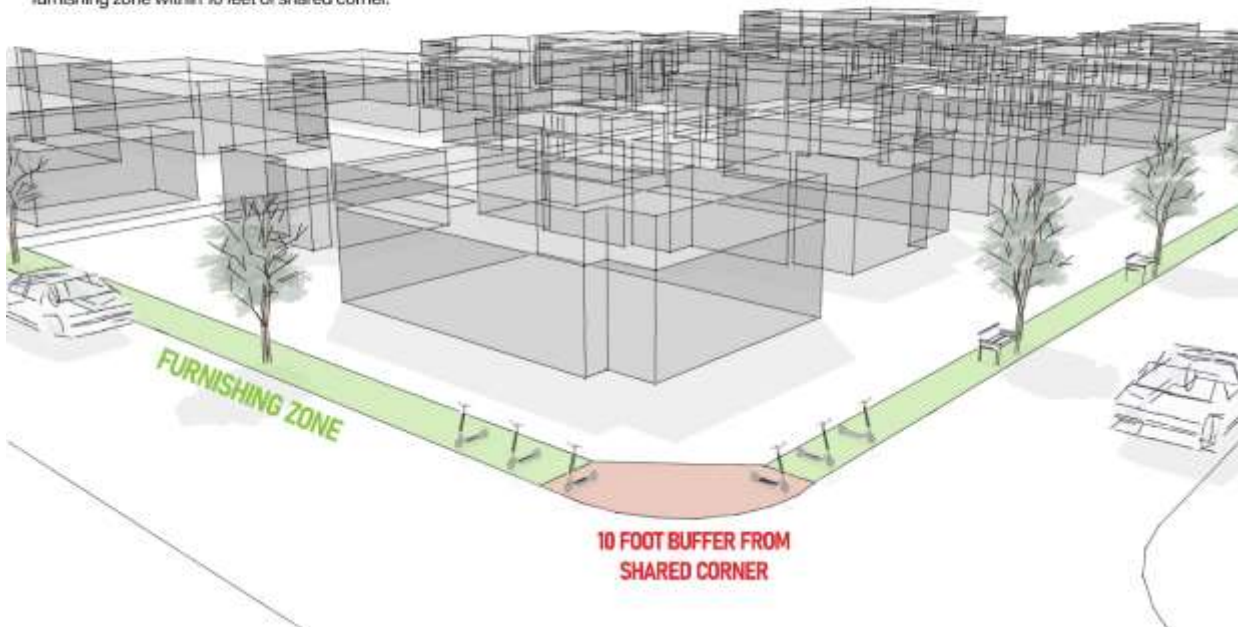
APPROVED

Operator may place 3 units on each block face in furnishing zone not within 10 feet of shared corner



NOT APPROVED

Operator may not place 3 units on each block face in furnishing zone within 10 feet of shared corner.



D. Maximum Number in Designated Parking Areas. There is no limit on the number of units an operator may park in designated dockless vehicle parking area, so long as they are parked upright and in an orderly manner, unless otherwise signed or marked at the designated area.

E. Parking in Designated Parking Areas. Operators shall park and direct users to park in designated dockless vehicle parking areas in Deep Ellum and when provided along a blockface. Operators shall identify the locations of dockless vehicle parking areas in user apps to guide users to preferred parking locations in order to assist with orderly parking of shared dockless vehicles throughout the city.

F. Promoting User Compliance with Parking Regulations.

1. Operators shall educate users about the parking requirements outlined in Section 28-41.1.1 of the Dallas City Code, as amended, via the operator's smartphone application.

2. Before a user ends a trip, an operator shall require the user to take an end of trip photo to demonstrate that the shared dockless vehicle is properly parked, in compliance with Section 28-41.1.1 of the Dallas City Code, as amended. Users shall take photo(s) of the unit identification number and the unit properly parked upright in accordance with City regulations. Users shall not be able to end their trip until the photo(s) is submitted. An operator shall fine users \$20.00 for every instance of an improperly parked vehicle or failure to submit an end-of-trip photo. After a user's fifth violation for improperly parking a vehicle, the operator shall suspend the user's account for a period of 30 days.

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 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.

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	2 hours

Zone, within 10 feet of an intersection or crosswalk, or that restricts or eliminates access to a public transit shelter or stop.	
<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.

I. Irretrievable Vehicles. If hazard or lack of legal access prevents an operator from responding within the times required above, the operator shall:

1. remove the vehicle at the next reasonable opportunity; and
2. disclose the irretrievable device to program staff if the operator cannot safely and legally remove the device; and
3. bear the removal costs, including reimbursement for City costs.

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.

Section 8 – Communication and Customer Service.

A. Operators shall maintain a staffed operations center and customer service center in the City of Dallas.

B. Operators shall have a customer service phone number or website posted on each shared dockless vehicle that is available 24 hours a day, seven days a week for people to report safety concerns, complaints, ask questions, or request a shared dockless vehicle be relocated.

C. Operators shall provide program staff with contact information for someone or a group of people who can address issues with shared dockless vehicle parking or deployment within the timeframes listed under Section 7-H. Operators shall notify program staff within 24 hours of a change of contact information.

Section 9 – Data Sharing.

A. An operator shall provide program staff or an authorized third party, with real-time and historical information for their entire fleet through a documented web-based application programming interface (API). An operator agrees to provide the program staff, either directly or through-approved third-party provider, access to:

1. Real-time availability data for their entire Dallas fleet;
2. Archival trip data for their entire Dallas fleet;
3. Archival collision data for the entire Dallas fleet; and
4. Archival complaint data for the entire Dallas fleet.

B. The operator is directly responsible for providing the API key to the director and shall not refer the director to another subsidiary or parent company representative for API access. The API shall deliver data according to the most current director authorized specifications, in a manner that protects individual user privacy.

C. An operator shall fully comply with Open Mobility Foundation Mobility Data Specification (MDS) and shall provide full access to program staff. operator's MDS API must interface to the City's API.

D. An operator shall make public a fully compliant API that presents the locations of charged, rentable and available units, using the General Bikeshare Feed Specification (GBFS) standards. GBFS standards are available at: <https://github.com/NABSA/gbfs>.

E. Program staff may update these data requirements at any time during the term of the permit operating term and require operators to use the most current version of the requirements.

F. Operators shall ensure that the City, including any authorized third party, is provided with authentication tokens for accessing the MDS data. Email communication from program staff that a third-party data vendor or employee is working on behalf of the City shall be sufficient evidence to require the operator to provide access to MDS endpoints to the contactor or employee under this subsection.

G. An operator shall maintain a continuous feed of the required data at all times for all units made available to customers and maintain aggregated data as the director deems necessary.

H. An operator may be required to provide live MDS and GBFS data to authorized third party data vendors. City data vendors shall supply the program staff a daily report of aggregated data for the previous 24 hours.

I. Program staff may request aggregated data from an operator at other times when necessary for law enforcement and other emergencies.

J. An operator must provide anonymized data reporting as required by program staff to ensure best management of public right-of-way, compliance with rules and regulations, and improve associated infrastructure, safety, and planning.

K. On a monthly basis, all operators shall provide a complaint history report including the number of complaints, the nature of the complaints, and the time it took to remedy the complaint.

L. On a monthly basis, all operators shall provide a collision history report including the number, severity, location and time of crash to program staff, in a format as determined by program staff.

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.

O. An operator found to be submitting incomplete or inaccurate data, such as underrepresenting the total number of units in service, shall have their license revoked.

Section 10 – User Privacy:

A. An operator shall provide information relating to unit locations and unit users upon request of law enforcement or pursuant to judicial subpoena.

B. An operator shall be responsible for implementing and submitting to the director a privacy policy that safeguards users' information, including personal, financial, and travel information.

- C. An operator shall not require users to grant location services to use the operator's mobility service, while the application is not in use. All other data belonging to the user, including but not limited to contacts, photos, and files, shall not be required to be shared in order to use the operator's shared dockless vehicle service.
- D. An operator shall not require users to share their private data with third parties in order to use the operator's shared dockless vehicle service.
- E. An operator may allow users to opt-in (not opt-out) to providing access to their contacts, photos, files, other private data, and third-party data sharing, but only with clear notice to the customer.
- F. An operator shall provide the director with updates to the terms of service; including but not limited to the Privacy Policy, terms and conditions of use, and the End User License Agreement (EULA) published on the operator's website and app and agrees to provide all customers and the director any changes to the terms of service immediately upon adoption.

Section 11 – Compliance and Enforcement.

- A. The director may suspend or revoke an operator's operating authority permit if the operator violates Article X, "Shared Dockless Vehicle Operating Permit," of Chapter 43, "Streets and Sidewalks," of the Dallas City Code, as amended, or the Shared Dockless Vehicle Program Rules.
- B. The director may require an operator to reduce the size of its fleet if the operator violates the Shared Dockless Vehicle Program Rules.
- C. Upon investigation, an operator's operating authority permit 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. Upon investigation, an operator's operating authority permit 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. Upon investigation, an operator's operating authority permit 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. Upon investigation, an operator's operating authority permit 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. Upon investigation, an operator's operating authority permit may be automatically suspended if the number of incidents averages 20 per day in a seven-day period.
- H. Upon investigation, an operator's operating authority permit may be automatically suspended if an operator

deploys more units than it is permitted to deploy.

I. Upon investigation, an operator's authority permit 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. Upon investigation, an operator's operating authority permit may be automatically revoked if an operator continues to operate after 12 hours after receiving notice of suspension.

K. Upon investigation, an operator's operating authority permit may be automatically suspended if the operator does not come into compliance with newly established slow ride zones.

L. Upon investigation, an operator's operating authority permit 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. Upon investigation, an operator's authority permit may automatically be revoked if an operator's license is suspended three times within the permit operating term.

N. Program staff will notify the operator in writing of operating authority permit suspension or revocation.

O. If an operator has its operating authority permit suspended or revoked, the operator will remove all units and cease operations in accordance with Section 43-165 of the Dallas City Code, as amended.

P. A suspension under this section lasts until the operator demonstrates that the cause of the suspension has been addressed and corrected, as deemed by program staff.

Section 12 – Amendments.

The director may amend the Shared Dockless Vehicle Program Rules as needed and in accordance with the procedures of Section 43-159 of the Dallas City Code, as amended.

Exhibit A – Equity Opportunity Zones

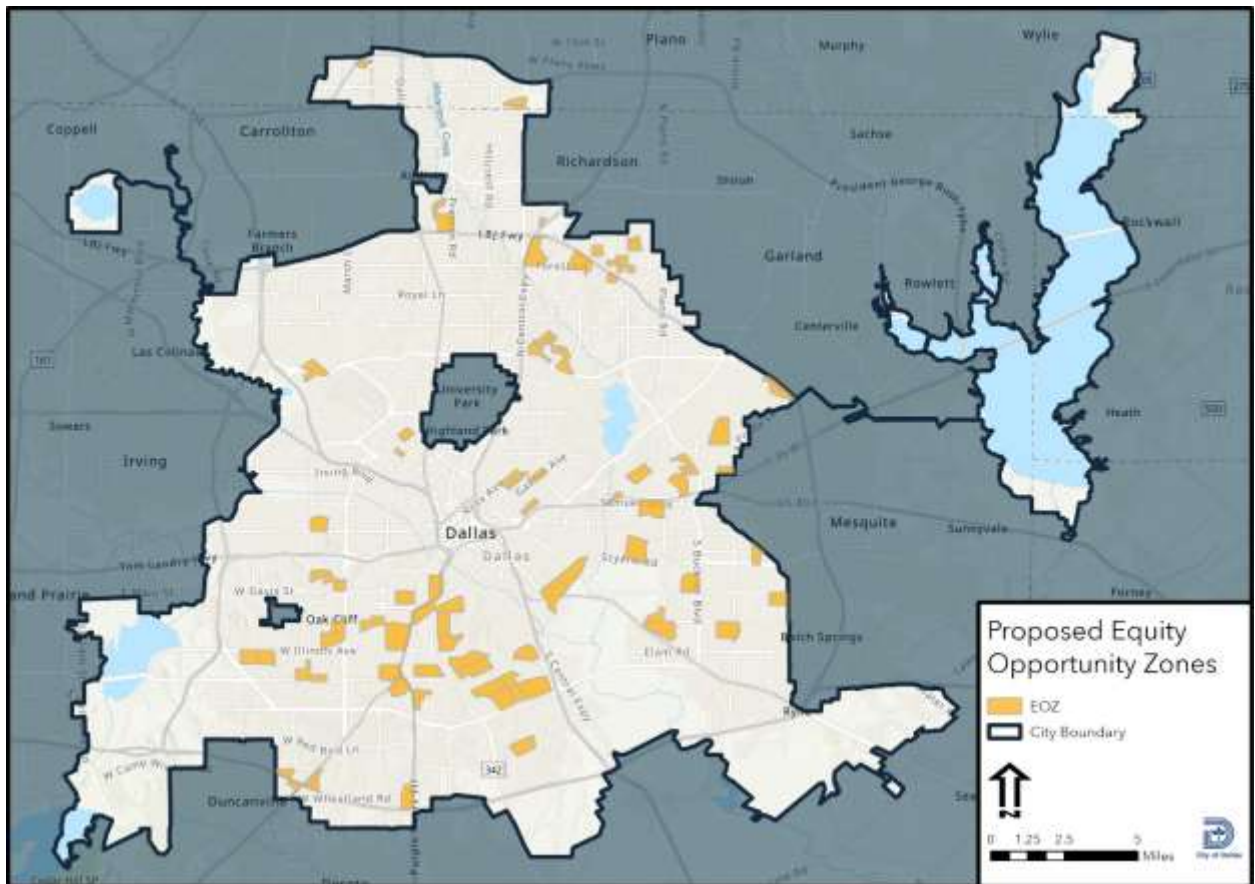


Exhibit C – Bishop Arts District Slow Ride Zone



Exhibit D – Deep Ellum Slow Ride Zone



Exhibit E – Farmer’s Market Slow Ride Zone



Exhibit F – Ronald Kirk Pedestrian Bridge



Exhibit G – Victory Park Slow Ride Zone



Exhibit H – West End Slow Ride Zone

