

Dallas 2025-2026 Shared Dockless Vehicle Operating Authority Permit Application

Q+A Session – April 16, 2025

1. **Can the City disclose who is on the evaluation panel? What departments or entities do they represent?**

Answer: Not finalized, but staff from Park and Recreation, Environmental Quality, and Planning & Urban Design were historically utilized in addition to staff from Transportation and Public Works.

2. **How do you intend to notify bidders of the City's decision? Will both the selected operator(s) and those not selected be notified at the same time? If so, how?**

Answer: The City will publish the scores of each evaluated application via a City Manager's Memo (Friday Memo). This memo is anticipated to be published on May 9.

3. **Does the City anticipate a period of contract negotiation after award?**

Answer: There is no contract to negotiate. Operators may apply for up to 500 vehicles on the permit, or their current allowed fleet, and must abide by all program rules and applicable city code.

4. **How does the City intend to evaluate applications received from the same company or subsidiaries operating under different names? Would such applicants be eligible for one or two permits?**

Answer: Each submittal that meets the requirements for being defined as a business by the State of Texas are evaluated separately.

5. **How does the City intend to evaluate current operators versus new applicants?**

Answer: All applications are reviewed based on the scoring rubric.

6. **Is the demonstration scored? How will performance at the demonstration impact evaluation?**

Answer: The demonstration impacts scores as defined in the scoring rubric.

7. **Does a cover letter count towards the 40-page limit?**

Answer: No. The cover page can be separate.

8. **If an operator currently deploys more than 500 units in Dallas, will their current fleet size be grandfathered in at the start of the new permit period?**

Answer: Their fleet size will be grandfathered in.

9. **Can an operator request a fleet increase during the RFP review period if the operator has met the previous three-month requirement?**

Answer: Yes, if the time period aligns. If operators wish to deploy before the new permit begins on May 24, they will have to pay the annual per-vehicle fee for both permit years.

10. **Section 1e of the application, Safety Features, says "Describe device standards and safety assurances. Describe to what extent the device is road-worthy and has features to improve or promote safety. Provide a link to a company safety plan or manual, if available." Can you share**

more about what the "company safety plan" is referencing? Is that for device maintenance? Or for employee safety procedures?

Answer: This can be inclusive of device maintenance and/or employee safety.

- 11. In the application, section 6a refers to the privacy policy as Attachment E while page 4 refers to the privacy policy as Attachment G. Given the specifications required for document titles and formatting, which would be the accurate title for the Privacy Policy?**

Answer: This should be Attachment G.

- 12. In the Shared Dockless Vehicle Program Rules, Section 5D "Labeling" says the device must have visible labels stating, "Riding on Sidewalks is Prohibited." Would a "No riding on sidewalks" label suffice or does the language need to be verbatim?**

Answer: The proposed language is sufficient.

- 13. Section 5B of the Program Rules says a unique device number must be in a prominent location on the *front* of each unit. In describing the "front" does that mean if you were facing the device head on, you could see it, or simply on the front stem (vs. the back of the device) whether that is on the left or right side (or both)?**

Answer: This information should be on the stem – staff preference is on the side, but on the front is sufficient. These details shall be approved by staff.

- 14. I see on the schedule that the FY 25-26 Permit Issuance date is May 24. Is that the first day that a new operator would be allowed to begin operations in the City? Or does the permit start date differ from the permit issuance date?**

Answer: The permit start date is the same day operators are allowed to begin operations if they meet all the pre-launch requirements.

- 15. Is an operator applying to operate only e-scooters, not e-scooters and e-bikes at any disadvantage in scoring to an operator looking to operate both e-scooters and e-bikes?**

Answer: There is no rule precluding this technique, but operators will be scored on ways that the operator promotes access and utilization of shared dockless vehicles in low-income areas and efforts to offer discounted pricing.

- 16. I don't see any requirements for the Equity Opportunity Zones beyond the 15 percent requirement. Are there any rules or regulations precluding an operator from providing special pricing within those zones to further make ridership more affordable?**

Answer: The permit start date is the same day operators are allowed to begin operations if they meet all the pre-launch requirements.

- 17. The application packet states "Three references from municipal bodies located in North America where the applicant is currently operating." We currently operate in two cities in North America and have been granted a permit to begin operations in a third where we plan to launch the week of April 21 or possibly as early as April 19. Would a letter from that municipality suffice (we've spent the last few weeks working hand in hand with the City to get everything set up) and will be operating when a permit would be issued in Dallas?**

Answer: The 3rd reference from a soon to be permitted municipality will suffice. Please note anticipated dated of operation.

18. What are y'all's operating hours to receive printed copies of the application?

Answer: Our office hours are 8:00am-5:00pm.