

Memorandum



CITY OF DALLAS

DATE February 9, 2018

TO Honorable Mayor and Members of the City Council

SUBJECT **Update on Dockless Bike Share Operations**

On January 18, I issued a letter to the five operating bike share companies outlining specific operational concerns. The letter advised the companies to address these concerns by February 9 (today) or be subject to action by the City.

Although City staff has noted some improvement, issues persist, as evidenced by staff observation and continued 311 reports. To date, the City has received 936 comments through 311 (about 200 of those since the letter was issued). On February 5, City staff conducted field investigations of areas with repeated 311 reports to determine compliance rates. Staff will monitor these locations regularly and notify the appropriate companies as issues are identified. Staff is also meeting with the five bike share companies again on Monday, February 12, to reinforce the City's expectations.

To address bike share concerns in the long-term, staff is presenting a set of operational guidelines to the Mobility Solutions, Infrastructure & Sustainability Committee on February 26. City staff will also meet with company representatives to discuss the proposed regulations. Discussion items will include data sharing, proposed limitations on the number of bicycles, bicycle parking strategies and user education. Finally, staff is developing a cost recovery strategy to capture ongoing costs associated with managing the bike share program.

If you have any questions, please contact Michael Rogers, Director of Transportation, at 214-671-9596 or michael.rogers@dallascityhall.com.

A handwritten signature in black ink, appearing to read 'T.G. Broadnax', written over a circular stamp or seal.

T.G. Broadnax
City Manager

c: Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Billierae Johnson, City Secretary (Interim)
Daniel F. Solis, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager
Jo M. (Jody) Puckett, Assistant City Manager (Interim)

Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Nadia Chandler Hardy, Chief of Community Services
Raquel Favela, Chief of Economic Development & Neighborhood Services
Theresa O'Donnell, Chief of Resilience
Directors and Assistant Directors