



Vienna Shared Mobility Devices (SMD) Pilot Program Summary

The Town of Vienna has proposed a pilot program to regulate Shared Mobility Devices (SMDs). The proposed pilot program will provide the Town an opportunity to evaluate the benefits and challenges associated with SMDs and will require companies to sign a Memorandum of Agreement (MOA) to ensure operational practices meet certain standards. Below is a summary of the pilot program and components of the MOA.

Pilot Program Schedule

- One-year pilot program: January 1, 2020 - December 31, 2020
- Permit applications due by January 31, 2020
- Community outreach and education events to be scheduled during Winter/Spring 2020
- Community survey and pilot program evaluation to be scheduled during Fall 2020

Permit Application Process and Requirements

- Permit applications due by January 31, 2020. Applications received after this date will not be considered for the 2020 pilot program.
- Permit requirements:
 - Completed permit application
 - Permit fee
 - Town business license
 - Signed MOA
 - Pre-launch meeting
 - Device provided for inspection and testing
- Permit application attachments:
 - Pricing structure (rental fees, discount programs, etc.)
 - User agreement language (including privacy policies or any other terms of service)
 - Community engagement plan (education and promotion efforts for residents and businesses)
 - Maintenance and recharging plan (method for identifying and addressing issues)
 - Service area and deployment plan (deployment locations, rebalancing methods)
 - Safety and operations response plan (resources and methods to respond to issues)
 - Information about planned operations in neighboring jurisdictions (City of Fairfax, Fairfax County)
 - Device design specifications and applicable safety compliance documents
 - Data feeds and reporting template
 - Surety bond
 - Proof of insurance
 - Proof of indemnification of the Town

Fee Structure

- Permit Fee: \$5,000 (one-time fee for the duration of this pilot program)
- Right of Way Use Fee: \$0.05 per trip (paid monthly during pilot)

Fleet Size Cap

- Initial maximum of 150 devices per mode (i.e., one company may operate e-bikes or bicycles as well as e-scooters and can apply for a separate permit for each of these modes)
- Companies may add up to 25 more devices per month if they demonstrate at least 3 trips per device per day in the previous month (and subject to approval by the Town)

MOA Requirements

- Regular meetings between the company and the Town, defined non-emergency response times
- Defined response times for removing devices for critical issues designated by the Town
 - Town may also remove devices in emergencies
- Commitment to conduct community outreach and education
- Devices must meet applicable federal, state, and/or local safety standards and include safety components including lights, brakes, and bells
- Operations center located in the DC region and a customer service phone number live 24 hours a day
- Parking education and outreach to inform users of rules, and removal of improperly parked devices within 2 hours
- Data sharing requirements, including:
 - Monthly report
 - Live data feeds
- Insurance with the Town named as an additional insured
- Indemnification of the Town
- Surety bond