

# Shareable Dockless Mobility Device

February 2019 - March 2020



# 2020-2021 Dockless Operators

Annual Permits were awarded through a robust application selection process in Spring 2020.

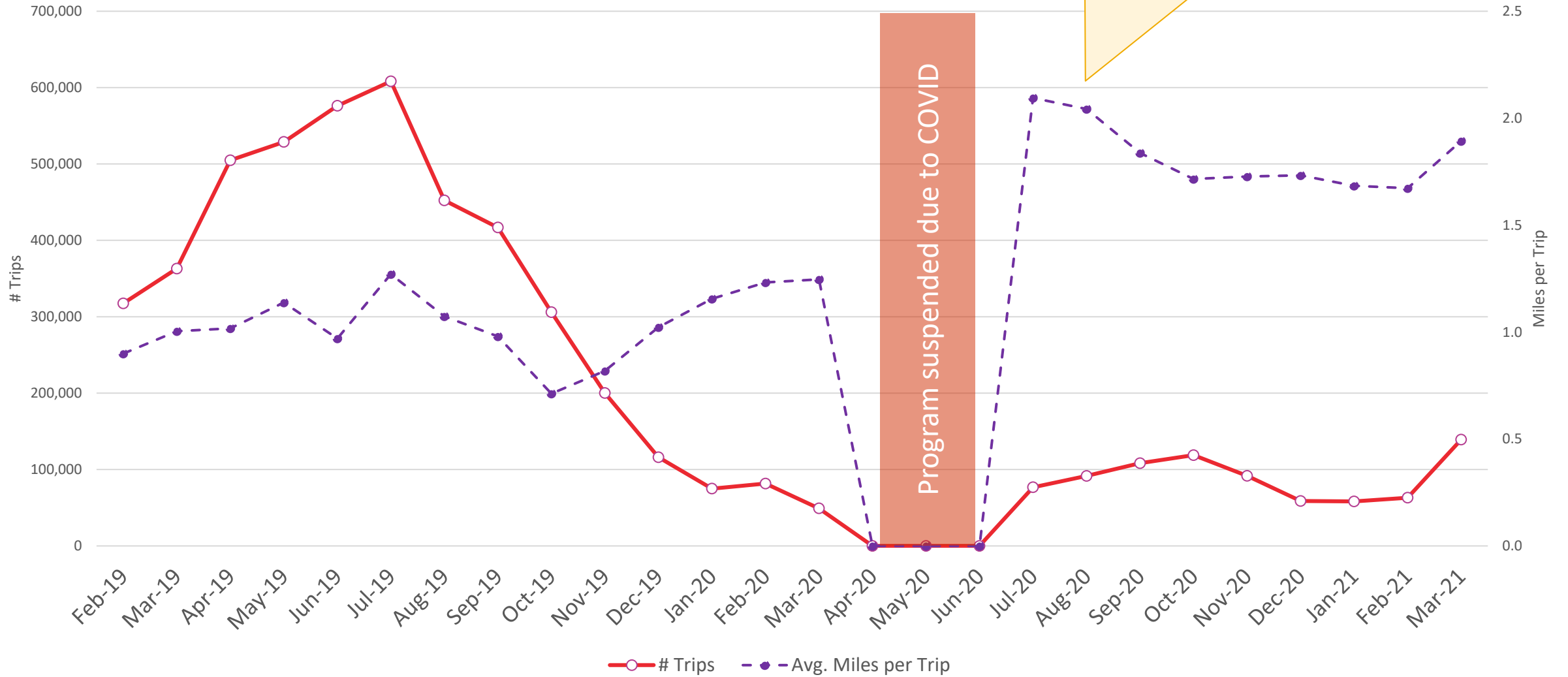
Sub-Permits are awarded for a specific time period, and are based on company compliance and performance, public health considerations, public right-of-way capacity, and other factors.

Company	Annual Permit	Sub-Permit 1 <i>expired</i>	Sub-Permit 2 <i>expired</i>	Sub-Permit 3 <i>expired</i>	Sub-Permit 4	Sub-Permit 5
	July 1, 2020 - June 30, 2021	July 15, 2020 - August 31, 2020	September 1, 2020 -September 30, 2020	October 1, 2020 – December 31, 2020	January 1, 2021 – March 31, 2021	<b>April 1, 2021 – June 30, 2021</b>
Bird	500 Stand-up scooters	750 Stand-up scooters	668 Stand-up scooters	1,010 Stand-up scooters	630 Stand-up scooters	1,060 Stand-up scooters
Helbiz (Note: Helbiz launched on Friday November 6 <sup>th</sup> )	500 Stand-up scooters 500 Electric bicycles	Did not apply	Did not apply	Did not apply	Did not apply	740 Stand-up scooters
Spin	500 Stand-up scooters	750 Stand-up scooters	522 Stand-up scooters	955 Stand-up scooters	760 Stand-up scooters	1,075 Stand-up scooters
Veoride	500 Stand-up scooters 500 Sit-down scooters	750 Stand-up scooters	Did not apply	145 Stand-up scooters	Did not apply	503 252 Sit-down scooters

Source: ATLDOT, as of May 11, 2021.



# Monthly Trips and Trip Length

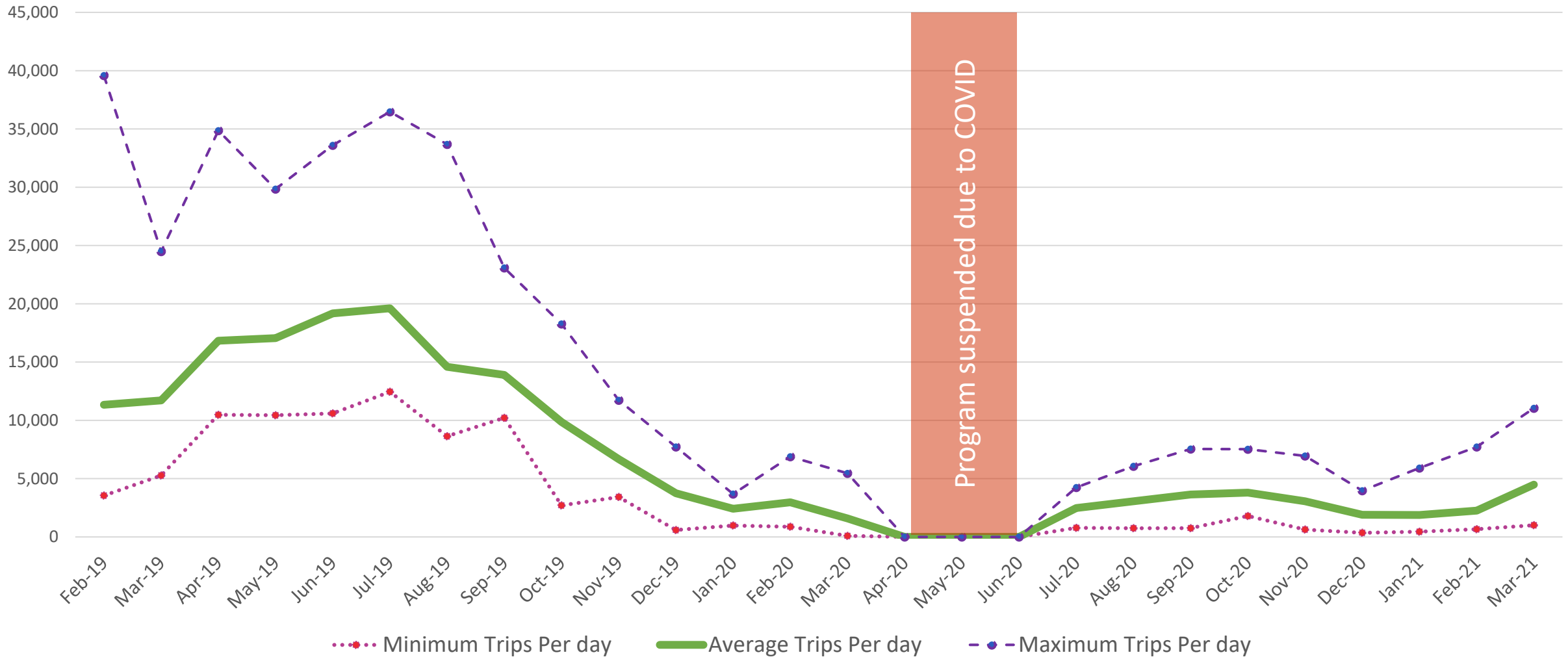


Source: Monthly Operator Reports, ATLDOT, as of May 11, 2021.

Note: Due to COVID-19, operators were not allowed to operate from March 23, 2020 until the new permit program. Some operators halted operations as early as March 1, 2020. The ATLDOT new program for SDMD Annual Permits started 07/01/2020.



# Daily Trip Variations by Month



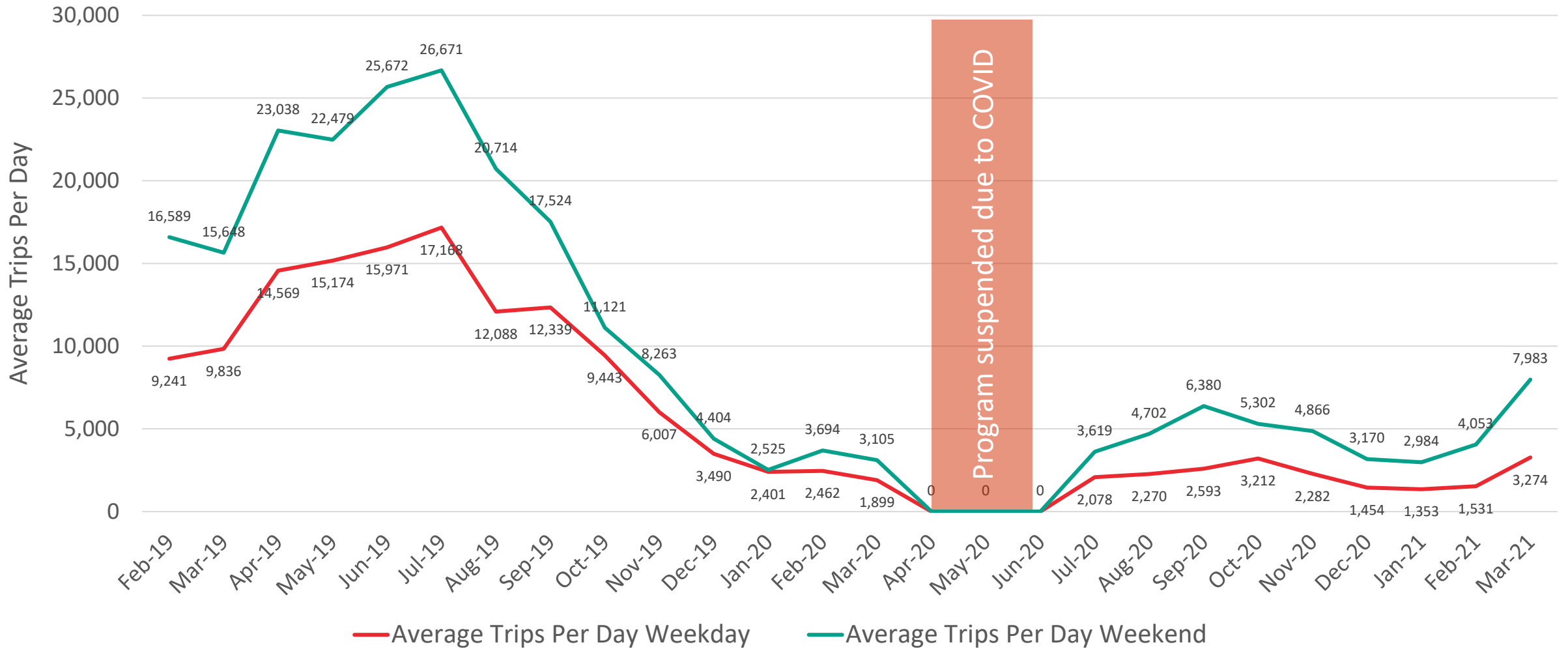
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# Average Trips by Weekdays and Weekends

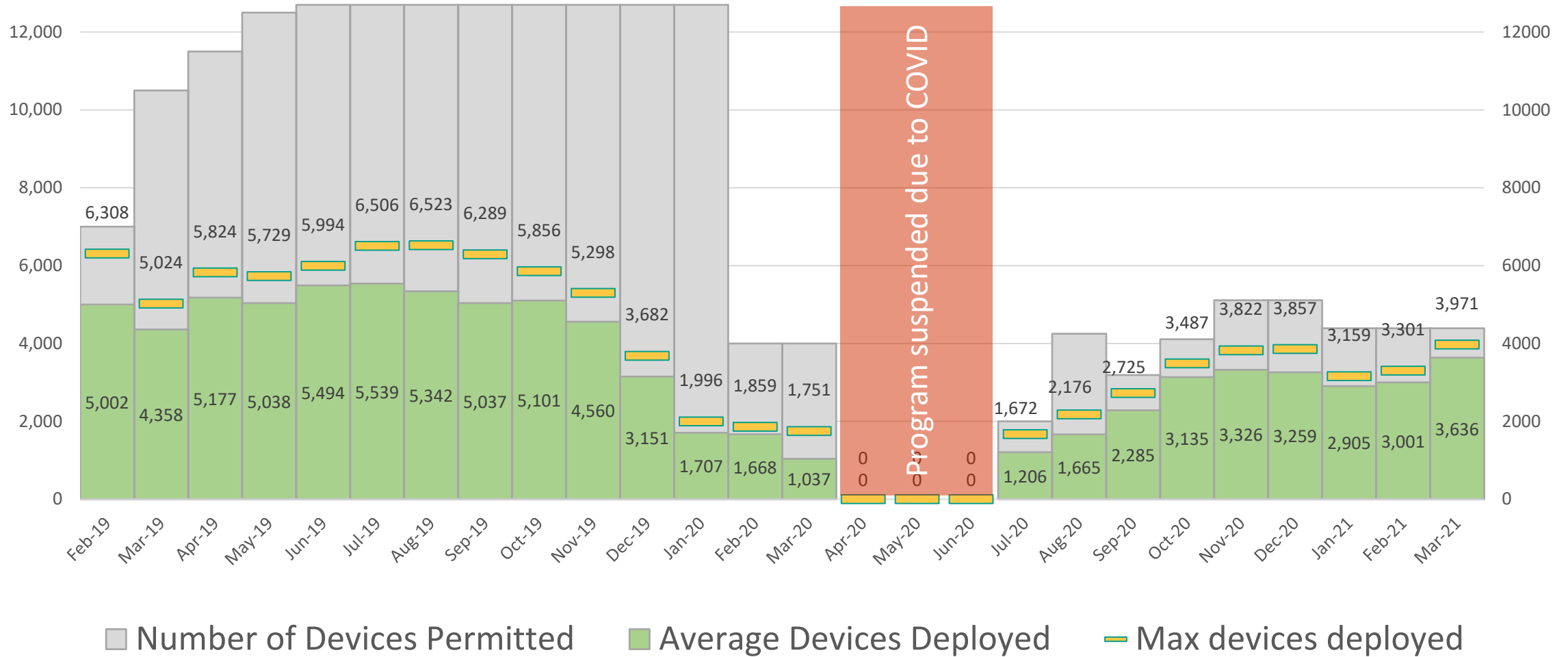


Source: Monthly Operator Reports, ATLDOT, as of May 11, 2021.

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# Number of Devices (e.g. Scooters) in the City of Atlanta

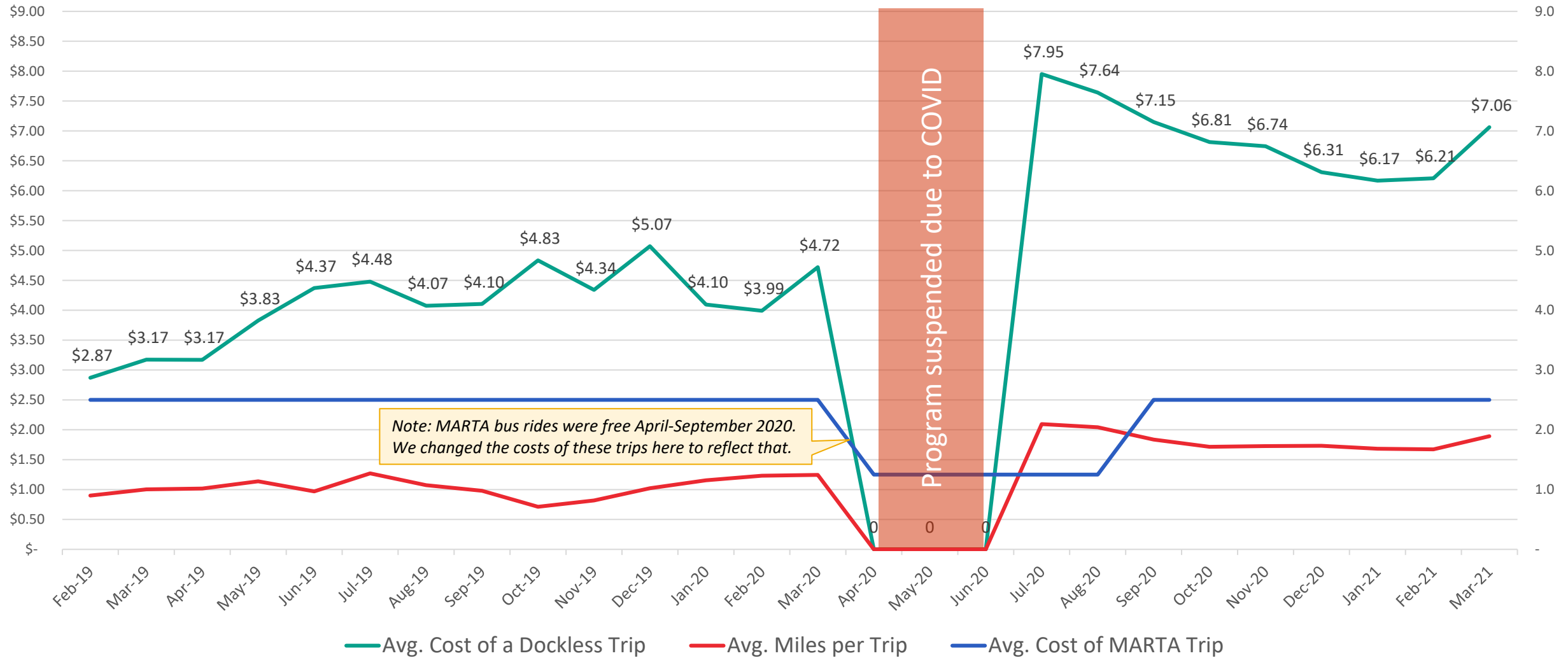


Source: Monthly Operator Reports, ATLDOT, as of May 11, 2021.

Note: Due to COVID-19, operators were not allowed to operate from March 23, 2020 until the new permit program. Some operators halted operations as early as March 1, 2020. The ATLDOT new program for SDMD Annual Permits started 07/01/2020.



# Cost of Dockless Trips

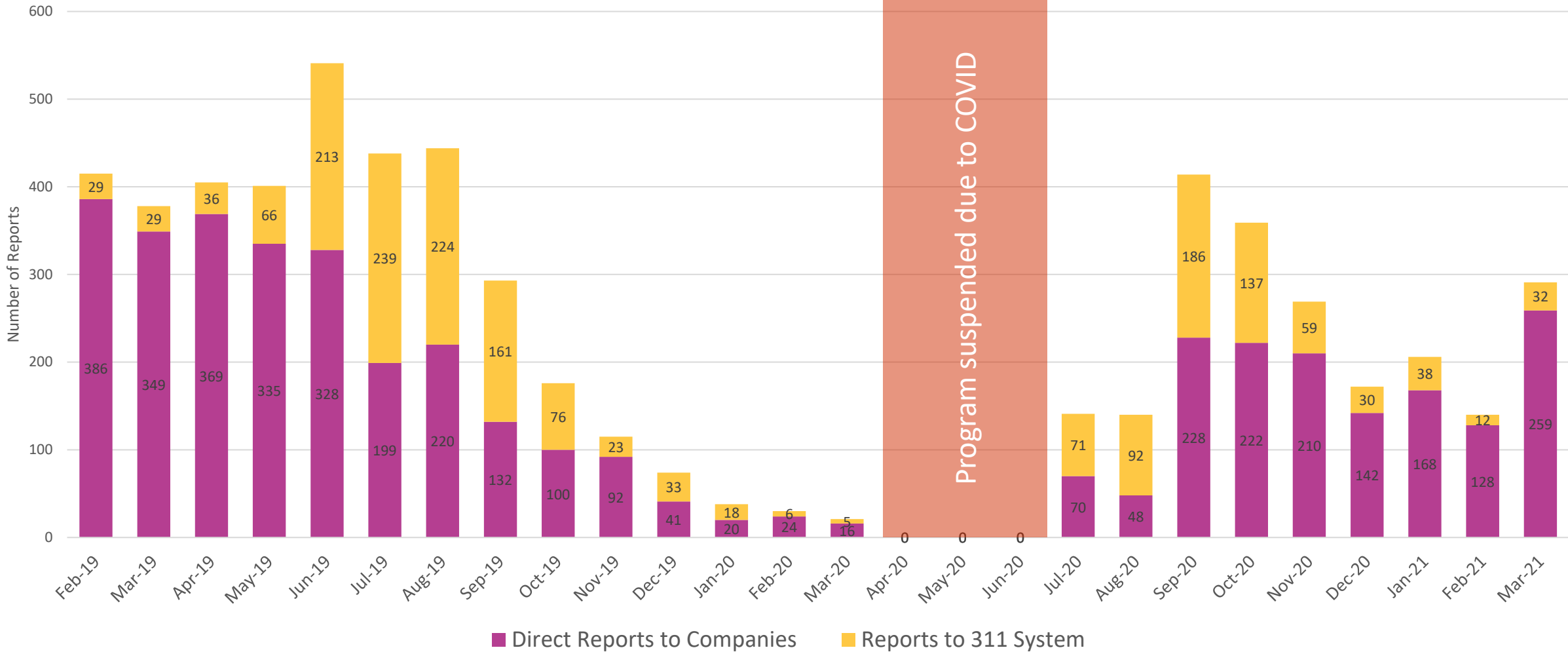


Source: Monthly Operator Reports, ATLDOT, as of May 11, 2021.

Note: Due to COVID-19, operators were not allowed to operate from March 23, 2020 until the new permit program. Some operators halted operations as early as March 1, 2020. The ATLDOT new program for SDMD Annual Permits started 07/01/2020.



# Complaints Received by Month



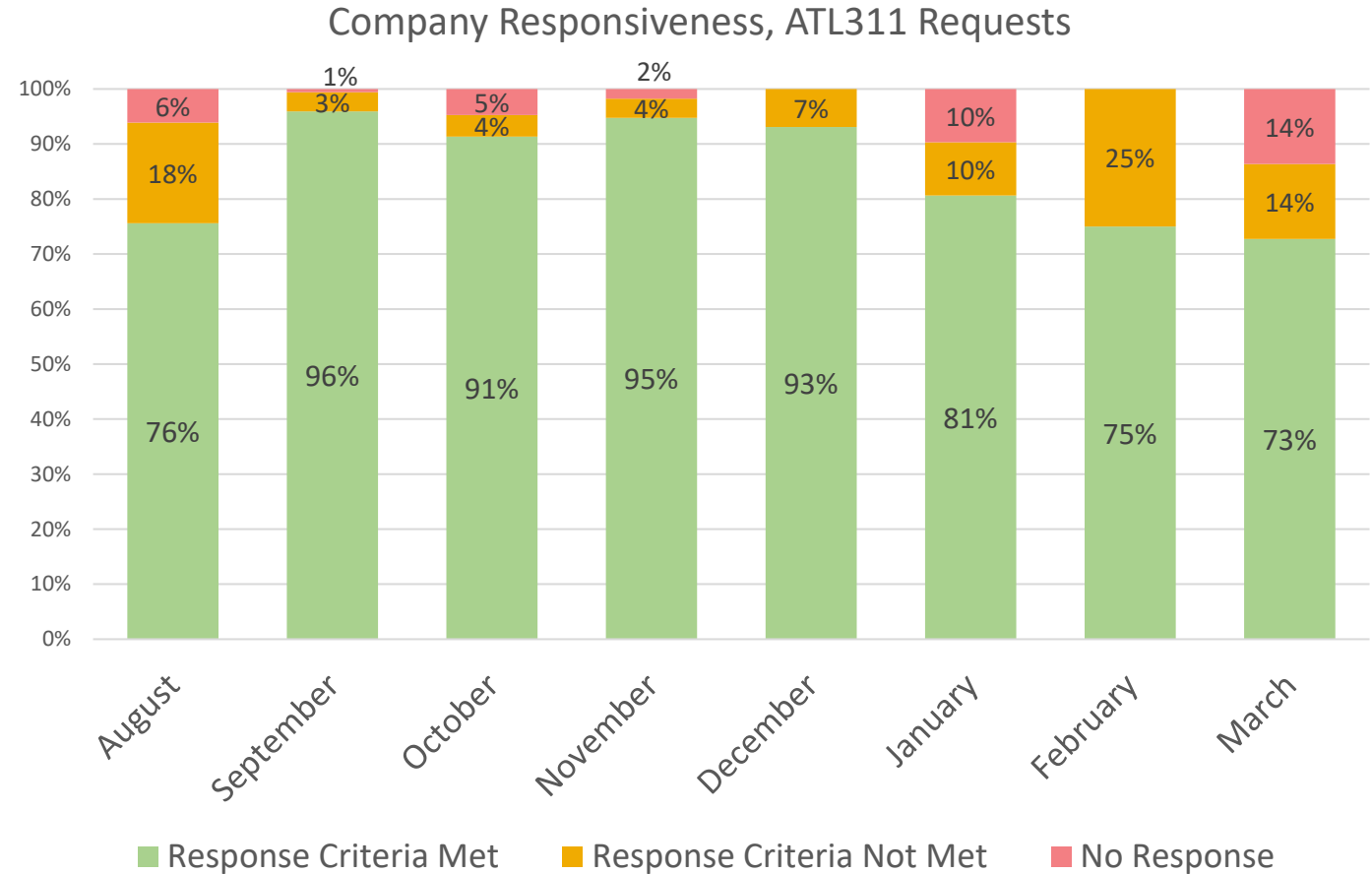
Source: Monthly Operator Reports, ATLDOT, as of May 11, 2021.  
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# Company Responsiveness to 311 Complaints

- Companies must respond to 311 relocation requests within 2 hours with photo documentation showing the violation has been corrected.
- Relocation requests that do not meet response criteria are assessed a fine according to the program's [Administrative Regulations](#).
- From July 202 - March 2021, companies responded to 93% of relocation requests.
  - On average, 84% of company responses fully met response criteria.
  - An average of 9% of company responses did not meet response criteria.



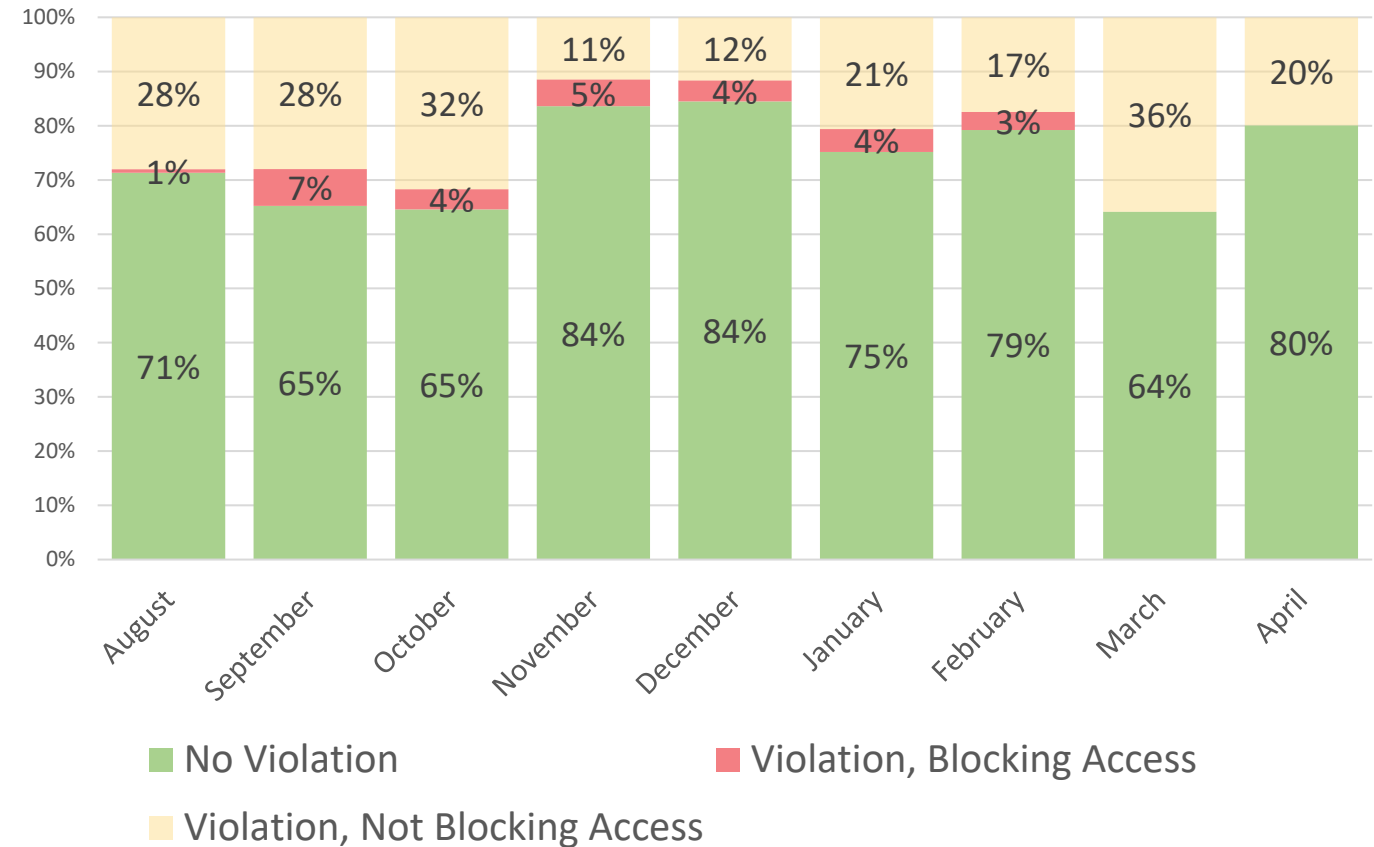
Source: ATLDOT, as of May 11, 2021.



# Administrator Audits

- From July – April, City staff audited 4,200 devices
  - 72% of devices were legally parked
  - 3.7% of devices were blocking pedestrian and ADA access.
  - 24.3% of devices were violating regulations but were not blocking pedestrian or ADA access.

Violations, by Access Status



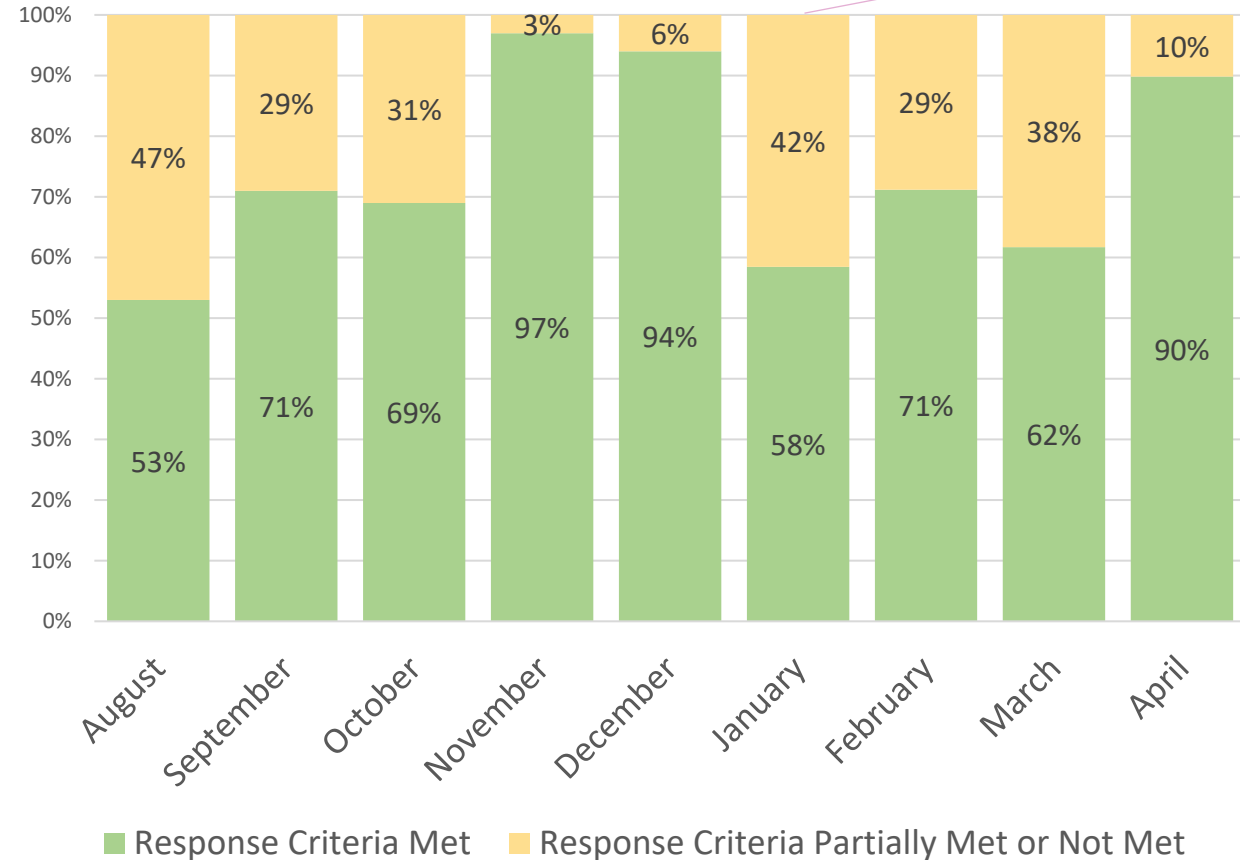
Source: ATLDOT, as of May 11, 2021.



# Administrator Audits

- Companies must respond to violation notifications within 2 hours with photo documentation showing the violation has been corrected.
- Violation notifications that do not meet response criteria are assessed a fine according to the program's [Administrative Regulations](#).
- Companies responded to over 99% of violations requiring a response.
  - 66% of company responses fully met response criteria.
  - 34% of company responses either partially met or did not meet response criteria.

## Company Responsiveness



An updated audit response process was introduced in January. This led to an increase in responses that only partially met requirements while companies adjusted to the new process.

Source: ATLDOT, as of May 11, 2021.

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# Safety Statistics

	Month	Trips	Incidents (Reported to Companies Only)	Injuries (Reported to Companies Only)	Fatalities	
2019	February	317,532	40	16		
	March	363,032	48	18		
	April	504,835	63	26		
	May	528,819	62	26	1	
	June	576,136	73	39		
	July	608,237	48	30	2	
	August	452,357	36	23	1	
	September	416,831	33	21		
	October	305,936	28	20		
	November	200,135	10	3		
	December	116,099	2	2		
	2020	January	75,005	3	1	
February		81,604	1	1		
March		49,114	1	1		
Program suspended due to COVID						
July (new permit year)		76,757	8	3		
August		91,585	15	7		
September		108,270	6	5		
October		118,809	3	2		
November		91,720	7	7		
December		58,792	1	1		
January		582,44	5	4		
February		63,050	5	4		
March		139,159	5	4		
	<b>Total</b>	<b>5,402,058</b>	<b>493</b>	<b>262</b>	<b>4 (3 in ATL city limits)</b>	

Source: APD (Fatalities); Monthly Operator Reports, ATLDOT, as of May 11, 2021.

Note: Due to COVID-19, operators were not allowed to operate from March 23, 2020 until the new permit program. Some operators halted operations as early as March 1, 2020. The ATLDOT new program for SDMD Annual Permits started 07/01/2020.



# Micro-Mobility Monthly Statistics

	Month	# Trips	Max Devices Deployed in 1 Day	# Miles	Average Miles per Trip	Average Minutes per Trip	Average Trips per Device per Day	Average \$ Cost per Trip	
2019	February	317,532	6,308	289,000	0.9	13.4	2.2	\$2.87	
	March	363,032	5,024	374,000	1.0	14.9	2.7	\$3.17	
	April	504,835	5,824	521,000	1.0	14.1	3.2	\$3.17	
	May	528,819	5,729	603,000	1.1	15.0	3.4	\$3.83	
	June	576,136	5,994	558,000	1.0	14.0	3.5	\$4.37	
	July	608,237	6,506	780,000	1.3	14.3	3.5	\$4.48	
	August	452,357	6,523	489,000	1.1	12.5	2.7	\$4.07	
	September	416,831	6,290	408,000	1.0	12.2	2.8	\$4.10	
	October	305,936	5,856	221,000	0.9	8.7	1.9	\$4.83	
	November	200,135	5,298	164,000	0.8	10.1	1.5	\$4.34	
	December	116,099	3,682	119,000	1.0	11.5	1.2	\$5.07	
	2020	January	75,005	1,996	109,000	1.2	10.3	1.4	\$4.10
February		81,604	1,859	114,000	1.2	10.1	1.8	\$3.99	
March		49,114	1,751	61,000	1.2	10.4	1.5	\$4.72	
Program suspended due to COVID									
July (new permit year)		76,757	1,672	160,784	2.1	20.5	2.1	\$7.95	
August		91,585	2,176	187,095	2.0	18.8	1.8	\$7.64	
September		108,270	2,725	198,903	1.8	17.6	1.6	\$7.15	
October		118,809	3,487	203,788	1.7	16.8	1.2	\$6.81	
November		91,720	3,822	158,418	1.7	16.4	0.9	\$6.74	
December		58,792	3,857	101,870	1.7	15.2	0.6	\$6.31	
January		582,44	3,159	98,080	1.7	14.8	0.6	\$6.17	
February		63,050	3,301	105,446	1.7	15.0	0.8	\$6.21	
March	139,159	3,971	263,429	1.9	17.8	1.2	\$7.06		

Source: Monthly Operator Reports, ATLDOT, as of May 11, 2021.

Note: Due to COVID-19, operators were not allowed to operate from March 23, 2020 until the new permit program. Some operators halted operations as early as March 1, 2020. The ATLDOT new program for SDMD Annual Permits started 07/01/2020.







**For more information, contact:**

**[mobility@atlantaga.gov](mailto:mobility@atlantaga.gov)**

