**City of Richmond**

***SHARED MOBILITY DEVICES (SCOOTERS & BICYCLES) Program***

**RULES & REGULATIONS**

**Rules and Regulations for the Shared Mobility Devices (Scooters and Bicycles)**

**Operational and Safety Requirements**

Permittees are required to ensure the safety of both their permitted users, and the general public with respect to the operation of Shared Mobility Devices (Scooters and Bicycles) in the public right-of-way, and are subject to the following requirements:

* Have a 24-hour customer service phone number for customers to report safety concerns, maintenance issues, complaints, or ask questions. In addition, Permittee is required to provide contact information for local operation staff for publishing on City’s website and/or other materials;
* Any inoperable scooter or bicycle shall be removed from the right-of-way within 24 hours of notice by any means from the City to the Permittee by any individual or entity, and shall be repaired before placing back into the City right-of-way;
* The City shall remove Shared Mobility Devices from the right-of-way if it interferes with pedestrian or vehicular traffic or impedes or obstructs the right-of-way;
* If notified of public access and safety concerns by the City or the public, Permittee is encouraged to rebalance Shared Mobility Devices within two hours of notification;
* Shared Mobility Devices remaining in the same location for 72 hours without being used or rebalanced is encouraged to be removed pursuant to written notification by the City.

Permittees shall educate and inform their customers/users of safety practices and legal requirements, and notify users of all applicable state and local laws pertaining to safe operation of scooters and bicycles, and shall strongly promote through their electronic interface:

* use of a bell when passing;
* yielding to pedestrians
* obeying traffic signals;
* helmet use;
* use of Shared Mobility Devices on the streets, not on sidewalks;
* single riders.

Permittee shall:

* Ensure that all devices are equipped with:
  + Front and rear lights that operate whenever in use;
  + A bell or other device to warn of overtaking other users of the right-of-way
  + Brakes and reflectors.
* Provide routine maintenance to ensure the safety features are properly functioning;
* Repeated violations of the safety requirements shall be cause for revocation of the permit.

**Parking Requirements**

Specific requirements for parking Shared Mobility Devices (Scooters & Bicycles):

1. Shared Mobility Devices shall not, at any time, for any reason, impede the free flow of pedestrians and traffic.
2. Devices shall be parked upright on hard surfaces in the buffer zone of the sidewalk which is defined as the zone containing tree wells, utility poles, signage, and street furniture;
3. Where there is no buffer zone, or the zone is less than three feet (3’) wide, Shared Mobility Devices shall be parked upright on the portion of the sidewalk closest to the curb only if the six‐foot‐wide pedestrian travel zone is not impeded. (see attached figure)
4. Shared Mobility Devices parked on private property, including privately owned sidewalks outside of the City-owned public right-of-way are subject to impoundment by the property owner.
5. In addition to Parking prohibited in specified places per City Code Sec. 27-197; Any Shared Mobility Device that is not in use must not be placed or parked in the following areas:
   1. Any portion of the sidewalk designated or intended for the passage of pedestrians;
   2. Any shared-use paths, parks, park benches and athletic fields owned by the City
   3. Any vehicle travel lane;
   4. Any RVA Bike Share docking station;
   5. Any GRTC Pulse BRT boarding platform;
   6. Within the sidewalk ten (10) feet of any GRTC bus stop sign or bench;
   7. Within the sidewalk fifteen (15) feet of any ADA ramp or access of any kind;
   8. Within the sidewalk fifteen (15) feet of any traffic signal pole;
   9. Within the sidewalk next to a disabled parking zone;
   10. Within the sidewalk next to a designated loading zone;
   11. Within a pedestrian plaza or park;
   12. Within the sidewalk ten (10) feet of any building access or egress, including driveways;
   13. No more than ten (10) devices may be parked at a single location at any one time, to include within a single block face unless parked in an area specifically designated for Shared Mobility Device parking. Shared Mobility Device users shall park elsewhere if the allowed number of parked devices in that location has been exceeded.
6. Permittee is encouraged to require Shared Mobility Device operators to take a photograph of their properly-parked Shared Mobility Device, or otherwise verify that the operator has properly parked the Shared Mobility Device, as part of the process for completing a Shared Mobility Device transaction.
7. Shared Mobility Devices that have not been placed in accordance with the restrictions set forth in the approved Permit shall be impounded by the City at the Permitee’s expense.
8. Hours of Operation shall be 5AM – 9PM.
9. Maximum motor-assisted speed of a Shared Mobility D0evice shall not be more than 15 mph.

Permittee is subject to all requirements set forth in the Shared Mobility Devices (Scooters and Bicycles) Program Application (“Application”). All DPW rules, regulations and guidelines applicable to the Shared Mobility Devices Program, included herein, in the Application, or as otherwise issued by the Director of Public Works, may be modified in accordance with City Code Sec. 24-126.