



Town of Vinton

Dockless Mobility Operations

*Administrative Rules for Operating Devices and
Customer Service Requirements*

2019-2024



Safe Riding and Storage of Shared Mobility Devices

- Devices shall be parked upright on hard surfaces in a manner that does not obstruct or impede the public right of way in locations specified in Chapter 82 of the Town Code.
- Permittee shall apply geofencing specifications provided by the Town to direct users to specified designated parking areas. Users shall not be allowed to sign out of their ride unless parked in a designated area.
- Bicycles and e-scooters shall be parked in such a manner as to provide a 4-foot pedestrian clear zone area in the sidewalk.
- Bicycles and e-scooters shall not be parked in such a manner as to impede or interfere with any fire hydrant, call box, or other emergency facility; bus stops; or utility pole or box; or the reasonable use of any commercial window display or access to or from any building.
- Bicycles and e-scooters shall not be parked in such a manner as to impede or interfere with the reasonable use of any bicycle rack or news rack.
- The Town Manager, or the Manager's designee, reserves the right to determine certain blocks where bicycle share or e-scooter parking is prohibited.
- Bicycles and e-scooters may be left in on-street parking spaces only if the Town Manager, or the Manager's designee, has officially designated those spaces as dockless mobility parking stations in connection with this program. The Town will apply visible markings or post signs to identify any such parking stations. Permittees shall not apply any markings or post any signs in public right-of-way.
- Bicycles and e-scooters shall not be parked adjacent to or within:
 - Transit zones, including bus stops, shelters, passenger waiting areas and bus layover and staging zones, except at existing bicycle racks;
 - Loading zones;
 - Disabled parking zone;
 - Street furniture that requires pedestrian access (for example - benches, parking pay stations, bus shelters, transit information signs, etc.);
 - Curb ramps;
 - Entryways; and
 - Driveways.
- To the extent a Permittee desires to park bicycles or e-scooters in areas other than the public right-of-way (e.g. parks, plazas, parking lots, private property, or transit stations), the Permittee must first obtain the right to do so from the Town Manager.
- Permittee shall stop placing scooters or allowing contractors to place scooters and/or bicycles in front of any address provided by the Town within 48 hours of notice.
- Permittee shall apply geofencing specifications provided by the Town to prohibit riding/parking/locking scooters and/or bicycles in specified areas and geographic areas of the Town (such as the Wolf Creek Greenway, Glade Creek Greenway, Glade Town Trail, etc.). When the device enters a geofenced area, the Permittee will either disable the vehicle or reduce the speed to 5 mph or less. In addition to limiting operation, the Permittee will notify the user of the restriction.

- Any shareable mobility device found to be in violation of this section is subject to removal; the Permittee must pay thirty-five dollars (\$35.00) for each scooter removed and five dollars (\$5.00) per day of storage, including the day of removal and the day of release from storage. The Town shall provide notice of removal within twenty-four (24) hours of removal.
- During deployment and rebalancing, employees and contractors of the Permittee shall obey all Town Permit Program Regulations and shall not block traffic lanes, parking lanes, and bus lanes without receiving prior permit approval. Permittee shall abide by all Town Street and Sidewalk Closure requirements and standards.
- Permittees shall provide notice to all users by means of signage and through a mobile or web application that:
 - Bicyclists and e-scooters must not ride on sidewalks, trails, or greenways and must yield to pedestrians at crosswalks; and
 - Use of helmets are strongly encouraged for all users.
 - Operation by anyone less than 16 years old is prohibited.
 - All users must carry a government-issued photo ID when operating a device.
 - Bicycles and electric scooters shall ride on streets, and where available, in bike lanes;
 - Stand-up electric scooters are to stay to the right of street lanes and to offer the right of way to bicycles on bike lanes and bike paths
 - Parking must be done in designated areas;
 - Wearing headphones on or in both ears while riding a bicycle or scooter is prohibited;
 - Operating a shared mobility device while texting or while under the influence of alcohol is prohibited.
- Permittee shall provide education on the Town's existing rules and regulations, safe and courteous riding, and proper parking.

Operation of Any Bicycle, Electric Power-Assisted bicycle, Moped, or Motorized Skateboard or Scooter in the Town

- **Compliance with traffic signals.**
 - Every person riding a bicycle, electric power-assisted bicycle, moped, or motorized skateboard or scooter over any public street shall comply with all traffic signs, signals and lights and with all directions by voice, hand or otherwise, given by any officer of the police department and shall have all of the rights and duties applicable to the driver of a motor vehicle, unless the context of the town code clearly indicates otherwise.
- **Hand on handlebars.**
 - No person shall ride a bicycle, electric power-assisted bicycle, moped, or motorized scooter on any street without having at least one of his or her hands upon the handlebars and no person operating a bicycle or moped on a street shall carry any package, bundle, or article which prevents the driver from keeping at least one hand on the handlebars.
- **Riding on sidewalks.**

- No person shall ride a bicycle, electric power-assisted bicycle, moped, or motorized scooter upon any sidewalk or cross a roadway on a crosswalk, whether paved or unpaved, in the town.
- **Reckless riding.**
 - No person shall ride a bicycle, electric power-assisted bicycle, moped, or motorized skateboard or scooter recklessly or at a speed or in a manner so as to endanger the life, limb or property of the rider or of any other person.
- **Carrying other persons.**
 - No person riding a bicycle, electric power-assisted bicycle, moped, or motorized skateboard or scooter shall carry any additional person on the same.
- **Holding on to moving vehicle.**
 - No person riding a bicycle, electric power-assisted bicycle, moped, or motorized skateboard or scooter shall take or catch hold of or attach the same or himself/herself to any moving automobile, bus or other vehicle of any kind upon any street, for the purpose of being drawn or propelled by the same.
- **Hand signals.**
 - Before turning or altering the course of operation of any bicycle, electric power-assisted bicycle, or motorized skateboard or scooter, the operator thereof shall give signals by extension of the hand to indicate the direction in which it is intended to proceed.
 - Operators of mopeds shall use the electronic signaling devices that the moped is equipped with before turning or altering course of operation. If operating a moped with malfunctioning signal devices, or no signaling devices, the operator shall use hand signals.
- **Method of riding.**

Any person operating a bicycle, electric personal assistive mobility device, electric power-assisted bicycle, moped, or motorized skateboard or scooter on a street at less than the normal speed of traffic at the time and place under conditions then existing shall ride as close as safely practicable to the right curb or edge of the street except under any of the following circumstances:

- (1) When overtaking and passing another vehicle proceeding in the same direction;
- (2) When preparing for a left turn at an intersection or into a private road or driveway;
- (3) When reasonably necessary to avoid conditions including, but not limited to, fixed or moving objects, parked or moving vehicles, pedestrians, animals, surface hazards, or substandard width lanes that make it unsafe to continue along the right curb or edge;
- (4) When avoiding riding in a lane that must turn or diverge to the right; and
- (5) When riding upon a one-way street, a person may also ride as near to the left-hand curb or edge of such street as safely practicable.

For purposes of this section, a "substandard width lane" is a lane too narrow for bicycle, electric personal assistive mobility device, electric power-assisted bicycle, motorized skateboard or scooter, or moped and another vehicle to pass safely side by side within the lane.

Persons riding bicycles, electric personal assistive mobility devices, electric power-assisted bicycles, or motorized skateboard or scooter on a street shall not ride more than two abreast. Persons riding two abreast shall not impede the normal and reasonable movement of traffic, shall move into a single file formation as quickly as is practicable when being overtaken from the rear by a faster moving vehicle, and, on a laned roadway, shall ride in a single lane.

- **Brakes.**
 - Every bicycle, electric power-assisted bicycle, moped, or motorized skateboard or scooter operated on any street shall be equipped with adequate brakes.
- **Lights.**
 - Every bicycle, electric personal assistive mobility device, electric personal delivery device, electric power-assisted bicycle, moped, and motorized skateboard or scooter with handlebars when in use between sunset and sunrise shall be equipped with a headlight on the front emitting a white light visible in clear weather from a distance of at least 500 feet to the front and a red reflector visible from a distance of at least 600 feet to the rear when directly in front of lawful lower beams of headlights on a motor vehicle. Such lights and reflector shall be of types approved by the chief of police or his or her designee. A lamp emitting a red light visible in clear weather from a distance of 500 feet to the rear may be used in lieu of or in addition to the red reflector. Such lights and reflector shall be of types approved by the chief of police or his or her designee.
- **Riding out of lanes, alleys and driveways.**
 - Every person riding a bicycle, electric power-assisted bicycle, moped, or motorized skateboard or scooter out of a lane, alley or private driveway across a sidewalk or sidewalk area shall first bring such bicycle, electric power-assisted bicycle or moped to a stop before crossing such sidewalk or sidewalk area.
- **Law enforcement officers.**
 - Any law enforcement officer of the town, operating a bicycle, electric power-assisted bicycle, all-terrain vehicle, moped, or motorized skateboard or scooter during the course of his or her duties, shall be exempt from the provisions of this division.
 - Any bicycle, electric power-assisted bicycle, all-terrain vehicle, moped, or motorized skateboard or scooter being operated by a law enforcement officer of the town, during the course of his or her duties, shall be deemed to be a law enforcement vehicle and shall have the same rights and privileges as any other law enforcement vehicle when the bicycle, all-terrain vehicles or moped is being operated in response to an emergency call, while engaged in rescue operations or in the immediate pursuit of an actual or suspected violator of the law.
- **Requirement of safety equipment for mopeds.**
 - Any person who operates a moped on a public street shall wear a face shield, safety glasses, or goggles of a type approved by the superintendent of the Virginia State Police, or have the moped equipped with safety glass or a windshield at all times while operating such moped, and operators and passengers thereon, if any, shall wear a protective helmet of a type approved by the superintendent of the Virginia State Police.
 - Any person who knowingly violates this section shall be guilty of a traffic infraction and be subject to a fine of not more than \$50.00.

- A violation of this section shall not constitute negligence, be considered in mitigation of damages of whatever nature, be admissible in evidence or be the subject of comment by counsel in any action for the recovery of damages arising out of the operation, ownership, or maintenance of a moped, nor shall anything in this section change any existing law, rule, or procedure pertaining to any civil action.
- **Persons riding upon mopeds.**
 - No person under the age of 16 years shall operate a moped on any street in the town.
 - No person other than the operator thereof shall ride upon a moped unless such moped is designed to carry more than one person, in which event a passenger may ride upon a separate and permanent seat attached thereto; provided, however, that such moped is also equipped with a footrest for such passenger. A violation of this section shall constitute a traffic infraction punishable by a fine of not more than \$200.00. Parking
 - No person shall park a bicycle, electric power-assisted bicycle, or motorized skateboard or scooter in a manner that impedes the normal movement of pedestrian or other traffic or where such parking is prohibited by official traffic control devices
- **Parking.**
 - No person shall park a bicycle, electric power-assisted bicycle, or motorized skateboard or scooter in a manner that impedes the normal movement of pedestrian or other traffic or where such parking is prohibited by official traffic control devices.

Equitable Access

- Permittee will provide a non-credit and non-smartphone mechanism to access its services.
- The Town reserves the right to propose or designate service areas that will ensure access to a variety of neighborhoods.
- Mobile apps and other customer interface technology must be fully accessible to persons with disabilities and accessible to screen readers, and must comply with Section 508 of the United States Workforce Rehabilitation Act of 1973.

Customer Service Requirements

- Permittee shall provide easily visible contact information, including a toll-free phone number and e-mail address on each bicycle or electric scooter for Town employees and/or members of the public to make relocation requests or to report other issues with devices.
- Permittees shall maintain a local Permittee representative and provide a direct point of contact to the Town and its residents.
- Permittees shall maintain a 24-hour customer service phone number for customers to report safety concerns, complaints, or to ask questions. This phone number and its website shall be provided on every device that is in service in the Town.
- Permittee will maintain a multilingual website, call center, and mobile App customer interface that is available twenty-four hours a day, seven days a week.
- Upon notification by the Town, any scooter and/or bike belonging to Motorized Dockless Scooter/Bike Share Program Operator that is improperly parked, left standing, or unattended on any sidewalk, street, or public right-of-way under the jurisdiction of the Town, the

Motorized Dockless Scooter/Bike Share Operator shall remove the scooter and/or bicycle within two (2) hours.

- In the event a bicycle or e-scooter is not relocated, re-parked, or removed within the timeframes specified herein, such devices may be removed by the Town or its designee and taken to a facility for storage at the expense of the Permittee. Notwithstanding any other provision of the Municipal Code of the Town of Vinton, the Permittee shall be required to pay a fine for each device that is removed from the public right-of-way by the Town, in addition to any storage expenses. The amount of the fine shall be set by the Town Manager and shall be contained in the permit.
- Customers using scooters and/or bicycles that are permitted under this program must be provided with a mechanism to notify the Permittee that there is a safety or maintenance issue with the scooter and or bicycle.
- In the event a safety or maintenance issue is reported for a specific device, that bicycle or e-scooter shall immediately be made unavailable to users and shall be removed within the timeframes provided herein. Any inoperable or unsafe device shall be repaired before it is put back into service.