



MEMORANDUM

DATE: October 10, 2017
TO: Council Mobility Committee
FROM: Julie Anderson, Bike and Pedestrian Coordinator
SUBJECT: VBikes and Other Bike Share Companies

VBikes is a private company operating dockless bike share. Dockless bike share is a system that provides bikes for the public to use for short trips that does not require the bike to be locked to a docking station. This set up provides more flexibility for a user and where their end trip may occur. The system is app-based and all information and technology is on the bike.

VBikes deposited sixty bikes in Denton in the past two months. The company rebalances the system two to three times a week through their own maintenance team, either in the morning or late at night to avoid heavy pedestrian traffic. Rebalancing is done to make sure bikes are in order and not too cluttered in any one area. Bikes are usually placed in parking-friendly and high-traffic areas. When a complaint is received, VBikes sends a team out to retrieve the bike(s) from the complaint area. A person may register a complaint through social media (Facebook, Instagram, Twitter), via phone (800-518-1750), or through the app. The City and VBikes have received complaints about bikes blocking the sidewalk or left at a business. The company works to fix these issues immediately when the complaint is received.

Other dockless bike share systems are also interested in coming to Denton. Last week staff, along with University of North Texas staff, met with Spin about operating in Denton. Spin, same as VBikes, offer dockless bike share by containing all necessary materials and information on the bike.

The City of Dallas currently has three private, dockless bike share companies operating within their city limits. They have not signed any agreements with any company, instead allowing all to operate and letting the user decide preference. Dallas city staff are planning to implement a permit system for bike share modeled after the system in Seattle.

In discussing the issue with the Legal Department, they did not see any immediate need to sign an agreement with either company. However, the City may wish to charge them a fee for operating in city limits.

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