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LADOT Releases Results from its One-Year Dockless Mobility Pilot

Los Angeles, CA (August 13, 2020)

The Los Angeles Department of Transportation has [published a comprehensive analysis](#) of its dockless mobility program -- to date the largest on demand program in the country. The study identifies key lessons from the City's one-year pilot and informs a series of recommendations that will shape how Los Angeles manages on-demand mobility for all new and emerging modes of transportation moving forward.

"When dockless vehicles first arrived on our streets, we recognized them as beneficial and disruptive at the same time. None of our traditional tools were ready to help us steward the city's streets in the face of this new technology," said LADOT General Manager Seleta Reynolds. "One year later, we have established a regulatory framework that will foster innovation while we ensure all communities can access new and emerging modes of transportation."

The One-Year Dockless On-Demand Mobility Pilot Program evaluation, published by LADOT and Nelson Nygaard, examined mobility data, field observations, and community feedback to measure how well the City's pilot program achieved key policy objectives. Key findings of the study include details on which neighborhoods were most impacted by the arrival of dockless mobility, demographics of riders, and how dockless vehicles impacted the transportation decisions of Angelenos. Significantly, the report found that dockless vehicles were used for a total of 10.3 million trips covering 8.4 million miles over the course of the first year of the pilot. Survey results also showed that one in three dockless vehicle trips replaced a single-occupancy or ride-hail vehicle trip.

While ridership numbers confirm dockless mobility as a viable transportation option and first-last mile solution for many Angelenos, the study determined that L.A.'s new regulations must place a greater emphasis on geographic distribution of vehicles and community engagement to ensure equitable access for all communities in Los Angeles. Moving forward, operators will be required to deploy in communities that lack transportation options as well as in low-income communities. Additionally, more infrastructure is needed, particularly near public transit, to encourage greater adoption of dockless vehicles as a first-last mile solution. To ensure safety for all road users, the evaluation recommends an updated penalty-



based enforcement model with an escalating fee schedule that will hold operators accountable for violations and noncompliance with permit requirements.

The report also looks at LADOT's dockless data protection policies. As part of the pilot evaluation, LADOT convened a community advisory board, made up of local stakeholders, who provided feedback on the City's data privacy policies. The board's input influenced several recommendations in the final evaluation, including requirements to expand communications about the department's use of data and identifying data points to inform equity metrics. Additionally, the report also recommends that LADOT publish de-identified data to the City's Open Data portal to share valuable insights, and an updated data retention policy to ensure maximum security.

Read the [full report on the LADOT website](#).

About LADOT

LADOT leads transportation planning, project delivery, and operations in the City of Los Angeles. We work together and collaborate to deliver a safe, livable, and well-run transportation system in the city and region. Our vision is for all people in Los Angeles to have access to safe and affordable transportation choices that treat everyone with dignity and support vibrant, inclusive communities.

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