

Reference #
16421612



DENVER CITY COUNCIL

I am giving testimony on / Tema sobre el que le gustaría comentar

26-0326: The Department of Transportation and Infrastructure will present a license agreement with Veoride Inc., dba Veo, for three years to operate Denver's Shared Bike and Scooter Program. / 26-0326: Un acuerdo de licencia con Veoride Inc., operando como Veo, por tres años para operar el Programa de Bicicletas y Scooters Compartidos de Denver.

First Name / Nombre

John

Last Name / Apellido

Bailey

I am a resident of: / Soy residente del:

Council District 9 / Distrito 9

I am / Estoy

Against the item / en contra del artículo

My testimony: / Mi testimonio:

DESK OF JOHN BAILEY

March 16, 2026

Denver City Council

Transportation and Infrastructure Committee

Meeting Date: 3/18/2026 1:30 PM

Subject: Agenda Item 26-0326

Dear Members of the Committee,

My name is John Bailey. I am a longstanding Denver resident and the Director of the Colorado Black Round Table. I live in Council District #9 with my family.

I am writing to you today regarding a decision by the Department of Transportation and Infrastructure (DOTI) that would fundamentally limit access to shared mobility for Denver residents.

As a first for any major city the size of Denver, DOTI has decided to do away with healthy market competition and instead award an exclusive contract agreement to Veo, a small shared mobility company with no experience operating in Colorado.

If this selection stands, the proposed contract will effectively grant Veo a monopoly over all shared mobility options, such as e-bikes and e-scooters, thereby replacing both Bird and Lime which have operated here for the last several years.

Why did DOTI make this unexpected move to go solo with Veo when by its own account it has one of the most successful and equitable programs in the world?

It is difficult to understand such a drastic departure from a program where nearly 2 million or $\frac{1}{3}$ of total trips each year are provided free of charge to low-income residents.

Why would DOTI put this equitable program at risk by kicking out the two established companies that have helped make this success possible?

According to a press release on the DOTI website, the transportation agency says a "single operator simplifies the rider and non-rider experience by allowing for a single account and app to use any scooter or bike. It also streamlines program administration for the city..."

This rationale for "keeping things simple" is misguided and ignores precedent.

There is a good reason why no other major city in the United States with over 700,000 residents – like Austin, Los Angeles, San Francisco, Atlanta, Salt Lake City, Seattle, or Washington DC – has ever gone down this road and awarded a contract to a single shared mobility operator. With only one company to choose from, you eliminate competition, reduce consumer choice and options (e.g. different vehicle models for bikes and scooters), and make the city fully dependent on one operator without a way to compare performance across vendors.

That's why monopolies are generally bad, after all.

It's also an illusion to think a single operator or app will suddenly make things easier for riders.

What actually makes things easy for riders is being able to quickly access or rent a scooter or bike easily without having to download yet another new app on their phones.

The current operators both have a significant user base of riders – by some measures, 10 times the size of Veo's ridership and app downloads – that use the service through their own apps, but also who take advantage of popular integrations with Lyft and Uber. Veo has no such integration with Uber or Lime, and nobody in Denver even has the Veo app.

Perhaps most concerning is how thousands of riders enrolled in free access programs will be impacted by this decision.

DOTI says "Lime and Bird Access users will be transferred over to Veo Access", but that vague

promise blatantly ignores consumer privacy laws that purposefully prevent the sharing of personal financial information without consent. I know I wouldn't want my personal financial information shared with a company I've never heard about.

Equally important is the way in which this decision will impact the network of local partnerships that exist between current operators and community organizations.

Denver is a city that expects private companies to deliver significant community benefits as a condition of doing business in the City – an expectation that has been met and even exceeded by the current operators.

Bird, for example, has established partnerships with the Colorado Black Round Table, Servicios de la Raza, Metro State University, all local Transportation Management Associations (TMAs), and even the Denver Broncos.

What does it say to those companies who want to do business in Denver if investing in the community is not valued and effectively disregarded?

While going with a single company might make the jobs of city staff at DOTI a bit easier, limiting access to shared mobility options is the wrong approach for Denver. This path presents real risk for Denver residents, particularly low-income folks who actively rely on these services as an affordable and flexible way to get around. The fact is we need more all-electric, sustainable ways to commute without relying on cars — not fewer options.

For these reasons, I respectfully ask Members of this Committee to reject DOTI's proposed single vendor contract agreement with Veo.

DOTI should go back to the drawing board and enter negotiations with multiple operators in a way that prioritizes greater access, a wider selection of mobility options, and the continuous innovation that comes from companies competing for riders.

It simply doesn't make sense to grant a monopoly and a multi-year contract to a company with absolutely no record of doing good business or investing in the Denver community. We should reward companies that have done their part to do just that.

John Bailey

Address: 3570 Monaco Parkway

Phone: 720.629.0964

Email: johnbailey062@gmail.com

Finish Time

2026-03-13 11:10:17

Reference #
16427823



DENVER CITY COUNCIL

I am giving testimony on / Tema sobre el que le gustaría comentar

26-0326: The Department of Transportation and Infrastructure will present a license agreement with Veoride Inc., dba Veo, for three years to operate Denver's Shared Bike and Scooter Program. / 26-0326: Un acuerdo de licencia con Veoride Inc., operando como Veo, por tres años para operar el Programa de Bicicletas y Scooters Compartidos de Denver.

First Name / Nombre

Coleen

Last Name / Apellido

Samuels

I am a resident of: / Soy residente del:

Council District 8 / Distrito 8

I am / Estoy

Against the item / en contra del artículo

My testimony: / Mi testimonio:

Dear Transportation and Infrastructure Committee:

The Denver Regional Mobility and Access Council (DRMAC) supports a multi-operator system for the City's Shared Bike and Scooter Program and appreciates the Transportation and Infrastructure Committee's review of the upcoming license agreement.

Accessible, affordable, and reliable transportation options are essential for people with disabilities and older adults to remain connected to their communities. Shared bikes and scooters have become an important part of Denver's transportation network, helping residents

and visitors complete first- and last-mile trips, access jobs, and connect with transit. Maintaining a multi-operator system helps ensure that these services remain dependable, widely available, and responsive to user needs.

Competition between operators encourages innovation, service improvements, and stronger customer support. It also helps maintain adequate fleet sizes and geographic coverage so that users across Denver, including those who rely on micromobility to reach transit or essential services can consistently find available devices.

DRMAC believes a multi-operator model strengthens the overall system by promoting reliability, resilience, and user choice. We encourage the City to continue supporting a structure that fosters healthy competition while prioritizing safety, accessibility, and equitable access across all neighborhoods.

We appreciate the Committee's consideration and remain committed to working with the City and program partners to ensure Denver's shared micromobility system works for all residents.

Thank you,

Coleen Samuels

Executive Director

Denver Regional Mobility & Access Council

Finish Time

2026-03-16 15:59:10

Reference #
16429400



DENVER CITY COUNCIL

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First Name / Nombre

Landon

Last Name / Apellido

Sugar

I am a resident of: / Soy residente del:

I am / Estoy

Against the item / en contra del artículo

My testimony: / Mi testimonio:

Hello,

My name is Landon Sugar and I'm a resident in Colorado Springs who very frequently travels to Denver and uses Lime scooters for commuting for work, social events, and leisure. A little background on myself to establish some credibility: I have my BS and MS in Mechanical Engineering from East Carolina University and am a Certified Energy Manager. A common theme during my academic career was, "competition fuels innovation". So let me be clear from the start: I am FOR competition. It's healthy for businesses to have competition so they can

continue improving their offerings. If we terminate our contract with Lime and replace it with Veo, we're not actually solving any issues, nor are we setting ourselves up for success. We're just putting a band-aid on it and will have to revisit this again. This is why I selected "Against the item" above. With my limited information, I believe a good solution would be for the city of Denver to keep Lime AND introduce Veo. This will promote healthy competition amongst the two companies and drive innovation.

Feel free to reach out to me if you have any comments or questions.

Kindly,

Landon Sugar

910-366-4127

landonsugar@gmail.com

Finish Time

2026-03-17 09:32:39

Reference #
16430567



DENVER CITY COUNCIL

I am giving testimony on / Tema sobre el que le gustaría comentar

26-0326: The Department of Transportation and Infrastructure will present a license agreement with Veoride Inc., dba Veo, for three years to operate Denver's Shared Bike and Scooter Program. / 26-0326: Un acuerdo de licencia con Veoride Inc., operando como Veo, por tres años para operar el Programa de Bicicletas y Scooters Compartidos de Denver.

First Name / Nombre

John

Last Name / Apellido

Lankford

I am a resident of: / Soy residente del:

I don't know / No sé mi número de distrito

I am / Estoy

Against the item / en contra del artículo

My testimony: / Mi testimonio:

Denver's shared micromobility program succeeds because it is competitive, reliable, and locally accountable. Moving to a single-vendor model would increase consumer costs, reduce service quality, worsen equity outcomes, and limit innovation. Based on information shared by DOTI in a press release and a recent presentation to the Transportation and Infrastructure Advisory Board, there are also significant questions regarding which operator proposal would provide the greatest public benefit, although no scoring or process details have been released publicly. To be clear, those best positioned to address legitimate concerns about parking and sidewalk

riding are operators with experience, knowledge, and a proven track record in Denver. Bird has led the way in this regard. No single company in the industry today offers a magic bullet solution; from vehicle form factor to technological solutions to operational models, there are more similarities than differences. Exceptional operations that will truly support the continuous improvement of shared micromobility programs will be built upon experience, talent, and trusted partnerships.

1. Competition Drives Accountability, Reliability, and Innovation

Multiple operators ensure consistent service, rapid issue response, and ongoing local investment. A monopoly removes market pressure, leaving the City dependent solely on contract enforcement. Monopolies also remove pricing discipline and increase the likelihood of future fare increases. In contrast, a multi-operator model maximizes employment opportunities, workforce stability, and economic resilience.

Denver's program leadership, safety initiatives, and parking improvements have been driven by competition. Bird first deployed scaled sidewalk-riding detection technology locally, establishing higher safety standards that others followed. Based on feedback directly from DOTI, Bird also led the way on compliance metrics related to the City's Mandatory Parking Zone implementation, catalyzed by competitive market dynamics.

2. Concrete Actions Directly Addressing Resident Concerns

Bird was the first operator to bring the industry's most aggressive enforcement technology to Denver, with several key investments designed to address Denver residents' concerns, specifically related to parking and sidewalk riding. This includes leading parking corral installation, rolling out sidewalk riding detection technology, and ensuring compliance in mandatory parking zones.

3. Peer Cities Preserve Competition

No major peer city operates under an exclusive micromobility contract. Consider the top major micromobility markets in the US:

New York - Bird, Lime, Veo

San Francisco - Spin, Lime, *Bay Wheels

Los Angeles - Bird, Lime, Veo

Chicago - Lime, *Divy

Seattle - Bird, Lime

Phoenix - Lime, Spin

Denver - Bird, Lime

Austin - Bird, Lime

DC - Lime, Veo, Hopp, *Capital BikeShare

Charlotte - Bird, Lime

Atlanta - Bird, Lime

Columbus - Spin, Veo

Baltimore - Spin, Lime

Nashville - Bird, Lime, Spin

Portland - Lime, *BikeTown

4. Equity Depends on Multiple Providers and Program Continuity

Denver delivers millions of trips annually, with nearly one-third provided free to low-income riders. Overlapping programs across operators protect access and prevent service gaps. Further, it will not be logistically or legally possible to directly transfer Bird's 6,000+ Access Program users to another platform.

5. Bird's Offerings Were More Competitive Than Veo's

Based on what has been shared publicly by DOTI in press releases and at the February 10th DOTI Advisory Board Meeting, numerous critical offerings proposed by Veo in their application were less competitive than those proposed by Bird. These include pricing for locals, creation of jobs, equity program pricing, and public outreach events.

Denver Resident Pricing

\$.19/min - Bird Proposal

\$.25/min - Veo Proposal

Base Rate

\$.35/min - Bird Proposal

\$.39/min - Veo Proposal

Job Creation

200 W-2 Employees

100 W-2 Employees - Veo Proposal

Equity Access Enrollment Offering

5 Free 60 Minute Trips Daily (300 Total Ride Minutes)

Unlimited Trips Up to 60 Total Ride Minutes Daily

Equity Area Geographic Discount

90% - Bird Proposal

70% - Veo Proposal

Percent of Fleet with a Seat

67% - Bird Proposal

70% - Veo Proposal

Helmets Distributed Annually

5,280 - Bird Proposal

1,000 - Veo Proposal

Corrals Built During Contract

500 - Bird Proposal

150 - Veo Proposal

Annual Community Engagement Events

36 - Bird Proposal

20 - Veo Proposal

Realtime Sidewalk Riding and Audio Alerts

Yes - Bird Proposal

Yes - Veo Proposal

Deployable 3-Wheel Trike

No - Bird Proposal

Yes - Veo Proposal

Beginner Mode Reduced Speed

Yes - Bird Proposal

Yes - Veo Proposal

Real-time Proper Parking Verification Technology

Yes - Bird Proposal

Yes - Veo Proposal

6. Lack of Transparency

In nearly all other procurement processes in other cities, bidder scores are released to demonstrate that the award maximizes public benefit. No information regarding scoring, procedure, or reasoning has been made available to applicants or the general public as part of this procurement. Given the discrepancies between the key offerings proposed by Bird and Veo, this lack of transparency has left us confused regarding how DOTI made its decision.

TLDR for Council

An exclusive contract would raise costs, reduce jobs, slow innovation, weaken equity outcomes, and make Denver an outlier among peers. Preserving competition protects riders, workers, and the City. It remains unclear how DOTI scored the proposals, as information released through the press and other public meetings suggests Veo's offerings were less competitive than Bird's. We urge the council to inquire about these discrepancies.

Finish Time

2026-03-17 16:08:29

Reference #
16430649



DENVER CITY COUNCIL

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First Name / Nombre

Donald

Last Name / Apellido

Ku

I am a resident of: / Soy residente del:

Council District 10 / Distrito 10

I am / Estoy

For the item / a favor del artículo

My testimony: / Mi testimonio:

I am 100% in favor of switching to Veo for the new contract. Lime and Byrd have been unresponsive to the needs of the city and its residents in helping to reduce scooter litter on our sidewalks and scooter/bike traffic on sidewalks. I believe Veo has the technology to help enforce following the new city ordinance that governs scooter/bike share usage. They also have the technology to help equity riders and to hold them accountable for violations.

Finish Time

2026-03-17 16:43:08

Reference #
16431082



DENVER CITY COUNCIL

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First Name / Nombre
Arnaldo

Last Name / Apellido
Colon

I am a resident of: / Soy residente del:

I am / Estoy
Against the item / en contra del articulo

My testimony: / Mi testimonio:
City Council Statement by Arnaldo Colón
Good afternoon Council Members:

My name is Arnaldo Colón, Regional Manager for Bird in Denver and the State of Colorado. Thank you for the opportunity to speak with you today. I stand here today not only as a representative of Bird, but alongside many in-house W-2 employees who have worked in this program since 2018. Denver's dockless mobility program did not become a national model overnight. It took seven

years of collaboration, operational improvements, and trust. Together with the City, we delivered more than 30 million trips, served millions of riders, and maintained one of the most respected micromobility systems in the country — all with virtually no violations recorded by DOTI.

So today we stand here proud of the program we helped build yet also deeply concerned by the decision made by DOTI, which essentially replaces EXPERIENCE with INEXPERIENCE.

Experience matters because we know first-hand where the most common issues arise and how to proactively address them. We put in the work over several years to build an extensive network of community partners and businesses that improve access to our service and make it more responsive. And we have thousands of low-income residents who use the Bird or Lyft app everyday to use our e-bikes and scooters to commute across the city.

While there is a real opportunity to continue improving safety for riders and pedestrians, the quickest way to go backwards is to replace experienced operators like Bird with a new vendor. In my view, the selection of a company with no history operating in Colorado risks compromising access for residents and undermining the significant progress that has been made.

The company selected to replace us also has limited operational scale, with total ridership across the country only slightly larger than the program they are expected to run here in Denver. In other words, the City is preparing to entrust its largest micromobility program to an operator whose entire track record barely exceeds the size of the system they are about to inherit.

There is also the question of local employment.

The justification presented for this decision heavily references W-2 jobs. However, this is not an innovation and Bird already employs a full team of W-2 employees in Denver with up to seven years of experience. Our team took many years to build and we only keep the very best.

Yet public information shows the selected company plans to quickly hire 50 or more fresh drivers out the gate at launch. Anyone familiar with Denver's seasonal ridership understands what happens next: when winter arrives and ridership drops, hours will shrink and layoffs will follow. Temporary employment is not the same as sustainable workforce development.

Even more concerning is their own "Veobooster" program, which encourages independent contractors to operate logistics businesses for fleet operations. That model can easily replace those promised W-2 jobs the moment economics become difficult.

Denver has spent years building a mobility system that reduces car dependency and expands access across our neighborhoods. This program has become a national example of how micromobility can work when cities and operators collaborate responsibly.

I respectfully ask you to vote no on this proposed contract with a single new operator, and allow the City to continue partnering with the established companies and people who helped make Denver's micromobility program what it is today.

Because Denver deserves a system that keeps expanding access, raising standards, and moving

forward — not one that risks starting over.
Thank you.

Finish Time

2026-03-17 21:28:40

Reference #
16431217



DENVER CITY COUNCIL

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First Name / Nombre

Kalen

Last Name / Apellido

Leikam

I am a resident of: / Soy residente del:

Council District 1 / Distrito del consejo 1

I am / Estoy

Against the item / en contra del artículo

My testimony: / Mi testimonio:

My name is Kalen Leikam, they/them, and I am writing today in opposition of the proposed item based on the premise of only having one operator.

Some insight into who I am: I live & work in Denver. I have lived in the city proper for 10+ years.

I own no motor vehicle, and am fully abled in body. My main transportation relies heavily on both RTD and scooters.

I firmly believe that Bird should be allowed to remain as a scooter operator with the City of Denver. Many times the first and last mile of my trips with RTD are the most difficult. Bird has

built a fleet of scooters that have easily increased my mobility and allowed my everyday life to become better.

Regarding the proposals outlined reasons for a single operator:

1. DOTI having better insight? This simply sounds like a failure by the city to have open and honest communications with scooter operators. Bird does not operate a ride share program or food delivery, like Lime or Lyft. Having two scooter focused companies should not be an issue for DOTI. Bird communication to riders is clear and effective, I would expect the same to the city.

2. I imagine most of the issue within operators being resistant to change, and being unwilling to have an equal playing field stems from the original big two players. Uber(who runs Lime) & Lyft. Instead I strongly urge the city to operate with two scooter focused companies. When we move to a monopoly the impetus for a company to improve in a capitalist society is driven by the idea of money. Where in that idea does the actuality of riders factor? Allowing Bird to remain would allow for healthy competition. When that competition is eliminated the rider loses. Scooter placement becomes driven by algorithms and not reality. I lived in Cherry Creek North previously, and saw how Lime abandoned the neighborhood. No scooters being picked up, no scooters being dropped off. That was during the Lyft to Bird transition. As soon as Bird took over, I was easily able to find a scooter when needed, they picked up scooters, they were actively responsive to help queries if needed. Elimination of Bird, eliminates the competition of caring. Bird's new scooters and leaps and bounds safer and all around better than Lime. I can only imagine the competitive market would continue the improvements. Lime(Uber) simply doesn't care. We get that, but I firmly believe that Bird & Veo operating in the city would create parity that the city desires. Bird already has introduced a rider rating system that allows me to know when I could have parked better, and flags low riders. Lyft nixed the rating system because "it was just too flawed." Bird worked to innovate a solution to an inherited problem. Veo hasn't demonstrated any innovation in Denver, and left unchallenged, why would they have any desire to do so?

3. The claim that a single vendor would eliminate vendor redundancies & oversaturation is just false. This sounds like an annoyed person trying to park at Ball Arena. High demand events are going to create redundancies. Getting rid of Bird and only allowing Veo to decide where to drop scooters and when to pick up is flawed. Saving gas and increasing efficiency in routes is something to be factored in. When it's only one company they dictate, when where and how many THEY think is correct. When you have two companies competing for the market, the consumer becomes much more a deciding factor. If I'm consistently using a scooter in a lower used area, one company can drop and replace on their whim not caring, because I'm the rider forced into using them. When Bird & Veo are both in the city, now it becomes advantageous to find the users who ride the most and reward them. I'm going to choose a company who constantly improves my experience, and their equipment, and has a competitive pricing model.

I want a choice, not to be told that I don't matter as a consumer.

4. The argument that the city has better negotiation tactics based on only one operating company, again is based in big ride share companies. Bird shouldn't be knocked for the failure of Lyft.

At the core of my argument are two things: 1. Bird is my go to for all the reasons you've outlined as your reasons to go to single operator model. Since taking over Lyfts program I've seen leaps and bounds of improvement by Bird, from rider engagement, to placement of scooters, to improvements in their fleet. Just yesterday I counted the abandoned/ in the way scooters I saw on my way home. I counted 3 Bird scooters, all placed near the sidewalk edges. by the way, and counted 13 Lime scooters. Bird isn't the problem, its Lime. Birds pricing got more affordable as they got established in the market, rewarding top users even!

2. Most of the things outlined in this whole proposal reek of car drivers privilege. Sure there are issues with scooters, but a large chunk of them seem to stem from the outsiders perspective. Lime scooters are trash, fact. Lime(Uber) doesn't care about Denver, they have ride share & food delivery to make them money. Bird cares. When they reached out to me in the past, the picture on the email is just a goofy looking picture of a regular dude. What the city really needs is two options, America is built on competition, it's how we get better. Don't punish Bird for Lyfts failure.

Keep Bird, squeeze out Lime(Uber) , add Veo.

P dot S. What the city really needs is a scooter rider board, made up of top riders, if y'all want real improvements.

Finish Time

2026-03-18 01:53:43