



ARLINGTON COUNTY, VIRGINIA

County Board Agenda Item Meeting of December 10, 2016

DATE: November 30, 2016

SUBJECT: Final Evaluation of the Point-to-Point Car-sharing Demonstration Study, Staff Recommendations, and 12-Month Extension

C. M. RECOMMENDATIONS:

1. Authorize an extension of the Agreement with car2go for up to 12 additional months.
2. Authorize the County Manager or his designee to execute an amendment to the Agreement on behalf of the County Board, subject to approval of the Agreement as to form by the County Attorney.

ISSUES: The point-to-point car-sharing demonstration study with car2go is coming to an end this month (December). Based on performance, community feedback, and the positive response to cross-jurisdictional operation, staff recommends continuation of the service with some modifications. A 12-month extension is necessary to provide staff with time to develop the procurement process for this service consistent with code changes proposed in a separate action item before the Board at this meeting.

SUMMARY: A total of 65 community responses were received during the study period. Negative resident experiences and perceptions of the service operation were mainly focused on appropriateness of parking locations and durations within the community -- there were 43 reports recorded by staff regarding these issues. These reports were addressed by car2go, and such reports diminished over the course of the demonstration study. Implementation of cross-jurisdictional access specifically resulted in improved system use, membership growth, lower measured average parking duration, and fewer community-reported parking issues. Member survey results gathered in February and again in August suggest benefits of the service include not only convenience and mobility options but also potential reductions in personal vehicle ownership, which are consistent with those reported in national studies.

Based on the operational data, public responses and survey results, staff recommends a continuation of the car2go point-to-point service for another 12 months.

County Manager:

County Attorney:

20. B.

Staff: Melissa McMahon, DES; Lawrence Marcus, DES

BACKGROUND: The point-to-point car-sharing service provided by car2go has been operating in Arlington since October 2015. Updates to the community have been provided through 5- and 10-month update reports, presentations at County Board and Transportation Commission meetings, information on the Arlington demonstration study webpage, feedback to community members via email, phone, and in-person, Arlington and car2go staff attendance of civic association meetings, and press releases published through the official County channels.

Overall, there is general acceptance of the car2go service in the community and its usefulness to Arlington members has been established. Arlington membership continues to grow, which improves utilization of the vehicle fleet. Negative impacts related to parking concerns have been localized and appropriately addressed by car2go. The average parking duration per vehicle per instance has been more than halved since the implementation of the cross-jurisdictional service. However, while the average parking duration is well below the 24 hour parking limit, 37% of the parking time in residential parking permit zones is in excess of 24 hours and will require measures to reduce this number in the future.

Results of the member surveys provide a baseline from which to monitor trends going forward. Responses indicate a potential for a reduction in car ownership numbers through selling or deciding to not buy a car. Car2go members indicate that the service is one of the main competitors for public transportation. At the same time, the service also extends the public transportation network by providing a first- and last-mile connection. To determine the quantitative impact of these results, continued monitoring and a more extensive data collection and analysis will be required in the long-term.

DISCUSSION: Based on the usefulness for Arlington members, general acceptance by the Arlington community, and low impact on community life, staff recommends a continuation of the cross-jurisdictional car2go service in Arlington.

Code changes that would create the administrative framework for the management and implementation of a free-floating car-share program in Arlington County are also currently before the Board. The code changes would provide for a permanent free-floating car-sharing program to be established using competitive procurement. Until establishment of such a program, staff recommends extending the Agreement for an additional 12 months (until December 2017) or until implementation of the free-floating car-share program, whichever occurs sooner.

Proposed changes to the Agreement for the next 12 months are as follows:

- **Vehicle operating fee**

The administrative fee will be separated from the operating fee for more transparency.

- a) Administrative support: The administrative fee for the next 12 months is \$32,049. The original figure in the Agreement was \$48,000, based on an estimate. The \$32,049 amount reflects the actual cost to the County. There is a balance of \$23,683 left over from the administrative fees paid during the demonstration study that will be applied, leaving a balance of \$8,364 for the next 12 months.

- b) Meter Fee: Car2go shall pay Arlington County the actual meter usage of their fleet during meter collection times per month, based on their system data. If the system data is not provided timely, car2go shall pay a default amount of \$122 per vehicle infleeted for the respective month. The default rate in the original Agreement, which is the rate at which all meter fees have been paid, was \$102 per vehicle per month.
- c) Car2go shall receive a 50% credit on the amount paid for vehicles that were not infleeted during the demonstration study.
- **Vehicle identification parameters**
Vehicle coloring will not be included in the agreement going forward to allow for more flexibility for vendor's evolution of brand.
- **Data and reporting**
Changes to type of data provided by car2go have been made to optimize the monitoring and evaluation process.
Survey – new survey schedule with an implementation once a year
- **Program status update meeting**
The monthly meetings will be changed to quarterly meeting

FISCAL IMPACT: The fees established in the proposed car2go extension are intended to cover the costs incurred by the County in administering the program, as well as foregone income from meter fees and usage of public curb space. There is no net fiscal impact anticipated as a result of the extension of the Agreement.



November 7th, 2016

Final Evaluation of Arlington's Point-to-Point Car-Sharing Demonstration Study

Introduction and Summary

The point-to-point car-sharing demonstration study with car2go was authorized by the County Board on June 13, 2015. An Agreement with car2go was executed by the County Manager on September 1, 2015. Program operations under the agreement began on October 22, 2015. The Agreement required car2go to provide system and survey data to enable the County to evaluate the program after 12 months. The complete year of data and observation closed on October 22, 2016. However, due to timing, this report only includes approximately 11 months of data. Initially, when membership uptake and vehicle use in the first months (November-December) were lower than anticipated, car2go reduced its fleet to mitigate operational costs. Membership continued to grow slowly, but the low fleet service level did not provide a good solution for a long-term program. This led to collaboration between the County, car2go and the District of Columbia Department of Transportation on design and implementation of cross-jurisdictional access between Arlington County and Washington, DC in order to reduce vehicle idle times and rebalancing costs, and make the service more useful to Arlington residents. With support from the Transportation Commission and approval by the County Board, an amendment to the Agreement facilitating this change executed by the County Manager on May 26, 2016.

Staff recorded a total of 65 community responses during the study of which negative resident experiences with and perceptions of the service operation were mainly focused on appropriateness of parking locations and durations within the community; there were 43 reports recorded by staff regarding these issues. These reports were addressed by car2go, and such reports diminished over the course of the demonstration study. Implementation of cross-jurisdictional access specifically resulted in improved system use, membership growth, lower measured average parking duration, and fewer community-reported parking issues. Member survey results gathered in February and again in August suggest benefits of the service include not only convenience and mobility options but also potential reductions in personal vehicle ownership which are consistent with those reported in national studies.

The current service agreement will expire on December 1, 2016. Based on the past year's work with the car2go, system use and performance trends, community feedback, vendor responsiveness to community feedback, and the positive member and system response to cross-jurisdictional operation, staff recommends the establishment of a permanent free-floating car-share program within Arlington which provides for a competitive procurement process. In the interim, staff recommends extension of the current service agreement with some modifications.

This report contains the following information in completion of the evaluation process for this demonstration:

1. Summary of Compliance with Agreement Terms
2. Summary of Community Outreach and Response
3. Summary of Operational Results
4. Summary of Member Survey Results
5. Staff Recommendations

Summary of Compliance with Agreement Terms

Vehicle Fleet	As amended on May 26, 2016, the fleet is composed of 800 vehicles that operate in Arlington and in DC, of which up to 200 are allowed to be within Arlington County at any given time. Customer demand currently results in an average Arlington fleet size of 95.
Program Management Fees	car2go paid \$246,750 in August 2015 for the full year consistent with roll-out of up to 150 fleet vehicles. (no more than 95 vehicles have actually been on the street). car2go is committed to pay an additional \$39,068.75 for 95 vehicles on the road during months 13-15 of evaluation, consistent with the terms of the agreement.
Vehicle Registration	<i>This section of the original agreement was deleted in its entirety with the amendment in May to facilitate the cross-jurisdictional service with DC.</i>
Vehicle Identification	car2go provides a monthly update on the license plate list of vehicles operating within the Arlington-DC home zone.
Emission Standards	All fleet vehicles meet the EPA SmartWay emission standards (rating: 36 mpg).
Maintenance	The County has received no complaints about the condition of fleet vehicles.
Home Zone	Since May 26, 2016, the home zone consists of Arlington County, Virginia, and Washington, DC. Trips outside of this area are almost non-existent.
Parking and Traffic Laws	car2go provides information on parking regulations to their members. Since the start of the program, car2go fleet vehicles have received a total of 45 parking tickets and one red light violation ticket.
System Management and Rebalancing	126 relocation requests have been recorded by Arlington County staff and car2go of which 39 were reported as residential permit parking (RPP) zone requests. Since cross-jurisdictional access began, average per-vehicle parking duration in metered and RPP zones is well below the 24-hour maximum. However, 37 percent of the parking time in RPP zones is in-excess of 24 hours.
Advertising	The company has not advertised or published Arlington County government's promotional materials without the County's consent.
Penalties and Fines	car2go has taken financial responsibility for all fines and enforcement actions.
Communication Plan (car2go Role)	car2go deployed street teams to speak with community members about the service and to answer questions. car2go promoted the opening of cross-jurisdictional access, with emails to members, digital marketing to Arlington and D.C., targeted and paid social media, a member

	event, and using major local print and digital news sources. Since the start of the demonstration, car2go and County staff have spoken at 12 civic association meetings.
Program Status Update Meetings	County staff and car2go have been meeting on a monthly basis to discuss and assess the program, and communicate via email and phone on an as-needed basis to address residents' requests or organizational issues.
Data and Reporting	Car2go has provided System Data for the evaluation of the service operation. Member surveys were administered in February and August.

Summary of Community Outreach and Response

A web page was created on the arlingtonva.us website offering a program description, FAQs, and a comment section which has been used repeatedly by residents to provide feedback. The page shares the carsharing@arlingtonva.us email address, which is also displayed on all communications relating to the demonstration study, and a staff contact to provide additional information and assistance to residents. All facts about the study with updates on the agreement changes and the cross-jurisdictional access have been included on the webpage, added to frequently asked questions (FAQs) section and distributed at Civic Association meetings.

Staff reached out to all Civic Associations and the Civic Federation twice during the demonstration period to request being put on the agenda for a presentation about the demonstration study. In response to invitations, staff and car2go have presented at 12 Civic Association meetings. Press releases concerning the study and important updates have been published through the official County channels. The commuterpage.com and carfreediet.com websites provide crosslinks to the demonstration study page as well as to the car2go website. The Citizen has twice carried short announcements featuring the program and where to find more information.

Since the start of the demonstration, County staff documented 65 public comments regarding the car2go service from residents via phone, email, and the County website comment section. The County received 12 unique positive comments in support of the service. General concerns shared with the County focused on car2go vehicles potentially staying in one place longer than allowed (9 out of 17 general concerns) and on the opinion that car2go should not have access to RPP zones (8 out of 17 general concerns). A total of 32 relocation requests were documented by Arlington staff with the majority focusing on vehicles being parked for longer than allowed periods. All comments received by the County were combined with car2go records for a total of 168 comments, averaging 12 comments per month. Overall, peaks occurred during the introduction of the service and at the time of implementation of cross-jurisdictional access (which coincided with an increase in vehicles in the fleet). The rate of comments seems to be declining as service continues (Figure 1).

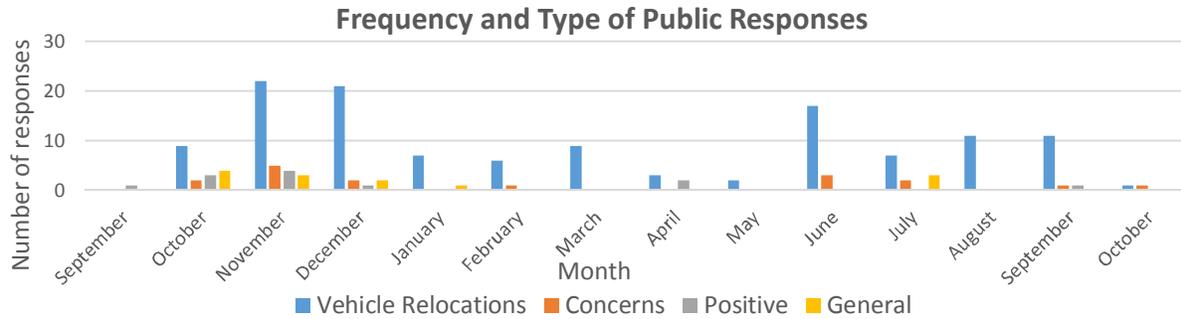


Figure 1: Frequency and Type of Responses

The combined responses amount to 126 relocation requests, 17 concerns, 13 general inquiries, and 12 positive statements over the time of the point-to-point demonstration study. Overall, the amount of public responses decreased over time.

Summary of Operational Results

The service operates in the cross-jurisdictional home zone (Washington D.C. and Arlington) with a fleet size of 800 vehicles. While car2go is allowed to operate up to 200 vehicles within Arlington County, current member use patterns result in an average Arlington fleet size of 95 vehicles. When months with the same fleet size are compared, the amount of trips taken more than tripled after the implementation of cross-jurisdictional service. At the same time, member trips as a share of all trips increased, while service trips (rebalancing, refueling, etc.), fell as a share of the total, representing a more efficient and profitable program for the vendor.

In the cross-jurisdictional model, 38 percent of all trips are taken between points within Arlington County, with a continued focus on the Metrorail corridors. Peak times, trip end locations, and car2go member survey responses about trip purpose suggest that the service is used by members mainly to connect to other transportation options along the metro corridor, and to reach shopping and entertainment destinations. Trips taken between Arlington and Washington, D.C. show a similar pattern, focusing along the Metrorail corridors. So far, these trips are self-balancing, with 31 percent of trips coming into Arlington from the District, and 31 percent going into the District from Arlington.

Negative parking impacts observed were addressed by car2go either through relocation of vehicles, information provision, or improvement of their internal rebalancing protocols. Average parking duration per parking instance in metered as well as RPP zones after implementation of cross-jurisdictional access has halved compared to the same fleet size of the initial months, and vehicles idle in both metered and RPP zones on average well below the 24-hour limit. While this is progress in the right direction, about 37 percent of total parking time in RPP zones is still in excess of 24 hours as a result of some vehicle idling much longer than intended. While parking pressure in some edge areas (between, for instance, neighborhoods and commercial corridors) may require further improvement in rebalancing services, other more residential areas with less parking pressure and higher private car ownership may actually benefit from cars staying longer, to the extent that leaving the vehicles in the neighborhood has the potential to encourage more car-sharing behavior.

Summary of Member Survey Results

Consistent with the Agreement, car2go implemented two member surveys during the demonstration study, in February 2016 and August 2016. Participation in February was six percent of Arlington membership (110 survey participants), and August participation was seven percent (182 survey participants). Survey responses did not change considerably between the two surveys due to the relatively short time-interval for behavior modification. Continued monitoring and evaluation of the program over time is necessary to observe trends and determine statistical significance. However, these early responses suggest several potential trends to follow:

1. Arlington car2go members report using the service mainly for running errands, followed by entertainment and commuting as the second and third highest reason, respectively. Reasons for the use of car-sharing for these purposes are manifold and range from being able to save money and time, improve quality of life, experience convenience, to life style motives, feeling of belonging to a community, and altruistic reasons¹. Improving the service operation based on these utilitarian and affective motives provides the potential for continued benefit optimization for members as well as the greater Arlington community.
2. Concerning vehicle miles traveled (VMT), 27 percent of the Arlington survey respondents indicated an increase in their vehicle miles traveled (VMT) while 19 percent reduced their VMT. Since the surveys questions did not capture the amount of VMT increased or decreased, it is not possible to determine the potential net impact. Future surveys should attempt to quantify the amount of increase or decrease in VMT to provide a better opportunity for impact evaluation. National studies indicate that the reduction in VMT reported by members typically outweighs the increase reported, resulting in a net benefit. For instance, it has been reported that small number of members experience a high reduction in household VMT because they reduce their private vehicle ownership, while a larger number of members increase their VMT very slightly by adding a few incidental car-sharing trips to their menu of options.² The potential for a net benefit has been estimated by evaluating the relationship between car2go vehicle miles driven and private member VMT reduced from vehicles sold and suppressed, resulting in a net reduction ranging between six and 16 percent.²
3. Survey questions focusing on private car ownership seem to support the VMT relationship. Of the total of survey participants, four percent indicate that their car2go membership resulted in the decision to sell their private vehicle (Figure 2); this is comparative to results of a recent study of five North American cities which estimated a two to five percent potential of private car sales.² If we extrapolate this impact to the August membership numbers, four percent would represent 102 vehicles potentially sold in response to this service being available in Arlington (by comparison, the service to-date has only added about 95 vehicles to the road). A further 22 percent of Arlington survey respondents indicated they decided to not buy a car as a result of having access to this service, and another 18 percent reported postponing buying a car. This suggests as many as 1,027 vehicles were not bought due to implementation of the point-to-point demonstration study. These estimates appear high

¹ Schaefer, Tobias. "Exploring Carsharing Usage Motives: A Hierarchical Means-end Chain Analysis." *Exploring Carsharing Usage Motives: A Hierarchical Means-end Chain Analysis*. Elsevier, 2013.

² Shaheen, Susan, and Elliot Martin. "Impacts of Car2go on Vehicle Ownership, Modal Shift, Vehicle Miles Traveled, and Greenhouse Gas Emissions: An Analysis of Five North American Cities." (2016): n. pag. Web

compared to the 7-10 percent suppressed vehicle acquisition estimated from the Martin and Shaheen (2016) study, and may be subject to response bias, but it does lay out a baseline of the potential influence of a broadly-available free-floating car-sharing program on the vehicle ownership decisions of Arlingtonians. Vehicle ownership reduction is good for Arlington because of the potential to save households money^{1,3}, keep dollars in the local economy^{5,4}, and reduce the vehicle miles traveled of Arlington households^{1,2,5}.

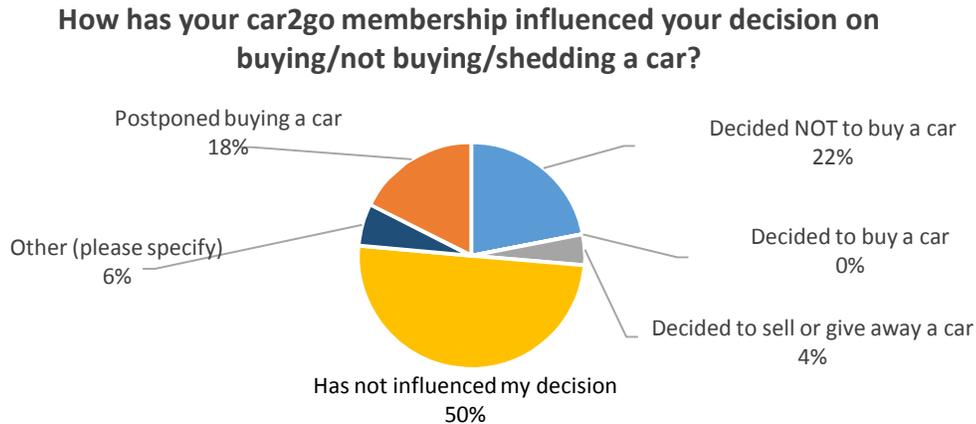


Figure 2: Survey Question - car2go Membership Influence on Car-Ownership
 Based on membership levels at time of survey, 18% and 22% vehicles not bought equal 1027 vehicles, and 4% sold equals 107 vehicles.

- The survey, furthermore, suggests that the car2go service operates in competition with ride-hailing companies and public transportation. Survey participants chose Uber/Lyft and Metro/other public transport when asked which alternative transportation option they would chose if car2go was not available (Figure 3). This is supported by the 37 percent of survey participants responding that they are less likely to use public transport since becoming a car2go member versus 15 percent stating that they are more likely. About 50 percent of respondents indicated that it has not influenced their decision to use public transportation.

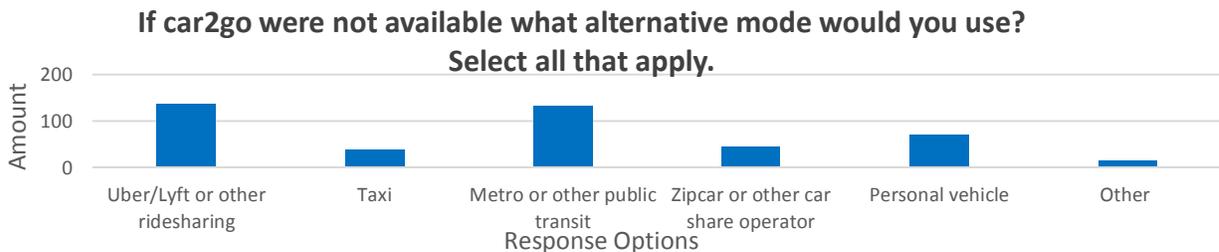


Figure 3: Survey Question – Transportation Mode Competition

³ Shaheen, Susan, Andrew Schwartz, and Kamill Wiprywski. "U.S. Carsharing & Station Car Policy Considerations: Monitoring Growth, Trends & Overall Impacts." *EScholarship*. N.p., 2003. Web.

⁴ Bieszczat, Alice. "Are Taxes on Carsharing Too High? A Review of the Public Benefits and Tax Burden of an Expanding Transportation Sector." (n.d.): n. pag. Chaddick Institute for Metropolitan Development, 2011. Web.

⁵ Shaheen, Susan, Adam Cohen, and J. Darius Roberts. "Carsharing in North America: Market Growth, Current Developments, and Future Potential." *TSRC*. N.p., 2005. Web.

The survey results and participation could be biased in a few different ways – respondents may be more open towards alternative transportation modes, and survey participants in particular may represent a more invested part of the surveyed population. To enhance the representativeness of the sample, randomized sampling methodologies could be used and improvement could be made to survey questions to acquire more quantifiable and comparable data.

Staff Recommendations

1. Continuation of the free-floating car-share service in Arlington, with cross-jurisdictional access to the District of Columbia.
2. Continued reduction of vehicle idle time through strategic monitoring and rebalancing efforts.
3. Continued monitoring of the free-floating car-sharing service operation and utilization to capture the impact on the community and the region in the long term and allow adjustments to the operation of the service as appropriate.
 - Improvement of data validity through acquisition of statistically significant data. Additional data sources may be reviewed such as Arlington vehicle registration data, regional sources of car-ownership data, and public transportation use statistics.
 - Access to system data which provides an accurate account of service operations.
 - Improvement of survey data collected through refinement of survey questions, access to sample population (members and non-members), and quantitative data responses.
4. Intensified collaboration with the District Department of Transportation to identify and improve on future benefits and challenges of the service for the greater region and individual communities.
5. Adjustment of meter fee based on a public right-of-way use analysis that considers the relative public benefits and impacts of different modes/uses.
6. Removal of vehicle color scheme specifications from future agreements in order to increase flexibility for vendors' evolution of brand.
7. Consideration of specifications in future agreements for fleet vehicle weight limitations if necessary to ensure that fleet vehicles sizes are appropriate to the space.
8. Consideration of specifications in future agreements to improve visibility and awareness of vendor contact information out in the community, to facilitate notification and timely response to parking issues.
9. Repurposing of the demonstration study page on the Arlington County website to serve Arlington's broader car-sharing program rather than just the car2go demonstration, strengthening an important existing method for community feedback and pushing out news, while accommodating changes to the program and the car-sharing services being provided in the County.
10. Arlington County Code changes to allow for the design, procurement, and administration of a free-floating car-share program.

**AMENDMENT NO. 2 TO THE
AGREEMENT WITH CAR2GO FOR DEMONSTRATION STUDY OF POINT-TO-POINT
CARSHARING SERVICES IN ARLINGTON COUNTY**

This Amendment No. 2 to the aforementioned Agreement, is entered into this ____ day of _____, 2016, by and between car2go, a limited liability company authorized to do business in the Commonwealth of Virginia, and the County Board of Arlington County, Virginia (“Arlington County” or the “County”).

Whereas, the Parties entered into an Agreement, as amended, to undertake a demonstration of point-to-point carsharing services in the County and to examine the potential impacts of this operational model; and

Whereas, 12 months of operational data and coordination, the evaluation of the vendor, system use and performance, community feedback, vendor responsiveness to community feedback, and the positive member and system response to cross-jurisdictional operation, indicates a net beneficial impact of the service to the community, and supports a continuation of the service with some modifications; and

Whereas, as 12-month extension to the Agreement is necessary to provide the County time to develop and engage the formal procurement process for a free-floating car-sharing program; and

Now Therefore, in consideration of the foregoing premises, the Parties agree to amend the Agreement as follows:

Agreement Section 1., is revised as follows:

“1. Term. This Agreement shall remain in effect for twelve (12) months from the Effective Date of Amendment No. 2, or until a free-floating car-share program has been designed and implemented by the County pursuant to County Code, whichever occurs first.”

Agreement Section 2., is revised as follows:

b. Program Management Fees. Upon execution of the Agreement, car2go shall receive a 50% credit on the operation fee of the vehicles that were paid for but not infleeted during the demonstration study period, amounting to Forty One Thousand Five Hundred Seventy Dollars (\$41,570). The credit will be applied during the first months of the agreement extension, offsetting any monthly operating costs accrued up to Forty One Thousand Five Hundred Seventy Dollars (\$41,570) after which car2go will pay the partial or full invoice amount.

Car2go shall pay Arlington County Six Hundred Ninety-Seven Dollars(\$697) per month for administrative support, independent of the number of vehicles infleeted, for the term of the Agreement or until the establishment of the Arlington Car-share Program, whichever occurs first. In addition, car2go shall pay Arlington County Eight Dollars (\$8) per month per vehicle infleeted as an access fee for RPP zones. Furthermore, car2go shall pay Arlington County the actual meter usage of their fleet during meter collection times per month. Car2go must, therefore, provide system data showing parameters identified under “Data and Reporting” within seven (7) calendar days of the end of each calendar month. County staff will review and analyze the data and issue the respective invoice.

If the system data is not provided by that date, car2go shall pay a default amount of One Hundred Twenty Two Dollars (\$122) per vehicle infleeted for the respective month which will be invoiced on the eighth (8) calendar day. All fees must be paid within seven (7) calendar days of the issuance of the invoice.

~~Pay Arlington County One Thousand Six Hundred Forty Five (\$1,645) for each vehicle infleeted in the first six weeks of operations. These fees shall cover the costs for twelve (12) months of operation. Any vehicles that are added to the fleet, after the first six (6) weeks shall be assessed a prorated amount, beginning on the first day of the month in which the vehicle is added to the fleet. The prorated amount shall be paid to the County within the month that vehicle is added to the fleet. Car2go shall pay in monthly installments for each vehicle operating in the Program during months thirteen (13) through fifteen (15) of the Agreement, payments equal to 1/12 the annual fee.~~

“c. Vehicle Identification. car2go must provide to County Staff a complete list of license plate numbers for all Program vehicles in the fleet at least once a month. ~~Prior to any vehicles being added, replaced, or removed, the entire list shall be resubmitted to County staff.~~ car2go vehicles shall be marked painted with the company’s distinct white and light blue color combination, as well as with the car2go logo in at least one visible location on the exterior of the vehicle.”

“j. Data and Reporting. car2go shall furnish the following homezone data to the County in a format that allows County staff to validate the data and ensure an accurate account of service operation, electronically within the first seven (7) calendar days of each month; ~~and for review at an in-person meeting that shall occur once per month or a time period determined by the County.~~

- a. System Data.
 - i. ~~Total p~~ Parking duration per parking instance (duration from time vehicle parks until vehicle is being moved again) during metered time in metered zones
 - ii. ~~Average per vehicle parking duration during metered time in metered zones~~
 - iii. ~~Total parking duration in RPP zones~~
 - ii. Average per vehicle p Parking duration per parking instance (duration from time vehicle parks until vehicle is being moved again) in RPP zones
 - iii. Parking duration per parking instance (duration from time vehicle parks until vehicle is being moved again) in RPP zones
 - iv. All locations where vehicle idled in RPP zone greater than 24 hours
 - v. Vehicle-specific origin/destination GPS data
 - vii. ~~Total trips by time of day~~
 - viii. ~~Average trips per member per week, month~~
 - ix. ~~Average rentals per vehicle per month~~
 - vi. Arlington membership level by month
 - xi. ~~Percent of fleet out of service by date~~
 - xii. ~~Parking violations received by date, type and location~~
 - vii. Member complaints received by car2go, by date, type and location
 - viii. Non-member complaints received by car2go, by date, type and location
 - ix. Fleet size within Arlington County each day

Agreement Section 3.c., is deleted in its entirety.

Agreement Section 4.c., is revised as follows:

“Program Status Update Meetings. The parties shall meet at least once a ~~month~~ quarter to discuss and assess the program.”

All other terms of the Agreement not amended hereby shall remain in full force and effect.

IN WITNESS WHEREOF, the Parties hereto have executed this Amendment as of the day and year shown below.

car2go LLC

By: _____
Name:
Title:

Date: _____

THE COUNTY BOARD OF ARLINGTON COUNTY, VIRGINIA

By: _____
Name: Mark Schwartz
Title: County Manager

Date: _____

Approved as to Legal Form: _____