



DOTI Selects Veo to be Denver's Next Micromobility Operator

Frequently Asked Questions (FAQ)

How did the city choose Veo?

- The city conducted a competitive multi-part procurement process. The comprehensive evaluation included written proposals, device demonstrations, interviews, and reference checks.
- Based on community engagement and industry best practices, the procurement emphasized experience and past performance with priorities including:
 - Safety and Vision Zero,
 - Equity & Access,
 - Parking & the Public Realm
- The procurement also required that proposers demonstrate how they will be in compliance with the ordinance recently passed by Denver City Council. It requires sidewalk riding detection in scooters and Mandatory Parking Zones in downtown, among other things.

Why did the city choose to select a single operator?

- 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, improves operational efficiencies, and reduces redundant deployments, among other benefits.

Who is Veo?

- Veo is shared bike and scooter operator. They are a woman and minority owned business founded in 2017, and the second largest shared bike and scooter operator in the US. Veo was the first profitable micromobility company in the industry, and unique for their slow and deliberate growth. Veo markets include DC, NYC and Los Angeles.

What does this mean for Lime and Bird users?

- Lime and Bird agreements to operate in Denver conclude in May 2026. Lime and Bird Access users will be transferred over to Veo Access. More details on the transition will be shared in early 2026.

What are the next steps? When will the transition take place?

- Over the next several months the city will be entering into negotiations with Veo over the terms of their License Agreement. After negotiations are complete, the new Licenses Agreement will be brought to Denver City Council for a vote. With city council approval, the transition will likely take place in Spring 2026.