

# Dockless Scooter and Bike Share



## Frequently Asked Questions (Updated June 17, 2020)

### **What are all these scooters and bikes doing on the sidewalk?**

These scooters and bikes belong to private companies and are available for the public to rent for short rides around the city. They are designed to be parked on the sidewalk, and lock to themselves rather than to a bike rack. They are also sometimes called "shared mobility devices" or "dockless" scooter and bike share.

### **What are the white lines on the sidewalk?**

Preferred parking locations for the scooters and bikes are temporarily marked with two parallel white lines in the "furniture zone" of the sidewalk (as shown in the image to the right). Having designated parking spaces helps to keep the scooters and bikes organized and limits clutter. The City is in the process of investigating more permanent and aesthetically pleasing parking markings.



### **What should I do if I want a dockless parking location removed? What if I want one added?**

Please email [dockless@clevelandohio.gov](mailto:dockless@clevelandohio.gov).

### **Where can dockless scooters and bikes be parked?**

Users get an incentive from the company for parking in designated parking locations (between the white lines), but they can also park the scooter or bike anywhere on the sidewalk in the "furniture zone," as long as they don't block access for others. The furniture zone is the area between the curb and the walkway where there may already be trash cans, bus stops, benches, and bike racks. Parked devices should not block:

- the pedestrian walkway (leave at least 6' of space)
- bus stops and shelters
- doorways and emergency exits
- fire hydrants and standpipes
- driveways and sidewalk ramps

Scooters and bikes should never be parked in the roadway and should always be left standing upright.

### **There is a scooter parked in the wrong place. What should I do?**

- Contact the company. Each scooter and bike has a vendor logo, 24-hour customer service phone number, and device ID number. Call the phone number on the bike or scooter and report your issue.

- If the issue is not addressed within 2 hours or is causing an immediate safety concern, dial 311 and report it to the City of Cleveland.
- If the scooter or bike is involved in an emergency situation, such as a crash, call 911.

### **Where are people supposed to ride scooters and bikes?**

Scooters and bike should be ridden in the street, following all traffic rules. Use bike lanes when possible. Do not ride on the sidewalk.

### **How should I drive my car when there are people on scooters and bikes on the road with me?**

Share the road. People riding scooters and bikes are allowed on the road. While they will likely use bike lanes where available, bike and scooter riders can be in the middle of the travel lane to be visible and to avoid road hazards. Slow down and drive with caution.

Drivers may pass people on scooters and bikes if they leave at least three feet between the motor vehicle and the rider. This is state law. Where possible, change lanes to pass. You may cross a double yellow line to pass as long as you safely yield to oncoming traffic. Make sure you are safely ahead of the rider before merging back into the right lane. If there is not room to pass safely, follow behind at a safe distance until you can pass.

### **How do I use the scooters and bikes? How much do they cost? What if I don't have a smartphone or credit card?**

You can use the scooters and bikes by downloading the app on your smartphone and setting up an account. The app will walk you through what to do. The exact pricing depends on the company, but most rides cost \$1 to start and then \$0.15 to \$0.31 per minute until you end your ride.

Every company permitted to operate in Cleveland offers access options for people without smartphones or credit cards. The companies also have discount programs for low-income riders.

### **Why is the City allowing this?**

The City established a permitting process for shared mobility vendors so there would be regulations in place to make dockless scooters and e-bikes as safe and useful as possible for residents. Since about a quarter of Clevelanders don't have access to a personal vehicle, scooters and bikes are a useful transportation option.

### **Where can I go for more information?**

City Planning is maintaining a website at

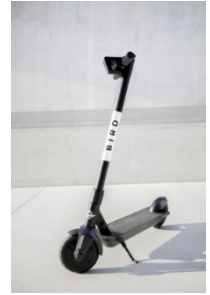
<http://clevelandohio.gov/CityofCleveland/Home/Government/CityAgencies/CityPlanningCommission/Projects>. You can also email [dockless@clevelandohio.gov](mailto:dockless@clevelandohio.gov).

## Which companies are permitted to operate in Cleveland?

Five companies are offering services in Cleveland. Each company's device is clearly labeled with its logo and contact information.

### Bird (black and white scooters)

- Website: <https://www.bird.co/>
- Customer Service Phone Number: 1-866-205-2442
- Customer Service Email Address: [hello@bird.co](mailto:hello@bird.co)
- Issue Reporting Form: <https://www.bird.co/contact-us/>, scroll to "Report Issue" at the end of page



### HOPR (black bikes with teal detail)

- Website: <https://gohopr.com/cleveland/>
- Customer Service Phone Number: 1-833-838-8300
- Customer Service Email Address: [hello@gohopr.com](mailto:hello@gohopr.com)
- Issue Reporting Form: <https://gohopr.com/contact/>



### Lime (scooters with green detail)

- Website: <https://www.li.me/electric-scooter>
- Customer Service Phone Number: 1-888-546-3345
- Customer Service Email Address: [support@li.me](mailto:support@li.me)
- Issue Reporting Form: <https://help.li.me/hc/en-us>, click "Submit a Request" in the top right corner



### Spin (scooters with orange detail)

- Website: <https://www.spin.app/>
- Customer Service Phone Number: 1-888-249-9698
- Customer Service Email Address: [hello@spin.pm](mailto:hello@spin.pm)
- Issue Reporting Form: Go to website, scroll down to very bottom and click "Report a Scooter" in the second column from the left



### Wheels (shared mobility device with seat and red, teal, purple, or black detail)

- Website: <https://www.takewheels.com/>
- Customer Service Phone Number: 1-888-240-7120
- Customer Service Email Address: [support@wheels.co](mailto:support@wheels.co)
- Issue Reporting Form: <https://getwheelsapp.zendesk.com/hc/en-us/requests/new>

