

Scooters at CSU

Cleveland State University supports alternative transportation options that serve the needs of the campus community. Campus safety is a top priority and users of electric scooters on the CSU campus must follow established rules.

Vehicles, bicyclists and pedestrians should be aware of scooter traffic on campus. Electric scooter operators must review and adhere to the following rules and safety tips.

Campus rules

- Electric scooters should be ridden in the street, following all traffic rules. Use bike lanes when possible.
- Scooters are not permitted to be operated on sidewalks.
- Obey all rules of the road, including traffic signs and signals.
- Users must follow all applicable state and local laws, ordinances and university policies.
- Operators must be 18 years old.
- Scooters must never block pedestrian walkways or ADA access.
- Scooters must be operated at reduced speeds in the presence of pedestrians and pedestrians always have the right-of-way.
- Scooters cannot be used for racing, stunt or trick riding.
- Operators of scooters must not carry passengers.
- Wearing headphones or ear-buds while operating scooters is prohibited.
- Scooters must be parked at a bike rack or in designated scooter parking zones.
- Scooters are not allowed to be charged on campus.
- Scooters are not permitted in restricted areas of campus.

Restricted areas for Electric scooters

- Scooters are not permitted inside any campus building.
- Scooters are not permitted in parking garages on campus.
- Scooters are not permitted in the Student Center Plaza nor any campus lawns.
- Scooters are not permitted on sidewalks or pedestrian walkways.

Parking etiquette

- Park only at bike racks or designated scooter parking zones.
- Scooters must be parked so that campus walkways remain accessible and safe for the entire university community.
- Scooter operators must dismount upon exiting roadways and walk the scooter to the rack.
- Scooters must be parked in an upright position.

- Scooters may not be parked in pedestrian walkways, vehicle parking spaces (including ADA), on ADA ramps, stairwells, inside buildings, doorways or other areas where they block egress.

Safety tips

- Wear a helmet.
- Maintain a three-foot minimum distance from pedestrians.
- Yield to pedestrians in crosswalks.
- Watch the road for uneven surfaces and debris.
- Dress for visibility and do not operate scooters at night.
- Share the road and never ride against traffic.
- Eliminate distractions and keep both hands on the handlebars at all times (e.g. no phone use or carrying bags).

The recommendations included above are intended to increase safety when riding a scooter but are not intended to be an exhaustive list of safety precautions or to guarantee operator safety. Operators are expected to review and abide by any terms and conditions agreed to in order to ride the scooter. As with any device used for transportation, users operate at their own risk.

More Information

The City of Cleveland established a six month pilot program allowing multiple dockless bike and scooter companies to operate in Cleveland after applying for and obtaining a permit. During this time, CSU will evaluate scooter vendors and determine how to proceed once the trial period concludes.

For additional information about safety and service offerings, please visit the service providers websites.

To report issues with scooters such as maintenance needs or illegal parking, please contact the scooter companies directly.

Bird (black and white scooters and e-bicycles)

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

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
- 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

- Issue Reporting Form: Go to website, scroll down to very bottom and click "Report a Scooter" in the second column from the left

Veoride (scooters with teal detail)

- Website: <https://www.veoride.com/scooter/>
- Customer Service Phone Number: 1-855-836-2256
- Customer Service Email Address: hello@veoride.com
- Issue Reporting Form: <https://veoride.typeform.com/to/oOce5G>

Ordinances and Resources

City of Cleveland Scooter Ordinances

- [Chapter 473: Updated traffic code for operating mobility devices](#)
- [Chapter 517: New code establishing a shared mobility permit](#)

City of Cleveland Planning Commission [Dockless Scooter and Bike Share](#)

[City of Cleveland Shared Mobility Permit Rules and Regulations](#)

Cuyahoga County Code

[Chapter 1303: Bicycle and Scooter Share Licensing](#)

Cuyahoga County Vendor's License

http://arb.cuyahogacounty.us/pdf_arb/en-US/Resolutions/ResolutionARB2019-0001.pdf