City of Cleveland Shared Bicycle and Mobility Permit Application - Frequently Asked Questions

These FAQs will be updated weekly during the application period. Please send any questions or comments to sdavis2@clevelandohio.gov.

How will the rules and regulations for providers change from previous permit cycles? Will providers have any input?

Our existing rules and regulations are posted on page 21 of the June 12, 2020 city record:

www.clevelandcitycouncil.org/pdf/web/viewer.html?file=/sites/default/files/2021-11/City-Record-06-12-2020.pdf

We've shared proposed updates to the 2024-2027 rules and regulations along with the permit application and welcome applicant comments and feedback. The new rules will be finalized by May 1, 2024 and will take effect on June 1, 2024 – the same day that the new permit cycle begins.

Can you share more information about demo day?

We will hold one demo day to see and ride devices in-person in downtown Cleveland, Ohio. Applicants should plan to attend in-person with shared mobility devices to demonstrate the features included in their applications on April 11, 2024. Applicants will receive a detailed schedule for demo day upon submitting their completed application.

How many providers will you permit for the 2024-2027 cycle?

The City of Cleveland intends to issue shared mobility permits for a maximum of two vendors per cycle. Preference will be given to those providing device diversity in addition to proven sound operations in the Cleveland market or markets similar to Cleveland. The City may issue more or fewer than two permits if extenuating circumstances are present. The City will also give consideration to issuing an additional "new entrant" permit to an applicant who offers exceptional innovation or diversity to the program.

Has the city set a fleet cap for the program (e.g. up to 2k vehicles are permitted city wide) and/or will the application specify the number of vehicles per operator?
Each operator will be permitted to deploy a maximum of 1,200 devices to start, and each operator will begin with the same fleet cap. Through our new dynamic fleet policy, things like regulatory compliance, trip demand, and more will feed into fleet sizing as time goes on.

Can you unpack "citywide" expansion at all?
Right now, service is primarily available in our Downtown, Ohio City, Tremont and University Circle neighborhoods. We are expanding so that residents in all neighborhoods have access to shared mobility. We expect to establish two operating zones in the City for the 2024-2027 permit; Zone 1 will have a ceiling of vehicles and mandatory parking areas, and Zone 2 will have a floor of vehicles and a more flexible deployment policy. You can read more about this in our draft rules and regulations.

We understand that rollout across the city will take some time, and will coordinate with permitted operators over summer 2024 and beyond.

What is the City looking for in a successful applicant?
We are interested in developing great relationships with great providers that want to provide great service to Clevelanders. In our draft rules and regulations update, we've noted that providers will be required to employ at least one local W-2 staff person, with additional incentives for hiring Cleveland residents. We seek applicants that demonstrate an intent and the capacity to build a strong partnership with us, with a record of partnership and compliance. Finally, we are prioritizing device diversity, including (e-)bicycles with functional pedals and other sit-down configurations in addition to stand-up e-scooters, to meet the diverse mobility needs and comfort levels of our residents and visitors.

What was ridership like in 2023? How many vehicles were deployed?
In 2023, there were over 313,000 total rides with a yearlong approximate average of 1,100 devices deployed each day. Please note that this data is incomplete due to providers exiting the market.

Can you share more about past ridership?

Month	Total Shared Mobility Rides
Feb-21	1686
Mar-21	15707
Apr-21	33219
May-21	44622
Jun-21	41329
Jul-21	54153
Aug-21	63814
Sep-21	57774
Oct-21	41809
Nov-21	17751
Dec-21	12227
Jan-22	2597
Feb-22	2476
Mar-22	18195
Apr-22	26671
May-22	38471
Jun-22	45959
Jul-22	53334
Aug-22	41796
Sep-22	42011
Oct-22	29139
Nov-22	12621
Dec-22	5996
Jan-23	3920
Feb-23	7188
Mar-23	10751
Apr-23	26850
May-23	38348
Jun-23	41698
Jul-23	47754

How should I submit my permit application fee?

The $250 application fee must be paid by check made out to *City of Cleveland* and delivered to:

City Planning Commission

attn: Sarah Davis

601 Lakeside Avenue, Room 501

Cleveland, OH 44114