Indiana University
Student Government

Scooter Policy Recommendation Report

Delivered to the
Board of Trustees of Indiana University
September 30, 2019

Primary Authors:
Isabel Mishkin, Student Body President   (imishkin@iu.edu)
Matt Stein, Student Body Vice President   (mastei@iu.edu)

Contributing Authors:
Drew Ficociello, IUSG Chief of Staff
Madeline Garcia, IUSG Congressional Secretary
Taegan Myers, IUSG Treasurer
Jacob Susina, IUSG Communications Director
Tom Sweeney, Advisor to the IUSG Executive Branch
Graham Vogtman, Chief Justice of the IUSG Supreme Court

Table of Contents

Executive Summary

Electric scooters have become a mainstay on Indiana University Bloomington's campus over the last twelve months, creating a quick and convenient mode of transit for personal mobility when access to a bicycle or car may be limited. The first scooter launch in Bloomington took place on September 13, 2018 by the company Bird. Within the first month, competitor Lime also introduced scooters to Bloomington, effectively doubling the amount of scooters on IU Bloomington's campus. From their beginnings last fall, electric scooters have become a practical way to cross the Indiana University Bloomington campus quickly. With the tap of an app, students have access to hundreds of scooters that are located around the Bloomington community and can park in any designated area near their destination. Their flexibility and availability allows users to get to their next class or off-campus housing quickly at speeds up to three times faster than a five mile-per-hour walk.

After polling the opinions of students, faculty, and staff, the Indiana University Student Government (IUSG) recommends that the Board of Trustees not ban electric scooters. Electric scooters improve college affordability and economic opportunity to IU Bloomington students, and they also serve as a convenient way to cross campus. For hundreds of students, these scooters have become an integral part of their campus experience. Their similarity to bicycles warrants their regulation like this commonplace vehicle on campus, with well-defined bike lanes and cooperation between Indiana University and Bloomington's local government to create a safe, cohesive system for all drivers, riders, and pedestrians.

Furthermore, IUSG suggests that the Board delegate to each campus adaptation to the scooters and offers four suggestions for where the Bloomington campus can start: improving bicycle and scooter infrastructure, improving partnership between IU Police Department and Bloomington Police Department, work with the scooter companies to limit speed and where scooters can be used, and improve upon educational campaigns and wayfinding.

Scooters hold a vital role in the culture and means of transportation for Indiana University, and their versatility makes them a positive alternative to conventional transportation in a new era of technology for the University.

Review of Charge

In April 2019, the Board of Trustees tasked IU Student Government (IUSG) with offering policy recommendations regarding the Bird and Lime electric scooters (hereinafter, "scooters"). After taking the summer to assess the task and lay the groundwork for a new student-led data collection project in IUSG, Student Body President Isabel Mishkin presented IUSG's plan to assess student feedback in a written report to the Board of Trustees in August. During the first month of classes, IUSG facilitated the newly-created Student Data Collection Project and surveyed students on the Bloomington campus about their feelings toward scooters. After obtaining data from the students, IUSG would author a report with policy recommendations about scooters, including a discussion of whether the Board of Trustees ought to ban them from campus.

Scooter Data Collection Project: An Overview

Inspired by the 2017-2018 Vision of the Ideal College Environment (VOICE) Report, the Student Data Collection Project seeks to quantitatively gauge student input on issues affecting current IU Bloomington students. We intend to use this tool to get student feedback on a variety of issues, such as scooters, the Higher Education Reauthorization Act, the quality of dining on campus, and student safety. We believe this is the ideal strategy to collect anonymous student feedback on issues facing students through a brief, convenient online survey.

To remove barriers to respond, the surveys ask only five short multiple choice questions and one optional write-in question. Our goal is that no student spends more than 60 seconds on the survey except by choice.

A new survey will be made available and promulgated to the student body every three to four weeks, and survey topics are chosen by IUSG's Policy Directors. Dissemination methods include, but are not limited to:
- IUSG social media accounts
- Other student groups and IU departments sharing social media posts
- On-campus tabling in two locations, where IUSG members hand out to passing students papers with a link or code to the survey
- Pen and paper surveys passed out to students
- Faculty members sharing the survey in their classes
- Students sharing the survey link with friends

It is important to note that the following data from the IUSG Data Collection Project is not a representative sample of the students, staff, faculty, or alumni.

Introduction to Electric Scooters

Since electric scooters are relatively new to campus, there are still many questions remaining about what the scooters are and how they operate. They are designed to be accessed seamlessly via an app developed by the scooter's company. This app pairs with the scooters to unlock their mobility. With GPS capabilities of both the app and the scooter, a user can quickly find and pair with a scooter nearby. Within seconds, the user can scan the QR code on the scooter's handlebar, unlock the scooter, and ride away. Users pay by the minute when they are riding, with an initial payment of just $1 to unlock the ride for Lime scooters.

Like a manual scooter, riders start the momentum by kicking with their foot and then standing on the platform with both feet. By pressing a throttle knob on the handlebar, the rider can accelerate the scooter to travel faster. Twisting the handle back engages the brake. The distance radius for the scooter to travel is determined by the company and city ordinances and partnerships. Riders are encouraged to wear a helmet. Indeed, one company, Lime, has started the "Respect the Ride" campaign to give out 250,000 helmets. Lime has even held a giveaway event in Bloomington to help advertise the scooters and promote rider safety.

To complete a ride, users simply stop the scooter in a designated area, park it with the kickstand, and take a picture of the scooter to lock it for its next use. If users try to maneuver the scooter without unlocking and paying, the scooter will resist moving with its brake and emit a very loud, high-pitched beep that repeats until users stop attempting to ride.

Users can also charge scooters by collecting them from around campus on a car or truck and recharging the scooters' batteries overnight, so long as they have access to a standard wall outlet and space to collect and hold the scooters. They can apply to do this on the companies' websites. After recharging the scooters, the user distributes the scooters back to various places within the city or campus limits.

Problem Statement

Indiana University Health Center (IUHC) data from October 2018 - August 2019 shows that at least 104 students presented to the IUHC triage desk with scooter related injuries. This figure does not account for injuries seen at Bloomington Hospital, urgent care clinics, and unidentified injuries at the IUHC.

Common safety concerns expressed by students, faculty, and staff include the speed of the scooters, scooter riders' use of sidewalks in the interior of campus, scooter use while inebriated, and parking scooters in areas that block doorways, sidewalks, and staircases.

Policy Recommendations

Guided by the results of the scooter survey and the awareness of the authors as student representatives, this section will outline the recommendations IU Student Government proposes to the Board. First, we recommend against banning the scooters from Indiana University campuses. Second, we offer alternative policy, procedural, and educational initiatives the Bloomington campus can pursue to decrease risk, improve safety, and support students and IU community members who interact with the scooters.

Recommendation 1: Do not ban the scooters on Indiana University campuses

Electric scooters should not be banned on Indiana University campuses for five principal reasons. Scooters are more like bicycles than motorcycles; scooters may increase college affordability; scooters address existing safety concerns; there are existing safeguards integrated into scooter design; and banning the scooters might set an untenable precedent.

Scooters are less similar to motorcycles than bicycles for several reasons.

1. From the Indiana University parking operations website,

    "Any wheeled vehicle with a gasoline engine (excluding cars and trucks) is considered a motorcycle and must be registered with Parking Operations and display a valid permit.[1]"

    Electric scooters do not have a gasoline engine. Therefore, scooters do not align with the definition of a motorcycle.

2. According to an IndyStar report in 2018, the top speed of a Bird or Lime scooter (the two companies in Bloomington) is 15mph.[2] Motorcycles can reach speeds over 80mph, while only experienced cyclists can reach 25mph. Thus, scooters are more like bicycles in terms of speed.

3. Section 15.56.080 of the Bloomington Municipal Code states that bicycle lanes are intended to be a separate traffic lane for bicycles and electric scooters.[3] Unlike motorcycles, which travel in typical car lanes and have turn signals, scooters (like bicycles) share the road with a passing car travelling in the same direction. Taking up little room on the road and limited in their maximum speeds (only 14.8 miles per hour for Limes), electric scooters are unfit to travel in the same lane as a car due to cars being much faster in speed and much bigger in size. That said, scooters do not belong on the sidewalk either. Given that they are motorized and travel much faster than a walking

---

[1] "Parking Regulations and Policies." *Office of Parking Operations*, Indiana University , parking.indiana.edu/parking-rules/index.html.

[2] May, Ethan. "Here's Everything You Need to Know about Bird and Lime Electric Scooters." *Indianapolis Star*, Indianapolis Star, 25 Sept. 2019, www.indystar.com/story/news/2018/06/21/bird-electric-scooters-rental-costs-hours-charging-locations/720893002/.

[3] Bloomington, Indiana, Municipal Code, §15.56.080

pedestrian, they are better-suited for a designated bicycle lane than a sidewalk shared with walkers and joggers.

4. When ridden on the street in Bloomington, most scooter riders use the bicycle lane instead of the car lane. Section 9-21-10-7 of the Indiana Code states motorcyclists are required to use the car lane. Further, motorcycles are required to give at least three feet of clearance when passing bicycles in the state of Indiana.[4]

Allowing scooters <u>does not breach</u> IU policy.

1. Indiana University's Bicycles and Other Personal Conveyance Vehicles (FIN-INS-13) states in Procedure 2:

> "Unless prohibited by an ordinance promulgated by the city in which a campus is located, motorized scooters may be operated on the sidewalks adjacent to and within the campus.[5]"

Electric scooters fit seamlessly into existing policy for the IU Bloomington campus, and maintaining their presence abides by policy that has already been approved. By continued cooperation and collaboration with the city to develop and enforce any additional ordinances, Indiana University can promote the safety and sharing of the roads between electric scooters and other modes of transportation.

Scooters may <u>increase college affordability</u> for IU Bloomington students. The scooter survey found that 25% of student respondents and 6% of faculty and staff respondents indicated that the scooters have benefited themselves economically. There are a number of possible explanations: Scooters may help students work a job that is not easily or quickly accessible by bus or requires an expensive car rideshare service, like Uber or Lyft. Scooters present an alternative mode of transportation to conventional rideshare programs in general. For supplemental income, electric scooter companies provide opportunities for people to help with the logistics that make scooters so conveniently accessible. Scooters are recharged overnight by community members who are monetarily compensated for doing so. In fact, nearly anyone can apply to charge the scooters and secure up to $30 a night of supplemental income.

Furthermore, scooters <u>address existing safety concerns</u> and have safety features built into their design. Students often use scooters to head home after studying on-campus in the evening. Banning scooters on campus would force a student to walk to an off-campus location just to use a scooter, defeating the purpose of improving late-night safety. IUSG has spent considerable time working with Indiana University to address lighting needs on campus, but there are still areas off campus with little or poor lighting. Lime-S scooters operate in the evening and are equipped with a forward-facing headlight and a rear-facing red brake light. When riding a Lime

---

[4] Ind. Code §19-21-10-7

[5] Indiana University policy FIN-INS-13 Procedure 2

scooter through poorly-lit areas of Bloomington, students have access to improved visibility. Bird scooters, on the other hand, stop operating at 9pm in Bloomington. Scooter companies are interested in keeping riders safe. Lime recognized the danger of inebriated late-night riders and has recently added a quasi-sobriety test to their scooter unlocking process: Potential riders have to tap on a small area of a larger image and answer a specific prompt that tests for cognitive awareness and motor skills. Additionally, helmets for riders can be ordered for free off Lime's website in conjunction with their "Respect the Ride" campaign.

Finally, banning scooters might set an underline untenable precedent. Already, in the year since electric scooters were introduced to Bloomington, IUSG members have noticed an uptick in the number of motorized skateboards, which are controlled by a hand-held remote. The evolution of personal transit technology is happening at a rate faster than policymakers can adapt to. It would be unwise for the Board to pursue policy concerning technology that can become obsolete with the next great innovation. As we discuss in the next section, there are more productive ways IU can adapt to scooters at the campus level.

Recommendation 2: Delegate responsibility to the campus to adapt to scooters
The Board should charge each affected campus with adapting to the scooters. Guided by the scooter survey, IUSG offers Bloomginton campus policy or process recommendations in four areas: personal conveyance vehicle (PCV) infrastructure, IU Police Department practices, collaboration with scooter companies, and education and safety.

1. Indiana University Bloomington ought to engage in short- and long-term planning to improve PCV infrastructure, such as bicycle lanes on and around campus. In the short-term, IU Capital Planning and Facilities should work with students to identify the areas of campus that are not pedestrian-friendly because of the need to share sidewalks with bicycles and scooters and consider how to install more PCV lanes on campus. Long-term planning should be collaborative with the City of Bloomington and include plans to widen existing bicycle lanes, allowing faster vehicles to pass slower ones.

   Of each word used in student write-in responses to the survey, "bike" and "lane" are the 9th and 11th most frequently cited, respectively. The survey consistently found that IUB students seek better bicycle- and scooter-only paths on campus.

   Scooters should only be used in bike lanes, not on sidewalks. Sidewalks become the only convenient option, however, when there are no bike lanes to use.

2. IUB decision-making bodies can improve and publicize scooter enforcement coordination between IU Police Department (IUPD) and Bloomington Police Department

(BPD). IUSG encourages IUPD and BPD to make their enforcement standards and efforts more congruent. Both agencies may also consider designing a flier that outlines their collaboration efforts and informs members of the IU and Bloomington communities of their enforcement standards.

3. IU and the City of Bloomington should open conversations with Bird and Lime to discuss limiting the maximum speed of scooters on campus and the surrounding major streets, as well as the geographical area in which scooters can be activated and dropped off. Limiting the speed of scooters directly addresses a chief safety concerns: High speeds increase severity of injury and decrease handling ability.

   Decision-makers may want to consider working with the companies to prohibit scooter operation in some of the following areas on and around campus:
   - On Fee Lane, which has a steep hill;
   - Near the athletic complex during game days;
   - The entire interior of campus during high traffic times of day, like between 10am-2pm.

   Student representatives must have an active and equal role in these conversations, especially when considering limiting scooter use in certain areas.

4. The Office of the Vice Provost of Student Affairs, the IU Health Center (IUHC), and IUSG can focus resources on a consistent education campaign that informs students how to:
   - Properly use the scooters at intersections;
   - Seek medical care if injured;
   - Navigate particularly congested areas of campus, such as the 10th Street and Fee Lane intersection, paths through the Arboretum, and 7th Street/Indiana Memorial Union corridor.

   The IUHC and IUSG can continue to partner each semester to bring free helmets (offered by Bird and Lime scooter companies) to IU students. In spring 2019, 200 free helmets were given out to scooter riders due to the partnership between IUHC and IUSG during Scooter Safety Week.

   Wayfinding signs directing scooters down a particular path or to bike rack can reduce safety concerns for pedestrians and those requiring ramps and automatic doors. More congested areas would benefit from "Scooter Free Zone" signs to warn riders to find use a different path.

Scooter Survey

The Survey

Scooters: Love 'Em or Hate 'Em?

Help IU Student Government better understand scooters on campus.
iustudentgovernment.indiana.edu

* Required

I am a(n)... *

○ Student.

○ IU faculty member.

○ IU staff member.

○ IU alumnus/alumna.

○ Bloomington community member.

○ Other: _____

In your opinion, how much are scooters an important part of the campus experience at IU? *

	1	2	3	4	5	
Not at all an important part	○	○	○	○	○	Very much an important part

Do you believe that scooters have increased college affordability or economic opportunity for students? *

Examples: using scooter as transportation to place of work; taking a scooter as cheaper alternative to rideshare services such as Uber or Lyft; charging scooters as a source of income; etc.

○ Yes, and I AM SOMEONE who has economically benefited from the scooters.

○ Yes, and I KNOW SOMEONE PERSONALLY who has economically benefited from the scooters.

○ Yes, but I DO NOT KNOW ANYONE PERSONALLY who has economically benefited from the scooters.

○ No, I don't think that scooters have increased college affordability or economic opportunity.

○ Other: _____

As a mode of transportation, I think that scooters are more like...
*

○ bicycles.

○ motorcycles or mopeds.

I think that scooters pose a safety risk to ... (choose all that apply) *

☐ pedestrians

☐ people driving cars or motor vehicles

☐ cyclists

☐ people who ride scooters

☐ students or campus employees

☐ Bloomington community members

☐ none of the above

☐ Other: _____

Is there anything else you want IUSG to know about the scooters?

Your answer

SUBMIT

Methodology

Survey open: September 18-21, 2019; approximately 96 hours

Dissemination:

- IUSG purchased social media promotions for the survey link on Twitter and Facebook;
- IU social media accounts, including the official IU Bloomington Twitter and Division of Student Affairs, shared the link to their followers via postings on their social media pages;
- IUSG members sent the survey link to personal friends, classmates, Greek life organization members, and other student organization members;
- IUSG tabled outside on-campus for seven hours over the course of two days in two locations: outside Ballantine Hall and at the intersection of 10th Street and Fee Lane. IUSG members handed out small flyers with a code for students to scan to take the survey and spoke with students who were interested in learning more.

Results

We saw survey respondents in the form of students, staff, faculty, and alumni. The survey tallied 533 responses when it closed. One respondent self-identified as "Purdue student," and another self-identified as "President Emeritus." These two responses were removed from the data set

along with alumni responses so as to not skew the results (alumni: two respondents). This brings us to a final respondent count of 529.

Respondent breakdown (N = 529)
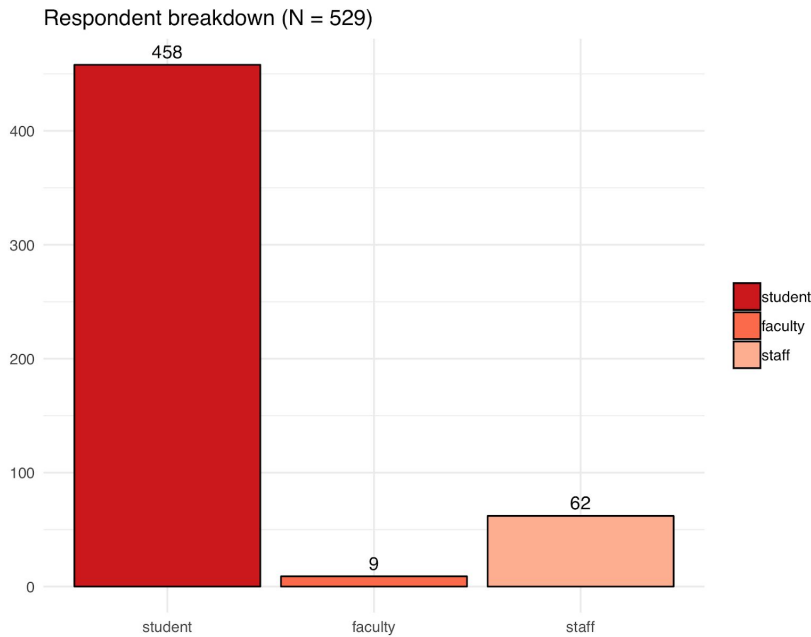
For our analysis, we collated the responses from faculty and staff due to high correlation of results and low faculty response rate (faculty: nine respondents).

In total, we had 458 student respondents and 71 faculty and staff respondents.

Data Analysis

Question 1: Importance of Scooters to the Bloomington Campus Experience

> In your opinion, how much are scooters an important part of the campus experience at IU?
>
> | | 1 | 2 | 3 | 4 | 5 | |
> | Not at all an important part | ○ | ○ | ○ | ○ | ○ | Very much an important part |

The purpose of this question was to assess student perception of the scooters' integration into campus life. The Sample Gates, limestone buildings, the Showalter Fountain, and traffic on 10th Street are fundamental aspects of the Bloomington campus. We wanted to determine if scooters have become a staple of the campus experience too.
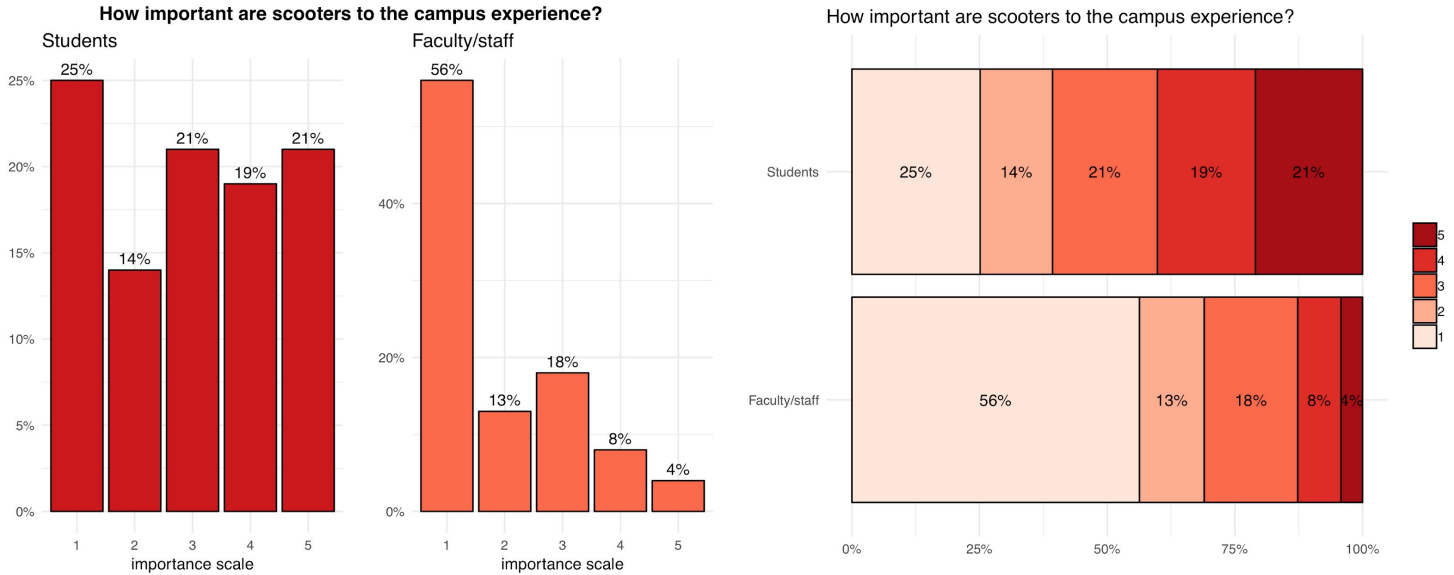
Most faculty and staff we surveyed do not believe the scooters are an important part of the campus experience.

While we knew that some of the students surveyed felt very strongly about the scooters (both positively and negatively), we did not anticipate such an even distribution of student response across the answer options.

Students surveyed do not have a unified opinion about the importance of the scooters to the campus experience. Nearly 80% of all students surveyed indicated they felt somewhat or very strongly (scoring the question as 1, 2, 4, or 5) about the importance of scooters.

Students: How important are scooters to the campus experience?
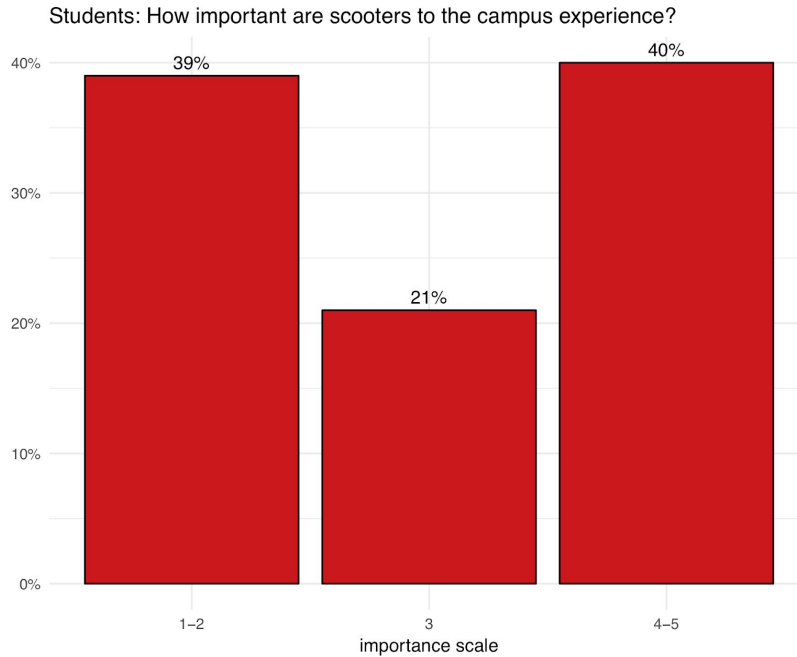
There is only a 1% difference between those who felt somewhat or very strongly that scooters were not important (39%, Scoring 1 or 2) and those who felt somewhat or very strongly that scooters were important to the campus experience (40%, Scoring 4 or 5).

Question 2: Effect of Scooters on College Affordability and Economic Opportunity

The purpose of including a question concerning the affordability and economic opportunity is because of the uniquely low cost of using a scooter.

Do you believe that scooters have increased college affordability or economic opportunity for students? *
Examples: using scooter as transportation to place of work; taking a scooter as cheaper alternative to rideshare services such as Uber or Lyft; charging scooters as a source of income; etc.

○ Yes, and I AM SOMEONE who has economically benefited from the scooters.

○ Yes, and I KNOW SOMEONE PERSONALLY who has economically benefited from the scooters.

○ Yes, but I DO NOT KNOW ANYONE PERSONALLY who has economically benefited from the scooters.

○ No, I don't think that scooters have increased college affordability or economic opportunity.

○ Other: _____

⇒ 25% of students surveyed personally benefit from the scooters

Do you believe scooters increase college affordability or economic opportunity?
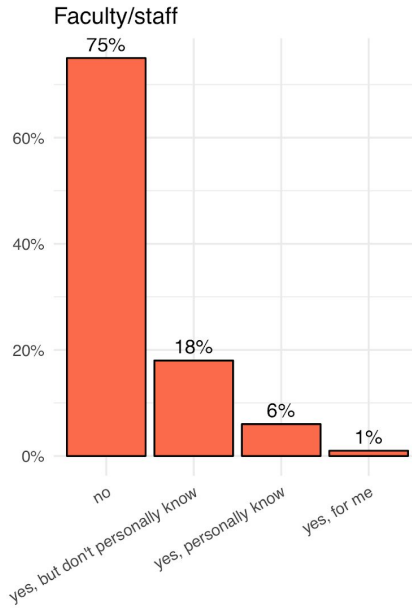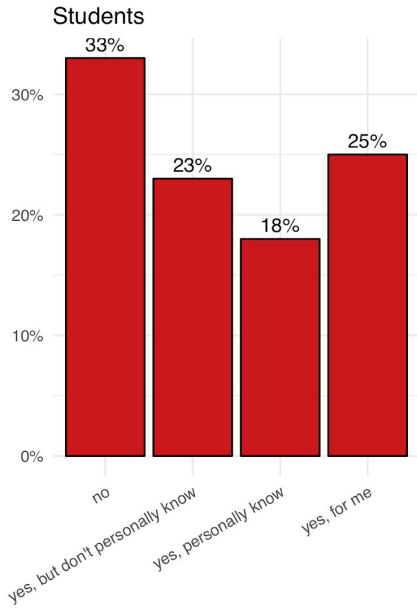

⇒ 18% of **students** surveyed personally know someone who has **benefited financially** from scooters

⇒ 23% of **students** surveyed do not personally know someone who has benefited from the scooters, but do believe that scooters **increase college affordability and economic opportunity.**

⇒ 25% of **faculty/staff** believe scooters **increase college affordability or economic opportunity.**

Students: Do you believe scooters increase college affordability or economic opportunity?
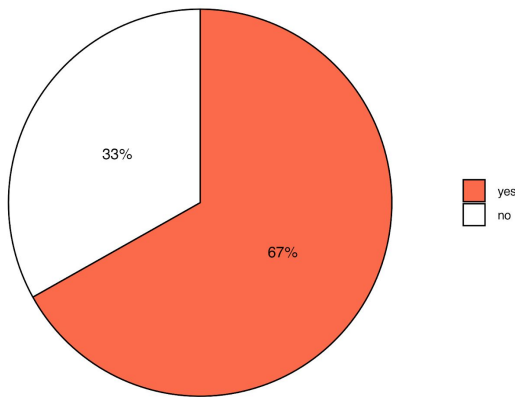
⇒ 67% of **students** surveyed agree that scooters **increase college affordability and economic opportunity.**

⇒ 26% more students than those who responded as a 4 or 5 in Question 1 (somewhat or strongly believing that scooters are an important part of the campus experience) believe or know that scooters make a positive economic impact. Even people who feel somewhat neutral or negatively to importance acknowledge the increased college affordability or economic opportunity that scooters provide.

⇒ 33% of students surveyed do not believe that scooters increase college affordability or economic opportunity.

These results suggest that the majority of students believe scooters increase college affordability or economic opportunity, while the majority of faculty and staff surveyed do not. We submit that this is because the scooters' cost-effectiveness is more apparent in the average life of a student than it is in the average life of a faculty or staff member. This stems from the following student-oriented cost savings:

- Scooters cost a minimum of $1 to start and charge a fee based on the number of minutes one spends riding. Therefore, scooters have become a cheaper alternative to rideshare programs like Uber, Lyft, and Nomad Ride (all of which are above $5 per ride). For students who live off-campus and cannot take a campus or city bus directly to their home, scooters are a safer and cheaper direct-route alternative to other methods of transportation available to students commuting to and from campus.

- Furthermore, students surveyed are able to become "chargers" or independent contractors of various scooter companies. As a "charger," students are able to collect scooters when it is convenient to them and get paid for their efforts. Many students need a job while in school in order to afford the cost of attendance. Being a "charger" is a means by which many students subsidize their education on a schedule that does not conflict with their classes.

Question 3: Scooters Compared to Bicycles and Motorcycles

As a mode of transportation, I think that scooters are more like... *

◯ bicycles.

◯ motorcycles or mopeds.

IU Bloomington policies vary greatly depending on the mode of transportation. Motorcycles, for example, are banned from the interior of campus while bicycles are able to traverse the interior of campus using bike lanes. This survey question gauged student perception of scooters compared to motorcycles in order to generally direct us toward the policy solutions that students would find most amenable.

Are scooters more like bicycles or motorcycles/mopeds?

Students
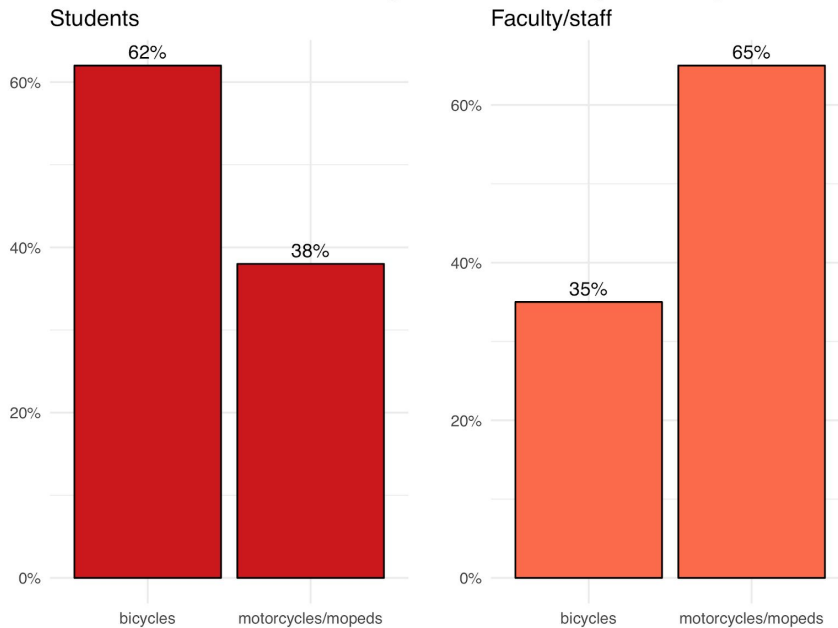
Faculty/staff

⇒The majority of **students** surveyed (62%) feel scooters are more comparable with **bicycles**.

⇒The majority of **faculty and staff** surveyed (65%) feel scooters are more comparable to **motorcycles/mopeds**.

Students have a different understanding of personal-conveyance vehicles—and place them in a different context—than do faculty and staff members.

- Today, there are scooters, electric skateboards, and electric bikes that cities recognize as a public transit option. This suggests that these devices have become more integrated into society in a way that they previously were not.
- Personal-conveyance vehicles are more prevalent in the lives of the incoming generation of students than ever before.

Beyond the cultural context, convenience and financial incentives to ride and charge are aimed at students and younger individuals. This may explain the variation in responses between students surveyed versus faculty and staff surveyed.
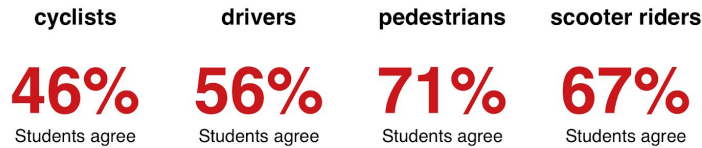
Question 4: Safety Risk of Scooters

I think that scooters pose a safety risk to ... (choose all that apply) *

☐ pedestrians

☐ people driving cars or motor vehicles

☐ cyclists

☐ people who ride scooters

☐ students or campus employees

☐ Bloomington community members

☐ none of the above

☐ Other…

The safety risks associated with scooters have caused concern. To understand the student perception of whether students feel safe when riding a scooter or when walking by someone else riding a scooter, we asked about the perception of safety.

Students: I think that scooters pose a safety risk to...

cyclists	drivers	pedestrians	scooter riders
46%	**56%**	**71%**	**67%**
Students agree	Students agree	Students agree	Students agree

Faculty/staff: I think that scooters pose a safety risk to...

cyclists	drivers	pedestrians	scooter riders
68%	**87%**	**96%**	**90%**
Faculty/staff agree	Faculty/staff agree	Faculty/staff agree	Faculty/staff agree

We see students, faculty and staff alike are concerned about the safety risks associated with riding scooters and with pedestrians who are near scooter riders.

- Because of the bicycle-like rules applied to motorized scooters—such as keeping them in the bike lane and allowing them to pass cars—there may be an implicit bias from our survey respondents who are more likely to drive to and from campus, especially staff and faculty with parking passes.

Students and faculty/staff both signified that scooters pose the greatest threat to pedestrians and scooter riders.

- This shows a need for formal rules and regulations governing where scooters can and cannot be ridden. Scooters should not pose a danger to pedestrians on the sidewalk because scooter riders should be on the street in the bike lane.

"Cyclist" received the least number of votes from students and faculty/staff. This shows us that both groups of respondents believe cyclists are the least threatened by scooters, likely because they are similar in use.

Additional data:

Students: I think that scooters pose a safety risk to...

**Bloomington
community members**

38%

Students agree

**students / campus
employees**

50%

Students agree

Faculty/staff: I think that scooters pose a safety risk to...

**Bloomington
community members**

70%

Faculty/staff agree

**students / campus
employees**

82%

Faculty/staff agree

Note: 52 students (11.4%) chose "none of the above," indicating that they believe scooters pose a safety risk to none of the above categories.

Question 5: Write-in Responses

The final question on our survey asked for any comments or concerns from respondents about scooters. We randomly sampled respondents and pulled phrases containing the most commonly used words in the response section.

The following words were used most frequently by students and faculty and staff:

Top 12 words in comments (contain info., used more than once, sized by log freq.)

	Students	Faculty/staff
1	scooter	scooter
2	people	injury
3	ride	campus
4	campus	ride
5	sidewalk	people
6	need	sidewalks
7	student	student
8	way	dangerous
9	bike	helmet
10	park	road
11	lane	ban
12	rules	community

These data show that there is a difference in attitude when it comes to scooters. Students used many neutral words and attributed problems to "sidewalks" and "bike lanes." Faculty and staff used words like "injury," "dangerous," "helmet," and "ban."

In another analysis of the write-in data, we took a random sample of the two main write-in themes: sidewalk usage and potential injury.

The first viewpoint focuses on where the scooters are used rather than on an inherent dangerousness. Many complained that the scooters were used on sidewalks when they should be used in bike lanes or on roads. Here are some randomly selected examples:

Randomly selected comments using: sidewalk

... enforce using scooters in the bike lane and not the sidewalk ...

... scooters should not be riden on sidewalks! ...

... k because it is unclear whether they should be ridden on the sidewalk or bike lane. ...

... ow the same rules bicyclists. obey traffic laws, not ride on sidewalks to avoid harm to self or others ...

... think people should know that scooter shouldn't be driven on sidewalks and they should use the bike lane instead. ...

... w road safety rules, and unused scooters are always blocking sidewalks which is an ada violation ...

... ld have been hit by someone on a scooter. very hazardous on sidewalks. i have also seen someone on a scooter swerve to ...

a Students a Faculty/staff

The second viewpoint focuses on the risk of injury. It was one of the most common words used by faculty and staff. Here are some randomly selected examples:

Randomly selected comments using: injury

... cked unconscious and we called an ambulance. he was severely injured. i want to ban lime scooters ...

... i wish the iusg could see the extent of the injuries that these scooters are causing. concussions, broke ...

... i have treated many students with injuries from the scoters. plus i don't think the individua ...

... es or bikes are safer. as a healthcare provider i treat many injuries from scooters ...

... there have been lots of serious injuries to students related to scooter accidents. ...

... they cause a lot of injuries. i've never seen anyone wear a helmet while riding ...

... these scooters have provided too many risks and injuries to too many people. its a safety hazard that desper ...

a Students   a Faculty/staff