

# **City of Ottawa 2024 E-scooter Program End-of-Season Survey**

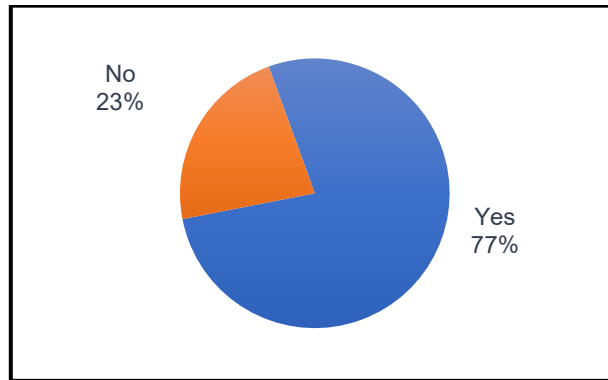
## **Public Engagement Feedback Report**

### **Summary**

The Ottawa E-scooter end-of-season survey for the 2024 pilot season was open to respondents between October 8 and November 30, 2024. The purpose of the survey was to gather information from Ottawa residents about their experience with the fifth season of the e-scooter pilot program. Over the course of the survey, 493 people provided their responses. Not all questions were mandatory, and some questions would not have been asked to all respondents depending on how certain questions were answered. This report outlines the responses that were collected.

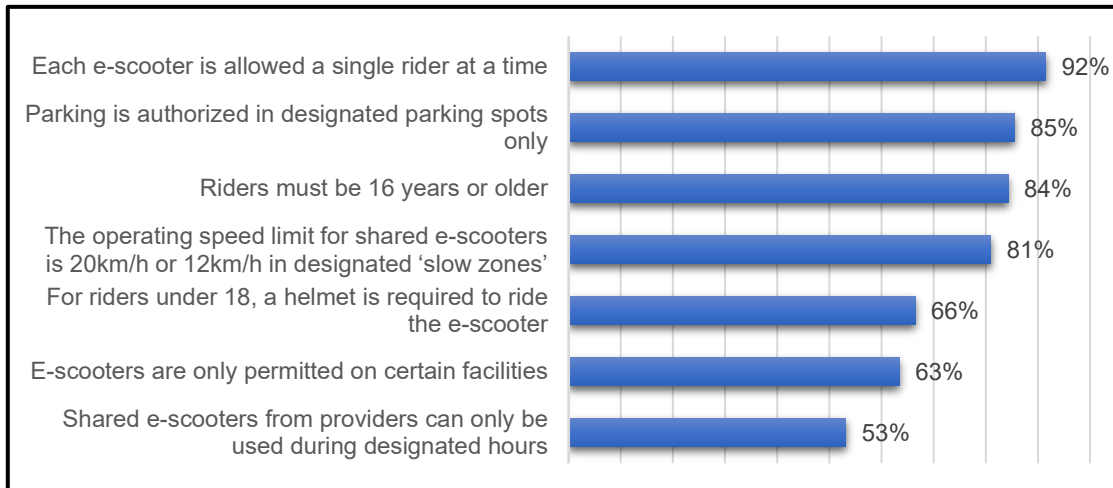
## Rules and Regulations

1. Are you familiar with Ottawa's shared e-scooter rules? (493 respondents)



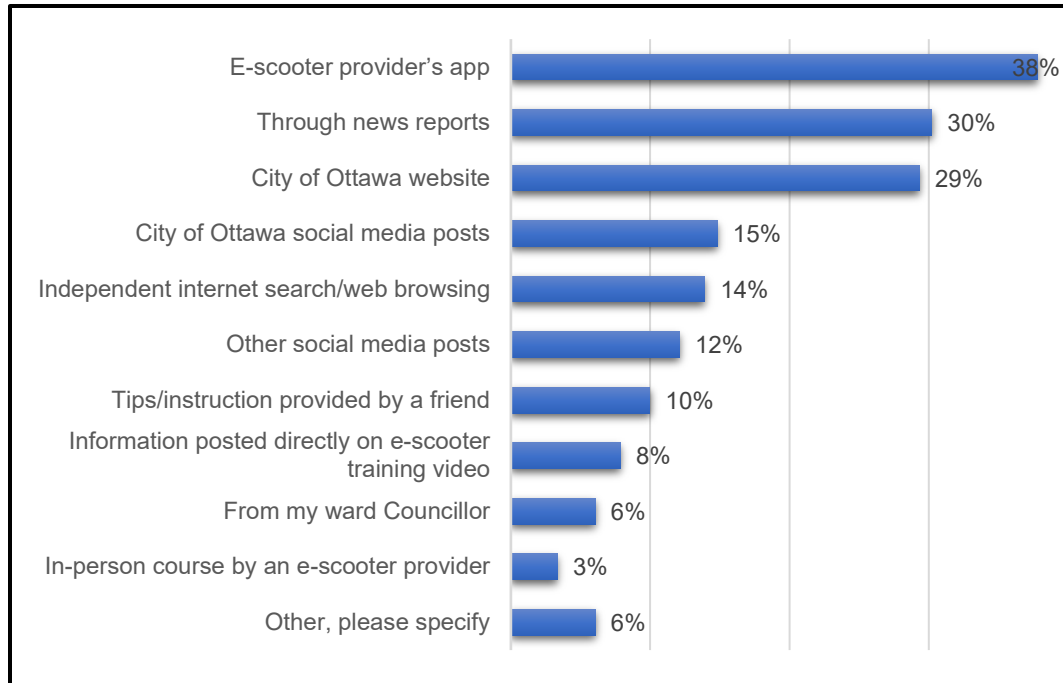
2. Select all the shared e-scooter rules that you are familiar with. (331 respondents)

This question was asked to those who responded "Yes" in question 1.



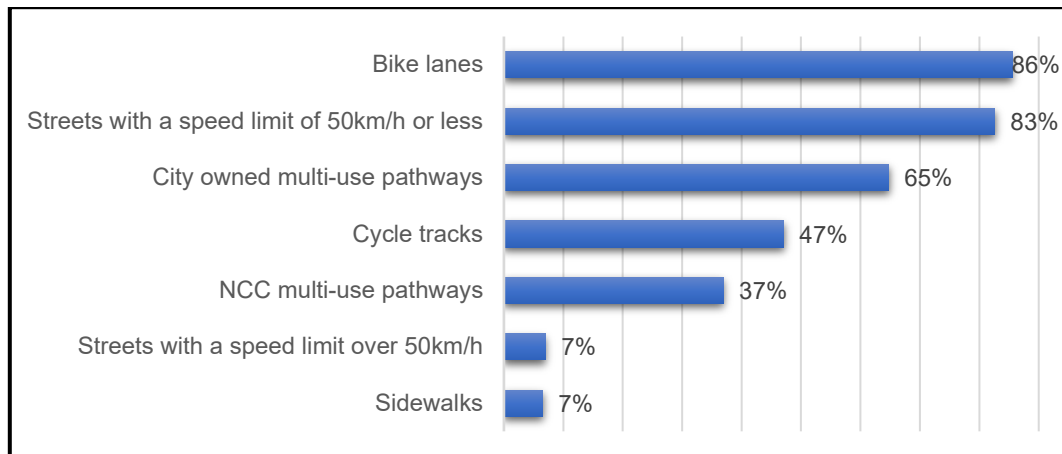
3. How did you learn about these e-scooter rules? Select all that apply. (331 respondents)

This question was asked to those who responded “Yes” in question 1.



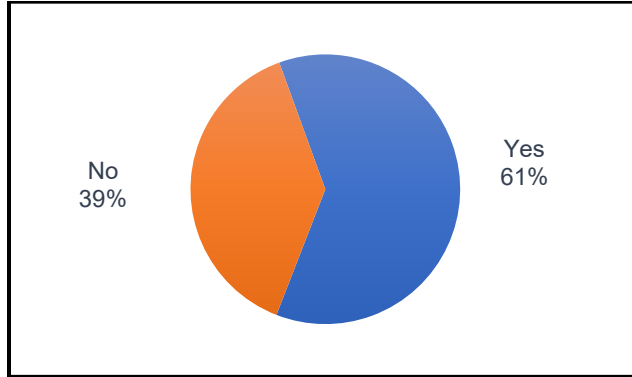
Those who responded “other” indicated that they learned of Ottawa’s e-scooter rules through word of mouth, stakeholder groups, while riding an e-scooter in person, general observations, and City/provider staff.

4. Under the Provincial Pilot regulations and the City’s Electric Kick Scooter By-law, e-scooters are only permitted to be ridden on certain facilities. Select all types of facilities where you know e-scooter riding is permitted. (414 respondents)

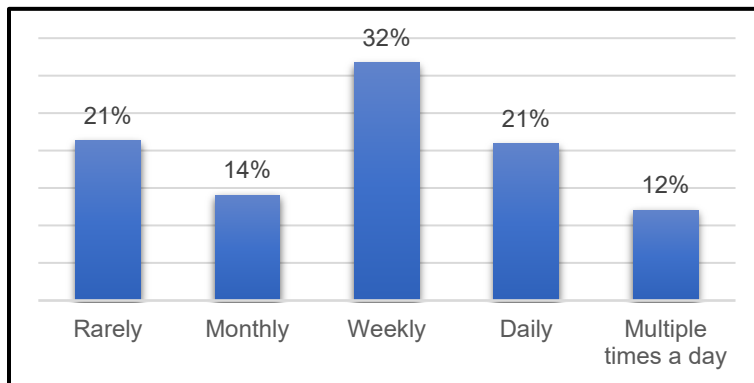


## Parking

5. Did you encounter mis-parked e-scooters during the 2024 season? (410 respondents)

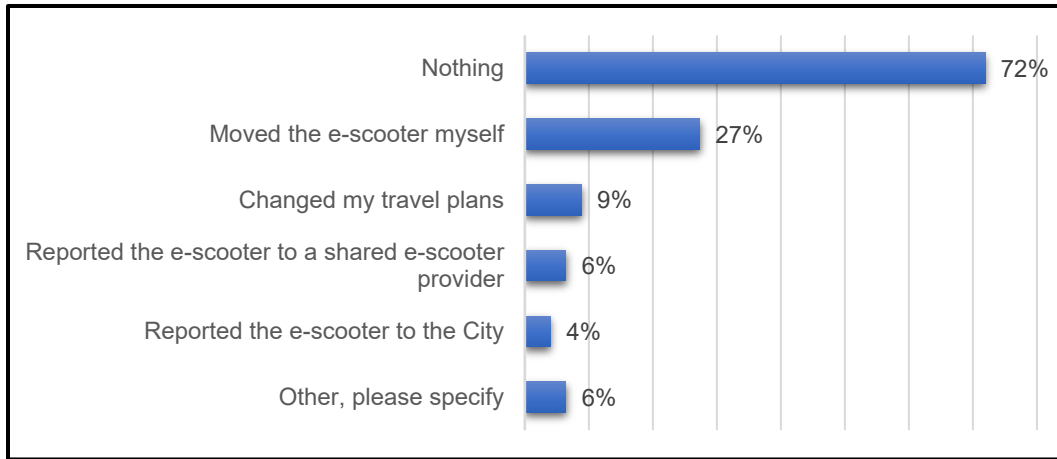


6. How frequently did you encounter mis-parked e-scooters? (249 respondents)  
This question was asked to those who responded "Yes" in question 5.



7. What did you do when you encountered a mis-parked e-scooter? Select all that apply. (249 respondents)

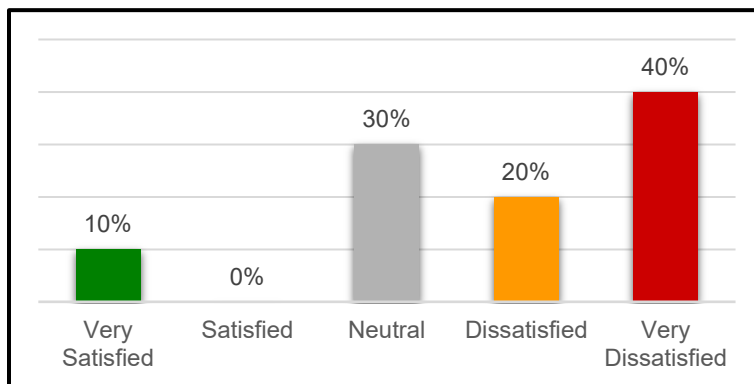
This question was asked to those who responded “Yes” in question 5.



Those who responded “Other, please specify” indicated that they walked around the mis-parked e-scooter or took photos with the intent of submitting a complaint.

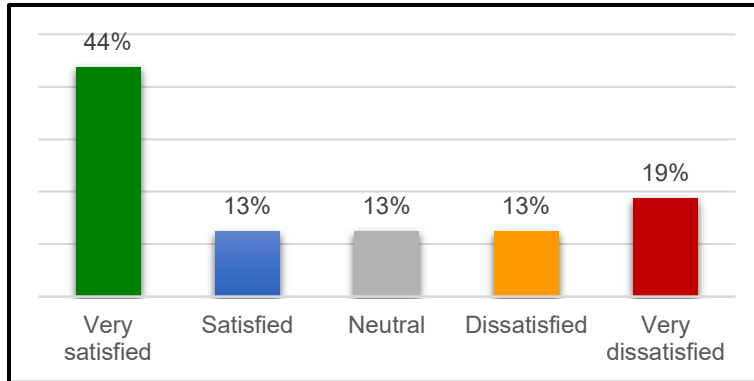
8. How satisfied were you with the process of reporting a mis-parked e-scooter to the City? (10 respondents)

This question was asked to those who reported a mis-parked e-scooter to the City in question 7.

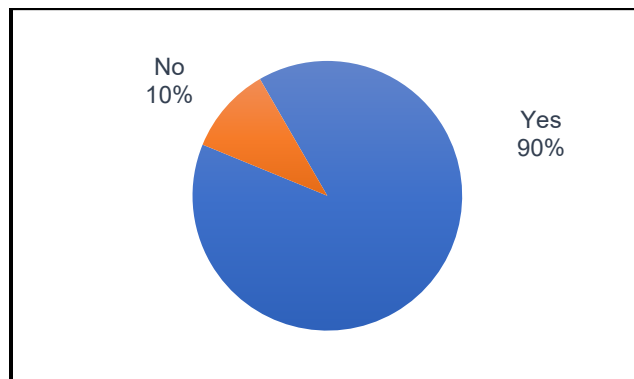


9. How satisfied were you with the process of reporting a mis-parked e-scooter to the e-scooter provider? (16 respondents)

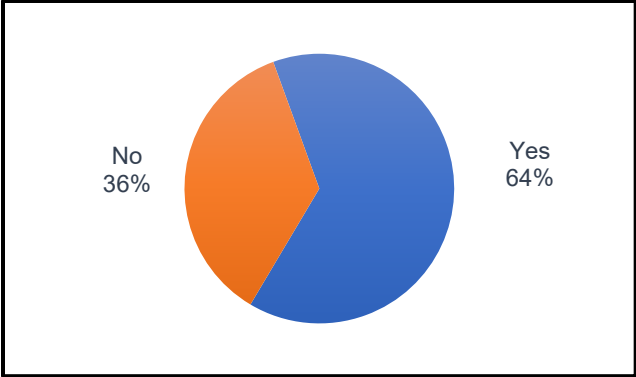
This question was asked to those who reported a mis-parked e-scooter to an e-scooter provider in question 7.



10. Did you know that under the City's Electric Kick Scooter By-law, all e-scooters (personal or shared) are not permitted to be ridden on sidewalks? (401 respondents)

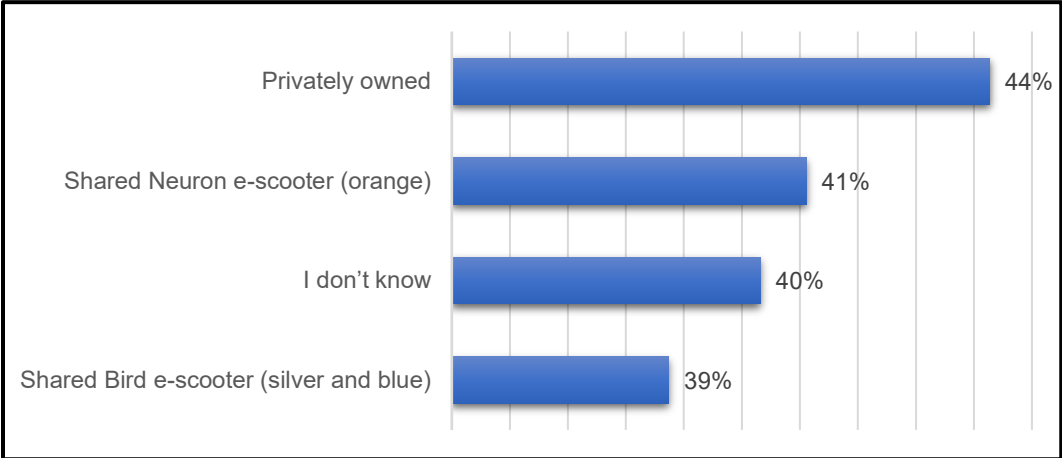


11. During the 2024 season, have you encountered people riding e-scooters on the sidewalk? (401 respondents)



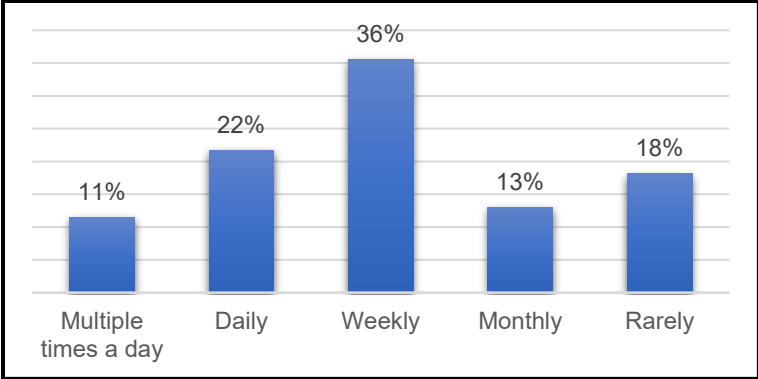
12. Was it a privately-owned scooter or a shared e-scooter? Select all that apply. (253 respondents)

This question was asked to those who responded “Yes” in question 11.



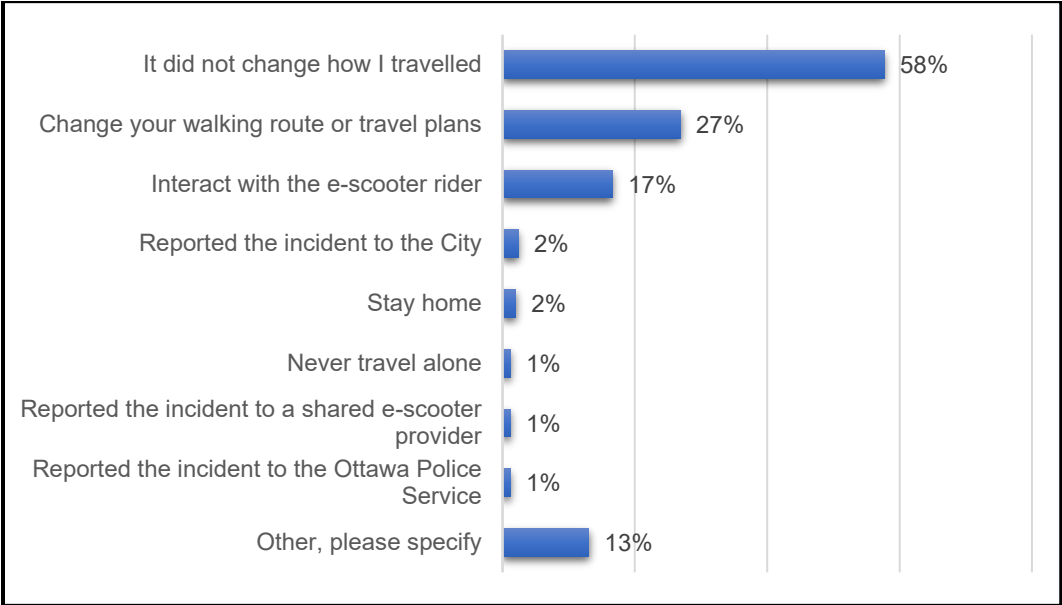
13. How often did you encounter e-scooters being ridden on a sidewalk in the 2024 pilot season? (253 respondents)

This question was asked to those who responded “Yes” in question 11.



14. Did encountering people riding e-scooters on the sidewalk cause you to do any of the following? Select all that apply. (253 respondents)

This question was asked to those who responded “Yes” in question 11.

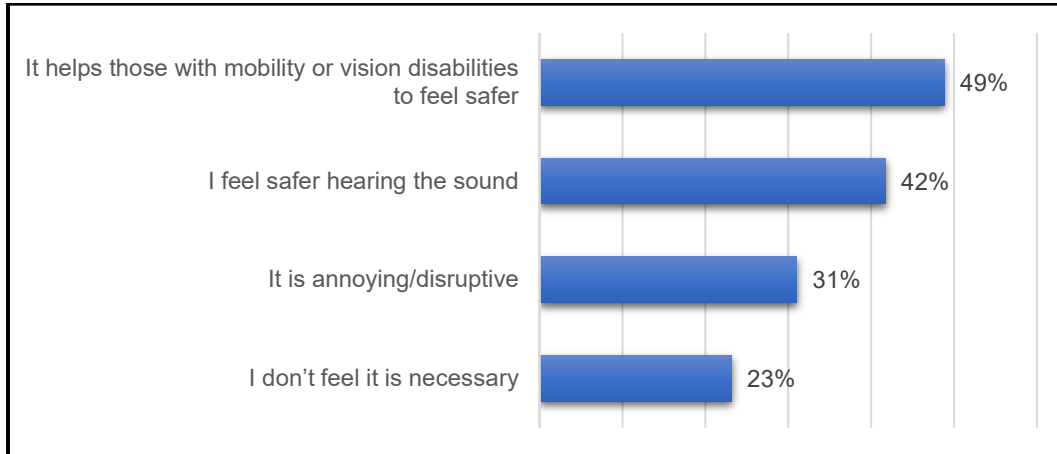


Those who responded “Other, please specify” indicated that they felt unsafe, frustrated, or uncomfortable when they encountered an e-scooter riding on the sidewalk. Some indicated that they moved out of the way and allowed the e-scooter to pass by on the sidewalk.

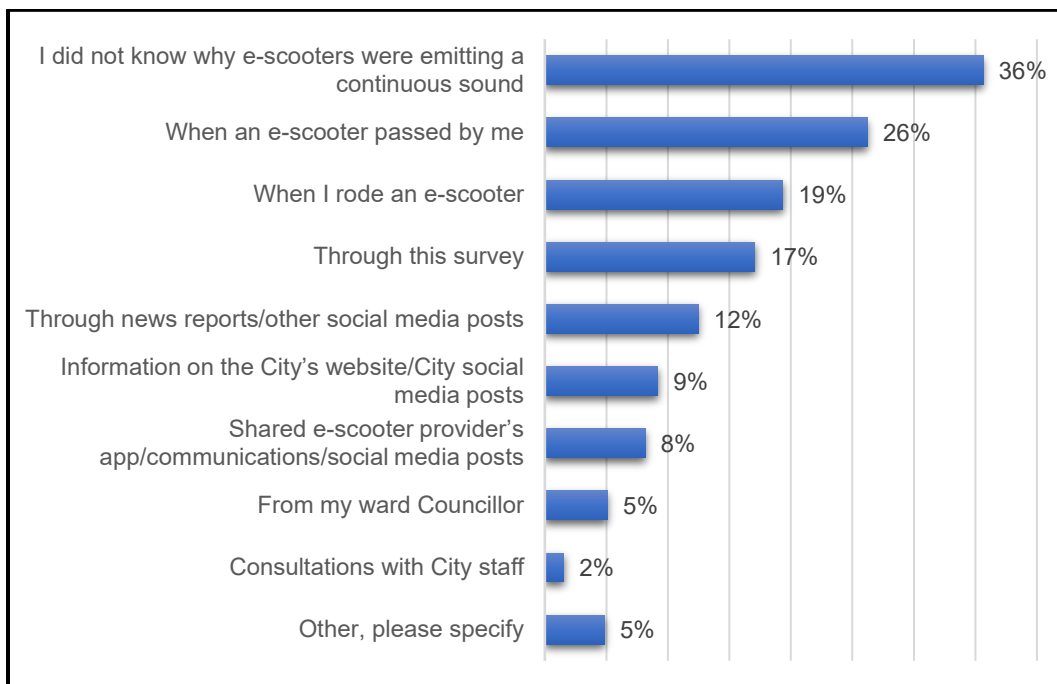


## Sound Emission

15. What is your opinion about the e-scooter sounds requirement? Select all that apply. (393 respondents)

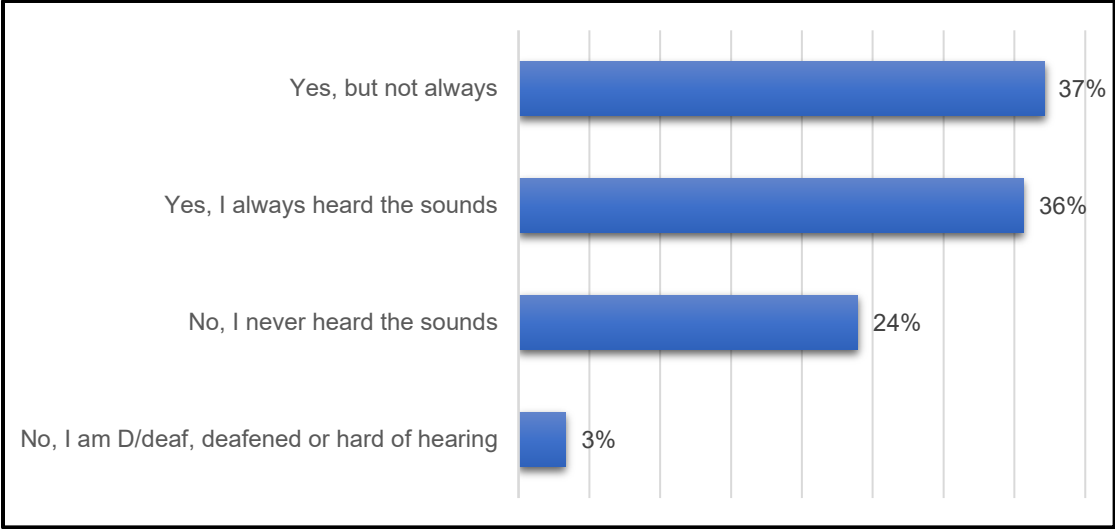


16. How were you informed of the need for a continuous sound? Select all that apply. (393 respondents)



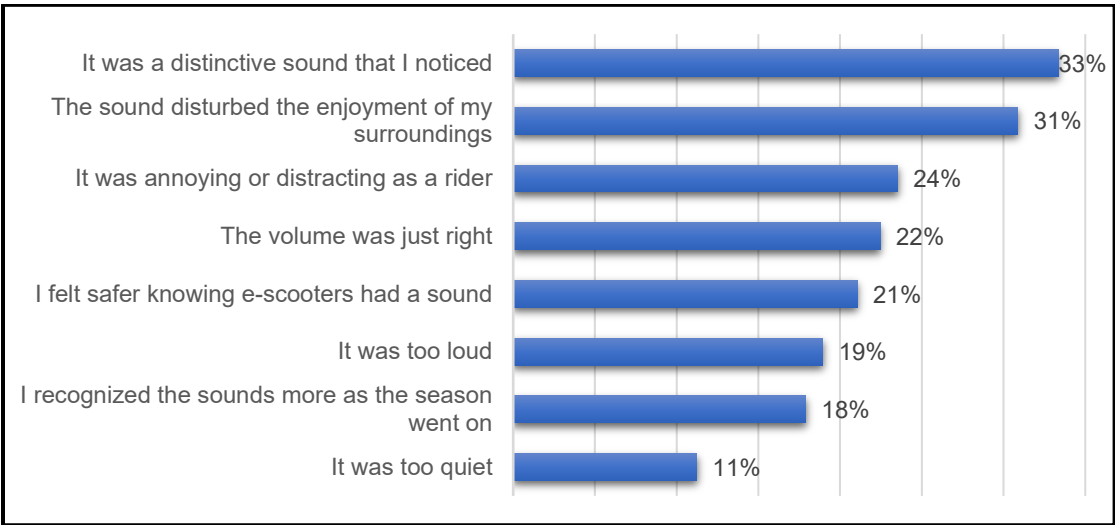
Those who responded "Other, please specify" indicated that they were informed by other people, or that they were not informed about the requirement for e-scooter sound emissions.

17. Did you notice the sounds that the shared e-scooters were emitting? (393 respondents)



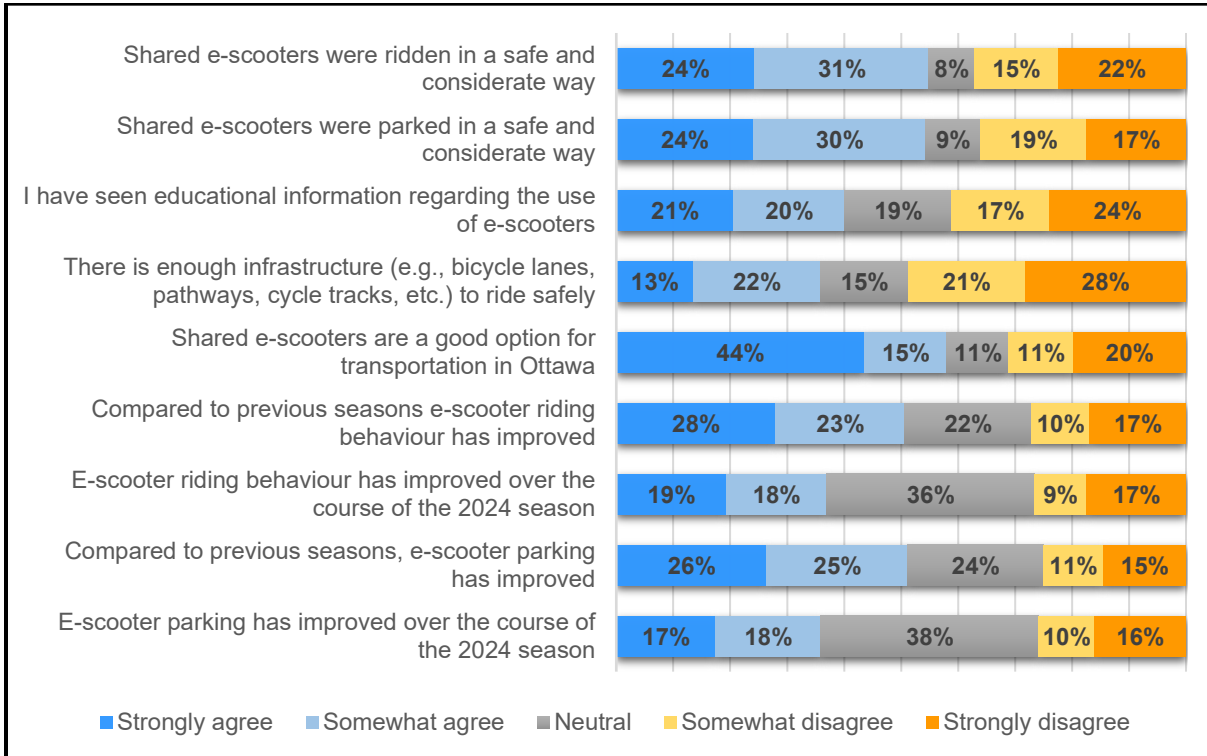
18. What was your impression of the continuous sound? Select all that apply. (285 respondents)

This question was asked to those who responded “Yes, but not always” or “Yes, I always heard the sounds” in question 17.



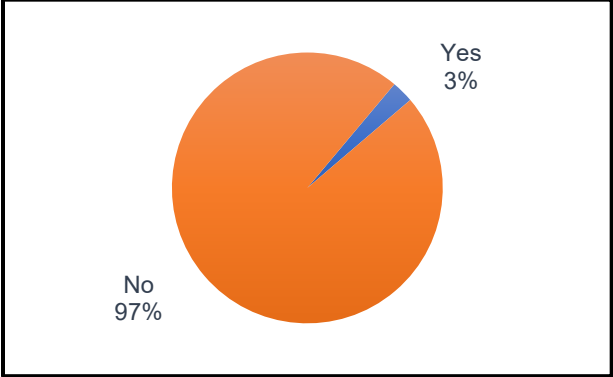
## General Shared E-scooter Use

19. Thinking about the day-to-day use of e-scooters in 2024, how much do you agree or disagree with the following statements? (379 respondents)



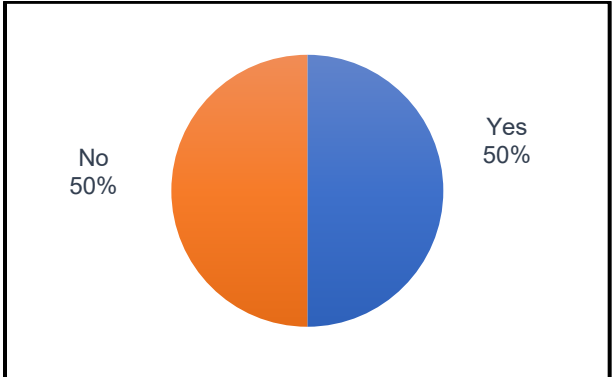
# Collisions

20. Were you involved in a crash or collision with an e-scooter in 2024? (379 respondents)



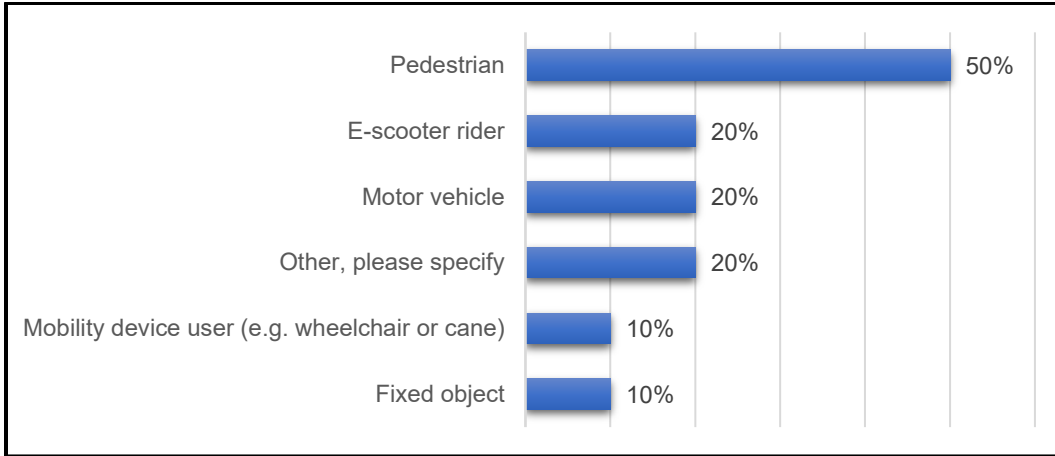
21. Were you riding an e-scooter at the time of the collision or crash? (10 respondents)

This question was asked to those who responded “Yes” in question 20.



22. Who/what else was involved in the crash or collision? Select all that apply. (10 respondents)

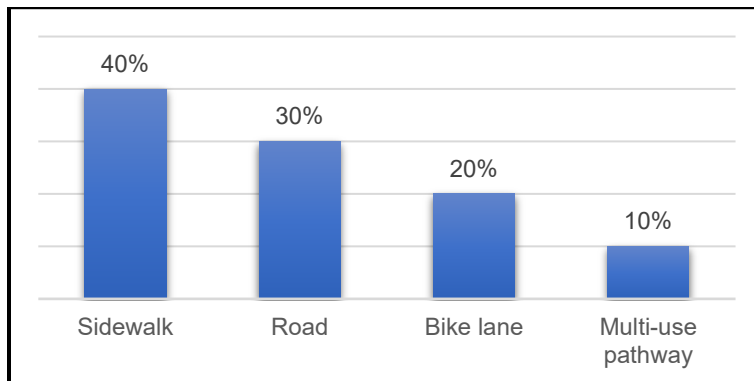
This question was asked to those who responded “Yes” in question 20.



Those who responded “Other, please specify” indicated that they fell off of their e-scooter due to a pothole/uneven road surface.

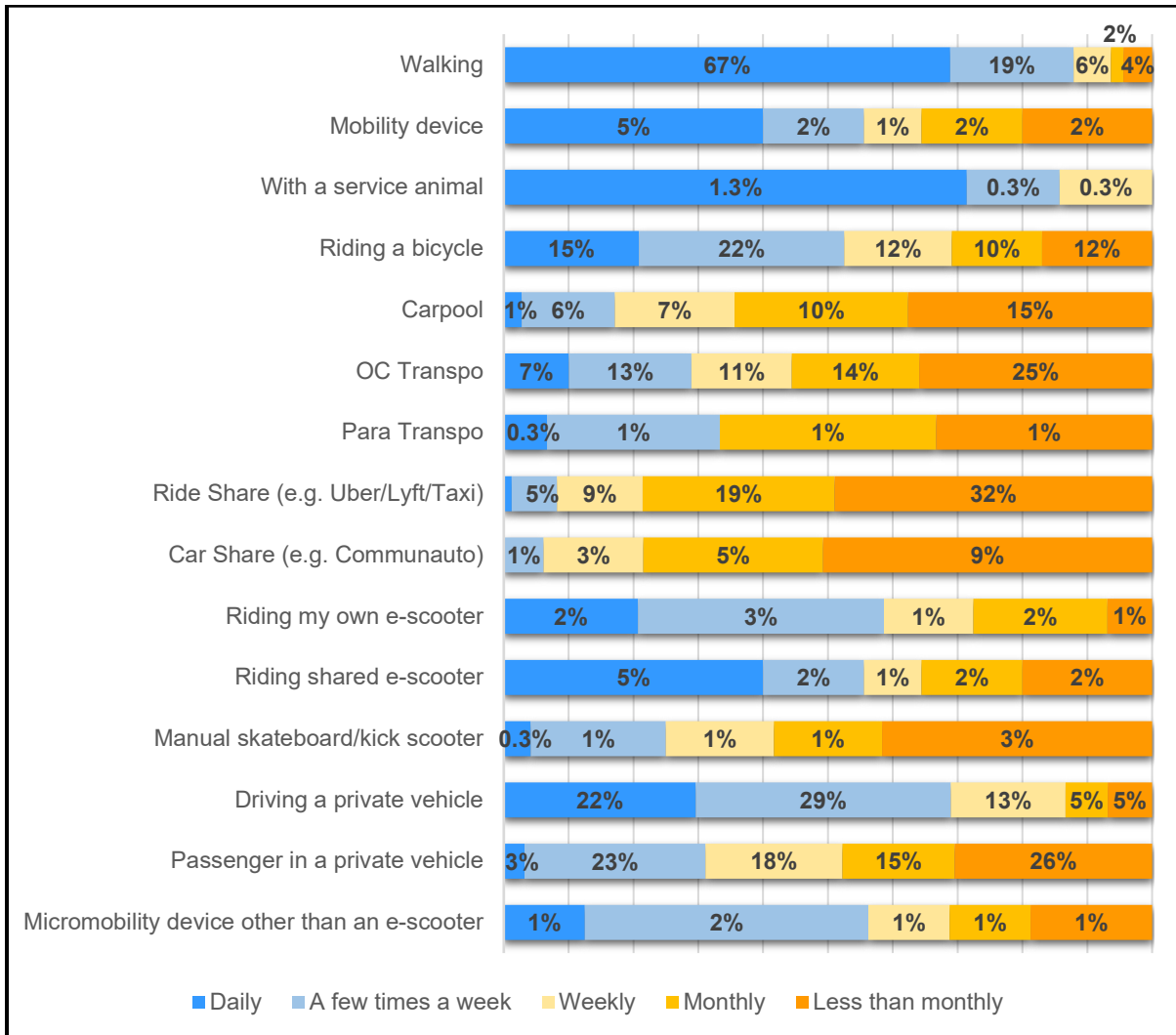
23. What type of facility was the e-scooter riding on? (10 respondents)

This question was asked to those who responded “Yes” in question 20.

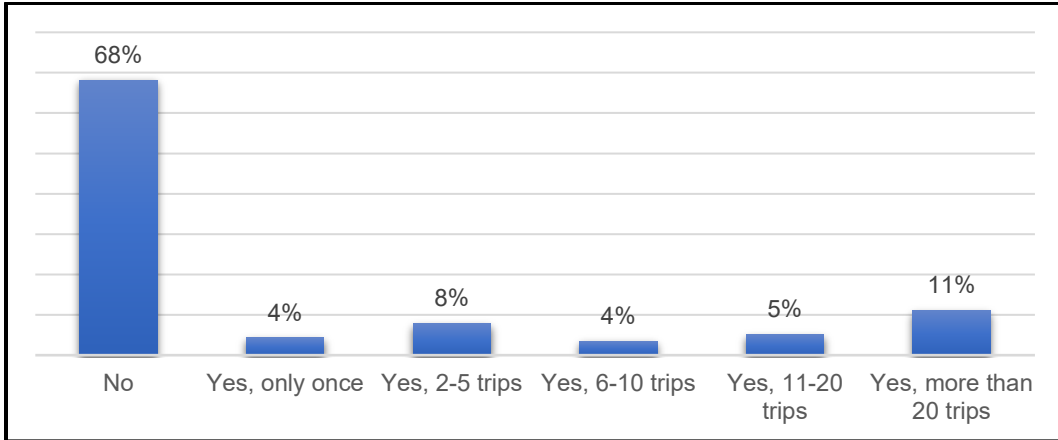


## Shared E-scooter Use in 2024

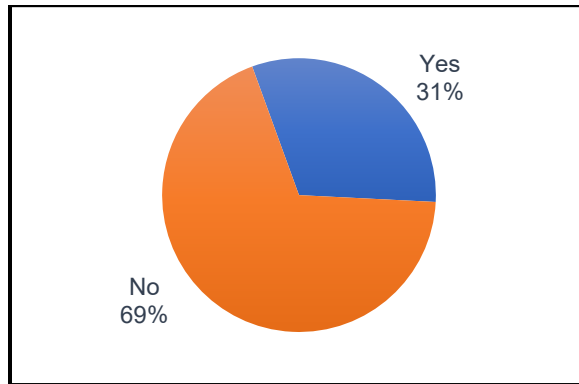
24. In general, how often do you travel using the following? (372 respondents)



25. Did you ride a shared e-scooter in Ottawa during the 2024 season? (370 respondents)

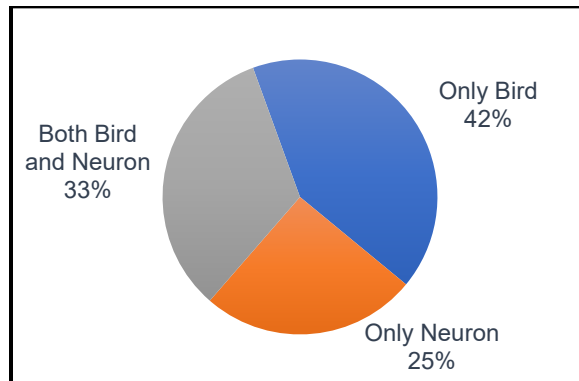


26. Did you ride in Ottawa in a previous season? (370 respondents)



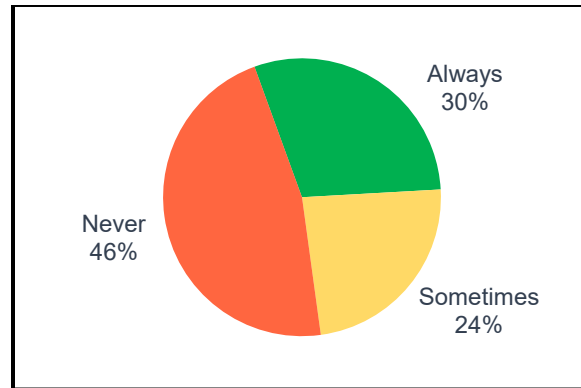
27. Which provider did you use in 2024? (118 respondents)

This question was asked to those who indicated that they had ridden a shared e-scooter in 2024 in question 25.



28. How often did you wear a helmet when you rode an e-scooter? (118 respondents)

This question was asked to those who indicated that they had ridden a shared e-scooter in 2024 in question 25.



29. What would encourage you to wear a helmet more often? (81 respondents)

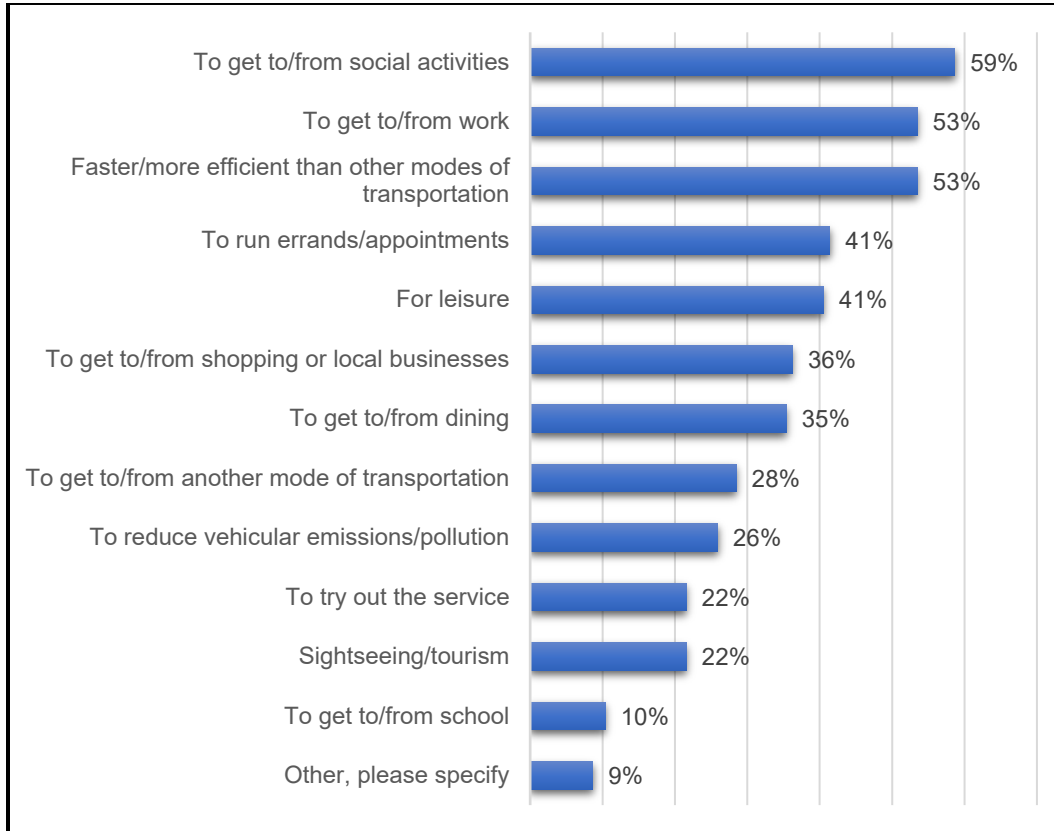
This question was asked to those who indicated that they had ridden a shared e-scooter in 2024 in question 25.

Respondents indicated that they would wear a helmet more often if they were always available on shared e-scooters from both providers and if there were monetary incentives like discounted ride costs for wearing a helmet. Respondents also expressed concerns about cleanliness and lack of adjustability in the shared helmets. Some mentioned the fact that using a shared e-scooter may not always be planned in advance and therefore did not have a helmet with them when they decided to ride, and others said that nothing would encourage them to wear a helmet.



30. What were the most common reasons for using shared e-scooters? Select all that apply. (116 respondents)

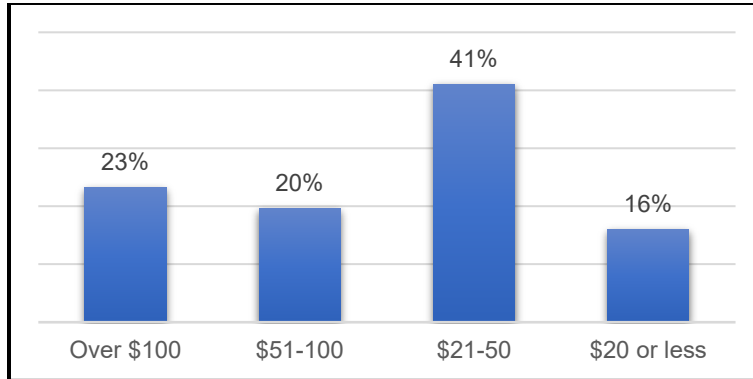
This question was asked to those who indicated that they had ridden a shared e-scooter in 2024 in question 25.



Other reasons for using shared e-scooters mentioned by respondents included increased reliability and convenience, and reduced cost in some cases when compared to transit or ridesharing modes (Uber, Lyft, etc.).

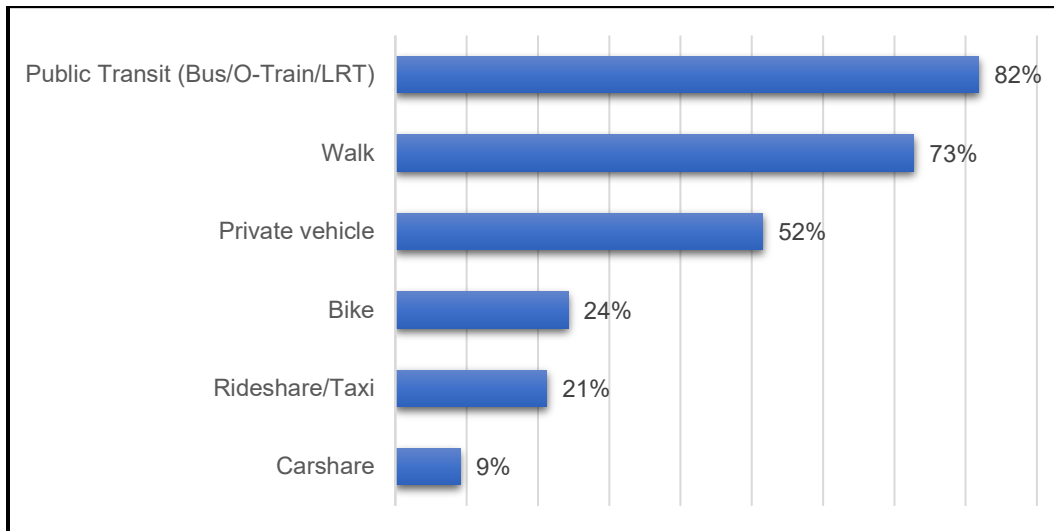
31. When traveling to or from dining and/or shopping/local businesses, how much did you spend at your destination(s) each visit on average? (56 respondents)

This question was asked to those who used shared e-scooters to travel to or from dining or shopping/local businesses in question 30.



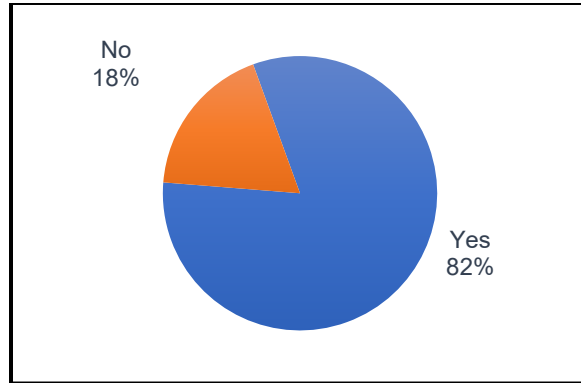
32. Which other mode(s) of transportation did you connect to or from? Select all that apply. (33 respondents)

This question was asked to those that responded "to get to/from another mode of transportation" in question 30.



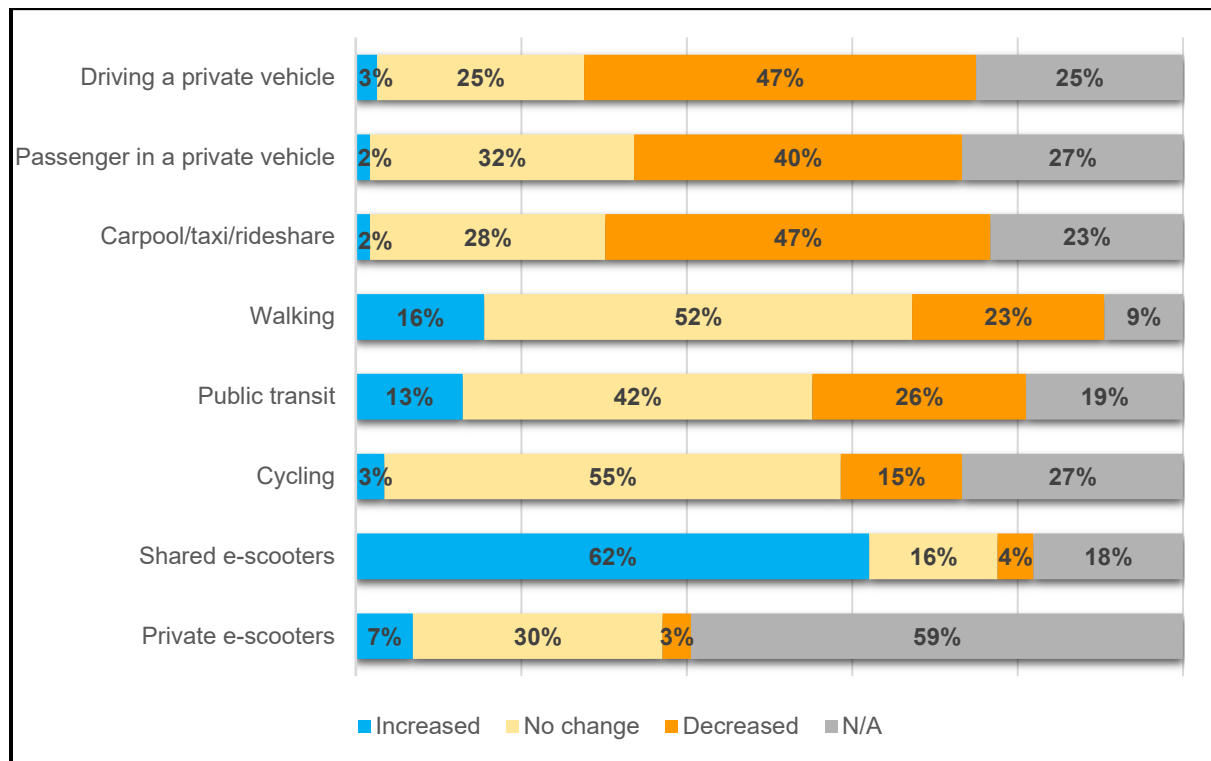
33. Does having access to shared e-scooters make you more likely to use the mode(s) you connected to/from? (33 respondents)

This question was asked to those that responded “to get to/from another mode of transportation” in question 30.



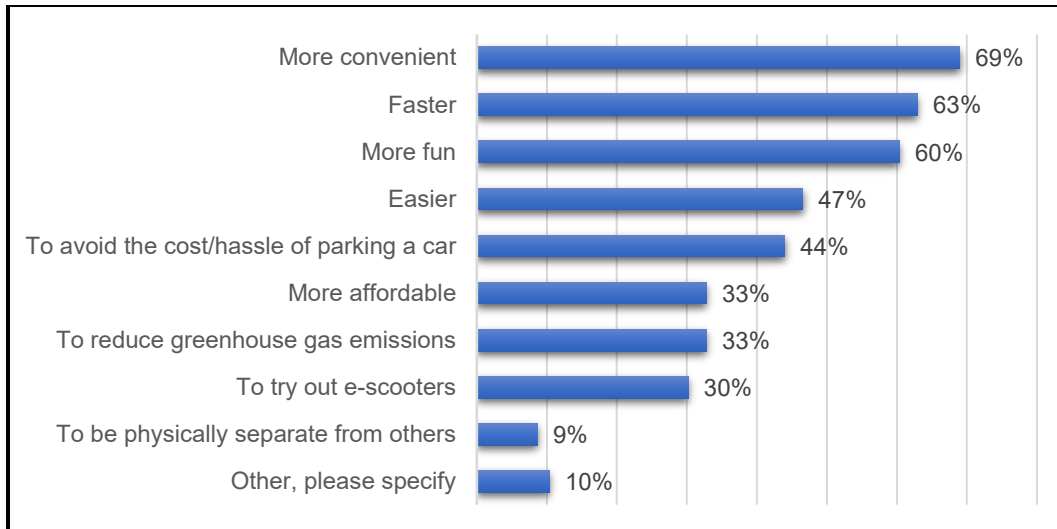
34. How did the availability of shared e-scooters change the way you travel using the following modes? (116 respondents)

This question was asked to those who indicated that they had ridden a shared e-scooter in 2024 in question 25.



35. Why did you use a shared e-scooter instead of another mode of transportation?  
Select all that apply. (116 respondents)

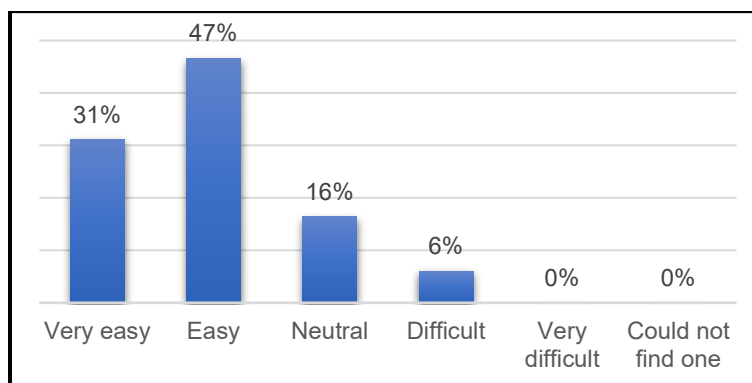
This question was asked to those who indicated that they had ridden a shared e-scooter in 2024 in question 25.



Those who responded “Other, please specify” indicated that they used a shared e-scooter when transit was unreliable and that e-scooters worked well for short to medium length trips, as well as one-way trips. Others noted that e-scooters allowed them to reduce time spent outside during excessively hot days or other unfavourable weather when compared to walking.

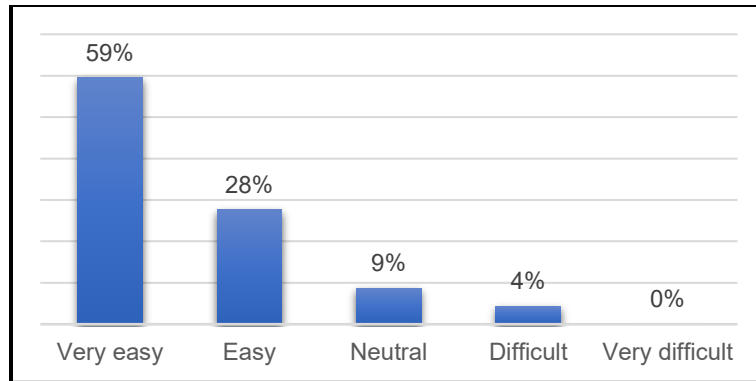
36. How easy was it to find a shared e-scooter when you wanted to use one? (116 respondents)

This question was asked to those who indicated that they had ridden a shared e-scooter in 2024 in question 25.



37. How easy was it to rent a shared e-scooter once one was located? (116 respondents)

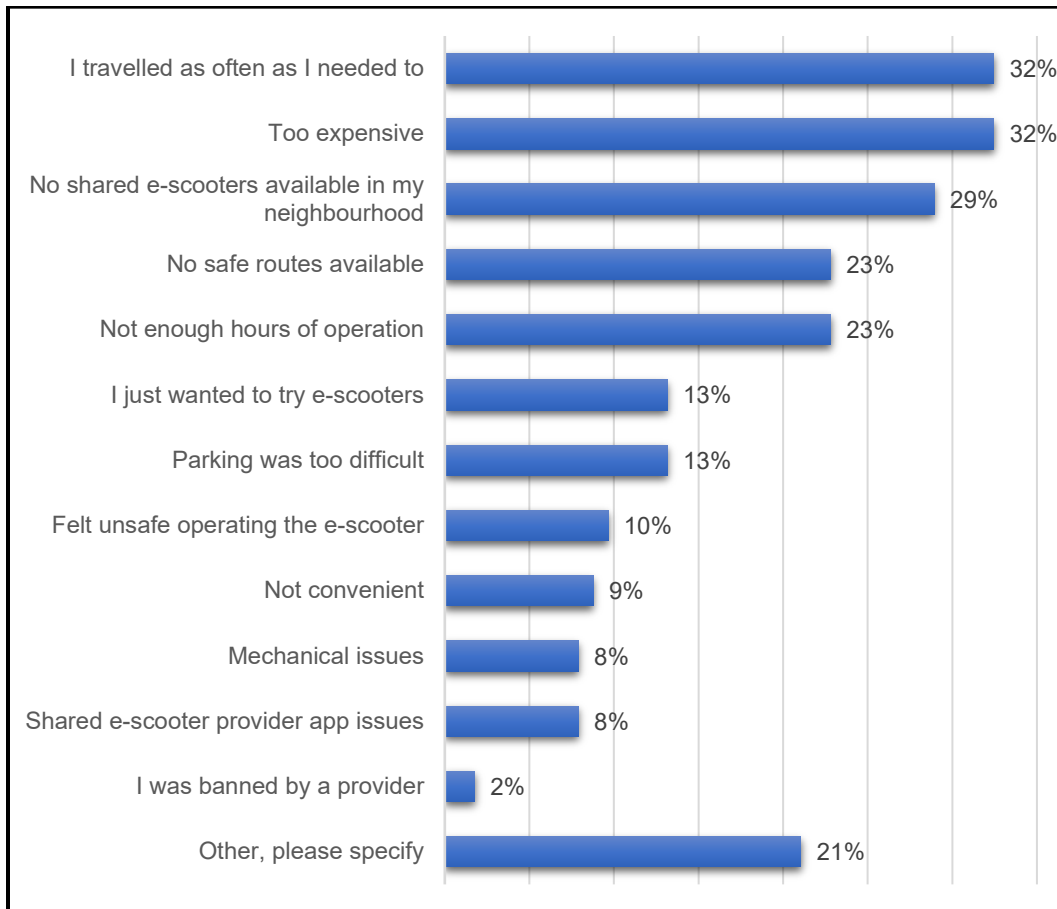
This question was asked to those who indicated that they had ridden a shared e-scooter in 2024 in question 25 and were able to find a shared e-scooter in question 36.



## Reasons Affecting Shared E-scooter Usage

38. What prevented you from using shared e-scooters more often? Select all that apply. (114 respondents)

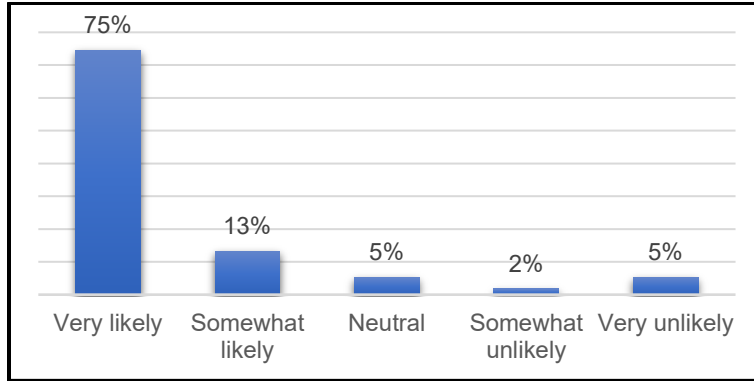
This question was asked to those who indicated that they had ridden a shared e-scooter in 2024 in question 25.



Some other reasons that prevented respondents from using shared e-scooters more often were excessive regulations and the inability to use NCC pathways, not being a suitable way to travel while with children, issues with geofencing/sidewalk detection technology and not feeling safe while riding at night. Others indicated that they had their own personal e-scooter which they used instead.

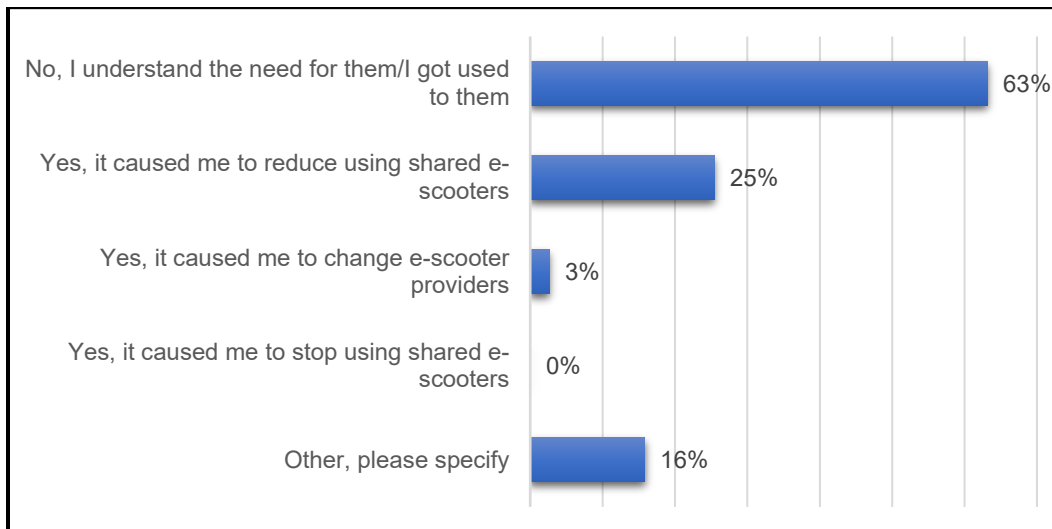
39. How likely are you to ride an e-scooter again? (114 respondents)

This question was asked to those who indicated that they had ridden a shared e-scooter in 2024 in question 25.



40. Do you feel the sound emissions impacted you as a rider? Select all that apply. (144 respondents)

This question was asked to those who indicated that they had ridden a shared e-scooter in 2024 in question 25.

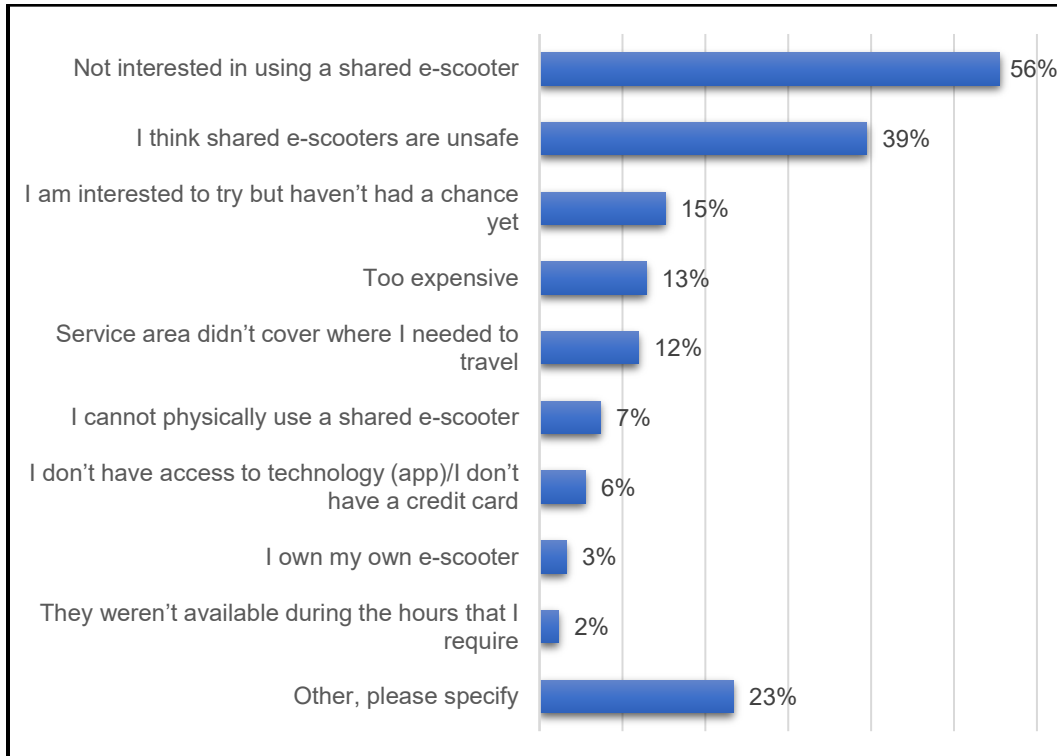


Those who responded “Other, please specify” indicated that they felt the sound emissions were distracting or annoying to them and disturbed others around them. Others were confused about the sound and thought they may have been doing something wrong even if they were riding properly. Another issue that was mentioned was the possibility of people being desensitized to the noise, therefore counteracting the desired purpose of the sound emissions.

## Did not Ride a Shared E-scooter in 2024

41. Why haven't you tried a shared e-scooter? Select all that apply. (218 respondents)

This question was asked to those who indicated that they have not ridden a shared e-scooter in Ottawa to date.

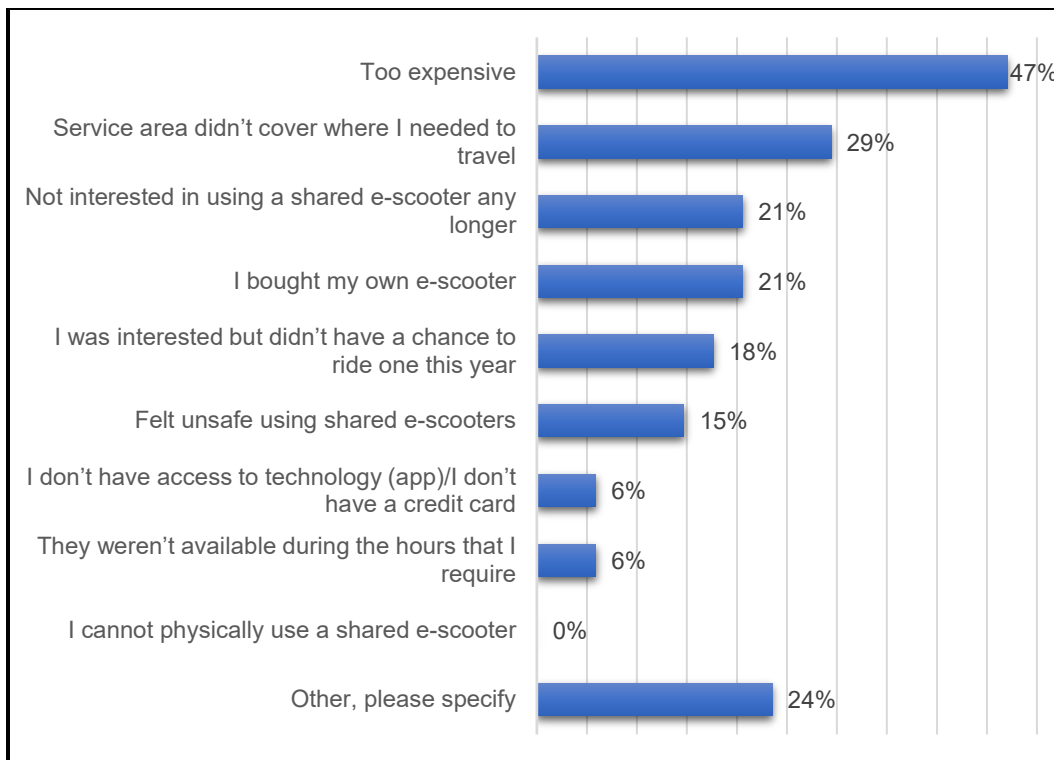


Those who responded “other” indicated that they enjoy cycling or walking for short to moderate length trips or would prefer a bikeshare program instead. Some respondents felt that there is not enough suitable infrastructure, were nervous to try shared e-scooters, or were concerned about falling/being injured while riding. Others mentioned that other modes of transportation were more convenient for them or that they did not understand how the program works.



42. Why did you not ride in 2024? Select all that apply. (34 respondents)

This question was asked to those who indicated that they rode a shared e-scooter in a previous season but not in 2024.

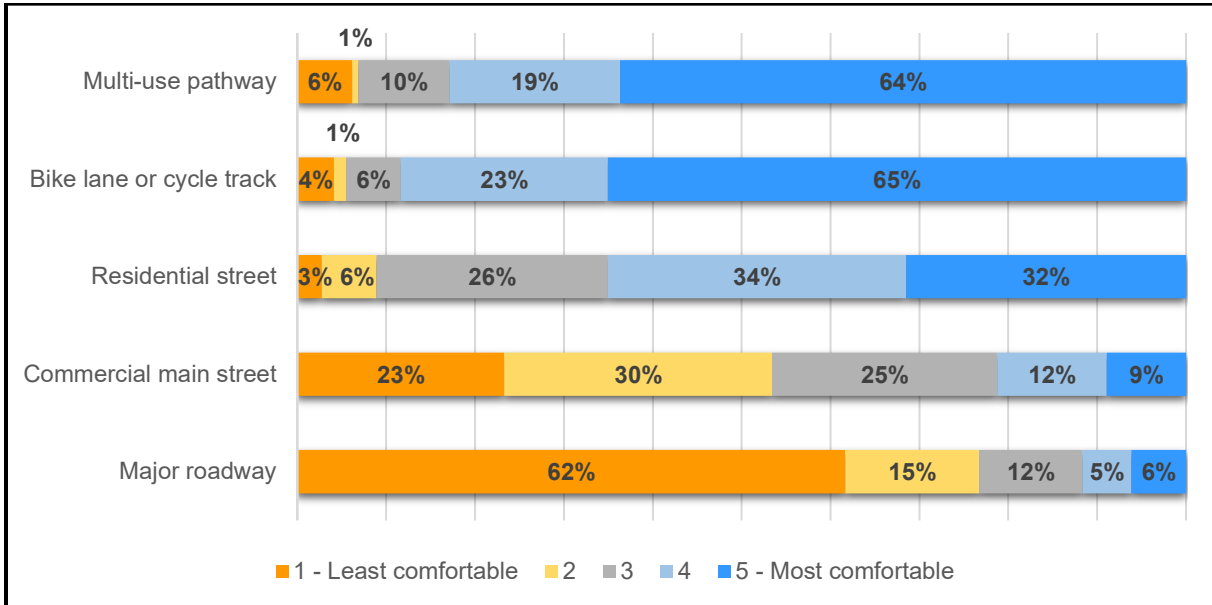


Respondents also mentioned that they preferred to walk or cycle, the existing infrastructure is not adequate or safe enough, or that the e-scooter was not functioning properly.

## Comfort Level on Various Types of Infrastructure

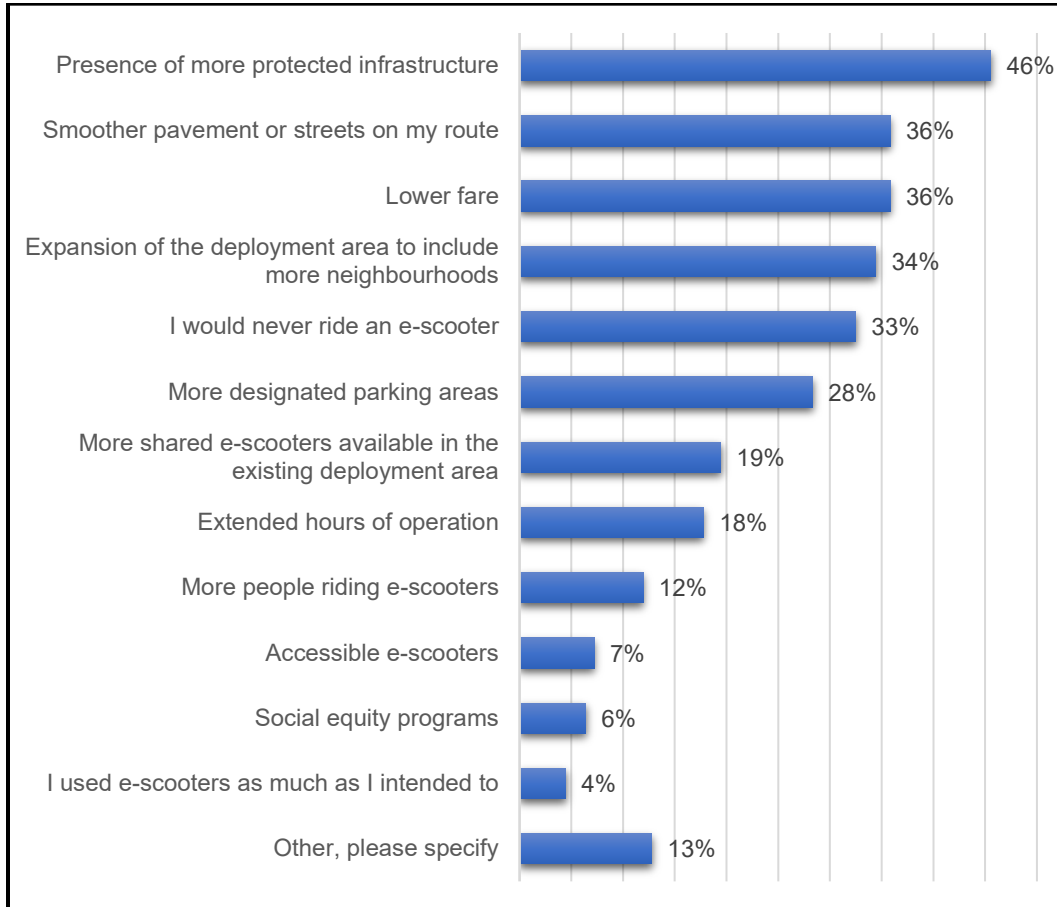
43. On a scale of 1 to 5, with 1 being the least comfortable and 5 being the most comfortable place to ride a shared e-scooter, please rate your comfort with the following: (146 respondents)

This question was asked to those who indicated that they had ridden a shared e-scooter in Ottawa in 2024 or any previous season.



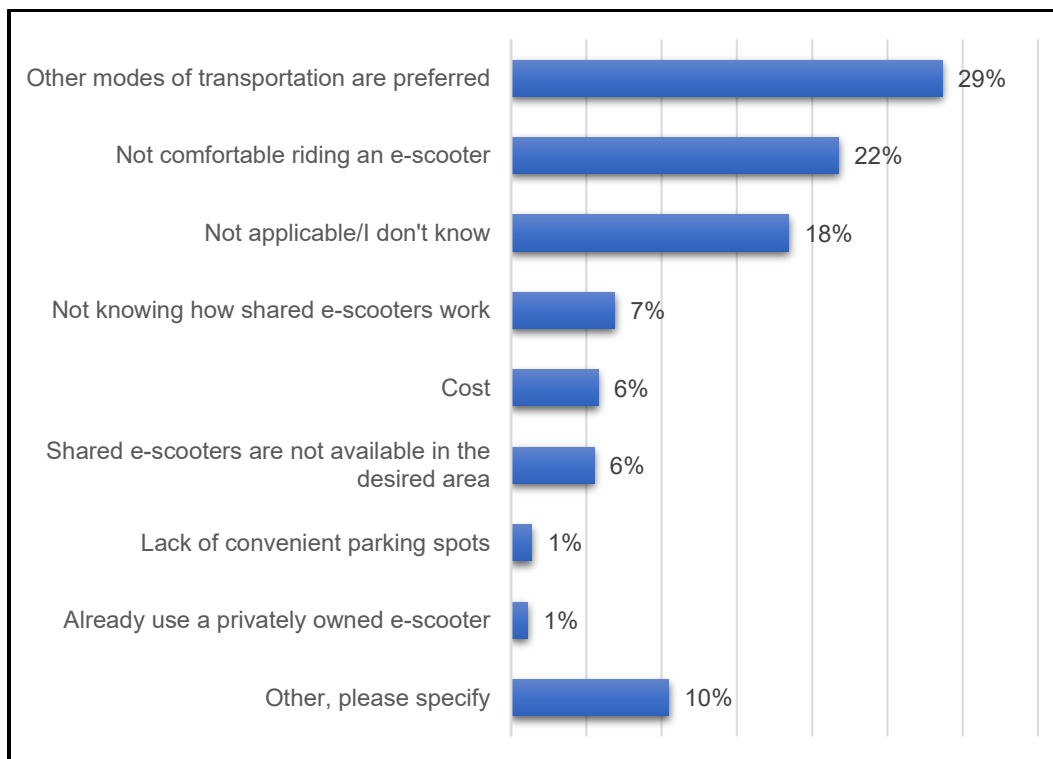
## Increasing Shared E-scooter Use

44. What would encourage you to take more e-scooter trips? Select all that apply. (360 respondents)



Those who responded “other” indicated a desire for reduced geofencing and speed restrictions, removal of the mandatory sound emissions and better features on the e-scooters such as improved suspension and phone holders. Some respondents expressed a desire for shared e-scooters to be operated under the City’s public transit system for easier trip planning and fare integration. Others felt that they did not have the balance or physical capability to safely ride an e-scooter.

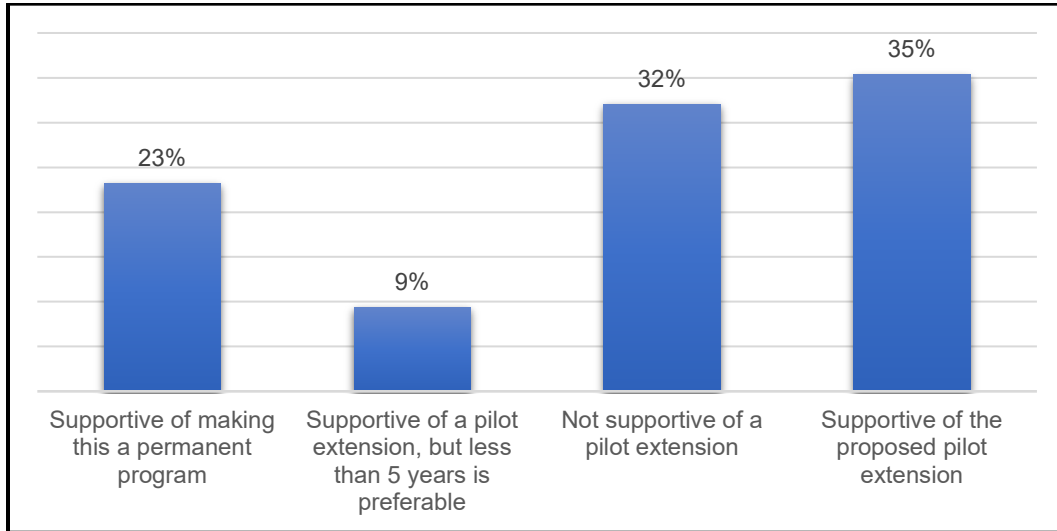
45. Of the people you know who do not use a shared e-scooter in Ottawa, what do you think their main reason could be? (360 respondents)



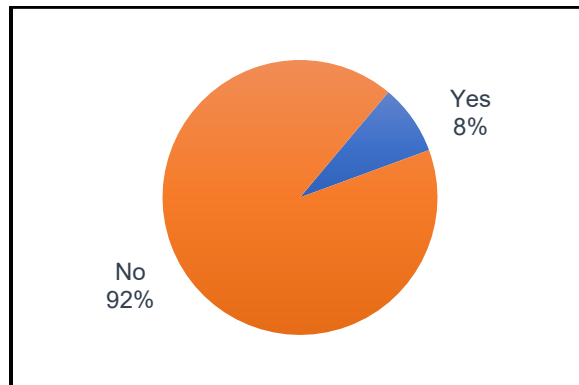
Those who responded “other” indicated the following additional reasons: safety concerns, lack of interest in riding e-scooters, complicated rules and regulations and being below 16 years of age.

## Ministry of Transportation Proposed Pilot Extension

46. The Ontario Ministry of Transportation (MTO) is proposing a new 5-year extension for the e-scooter pilot program starting in 2025. Based on this knowledge, please indicate your level of support for this proposed pilot extension. (362 respondents)

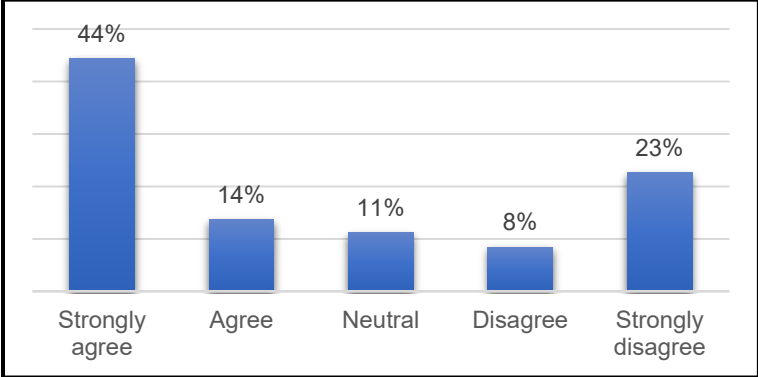


47. Did you provide feedback to the Ontario Ministry of Transportation (MTO) about the proposed pilot program extension? (362 respondents)



# General Support Level for Shared E-scooter Program in Ottawa

48. To what extent do you agree with this statement: "I want shared e-scooters to continue to be an option in Ottawa"? (359 respondents)



49. In your opinion, what were the main challenges of the 2024 shared e-scooter season? (359 respondents)

Many respondents indicated that safety was the main challenge of the 2024 season including poor rider behaviour, wrong-way riding, e-scooter misuse, lack of helmet use, double riding, reckless riding, sidewalk riding, underage riding, and not stopping at stop signs. Others indicated that they felt that too many restrictions and regulations were implemented. Some respondents indicated that parking due to the GPS signal was inaccurate and sometimes the GPS would slow the e-scooter on designated infrastructure because the GPS detected they were riding on a sidewalk.

Other challenges included being distracted or annoyed by the sound emissions, while others felt they weren't loud enough, lack of safe infrastructure, NCC pathway restrictions, not enough e-scooters deployed, limited deployment area, lack of education and enforcement, limited hours, lack of accessible e-scooters, speed restrictions and that riding a shared e-scooter was too expensive.

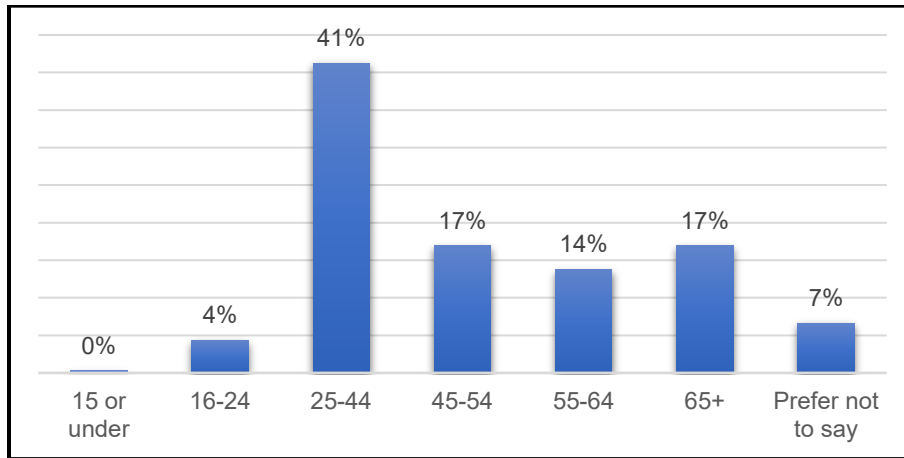
50. In your opinion, what were the positive aspects of the 2024 shared e-scooter season? (359 respondents)

Respondents noted that having another transportation option which provided the opportunity for convenient, reliable, and efficient travel was a major positive aspect of the shared e-scooter program in 2024. Many respondents also noted that e-scooters are an environmentally friendly mode of transport that reduces the number of motor vehicles on city streets within the deployment zone.

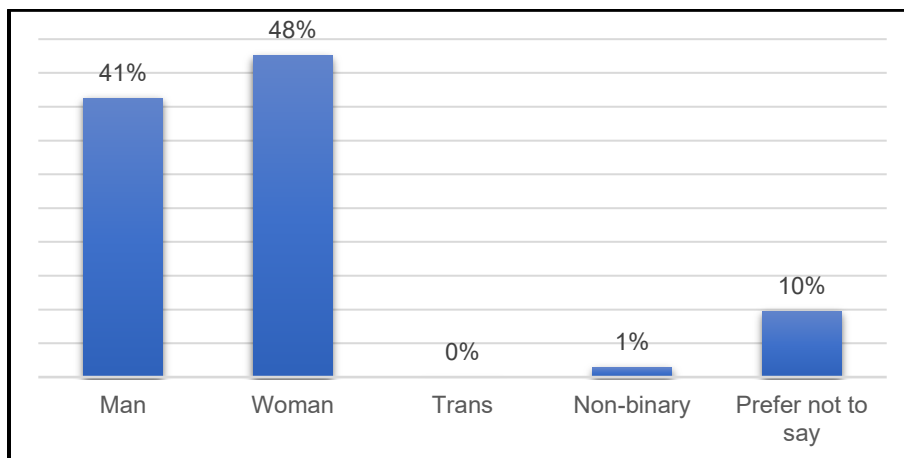
Other positive aspects of the 2024 season that were mentioned include better compliance with parking and sidewalk riding rules, affordability relative to other modes of transportation, improvement in the sound emissions, greater availability of e-scooters, extended operating hours, relatively low injury rates, and the general increased usage in Ottawa.

## Demographics

51. What is your age? (349 respondents)



52. The City of Ottawa recognizes that people may choose to identify anywhere along the gender continuum. Please choose the option with which you most closely identify. (349 respondents)





53. The City of Ottawa uses an Equity & Inclusion Lens to ensure that we are consistent and coherent in our efforts to move equity and inclusion forward in our services and to the benefit of our city. It is critical to democracy and public engagement that voices from all diverse backgrounds are heard. Do you personally identify as someone in the following group(s)? Select all that apply. (306 respondents)

