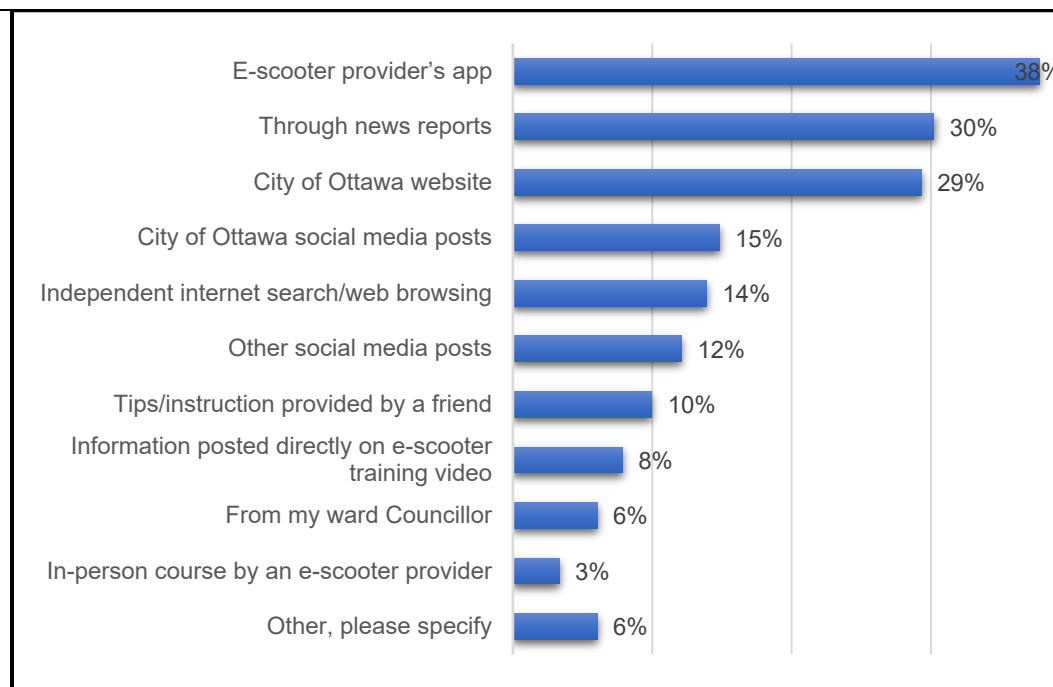


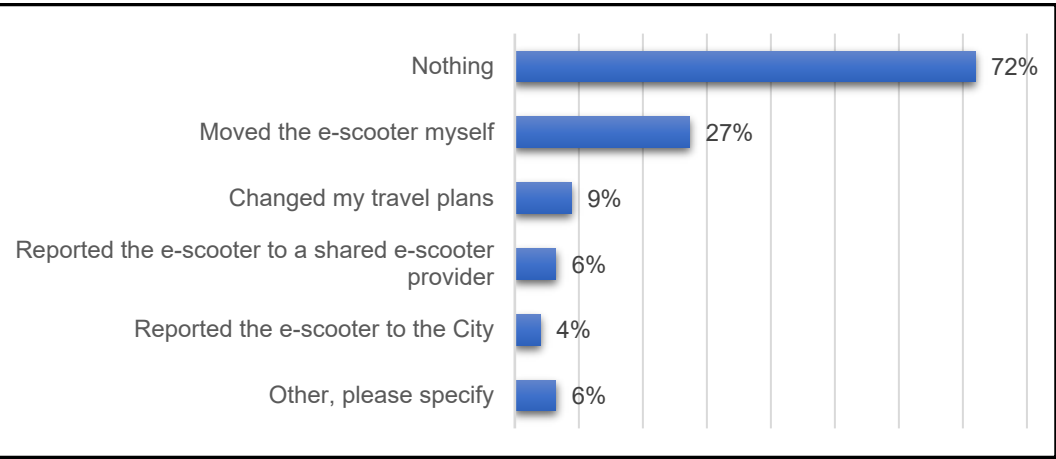
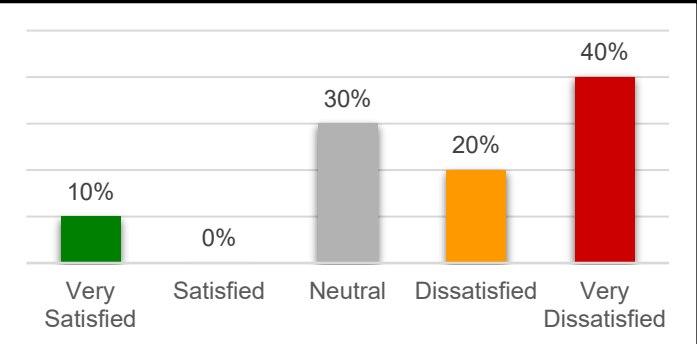
Public Engagement Feedback Report | Rapport sur le retour d'information concernant l'engagement du public

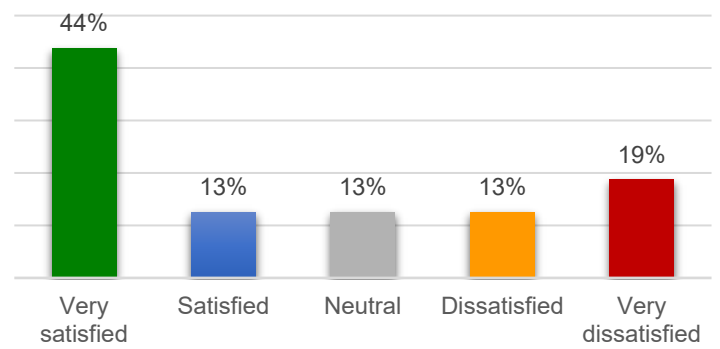
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Each e-scooter is allowed a single rider at a time	Il ne doit y avoir qu'une personne sur chaque trottinette électrique.																
Parking is authorized in designated parking spots only	Le stationnement n'est autorisé que sur les emplacements prévus à cet effet.																
Riders must be 16 years or older	Les usagers doivent être âgés de 16 ans ou plus.																
The operating speed limit for shared e-scooters is 20 km/h or 12km/h in designated 'slow zones'	La limite de vitesse pour les trottinettes électriques est de 20 km/h, ou de 12 km/h dans les zones de ralentissement désignées.																
For riders under 18, a helmet is required to ride the e-scooter	Pour les usagers de moins de 18 ans, le port d'un casque est obligatoire.																
E-scooters are only permitted on certain facilities	Les trottinettes électriques sont autorisées uniquement sur les lieux de certaines installations.																
Shared e-scooters from providers can only be used during designated hours	Les trottinettes électriques en libre-service des fournisseurs peuvent uniquement être utilisées durant les heures prévues à cet effet.																



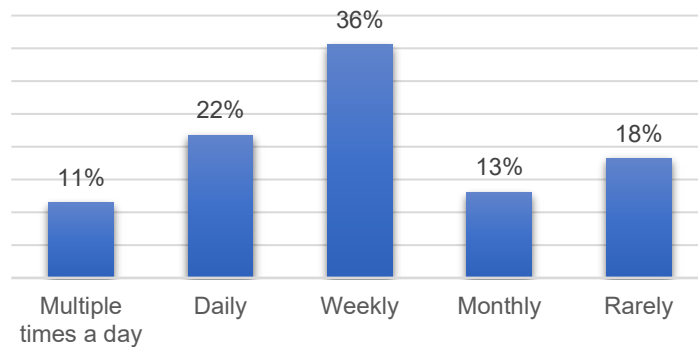
E-scooter provider's app	Application du fournisseur de trottinettes électriques
Through news reports	Aux nouvelles
City of Ottawa website	Site Web de la Ville d'Ottawa
City of Ottawa social media posts	Publications dans les médias sociaux de la Ville d'Ottawa
Independent internet search/web browsing	Recherche personnelle sur Internet
Other social media posts	Médias sociaux en général
Tips/instruction provided by a friend	Ami (conseils ou instructions)
Information posted directly on e-scooter training video	Vidéo de formation sur la trottinette électrique
From my ward Councillor	Mon conseiller de quartier
In-person course by an e-scooter provider	Cours en personne par un fournisseur de trottinettes électriques
Other, please specify	Autre, veuillez préciser

<table border="1"> <thead> <tr> <th>Infrastructure Type</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Bike lanes</td> <td>86%</td> </tr> <tr> <td>Streets with a speed limit of 50km/h or less</td> <td>83%</td> </tr> <tr> <td>City owned multi-use pathways</td> <td>65%</td> </tr> <tr> <td>Cycle tracks</td> <td>47%</td> </tr> <tr> <td>NCC multi-use pathways</td> <td>37%</td> </tr> <tr> <td>Streets with a speed limit over 50km/h</td> <td>7%</td> </tr> <tr> <td>Sidewalks</td> <td>7%</td> </tr> </tbody> </table>		Infrastructure Type	Percentage	Bike lanes	86%	Streets with a speed limit of 50km/h or less	83%	City owned multi-use pathways	65%	Cycle tracks	47%	NCC multi-use pathways	37%	Streets with a speed limit over 50km/h	7%	Sidewalks	7%
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Bike lanes	Bandes cyclables																
Streets with a speed limit of 50 km/h or less	Rues où la limite de vitesse est de 50 km/h ou moins																
City owned multi-use pathways	Sentiers polyvalents municipaux																
Cycle tracks	Pistes cyclables																
NCC multi-use pathways	Sentiers polyvalents de la CCN																
Streets with a speed limit over 50 km/h	Rues où la limite de vitesse est de plus de 50 km/h																
Sidewalks	Trottoirs																
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Daily	Chaque jour																
Multiple times a day	Plusieurs fois par jour																

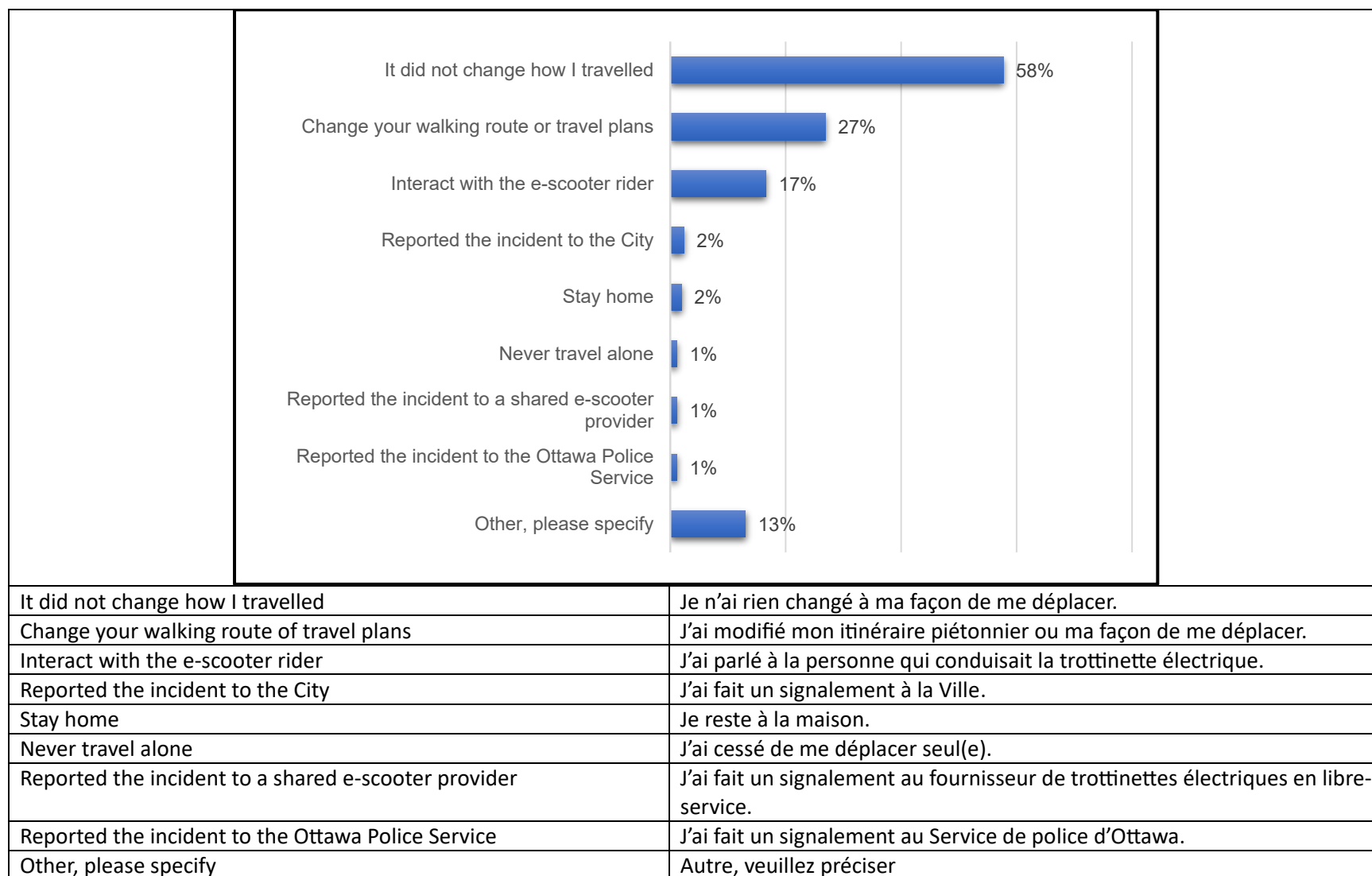
	
Nothing	Rien
Moved the e-scooter myself	J'ai déplacé la trottinette électrique moi-même.
Changed my travel plans	J'ai changé mon itinéraire.
Reported the e-scooter to a shared e-scooter provider	J'ai fait un signalement au fournisseur de trottinettes électriques en libre-service.
Reported the e-scooter to the City	J'ai fait un signalement à la Ville.
Other, please specify	Autre, veuillez préciser
	
Very satisfied	Très satisfait(e)
Satisfied	Satisfait(e)
Neutral	Neutre
Dissatisfied	Insatisfait(e)
Very dissatisfied	Très insatisfait(e)

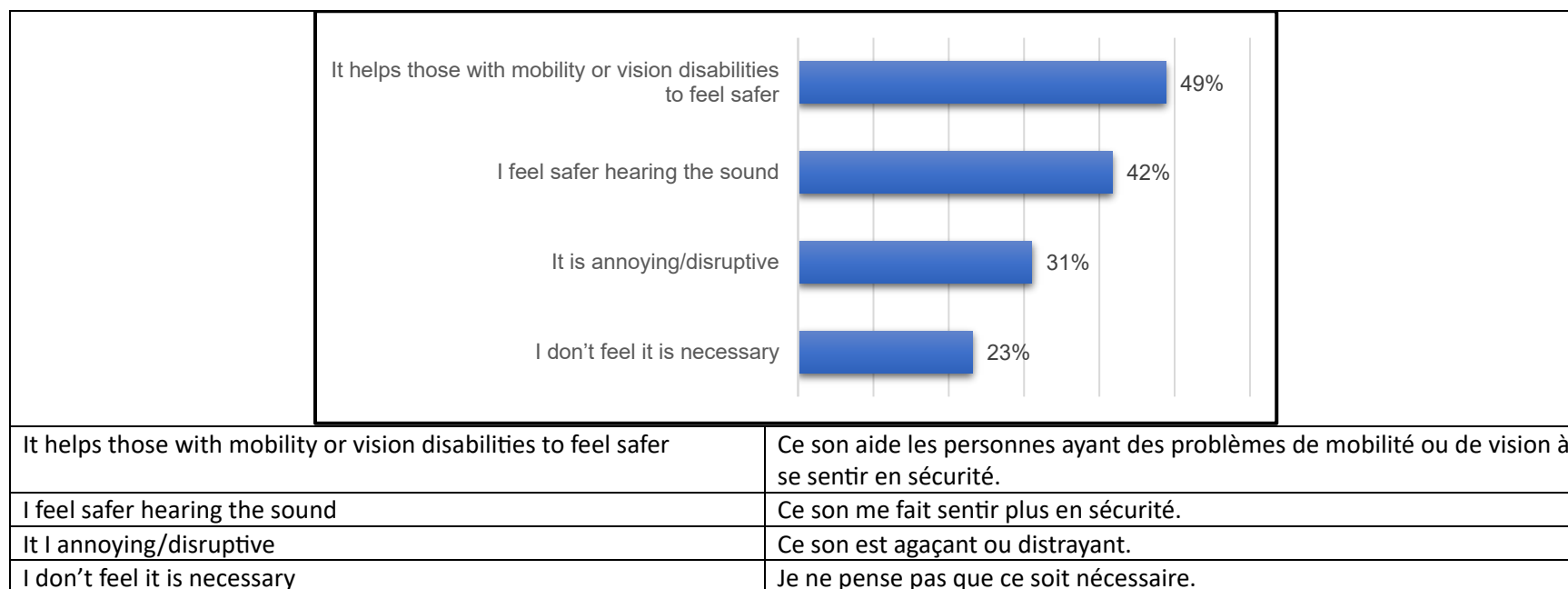


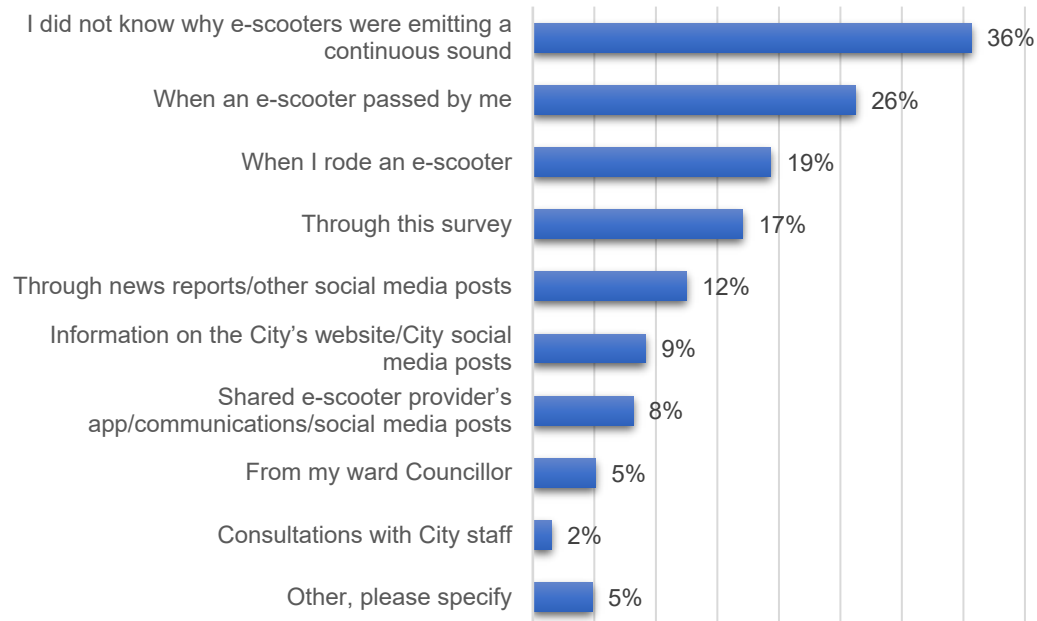
Very satisfied	Très satisfait(e)										
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<table border="1"> <thead> <tr> <th>Ownership Type</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Privately owned</td> <td>44%</td> </tr> <tr> <td>Shared Neuron e-scooter (orange)</td> <td>41%</td> </tr> <tr> <td>I don't know</td> <td>40%</td> </tr> <tr> <td>Shared Bird e-scooter (silver and blue)</td> <td>39%</td> </tr> </tbody> </table>		Ownership Type	Percentage	Privately owned	44%	Shared Neuron e-scooter (orange)	41%	I don't know	40%	Shared Bird e-scooter (silver and blue)	39%
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Privately owned	Trottinette électrique personnelle										
Shared Neuron e-scooter (orange)	Trottinette électrique en libre-service Neuron (orange)										
I don't know	Je ne sais pas.										
Shared Bird e-scooter (silver and blue)	Trottinette électrique en libre-service Bird (argentée et bleue)										



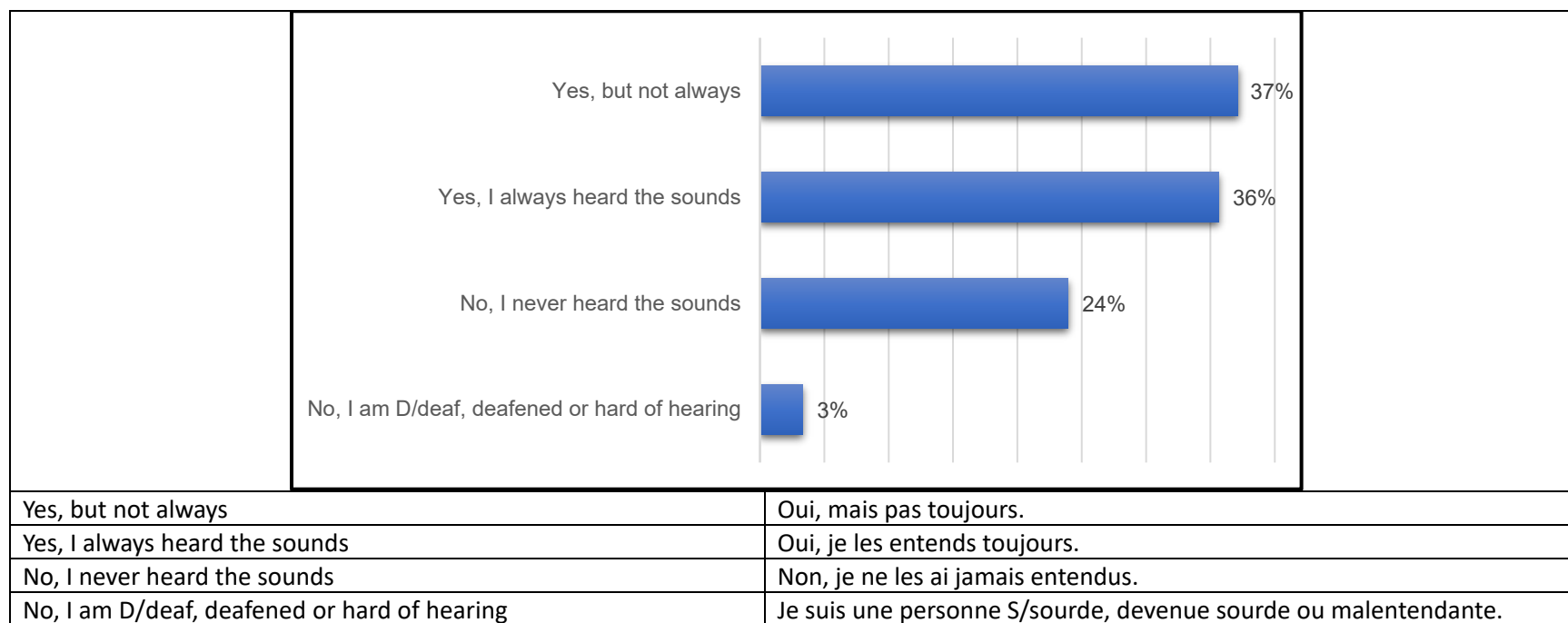
Multiple times a day	Plusieurs fois par jour
Daily	Chaque jour
Weekly	Chaque semaine
Monthly	Chaque mois
Rarely	Rarement

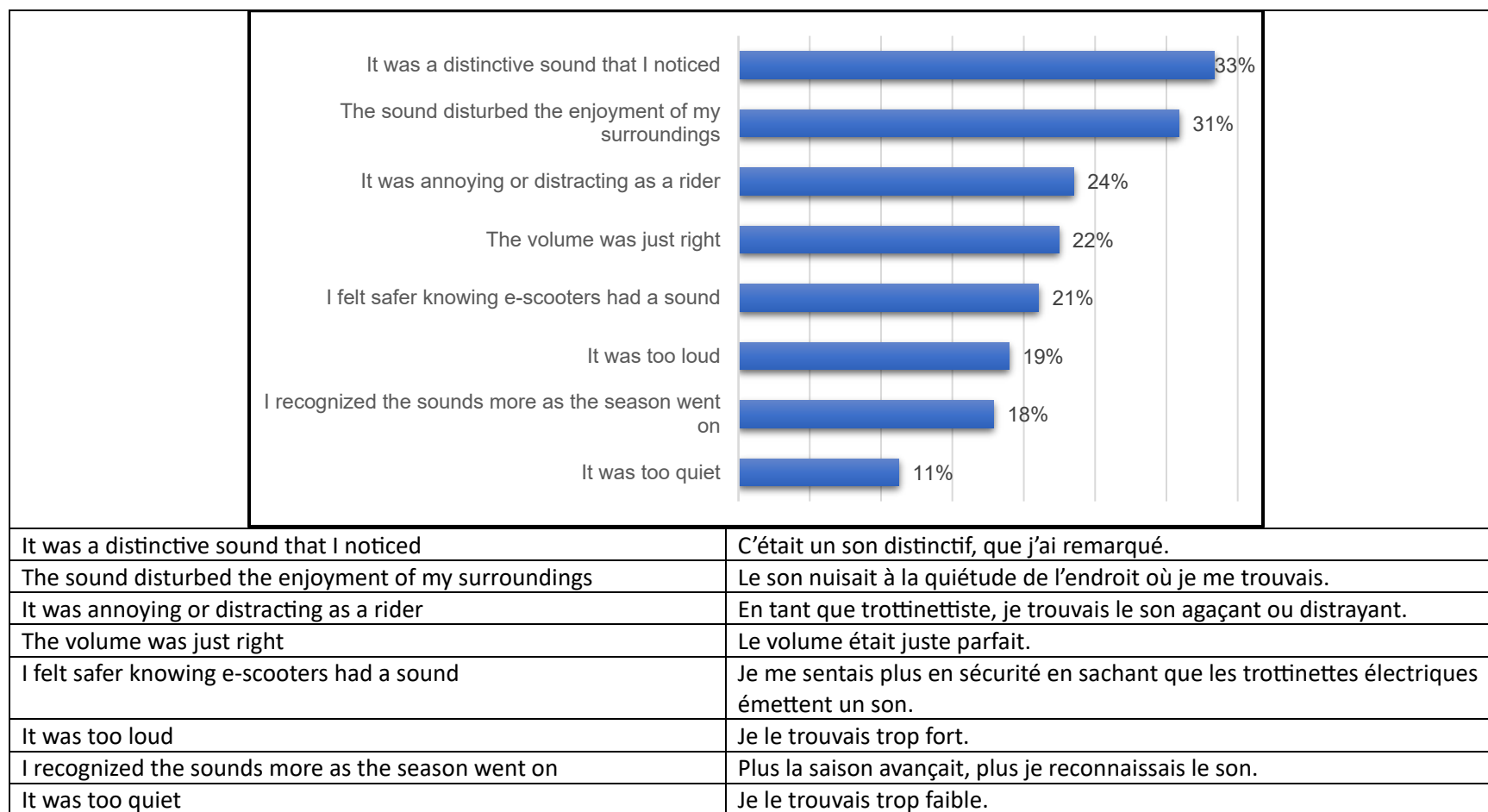


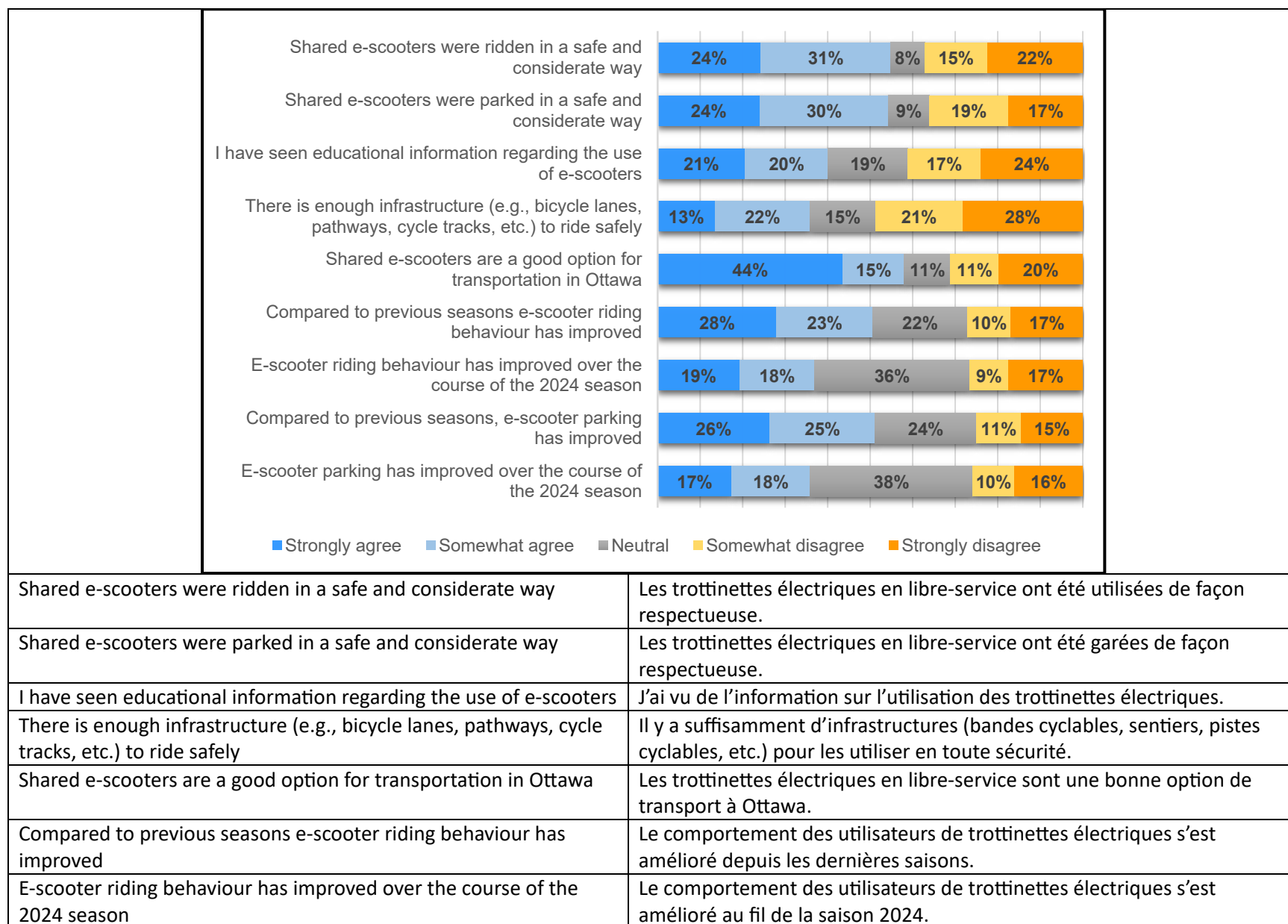




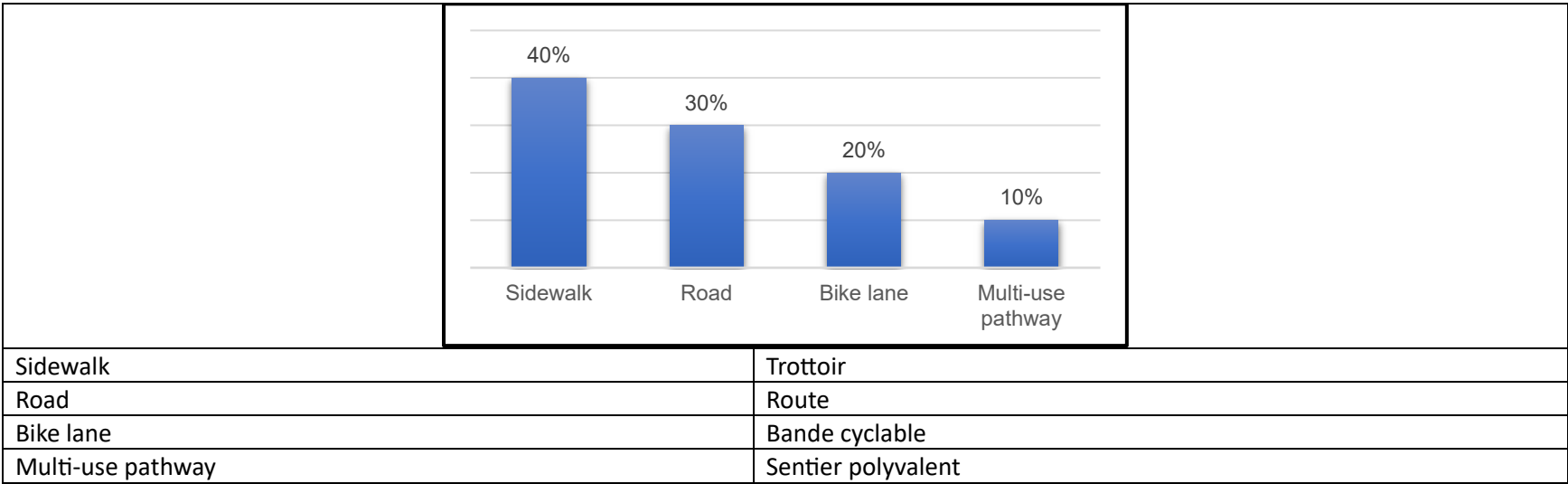
I did not know why e-scooter were emitting a continuous sound	Je ne savais pas pourquoi les trottinettes électriques faisaient ce son continu.
When an e-scooter passed by me	Au passage d'une trottinette électrique.
When I rode an e-scooter	Quand j'ai utilisé une trottinette électrique.
Through this survey	Dans ce sondage
Through news reports/other social media posts	Aux nouvelles ou dans les médias sociaux
Information on the City's website/City social media posts	Site Web de la Ville ou publications dans les médias sociaux de la Ville
Shared e -scooter provider's app/communications/social media posts	Application, communications et messages sur les médias sociaux du fournisseur de trottinettes électriques en libre-service
From my ward Councillor	Mon conseiller de quartier
Consultations with city staff	Lors de consultations avec le personnel de la Ville
Other, please specify	Autre, veuillez préciser

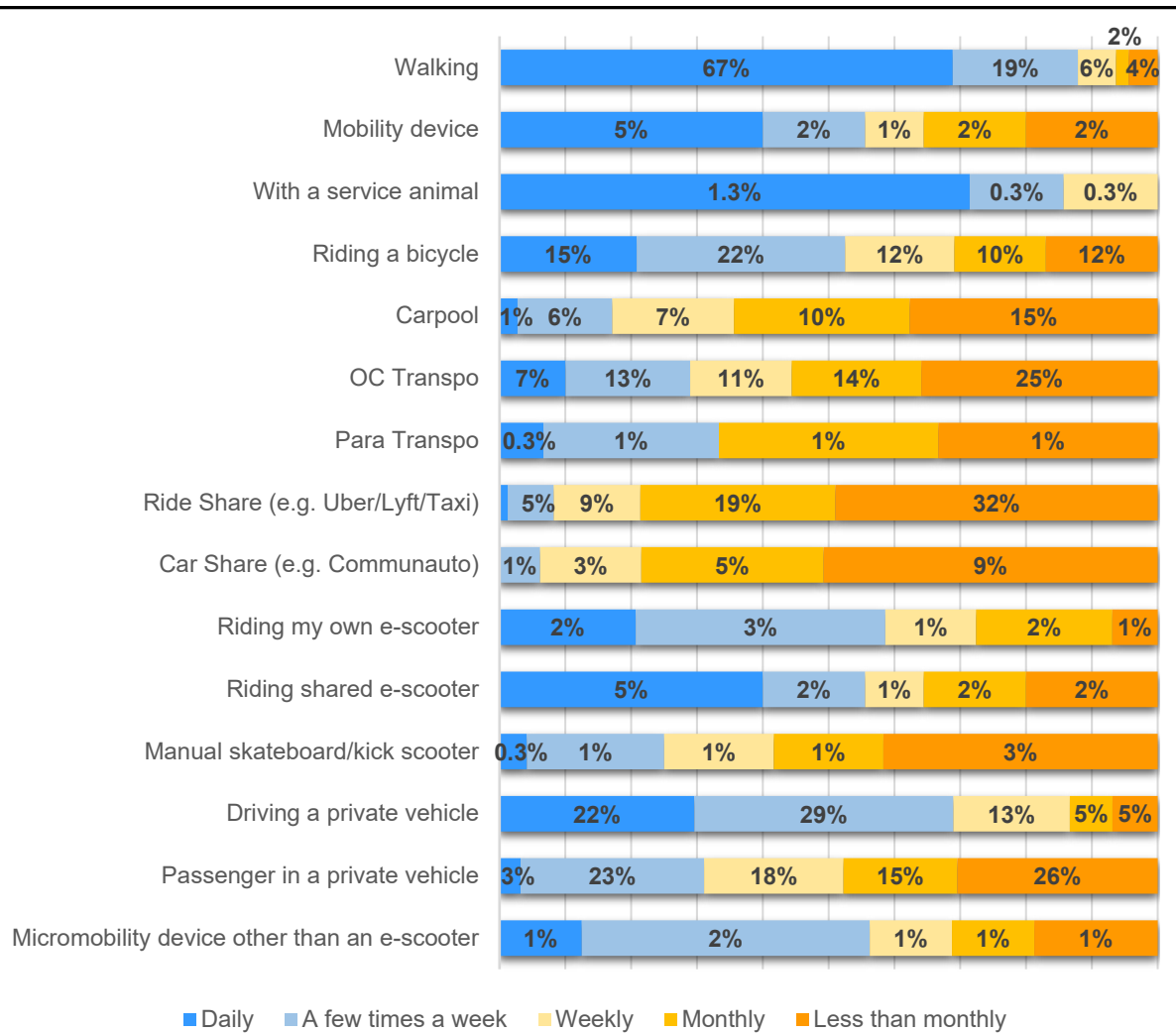






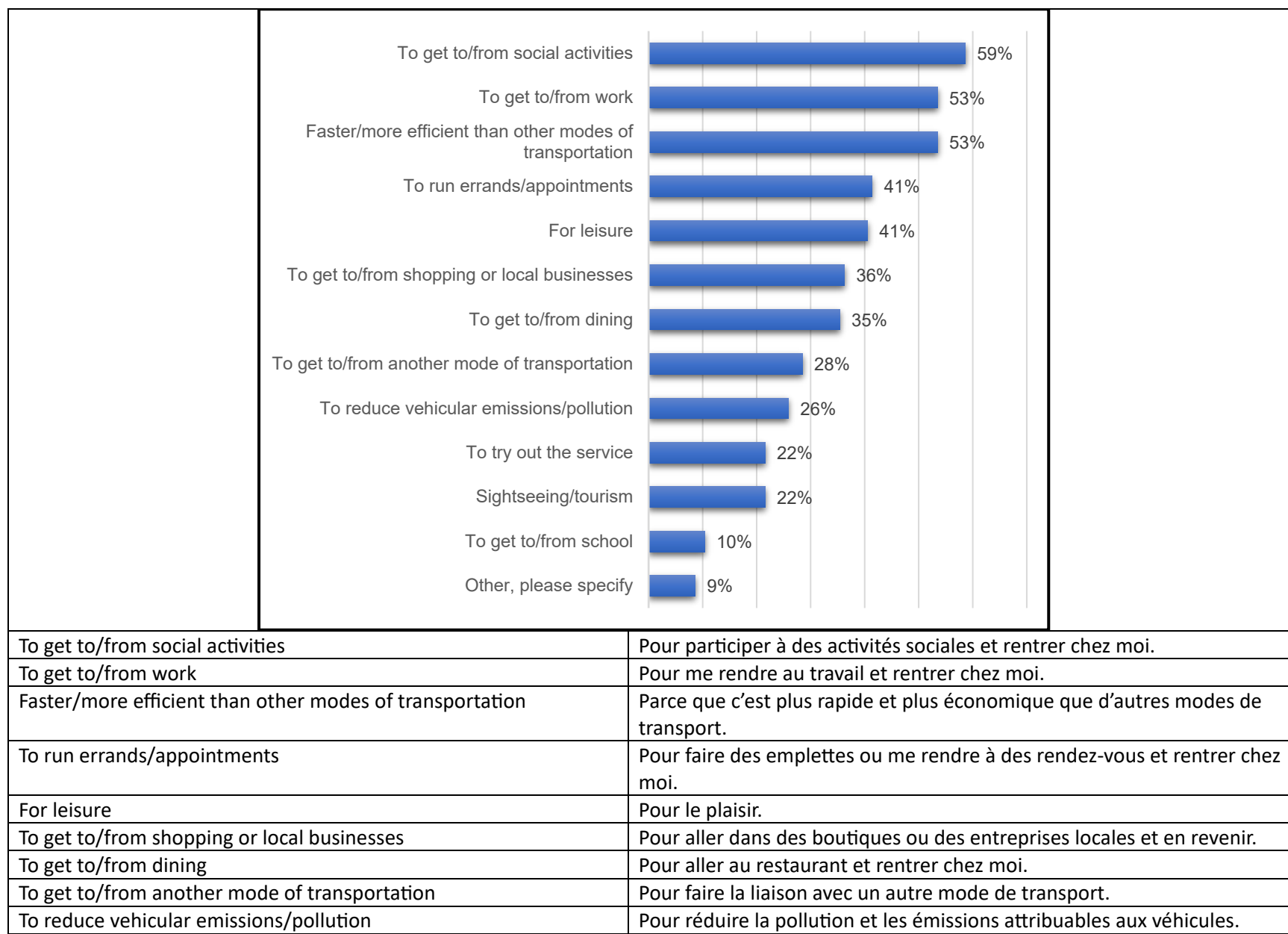
Compared to previous seasons, e-scooter parking has improved	Le stationnement des trottinettes électriques s'est amélioré depuis les dernières saisons.														
E-Scooter parking has improved over the course of the 2024 season	Le stationnement des trottinettes électriques s'est amélioré au fil de la saison 2024.														
Strongly agree Somewhat agree Neutral Somewhat disagree Strongly disagree	Tout à fait d'accord Plutôt d'accord Neutre Plutôt en désaccord Fortement en désaccord														
	<table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Pedestrian</td> <td>50%</td> </tr> <tr> <td>E-scooter rider</td> <td>20%</td> </tr> <tr> <td>Motor vehicle</td> <td>20%</td> </tr> <tr> <td>Other, please specify</td> <td>20%</td> </tr> <tr> <td>Mobility device user (e.g. wheelchair or cane)</td> <td>10%</td> </tr> <tr> <td>Fixed object</td> <td>10%</td> </tr> </tbody> </table>	Category	Percentage	Pedestrian	50%	E-scooter rider	20%	Motor vehicle	20%	Other, please specify	20%	Mobility device user (e.g. wheelchair or cane)	10%	Fixed object	10%
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Mobility device user (e.g. wheelchair or cane)	10%														
Fixed object	10%														
Pedestrian	Piéton														
E-scooter rider	Utilisateur d'une trottinette électrique														
Motor vehicle	Véhicule à moteur														
Othe, please specify	Autre, veuillez préciser														
Mobility device user (e.g., wheelchair or cane)	Utilisateur d'un appareil ou d'un accessoire d'aide à la mobilité (fauteuil roulant, canne, etc.)														
Fixed object	Objet fixe														



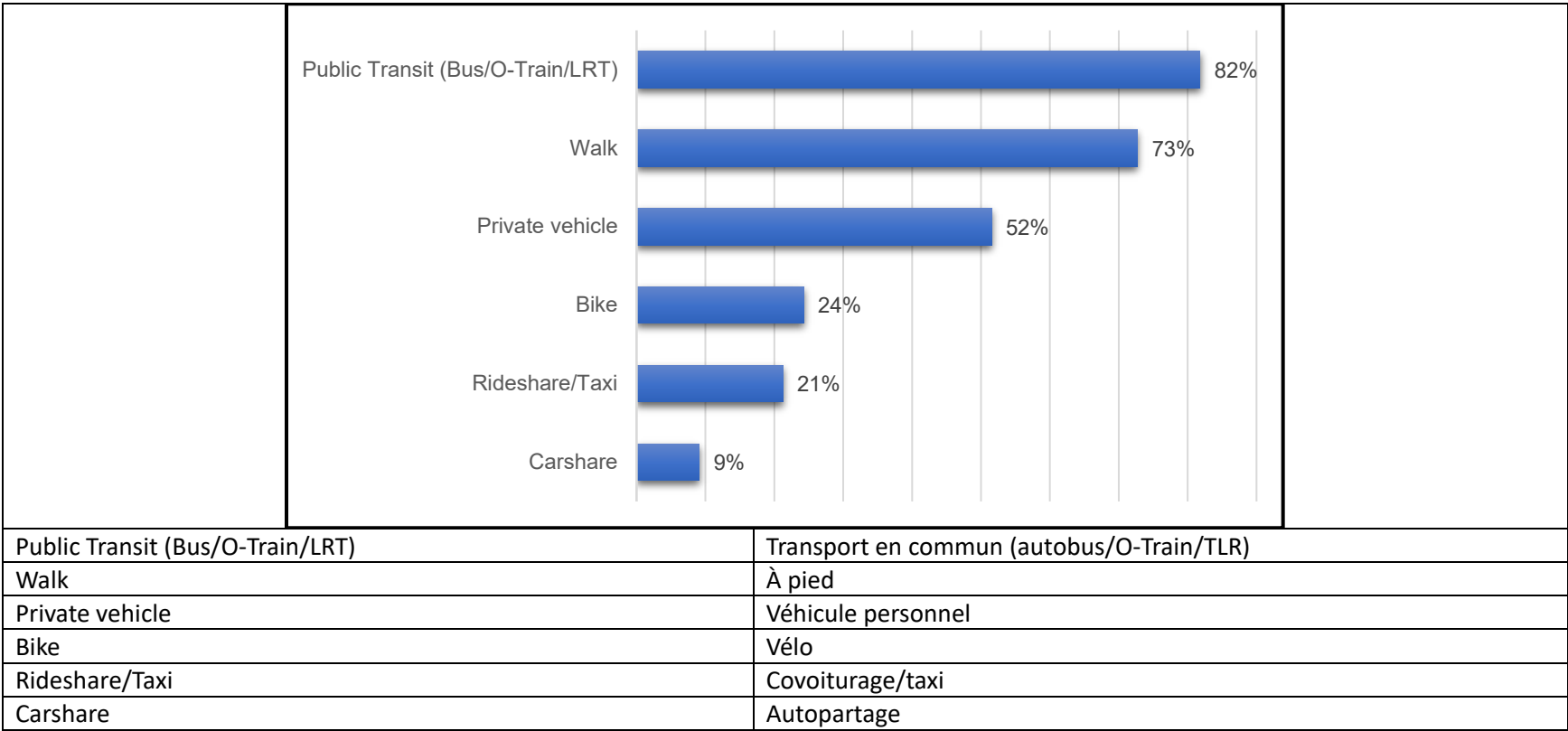


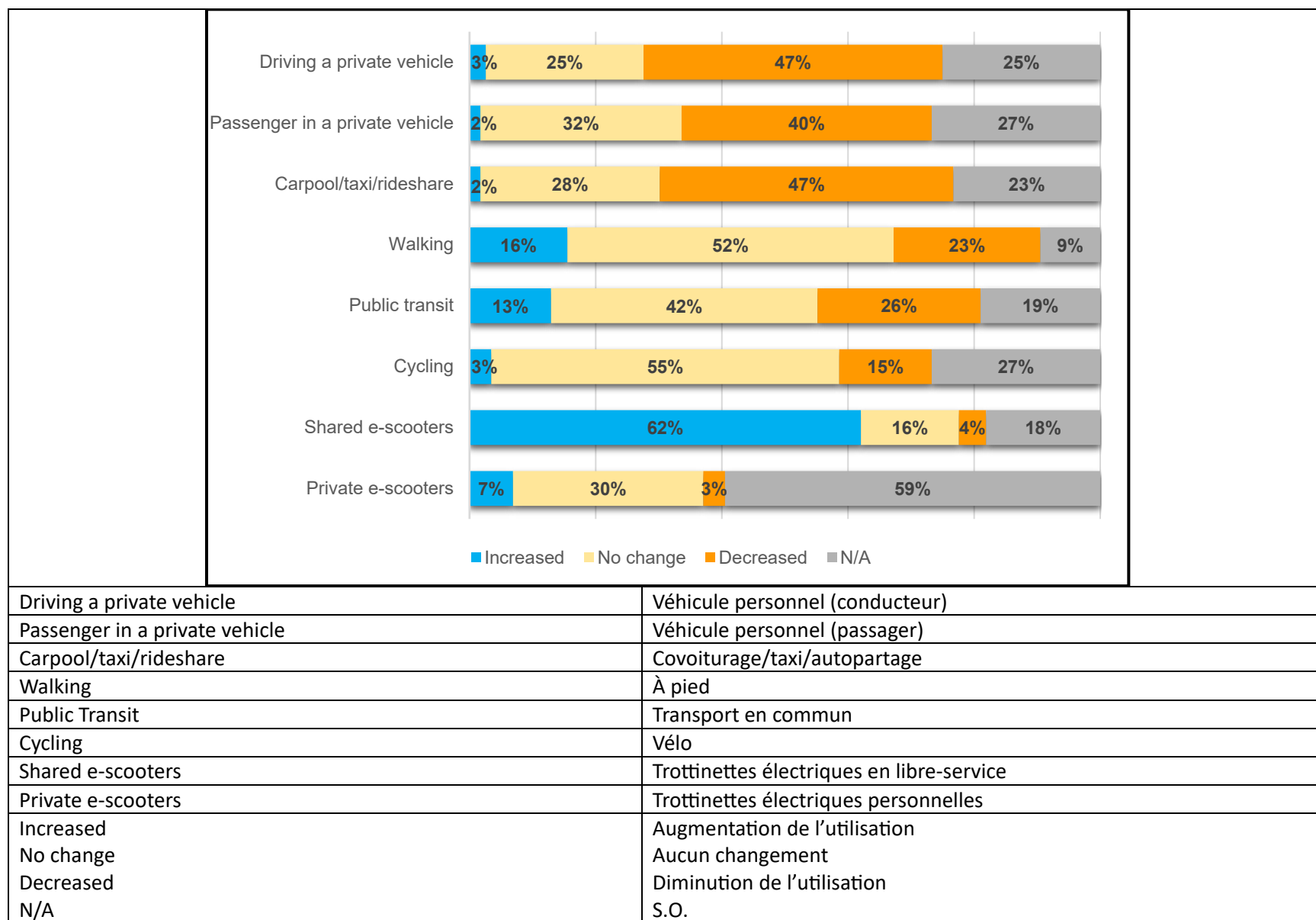
Walking	À pied
Mobility device	Appareil d'aide à la mobilité
With a service animal	Avec un animal d'assistance
Riding a bicycle	À vélo
Carpool	Covoiturage

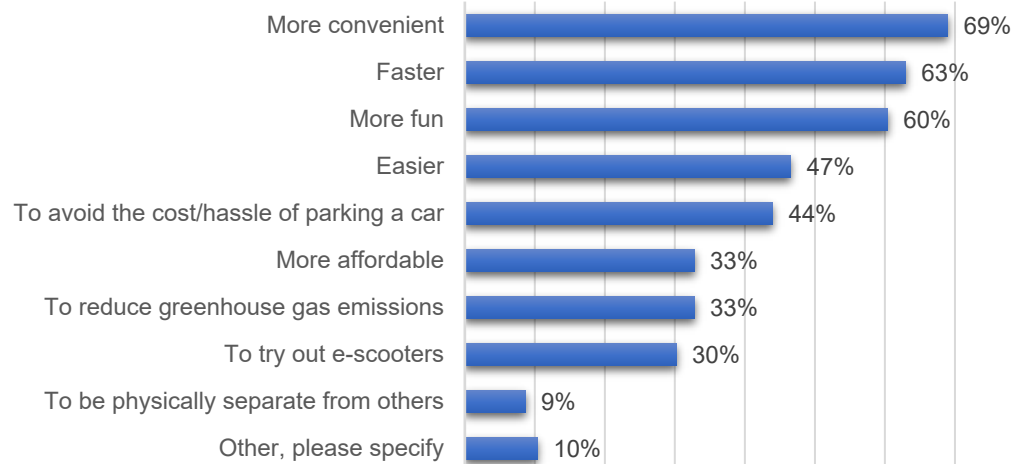
OC Transpo	OC Transpo														
Para Transpo	Para Transpo														
Ride Share (e.g., Uber/Lyft/Taxi)	Service de covoiturage (p. ex. Uber, Lyft et taxi)														
Car Share (e.g., Communauto)	Service d'autopartage (p. ex. Communauto)														
Riding my own e-scooter	Trottinette électrique personnelle														
Riding a shared e-scooter	Trottinette électrique en libre-service														
Manual skateboard/kick scooter	Planche à roulettes ou trottinette														
Driving a private vehicle	Véhicule personnel (conducteur)														
Passenger in a private vehicle	Véhicule personnel (passager)														
Micromobility device other than an e-scooter	Véhicule de micromobilité autre qu'une trottinette électrique														
Daily	Chaque jour														
A few times a week	Quelques fois par semaine														
Weekly	Chaque semaine														
Monthly	Chaque mois														
Less than a month	Moins d'une fois par mois														
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No	Non														
Yes, only once	Oui, une fois														
Yes, 2-5 trips	Oui, de 2 à 5 fois														
Yes, 6-10 trips	Oui, de 6 à 10 fois														
Yes, 11-20 trips	Oui, de 11 à 20 fois														
Yes, more than 20 trips	Plus de 20 fois														



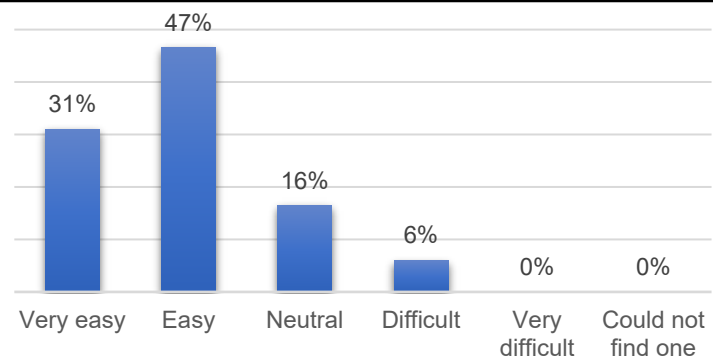
To try out the service	Pour essayer le service.										
Sightseeing/tourism	Pour faire une visite touristique .										
To get to/from school	Pour aller à l'école et rentrer chez moi.										
Other, please specify	Autre, veuillez préciser										
A bar chart with four blue bars representing different price ranges. The x-axis labels are 'Over \$100', '\$51-100', '\$21-50', and '\$20 or less'. The y-axis represents percentages, with horizontal grid lines at 10% intervals. The bars are labeled with their respective percentages: 23%, 20%, 41%, and 16%. <table border="1"> <thead> <tr> <th>Price Range</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Over \$100</td> <td>23%</td> </tr> <tr> <td>\$51-100</td> <td>20%</td> </tr> <tr> <td>\$21-50</td> <td>41%</td> </tr> <tr> <td>\$20 or less</td> <td>16%</td> </tr> </tbody> </table>		Price Range	Percentage	Over \$100	23%	\$51-100	20%	\$21-50	41%	\$20 or less	16%
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Over \$100	Plus de 100 \$										
\$51-100	De 51 à 100 \$										
\$21-50	De 21 à 50 \$										
\$20 or less	20 \$ ou moins										







More convenient	Plus pratique
Faster	Plus rapide
More fun	Plus plaisant
Easier	Plus facile
To avoid the cost/hassle of parking a car	Pour éviter les frais et les inconvénients du stationnement d'une voiture.
More affordable	Plus abordable
To reduce greenhouse gas emissions	Pour réduire les émissions de gaz à effet de serre.
To try out e-scooters	Pour essayer les trottinettes électriques.
To be physically separate from others	Pour maintenir mes distances avec les autres.
Other, please specify	Autre, veuillez préciser



Very easy

Très facile

Easy

Facile

Neutral

Neutre

Difficult

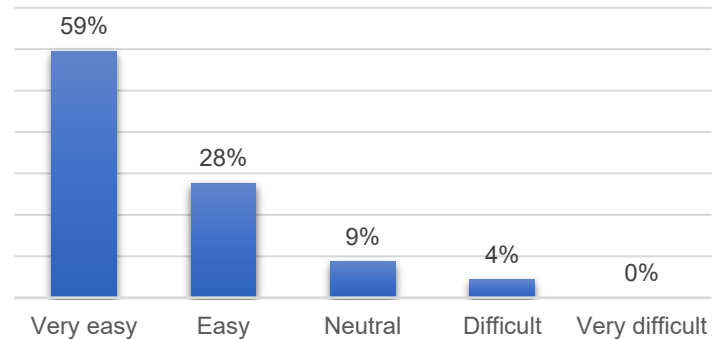
Difficile

Very difficult

Très difficile

Could not find one

Je n'ai pas pu en trouver.



Very easy

Très facile

Easy

Facile

Neutral

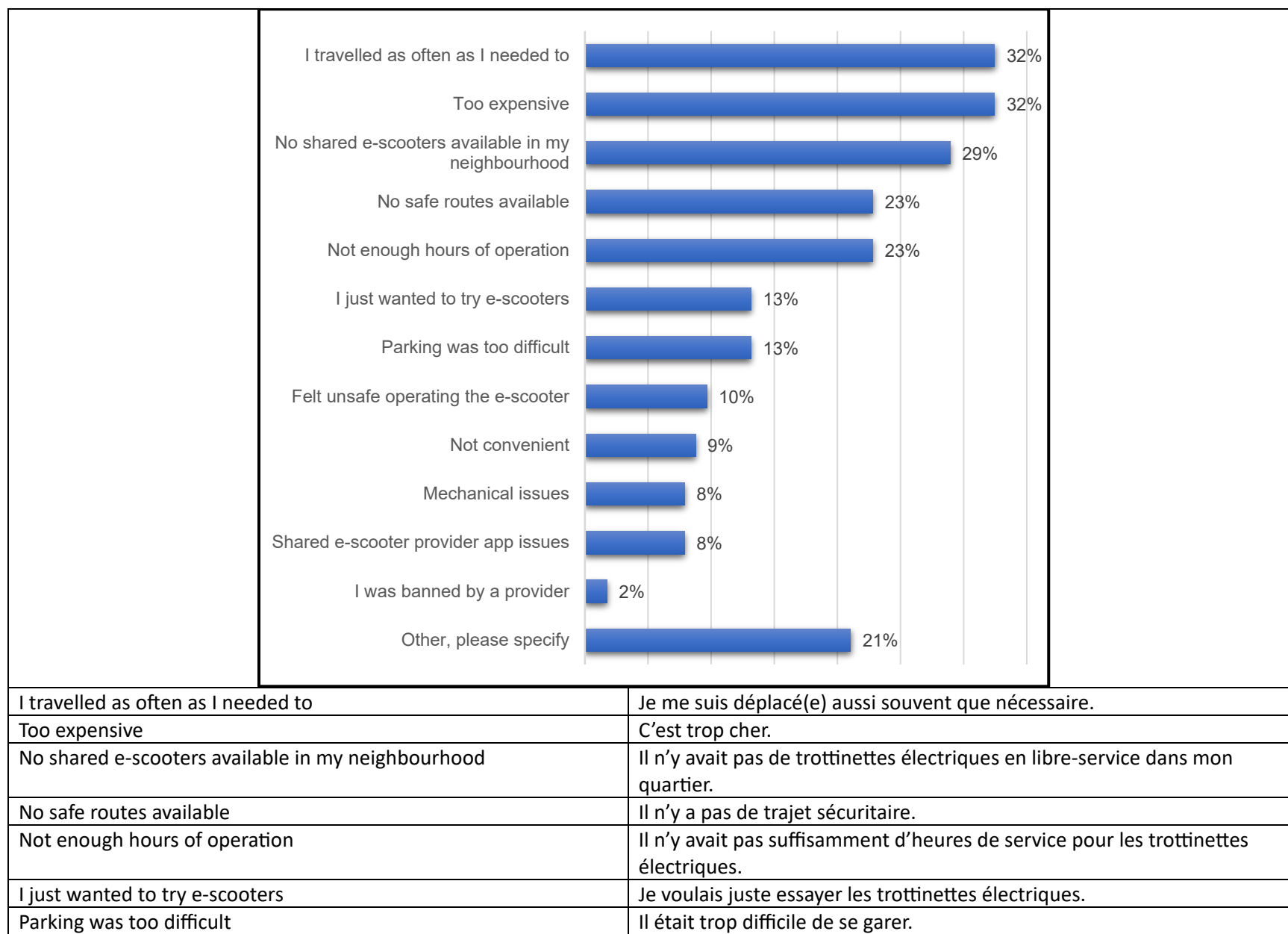
Neutre

Difficult

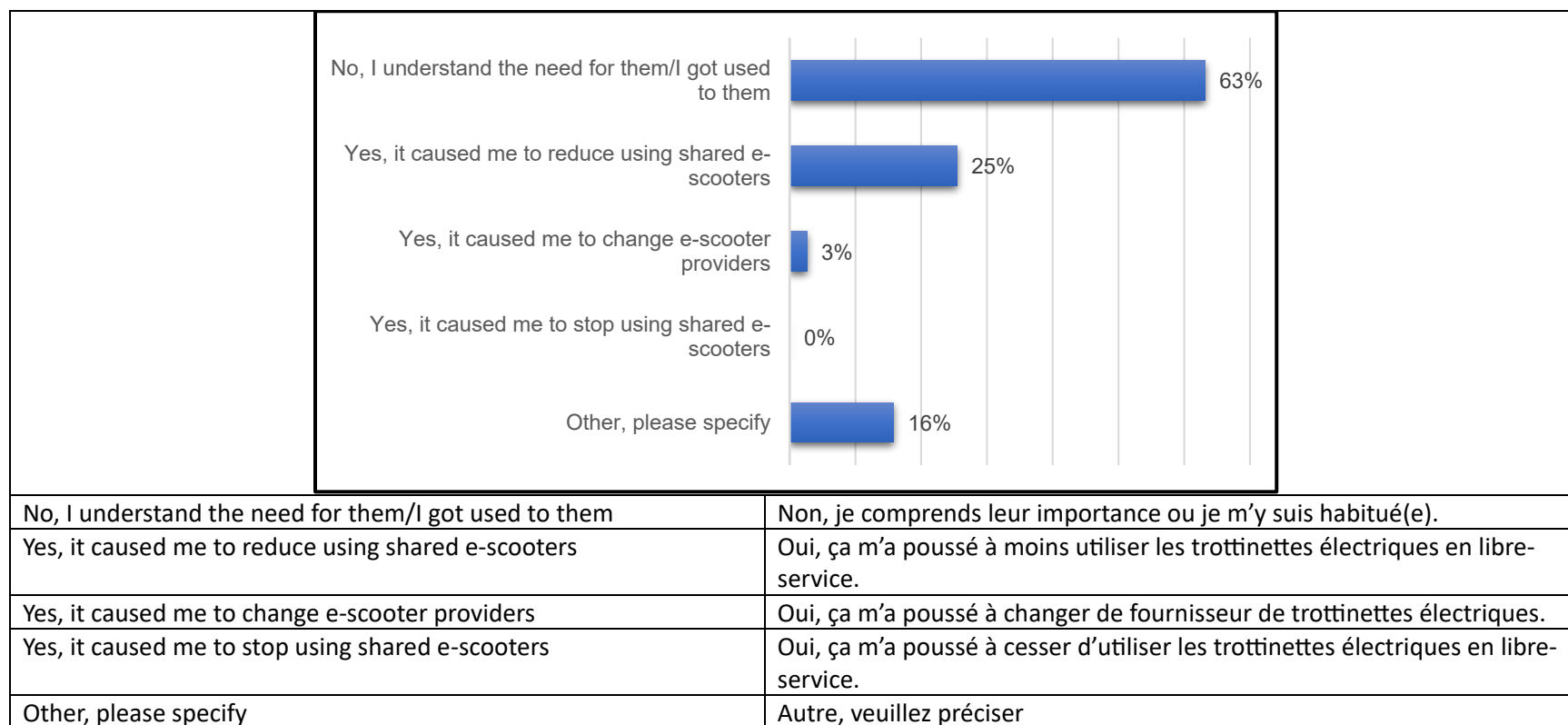
Difficile

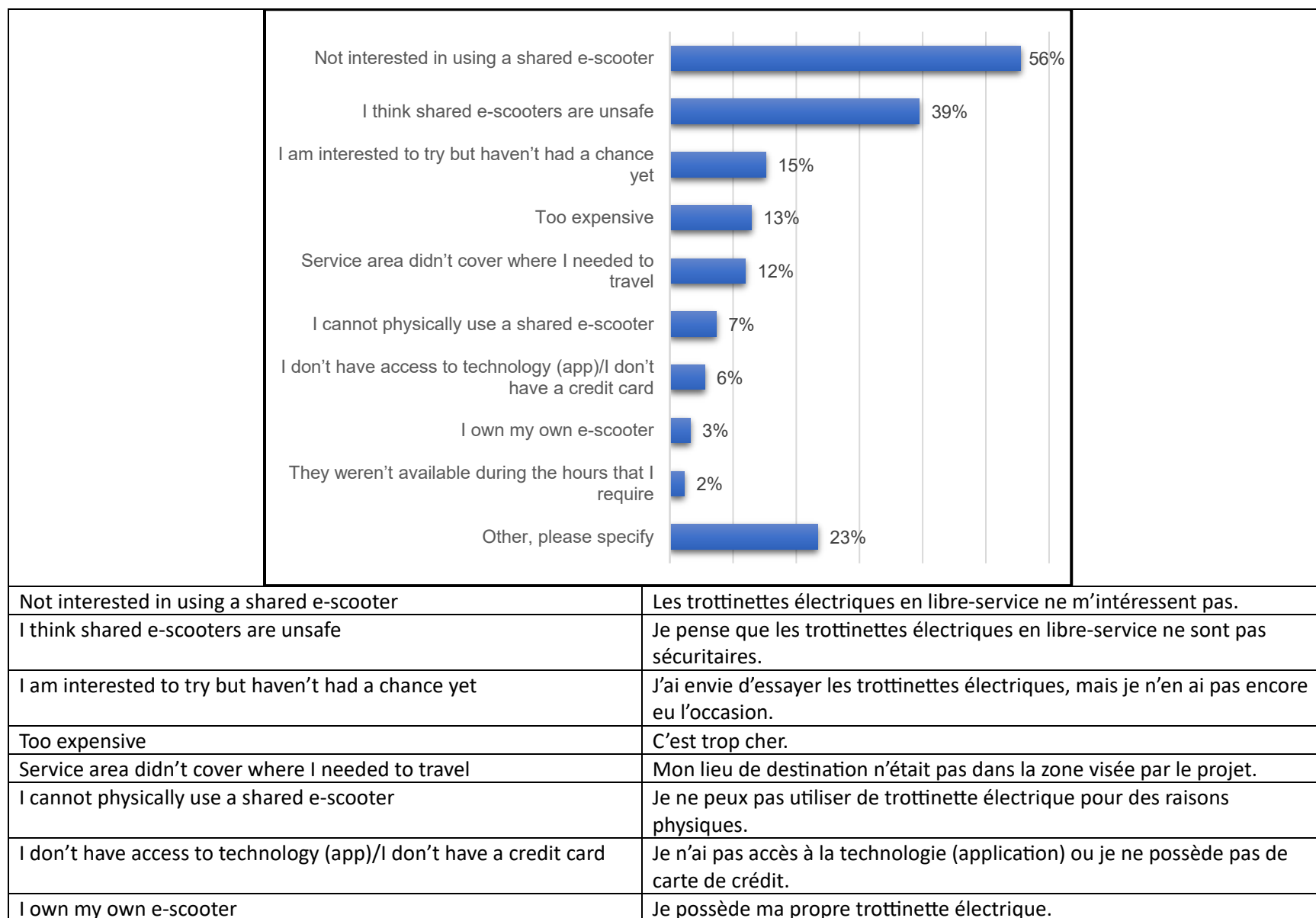
Very difficult

Très difficile



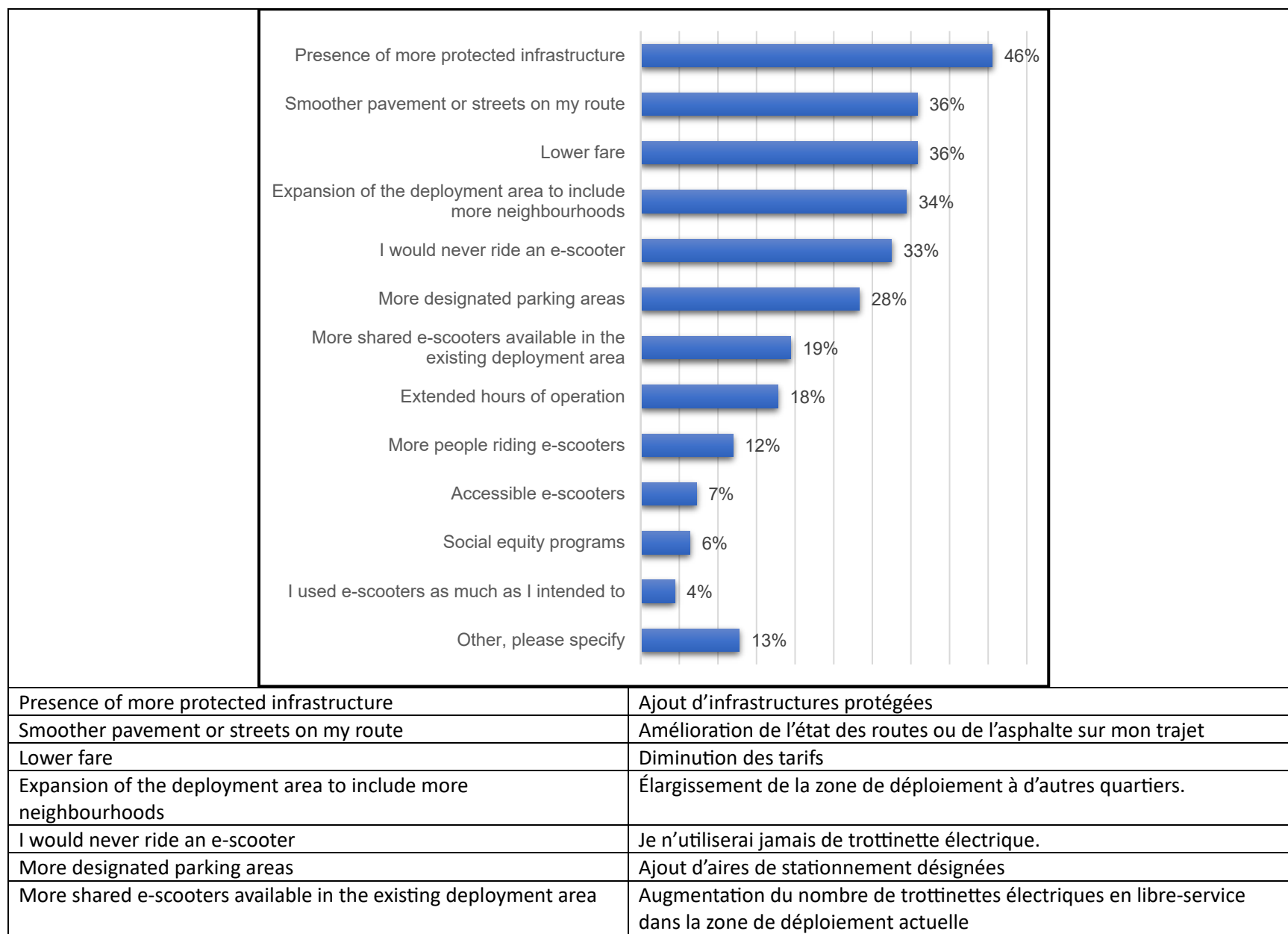
Felt unsafe operating the e-scooter	Je ne me sentais pas en sécurité sur une trottinette électrique.												
Not convenient	Ce n'est pas pratique.												
Mechanical issues	Problèmes mécaniques												
Shared e-scooter provider app issues	Problèmes avec l'application du fournisseur de trottinettes électriques												
I was banned by a provider	J'ai été banni(e) du service par un fournisseur.												
Other, please specify	Autre, veuillez préciser												
<table border="1"> <caption>Survey Results Data</caption> <thead> <tr> <th>Response Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very likely</td> <td>75%</td> </tr> <tr> <td>Somewhat likely</td> <td>13%</td> </tr> <tr> <td>Neutral</td> <td>5%</td> </tr> <tr> <td>Somewhat unlikely</td> <td>2%</td> </tr> <tr> <td>Very unlikely</td> <td>5%</td> </tr> </tbody> </table>		Response Category	Percentage	Very likely	75%	Somewhat likely	13%	Neutral	5%	Somewhat unlikely	2%	Very unlikely	5%
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Neutral	Neutre												
Somewhat unlikely	Plutôt improbable												
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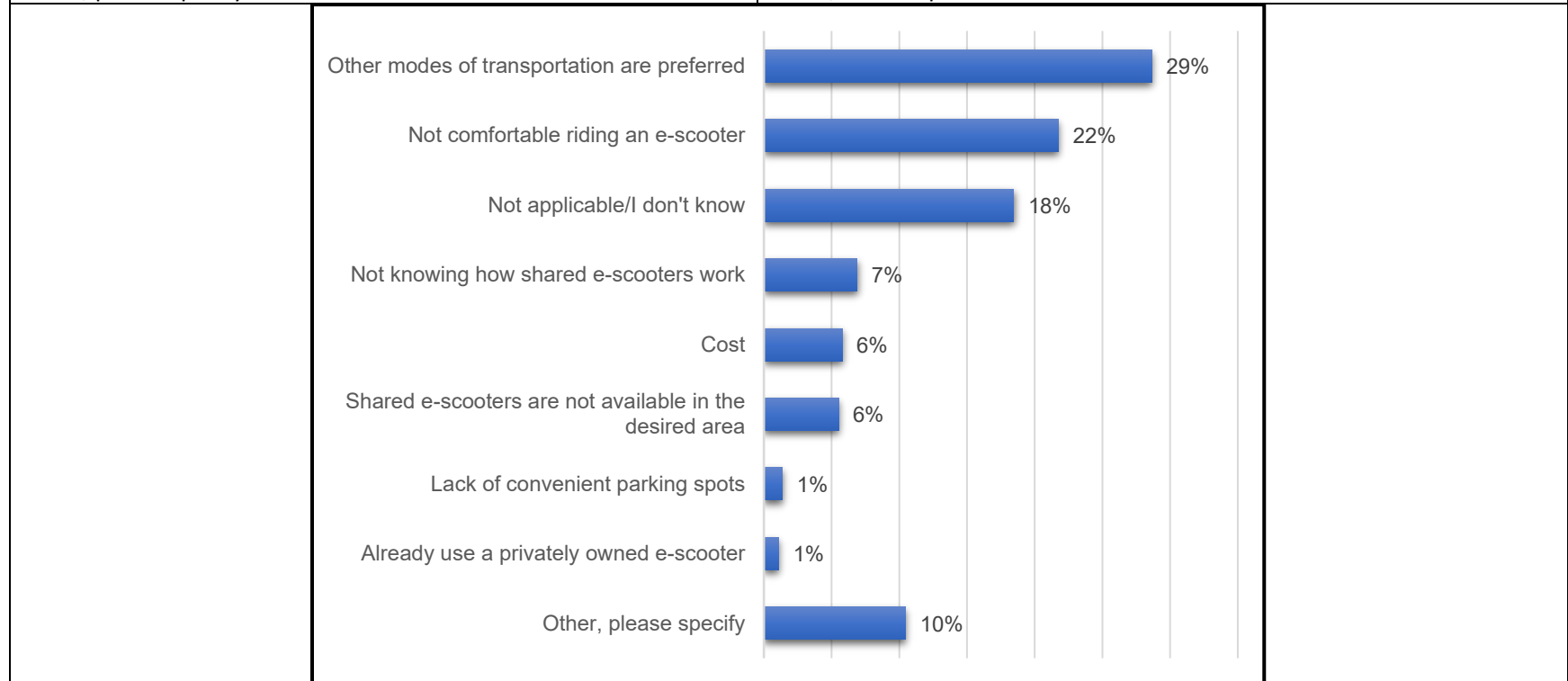


They weren't available during the hours that I require	Les trottinettes électriques n'étaient pas disponibles au moment où j'en avais besoin.																						
Other, please specify	Autre, veuillez préciser																						
	<table border="1"> <thead> <tr> <th>Reason</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Too expensive</td> <td>47%</td> </tr> <tr> <td>Service area didn't cover where I needed to travel</td> <td>29%</td> </tr> <tr> <td>Not interested in using a shared e-scooter any longer</td> <td>21%</td> </tr> <tr> <td>I bought my own e-scooter</td> <td>21%</td> </tr> <tr> <td>I was interested but didn't have a chance to ride one this year</td> <td>18%</td> </tr> <tr> <td>Felt unsafe using shared e-scooters</td> <td>15%</td> </tr> <tr> <td>I don't have access to technology (app)/I don't have a credit card</td> <td>6%</td> </tr> <tr> <td>They weren't available during the hours that I require</td> <td>6%</td> </tr> <tr> <td>I cannot physically use a shared e-scooter</td> <td>0%</td> </tr> <tr> <td>Other, please specify</td> <td>24%</td> </tr> </tbody> </table>	Reason	Percentage	Too expensive	47%	Service area didn't cover where I needed to travel	29%	Not interested in using a shared e-scooter any longer	21%	I bought my own e-scooter	21%	I was interested but didn't have a chance to ride one this year	18%	Felt unsafe using shared e-scooters	15%	I don't have access to technology (app)/I don't have a credit card	6%	They weren't available during the hours that I require	6%	I cannot physically use a shared e-scooter	0%	Other, please specify	24%
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Too expensive	C'est trop cher.																						
Service area didn't cover where I needed to travel	Mon lieu de destination n'était pas dans la zone visée par le projet.																						
Not interested in using a shared e-scooter any longer	Les trottinettes électriques en libre-service ne m'intéressent plus.																						
I bought my own e-scooter	J'ai acheté ma propre trottinette électrique.																						
I was interested but didn't have a chance to ride on this year	J'aimerais utiliser une trottinette électrique, mais je n'ai pas eu l'occasion d'en conduire une cette année.																						
Felt unsafe using shared e-scooters	Je ne me sentais pas en sécurité sur une trottinette électrique.																						
I don't have access to technology (app)/I don't have a credit card	Je n'ai pas accès à la technologie (application) ou je ne possède pas de carte de crédit.																						

They weren't available during the hours that I require	Les trottinettes électriques n'étaient pas disponibles au moment où j'en avais besoin.
I cannot physically use a shared e-scooter	Je ne peux pas utiliser de trottinette électrique pour des raisons physiques.
Other, please specify	Autre, veuillez préciser
<	

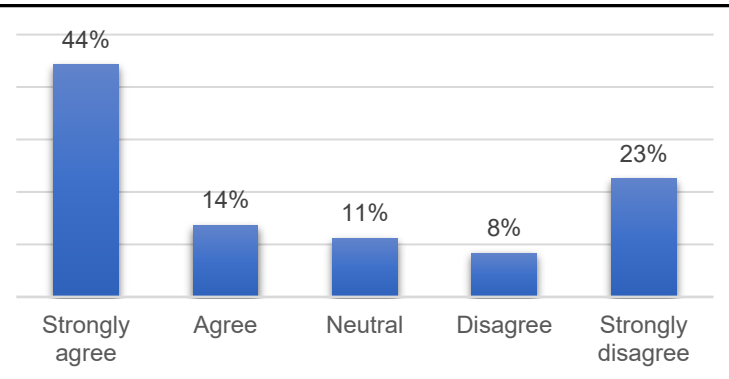


Extended hours of operation	Prolongation des heures de service
More people riding e-scooters	Augmentation du nombre d'utilisateurs de trottinettes électriques
Accessible e-scooters	Ajout de trottinettes électriques accessibles
Social equity programs	Programmes d'équité sociale
I used e-scooters as much as I intended to	J'ai utilisé les trottinettes électriques autant que je le voulais.
Other, please specify	Autre, veuillez préciser

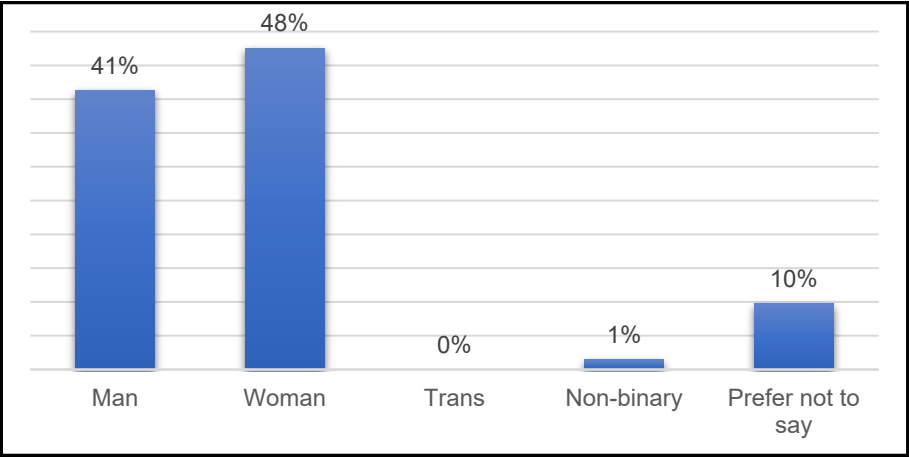


Other modes of transportation are preferred	Préfèrent d'autres modes de transport
Not comfortable riding an e-scooter	Ne sont pas à l'aise de conduire une trottinette électrique
Not applicable/I don't know	Sans objet/Je ne sais pas
Not Knowing how shared e-scooters work	Ne savent pas comment fonctionnent les trottinettes électriques en libre-service
Cost	Coût

Shared e-scooters are not available in the desired area	Il n'y a pas de trottinettes électriques en libre-service dans la zone souhaitée.										
Lack of convenient parking spots	Manque d'espaces de stationnement pratiques										
Already use a privately owned e-scooter	Utilisent déjà une trottinette électrique personnelle										
Other, please specify	Autre, veuillez préciser										
<table border="1"> <caption>Survey Results: Support for E-scooter Program</caption> <thead> <tr> <th>Response Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Supportive of making this a permanent program</td> <td>23%</td> </tr> <tr> <td>Supportive of a pilot extension, but less than 5 years is preferable</td> <td>9%</td> </tr> <tr> <td>Not supportive of a pilot extension</td> <td>32%</td> </tr> <tr> <td>Supportive of the proposed pilot extension</td> <td>35%</td> </tr> </tbody> </table>		Response Category	Percentage	Supportive of making this a permanent program	23%	Supportive of a pilot extension, but less than 5 years is preferable	9%	Not supportive of a pilot extension	32%	Supportive of the proposed pilot extension	35%
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Supportive of making this a permanent program	Favorable à la mise en œuvre d'un programme permanent										
Supportive of a pilot extension, but less than 5 years is preferable	Favorable à la prolongation du projet pilote, mais de préférence moins de cinq ans										
Not supportive of a pilot extension	Défavorable à la prolongation du projet pilote										
Supportive of the proposed pilot extension	Favorable à la proposition de la prolongation du projet pilote										



Strongly agree	Tout à fait d'accord																
Agree	D'accord																
Neutral	Neutre																
Disagree	Plutôt en désaccord																
Strongly disagree	Pas du tout d'accord																
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Man	Homme
Woman	Femme
Trans	Trans
Non-binary	Non binaire
Prefer not to say	Je préfère ne pas répondre.

