

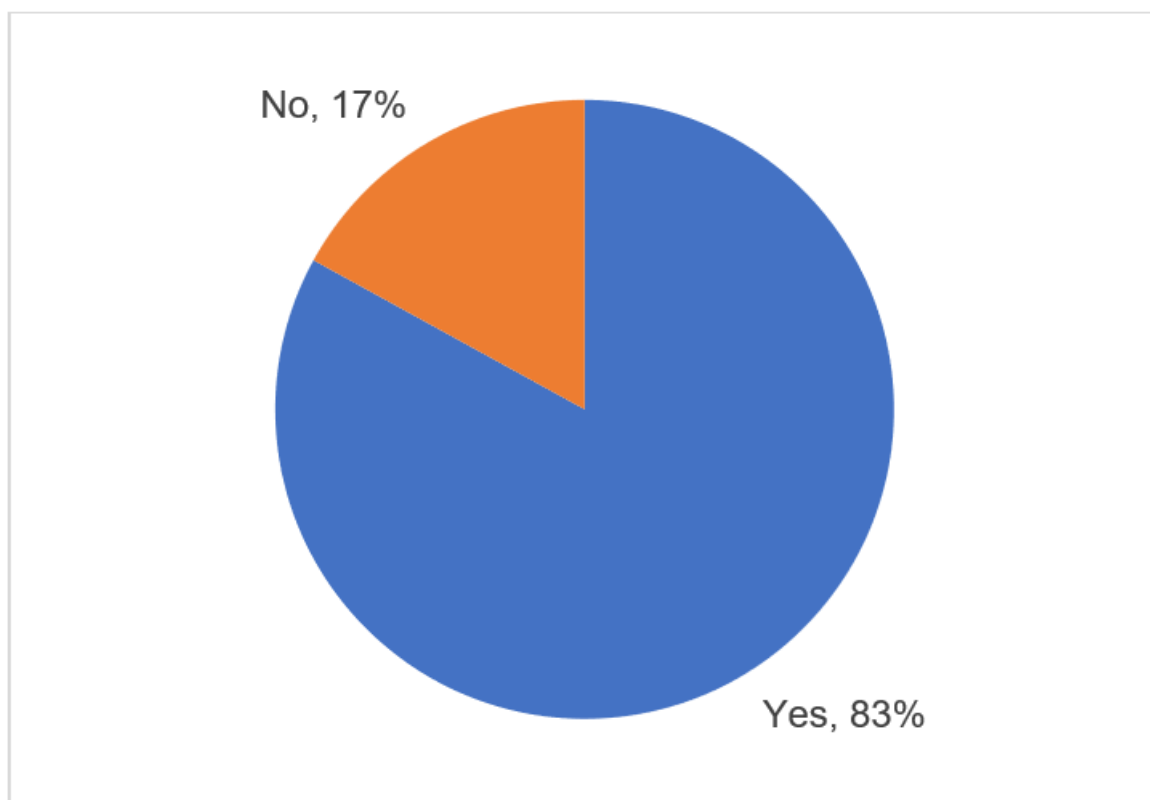
# City of Ottawa 2023 E-scooter End-of-Season Survey As We Heard It (AWHI) Report

## Summary

The Ottawa E-scooter end-of-season survey for the 2023 pilot season was open to respondents between October 31 and November 24, 2023. The purpose of the survey was to gather information from Ottawa residents about their experience with the fourth season of the e-scooter pilot program. Over the course of the survey, responses were received from 589 people. Not all questions were mandatory and some questions would not have been asked to every respondent because of skip logic. This report outlines the responses that were collected.

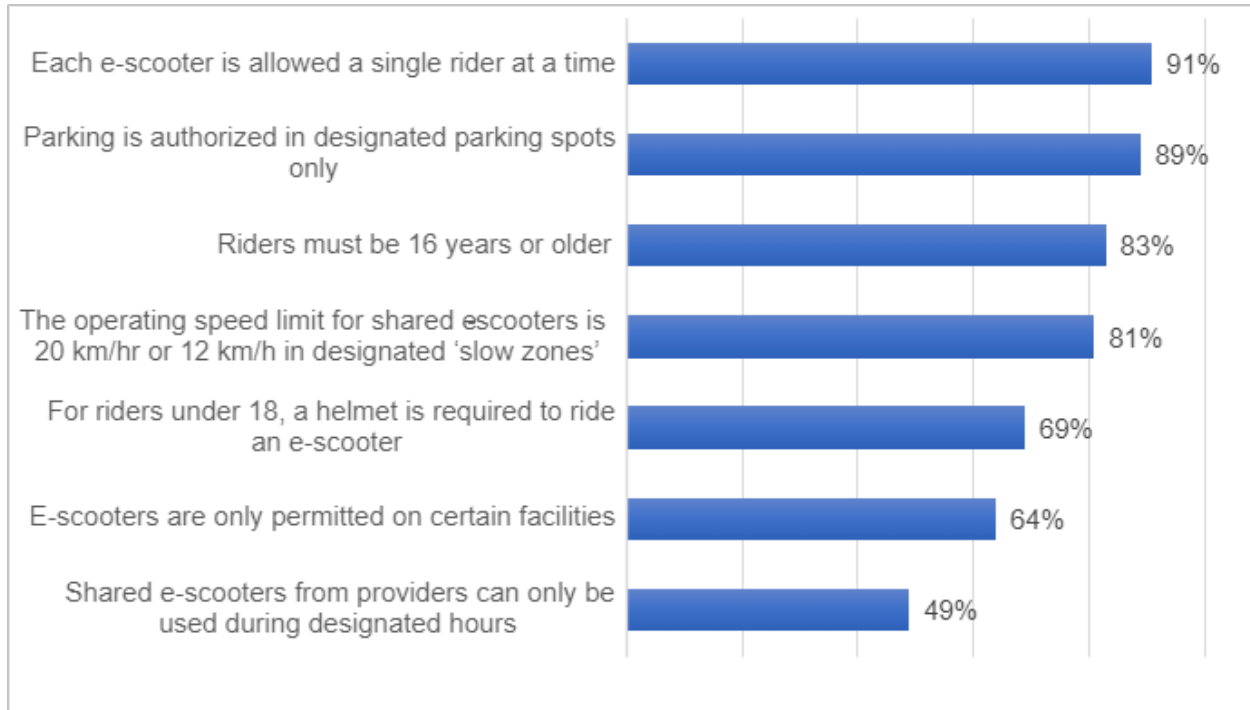
## Rules and Regulations

1. Are you familiar with Ottawa's e-scooter rules for safe and courteous e-scooter riding and parking? (589 respondents)



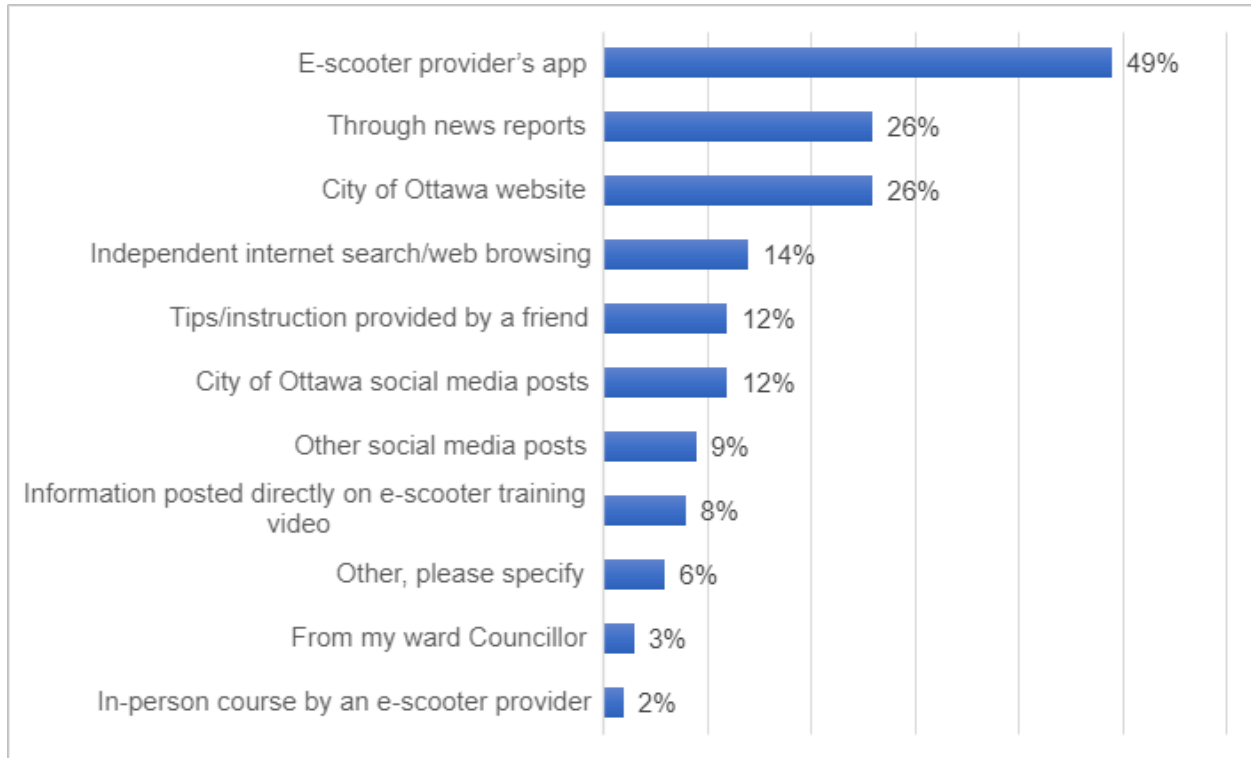
2. Select all the shared e-scooter rules that you are familiar with.

This question was asked to those who responded "Yes" in Question 1. (430 respondents)



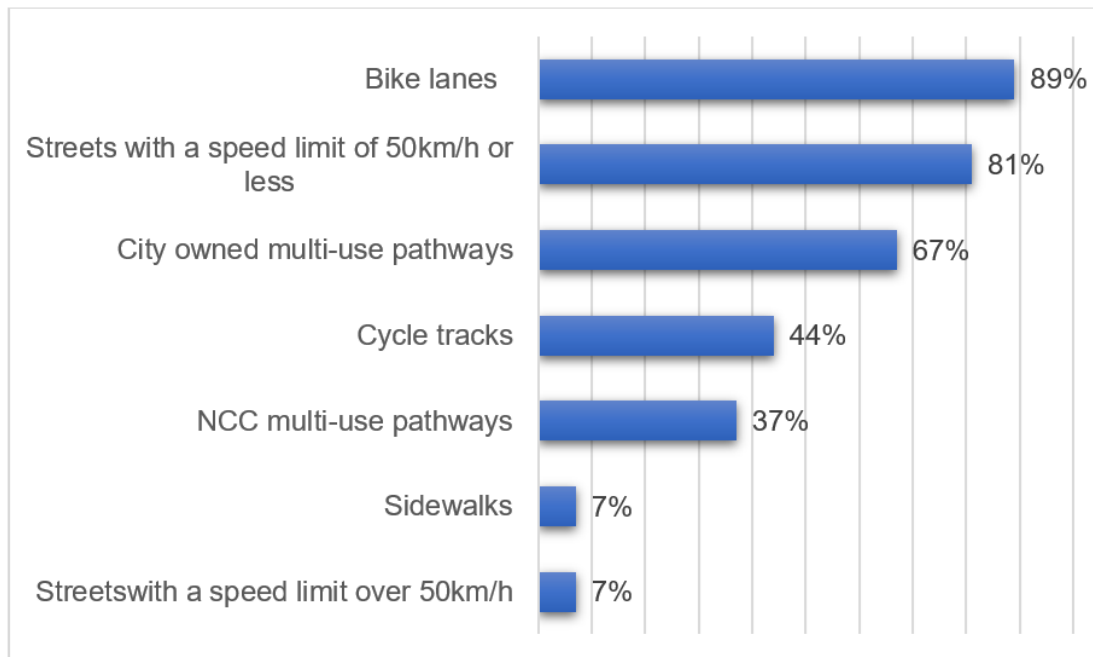
3. How did you learn about these e-scooter rules? Select all that apply.

This question was asked to those who responded “Yes” in Question 1. (430 respondents)



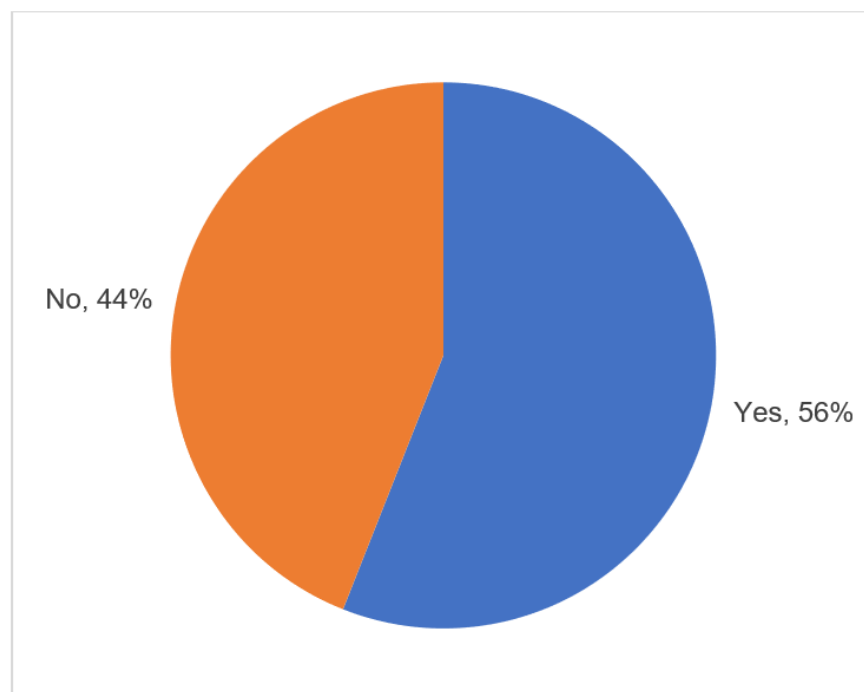
Those who responded “Other, please specify” indicated that they learned of Ottawa’s e-scooter rules through stakeholder groups, organizations (BIA and NCC), while riding the e-scooter for the first time, general observations, and City/Provider staff.

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 infrastructure. Select all types of facilities where you know e-scooter riding is permitted. (519 respondents)



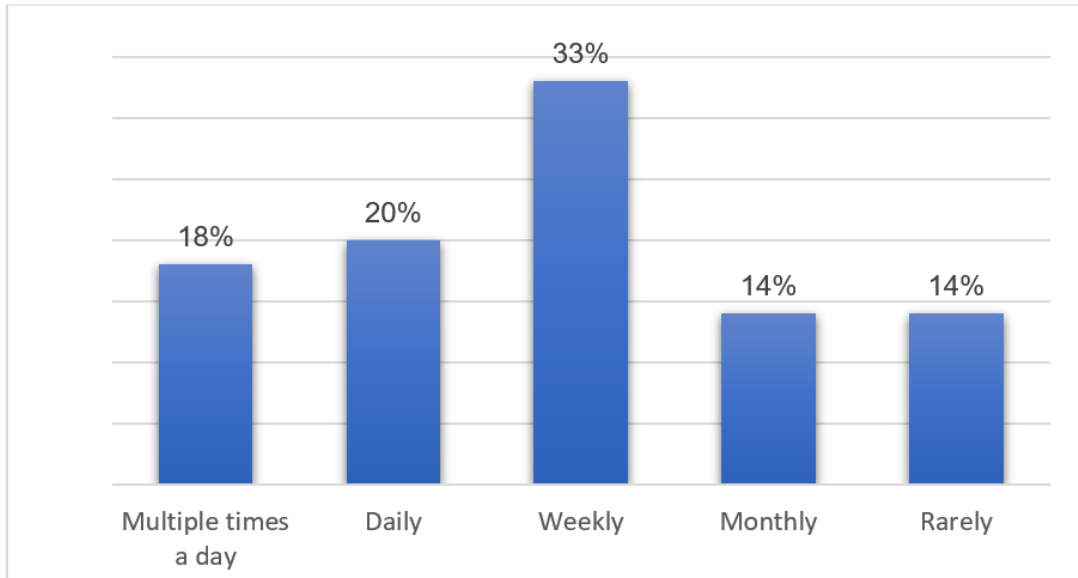
### Parking

5. Did you encounter mis-parked e-scooters during the 2023 season? (N 516)



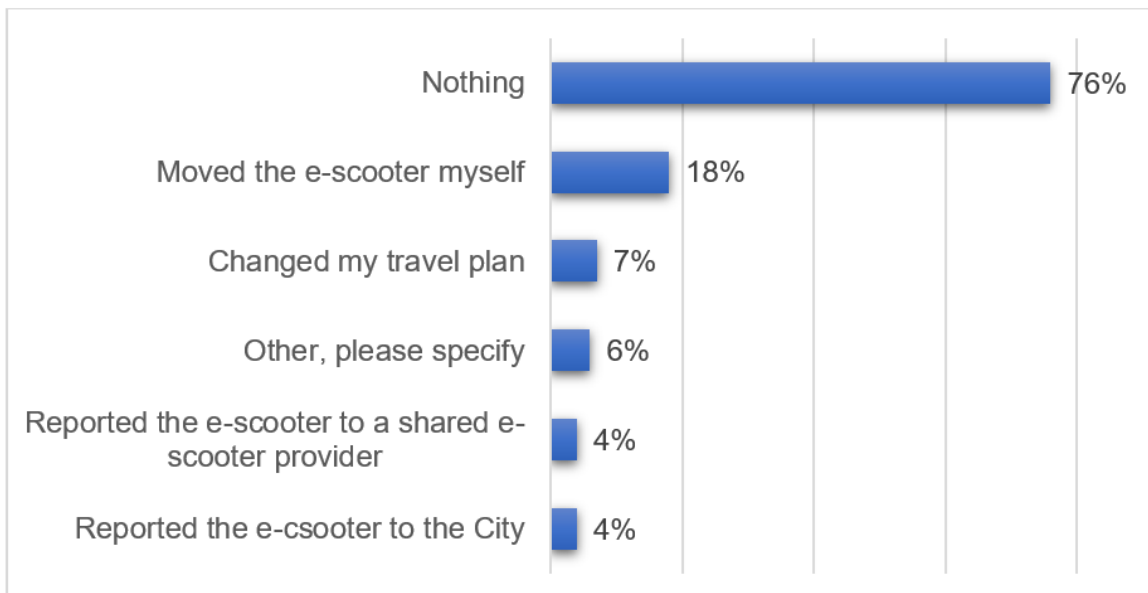
6. How frequently did you encounter mis-parked e-scooters? (284 respondents)

Questions 6 was asked to those who answered “yes” to question 5.



7. What did you do when you encountered a mis-parked e-scooter? Select all that apply. (284 respondents)

Questions 7 was asked to those who answered “yes” to question 5.

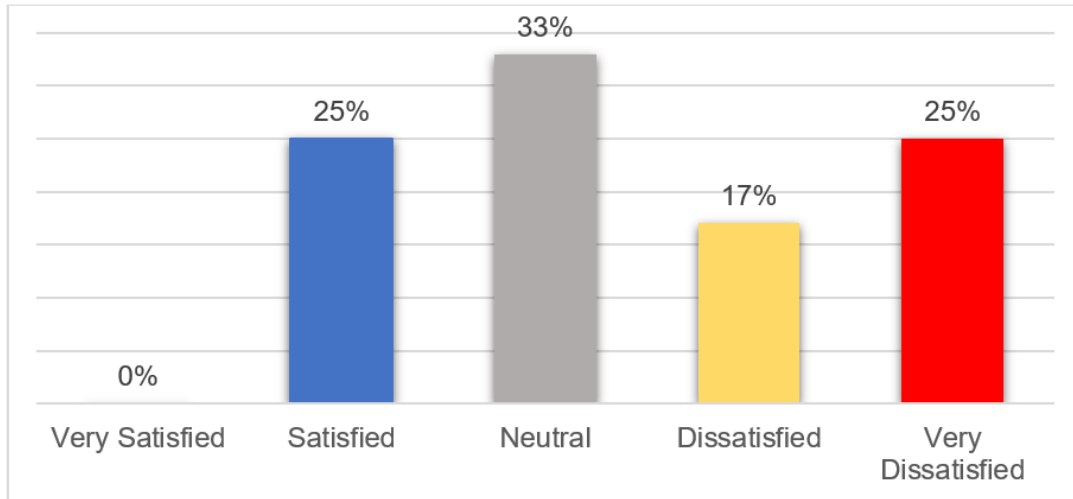


Those who responded “Other, please specify” indicated that they reported the e-scooter to their ward Councillor, reported to a stakeholder group (Alliance for

Equality of Blind Canadians), walked around the e-scooter, many felt frustrated by the experience, and others failed to report because an app was required.

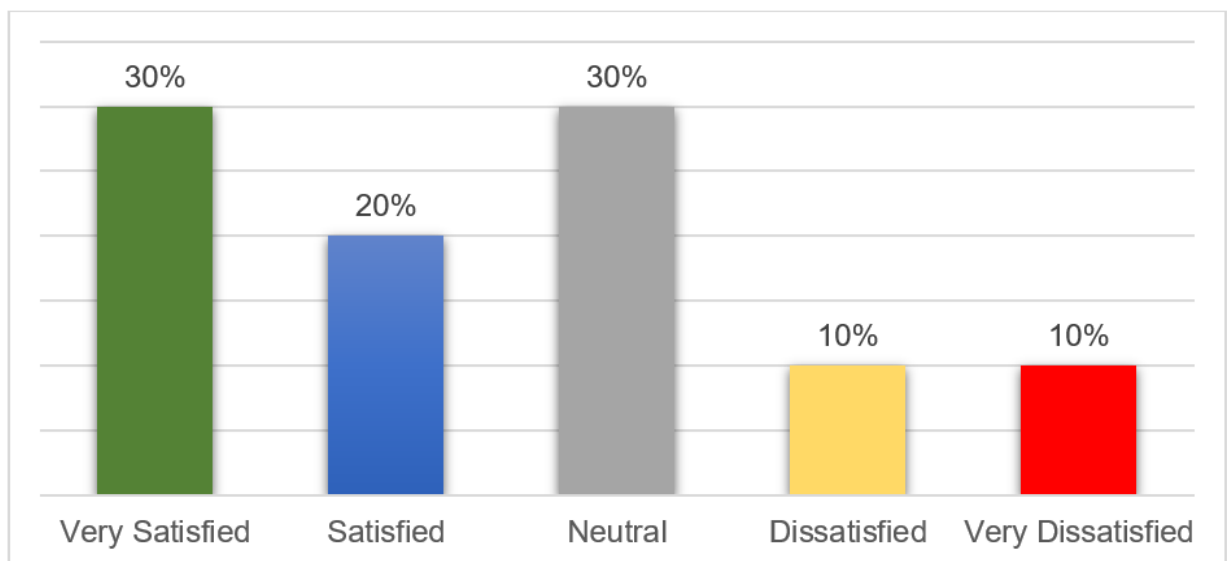
8. How satisfied were you with the process of reporting a mis-parked e-scooter to the City? (12 respondents)

Question 8 was asked to those who reported a mis-parked e-scooter to the City in question 7



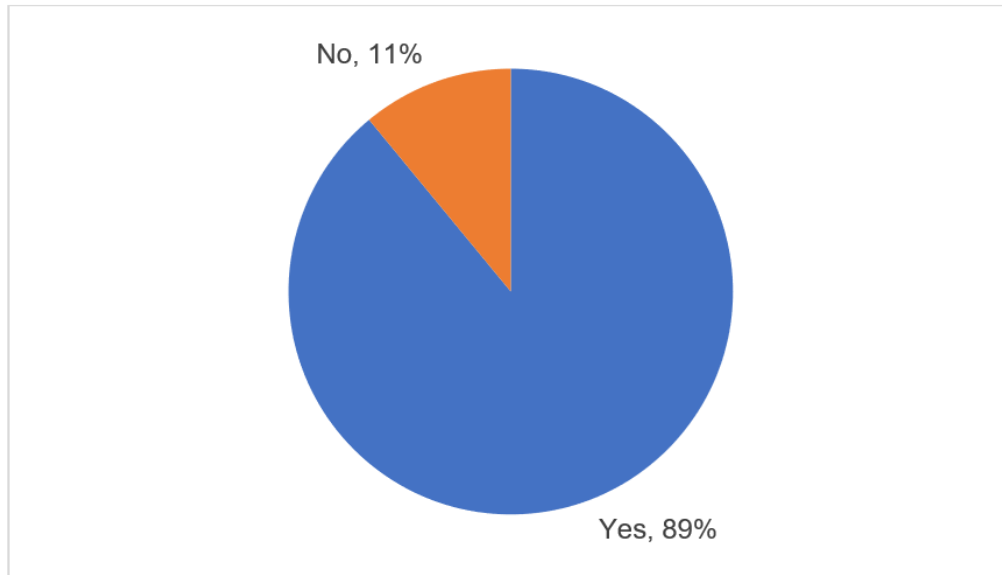
9. How satisfied were you with the process of reporting a mis-parked e-scooter to the e-scooter provider? (10 respondents)

Question 9 was asked to those who reported a mis-parked e-scooter to an e-scooter provider in question 7.

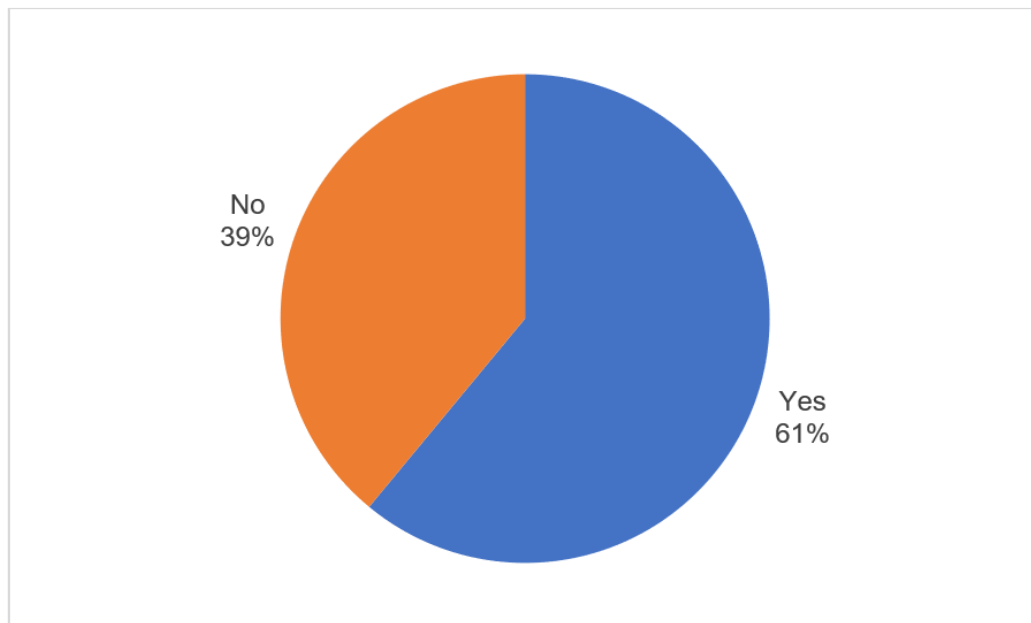


## Sidewalk Riding

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? (511 respondents)

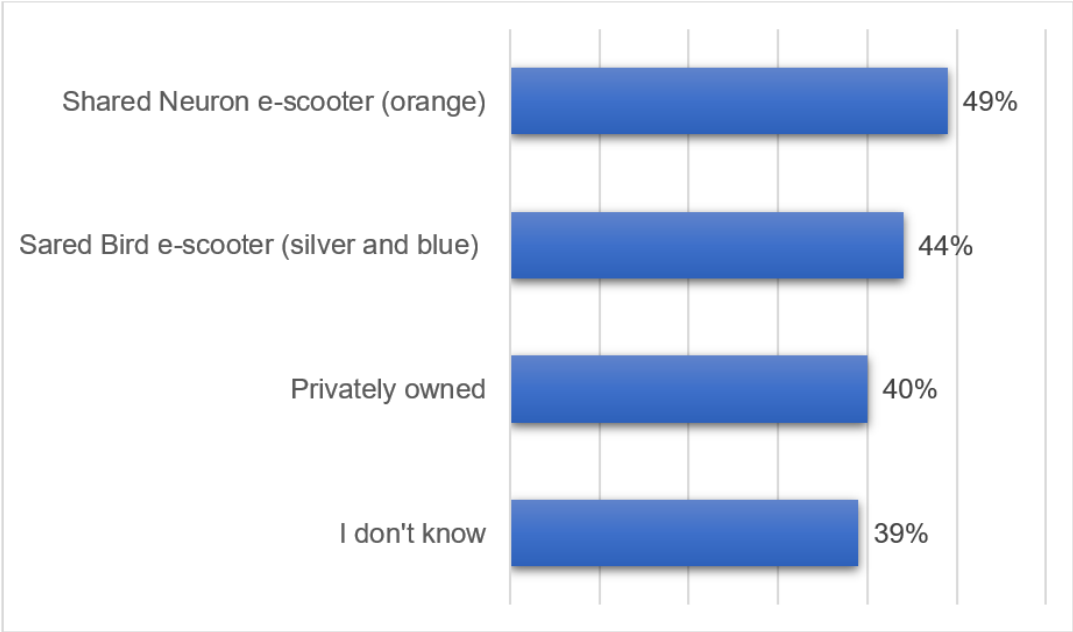


11. During the 2023 season, have you encountered people riding e-scooters on the sidewalk? (511 respondents)

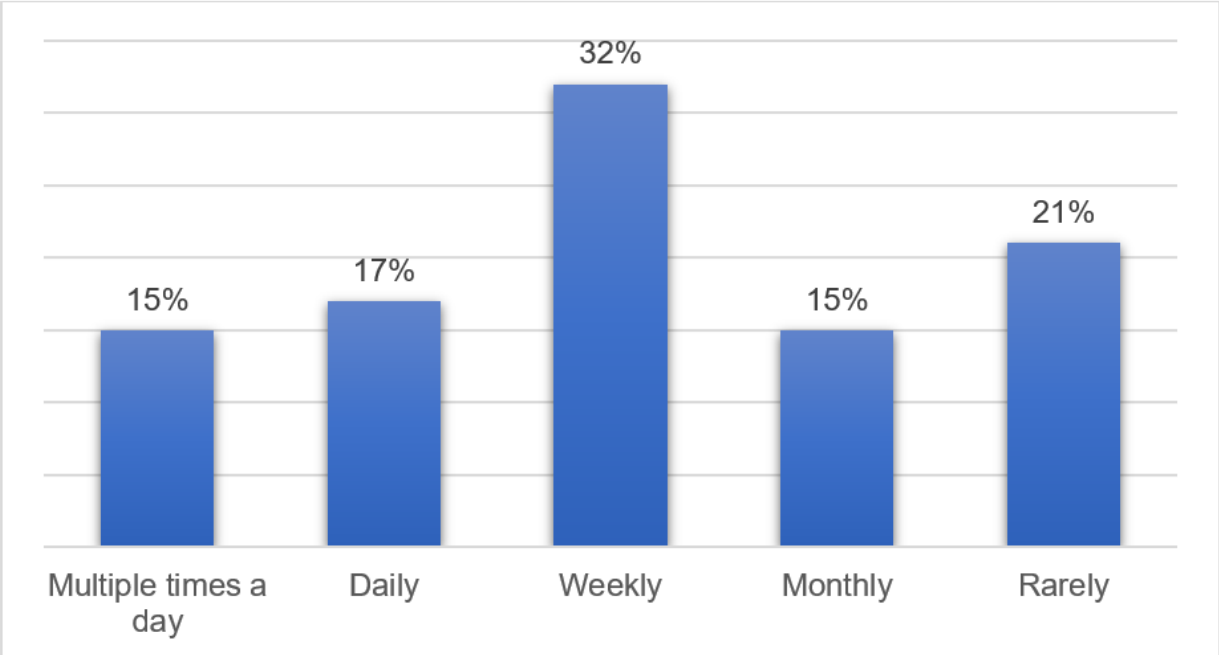


12. Was it a privately-owned scooter or a shared e-scooter? Select all that apply. (307 respondents)

Question 12, 13 & 14 were asked to those who answered yes to question 11.

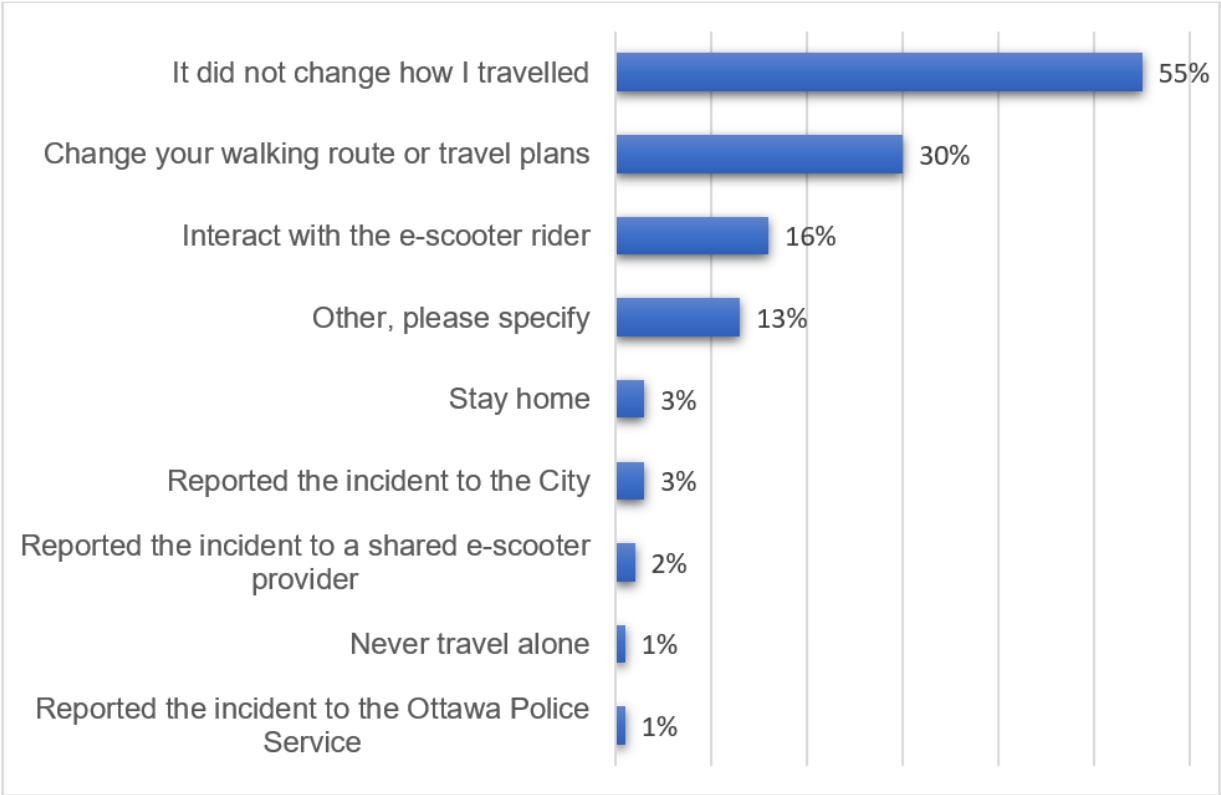


13. How often did you encounter e-scooters being ridden on a sidewalk in the 2023 pilot season? (307 respondents)





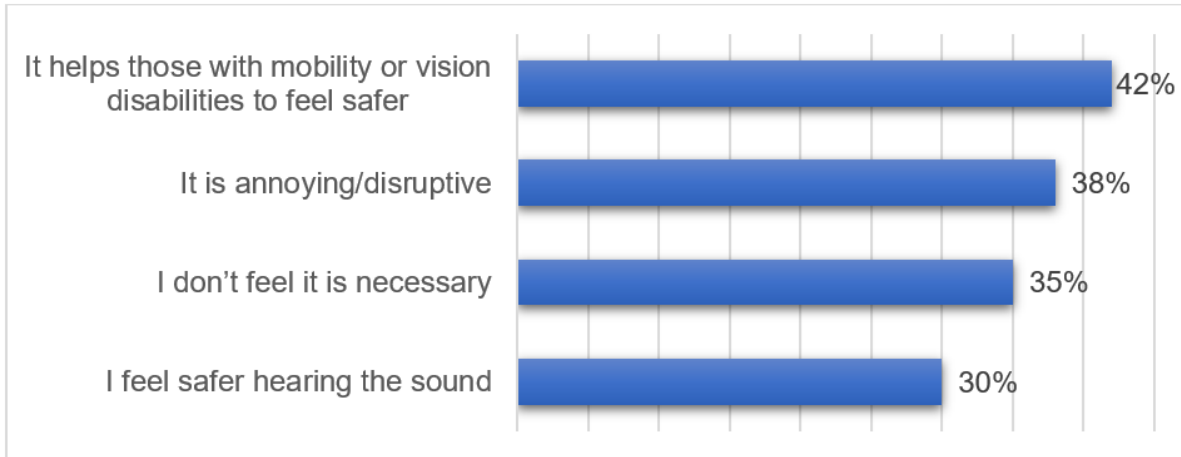
14. Did encountering people riding e-scooters on the sidewalk cause you to do any of the following? Select all that apply. (307 respondents)



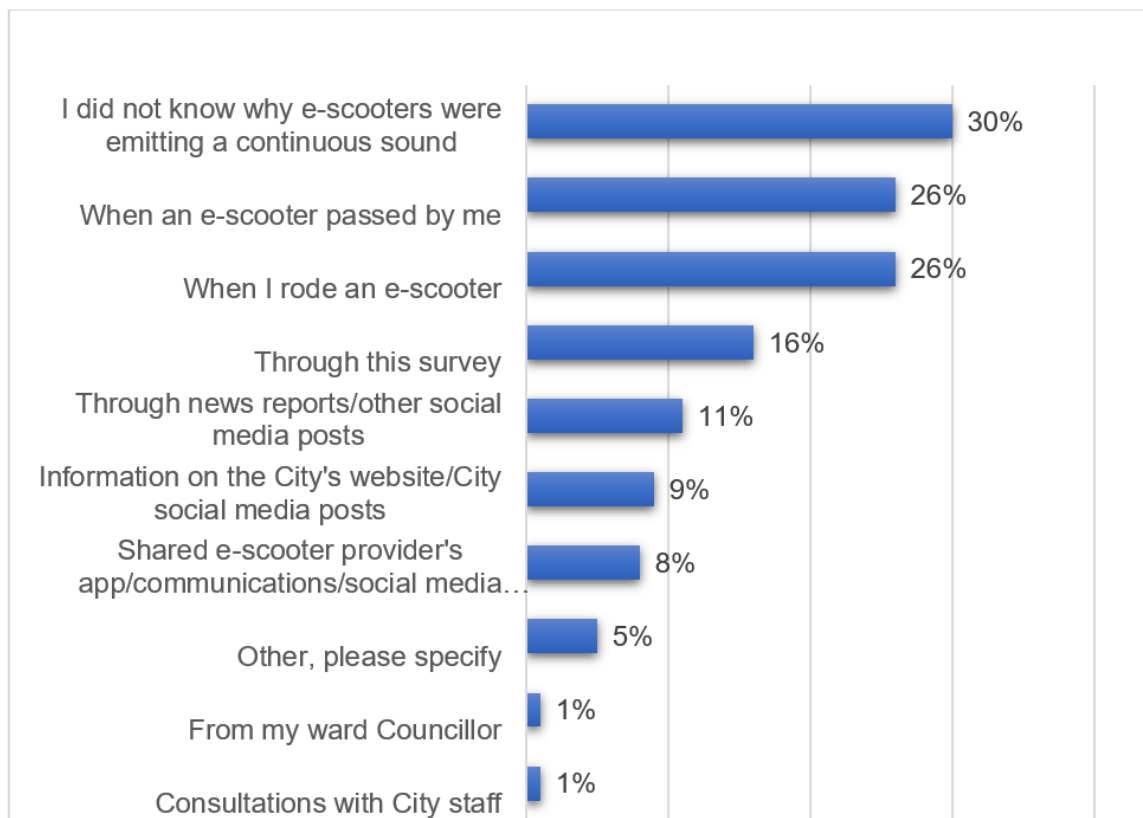
Those who responded “Other, please specify” indicated that they felt unsafe, frustrated, and uncomfortable. A few avoided going downtown altogether. Others reported the incident to their ward Councillor, moved out of the way and walked with more caution, reported to a stakeholder organization, tried to report but couldn’t without an app or couldn’t because of accessibility reasons.

## Sound Emission

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

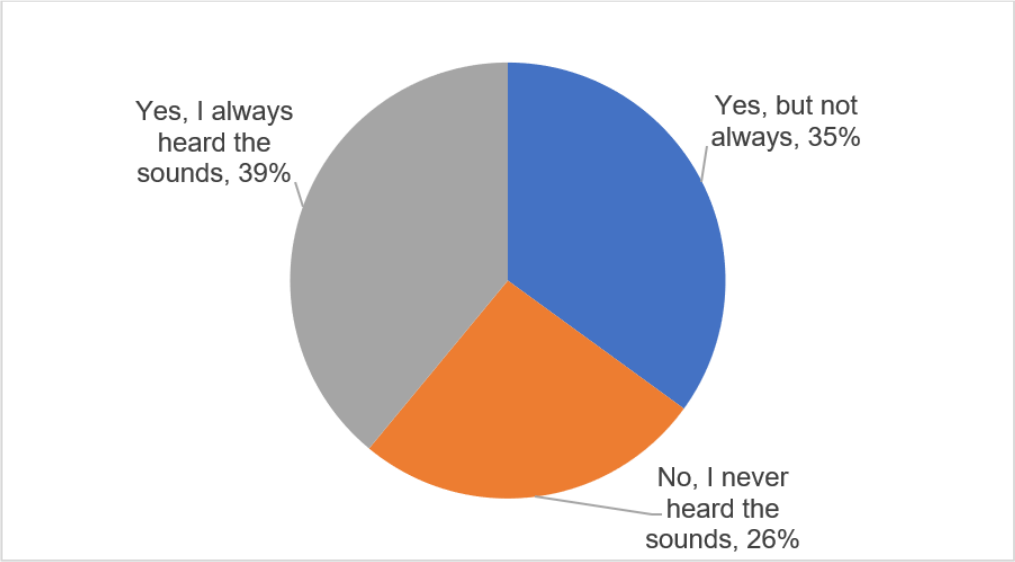


16. How were you informed of the need for a continuous sound? Select all that apply.  
(496 respondents)



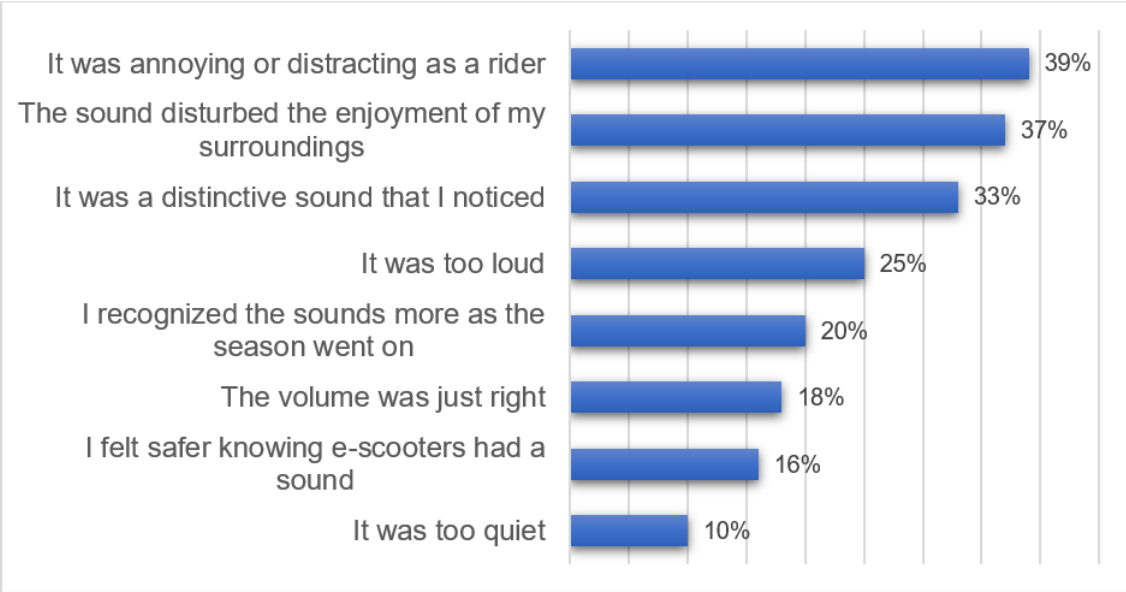
Those who responded “Other, please specify” indicated that they were informed by looking the information up, reaching out to a provider and/or reaching out to a stakeholder group (CNIB).

17. Did you notice the sounds that the shared e-scooters were emitting? (496 respondents)



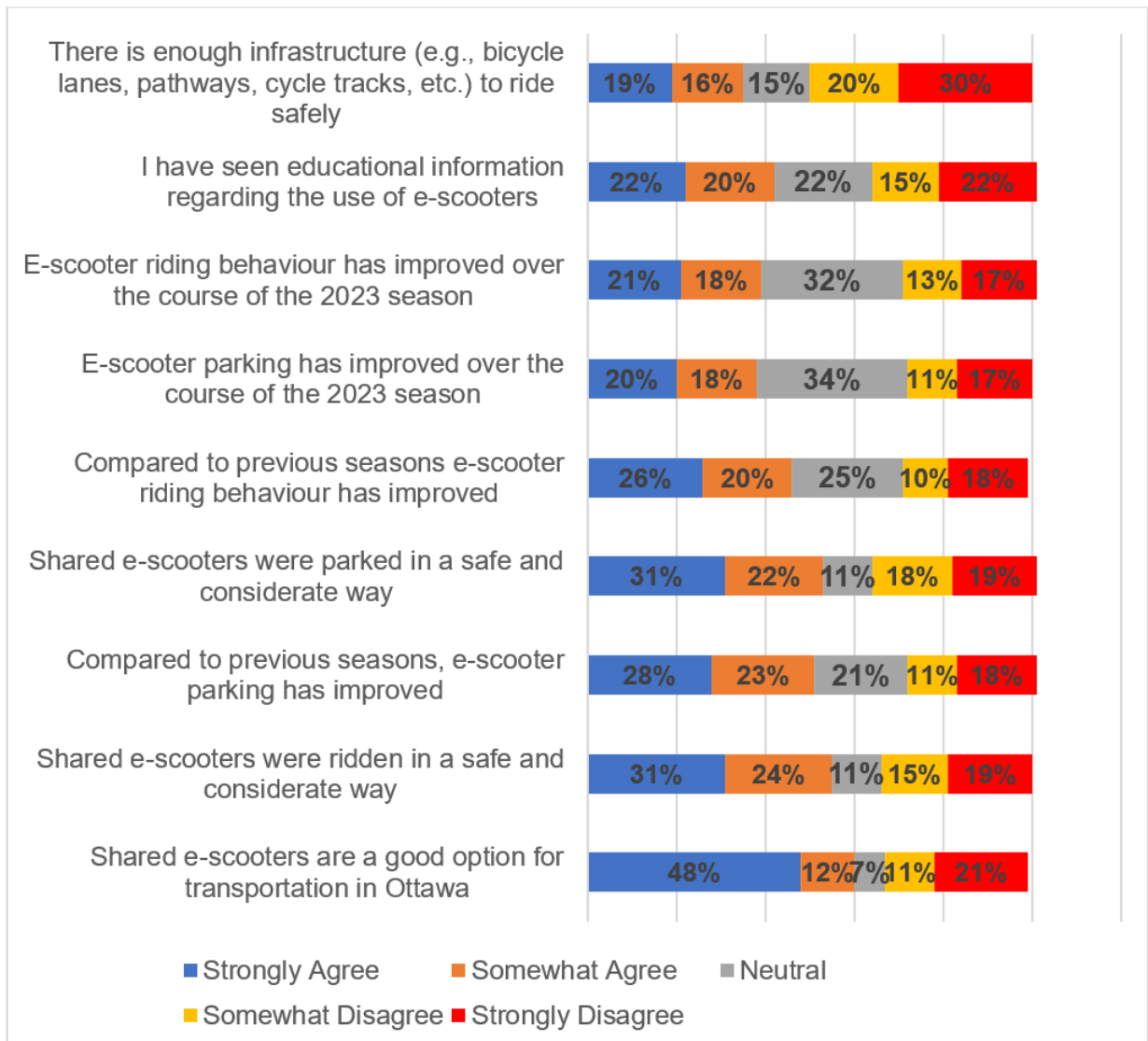
18. What was your impression of the continuous sound? Select all that apply. (367 respondents)

Question 18 was asked to those who answered “yes” to question 17.



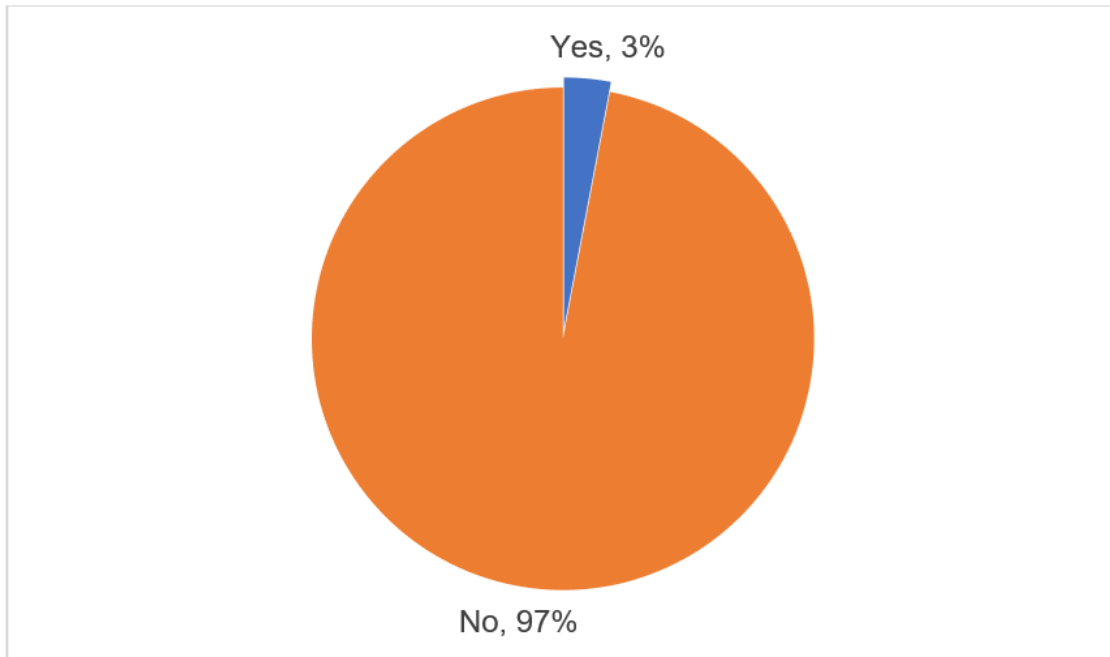
## General Shared E-scooter Use

19. Thinking about the day-to-day use of e-scooters in 2023, how much do you agree or disagree with the following statements? (480 respondents)



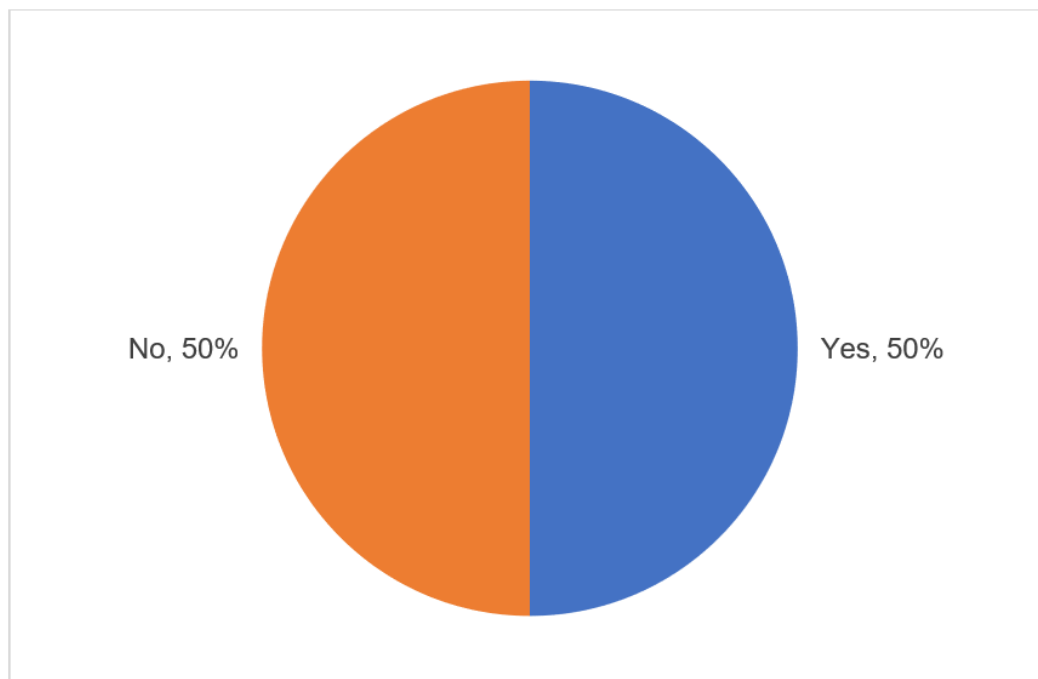
## Collisions

20. Were you involved in a crash or collision with an e-scooter in 2023? (478 respondents)

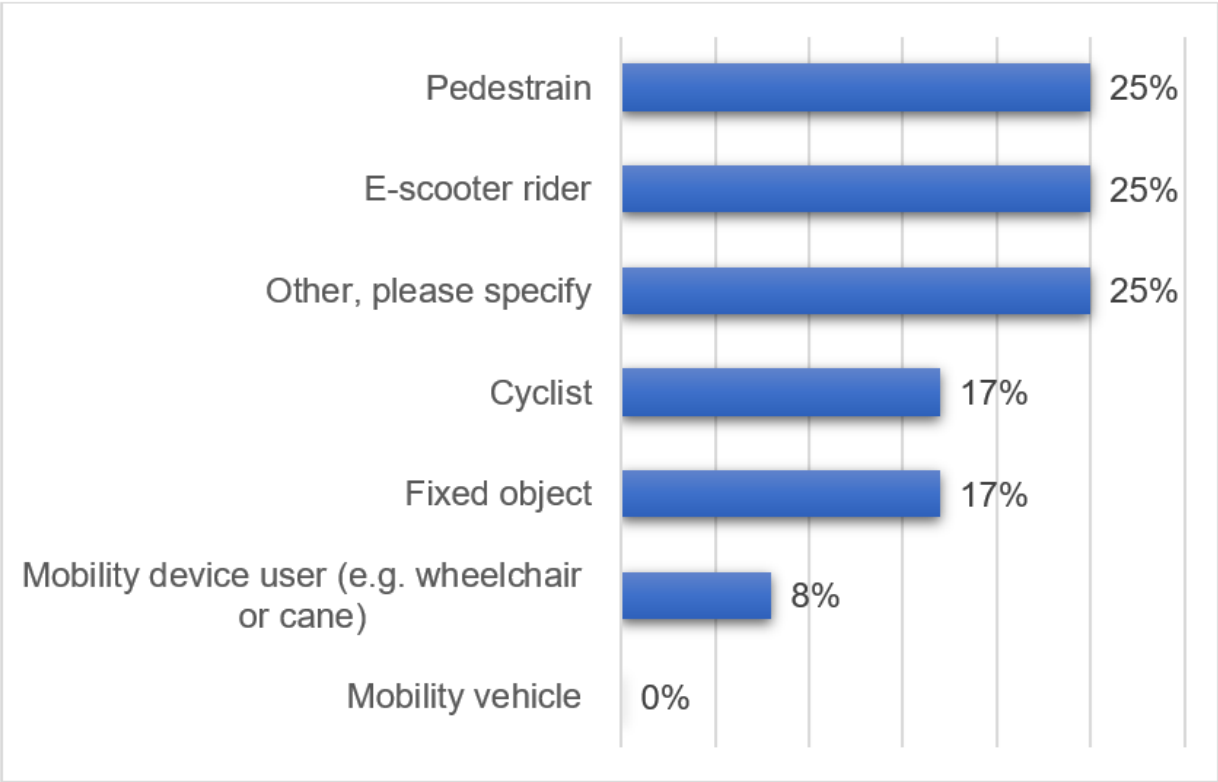


21. Were you riding an e-scooter at the time of the collision or crash? (12 responses)

This question was asked to anyone who answered "yes" to question 20.



22. Who/what else was involved in the crash or collision? Select all that apply. (12 respondents)

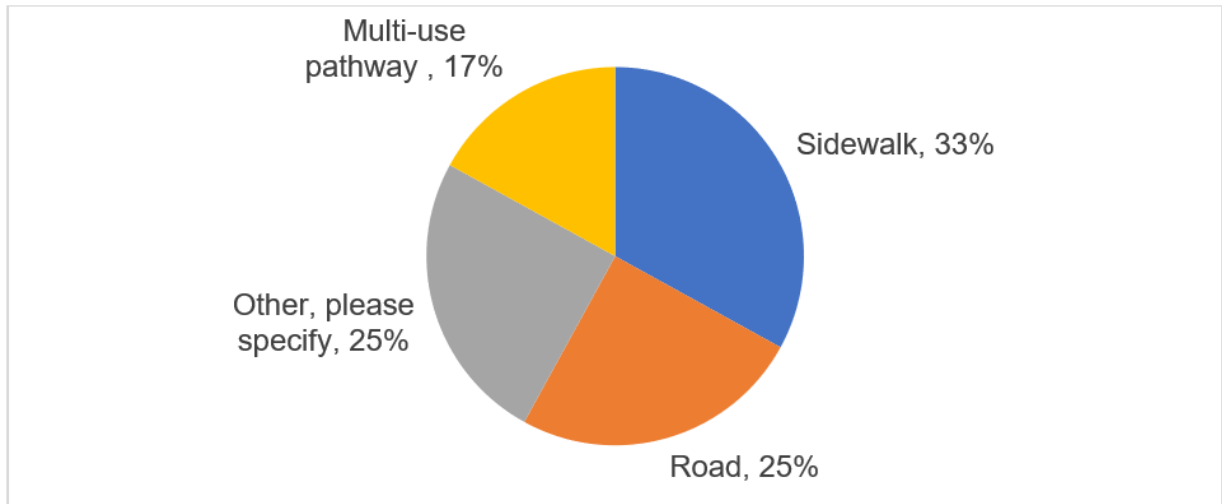


Those who responded “Other, please specify” indicated that a bus was involved and that there were stones on the road.

23. Describe what happened. (12 respondents)

Descriptions of what happened included falling off an e-scooter because of bumps/cracks/holes in the road or a pedestrian/bike moving in front of them unexpectedly, being hit by an e-scooter on a sidewalk and walking into a poorly parked e-scooter.

24. What type of facility was the e-scooter on? (12 respondents)



Those who responded “Other, please specify” indicated the collision was on a bike lane and it was with a parked e-scooter. Of those who indicated they were involved in a collision, five respondents claimed they were injured, but no respondent required medical attention. One respondent indicated that someone other than the e-scooter rider was injured in a collision but also did not require medical attention.

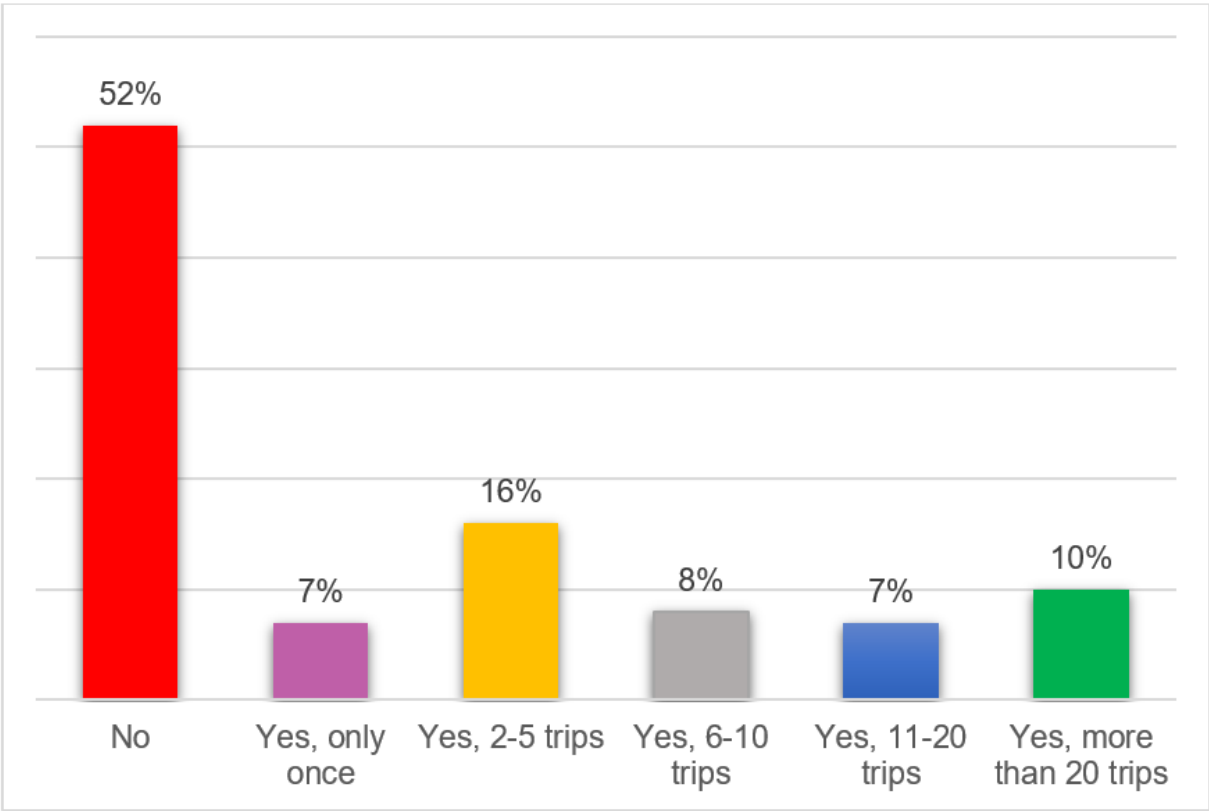
### Shared E-scooter Use in 2023

25. In general, how often do you travel using the following? (466 responses)

Responses	Daily	A few times a week	Weekly	Monthly	Less than monthly	Never
Para Transpo	0%	1%	0%	1%	2%	97%
With a service animal	1%	1%	0%	0%	1%	97%
Skateboard/kick scooter	1%	1%	1%	2%	3%	93%
Car Share (e.g. Communauto)	0%	1%	2%	5%	6%	86%
Riding my own e-scooter	2%	3%	1%	2%	2%	91%
Riding my own e-scooter	2%	3%	1%	2%	2%	91%
Mobility device (wheelchair, mobility scooter, cane, walker, etc.)	3%	2%	1%	1%	3%	90%
Carpool	2%	5%	6%	8%	13%	66%
Riding shared e-scooter	2%	9%	8%	12%	16%	53%
Ride Share (e.g. Uber/Lyft/Taxi)	1%	4%	9%	24%	35%	27%
OC Transpo	7%	10%	11%	14%	22%	36%
Riding a bicycle	9%	22%	12%	12%	14%	31%

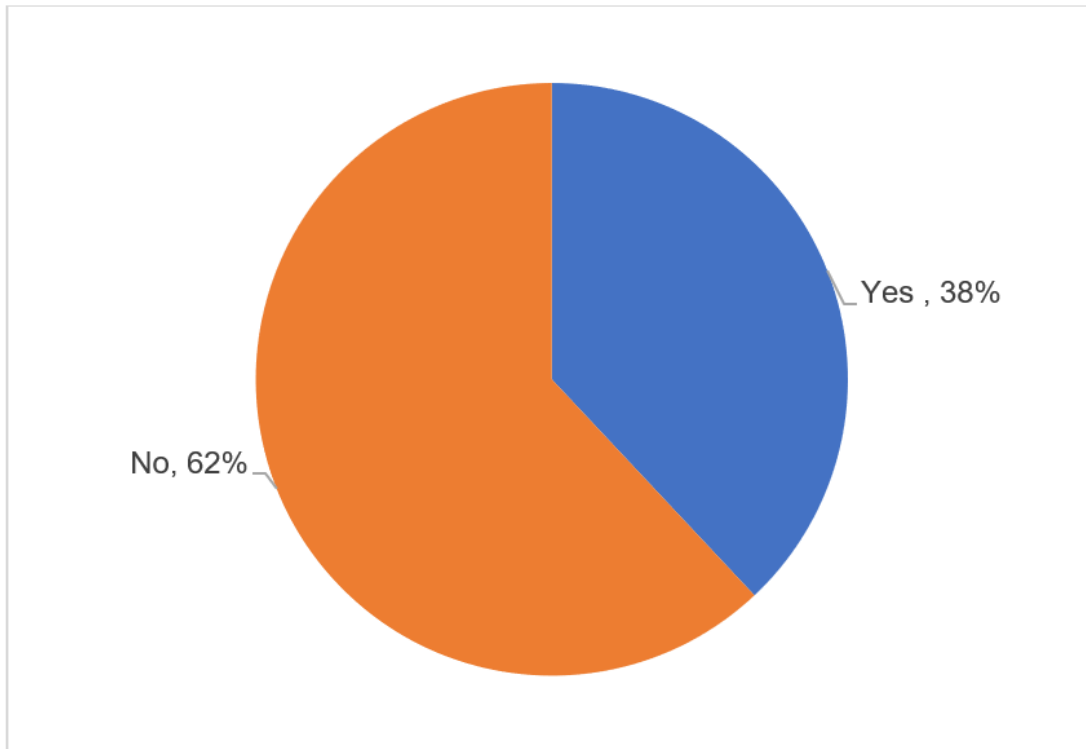
Responses	Daily	A few times a week	Weekly	Monthly	Less than monthly	Never
Passenger in a private vehicle	4%	20%	19%	19%	21%	16%
Driving a private vehicle	30%	28%	11%	5%	4%	22%
Walking (e.g. walking to a destination, not walking to your car or within your home)	64%	22%	7%	4%	2%	2%

26. Did you ride a shared e-scooter in Ottawa during the 2023 season? (466 respondents)



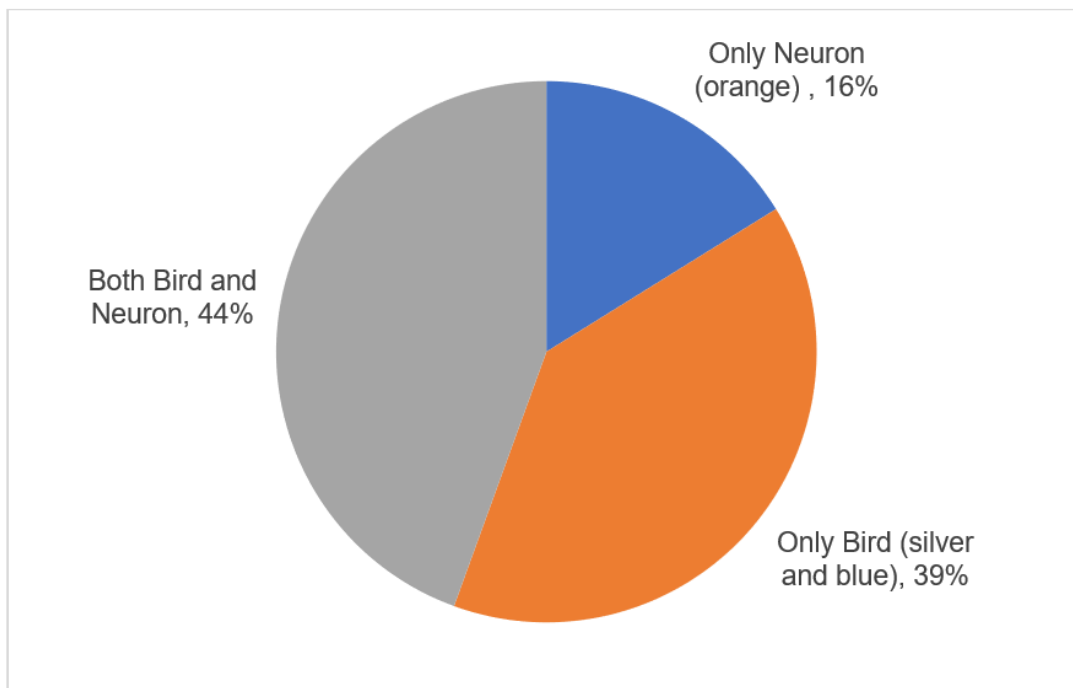


27. Did you ride in Ottawa in a previous season? (466 respondents)



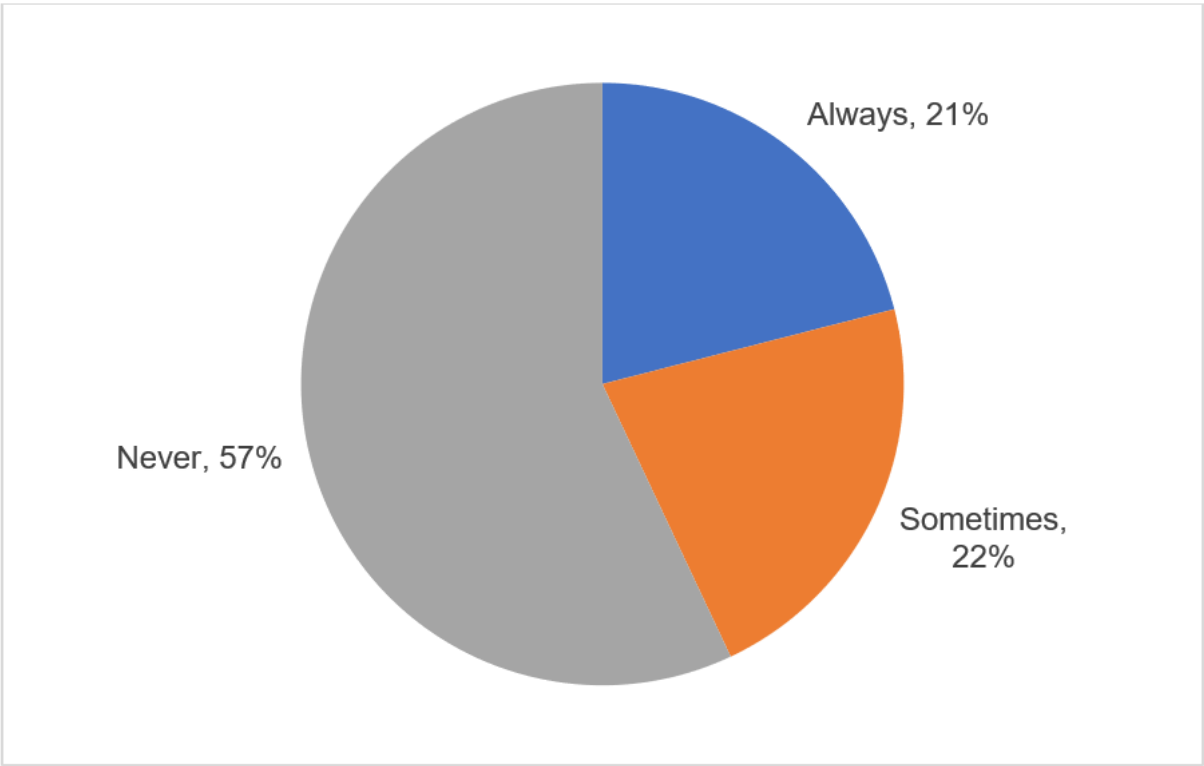
28. Which provider did you use in 2023? (223 respondents)

This question was asked if the answer to question 26 was "yes".



29. How often did you wear a helmet when you rode an e-scooter? (223 respondents)

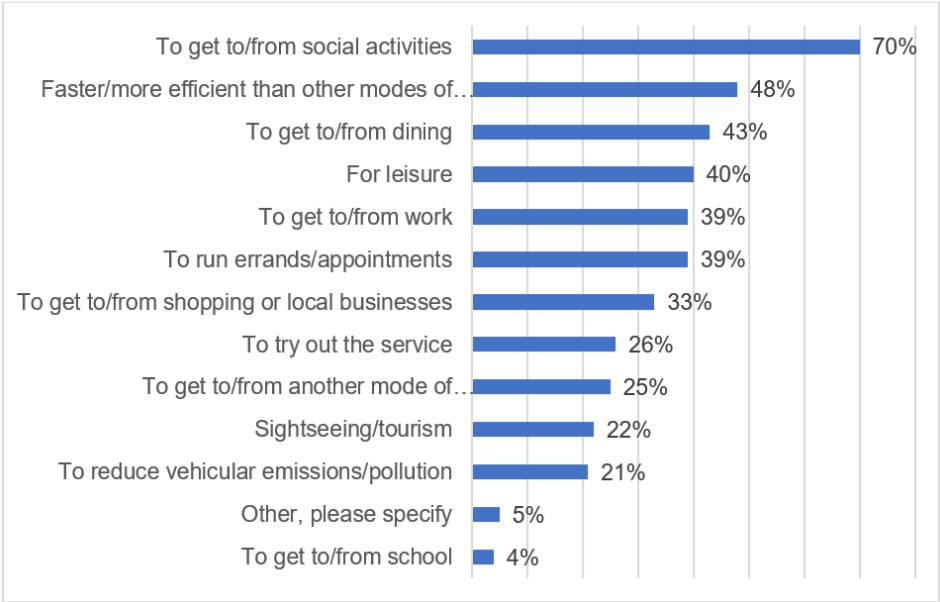
This question was asked if the answer to question 26 was “yes”.



30. What would encourage you to wear a helmet more often? (174 respondents)

Respondents indicated that they would wear a helmet if they were always available by both providers, sanitized between rides, had more adjustable helmets on the e-scooters, incentives were provided (i.e decrease in fees per ride) and more aesthetically pleasing helmets. Others indicated that nothing would encourage them to wear a helmet.

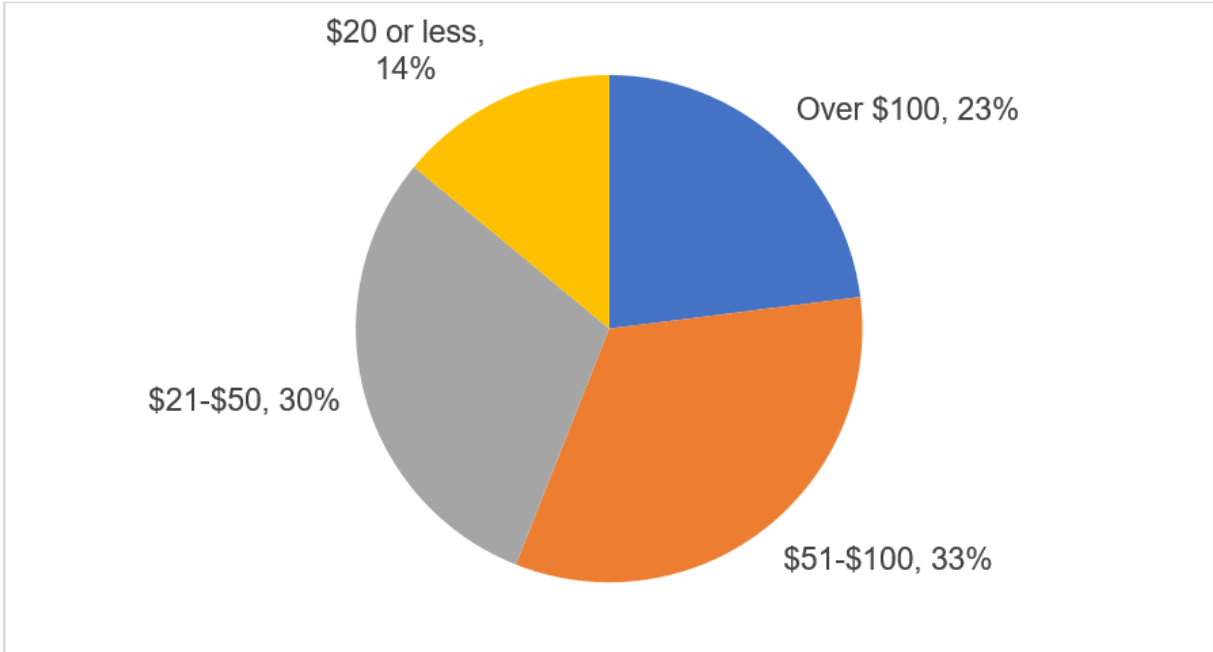
31. What were the most common reasons for using shared e-scooters? Select all that apply. (220 respondents)



Other reasons for using shared e-scooters mentioned by respondents included avoiding traffic and parking downtown, less expensive than uber, a good way to get to festivals (ESCAPE, Bluesfest etc.), and an alternative to biking/walking/transit.

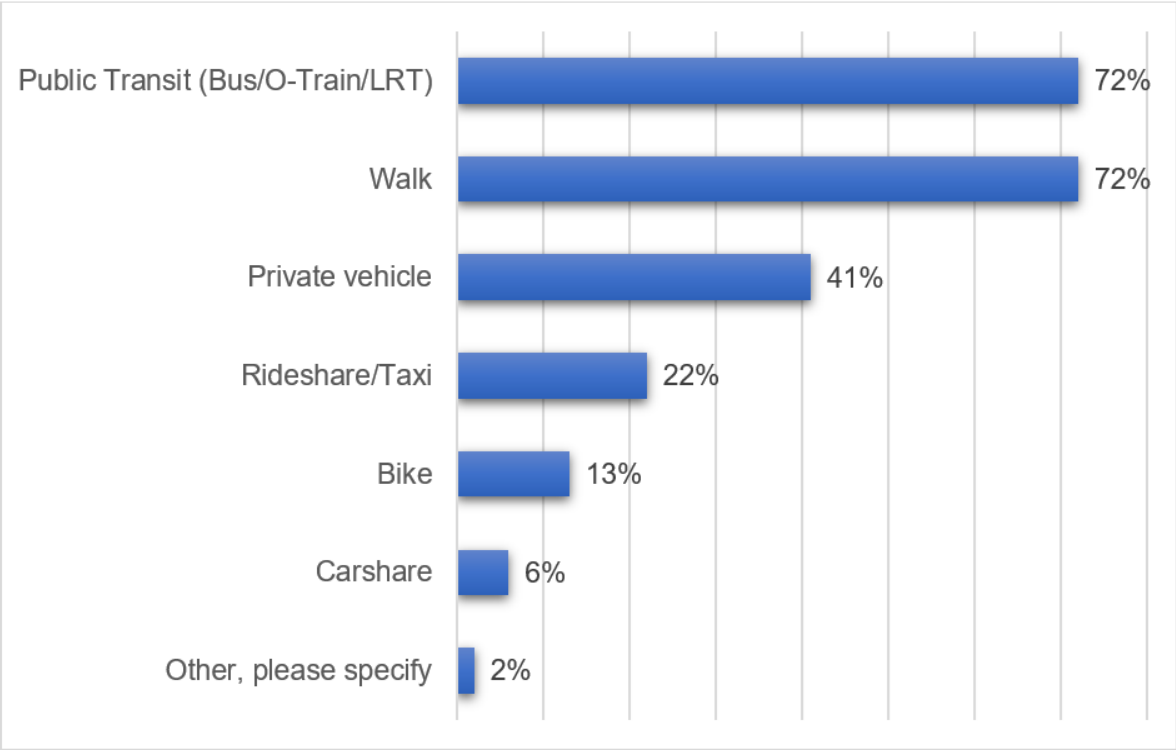
32. When traveling to or from dining and/or shopping/local businesses, how much did you spend at your destination(s) each visit on average? (121 respondents)

This question was asked to those who used shared e-scooters to travel to or from dining or shopping/local businesses in question 31.



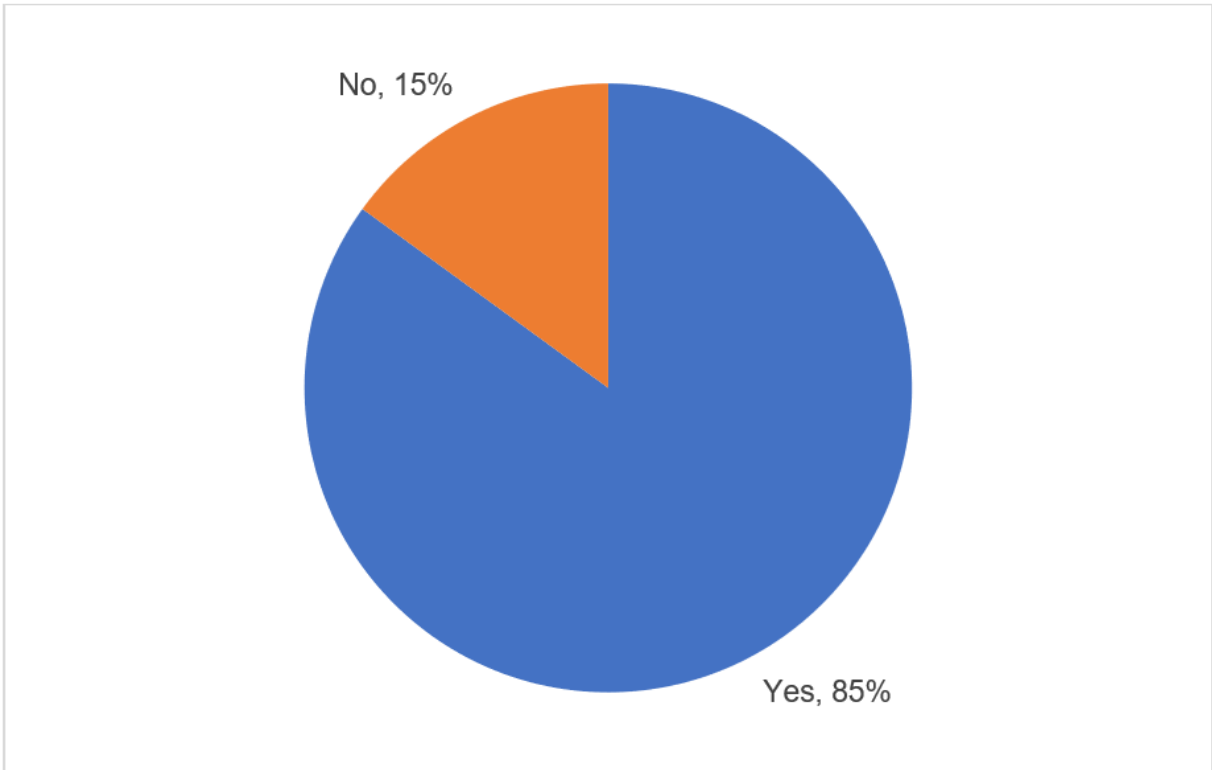
33. Which other mode(s) of transportation did you connect to or from? Select all that apply. (54 respondents)

This question was asked to those that answered yes to “to connect to other modes of transportation” in question 31.

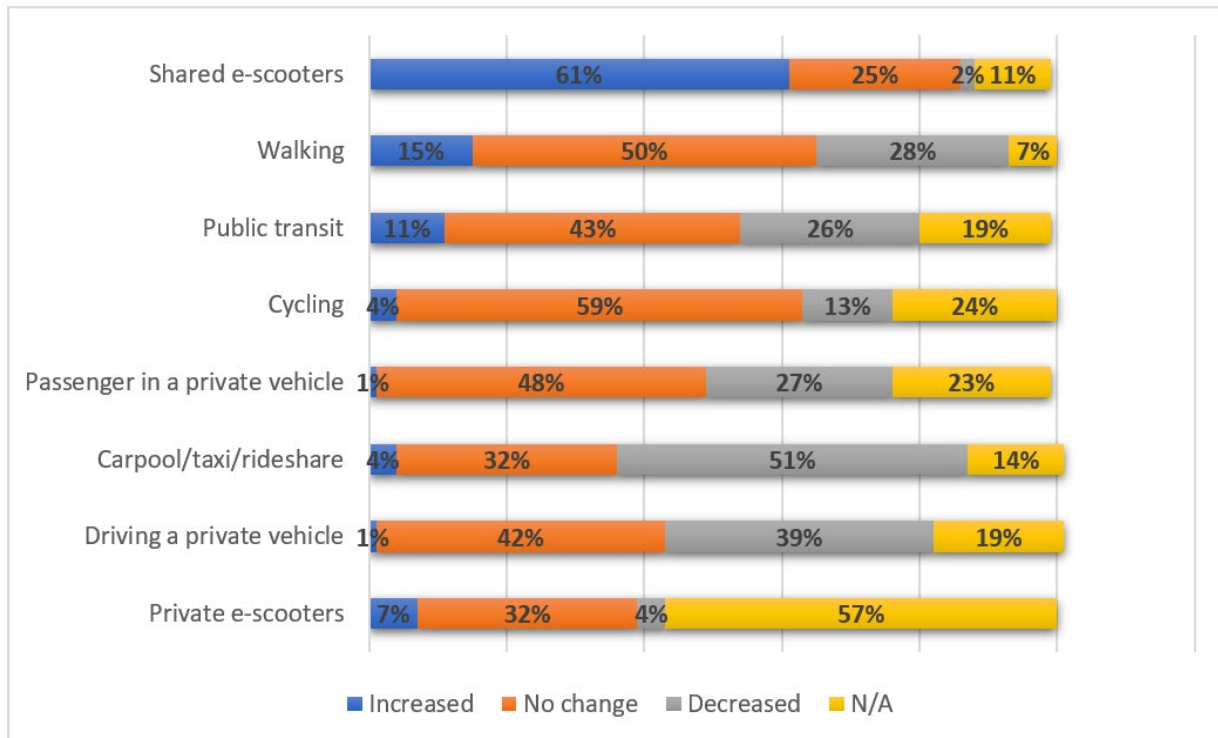


Those who responded “Other, please specify” indicated that they connected a motorcycle.

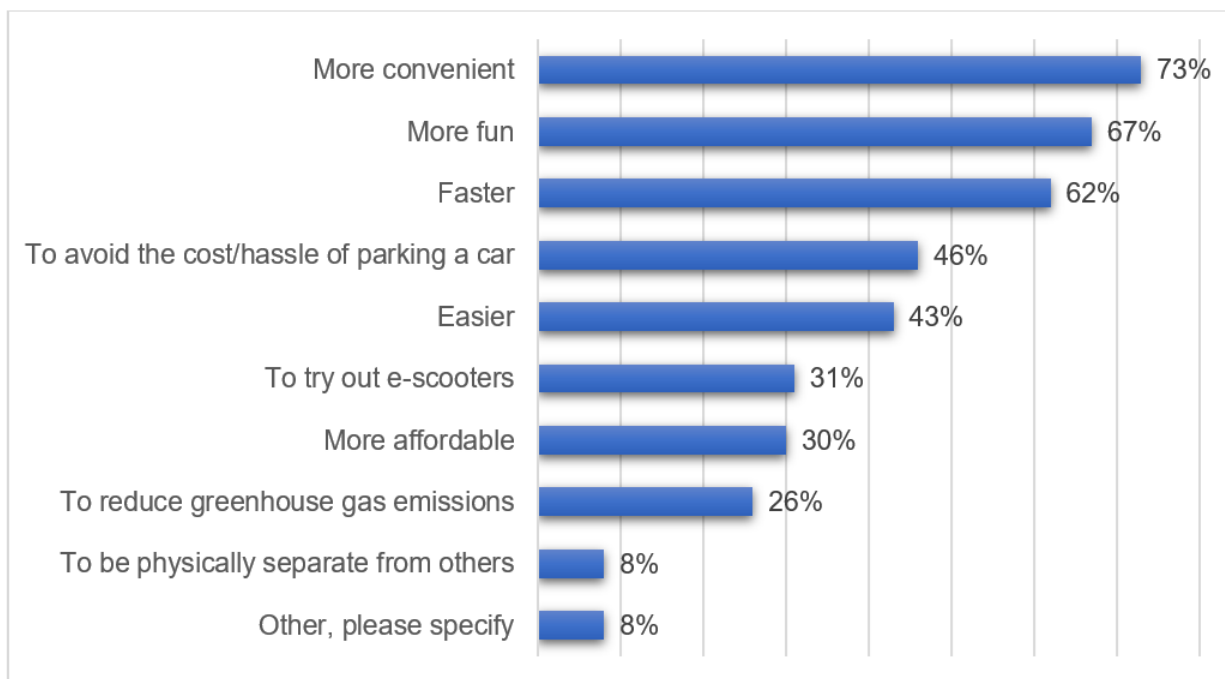
34. Does having access to shared e-scooters make you more likely to use the mode(s) you connected to/from? (54 respondents)



35. How did the availability of shared e-scooters change the way you travel using the following modes? (219 respondents)

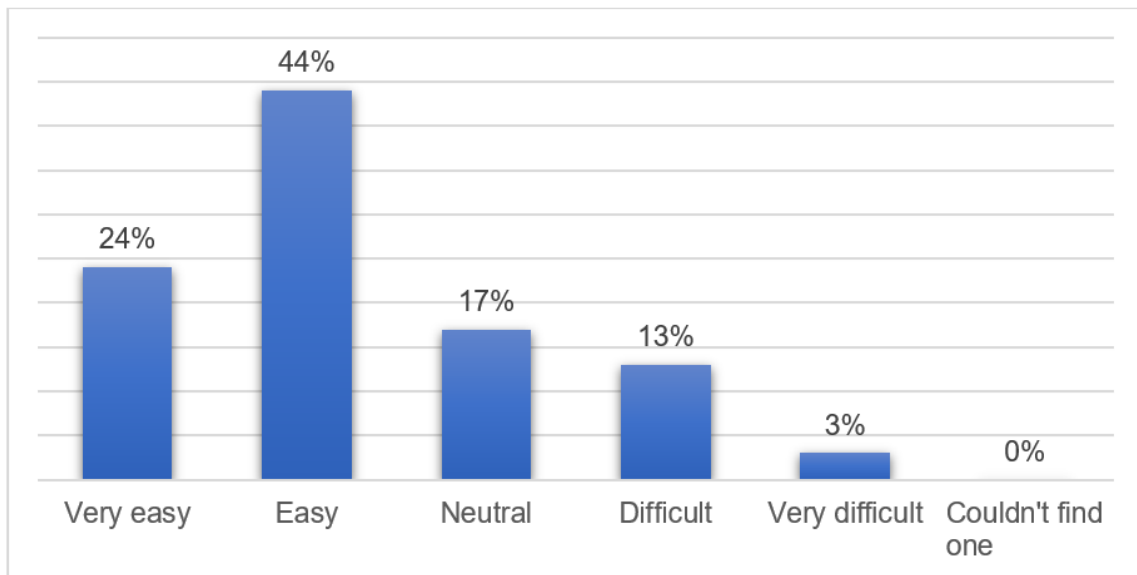


36. Why did you take a shared e-scooter instead of another mode of transportation? Select all that apply. (219 respondents)

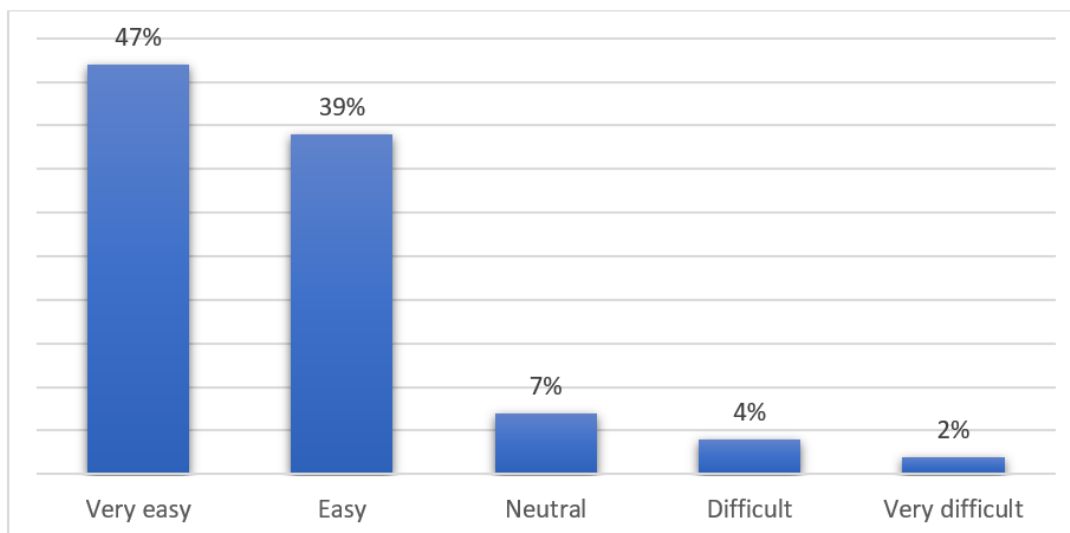


Those who responded “Other, please specify” indicated they used a shared e-scooter when their bus was late or did not arrive, liked that they had more control over their route/destination, felt it was a good alternative to driving and parking a car and took advantage of a weekend coupon given out by a provider. Others liked felt it was a good opportunity to be outside.

37. How easy was it to find a shared e-scooter when you wanted to use one? (219 respondents)

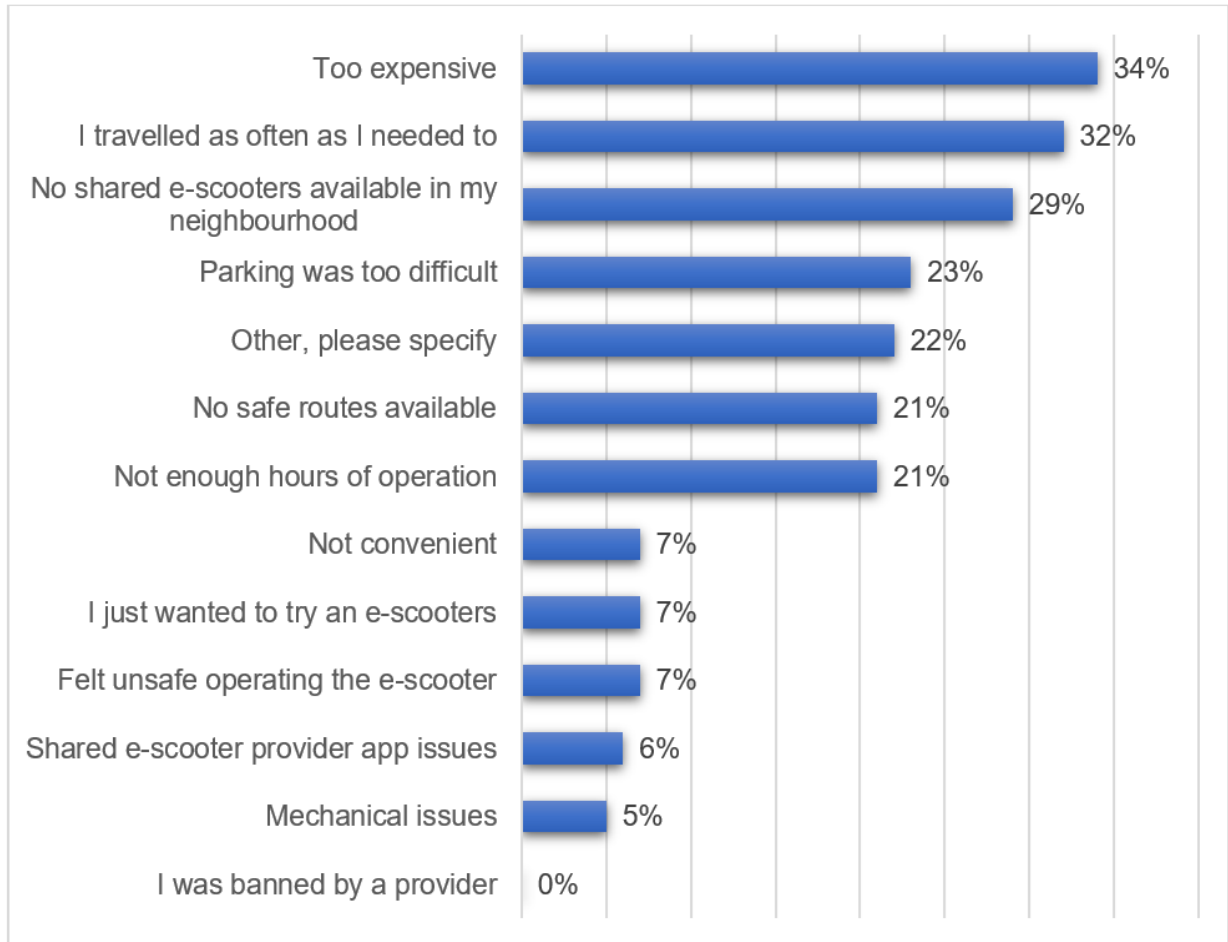


38. How easy was it to rent a shared e-scooter once one was located? (219 respondents)



## Reasons Affecting Shared E-scooter Use

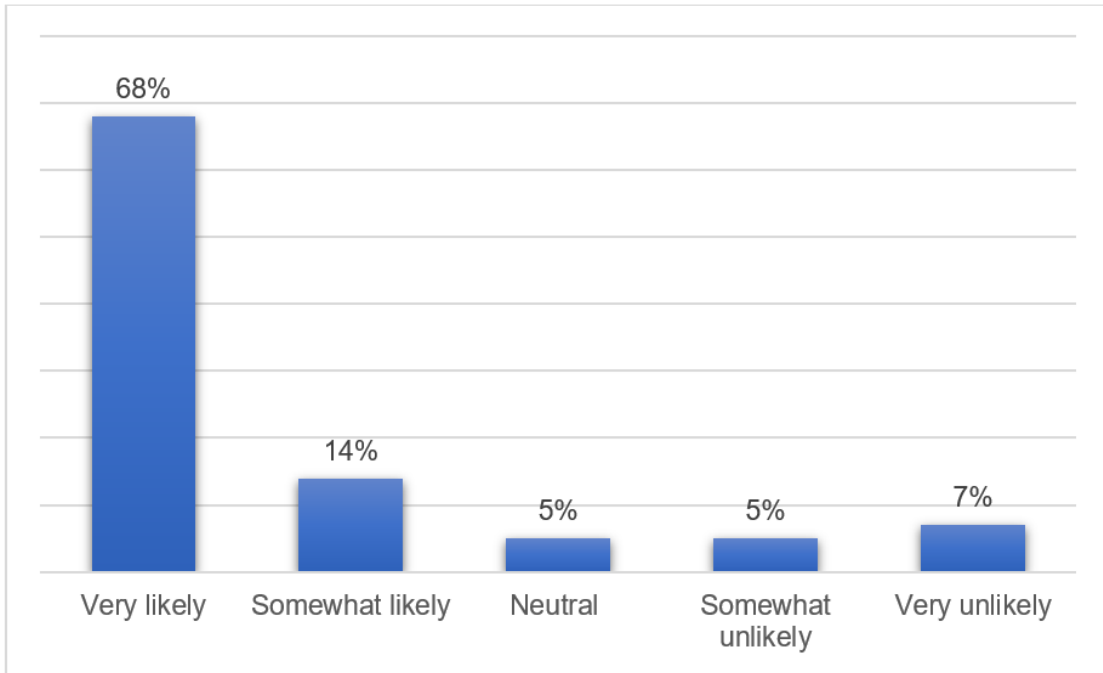
39. What prevented you from using shared e-scooters more often? Select all that apply.  
(219 respondents)



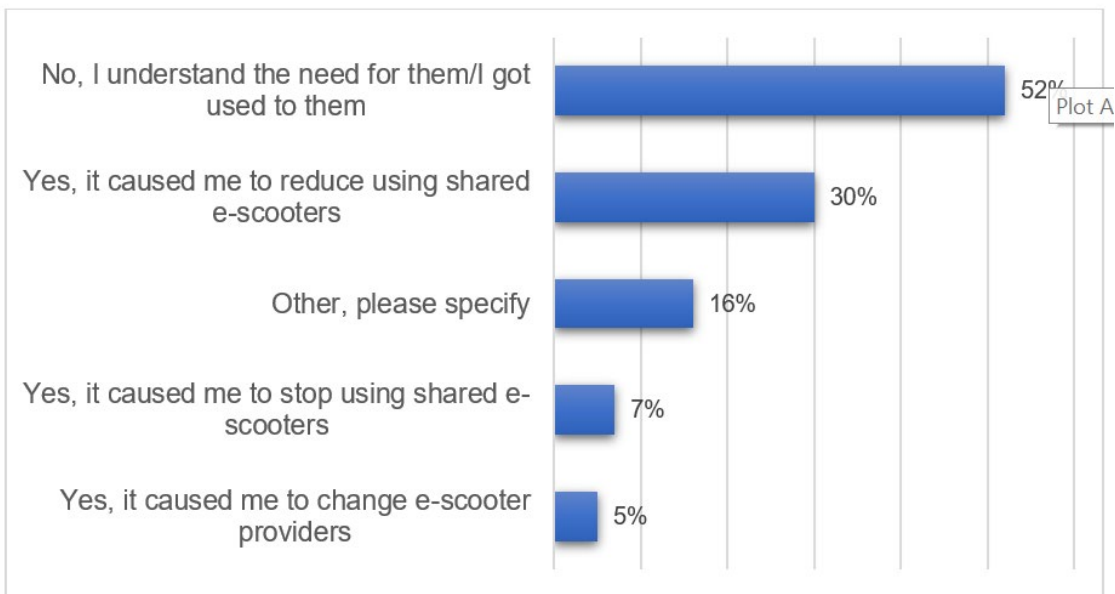
In general, respondents that checked “other, please specify”, felt that certain rules and restrictions in the 2023 season negatively affected their shared e-scooter use. Many respondents stated that they were not in favour of the continuous sound emission requirement, and the cut-off after 11PM prevented them from riding shared e-scooters. Many respondents noted difficulties while riding due to limitations of the GPS, sometimes causing the e-scooter to cut power when riding on designated infrastructure. Some respondents indicated that the service area was not large enough. Some respondents expressed the desire to travel along NCC pathways which is prohibited.



40. How likely are you to ride an e-scooter again? (219 respondents)



41. Do you feel the sound emissions impacted you as a rider? Select all that apply. (219 respondents)

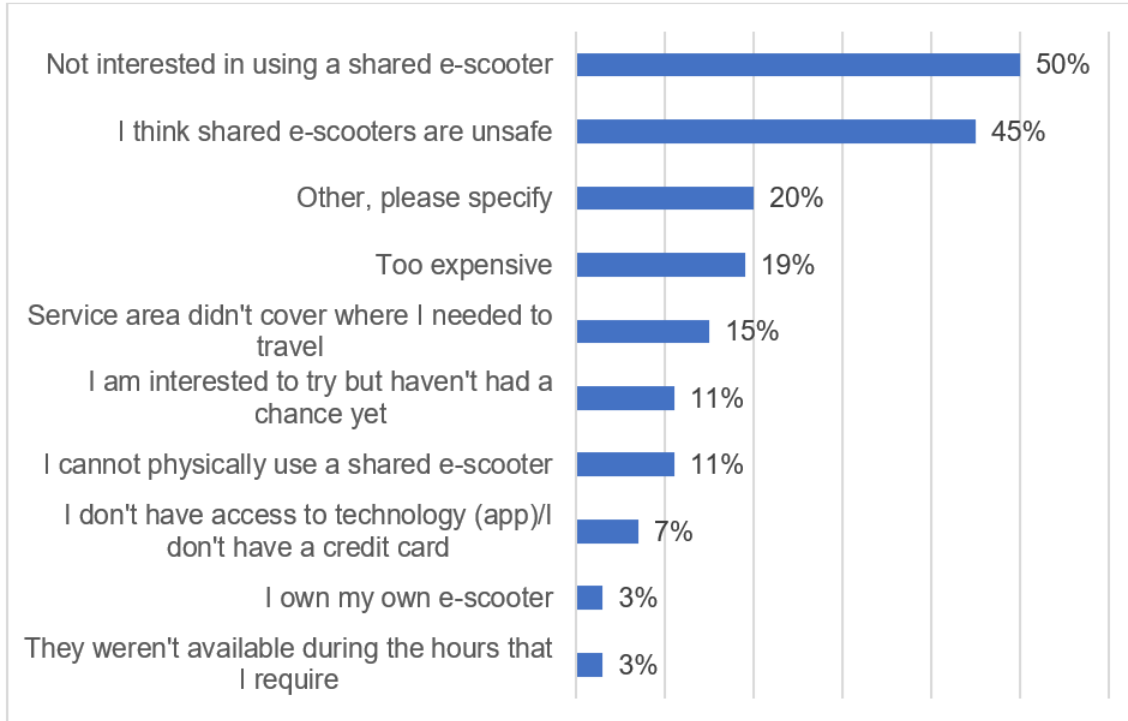


Those who responded “Other, please specify” indicated that they felt the sound emissions was distracting or annoying. Some bought their own e-scooters to avoid the sound emissions. Others understood the need for the sound and kept using the shared e-scooters.

## Did not Ride a Shared E-scooter in 2023

42. Why haven't you tried a shared e-scooter? Select all that apply. (220 respondents)

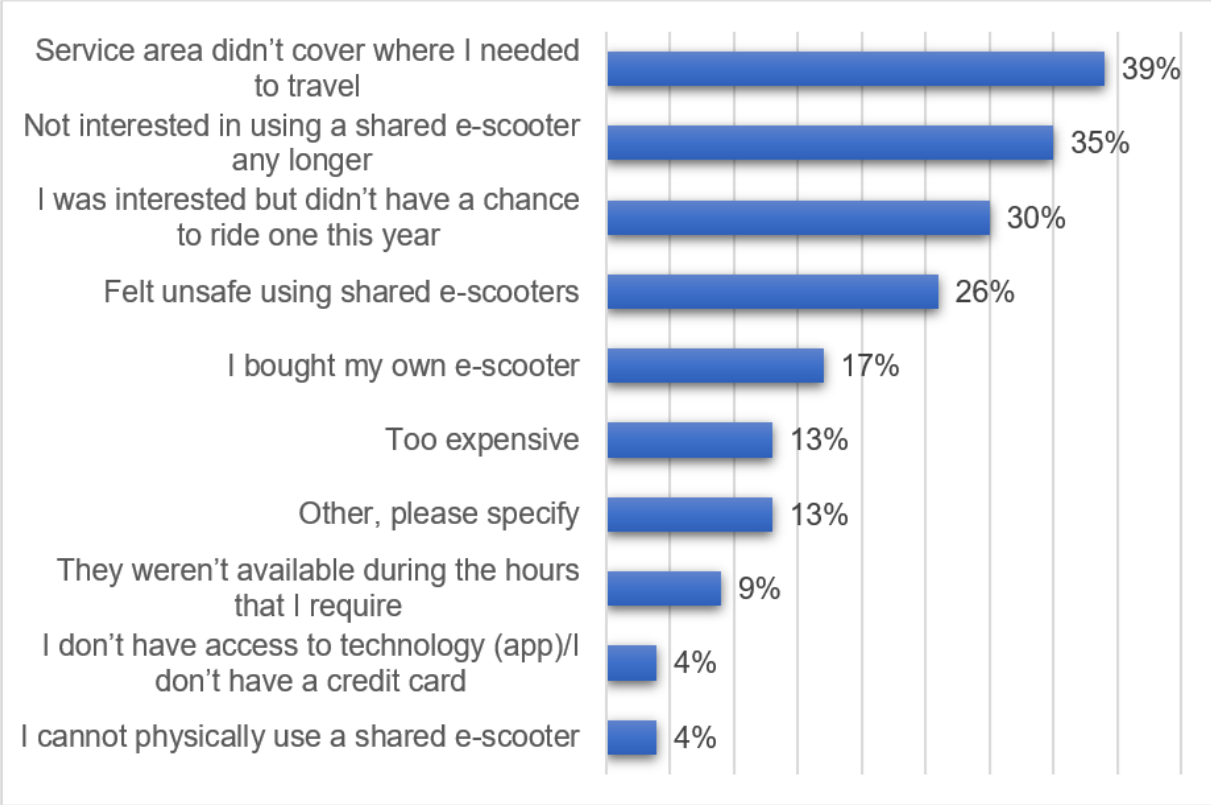
This question was asked to those who have not ridden a shared e-scooter to date.



Some respondents felt the e-scooter were too unsafe to use, while others indicated they prefer an e-bike, cycling or walking. Some respondents mentioned that they own a private e-scooter, while others indicated that the coverage area is not large enough or they felt that the rules and restrictions were excessive which discouraged them from trying shared e-scooters.

43. Why did you not ride in 2023? Select all that apply. (23 respondents)

This question was asked to those who rode a shared e-scooter in a past seasons but not in 2023.

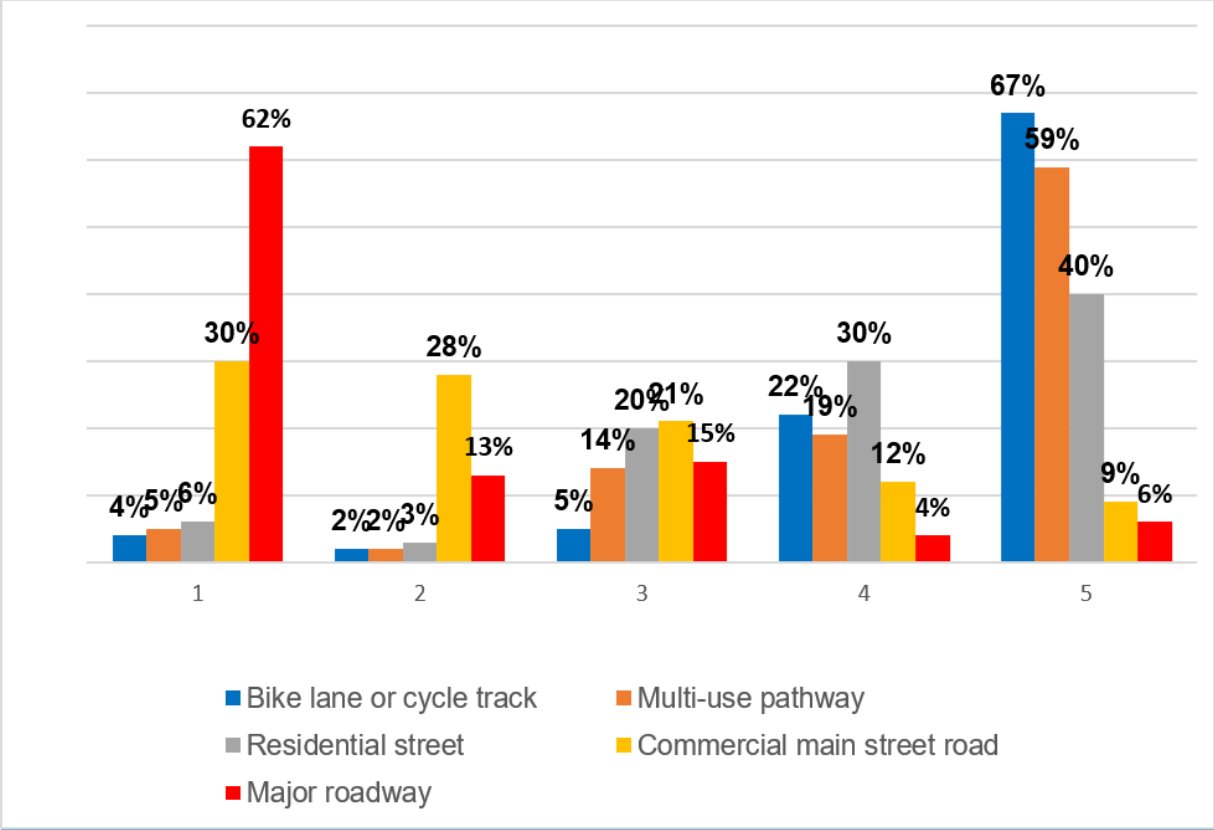


Respondents who did not ride shared e-scooters in 2023 also mentioned that they would prefer a bike share program, didn't want to support the e-scooter companies and that exiting facilities are inadequate.

### Comfort Level on Various Types of Infrastructure

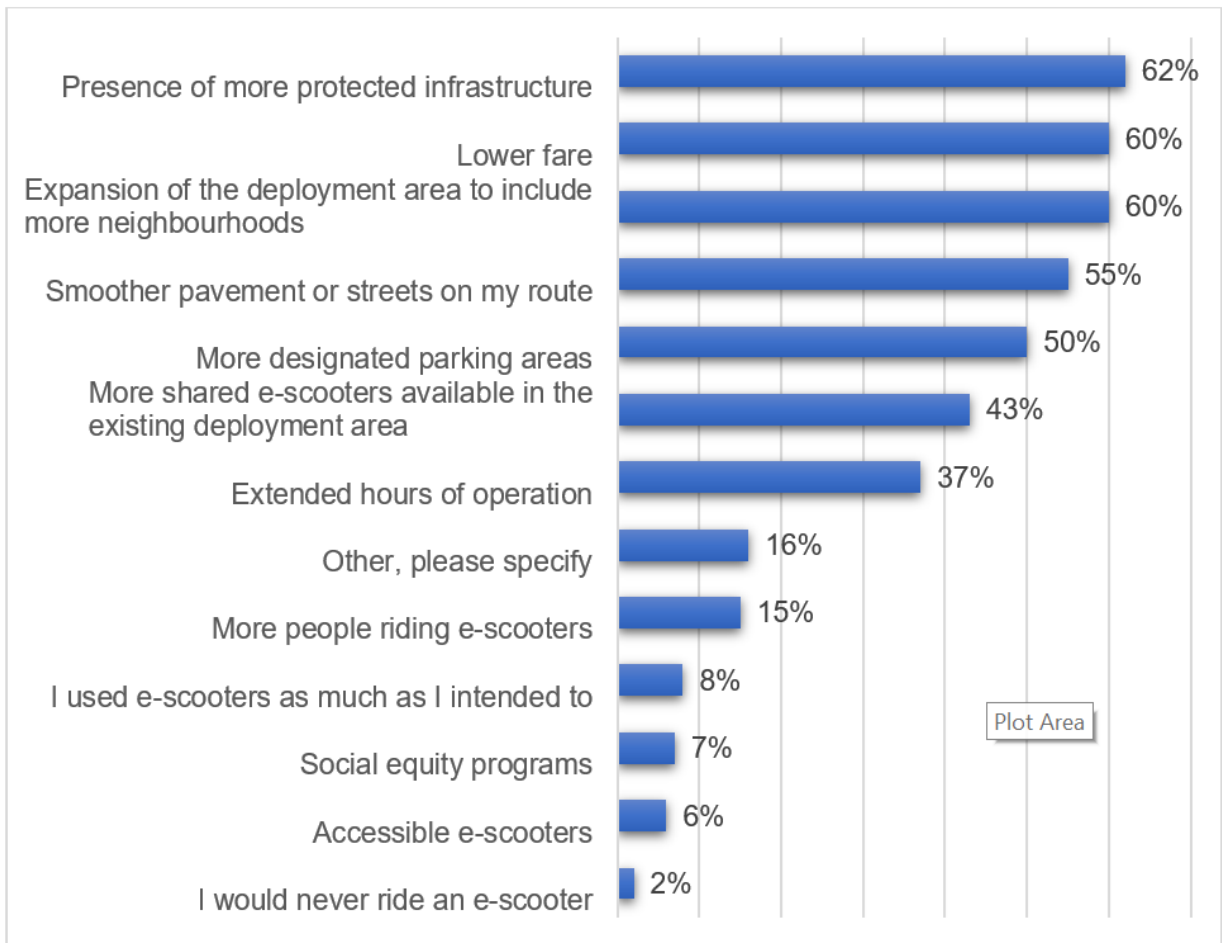
44. On a scale of 1 to 5, with 1 being the least comfortable and 5 being the most comfortable place to ride a shared e-scooter, please rate your comfort with the following:

This question was asked to those who indicated that they had ridden a shared e-scooter at any time (242 respondents).



## Increasing Shared E-scooter Use

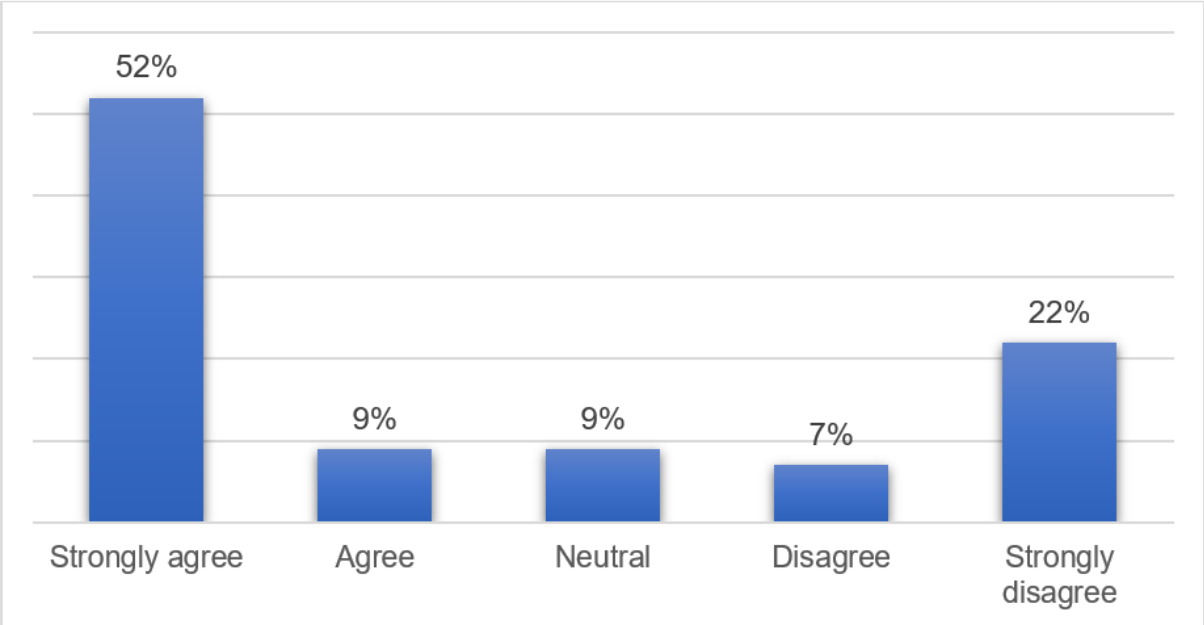
45. What would encourage you to take more e-scooter trips? Select all that apply. (242 respondents)



In addition to the above, respondents indicated their desire for unrestricted parking, allowing for sidewalk riding, removal of the mandatory sound emissions, higher maximum speed limits, improvement in apps and e-scooter equipment, more City support for alternative modes of transportation, more accurate geofencing and alternative ways to pay other than credit card would encourage them to take more e-scooter trips.

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

46. To what extent do you agree with this statement: "I want shared e-scooters to continue to be an option in Ottawa"? (450 respondents).



47. In your opinion, what were the main challenges of the 2023 shared e-scooter season? (450 respondents).

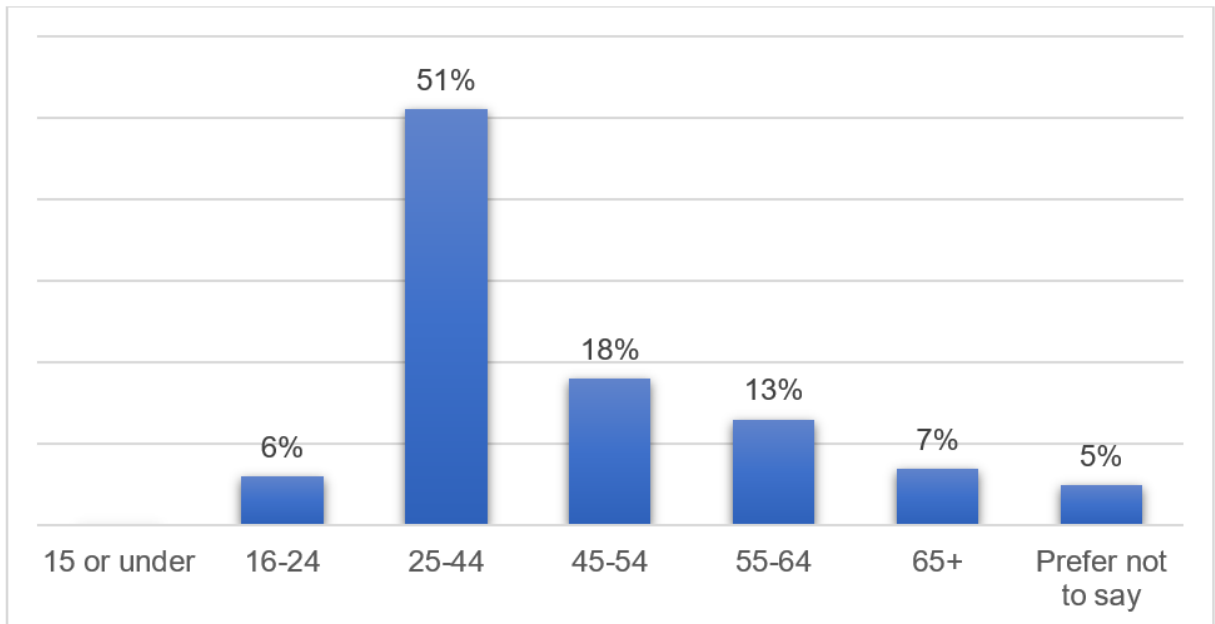
Many respondents indicated that safety was the main challenge of the 2023 season including wrong-way riding, e-scooter misuse, lack of helmet use, double riding, reckless riding, sidewalk riding, underage riding, and not stopping at stop signs. Others indicated that they felt that too many restrictions 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 the sound emissions being annoying, while others felt it wasn't loud enough, that there is a lack of safe infrastructure, NCC pathway restrictions were a deterrent to success, not enough e-scooters deployed, limited deployment area, lack of education, limited hours, lack of accessible e-scooters, speed restrictions and that riding a shared e-scooter was too expensive.

48. In your opinion, what were the positive aspects of the 2023 shared e-scooter season? (450 respondents).

Respondents noted that they felt that the increase in in-app and physical parking locations has been a main positive aspect of the 2023 season and that they felt it was more organized with less issues. Respondents also indicated that it's a way to increase traffic to businesses, less cars on the road, alternative transportation such as a car and LRT when it isn't in operation, convenient, reliable, fun and a unique way to explore the City.

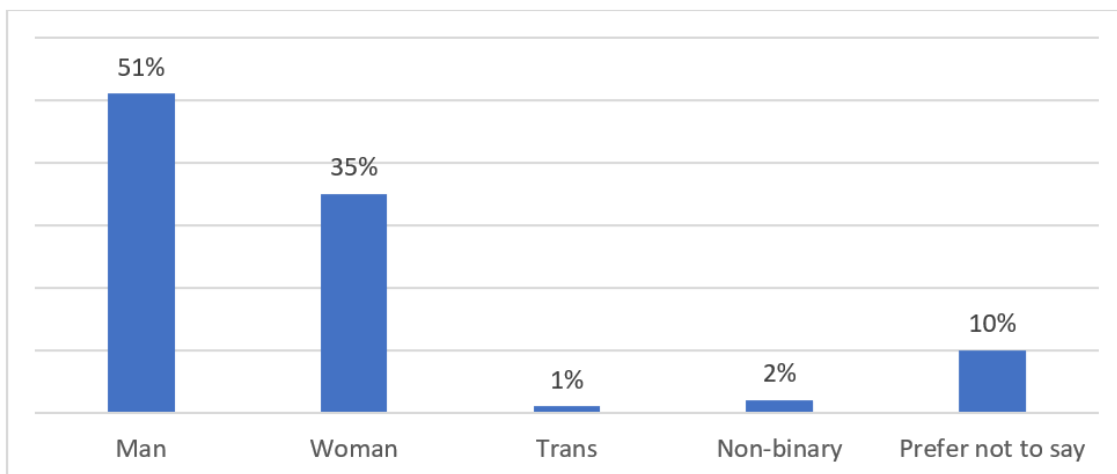
## Demographics

49. What is your age? (444 respondents)



The majority of respondents were in the 25-44 age range (**51%**). **18%** of respondents were aged between 45 and 54 and 13% were aged between 55 and 64. **6%** were in the 16 and 24 age group and **7%** were 65 or older. No respondents answered that they were 15 years of age or under.

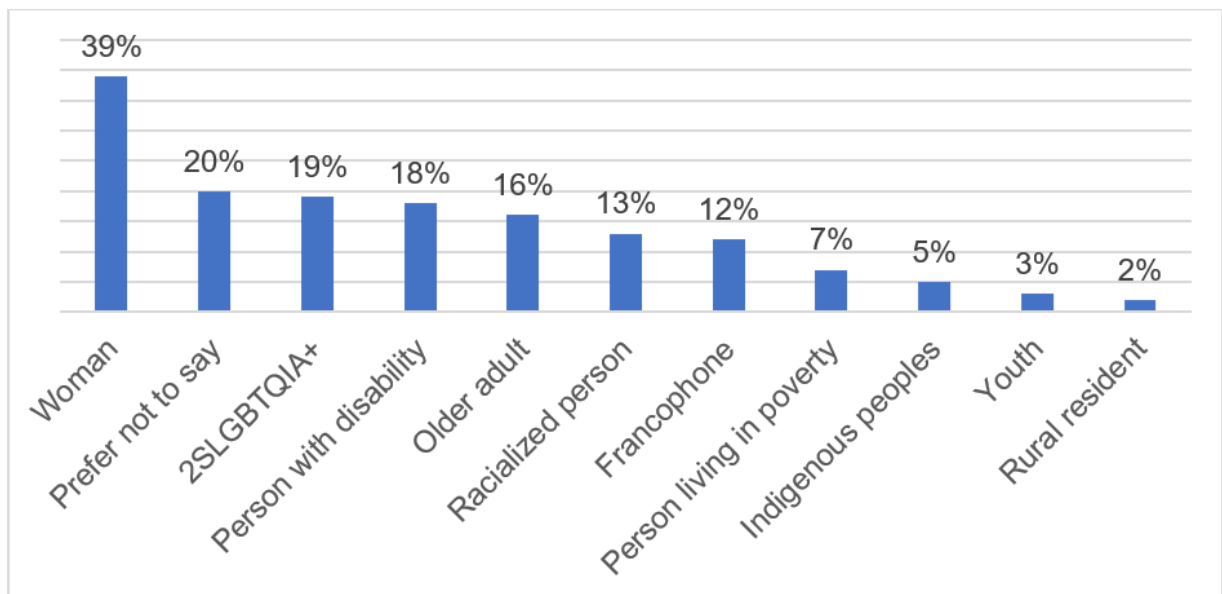
50. The City of Ottawa recognizes that people may choose to identify anywhere along the gender continuum. Please choose the option with which you most closely identify. (441 respondents)





**51%** of respondents identify as male and **35%** identify as female. **10%** prefer not to say, **2%** identify as non-binary while **1%** identify as trans.

51. 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. (356 respondents)



**39%** of respondents identify as a woman. **20%** prefer not to say. **19%** identify as 2SLGBTQIA+. **18%** identify as a person with disability. **16%** older adult. **13%** Racialized person. **12%** Francophone. **7%** person living in poverty. **5%** Indigenous peoples. **3%** Youth and **2%** rural resident.