

Document 5: City of Ottawa E-Scooter Survey Results 2020










Ottawa's E-Scooter Survey

Status:	Closed	Partial completes:	416 (9.4%)
Start date:	2020-11-13	Screened out:	0 (0%)
End date:	2020-12-07	Reached end:	4,032 (90.6%)
Live:	25 days	Total responded:	4,448
Questions:	32		
Languages:	en, fr		

Filter is Off


1. How do you usually get around? (please select all that apply)

(Each respondent could choose MULTIPLE responses.)

Response	Total	% of responses	%
I walk	3548		80
I use a wheelchair	20		0
I use another mobility device	44		1
I take transit	1725		39
I ride a bicycle	1651		37
I use a personal e-scooter	282		6
I drive a car or motorcycle	2402		54
I am a passenger in a car or on a motorcycle	719		16
I take taxis or rideshare (Uber/Lyft)	1341		30
Other, please specify	102		2

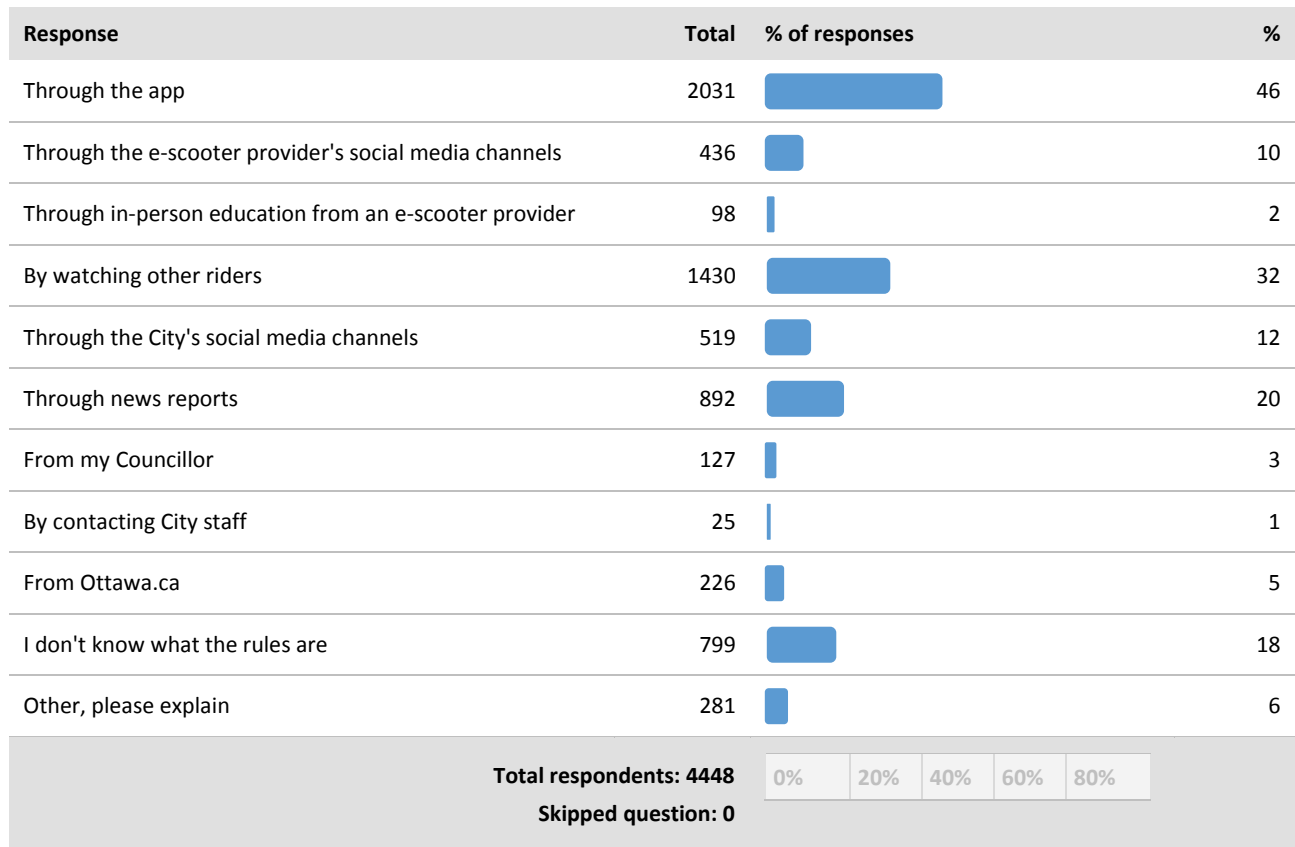
Total respondents: 4448

Skipped question: 0



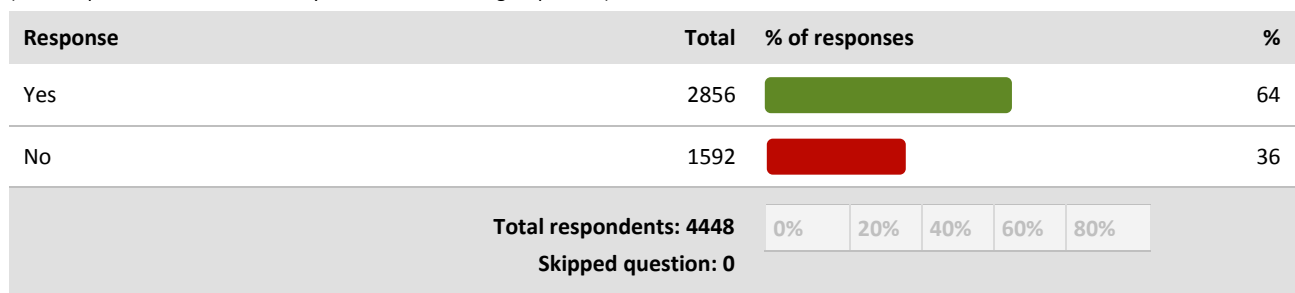
2. Whether or not you used a shared e-scooter, how did you learn about Ottawa’s e-scooter rules for safe and courteous e-scooter riding and parking? (please select all that apply)

(Each respondent could choose MULTIPLE responses.)



3. Did you ride a shared e-scooter in Ottawa?

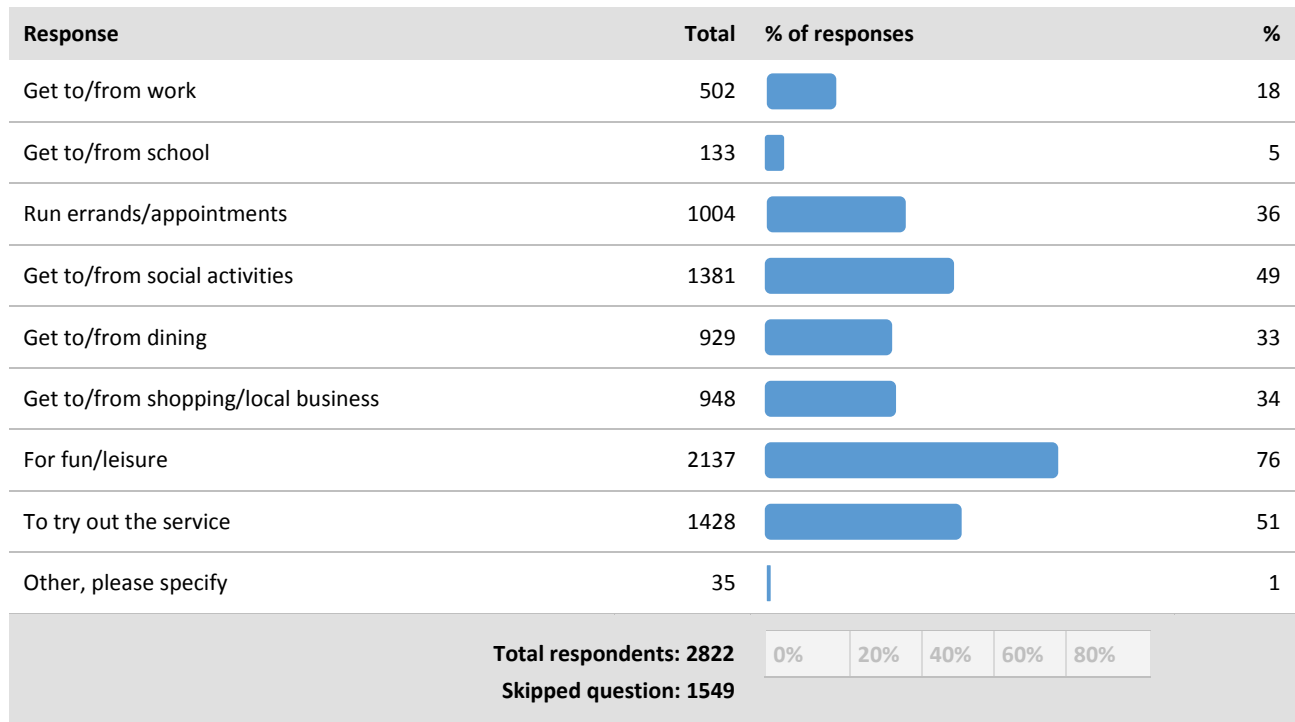
(Each respondent could choose only ONE of the following responses.)



Please provide feedback on your experience riding shared e-scooters in Ottawa.

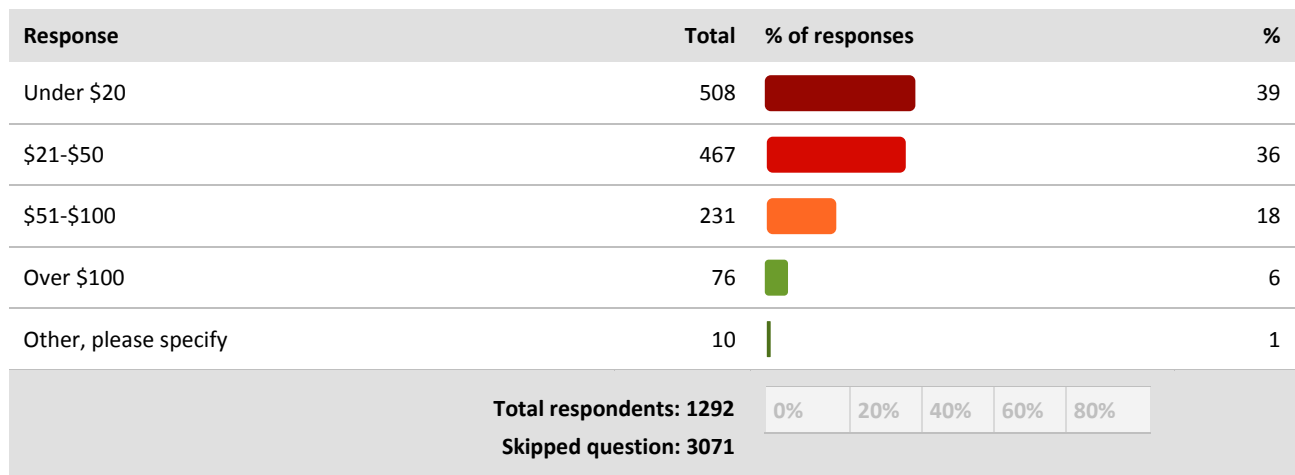
4. From July 16 to October 31, what were the most common reasons you used an e-scooter? (please select all that apply)

(Each respondent could choose MULTIPLE responses.)



5. How much did you typically spend at your destination?

(Each respondent could choose only ONE of the following responses.)



6. Did the introduction of shared e-scooters change the way you travel?

(Each respondent could choose only ONE of the following responses.)

Response	Total	% of responses	%
Yes	1903		68
No	908		32

Total respondents: 2811
Skipped question: 1549

7. How did e-scooters change the way you travel? (please select all that apply)

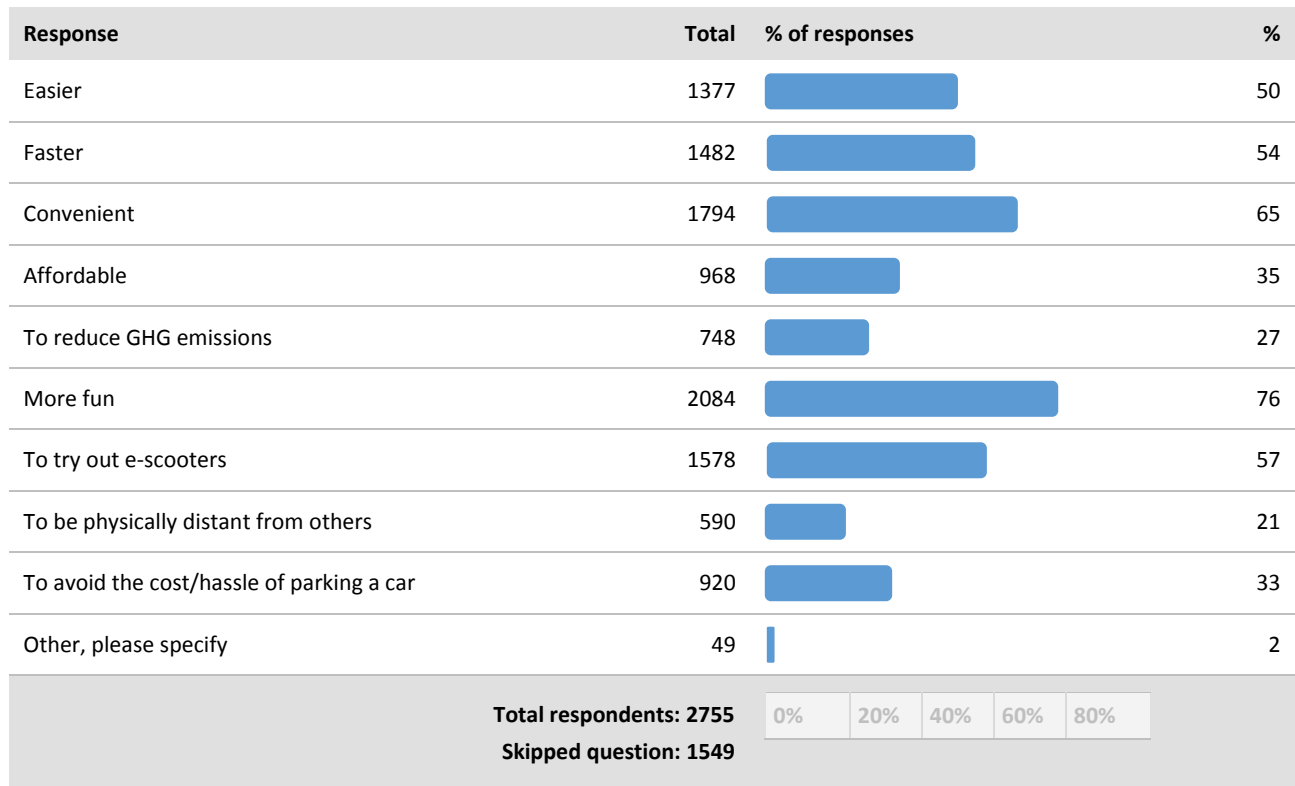
(Each respondent could choose MULTIPLE responses.)

Response	Total	% of responses	%
I walked more	559		30
I walked less	664		35
I biked more	112		6
I biked less	169		9
I took transit more	118		6
I took transit less	519		28
I drove more (as a driver)	18		1
I drove less (as a driver)	874		46
I drove more (as a passenger)	7		0
I drove less (as a passenger)	616		33
Other, please specify	133		7

Total respondents: 1887
Skipped question: 2442

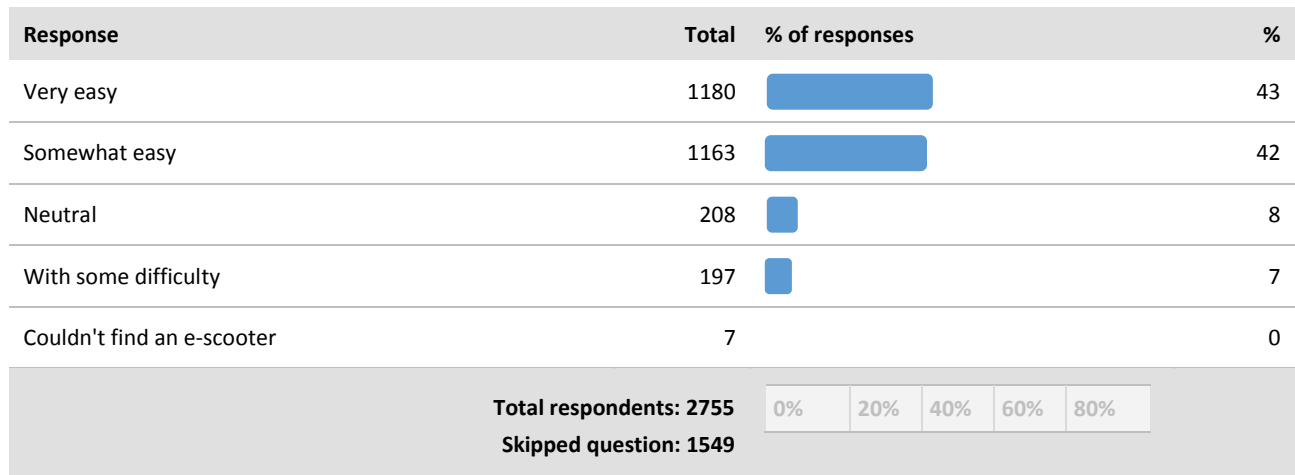
8. Why did you take a shared e-scooter instead of another mode of transportation? (Please select all that apply)

(Each respondent could choose MULTIPLE responses.)



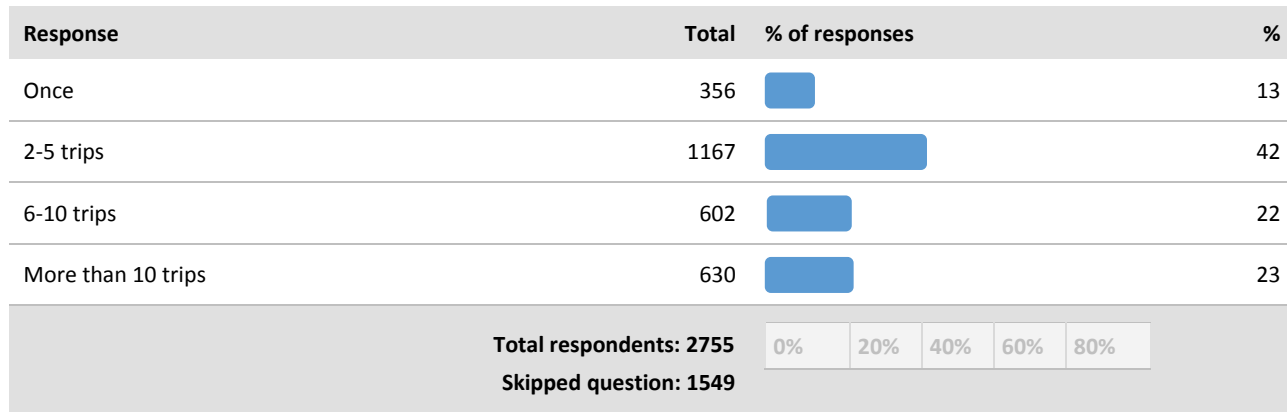
9. Generally, how easy was it to find a shared e-scooter when you wanted to use one?

(Each respondent could choose only ONE of the following responses.)



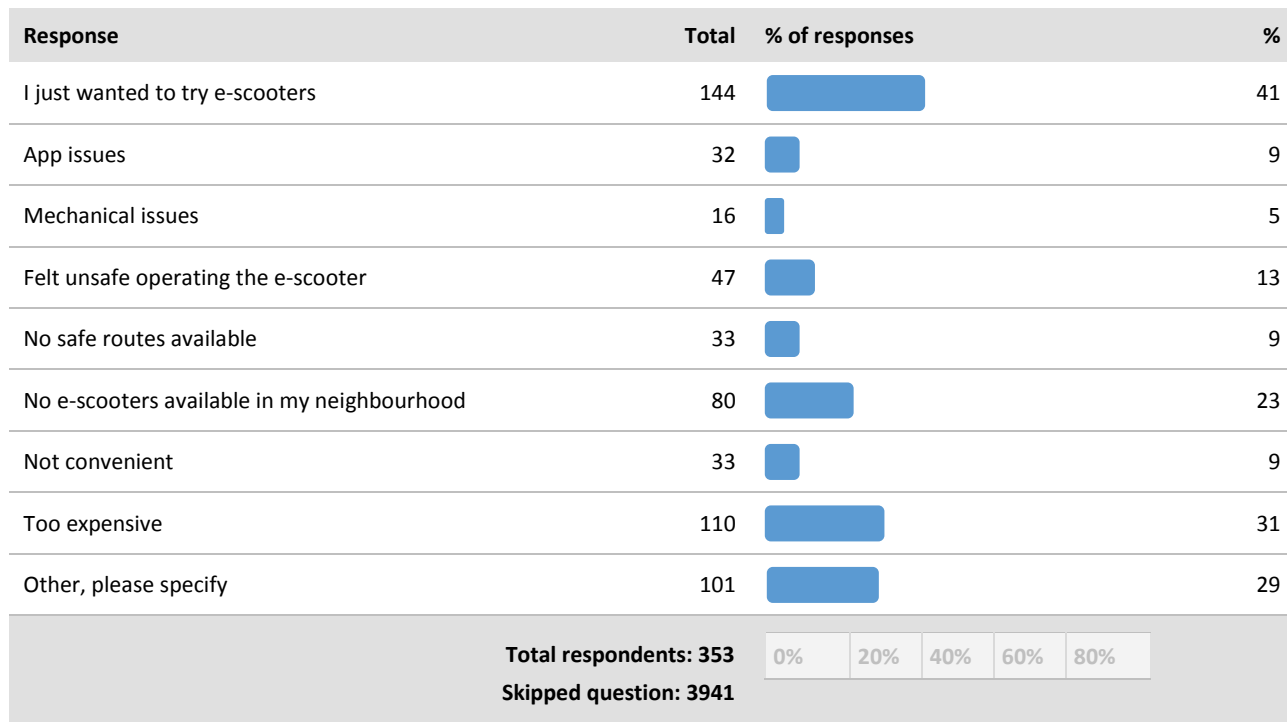
10. How many trips have you taken on Ottawa's shared e-scooters?

(Each respondent could choose only ONE of the following responses.)



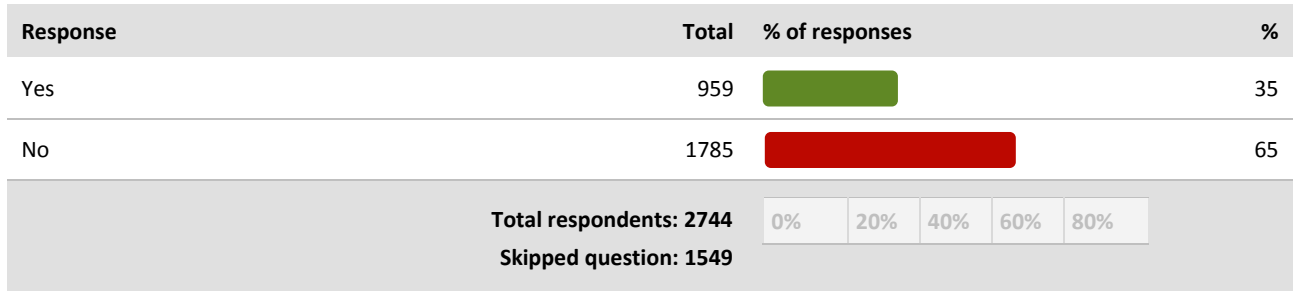
11. If you tried the e-scooters once, why didn't you use them again?

(Each respondent could choose MULTIPLE responses.)



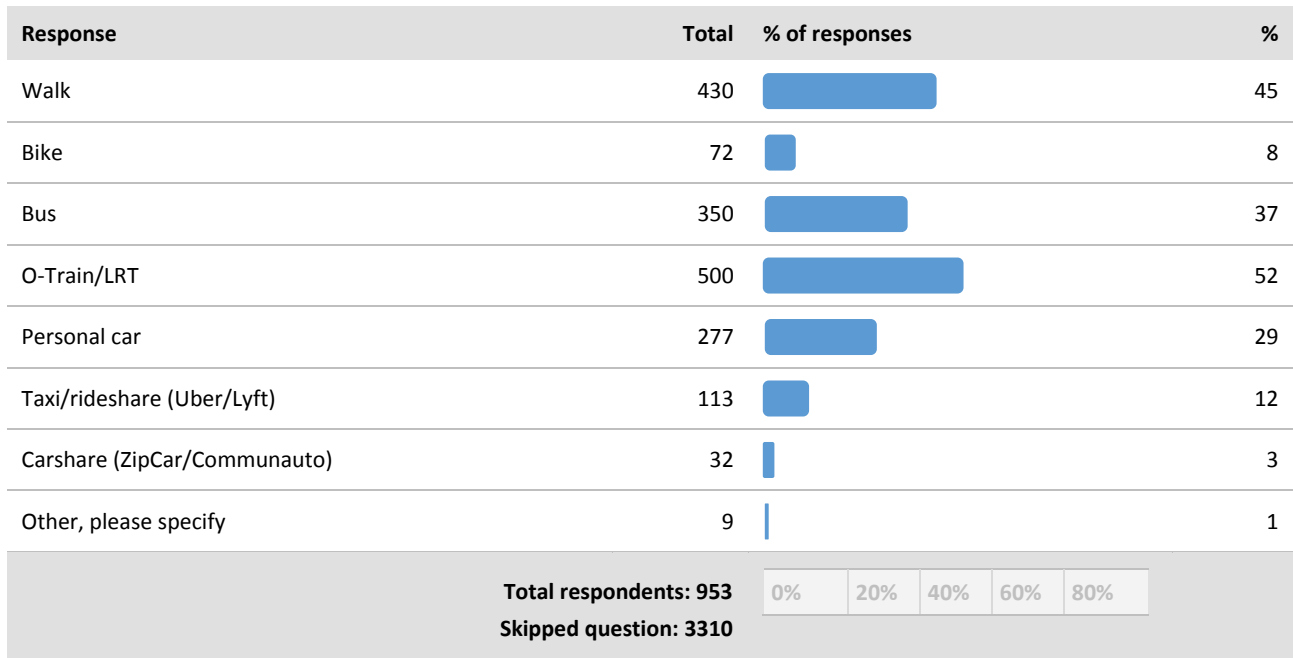
12. Did you take a shared e-scooter to connect to or from another form of transportation?

(Each respondent could choose only ONE of the following responses.)



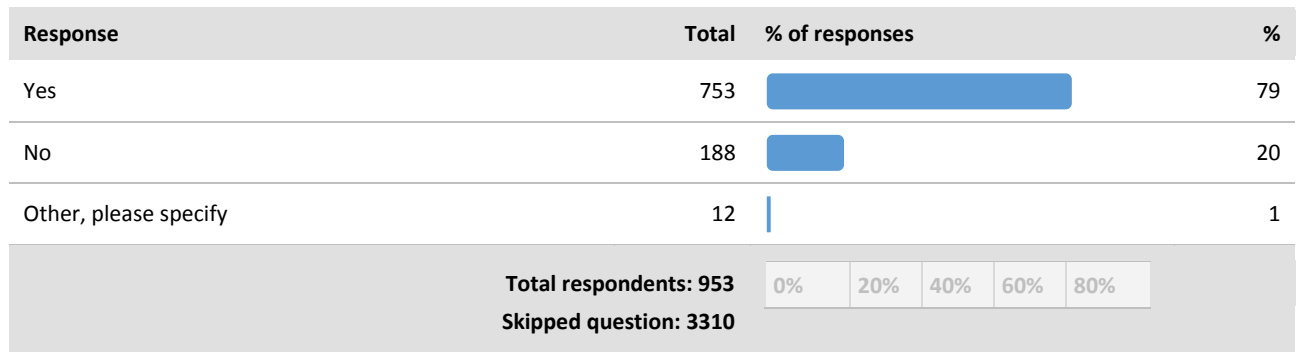
13. 1. If 'yes,' which mode did you connect to or from?

(Each respondent could choose MULTIPLE responses.)



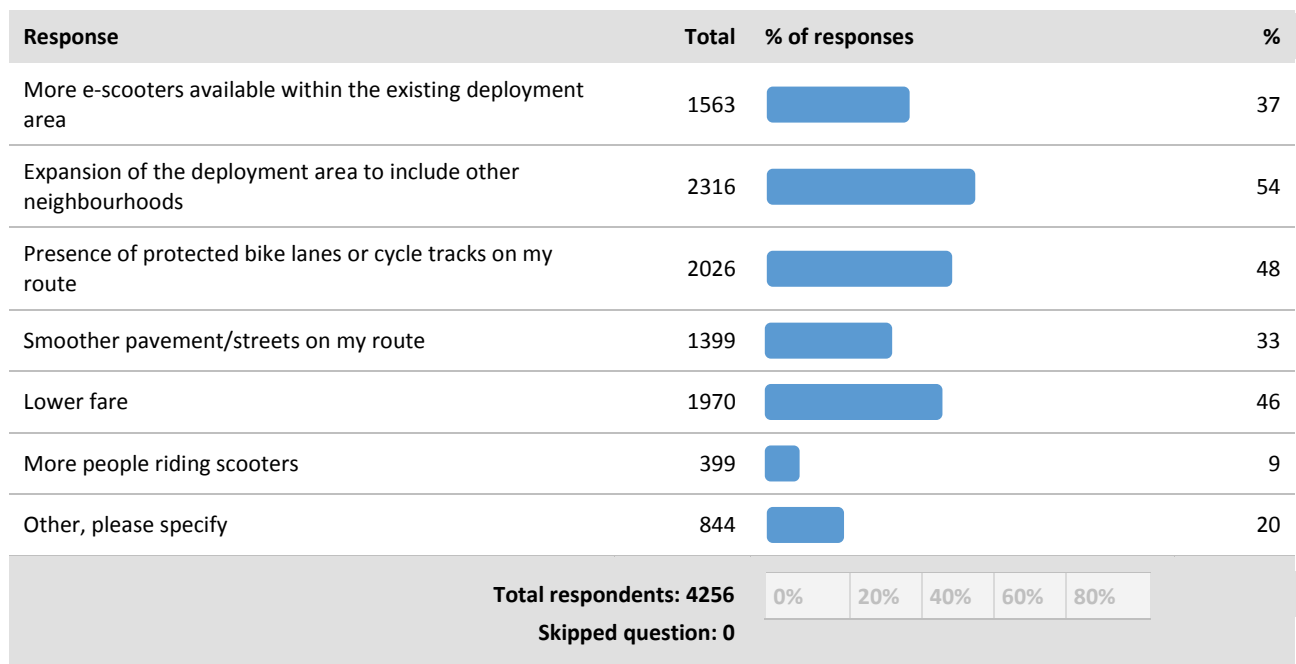
14. 1. Does having access to shared e-scooters make you more likely to use the mode you connected to or from?

(Each respondent could choose only ONE of the following responses.)



15. What would encourage you to take a/more e-scooter trip(s)? (Please select all that apply)

(Each respondent could choose MULTIPLE responses.)



Please provide feedback on your experience with e-scooter parking.

16. In Ottawa, shared e-scooters are permitted to be parked in the sidewalk furniture zone, in line with benches, poles, trees. Did you know this is where e-scooters must be parked?

(Each respondent could choose only ONE of the following responses.)

Response	Total	% of responses	%
Yes	3028		72
No	1172		28

Total respondents: 4200
Skipped question: 0

0% 20% 40% 60% 80%

17. Did you encounter a mis-parked e-scooter during the pilot?

(Each respondent could choose only ONE of the following responses.)

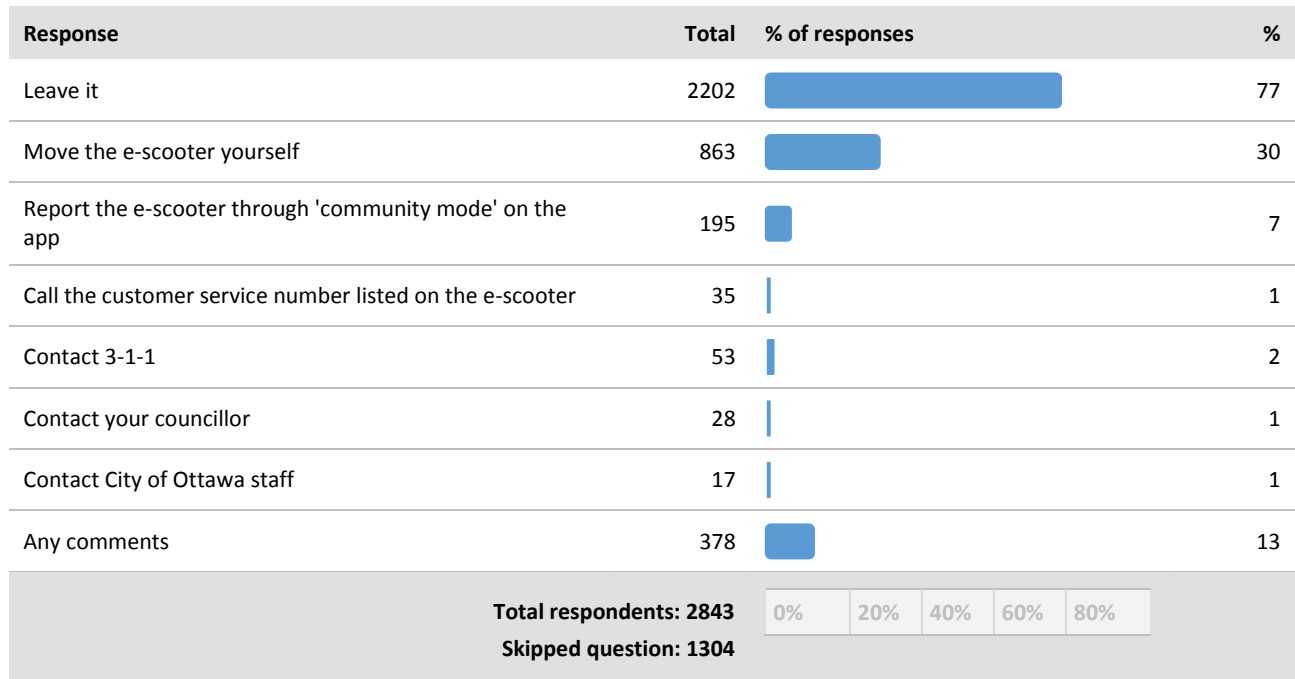
Response	Total	% of responses	%
Yes	2890		69
No	1310		31

Total respondents: 4200
Skipped question: 0

0% 20% 40% 60% 80%

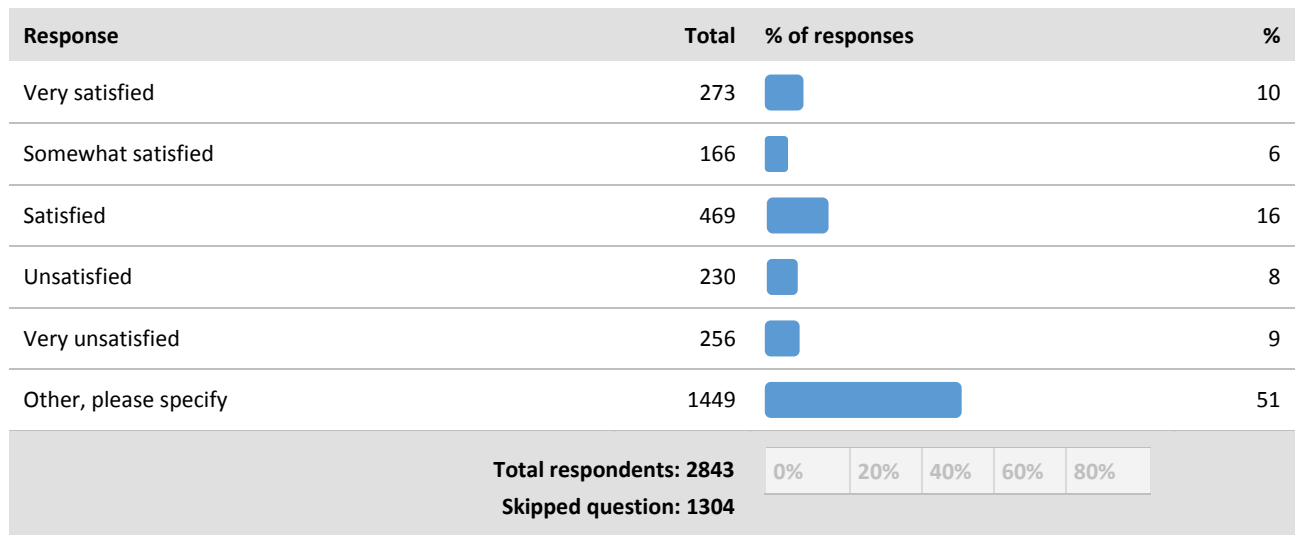
18. When you encountered a mis-parked e-scooter did you? (please select all that apply)

(Each respondent could choose MULTIPLE responses.)




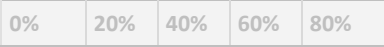
19. How satisfied were you with the process of reporting a mis-parked e-scooter?

(Each respondent could choose only ONE of the following responses.)









20. How could this reporting process be improved?

(Each respondent could write a single open-ended response of maximum 255 characters.)

Response	Total	% of total respondents	%
Open answer	922		21
Total respondents: 922 Skipped question: 3225			

21. To what extent do you agree with the statement: Over the course of the pilot, e-scooter parking improved.





(Each respondent could choose only ONE of the following responses.)

Response	Total	% of responses	%
Strongly agree	771		19
Agree	1173		28
Neutral	1384		33
Disagree	381		9
Strongly disagree	428		10
Total respondents: 4137 Skipped question: 0			

Please provide your feedback on e-scooter rider behaviour.

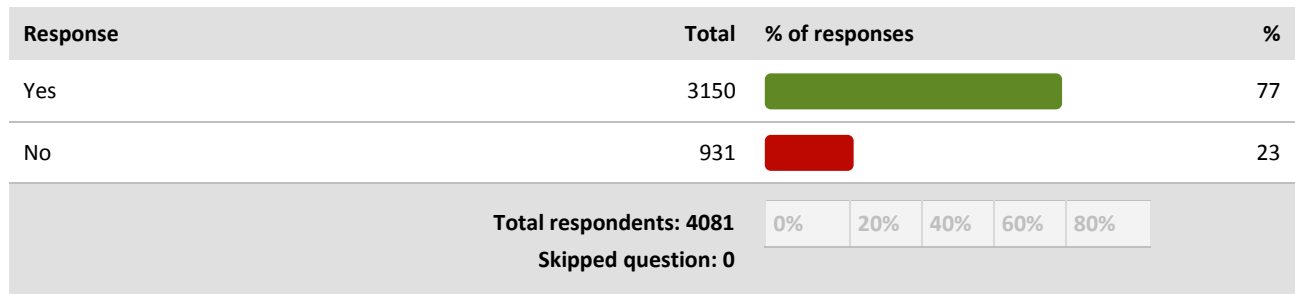
22. Did you know that under the Provincial Pilot Regulations and the City's Electric Kick Scooter By-Law, e-scooters are permitted to be ridden on bike lanes, on cycle tracks, on the City's multi-use pathways, and on streets with a speed limit of 50 km/h or below?

(Each respondent could choose only ONE of the following responses.)

Response	Total	% of responses	%
Yes	2849		70
No	1121		27
Other, please specify	111		3
Total respondents: 4081 Skipped question: 0			

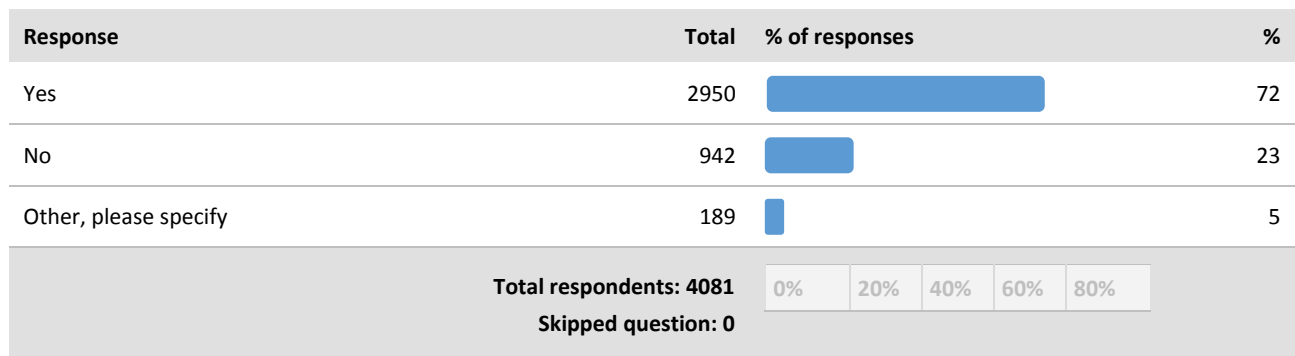
23. Did you know that for the safety of pedestrians, under the City’s Electric Kick Scooter By-Law, e-scooters are not permitted to be ridden on sidewalks?

(Each respondent could choose only ONE of the following responses.)



24. Have you encountered people riding e-scooters on the sidewalk?

(Each respondent could choose only ONE of the following responses.)



25. When you encountered people riding e-scooters on the sidewalk, did you:(please select all that apply)

(Each respondent could choose MULTIPLE responses.)

Response	Total	% of responses	%
Feel unsafe	1153		39
Report the incident to the Ottawa Police Service's online traffic complaint tool	16		1
Contact 3-1-1	28		1
Contact your Councillor	26		1
Contact City of Ottawa staff	13		0
Other, please specify	523		18
None of the above	1402		48

Total respondents: 2944

Skipped question: 1130

26. To what extent do you agree with the statement: Over the course of the pilot, e-scooter riding behaviour improved.

(Each respondent could choose only ONE of the following responses.)



Response	Total	% of responses	%
Strongly agree	720		18
Agree	1156		28
Neutral	1369		34
Disagree	383		9
Strongly disagree	435		11

Total respondents: 4063

Skipped question: 0

27. Is there anything else you would like to share about your experience with e-scooters in Ottawa?



(Each respondent could write a single open-ended response of maximum 255 characters.)

Response	Total	% of total respondents	%
Open answer	1476		33
Total respondents: 1476			
Skipped question: 2587			

The following questions are optional. Your responses provide City staff with valuable insight into how different demographic groups experienced the 2020 E-Scooter Pilot in Ottawa.








28. What are the first 3 digits of your postal code?

(Each respondent could write a single open-ended response of maximum 255 characters.)

Response	Total	% of total respondents	%
Open answer	3410		77
Total respondents: 3410			
Skipped question: 539			

29. What is your age?

(Each respondent could choose only ONE of the following responses.)

Response	Total	% of responses	%
15 or under	17		0
16-24	882		22
25-44	2003		51
45-54	472		12
55-64	291		7
65+	195		5
Prefer not to answer	76		2
Total respondents: 3936			
Skipped question: 13			

30. How do you identify?

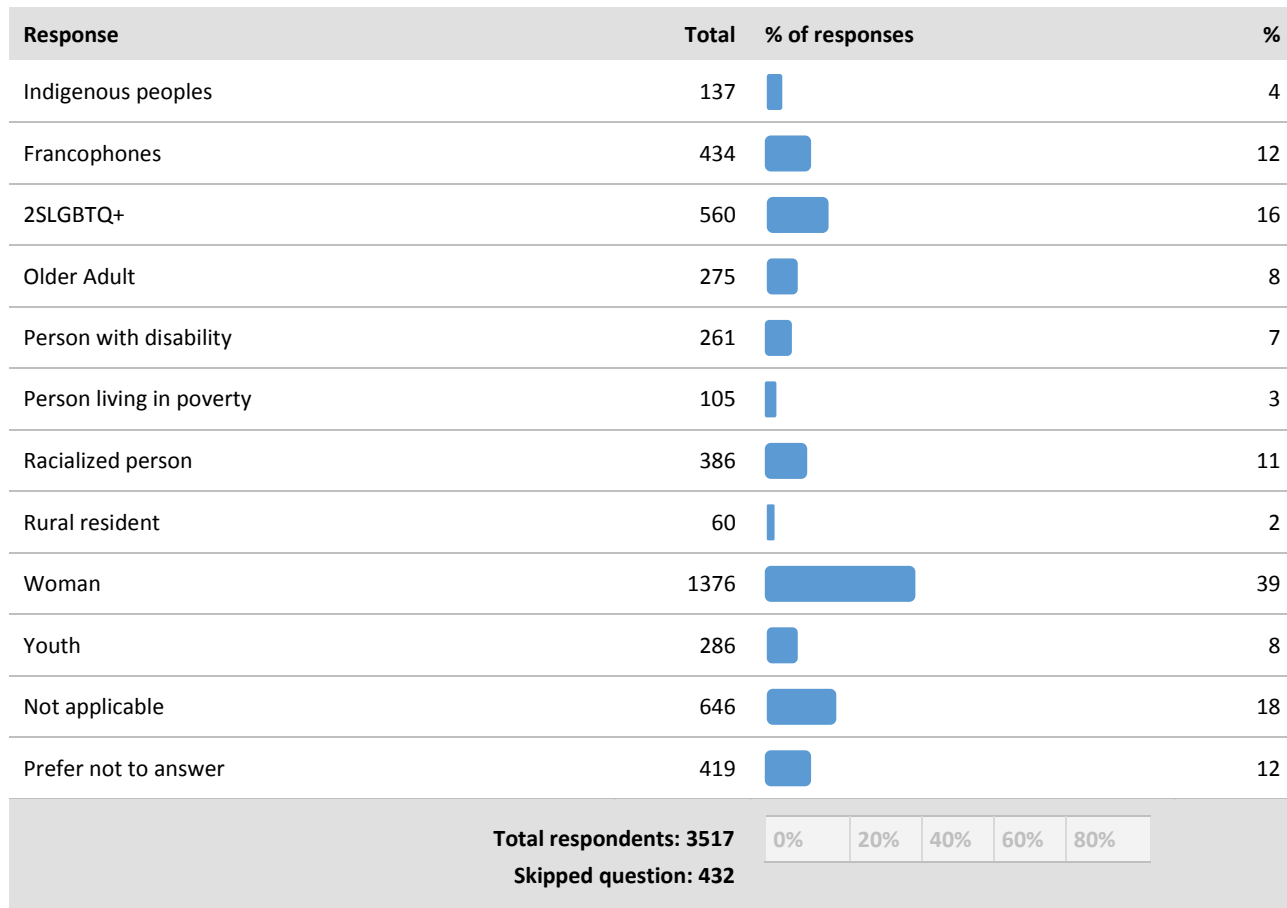
(Each respondent could choose only ONE of the following responses.)

Response	Total	% of responses	%
Female	1617		41
Male	2074		53
Non-binary	72		2
Other	11		0
Prefer not to answer	163		4

Total respondents: 3937 0% 20% 40% 60% 80%
Skipped question: 12






31. 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)?

(Each respondent could choose MULTIPLE responses.)



32. Please check the category for your household income before taxes in 2019.

(Each respondent could choose only ONE of the following responses.)

Response	Total	% of responses	%
\$0 to \$34,999	706		19
Between \$35,000 and \$69,999	747		20
Between \$70,000 and \$99,999	779		21
Between \$100,000 and \$149,999	710		19
More than \$150,000	759		21

Total respondents: 3701
Skipped question: 248

0%
20%
40%
60%
80%