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)

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	T	2
	Total respondents: 4448 Skipped question: 0	0% 20% 40% 60% 8	0%

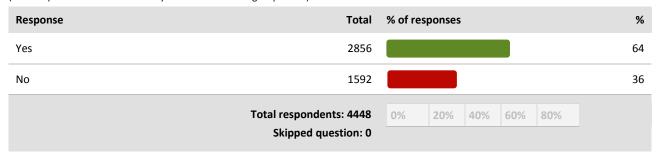
2. Whether or not you used a shared e-scooter, how did you learn about Ottawa's e-scooter rules for safe and courteous e-scooter riding and parking? (please select all that apply)

(Each respondent could choose MULTIPLE responses.)

Response	Total	% of responses	%
Through the app	2031		46
Through the e-scooter provider's social media channels	436		10
Through in-person education from an e-scooter provider	98		2
By watching other riders	1430		32
Through the City's social media channels	519		12
Through news reports	892		20
From my Councillor	127	I	3
By contacting City staff	25		1
From Ottawa.ca	226		5
I don't know what the rules are	799		18
Other, please explain	281		6
Total responder Skipped qu		0% 20% 40% 60% 80%	

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.)

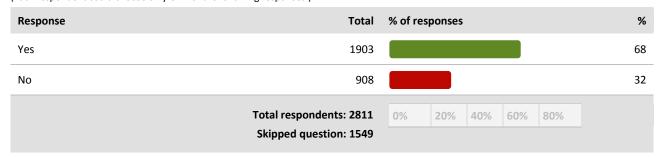
Response	Total	% of responses	%
Get to/from work	502		18
Get to/from school	133		5
Run errands/appointments	1004		36
Get to/from social activities	1381		49
Get to/from dining	929		33
Get to/from shopping/local business	948		34
For fun/leisure	2137		76
To try out the service	1428		51
Other, please specify	35		1
	Total respondents: 2822 Skipped question: 1549	0% 20% 40% 60% 80%	

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

Response	Total	% of responses	%
Under \$20	508		39
\$21-\$50	467		36
\$51-\$100	231		18
Over \$100	76		6
Other, please specify	10		1
	Total respondents: 1292 Skipped question: 3071	0% 20% 40% 60% 80%	

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

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



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

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	0% 20% 40% 60% 80%	

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.)

Response	Total	% of responses		%
Easier	1377			50
Faster	1482			54
Convenient	1794			65
Affordable	968			35
To reduce GHG emissions	748			27
More fun	2084			76
To try out e-scooters	1578			57
To be physically distant from others	590			21
To avoid the cost/hassle of parking a car	920			33
Other, please specify	49	1		2
	al respondents: 2755 ipped question: 1549	0% 20% 40%	60% 80%	

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

Response	Total	% of re	sponses				%
Very easy	1180						43
Somewhat easy	1163						42
Neutral	208						8
With some difficulty	197						7
Couldn't find an e-scooter	7						0
	Total respondents: 2755	0%	20%	40%	60%	80%	
	Skipped question: 1549						

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

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

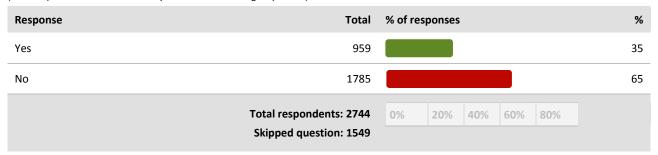
Response	Total	% of re	%						
Once	356				13				
2-5 trips	1167						7		42
6-10 trips	602						22		
More than 10 trips	630						23		
	Total respondents: 2755 Skipped question: 1549	0%	20%	40%	60%	80%			

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

Response	Total	% of responses	%
I just wanted to try e-scooters	144		41
App issues	32		9
Mechanical issues	16		5
Felt unsafe operating the e-scooter	47		13
No safe routes available	33		9
No e-scooters available in my neighbourhood	80		23
Not convenient	33		9
Too expensive	110		31
Other, please specify	101		29
	Total respondents: 353 Skipped question: 3941	0% 20% 40% 60% 80%	

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?

Response	Total	% of responses	%
Walk	430		45
Bike	72		8
Bus	350		37
O-Train/LRT	500		52
Personal car	277		29
Taxi/rideshare (Uber/Lyft)	113		12
Carshare (ZipCar/Communauto)	32	I	3
Other, please specify	9		1
	Total respondents: 953 Skipped question: 3310	0% 20% 40% 60% 80%	

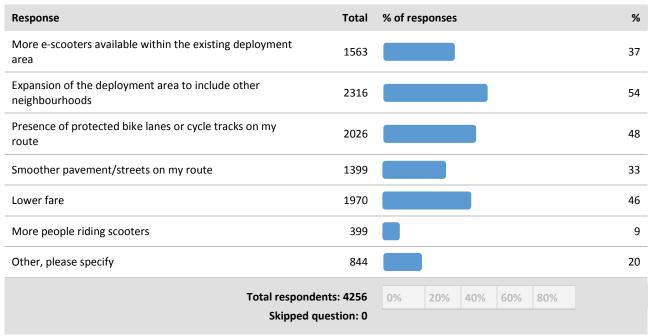
14. 1. Does having access to shared e-scooters make you more likely to use the mode you connected to or from?

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

Response	Total	% of re	%				
Yes	753						79
No	188						20
Other, please specify	12						1
	Total respondents: 953 Skipped question: 3310	0%	20%	40%	60%	80%	

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

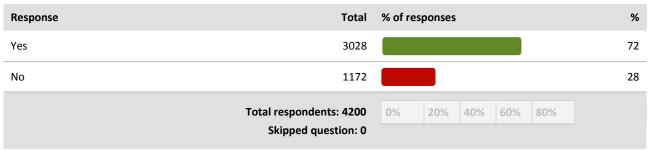
(Each respondent could choose MULTIPLE responses.)



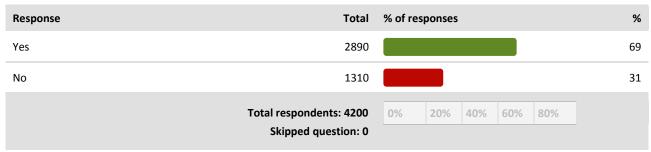
Please provide feedback on your experience with e-scooter parking.

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.)



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



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

(Each respondent could choose MULTIPLE responses.)

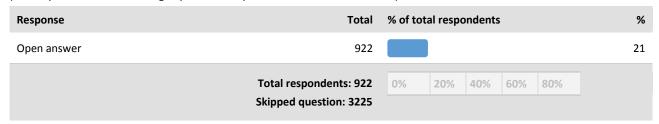
Response	Total	% of responses	%
Leave it	2202		77
Move the e-scooter yourself	863		30
Report the e-scooter through 'community mode' on the app	195		7
Call the customer service number listed on the e-scooter	35		1
Contact 3-1-1	53		2
Contact your councillor	28		1
Contact City of Ottawa staff	17		1
Any comments	378		13
Total responden Skipped question		0% 20% 40% 60% 80%	

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

Response	Total	% of responses	%
Very satisfied	273		10
Somewhat satisfied	166		6
Satisfied	469		16
Unsatisfied	230		8
Very unsatisfied	256		9
Other, please specify	1449		51
	Total respondents: 2843 Skipped question: 1304	0% 20% 40% 60% 80%	

20. How could this reporting process be improved?

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



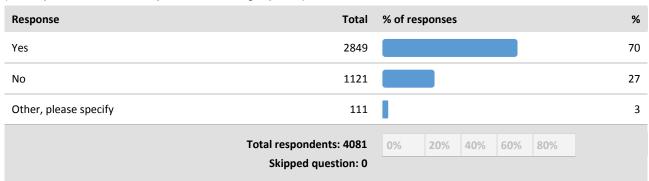
21. To what extent do you agree with the statement: Over the course of the pilot, e-scooter parking improved.

(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	0% 20% 40% 60% 80%	

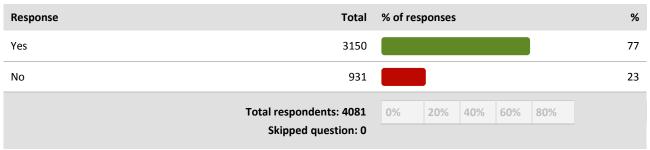
Please provide your feedback on e-scooter rider behaviour.

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?

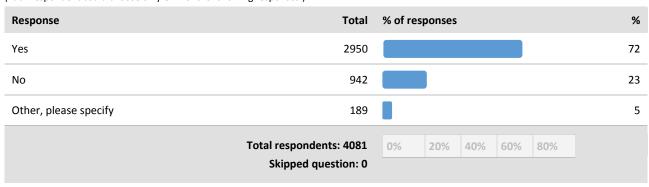


23. Did you know that for the safety of pedestrians, under the City's Electric Kick Scooter By-Law, escooters are not permitted to be ridden on sidewalks?

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



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



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

(Each respondent could choose MULTIPLE responses.)

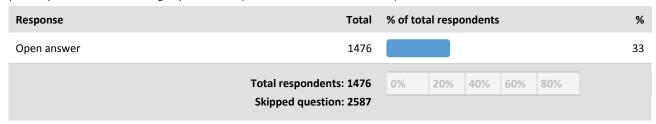
Response	Total	% of responses	%
Feel unsafe	1153		39
Report the incident to the Ottawa Police Service's online traffic complaint tool	16		1
Contact 3-1-1	28		1
Contact your Councillor	26		1
Contact City of Ottawa staff	13		0
Other, please specify	523		18
None of the above	1402		48
Total responde Skipped quest		0% 20% 40% 60% 80%	

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

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	0% 20% 40% 60% 80%	

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

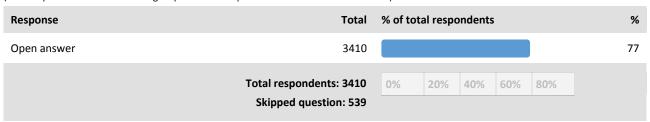
(Each respondent could write a single open-ended response of maximum 255 characters.)



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.)



29. What is your age?

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	I	2
	Total respondents: 3936 Skipped question: 13	0% 20% 40% 60% 80%	

30. How do you identify?

Response	Total	% of re	esponses	;			%
Female	1617						41
Male	2074						53
Non-binary	72						2
Other	11						0
Prefer not to answer	163						4
	Total respondents: 3937 Skipped question: 12	0%	20%	40%	60%	80%	

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)?

Response	Total	% of responses	%
Indigenous peoples	137		4
Francophones	434		12
2SLGBTQ+	560		16
Older Adult	275		8
Person with disability	261		7
Person living in poverty	105		3
Racialized person	386		11
Rural resident	60	1	2
Woman	1376		39
Youth	286		8
Not applicable	646		18
Prefer not to answer	419		12
	otal respondents: 3517 Skipped question: 432	0% 20% 40% 60% 80%	

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

Response	Total	% of responses	%
\$0 to \$34,999	706	1	.9
Between \$35,000 and \$69,999	747	2	20
Between \$70,000 and \$99,999	779	2	21
Between \$100,000 and \$149,999	710	1	.9
More than \$150,000	759	2	21
	Total respondents: 3701 Skipped question: 248	0% 20% 40% 60% 80%	