

# City of Ottawa 2022 E-scooter End-of-Season Survey

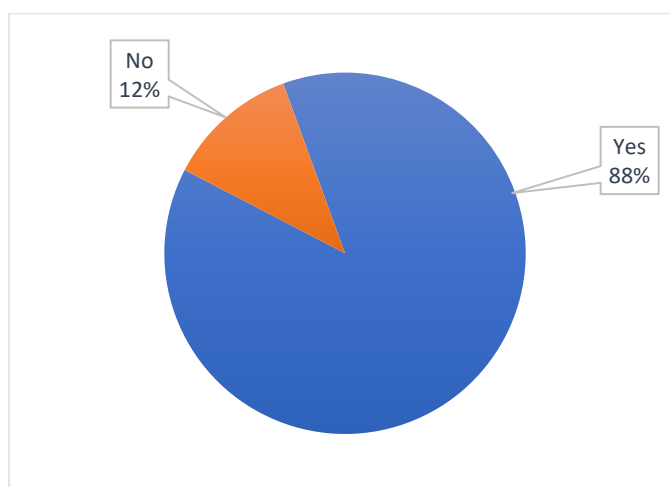
## As We Heard It Report

### Summary

The Ottawa E-scooter end-of-season survey for the 2022 pilot season was open to respondents between October 26 and November 20, 2022. The purpose of the survey was to gather information from Ottawa residents about their experience with the third season of the e-scooter pilot program. Over the course of the survey, responses were received from 1,389 people. This report will outline the responses that were collected.

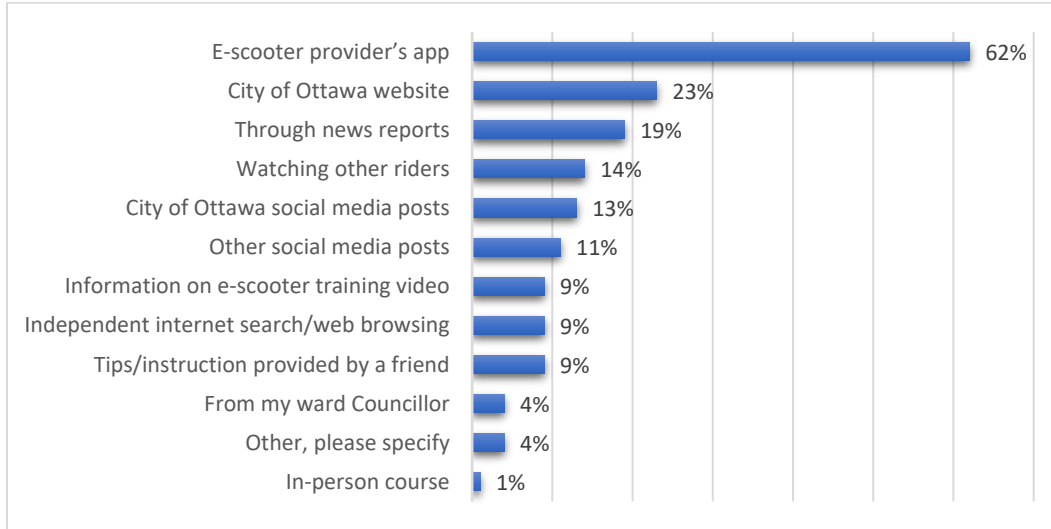
### Rules and Regulations

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



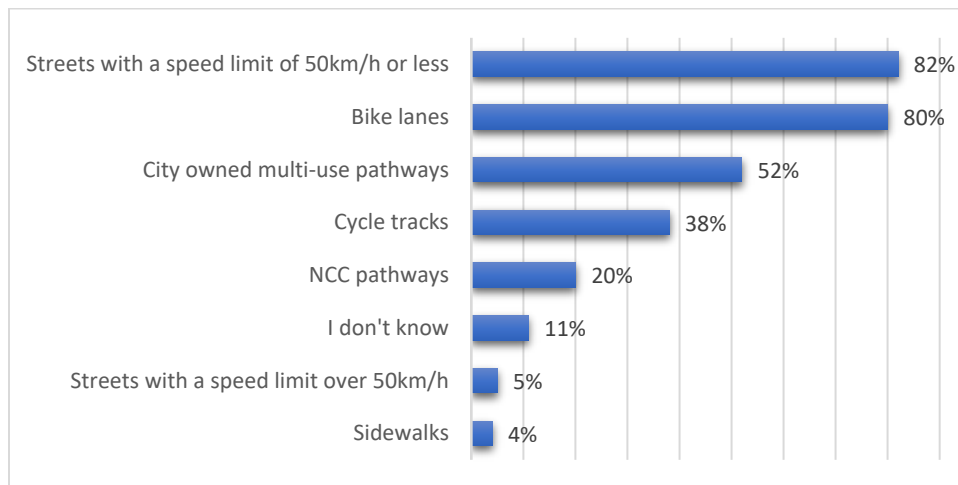
2. How did you learn about these e-scooter rules? Select all that apply.

This question was asked to those who responded “Yes” in Question 1 (Approximately 1,200 respondents).



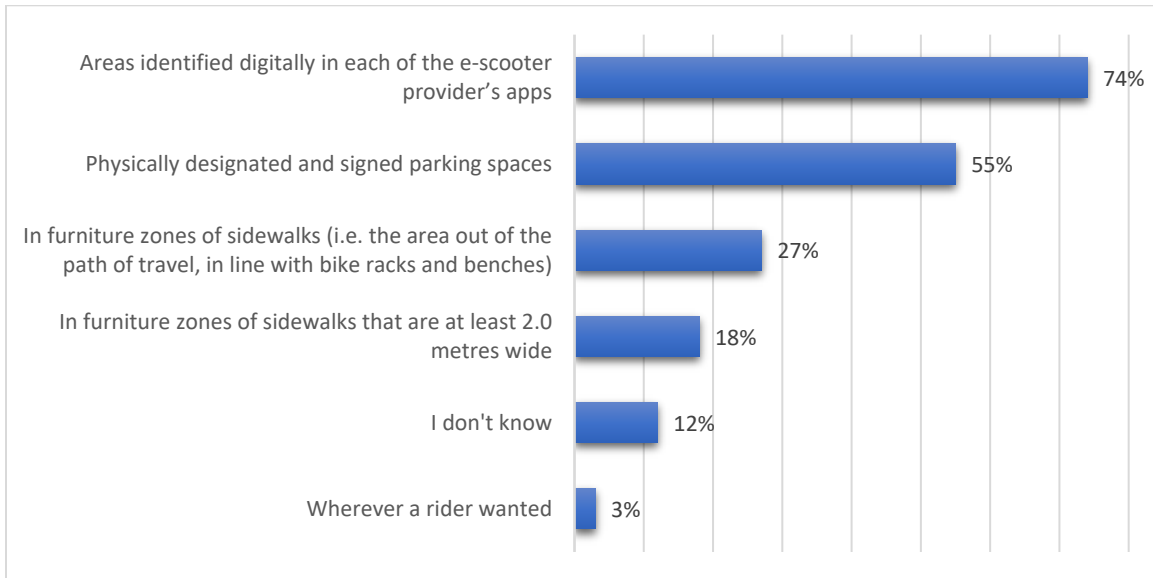
Those who responded “Other, please specify” mentioned that they learned of Ottawa’s e-scooter rules through word of mouth, promotions from organizations such as universities, or while riding the e-scooter for the first time.

3. 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.

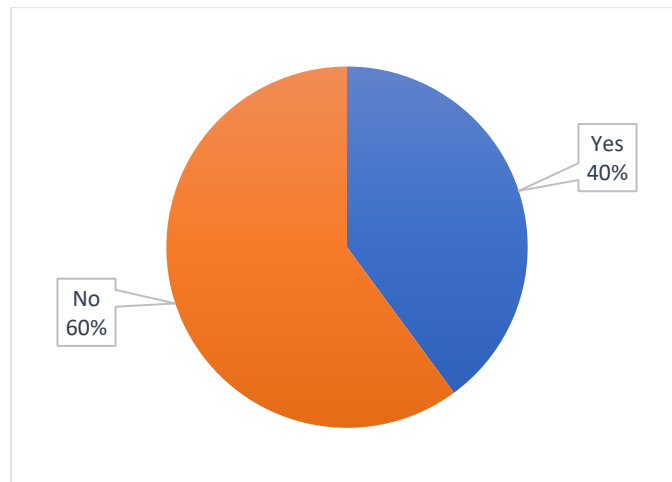


## Parking

4. This year, rules for where e-scooters could be parked were changed. Select all options that best describe where you know e-scooters could be parked.

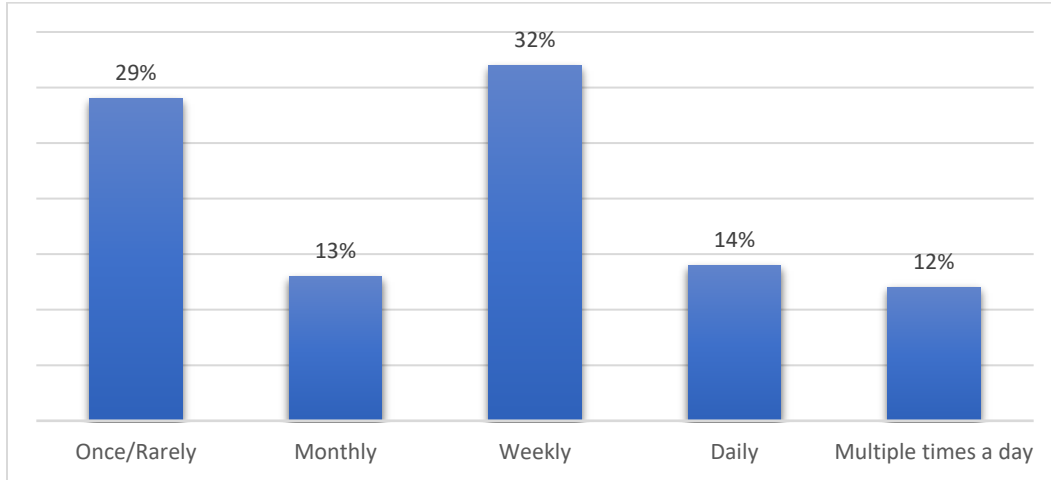


5. Did you encounter mis-parked e-scooters during the 2022 season?

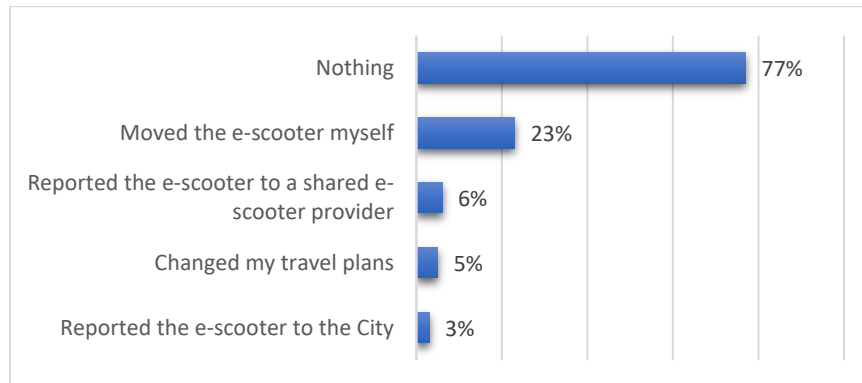


6. How frequently did you encounter mis-parked e-scooters?

Questions 6 and 7 were asked to those who encountered a mis-parked shared e-scooter in the 2022 season (Approximately 460 respondents).

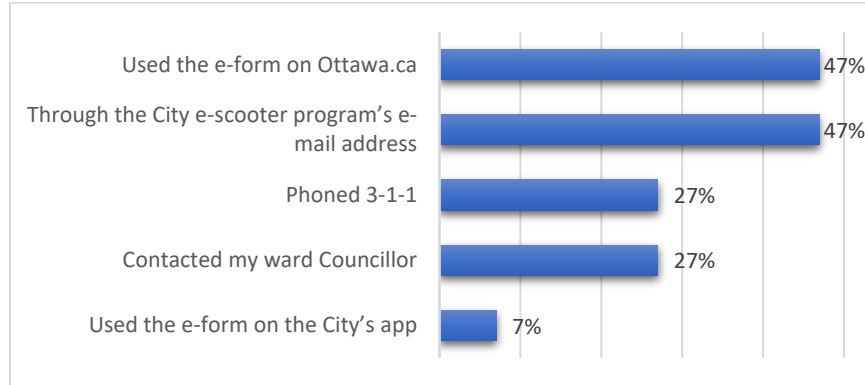


7. What did you do when you encountered a mis-parked e-scooter? Select all that apply.



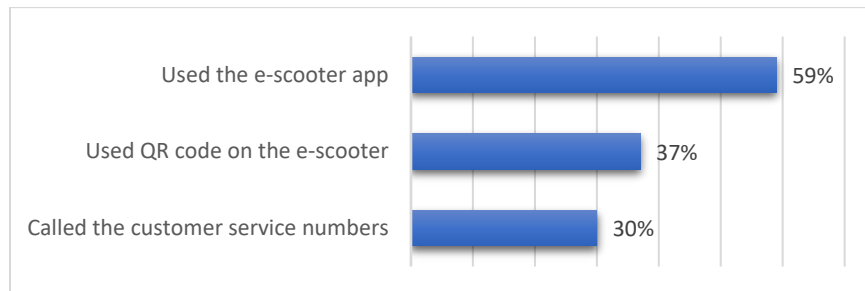
8. What method did you use to contact the City? Select all that apply.

This question was asked to those who reported a mis-parked e-scooter to the City (Approximately 15 respondents).



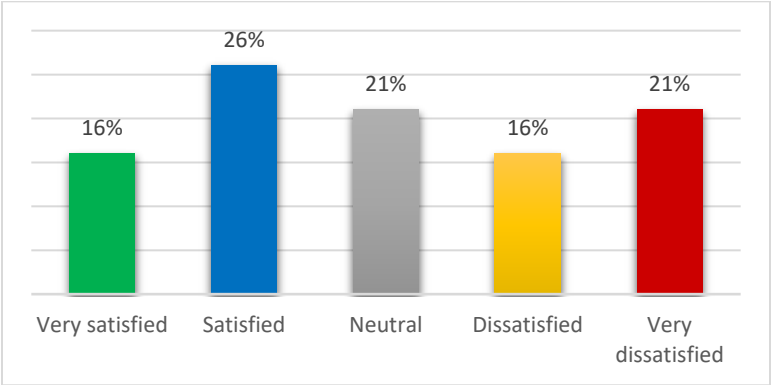
9. What method did you use to contact the e-scooter provider? Select all that apply.

This question was asked to those who reported a mis-parked e-scooter to a shared e-scooter provider (Approximately 30 respondents).



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

Questions 10 and 11 were asked to those who reported a mis-parked e-scooter to the City or a shared e-scooter provider (Approximately 40 respondents).



11. How could this reporting process be improved?

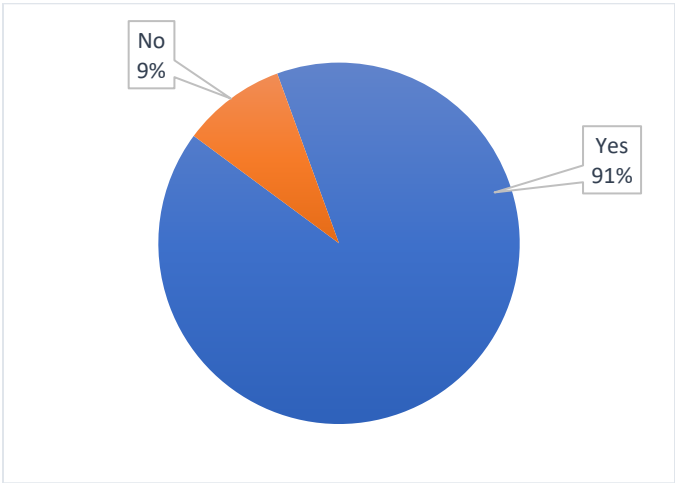
Respondents generally desired a more streamlined reporting process since they felt it took too much time or was too difficult to file a report. Some also mentioned they did not receive verification that the report was received after being filed.

12. How could parking of shared e-scooters be improved?

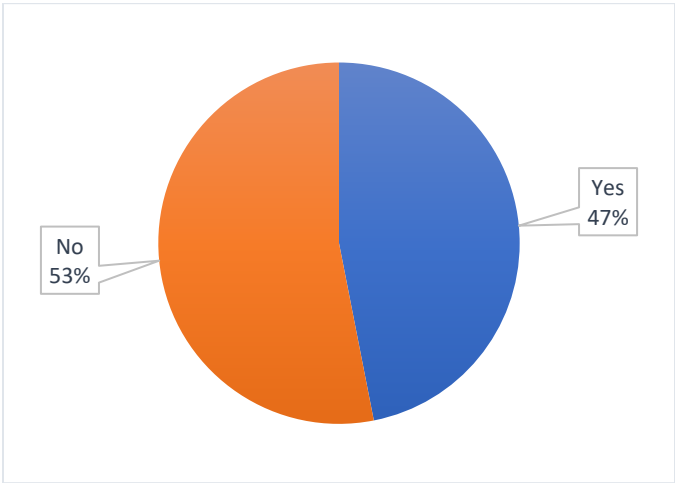
To improve the parking of e-scooters, respondents frequently mentioned introducing more or better planned parking spaces. There was a strong desire to see more physically designated parking spots – for example, clearly marked with paint or flex stakes. Many respondents expressed concern about the restrictive parking model combined with GPS that could sometimes be inaccurate, which could make ending a ride difficult even if the rider were trying to park the e-scooter in an acceptable location. Another suggestion was to introduce more strict enforcement/penalties as well as increased education to ensure riders are following proper parking rules. Approximately 300 respondents answered this question.

# Sidewalk Riding

13. 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?

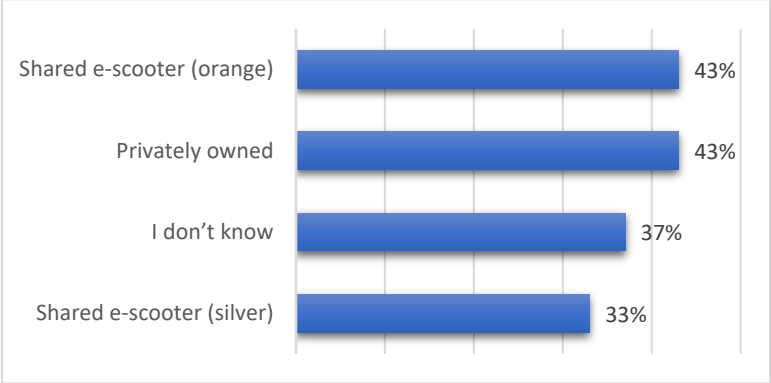


14. Have you encountered people riding e-scooters on the sidewalk?

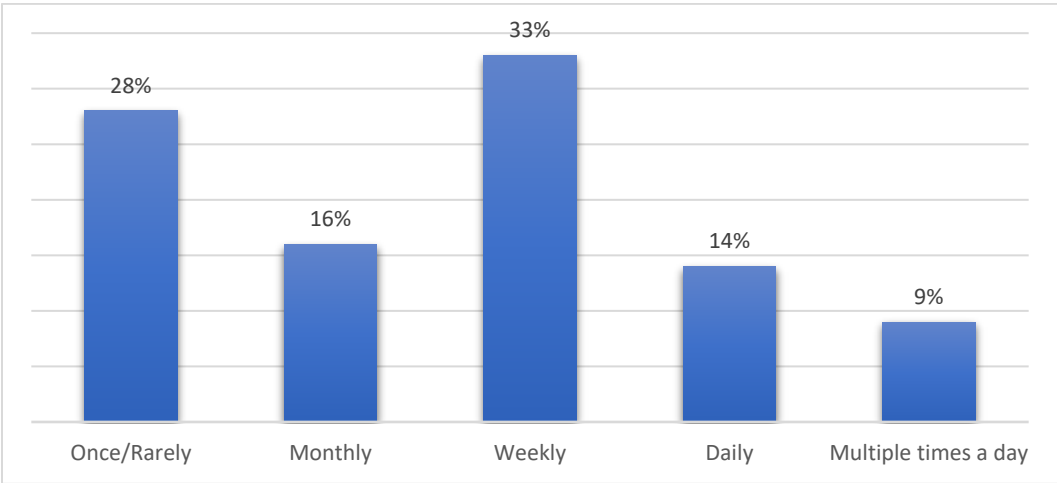


15. Was it a privately-owned scooter or a shared e-scooter? Select all that apply.

Questions 15 to 19 were asked to those who encountered an e-scooter riding on a sidewalk (Approximately 500 respondents).

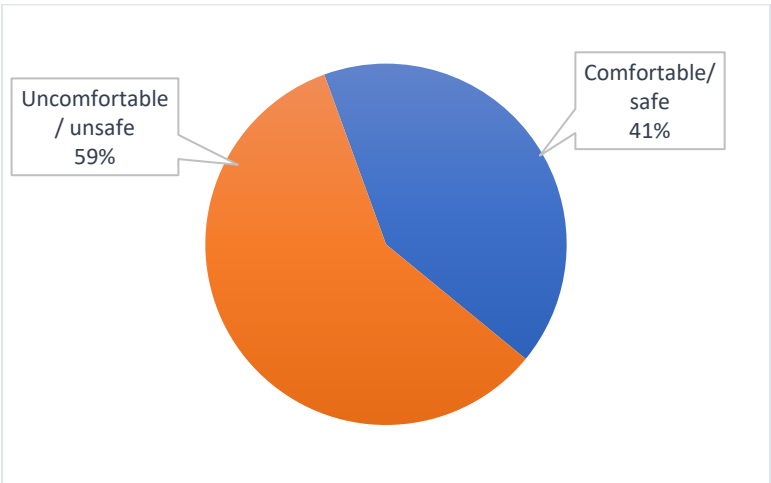


16. How often did you encounter e-scooters being ridden on a sidewalk in the 2022 pilot season?

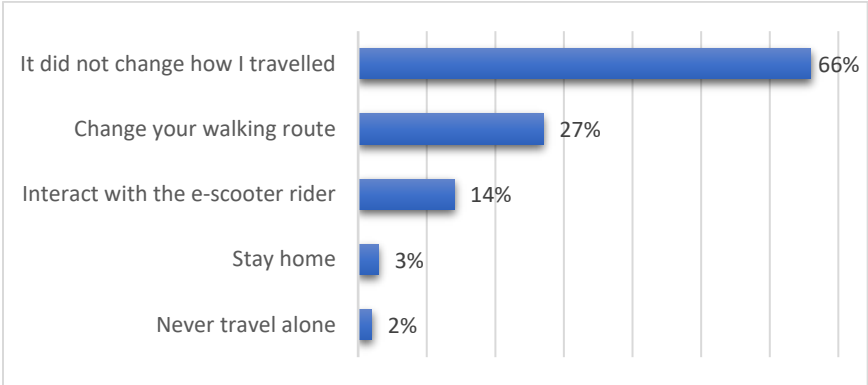




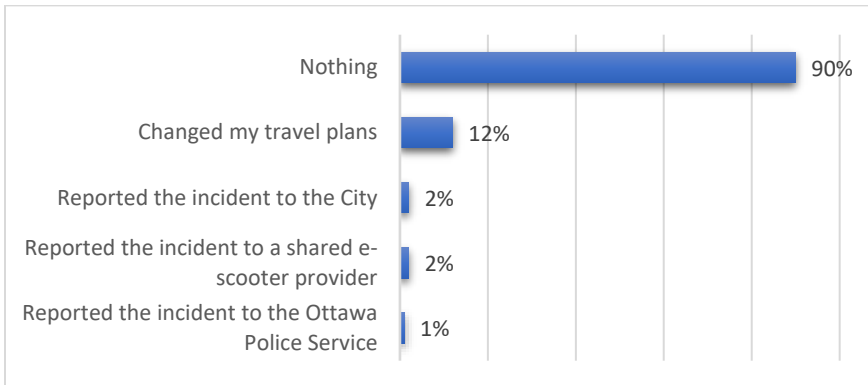
17. When you encountered an e-scooter riding on a sidewalk, how did you feel?



18. Did encountering people riding e-scooters on the sidewalk cause you to do any of the following? Select all that apply.

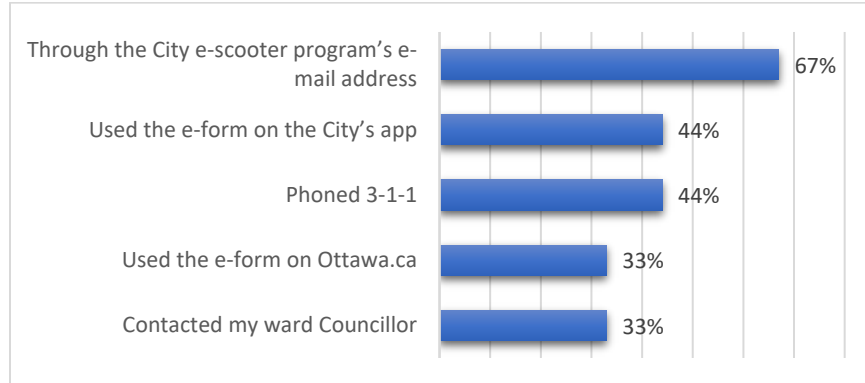


19. When you encountered people riding e-scooters on the sidewalk, what did you do? Select all that apply.



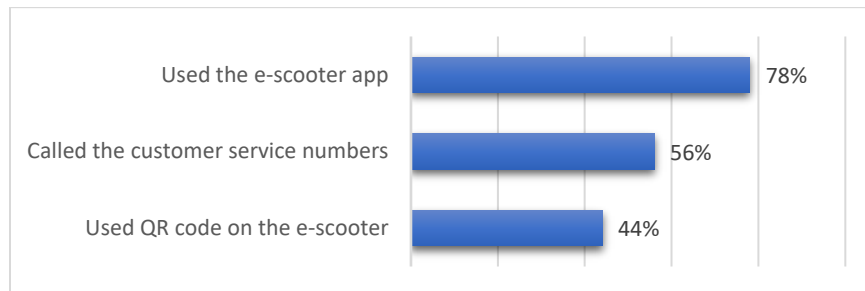
20. What method did you use to contact the City? Select all that apply.

This question was asked to those who reported sidewalk riding to the City (Approximately 10 respondents).



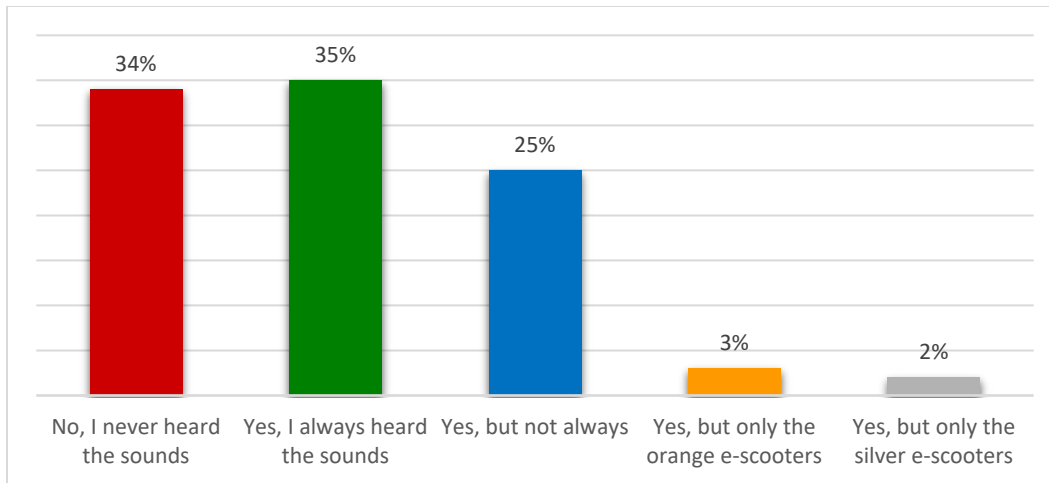
21. What method did you use to contact the e-scooter provider? Select all that apply.

This question was asked to those who reported sidewalk riding to a shared e-scooter provider (Approximately 10 respondents).



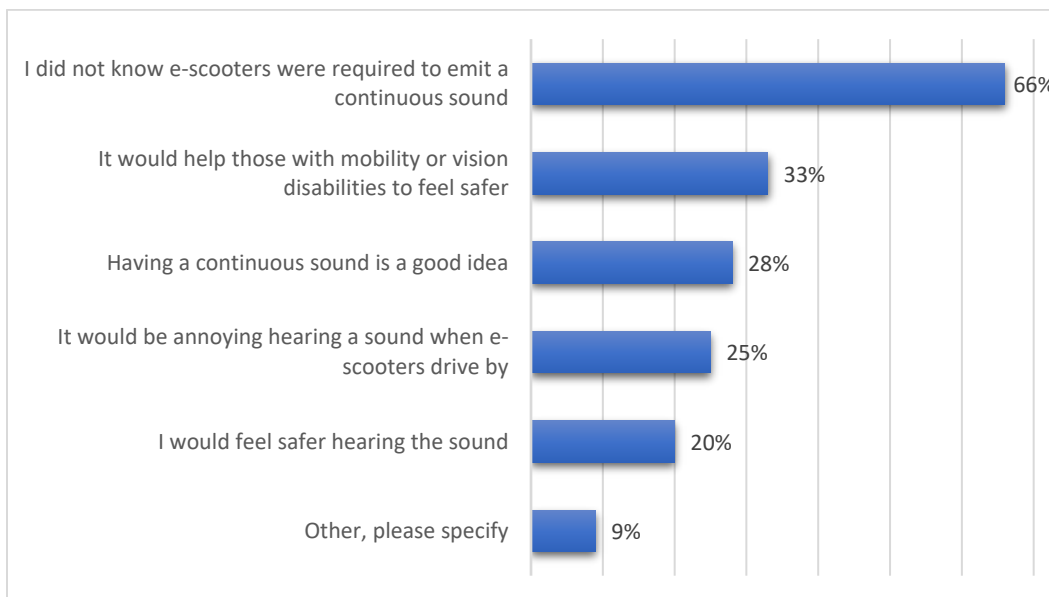
## Sound Emission

22. Did you notice the sounds that the shared e-scooters were emitting?



23. This year, all shared e-scooters in Ottawa were required to emit a continuous sound to ensure that nearby pedestrians and road users were aware of their presence while rented by a rider. What is your opinion about this requirement? Select all that apply.

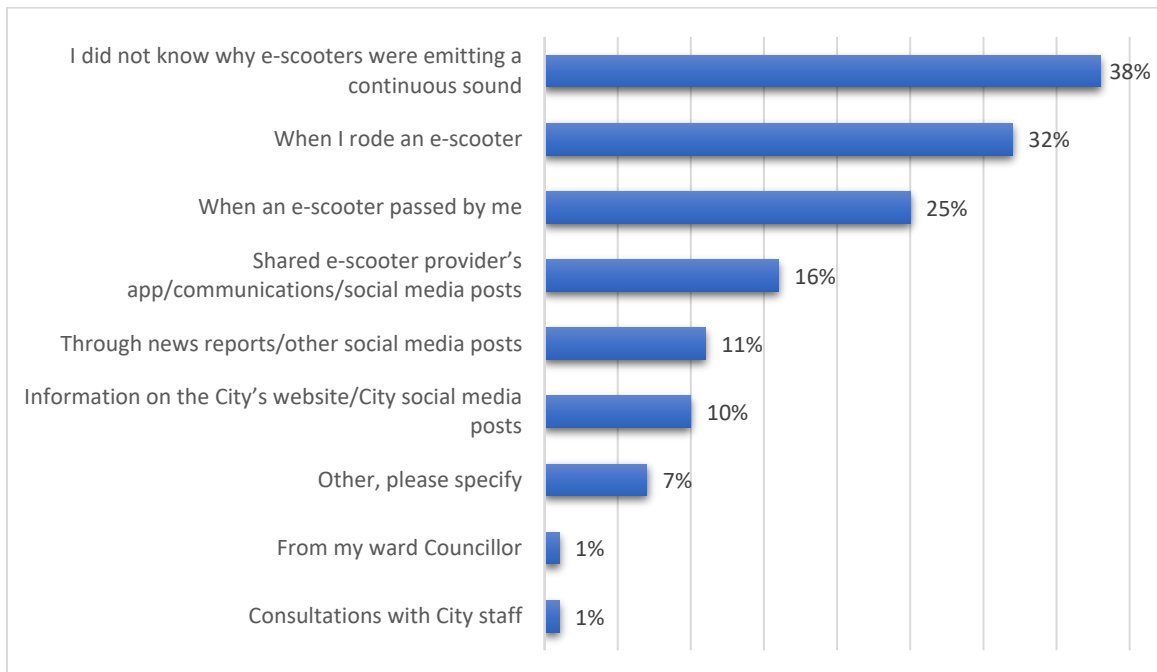
This question was asked to those who did not notice the continuous sound emitted by shared e-scooters (Approximately 370 respondents).



Many respondents felt that the continuous sound was not needed, since it is not required for bicycles or other modes of transport and contributes to noise pollution in the urban environment. Others noted that in their opinion, the sound would sometimes be difficult to hear when on a busy roadway and therefore be ineffective.

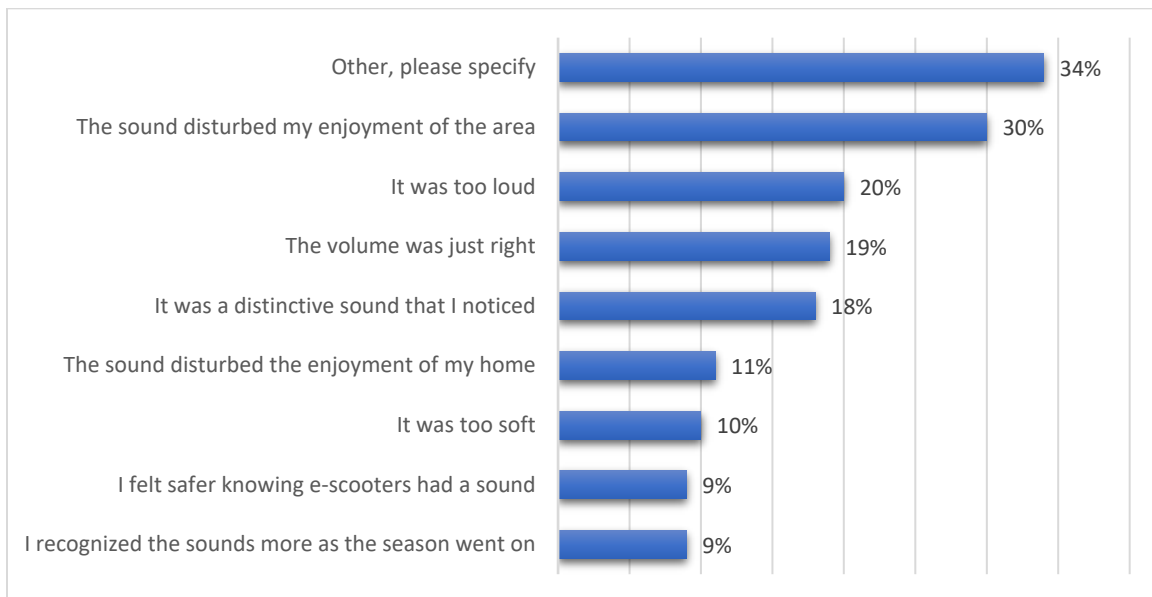
24. This year, all shared e-scooters in Ottawa were required to emit a continuous sound to ensure that nearby pedestrians and road users were aware of their presence while rented by a rider. How were you informed of the need for a continuous sound? Select all that apply.

Questions 24 and 25 were asked to those who did notice the continuous sound emitted by shared e-scooters (Approximately 750 respondents).



Some respondents learned about the continuous sound requirement from conversations with friends and family, and some said they had only learned about it when filling out this survey.

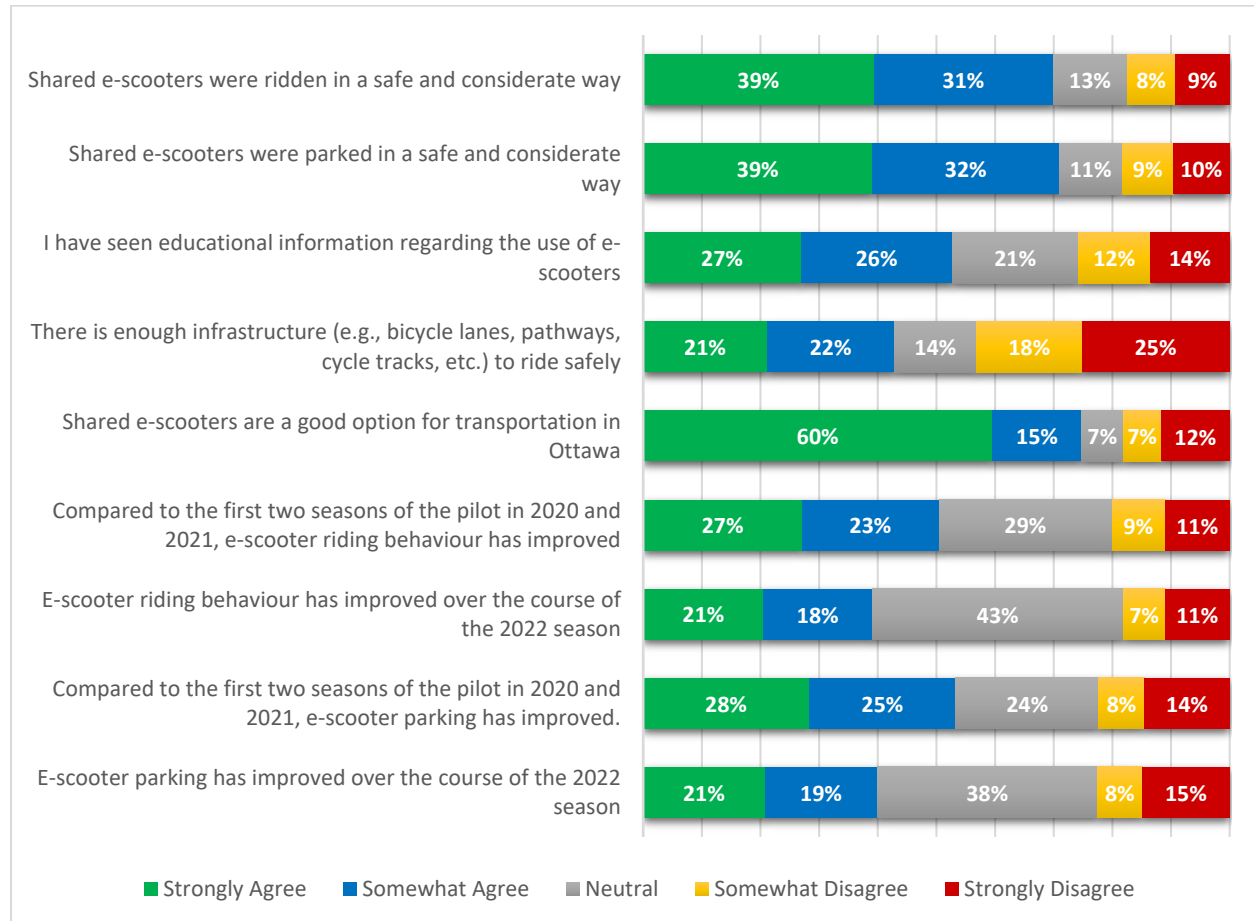
25. What was your impression of the continuous sound? Select all that apply.



Respondents generally had a negative view of the continuous sound requirement. Many did not hear the sound over ambient noise in the roadway. Several e-scooter riders found the sound distracting while riding or being confused as to what it was for and thinking that there was a problem with the e-scooter. Numerous commenters also felt that having a bell on the e-scooters is sufficient.

## General Shared E-scooter Use

26. Thinking about the day-to-day use of e-scooters in 2022, how much do you agree or disagree with the following statements?



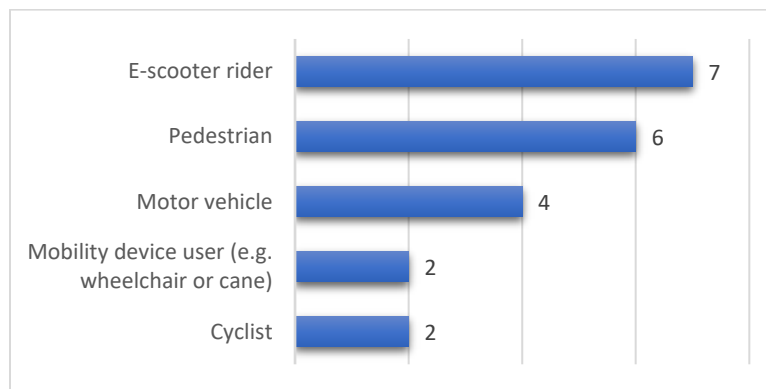
## Collisions

### 27. Were you involved in a crash or collision with an e-scooter in 2022?

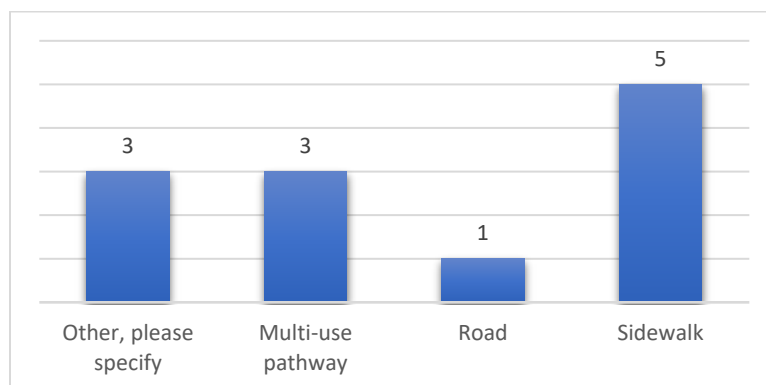
Twelve survey respondents indicated that they had been involved in a collision with an e-scooter this season. This number represents approximately 1% of the responses that were gathered for this question.

### 28. Who was involved in the crash or collision? Select all that apply.

Questions 28 and 29 were asked to the twelve respondents who indicated that they had been in a collision involving an e-scooter in 2022.



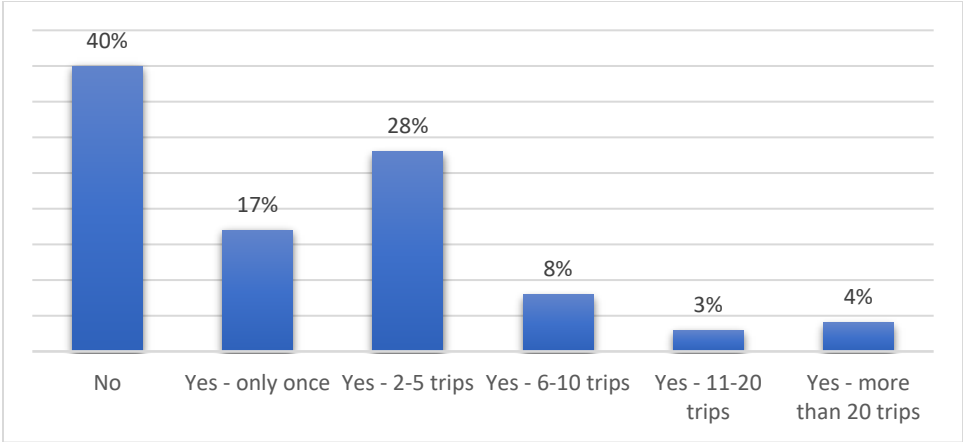
### 29. What type of facility was the e-scooter riding on?



Of those who indicated they were involved in a collision, five respondents claimed they were injured, and one respondent required medical attention at a doctor's office. One respondent indicated that someone other than the e-scooter rider was injured in a collision but did not require medical attention.

# Shared E-scooter Use in 2022

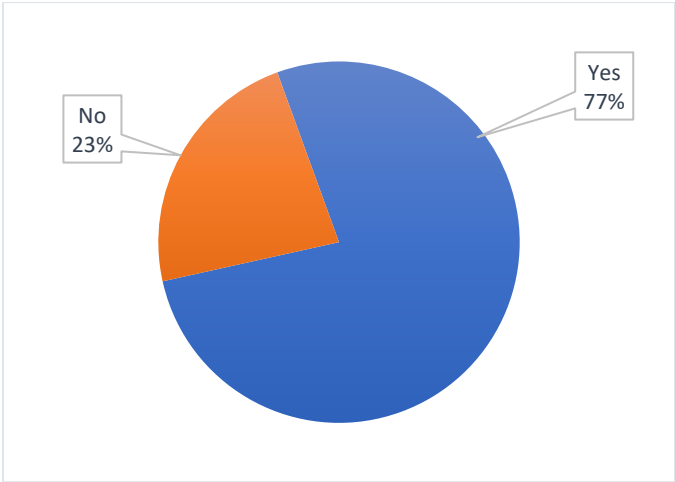
30. Did you ride a shared e-scooter in Ottawa during the 2022 season?



# Rode a Shared E-scooter in 2022

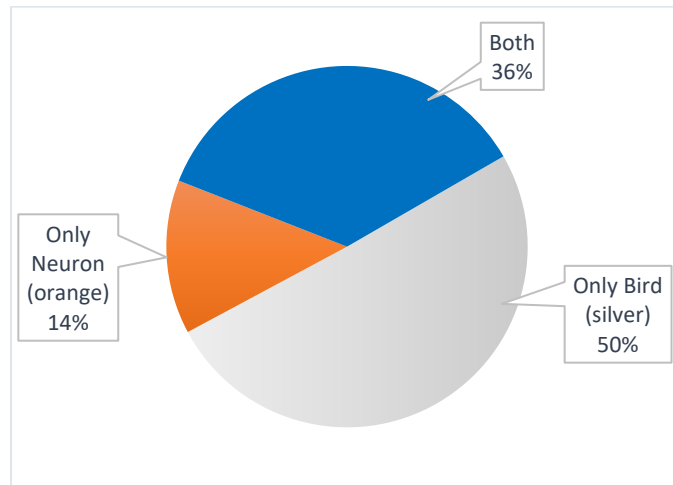
31. Did you ride in Ottawa in either the 2020 or 2021 pilot seasons?

Questions 31 to 42 were asked to those who indicated that they rode a shared e-scooter in the 2022 season (Approximately 1000 respondents).

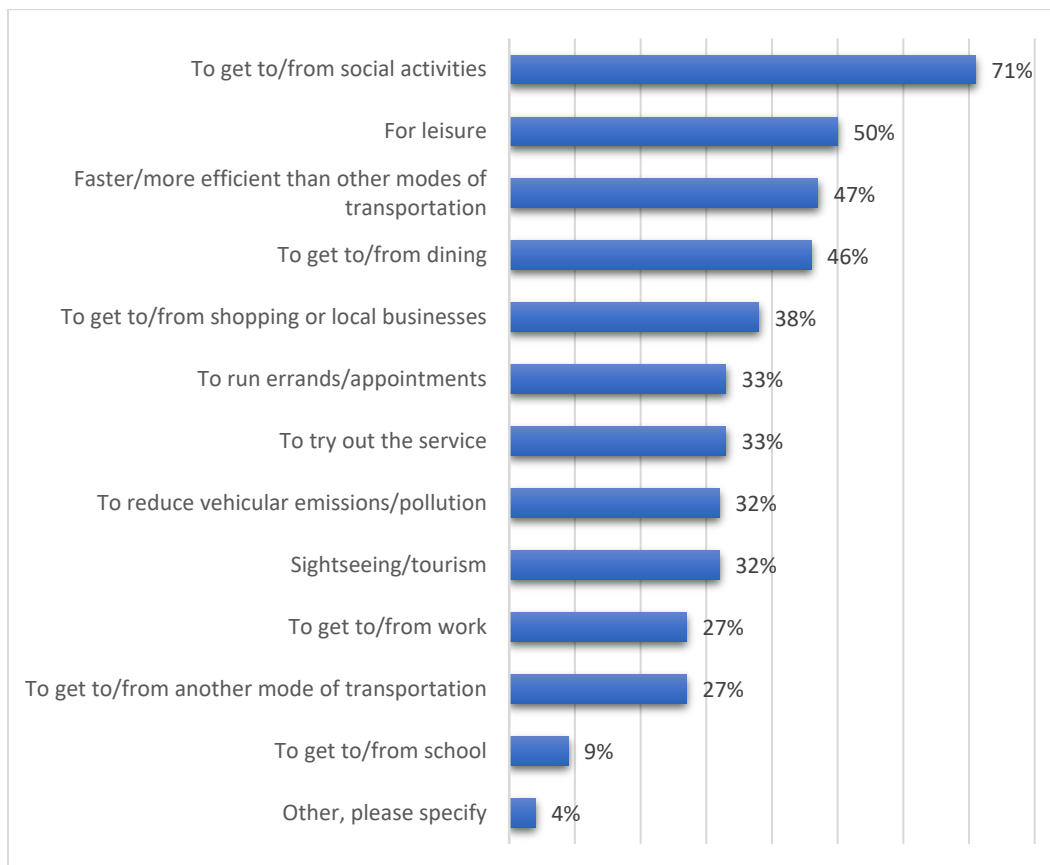




### 32. Which provider did you use in 2022?



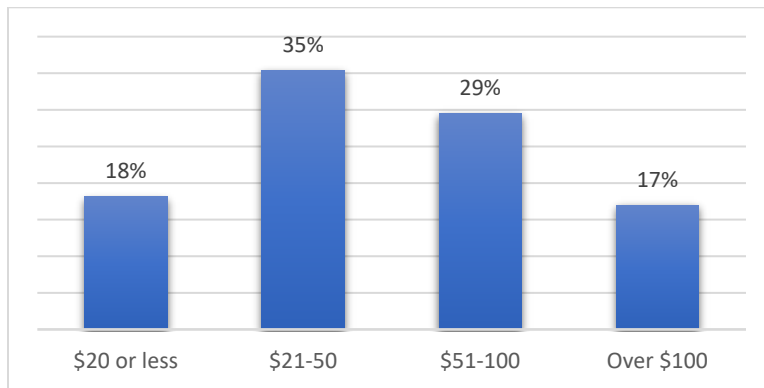
### 33. What were the most common reasons for using shared e-scooters? Select all that apply.



Other reasons for using shared e-scooters mentioned by respondents included using them as an alternative option to owning a car or bicycle and feeling safer riding an e-scooter home in the evening compared to walking alone.

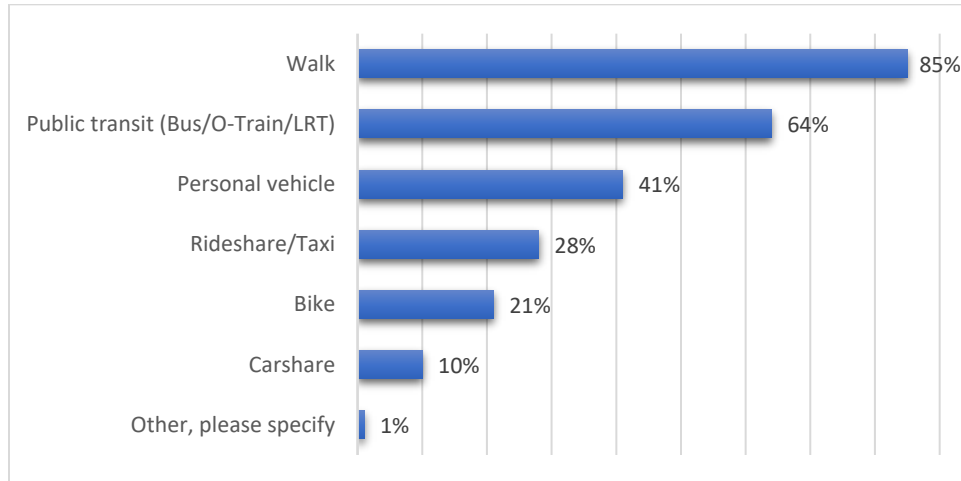
**34. When traveling to or from dining and/or shopping/local businesses, how much did you spend at your destination(s) each visit on average?**

This question was asked to those who used shared e-scooters to travel to or from dining or shopping/local businesses (Approximately 350 respondents).

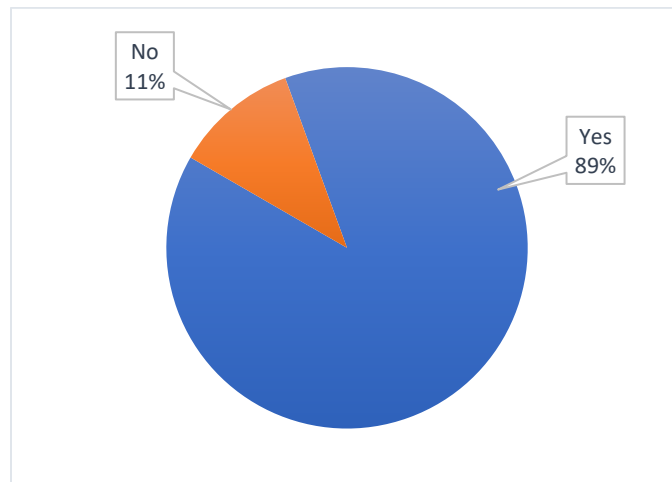


35. Which other mode(s) of transportation did you connect to or from?  
Select all that apply.

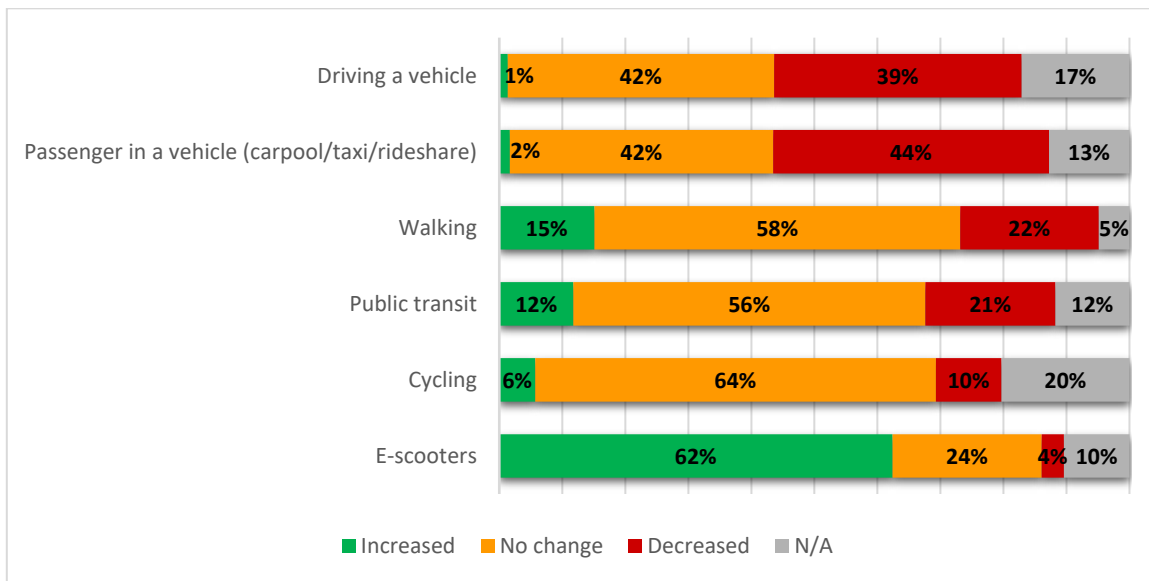
Questions 35 and 36 were asked to those who used shared e-scooters to connect to or from other forms of transportation (Approximately 160 respondents).



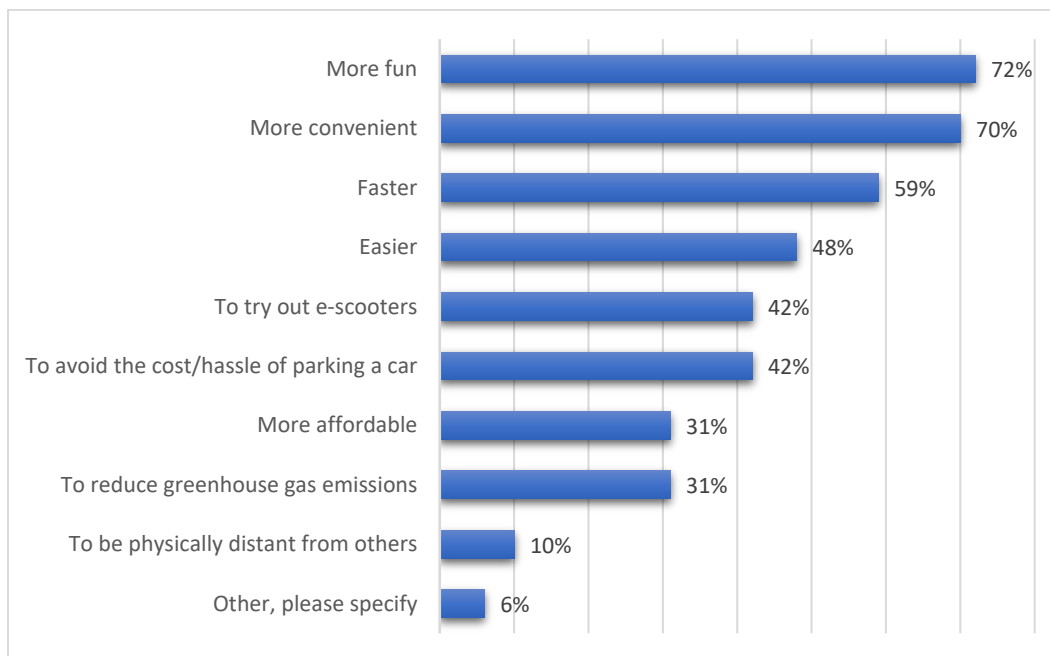
36. Are you more likely to use the mode(s) you connected to or from having access to shared e-scooters?



37. How did the introduction of shared e-scooters change the way you travel?



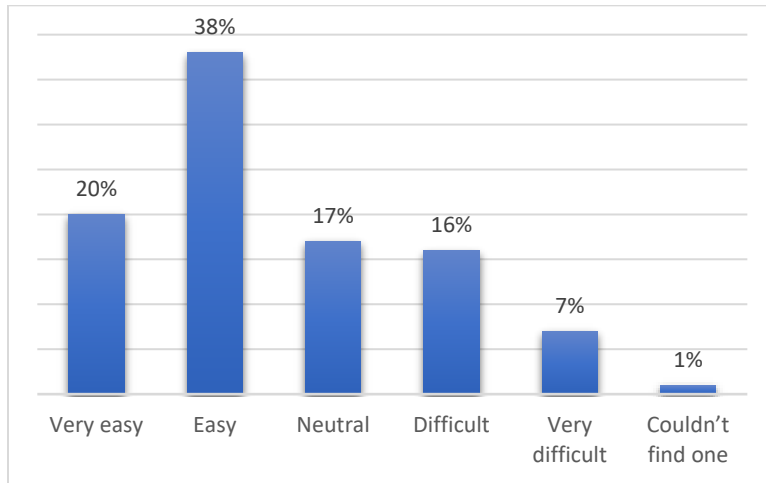
38. Why did you take a shared e-scooter instead of another mode of transportation? Select all that apply.



Some respondents used a shared e-scooter when their bus was late or did not arrive while some used them to avoid waiting at transit stops altogether. There was also concern about bicycle theft and vandalism which convinced some respondents to use shared e-scooters instead. Others mentioned that e-scooters provided a

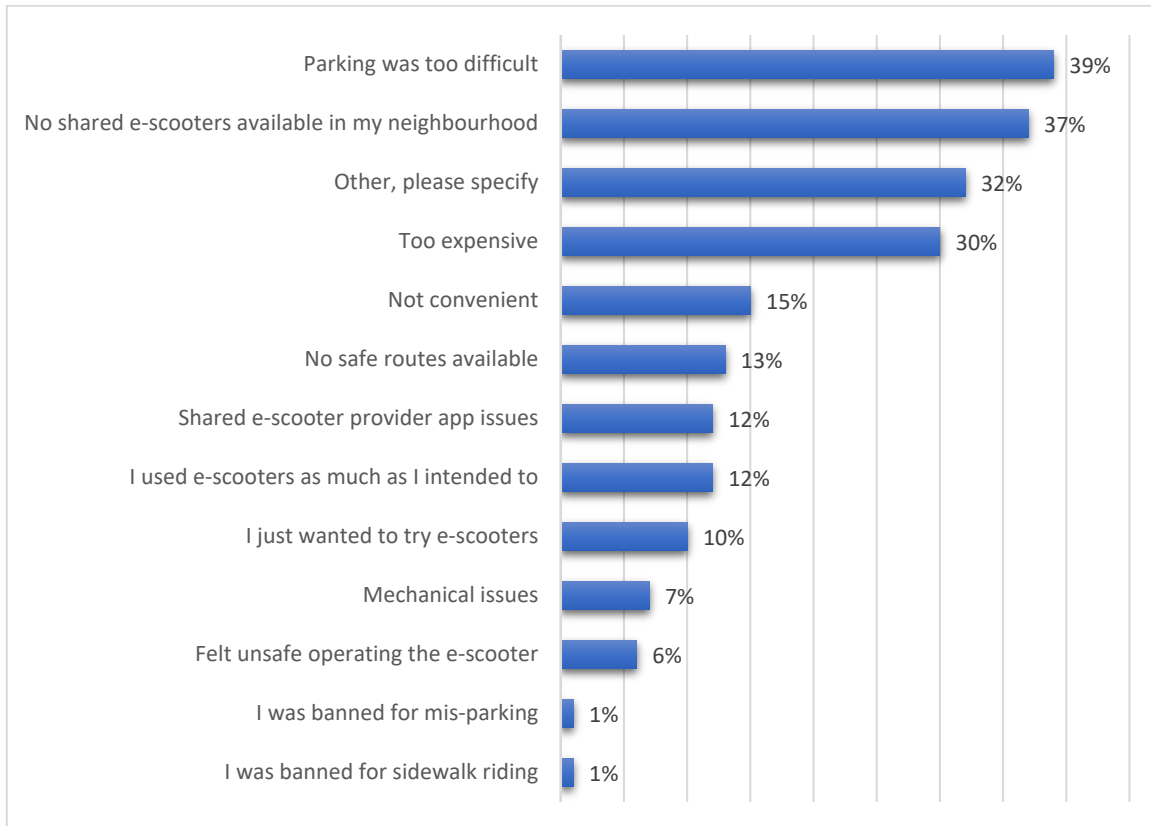
practical alternative when recovering from an injury and not being able to walk long distances or ride a bicycle.

39. How easy was it to find a shared e-scooter when you wanted to use one?



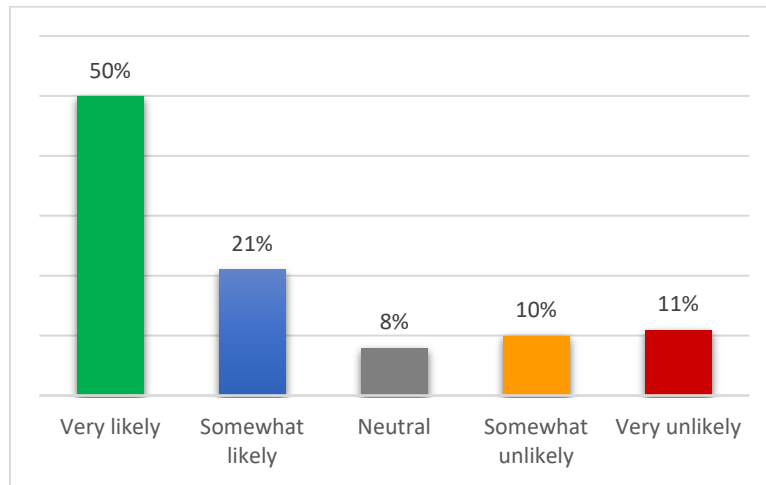
## Reasons Affecting Shared E-scooter Use

40. What prevented you from using shared e-scooters more often? Select all that apply.

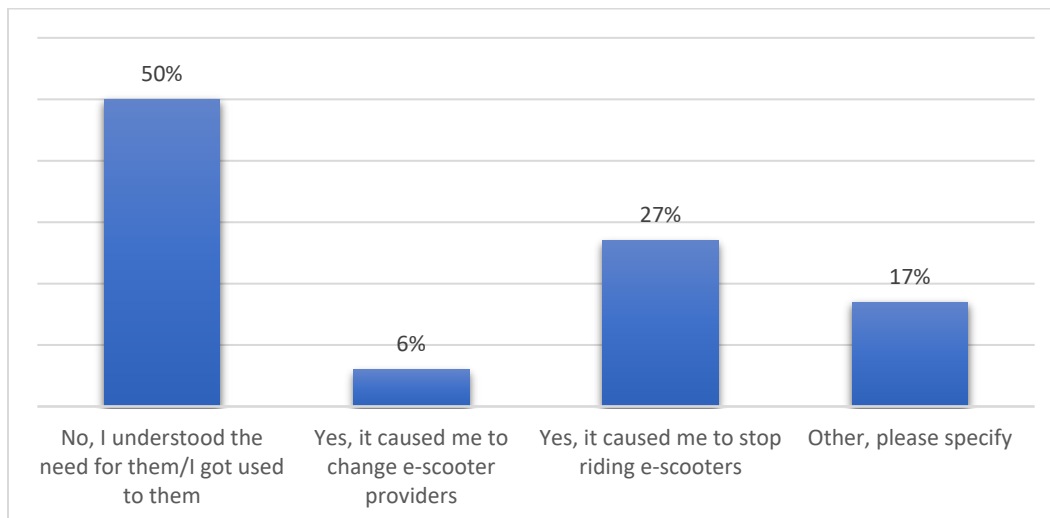


In general, respondents felt that certain rules and restrictions in the 2022 season negatively affected their shared e-scooter use. Many respondents stated the continuous sound emission requirement, and the cut-off after 11PM prevented them from riding shared e-scooters. Many respondents noted difficulties while riding due to limitations of the GPS, sometimes causing the e-scooter to cut power when riding on proper infrastructure. If the e-scooter suddenly slowed while riding in a traffic lane riders felt very unsafe. Riders also commented that when the GPS was inaccurate it took a long time to end their ride even when in a designated parking spot, which therefore lead to extra charges. Many respondents expressed the desire to travel along NCC pathways which was not permitted.

41. How likely are you to ride an e-scooter again?



42. Do you feel the sound emissions impacted you as a rider?

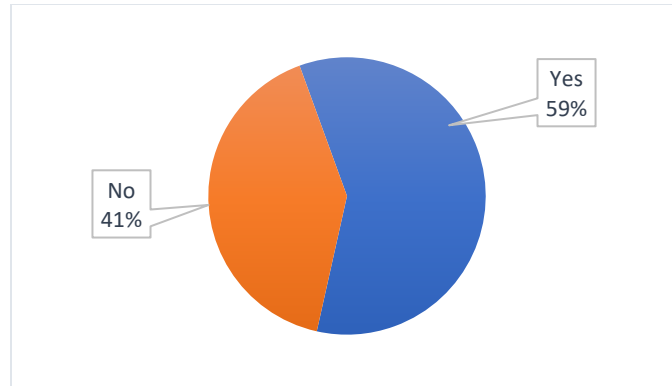


Responses in the “Other” category mentioned that they felt the sound emissions were distracting or irritating but did not cause them to stop riding shared e-scooters altogether.

## Did not Ride a Shared E-scooter in 2022

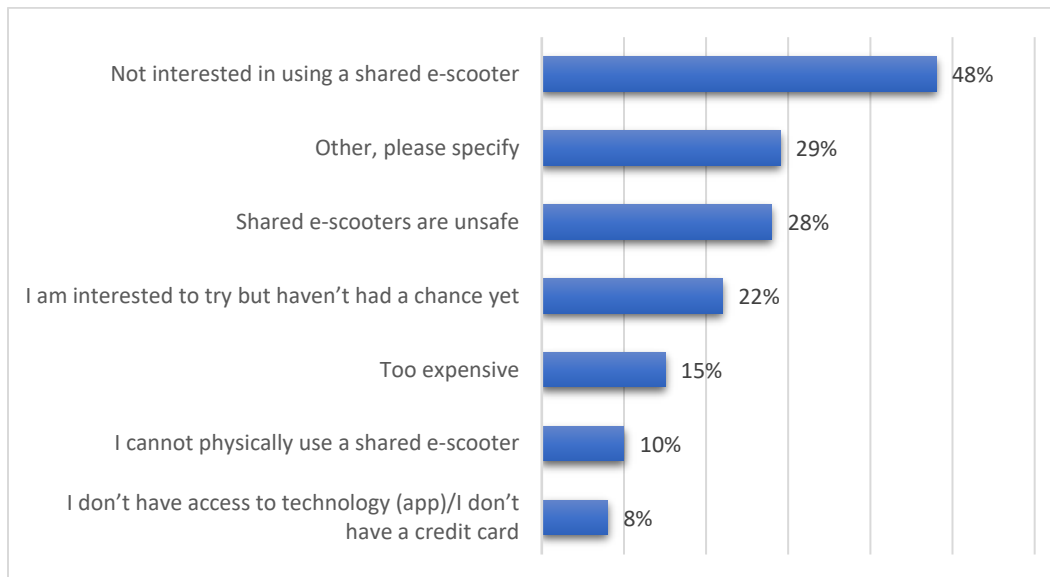
### 43. Did you ride a shared e-scooter in either 2020 or 2021?

Questions 43 to 45 were asked to those who indicated that they did not ride a shared e-scooter in the 2022 season (Approximately 260 respondents).



### 44. Why haven't you tried a shared e-scooter? Select all that apply.

This question was asked to those who have not ridden a shared e-scooter to date (Approximately 80 respondents).

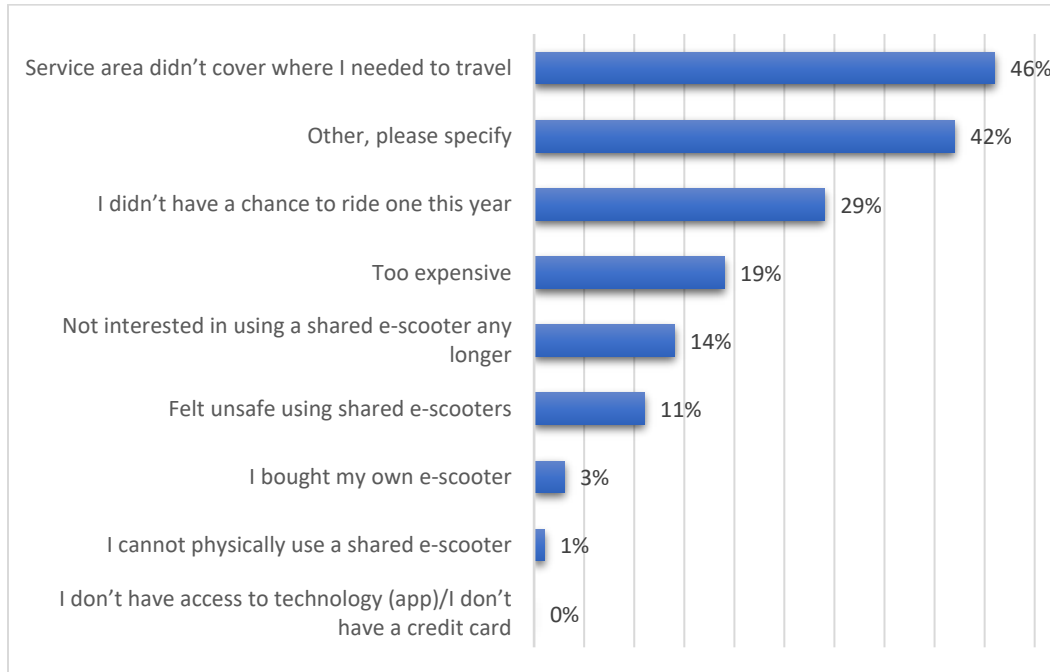


Many respondents said they preferred riding their bicycles and some would rather try shared e-bikes. Some respondents mentioned that they own a private e-scooter and have no use for a shared e-scooter. Others felt that the rules and restrictions were excessive which discouraged them from trying shared e-scooters.



#### 45. Why did you not ride in 2022? Select all that apply.

This question was asked to those who rode a shared e-scooter in 2020 and/or 2021 but not in 2022 (Approximately 130 respondents).

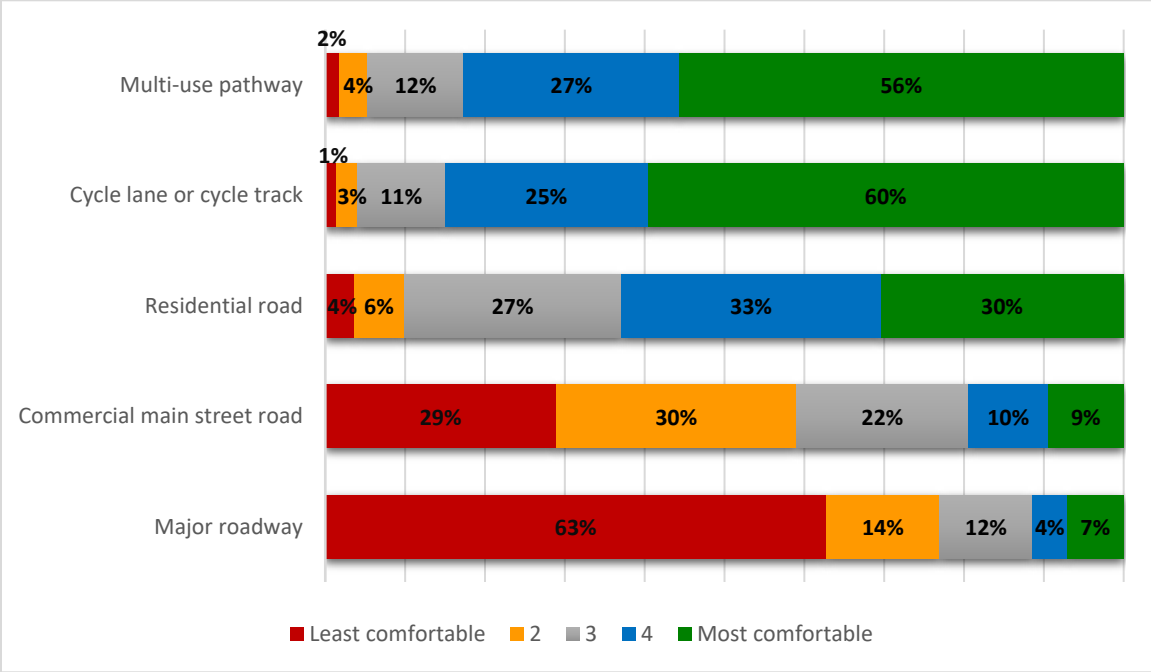


Respondents who did not ride shared e-scooters in 2022 also mentioned that regulations felt too restrictive, the season started too late and that there were not enough shared e-scooters available in their vicinity for them to ride this year.

# Comfort Level on Various Types of Infrastructure

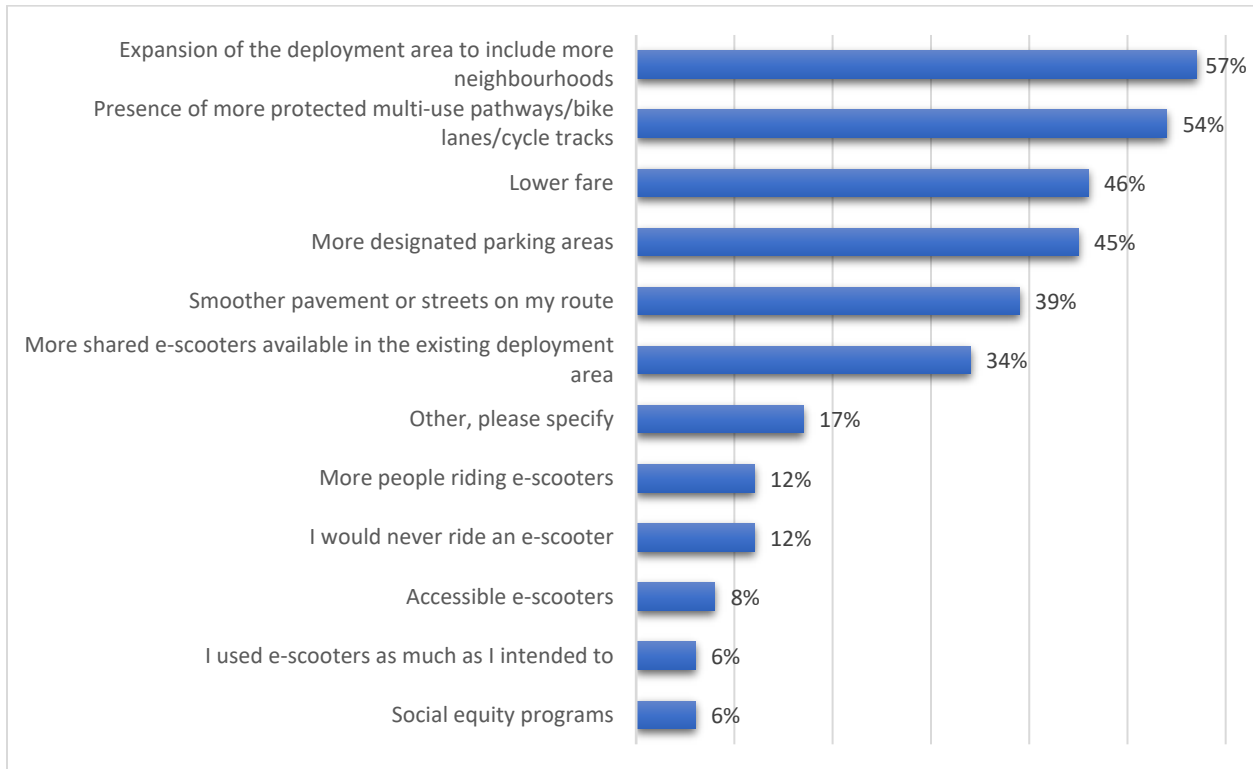
46. On a scale of 1 to 5, with 1 being the least comfortable and 5 being the most comfortable place to ride a shared e-scooter, please rate your comfort with the following:

This question was asked to those who indicated that they had ridden a shared e-scooter at any time during 2020-2022 (Approximately 720 respondents).



## Increasing Shared E-scooter Use

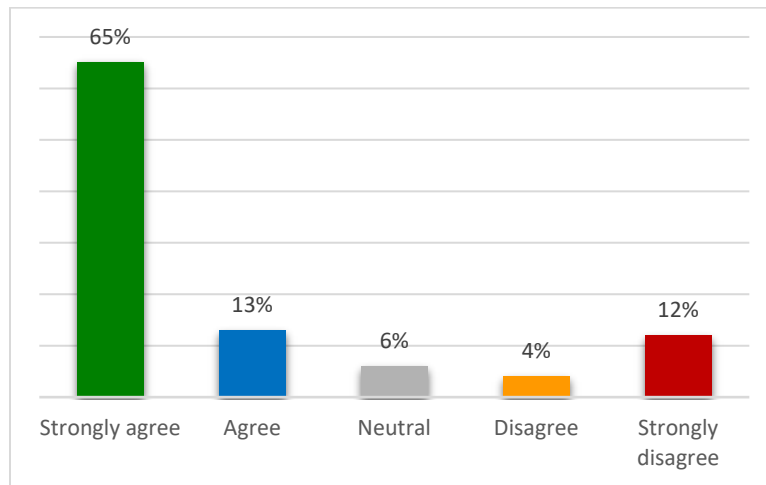
47. What would encourage you to take more e-scooter trips? Select all that apply.



Many respondents expressed the desire to remove the continuous sound emission and allow more leniency while parking since the level of accuracy of the GPS sometimes led to frustrations when trying to end the ride in a designated area. Another point made about the inaccuracy of the GPS was that the shared e-scooters would sometimes be wrongly slowed while riding on the street beside the sidewalk, putting the rider in a dangerous situation. There was also a desire among respondents to be allowed to ride on NCC pathways.

## 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"? (Approximately 980 respondents).



49. In your opinion, what were the main challenges of the 2022 shared e-scooter season? (Approximately 725 respondents).

A large number of respondents indicated they felt that too many restrictions and regulations were implemented in 2022 resulting in the shared e-scooter program being less user-friendly than in previous years. Many respondents struggled with parking due to the GPS signal sometimes being inaccurate, which incurred higher costs for users. In some cases, the e-scooter would incorrectly think it was on a sidewalk due to inconsistent GPS and cause users to ride further into the traffic lane to avoid slowing down unexpectedly. Other challenges brought up by respondents included reckless riding behaviour, a lack of proper or safe riding infrastructure, and the no-riding restriction on NCC pathways. Many respondents were also annoyed by the continuous sound emission and felt that it was ineffective and unnecessary.

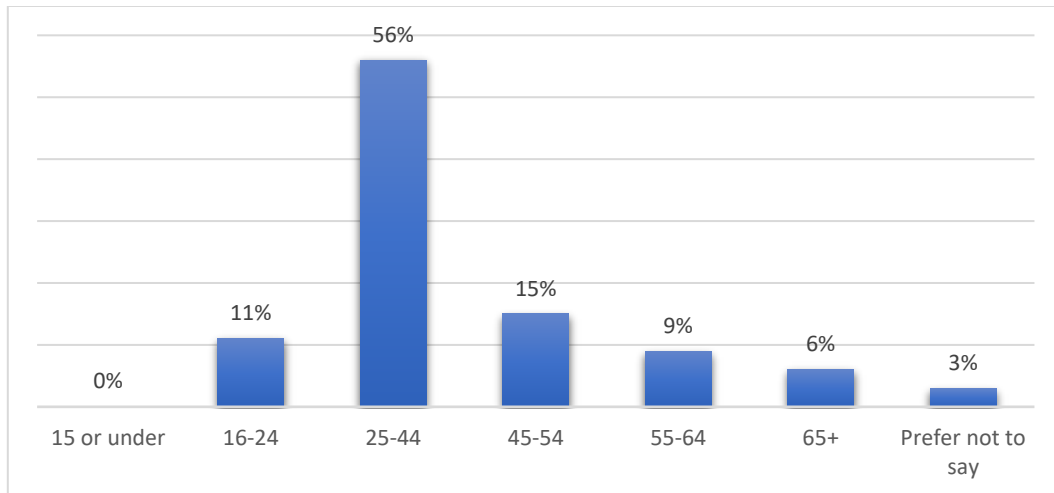
50. In your opinion, what were the positive aspects of the 2022 shared e-scooter season? (Approximately 650 respondents).

Respondents noted that they saw an overall improvement in the amount of mis-parked e-scooters, sidewalk riding, and operator behaviour this season.

Respondents generally viewed shared e-scooters as a safe, convenient, cost-effective, and fun way to travel around the core. Another benefit of the program was a reduction in traffic congestion downtown corresponding with a reduction in greenhouse gas emissions.

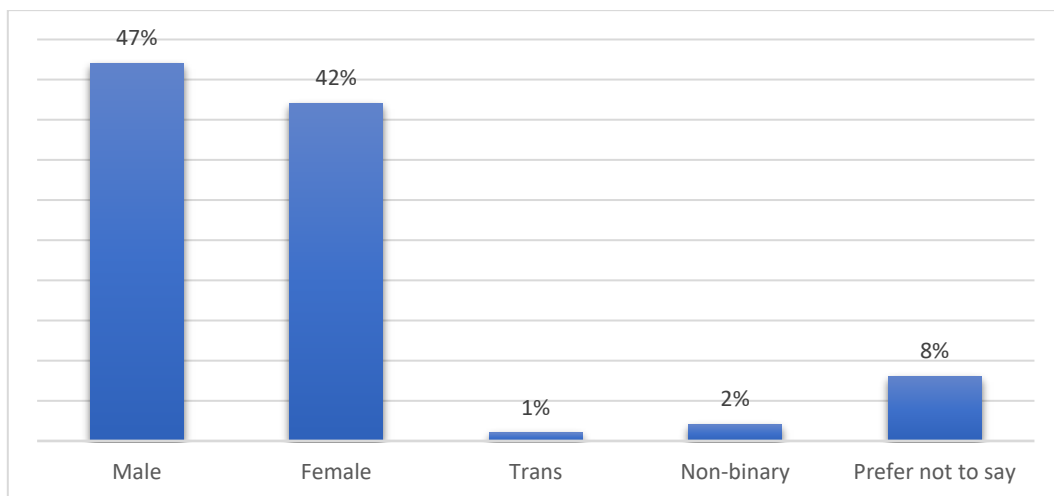
## Demographics

51. What is your age?



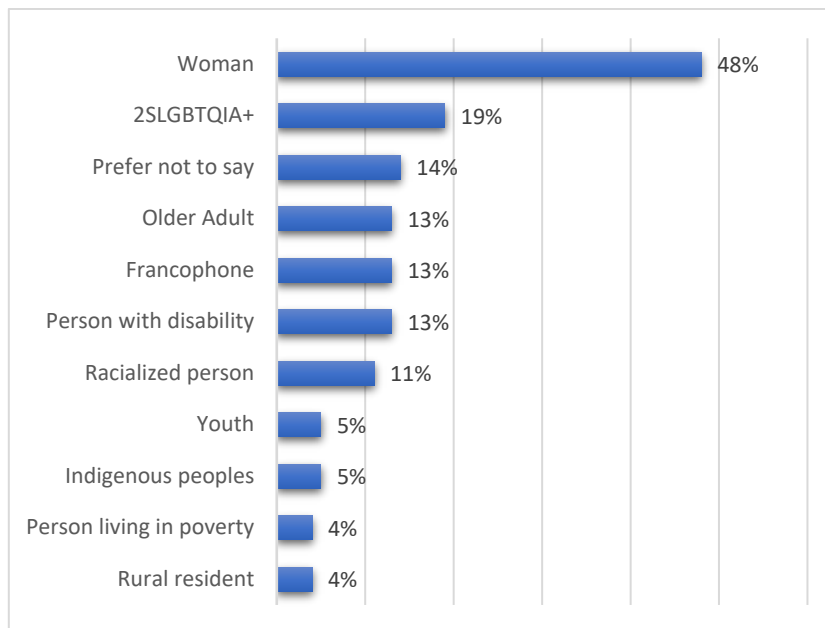
The majority of respondents were in the 25-44 age range (**56%**). **15%** of respondents were aged between 45 and 54 and **11%** were aged between 16 and 24. **9%** were in the 55-64 age group and **6%** were 65 or older. No respondents answered that they were 15 years of age or under. Approximately 960 participants responded to this question.

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.



**47%** of respondents identify as male and **42%** identify as female. **2%** identify as non-binary while **1%** identify as trans. **8%** of respondents preferred not to say. Approximately 960 participants responded to this question.

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.



**48%** of respondents identify as a woman. **19%** identify as 2SLGBTQIA+. **13%** identify with each of the following: older adults, francophone, and persons with disabilities. **11%** identify as racialized persons. **5%** identified as youth, as well as indigenous peoples. **4%** identify as persons living in poverty, as well as rural residents. **14%** of respondents preferred not to say. Approximately 740 participants responded to this question.