

Subject: 2024 E-Scooter Season and Extension of the Pilot Program

File Number: ACS2025-PDB-TP-0002

Report to Public Works and Infrastructure Committee on 27 March 2025

and Council 9 April 2025

**Submitted on March 12, 2025 by Jennifer Armstrong, Acting Director,
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Ward: Citywide

**Objet : Saison 2024 des trottinettes électriques et prolongation du projet
pilote**

Dossier : ACS2025-PDB-TP-0002

Rapport au Comité de l'infrastructure et des travaux publics

le 27 mars 2025

et au Conseil le 9 avril 2025

**Soumis le 12 mars 2025 par Jennifer Armstrong, Directrice par intérim,
Planification des transports, Direction générale des services de la planification,
de l'aménagement et du bâtiment**

**Personne ressource : Kunjan Ghimire, Gestionnaire de programme, Modération
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planification, de l'aménagement et du bâtiment**

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Quartier : À l'échelle de la ville

REPORT RECOMMENDATION(S)

That the Public Works and Infrastructure Committee recommend that Council:

- 1. Approve the City's continued participation in the Provincial Electric Kick Scooter Pilot Program for an additional five-years, until 2029, as extended by the province, and report back at the conclusion of the final year of the pilot;**
- 2. Approve amendments to the City's E-scooters By-law No. 2020-174 substantially in the form attached as Document 3 and as outlined in this report;**
- 3. Approve the continuation of Ottawa's shared Electric Kick Scooter Pilot Program in 2025, including the use of a Follow-On Contract to award the 2025 season to the two successful proponents of the competitive procurement process used for the 2022 season;**
- 4. Approve the proposed changes to the fee structure of Ottawa's Shared Micromobility Framework as outlined in this report; and**
- 5. Delegate authority to the General Manager of the Planning, Development & Building Services Department to approve subsequent seasons of Ottawa's shared Electric Kick Scooter Pilot (2026 to 2029) on a go-forward basis, and to revise the fee structure, deployment zone, operational hours, fleet size or any other operational measures required to manage the program, should the General Manager be satisfied with the previous season's results.**

RECOMMANDATION(S) DU RAPPORT

Que le Comité de l'infrastructure et des travaux publics recommande au Conseil :

- 1. d'approuver la participation continue de la Ville au projet pilote provincial relative aux trottinettes électriques en libre-service pendant cinq années supplémentaires, soit jusqu'en 2029, conformément à la prolongation mise en place par la province, et de rendre des comptes au terme de l'année finale du projet pilote;**
- 2. d'approuver les modifications apportées au Règlement n° 2020-174 sur les trottinettes électriques d'Ottawa suivant essentiellement le modèle du document 3 et comme l'indique le présent rapport;**
- 3. d'approuver la poursuite du projet pilote relative aux trottinettes**

électriques en libre-service d'Ottawa en 2025, y compris l'utilisation d'un marché subséquent afin d'octroyer la saison 2025 aux deux soumissionnaires retenus au terme du processus d'approvisionnement concurrentiel utilisé pour la saison 2022;

- 4. d'approuver les changements proposés au barème tarifaire du cadre de services partagés de micromobilité d'Ottawa, comme il est décrit dans le présent rapport;**
- 5. de déléguer au directeur général des Services de la planification, de l'aménagement et du bâtiment le pouvoir d'approuver dorénavant les saisons subséquentes (de 2026 à 2029) du projet pilote relatif aux trottinettes électriques en libre-service d'Ottawa, et de réviser le barème tarifaire, la zone de déploiement, les heures de fonctionnement, la taille du parc et tout autre changement opérationnel jugé nécessaire pour gérer le projet, si le directeur général est satisfait des résultats de la saison précédente.**

EXECUTIVE SUMMARY

The 2024 shared e-scooter season ran from April 18 to November 15. During this time, approximately 55,000 unique riders took approximately 252,000 rides on a fleet of shared e-scooters provided by two qualified providers: Bird Canada Scooters Inc. and Neuron Mobility.

The 2024 season was to be the fifth and final year of the provincial five-year pilot which allowed e-scooters to operate on municipal roads with the enactment of a municipal By-law. However, on October 28, 2024 the Ontario Ministry of Transportation (MTO) extended the [Electric Kick Scooter \(E-Scooter\) Pilot Program](#) for an additional five years, until November 2029. The program will continue to operate on a municipal opt-in basis.

Given the results of the initial five-year pilot, it is recommended that Ottawa's E-scooters By-law No. 2020-174 be amended to allow e-scooters to continue to operate in Ottawa until 2029. It is further recommended that Ottawa's shared e-scooter program be continued under delegated authority.

RÉSUMÉ

La saison 2024 des trottinettes électriques en libre-service s'est déroulée du 18 avril au 15 novembre. Pendant ce temps, environ 55 000 usagers distincts ont effectué quelque 252 000 déplacements avec un parc de trottinettes électriques en libre-service provenant de deux fournisseurs qualifiés, à savoir Bird Canada Scooters Inc. et Neuron

Mobility.

La saison 2024 devait être la cinquième et dernière année du projet pilote provincial de cinq ans qui autorisait les trottinettes électriques à circuler sur les routes municipales grâce à l'adoption d'un règlement municipal. Toutefois, le ministère des Transports de l'Ontario (MTO) a prolongé le 28 octobre 2024 le [Projet pilote relatif aux trottinettes électriques](#) pour cinq années supplémentaires, soit jusqu'en novembre 2029. Le projet se poursuivra avec les municipalités qui choisiront d'y participer.

Étant donné les résultats du projet pilote initial de cinq ans, il est recommandé que le Règlement n° 2020-174 sur les trottinettes électriques d'Ottawa soit modifié pour permettre que les trottinettes électriques continuent de circuler à Ottawa jusqu'en 2029. Il est en outre recommandé que le projet relatif aux trottinettes électriques d'Ottawa se poursuive en vertu de pouvoirs délégués.

BACKGROUND

On January 1, 2020, the Province of Ontario initiated a [five-year pilot](#) for electric kick scooters (e-scooters), allowing municipalities to opt in. On June 10, 2020, City Council approved an E-Scooter Strategy and Pilot Project for Ottawa. This was followed by an E-Scooter By-law on June 24, 2020, making it legal to operate e-scooters on City streets and bike facilities, subject to certain restrictions.

A shared e-scooter program was launched on July 16, 2020 with the goal of providing residents and visitors with a new mobility option, especially for shorter trips. E-scooters also support the City's broader mobility objectives by improving access to transit, providing an alternative to driving, and reducing greenhouse (GHG) emissions. As part of the program, which is designed to be revenue-neutral, the City is responsible for selecting shared e-scooter providers and overseeing their operation. The first two seasons in 2020 and 2021 demonstrated the benefits of shared e-scooters; however, concerns emerged related to accessibility, sidewalk riding, and parking, and several measures were adopted to improve the program based on the lessons learned.

After the successful completion of the third season in 2022, Council received the results of the 2022 Electric Kick Scooter Pilot Report on April 12, 2023, and approved the continuance of a fourth season in 2023. At the same time, Council delegated authority to the General Manager of Planning, Development and Building Services to approve the fifth year of the pilot – should the results of the 2023 season be satisfactory – and to enter into a follow-on contract with the same service providers who were awarded the 2022 and 2023 contracts.

Given the results of the 2023 season, the General Manager approved the continuation of the pilot in 2024. The 2024 season was the fifth and final year of the five-year pilot opt-in window, however, on October 28, 2024 the Ontario Ministry of Transportation (MTO) extended the [Electric Kick Scooter \(E-Scooter\) Pilot Program](#) for an additional five years, until November 2029. The program will continue to operate on a municipal opt-in basis, which requires the enactment of local by-laws.

DISCUSSION

Throughout the initial five-year pilot, shared e-scooters provided residents with a convenient, fun, and environmentally friendly mobility option. In the 2024 season, an average of approximately 1,200 trips were completed per day. During the busier part of the season, in July, daily e-scooter usage averaged approximately 1,500 trips on weekdays and 1,900 trips on weekends – with some weekends reaching as high as 2,600 daily trips. The full results of the 2024 season are available in the ‘2024 Shared E-Scooter Season Data Analysis’ on the [Project Webpage](#).

E-scooters offer several benefits. They increase the travel options available to residents and provide an alternative to driving. They support local businesses, enhance connectivity to transit, and reduce greenhouse gas emissions. Over the initial five-year pilot, Ottawa residents have embraced the use of both private and shared e-scooters, and resident feedback demonstrates continued support for the pilot. From the 2024 end-of-season survey, 58 per cent of respondents agreed that shared e-scooters should continue to be offered in Ottawa, while 31 per cent disagreed (the remaining 11 per cent were neutral). E-scooters were viewed as a convenient, cost effective and fun way to travel.

While there continue to be issues around sidewalk riding and improper parking, City data and resident feedback has shown consistent improvement year over year and staff are committed to working with the service providers and other stakeholders to continuously improve the program. The aggressive measures and restrictions that were implemented since 2022 such as the restrictive parking model, geofencing, and streamlined reporting appear to have made significant improvements to address these concerns as compared to initial seasons.

Inquiries and complaints related to e-scooters are received through 3-1-1. All service requests generated through 3-1-1 are directed to By-law & Regulatory Services who follow-up with the appropriate e-scooter provider to address. If the providers do not respond within the specified timelines, By-law staff may provide warnings, issue fines or impound the scooter. In 2024, there were three e-scooters impounded and five citations were issued to providers for slow response times.

The number of e-scooter related inquiries received by 3-1-1 has been relatively stable over the past three years, averaging roughly two per day. Most of the inquiries are related to mis-parking (67 to 89 per cent) and sidewalk riding (7 to 10 per cent). The proportion of requests related to sidewalk riding has declined slightly over time, with a corresponding increase in the proportion of requests related to parking.

In terms of safety, the City of Ottawa releases collision data based on records provided by Ottawa Police Services (OPS). This data does not distinguish between shared or privately owned e-scooters. In general, the collision rate per 100,000 shared e-scooter trips has been relatively constant (between four and five collisions per 100,000 trips) since 2022.

Similarly, Ottawa Public Health has completed a detailed summary of Emergency Department visits at Ottawa Hospitals that may be associated with kick-type e-scooters from 2019 to June 2024, the most recent data available. The 2019 data provides context for e-scooter emergency department visits prior to the start of the e-scooter program in 2020. It is important to note that not all emergency department visits for e-scooters are connected to the shared e-scooter program; both shared and privately owned scooters are captured in the data.

The data shows that total emergency department visits associated with kick-type e-scooters increased in 2023 (118 visits) compared to 2022 (67 visits); however, on a per trip basis, the number of visits declined, with 66 visits per 100,000 trips in 2023 versus 84 in 2022. Comparing data from April to June, the number of emergency department visits was 34 in 2023 and 16 in 2024. Data for the balance of the 2024 season will not be available until summer 2025. Additional details are provided in 'Ottawa Public Health - Summary of e-scooter relevant emergency department visits at Ottawa hospitals' which is available on the [Project Webpage](#).

A comprehensive overview of the initial five-year pilot (2020 to 2024, inclusive) is presented in **Document 1 - E-Scooter Pilot Evaluation Results**. Given these findings, staff recommend participating in the extension of the Provincial Pilot and amending the City's E-Scooter By-law accordingly, as indicated in **Document 3 - Draft Amending E-Scooter By-law 2025**.

Staff recommend adjustments to the program for the 2025 season. The changes build on the measures that were implemented in previous seasons to reduce incidents related to sidewalk riding and mis-parked scooters. Maintaining strict restrictions to minimize accessibility impacts and hold providers to a high level of scrutiny and responsibility is required to ensure the program respects and supports a safe environment for pedestrians and other road users.

The recommendations are summarized below.

Delegation of Authority for Decisions Regarding the Shared E-Scooter Program

After completing five years of the pilot program, the City is now transitioning the e-scooter program into regular operation, with a focus on monitoring safety, efficiency, and compliance. With extensive data collection, analysis, and input from the public and stakeholders throughout the pilot, the City has gained a strong understanding of the program's issues and effectiveness. As an established transportation option, the program will continue to be evaluated as part of its operational management, ensuring it remains optimized for the community's benefit.

To facilitate the operation of the shared e-scooter program, it is recommended that the General Manager of Planning, Development, and Building Services be delegated authority to make decisions regarding the shared e-scooter program, including: whether the program should be extended for a subsequent year based on the most recent season results; operating fees; deployment zone; fleet size; and any other required decisions to effectively and efficiently manage the program in accordance with the City's policies and objectives.

Operating Dates

It is recommended that the shared e-scooter season run from approximately April 30 to November 15, weather permitting, to meet rider demand. The April 30 launch is contingent on weather, the completion of street sweeping operations and the execution of agreements with the service providers. Trip data from previous seasons indicates a significant decline in trips in November. Ending the season by November 15 provides staff with sufficient time to analyze data and finalize the go-forward plan for the following year.

Agreements with Shared E-scooter Providers

For 2025, staff recommend extending the contract with the two e-scooter providers that operated during the 2022, 2023, and 2024 seasons (Bird Canada and Neuron Mobility). These providers were selected through a competitive procurement process in 2022 and have significant familiarity and experience with operating in Ottawa.

It is further recommended that the General Manager of the Planning, Development, and Building Services Department be given the delegated authority to approve any subsequent follow-on contracts or initiate a new procurement process, as appropriate, should it be determined that the pilot program be allowed to continue for any additional years beyond 2025.

Deployment Area

The 2024 deployment area adopted by the service providers was bounded by St. Laurent Boulevard in the east, Rideau River / Carling Avenue in the south, Churchill Avenue in the west and the Ottawa River in the north.

To address unmet demand and enhance service, for the 2025 season, staff recommend expanding the deployment zone incrementally, in consultation with the providers as well as ward Councillors. It is anticipated that the expanded deployment zone would extend outward from the 2024 deployment zone, but could also include Business Improvement Areas, Town Centres, and areas in proximity to rapid transit stations. Throughout the pilot, Ottawa has taken a conservative approach to increasing the deployment zone, with incremental changes approved each year. In cities such as Brampton, Mississauga, Oshawa and Windsor, e-scooter fleets are accessible city-wide.

As the service area expands, the providers will need to dedicate additional resources for public outreach and management of issues. A phased-in launch will be required to allow time to implement localized parking solutions and other geofencing requirements.

Fleet Size

For the 2024 season, the average e-scooter utilization rate was 1.32 trips per vehicle per day. In discussions with the providers, a target utilization rate of one to two daily trips per vehicle is recommended. Given the above, it is recommended that the total combined fleet size for the 2025 season be maintained at 1000 e-scooters (500 per operator) for a deployment zone similar in size to the 2024 deployment area. However, should the deployment zone be extended to cover new neighborhoods, a further increase in the fleet size will be required. Rather than prescribe a specific fleet size for new deployment zones, a flexible approach is recommended based on expected and observed utilization levels. Any increase in fleet size must be justified by the providers and would be at the sole discretion of the City. Similar to previous years, the City will have the ability to decrease the total fleet size as indicated in the contractual agreement, at any time throughout the season, including the option of capping e-scooter deployment in certain areas (such as the Byward Market) if required. As per the contractual agreement, the City at its sole discretion may reduce the provider's total fleet size by 10 per cent either temporarily or permanently, for each infraction or non-compliance.

Hours of Operation

In 2024, the shared e-scooter operating hours were extended from 6 AM to 11 PM, to 5 AM to 1 AM. The extended operating hours proved popular with riders, accounting for

11.8 per cent of total trips. Over the five-year pilot, many riders have expressed an interest in having the service available 24/7 to help with their commute or because they feel safer riding than walking alone, especially late at night. Even with the extended hours in 2024, there were users who attempted to scan the e-scooter QR code to start a ride during the non-operating hours from 1 AM to 4 AM.

Given the evidence of demand outside these times, it is recommended that the operating hours be extended to 24/7 moving forward, with some restrictions in designated areas (such as the Byward Market). Extending the operating hours to 24/7 would bring Ottawa into alignment with other Canadian cities such as Mississauga, Hamilton, Brampton, Oshawa, Ajax, and Windsor; the City of Ottawa has been the only Canadian city to operate with restricted operating hours. However, the City will maintain the option of re-introducing operating hour restrictions if safety or other concerns materialize.

Fee Structure

The shared e-scooter program is intended to be revenue neutral. Fees collected from the e-scooter providers cover the administrative, communication, and enforcement costs incurred by the City. At the end of each season, staff review and update the Fee Structure to ensure revenues align with costs. The Fee Structure over the course of the five-year pilot is provided in **Document 2 - Program Fees**.

For the 2024 season, there was approximately \$170,000 in revenues, while the City's e-scooter related expenses were approximately \$130,000. These covered costs associated with data collection and monitoring, City-led communication and education activities, and signage to designate parking areas. Fees in 2024 were also used to cover seasonal support staff in Transportation Planning (co-op student), additional resources within By-law and Regulatory Services dedicated to e-scooter enforcement, and staff resources to implement physically demarcated parking areas.

The expenses from 2024 (and previous seasons) do not include the staff time to administer the shared e-scooter program, City management oversight of the program, or specialized staff resources to analyze data. These costs have largely been covered by the City's Travel Demand Management program in Transportation Planning. Moving forward, to ensure cost recovery, an additional temporary resource in the form of a Full-Time Employment (FTE) - instead of a seasonal co-op student - is recommended to support the program administration as well as any seasonally required data collection. The position will be funded through e-scooter revenues. A high level breakdown of the estimated 2025 season expenditures is shown in Table 1 below.

Table 1 – Estimated Expenditures: 2025 Shared E-Scooter Season

Description	Amount
Salaries, Wages & Benefits	\$115,000
Expenditures	\$51,000
Other Internal Costs (By-law & OPS)	\$54,000
Total	\$220,000

As the program becomes more operational, it is anticipated that data collection efforts will be scaled back, and any data analysis tasks can continue to be undertaken by existing staff as part of their day-to-day work.

New for 2025, an allowance has been included for OPS to provide staff resources for more frequent enforcement activities throughout the season.

The proposed Fee Structure for 2025 is provided in **Document 2 - Program Fees**. The fee structure includes a \$175 per vehicle fee for an initial fleet size of 1000 e-scooters (500 per provider), dropping to \$100 per vehicle for each additional vehicle.

Staff will continue monitoring the program costs throughout the 2025 season. If revisions are required for subsequent seasons, an amended fee structure (for cost recovery) will be included in future annual budget submissions.

Issue Management

To address concerns over sidewalk riding and improperly parked scooters, it is recommended that all measures implemented in the 2024 season be maintained, including any requirements set out in the agreements with the e-scooter providers. The City will continue to collaborate with the e-scooter providers to enhance and refine the program, whether through improved technology or other means. The City will also continue to explore opportunities to improve the mechanisms used to report and track issues and has allocated funding in the 2025 e-scooter spending plan for staff resources in By-law Services and OPS to support enforcement and safety initiatives. Additional details are provided below.

Parking – E-scooter parking will be managed by maintaining a fully restrictive parking model supported by the newest technologies, designating both virtual and physical parking corrals, requiring e-scooter providers to respond to reports of mis-parked scooters within 15 minutes, and undertaking proactive enforcement by By-law and Regulatory Services.

By-law and Regulatory Services will continue to be empowered to impound or fine the providers for any improperly parked e-scooter without warning, motivating the providers

to proactively manage their fleet. Failure of the providers to meet mandated response times could lead to the City imposing reductions in fleet size or even rescinding their permit to operate in the City's right-of-way.

Sidewalk Riding – There is zero tolerance for sidewalk riding and all previous measures undertaken to address sidewalk riding will be maintained, including deployment of the latest technologies to detect and prohibit sidewalk riding, as well as communication and education initiatives to further build awareness of proper riding behaviour. This includes the requirement for large bilingual “NO SIDEWALK RIDING” messaging on or near the floorboard of every e-scooter and the use of mandatory in-app training modules. Providers will also be required to take a zero-tolerance approach with their own enforcement activities by issuing warnings and banning riders from the app for repeat offenses.

Staff will continue to work with Safer Roads Ottawa (SRO) and OPS to undertake safety blitzes and targeted enforcement activities during the e-scooter season, focusing on locations with a high number of violations or complaints.

Mandatory Sound Emissions – As of 2022, all shared e-scooters in Ottawa are required to emit a continuous sound while in use to ensure pedestrians and other road users are aware of their presence. However, there are no standards for micromobility sound emissions. In developing this new feature, there were many issues to work through including the sound, pitch, tone, frequency, amplitude, and volume of the sound under different e-scooter operating speeds and street contexts. Both providers have implemented continuous sounds, which consist of two distinct components: 1) a baseline sound emitted whenever an e-scooter is in rental mode; and 2) an alert sound emitted whenever the e-scooter is in motion.

Finding the right intensity of sound that balances the need to warn vulnerable road users of an approaching scooter without annoying or distracting road users has proven to be a challenge. In 2023, City staff engaged the accessibility stakeholder group to assess the sound emissions. Although no consensus was reached with respect to the most appropriate sound, feedback was shared with the providers. Staff will continue to seek input, monitor best practices, and implement refinements as the pilot moves forward.

Issue Reporting – The improved reporting process implemented in 2022, including the new dedicated e-form, allows all requests to be funneled through one platform for better management of issues. Working with the City's Finance and Corporate Services Department, as well as the providers, staff will continue to review opportunities to refine, streamline and improve the process for submitting, tracking, and responding to

complaints. Staff will also explore opportunities to improve the accessibility of reports on the e-scooter program, especially data presented in chart format, based on feedback from the Accessibility Advisory Committee.

Private E-scooters – The use of private e-scooters is becoming more and more common. Private e-scooters are subject to the same rules as shared e-scooters; however, the City is not able to mandate requirements for geofencing technology on private e-scooters to discourage sidewalk riding, nor is it practical for the City to require private e-scooters to emit a continuous sound. In 2024, education and awareness campaigns were undertaken targeting private e-scooter owners, reminding them of the rules and potential penalties under the E-Scooter By-law. This included distributing flyers to local vendors/rental shops, city-wide poster and/or video campaigns, and targeted social media posts. It is recommended that similar education and outreach activities be continued in 2025, along with additional enforcement with support from OPS.

FINANCIAL IMPLICATIONS

The user fees detailed in this report were prepared in accordance with the City's User Fees and Charges Policy whereby Section 391 of the Municipal Act, 2001 provides municipalities with authority to establish and collect user fees and charges to recover costs associated with the delivery of services where users can be identified.

Upon Council approval, Transportation Planning's 2025 E-Scooter operating budget expenditures will be adjusted to \$220,000 to cover the administrative, communication, and enforcement costs incurred by the City, offset by the corresponding changes in revenue. The expenditures include \$115,000 for a temporary resource, \$51,000 in operating expenditures, and \$54,000 in other internal costs. The other internal costs include \$10,000 for Ottawa Police Services for targeted enforcement, and \$44,000 for By-Law and Regulatory Services temporary resources.

Staff will continue monitoring the program costs throughout the 2025 season. If revisions are required for subsequent seasons, amendments will be brought forward in future budget process(es).

LEGAL IMPLICATIONS

There are no legal impediments to Committee and Council's approval of the recommendations in this report.

COMMENTS BY THE WARD COUNCILLOR(S)

Not applicable as this is a city-wide report.

ADVISORY COMMITTEE(S) COMMENTS

The City's Accessibility Advisory Committee (AAC) passed a motion on June 18, 2024 resolving the following:

- a) The AAC express to City staff and City Council that they no longer uphold their support for the continuation of the e-scooter pilot, and further express their very serious concern over the safety issues posed by e-scooters, both shared and privately-owned, to persons with disabilities, elderly and all vulnerable pedestrians;
- b) The AAC advise City staff to make it easier to report non-compliance and actively encourage all people who witness improperly parked e-scooters or e-scooters riding along the sidewalks to report this to the city;
- c) The AAC advise City Council to be prepared to stop the pilot if e-scooter riders continue to demonstrate that they are not operating the e-scooters in accordance with the rules and continue to pose a serious safety risk.

During the AAC meeting on February 18, 2025, City staff presented the results of the 2024 e-scooter season and outlined the next steps for the program. It was indicated that staff plan to bring a report to the Public Works and Infrastructure Committee and Council by the end of March, recommending continued participation in the Provincial pilot. The AAC members appreciated the City's efforts to improve the program but continue to raise concerns about safety risks and the incidence of collisions and other accidents, particularly from illegal sidewalk riding and mis-parked scooters, citing low compliance and ineffectiveness of geofencing technology in areas with tall buildings.

The discussion also touched on the increasing number of privately owned e-scooters on city streets, which are not subject to the same regulations as shared e-scooters. In response, City staff mentioned plans to coordinate with OPS for more frequent enforcement, particularly in areas with high complaints or non-compliance, as well as areas beyond the designated deployment zones to address improper behavior by people using private e-scooters.

CONSULTATION

Throughout the initial five-year pilot, staff met with the AAC and the Accessibility Stakeholder Working Group (ASWG), including three meetings in 2024 and one in 2025. Staff also assembled a multi-departmental working group to discuss issues during

the season. Feedback from internal and external working groups, the AAC, and residents (through 3-1-1, the City's e-scooter e-mail account, and the end-of-season survey), along with staff experience and observations, have contributed to the development of recommendations.

Interdepartmental Working Group

This Working Group included representatives from Transportation Planning, the Corporate Accessibility Office, Roads and Parking Services, Traffic Services, Legal Services, Service Ottawa (3-1-1) and Service Transformation (Open Data), OPS, By-law and Regulatory Services, Right of Way Management, Safer Roads Ottawa, Transit Services, Ottawa Public Health, Parks and Facilities Planning Services, Public Information and Media Relations, and Information Technology Services.

Councillor Engagement

Councillors were informed through reports to Transportation Committee and Council, as well as various memos. Staff also directly engaged with Councillors throughout the five-year pilot to address questions and concerns.

Accessibility Advisory Committee / Accessibility Stakeholder Working Group

The Accessibility Advisory Committee (AAC) and Accessibility Stakeholder Working Group (ASWG) have been engaged regularly throughout the five-year pilot. The agencies participating as part of the ASWG include the AAC, Canadian Council of the Blind (CCB), Alliance for Equality of Blind Canadians (AEBC), Canadian National Institute for the Blind (CNIB), and the Ottawa Disability Coalition (ODC).

In 2024, staff met three times with the AAC and/or ASWG. An additional meeting with the AAC took place on February 18, 2025 to provide an overview of the 2024 season results and next steps.

End-of-Season Survey

Each season, staff conducted an end of season survey to gather information from Ottawa residents about their experience with the pilot. In 2024, the survey ran from October 8 to November 30 and had 493 respondents. Thirty-two per cent of the respondents were shared e-scooters users while 68 per cent were not. The complete results of the 2024 survey are detailed in the 'Public Engagement Feedback Report' which is available on the [Project Webpage](#).

Additional Activities

Staff are participating in the Ontario Ministry of Transportation's on-going e-scooter safety study. Staff are also participating on the Steering Committee for an upcoming project by the Transportation Association of Canada to research and document best practices for Shared Micromobility Services in Canadian Communities.

ACCESSIBILITY IMPACTS

As per the Accessibility Policy, the City of Ottawa is committed to providing equal treatment to people with disabilities with respect to the use and benefit of City services, programs, goods, and facilities in a manner that respects their dignity and that is equitable in relation to the broader public. This commitment extends to residents, visitors, and employees with visible or non-visible, and permanent or temporary disabilities.

As outlined in the report, sidewalk riding and improper parking create accessibility barriers and safety concerns, especially for older adults and for people who are blind, who have low vision or who use wheelchairs or mobility devices. People pushing strollers may also encounter accessibility barriers created by e-scooters. Residents have indicated that they do not feel safe with e-scooters on the streets, and have reported incidents of tripping over scooters, not being able to move them off the sidewalk, and being grazed by riders passing by on sidewalks. The community of people who are blind or partially sighted have also expressed concerns that e-scooters are too quiet, increasing the risk of being struck by an e-scooter on sidewalks or while crossing intersections.

Improving safety and accessibility were priorities throughout the initial five-year pilot, and will continue to be so moving forward. Staff, including the Accessibility Office, have continued to work with other City departments, the AAC, and community organizations to remove accessibility barriers and create a safer e-scooter season. Several initiatives have been implemented, including the introduction of a restrictive parking model; streamlined reporting system; mandated 15-minute response time; proactive enforcement; education and outreach activities; and use of "no sidewalk riding" stickers, braille/raised lettering, sound emissions, and geofencing technologies on each e-scooter. The City has also undertaken extensive data collection and analysis to better understand the issues and effectiveness of program changes.

However, despite these improvements, staff recognize there are still many issues that persist with permitting e-scooter use across the city, especially regarding private e-scooter owners that do not have the same restrictions on their vehicle as shared e-scooters. As such, staff remain committed to addressing the safety issues and

remaining barriers, and will continue to work with the service providers and the community to identify opportunities for further improvements, as outlined in this report. This includes measures for managing issues such as mis-parking and sidewalk riding, as well as improving the accessibility of e-scooter reporting.

ASSET MANAGEMENT IMPLICATIONS

There are no Asset Management Implications (from the Engineering - Roads section) resulting from the recommendations of this report.

CLIMATE IMPLICATIONS

The City's Climate Change Master Plan sets short, mid, and long-term targets to reduce community greenhouse gas (GHG) emissions by 100 per cent by 2050 and corporate emissions by 100 per cent by 2040. The e-scooter pilot project supports these targets by encouraging the use of more sustainable travel modes. Some of the benefits occur as riders choose to use e-scooters for trips previously made by car. In 2024, 47 per cent of survey respondents who rode e-scooters reported driving less and 40 per cent reported traveling less as a car passenger. Shared e-scooters also improve access to transit.

In the 2024 season, 252,000 trips were completed by shared e-scooters. Based on a review of publicly available research, it is estimated that 30 percent of shared mobility trips replace what would otherwise be car trips. The remaining modes being replaced are public transit, walking, biking, or not taking the trip at all. This indicates that approximately 76,000 car trips were replaced by shared e-scooters in Ottawa, reducing greenhouse gas (GHG) emissions by between 11,500 and 16,000 kg-CO₂eq.

When asked “Why did you take a shared e-scooter instead of another mode of transportation?”, 33 per cent of respondents indicated that one of the reasons they chose to use e-scooters was to reduce GHG emissions. This demonstrates a commitment among residents towards supporting the City's climate change goals through personal transportation choices.

As part of the 2022 competitive procurement process, providers were rated on their operational approach to reducing GHG emissions and environmental impacts. Strategies included the use of central warehouse spaces to efficiently collect, recharge and redeploy e-scooters.

ENVIRONMENTAL IMPLICATIONS

See “Climate Implications” above.

RISK MANAGEMENT IMPLICATIONS

Staff have worked with Legal Services and Supply Services to ensure the Agreements with the service providers appropriately manage risks associated with the shared e-scooter program. By continuing to work with the same service providers as in previous seasons, risks are further reduced, as these providers are familiar with Ottawa's requirements and operating context, and have developed relationships with the community.

RURAL IMPLICATIONS

It is not expected that shared e-scooters will be available in rural areas during the pilot extension.

TECHNOLOGY IMPLICATIONS

The technological implications are identified within the body of the report.

TERM OF COUNCIL PRIORITIES

The recommendations in this report align with the following 2023-2026 Term of Council Strategic Priorities:

- A city that is more connected with reliable, safe and accessible mobility options
- A city that it is green and resilient
- A city with a diversified and prosperous economy

SUPPORTING DOCUMENTATION

Document 1 - E-Scooter Pilot Evaluation Results

Document 2 - Program Fees

Document 3 - Draft Amending E-Scooter By-law 2025

DISPOSITION

Following Council's approval of the report recommendations, staff from Planning Development and Building Services (PDBS) will work with Supply Services to finalize the Follow-On Contracts for the 2025 season, and will administer the program, including monitoring and evaluating operations, corresponding with residents, and collecting data.

By-law and Regulatory Services will respond to Service Requests, monitor provider

performance, and undertake enforcement activities as necessary.