

MEMO / NOTE DE SERVICE



To / Destinataire Kathleen Wilker,
TDM Project Officer

File/N° de fichier:

From / Expéditeur Carole Legault
Committee Coordinator, Accessibility
Advisory Committee

Subject / Objet Kick E-Scooter Pilot Project

Date: May 13, 2020

Thank you for presenting to the Accessibility Advisory Committee (the Committee) at its meeting on February 18, 2020 in regard to the Kick E-Scooter Strategy and Pilot Project (Pilot Project). Thank you also for meeting with members of the Committee on March 9, 2020, to follow-up on questions and concerns expressed by members.

As you know, the mandate of the Committee is to fulfil the duties of a Municipal Accessibility Advisory Committee as outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* and to provide advice to Council on programs, policies and services provided to persons with disabilities and seniors.

Committee Meeting on February 18, 2020

At the meeting, members provided the following comments and concerns:

- Links between multi-use pathways and cycling lanes can cause a reduction in width and is considered a safety concern for all, including people with disabilities. Members are concerned that with the addition of kick e-scooters on the pathways and sidewalks would pose a barrier and additional safety hazards.
- There are sidewalks that end abruptly. Designated areas for 'slow-zones' should be clearly indicated.
- There should be a clear understanding of the insurance responsibilities i.e. are municipalities covering insurance for the driver and/or kick e-scooters or is it the individual companies?
- Questions regarding the collection of personal information were raised including who will have access and how will it be stored?
- Do the two interested companies meet the AODA standards?

- Are cities that have conducted pilot projects continuing with the projects?
- It should be clear how a person would submit a complaint.
- Will the City of Ottawa oblige these companies to install audible devices on the kick e-scooters?

After discussion, the committee approved the following two motions:

MOTION

Moved by Member Patterson,

That should the kick e-scooter pilot project be approved, staff report back to the Accessibility Advisory Committee within six months.

CARRIED

MOTION

Moved by Member Forestell,

That should the kick e-scooter pilot project be approved, the Accessibility Advisory Committee requests that the Transportation Committee and Council require that the successful companies ensure the kick e-scooters have audible devices.

CARRIED with Members Hanes and Wade dissenting.

Since the Accessibility Advisory Committee meeting on February 18, 2020, additional information has come to members' attention, including a list of 16 questions/concerns from the [AODA Alliance](#) and the cancellation of the pilot project in the [City of Montreal](#), which cause further concern and reservation with respect to accessibility and the introduction of kick e-scooters within the city.

With this additional information, the Accessibility Advisory Committee cannot support, in principle, the kick e-scooter project without receiving further clarification on how the issues raised by the AODA Alliance and the City of Montreal will be addressed.

Meeting Between Staff and Members on March 9, 2020

On March 9, 2020, City staff met with Chair Turcotte and members Gallant, Patterson, and St. Martin to address additional questions and events related to Kick E-Scooters that arose after the February 18, 2020 meeting.

Staff informed the Chair and members that:

- The City of Montréal has cancelled its pilot project on Kick E-Scooters, due, in part, to a low compliance rate by scooter users with respect to properly parking their scooters. Montréal's project had a 20% compliance rate.
- The Pilot Project envisioned by Staff for Ottawa would not allow the use of Kick E-Scooters on sidewalks or on roads where the posted speed limit is higher than 50 km/h.
- The mobile application that would be used in the Pilot Project for the rental of scooters would allow to track users who park or leave their scooters in non-approved spaces, and users may face fines related to not leaving or parking their scooters in approved spaces.
- Scooter companies participating in the Pilot Project would be required to remove improperly parked or abandoned scooters within two hours of being notified of an issue.
- With respect to the Committee's motion on making scooters audible, Staff inquired with the two prospective scooter companies that would participate in the Pilot Project. One of those companies stated that they do not have technology available to make scooters audible. The other company indicated that their scooters will come with a bell.

The Chair and members advised Staff that:

- The prospect of Kick E-Scooters being abandoned by users in inappropriate places, like the middle of sidewalks, is very concerning. Kick E-Scooters that are left on sidewalks and other paths of travel would create an accessibility barrier, especially for those persons with disabilities and seniors that would not be able to move a scooter out of their way.
- Accountability and enforcement will be key. Members of the public should have quick and easy ways to report accessibility issues caused by scooters, including 3-1-1, and the use of a mobile application.
- The City must hold scooter companies accountable on enforcement and should monitor compliance with the two-hour compliance window.
- Public awareness campaigns should sensitize the public to the fact that some pedestrians might not be able to hear or see scooters around them.
- Training of Pilot Project scooter users should be mandatory and done via the booking mobile application. This training should cover accessibility considerations and users should be required to demonstrate that they have completed the training.

Next Steps for the Committee

The Committee is considering presenting before the Transportation Committee which will be debating Staff's Pilot Project recommendations on April 1, 2020.

The Committee is holding a special meeting on April 7, 2020. One of the items on the agenda for that meeting is the Pilot Project.

The AODA Alliance, a civil society group of persons with disabilities, wrote to the Committee asking it to pass a motion against the use of Kick E-Scooters in Ottawa. At the direction of Chair Turcotte, this request has been passed along to members of the Committee for their consideration.

Thank you for providing the Accessibility Advisory Committee with an opportunity to comment on this proposal. Please feel free to contact me by email at CaroleA.Legault@ottawa.ca or by telephone at 613-580-2424 x28934, should you have any questions or concerns.

Carole Legault
Committee Coordinator