

## Staff responses to February 25 AAC Memo

*Q1. 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.*

A1.

Although another mode is being introduced to City-owned pathways and cycling facilities, there are plans to address kick scooter use and etiquette, to emphasize considerate use of the shared facilities and proper parking.

There will be a City-led public awareness campaign and staff are currently looking at best practices in education and promotion from other municipalities. One example is the City of Portland's Scoot Safe video, created in partnership with the Portland Bureau of Transportation (PBOT), Disability Rights Oregon, Rooted in Rights, and Lime:

<https://www.youtube.com/watch?v=jX3rlcFIZZU>

The City is also considering a range of options, including but not limited to:

- providing in-app and in-person parking etiquette education to e-scooter riders;
- encouraging e-scooter sharing company(ies) to offer in-app incentives to riders who park in preferred areas;
- requiring that e-scooter riders submit a photo of their e-scooter correctly parked to complete their ride;
- obligating e-scooter sharing companies to respond within a set time limit to reports of mis-parked e-scooters;
- issuing fines to e-scooter sharing companies for not responding to mis-parked e-scooters within a set amount of time;
- impounding mis-parked e-scooters that e-scooter sharing companies have not correctly parked within a set amount of time.

In addition, staff recommend requiring e-scooter sharing companies to include a sticker on their vehicles that includes a bilingual "no sidewalk riding" message and to have riders agree to this condition through the app before they are able to unlock the e-scooter. Staff will map and monitor 3-1-1 complaints related to sidewalk riding (not permitted) to determine locations for additional targeted engagement and education.

*Q 2: There are sidewalks that end abruptly. Designated areas for 'slow-zones' should be clearly indicated.*

A 2: The Electric Kick Scooter By-Law will ban sidewalk riding. Designated slow-zones will be indicated to riders of shared e-scooters through the app.

*Q 3. 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?*

A 3: Since Electric Kick Scooters are treated like bicycles under the Highway Traffic Act (HTA), there are no insurance requirements for private riders of Electric Kick Scooters. Companies that offer services that encroach on the City's Right-of-Way must show proof of insurance and coverage satisfactory to the City.

*Q 4. Questions regarding the collection of personal information were raised including who will have access and how will it be stored?*

A 4. The share e-scooter companies collect the data through the apps and will share aggregated trip data with the City for the purposes of transportation planning. This is the same arrangement that service providers have with other cities. In addition, the Province requires that the City submit, through Motor Vehicle Accident reporting, collisions involving e-scooter riders.

*Q 5. Do the two interested companies meet the AODA standards?*

A 5. Both Bird Canada and Lime are available to meet with the AAC. Staff are following up with Bird Canada and Lime to better understand how they meet AODA standards.

*Q 6. Are cities that have conducted pilot projects continuing with the projects?*

A 6. In general, yes. However, following the Feb 18 AAC meeting, Montreal announced it was not continuing its pilot.

*Q 7. It should be clear how a person would submit a complaint.*

A 7. Shared vehicles will have the company's contact information clearly displayed on the vehicle. Residents and visitors can also contact 3-1-1 for complaints.

*Q 8. Will the City of Ottawa oblige these companies to install audible devices on the kick e-scooters?*

A 8: Staff have sent the request for audible sounds, over and above bells, to the companies that have expressed interest in bringing shared e-scooters to Ottawa. Ontario has specified that bells are a requirement.

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Staff responses to AAC questions about why Montreal cancelled their pilot and how staff intend to respond to the AODA Alliance's List of Recommendations:

*Why did Montreal choose not to continue their e-scooter pilot program and how does this impact direction for Ottawa's e-scooter pilot?*

During Montreal's 2019 pilot, shared e-scooters were required to be parked only in designated small on-street parking corrals, with no more than four e-scooters parked in each location. Parking in the sidewalk furniture zone was not allowed. Staff from Montreal reported a 20% compliance rate with this parking regulation, despite designating 410 parking locations – with a total capacity for 1600 e-scooters. This low parking compliance rate contributed to the February 19, 2020 decision by Montreal's Executive Committee to discontinue their pilot in 2020 and reinforces City of Ottawa staff's recommendation that shared e-scooters be allowed to be parked upright in the furniture zone of the sidewalk, away from the pedestrian path of travel. This is standard practice in cities around the world and would be expected by residents and visitors.

In addition, e-scooter riders in Montreal were required to wear helmets, following the Province of Quebec's helmet laws. There was low compliance with helmet wearing, including 328 citations for not wearing helmets. This also contributed to Montreal's decision to discontinue their pilot. In Ontario, helmets are only required for riders under 18 years of age.

Many of the AODA Alliance's List of 16 Recommendations are directed at the province or refer to not participating in the provincial pilot. Staff have responses to the following recommendations:

*Recommendation #5*

*If e-scooters are to be permitted in Ontario, they should be required to make an ongoing beeping sound when they are powered on, to warn others of their approach.*

A to Recommendation 5: The Government of Ontario has specified bells (similar to bike bells) as the only audible requirement. There will be public outreach regarding etiquette

and courteous riding which includes the recommendation that riders notify others of their approach by ringing the bell.

#### Recommendation #6

*The speed limit for e-scooters should initially be set much lower than 32 KPH, such as 15 or 20 KPH, until a strong showing can be made that a higher speed limit poses no safety threat to the public.*

A to Recommendation 6: Shared e-scooters will be limited to 20km/h and will be further limited in slow ride zones to 8-12km/h.

#### Recommendation #7

*A person wishing to drive an e-scooter should be required to first take required training on its safe operation and on the rules of the road, and then to obtain a license.*

A to Recommendation 7: Staff will require interested operators to provide education on courteous riding and parking through the app before riders can unlock the e-scooters. As scooters are considered similar to bikes, in accordance with the HTA, licensing will not be required.

#### Recommendation #10

*All e-scooter drivers, regardless of their age, should be required to wear a helmet whenever operating an e-scooter.*

A to Recommendation 10: Education and promotion on the benefits of helmet wearing for riders of all ages will be provided. Riders under 18 will be required to wear a helmet, under the HTA.

#### Recommendation #12

*If Ontario is to hold an e-scooter pilot project, it should only take place for a period much shorter than five years, e.g. six months, and should only take place in a specific community that has consented to permit that pilot project there.*

A to Recommendation 12: The full duration of the Province's pilot project is five years. Municipalities can opt in and determine the duration of its own pilot within this timeframe. A season is typically from May 1 to October 31 (six months).

#### Recommendation #14

*The Government should not treat a ban on riding e-scooters on the sidewalk, while necessary, as a sufficient protection against the threat to public safety that e-scooters present.*

A to Recommendation 14: Staff recommend a ban on sidewalk riding through the new Electric Kick Scooter By-Law.

Staff also recommend conducting a comprehensive education and outreach campaign on considerate e-scooter riding and parking behaviour to mitigate the risk of sidewalk riding. In addition, staff recommend requiring e-scooter sharing companies to include a sticker on their vehicles that includes a bilingual “no sidewalk riding” message and to have riders agree to this condition through the app before they are able to unlock the e-scooter. Staff will map and monitor 3-1-1 complaints related to sidewalk riding to determine locations for additional targeted engagement and education.

#### Recommendation #15

*Nothing should be done to reduce or restrict the availability or use of powered mobility devices used by people with disabilities.*

A to Recommendation 15: Staff are not restricting the availability or use of powered mobility devices used by people with disabilities.