

2021 Shared E-scooter Season Data Analysis: End of Season Summary

2020 vs 2021 Season Summary

- Season Length
 - 2021 season started May 28, 2021 and ended on November 30, 2021 (187 days).
 - 2020 season started July 16, 2020 and ended on October 31, 2020 (108 days).
 - The 2021 season lasted 79 days longer than the 2020 season.
- Daily Rental Period
 - Shared e-scooters were available to rent from 6 am to 11 pm in both the 2020 and 2021 seasons.
- Fleet Size
 - 2021 fleet of **1,200** e-scooters with a maximum of 470 to Neuron, 410 to Bird Canada, and 320 to Lime.
 - This was twice the number of scooters that were available during the 2020 e-scooter pilot (**600**) where a maximum of 260 e-scooters were assigned to Bird Canada, 260 to Lime and 80 to Roll.
- Unique Riders
 - Approx. **127,000** unique riders during the 2021 season: **33%** with Bird Canada, **35%** with Lime and **32%** with Neuron.
 - This is an increase of approx. **54,000** unique riders compared to the 2020 e-scooter season which started later and ended earlier and saw approx. **73,000** unique riders.
 - Note that these numbers could double count riders that took a ride with more than one service provider.
- Total Trips
 - Approx. **492,000** e-scooter trips were completed during the 2021 season: **47%** with Bird Canada, **29%** with Lime and **24%** with Neuron.

- This is an increase of approx. **260,000** trips compared to the 2020 e-scooter season. Overall, the 2021 season was 73% longer than the 2020 season but had 112% more trips, reflecting the larger fleet size and deployment area.
- An average of approx. **2,600** trips per day were completed from May 28 to November 30, 2021.
- During the busy season in July and August, daily e-scooter trips averaged approx. **3,200** on weekdays and **4,400** on weekends, with some weekends as high as **5,500** daily trips.
 - This compares with an average of **2,700** weekday and **3,200** weekend daily trips in July and August 2020, representing an increase of approx. **19%** and **38%**, respectively.
- The busiest day for e-scooter trips was Canada Day 2021 (July 1) with **6,450** trips.

Table 1 includes a breakdown of the 2021 monthly trip averages.

Table 1: 2021 Monthly Trip Data

Month	Average E-Scooter Trips per Day	Average E-Scooter Trips per Day (Weekdays only)	Average E-Scooter Trips per Day (Weekends only)
June	2,689	2,435	3,387
July	3,608	3,161	4,701
August	3,563	3,333	4,124
September	3,231	2,846	4,290
October	2,117	2,105	2,142
November	651	632	703
Season Average	2,630	2,403	3,190

Figure 1 provides an overview of the number of trips per week during the 2021 e-scooter season.

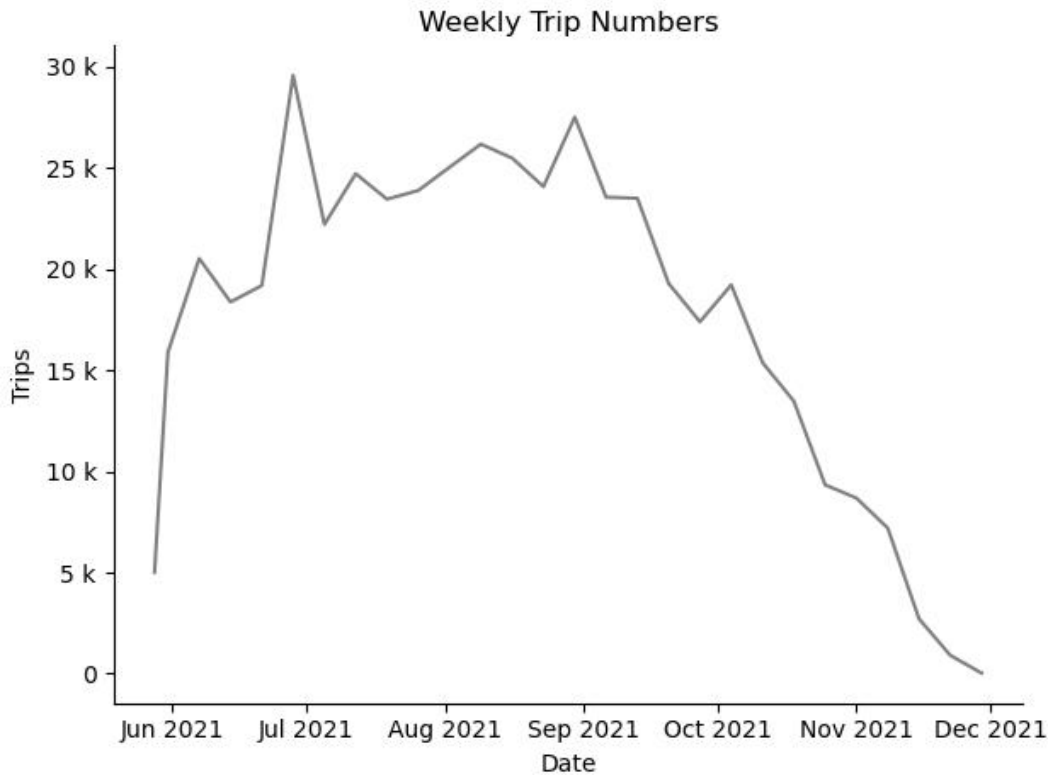
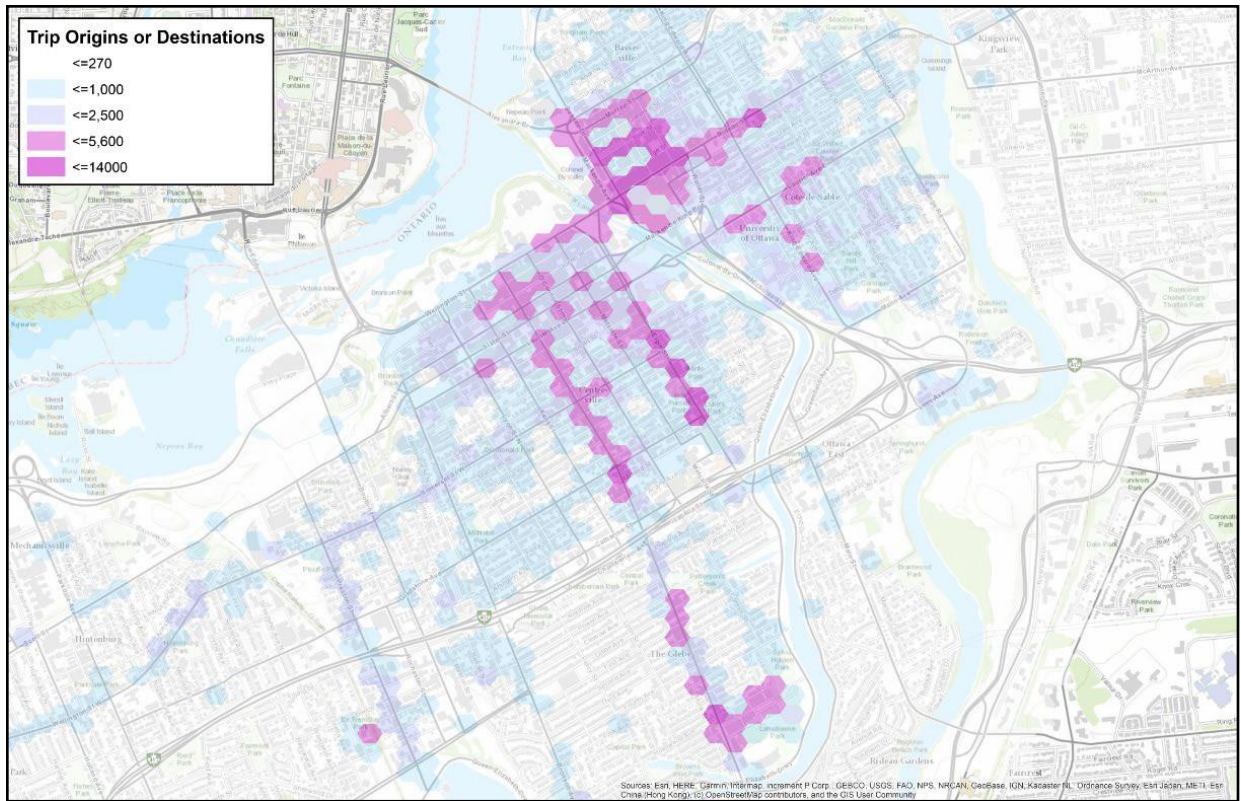


Figure 1: 2021 Weekly Trip Numbers

Key Origins and Destinations

- The heat map below (Figure 2) illustrates the most popular origins and destinations for the pilot, with a concentration of trips starting and ending in the ByWard Market and along commercial streets such as Elgin, Bank, Wellington, and Preston.



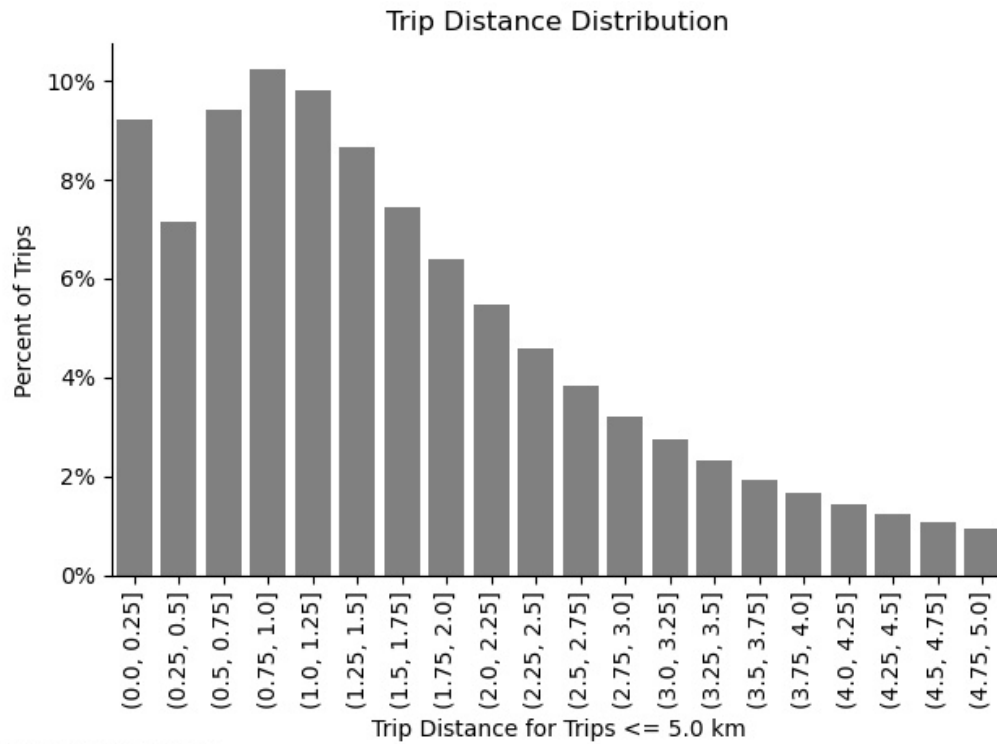
Trip Distance, Duration and Speed

- The total distance travelled has increased from approx. 426,000 km in 2020 to **985,000 km** in 2021 (increase of approx. 559,000 km or 131%).
- The average trip duration in 2021 was 14.35 min. and the average trip distance was 2.01 km.

- **Table 2: 2021 Trip Duration, Distance and Speed**

Value	Trip Duration (mins)	Trip Distance (km)	Trip Speed (km/h)
Average	14.35	2.01	9.50
25% Percentile	5.00	0.75	6.11
50% Percentile (Median)	9.13	1.44	9.78
75% Percentile	17.33	2.57	13.08

* Excludes outlier trips with a trip speed greater than the 99.9% percentile.



Data: 2021-05-28 to 2021-11-30

Figure 3: 2021 Trip Distance Distribution

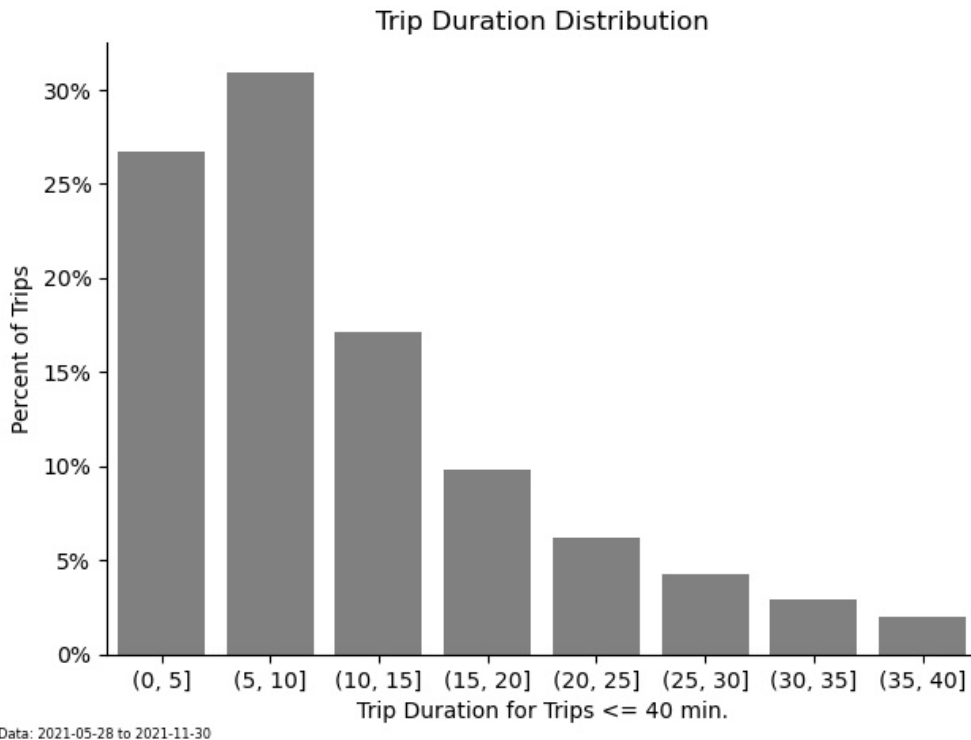


Figure 4: 2021 Trip Duration Distribution

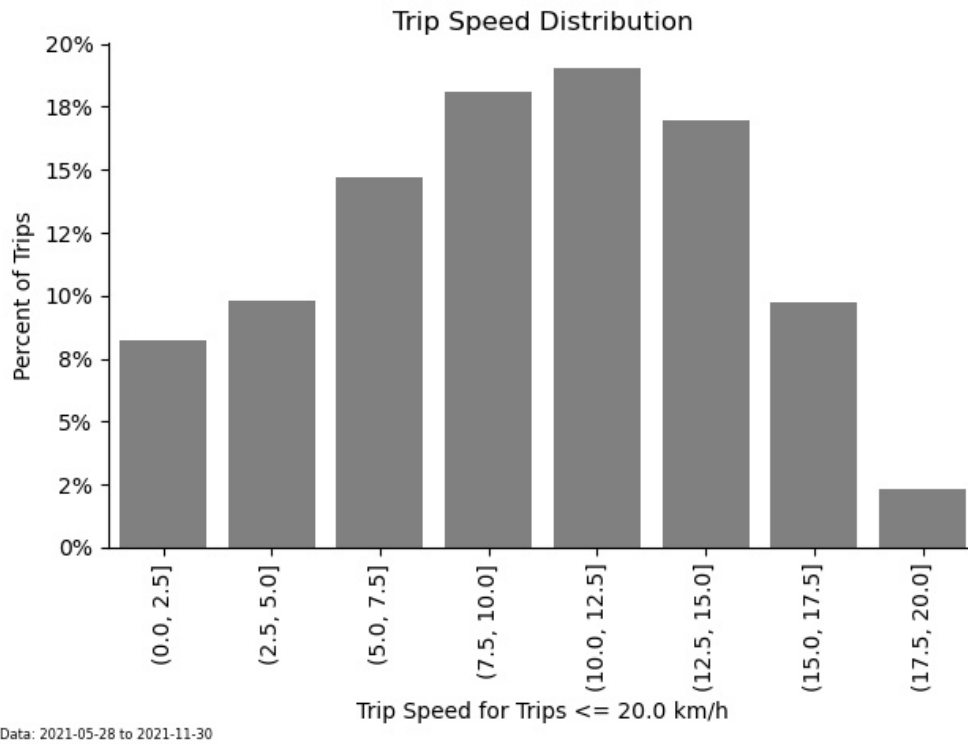


Figure 5: 2021 Trip Speed Distribution

Trip Purpose

- As part of the evaluation of the 2021 pilot, staff conducted an online survey which provided insight on the benefits and issues associated with e-scooters. The City’s E-Scooter Survey ran from November 3, 2021 to December 1, 2021.
- A total of **1,732** respondents completed the survey. Respondents to the 2021 survey included both e-scooter users and non-users:
 - E-Scooter Non-Users: **62%** of respondents did not ride an e-scooter in the 2021 season.
 - E-Scooter Users: **38%** of respondents rode an e-scooter in the 2021 season.
 - “Return” E-Scooter Users: **23%** of respondents rode an e-scooter during both the 2020 and 2021 season.
 - “Lost” E-Scooter Users: **3%** of respondents rode an e-scooter in 2020 but did not ride one in 2021.
 - “New” E-scooter Users: **16%** of respondents did not ride an e-scooter in 2020 but did ride one in 2021.
- The survey collected data on trip purpose as outlined in Table 3. Compared to the 2020 survey results, there was a decrease in e-scooter usage for leisure purposes or to test out the e-scooters and an increase in “utility” trips.

Table 3: Trip Purpose

What were the most common reasons why you used a shared e-scooter?	2020	2021	Difference
Get to/from work	18%	34%	16%
Get to/from school	5%	12%	7%
Run errands/appointments	36%	48%	12%
Get to/from social activities	49%	63%	14%
Get to/from dining	33%	49%	16%
Get to/from shopping/local business	34%	47%	13%
For fun/leisure	76%	57%	-19%

To try out the service	51%	34%	-17%
Other	1%	3%	2%

Time of Day Usage

- The busiest period for e-scooter usage occurs in the evening. Figure 6 shows the distribution of e-scooter trips throughout the day.
- The distribution of trips was relatively consistent between the 2020 and 2021 e-scooter seasons.
- The small number of trips occurring after 11:00 p.m. reflects trips by e-scooter staff testing or re-deploying scooters for the next day.

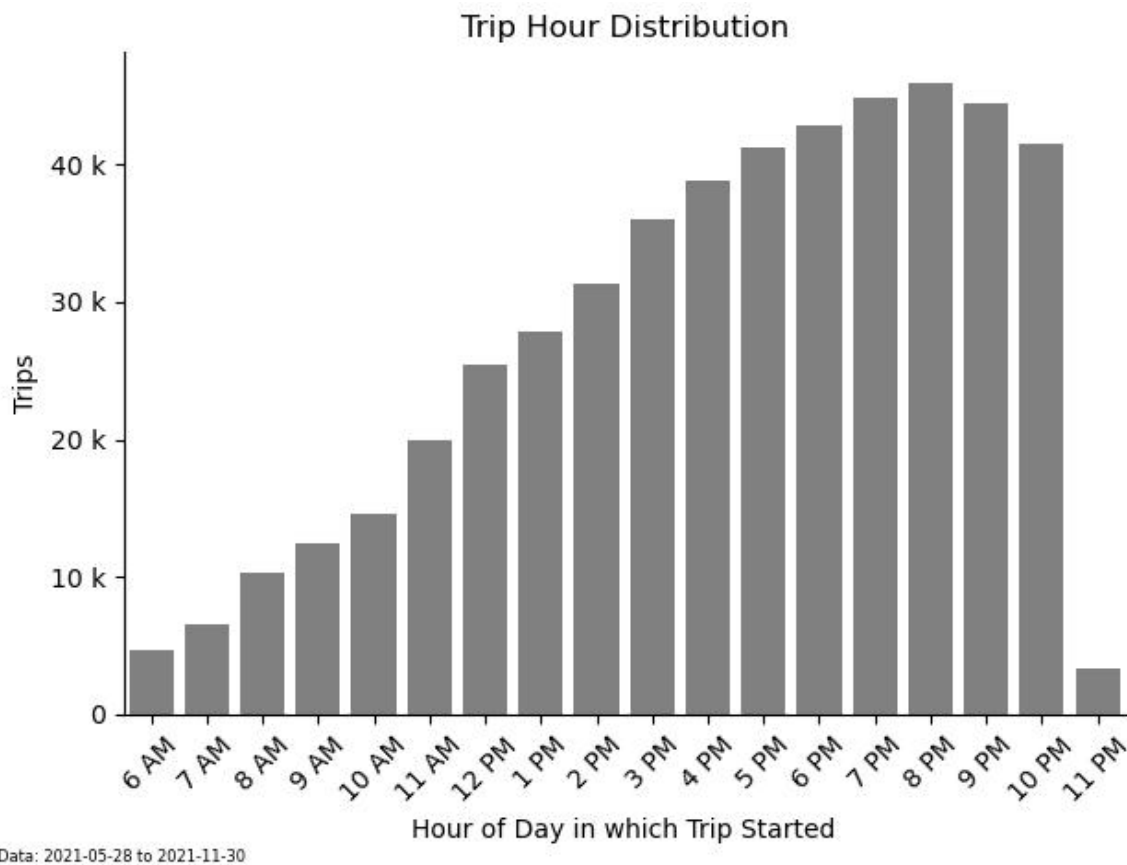


Figure 6: 2021 Trip Distribution by Time of Day

Demand for E-Scooters

- The number of daily trips versus the average number of available e-scooters was analyzed to assess the average vehicle utilization. As shown in Figure 7, there was a decrease in the average vehicle utilization in the 2021 season compared to the 2020 season, with the average utilization decreasing from **4.69** to **2.64** trips per vehicle per day.
- In discussions with the providers, it is felt that aiming for three to four trips per e-scooter per day is an appropriate target for the size and population of the City of Ottawa.

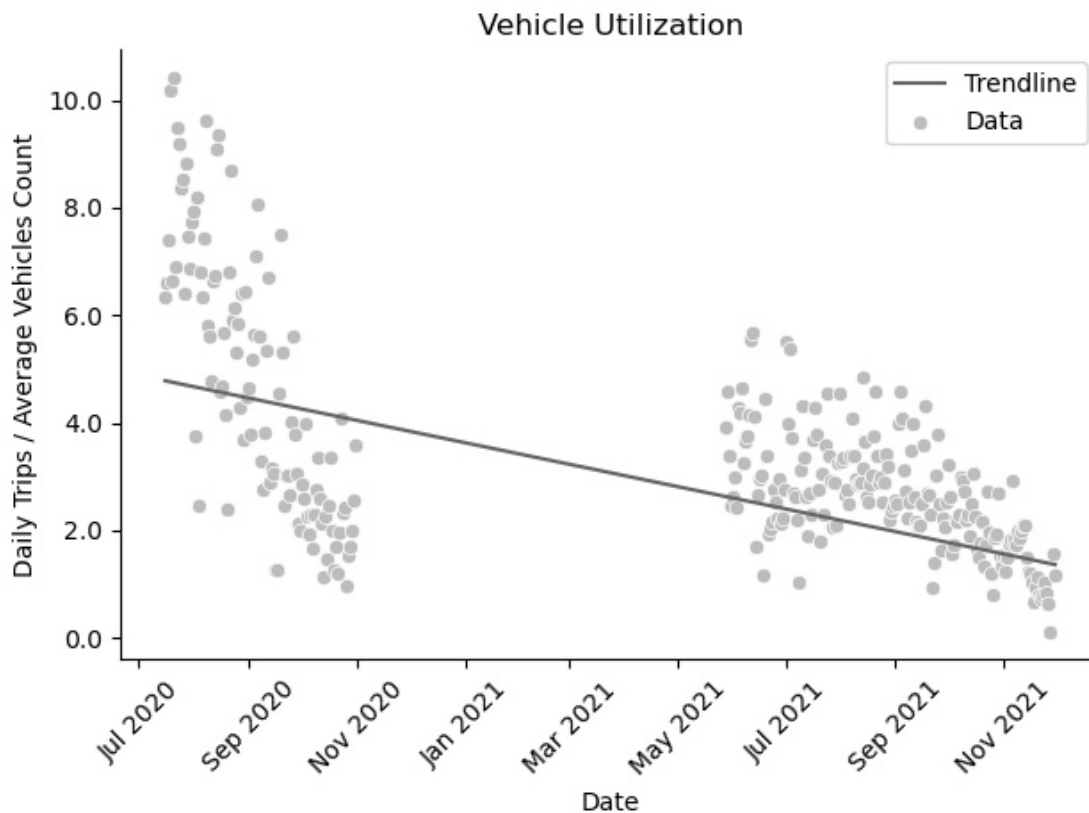


Figure 7: 2020 and 2021 E-scooter Vehicle Utilization

- Based on the results from the E-Scooter Survey, 84% of respondents found it easy to find an e-scooter when they wanted to use one, similar to the proportion from 2020. Although slightly fewer residents reported difficulty finding a scooter in

2021 (4% vs. 7% in 2020), the change is relatively small, suggesting that the increased fleet size in 2021 did not have a major impact (refer to Table 4 below).

Table 4: Difficulty Finding an E-scooter

How easy was it to find a shared e-scooter when you wanted to use one?	2020	2021	Difference
Difficult	7%	4%	-3%
Easy	85%	84%	-1%
Neutral	8%	11%	3%

- The Survey also asked about how many e-scooter trips each respondent completed.
 - As shown in Table 5, most respondents who used an e-scooter in 2021 did so more than once.
 - The number of respondents who completed 10 or more trips grew from 23% in 2020 to 43% in 2021. These results suggest that e-scooters are increasingly being viewed as a viable travel option, at least for certain types of trips.

Table 5: Number of Trips per Rider

How many e-scooter trips have you taken this season?	2020	2021	Difference
One	13%	10%	-3%
2-5	42%	29%	-13%
6-10	22%	18%	-4%
+10	23%	43%	20%

Alignment with Mobility Objectives

- 74% percent of 660 respondents to the 2021 E-Scooter Survey who rode e-scooters noted that the introduction of e-scooters changed the way they travelled.

- A detailed breakdown of the changes in travel behaviour reported by respondents is presented in Table 6. Of note, there is an increase in the percentage of respondents who reported an increase in their use of transit, walking, or cycling compared to last year’s survey. Similarly, there is an increase in the percentage of people who reported a decrease in their use of personal vehicles, whether as a driver or passenger. This may indicate that e-scooters are becoming more successful at promoting sustainable modes of travel over time.

Table 6: Changes in Travel Behaviour

Did the introduction of shared e-scooters change the way you travel?	2020	2021	Difference
I walked more	29%	40%	11%
I walked less	35%	26%	-9%
I biked more	6%	16%	10%
I biked less	9%	12%	3%
I took transit more	6%	19%	13%
I took transit less	27%	24%	-3%
I drove more (as a driver)	1%	0%	-1%
I drove less (as a driver)	46%	60%	14%
I drove more (as a passenger)	0%	1%	1%
I drove less (as a passenger)	32%	49%	17%
Other	7%	6%	-1%

- Table 7 shows the difference between the 2020 and 2021 survey responses to the question: “Why did you take a shared e-scooter instead of another mode of transportation?”
 - With the 2020 survey, **33%** of respondents indicated that they took an e-scooter to avoid the cost and hassle of parking a car. For the 2021 survey, this has increased to **39%** of respondents. This may indicate that there is a growing interest in utilizing e-scooters to replace short personal vehicle trips.

- The data also suggests that riders appreciate the convenience, cost, ease of use, enjoyment, and environmental benefits of e-scooters.
- In 2021, there was a decrease in the percentage of responses associated with “trying out the service” which should be anticipated for the second year of the pilot.

Table 7: Factors Influencing E-Scooter Use

Why did you take a shared e-scooter instead of another mode of transportation?	2020	2021	Difference
Easier	50%	63%	13%
Faster	54%	62%	8%
Convenient	65%	73%	8%
Affordable	35%	49%	14%
To reduce Greenhouse Gas emissions	27%	40%	13%
More fun	76%	66%	-10%
To try out e-scooters	57%	44%	-13%
To be physically distant from others	21%	17%	-4%
To avoid the cost/hassle of parking a car	33%	39%	6%
Other	2%	4%	2%

Facilitating Transit and Multimodal Trips

- Based on the number of individual e-scooter trips starting or ending close to transit stations within the e-scooter operating area, it is roughly estimated that approximately four percent (7,680) of all e-scooter trips were combined with transit trips in 2021. This represents an increase compared to the 2020 season which saw approximately two percent (4,760) of all e-scooter trips combined with transit trips.
 - The on-going pandemic has likely impacted multimodal trips in both 2020 and 2021. In addition, O-Train Line 1 was shut down for several weeks during the 2021 season which has also influenced the results.

- First/last mile trips to/from transit stations averaged between 1.5 and 3 km, with longer distance trips tending to occur at stations further from downtown.
- Results from the E-Scooter Survey provide additional insight on multimodal trips.
 - **33%** of survey respondents reported taking a shared e-scooter to connect to or from another form of transportation at least once. This is similar to the rate from the 2020 E-scooter Survey (**35%**).
 - **92%** of respondents who reported connecting to another mode indicated that they connected to transit (bus or train). This is also similar to the rate from the 2020 E-scooter Survey (89%)
 - Most survey respondents indicated that having access to shared e-scooters did not make them more likely to use the mode to which they connected.

Health and Mobility Considerations

- **40%** of survey respondents reported that they walked more with the introduction of shared e-scooters. This is up 29% from 2020.
- E-scooters continue to provide greater mobility. Riders who would have walked without the e-scooters were able to travel farther to access additional shops and services, accomplish their daily tasks more efficiently and conveniently, reach destinations that may not be convenient by transit, include family members with limited mobility in their outings, and feel more comfortable with evening travel options.

Support for Local Businesses

- **45%** of trips started in a Business Improvement Area (similar to 2020 at 48%).
- **42%** of trips ended in a Business Improvement Area (similar to 2020 at 45%).

Issues Management

Sidewalk Riding

- Sidewalk riding was monitored using automated sidewalk counts at various locations throughout the city.
- Counts were completed between 15:00 and 21:00 on Friday or Saturday every two weeks during the e-scooter season using MioVision traffic cameras.
- The monitoring of sidewalk riding was limited by the available budget. In addition, interference with the count equipment occurred in locations near the Byward Market, making it necessary to select alternative count sites to avoid damage to the equipment.
- Figure 8 provides an overview of the locations that were counted at least once over the course of the 2021 e-scooter season.

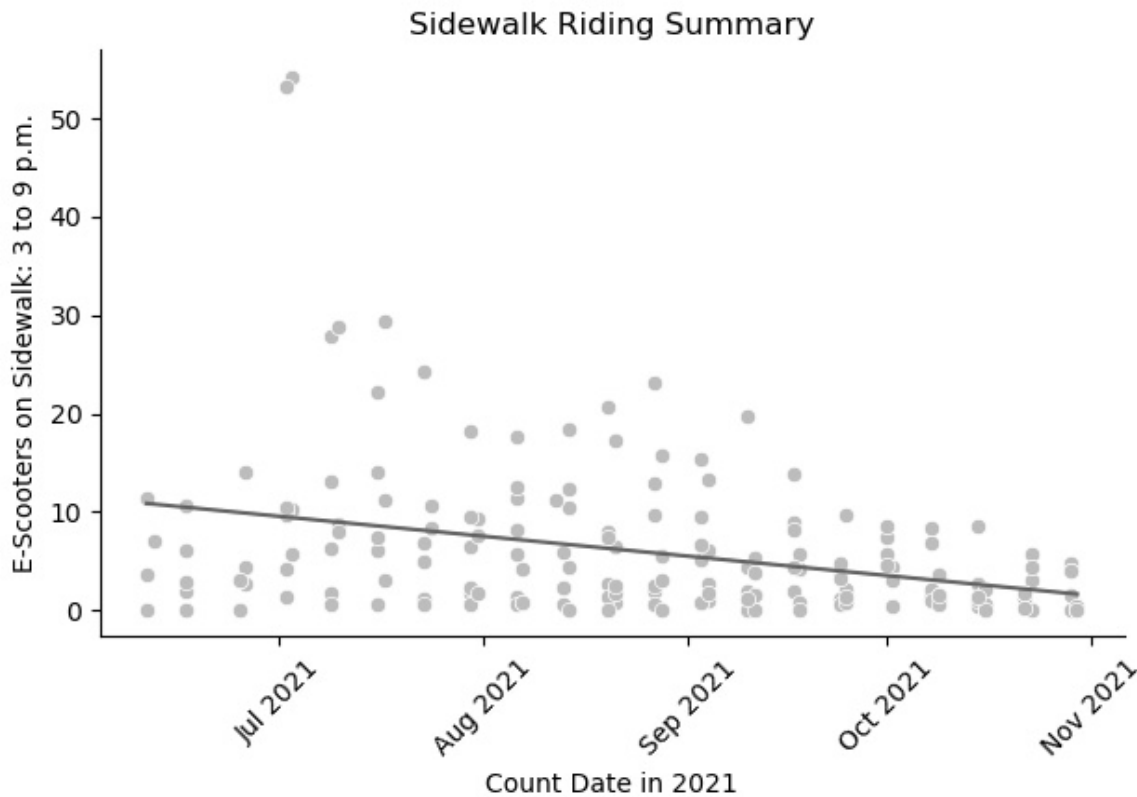


Figure 8: MioVision Count Sites

- Figure 9 provides a summary of the number of e-scooters operating on the sidewalk as measured by the count equipment. The figure displays a decreasing

trendline, suggesting that the number of e-scooters being operated on the sidewalk declined over the course of the 2021 season. However, caution should be taken in reaching this conclusion, as there is a lot variability in the data which is affected by the specific count location and the time of year.

- Since there were fewer e-scooter trips during the final months of the 2021 season, we would typically expect the amount of sidewalk riding to decline as well. To account for this effect, an attempt has been made to calibrate the number of sidewalk riders as a function of the number of e-scooter trips each day.
- Count locations with high pedestrian and e-scooter activity often suffered from equipment tampering at the beginning of the season and had to be abandoned. Therefore, over the course of the season, there is a higher proportion of lower activity count locations included in the dataset which may impact the observed trendline at the end of the season.



Count locations are included if counted ≥ 10 times over 20-week count program. Counts are scaled by number of daily trips.

Figure 9: Sidewalk Riding Counts

- The number of complaints about sidewalk riding received by the service providers and directed to the escooter@ottawa.ca email account was also tracked.
 - The service providers reported few complaints on a weekly basis (< 5). This is thought to be much lower than the true amount of sidewalk riding.
 - **72** comments were received at the escooter@ottawa.ca email account and tagged “sidewalk riding”.
- The end-of-season survey included questions about e-scooter sidewalk riding.
 - Most respondents (**79%**) indicated that they have encountered people riding e-scooters on the sidewalk. These respondents were asked a series of follow up questions:
 - In terms of frequency, **23%** of respondents encountered sidewalk riders multiple times a day, **20%** encountered sidewalk riders daily, and **32%** reported monthly encounters.
 - Most respondents (**67%**) did not report it to the City of Ottawa, e-scooter service providers or the Ottawa Police Service.
 - Most respondents reported that they felt uncomfortable and unsafe when encountering an e-scooter being ridden on the sidewalk (**64%**). Further, most respondents indicated that they changed their walking route when encountering sidewalk riding.
 - When asked whether e-scooter riding behaviour has improved since the 2020 pilot and during the 2021 season, **30%** of respondents agreed that behaviour had improved, **25%** were neutral, and **45%** disagreed.

Mis-parked Shared E-scooters

- Mis-parked e-scooters were monitored during the 2021 pilot through on-site surveys. Staff surveyed retail and commercial corridors in the ByWard Market, Downtown, the Glebe, Hintonburg and Little Italy. Figures 10 and 11 demonstrate the paths taken each week to observe parking behaviors.

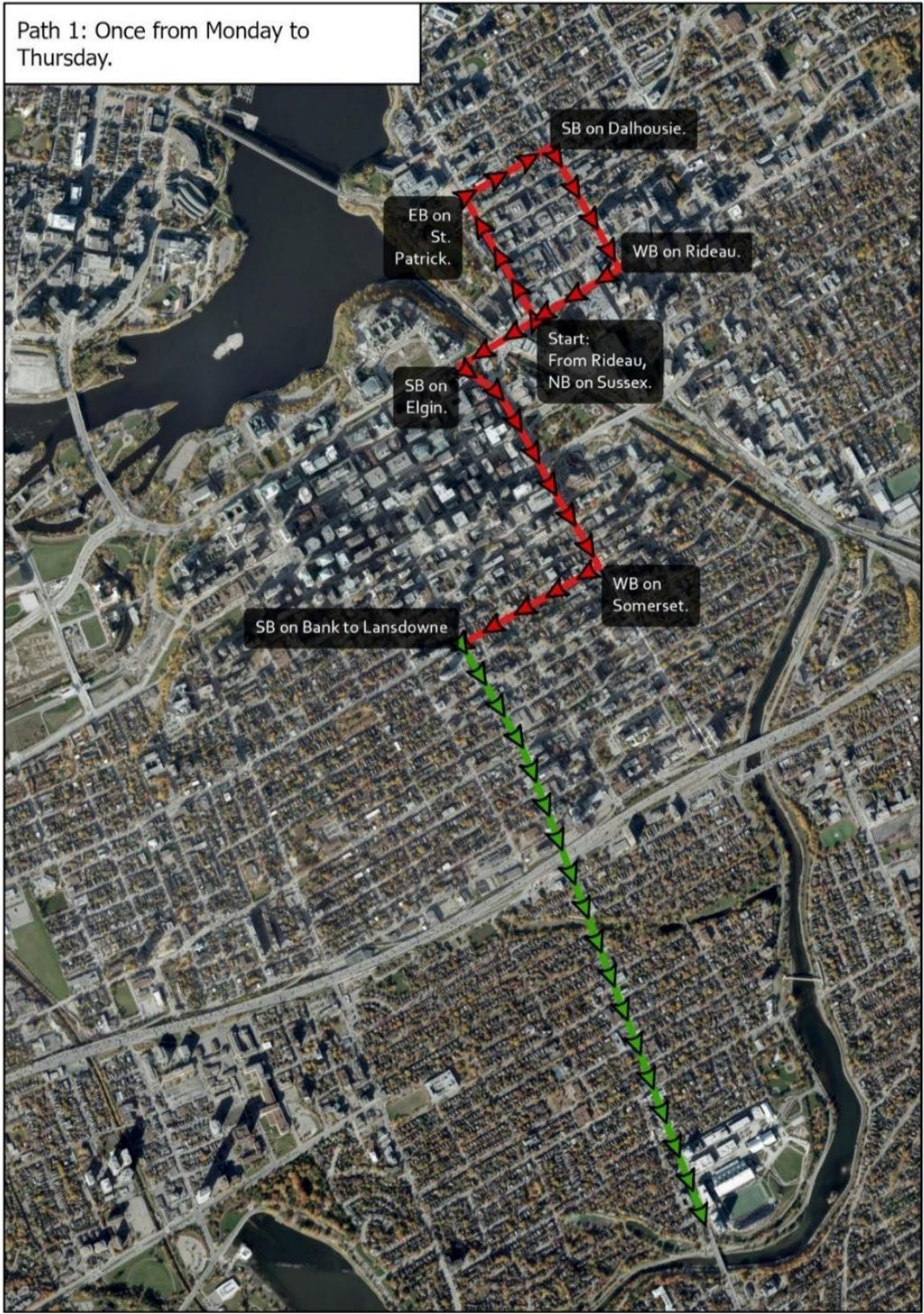


Figure 10: Weekday E-scooter Parking Observation Route (Monday to Thursday)

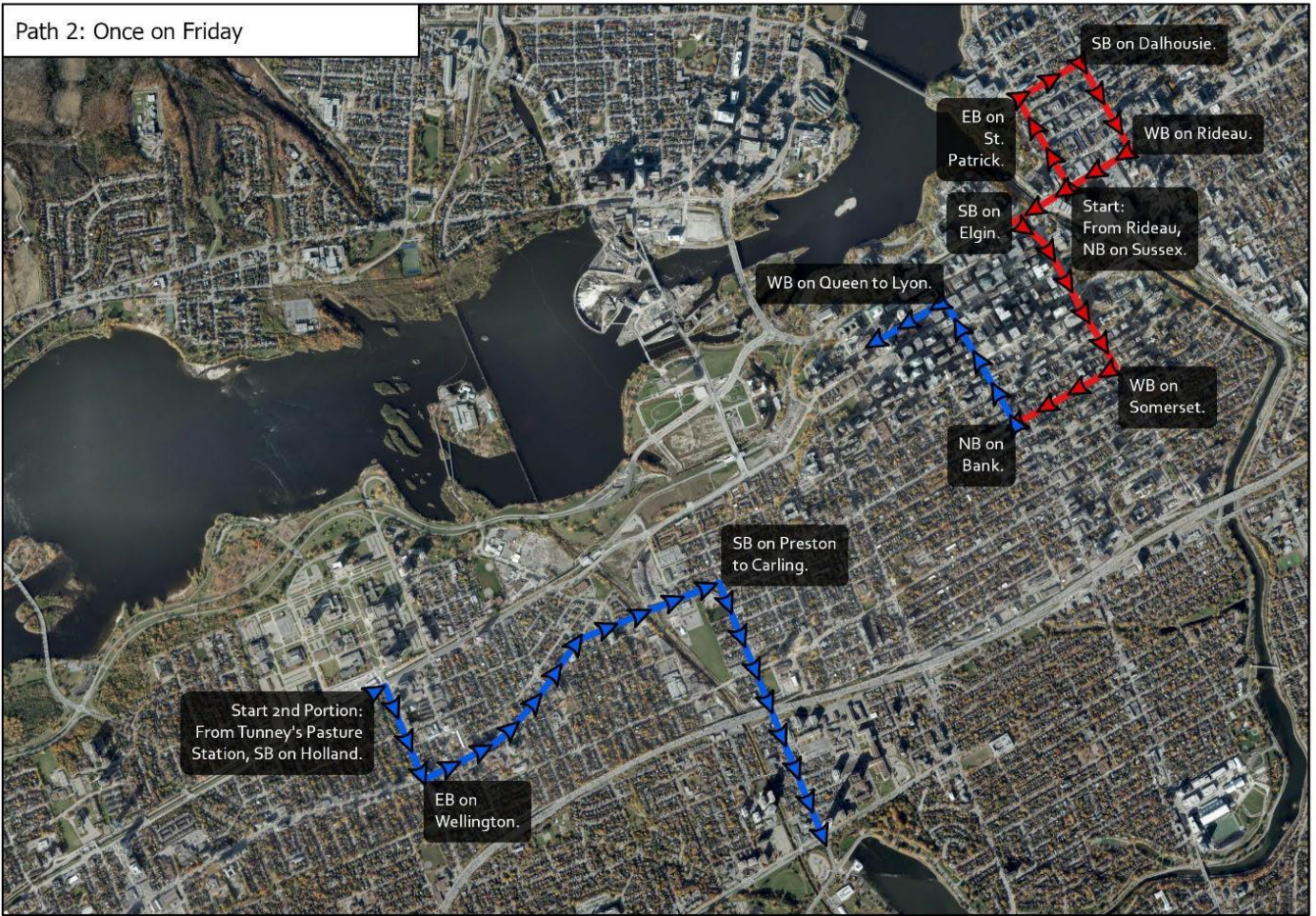


Figure 11: Friday E-scooter Parking Observation Route

- The scope of the monitoring was limited by budget and staff time. Resource limitations did not allow for monitoring of residential streets where a lack of furniture zone may have led to mis-parked e-scooters.
- The number of mis-parked e-scooters is tied to the level of e-scooter activity; with fewer e-scooter trips occurring in the Fall months, we would likewise expect a decline in the number of mis-parked scooters.
- Figure 12 provides an overview of the mis-parked scooters that were surveyed over the course of the 2021 season as a percentage of the total number of parked scooters. There is a decrease illustrated by the trendline, but as noted above, the number of trips also decreased over the course of the season.

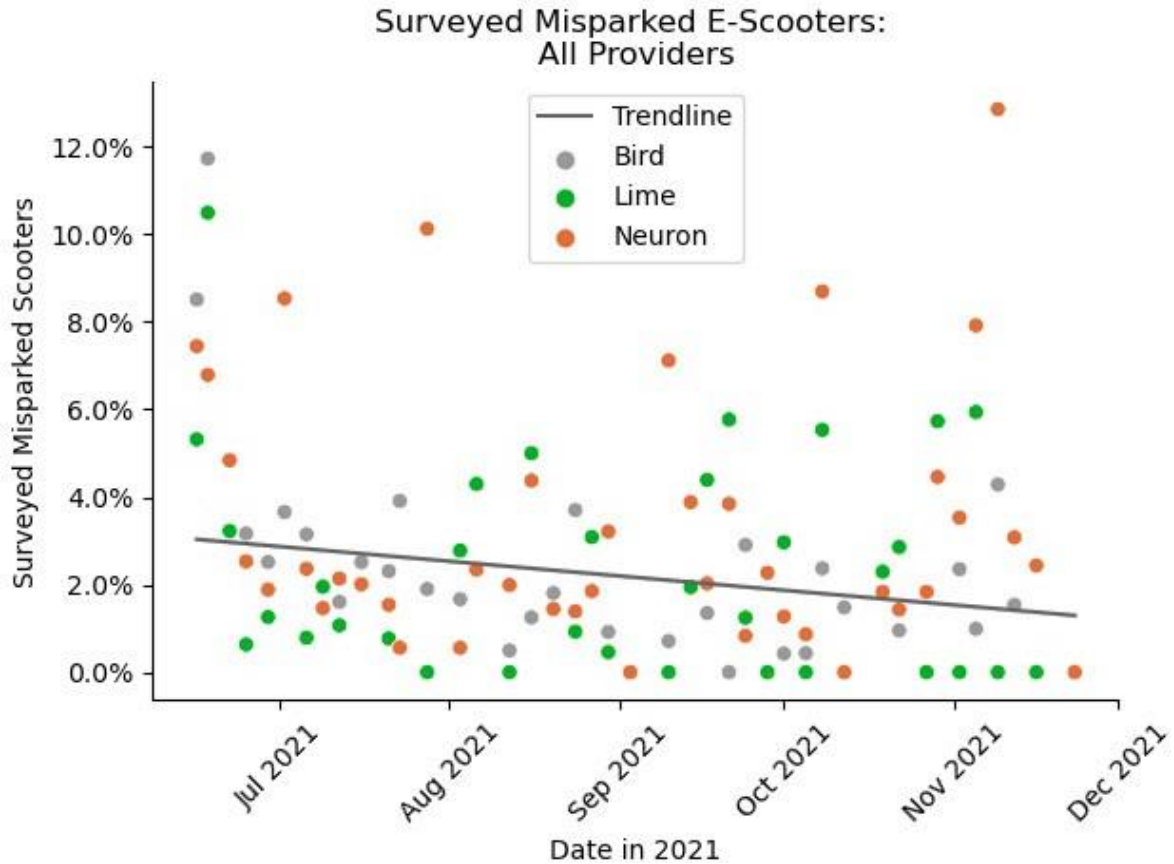


Figure 12: 2021 Mis-parked E-Scooters - All Providers

- The number of parking related complaints directed to the escooter@ottawa.ca email account was also tracked. Table 8 provides the number of parking complaints received during each month of the 2021 season. Figure 13 provides an overview of the number of parking complaints received per day.

Table 8: 2021 [Escooter@ottawa.ca](mailto:escooter@ottawa.ca) Parking Complaints

Month	Number of Emails
May	1
June	62
July	68
August	71
September	72
October	41
November	20
Total	335

Figure 13 provides an overview of the number of the parking complaints received.

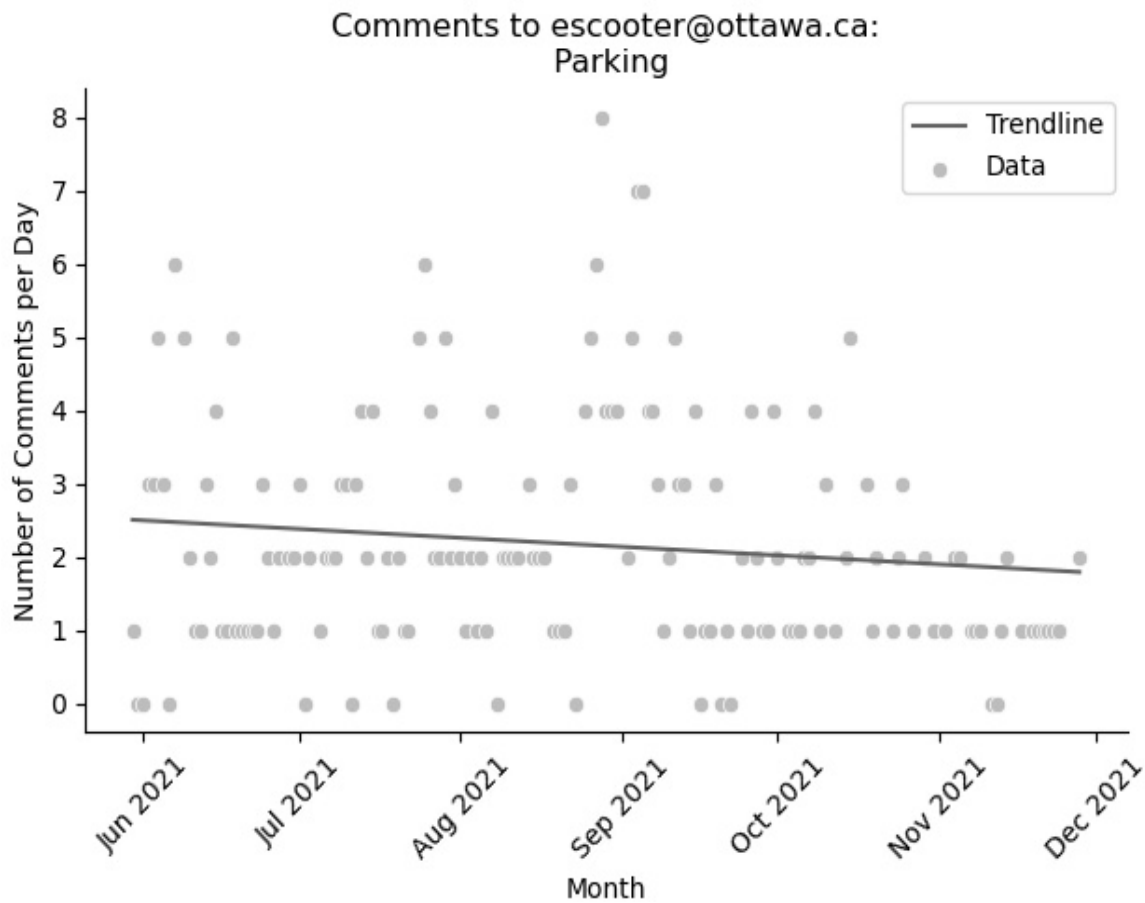


Figure 13: 2021 [Escooter@ottawa.ca](mailto:escooter@ottawa.ca) Complains By Month

- For the 2021 season, service requests received by 3-1-1 and directed to internal City departments were classified. Initial classifications of service requests were aggregated for reporting purposes. There were **65** service requests during the 2021 season with an aggregated “parking” classification. Table 9 provides the breakdown of service requests received from 3-1-1.

Table 9: 3-1-1 Service Requests

Date Raised	Request Type	Department Notified	Vendor
5/30/2021	Mis-parked	By-Law	Bird Canada
5/31/2021	Mis-parked	Roads	Unknown
6/1/2021	Blocking sidewalk	Roads	Lime
6/1/2021	Blocking sidewalk	Roads	Unknown
6/1/2021	Mis-parked (blocking entrance)	Roads	Bird Canada
6/2/2021	Accessibility Issue (blocking sidewalk)	Accessibility	Bird Canada
6/2/2021	Mis-parked (blocking entrance)	By-Law	Lime
6/2/2021	Blocking sidewalk	By-Law	Unknown
6/3/2021	Blocking sidewalk	By-Law	Unknown
6/3/2021	Blocking sidewalk	Roads	Lime
6/4/2021	Mis-parked (blocking driveway)	By-Law	Unknown
6/4/2021	Blocking sidewalk	By-Law	Bird Canada
6/4/2021	Blocking sidewalk	By-Law	Unknown
6/4/2021	Blocking sidewalk	By-Law	Bird Canada
6/5/2021	Mis-parked (blocking pedestrian traffic)	Roads	Bird Canada
6/7/2021	Blocking sidewalk	By-Law	Lime
6/7/2021	Blocking sidewalk	Roads	Bird Canada
6/8/2021	Blocking sidewalk	Roads	Unknown
6/9/2021	Mis-parked (blocking bike lane)	Roads	Lime
6/9/2021	Mis-parked	Roads	Bird Canada
6/10/2021	Blocking sidewalk	By-Law	Lime
6/10/2021	Mis-parked	Roads	Bird Canada
6/12/2021	Blocking sidewalk	By-Law	Bird Canada & Lime
6/13/2021	Blocking sidewalk	By-Law	Bird Canada
6/13/2021	Blocking sidewalk	Roads	Bird Canada
6/17/2021	Blocking sidewalk	By-Law	Neuron
6/18/2021	Blocking sidewalk	By-Law	Lime
6/19/2021	Blocking sidewalk	Roads	Unknown

Date Raised	Request Type	Department Notified	Vendor
6/21/2021	Blocking bus stop	OC Transpo	Neuron
6/24/2021	Blocking sidewalk	Roads	Neuron
6/25/2021	Blocking sidewalk	By-Law	Unknown
6/25/2021	Blocking sidewalk	By-Law	Unknown
6/25/2021	Left in courtyard	Roads	Neuron
6/25/2021	Blocking bike path and sidewalk	Roads	Lime
6/25/2021	Blocking sidewalk	Roads	Neuron & Bird
6/26/2021	Private Property	By-Law	Neuron
6/27/2021	Blocking sidewalk	Roads	Neuron
6/29/2021	Blocking sidewalk	Roads	Lime
7/2/2021	Improperly Parked	Roads	Neuron
7/3/2021	Blocking sidewalk	Roads	Unknown
7/5/2021	Blocking sidewalk	Roads	Neuron
7/5/2021	Blocking sidewalk	Roads	Neuron
7/10/2021	Blocking sidewalk	Roads	Neuron
7/18/2021	Blocking sidewalk	By-Law	Neuron
7/18/2021	Blocking road	Roads	Unknown
7/13/2021	Blocking sidewalk	Roads	Lime
7/13/2021	Blocking sidewalk	Roads	Neuron
7/15/2021	Blocking sidewalk	Roads	Bird Canada
7/15/2021	Blocking sidewalk	Roads	Unknown
7/19/2021	Blocking Laneway	Roads	Lime
7/28/2021	Multiple issues	Accessibility	All Vendors
7/28/2021	Improperly Parked	Roads	Bird Canada
8/3/2021	Claim Submission	Roads	Neuron
8/5/2021	Private Property	Roads	Bird Canada
8/5/2021	Front Lawn	Roads	Lime
8/16/2021	Private Property	Bylaw	Bird Canada
8/16/2021	Sidewalk	Bylaw	Unknown
8/16/2021	Private Property	Bylaw	Bird Canada
8/16/2021	Sidewalk	Bylaw	Unknown

Date Raised	Request Type	Department Notified	Vendor
8/16/2021	E-Scooter Pickup	Bylaw	Unknown
8/16/2021	In Traffic Lane	Roads	Unknown
8/17/2021	Private Property	Roads	Neuron
8/19/2021	Sidewalk	Roads	Unknown
8/21/2021	Improperly Parked	Roads	Neuron
8/21/2021	Improperly Parked	Roads	Neuron
8/21/2021	Improperly Parked	Roads	Bird Canada
8/28/2021	Improperly Parked	Bylaw	Bird Canada
8/25/2021	Private Property	Roads	Bird Canada
8/27/2021	Blocking Laneway	Roads	Unknown
8/28/2021	Improperly Parked	Roads	Bird Canada
8/26/2021	Improperly Parked	Roads	Unknown
9/1/2021	Improperly Parked	Roads	Neuron
9/4/2021	Improperly Parked	Bylaw	Lime
9/4/2021	Improperly Parked	Bylaw	Lime
9/6/2021	Sidewalk	Bylaw	Bird
9/10/2021	Improperly Parked	Bylaw	Unknown
9/13/2021	Sidewalk	Bylaw	Neuron & Bird
9/14/2021	Sidewalk	Bylaw	Bird
9/13/2021	Sidewalk	Roads	Neuron & Bird
9/14/2021	Sidewalk	Roads	Bird
9/14/2021	Sidewalk	Roads	Bird
9/20/2021	Blocking Bus Stop	Roads	Unknown
10/10/2021	Sidewalk	Roads	Bird
10/23/2021	Blocking Laneway	Roads	Unknown
11/2/2021	Sidewalk	Bylaw	Unknown
11/2/2021	Parked on Road	Roads	Unknown
11/10/2021	Sidewalk	Bylaw	Neuron
11/12/2021	Sidewalk	Bylaw	Unknown
11/12/2021	Sidewalk	Bylaw	Unknown
11/18/2021	Broken Scooter	Roads	Lime
11/24/2021	Improperly Parked	Roads	Neuron

Date Raised	Request Type	Department Notified	Vendor
12/7/2021	Private Property	Roads	Unknown
12/22/2021	E-Scooter Pickup	Roads	Lime

- Figure 14 illustrates the breakdown of complaints by topic to 3-1-1 and the escooter@ottawa.ca

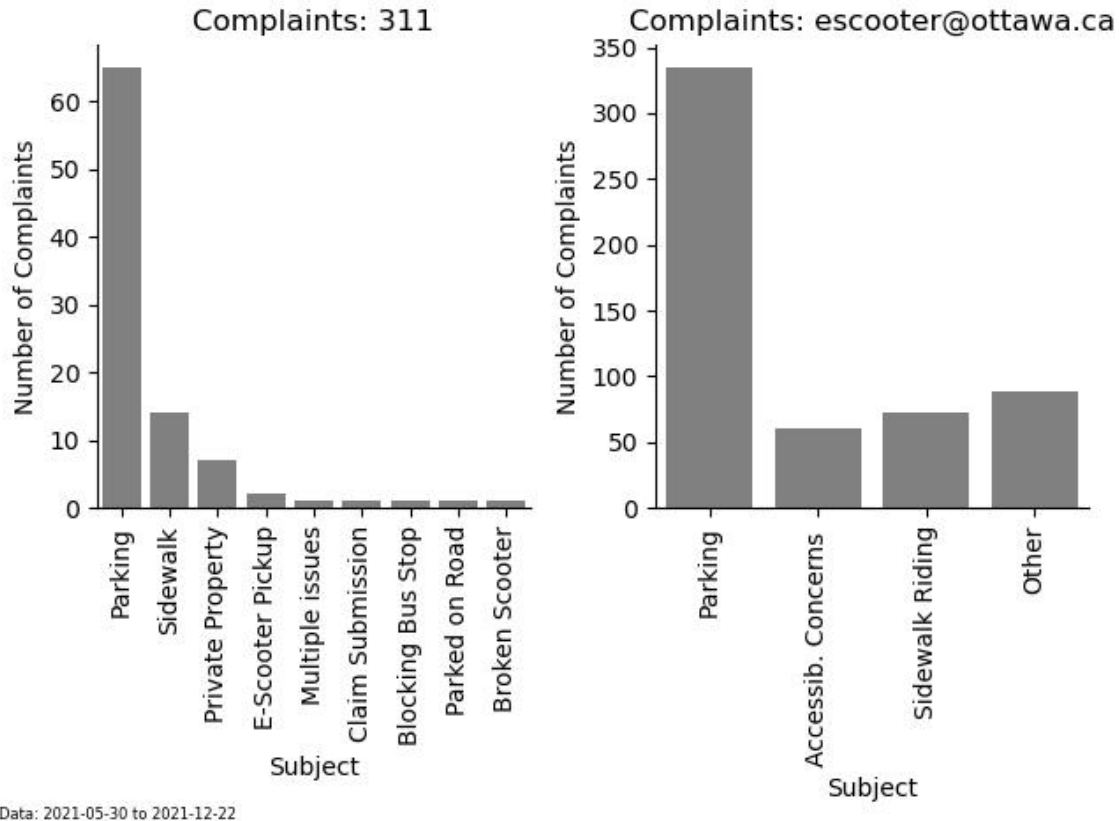


Figure 14: 2021 3-1-1 and Escooter@ottawa.ca Complaint Breakdown

- Mis-parked e-scooters were also tracked by analyzing the number of re-parking requests received by the service providers, as summarized in their weekly reports. The number of requests received throughout the 2021 season is shown below in Figure 15.

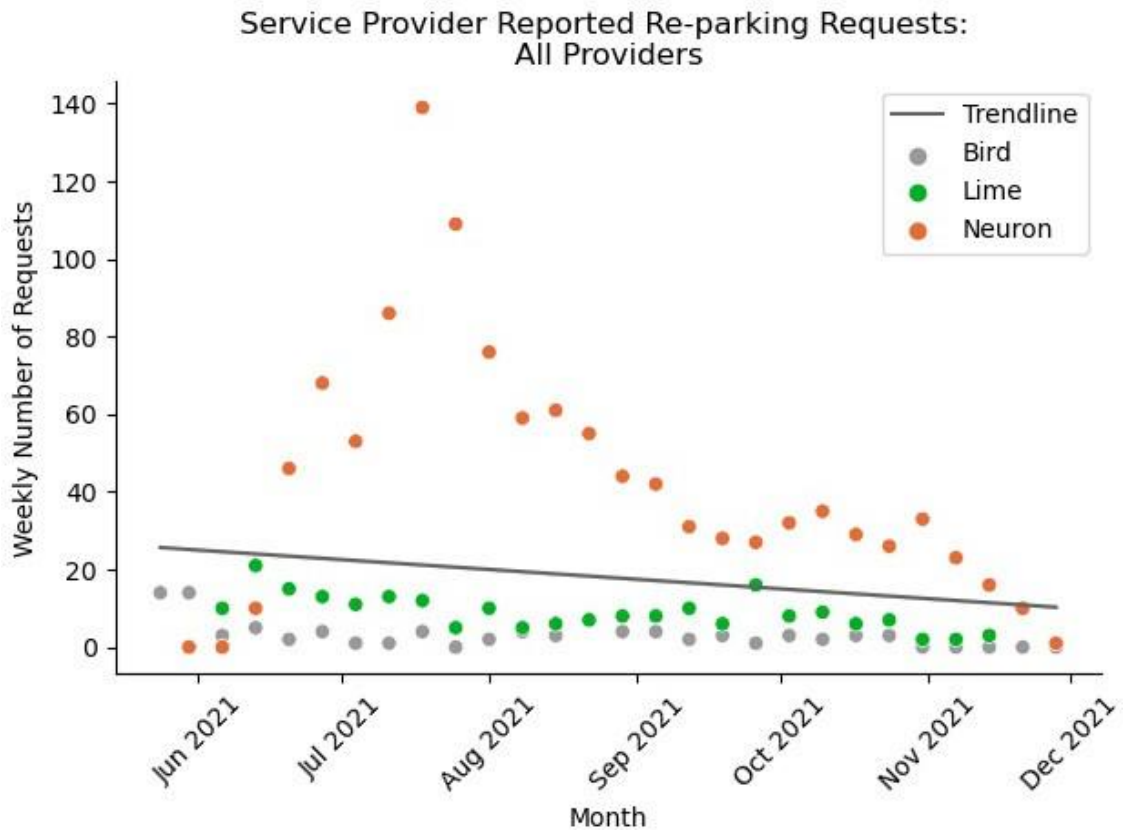


Figure 15: 2021 Mis-parked E-scooters Reported to Providers

- Shared e-scooter preferred parking areas which were implemented partway through the 2021 season were also surveyed to evaluate their effectiveness. The addition of flex stakes physically demarking the parking areas appears to have had a positive impact, encouraging riders to park in the designated areas. Figure 16 shows the utilization of the designated parking areas before and after the provision of flex stakes by the City.

E-Scooter Preferred Parking Areas Surveys

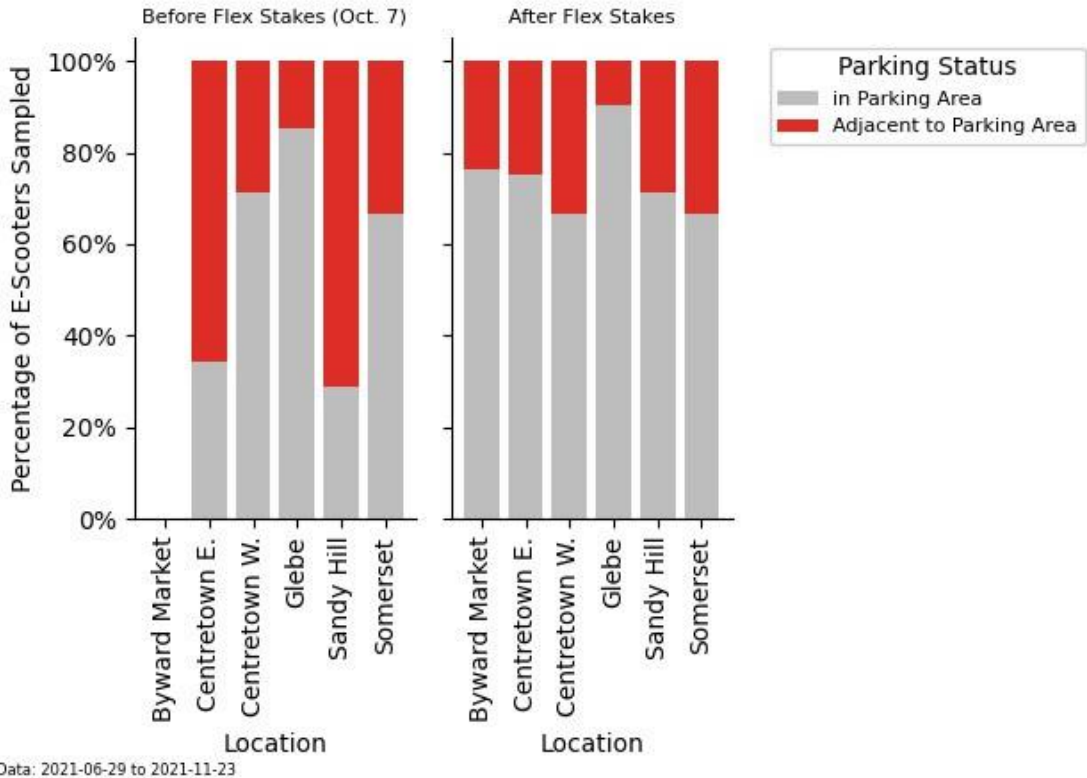


Figure 16: Designated E-scooter Parking Areas – Utilization Data

- The end-of-season survey also included questions about e-scooter parking.
 - Most respondents (**74%**) indicated that they are aware of how to correctly park e-scooters. This is very similar to the rate from the 2020 survey (**72%**).
 - Most respondents (**83%**) indicated that they had encountered a mis-parked e-scooter. This is an increase compared to the rate from the 2020 survey (**69%**). Of those respondents, **34%** indicated that they encountered a mis-parked scooter multiple times a day, **24%** reported daily encounters, and **26%** reported encountering a mis-parked scooter on a weekly basis.

Effective Injury Prevention

- Staff are aware of 44 verified incidents, 16 of which are noted to have received medical attention. There were also 27 unverified incidents which may or may not have required medical attention. A verified incident is when the rider provides details on the incident when the provider follows up directly with them, whereas

an unverified incident is when the rider does not respond or provide additional details when the provider follows up.

- As of April 1st, 2021, e-scooter related injuries were to be coded in hospital data systems using the International Statistical Classification of Diseases and Related Health Problem (ICD) code of *W02.08* “fall involving other specified sports equipment”¹. Emergency Department visits with the *W02.08* code totalled 44 for April to June 2021, the most recent month with available data. The ICD code of *W02.08* is not exclusive to e-scooters. The most common severity of injury is the “Urgent” category which consists of those people with a serious condition that requires emergency intervention. The lack of less urgent and non-urgent classifications may mean that people who experience a minor injury while using an e-scooter are less likely to seek care at an emergency department.

By-Law and Ottawa Police Services Support

- By-Law reported 14 e-scooter related calls and no tickets issued for the 2021 season. All calls were investigated with results varying from verbal warnings, patrol negative or no further action.
- Ottawa Police Services issued a number of tickets and warnings related to the e-scooter bylaw (Ottawa Bylaw 2020-174). A summary is provided in Table 10.

Table 10: Number of Tickets and Warnings given by Ottawa Police Services

Year	2020	2021	Difference
Ticket	9	14	+5
Warning	5	10	+5
Total	14	24	+10

¹ Canadian Institute for Health Information. Updated ICD-10-CA coding direction: Homelessness, and falls from an electric scooter (escooter), mobility scooter, Segway® or hoverboard. Available from: <https://www.cihi.ca/en/bulletin/updated-icd-10-ca-coding-direction-homelessness-and-falls-from-an-electric-scooter>