

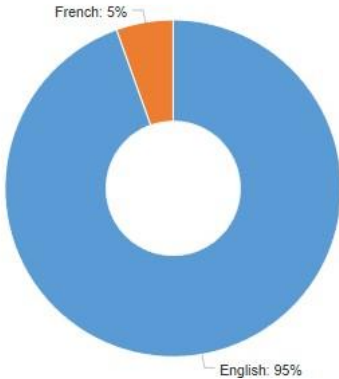
# 2021 Ottawa's E-scooter Survey – Final

November 3 – December 1, 2021



*\*For privacy concerns, "other" responses and input has been omitted from this summary.*



Respondent language

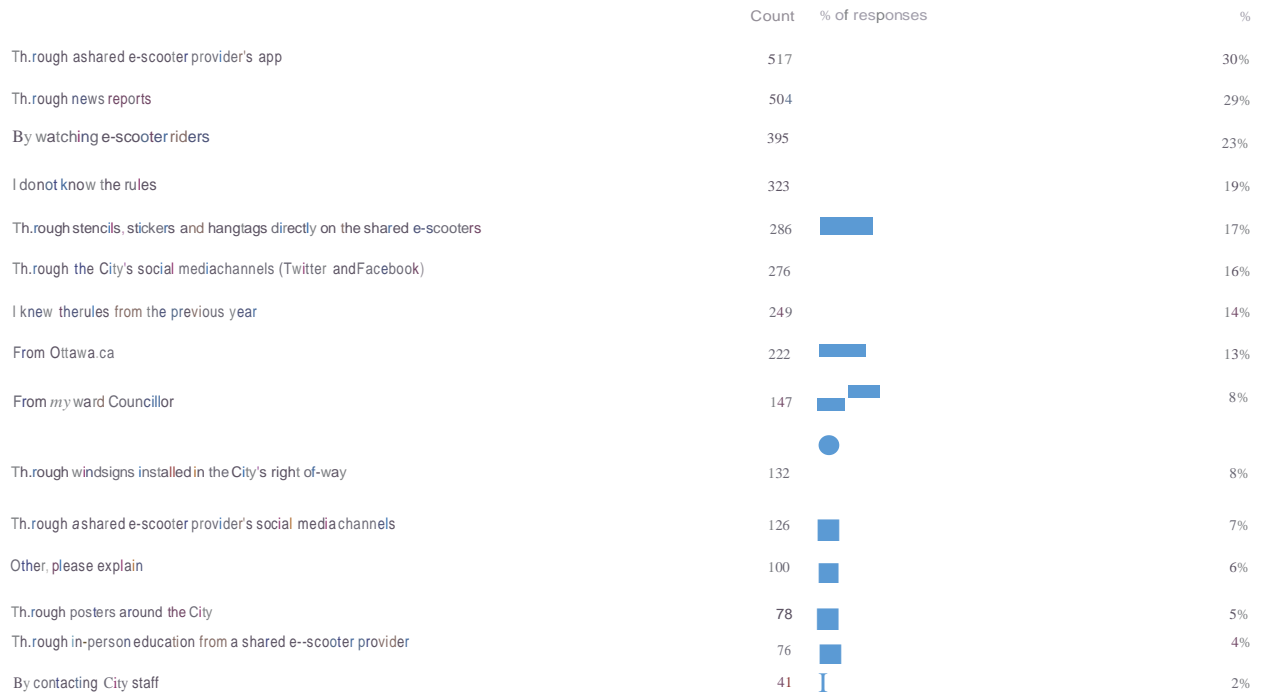


## How do you usually get around Ottawa? (please select all that apply)

	Count	% of responses	%
I walk	1.4k		79%
I drive a car or motorcycle	1.1k		63%
I ride a bicycle	710		41%
I take transit	606		35%
I take taxis or rideshare (Uber/1.yft)	473		27%
I am a passenger in a car or on a motorcycle	388		22%
I use a personal e-scooter	96		6%
Other, please specify	89		5%
I use para transpo	27		2%
I use a wheelchair or mobility scooter	20		1%
I use a white cane	16		1%
I use a walker	16		1%
I use a guide dog for the Blind	7		0%
I use a service animal other than a guide dog	5		0%

N 1.7k

Whether or not you have used a shared e-scooter, how did you learn about Ottawa's e-scooter rules for safe and courteous e-scooter riding and parking? (please select all that apply)



N 1.7k

Did you ride a shared e-scooter in Ottawa during the 2020 pilot?



N 1.7k

Did you ride a shared e-scooter in Ottawa during the 2021 pilot?



N 1.7k

### Riding E-Scooters

During the 2021 pilot, what were the most common reasons you used a shared e-scooter? (please select all that apply)

Reason	Count	% of responses	%
Get to/from social activities	418		63%
From leisure/recreation	378		57%
Get to/from dining	320		49%
Run errands/appointments	312		48%
Get to/from shopping/local business	299		47%
Get to/from work	228		34%
To get out the seat	228		34%
Get to/from school	81		12%
Other, please specify	18		3%
			N 661

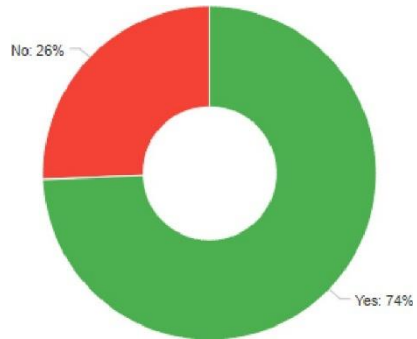
### Support for local businesses

When traveling to/from dining and/or shopping/local business, on average how much did you spend?

Spending Range	Count	% of responses	%
Under \$20	133		36%
\$21-\$50	64		17%
\$51-\$100	71		19%
Over \$100	99		26%
Other, please specify	11		2%
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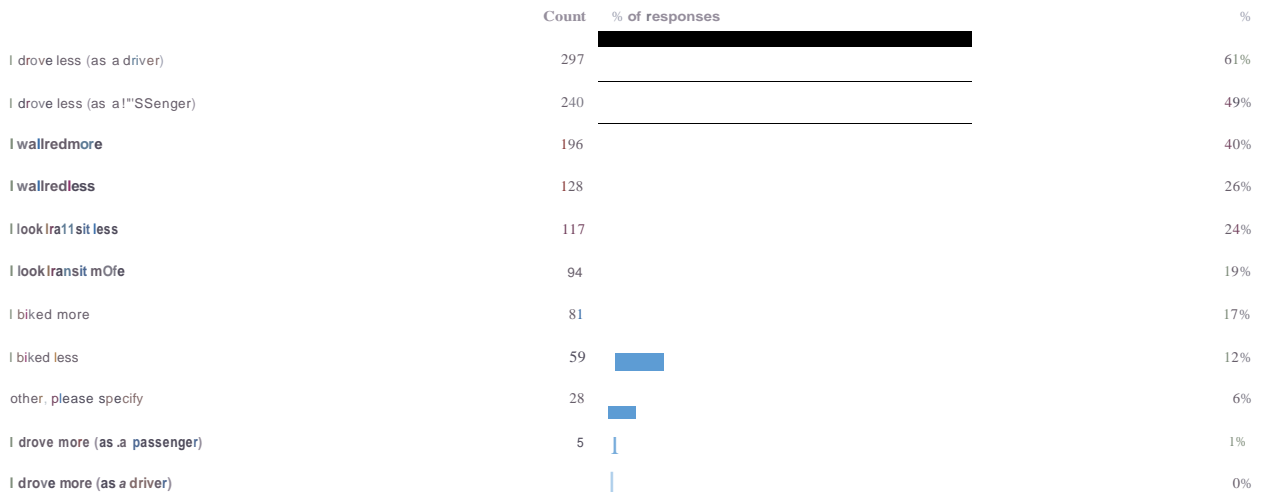
## Riding

Did the introduction of shared e-scooters change the way you travel?



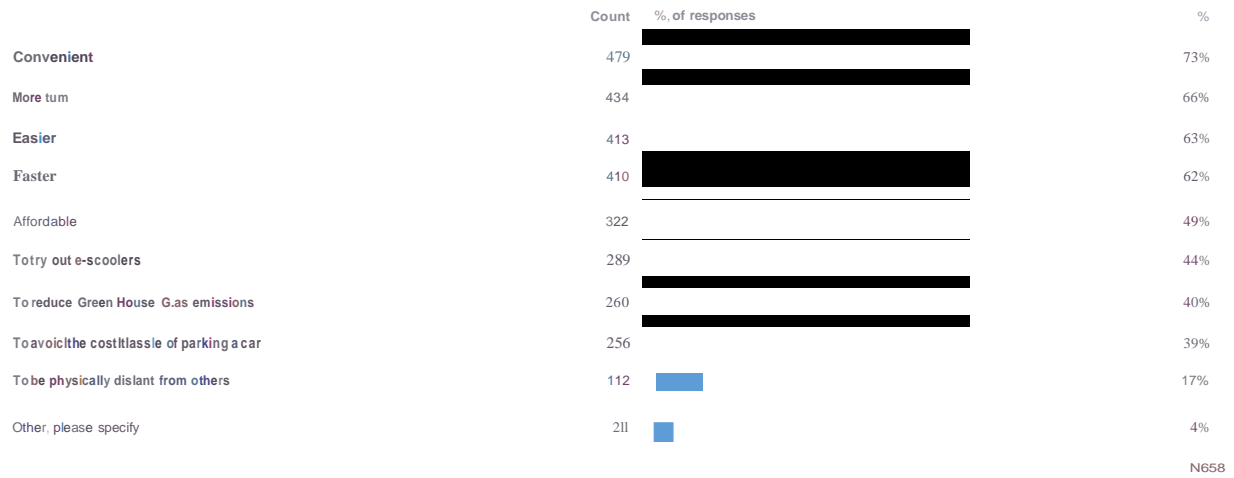
N660

How did e-scooters change the way you travel? (please select all that apply)

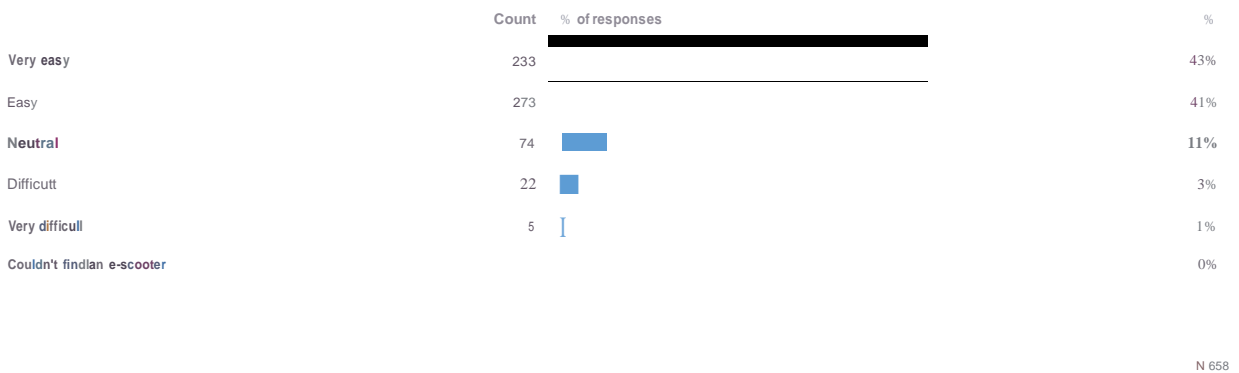


N <90

Why did you take a shared e-scooter instead of another mode of transportation? (Please select all that apply)



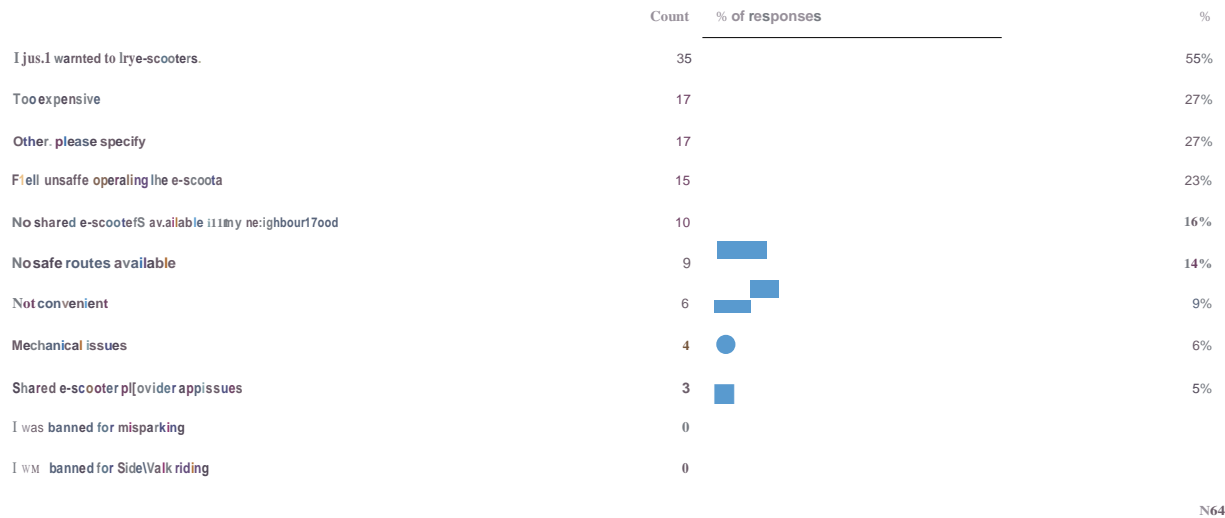
Generally, how easy was it to find a shared e-scooter when you wanted to use one?



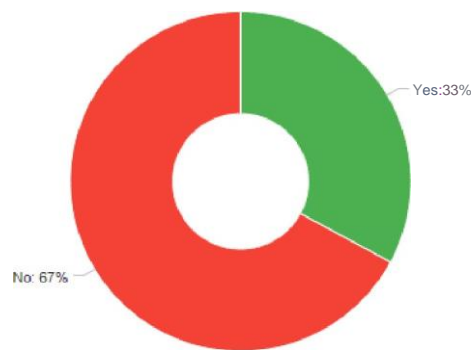
How many trips have you taken on Ottawa's shared e-scooters, this season only?



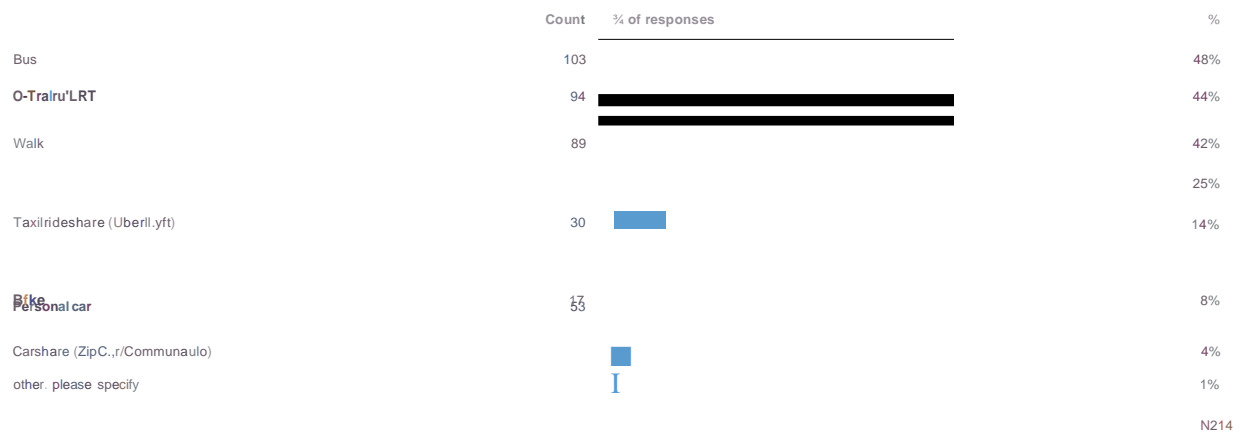
If you tried the e-scooters ONLY once, why didn't you use them again? (Please select all that apply)..



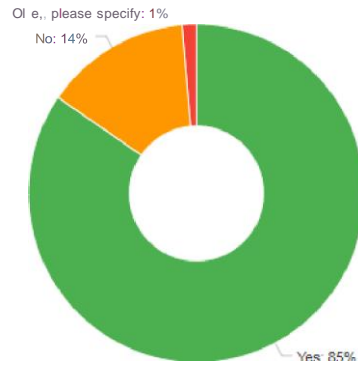
Typically, did you take a shared e-scooter to connect to or from another form of transportation?



Which mode(s) did you connect to or from? (Please select all that apply)

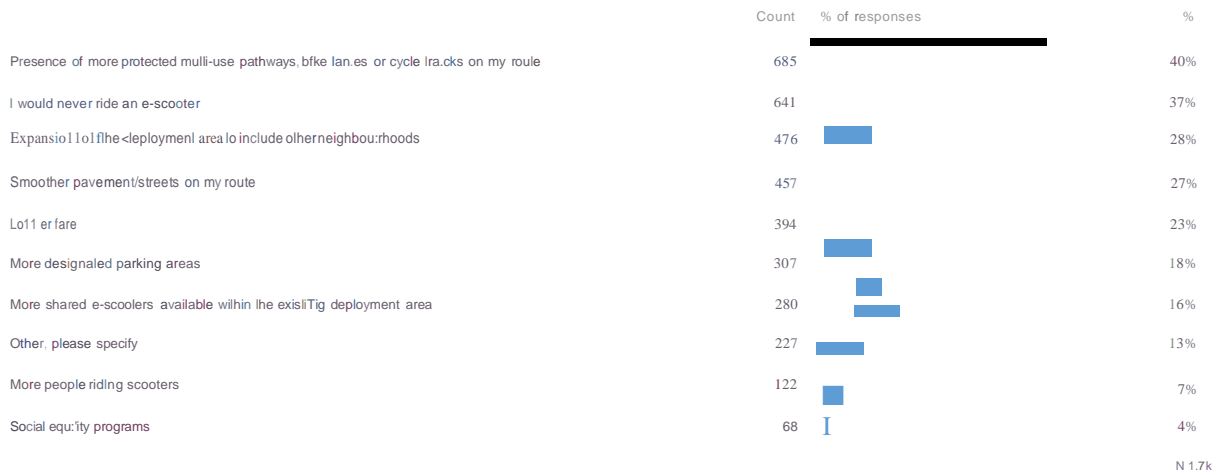


Does having access to shared e-scooters make you more likely to use the mode you connected to or from?



N214

What would encourage you to take an/more e-scooter trip(s)? (Please select all that apply)



### Parking

Did you know this is where e-scooters must be parked?



N1.7k

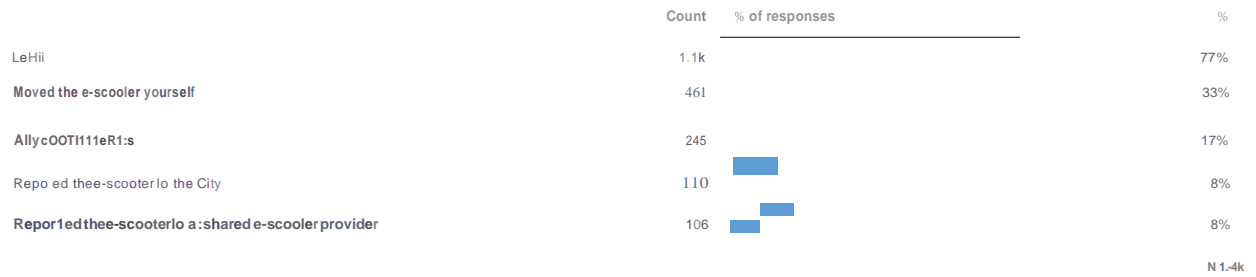
Did you encounter mis-parked e-scooters during the pilot?



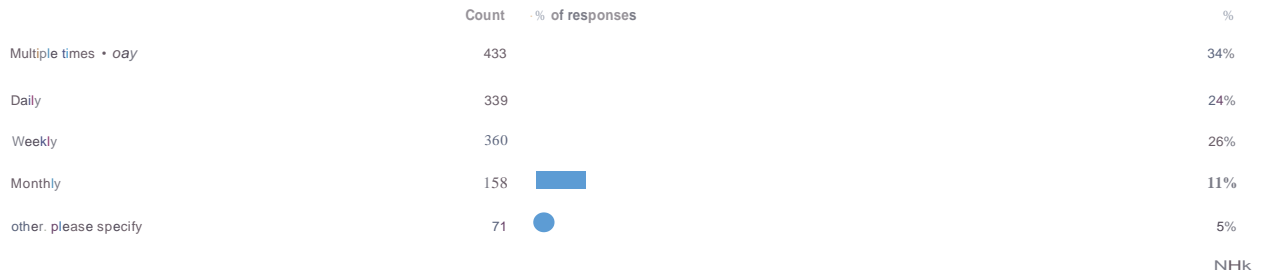
N 1.7k



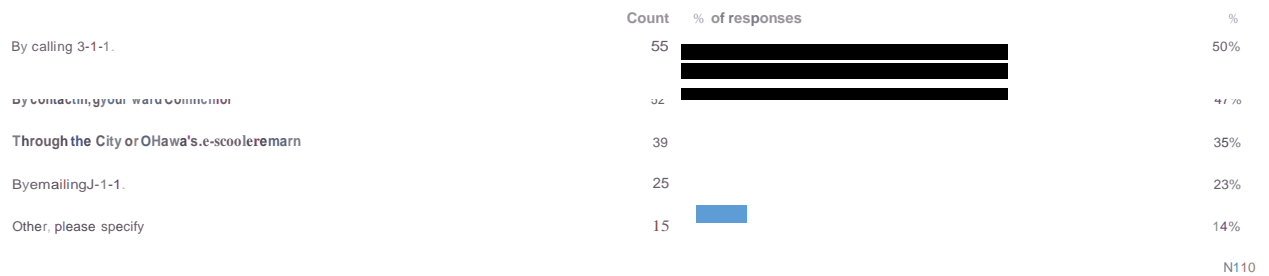
What did you do when you encountered a mis-parked e-scooter? (please select all that apply)



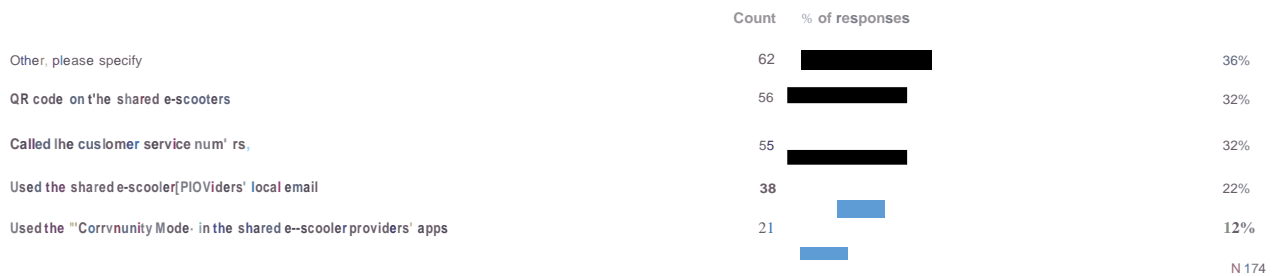
How frequently did you encounter mis-parked e-scooters?



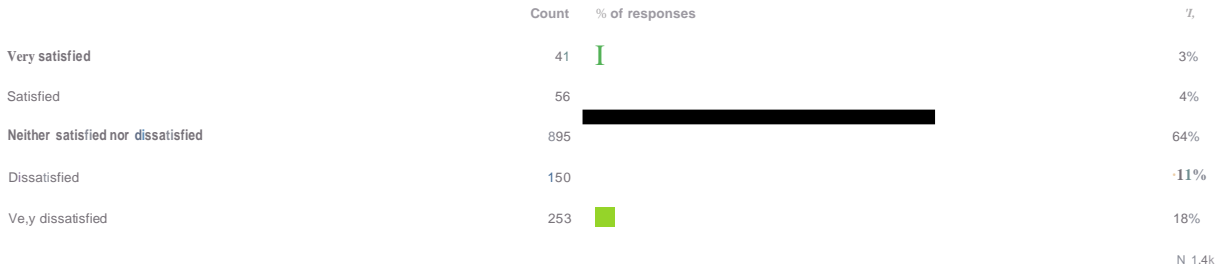
What method(s) did you use to contact the City? (please select all that apply).



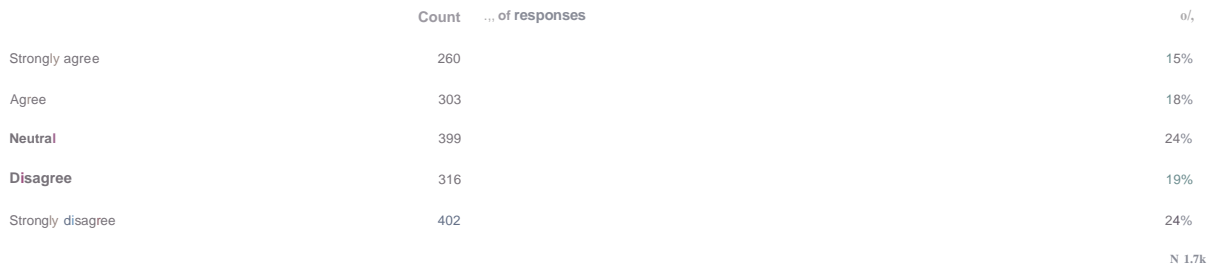
What method (s) did you use to contact e-scooter providers? (Please select all that apply)



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



To what extent do you agree with this statement: Since the 2020 pilot, e-scooter parking has improved.

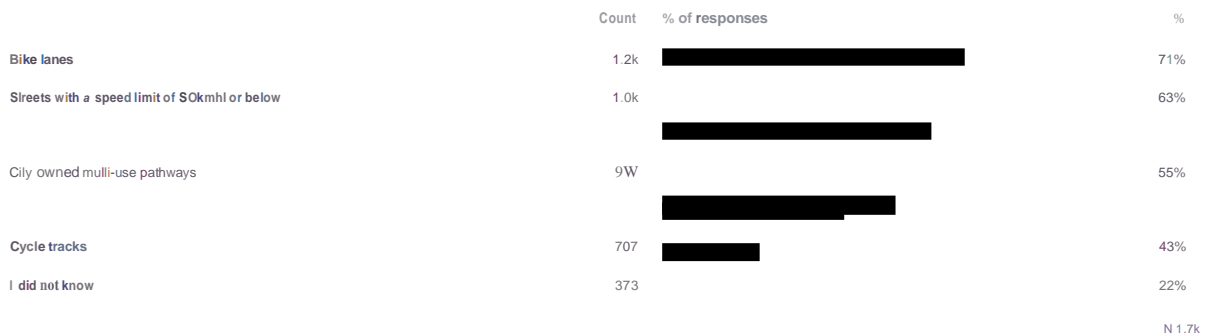


To what extent do you agree with this statement: E-scooter parking has improved over the course of the 2021 pilot (May 28 to October 31, 2021)



### Rider behaviour

Did you know that under the Provincial Pilot Regulations and the City's Electric Kick Scooter By-Law, e-scooters are permitted to be on the following infrastructure? (Check all types of facilities where you know e-scooters are permitted)



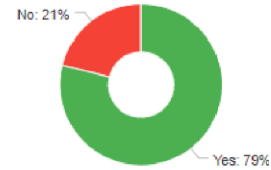
Did you know that under the City's Electric Kick Scooter By-Law, for the safety of pedestrians, all e-scooters (personal or shared) are not permitted to be ridden on sidewalks?



Yes: 86%

N1.7k

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



N1.7k

## Rider behaviour

How often did you encounter e-scooters being ridden on a sidewalk in the 2021 pilot season?

	Count	% of responses	%
Multiple times a day	299		23%
Daily	256		20%
Weekly	420		32%
Monthly	207		16%
Other, please specify	123		9%

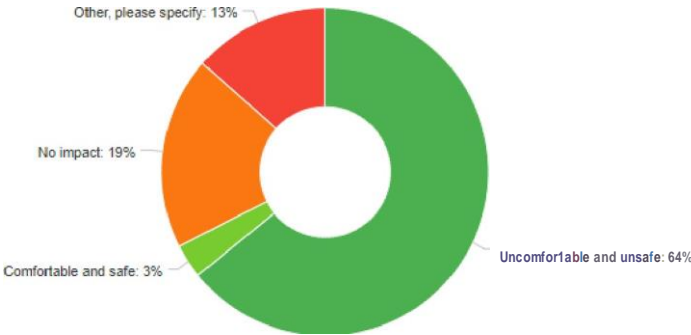
N 1.3k

When you encountered people riding e-scooters on the sidewalk, what did you do? (Please select all that apply)

	Count	% of responses
None of the above	874	67%
Other, please specify	369	28%
Contact your Council	37	3%
Contact City of Ottawa staff	26	2%
Contact 311 by phone	21	2%
Contact 311 by email	17	1%
Contact the shared e-scooter provider by email	13	1%
Contact the shared e-scooter provider by app	13	1%
Report the incident to the Ottawa Police Service's online traffic complaint tool	12	1%
Contact the shared e-scooter provider by phone		1%



N 1.3k

If you encountered an e-scooter riding on a sidewalk, how did you feel?



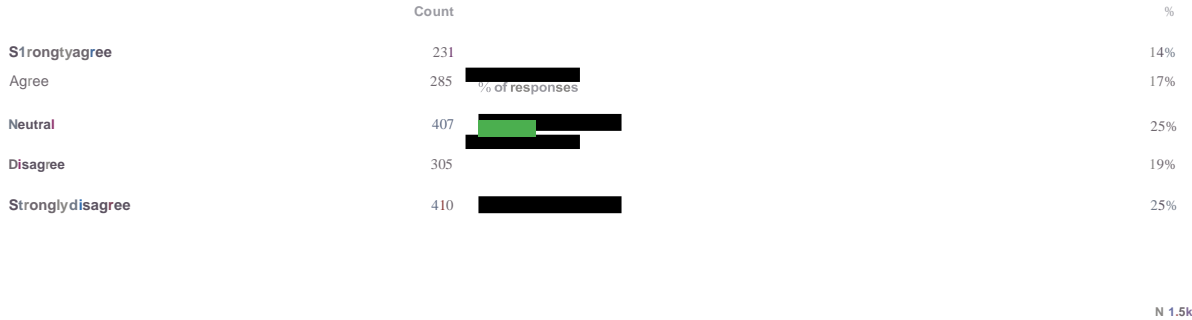
N 1.3k

Did encountering people riding e-scooters on the sidewalk cause you to do any of the following? (Please select all that apply)

	Count	% of responses	%
Change your walking route	441		53%
Other, please specify	295		35%
Interact with the e-scooter rider	204		24%
Stay home	98		12%
Have someone come with you	11		1%

N835

To what extent do you agree with this statement: Since the 2020 pilot, e-scooter riding behaviour has improved.



To what extent do you agree with this statement: E-scooter riding behaviour has improved over the course of the 2021 pilot season (May 28 - October 31, 2021)

