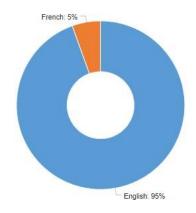
# 2021 Ottawa's E-scooter Survey - Final

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 caror 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 ama passenger in a car or on amotorcycle	388		22%
l use a personal e-scooter	96	•	6%
Other, please specify	89		5%
Iuse para transpo	27		2%
I use a wheelchair or mobility scooter	20		1%
l use a whitecane	16		1%
l use a walker	16		1%
I use a guide dog for the Blind	7		0%
I use a service animal other than aguide dog	5		0%

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)

	Count	% of responses	%
Th.rough ashared e-scooter provider's app	517		30%
Th.rough news reports	504		29%
By watching e-scooter riders	395		23%
I donot know the rules	323		19%
Th.rough stencils, stickers and hangtags directly on the shared e-scooters	286		17%
Th.rough the City's social mediachannels (Twitter andFacebook)	276		16%
I knew therules from the previous year	249		14%
From Ottawa.ca	222		13%
From my ward Councillor	147		8%
Th.rough windsigns installed in the City's right of-way	132		8%
Th.rough ashared e-scooter provider's social media channels	126		7%
Other, please explain	100		6%
Th.rough posters around the City	78		5%
Th.rough in-person education from a shared escooter provider	76		4%
By contacting City staff	41	I	2%

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

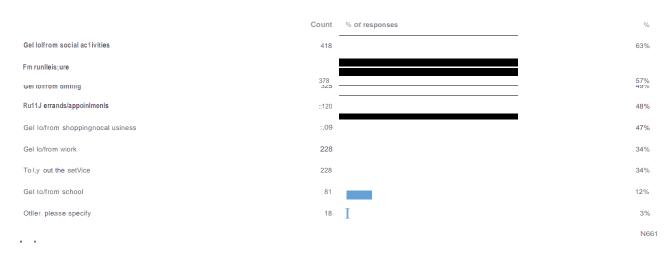
Did you ride a shared e-scooter in Ottawa during the 2021 pilot?

N 1.7k



### Riding E-Scooters

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



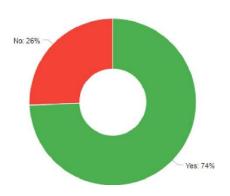
## Support for local businesses

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

	Count	·% of responses	%	
Under \$20	133		36%	
\$21-SS0	64		17%	
\$51-5100	71		19%	
OverS100	99		26%	
other. please specify	II	I	2%	
			N 38	30

# Riding

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



N660

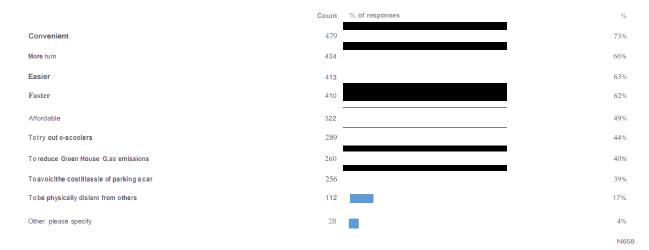
How did e-soooters change the way you fravel? (please select all that applly)

	Count	% of responses
I drove less (as a driver)	297	
I drove less (as a!"'SSenger)	240	
Iwallredmore	196	
Iwallredless	128	
I look Ira11 sit less	117	
I look Iransit mOfe	94	
I biked more	81	
I biked less	59	
other, please specify	28	_
I drove more (as .a passenger)	5	1
I drove more (as a driver)		1

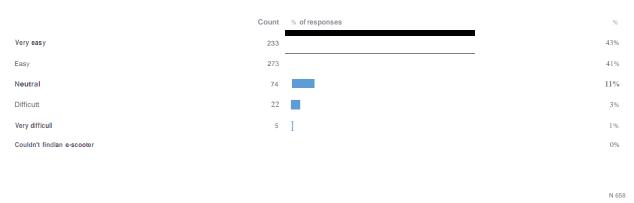
% 61% 49% 40% 26% 24% 17% 12% 6% 1% 0%

N <90

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



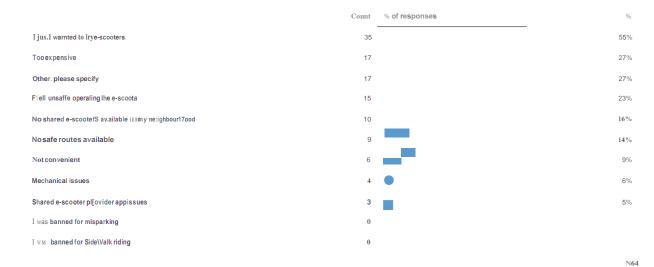
Generally, how easy was it to find a shared e-scooter when you wanted to use one?



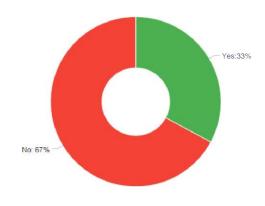
How many trips have you taken on Ottawa's shared e-scooters, this season only?

	Count	end to ponses	%
Once	64		10%
2-5 tnps	193		29%
6-101rips	117		18%
11-20 trips	79	_	12%
More Ihao 20 trips	205		31%
			N 658

If you tried the e-soooters 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?

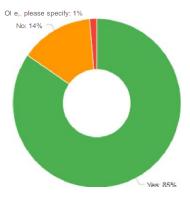


N6!S-7

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

C	ount	¾ of responses	%
Bus	103		48%
O-Tralru'LRT	94		44%
Walk	89		42%
			25%
Taxilrideshare (Uberll.yft)	30		14%
Pérsonal car	<del>5</del> 3		8%
Carshare (ZipC.,r/Communaulo)			4%
other. please specify		I	1%
			N214

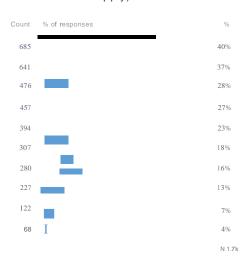
Does having access to shared e-scooters make you more likely to use the mode you connected to or from?



N214

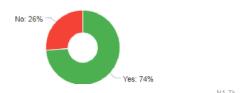
What would encourage you to take an/more e-scooter trip(s)? (Please select all that apply)

Presence of more protected mulli-use pathways, bfke lan.es or cycle Ira.cks on my roule
I would never ride an e-scooter
$Expansio 11 o1 flhe < lep loymen l\ area\ lo\ include\ olher neighbou: rhoods$
Smoother pavement/streets on my route
Lo11 er fare
More designaled parking areas
More shared e-scoolers available wilhin lhe exisliTig deployment area
Other, please specify
More people ridling scooters
Social equ: ity programs



Parking

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



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)

	Count	% of responses
LeHii	1.1k	
Moved the e-scooler yourself	461	
AllycOOTI111eR1:s	245	
Repo ed thee-scooter lo the City	110	
Reported thee-scooterlo a:shared e-scooler provider	106	

33%

34%

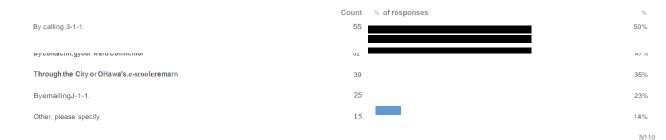
11%

NHk

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

	Count	% of responses
Multiple times • oay	433	
Daily	339	
Weekly	360	
Monthly	158	
other. please specify	71	

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



What method (s) did you use to contact thee-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.

	Count, of responses	0/,
Strongly agree	260	15%
Agree	303	18%
Neutral	399	24%
Disagree	316	19%
Strongly disagree	402	24%
		N 1.7k

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

	Count	t: of responses	
Strongly agree	253		15%
Agree	266		16%
Neutral	430		26%
Disagree	310		18%
ou ongry ursagree	4 <b>∠</b> I		ZJ 70
			NUK

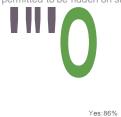
### Rider behaviour

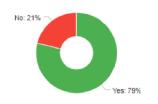
Did you know that under the Provincial Pilot Regulations and the City's Electric Kick Scooter By-Law, escooters are permitted to be on the following infrastructure? (Check all types of facilities where you know escooters are permitted)



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?

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





N1.7k

N1.3k

N1.7k

### Rider behaviour

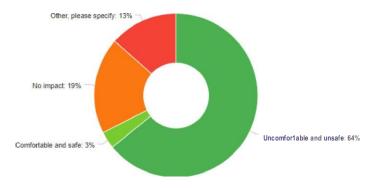
How often did you encounter e-scooters being ridden on a sidewalk i11the 2021 pilot season?

	Count	% of responses	%
Muttfple times a clay	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 thatapply)

	Count	'% of respooses	
None of little above	874	679	%
other. please specify	369	289	%
Contact your CouncillOf	37	I 30	%
Contact City of Ottawa slaff	26	I 24	%
Contact :J1-1 by phone	21	29	%
Contact:J1-1 by email	17	1	%
Contact the shared e-scooler prrovider by email	13	1	%
Contact the shared e-scooler pl[ovider by app	13	1	%
Report the incident to the OHa11Ja Police Service's online tJaflic	complain! lool 12	1	%
Contact the shared e-scooler pl[ovider by phone		1	%

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 roule	441		53%
Other, please specify	295		35%
Inleract wilhlhe e-scooler rider	204		24%
Slay home	98	_	12%
Have someone come \lith 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)

	Count	% of responses	%
Strongly agree	236	_	14%
Agree	257		16%
Neutral	427		26%
Disagree	305		19%
Strongly disagree	413		25%
			N 1.6k