

# City of Ottawa 2021 E-Scooter Pilot Project

(<https://ottawa.ca/en/parking-roads-and-travel/cycling/e-scooters#kick-e-scooters-2020-e-scooter-pilot-project>)

On Wednesday, February 10, Ottawa City Council received the results of the 2020 Electric Kick Scooter Strategy and Pilot as outlined in the [Staff Report](#). Council approved the continuance of Ottawa's Electric Kick Scooter Pilot in 2021, including the implementation of a competitive procurement process. In the 2020 pilot, more than 72,000 riders took more than 238,000 trips. Depending on weather, street sweeping operations and the completion of the competitive procurement process, the second pilot season (2021) may start as early as April and run through November. Up to three qualified e-scooter providers will make up to 1,200 to 1,500 electric scooters available in 2021. A satellite pilot project could also be available in a suburban neighbourhood outside the Greenbelt. More details will be available closer to the launch of the 2021 season.

## Where can I ride?

Following the City's [E-Scooter By-Law no 2020-174](#), shared and personal e-scooters can operate on the City's multiuse pathways, cycling facilities like cycle tracks and bike lanes and on roads with a speed limit of 50 km/h or lower.

Shared and personal e-scooters are not permitted to operate on sidewalks.

Personal e-scooters may be walked onto O-Train vehicles.

## Regulations and Safety

The following regulations are in place for shared e-scooters for the 2021 pilot project.

- Riders must be 16 years or older
- The operating speed limit is 20 km/hr
- Shared e-scooters from providers can be used daily from 6 am to 11 pm
- For riders under 18, a helmet is required to ride the e-scooter
- Each scooter is allowed a single rider at a time

# E-Scooters (By-Law No. 2020 - 174)

[E-Scooters \(By-Law No. 2020 - 174\)](#)

## E-Scooter Survey

### What we heard

From July 16, 2020 to October 31, 2020, 72,720 riders took 238,094 trips on the fleet of 600 shared e-scooters from Bird Canada, Lime and Roll.

The [E-Scooter Survey](#) is now complete. Thank you to all 4,448 respondents who provided feedback on the 2020 pilot.

On February 10, 2021, staff reported on the [2020 E-Scooter Pilot Report and Strategy](#).

## Kick E-scooters - 2020 E-Scooter pilot project

On June 10, 2020 Ottawa Council approved the [Electric Kick Scooter Strategy and Pilot Project, Draft By-law and Bike Sharing and Electric Kick Scooter Sharing Agreements with Service Providers](#). (Items 7 and 8). This allows Council to enact the Electric Kick Scooter By-law on June 24, making it legal to operate e-scooters in Ottawa on June 29, 2020, under the City's by-laws.

The City's E-Scooter pilot will follow the Provincial Regulations.

In addition, e-scooters will be allowed to operate on:

- The City's multiuse pathways, cycling facilities like cycle tracks and bike lanes and on roads with a speed limit of 50 km/h or lower
- E-scooters will not be allowed to operate on sidewalks or in transit stations
- The maximum operating speed for escooters in Ottawa is 20 km/h



Applicants must demonstrate in their proposal that they can meet the requirements set out in the Electric Kick Scooter Strategy and Pilot Project and Bike Sharing and Electric Kick Scooter Sharing Agreements with Service Providers reports presented to Transportation Committee as Items 2 and 3 on June 3, 2020 – copies of these reports can be found on Ottawa.ca. This document is intended to serve as a summary to ensure applicant proposals are complete but is not intended to replace the report content. Selected applicants will be required to enter into an agreement with the City before they can provide micro mobility systems on the City’s streets, and requirements additional to those outlined in this document may be included within the agreement.

## Background

On January 1, 2020, the Province of Ontario started a [five-year kick e-scooter pilot](#). The provincial pilot allows municipalities to participate. The City of Ottawa’s participation requires a revision of by-laws. Provincial regulations include:

- Riders must be 16 or older
- Speed limit is 24km/hr
- E-scooters must be equipped with a bell, a brake and lights
- Helmets are required for riders under 18
- Single rider only
- No basket
- Municipalities must remit safety data to the Province



A kick e-scooter is:

- A two-wheeled device the rider stands on, holding a handlebar
- Powered by a battery
- Can travel up to 24km/hr
- Equipped with a hand brake, lights, bell, kick stand

On February 18, staff consulted with the Accessibility Advisory Committee (AAC)  
- [staff report to the AAC](#).

# Micro mobility Systems Application Framework

Applicants must demonstrate in their proposal that they can meet the requirements set out in the Electric Kick Scooter Strategy and Pilot Project and Bike Sharing and Electric Kick Scooter Sharing Agreements with Service Providers reports presented to Transportation Committee as Items 2 and 3 on June 3, 2020 – copies of these reports can be found on [Ottawa.ca](http://Ottawa.ca). This document is intended to serve as a summary to ensure applicant proposals are complete but is not intended to replace the report content. Selected applicants will be required to enter into an agreement with the City before they can provide micro mobility systems on the City's streets, and requirements additional to those outlined in this document may be included within the agreement.

## 1. Pilot Overview

- The Province of Ontario has begun an electric kick scooter (“e-scooter”) pilot on January 1, 2020. This five-year pilot permits the use of electric kick scooters on Ontario roads. Municipalities must pass a by-law regarding safe operation in their jurisdiction prior to the e-scooters being allowed to operate.
- The City of Ottawa extended the dockless bike share pilot and approved the electric kick scooter by-law and pilot at the Council meeting of June 10, 2020.
- Depending on the number of applications, initial fleet sizes will vary.
- The signed agreement may be issued with conditions.

## 2. Application Process

- Each Micro mobility sharing system Applicant must submit an [application](#) to [micromobility@ottawa.ca](mailto:micromobility@ottawa.ca), and make arrangements to submit the non-refundable application fee of \$5000 by cheque to the City. Cheques may also be mailed to:

ROW Permit Office Mail Code 26-61  
100 Constellation Crescent  
Ottawa, Ontario  
K2G 6J8

- **The application deadline is June 26, 2020.**
- The City may request additional information from Applicants in order to render a decision to permit commencement of shared micromobility system operations.
- The City may update or amend the pilot requirements and agreement provisions. If this occurs, The City will provide notice to the Applicant to review the changes and determine if they still wish to participate in the Pilot.

- Upon reviewing all applications, the City may enter into agreements with applicants that meet the necessary requirements. **The City reserves the right to reject any application at its sole discretion.**

### **3. Requested Information of Applicants**

Applicants shall provide the following information to the City in their proposal:

#### **General**

- Company name, address, phone number, email address (Please see Application form in Appendix A)
- Operations location address (ex: warehouse) including hours of operation
- If applicable, details of experience operating micro mobility systems in other jurisdictions including contact name(s) from the municipality
- Provision of five (5) free membership accounts to the City to ensure compliance with pilot requirements

#### **Fleet operations**

- Plan for temporary removal of the vehicle fleet from the right of way due to a weather event, emergency or other situation including collection and storage at a secure location outside of the public right of way
- Details on how sidewalk riding will be discouraged
- Plan of delivery of bilingual (English, French) messaging on proper parking requirements – upright, in furniture zone of sidewalk, or in absence of a furniture zone, parked in a way to not obstruct building entrances or egresses, accessibility parking zones, ramps, street furniture (ex: benches) or impede the pedestrian/vehicle path
- Details on how the applicant will identify and re-park improperly parked vehicles and meet response time requirements as defined by the City
- Images, specifications, manufacturer and a description of the vehicles to be deployed
- A plan for how the vehicles will be initially deployed
- GPS information and location tracking information of the vehicle and specifics on how the geofencing technology works
- Details on how the vehicles will be collected for charging and how the vehicles will be charged
- Details on how time of day operational limits would be imposed (ex: vehicles be shut down nightly from 11 p.m. to 6 a.m.)
- Plan on how the vehicles will be redistributed and frequency of redistribution of the fleet

## **Support Staff**

- Detailed staffing plan including roles and responsibilities
- Locations of local operations offices/warehouse, if known (to be provided at a later date, if necessary)

## **Data**

- Details on how information is collected and how data will be made available for all known incidents in which their Electric Scooter was involved in a collision, accident, injury or property damage

## **Low GHG Emissions Plan**

- Details on how shared micro mobility will contribute to the City's Greenhouse Gas (GHG) reduction targets.
- Business practices of the shared micro mobility provider related to redistribution and fleet maintenance that are sustainable, encourage the use of more durable vehicles, re-use and recycling of parts etc.

## **App Information**

- Sample bilingual (English, French) user agreement
- Sample images of the in-app environment including geofencing, education messaging
- Proposed vehicle rental rate structure including daily, monthly or annual pass costs.

# **4. Pilot Agreement Requirements**

## **Regulatory Requirements**

- Compliance with the Highway Traffic Act, R.S.O. 1990, c. H.8 and Ontario Regulation 389/19 (Pilot Project - Electric Kick Scooters)
- Compliance with the City of Ottawa Electric Kick Scooter By-Law

## **Fleet Size**

- The total initial number of e-scooter vehicles on the street shall not exceed 600 vehicles across all vendors.
- The total number of shared bike system vehicles shall not exceed 500 vehicles for the initial pilot period.

- Shared fleet size may be increased at the discretion of the City. The City will advise shared fleet providers when they can apply for a fleet size increase.
- The City may, at any time, adjust the fleet size for any Agreement holder during the Pilot.

## **Data Requirements**

- Daily secure data transfer of data to the City according to the City's specifications and including the following data points:
  - Anonymized user profiles (age, gender)
  - Location, charge and time parked
  - Trip origins
  - Trip destinations
  - Distance from initial 'find scooter' query to scooter trip origin (i.e. how far they had to walk to find a scooter)
  - Trip routes
  - Distance travelled
  - Time of day of trips
  - Number of trips per day per vehicle
  - Number of unique riders
  - Number of trips per rider
  - Whether riders are monthly pass holders/daily pass holders or using on a per trip basis
  - Number of vehicles available in specific neighbourhoods or by transit stations
  - Reported comments, complaints and injuries
  - Details on any additional data points that are available to share with the City.

## **Communication and Education Requirements**

- Bilingual (English and French) education campaign for helmet use/Safety promotion events and helmet giveaways
- Bilingual (English and French) educational video for first time riders to promote desired rider behaviours; while not mandatory, the City encourages this to be available in other languages prominent within the City of Ottawa
- Campaign to promote desired parking behaviour and location (including incentivizing proper parking)
- Inclusion of promotional stickers on vehicles with bilingual (English and French) "No sidewalk riding" messaging
- In-person education events (provide details)

## **Parking and Stations**

- All vendors are responsible for the installation, maintenance and removal of parking stations or painted havens – this will be subject to City of Ottawa standards and specifications
- All parking locations are subject to final approval from the City of Ottawa
- If using stations, details and specifications of all stations and total number of stations to be deployed
- Shared scooter providers must attend to misparked within 1 (one) hour from the time a complaint was made
- Misparked vehicles that have not been attended to and are picked up by the City will be charged back to the vendor to recover the City's cost plus 15 percent overhead

## **Technical Requirements/In-app**

- Riders to agree in-app to no sidewalk riding and proper parking procedures before the vehicle can be unlocked
- Option to self-report injuries in the app during the trip
- Inclusion of COVID-19 handwashing and physical distancing messaging consistent with Ottawa Public Health guidance
- Inclusion of helmet-use messaging

## **Vehicles**

- Vehicles must include company name, unique vehicle identification number and company contact information
- Battery level indicator on the vehicle (or in the app)
- Must be equipped with automatic lights, brake, bell, kickstand
- Speed on all vehicles must be limited to 20 kilometres per hour

## **Geofencing**

Vehicles will be exempted (geofenced) from the following areas:

- Streets with a posted speed limit over 50km/hr
- National Capital Commission (NCC) pathways
- Bridges over Ottawa River (to City of Gatineau)
- Transit stations
- City of Ottawa parkades
- High pedestrian corridors as identified by the City (vehicles to automatically slow to 8-15km/hr)
- Pedestrian malls designated pursuant to the Traffic and Parking By-law No. 2017-301, as amended

## **COVID-19 Specific Requirements**

- Sanitization of vehicles at least twice daily
- Ensure at least daily regular cleaning and disinfection schedule is maintained
- Add a prominent banner/message emphasizing to all customers that equipment is NOT cleaned and disinfected between customers. (If possible, add that users are recommend that the customer do this themselves with a pre-moistened disinfectant wipe)
- Riders should not operate shared micro mobility vehicles if they are feeling sick or unwell. Operators are strongly recommended to include a self-assessment screening tool on their app
- Riders should ensure hands are clean prior to using vehicles and directly following their use and avoid touching their face during the activity
- Include a prominent banner/message encouraging customers to wash their hands or use hand sanitizer before and after using the vehicle, and to avoid touching their face during use
- Ensure in-app reminders for riders to maintain a two-metre separation for other riders and pedestrians
- Encourage riders to wear a cloth mask if physical distancing of two metres may be difficult

## **Security**

- A Performance Security in the amount of \$25,000 (via certified cheque or Letter of Credit) will be required before the Agreement with the City can be signed

## **Insurance and Liability**

- The Applicant must provide and maintain, at its sole expense, during the term of the agreement, Commercial General Liability insurance issued on an occurrence basis for an amount of not less than \$5,000,000 per occurrence for any negligent acts or omissions by the Applicant. Such insurance shall include, but is not limited to, bodily injury, death and property damage including loss of use; premises, property and operations liability; products and broad form completed operations liability; blanket contractual liability; cross liability; severability of interest clause; contingent employers liability; personal injury liability; owner's and contractor's protective coverage; non-owned automobile liability; broad form property damage; employees as additional insured and occurrence property damage
- The Commercial General Liability insurance policies must be in the name of the Applicant and must name the City of Ottawa as an Additional Insured
- Such insurance shall contain an endorsement to provide the City of Ottawa with 30 days prior written notice of cancellation. Evidence of insurance

satisfactory to the City must be provided prior to the execution of the agreement

- Successful applicants will be required to indemnify and hold harmless the City of Ottawa in relation to any and all matters arising from or in connection with the agreement and the operation of the company's electric kick scooters in Ottawa

## **5. Fee Schedule**

### **Vehicle Fee**

\$50 per vehicle per season

### **Communications and Engagement Fee**

\$10 per vehicle per season

### **Non-refundable application fee to operate a shared micromobility program within the City of Ottawa**

\$5000

### **Non-refundable application fee to request for increase to existing fleet**

\$3000

### **Security**

\$25,000

### **Station Encroachment Fee**

\$250

The station encroachment fee shall only be charged for physical structures placed in the (ex: docked stations or charging stations for e-scooters) and not for parking areas delineated with paint.

The non-refundable application fee, the vehicle and communications and engagement fees with proof of insurance and security are due before the agreement can be issued by the City.

The security will be used to recover costs where the operator failed to meet an obligation, suddenly departed the Ottawa market, did not remove themselves from the right of way when requested or the City incurred a cost and billed this back to the operator and the invoice was unpaid.

## **Shared e-scooters are coming to Ottawa July 16, 2020 - Here's what you need to know**

The City is pleased to announce that three operators – Bird Canada, Lime, and Roll – are bringing up to 600 shared e-scooters to the City’s multi-use pathways, bike lanes and streets. E-scooters are a form of mobility that supports physical distancing and reduces car trips on our streets and crowding on transit.

The electric kick scooter pilot, designed to gauge public interest and evaluate safe and courteous riding and parking, will run until the end of October. The City looks forward to working with Bird Canada, Lime and Roll to provide a safe and enjoyable e-scooter program for residents and visitors.

Companies interested in providing e-scooters were asked to submit applications by Friday, June 26, 2020. The City has entered into an agreement with Bird Canada and is finalizing contracts with Lime and Roll. Residents can expect to see Bird Canada’s e-scooters on streets starting Thursday, July 16, 2020 with Lime and Roll beginning operations in the following days.

Privately owned e-scooters have been allowed in Ottawa since the Electric Kick Scooter By-law came into effect on Monday, June 29, 2020.

- E-scooters must be parked upright in the sidewalk furniture zone, the area closest to the curb that is in line with trees, benches and bike racks, and out of the way of pedestrian travel. Inappropriately parked scooters create barriers to accessibility, cause clutter and block access to homes and business.
- If you see an inappropriately parked e-scooter, report it to the provider. Each e-scooter will include contact information. Companies must move the e-scooter within one hour. Bird Canada can be contacted at 1-866-205-2442, Lime can be contacted at 1-888-546-3345, and Roll can be contacted at 1-833-954-0027.
- Shared e-scooters must be equipped with a bell, brakes and lights, and are for one rider who is 18 years or older. They can be used daily from 6 a.m. to 11 p.m. The providers’ apps will provide Ottawa Public Health’s guidelines for handwashing and physical distancing.
- Shared e-scooters have a speed limit of 20 kilometres per hour. Like private e-scooters, they are not allowed on sidewalks, National Capital Commission pathways, in the City of Gatineau, in OC Transpo facilities, on buses and trains, and on streets with a posted speed limit of more than 50 kilometres per hour. Providers will use geofencing technology to slow scooters to a crawl and prevent them from being parked in these areas.
- Providers use dockless technology, meaning there are no physical stations and e-scooters can be picked up and dropped off anywhere in the area of operation.

- COVID-19 sanitization protocols include: vehicles will be disinfected daily; riders will be reminded in-app to wash their hands as vehicles are not disinfected between riders.
- Riders under 18 must wear a helmet. Ottawa Public Health strongly recommend all users wear a helmet due to risk of injury.
- Shared E-scooters are not disinfected between users and users should also plan to bring their own disinfectant wipes and wash your hands before and after using the e-scooter, as it is a high-touch surface. In addition, riders should avoid touching their eyes, nose and mouth with unwashed hands.
- Riders should not operate shared e-scooters if they are feeling sick or unwell as specified in a self-assessment screening tool.
- Riders should maintain a two-metre separation distance from other riders or pedestrians and wear a cloth mask if maintaining the two metre distance will not be possible.
- As per the Highway Traffic Act riders should not operate e-scooters while impaired.

The deployment area is where e-scooters can be picked up, e-scooters can be ridden outside of the deployment area but will be limited based on Bird Canada's geo-fencing.



Ottawa e-scooter deployment area for Bird Canada:

- East of Parkdale Ave (Scott St to 417)
- South of: Scott St, Albert St, Wellington St, St. Patrick St
- East of Champagne Ave (417 to Carling Ave)
- North of 417 (Parkdale Ave to Champagne Ave and O'Connor to the Rideau Canal)
- North of Carling (Champagne Ave to Kent St)
- North of 5th Ave (Kent St to O'Connor St.)
- West of the Rideau Canal (417 to Templeton St)
- West of Nelson St (Templeton St to St. Patrick St)
- North of Templeton St (Rideau Canal to Nelson St)

E-scooters are not permitted on sidewalks and National Capital Commission pathways



Ottawa e-scooter deployment area for Lime:

- East of the Trillium Pathway
- South of the Ottawa River
- West of the Rideau River
- North of the 417, Rideau Canal and Mann Ave

E-scooters are not permitted on sidewalks and National Capital Commission pathways



Ottawa e-scooter deployment area for Roll:

- South of Ottawa River
- West of the Rideau River
- East of Parkdale Ave (Scott St to 417)
- East of Champagne Ave (417 to Carling Ave)
- North of 5th Ave (Lyon St to O'Connor St.)
- North of 417 (Parkdale Ave to Champagne Ave and O'Connor to the Rideau River)
- North of Carling (Champagne Ave to Kent St)

E-scooters are not permitted on sidewalks and National Capital Commission pathways