



Shared E-Scooter Program

What We Heard Report
October 12, 2022



Engagement Summary

The City of Saskatoon is developing a regulatory framework for a shared electric scooter (e-scooter) program in Saskatoon. The framework was developed throughout 2022 with input from stakeholders, the public and e-scooter companies. If approved, a shared e-scooter program pilot could be in place in 2023.

The first phase of public engagement was conducted in spring 2022 to begin the conversation about Saskatoon's Shared E-Scooter Program and identify opportunities and concerns for the program. Feedback from the first phase was used to inform a draft regulatory framework that was shared with the public, community stakeholders, and e-scooter companies in August and September 2022. Input from both phases of public engagement, along with research into other jurisdictions' practices and internal considerations, informed the draft framework that is being presented to City Council later in 2022.

This report summarizes the engagement activities that took place to support the project's engagement goals and the resulting feedback that was heard. Engagement activities included meetings with key community partners and City of Saskatoon stakeholders, a stakeholder survey, and pop-up engagement events at River Landing Amphitheatre and the University of Saskatchewan campus. The Engage page, online discussion forum, and e-scooter email address provided additional ways to provide feedback.

Phase 1 – Build understanding

The objectives of the first phase of engagement were to:

- Present information about the Shared E-Scooter Program and regulatory framework
- Understand preferences, priorities and potential challenges for the e-scooter program

Phase 2 – Develop regulatory framework

The objectives of the second phase of engagement were to:

- Share the proposed regulatory framework for shared e-scooters in Saskatoon and identify any concerns or challenges
- Provide clear communication on project timelines and decision-making process, including how community input was used in the framework

The engagement activities for both phases included:

- Meetings with Saskatchewan Government Insurance (SGI).
- Meetings with key community partners, internal City of Saskatoon stakeholders and e-scooter companies.
- Follow-up survey for key community groups, partners, and internal stakeholders. 22 survey responses were received.
- Formal requests for input from the Saskatoon Accessibility Advisory Committee (SAAC), Saskatoon Environmental Advisory Committee (SEAC) and the Transportation department.
- Pop-up public engagements at River Landing and the University of Saskatchewan campus.
- Engage page online discussion forum and information.
- Emails and phone calls to the project team.

The main themes heard throughout the engagement process are below:

Support for additional transportation options

Participants noted the clear benefits of e-scooters in providing an alternate transportation option in Saskatoon for commuters, public transit users, tourism events, and users who may not have access to a vehicle. Supporters who had experienced e-scooters in other cities were excited for the possibility of bringing an e-scooter program to Saskatoon and felt e-scooters would be a positive addition to the City. Many people identified e-scooters as a supplement to public transit and an alternative to vehicle transportation for recreation and leisure trips.

A related theme was the need to ensure adequate infrastructure for e-scooters and other micromobility devices to operate, such as protected lanes, multi-use paths and cycle tracks. Respondents felt an updated and improved active transportation network would also benefit e-scooter users and other forms of transportation. Some participants also pointed out that e-scooters can be an environmentally-friendly transportation option and save on car trips within the city.

Enforcement of e-scooters

The ability to enforce proper e-scooter use through the framework was a concern for many participants. Several participants noted seeing e-scooters in use already throughout the City and raised concerns about the resources and effectiveness of enforcing any rules the framework may introduce. Participants also expressed concern about how the requirements to wear a helmet or meet a minimum age to ride would be implemented and enforced.

The need for provincial regulations and municipal enforcement tools was noted as key. Participants also wanted clarity on public and private e-scooter use in Saskatoon, suggesting the need for updated bylaws and enforcement mechanisms dealing with micromobility.

E-scooter parking and clutter

Abandoned e-scooters and the danger for sidewalk clutter was a large concern for many respondents. The need for efficient scooter collection and quick retrieval of abandoned or dangerously parked e-scooters was highlighted to keep sidewalks and pathways clear at all times.

Some participants suggested e-scooters should only be allowed to park in preferred or designated areas away from high-traffic zones, and that rider should be incentivized to park properly through the vendor app. Business participants were opposed to losing on-street parking spaces and associated revenues. Internal City of Saskatoon stakeholders also supported the need to clearly communicate parking requirements in residential areas and on private property. Damage to City parks and potential clutter in parks infrastructure was also noted as a concern.

Safety

Safety of pedestrians, trail users and people of all ages and abilities was a top theme to be considered in the program. Participants were concerned that the program should include mechanisms such as a noise alert to protect pedestrian safety and avoid collisions among riders and other users. Others felt a constantly emitted noise would be a nuisance to riders and residents.

Many participants were concerned about the potential for conflicts and collisions on multi-use trails and sidewalks. Concerns were heard about the connectivity of the facility types e-scooters will be allowed to ride on and the number of users attempting to share the same space. Participants were concerned that high-traffic trails like the Meewasin Valley trail network would become even busier and more dangerous to vulnerable trail users, people with low vision or who are hard of hearing.

Equity / affordability of e-scooter program

Participants expressed the desire for the program to be accessible and enjoyable by all residents of Saskatoon regardless of their ability or economic status. Some questioned whether the cost to rent e-scooters would be accessible for lower-income residents. Suggestions included offering lower-income or student rates for the program, as well as offering reduced rates in areas of the City with low-income residents. E-scooter companies also indicated their interest in developing partnerships to offer rides for people without access to a credit card or smartphone.

Elements of the Regulatory Framework:

Where can you ride an e-scooter?

Nearly all respondents indicated they should be allowed to ride on cycle tracks, protected bike lanes and bikeways. A majority of groups also felt e-scooters could ride on multi-use pathways and potentially streets, with the least support for e-scooters riding on sidewalks. Support was high for e-scooters riding in most geographical areas of the city, including Business Improvement Districts, Meewasin Valley, and in parks and on the U of S campus.

Helmet usage

Most participants felt that helmets should be strongly encouraged as part of Saskatoon's shared e-scooter program, especially for users under 18. Concerns about the ability to enforce helmet use were also raised, with suggestions that e-scooter companies be required to provide helmets.

Age limits

A majority of participants felt that 16 years old should be the minimum age to ride an e-scooter in Saskatoon, largely because this is the age that young people can begin operating a vehicle and learning the rules of the road. Some respondents suggested 14 years as a minimum age to align with the minimum age required for e-bikes. Concerns about access to a credit card and cell phone and being of legal age also led some participants to suggest 18 years of age as the minimum.

Maximum speeds

A wide range of suggestions were heard in terms of e-scooter maximum speeds, from 10km/hr on sidewalks up to 32km/hr on roadways. The median speed suggested by most participants was 20km/hr. Many respondents indicated there should be slow zones for e-scooters on sidewalks or busy pedestrian areas to reduce the chances of collision. Others felt the maximum speed should match that of e-bikes at 32km/hr or look to the manufacturer's recommended maximum as the limit.

Hours of operation

A wide range of suggestions were received in regards to hours of operation, from early morning hours of 5:00 or 6:00 a.m. to later in the evening, before and after bars and restaurants close, and 24 hours / day. A common concern raised was about preventing the use of impaired riding on e-scooters and also providing alternate transportation home from bars and restaurants. Some

individuals suggested e-scooters should be available to use 24 hours a day to bridge the gaps when public transit is unavailable for those who work night shifts or commute in the early mornings.

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Background

People across North America are increasingly using micro-mobility vehicles to get around. These are fully- or partially- powered by a motor but are significantly smaller, lighter, and equipped with less power than conventional motor vehicles. This project focuses on one type of micro-mobility vehicle: the standing Electric Scooter. These devices do not have a seat or pedals, and the rider stands on a center floorboard to balance. The purpose of this project is to create the regulatory framework necessary to facilitate a pilot Shared Electric Scooter program.

On September 22, 2022 the Provincial Government introduced the *Limited Speed Motor Vehicle Regulations, 2022* to govern the use of motorized vehicles with a maximum speed of 32 km/hr, including e-scooters. These regulations will allow the City of Saskatoon to create its own municipal bylaws for the use of e-scooters on City infrastructure.

During 2022, the City engaged with the community on the development of the regulatory framework for shared e-scooters in Saskatoon. A proposed framework for shared e-scooters will be presented to City Council based on the feedback we received, along with technical considerations and other internal factors.

1.1 Strategic Goals

This project supports the City of Saskatoon's strategic goal for Transportation to create a transportation network that is comprehensive, equitable, and integrated to promote all modes of travel in a safe and efficient manner. The City's Transportation Master Plan also includes shared micro-mobility as one of the future initiatives to pursue.

1.2 City Project Team

- Sheliza Kelts, Senior Transportation Engineer, Transportation
- Jay Magus, Director, Transportation
- Mark Wilson, Licensing and Permitting Manager, Community Standards
- Karen Grant, Communications Consultant, Communications & Public Engagement
- Amanda Lindgren, Public Engagement Consultant, Communications & Public Engagement

2 Summary of Engagement Strategy

The engagement goals for this project are:

Phase 1: Build Understanding about the Shared E-Scooter Program and regulatory framework

- Understand preferences, priorities and potential challenges for the E-Scooter program

Phase 2: Develop a Regulatory Framework for E-Scooters in Saskatoon

- Share the proposed regulatory framework for shared e-scooters in Saskatoon and identify any concerns or challenges
- Provide clear communication on project timelines and decision-making process, including how community input was used in the framework

Table 1: Summary of Engagement Strategy

| Phase | Engagement Objective | Participants | Engagement Goal | Engagement Activities |
|-------|---------------------------------------|---|--|--|
| 1 | Build Understanding | City of Saskatoon Stakeholders Key Community Groups and Partners E-Scooter Companies | Understand preferences, priorities and potential challenges for the E-Scooter program | Meetings Survey Engage Page Correspondence |
| 2 | Develop proposed regulatory framework | City of Saskatoon Stakeholders Key Community Groups and Partners E-Scooter Companies Community | Share the proposed regulatory framework for shared e-scooters in Saskatoon and identify any concerns or challenges | Meetings Engage Page Correspondence Community Session |

2.1 Participants

Several groups were identified for engagement due to having relevant knowledge, interest, or potential to be impacted by the Shared E-Scooter Program. These groups were invited to engage on the development of the Shared E-Scooter regulatory framework:

2.1.1 City of Saskatoon Stakeholders

- Key internal stakeholders such as the Saskatoon Police Service, Solicitors, Licensing and Permitting, Bylaw Enforcement, Parks, Parking Services, Planning and Development, Transit, Supply Chain Management, Information Technology, Communications, Transportation, and Recreation and Community Development
- Saskatoon Accessibility Advisory Committee (SAAC)
- Saskatoon Environmental Advisory Committee (SEAC)

2.1.2 Key Community Groups and Partners

- Saskatchewan Government Insurance (SGI)
- Business Improvement Districts – Downtown YXE, Broadway, Riversdale, Sutherland and 33rd Street BID
- Meewasin Valley Authority
- Discover Saskatoon
- University of Saskatchewan
- Usask USSU and Graduate Students Association
- Saskatchewan Polytechnic
- Saskatoon Cycles
- Walking Saskatoon
- Saskatchewan Safety Council
- Saskatoon Public Schools
- Greater Saskatoon Catholic Schools
- Saskatoon Council on Aging
- Saskatchewan Health Authority
- SaskAbilities
- Canadian National Institute for the Blind (CNIB)

2.1.3 E-Scooter Companies

- Bird, Lime, Neuron, Roll, Spin, and local business owner The Boutique

3 Engagement Activities

Engagement activities for this project included meeting with key community partners and internal stakeholders and collecting survey feedback from key participants and internal stakeholders. The Engage Page and social media campaign also encouraged the public to provide their comments and feedback on a Shared E-Scooter program through the online forum or directly to the Project Manager by email. A pop-up public engagement event was also held at River Landing, and the project team attended the University of Saskatchewan Welcome Week on campus.

3.1 Stakeholder Meetings

Meetings were held in spring 2022 with identified participants to introduce the Shared E-Scooter Program and begin initial discussions about the topic. A virtual session was held for internal City of Saskatoon stakeholders in April 2022. A hybrid meeting was held for key community groups and partners in May 2022. Additional one-on-one meetings with SGI, E-scooter companies and key partners took place throughout spring 2022.

Following the development of the draft framework, a second series of meetings were held with these groups to share the highlights of the draft framework and gather feedback on the framework. A series of virtual and hybrid meetings were held in August and September 2022 with internal City of Saskatoon stakeholders, key community groups and partners, and e-scooter companies.

The Project Manager also presented information on the project to the Saskatoon Environmental Advisory Committee, Saskatoon Accessibility Advisory Committee and the Transportation department and asked for input on the regulatory framework from these groups.

3.1.1 Intended Audience

Participants included:

- Saskatchewan Government Insurance (SGI)
- City of Saskatoon internal stakeholders
- Saskatoon Environmental Advisory Committee (SEAC)
- Saskatoon Accessibility Advisory Committee (SAAC)
- Downtown BID
- Broadway BID
- Riversdale BID
- Meewasin Valley Authority
- Saskatoon Cycles
- Saskatchewan Safety Council
- Canadian National Institute for the Blind (CNIB)
- Saskatchewan Health Authority
- Discover Saskatoon
- Usask Graduate Students Association
- The Boutique

- Bird
- Lime
- Neuron
- Roll
- Spin

3.1.2 Marketing Techniques

Key stakeholders and community groups were invited to participate in meetings by the project team.

3.1.3 What We Heard

Common themes and comments from the meetings included:

Enforcement / Private e-scooter use

The ability to enforce proper e-scooter use through the framework was a concern for many participants. Several participants noted seeing e-scooters in use already throughout the City and raised concerns about the resources and effectiveness of enforcing any rules the framework may introduce. Participants also expressed concern about how the requirements to wear a helmet or meet a minimum age to ride would be implemented and enforced.

The need for provincial regulations and municipal enforcement tools was noted as key. Participants also wanted clarity on public and private e-scooter use in Saskatoon, suggesting the need for updated bylaws and enforcement mechanisms dealing with micromobility.

E-scooter parking and clutter

Abandoned e-scooters and the danger for sidewalk clutter was a large concern for many respondents. The need for efficient scooter collection and quick retrieval of abandoned or dangerously parked e-scooters was highlighted to keep sidewalks and pathways clear at all times.

Some participants suggested e-scooters should only be allowed to park in preferred or designated areas away from high-traffic zones, and that rider should be incentivized to park properly through the vendor app. Business participants were opposed to losing on-street parking spaces and associated revenues. Internal City of Saskatoon stakeholders also supported the need to clearly communicate parking requirements in residential areas, on private property, and in City of Saskatoon parks spaces. Damage to City parks and potential clutter in parks infrastructure was also noted as a concern.

Safety

Safety of pedestrians, trail users and people of all ages and abilities was a top theme to be considered in the program. Participants were concerned that the program should include mechanisms such as a noise alert to protect pedestrian safety and avoid collisions among riders and other users. Others felt a constantly emitted noise would be a nuisance to riders and residents.

Many participants were concerned about the potential for conflicts and collisions on multi-use trails and sidewalks, particularly on areas of the Meewasin Valley trails that are already heavily used. Concerns were also heard about the connectivity of the facility types e-scooters will be allowed to ride on and the number of users attempting to share the same space.

Equity / affordability of e-scooter program

Several participants expressed the desire for the program to be accessible and enjoyable by all residents of Saskatoon regardless of their ability or economic status. Some questioned whether the cost to rent e-scooters would be accessible for lower-income residents. Participants suggested offering lower-income or student rates for the program, as well as offering reduced rates to ride in areas of the City with low-income residents.

E-scooter companies also indicated interest in developing partnerships to offer rides for people without access to a credit card or smartphone.

Alignment with bike bylaw and e-bikes

Many people expressed the desire for the e-scooter program to align with the existing bike bylaw and felt e-scooters should be treated similarly to e-bikes in the City. In terms of speed limits, facility types they are able to ride on, and helmet usage, respondents felt that the e-scooter framework should seek to match these elements. Participants felt it could be confusing and contradictory for e-scooters to have a different set of rules from e-bikes as they can be considered similar modes of transportation.

E-scooter etiquette and education

Many groups suggested the need for some type of rider education or guidelines to encourage proper etiquette when riding an e-scooter. Suggestions included offering a training session or in-app tutorials through the vendor on the importance of proper riding, parking, and helmet use, as well as in-app activities to prevent impaired e-scooter riding.

Support for Improved transportation options

Several comments noted the benefits of e-scooters in providing an alternate transportation option in Saskatoon for commuters, public transit users, tourism events, and users who may not have access to a vehicle. Supporters who had experienced e-scooters in other cities were excited for the possibility of bringing an e-scooter program to Saskatoon and felt e-scooters would be a positive addition to the City. Some participants also pointed out that e-scooters can be an environmentally-friendly transportation option and save on car trips within the city.

E-Scooter Companies

The project team had multiple meetings with several e-scooter companies currently operating in Canada. These meetings allowed for feedback on lessons learned from other jurisdictions and practical experiences from other cities. In general, e-scooter companies were keen to see the City of Saskatoon adopt a shared e-scooter program as soon as possible and supported a two-year pilot project. Input from the companies also helped inform specific sections of the draft regulatory framework that is being proposed.

Feedback from e-scooter companies included the following items:

- Supportive of a two-year pilot program and recognition of the ramp-up process as a pilot project rolls out and the City experiences a learning curve with the program

- One company suggested allowing the option for multiple e-scooter operators in the pilot to test out this option. Others felt having more than one vendor would limit the ability for stable company operations in the City.
- Suggestion for a flat rate fee for City communications and engagement to support the pilot
- Two companies expressed concern with a minimum age of 16 years due to potential liability issues for minors. Companies also expressed the popularity of group ride features in other cities.
- Companies suggested allowing partnerships with local businesses to assist with operations on location
- Some concerns with the data sharing suggested by the City and the ability for companies to comply with these elements

3.2 Survey

A targeted survey was sent to City of Saskatoon internal stakeholders and key community groups and partners during Phase 1 of engagement to gather initial open-ended feedback on what the regulatory framework for E-Scooters in Saskatoon should include. A total of 22 responses were received, including 12 responses from City of Saskatoon stakeholders and 10 responses from community participants and stakeholders. The project team also invited input on elements of the regulatory framework from the Transportation department, Saskatoon Environmental Advisory Committee and the Saskatoon Accessibility Advisory Committee.

3.2.1 Marketing Techniques

No marketing techniques were used for the survey as it was targeted to key groups to collect initial input for the development of the regulatory framework. Key participants were invited to participate in the survey following the initial meetings and sent reminder emails to follow up.

3.2.2 What We Heard

Respondents to the survey were asked to give feedback on different elements that the regulatory framework will address.

Where can you ride an e-scooter?

In terms of the facility types that e-scooters should be allowed to ride on, nearly all respondents indicated they should be allowed to ride on cycle tracks, protected bike lanes and bikeways. A majority of groups also felt e-scooters could ride on multi-use pathways and potentially streets, with the least support for e-scooters riding on sidewalks.

Support was high for e-scooters riding in most geographical areas including Business Improvement Districts, Meewasin Valley, and in parks and on the U of S campus.

| Where can you ride? (25 survey responses) | | | |
|---|----|---|----|
| Facility type: | | Geographical area: | |
| Sidewalks | 9 | Downtown Business Improvement District | 21 |
| Multi-Use Pathways | 19 | Broadway Business Improvement District | 20 |
| Cycle tracks | 24 | Business Improvement Districts (33rd Street, Riversdale, Sutherland) | 19 |

| | | | |
|-------------------------|----|---|----|
| Protected bicycle lanes | 24 | University of Saskatchewan campus | 21 |
| Bikeways | 23 | Meewasin Valley | 21 |
| Streets | 16 | Health sites (e.g. Royal University Hospital) | 15 |
| | | Parks | 19 |

| Minimum Age: | |
|---------------------------------------|----|
| 14 years | 4 |
| 15 years | 1 |
| 12-15 years (if supervised by 18+) | 1 |
| 16 years | 14 |
| 18 years | 4 |
| No age minimum | 1 |

Age limits

A majority of participants felt that 16 years old should be the minimum age to ride an e-scooter in Saskatoon, largely because this is the age that young people can begin operating a vehicle and learning the rules of the road. Some respondents suggested 14 years as a minimum age to align with the minimum age required for e-bikes.

Concerns about access to a credit card and cell phone and being of legal age also led some participants to suggest 18 years of age as the minimum.

Maximum speeds

A wide range of suggestions were heard in terms of e-scooter maximum speeds, from 10km/hr on sidewalks up to 32km/hr on roadways. The median speed suggested by most participants was 20km/hr. Many respondents indicated there should be slow zones for e-scooters on sidewalks or busy pedestrian areas to reduce the chances of collision. Others felt the maximum speed should match that of e-bikes at 32km/hr or look to the manufacturer's recommended maximum as the limit.

Hours of operation

A wide range of suggestions were received in regards to hours of operation, from early morning hours of 5:00 or 6:00 a.m. to later in the evening, before and after bars and restaurants close, and 24 hours / day. A common concern raised was about preventing the use of impaired riding on e-scooters and also providing alternate transportation home from bars and restaurants. Some individuals suggested e-scooters should be available to use 24 hours a day to bridge the gaps when public transit is unavailable for those who work night shifts or commute in the early mornings.

Helmets

Most participants felt that helmets should be strongly encouraged as part of Saskatoon's shared e-scooter program. The safety benefits of requiring helmets was a prominent theme, especially for people under 18 using the devices. Concerns about the ability to enforce helmet use were also raised, along with suggestions that e-scooter companies be required to provide helmets to users to help promote their use.

Parking

E-Scooter parking was one of the top themes raised by participants throughout this phase of engagement. The danger of e-scooters creating "sidewalk clutter" by being improperly parked and getting in the way of pedestrians was a top concern. Many participants suggested limiting e-scooter parking only to preferred or designated parking areas and the importance of creating designated parking spaces out of the way of other transportation users.

Some respondents suggested e-scooters should not be allowed to park at all in certain areas, such as sidewalks, and highlighted the need for efficient parking enforcement to limit the nuisance that improperly parked e-scooters may create.

3.3 Pop-Up Engagement Events

A drop-in engagement event was held on September 8, 2022 at the River Landing Amphitheatre. Approximately 25 people participated in the pop-up event by sharing feedback with the project team. Comment forms and information on the Engage page were also available at the event. The project team also attended the University of Saskatchewan Welcome Week on campus to promote the Engage page and shared e-scooter program with students.

3.3.1 Marketing Techniques

Marketing techniques used to promote the pop up event included a social media campaign in September 2022 advertising the Engage page and pop-up event, an email to subscribers to the E-Scooter project updates and invitations to community and stakeholder groups to share with their networks.

3.3.2 What We Heard

Feedback from participants at the pop-up event was largely in support of bringing a shared e-scooter program to Saskatoon.

Comments on the draft regulatory framework included:

- Concern that sidewalk riding may be safer than 50km/hr roads
- Desire for more protected lanes and multi-use paths for e-scooters and other micromobility
- Integration of e-scooters with destinations such as transit terminals, the university, and major centres, including designated parking areas
- Concern about the ability to enforce some framework elements such as mandatory helmets and minimum age requirements
- Excitement for e-scooters as a low-cost method of transportation

Many participants expressed support for updated municipal bylaws that reflect increased micromobility use in Saskatoon and the infrastructure to support these modes of transportation.

3.4 Engage Page and Other Comments

Feedback was also received through the Engage Page, online Disqus forum, and through emails to the project team. More than 60 emails and online discussion forum posts were summarized into the following themes.

3.4.1 What We Heard

Support for improved transportation options

Several comments noted the benefits of e-scooters in providing an alternate transportation option in Saskatoon for commuters, public transit users, tourism events, and users who may not have access to a vehicle. Supporters who had experienced e-scooters in other cities were excited for the

possibility of bringing an e-scooter program to Saskatoon and felt e-scooters would be a positive addition to the City.

A related theme was the need to ensure adequate infrastructure for e-scooters and other micromobility devices to operate, such as protected lanes, multi-use paths and cycle tracks. Respondents felt an updated and improved active transportation network would also benefit e-scooter users and other forms of transportation.

Helmet usage

Many respondents talked about the importance of helmet use while riding an e-scooter. Some felt helmets should be mandatory or encouraged, while others felt helmets should be required for those under 18. Several participants felt the helmet requirement was unrealistic and would be impractical to enforce.

Safety

Safety of pedestrians, trail users and people of all ages and abilities was a top theme to be considered in the program. People were concerned that the program should include mechanisms to protect pedestrian safety and avoid collisions among riders and other users. Participants were concerned that high-traffic trails such as the Meewasin Valley trail network would become even busier and more dangerous to vulnerable trail users, people with low vision or who are hard of hearing.

E-scooter parking and sidewalk clutter

Abandoned e-scooters and the danger for sidewalk clutter was a large concern for many respondents. The need for efficient scooter collection and designated parking areas was also highlighted.

Environmentally-friendly option

The lower carbon footprint of e-scooters was a positive theme in many comments. Respondents noted e-scooters can help reduce trips by car in the City and contribute to lower transportation emissions and as a fun way to travel around the City.

Align with bike bylaw and e-bikes

Many people expressed the desire for the e-scooter program to align with the existing bike bylaw and felt e-scooters should be treated similarly to e-bikes in the City. Participants also raised the issue of privately owned e-scooters and how these would be treated under the proposed framework.

Equity / affordability of e-scooter program

Several participants questioned whether the cost to rent e-scooters would be accessible for lower-income residents. Participants suggested offering lower-income or student rates for the program, as well as offering reduced rates to ride in areas of the City with low-income residents.

City resources to operate the program

Some participants expressed concern that City resources would be better spent on other priorities such as developing active transportation infrastructure. Others were concerned that the program

would use City funds and resources without recovering costs or generating revenue for the City. Several participants also questioned whether e-scooters would be permitted to operate during the winter months and how facilities such as bike paths would be cleared of snow during this time.

4 Limitations

Phase 1 of public engagement took place in spring 2022. During this time, the City of Saskatoon and the province of Saskatchewan had recently lifted COVID-19 public health restrictions, and the community was in a time of transition in regards to public gatherings and public health precautions. The project team hosted a combination of online and hybrid meetings to try and accommodate participation from all groups. A number of online avenues to provide feedback were provided. Outdoor engagement opportunities were also offered in Phase 2 to accommodate physical distancing and lower the level of public health risks to participate.

Some groups were unable or uninterested in participating due to emerging priorities from the pandemic and the resulting time of transition. Additional considerations for low-income, Indigenous and equity groups need to be considered in future engagement opportunities. One limitation of online engagement opportunities is that they are not as inclusive of people with limited or no access to internet, including low-income groups and people experiencing disabilities.

5 Next Steps

The draft regulatory framework for e-scooters will be presented to City Council. If approved, an implementation and assessment plan for the pilot project will be developed. The pilot project is targeted to begin in early 2023 and will include a communications and engagement strategy.