

## Shared Electric Kick Scooter Program Pilot – 2024 Update

### ISSUE

This report provides an update at the end of the first operating season of the shared electric kick scooter (shared e-scooter) pilot project.

### BACKGROUND

At its meeting held on November 21, 2022, City Council considered the Shared Electric Kick Scooter Program Pilot [report](#) and resolved, in part:

- “1. That the shared electric kick scooter pilot project regulatory framework as outlined in this report be approved but that the scope of the project includes two vendors instead of the one proposed in the first year of the electric kick scooter pilot project.
2. That the City Solicitor be requested to prepare the appropriate bylaw amendments to enable the pilot project to proceed; and
3. That the designated parking area fee structure be approved.”

The approved shared electric kick scooter (e-scooter) regulatory framework is summarized in the table below and is included in Appendix 1. Highlights of the regulatory framework is included in Appendix 2.

## Shared Electric Kick Scooter Program Pilot – 2024 Update

Item	Details
Operating Season	April 15 to October 31
Fleet Size	Up to 500 e-scooters
Operating Speed	Maximum speed of 24 km/h
Age Limit	Minimum age of 16
Helmets	Required
Allowed to ride on	Multi-use trails, cycle tracks, protected bicycle lanes and streets with a posted speed limit of 50 km/h or lower
Not allowed to ride on	Sidewalks, streets with posted speed limits greater than 50 km/h, Saskatoon Transit vehicles, bus mall, bus zones, civic square, skate parks, spray parks, city parkades and buildings
Slow down zone	Maximum speed of 15 km/h on the Meewasin Trail
Parking requirements	<ol style="list-style-type: none"> <li>1. Designated parking areas: <ul style="list-style-type: none"> <li>• May be either marked in-app only or both marked in-app and physically marked. (In-app – these areas can only be found by using the e-scooter vendor’s app).</li> <li>• BIDs and other high-use areas must have in-app and physically marked areas.</li> <li>• Specific locations to be determined through consultation with BIDs and RFP procurement.</li> </ul> </li> <li>2. Multi-use Trail Parking <ul style="list-style-type: none"> <li>• In the furniture zone – must not obstruct or interfere with the sidewalk zone.</li> <li>• If no furniture zone, must: <ul style="list-style-type: none"> <li>○ Not impede sidewalk zone or frontage zone to access any buildings.</li> <li>○ Provide at least 2.0 metres of sidewalk zone.</li> <li>○ Not park where these requirements cannot be met.</li> </ul> </li> </ul> </li> <li>3. Street Parking <ul style="list-style-type: none"> <li>• In residential areas: wherever a vehicle may be legally parked.</li> <li>• In residential parking permit areas: allowed within 10 metres of an intersection.</li> <li>• In pay parking or time-restricted stall: not allowed unless it is a designated parking area for e-scooters.</li> </ul> </li> <li>4. Park Pathway Parking <ul style="list-style-type: none"> <li>• Must not park on the pathway.</li> <li>• Within 1.0 metre of either side of a pathway and allow for at least 2.0 metres of unobstructed space for pedestrian movements.</li> <li>• Must not be parked within shrub beds or within 0.5 metres of a tree.</li> </ul> </li> </ol>

On September 22, 2022, the Province released *The Limited Speed Motor Vehicle Regulations, 2022* (Appendix 3), which focuses on e-scooter use. The regulations state the following:

- Helmets will be required.
- Drivers must be at least 16 years of age.
- Maximum operating speed of 24 km/h.
- Restricts use to streets with posted speed limit of 50 km/h or lower.
- If designated bicycle lanes exist on a street, then e-scooter must utilize the bicycle lane while operating on that street.
- Legal operation is all subject to a municipality enacting a bylaw governing operation on the streets of said municipality.

## CURRENT STATUS

In early 2023, a competitive procurement process was followed and Bird Canada Scooters Inc. (Bird) and Neuron Mobility (Canada) Limited (Neuron) were selected to operate e-scooters in Saskatoon in 2023.

## DISCUSSION/ANALYSIS

### Pilot Project Statistics

The information below was provided by Bird and Neuron after the initial year of the pilot project.

Item	Bird	Neuron
Total trips	10,222	104,095
Total kilometres	30,552 km	280,484 km
Average distance	2.99 km	2.69 km
Average ride duration (minutes)	17.36 min	16.35 min
Unique riders	4,174	27,917
Percentage of rides starting in a Business Improvement District (BID)	44%	41%
Percentage of rides ending in a Business Improvement District (BID)	49%	30%
	Bird and Neuron	
Total number of residents participating in a reduced pass price option (i.e., low income, students, etc.)	106	
Number of community events (ScootSafe educational events*)	8	

\*These events included the vendors setting up an area where they distributed some free helmets, showed residents how to use the app, how to safely ride the e-scooter and also answered any questions residents had.

### Pilot Project Surveys

Four different surveys were completed. Bird and Neuron conducted surveys with their registered users. The City of Saskatoon completed an open survey on the Engage Page and also contracted Inshtrix to complete a survey via the Omnibus SaskWatch panel. Information from each survey is below.

#### 1. Bird

A survey was sent to all riders that rode a Bird e-scooter in 2023 via a text message and/or email in October 2023. 546 responses were received, and the survey results are included in Appendix 4. Highlights of the survey include:

- 82.9% said the most common use of the e-scooter was for leisure, entertainment and recreation
- 53% made a purchase before/during/after using their e-scooter with 39% of the purchases exceeding \$20.00
- 41% said what they enjoyed most about the e-scooters being available in their area was the increase to their fun/enjoyment
- 95% say the impact to the city is positive

2. Neuron

A survey was sent to all who had a registered account on the Neuron app that had completed a trip and lived in Saskatoon in October 2023. 383 responses were received and the survey results are included in Appendix 5. Highlights of the survey include:

- 72.1% said the most common use of the e-scooter was for exploring the city
- 56% made a purchase before/after their trip
- 99% say the impact to the city is positive

3. City of Saskatoon (Open)

In November and December 2023, the survey was posted on the City's Engage page. 288 responses were received, and the results are included in Appendix 6. Highlights of the survey include:

- 'Why did you ride an e-scooter?':
  - 67% fun/recreation
  - 52% wanted to try it out
  - 49% travel to/from social gatherings
- When riding an e-scooter on a multi-use pathway, 88% felt safe compared to 67% feeling safe on a protected bike lane and 54% feeling safe on a roadway
- 42% shared that if they couldn't find an e-scooter, they would have driven instead
- 51% of riders rarely/never wore a helmet
- 32% of riders indicated they drove a vehicle less often
- 'What are the benefits of the e-scooter program?':
  - 71% having another option to travel to destinations
  - 61% another option for recreation
- 'Where should e-scooters be allowed?'
  - 80% protected bike lanes
  - 74% multi-use pathways
  - 63% empty sidewalk
  - 56% roadway
  - 42% sidewalk with pedestrians
- 66% support the e-scooter program continuing after the two-year pilot. 7% were not sure.

Note: respondents were allowed to select more than one option.

4. Inshtrix Survey

In November 2023, Inshtrix asked their panel two questions about the City's e-scooter program. The panel is a mix of gender and age and has a 95% confidence level with a margin of error of 4.9%. 400 responses were received, and the results are included in Appendix 7. Highlights of the survey include:

- 11% reported trying an e-scooter
- 'Should the e-scooter program continue after the 2-year pilot project?'
  - 53% indicated support for continuing
  - 29% were not sure

### Concerns and Complaints

The City of Saskatoon, Bird, and Neuron received approximately 100 complaints during the initial season of the pilot. The most common complaints were: e-scooters parked incorrectly, sidewalk riding, and unsafe riding. The Administration worked with Bird and Neuron to address these issues and as the 2023 summer and fall progressed less concerns and complaints were received. The Administration will continue to work with the e-scooter providers through 2024 to address issues in a timely manner.

The e-scooter providers banned ten riders from their apps, with the most common offense being repeating to park an e-scooter incorrectly (five), followed by dangerous or egregious riding (four).

Information on common complaints received and approaches to mitigate are provided below.

Item	Comments
Sidewalk riding	<ul style="list-style-type: none"> <li>Administration will continue to work with vendors as they adjust their technology to eliminate this.</li> <li>Vendors will continue to educate riders.</li> <li>Administration will participate with vendors on a before-launch test of high usage sidewalks.</li> </ul>
Unsafe riding (no helmet, operating contrary to the rules of the road, etc.)	<ul style="list-style-type: none"> <li>Vendors will continue to educate riders.</li> <li>Vendors will continue to host public events to demonstrate safe riding and answer questions.</li> </ul>
Parking e-scooters incorrectly	<ul style="list-style-type: none"> <li>Vendors will continue to educate riders.</li> <li>Vendors will continue to improve on response time to reports of incorrectly parked scooters.</li> <li>Administration will work with vendors to look into adding more parking areas (both in-app and physical).</li> </ul>

### Injury Information

The Saskatchewan Health Authority (SHA) shared data for Emergency Department visits from April 1, 2023 to September 30, 2023 for individuals suffering an injury riding an e-scooter. During this time frame, there were 91 visits. The information does not differentiate between private e-scooters and shared e-scooters in the pilot program. A summary report from SHA is provided in Appendix 8. The Administration received approval from the SHA to publicly share the summary report.

### Stakeholder Feedback

The following table summarizes the organizations that were contacted to discuss the first season of the e-scooter pilot project.

Organization	Date	Comments
Saskatoon Police Services	December 1, 2023	In-person meeting
Sutherland BID	December 4, 2023	In-person meeting
Broadway BID	December 14, 2023	Written comments
Downtown BID	January 3, 2024	Written comments
Riversdale BID	N/A	No response
33 <sup>rd</sup> Street BID	N/A	No response

- Saskatoon Police Services (SPS) – The SPS took an approach of educating riders during year one of the e-scooter project. Incidents with e-scooter riders were typically on weekends and evenings with a noticeable increase at later hours. The typical reason riders were stopped was because of helmet usage and inconsiderate driving. Generally, SPS noticed riders seemed unaware of rules that they were required to follow when operating an e-scooter on the road.
- Downtown BID – They did not hear a lot of feedback during the first season. Most common complaint was surrounding unsafe driving of the e-scooters. They want to continue to see any e-scooters parked incorrectly moved and do not want to lose any parking spots to e-scooters.
- Broadway BID – They are looking forward to Year 2 and found after some initial issues were sorted that season one went well.

### **FINANCIAL IMPLICATIONS**

The pilot project is designed to be revenue neutral for the City.

### **OTHER IMPLICATIONS**

Privacy and environmental implications were not reviewed as part of the preparation of this report.

### **NEXT STEPS**

Unless directed otherwise by City Council, Administration will proceed with Year 2 of the pilot project.

### **APPENDICES**

1. 2023 Shared Electric Kick Scooter Program Pilot: Regulatory Framework
2. Highlights of the Regulatory Framework
3. *The Limited Speed Motor Vehicle Regulations, 2022*
4. Bird Survey Results
5. Neuron Survey Results
6. City of Saskatoon Survey Results
7. Inshtrix Survey Results
8. Emergency Department Visits for Fall Involving Electric (Motorized) Scooter

### **Report Approval**

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