

City of Saskatoon Survey Results

Survey Question	Response
About how many times have you rode a shared e-scooter in Saskatoon?	Never – 47% 2-5 times – 19% Once – 14% More than 10 times – 11% 6-10 times – 8%
Why have you not tried a shared e-scooter in Saskatoon?	I'm not interested – 73% I'm interested but haven't tried it yet – 27%
Which of the current companies operating shared e-scooters in Saskatoon have you tried? Select all that apply.	Neuron – 99% Bird – 33%
Why have you rode a shared e-scooter? Select all that apply.	Fun/recreation – 67% Wanted to try it out – 52% Get to or from social gatherings – 49% Get to or from dining – 27% Get to or from work – 22% Get to or from appointments – 18% Get to or from shopping – 18% Get to or from school – 6% Other – 5%
In general, how safe did you feel when riding a shared e-scooter in the following situations?	On a roadway Safe 54% Unsafe – 42% Never tried – 4% On a multi-use pathway Safe 88% Unsafe – 4% Never tried – 8% On a protected bike lane Safe 67% Unsafe – 14% Never tried – 19%
How often did you find a shared e-scooter when looking for one?	Usually – 51% Always – 38% Rarely – 10%
If you were planning to use a shared e-scooter to make a trip somewhere but could not find one available, would you most likely:	Drive instead – 42% Walk/Bike instead – 27% Other – 14% Not sure – 12% Take a bus instead – 4% Cancel the trip – 2%

Which of the following best describes your overall experience with the helmets that come with the shared e-scooters	<p>I rarely/never wore a helmet – 51%</p> <p>I usually brought my own helmet and wore it instead – 26%</p> <p>I usually wore the shared helmet without cleaning it – 19%</p> <p>I usually wore the shared helmet but cleaned it first – 4%</p>
What did you think of the cost to ride a shared e-scooter?	<p>Seems expensive – 53%</p> <p>Seems about right – 42%</p> <p>Seems inexpensive – 5%</p>
In general, how did you like the app used to rent and ride the e-scooter?	<p>I liked it – 57%</p> <p>Neutral – 32%</p> <p>I didn't like it – 11%</p>
Did riding shared e-scooters impact how often you used other forms of transportation?	<p>Driving</p> <ul style="list-style-type: none"> Less often – 32% No impact – 65% More often - 3% <p>Transit</p> <ul style="list-style-type: none"> Less often – 12% No impact – 82% More often – 6% <p>Walking</p> <ul style="list-style-type: none"> Less often – 27% No impact – 61% More often – 12% <p>Cycling</p> <ul style="list-style-type: none"> Less often – 18% No impact – 80% More often – 2% <p>Rideshare (taxi, Uber)</p> <ul style="list-style-type: none"> Less often – 34% No impact – 63% More often – 3%
Have you ever reported an e-scooter issue to one of the vendors (silver Bird or orange Neuron)?	<p>No – 82%</p> <p>Yes – 18%</p>
If reported an issue, were you satisfied with the process used to report the issue?	<p>Very satisfied – 17%</p> <p>Somewhat satisfied – 29%</p> <p>Neutral – 15%</p> <p>Somewhat dissatisfied – 23%</p> <p>Very dissatisfied – 17%</p>
If reported an issue, were you satisfied with the response from the vendor?	<p>Very satisfied – 15%</p> <p>Somewhat satisfied – 22%</p> <p>Neutral – 13%</p> <p>Somewhat dissatisfied – 30%</p> <p>Very dissatisfied – 20%</p>

<p>What do you think are benefits of the shared e-scooter program? Select all that apply.</p>	<p>Another option for getting to destinations – 71% Another option for recreation – 61% Other – 30%</p>
<p>What are concerns you may have with the shared e-scooter program? Select all that apply.</p>	<p>Where e-scooters are parked – 56% Riders on roadways – 45% Riders on sidewalks – 42% Riders not wearing helmets – 39% Other – 38% More than one person on a single e-scooter – 36% Riders on pathways (e.g. river trails) – 25% No concerns – 16%</p>
<p>What would be your level of support for e-scooters to be allowed on the following spaces in the future?</p>	<p>On a roadway Strongly support - 32% Moderately support – 24% Do not support – 41% I'm not sure – 4%</p> <p>On a multi-use pathway (e.g. river trails) Strongly support - 53% Moderately support – 21% Do not support – 24% I'm not sure – 3%</p> <p>On a protected bike lane Strongly support - 61% Moderately support – 19% Do not support – 17% I'm not sure – 3%</p> <p>On an empty sidewalk Strongly support - 38% Moderately support – 25% Do not support – 34% I'm not sure – 3%</p> <p>On a sidewalk with pedestrians on it Strongly support - 18% Moderately support – 24% Do not support – 55% I'm not sure – 3%</p>
<p>Do you think the City's shared e-scooter program should continue past the two-year pilot?</p>	<p>Continue program but with changes – 39% Continue program as is – 27% Discontinue the program – 27% I'm not sure – 7%</p>