

Summary of Survey Results

1. Bird

A survey was sent to all riders that rode a Bird e-scooter in 2024 via a text message and/or email in November 2024. 167 responses were received, and the survey results are included in Appendix 6. Highlights of the survey include:

- 83% said the most common use of the e-scooter was for leisure, entertainment and recreation.
- 67% made a purchase before/during/after using their e-scooter with 55% of the purchases exceeding \$20.00
- 69% said what they enjoyed most about the e-scooters being available in their area was the increase to their fun/enjoyment.
- 98% say the impact to the city is positive.

2. Neuron

An email was sent to all riders that rode a Neuron e-scooter in September and October 2024. 472 responses were received, and survey results are included in Appendix 5. Highlights of the survey include:

- 60% said the most common use of the e-scooter was for exploring the city.
- 58% made purchases before/after their trip.
- 99% said the impact to the city is positive.

3. City of Saskatoon (Open)

A survey was posted on the City of Saskatoon's Engage page in December 2024. 96 responses were received, and the results are included in Appendix 7. Highlights of the survey include:

- Reasons given for riding an e-scooter:
 - 59% fun/recreation
 - 41% wanted to try it out
 - 38% travel to/from social gatherings
- Safety considerations:
 - 81% felt safe on both multi-use pathways and protected bike lanes
 - 38% felt safe on a roadway.
- 38% shared that if they couldn't find an e-scooter, they would have driven instead
- 31% of riders indicated they drove a vehicle less often
- 50% of riders rarely/never wore a helmet
- Benefits of the e-scooter program:
 - 78% said having another option to travel to destinations
 - 51% said another option for recreation

- 'Where should e-scooters be allowed?'
 - 85% protected bike lanes
 - 72% multi-use pathways
 - 54% empty sidewalk
 - 48% roadway
 - 27% sidewalk with pedestrians
- 64% support the e-scooter program continuing after the two-year pilot. 9% were not sure

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

4. Inshtrix Survey

In December 2024, Inshtrix asked their Omnibus SaskWatch 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%. The survey received 400 responses and the results are included in Appendix 8. Highlights of the survey include:

- 17% reported trying an e-scooter.
- 'Should the e-scooter program continue after the 2-year pilot project?'
 - 53% indicated support for continuing the program
 - 24% were not sure