

City of Saskatoon Survey Results
2023 results are in parentheses

Survey Question	Response
About how many times have you rode a shared e-scooter in Saskatoon?	Never – 58% (47%) More than 10 times – 16% (11%) 2-5 times – 16% (19%) Once – 7% (14%) 6-10 times – 3% (8%)
Why have you not tried a shared e-scooter in Saskatoon?	I'm not interested – 87% (73%) I'm interested but haven't tried it yet – 13% (27%)
Which of the current companies operating shared e-scooters in Saskatoon have you tried? Select all that apply.	Neuron – 100% (99%) Bird – 53% (33%)
Why have you rode a shared e-scooter? Select all that apply.	Fun/recreation – 59% (67%) Wanted to try it out – 41% (52%) Get to or from social gatherings – 38% (49%) Get to or from work – 35% (22%) Get to or from appointments – 30% (18%) Get to or from dining – 24% (27%) Get to or from shopping – 16% (18%) Get to or from school – 5% (6%) Other – 5% (5%)
In general, how safe did you feel when riding a shared e-scooter in the following situations?	On a roadway Safe 38% (54%) Unsafe – 59% (42%) Never tried – 3% (4%) On a multi-use pathway Safe 81% (88%) Unsafe – 5% (4%) Never tried – 14% (8%) On a protected bike lane Safe 81% (67%) Unsafe – 8% (14%) Never tried – 11% (19%)
How often did you find a shared e-scooter when looking for one?	Always – 47% (38%) Usually – 42% (51%) Rarely – 11% (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:	Walk/Bike instead – 43% (27%) Drive instead – 38% (42%) Other – 8% (14%) Not sure – 8% (12%) Cancel the trip – 3% (2%)

	Take a bus instead – 0% (4%)
Which of the following best describes your overall experience with the helmets that come with the shared e-scooters	I rarely/never wore a helmet – 50% (51%) I usually wore the shared helmet without cleaning it – 22% (19%) I usually brought my own helmet and wore it instead – 17% (26%) I usually wore the shared helmet but cleaned it first – 11% (4%)
What did you think of the cost to ride a shared e-scooter?	Seems expensive – 50% (53%) Seems about right – 39% (42%) Seems inexpensive – 11% (5%)
In general, how did you like the app used to rent and ride the e-scooter?	I liked it – 56% (57%) Neutral – 36% (32%) I didn't like it – 8% (11%)
Did riding shared e-scooters impact how often you used other forms of transportation?	Driving Less often – 31% (32%) No impact – 69% (65%) More often – 0% (3%) Transit Less often – 14% (12%) No impact – 83% (82%) More often – 3% (6%) Walking Less often – 36% (27%) No impact – 42% (61%) More often – 22% (12%) Cycling Less often – 11% (18%) No impact – 81% (80%) More often – 8% (2%) Rideshare (taxi, Uber) Less often – 31% (34%) No impact – 58% (63%) More often – 11% (3%)
Have you ever reported an e-scooter issue to one of the vendors (silver Bird or orange Neuron)?	No – 82% (82%) Yes – 18% (18%)
If reported an issue, were you satisfied with the process used to report the issue?	Very satisfied – 47% (17%) Somewhat satisfied – 13% (29%) Neutral – 20% (15%) Somewhat dissatisfied – 13% (23%) Very dissatisfied – 7% (17%)
If reported an issue, were you satisfied with the response from the vendor?	Very satisfied – 33% (15%) Somewhat satisfied – 7% (22%) Neutral – 27% (13%) Somewhat dissatisfied – 20% (30%)

	Very dissatisfied –13% (20%)
What do you think are benefits of the shared e-scooter program? Select all that apply.	Another option for getting to destinations – 78% (71%) Another option for recreation – 51% (61%) Other – 34% (30%)
What are concerns you may have with the shared e-scooter program? Select all that apply.	Where e-scooters are parked –66% (56%) Riders on roadways – 51% (45%) Riders not wearing helmets – 51% (39%) Other – 44% (38%) Riders on sidewalks – 41% (42%) More than one person on a single e-scooter – 40% (36%) Riders on pathways (e.g. river trails) – 30% (25%) No concerns – 13% (16%)
What would be your level of support for e-scooters to be allowed on the following spaces in the future?	On a roadway Strongly support – 26% (32%) Moderately support – 22% (24%) Do not support – 47% (41%) I'm not sure – 6% (4%) On a multi-use pathway (e.g. river trails) Strongly support – 41% (53%) Moderately support – 31% (21%) Do not support – 25% (24%) I'm not sure – .2% (3%) On a protected bike lane Strongly support – 61% (61%) Moderately support – 24% (19%) Do not support – 13% (17%) I'm not sure – 2% (3%) On an empty sidewalk Strongly support – 33% (38%) Moderately support – 22% (25%) Do not support – 42% (34%) I'm not sure – 3% (3%) On a sidewalk with pedestrians on it Strongly support – 14% (18%) Moderately support – 14% (24%) Do not support – 66% (55%) I'm not sure – 7% (3%)
Do you think the City's shared e-scooter program should continue past the two-year pilot?	Continue program but with changes – 46% (39%) Discontinue the program – 26% (27%) Continue program as is – 18% (27%) I'm not sure – 9% (7%)