



Shared E-Scooter Pilot Project
What We Learned - Engagement Summary
November 26, 2024



Engagement Summary

In spring 2023, the City of Saskatoon began a two-year pilot project to test shared electric scooters (e-scooters) in Saskatoon. For the pilot, two vendors - Bird and Neuron - are operating up to 500 shared e-scooters in Saskatoon during spring through fall in 2023 and 2024. Users can rent an e-scooter from wherever one is parked through the vendor's app, and then park it at their destination for another user to rent and ride. The vendors regularly gather their e-scooters and return them to locations where they will be more commonly used.

The e-scooters season has wrapped up for 2023. Engagement took place between November 2023 and December 2023 with a two phased online survey to gather feedback on the first year of the pilot project and help inform any modifications to the program.

Summary of engagement activities

The goal of this engagement was to **consult with** the community on the first year on the Shared E-Scooter pilot project.

Table 1: Summary of Engagement Strategy

Phase		Participants	Engagement Goal	Engagement Activities
1	Gather Feedback	General Public	Gather feedback on e-scooter usage and thoughts on what should happen with the e-scooter pilot project.	Online Survey
2	Gather Feedback	General Public	Gather feedback on general overview and potential modifications on the e-scooter pilot project.	Online Survey Engage Page

Online Survey

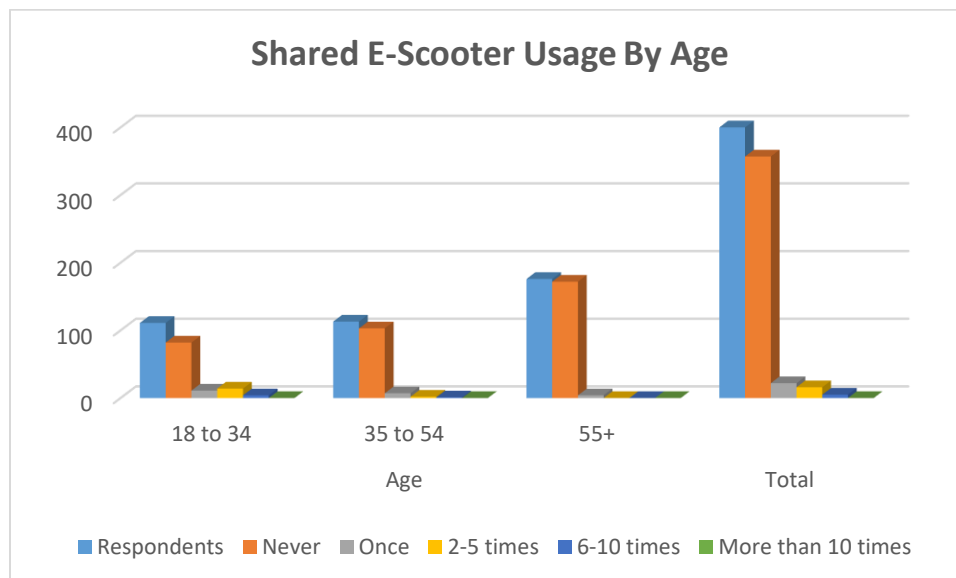
Two online surveys were conducted. The first survey was conducted online through Inshightrix Omnibus SaskWatch. The administration and promotion of this survey was handled by Inshightrix. The second survey was through Survey Monkey on the City's Engage page and promoted through social media posts and posters. 400 responses were received for the 1st phase survey and 288 for the 2nd phase survey.

Phase 1 Survey - What We Learned

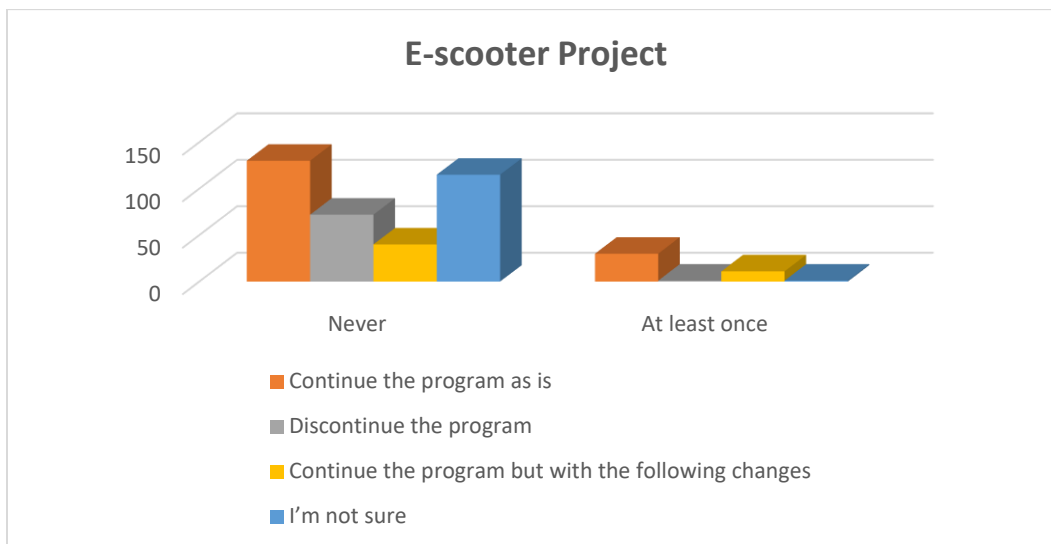
Two survey questions were asked in the phase 1 survey.:

1. How many times have you ridden a shared e-scooter in Saskatoon since they were first launched in May 2023?
2. Do you think the shared e-scooter program should continue past the two-year pilot?

357 out of the 400 respondents had never used the shared e-scooter. 82 out of the 357 respondents in the 18-34 age range have never used the e-scooter. 103 of the respondents who have never used the e-scooter were in the 35 to 54 age range. 172 of the respondents were 55+.



43 out of the 400 respondents had used it once or more. 72 of the respondents who have never used the e-scooter think the program should be discontinued. Respondents who had used the program more than once were more likely to want it to continue than respondents who had never used the program than respondents who had never used the program. Only 1 respondent who had used the e-scooter more than once wanted the program to discontinue. A combined total of 160 respondents who had never used the e-scooter and had used it once or more wanted the program to continue as is. 51 respondents suggested the program should continue past the two year-pilot with certain changes.



Many of the respondents who responded to continuing the program with certain changes talked about improving upon the parking and drop off locations of the e-scooters. They were particularly concerned about how the e-scooters are left on sidewalks, parks and in the middle of the roads which is dangerous for pedestrians and other road users. Others suggested faster pick up of the e-scooters from undesignated areas to their designated parking pads.

Several other respondents also advocated for the expansion of the areas e-scooters are located and an increase in the number of e-scooters available. It was also suggested that they have other means of paying for the services rather than only through the app.

Enforcement of regulations on using e-scooters and more education on how and where to use them were suggested by several respondents. Some respondents made mention of how some e-scooter users were going over the speed limit and some users riding without helmets. Other respondents advocated for the legalization of personal e-scooter usage.

Phase 2 Survey - What We Learned

Program Usage

In the Phase 2 survey 53% of respondents (153) had used the e-scooter one or more times, 47% (135) of the respondents have never used the e-scooter. 182 respondents have used either Neuron (the orange e-scooters) or Bird (the silver e-scooters). Many of the respondents have used the e-scooter for fun/recreational purposes or they just wanted to try it out. Some used it to get to social gatherings and to avoid paying for parking.

Several respondents indicated that they would rather drive when they are not able to find a shared e-scooter, others also noted that they would pick an uber instead. 70 respondents rarely used or never wore a helmet, 35 respondents usually brought their own helmet for rides. More than half of the

respondents who have used the shared e-scooter indicated that the cost to ride a shared e-scooter seems expensive, while others indicated that the cost is about right.

Concerns

Respondents indicated that they feel safe using the e-scooter on multi-use pathways followed and protected bike lanes and roadway. According to the respondents who have used e-scooters they are largely easy to find when you are looking for one. A majority of the people who have never used the e-scooter had safety concerns in that they are too dangerous to use on the road riding next to other vehicles. Others had health safety concerns with the use of e-scooters not being sanitized after use and helmets that could potentially have lice.

Majority of the respondents had concerns with where scooters are parked followed by riders on roadways and riders on sidewalks respectively. Respondents also had concerns about riders not following traffic laws. More respondents supported the use of e-scooters on protected bike lanes and multi-use pathways. There was less support for e-scooter use on pedestrian sidewalks followed by roadways. Other respondents also pointed out how dangerous they are on the road and how reckless some of the drivers were on the e-scooters.

Reporting E-scooter Issues

82% of respondents have never reported an e-scooter issue to an e-scooter vendor. Out of the 18% who had reported an issue to a vendor most of them were somewhat satisfied with the reporting process and several others were somewhat dissatisfied with the reporting process. Most of the reporters were somewhat dissatisfied with the response from the vendor.

Benefits

Majority of respondents agreed that the e-scooter is beneficial when you want another option to your destination and another option for recreation. Others indicated that it is eco friendly and an easy way to go around neighborhoods and tour downtown.

Feedback

Majority of the respondents who used the app to rent the e-scooter ride liked the app compared to a few respondents who did not like the app. When asked about the impact of the e-scooter on other means of transportation, many respondents identified that using the shared e-scooter had less impact on their use of transit and cycling. The e-scooter generally had impacted the respondents to use driving, walking and rideshare a little less.

27% of respondents suggested the program be discontinued. A combined 65% of respondents supported either continuing the program or continuing the program with some changes.

Some respondents suggested that e-scooters be moved to protected bike lanes or allowed on sidewalks because they are too slow for the roadways and not safe on the roads. Others also advocated for stricter implications on e-scooter users who do not follow e-scooter regulations like mandatory helmet and provide measures to keep riders who do not park in the appropriate places in check.

Many respondents suggested the extension of the geo fencing to city wide so people in various neighbourhoods could have access to e-scooters. The issue of having problems with ending trips

was raised by some respondents. Many other respondents want to see that they allow residents to use private e-scooters.

35% of the respondents who wanted the program to continue as is have never used the e-scooter while the remaining 65% have used in one or more times. Relatively, 81% of the respondents who want the program to discontinue have never used the e-scooter. The remaining 19% have used it between one to five times.

Survey Feedback

Respondents generally answered they were able to provide their opinion fully on the survey, they understood the information on the survey as they were clear and understandable, and it took a reasonable time to complete the survey. They also understood fairly well how their input on the survey would be used.

Limitations

Some residents may have had limited access to internet or technology that presented challenges in accessing the online engagement information.

Next Steps

Engagement results from both phases will be shared with the project team in the Transportation Department to determine next steps. The summary of this evaluation will also be provided to the Standing Policy Committee (SPC).