

1. 2020 Electric Kick Scooter Strategy and Pilot Report

Rapport sur la Stratégie et le Projet pilote de 2020 relatifs aux trottinettes électriques

COMMITTEE RECOMMENDATIONS, as amended

That Council:

- 1. Receive the results of 2020 Electric Kick Scooter Strategy and Pilot, as outlined in the report; and**
- 2. Approve the continuance of Ottawa’s Electric Kick Scooter Pilot in 2021 as detailed in the report, with the proposed changes to the pilot program, revised fee structure and procurement strategy; and**
- 3. Approve the implementation of a competitive procurement process and enter into Agreements with successful proponents of the process; and**
- 4. In recognition of the increasingly warmer seasonal weather and e-scooter industry operational practices of making e-scooters unavailable for rent while storing them in local warehouses during inclement weather, approve an extension of the 2021 season starting April 1st to November 30, 2021, with providers requiring the concurrence of City staff to deploy in the months of April and November; and**
- 5. Direct staff to report back to the Transportation Committee and Council at the conclusion of the 2021 pilot project on the potential of extending it past 11 p.m., based on a review of any issues with e-scooters ridership from dusk to 11 p.m., as well as comparable data from other jurisdictions where riding is permitted past 11 p.m.; and**
- 6. Direct staff to report back to the Transportation Committee and**

Council at the conclusion of the 2021 pilot project for consideration of future pilot seasons.

RECOMMANDATIONS DU COMITÉ, telles que modifiées

Que le Conseil :

1. Prenne acte des résultats de la stratégie et du projet pilote de 2020 relatifs aux trottinettes électriques, comme l'indique le rapport; et
2. Approuve la poursuite du projet pilote sur les trottinettes électriques en 2021, comme l'indique le rapport, ainsi que les changements relatifs au projet, à la structure tarifaire révisée et à la stratégie d'approvisionnement; et
3. Approuve la mise en œuvre d'un processus d'approvisionnement concurrentiel et conclure des ententes avec les soumissionnaires retenus; et
4. Compte tenu de la hausse constante des températures saisonnières et des pratiques opérationnelles consistant pour le secteur à interdire la location des trottinettes électriques en cas de mauvais temps et à les entreposer sur place, fasse en sorte que la saison 2021 s'échelonne du 1^{er} avril au 30 novembre, et obliger les fournisseurs à obtenir l'approbation du personnel municipal pour le déploiement en avril et en novembre; et
5. Demande au personnel de présenter au Comité des transports et au Conseil, au terme du projet pilote de 2021, un rapport portant sur une éventuelle prolongation du service après 23 h, en tenant compte des problèmes relatifs à l'utilisation des trottinettes électriques entre le coucher du soleil et 23 h et des données des provinces et territoires où cette utilisation est autorisée après 23 h; et

- 6. Demande au personnel de présenter au Comité des transports et au Conseil, au terme du projet pilote de 2021, un rapport pour déterminer si le projet doit se poursuivre.**

For the Information of Council:

The committee approved the following Direction to staff:

That staff develop benchmark measures to assess progress during the pilot period with respect to accessibility that could inform future decision-making on extending the trial.

Pour la gouverne du Conseil

Le comité a également approuvé la directive au personnel ce que suit:

Que les membres du personnel créent des points de repère afin d'évaluer les progrès accomplis en matière d'accessibilité, pendant la durée du projet pilote. Ces données éclaireront les décisions qui seront prises, quant à la prolongation de la période d'essai.

DOCUMENTATION

1. General Manager's Report, Transportation Services Department, dated January 25, 2021 (ACS2021-TSD-PLN-0002).
Rapport du directeur général, Direction général des transports, daté le 25 janvier 2021 (ACS2021-TSD-PLN-0002).
2. Extract of draft Minutes, Transportation Committee, February 3, 2021.

Transportation Committee
Report 15
February 10, 2021

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Comité des transports
Rapport 15
Le 10 février 2021

Extrait de l'ébauche du procès-verbal, Comité des transports, le 3 février 2021.

**Transportation Committee
Report 15
February 10, 2021**

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**Comité des transports
Rapport 15
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**Report to
Rapport au:**

**Transportation Committee
Comité des transports
3 February 2021 / 3 février 2021**

**and Council
et au Conseil
10 February 2021 / 10 février 2021**

**Submitted on January 25, 2021
Soumis le 25 janvier 2021**

**Submitted by
Soumis par:**

**John Manconi, General Manager / Directeur general, Transportation Services
Department / Direction generale des transports**

Contact Person

Personne ressource:

**Jennifer Armstrong, Program Manager / GP, Politique & réseaux des transports,
Transportation Planning / Planification des transport, Transportation Services
Department / Direction générale des transports
(613) 580-2424, 22899, Jennifer.Armstrong@ottawa.ca**

Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE File Number: ACS2021-TSD-PLN-0002

SUBJECT: 2020 Electric Kick Scooter Strategy and Pilot Report

**OBJET: Rapport sur la Stratégie et le Projet pilote de 2020 relatifs aux
trottinettes électriques**

REPORT RECOMMENDATIONS

That the Transportation Committee recommend that Council:

1. Receive the results of 2020 Electric Kick Scooter Strategy and Pilot, as outlined in the report; and
2. Approve the continuance of Ottawa's Electric Kick Scooter Pilot in 2021 as detailed in the report, with the proposed changes to the pilot program, revised fee structure and procurement strategy; and
3. Approve the implementation of a competitive procurement process and enter into Agreements with successful proponents of the process; and
4. Direct staff to report back to the Transportation Committee and Council at the conclusion of the 2021 pilot project for consideration of future pilot seasons.

RECOMMANDATIONS DU RAPPORT

Que le Comité des transports recommande que le Conseil municipal :

1. Reçoive les résultats de la Stratégie et du Projet pilote relatifs aux trottinettes électriques, comme il est indiqué dans le présent rapport; et
2. Approuve la poursuite du projet pilote sur les trottinettes électriques en 2021, comme il est décrit dans le présent rapport, y compris les changements proposés au projet pilote, la structure tarifaire et la stratégie d'approvisionnement; et
3. Approuve la mise en œuvre d'un processus d'approvisionnement concurrentiel (appel d'offres) et signe des ententes avec les soumissionnaires retenus; et
4. Charge le personnel de remettre un rapport au Comité des transports et au Conseil municipal à la fin du projet pilote de 2021 afin d'éclairer la réflexion entourant les prochaines saisons du projet pilote.

EXECUTIVE SUMMARY

The City of Ottawa's Electric Kick Scooter Pilot's first season ran from July 16, 2020 to October 31, 2020. During this time, more than 72,720 unique riders took more than

238,000 rides on the fleet of 600 e-scooters provided by three qualified vendors with agreements with the City of Ottawa: Bird Canada (260), Lime (260) and Roll (80).

This report evaluates the 2020 pilot and recommends continuing the pilot in 2021. Once contracts with qualified providers are in place, the 2021 season could start as early as April 15, 2021 depending on weather and following the conclusion of street sweeping operations, and run until October 31 2021, with the changes outlined below.

Assumptions and Analysis

In the 2020 pilot, e-scooters provided residents with a convenient, physically distanced mobility option that some residents used to replace short car trips. They also encouraged residents to support local businesses and were observed to have a very low rate of reported injuries.

Staff recommend several changes for the 2021 pilot season to provide more residents with reliable access to shared e-scooters, to achieve consistently safe and courteous e-scooter riding and parking, to reduce the burden of issue management and monitoring for staff and elected officials, and to improve the pedestrian experience for all road and sidewalk users, especially the most vulnerable. Staff recommend that:

1. The City engage with up to three e-scooter operators, selected through a competitive procurement process and that the program remain revenue neutral.
2. The City increase the total fleet size from 600 to between 1,200 to 1,500 and widen the central deployment area where e-scooters are available.
3. The City explore the possibility of a satellite pilot of up to 300 e-scooters outside the Greenbelt, to determine the use and feasibility of e-scooters in a suburban area. The 300 satellite e-scooters will be part of the City's total fleet size of between 1,200 to 1,500 units.
4. The 2021 pilot address sidewalk riding and improper parking through a variety of mitigation measures outlined in this report.

Financial Considerations

The 2020 pilot was designed to be revenue neutral, with the user fees covering the costs.

Public Consultation / Input

During the pilot, staff consulted with Councillors where the shared e-scooters were deployed, the Accessibility Advisory Committee (AAC), and other key internal and external stakeholders. Resident feedback received through emails, 3-1-1 and an end-of-season online survey has informed recommendations for changes to the pilot in 2021. Generally, there is support for the pilot program, but the issues of sidewalk riding and misparked e-scooters that created accessibility issues were also identified.

RÉSUMÉ

La première saison du projet pilote sur les trottinettes électriques de la Ville d'Ottawa s'est déroulée du 16 juillet 2020 au 31 octobre 2020. Au cours de cette période, plus de 72 720 usagers uniques ont fait plus de 238 000 déplacements utilisant une des 600 trottinettes électriques fournies par trois fournisseurs qualifiés ayant signé un contrat avec la Ville d'Ottawa : Bird Canada (260), Lime (260) and Roll (80).

Le présent rapport évalue le projet pilote de 2020 et on y recommande de le poursuivre en 2021. Une fois les contrats signés avec des fournisseurs qualifiés, la saison 2021 pourrait commencer dès le 15 avril 2021, dépendamment de la température et après la fin du balayage des rues, et se dérouler jusqu'au 31 octobre 2021, en y apportant les changements décrits ci-après.

Hypothèses et analyse

Au cours du projet pilote de 2020, les trottinettes électriques se sont avérées un mode de transport pratique et propice à la distanciation physique qui a été utilisé par certains résidents pour remplacer de courts trajets en voiture. Elles ont également incité les résidents à soutenir les commerces locaux et on a signalé très peu de blessures.

Le personnel recommande plusieurs changements pour la saison 2021 du projet pilote afin de fournir à plus de résidents un accès fiable aux trottinettes électriques en libre-service, d'assurer l'utilisation et le stationnement sécuritaires et courtois des trottinettes électriques, d'alléger pour le personnel et les représentantes et représentants élus les tâches associées à la gestion des problèmes et à la surveillance et enfin, d'améliorer l'expérience piétonne de tous les usagers de la route et des trottoirs, notamment des personnes les plus vulnérables. Le personnel recommande que :

1. La Ville s'associe à trois fournisseurs de trottinettes électriques tout au plus choisis en vertu d'un processus d'approvisionnement concurrentiel, et que le programme soit sans incidence sur les recettes municipales.
2. La Ville augmente la taille totale du parc de trottinettes électriques de 600 à 1 200 / 1 500 véhicules et qu'elle élargisse la zone centrale de déploiement des trottinettes.
3. La Ville envisage de mener un projet pilote satellite de quelque 300 trottinettes électriques en libre-service à l'extérieur de la Ceinture de verdure afin d'en étudier l'utilisation et de déterminer la rentabilité dans un secteur suburbain. Ces 300 trottinettes seront incluses dans le parc total de la Ville, qui comptera de 1 200 à 1 500 véhicules.
4. Le projet pilote de 2021 s'attaque à la circulation des trottinettes sur les trottoirs et aux trottinettes mal garées à l'aide de diverses mesures décrites dans le présent rapport.

Considérations financières

Le projet pilote de 2020 a été conçu de manière à ne pas avoir d'incidence sur les recettes, les frais d'utilisation en couvrant le coût.

Consultations publiques et rétroaction

Au cours du projet pilote, le personnel a consulté les conseillers et la conseillère des quartiers où étaient déployées les trottinettes électriques en libre-service, le Comité consultatif sur l'accessibilité (CCA) et d'autres intervenants importants tant à l'interne qu'à l'extérieur de l'administration municipale. Les changements recommandés pour le projet pilote de la saison 2021 s'appuient sur les commentaires des résidents transmis reçus par courriel et sur la ligne 3-1-1 et recueillis dans un sondage en ligne mené à la fin de la saison. Règle générale, les gens appuient le projet pilote. Cependant, les problèmes d'accessibilité causés par la circulation des trottinettes électriques sur les trottoirs et leur stationnement anarchique ont également été soulevés.

BACKGROUND

On January 1, 2020, the Province of Ontario started a five-year electric kick scooter pilot, allowing municipalities to opt in. The City of Ottawa's participation required a new by-law regulating the use of private and shared e-scooters.

On June 10, 2020, Council approved the [Electric Kick Scooter Pilot Project](#), [Electric Kick Scooter By-law](#) (ACS2020-TSD-PLN-0001) and recommended contract provisions and overall fee structure related to Bike Sharing and [Electric Kick Scooter Sharing Agreements with Service Providers](#) (ACS2020-PIE-RHU-0007). This allowed Council to enact the [Electric Kick Scooter By-law](#) (By-Law No. 2020 – 174) on June 24, making it legal to operate e-scooters in Ottawa as of June 29, 2020.

In July 2020, the City entered into agreements with three qualified e-scooter operators – Bird Canada, Lime, and Roll – to provide a total fleet of 600 e-scooters. The associated fee structure was designed to ensure cost recovery as per the City's User Fees and Charges Policy. The agreements regulated fleet size, fees, vehicle speed, in-app functionality, insurance and security requirements, geofencing, time of use, COVID-19 safety protocols, and parking. Document 1, attached to this report, describes the administration of Micromobility Agreements.

This report provides an assessment of the e-scooter pilot's first season and is based on: staff observations; monitoring of trip and parking data; 3-1-1 reports; e-mails from residents; responses to the City's e-scooter end-of-season survey; ongoing communication with Councillors who had e-scooters in their wards; consultation with key stakeholders including the AAC, Ottawa Coalition of Business Improvement Areas (OCOBIA), Canadian National Institute for the Blind (CNIB), and the Council on Aging; feedback from the Ottawa Police Service; and final reports from the three e-scooter operators (which are attached as Documents 2, 3 and 4).

DISCUSSION

E-Scooter Trip Characteristics

The City of Ottawa's Electric Kick Scooter Pilot ran from July 16, 2020 to October 31, 2020. Shared e-scooters were available to rent from 6 am to 11 pm. During this time, more than 72,720 unique riders took more than 238,000 rides on the fleet of 600 e-

scooters provided by three qualified vendors with agreements with the City: Bird Canada (260), Lime (260) and Roll (80).

Key Origins and Destinations

In July and August, daily e-scooter trips averaged 2,700 on weekdays and 3,200 on weekends, with some weekends as high as 4,500 daily trips. The heat maps (Figure 1 and Figure 2) illustrate the most popular origins and destinations for the pilot, with a concentration of trips starting and ending in the ByWard Market, on Elgin Street and on Bank Street.

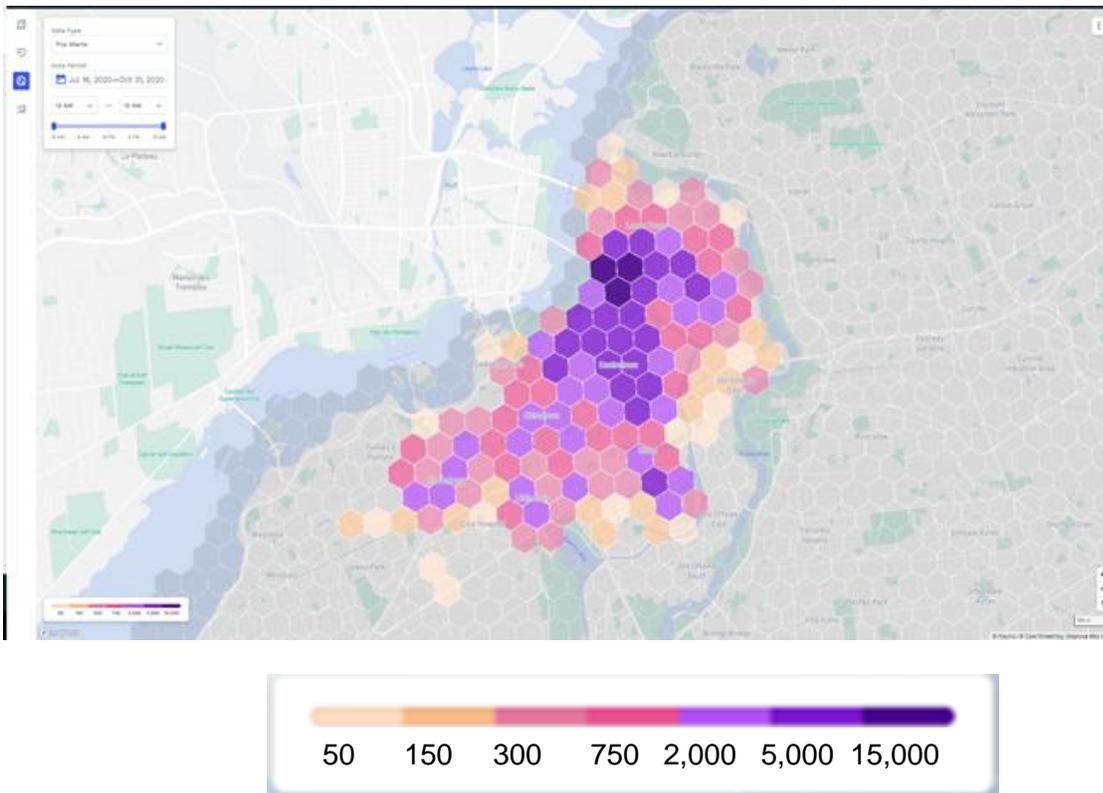


Figure 1: Trip Starts

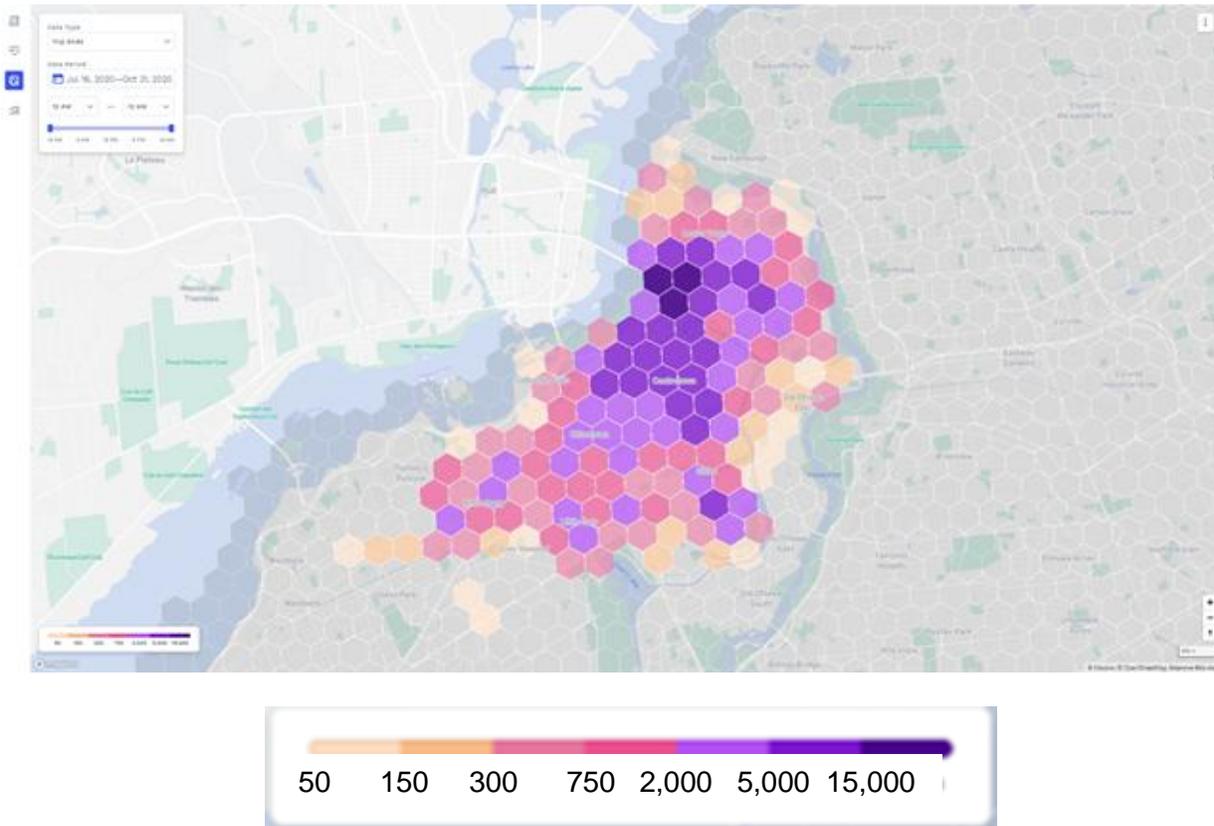


Figure 2: Trip Ends

In September, daily e-scooter trips averaged 1,900 trips on weekdays and 3,200 trips on weekends. In October, daily e-scooter trips averaged 1,141 trips per weekday and 1,580 trips on weekends.

Trip Length and Duration

While trips ranged from less than one kilometre to more than 10 kilometres, the average scooter trip length was 1.9 kilometres and the average trip duration was 15 minutes.

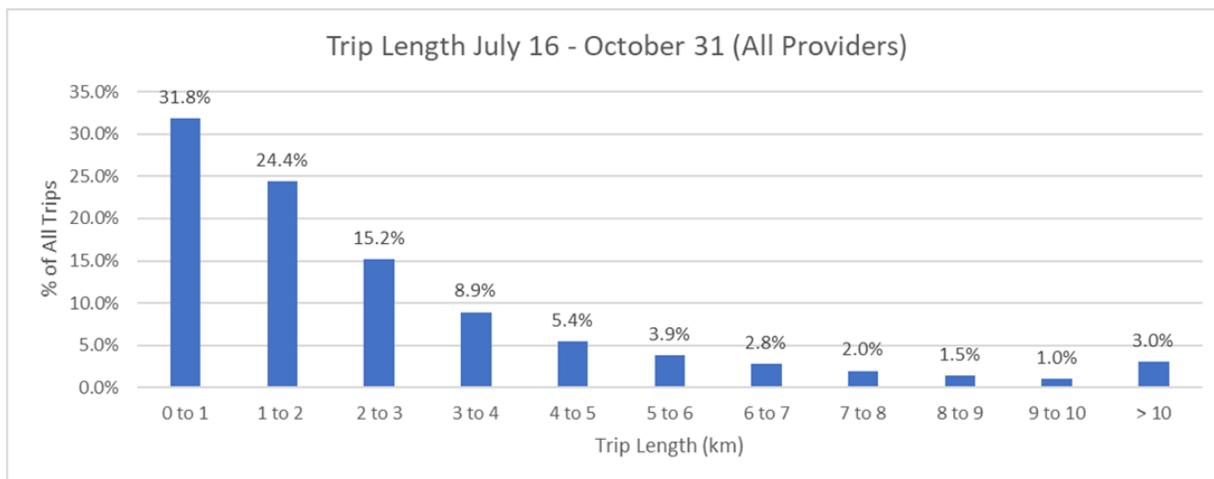


Figure 3

Trip Purpose

As part of the evaluation of the 2020 pilot, staff conducted an online survey which provided insight on the benefits and issues associated with e-scooters. The City's E-Scooter Survey ran from November 11, 2020 to December 7, 2020. A total of 4,448 respondents completed the survey. 64 per cent of respondents rode e-scooters in Ottawa during the pilot and 36 per cent did not. Additional details on the survey can be found in Document 5.

The most common reasons respondents reported for using an e-scooter were:

- For fun or leisure (76 per cent);
- To try out the service (51 per cent);
- Getting to and from social activities (49 per cent);
- Running errands and appointments (36 per cent);
- Getting to and from shopping or a local business (34 per cent); and
- Getting to and from dining (33 per cent).

Getting to and from work (18 per cent) or to and from school (5 per cent) were not common reasons for using e-scooters.

Time of Day Usage

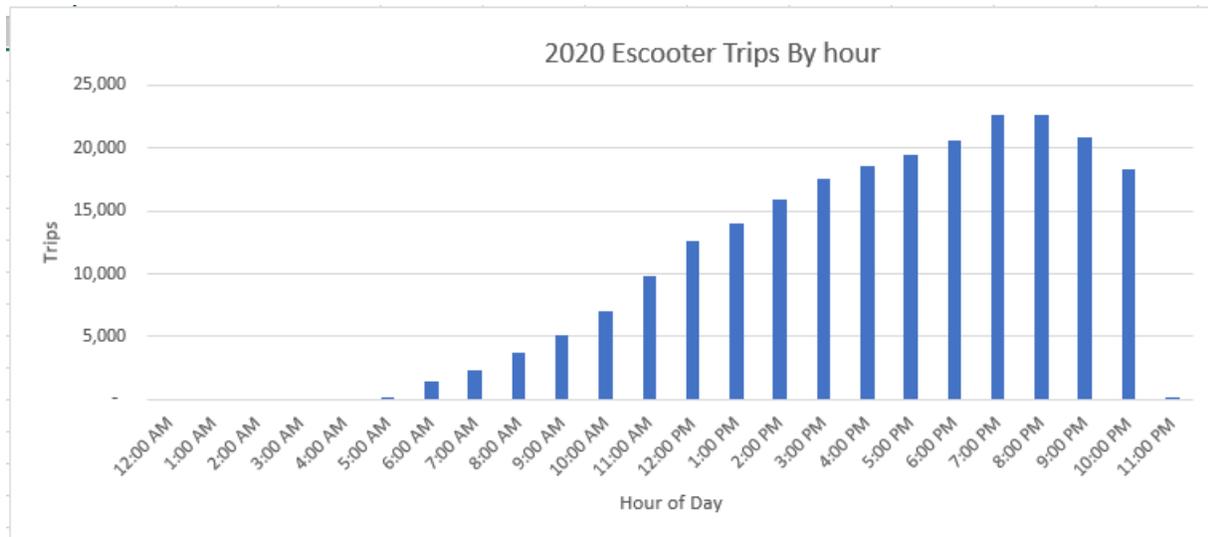


Figure 4

E-scooters were available for rent from 6 am to 11 pm. While there were some trips between 6 am and 11 am, the most popular times to travel were 12 pm to 10 pm, with a peak from 6 pm to 9 pm.

Demand for E-scooters

Prior to the pilot, staff noted that the shared micromobility industry is moving away from dockless bikes and towards e-scooters. In 2020, the City did not receive any applications from dockless bike sharing companies.

Comparing trip totals for the City's dockless bikeshare program in 2017 and 2018 with the 2020 pilot shared e-scooter season, Ottawa's demand for e-scooters far exceeds the previous demand for dockless bikes. With a fleet of 500 bikes, the total trips from July to October were 12,072 trips in 2017 and 18,886 trips in 2018. Ottawa's 600 e-scooters generated 238,000 trips. Accounting for the 100-vehicle difference, this represents a 908 per cent increase in the number of trips.

Residents expressed appreciation for the pilot through 150 emails, which included comments about being able to use e-scooters for quick, convenient, fun, practical and physically-distanced trips.

Alignment with Mobility Objectives

E-scooters advance the City of Ottawa’s broader goals of providing more sustainable mobility choices and improving quality of life and equity for residents, as well as supporting the City’s goals of combating climate change by offering alternatives to car travel.

Overall, 67 per cent of riders responding to the E-Scooter Survey noted that the introduction of e-scooters changed the way they travelled in the following ways (respondents selected all that applied):

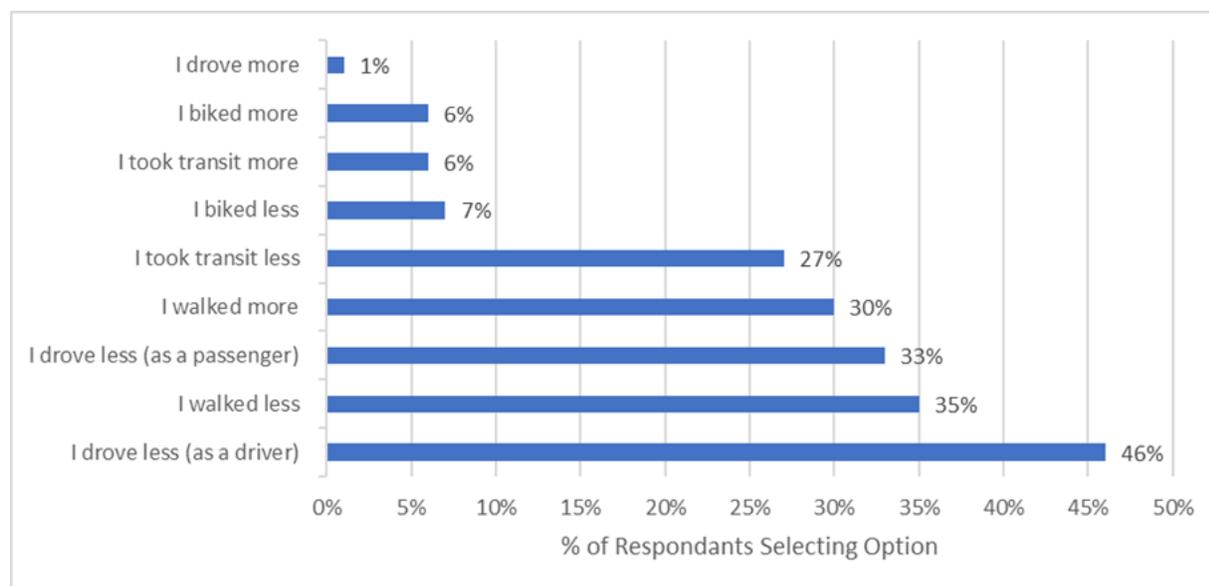


Figure 5

With 46 per cent of the 1,856 e-scooter riders reporting they drove less and 33 per cent reporting travelling less as a car passenger (personal vehicle or ride hailing), the results suggest that e-scooters were effective at reducing shorter vehicle trips. These findings are consistent with those observed in other municipalities such as Portland and Chicago.

Of the 2,755 riders who responded to the question, “*Why did you take an e-scooter rather than another mode of transportation?*” 33 per cent reported taking an e-scooter to avoid the cost/hassle of parking a car. As one resident reported via email:

“...I'm a sales rep and this helps me get from one client to another without having to move my car all over and not finding parking. Love these....”

While trips ranged from less than one kilometre to more than 10 kilometres, as noted previously, the average scooter trip length was 1.9 kilometres, a distance that survey respondents noted could replace a car trip.

“...I enjoy getting around the city on one of the scooters. I don't need my car for small errands and I prefer walking, biking, and now hopping on a scooter...”

Facilitating Transit and Multimodal Trips

One of the goals for introducing e-scooters was to facilitate first and last kilometre transit trips. Due to the COVID-19 pandemic, transit ridership during the pilot period was significantly below normal. This likely impacted the use of e-scooters for the first and last kilometre of transit trips.

To ensure the comfort and safety of other transit customers, e-scooters were geofenced to 8 km/h on multiuse pathways through transit stations. During the pilot, staff worked with e-scooter operators to refine the shape and speed of these geofenced areas at select O-Train Line 1 stations.

According to trip data measured by counting individual e-scooter trips starting or ending close to O-Train Line 1 stations, approximately 2 per cent of all e-scooter trips were combined with transit trips, suggesting that this particular 2020 pilot goal was not fully achieved this year.

However, many survey respondents did indicate that at least one of their e-scooter trips was transit linked. 35 per cent of survey respondents (959 riders) reported taking a shared e-scooter to connect to or from another form of transportation at least once. 52 per cent of those respondents (500 riders) reported connecting to the O-Train, and a further 37 per cent (350 riders) reported connecting to the bus.

Developers from Transit App requested real time e-scooter parking data be added to Open Data feeds, so that residents could plan the last kilometre of their transit trip based on e-scooter availability at their destination station. The City's Open Data staff were able to fulfil this request, which may have encouraged these multi-modal trips.

Staff will continue to proactively monitor interactions between e-scooters and transit, including parking at transit stations and the potential for conflicts between transit customers and e-scooters.

Health and Mobility Considerations

Staff monitored walking and biking trips that were replaced by e-scooter trips to understand if the introduction of e-scooters reduced the health benefits residents achieve through active transportation.

While 35 per cent of riders noted that they walked less with the introduction of e-scooters, 30 per cent reported that they walked more. Comments in the survey and emails from residents help to interpret these apparently contradictory findings and demonstrate that e-scooters provided greater mobility. Riders who would have walked without the e-scooters were able to travel farther to access additional shops and services, accomplish their daily tasks more efficiently and conveniently, reach destinations that may not be convenient by transit, include family members with limited mobility in their outings, and feel more comfortable with evening travel options.

Riders also noted the mental health benefits during the pandemic of being able to get outside and see friends while practicing safe physical distancing. With many residents working from home or attending school remotely, commuting was not a significant reason for riding. Only 18 per cent of respondents reported using e-scooters to travel to/from work, and only 5 per cent reported using e-scooters to travel to/from school. A renewal of the pilot in 2021 would allow staff to monitor how many residents would use e-scooters for commuting, should more residents return to their workplace.

Support for Local Businesses

Trip data demonstrated that 48 per cent of e-scooter trips started in a Business Improvement Area (BIA) and 45 per cent ended in a BIA, indicating that e-scooters brought residents to local businesses and supported Ottawa's economic recovery during the COVID-19 pandemic. Riders reported, through the survey, that access to e-scooters enabled them to visit new places in Ottawa.

Of the 34 per cent of e-scooter respondents who visited a local business and the 33 per cent who visited a local restaurant, 6 per cent reported spending more than \$100 on a

typical visit, 18 per cent spent between \$51 and \$100, and 36 per cent spent between \$21 and \$50.

E-scooters appear to also support tourism in Ottawa. Through e-mail and survey responses, residents reported that e-scooters motivated them to take more local trips to see the sites.

Issues Management in the 2020 Pilot Season

Staff collaborated with Councillors and their assistants, the multi-department staff Working Group, and with e-scooter operators to improve practices, address issues and innovate throughout the pilot to better serve residents who did or did not ride e-scooters.

Sidewalk Riding and Mis-parked E-Scooters

The Council-approved Electric Kick Scooter Pilot Project prescribed that the e-scooter pilot would take precautions to make the program better for all residents. This included prohibiting e-scooters from riding on sidewalks and requiring e-scooters to be parked in the furniture zone, the area closest to the curb that is in line with trees, benches and bike racks, and out of the way of pedestrian travel.

The City of Ottawa Electric Kick Scooter By-law, enacted on June 24, 2020, included the following provisions for proper riding and parking:

- No person shall operate, or cause to be operated, or use an electric kick scooter on a highway with a legal speed limit greater than 50 kilometers per hour, unless within a reserved bicycle lane;
- No person shall operate, or cause to be operated, or use an electric kick- scooter on a sidewalk, unless permitted by official sign;
- No person shall operate, or cause to be operated, or use an electric kick- scooter in a park, or part thereof, where cycling, skateboarding or rollerblading is prohibited; and,
- No person shall park or stop an electric kick-scooter or permit an electric kick-scooter to remain parked or stopped on a highway, roadway, sidewalk or trail, path, walkway, park, exhibition ground or multi-use pathway trail in such a manner that obstructs the flow of pedestrian, vehicular or cyclist traffic.

In close collaboration with e-scooter providers, staff were able to address many issues related to sidewalk riding and misparked e-scooters as they arose. The 2020 pilot season took several measures to address sidewalk riding and misparked e-scooters, including:

- Requiring providers to respond to misparked e-scooters in under one hour;
- Communication and public outreach campaign from the City of Ottawa including updates to the e-scooter Ottawa.ca project page, Public Service Announcements, communications to Business Improvement Areas and stakeholder groups, targeted messaging on social media, and providing key messages to Councillors and Business Improvement Areas to share with their networks;
- In-app and in-person communications from the providers; and,
- Collaboration with shared e-scooter providers for targeted messaging in specific areas that had a higher e-scooter ridership.

Additionally, each shared e-scooter was required to include a sticker with “no sidewalk riding” messaging in English and French, and the providers contact information so that residents could report a misparked e-scooter directly to the provider. E-scooter providers were required to monitor and report on misparked e-scooter requests. Roll received seven re-parking requests, Bird Canada received 49 re-parking requests and Lime received 116 re-parking requests. Operators largely met the one-hour time limit on re-parking requests.

If an operator did not meet the one-hour time limit, residents were advised to contact 3-1-1. The City received 65 e-scooter re-parking requests through 3-1-1 for instances when operators did not meet the one-hour time limit. These requests were sent to Public Works and Environmental Services Department (Roads and Parking Services) to begin the impounding process, but only four e-scooters were impounded as the e-scooters were moved by the providers, by residents or riders before being impounded.

3-1-1 received 30 transfers to vendors (20 to Bird; 10 to Lime). These were initial calls for misparked e-scooters that 3-1-1 transferred to the operators’ customer service line. There were 53 general queries about e-scooters.

Only 38 per cent of riders were satisfied or very satisfied with the process of reporting misparked e-scooters, and only 26 per cent of non-riders were satisfied or very satisfied. Although some residents were impressed with the providers' fast response time, many were disappointed that the burden of reporting misparked e-scooters was placed on residents who were not responsible for this behaviour.

Residents expressed concerns about the pilot through 250 emails, focusing on misparked e-scooters, sidewalk riding and other unsafe riding behaviour. In the survey, 69 per cent of all survey respondents reported encountering a misparked e-scooter. Of this group, 77 per cent reported they left it where it was, and 30 per cent reported they moved it themselves to an appropriate parking location.

As indicated in the survey responses, by the end of the pilot, 85 per cent of riders and 49 per cent of non-riders reported knowing that e-scooters should be parked upright in the furniture zone. 84 per cent of riders and 65 per cent of non-riders also reported knowing e-scooters were not permitted to be ridden on sidewalks.

When asked how they learned about the rules, riders reported learning through the app (66 per cent), by watching other riders (38 per cent), through news reports (17 per cent) and through the providers' social media channels (14 per cent).

Non-riders reported not knowing what the rules were (41 per cent), learning about the rules through news reports (26 per cent), by watching riders (21 per cent) and through the City's social media channels (12 per cent).

The high rates of learning the rules by watching other riders is concerning, as at the beginning of the pilot, many people were learning the rules and may have been picking up bad habits from other new riders, such as sidewalk riding or misparking e-scooters.

Strong responses to in-app education indicate that the providers' messaging was clear, consistent and an important tool. The City received 15 media requests during the pilot and providers received additional requests. This earned media, which included TV and radio interviews, presented further opportunities to inform residents about safe and courteous e-scooter riding and parking.

Effective Injury Prevention

Ottawa Public Health's E-Scooter Injury Epidemiology study ([Electric Kick Scooter Strategy and Pilot Project](#), Document 3) cautioned that introducing e-scooters could result in injury rates significantly beyond those experienced by people walking or cycling.

Staff acted to mitigate this injury risk in the following ways:

(a) Reducing Speed Limits

While the provincial pilot permits e-scooters to operate at a maximum speed of 24 kilometres per hour, Ottawa's E-Scooter By-Law required the providers to reduce the vehicle speed limit to 20 kilometres per hour and to implement geofencing to further reduce the speed to 8 kilometres per hour within certain areas and high pedestrian corridors for rider safety and to comply with speed limits on multi-use pathways shared with pedestrians.

(b) Time of Day Limits

Through the 2020 Micromobility Agreements, shared e-scooters were permitted to operate from 6 am until 11 pm to reduce the risk of injury from late night riding when visibility is reduced.

(c) Communication with Local Transit Services

Prior to the launch of the pilot, OC Transpo provided safety information to bus operators working within the deployment area to ensure awareness of safety measures to be used when sharing space with cyclists and new e-scooter riders. Prior to the launch, staff reached out to the Société de transport de l'Outaouais (STO) communications and supervisory staff to ensure transit operator awareness of e-scooter riders within the deployment area.

(d) Public Outreach - Education and Helmet Giveaways

COVID-19 protocols required staff and operators to refine the operator funded education and helmet giveaway initiatives. Operators increased in-app education and provided one-on-one, physically distanced in-person education on safe and courteous e-scooter riding and parking in locations requested by staff, such as Elgin Street, Bank Street, Preston Street and the ByWard Market, based on Councillor feedback and

resident requests. Following the outreach program on Elgin Street, 13 business owners wrote to Council to express their support for the pilot and to note improved e-scooter riding and parking behaviour (Document 6).

ByWard Market Approach

When the pilot launched, the ByWard Market quickly became the most popular area to start and end e-scooter trips. With pedestrianized streets and increased outdoor dining available because of the By-Law passed to support businesses during COVID-19, these increased trips led to complaints from residents and business owners citing inconsiderate and dangerous e-scooter riding. The ward Councillor, City staff and Ottawa Police Service observations confirmed a need to change rider behaviour.

Initially, staff requested that operators geofence the ByWard Market to 8 kilometres per hour to discourage sidewalk riding and double riding. But despite the reduced speed and education efforts by operators, rider behaviour continued to be problematic and e-scooter providers offered to prevent e-scooter riding in the ByWard Market by geofencing the area.

In 2021, City staff recommend maintaining a permitted thruway through the ByWard Market on York Street, and otherwise geofencing the ByWard Market as a pedestrian space, if this is feasible given the current precision of GPS. This approach would allow visitors travelling to or through the ByWard Market to leave or arrive by e-scooter. This approach is consistent with the City's approach to other high activity pedestrian areas like Sparks Street and Parliament Hill. If it is not possible to maintain a thruway, the revitalized Rideau Street will provide a more comfortable route in 2021 than in 2020, as the final state of the street includes a bidirectional cycle track, which e-scooter users can access.

Ottawa Police Service (OPS) Support

Ottawa Police Service (OPS) participated on the Interdepartmental Working Group. OPS staff were in regular contact with the City of Ottawa staff working on the e-scooter pilot to provide updates to staff including in the traffic unit and patrol officers. Following City of Ottawa staff requests and resident traffic complaints, OPS issued 14 tickets (\$180 each) to e-scooter riders for illegal sidewalk riding.

Reported Injuries

To date, staff are aware of reports of seven minor injuries caused by e-scooter falls or collisions. These reports are from a combination of residents emailing staff, riders reporting injuries to e-scooter operators and OPS contacting staff. This represents an injury rate of 0.003 per cent. Based on information from other jurisdictions, and comments in the survey about observing or experiencing personal injury, the seven reported injuries may be an underrepresentation of total e-scooter injuries.

As part of their annual analysis of collision data for the 2020 season, which will be ready in Q3 2021, Traffic Services staff will analyze collision data for e-scooter collisions in case any are reported. Staff will continue to work through the OPS project lead to remind OPS that any Electric Kick Scooter collisions should be coded as per the MTO guidelines, whereby vehicle type is bicycle and style is “EKS.”

In 2021, staff will continue to monitor injury reporting, continue to require e-scooter operators to report on injury data, and work with OPH to identify opportunities for collecting hospital injury data. While staff can advocate for updating the current hospital reporting mechanism, which does not include a specific category for e-scooter injury, with the focus in health care on the pandemic response, this update is unlikely to be a priority in 2021.

COVID Protocols

To address public health concerns during the pandemic, e-scooter providers were required to include Ottawa Public Health guidelines on COVID Wise practices (sanitizing hands, staying home if sick, maintaining physical distancing) in-app and to sanitize their e-scooter fleet daily. Providers were required to submit records of vehicle sanitizing to the City.

Riders reported choosing e-scooters over ride-hailing, taxis or carpooling because they felt it safer to be physically distanced during the pandemic.

Absence of Regional Partners

In 2020, the National Capital Commission (NCC) and the Ville de Gatineau did not participate in the e-scooter pilot. Through effective geofencing, shared e-scooters were prevented from operating on NCC pathways and in Gatineau per the NCC and

Gatineau’s requests. If these agencies are not interested in participating in the 2021 season, geofencing can be used again and staff will give the agencies an opportunity to participate in future pilots.

Recommendations for 2021 Pilot

Based on the high number of e-scooter trips - including those that replace car trips – the support for local business and the increased mobility choices, staff recommend continuing the pilot in 2021 with some modifications, in addition to those detailed above.

Season

Staff recommend a full 2021 season from as early as April 15 to October 31, to meet higher rider demand during the warmer months. The April 15 launch would be contingent on weather and the completion of spring street sweeping operations. Trip data from 2020 indicates a decline in trips in cooler weather, supporting this recommendation. E-scooter usage during winter conditions is not recommended.

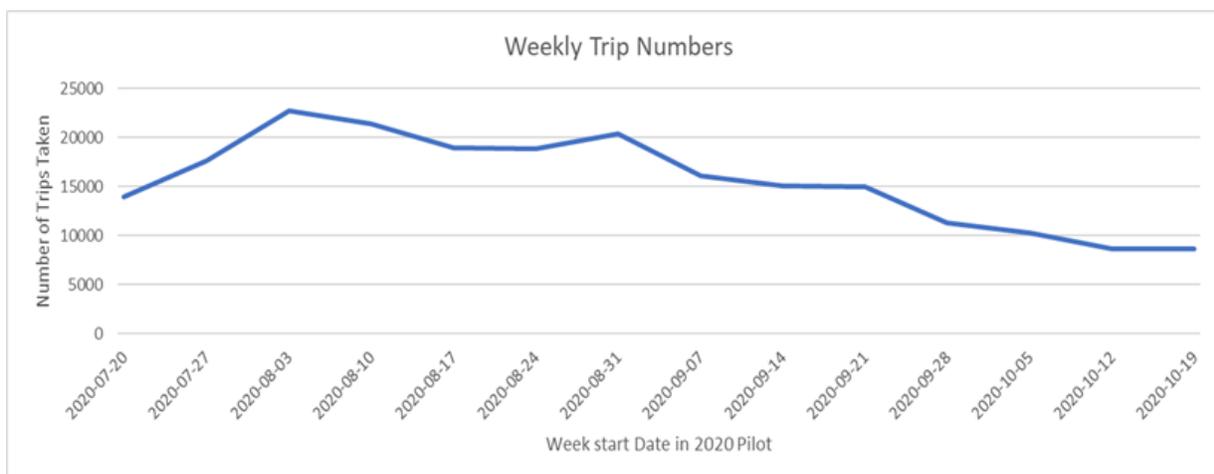


Figure 6

Competitive Procurement Process

Staff recommend using a competitive procurement process to identify up to three qualified e-scooter providers. Based on the number of trips taken during Ottawa’s first pilot season, additional companies are making inquiries about the 2021 program. Given the City of Toronto’s experience with over 15 providers expressing interest in operating in that city, staff anticipate high interest from additional e-scooter providers in Ottawa for

the 2021 season. The 2020 agreements were non-exclusive, meaning there was no cap to the number of providers who could operate in Ottawa.

Limiting the number of e-scooter providers operating in Ottawa is proposed because it:

- Reduces the potential for sidewalk clutter due to multiple competing providers;
- Offers residents more consistent service;
- Rewards eligible providers with larger fleet sizes for service excellence, including fast response times to misparked e-scooters and innovative rider education; and
- Reduces staff time managing the program.

The competitive procurement documents for the 2021 season will be based on the 2020 Micromobility System Framework. Proponents will submit a proposal for consideration to the City. The City will then select successful proponents to operate a shared e-scooter fleet for the 2021 season. The selection criteria are expected to include the following elements, among others:

- Effective issues management experience;
- Safety record;
- Illustrated communications and outreach/education plan;
- Plan for low GHG emissions operations (e.g. equipment used to retrieve scooters and for battery charging);
- App functionality and ease of use;
- Experience;
- Innovation;
- Pricing structure; and
- Approach to equity.

Fleet Size for 2021 Season

It is further proposed that the e-scooter fleet size be increased to between 1,200 to 1,500 (from the 2020 fleet cap of 600). The new fleet size takes into consideration e-scooter demand during the peak summer season, issue management considerations, the desire for a wider central deployment area, and the opportunity for satellite operations outside the Greenbelt.

During August and September, high demand for e-scooters could not always be met by the existing fleet. The following statistics for Saturdays in August and September illustrate that increasing the fleet size in 2021 could be beneficial:

- August 15, 2020: 4,350 total trips on 520 e-scooters
 - Bird (fleet of 260): 3012 (14.8 trips/scooter);
 - Lime (fleet of 260): 1339 (6.8 trips/scooter); and,
 - Roll (fleet of 80): not yet operational at the time.
- September 12, 2020: 3,903 total trips on 600 e-scooters
 - Bird (fleet of 260): 2,100 (9.5 trips per scooter);
 - Lime (fleet of 260):1,606 (6.6 trips per scooter); and,
 - Roll (fleet of 80): 197 (3.1 trips per scooter).

The high demand in August meant riders could not reliably find an e-scooter when they wanted one, as high demand drained the batteries and made it challenging for operators to keep the fleet charged. It also contributed to issues with improper parking, as riders could run out of battery power while they were riding, making it more challenging to park correctly in the furniture zone.

Bird and Lime qualified for fleet size increases 60 days after launching their service. Both operators considered increasing their fleet but chose not to, as the season was winding down and fees per vehicle were not prorated. Roll did not qualify for a fleet size increase as their launch was delayed.

In 2021, it is proposed that eligible service providers will be permitted to apply for a fleet increase after 60 days of operation, conditional on an increase in service area and on meeting the terms of the agreement. Providers would not be obligated to deploy their entire fleet but would be required to pay a per/vehicle fee for each vehicle in their fleet. Staff do not recommend prorating fees for fleet size increases. Expanded deployment areas would require additional staff time and resources for public outreach, communication and issues management.

Other municipalities tie fleet size increase to the number of trips per e-scooter. Calgary's fleet size increases were tied to consistent demand for e-scooters exceeding 4.5 trips per vehicle. Based on the average trip duration of 15 minutes in Ottawa, if an e-scooter is used only 4.5 times/day, it would be in use for just over an hour and parked in the right-of-way for almost 23 hours, except for charging. Therefore, the number of trips per vehicle alone may not be the best indicator of the required fleet size. Furthermore, an oversupply of e-scooters could lead to sidewalk clutter.

Notably, in 2021, Calgary intends to reduce their fleet size from their 2020 fleet cap of 2,800 vehicles back to their 2019 fleet cap of 1,500 vehicles, to address oversupply in 2020, which led to sidewalk clutter and an increased number of parking complaints to 3-1-1.

Deployment Area and Fleet Size

85 per cent of riders reported it was "very easy" or "somewhat easy" to find an e-scooter.

Among those who rode only once or not at all, availability within the deployment area and living or working outside the deployment areas were key factors in not using e-scooters.

In addition to residents requesting a larger deployment area, some BIAs also requested e-scooters. Through the Conceptual Report and Special District Policies consultation for the draft Official Plan for the Kanata North Economic District, staff learned that the Kanata North Business Area is interested in testing e-scooters in its area.

At the September 3, 2020 informational meeting between staff and the Ottawa Coalition of Business Improvement Areas (OCOBIA), interested BIAs, and e-scooter operators, Quartier Vanier BIA noted they would like to see e-scooters deployed in their area in

2021. The Preston Street BIA expressed that it wanted to see additional e-scooters and an expanded deployment area.

A large workplace located east of the 2020 deployment area also requested that their offices be included in the 2021 deployment area to facilitate lower GHG emission commuting and daytime travel for staff.

In 2020, the deployment area was determined by e-scooter providers. The City determined both the maximum citywide fleet size and the number of vehicles per provider. The providers determined their deployment area according to what was operationally feasible.

In 2021, staff propose an increased fleet size, but would tie the increase to an increased central deployment area to mitigate against the risk of over supply, which could lead to sidewalk clutter. While staff propose that operators be given some flexibility in their deployment areas, staff recommend requiring a minimum central deployment area to provide certainty to ward Councillors, BIAs and workplaces.

In 2021, staff also propose exploring the possibility of a satellite pilot, including a satellite warehouse for charging and maintenance, of up to 300 e-scooters outside the Greenbelt, to determine the use and feasibility of e-scooters in a suburban area. The 300 satellite e-scooters would be part of the City's total fleet size of 1,200 to 1,500 e-scooters. Once providers have been selected through the competitive procurement process, these providers are welcome to work with Councillors, BIAs and business associations outside the Greenbelt to form a partnership for satellite deployment. Staff will advise Council through a memo if a satellite program is initiated.

A number of riders reported mechanical issues with e-scooters, such as handlebars coming loose while they were riding. Similar to the COVID-19 fleet sanitizing reports, staff recommend that operators be required to conduct safety checks of e-scooters when they are returned to warehouses for charging. In addition, staff recommend that in 2021, operators be required to conduct all charging exclusively at one or more central warehouse(s), where the fleet can also be sanitized and assessed for equipment safety.

Staff are recommending that operators be required to conduct all charging exclusively at one or more central warehouses operated directly by the providers for two reasons:

1. To reduce travel related to fleet management by requiring e-scooter providers to collect and distribute e-scooters efficiently, thereby reducing GHG emissions; and,
2. Early findings from other cities note that e-scooters charged by gig chargers are not routinely inspected for mechanical safety.

2021 Recommendations for Sidewalk Riding and Improper E-Scooter Parking

Through the e-scooter survey and feedback provided by the Interdepartmental Working Group, accessibility groups, Councillors and residents, staff were able to assess the effectiveness of the measures put in place in 2020 and develop recommendations for 2021.

For the pilot to proceed in 2021, it must address sidewalk riding and improper parking, two key issues that create barriers to accessibility. Staff recommend that providers be required to proactively monitor and re-park misparked e-scooters in high use areas to lessen the responsibility for reporting from residents. Staff also recommend operators provide a simple in-app reporting mechanism so that residents do not need to wait for customer service as they may need to when calling the providers' customer service line. Residents who are blind or who are partially sighted will be able to contact 3-1-1 directly. Customer service agents will then email all providers who will be responsible for coordinating their quick response.

Staff also recommend the following measures be taken in the 2021 pilot:

- Designating parking areas within and in addition to furniture zone parking as outlined in the [Electric Kick Scooter Pilot Project](#), [Electric Kick Scooter By-law](#) (ACS2020-TSD-PLN-0001) Document 4 - [Electric Kick Scooter Parking Considerations](#));
- Requiring operators to include in-app incentives for parking in these designated locations;
- Exploring parking solutions for areas where there are no furniture zones;
- Requiring increased and focused in-app, social media and in-person communication and education on safe and courteous e-scooter riding and parking;

- Requiring providers to issue warnings and remove riders from their app for parking violations, including leaving e-scooters on the sidewalk in such a way that the sidewalk is inaccessible;
- Exploring the inclusion of a voluntary per trip fee (\$0.05 to \$0.07) based on the voluntary Vehicle for Hire fees that Uber and Lyft contribute to the Vehicle for Hire Accessibility Fund;
- Continuing to provide Councillors and BIAs with key messages and continuation of outreach on the City of Ottawa's social media;
- Deploy temporary signage in key locations and deploy in-person safety ambassadors at key locations and events, if feasible under pandemic restrictions;
- Continuing to consult with the Accessibility Advisory Committee and other accessibility stakeholders to assess the effectiveness of parking mitigation strategies, and,
- Expanding the City's education/outreach campaign to ensure riders and other residents understand e-scooter rules and reporting mechanisms.

Fee Structure

Overall, the fee structure applied in 2020 allowed for recovery of the pilot costs and staff recommend maintaining the application fee, vehicle fees and communication and outreach fees for 2021. However, staff recommend reducing the application fee for fleet increase to \$2,000 (from \$3,000) in order to:

- Better align with municipal best practices; and,
- Ensure that the City's overall program is economically viable for micromobility service providers.

Revenues

The e-scooter pilot program operates on a cost-recovery basis.

Due to the shorter season, City staff were able to pilot the use of micromobility fleet monitoring software (e.g. RideReport and Populous) under no-charge trial agreements for the 2020 season. This software used the e-scooter data feeds provided to the City

by the e-scooter providers and allowed staff to effectively monitor the fleet and get an instant overview of scooter deployment in the city. There will be an expense for the use of this software in 2021, which will be recovered from the 2021 revenue.

Staff will monitor costs in 2021 and review the fee structure again at the conclusion of the 2021 season.

RURAL IMPLICATIONS

It is not expected that shared e-scooters will be available in rural areas during the 2021 pilot.

CONSULTATION

Internal Consultation

Staff in numerous service areas have been involved in a Working Group during the 2020 pilot to provide input and subject matter expertise, helping to address issues as they arise. City teams include: Transportation Planning, Traffic Services, Right of Way Management, Heritage and Urban Design Services, By-law and Regulatory Services, Roads and Parking Services, Legal Services, Transit Customer Systems and Planning Service, Ottawa Public Health Injury Prevention, Ottawa Public Health Epidemiology, Parks and Facilities Planning Services, Safer Roads Ottawa, Service Ottawa (3-1-1 and Open Data), the Corporate Accessibility Office, IT, ATIP, BIA and Ottawa Markets Liaisons and the Ottawa Police Service.

External Stakeholders

Prior to the pilot's launch, staff informed STO, PSPC'S Parliamentary Precinct Branch, the NCC, Ville de Gatineau, uOttawa, Carleton University and the Ottawa Sports and Entertainment Group (OSEG) of the pilot and provided direct staff contact information should these external stakeholders have any questions or concerns during the pilot.

During the pilot, staff adjusted geofencing around the Parliamentary Precinct to eliminate misparked e-scooters in Parliament Hill parking lots and responded to external stakeholder questions as required.

Updates to Ward Councillors

Midway through the pilot, staff met with Councillors Fleury (August 28), Leiper (August 31), Menard (August 31), and McKenney (September 9), who all had shared e-scooters in their wards, to provide updates and address issues.

Accessibility Advisory Committee (AAC)

Through the 2020 Micromobility Agreements, e-scooter providers were required to meet with the AAC at the AAC's request and staff were requested to report back to the AAC within six months of the pilot launch.

On September 15, all three providers, ward Councillors and staff met to identify and address accessibility concerns. The AAC Chair and Committee were appreciative that the companies were willing to engage with them. AAC members were also appreciative of City and operator education campaigns, and that the pilot was not using on-street parking for e-scooters, as these spots supply accessible parking.

Members were concerned that data collected during the pilot may not be representative, as the pilot was taking place at a time when there were lower traffic volumes, including lower volumes of pedestrians on sidewalks.

Members noted that total 3-1-1 calls and requests to e-scooter providers for misparked e-scooters represent only a small number of the misparked e-scooters residents encounter and should not be used to measure compliance with parking regulations.

Members would like e-scooters to emit a noise when in operation so that people who are blind can be alerted to their approach.

On December 16, staff reported back to the AAC, as per the AAC's pre-pilot motion.

The AAC made the following observations and requests:

Travel in 2021 may continue to be unusual. Conducting further pilot seasons beyond 2021 would be helpful in understanding the full impact of e-scooters in Ottawa.

Recommend that staff include an approach to managing accessibility impacts and communication in the 2021 competitive procurement process.

Add a voluntary surcharge to each e-scooter trip, modelled on the Vehicle For Hire voluntary fee on Uber and Lyft trips, in recognition that many people with disabilities are not able to use shared e-scooters and are disproportionately impacted by their improper use on sidewalks and by their improper parking.

Request that staff look into including accessible e-scooters in future pilots (Note: staff investigated accessible e-scooters following this meeting and the provincial e-scooter pilot regulations and the City's By-Law do not include seated e-scooters).

Request that staff ask e-scooter providers interested in operating in Ottawa to look into e-scooters that emit a consistent noise, following the introduction of such vehicles in England through the company Tier.

Consultation with CNIB

On October 15, the CNIB Foundation, the Alliance for the Equality of Blind Canadians (AEBC), and the Canadian Council of the Blind (CCB), hosted a focus group about e-scooters and accessibility for Ottawa residents who are blind or partially sighted, noting concerns with unsafe riding on sidewalks and improper e-scooter parking.

City staff and ward Councillors were invited to attend (summary is in Document 7).

Participants noted that the pandemic has impacted travel patterns, especially for vulnerable populations, including seniors and peoples with disabilities, who have been recommended to stay home by healthcare professionals. As a result, there is a concern that data collected during the 2020 pilot will not accurately reflect travel patterns in a post-pandemic Ottawa.

Finally, CNIB noted that e-scooters create safety and accessibility barriers for pedestrians who are blind or partially sighted. Until the concerns and recommendations provided in Document 7, including the request for a scannable QR code prominently and consistently placed on the device and marked using tactile and high contrast lettering and the request that e-scooters have a consistent noise that they emit to warn pedestrians that they are approaching, the CNIB Foundation does not recommend the City of Ottawa extend the e-scooter pilot.

E-Scooter Survey

To understand how this new form of transportation impacted different demographic groups, the City conducted an end-of-season survey. The City's E-Scooter Survey was open from November 11 to December 7. The survey received 4,448 responses, with 64 per cent of respondents (2856) reporting they had ridden an e-scooter during the pilot and 36 per cent of respondents (1592) reporting that they had not.

The survey was announced by Chair Tierney, and distributed by Mayor Watson and Councillors, through the City's social media channels, the Accessibility Spotlight and by e-scooter providers, as required by the 2020 Micromobility Agreements.

Additional Consultation

Upon request, staff attended meetings with the following groups to describe the pilot, receive feedback and respond to questions for the following groups: OCOBIA (September 15), Parking Stakeholder Consultation Group (December 3), Council on Aging: Age-Friendly Pedestrian Safety and Walkability Sub-committee (December 15), Seniors' Round Table (February meeting – planned)

Staff recommend continuing to engage with key stakeholders as part of the 2021 season.

ADVISORY COMMITTEE(S) COMMENTS

The Chair of the Accessibility Advisory Committee (AAC) welcomes the opportunity to provide comments for this report.¹ The AAC thanks City staff for their extensive engagement with our Committee; their willingness and commitment to engage, as well as their openness to our input and feedback are an example of how to best engage with the AAC. The Chair feels that there is consensus within the AAC that kick e-scooters (e-scooters) can and do create accessibility barriers for persons with disabilities and

¹ The Chair notes that due to confidentiality constraints related to the preparation of this report the full AAC membership was not consulted in the preparation of these comments, nor has the full AAC membership been directly asked whether they would support the pilot project continuing in 2021. However, the Chair feels that these comments reflect the advice and views expressed by the AAC membership to date.

seniors in Ottawa. It is the Chair's view that any proposal to continue the e-scooters project into 2021 would not have the support of the majority of the AAC unless it requires that e-scooters emit a constant noise and it create a single-step enforcement mechanism for the removal of improperly parked e-scooters. Because the current proposal does not do this, the Chair cannot support the report. The AAC has been insistent that e-scooters should be required to emit a constant noise to alert nearby pedestrians, given their less visible profile and the speeds they can achieve. As the report notes, technology exists to accomplish this. Given this, the Chair feels that the report fails to provide a rationale for not requiring that e-scooters in Ottawa emit a constant noise despite the safety risk they pose to Blind and visually impaired persons. Such a requirement would be consistent with the AAC's motion (MOTION No. AAC 2020 2/6) on prioritizing the needs of seniors and pedestrians with disabilities in multi-use pathways. Second, the Chair wishes to stress that the impacts of improperly parked scooters on seniors and persons with disabilities are very real. Encountering a barrier like an improperly parked e-scooter is demoralizing, frustrating, and sends a signal that disability is not welcomed or valued in Ottawa. An improperly parked e-scooter can completely prevent a senior or person with disability from getting to their destination. Seniors and persons with disabilities don't create these barriers and we should not bear the burden of removing them. Under the current proposal a person with a disability or a senior who experiences an improperly parked e-scooter in 2021 would need to encounter the barrier, report it to the e-scooter provider, monitor the e-scooter for an hour, and then request enforcement if the e-scooter has not been moved. This is unacceptable. In the Chair's view, any e-scooter project must have an enforcement mechanism that reflects the significance of the barriers e-scooters create. This means that a senior or pedestrian with a disability should only have to report an improperly parked scooter once, to a single authority. It should then fall to that authority to ensure the e-scooter is moved within the hour and to levy the appropriate penalty if it is not. Further, seniors or pedestrians with disabilities who are effectively trapped by an e-scooter should be able to request immediate assistance. The AAC has seen no evidence that any of the current e-scooter providers would be able to put in place such a system, and so the operation of such a system should fall to the City, given that it is the one authorizing this project and that it is fully aware of the barriers e-scooters present.

LEGAL IMPLICATIONS

There are no legal impediments to Committee and Council's approval of the recommendations of this report.

RISK MANAGEMENT IMPLICATIONS

The proposed competitive procurement process for 2021 is a departure from the 2020 program which was open to any interested company that submitted an application that met the City's eligibility criteria by the deadline of June 26, 2020. Given that the first year has resulted in a high number of trips per e-scooter and a very low number of reported injuries, there may be many more companies that want to participate in 2021. This would not necessarily mean improved service for residents as it could lead to significantly increased sidewalk clutter and could require residents to carry a balance on a number of different apps to ensure reliable service.

Additional e-scooter providers operating in Ottawa could also create much more administrative work for the City which would not be manageable given the current staffing levels. The proposed competitive procurement process is fair and transparent which allows all interested operators the opportunity to apply and ensures that residents receive the best service.

FINANCIAL IMPLICATIONS

The financial implications are identified within the body of the report.

ACCESSIBILITY IMPACT

As outlined in the report, sidewalk riding and improper parking create barriers to safety and accessibility, especially for people who are blind, who have low vision or who use wheelchairs or other mobility devices. People pushing strollers may also encounter accessibility barriers created by e-scooters.

In addition to comments received from consultation with accessibility stakeholder groups as outlined above, input was also received from respondents of the e-scooter survey. Survey respondents included 16 people who use wheelchairs and 27 people who use another mobility device. In addition, five respondents reported using canes and guide dogs.

As well as the physical barriers presented by mis-parked e-scooters or the physical danger presented by sidewalk riding, residents reported experiencing hurt and frustration that their ability to safely navigate the city independently was compromised.

City staff are committed to ensuring that the feedback of accessibility stakeholders have been considered and have proposed changes to the 2021 pilot program to reduce barriers to persons with disabilities.

ENVIRONMENTAL IMPLICATIONS

The pilot aligns with the City's Climate Change goals by offering a low GHG transportation option. Twenty-seven per cent of e-scooter riders indicated that they chose to use an e-scooter to reduce GHG emissions, demonstrating commitment among residents towards supporting the City's climate change goals through personal transportation choices. In some cases, access to the fleet of shared e-scooters encouraged residents to purchase their own e-scooters which they used to replace car trips.

The results of the first season of the pilot suggests that the pilot may have led to a reduction in GHG emissions as riders chose to use e-scooters for trips previously made by car. Overall, 46 per cent reported driving less and 33 percent reported travelling less as a car passenger.

Through the 2020 agreements, shared e-scooter operators rented central warehouse space for housing and charging e-scooters when not in operation. This allowed providers to efficiently collect, recharge and redistribute e-scooters in a central location, close to the deployment centre. By having a central location for this part of the operation meant that less vehicles were needed to pick up and distribute vehicles and therefore contributed to less vehicles on the road and helping to reduce GHG emissions from e-scooter transportation. In other municipalities without this requirement, e-scooters are collected and recharged by independent 'gig' workers who may be driving long distances to collect small numbers of e-scooters. It is recommended that this requirement for a central warehouse space be maintained in the 2021 season.

TERM OF COUNCIL PRIORITIES

Continuing to offer shared e-scooters in Ottawa would align with the following 2018 - 2022 Term of Council Strategic Priorities:

Economic Growth & Diversification: Encourage economic growth and diversification by supporting business investment and expansion, talent attraction and retention, and branding Ottawa as a place to be.

Integrated Transportation: Enable effective mobility through a sustainable, accessible and connected city transportation system.

Service Excellence Through Innovation: Deliver quality services that are innovative and continuously improve to meet the needs of individuals and communities.

Environmental Stewardship: Grow and protect a healthy, beautiful and vibrant city that can adapt to change.

SUPPORTING DOCUMENTATION

Document 1: Development and Administration of Micromobility Agreements

Document 2: Bird Canada Final Report

Document 3: Lime Final Report

Document 4: Roll Final Report

Document 5: City of Ottawa E-Scooter Survey Results

Document 6: Letter of Support for the E-Scooter Pilot from 13 Elgin Street Businesses

Document 7: Ottawa E-Scooter Pilot CNIB Report

DISPOSITION

Staff from Transportation Services will be responsible for leading the pilot, including supporting the procurement process, led by the City of Ottawa's Supply Services and following the competitive procurement process, monitoring and evaluating operations, corresponding with residents and collecting data for reporting.

Staff from Planning, Infrastructure, and Economic Development will oversee contract administration.

Roads and Parking Services will continue to respond to Service Requests, including impounding e-scooters as required.