



THE CORPORATION OF THE CITY OF VERNON

MEMORANDUM

TO: Patti Bridal, Chief Administrative Officer **FILE:** 8300-10-06
PC: Terry Barton, Director, Planning & Community Services **DATE:** February 13, 2024
FROM: Anne Huisken, Active Transportation Coordinator
SUBJECT: UPDATES ON E-SCOOTER PILOT

In 2021, the Ministry of Transportation and Infrastructure (MoTI) launched a pilot project to evaluate e-scooters in six communities, including Vernon. This pilot concludes on April 5, 2024 and a new four-year pilot will begin immediately under a new framework.

The changes include updates to the *Motor Vehicle Act* and additional data reporting, like safety metrics. Traffic Bylaw 5600, which regulates e-scooters in the City of Vernon, already references the *Motor Vehicle Act* and aligns with the new regulation. To participate in the new Provincial pilot, Council must pass a resolution in support of the pilot, which Administration would then communicate to MoTI.

At its Regular Meeting on November 27, 2023, Council received a draft report on the pilot program, which is finalized in Attachment 1. Council also requested that Administration extend Neuron Mobility's contract until December 31, 2024, which has been completed. Details on the new Provincial pilot were not available at that time.

RECOMMENDATION:

THAT Council approve the City of Vernon to participate in the new Electric Kick Scooter Pilot from April 5, 2024 to April 5, 2028, as outlined in the memorandum titled "Updates on E-Scooter Pilot", dated February 13, 2024, and respectfully submitted by the Active Transportation Coordinator;

AND FURTHER, that Council receive for information the final report titled "What We Learned About E-Scooters in Vernon", as included in Attachment 1.

Respectfully submitted:

Anne Huisken, Active Transportation Coordinator

Attachment 1 – Final Report: What We Learned About E-Scooters in Vernon

Approved for the Agenda by the CAO

WHAT WE
LEARNED ABOUT
E-SCOOTERS IN
VERNON

RESULTS
FROM THE
COMMUNITY
E-SCOOTER
SURVEY



We would like to acknowledge that the E-scooter Pilot took place within the traditional territory of the syilx people of the Okanagan Nation.

We want to thank the community members who took the time to complete a survey or talk to us at community events about their experiences with e-scooters. Your input greatly contributed to our report. We value your participation and appreciate your time.



Transportation Department,
Planning & Community Services
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E-scooters in Vernon

In 2021, Vernon was chosen by the Province of British Columbia, along with five other communities, for a three-year Pilot program focused on exploring the use of e-scooters for transportation. As part of the Pilot, residents in Vernon could purchase and ride their own e-scooters, and the City selected Neuron Mobility to manage a shared e-scooter program.

The City wanted to learn more about the community's experience with e-scooters, from both people who ride e-scooters and those who do not, so a survey was conducted.



Why use an e-scooter?

- • • helpful for short trips

We asked our community to complete a survey

1700+

people took the survey

554

have ridden an e-scooter

54%

of riders are under 54 years

Overall, people who rode e-scooters held positive views towards

Climate Action Plan

63% of our greenhouse gas emissions come from vehicles in our community. E-scooters help to achieve our goals in our Climate Action Plan particularly around making active transportation the first choice to move around Vernon.



We learned that e-scooters:

- help replace some car trips
- encourage others to change their driving habits
- encourage people to take new trips and combine their trips with the bus

Why use an e-scooter?

- • • getting to work

- • • are safety rules and regulations being followed

- • • e-scooters blocking sidewalks, paths, and driveways

People who did not ride e-scooters were more divided in their opinions. Some non-riders had concerns about the behaviours of some e-scooter users.

Concerns indicate that it's important to continue to:

- **EDUCATE** both e-scooter users and non-users about rules and regulations of e-scooters

- **INVEST** in active transportation infrastructure, such as multi-use pathways and bike lanes for e-scooter riders, cyclists, and pedestrians

... saw them as a valuable addition to our community.

Why use an e-scooter?

- • • fun, convenience, and ease of travel

Other areas for **IMPROVEMENT** in shared e-scooter programs include:

- e-scooter parking solutions
- enforcement/compliance of e-scooter rules
- solutions for affordability and accessibility

Summary

Based on the lessons learned from the pilot program and the feedback received from the survey, the City will create a new application process for future e-scooter vendors.

This new process will help us better address some of the key considerations we learned about.

Why use an e-scooter?

- • • helpful for people without a car or driver's license

Introduction

We (the City of Vernon) are one of 12 communities in British Columbia (BC) participating in the Province of BC's (Province) Electric Kick Scooter (e-scooter) Pilot Project (Pilot). We joined the Pilot, because we anticipated that e-scooters may play a role in helping Vernon residents and visitors move around Vernon. We also anticipated e-scooters may reduce transportation-related greenhouse gas emissions (GHGs) by providing people an additional alternative to driving, since vehicles contribute nearly two thirds of the community's GHGs (63%). We also hoped that e-scooters would complement our public transit system (i.e. make it easier to get to and from a bus stop) and support our local economy (i.e. people see more local shops with an easier way to get around town). We recognize that new innovations in transportation modes can impact people in different ways. The Pilot was an opportunity to learn about all these things.



Did you know that e-scooters are permitted to ride on the sidewalk in the City of Vernon? When we became part of the Pilot, Council amended Traffic Bylaw 5600 to include e-scooters. Other than riding on the sidewalk, e-scooters follow the same rules of the road as cyclists.

As part of the Pilot in the City, people can ride an e-scooter around Vernon on either:

- privately owned e-scooters; or
- shared e-scooters through the Neuron Mobility (Vendor) dockless e-scooter share program.

The current Pilot will expire on April 5, 2024. The Province announced on December 4, 2023 that they will extend the Pilot to April 2028. Vernon will continue to participate.

E-scooters are small electric vehicles with a standing platform and handlebars. They must meet criteria defined in the *Motor Vehicle Act* including limitations on how powerful their motor can be and how fast they can go.

E-scooters are sometimes confused with other devices commonly called 'scooters', such as low speed motorcycles, mopeds, or motorized wheelchairs. These vehicles follow different rules and are not a part of this Pilot program. You can learn more about the differences from ICBC.

The e-scooter share program makes e-scooters publicly available to rent on a short-term basis through the Vendor's mobile app. Riders unlock e-scooters with their smartphone, ride them to their destination, and then park them for the next user within a limited service area. The dockless model offers flexibility in terms of pick-up and drop-off compared to a docked system where the rider must return the e-scooter to specific locations.



Approach to the survey

Between April and June 2023, we reached out to the public to learn about the different ways e-scooters are influencing our community. The public was invited to complete a survey to gather perspectives from both people who use e-scooters (both shared and owned) and people who do not use e-scooters. In the survey, we set out to learn about the following key questions specific to Vernon residents and visitors:

1. What are the experiences of people who ride owned and shared e-scooters?
2. Does allowing e-scooters in our community help achieve our Climate Action Plan targets by helping make active transportation the first choice to move around Vernon?
3. What are the experiences of people who do not ride e-scooters?
4. What are the successes and benefits of e-scooters?
5. What should we do differently in Vernon?

The survey could be completed online on Engage Vernon or in-person. We also met community members at two local events: The Greater Vernon Chamber of Commerce's Community Exposition on April 22, 2023 at Kal Tire Place and the City's Capital Works Open House on May 30, 2023 at the Vernon Recreation Centre. See Appendix 1 for a copy of the survey questions and the results. Questions (Q) referenced throughout this report are located in Appendix 1.

How we told the public about the survey

To ensure people knew about the survey, we advertised it on the City's Instagram and Facebook pages, Castanet, the Vernon Morning Star (Appendix 2), and on the radio.

When the survey closed in June 2023:

- 3,900 people visited the Engage Vernon Page,
- 1,726 people completed the survey, and
- 275 people talked to us at our events.



68%
had not used an
e-scooter

94%
e-scooters users
reported that they used
shared e-scooters

85%
respondents were
from Vernon

Who filled out the survey

About a third of people who completed the survey had ridden an e-scooter.

Two thirds of the survey takers (68%) had not used an e-scooter, while one third had (Q 1). Among people who used e-scooters, the majority (94%) reported that they used shared e-scooters, and a small group owned their own e-scooter (6%; Q 2).

Most survey respondents were from Vernon.

Most of the respondents were from Vernon (85%) and other nearby places (9.5%) like Coldstream, Lumby, Armstrong, and Kelowna (Q 28). A small number of people were from other places in BC and Canada (0.5%) and a few did not say where they were from (5%). The survey results include responses from all locals and visitors to Vernon.

People who use e-scooters are younger than people who do not use e-scooters.

E-scooter riders tend to be younger than non-riders. Most riders are between 25 and 55 years old, while non-riders are typically between 45 and 74 years old (Q 29). Figure 1 illustrates this age difference compared to 2021 Census data, which provides a comprehensive and accurate reflection of the age distribution in Vernon. Compared to 2021 Census data, the survey e-scooter riders are younger and non e-scooter riders are older. This means the survey may not accurately represent all age groups.

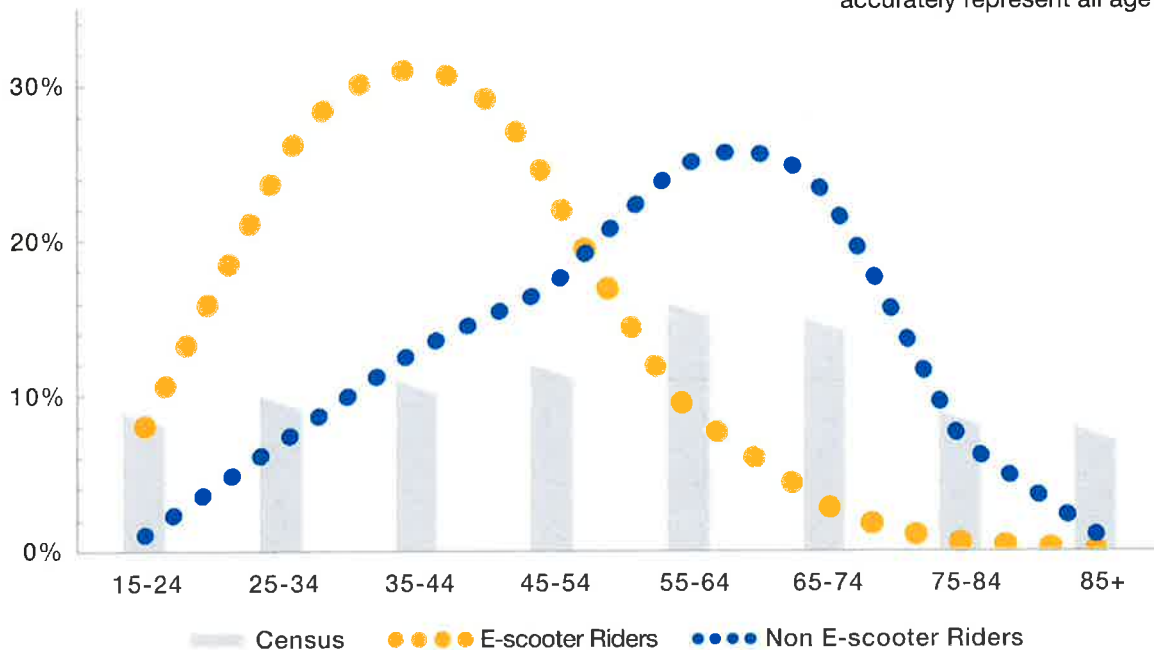


Figure 1: Age differences between e-scooter riders and non-riders compared to Census age groups.

What we learned

People who ride e-scooters had positive experiences

People who ride e-scooters use them for short trips. People who own e-scooters use them more often than those who use shared e-scooters.

Typically, riders used shared and owned e-scooters for short trips, with 81% of them reporting that their rides lasted 20 minutes or less (Q 4). A third of riders reported using e-scooters once or twice in the past year (Q 3). The remainder used e-scooters every few months (21%), a few times a week (14%), and at least once per week (10%). In contrast, Individuals with owned e-scooters use them weekly.

People ride e-scooters because they are fun, convenient, and easy.

The most common reasons riders use e-scooters were for fun, convenience, and ease/speed (Q 5). People were less motivated to ride e-scooters for avoiding traffic, saving on parking, helping the environment, and affordability. However, e-scooters can be a more affordable alternative for people who cannot afford a car.

E-scooters help people connect to important destinations, like work.

Many e-scooter riders told us shared e-scooters are a convenient way to help them get around the city. Some riders said the shared e-scooters helped them get to work on a daily basis.

"From the time they come back in the spring until they leave in the fall it's my primary transportation."

"As a manager, I LOVE the [shared] e-scooters! ...half my staff use them to get to work! They actually have to reduce their hours in the winter when they have to use the bus to get to work."

For people without a car or who can't drive, e-scooters gave them a new way to move around. One person without a driver's licence said e-scooters gave them more freedom to move through the community.

"The [shared] scooters have been a really great way to gain some independence. My husband drives and is my main source of transportation outside of walking, but he has mobility issues and the scooters have provided us with another avenue for say, a small grocery shop or errand running."

Other people said e-scooters can help people be part of the community even if they can't or don't want to drive. Some riders suggested improvements like lower prices and better parking solutions.

"E-scooters are a fabulous option for people to get around ... in a community like Vernon that is very vehicle centric. They help people participate in community life even if they can't or don't want to drive a car. This includes young people who haven't earned their licence yet, people who can't afford a car and solo folks who need to drop off their vehicle for service etc."

E-scooters helped make active transportation the first choice to move around Vernon and achieve our Climate Action Plan targets



E-scooters replace some car trips and encourage some riders to change their driving habits.

71% of riders would have driven their own car or caught a ride as a passenger in a car if e-scooters were not available. By including the other car-based modes of taxi and ride hail service, the percentage rises to 87% (Q 6). This indicates that e-scooters are helping shift people from using cars to active transportation – a major target in the Climate Action Plan and a commitment in the 2023-2026 Council Strategic Plan.

In addition to replacing car trips, e-scooters may also help people who drive reduce their overall car use, potentially leading to giving up their cars entirely (Q 8). Among e-scooter riders, 50% reduced their driving only a little, while 17% drove much less (ranging from half as much to getting rid of their car). A third of e-scooter riders did not change their driving habits.

E-scooters encourage people to take new trips and combine trips with the bus.

Some riders indicated that they would not have made the trip if an e-scooter was not available (11%; Q 6). This is an indicator that e-scooters offer a new way to get around Vernon that is not otherwise possible. This type of travel, often referred to as discriminatory or trips that the individual does not need to make, are positive for improving social connections and economic activity throughout the community.

E-scooters also encourage more travel via the bus because they make it easier to get to and from the bus stop. The “last mile” connection between a destination and the bus stop is often what determines if the person will make the trip at all, because walking can be time consuming and a barrier for people with mobility limitations. Of the people who completed the survey, 36% indicated that using an e-scooter lead them to use public transit more, 42% reported no change, and 22% were not sure (Q 7). Increasing bus ridership is a co-benefit of the e-scooter program and critical to achieving the City’s climate action targets.

Non-riders had mixed experiences with concerns about rider behaviour

People who do not ride e-scooters regularly see the shared e-scooters around the city.

Most non-riders said they see e-scooters every day or a few times a week (97%), usually on the sidewalk and the street (Q 17-18). This demonstrates a clear increase in the awareness of active transportation options in the city.

In the open-ended response, non-riders also said they see e-scooters in other locations, including lawns, roads, and parking lots. They reported that e-scooters sometimes block paths and driveways, indicating a need for better e-scooter parking practices.

Some non-riders have experienced conflicts with e-scooters.

The most common issues were e-scooters blocking the way or causing a near miss (Q 21). Some people who do not ride e-scooters, especially seniors or those with trouble moving around, mentioned concerns about sharing the sidewalk with e-scooter riders. They said sometimes they don't hear the e-scooters coming, and it's hard for them to move out of the way quickly. This may indicate a need to improve education on using the bell supplied on shared e-scooters.

Non-riders are worried that riders are not following the local bylaws and provincial regulations.


Non-riders were specifically concerned about people not wearing helmets, doubling up on e-scooters (i.e. two people on one e-scooter), being underage, and riding on sidewalks and roadways. It is important to note that e-scooters are permitted on sidewalks and roadways.

Some people also perceived that there is not enough law enforcement to ensure that e-scooter riders follow the rules.

"As a senior who mainly walks on multi use paths I am often startled by scooters who fly by with no warning that they are behind and plan to pass, it would be easy to accidentally step in their path..."

99%
non-riders see
e-scooters every day or
a few times a week





"I see double riders frequently and they are rarely wearing helmets. On shared trails and sidewalks, they go very fast and do not slow down or yield to walkers. Often the riders do not appear to be old enough... The rules need to be enforced."

"I'd fully support e-scooters if the riders would ride responsibly and obey the rules."

The Pilot had several successes

The most effective way to communicate e-scooter rules is through the shared program for riders and through local news for non-riders.

As new modes of active transportation are introduced into our community, it is important to raise awareness of both the provincial legislation outlined in the Motor Vehicle Act and local bylaws. Throughout the Pilot, the City and Vendor both shared information and held educational events to increase awareness on the rules and how to use e-scooters safely.

People who rode e-scooters learned about the rules through the Vendor's app, messaging located on the shared e-scooters, and via social media (Q 24). Many non-riders reported that they did not see information about e-scooter rules. Those that did see information about e-scooter rules found their information through local news channels, on the City of Vernon website, talking to others, and social media (Q 24). Further, e-scooter riders are more aware of the local bylaws and provincial regulations than non-riders (Q 25).



Self-reported injuries involving e-scooters are low. Most injuries reported are minor and did not require a visit to the doctor.

Out of 554 riders, there were 49 reported injuries (9%; Q 13). 37 of these people reported only minor injuries that did not need medical attention, nine had moderate injuries but were sent home from the hospital, and three had severe injuries that needed a hospital stay (Q 14). Younger riders (15-34 years) were more likely to report an injury compared to older riders (35 and older).

Out of 1172 non-riders, 27 reported that they were hurt because of an e-scooter (2%). 19 of these people had a minor injury that did not need a doctor, six had a moderate injury but were sent home from the hospital, and two had a severe injury that needed a hospital stay.

No other details were collected regarding the circumstances of the injuries (e.g. how they happened, who was involved, the extent of the injuries).

E-scooter injury data was not available from Interior Health in the Vernon region due to resourcing and their current system limitations. However, it is expected there will be a province-wide update to start collecting this information moving forward. At that time, more details will be available to assess e-scooter injury trends.

90%

E-scooter riders believe e-scooters have a positive impact on Vernon

There were several suggestions to improve the Pilot

People who use e-scooters find it important to have access to an active transportation network, such as multi-use pathways, bike lanes, and sidewalks, because they prefer not to share their travel space with cars.

E-scooter riders were most comfortable on multi-use pathways, bike lanes, and sidewalks and preferred not to ride their e-scooter on roadways with vehicle traffic (Figure 2; Q 12).

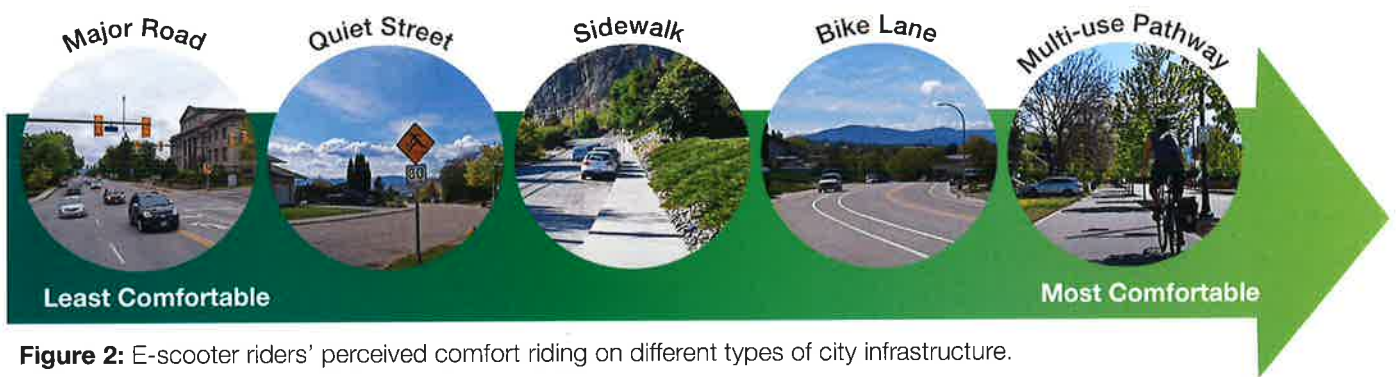


Figure 2: E-scooter riders' perceived comfort riding on different types of city infrastructure.

People who ride e-scooters think they're good for the community, but some non-riders disagree.

Most of the e-scooter riders expressed positive opinions about e-scooters, while non-riders were less optimistic (Q 26-27). Few respondents gave neutral responses.

E-scooter riders believe e-scooters have a positive impact on Vernon (90%) and there is enough safe infrastructure (70%). Most riders also think other riders are considerate (80%). They feel e-scooters are safe for both riders (84%) and other people (83%). Additionally, a majority want shared e-scooters to continue as an option (93%) and think people in Vernon should be allowed to own their own e-scooters (94%).

Close to half of non-riders agree that e-scooters have a positive impact (49%) and that there's enough safe infrastructure (47%). A smaller percentage believe most riders are considerate (34%) or that e-scooters are parked considerately (28%). Few agree that considerate riding and parking is improving over time (27%). In terms of safety, 33% think e-scooters are safe for the riders, while only 27% believe they are safe for other people. Opinions are divided on whether shared e-scooters should continue to be an option (47%) and whether people in Vernon should be allowed to own and ride their own e-scooters (66%).

In the written answers, some riders stated that it was important for the City to keep building multi-use pathways and bike lanes to create a bigger network. This feedback supports the Climate Action Plan and Council Strategic Plan commitments to prioritize active transportation investments.

"I would love to see Vernon keep investing in more bike lanes or wider sidewalks. The easier it is to get around Vernon without a car the more and more people will. I believe the future is not in cars but in alternate modes of transportation."

88%

Most e-scooter riders were aware of the rule

83%

People who have their own e-scooters are more likely to use a helmet

Although most e-scooter riders are aware that they are required to wear a helmet, only a third of people who use the shared e-scooters regularly wear the helmets provided by the Vendor.

In British Columbia, it is the law for e-scooter riders to wear helmets. Most e-scooter riders (88%) said they were aware of the rule (Q 25). However, only 57% of all e-scooter riders said they always wear a helmet, and only one third of shared e-scooter riders use the helmets provided by the Vendor (Q 9-10).

For people using shared e-scooters, about one-third said they always use the helmet provided, and 16% said they use it sometimes. Some people indicated they won't use the shared helmets because they worry about them being dirty or just don't like wearing them (i.e. uncomfortable, unfashionable). Sometimes, the helmets are not available or broken. Some riders bring their own helmets instead.

People who have their own e-scooters are more likely to use a helmet (83%), and older riders are more likely to wear one compared to younger riders.

Ensuring compliance to the e-scooter rules and regulations are limited because of staffing, resourcing and competing priorities for both RCMP and local Bylaw Compliance.

People who do not ride e-scooters shared their frustration about not everyone following the rules while riding them. They've called for stricter enforcement of the rules. RCMP enforcement and Bylaw Compliance during the Pilot has been a challenge because of available staff, resources, and other pressing matters. Only the RCMP can enforce on moving violations, such as double riding and helmet use. Local Bylaw Enforcement can only address violations when riders are stopped, such as parking issues.

These difficulties in enforcement highlight the importance of spreading awareness about safety regulations among e-scooter riders. It also underscores the need to collaborate with the local Vendor to implement more effective strategies or technology for ensuring shared e-scooters are parked correctly.



To ensure safety and compliance to the Provincial helmet law, all shared e-scooters supply a helmet. When someone starts a trip on an e-scooter, they are reminded to wear it through the app and receive a voice prompt on the e-scooter.

Conclusions

The findings from the survey offer perspectives on the community’s sentiments, experiences, and opinions of e-scooters. We gathered insights from 554 e-scooters riders and 1172 non-riders.

The comments from e-scooter riders generally express positive opinions about e-scooters in the City of Vernon. Many people find them convenient, fun, and a helpful mode of transportation, especially for those without a driver’s licence or for quick errands. Some suggest improvements for a shared e-scooter program like lower prices.

Most riders and non-riders, support continuing to allow privately owned e-scooters to operate in Vernon. There was more concern voiced among non-riders regarding the continuation of the shared e-scooter program, with some suggesting improvement like better parking solutions, education and awareness, and enforcement. Overall, there is a strong desire to continue the e-scooter program in Vernon.

As we move forward, it is crucial to address concerns raised by both e-scooter riders and non-riders to ensure a safe and inclusive environment for all members of our community. While some appreciate the convenience and benefits of e-scooters, concerns about safety, rule compliance, and their impact on the community have been voiced. These apprehensions highlight areas that have the potential to be addressed through a future application program.



The E-scooter Pilot is being extended for an additional four-year term, starting April 5, 2024. The City of Vernon will continue to participate in the Pilot.

Appendix 1

SURVEY AND RESULTS

Appendix 2

SURVEY ADVERTISEMENTS



Appendix 1

2023 Electric Kick Scooter Community Survey

Whether you have used an e-scooter or not, we want to hear from you! Your feedback will be used to understand how the Electric Kick Scooter Pilot Program is working and how it can best serve our community and help inform future provincial e-scooter regulations.

Note: Responses to this survey are anonymous and no personally identifiable information is captured unless you voluntarily offer personal or contact information in the comment fields.

Section 1: Ridership

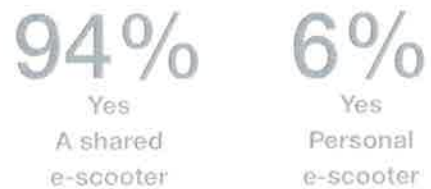
1. In the last year, have you used an e-scooter in Vernon?



Percentages are based on 1726 responses; 554 people had indicated that they ridden e-scooters in the last year and 1172 people indicated that they had not.

If you answered YES to question 1, please answer questions 2-16.
If you answered NO, please skip ahead to Section 2 "Non-Users".

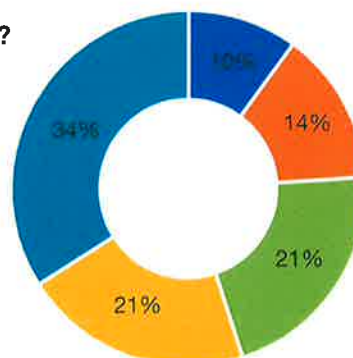
2. In the last year, what kind of e-scooter did you ride?



Percentages are based on 550 responses. We removed four people from the sample who indicated "other" and no responses were provided in the open-ended option. One responded said they used a rental e-scooter that was not provided by the vendor, this response was merged into the category "a shared or rental e-scooter".

3. In the last year, how often did you use an e-scooter?

- At least once per week
- A few times per week (3-5 times)
- Several times per month (4-8 times)
- Every few months
- I tried it once or twice
- Unsure

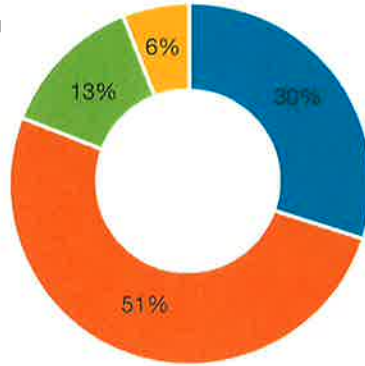


Percentages are based on 554 responses to the question "In the last year how often did you use an e-scooter".
Percentages may not add up to 100% due to rounding.

Section 1: Ridership

4. Generally speaking, how long are your e-scooter rides?

- Under 10 minutes
- 10-20 minutes
- 20-30 minutes
- Over 30 minutes



5. Generally speaking, why did you use an e-scooter instead of another mode of transportation?

| | Selected | Not Selected |
|--|----------|--------------|
| Most fun option | 44% | 56% |
| Most convenient option | 35% | 65% |
| Easiest/Fastest | 32% | 68% |
| Affordable | 15% | 85% |
| To help the environment and/or air quality | 14% | 86% |
| Avoid having to find parking/pay for parking at my destination | 13.5% | 86.5% |
| Other | 9% | 91% |
| Avoid traffic | 3% | 97% |

Survey respondents were asked to select their top two answers. Percentages are based on 916 multiple responses and therefore column percentages exceed 100%.

Section 1: Ridership

6. If you did not have access to an e-scooter, how would you have traveled to your destination?

| Mode of Travel | Percent of Survey Takers | | |
|---|--------------------------|-------------------------------|-----------------------------|
| | All Riders | Shared e-scooter riders (94%) | Owned e-scooter riders (6%) |
| Private vehicle as a driver (car, truck, motorcycle, van) | 56% | 55% | 71% |
| Walking (incl. jogging) | 39.5% | 41% | 16% |
| Taxi, ride hail (e.g. Uride) | 16% | 11% | 7% |
| Private vehicle as a passenger (car, truck, motorcycle, van) | 15% | 16% | 7% |
| Would not have taken the trip | 11% | 7% | 22% |
| Bicycle (including electric devices or shared devices) | 9% | 5% | 16% |
| Public Transit | 8.5% | 8% | 13% |
| Small wheel transport (e.g. skateboard, roller-blades, scooter, longboard) | 1% | 1% | 0% |
| Multi-modal (e.g. more than one way to complete commute such as a combination of walking and transit) | 1% | 1% | 0% |
| Other | 1% | 1% | 0% |
| Mobility aid | 0.5% | 0.5% | 0% |

Survey respondents were asked to select their top two answers. Percentages are based on 879 multiple responses and therefore column percentages exceed 100%.

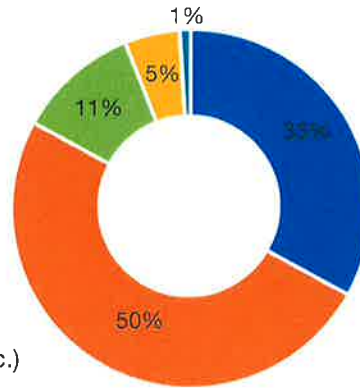
7. Does having access to an e-scooter make you more likely to use public transit?



Section 1: Ridership

8. In the last year, have you reduced the amount of driving you do as a result of riding an e-scooter?

- Not at all
- Only a little
- Around half as much
- I rarely drive now
- I got rid of my car
- I don't drive anymore
- Not applicable (I do not have a driver's licence/car/etc.)



We removed 47 people from this sample who had did not have a driver licence or a car, therefore percentages are based on 507 responses.

9. When you ride an e-scooter do you wear a helmet?



If you've ridden a Neuron e-scooter, please answer question 13 and 14. If you have **NOT** ridden a Neuron e-scooter, please skip to Q10 and 11.

10. If you've ridden a Neuron e-scooter, have you used the shared helmet that Neuron provides for each e-scooter?



Percentages are based on 554 responses. We removed eight people from this sample who had skipped the question, therefore percentages are based on 546 responses.

Section 1: Ridership

11. If **SOMETIMES** or **NEVER**, what are the reasons you do not wear a shared helmet on a Neuron e-scooter?

| | Yes | No |
|------------------------------|-----|-----|
| Hygiene | 55% | 45% |
| Don't want to | 15% | 85% |
| Fit | 6% | 94% |
| Helmet are in poor condition | 6% | 94% |
| Other | 6% | 94% |
| Style | 3% | 97% |

We removed eight people from this sample who had skipped the question, therefore percentages are based on 546 responses.

12. **Where do you feel most comfortable riding an e-scooter?** Please rank the options below from 1-5, with (1) being least comfortable and (5) being most comfortable.



13. **Have you injured yourself while riding your e-scooter?**

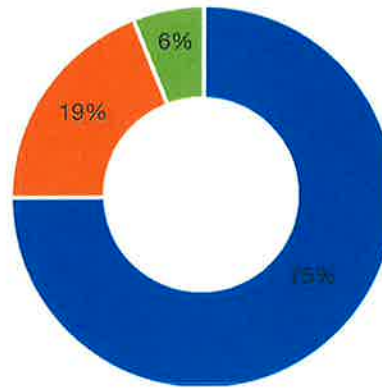
Percentages are based on 554 responses.



Section 1: Ridership

14. If YES, how severe was your injury?

- Minor (i.e. did not require medical attention from a healthcare professional)
- Moderate (i.e. required a visit to an emergency department or urgent care clinic but was discharged)
- Severe (i.e. required a hospital stay)



You've completed Section 1. Please Proceed to Section 3: Education and Awareness (Q23).

Section 2: Non-Users

15. How do you normally travel to your destinations in Vernon?

| Mode of Travel | Percentage of survey takers |
|---|-----------------------------|
| Private vehicle as driver (car, truck, motorcycle, van) | 89% |
| Walking (incl. jogging, mobility aid) | 38% |
| Private vehicle as passenger (car, truck, motorcycle, van) | 18% |
| Bicycle (including e-bikes or shared e-bikes) | 13% |
| Public transit | 4% |
| Mobility aid | 1% |
| Taxi, ride-hail (e.g. Uride) | 1% |
| Other | 1% |
| Small wheeled transport (e.g. skateboard, roller-blades, scooter, longboard) | 0.5% |
| Multi-modal (e.g. more than one way to complete commute such as a combination of walking and transit) | 0.5% |

Survey respondents were asked to select their top two answers. Percentages are based on 1937 responses and therefore column percentages exceed 100%.

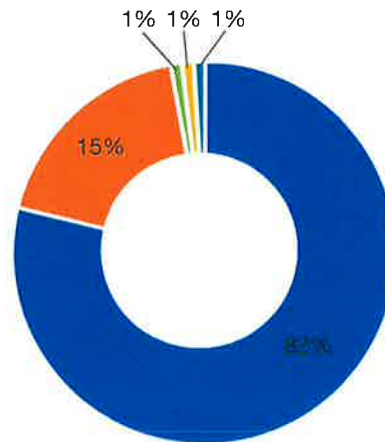
16. In the last year, have you seen people riding e-scooters in Vernon?



Section 2: Non-Users

17. If YES, In the last year, how often have you come across e-scooters in Vernon?

- Almost every day
- A few times per week
- A few times per month
- Only a few times in the last year
- Unsure



Percentages are based on 1164 responses, from people who did not ride e-scooters in the past year, as we removed eight people who indicated they had not seen people riding e-scooters in the last year.

18. Where have you encountered e-scooters in Vernon?

| | Seen e-scooters | Have not seen e-scooters |
|--------------------|-----------------|--------------------------|
| On the sidewalk | 94% | 6% |
| In the bike lanes | 69% | 31% |
| On multi-use paths | 58% | 42% |
| On street | 80% | 20% |
| On park trails | 23% | 77% |
| Other | 11% | 89% |

Percentages are based on 1164 responses, from people who did not ride e-scooters in the past year, as we removed eight people who indicated they had not seen people riding e-scooters in the last year.

19. Have you come into conflict with an e-scooter?

Section 2: Non-Users

19. Have you come into conflict with an e-scooter?

40%
Yes

60%
No

20. If YES, what was the nature of the conflict?

| | Have experienced this conflict | Have not experienced this conflict |
|---|--------------------------------|------------------------------------|
| E-scooters were blocking or impeding path | 30% | 70% |
| I had a close call | 23% | 77% |
| My conflict resulted in a minor injury (i.e. did not require medical attention from a healthcare professional) | 2% | 98% |
| My conflict resulted in a moderate injury (i.e. required a visit to an emergency department or urgent care clinic but was discharged) | 0.5% | 99.5% |
| My conflict resulted in a severe injury (i.e. required a hospital stay) | 0.2% | 99.8% |
| Other | 6% | 94% |

Percentages are based on 1164 responses, from people who did not ride e-scooters in the past year, as we removed eight people who indicated they had not seen people riding e-scooters in the last year.

Section 2: Non-Users

21. Have you wanted to try riding an e-scooter?



22. What stops you from trying to ride an e-scooter?

| | Selected | Not Selected |
|--|----------|--------------|
| No access to an e-scooter | 1% | 99% |
| Too expensive (purchase or rental) | 5% | 95% |
| I don't have a credit card | 1% | 99% |
| I don't have a smart phone | 2% | 98% |
| E-scooters seem unsafe | 2% | 98% |
| E-scooters are missing features I would like (e.g. basket, seat) | 2% | 98% |
| I have a disability that makes it hard to ride an e-scooter | 4% | 96% |
| I am not interested | 1% | 99% |
| Other | 18% | 82% |

Percentages are based on 1164 responses. We removed eight people who indicated they had not seen people riding e-scooters in the last year.

.....
 You've completed Section 2. Please Proceed to Section 3: Education and Awareness (Q24)

Section 3: Education and Awareness (E-scooter users and nonusers)

These questions will help us understand how well we have communicated the rules of the road for e-scooters.

23. Whether or not you have ridden an e-scooter, where have you seen information about the rules for e-scooters in Vernon?

| | All | | People who ride e-scooters | | People who have not ridden e-scooters | |
|--------------------------------------|---------|------------------|----------------------------|------------------|---------------------------------------|------------------|
| | Seen it | Have not seen it | Seen it | Have not seen it | Seen it | Have not seen it |
| Vendor | | | | | | |
| In the Neuron app | 68% | 32% | 82% | 18% | 8% | 92% |
| On the scooters themselves | 20% | 80% | 42% | 58% | 10% | 90% |
| Neuron website | 9% | 91% | 17% | 83% | 5% | 95% |
| At ScootSafe events hosted by Neuron | 4% | 96% | 9% | 91% | 1% | 99% |
| I spoke to a Neuron staff person | 3% | 97% | 4% | 96% | 2% | 98% |
| City Information | | | | | | |
| City of Vernon website | 15% | 85% | 15% | 85% | 16% | 84% |
| I spoke to a City staff person | 1% | 99% | 1% | 99% | 1.5% | 98.5% |
| Media | | | | | | |
| Local news | 20.5% | 79.5% | 13% | 87% | 24% | 76% |
| Social media | 16% | 84% | 19% | 81% | 15% | 85% |
| Other | | | | | | |
| Word of mouth | 17% | 83% | 19% | 81% | 16% | 84% |
| Brochure | 3% | 97% | 3% | 97% | 3% | 97% |

Percentages are based on 1727 responses.

Section 3: Education and Awareness (E-scooter users and nonusers)

24. Let us know about your knowledge of current e-scooter regulations with the following statements:

| | All | | People who ride e-scooters | | People who have not ridden e-scooters | |
|--|-------|---------|----------------------------|---------|---------------------------------------|---------|
| | Aware | Unaware | Aware | Unaware | Aware | Unaware |
| Did you know that it is mandatory to wear a helmet while riding an e-scooter? (Based on 1662 answers) | 86% | 14% | 88% | 12% | 85.5% | 14.5% |
| Were you aware that e-scooters may be ridden on roads and in bike lanes while following the same rules of the road as a cyclist? (Based on 1587 answers) | 80% | 20% | 93% | 7% | 74% | 26% |
| Were you aware that e-scooters may be ridden on sidewalks, but riders need to slow down near pedestrians and yield to pedestrians? (Based on 1562 answers) | 66% | 34% | 87% | 13% | 55% | 45% |
| Did you know that it is illegal to ride double or carry a passenger on an e-scooter? (Based on 1647 answers) | 73% | 27% | 78% | 22% | 71% | 29% |
| Did you know that you must be at least 16 years old to ride an e-scooter? (Based on 1649 answers) | 68% | 32% | 80% | 20% | 62% | 38% |

Sample sizes in each question vary because we excluded responses from people who indicated that they were “unsure”. Percentages may not add up to 100% due to rounding.

Section 4: Perceptions (E-scooter users and non-users)

These questions will help us understand whether or not people feel e-scooters are having a positive impact on our community and why.

25. In your opinion, what are the benefits of e-scooters in Vernon?

| | All | | People who ride e-scooters | | People who have not ridden e-scooters | |
|--|-----|-----|----------------------------|-------|---------------------------------------|-------|
| | Yes | No | Yes | No | Yes | No |
| They are a convenient way to get around | 76% | 24% | 89.5% | 10.5% | 69% | 31% |
| They reduce greenhouse gas emissions | 53% | 47% | 62.5% | 37.5% | 48% | 52% |
| They make the city more lively | 40% | 60% | 67% | 33% | 28% | 72% |
| They are an affordable way to get around | 50% | 50% | 62% | 38% | 44% | 56% |
| They are good for the economy | 26% | 74% | 40% | 60% | 19.5% | 80.5% |
| They help connect people to transit | 33% | 66% | 46% | 54% | 28% | 72% |
| They are fun to ride | 50% | 50% | 82% | 18% | 36% | 64% |
| They make it easier to get around on the hills | 33% | 66% | 46% | 54% | 28% | 72% |
| There are no benefits to electric kick scooters | 15% | 85% | 3% | 96% | 20% | 80% |

Percentages are based on 1726 responses. Percentages may not add up to 100% due to rounding.

Section 4: Perceptions (E-scooter users and non-users)

26. Let us know how much you agree or disagree with the following statements:

| | All (1471) | | | People who ride e-scooters (470) | | | People who have not ridden e-scooters (1001) | | |
|---|------------|---------|----------|----------------------------------|---------|----------|--|---------|----------|
| | Agree | Neutral | Disagree | Agree | Neutral | Disagree | Agree | Neutral | Disagree |
| E-scooters have had a positive impact on Vernon | 62% | 12% | 26% | 90% | 6% | 4% | 49% | 15% | 36% |
| There is enough infrastructure (like bike lanes, multi-use paths, sidewalks, and roads) to ride e-scooters safely | 54% | 13% | 32% | 70% | 10% | 20% | 47% | 15% | 38% |
| Most people ride e-scooters in a considerate way | 48.5% | 12% | 39% | 80% | 10% | 10% | 34% | 13% | 53% |
| E-scooters are mostly parked in a considerate way | 40% | 12% | 48% | 65% | 15.5% | 19% | 28% | 10% | 62% |
| Considerate riding and parking of e-scooters is improving over time | 42% | 20.5% | 38% | 73% | 17% | 10% | 27% | 22% | 51% |
| E-scooters are safe for the people riding them | 49% | 19% | 31.5% | 84% | 9% | 7% | 33% | 24% | 43% |
| E-scooters are safe for other people | 45% | 20% | 35% | 83% | 11% | 7% | 27% | 24% | 49% |
| I want shared e-scooters to continue to be an option in Vernon | 61% | 11% | 28% | 93% | 3% | 4.5% | 47% | 15% | 38% |
| People in Vernon should be able to own and ride their own e-scooters | 75% | 16% | 9% | 94% | 4.5% | 2% | 66% | 21% | 13% |

Percentages are based on 1471 responses; 256 responses were excluded from people who live outside of the City of Vernon. Percentages may not add up to 100% due to rounding. Merged answer categories "Strongly Agree" and "Agree" to create "Agree" and "Strongly Disagree" and "Disagree" to create "Disagree".

Section 5: Perspectives (E-scooter users and non-users)

We are asking these questions to better understand how e-scooters are impacting different members of our community.

27. Do you live in the City of Vernon?

| | All Survey Takers | People who ride e-scooters | People who do not ride e-scooters |
|-------------------------------|-------------------|----------------------------|-----------------------------------|
| Live in the City of Vernon | 85% | 85% | 86% |
| Elsewhere in the Okanagan | 9.5% | 8% | 9% |
| Elsewhere in British Columbia | 0.5% | 1% | 0% |
| Elsewhere in Canada | 0% | 0.5% | 0% |
| Outside of Canada | 0% | 0% | 0% |
| I'd prefer not to say | 5% | 6% | 5% |

Percentages are based on 1726 responses.

28. What is your age group?

| | All Survey Takers | People who ride e-scooters | People who do not ride e-scooters |
|-----------------------|-------------------|----------------------------|-----------------------------------|
| 15-24 | 3% | 8% | 1% |
| 25-34 | 13% | 25% | 7% |
| 35-44 | 19% | 31% | 13% |
| 45-54 | 19% | 23% | 17% |
| 55-64 | 20% | 9% | 25% |
| 65-74 | 17% | 3% | 23% |
| 75-84 | 5% | 0.5% | 7% |
| 85+ | 0.5% | 0% | 1% |
| I'd prefer not to say | 4% | 2% | 6% |

Percentages are based on 1726 responses. Percentages may not add up to 100% due to rounding.

Section 5: Perspectives (E-scooter users and non-users)

29. Which gender do you most identify with?

| | All Survey Takers | People who ride e-scooters | People who do not ride e-scooters |
|------------------------------------|-------------------|----------------------------|-----------------------------------|
| Woman | 50.5% | 50% | 51% |
| Man | 40.5% | 43% | 40% |
| Gender fluid | 0.5% | 0.5% | 0.5% |
| Non-binary | 1% | 1.5% | 0.5% |
| Trans woman | 0.5% | 0.5% | 0.2% |
| Trans man | 0.1% | 0.1% | 0.1% |
| Two-spirit | 0.1% | 0.5% | 0% |
| I prefer not to say | 7% | 3% | 9% |
| Another gender identity not listed | 0.5% | 1% | 0.5% |

Percentages are based on 1726 responses. Percentages may not add up to 100% due to rounding.

30. What is your highest level of education?

| | All Survey Takers | People who ride e-scooters | People who do not ride e-scooters |
|---|-------------------|----------------------------|-----------------------------------|
| No certificate, diploma, or degree | 1% | 2% | 1% |
| High (secondary) school diploma or equivalent certificate | 16% | 17% | 16% |
| Non-apprenticeship trades certificate or diploma | 4% | 4% | 4% |
| Apprenticeship certificate | 5% | 5% | 5% |
| College diploma or certificate | 34% | 36% | 32% |
| Bachelor's degree | 19% | 19% | 19% |
| Graduate degree | 12% | 11% | 12% |
| I prefer not to say | 9% | 6% | 11% |

Percentages are based on 1726 responses. Percentages may not add up to 100% due to rounding.

Section 5: Perspectives (E-scooter users and non-users)

31. What is your household composition?

| | All Survey Takers | People who ride e-scooters | People who do not ride e-scooters |
|--|-------------------|----------------------------|-----------------------------------|
| Single Adult | 14% | 13% | 15% |
| Single Adult with 1 or more kids under 18 years of age | 3% | 7% | 2% |
| Two or more adults | 50% | 38% | 56% |
| Two or more adults with 1 or more kids under 18 years of age | 23% | 33% | 18% |
| Other | 9% | 8% | 9% |
| I'd prefer not to say | 1% | 1% | 1% |

Percentages are based on 1726 responses. Percentages may not add up to 100% due to rounding.

32. What is your annual household income before taxes?

| | All Survey Takers | People who ride e-scooters | People who do not ride e-scooters |
|----------------------|-------------------|----------------------------|-----------------------------------|
| Under \$30,000 | 4% | 5% | 4% |
| \$30,000 - \$50,000 | 9% | 11% | 9% |
| \$50,000 - \$80,000 | 13.5% | 15% | 12% |
| \$80,000 - \$125,000 | 18.5% | 22% | 16.5% |
| More than \$125,000 | 21.5% | 27% | 19% |
| I am not sure | 1.5% | 2% | 1% |
| I prefer not to say | 32% | 18% | 38.5% |

Percentages are based on 1726 responses. Percentages may not add up to 100% due to rounding.

Section 5: Perspectives (E-scooter users and non-users)

33. Do you personally identify as belonging to any of the following groups?

| | All Survey Takers | People who ride e-scooters | People who do not ride e-scooters |
|---|-------------------|----------------------------|-----------------------------------|
| Indigenous (First Nation, Metis, or Inuk/Inuit) | 6% | 10% | 4% |
| LGBTQIA2S+ | 5% | 9% | 3% |
| Youth | 1% | 3% | 0.3% |
| Visible minority | 3% | 4% | 3% |
| Live with a visible or invisible disability | 9% | 8% | 11% |
| Experience housing insecurity or homelessness | 2% | 3% | 1% |
| Experience mental health or mental illness | 7% | 13% | 5% |
| Experience with substance use | 2% | 4% | 1% |
| Belong to an excluded socio-economic group | 1% | 1% | 1% |
| Not applicable | 49% | 43% | 52% |
| I prefer not to say | 16% | 12% | 18% |
| Other | 2% | 2% | 2% |

Survey respondents could select multiple answers. Percentages are based on 1732 responses and therefore column percentages exceed 100%.

34. Please share any other comments or feedback you have about e-scooters. (DATA NOT SHOWN)

END OF SURVEY. Thank you for your feedback.

Please return a scanned version this form by email to transportation@vernon.ca or in person to the Community Services Building located 3001 32 Avenue, Vernon, BC. Our offices are open Monday to Friday from 8:30am-4:30pm.

Appendix 2

Survey Advertisements

Social Media Advertisements



Newspaper Advertisements

Hey Vernon, what *do you think* about the e-scooters?

We want to hear from you. Here is how you can share your feedback:


- Complete a survey by **June 15, 2023**.
 Visit www.engagevernon.ca/escooter
 or scan the QR code
- Find City staff in-person at various community events throughout
 May and June. Locations are published on the Engage Vernon page
 and on the City's social media channels (Facebook and Instagram:
 @cityofvernon).
- A paper copy of the survey can be printed on request. Residents can
 email ahuisken@vernon.ca or call 250-550-7831 to have a survey
 printed.









Castanet Advertisements




Hey Vernon, what *do you think* about the e-scooters?



Complete your survey by **June 15, 2023**





Hey Vernon, what *do you think* about the e-scooters?

Click to complete a survey by **June 15, 2023**

