

# Shared E-scooter Pilot Program Update

Planning and Development Committee Meeting

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Integrated City Planning,  
Planning, Building & Growth Management

April 22, 2024



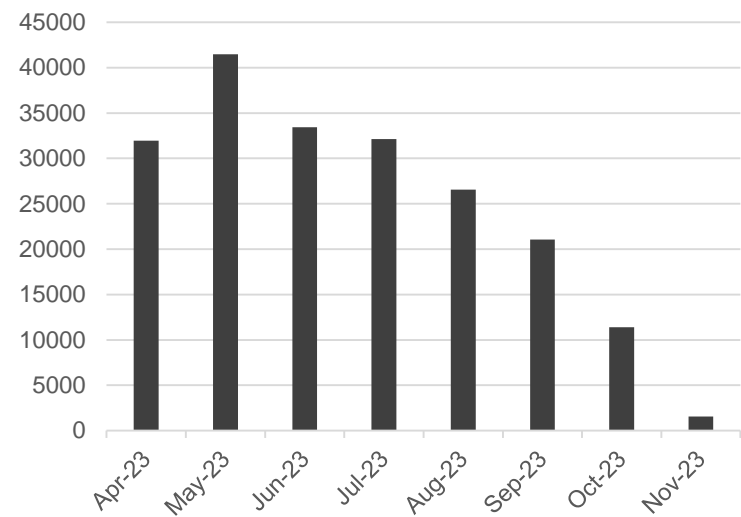
# OVERVIEW OF THE 2023 SEASON

- April 3 to November 12, 2023
- 3 operators: Bird, Neuron, and Scooty
- Approximately 200,000 trips
- 110,000 users
- 750 e-scooters on average deployed per day
- 415,000 kilometres travelled
- Average trip length was 2.12 kilometres and average trip duration was 15 minutes
- Estimated CO2 savings ranged from 10 to 14 tons-CO2eq.

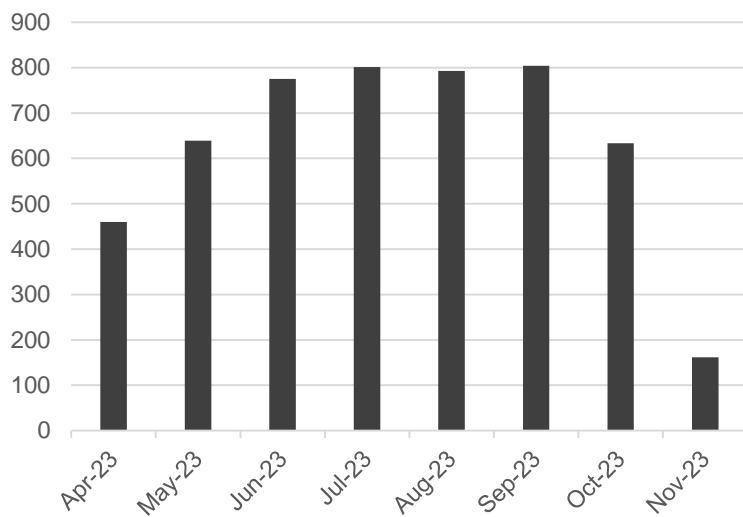


# Shared Electric Scooter Monthly Performance Statistics

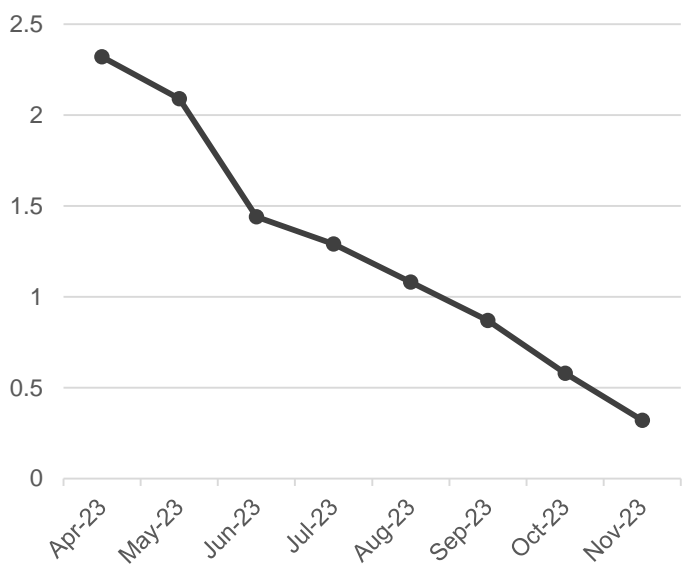
Trips per month



Total vehicles per month

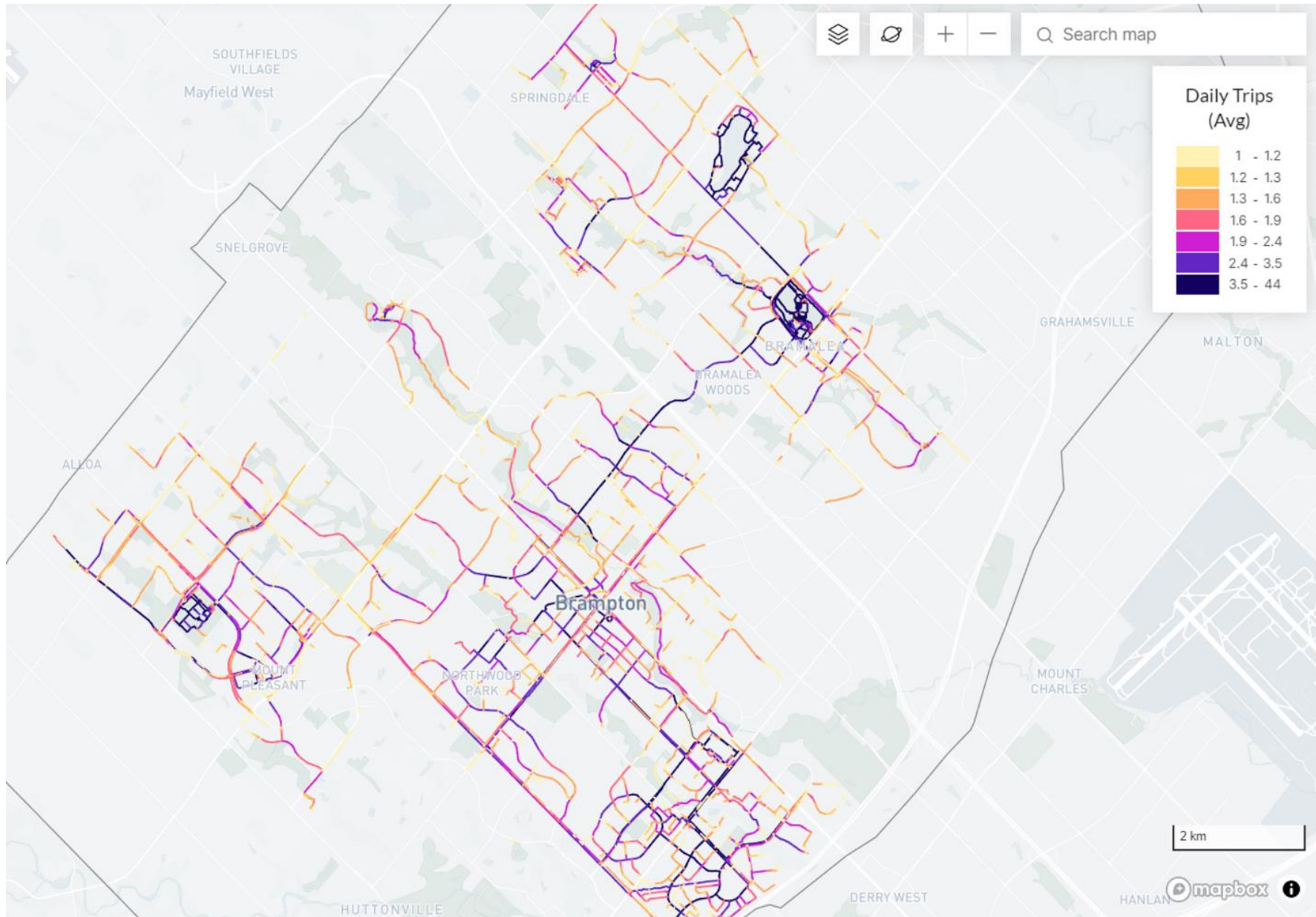


Utilization per month





# Most Travelled Routes by E-scooters



# Summary of 311 calls related to the Shared Pilot Program

**CRM Call Details Relating to E-scooter Inquiries from April 2023 to November 12th, 2023**

| Month                  | # of E-scooter SRs Relating to Litter, Debris and Obstruction | % of E-scooter SRs to Overall Count for Litter, Debris and Obstruction | # of E-scooter SRs Relating to Parking Infraction-Sidewalk | % of E-scooter SRs Relating to Parking Infraction-Sidewalk | Total # Monthly E-scooter SRs Counts | Total % Monthly E-scooter SRs Counts |
|------------------------|---|--|--|--|--------------------------------------|--------------------------------------|
| April                  | 54  | 30%  | 13   | 7%   | 67                                   | 18%                                  |
| May                    | 45  | 25%  | 6  | 3%   | 51                                   | 14%                                  |
| June                   | 23  | 13%  | 38   | 20%  | 61                                   | 16%                                  |
| July                   | 20  | 11%  | 76   | 40%  | 96                                   | 26%                                  |
| August                 | 10  | 6%   | 19   | 10%  | 29                                   | 8%                                   |
| September              | 8   | 4%   | 4  | 2%   | 12                                   | 3%                                   |
| October                | 17  | 9%   | 0  | 0%   | 17                                   | 5%                                   |
| November (1st to 12th) | 4   | 2%   | 0  | 0%   | 4                                    | 1%                                   |
| <b>Total</b>           | <b>181</b>  | <b>13%</b>   | <b>156</b>   | <b>10%</b>   | <b>337</b>                           | <b>11%</b>                           |

\* E-scooter inquiries is a defined search relating to escooters

| Month                  | Total # trips  | Total # Monthly E-scooter SRs Counts | SRs / trip           |
|------------------------|----------------|--------------------------------------|----------------------|
| April                  | 31,952         | 67                                   | 0.002                |
| May                    | 41,483         | 51                                   | 0.001                |
| June                   | 33,426         | 61                                   | 0.002                |
| July                   | 32,122         | 96                                   | 0.003                |
| August                 | 26,557         | 29                                   | 0.001                |
| September              | 21,068         | 12                                   | 0.001                |
| October                | 11,405         | 17                                   | 0.001                |
| November (1st to 12th) | 1,558          | 4                                    | 0.003                |
| <b>Total</b>           | <b>199,571</b> | <b>337</b>                           | <b>Average 0.002</b> |

# TAKEAWAYS FROM 2023

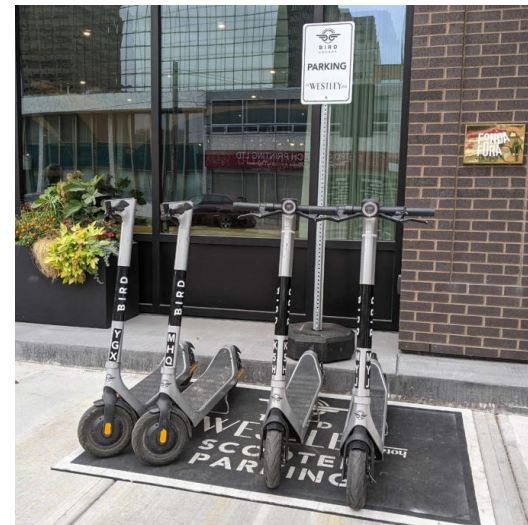
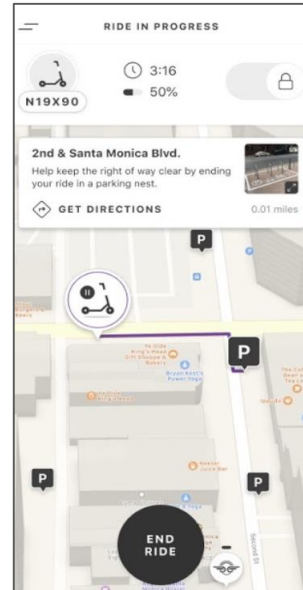
- Lock-to parking model – low compliance rate (60%)
- Parking trial compliance rates: 95% for free-flow parking, 97% for designated parking
- 311 calls: 337 calls (11% of all service requests related to “Litter, Debris, and Obstruction” and “Sidewalk Parking Infraction” attributed to shared e-scooters)
- Very low rate of calls/complaints per number of trips (0.002)
- Emails: 20% were positive feedback, reporting personal experiences or seeking information
- Survey conducted by one of the operators: 40% of users reported using e-scooters mostly to connect to public transit.



# 2024 Parking Model

Hybrid parking model will be introduced:

- High pedestrian traffic areas: designated virtual parking corrals
- Less congested areas: a free-floating parking model



# 2024 NEXT STEPS

- Determine the 2024 Season launch date (suggestion: May 1st)
- Report back to the Ministry of Transportation
- Retain a micromobility data management service to support fleet services and operations compliance
- Hire a TMU summer intern through the Mitacs program
- Continue to work with operators and partners to improve the assessment and evaluation of the program.



# Thank you!

