



THE CORPORATION OF THE CITY OF VERNON REPORT TO COUNCIL

SUBMITTED BY: Anne Huisken
Active Transportation Coordinator

COUNCIL MEETING: REG COW I/C
COUNCIL MEETING DATE: November 27, 2023
REPORT DATE: November 15, 2023
FILE: 8300-10-06

SUBJECT: E-SCOOTER PILOT PROGRAM SURVEY RESULTS AND NEXT STEPS

PURPOSE:

To share the results from the electric kick scooter (e-scooter) pilot program (the Pilot) survey with Council and seek Council direction on next steps for the Pilot and shared e-scooter vendors.

RECOMMENDATION:

THAT Council receive for information the e-scooter pilot program survey results, as outlined in the report titled "E-Scooter Pilot Program Survey Results and Next Steps" dated November 15, 2023, and respectfully submitted by the Active Transportation Coordinator;

AND FURTHER, that Council direct Administration to develop and implement a new application process for shared e-scooter vendors to operate in Vernon, should the Province extend the Pilot or make the e-scooter regulations permanent.

ALTERNATIVES & IMPLICATIONS:

1. THAT Council receive for information the e-scooter pilot program survey results, as outlined in the report titled "E-scooter Pilot Program Survey Results and Next Steps" dated November 15, 2023, and respectfully submitted by the Active Transportation Coordinator.

Note: This could result in no shared e-scooter program for the 2024 season. Should the Province extend the Pilot or make the regulations permanent, then Administration could return to Council with alternative options to continue the shared e-scooter program. Privately owned e-scooters would still be permitted to operate even if the shared program ends.

ANALYSIS:

A. Committee Recommendations:

N/A

B. Rationale:

1. In 2021, the City of Vernon was selected by the Province of British Columbia, along with five other communities, to participate in a three-year Pilot program focused on exploring the use of e-scooters for personal transportation. Following a competitive bid process, "Neuron Mobility" (the Vendor) was awarded a two-year contract and the shared e-scooter program was launched in July 2021. In Spring 2022, e-bikes were introduced to the fleet. At its Regular Meeting of September 26, 2022, Council extended the Vendor's contract by a year to end on April 5, 2024 to align with the conclusion of the Pilot program.

2. In spring 2023, Administration conducted public engagement to gather feedback on the Pilot. The objective was to gain insights from e-scooter riders and non-riders and to assess the Pilot's alignment with the City's plans and strategies. The draft report is in Attachment 1, as it undergoes finalization by graphic designers, a finalized version is anticipated to be released through a media release at the end of the month and posted on the Engage Vernon Website.
3. **Data collected through the community e-scooter survey indicated that:**
 - A total of 1726 people completed the survey. Insights were gathered from 554 people who had ridden e-scooters and 1172 who had not ridden e-scooters.
 - The majority of people who completed the survey were from Vernon.
 - Most people who used e-scooters are between 25 and 55 years old. People who do not use e-scooters are typically between 45 and 74 years old.
 - The main motivations for using e-scooters were fun, convenience, and ease of travel.
 - Shared e-scooters proved particularly valuable for individuals without a car or driver's license, offering a new means of mobility. They also help people get to important destinations, like work.
 - E-scooters have the potential to reduce car usage, with most riders indicating they would have driven or ridden in a car if e-scooters were unavailable.
 - People who own e-scooters ride them more often than people who used shared e-scooters.
 - Over a third of respondents reported increased use of public transit due to e-scooters.
 - There is a continued need for investments in improved active transportation infrastructure, such as multi-use pathways and bike lanes to accommodate all road users' preferences to keep active transportation separated from vehicle traffic.
 - Injuries related to e-scooter use were reported by both riders and non-riders, though they were generally minor and did not require extensive medical attention. Younger riders were more likely to report injuries than older riders.
 - Concerns were raised by non-e-scooter riders about the behaviour of e-scooter users, particularly regarding safety and compliance with local bylaws and provincial regulations. Some mentioned encountering issues with parked e-scooters blocking paths and driveways.
 - Continued education that reaches both e-scooter users and non-users about the legal requirements of riding e-scooters is important as awareness of these regulations varies, with e-scooter riders generally more informed compared to non-riders.
 - Overall, e-scooter riders held positive views towards e-scooters, viewing them as a valuable addition to the community. Non-riders were more divided in their opinions.
4. The findings from the survey offer various perspectives on the community's experiences, sentiments, and opinions about e-scooters. Most riders and non-riders support continuing to allow privately owned e-scooters to operate in Vernon. More concern was voiced over the shared e-scooter program. These apprehensions highlight areas that have the potential to be addressed through a new application process.
5. **Key considerations to address a new application process for future shared e-scooter programs include:**
 - **Education and Awareness Campaigns** – Continued education and awareness campaigns are essential for both users and non-users regarding e-scooter rules, regulations, and safe riding practices;
 - **Parking Solutions** – Concerns about shared e-scooters obstructing pathways, driveways, and other public spaces should be addressed. Administration would collaborate with future vendors to develop effective strategies and employ new technologies to improve e-scooters parking;
 - **Enforcement and Compliance** – Enforcing e-scooter rules and regulations is limited due to staffing, resourcing, and competing priorities for both the RCMP and local Bylaw Compliance. Addressing this challenge may involve finding innovative solutions and require additional resources;

- **Strategies to Address Concerns of Non-Riders** – Non-e-scooter riders, especially older adults and those with mobility challenges, express concerns about sharing sidewalks with e-scooter riders. New strategies, such as awareness campaigns, additional signage, and other interventions, are recommended to accommodate all road users; and
 - **Affordability/Accessibility** – It is essential that future shared e-scooter programs aim to be affordable for a wide range of users, including those with lower incomes. This can be addressed in future e-scooter share programs by requiring future vendors to deliver equity programs that make e-scooters more attainable through pricing structures, subsidies, or discounted rates for low-income individuals.
6. Administration recommends addressing the key considerations for an improved e-scooter share program in Vernon through a new application process. Administration recommends initiating this process early due to the time required for its development, including amendments to relevant bylaws and policies, and the development of the general terms and conditions for the contract (e.g., term, number of vendors, etc.).
 7. Administration also requires time to allow potential vendors to apply and to award a contract prior to the expiration of the current contract to avoid disruption to the service. Administration would return to Council in early 2024 to seek approval for the new e-scooter share application process.

C. Attachments:

Attachment 1 – Draft Report: What We Learned About E-scooters in Vernon

D. Council’s Strategic Plan Alignment:

- | | |
|---|---|
| <input type="checkbox"/> Governance & Organizational Excellence | <input type="checkbox"/> Livability |
| <input type="checkbox"/> Recreation, Parks & Natural Areas | <input type="checkbox"/> Vibrancy |
| <input checked="" type="checkbox"/> Environmental Leadership | <input type="checkbox"/> Not Applicable |

E. Relevant Policy/Bylaws/Resolutions:

1. At its Regular Meeting of Sept 26, 2022, Council passed the following resolution:

THAT Council direct Administration to extend the e-scooter and e-bike sharing contract with Neuron Mobility to April 5, 2024 as outlined in the memorandum titled “Extension of the Electric Kick Scooter and Electric Bike Sharing Contract with Neuron Mobility” dated September 14, 2022 and respectfully submitted by the Active Transportation Coordinator.

2. At its Regular Meeting of April 26, 2021, Council passed the following resolution:

THAT Council endorse the proposed amendments to Traffic Bylaw #5600, as shown in Attachment 2 in the report titled “Electric Kick Scooter Pilot Traffic Bylaw #5600 Amendments”, dated April 15, 2021, respectfully submitted by the Active Transportation Coordinator.

3. At its Regular Meeting of April 12, 2021, Council passed the following resolution:

THAT Council receive the memorandum titled “Electric Kick Scooter Pilot Program” dated March 26, 2021, from the Active Transportation Coordinator, for information.

4. At its Regular Meeting of May 25, 2020, Council passed the following resolution:

THAT Council support a pilot project under Part 13 of the Motor Vehicle Act relating to electric kick scooters and other similar forms of micromobility devices, as outlined in the memo titled

“Update on Motor Vehicle Act Pilot Projects Program – Micromobility Devices” dated May 14, 2020, as submitted by the Active Transportation Coordinator.

5. At its Regular Meeting of February 10, 2020, Council passed the following resolution:

THAT Council direct Administration to implement temporary on-street bicycle parking corrals on 30th Avenue at 30th Street and 30th Avenue at 34th Street;

AND FURTHER, that Council direct Administration to initiate a competitive bidding process for micromobility service providers to operate a two-year micromobility pilot;

AND FURTHER, that Council support an application to the Ministry of Transportation and Infrastructure to participate in the Motor Vehicle Act Pilot Projects Program, relating to micromobility devices, and applications for future relevant grant opportunities.

6. At its Regular Meeting of January 27, 2020, Council passed the following resolution:

THAT Council direct Administration to submit an Expression of Interest to the Ministry of Transportation and Infrastructure for the Motor Vehicle Act Pilot Projects Program, relating to micromobility devices.

7. At its Regular Meeting of January 13, 2020, Council passed the following resolution:

THAT Council refers the letter dated December 14, 2019 from Dudley Coulter, Events and Promotions Coordinator to Administration for review and recommendation to Council.

8. Climate Action Plan Goals and Actions:

- The community’s transition to low greenhouse gas vehicles, such as electric, is supported.
- Enable and support the enhancement and expansion of the transit network and alternative mobility options.
- Continue to conduct public education campaigns to increase awareness of and uptake of active transportation and alternative transportation options.
- Continue to work to promote bike/scooter/car-sharing/co-op programs in the community.
- Seek to apply innovative low carbon mobility strategies (active transportation, public transit, car sharing) in the upcoming Master Transportation Plan update.

9. Official Community Plan guiding principles:

- Revitalize the downtown.
- Provide alternative transportation.
- Create a culture of sustainability.
- Create strong, compact, and complete neighbourhoods.
- Create a youth-friendly city.

Official Community Plan supporting policies:

- 11.10. b. Aim to increase the percentage of all trips made by cycling to 5% by 2040.
- 11.10. k. Implement a “Bike Friendly Business” Program.
- 11.10. i. Implement bike parking, support bike sharing programs and bike stations.

10. The City Centre Neighbourhood Plan includes the following policies:

- Continue Transportation Demand Management (TDM) efforts to promote cycling. Dedicate funds in the capital budget to implement TDM infrastructure projects and initiatives.

11. The Waterfront Neighbourhood Plan includes the following policies:

- Create user-friendly streets throughout the Waterfront Neighbourhood Centre to support the vision for streetscapes, complete with emphasis on the pedestrian first, followed by bicycles, transit and the private automobile.
- Partner with BC Transit to explore a Park n' Ride and a Park n' Bike site in the area. This site would act as the transit hub for the Neighbourhood Centre. It should be easily accessed by pedestrians and include bicycle parking and storage.

BUDGET/RESOURCE IMPLICATIONS:

Contracting vendor(s) to manage shared e-scooter services is intended to be operated at no direct cost to the City. Administration would ensure that the application process protects the City of Vernon from risk and liability.


Administration time would be required to develop an application process, monitor the program, and compile reporting.

There are currently no resources planned in the 2024 Transportation budget to support public education and engagement. While the first point of public contact for complaints regarding shared e-scooters would be the vendor, more resources may need to be allocated to Bylaw Services who will likely receive inquiries and enforcement.

FINANCIAL IMPLICATIONS:

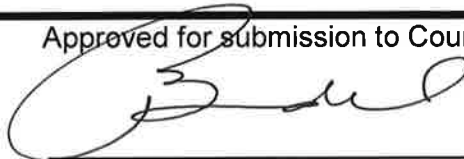
- None Budget Previously Approved New Budget Request
(Finance Review Required)

Prepared by:



X _____
Signer 1
Anne Huisken
Active Transportation Coordinator

Approved for submission to Council:



Patricia Bridal, CAO
Date: Nov 21, 2023

X  _____
Signer 2
Terry Barton
Director, Planning and Community Services

REVIEWED WITH

- | | | |
|---|---|---|
| <input type="checkbox"/> Corporate Services | <input type="checkbox"/> Operations | <input type="checkbox"/> Current Planning |
| <input type="checkbox"/> Bylaw Compliance | <input type="checkbox"/> Public Works/Airport | <input type="checkbox"/> Long Range Planning & Sustainability |
| <input type="checkbox"/> Real Estate | <input type="checkbox"/> Facilities | <input type="checkbox"/> Building & Licensing |
| <input type="checkbox"/> RCMP | <input type="checkbox"/> Utilities | <input type="checkbox"/> Engineering Development Services |
| <input type="checkbox"/> Fire & Rescue Services | <input type="checkbox"/> Recreation Services | <input type="checkbox"/> Infrastructure Management |
| <input type="checkbox"/> Human Resources | <input type="checkbox"/> Parks | <input checked="" type="checkbox"/> Transportation |
| <input type="checkbox"/> Financial Services | | <input type="checkbox"/> Economic Development & Tourism |
| <input type="checkbox"/> COMMITTEE: | | |
| <input type="checkbox"/> OTHER: | | |

WHAT WE LEARNED ABOUT E-SCOOTERS IN VERNON:

Results from the community e-scooter survey



Hey Vernon, what *do you think* about the e-scooters?
We want to hear from you!

Complete your survey by:
June 15, 2023

VernonMoves
CITY OF VERNON

DRAFT

Date: Nov 15, 2023

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
Email: transportation@vernon.ca

DRAFT

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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.

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](#).

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.

Both the Pilot and the Vendor's contract will end on April 5, 2024. The next steps of the Pilot after April 5, 2024 are still to be determined by the Province.

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.

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.

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.

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.

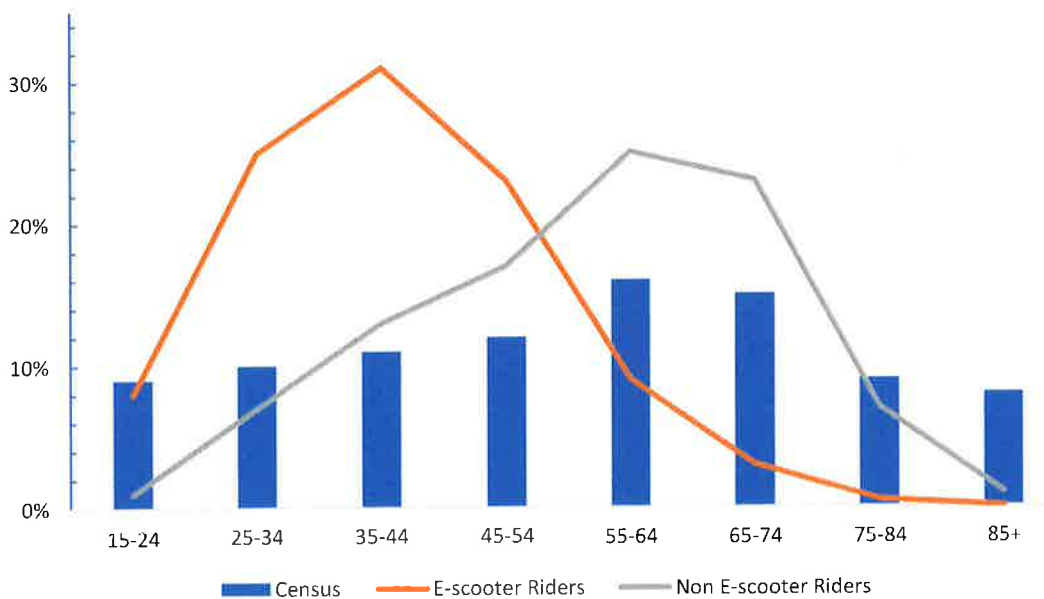


Figure 1: Age differences between e-scooter riders and non-riders compared to Census age groups.

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.

"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..."

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.

"Few people obey the rules that you asked if we were familiar with (not riding double, always wearing a helmet, etc.) but you didn't ask if we see these rules being followed. I'd fully support e-scooters if the riders would ride responsibly and obey the rules."

"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."

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.

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.

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 the 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."

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%).

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.

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.

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.

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 license 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.

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?

- Yes
 No

Yes	No
32%	68%

*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?

- A Neuron rental e-scooter.
 A rental e-scooter (not Neuron)
 An e-scooter that I own.
 Other:

	Yes
A shared e-scooter	94%
Personal e-scooter	6%

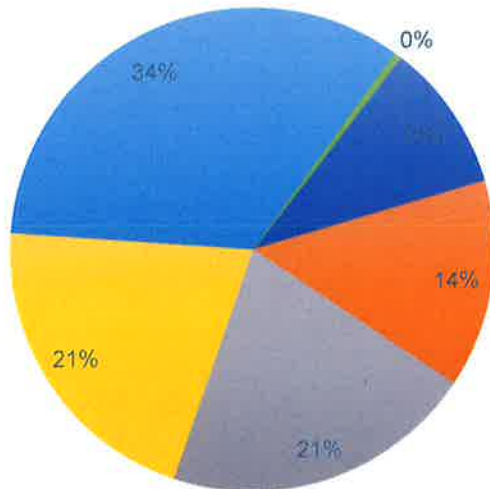
*Percentages are based on 550 responses, We removed 4 people from the sample who indicated "other" and no responses were provided in the open-ended option. 1 responded said they used a



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



- 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

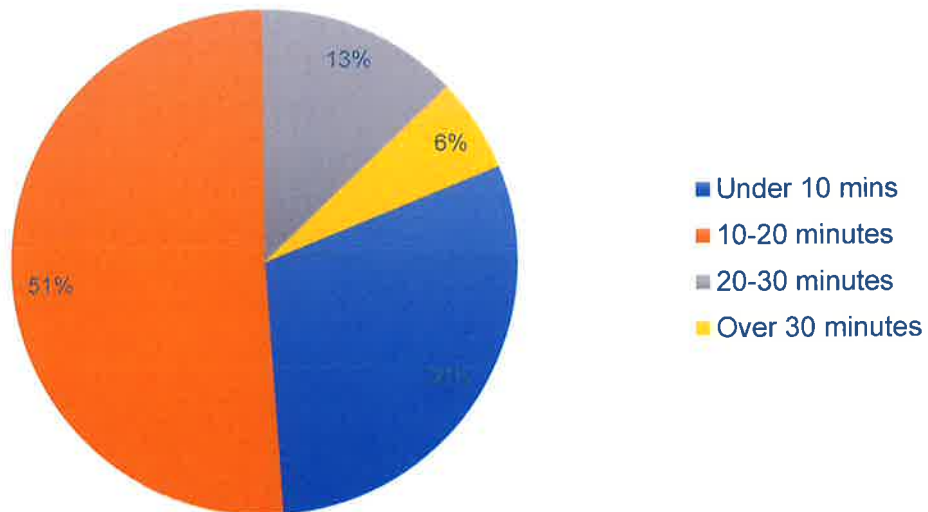
*Percentages are based on 554 responses to the question “In the last year how often did you use an e-scooter”

* Percentages may not add up to 100% due to rounding



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 (select top 2 answers)?

- Easiest/Fastest
- Most convenient option available to me
- Affordable
- Avoid having to find parking/pay for parking at my destination
- Avoid traffic
- To help the environment and/or air quality
- Most fun option
- Other:

	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 2 answers. Percentages are based on 916 multiple responses and therefore column percentages exceed 100%.



6. If you did not have access to an e-scooter, how would you have traveled to your destination? (Select top 2 answers)

- Private vehicle as driver (car, truck, motorcycle, van)
- Private vehicle as passenger (car, truck, motorcycle, van)
- Public transit
- Walking (incl. jogging)
- Bicycle (including electric devices or shared devices)
- Small wheeled transport (e.g. skateboard, roller-blades, scooter, longboard)
- Mobility aid
- Taxi, ride-hail (e.g. Uride)
- Multi-modal (e.g. more than one way to complete commute such as a combination of walking and transit)
- Would not have taken trip
- Other:

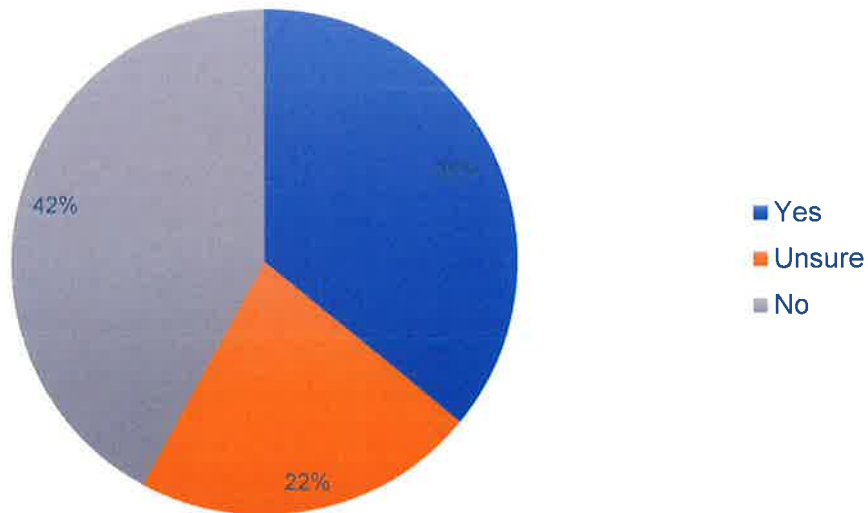
Mode of Travel	Percent of Survey Takers		
	All Riders	Shared e-scooter riders (94%)	Owned e-scooter riders (6%)
Private vehicle as a driver	56%	55%	71%
Walking	39.5%	41%	16%
Taxi, ride hail	16%	11%	7%
Private vehicle as a passenger	15%	16%	7%
Would not have taken the trip	11%	7%	22%
Bicycle	9%	5%	16%
Public Transit	8.5%	8%	13%
Small wheel transport	1%	1%	0%
Multi-modal (more than one way to complete a commute such 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 2 answers. Percentages are based on 879 multiple responses and therefore column percentages exceed 100%.

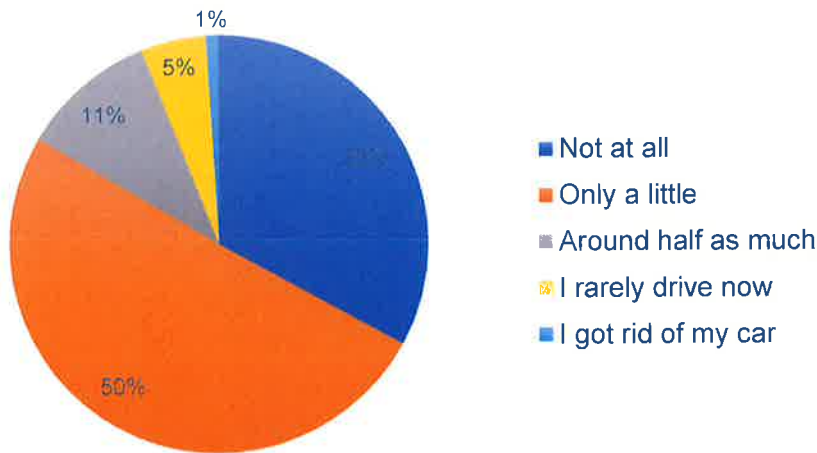
7. Does having access to an e-scooter make you more likely to use public transit? (Select one)

- Yes
- No
- Unsure



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

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

- Yes
- Sometimes
- Never

Yes	Sometimes	Never
57%	21%	23%



If you've ridden a Neuron e-scooter, please answer question 13 and 14. If you have not ridden a Neuron e-scooter NO, please skip to Q12

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

- Yes → Go to Q12
- Sometimes
- Never

Yes	Sometimes	Never
34%	16%	48%

¹ Percentages are based on 554 responses

² We removed 8 people from this sample who had skipped the question, therefore percentages are based on 546 responses.

11. IF SOMETIMES OR NEVER, what are the reasons you do not wear a shared helmet on a Neuron e-scooter? (Select top 2 answers)

- Fit
- Style
- Hygiene
- Don't want to
- Helmets are in poor condition
- Other

	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 8 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 most comfortable and (5) being least comfortable.



Sidewalk



Bike Lane



Multi-Use Path



Quiet Street



Major Road

--	--	--	--	--



Multi-use pathway



Bike Lane



Sidewalk



Quiet Street



Major Road



Most comfortable

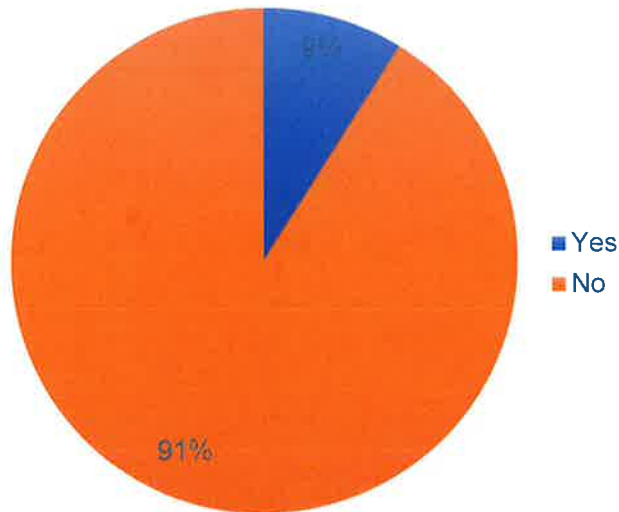
Least comfortable

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

Yes

No → Go to **Section 3: Education and Awareness (Q23)**



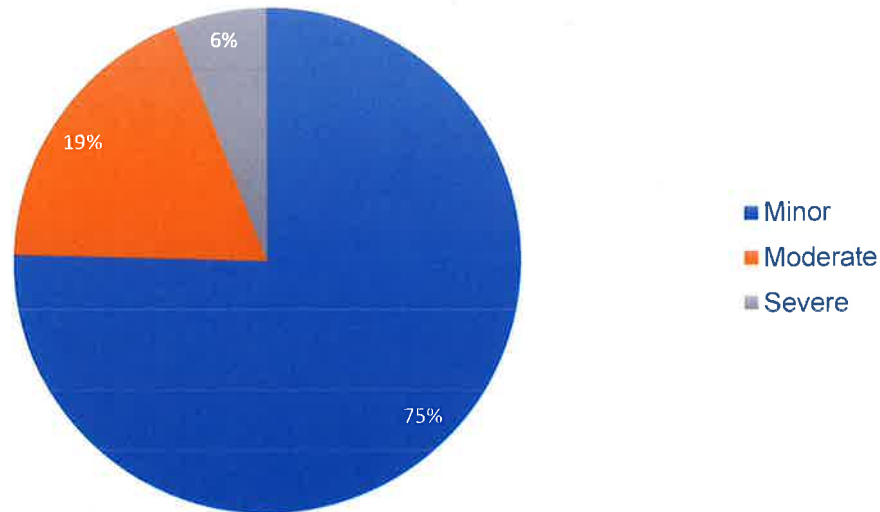


*Percentages are based on 554 responses.

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? (Select top 2 answers)

- Private vehicle as driver (car, truck, motorcycle, van)
- Private vehicle as passenger (car, truck, motorcycle, van)
- Public transit
- Walking (incl. jogging, mobility aid)
- Bicycle (including e-bikes or shared e-bikes)
- Small wheeled transport (e.g. skateboard, roller-blades, scooter, longboard)
- Mobility aid
- Taxi, ride-hail (e.g. Uride)
- Multi-modal (e.g. more than one way to complete commute such as a combination of walking and transit)



Other:

Mode of Travel	Percentage of survey takers
Private vehicle as a driver	89%
Walking	38%
Private vehicle as a passenger	18%
Bicycle	13%
Public Transit	4%
Mobility aid	1%
Taxi, ride hail	1%
Other	1%
Small wheel transport	0.5%
Multi-modal (more than one way to complete a commute such walking and transit)	0.5%

Survey respondents were asked to select their top 2 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?

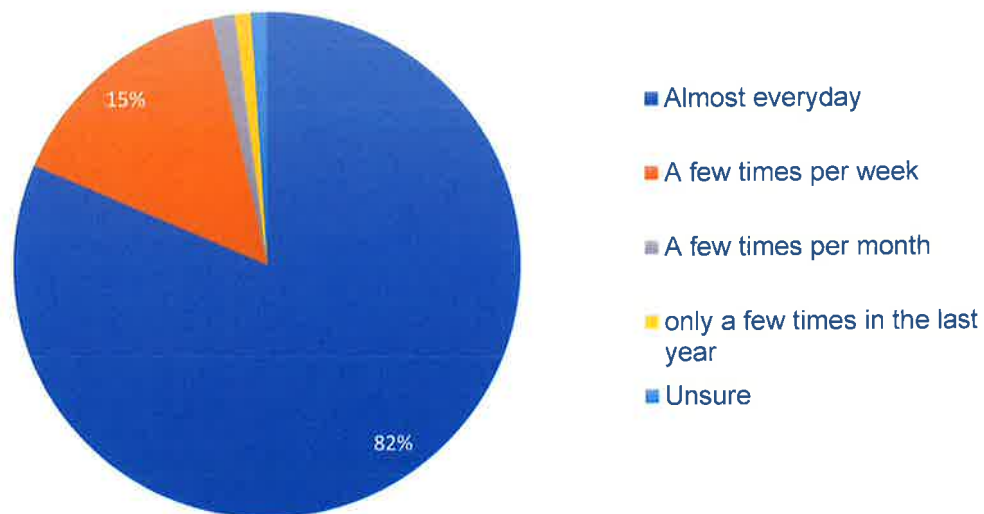
- Yes
 No → Go to Q23

Yes	No
99%	1%



17. IF YES, In the last year, how often have you come across e-scooters in Vernon? (Select one)

- 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 8 people who indicated they had no seen people riding e-scooter in the last year.



18. Where have you encountered e-scooters in Vernon? (Select all that apply)

- On the sidewalk
- In the bike lanes
- On multi-use paths
- On street
- On park trails
- Other:

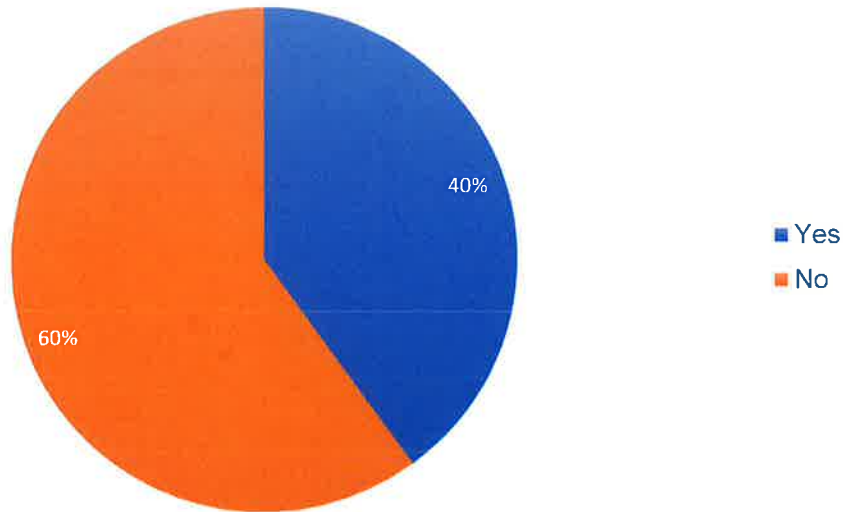
19.	Seen e-scooters	Have not seen e-scooters
Sidewalk	94%	6%
Bike lane	69%	31%
Multi-use path	58%	42%
On street	80%	20%
On park trails	23%	77%
Other	11%	89%

Percentages are based on 1164 responses, from people who did not ride e-scooters in the past year, as we removed 8 people who indicated they had not seen people riding e-scooter in the last year.

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

- Yes
- No → Go to **Q23**





21. IF YES, what was the nature of the conflict? (Select all that apply)

- E-scooters were blocking or impeding path
- I had a close call
- Resulted in a minor injury (i.e. did not require medical attention from a healthcare professional)
- Resulted in a moderate injury (i.e. required a visit to an emergency department or urgent care clinic but was discharged)
- Resulted in a severe injury (i.e. required a hospital stay)
- Other:

	Have experienced this conflict	Have not experienced this conflict
E-scooter were blocking or impeding a path	30%	70%
I had a close call	23%	77%
My conflict resulted in a minor injury, (did not require medical attention from a healthcare professional)	2%	98%
My conflict resulted in a moderate injury (Require a visit to an emergency department or urgent care clinic but was later discharged)	.5%	99.5%

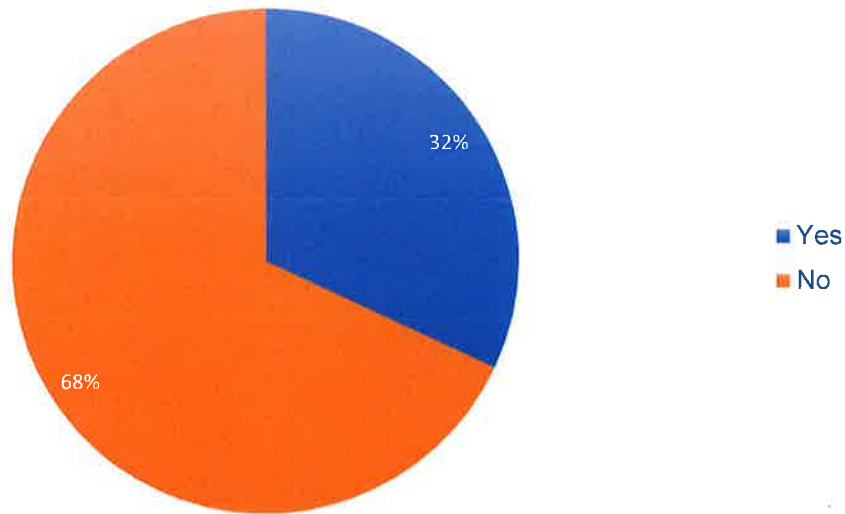


My conflict resulted in a severe injury (Require a hospital stay)	0.2%	99.8%
Other	6%	94%

Percentages are based on 1164 responses, from people who did not ride e-scooters in the past year, as we removed 8 people who indicated they had no seen people riding e-scooter in the last year.

22. Have you wanted to try riding an e-scooter? (Select one)

- Yes
- No → Go to **Q23**



23. What stops you from trying to ride an e-scooter? (Select top 2)

- No access to an e-scooter
- Too expensive (purchase or rental)
- I am not interested
- I don't have a credit card
- I don't have a smart phone
- E-scooters seem unsafe
- E-scooters are missing features I would like (e.g. basket, seat)
- I have a disability that makes it hard to ride an e-scooter
- Other

	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%

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



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

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

24. Whether or not you have ridden an e-scooter, where have you seen information about the rules for e-scooters in Vernon? Please check all that apply.

- In the Neuron app
- On the scooters themselves
- At ScootSafe events hosted by Neuron
- Neuron website
- City of Vernon website
- Brochure
- Local news
- Social media
- I spoke to a City staff person
- I spoke to a Neuron staff person
- Word of mouth
- I am not sure
- I have not seen information about the rules for e-scooters

Vendor	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
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.

25. Let us know about your knowledge of current e-scooter regulations with the following statements ** mark an X on the appropriate box

Yes No Not Sure

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?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were you aware that e-scooters may be ridden on sidewalks, but riders need to slow down near pedestrians and yield to pedestrians?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you know that it is mandatory to wear a helmet while riding an e-scooter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you know that it is illegal to ride double or carry a passenger on an e-scooter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you know that you must be at least 16 years old to ride an e-scooter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



	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.

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

Please select all that apply.

- They are a convenient way to get around
- They reduce greenhouse gas emissions
- They make the city more lively
- They are an affordable way to get around
- They are good for the economy
- They help connect people to transit
- They are fun to ride
- They make it easier to get around on the hills
- There are no benefits to electric kick scooters

	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.



27. Let us know how much you agree or disagree with the following statements: mark an X in the appropriate box

Strongly agree Somewhat agree Neutral Somewhat Disagree Strongly Disagree

E-scooters have had a positive impact on Vernon.

There is enough infrastructure (like bike lanes, multi-use paths, sidewalks, and roads) to ride e-scooters safely.

Most people ride e-scooters in a considerate way.

E-scooters are mostly parked in a considerate way.

Considerate riding and parking of e-scooters is improving over time.

E-scooters are safe for the people riding them.

E-scooters are safe for other people.

I want shared e-scooters to continue to be an option in Vernon.

People in Vernon should be able to own and ride their own e-scooters.



	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%
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*Percentages are based on 1471 responses; 256 responses were excluded from people lived 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.

28. Do you live in The City of Vernon?

- Yes
- No, I live:
- Elsewhere in the Okanagan (Coldstream, Lumby, Kelowna, Armstrong etc.)
 - Elsewhere in British Columbia
 - Elsewhere in Canada
 - Outside of Canada
- I prefer not to say

	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



29. What is your age group?

- 15-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+
- I prefer not to say

	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.



30. Which gender do you most identify with?

- Woman
- Man
- Gender fluid
- Nonbinary
- Trans woman
- Trans man
- Two-spirit
- I prefer not to say
- Another gender identity not listed

	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%
Nonbinary	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.



31. What is your highest level of education?

- No certificate, diploma, or degree
- High (secondary) school diploma or equivalent certificate
- Non-apprenticeship trades certificate or diploma
- Apprenticeship certificate
- College diploma or certificate
- Bachelor's degree
- Graduate degree
- I prefer not to say

	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.



32. What is your household composition?

- Single adult
- Single adult with 1 or more children under 18 years of age
- Two or more adults
- Two or more adults with 1 or more children under 18 years of age
- I prefer not to say
- Other:

	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	3%	7%	2%
Two or more adults	50%	38%	56%
Two or more adults with 1 or more kids under 18	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.



33. What is your annual household income before taxes?

- Under \$30,000
- \$30,000 - \$50,000
- \$50,000 - \$80,000
- \$80,000 - \$125,000
- More than \$125,000
- I am not sure
- I prefer not to say

	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.



34. Do you personally identify as belonging to any of the following groups? (Please check all that apply.)

- Indigenous (First Nation, Metis, or Inuk/Inuit)
- LGBTQIA2S+
- Youth
- Visible minority
- Live with a visible or invisible disability
- Experience housing insecurity or homelessness
- Experience mental health or mental illness
- Experience with substance use
- Belong to an excluded socio-economic group
- Not applicable
- I prefer not to say
- Other

	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%.

35. 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 to 4:30pm.



APPENDIX 2: Survey Advertisements

Social Media Advertisements

Hey Vernon, what do you think about the e-scooters?
We want to hear from you!

Complete your survey by:
June 15, 2023

VernonMoves

Hey Vernon, what do you think about the e-scooters?
We want to hear from you!

Complete your survey by:
June 15, 2023

VernonMoves

Hey Vernon, what do you think about the e-scooters?
We want to hear from you!

Complete your survey by:
June 15, 2023

VernonMoves

Hey Vernon, what do you think about the e-scooters?
We want to hear from you!

Complete your survey by:
June 15, 2023

VernonMoves

Newspaper Advertisement

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**

