

**CITY OF ST. ALBERT**

# E-Scooter Program Update

Date

Presented by:

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Department: *Economic Development*

# Background

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- The E-Scooter Pilot Program was approved by Council Motion on August 16<sup>th</sup>, 2021:
  - The Pilot is scheduled to run between September 1<sup>st</sup> 2021 and December 31<sup>st</sup>, 2022;
  - Regulations were implemented through conditions on Business Licences in order to meet operational deadlines for 2021.
  - 3 E-Scooter Companies initially expressed interest in participating in the Pilot; 5 companies obtained Business Licences to operate in 2021.

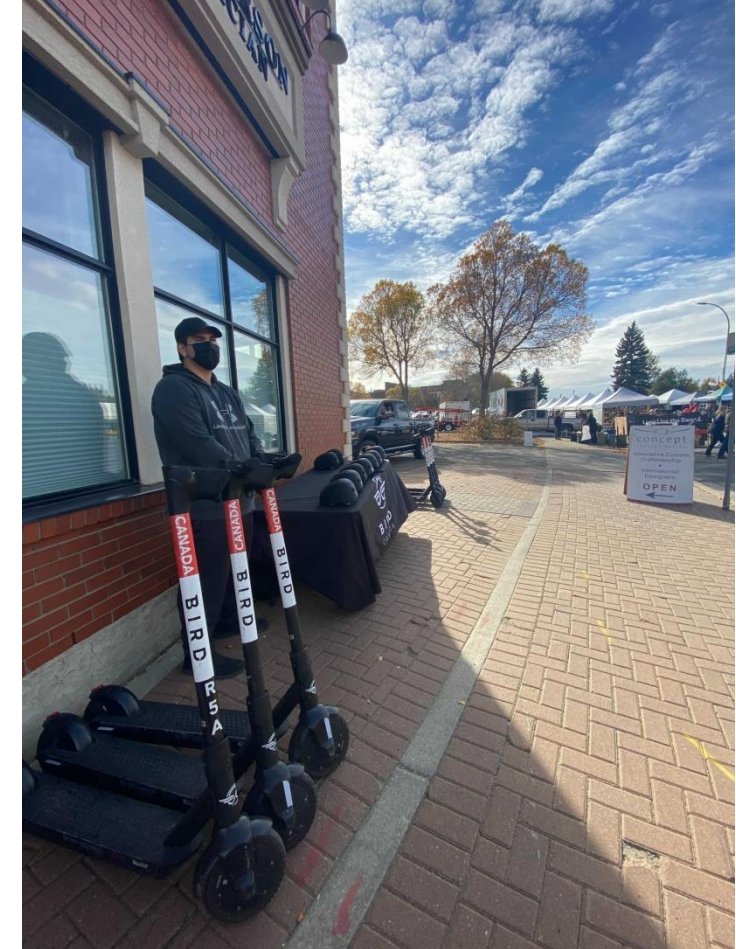
# Regulations Summary

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- Conditions on Business Licences included the following key regulations:
  - No limits on numbers of e-scooters or e-scooter companies;
  - Users must be 16 years of age;
  - E-scooters may be used on sidewalks or trails only;
  - E-scooters may not be used in transit centres, inside buildings, and geo-blocked locations (e.g., Woodlands Skate Park, BMX park, Farmer's Market, etc);
  - E-Scooters must be parked in the “furniture zone” when not in use;
  - E-Scooters must be removed after being parked for 2 days.
- The Traffic Bylaw was amended to require that users wear a helmet.

# E-Scooter Companies

- 5 Companies acquired Business Licences:
  - Spin, Roll and Bird obtained licences at the beginning of the pilot;
  - Lime and Link received licences later in September/early October.
- Contact information for each company was uploaded to a City webpage:
  - Residents could report e-scooter issues directly to the e-scooter companies through their related app or through the contact info on the webpage;
  - Many residents still contacted Business Licensing, MES, or the general City inbox to report e-scooter issues.



# E-Scooter Company Statistics

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- E-Scooter companies provided the following key statistics regarding the use of their e-scooter fleets in St. Albert:
  - 6,247 unique users (i.e., individual e-scooter accounts on mobile apps)
  - 11,921 total e-scooter trips taken
  - 2.5km: average trip distance
  - ~330 total e-scooters deployed on average (~85 / company)
  - 0 reported safety incidents

# Resident Feedback

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- 51 direct feedback messages were provided to Business Licensing:
  - 10% Positive (no negative feedback)
  - 41% Mixed (supported some aspects of program)
  - 49% Negative (supported no aspects of program)
- 23 residents completed a survey:
  - 52% of respondents supported the availability of E-Scooters in St. Albert;
  - 48% did not support the availability of E-Scooters in St. Albert.

# Resident Feedback – Cont.

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- Helmets:
  - Some residents noted that this rule was not being followed or enforced;
  - Some noted the rule defeated the purpose of shared e-scooters, as they won't carry helmets around just in case they decide to use an e-scooter.
- Aesthetics:
  - The majority of negative feedback was around the aesthetics of shared e-scooters;
  - Many comments about too many e-scooters and abandoned e-scooters on trails, boulevards and in parks.
- Safety
  - Some residents were concerned about safety issues, especially regarding e-scooters sharing trails and sidewalks with pedestrians.

# Current Status

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- Pilot is Scheduled to end in December 2022
  - If Council accepts the report as information, the current regulations will apply for when e-scooter fleets return in Spring/Summer, as weather permits.
  - Data analytics software will be employed in 2022 to track e-scooter usage.
  - Administration will return to Council with a summary report and recommendations on whether or not to make the pilot program permanent.