

Region of Waterloo

Transportation and Environmental Services

Transit Services / Transportation

To: Chair Tom Galloway and Members of the Planning and Works Committee

Meeting Date: April 12, 2022

Report Title: Micromobility – E-scooter Traffic and Parking By-law Updates

1. Recommendation:

That the Regional Municipality of Waterloo amend Traffic and Parking By-law 16-023, as amended, to add the definition and provisions for the use of electric kick-scooters (“e-scooters”) as described in Appendix A of Report TES-TRS-22-06, dated April 12, 2022, with an effective date of July 1, 2022.

2. Purpose / Issue:

This report recommends amendments to the Region’s Traffic and Parking By-law to permit e-scooters on all Regional Roads 50 km/h or less, and all Regional Roads with boulevard multi-use paths and/or reserved bike lanes in response to the Ministry of Transportation’s e-scooter pilot program. Helmets are proposed to be mandatory for all riders, regardless of age.

This is a companion report to Report TES-TRS-22-07 that outlines the implementation plan for launching a shared micromobility system (e.g., bike share, e-scooter share). Subject to approval of these reports, e-scooters will be permitted locally and considered eligible fleet vehicles that can be part of a commercial shared system alongside bike share.

3. Strategic Plan:

Supporting the introduction of low energy micromobility options and programs that can be integrated with the Region’s transit network aligns with Focus Area 2 (Sustainable Transportation) of the Region’s 2019-2023 Strategic Plan. This work is also a Strategic Action of the TransformWR plan (Action 1.3.1: Launch Micromobility Systems), and supports Strategy 5 of the Region’s Transportation Master Plan (Position the Region for New Mobility).

4. Key Considerations:

a) Micromobility Feasibility Study recommendations and Ontario e-scooter pilot

In May 2020, the micromobility project team consisting of staff from the Region and Cities of Cambridge, Kitchener, and Waterloo received a feasibility study with recommendations for

implementing a shared micromobility system for bikes, e-bikes, and e-scooters in Waterloo Region (TES-TRS-20-14).

An initial step of the implementation plan required the Region and Cities to determine if and where people are permitted to ride e-scooters. This is in response to Ontario's 5-year e-scooter pilot program. Effective January 2020, the pilot program set out vehicle and rider requirements and allows municipalities to choose to permit e-scooters locally.

b) E-scooter public engagement program and survey results

The project team prepared a Preliminary Preferred Option (permit e-scooters on recreational multi-use trails and boulevard multi-use paths, all roads with reserved bike lanes, and any road 50 km/h or less) after consulting with municipal partners and other stakeholders on the Region's Traffic Coordinating Committee (TCC), Inter-Municipal Partnership on Active Transportation (IMPACT), and Active Transportation Advisory Committee (ATAC). Staff also prepared four alternative e-scooter permission options that were presented alongside the preferred option for public review (Appendix B).

A joint public consultation program launched in early 2021 through the Region and Cities' "Engage" websites (TES-TRS-21-01). The public consultation program on [Engage Waterloo Region](#) received considerable media attention and was highlighted in radio programs and local news in all three cities.

The online survey was available from January 13 to February 1, 2021, and resulted in 1,439 survey participants. A summary report exported from the EngageWR platform is provided in Appendix C, and key findings from the project team's analysis are below:

- Approximately 54% of the 1,439 respondents supported the Preliminary Preferred Option, and 42% did not.
 - However, when asked to rank the five options presented, not permitting (i.e., banning) e-scooters was scored as the least favourite option overall (the Preliminary Preferred Option scored as the most favourite option).
- Top themes from open-ended responses among those who supported the Preliminary Preferred Option were as follows: "provides complete network" (145 mentions); "treats e-scooters similar to bikes" (81); and "provides a convenient alternative to car travel and/or car parking" (72).
- There was a general concern about safety and improper use (118 mentions) among those who did not support the Preliminary Preferred Option, but no clear preferred alternative for if/where to permit e-scooters.
 - For example, open-ended response analysis found some respondents preferred "no/limited on-road use" (159), whereas others preferred "no trails/multi-use paths" (73), and others wanted e-scooters "treated exactly the same as bikes" (63).
- Approximately 46% of all respondents reported that they had previously ridden an e-

scooter.

- Respondents who had previously ridden an e-scooter were more likely to support the Preliminary Preferred Option.
- Respondents' primary mode(s) of travel did not appear to be a decision factor.
 - For example, respondents that could be considered a cyclist, motorist, etc. were no more or less likely to support or oppose to the Preferred Option.
- Past e-scooter experience appears to be the most influential factor for support of the Preliminary Preferred Option.
- Approximately 67% of all respondents think the Region and Cities should permit commercial e-scooter rentals (e-scooter share) in Waterloo Region.

c) **Traffic and Parking By-law recommendations for e-scooters**

Based on the results of the public consultation program, staff, in concurrence with the project team and inter-municipal Traffic Coordinating Committee, recommend proceeding with the Preliminary Preferred Option and amending the Region's Traffic and Parking By-law accordingly.

Recommended updates are provided in Appendix A and include a new definition and section for e-scooters. This section includes provisions to permit e-scooters on all Regional Roads 50 km/h or less, and all Regional Roads with reserved bike lanes and/or boulevard multi-use paths (defined as multi-use trails in the by-law).

Specific e-scooter provisions (e.g., no sidewalk riding, speed etiquette for multi-use trails and paths, parking restrictions, etc.) are also detailed in this proposed section of the by-law. Police Services representatives informed the project team that they have limited capacity to routinely enforce activities on the active transportation network. However, the intent of these by-law provisions are to provide officers with appropriate direction and authority when they must respond to a specific issue. Similarly, the proposed by-law updates are intended to provide a framework for enforcing compliance among users of any commercial shared micromobility system. With most e-scooter activity anticipated to be related to the launch of a commercial shared system, the proposed by-law provisions will be translated into contract requirements for the successful operator. It is anticipated that this will encourage greater commitment from the commercial operator to manage rider behaviours and provide rider education, skill-building, and etiquette initiatives. A recent Ryerson University research paper on emerging best practices for e-scooter policy in North America found that it is increasingly common for municipalities to apply penalties to system operators for non-compliance or poor response times related to the key issues described below and in the proposed by-law provisions.

Helmets are proposed to be mandatory for all e-scooter riders, regardless of age, based on emerging e-scooter injury literature compiled by Public Health Ontario. Commercial shared micromobility system operators approach helmet access differently, but publicly available information suggests they have been able to deliver innovative solutions to serve markets with similar mandatory helmet requirements.

Staff are of the opinion that the Preliminary Preferred Option and proposed conditions like mandatory helmet use provide an “introductory” approach to permitting e-scooters in Waterloo Region in response to the MTO pilot. This approach capitalizes on the active transportation investments made by the Region and Cities, and discourages use of e-scooters on higher speed corridors without active transportation facilities (e-scooters’ maximum speed are 24 km/h under Ontario Regulation 389/19). This option provides an optimal network for the current duration of the MTO pilot, the type and location of most anticipated trips, and the identified service areas for a commercial shared system. In many areas, riders will have the opportunity to choose alternative route options based on their level of comfort and skill with this new type of vehicle.

As described in the Shared Micromobility Implementation Plan report (TES-TRS-22-07), staff plan to monitor travel patterns, parking behaviours, and critical incidents (e.g., collisions, injuries, etc.) through shared system reports and trip data, and ongoing collaboration with TCC, Police Services, and Public Health and Emergency Services. This information will help staff determine the scope of any necessary modifications to existing transportation operations and maintenance programs to better support micromobility vehicles, which could lead to future revisions to e-scooter permissions and/or posting e-scooter restrictions on specific corridors based on their condition.

d) Power-assisted bicycles (e-bikes)

This report does not recommend any amendments to e-bike permissions at this time.

The provincial government recently announced a redefinition of e-bikes into three classes (bicycle-style, moped, and motorcycle-style) as part of the 2021 Moving Ontarians More Safely (MOMS) Act. However, the MTO has advised staff that technical and regulatory elements of this redefinition are under review and that the changes outlined as part of the MOMS Act will not be implemented until a future announcement is made.

Currently, no type of e-bike is permitted on multi-use trails under the Traffic and Parking By-Law, but the province permits all e-bikes under 120 kg on roadways (to a maximum speed of 32 km/h). Staff anticipate that, in order to integrate certain types of e-bikes and cargo e-bikes into a shared micromobility system, a separate public consultation program will be required to prepare Traffic and Parking By-law recommendations following Ontario’s e-bike reclassification.

5. Background:

This report builds upon the previous micromobility program updates submitted to Regional Council, which include the 2018/2019 bike share pilot with Drop Mobility (TES-TRS-18-11), 2019/2020 Micromobility Feasibility Study with Alta Planning + Design (TES-TRS-20-14), and 2021 e-scooter public consultation plan (TES-TRS-21-01).

6. Area Municipality Communication and Public/Stakeholder Engagement:

Transportation staff from the Region of Waterloo and Cities of Cambridge, Kitchener, and Waterloo comprise the core project team that coordinated the Drop Mobility bike share pilot, the development of the micromobility feasibility study, the e-scooter public consultation, and the recommended Traffic and Parking By-law amendments. Township staff (consulted through TCC) report that they do not anticipate demand for e-scooters in their communities initially, but will continue to monitor the project team's progress and will respond with local updates and participate in the planned shared system as needed.

Regional and Area Municipal staff have been regularly updated and provide input on the micromobility program through TCC, IMPAcT, and leadership updates. The TCC consists of transportation staff from the Region, Police Services, and the seven Area Municipalities. IMPAcT consists of staff from the Region, Public Health, Police Services, Cities, post-secondary institutions, Student Transportation Services, CAA, and MTO.

ATAC, the Grand River Accessibility Advisory Committee (GRAAC), Cambridge Accessibility Advisory Committee, and each City's respective active transportation advisory committee have been informed of the e-scooter public consultation program, survey findings, and the project team's intention to proceed with the Preliminary Preferred Option. ATAC and GRAAC did not table a motion to endorse the Preliminary Preferred Option, and support varied among members of ATAC and City committees. A full summary of feedback and concerns received from the advisory committees is presented in Appendix D with staff responses.

Major themes raised by advisory committees include concern over fast e-scooter riders mixing with other multi-use trail users, sidewalk riding, and improper vehicle parking. The proposed amendments to the Traffic and Parking By-law help address many of these concerns, and these will be priority items that any system operator must be equipped to manage (since the project team anticipates most e-scooter activity will be related to the launch of a shared system). Staff have procured a tool to assist with system development and performance monitoring. This tool allows the project team to digitally upload "low speed", "no-ride", and "no park" zones at any time, which can be monitored and used to penalize system operators for non-compliance if required.

The project team also held a series of workshops with advisory committee members, industry representatives, and Region/City staff in September 2021 to prepare expected system features and requirements for shared systems to mitigate concerns, and develop a strategy to enforce compliance among commercial shared system operator(s). Details are presented in the Shared Micromobility Implementation Plan companion report (TES-TRS-22-07).

7. Financial Implications:

The Region's Approved 2022 Grand River Transit Operating Budget includes a provision of \$85,000 for the launch of a shared micromobility system (as described in TES-TRS-22-07), offset by an estimated \$85,000 in fees to be collected from the operator resulting in a net zero impact to the GRT budget. Staff plan to monitor and report on any financial impacts associated with the operation and maintenance of roads, active transportation facilities, or the shared

micromobility system through future micromobility program update reports to Regional Council.

8. Conclusion / Next Steps:

If approved, Traffic and Parking By-law updates described in this report would come into effect July 1, 2022, and staff plan to apply to the Ontario Court of Justice for set fine approval for the amendments to the Traffic and Parking Bylaw. The City representatives on the project team will prepare similar bylaw update recommendations for area municipal highways and park trails to permit e-scooters based on the Preliminary Preferred Option. Local municipalities may choose to restrict e-scooters on certain trails, parks, and/or other public spaces based on their condition.

Subject to approval of this report, e-scooters will be considered eligible fleet vehicles that can be part of a commercial shared system as described in the Shared Micromobility Implementation Plan (TES-TRS-22-07).

Attachments / Links:

Appendix A: Recommended Amendments to Traffic and Parking By-law 16-023 (3996237)

Appendix B: E-scooter Permission Options (EngageWR Public Consultation) (3996252)

Appendix C: E-scooter Public Consultation Survey Report (EngageWR Export) (3996255)

Appendix D: Summary of Advisory Committee Meetings and Staff Responses (3996259)

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Approved By: **Thomas Schmidt**, Commissioner, Transportation and Environmental Services

Appendix A: Recommended Amendments to Traffic and Parking By-law 16-023

By-Law Number 22-XXX

of

The Regional Municipality of Waterloo

A By-law to Amend by-law 16-023, as Amended, being a By-law to Regulate Traffic and Parking on Highways Under the Jurisdiction of the Regional Municipality of Waterloo (to Permit Electric Kick-Scooters on Certain Highways)

Whereas Ontario Regulation 389/19 of Highway Traffic Act, R.S.O. 1990, c. H.8, as amended, provides that no person shall operate an electric kick-scooter on a highway, sidewalk, trail, path or walkway or in a public park or exhibition ground under the jurisdiction of a municipality unless such operation is permitted by and in accordance with a municipal by-law;

And Whereas it is the desire of The Regional Municipality of Waterloo to permit persons to operate an electric kick-scooter on certain portions of highways that are under the jurisdiction of The Regional Municipality of Waterloo;

Now therefore, the Council of the Regional Municipality of Waterloo enacts as follows:

- 1) The Traffic and Parking By-law is amended by adding section 11.1 to Part II, Definitions, as follows:

“11.1 “e-scooter” has the same meaning as an “electric kick-scooter” in Ontario Regulation 389/19 of the Highway Traffic Act;”

- 2) The Traffic and Parking By-law is amended by adding a new Part XIX.2 – E-Scooters, as follows:

“Part XIX.2 – E-Scooters

1. a) Subject to subsection b) of this section, a person is permitted to operate an e-scooter on the following portions of a highway:
 - i) A multi-use trail;
 - ii) A cycling lane;
 - iii) A reserved lane;
 - iv) The shoulder of a highway with a posted rate of speed of 50 kilometers per hour or less if the highway has no cycling lane or reserved lane; and

- v) The roadway of a highway with a posted rate of speed of 50 kilometers per hours or less if the highway has no cycling lane, reserved lane or shoulder.
 - b) Subsection a) of this section shall not apply if an authorized sign is posted on a multi-use trail, cycling lane, reserved lane, shoulder or roadway that e-scooters are not permitted.
- 2. Where cycling lanes and reserved lanes are not provided on a highway with a posted rate of speed of 50 kilometers per hours or less, the operator of an e-scooter shall,
 - a) if there is a shoulder on the highway, stay on the shoulder as close to the right edge of the shoulder as possible; and
 - b) if there is no shoulder on the highway, stay on the right side of the roadway as close to the edge of the roadway as possible.
- 3. No person shall:
 - a) operate an e-scooter on a highway except in compliance with section 1 of this Part;
 - b) operate an e-scooter on a highway without wearing a helmet and chin strap;
 - c) operate an e-scooter on a sidewalk except to cross;
 - d) operate an e-scooter on a multi-use trail at a speed that is markedly greater than the speed of the pedestrians who are proximate to the e-scooter;
 - e) operate an e-scooter at a bus stop, transit station or light rail transit platform that is on or adjacent to a highway;
 - f) operate, stop or leave an e-scooter on any railway track, light rail transit track or other area designated with an authorized sign or marking for light rail transit vehicles;
 - g) leave an e-scooter in a location on a highway, including a sidewalk, that is intended for the passage of vehicles or pedestrians;
 - h) operate an e-scooter on any section of a multi-use trail, cycling lane, reserved lane, or roadway that is unpaved and/or closed for maintenance, construction, or emergency reasons; or
 - i) use an e-scooter for commercial use unless authorized by the Commissioner.
- 4. The operator of an e-scooter shall:
 - a) keep a safe distance from pedestrians and other users of the highway where the e-scooter is permitted pursuant to section 1 of this Part at all times; and

- b) give way to a pedestrian or bicycle by slowing or stopping, as necessary, where there is insufficient space for the pedestrian or bicycle and the e-scooter to pass.”

3) This By-law shall come into effect on July 1, 2022.

By-law read a first, second and third time and finally passed in the Council Chambers in the Regional Municipality of Waterloo this day of , A.D., 2022.

Regional Clerk

Regional Chair

Appendix B: E-scooter Permission Options (EngageWR Public Consultation)

Option #	Description
1	<ul style="list-style-type: none"> • Do not permit e-scooters in Waterloo Region • Current condition (e-scooters are only permitted on privately-owned lands)
2	<ul style="list-style-type: none"> • Permit e-scooters on: <ul style="list-style-type: none"> ○ Trails and multi-use paths
3	<ul style="list-style-type: none"> • Permit e-scooters on: <ul style="list-style-type: none"> ○ Trails and multi-use paths; and ○ All roads with reserved bike lanes
4	<p>Preliminary Preferred Option</p> <ul style="list-style-type: none"> • Permit e-scooters on: <ul style="list-style-type: none"> ○ Trails and multi-use paths; ○ All roads with reserved bike lanes; and ○ Any road 50km/hr or less
5	<ul style="list-style-type: none"> • Permit e-scooters anywhere a bike can go: <ul style="list-style-type: none"> ○ Trails and multi-use paths; ○ All roads with reserved bike lanes; and ○ Any other road (except controlled-access highways)

Appendix C: E-scooter Public Consultation Survey Report (EngageWR Export)

Note: this report includes charts generated by [Engage Waterloo Region](#) (EngageWR)'s "Bang the Table" public engagement platform. These charts show summarized survey results and are presented as images in this report. Staff have prepared the text descriptions of the results above each image for improved accessibility.

Survey Response Report:

12 January 2021 - 02 February 2021

Project Name:

Public Consultation Survey: Where should people be allowed to ride e-scooters in Waterloo Region?

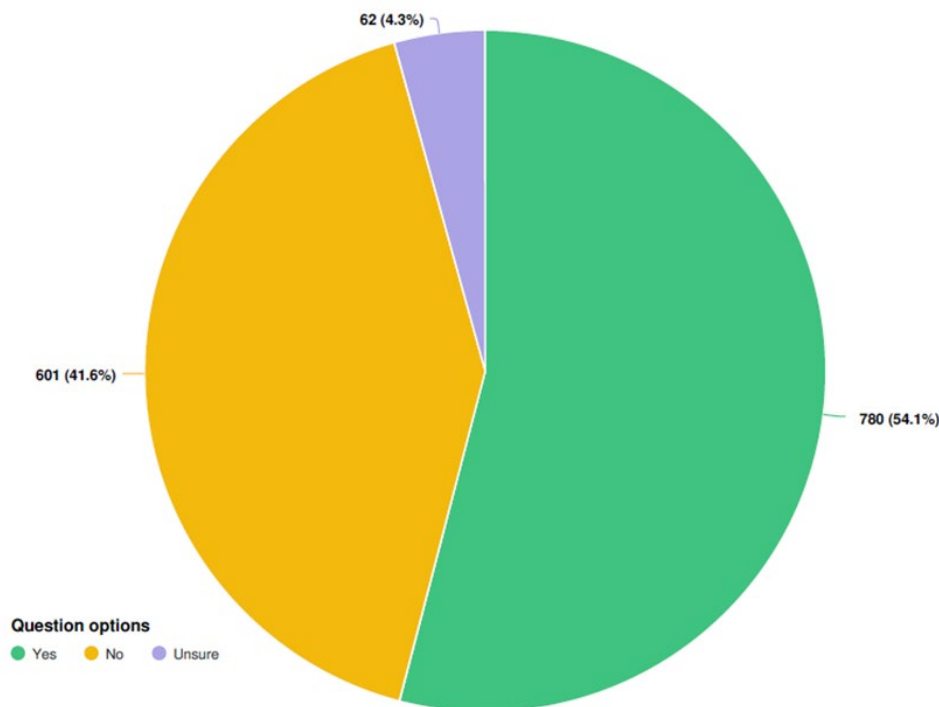
Question 1: Do you support staff's preliminary preferred option for where e-scooters should be allowed to ride in Waterloo Region?

Preliminary Preferred Option (Option 4).

Permit e-scooters on:

- Trails and multi-use paths;
- All roads with reserved bike lanes; and
- Any road 50km/hr or less

Results: Yes (54.1%); No (41.6%); Unsure (4.3%)

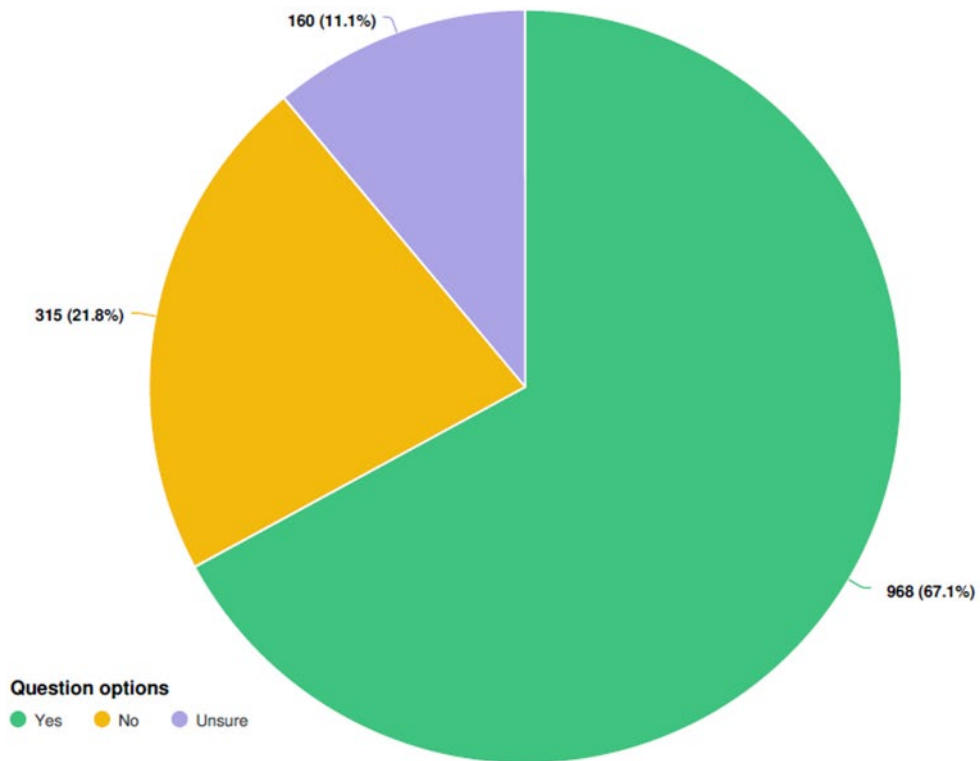


Question 2: Please rank all options for permitting e-scooters in Waterloo Region.
(1=most favourite option, 5= least favourite option)

Options	Average Rank Results
Permit e-scooters trails and multi-use paths, all roads with reserved bike lanes, and any road 50km/hr or less	2.31
Permit e-scooters on trails and multi-use paths, and all roads with reserved bike lanes	2.46
Permit e-scooters anywhere a bike can go (i.e., bike lanes, trails, and multi-use paths, all roads except controlled-access highways)	3.00
Permit e-scooters on trails and multi-use paths	3.07
Do not permit e-scooters in Waterloo Region	3.93

Question 3: Do you think the Region and Cities should permit e-scooter rental companies (scooter share) to operate in Waterloo Region?

Results: Yes (67.1%); No (21.8%); Unsure (11.1%)

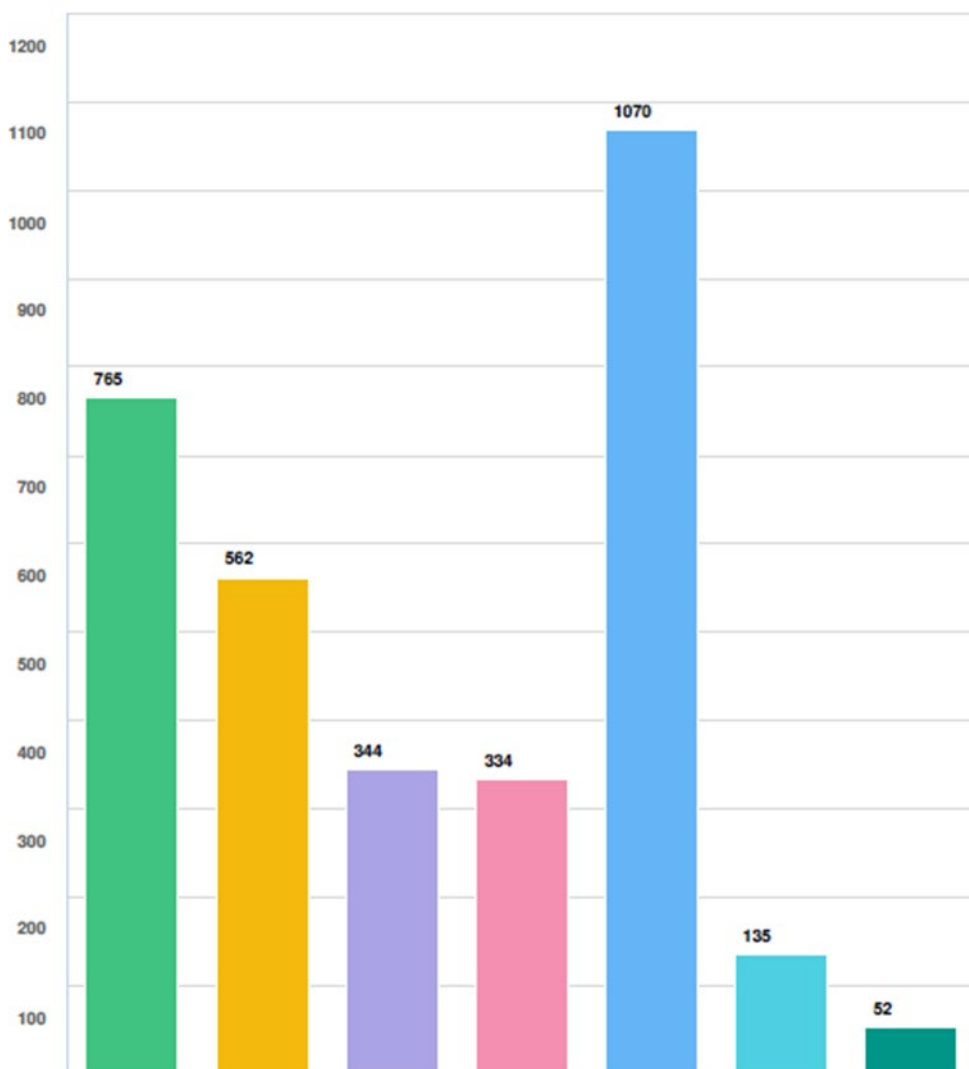


Question 4: How do you typically travel around Waterloo Region? Please select the mode(s) of transportation that you use regularly (i.e., almost daily) for most of your trips.

Note: If the COVID-19 pandemic has temporarily impacted your transportation choices and how you travel, please select the mode(s) of transportation you plan to use most over the next 1-2 years.

Results:

- Walk/Run/Assisted-Mobility Device: 765
- Bike: 562
- Transit (GRT buses and ION light rail): 344
- Carpool (driver or passenger): 334
- Drive alone (including motorcycle): 1070
- Taxi / rideshare (e.g., Uber, Lyft, etc.): 135
- Other: 52

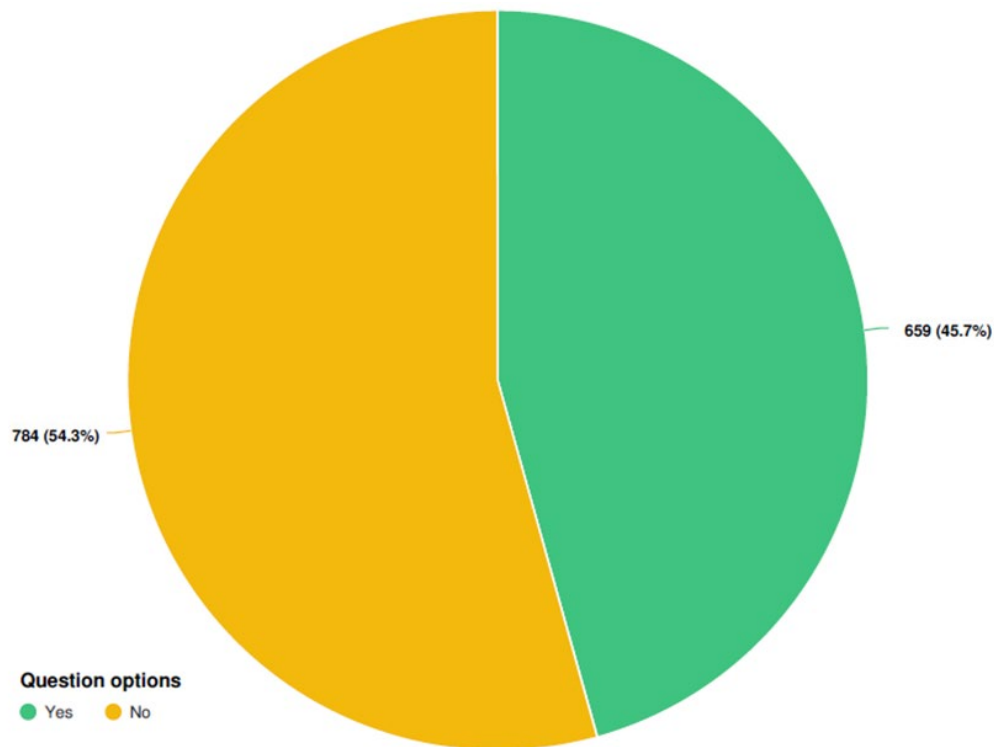


Question options

- Walk/Run/Assisted-Mobility Device ● Bike ● Transit (GRT buses and ION light rail) ● Carpool (driver or passenger)
● Drive alone (including motorcycle) ● Taxi / rideshare (e.g., Uber, Lyft, etc.) ● Other (please specify)

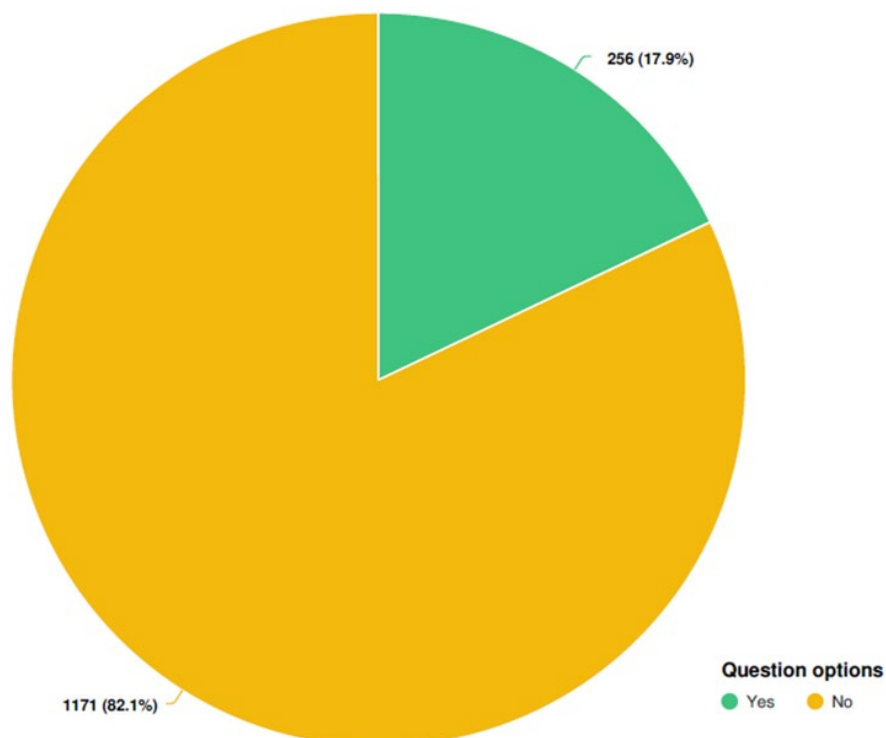
Question 5: Have you ever ridden an e-scooter before?

Results: Yes (45.7%); No (54.3%)



Question 6: Do you own (or plan to purchase) an e-scooter for personal use?

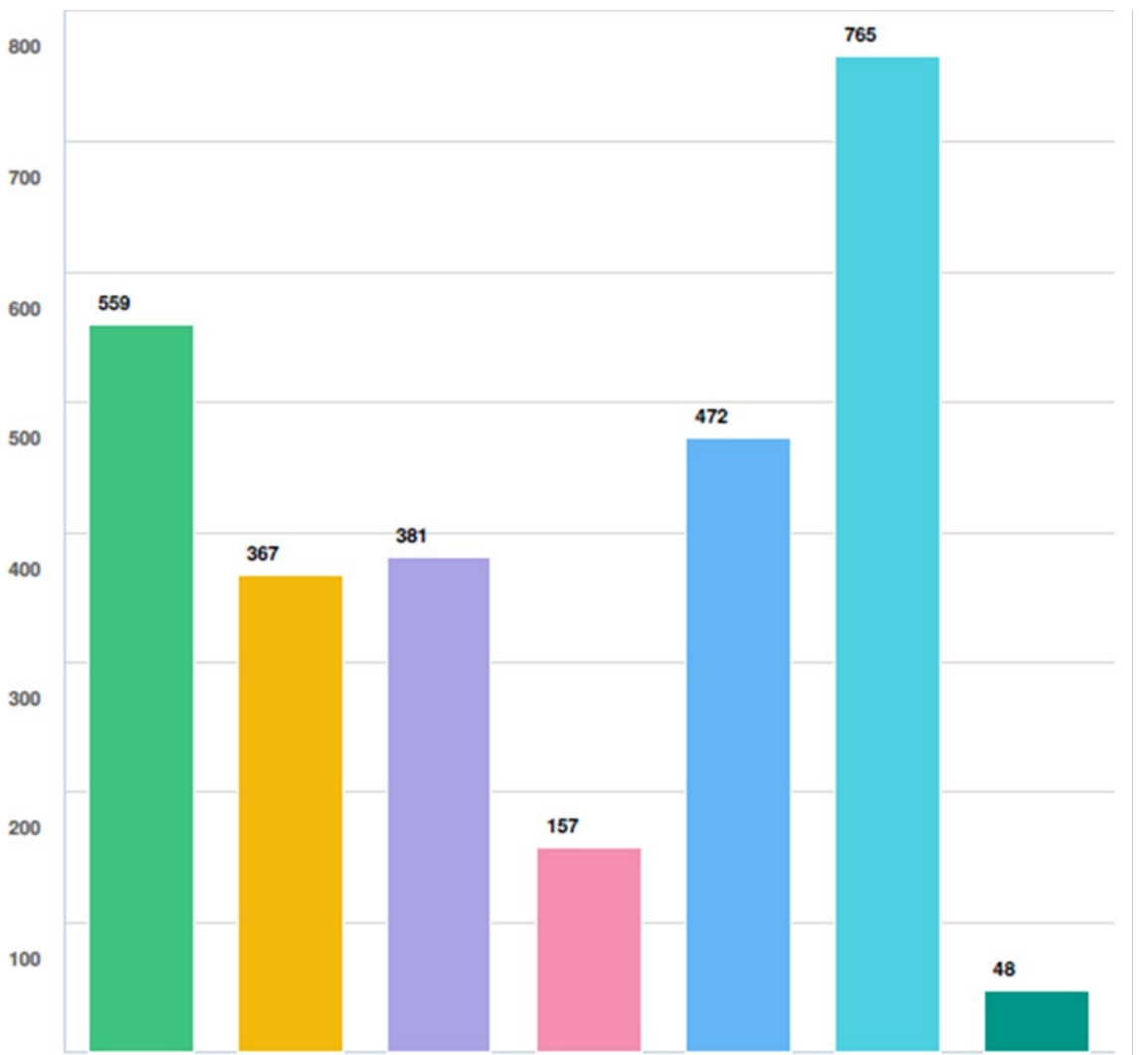
Results: Yes (17.9%); No (82.1%)



Question 7: What type of trips do you think you would take on an e-scooter? Select all that apply if you plan to own or rent an e-scooter.

Results:

- I will not take a trip on an e-scooter: 559
- Trips to/from transit stops and stations: 367
- Trips to/from work: 381
- Trips to/from school: 157
- Trips to/from grocery store or other businesses for shopping/errands: 472
- Trips for fun / recreation / exploration: 765
- Other: 48



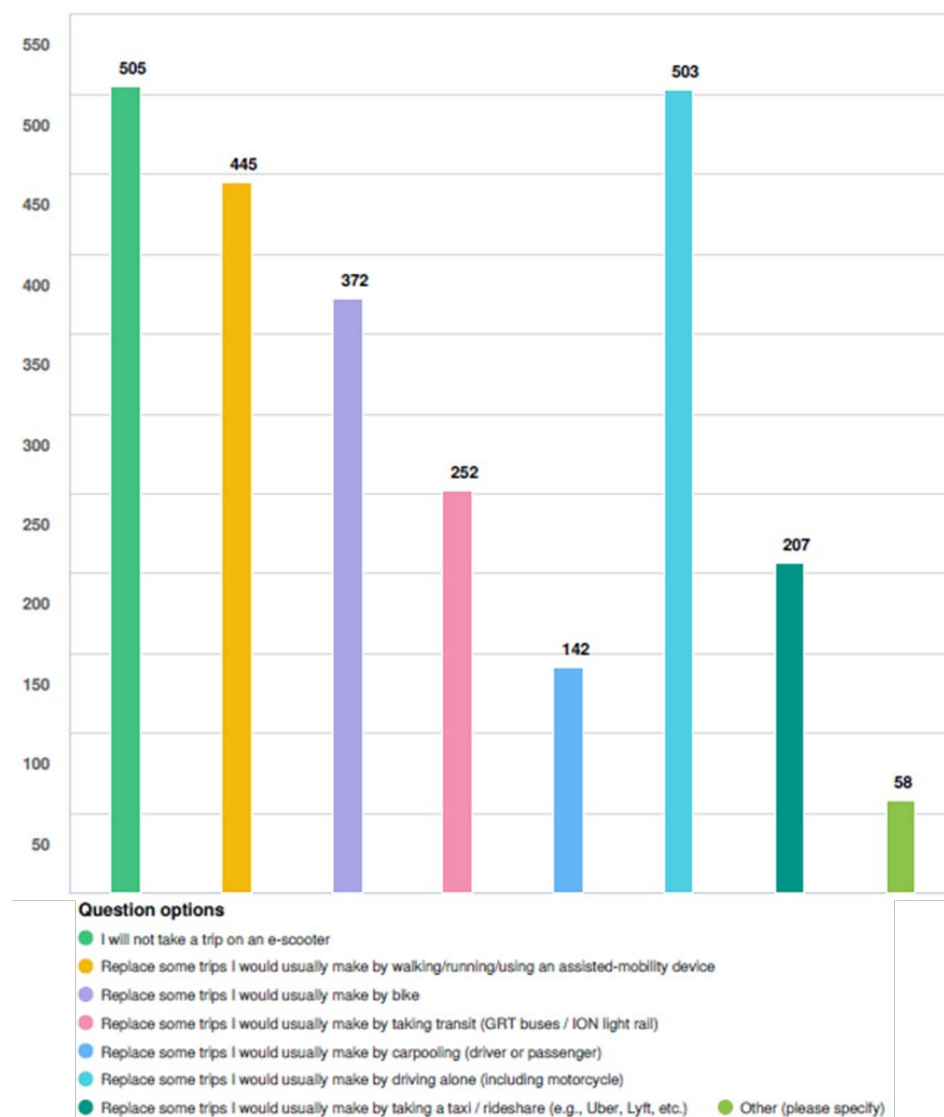
Question options

- I will not take a trip on an e-scooter ● Trips to/from transit stops and stations ● Trips to/from work
● Trips to/from school ● Trips to/from grocery store or other businesses for shopping/errands
● Trips for fun / recreation / exploration ● Other (please specify)

Question 8: If you were to use an e-scooter, what mode of transportation would it likely replace? Select all that apply if you plan to own or rent an e-scooter.

Results:

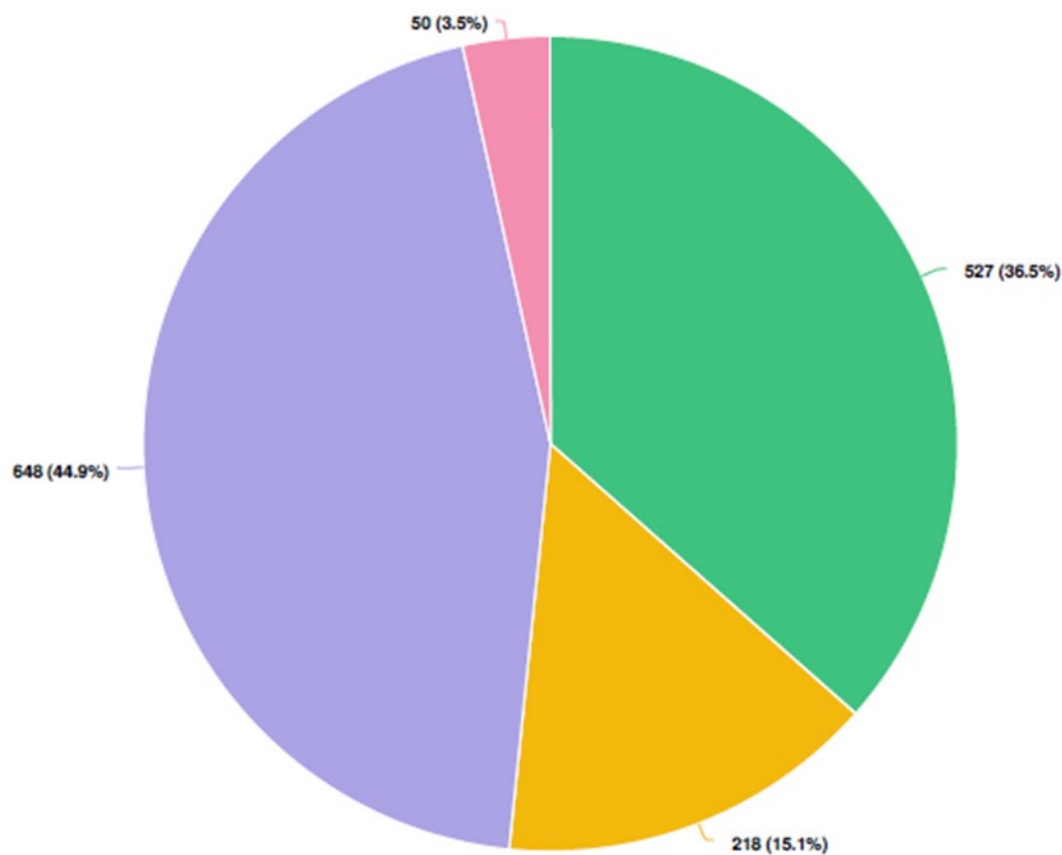
- I will not take a trip on an e-scooter: 505
- Replace some trips I would usually make by walking/running/using an assisted-mobility device: 445
- Replace some trips I would usually make by bike: 372
- Replace some trips I would usually make by taking transit (GRT buses / ION light rail): 252
- Replace some trips I would usually make by carpooling (driver or passenger): 142
- Replace some trips I would usually make by driving alone (including motorcycle): 503
- Replace some trips I would usually make by taking a taxi / rideshare (e.g., Uber, Lyft, etc.): 207
- Other (please specify): 58



Question 9: If the Region and Cities permitted e-scooter rental companies to operate locally, how likely are you to "rent" an e-scooter at least once?

Results:

- I will not rent an e-scooter (36.5%)
- I am unsure if I will rent an e-scooter (15.1%)
- I will rent an e-scooter at least once (44.9%)
- Other (3.5%)



Question options

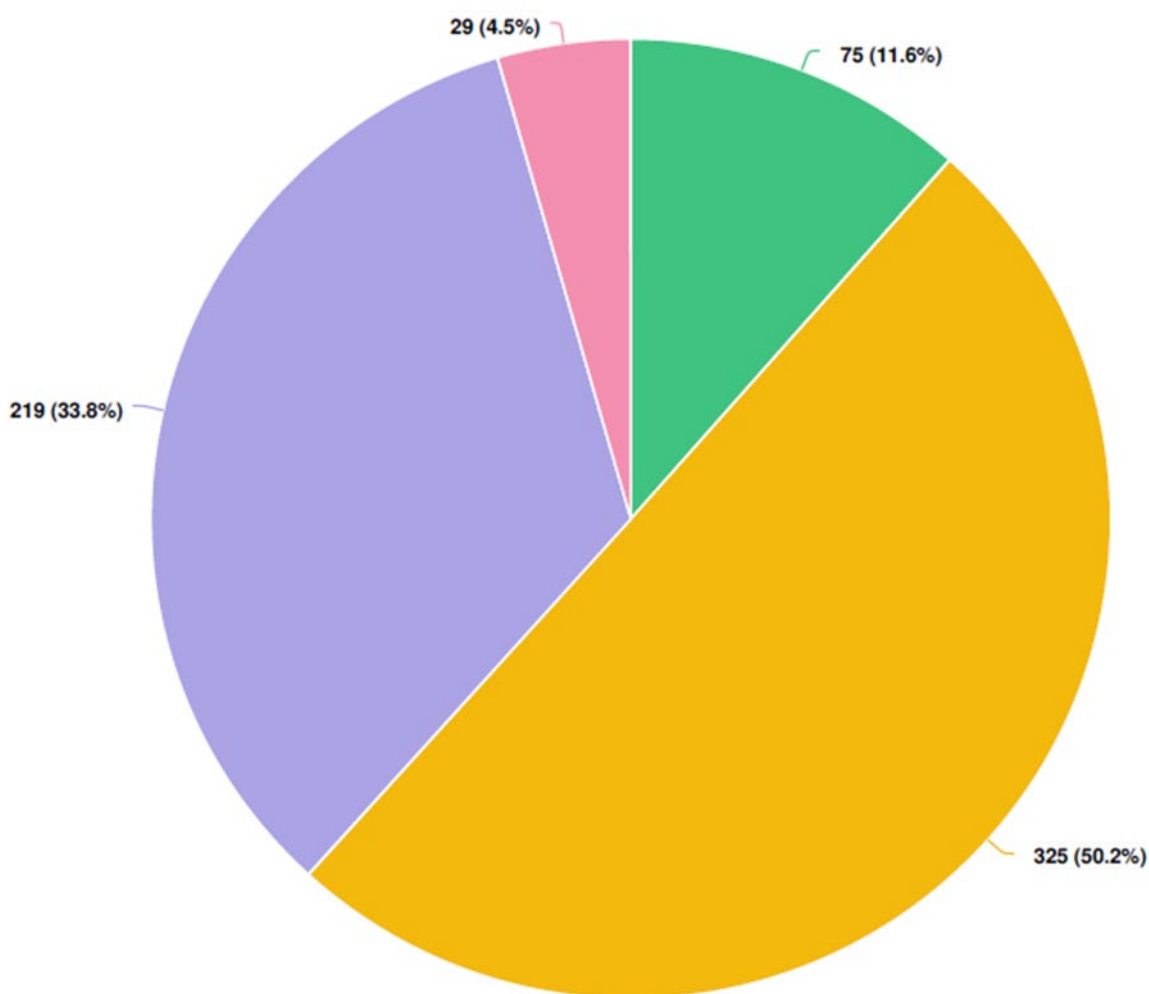
- I will not rent an e-scooter ● I am unsure if I will rent an e-scooter ● I will rent an e-scooter at least once
● Other (please specify)

Question 10: How likely are you to "rent" an e-scooter regularly (e.g., 2 or more times per week)?

Note: Question asked to those who reported that they would try an e-scooter at least once (Question 9).

Results:

- I will not rent an e-scooter regularly (I just want to try it once) (11.6%)
- I am unsure if I will rent an e-scooter regularly (50.2%)
- I will rent an e-scooter regularly (33.8%)
- Other (4.5%)

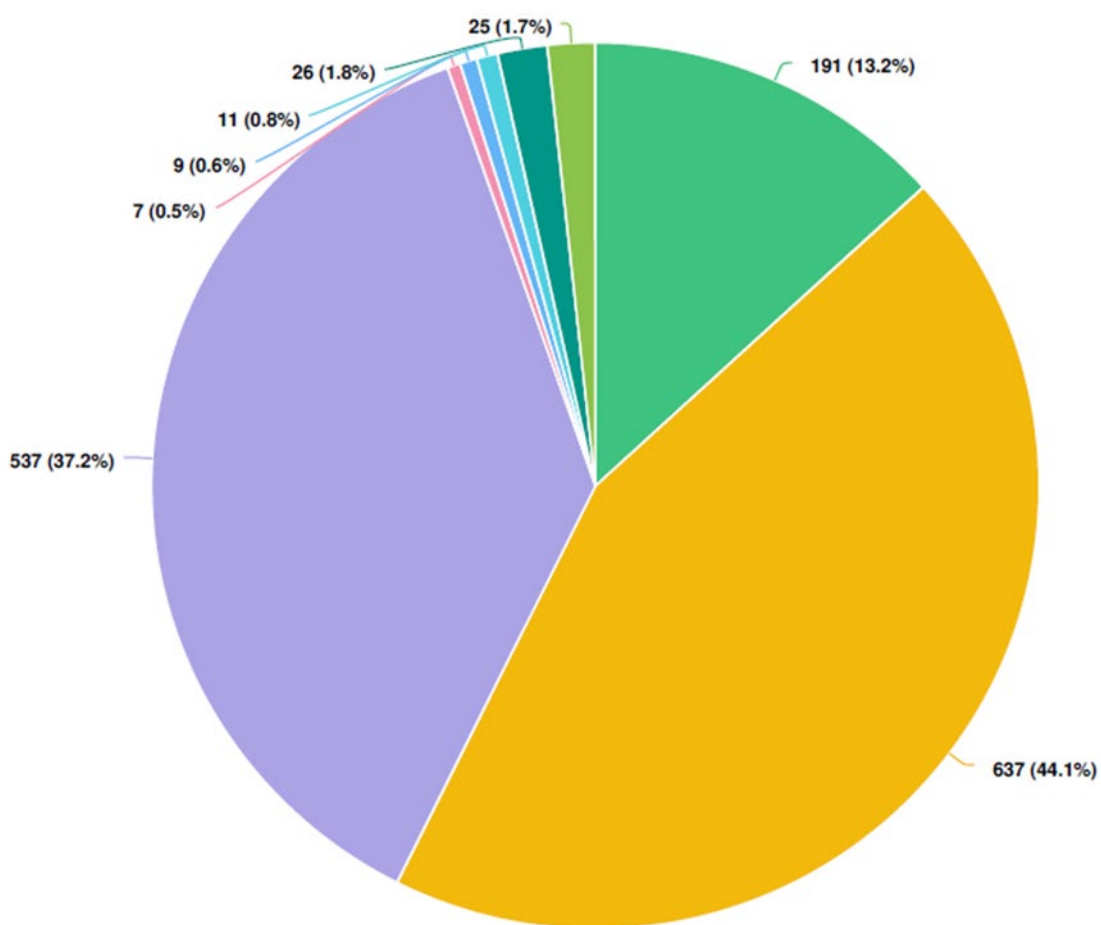


Question options

- I will not rent an e-scooter regularly (I just want to try it once) ● I am unsure if I will rent an e-scooter regularly
● I will rent an e-scooter regularly ● Other (please specify)

Question 11: Where do you live?**Results:**

- City of Cambridge (13.2%)
- City of Kitchener (44.1%)
- City of Waterloo (37.2%)
- Township of North Dumfries (0.5%)
- Township of Wellesley (0.6%)
- Township of Wilmot (0.8%)
- Township of Woolwich (1.8%)
- Other (1.7%)

**Question options**

City of Cambridge City of Kitchener City of Waterloo Township of North Dumfries Township of Wellesley
Township of Wilmot Township of Woolwich Other (please specify)

Appendix D: Summary of Advisory Committee Meetings and Staff Responses

Advisory Committee and Meeting Date(s)	Decision(s) in Meeting Minutes	Summary of Comments and Feedback Received in Meeting Re: E-scooter Permissions	Staff Responses
Region of Waterloo Active Transportation Advisory Committee (November 17, 2020, January 19, April 20, and June 15, 2021)	No Motion.	<ol style="list-style-type: none"> Maximum speed of e-scooters? How will Cities' Traffic and Parking By-law updates differ? How will injuries/collisions be tracked? Concern with e-scooters on multi-use trails and risk of collision with pedestrians. Request for clarity on liability if e-scooter gets in a collision with pedestrian and/or motorist. Request the project team "move faster" on implementing e-scooter permissions and a shared system. 	<ol style="list-style-type: none"> Under the provincial pilot, e-scooters' maximum speed is 24 km/h, but can be further reduced by municipalities through rental company requirements and/or through future by-law updates. The City representatives on the project team intend to coordinate by-law updates to match the Preferred Option in consideration of any decisions from Regional Council. The goal is consistency for riders wherever they are in the community. Local municipalities will have the ability to restrict use of e-scooters in certain areas at their discretion through their respective parks and traffic by-laws. The City-Region project team is procuring a system development and performance monitoring tool that will allow staff to digitally upload "low speed", "no-ride", and/or "no park" zones, that can be monitored and used to penalize system operators for non-compliance if required. Public Health is aware of the project (representative on IMPAcT). Due to capacity issues caused by the

Advisory Committee and Meeting Date(s)	Decision(s) in Meeting Minutes	Summary of Comments and Feedback Received in Meeting Re: E-scooter Permissions	Staff Responses
			<p>pandemic, the project team has primarily consulted with the Southwest Ontario Injury Prevention group, which provided direction as to how healthcare providers can code e-scooter injuries that could be tracked in collaboration with Public Health. Rental companies will be required to share any incidents that occur through their operations.</p> <p>4. Proposed etiquette provisions for managing speed on multi-use trails is intended to avoid high-speed collisions between riders and pedestrians. The ability to implement further vehicle speed reductions will be a requirement of any shared system and can be programmed into the vehicles.</p> <p>5. The project team will work with Legal Services and Risk Management teams to ensure any system operators are providing the necessary coverage to protect the riders, the public, and the municipalities.</p> <p>6. Feedback received.</p>

Advisory Committee and Meeting Date(s)	Decision(s) in Meeting Minutes	Summary of Comments and Feedback Received in Meeting Re: E-scooter Permissions	Staff Responses
Grand River Accessibility Advisory Committee (April 22 and June 24, 2021)	No Motion.	<ol style="list-style-type: none"> 1. Question what was learned from City of Waterloo pilot? 2. Members generally do not want e-scooters on shared paths with pedestrians, especially boulevard multi-use trails. 3. Question why the project team is recommending e-scooters if City of Toronto banned them? 4. What will the project team do if e-scooters are permitted and major issues are reported? 	<ol style="list-style-type: none"> 1. Policies such as “low speed” and “no ride” zones need to be considered. Better utilization of geofencing and performance monitoring are critical (project team procuring a performance monitoring tool to monitor and penalize system operators if required). 2. Feedback received. Proposed etiquette provisions for managing speed on multi-use trails is intended to avoid high-speed collisions between riders and pedestrians. The ability to implement further vehicle speed reductions and/or restrict use on certain corridors will be a requirement of any shared system, and can be programmed into the vehicles 3. Sidewalk riding, speed, improper vehicle parking obstructing accessible paths of travel, insufficient infrastructure, and insurance/liability were among the issues raised in Toronto. Sidewalk riding, speed management, and vehicle parking are critical priorities for the shared system (which is anticipated to generate most e-scooter trips). Any potential system operator must demonstrate to the project team that they are equipped to manage and

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			<p>enforce these issues. The project team will prepare a plan to enforce by-law compliance among shared system operator(s) and apply penalties if needed. Similarly, the project team will work with Legal Services and Risk Management teams to ensure any system operators are providing adequate coverage to protect the riders, the public, and the municipalities.</p> <p>The Region and Cities have made significant investments in dedicated active transportation infrastructure in our core areas, and the Preliminary Preferred Option provides various route choices to discourage sidewalk riding. However the project team remains committed to monitoring sidewalk riding issues/ complaints. The City-Region project team is procuring a system development and performance monitoring tool that will allow staff to digitally upload “low speed”, “no-ride”, and/or “no park” zones (e.g., sidewalks), that can be monitored and used to penalize system operators for non-compliance if required.</p> <p>4. Staff will continue to consult with</p>

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			GRAAC. The project team could recommend discontinuing the shared rental program and/or revising by-laws to further restrict / ban e-scooters if major issues are consistently encountered and cannot be resolved.
Cambridge Cycling and Trails Advisory Committee (May 13, 2021)	No Motion.	<ol style="list-style-type: none"> 1. Do not see many e-scooters in community, but Preferred Option "lands in the right place" 2. Request firm approach to managing rental companies, even though popularity unknown. 3. Concern re: liability for municipalities because of the design of the vehicle (i.e., if it falls on a stone dust trail). 	<ol style="list-style-type: none"> 1. Feedback received. 2. Staff intend to manage companies through contract with clear requirements for managing fleets. Staff plan to monitor performance of operators (and potentially penalize) through third-party performance monitoring application. 3. Local municipalities may choose to restrict e-scooters on certain trails, parks, and/or other public spaces based on their condition. The project team will work with Legal Services and Risk Management teams to ensure any system operators are providing the necessary coverage to protect the riders, the public, and the municipalities.
Kitchener Cycling and Trails Advisory Committee	"Support in principle Option 5 that would permit e-scooters anywhere a bike	<ol style="list-style-type: none"> 1. Preferred Option hard to explain because it is different than where bikes can go and could restrict access to some 	<ol style="list-style-type: none"> 1. Staff are of the opinion that the Preferred Option provides an optimal "introductory" network for the type and location of most anticipated trips, and permissions could be expanded in the

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(May 11 and June 8, 2021)	can go.” (June 8, 2021)	<p>destinations.</p> <ol style="list-style-type: none"> 2. What if Ontario adjusts the pilot program window? 3. What if someone is on a street over 50 km/h without bike lanes or MUTs? 4. Concern re: project team is not embracing new technology and restricting e-scooters reduces pressure for municipalities to build proper infrastructure on higher speed roads. 5. How will enforcement be managed? 6. How will education/training for multi-use trails be approached? 	<p>future if the demand for e-scooters is strong and shared system ridership data suggests network gaps, and any safety issues are manageable.</p> <ol style="list-style-type: none"> 2. There has not been any indication from the province, but staff intend to align the local program to the province. 3. The rider would expected to dismount and walk the vehicle. 4. The Preferred Option optimizes use of recent investments in active transportation infrastructure immediately. This project/Preferred Option will not impact the municipalities' commitment to active transportation infrastructure investments. However, capital infrastructure projects along entire corridors can take many years to fully complete. 5. Police Services is tasked with responding, but capacity is limited. Intent is that the by-law provisions will allow staff to regulate and enforce companies as much as possible to ease enforcement pressures (shared system is anticipated to generate most e-scooter trips). The City-Region project

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			<p>team is procuring a system development and performance monitoring tool that will allow staff to digitally upload “low speed”, “no-ride”, and/or “no park” zones (e.g., sidewalks), that can be monitored and used to penalize system operators for non-compliance if required.</p> <p>6. For personally-owned e-scooters this will be addressed through any existing/planned trail etiquette initiatives by the Cities and Region. Companies will be required to provide training to riders and must be able to program reduced vehicle speeds on trails as required by the project team.</p>
Waterloo Advisory Committee on Active Transportation (May 11 and June 8, 2021)	“Support Option 4 (Preferred Option) for the permission of e-scooters.” (June 8, 2021)	<ol style="list-style-type: none"> 1. Concern re: that during past City of Waterloo e-scooter pilot, boundaries were never adhered to by riders using rental company e-scooters. 2. What if there are bike lanes and multi-use trail(s) in the same roadway? 3. Are e-scooters allowed on transit vehicles? 4. Concern re: speed differential 	<ol style="list-style-type: none"> 1. The by-law provisions will speak to general permitted infrastructure a rider may use, but the intent of the project team is to include supportive by-law provisions that will help staff further regulate rental companies’ service area boundaries. Staff plan to monitor performance of operators (and potentially penalize) through third-party performance monitoring application. 2. The e-scooter rider would be able to choose the infrastructure they are most

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		<p>between e-scooters, pedestrians (especially on multi-use trails), and cars.</p> <p>5. What feedback has been received from Police Services?</p>	<p>comfortable with, but bike lanes are intended for higher speed travel.</p> <p>3. Staff recently updated GRT policies to permit e-scooters that can be folded and held on board (grt.ca/bikes). This policy accommodates most personally-owned e-scooters. E-scooter companies are expected to serve transit stops and stations but not be permitted on board.</p> <p>4. Staff proposed etiquette provisions for managing speed on multi-use trails is intended to avoid high-speed collisions between riders and pedestrians, and will be a requirement that can be programmed into the vehicles of any shared system. Higher-speed e-scooter riders are required to use bike lanes when present to help avoid conflicts with cars, and this is why higher speed roadways without infrastructure are not permitted.</p> <p>5. Feedback from Police Services has primarily been through representatives on TCC, IMPAcT, and joint consultation with Legal Services. Staff are aware that Police Services has limited capacity to enforce individual activities on the active</p>

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			transportation network. Police Services representatives expressed support for staff's plan to regulate rental companies any way they can to help manage rider behaviours.
Workshops with representatives from GRAAC and Cambridge Accessibility Advisory Committee, ATAC and Cities' active transportation advisory committees (September 8 and 9, 2021)	Information gathering.	1. No additional comments / feedback re: permissions. Workshops focused on recommendations for shared system operator requirements.	1. Recommendations for e-scooter share will inform the plan for system launch and requirements for private operators (Micromobility Shared Program Implementation Plan report - TES-TRS-22-07).