

# **REPORT**

## ***Engineering Services***

**To:** Mayor Johnstone and Members of Council  
**Date:** October 6, 2025

**From:** Lisa Leblanc  
Director of Engineering Services &  
Deputy CAO  
**File:** 05.1035.10  
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**Item #:** 2025-285

**Subject: Provincial Electric Kick Scooter Pilot Program**

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### **RECOMMENDATION**

*THAT the City of New Westminster not opt in to the Provincial Electric Kick Scooter Pilot Program, as outlined in the report titled "Provincial Electric Kick Scooter Pilot Program", dated October 6, 2025 from the Director, Engineering Services and Deputy CAO.*

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### **PURPOSE**

To report back to Council on the risks and opportunities associated with joining the Provincial Electric Kick Scooter Pilot Program, and to seek Council's endorsement to not join the Pilot Program at this time.

### **SUMMARY**

The Province is facilitating a Pilot Program for Electric Kick Scooters (the "Pilot"). On March 11, 2024 Council directed staff to evaluate the opportunity to join the Pilot and report back to Council. In response to Council's direction, Transportation Staff evaluated the opportunity for the City to join this Pilot and recommended at the May 27, 2024 Regular Council meeting that the City join the Pilot once a communications plan was prepared, a data collection program was developed, and the Street and Traffic Bylaw was amended. These actions have been completed as directed. However, Staff are returning to Council to recommend that Council pause further consideration of joining Pilot for reasons outlined in this report.

## **BACKGROUND**

On March 11, 2024 Council adopted the following motion:

***Whereas** Active Transportation and the safety of vulnerable road users are priorities for New Westminster; and*

***Whereas** the Walkers Caucus, HUB New Westminster, and the New Westminster community have expressed concerns around user group conflict between pedestrians, cyclists, drivers and eMicromobility users as we work to build out our Active Transportation Network Plan; and*

***Whereas** the City's E-Mobility strategy includes actions to incorporate eMicromobility policy; and*

***Whereas** the Province of British Columbia has extended the Electric Kick Scooter Pilot Project for up to four more years and is inviting new communities to join the program with updated terms;*

***THEREFORE BE IT RESOLVED THAT** Council direct staff to evaluate the opportunity for the City of New Westminster to join the Provincial Electric Kick Scooter Pilot Program, and report back to Council with a recommendation on participation.*

On May 27, 2024, Staff presented a report detailing the benefits and challenges of joining the Pilot. The report was referred to a June 3, 2024 Council workshop for further discussion, and on June 3, 2024, Council approved the following recommendations:

***THAT** Council direct staff to begin preparation for the City to join the Provincial Electric Kick Scooter Pilot Program.*

***THAT** Council direct staff to amend the Street and Traffic Bylaw (Bylaw No. 7664, 2015) to address the operation of electric kick scooters in the City.*

***THAT** Council direct staff to prepare and implement a communications plan to educate and inform the public regarding the safe and legal operation of electric kick scooters.*

***THAT** Council direct staff to develop a data collection program regarding electric kick scooter use in the City*

Subsequently, Transportation Staff have been working on other emerging issues, including the provincial housing legislation changes. Staff are now providing further evaluation of the benefits and challenges of joining the Pilot. (A summary of the measures Staff have completed to date to prepare for potential participation in the Pilot is provided in Attachment 1.)

**Provincial E-Scooter Pilot Program – Background**

Beginning in April 2021, the Province has been facilitating a Pilot program for electric kick scooters within communities that opt into the Pilot. The Pilot was originally scheduled to end April 5, 2024. In December 2023, the Lieutenant Governor in Council issued Order No. 640/2023 – Electric Kick Scooter Pilot Project Regulation (the “Regulation”), which extends the Pilot under new terms to April 5, 2028.

The intent of the Pilot is to enable municipalities and the Province to explore integration of electric kick scooters into local transportation networks. The Provincial government will use the results to determine if electric kick scooters should be authorized for permanent use in British Columbia. As of September 23, 2025 there are 34 participating communities.

Through the extended Pilot, the effort required for a local government to join the Pilot has been reduced. Local governments no longer need to adopt a bylaw stipulating the operational framework for electric kick scooters to join, but may join with a resolution stating they consent to the Pilot.

This is because the Regulation now sets out how and where electric kick scooters may be operated, removing the need for a local government to state, by bylaw, where the devices can be operated. Given the rules regarding electric kick scooter operation are now situated within a provincial regulation under the *Motor Vehicle Act*, enforcement responsibility shifts from bylaw enforcement officers to law enforcement officers (i.e., police) to address operator violations.

Under the Regulation, a local government may further restrict, through municipal bylaw, the operation of electric kick scooters, but the municipal bylaw must not be in conflict with inconsistent with the Regulation.

Local governments that join the Pilot must report annually to the Ministry of Transportation and Transit on any data collected by the local government during the year. This can include information on bylaw changes, education activities, ridership and use, health and safety data, enforcement, and public feedback. It should be noted that data on electric kick scooter use is limited. Most information reported is generalized and is not able to be collected or analyzed specifically to electric kick scooters, which reduces reliability and applicability for decision-making.

Electric kick scooter operating rules are summarized in Attachment 2. The complete provincial Regulation is available [here](#).

**DISCUSSION**

**Municipal Scan – E-Scooter Provincial Pilot Program Participants**

Staff completed interviews with nine municipalities currently participating in the Pilot to gain a better understanding of issues, challenges, and opportunities regarding the Pilot

and to obtain lessons learned (Attachment 3). The municipalities interviewed represent a range of experiences and contexts. Highlights of these findings are summarized below.

- **Safety** – Most municipalities indicated collisions involving e-scooters have not changed significantly. However, safety data is difficult to collect as local health districts do not categorize injuries relative to this travel mode, so it is not clear what these claims are based on. Many municipalities noted that helmet non-compliance is an issue of concern.
- **Enforcement** – All municipalities indicated enforcement has not been proactive and is challenging primarily due to other priorities with their local RCMP detachment or police force. One municipality noted RCMP is now proactively enforcing in high pedestrian volume areas.
- **Education** – Education efforts varied across municipalities, and there was very limited support from the Province or ICBC in terms of disseminating information and educational materials. None of the municipalities were able to identify any notable methods to measure the impact of their education efforts.
- **Public Opinion** – All municipalities indicated most public complaints are about unsafe operator behaviour, including excessive speeds and riding on sidewalks. Municipalities with a shared micromobility service provider indicated management of operator behaviour is significantly better than for private devices, as shared devices can be controlled by the shared service provider by programming lower speeds and ‘no-go’ zones for designated geographic areas. Shared micromobility service providers also provide some education to users.
- **Resourcing** – Resourcing varied significantly across municipalities. One noted that participation in the Pilot can take as much time as a municipality chooses to allocate to it, but initially the program does require close to a full-time employee to respond to public inquiries. As the public normalizes to legal scooter operations in the community, staff resourcing demand reportedly declines.
- **Challenges (Lesson Learned)** – Several municipalities noted there is a significant distinction between managing operations with a shared micromobility vendor, which can establish slow and ‘no-go’ zones controlled through onboard GPS and monitor poor user behaviour, versus private operators where there is no ability to prevent the removal of provincially required speed limiters and no ability to control usage. Others indicated affordability of shared micromobility devices is a concern, and the need to provide adequate signage regarding use in City parks and other locations. Compliant behaviour regarding where e-scooter operators ride was better in municipalities with more complete cycling/micromobility networks than in those without.

**Benefits and Challenges Assessment**

Below is a qualitative summary of benefits and challenges of joining the Pilot relative to City strategic goals and operational considerations.

**Table 1: Summary of Pilot Benefits and Challenges**

| Criteria                             | Potential Benefits   | Challenges / Risks  |
|--------------------------------------|--|---|
| Car-Light Community                  | <ul style="list-style-type: none"> <li>• May facilitate more short-distance trips using zero-emission devices.</li> <li>• Shared electric kick scooters would provide an additional mobility option in the City, similar to shared e-bikes.</li> </ul> | <ul style="list-style-type: none"> <li>• There is no credible data to suggest that allowing scooters to operate legally results in a modal shift.</li> <li>• May displace walking and transit trips, as opposed to private vehicle trips.</li> </ul>  |
| Vision Zero                          | <ul style="list-style-type: none"> <li>• Without categorized collision data, benefits towards Vision Zero cannot be determined.</li> </ul>   | <ul style="list-style-type: none"> <li>• Initial increase in collision risk with road users as more devices are introduced to the transportation network.</li> <li>• Lack of categorized collision data associated with electric kick scooter operations from provincial health authorities and ICBC means that impacts and trends are relatively unknown.</li> <li>• No clear evidence that participation advances Vision Zero goals.</li> </ul> |
| Resources                            | <ul style="list-style-type: none"> <li>• Once scooter operations become normalized, resource requirements to manage issues and public complaints may be reduced.</li> </ul>  | <ul style="list-style-type: none"> <li>• Staff resources will be required to support implementation, particularly in the first several months.</li> <li>• Complaints and inquiries will increase, placing heavier demands on frontline staff.</li> <li>• Education and monitoring to assist with public understanding and to improve operating compliance should be provided. This requires additional resources.</li> </ul>                      |
| Enforcement                          | <ul style="list-style-type: none"> <li>• Enforcement presence can discourage illegal or unsafe riding practices.</li> </ul>  | <ul style="list-style-type: none"> <li>• Electric kick scooter enforcement is challenging due to dispersed and transient use, making real-time violations difficult to detect.</li> <li>• New Westminster Police Department resources are limited, with competing priorities.</li> </ul>  |
| Shared vs. Private Device Regulation | <ul style="list-style-type: none"> <li>• Shared micromobility operators can control speed and locations where e-scooter devices operate at the direction of municipalities.</li> </ul>   | <ul style="list-style-type: none"> <li>• Municipalities cannot control the speed of or geographically control private electric kick scooter devices, even if enrolled in the Pilot.</li> </ul>  |

| Criteria        | Potential Benefits   | Challenges / Risks  |
|-----------------|--|---|
| Education       | <ul style="list-style-type: none"> <li>Given the technology is relatively new and not widespread, education and outreach present an opportunity to inform the public on safe riding practices and regulations.</li> </ul>  | <ul style="list-style-type: none"> <li>Education efforts requires ongoing effort and resources until device usage is normalized.</li> </ul>   |
| Data Collection | <ul style="list-style-type: none"> <li>Through the City’s shared micromobility operator and a regional shared micromobility usage monitoring platform (funded by TransLink), the City can collect data on trips for shared electric kick scooter devices.</li> </ul> | <ul style="list-style-type: none"> <li>Provincial health authorities and ICBC do not collect or categorize safety-related data that identifies electric kick scooters.</li> <li>TransLink does not categorize electric kick scooters as a distinct mode through regional travel surveys; as such there is no ability to document their influence on mode shifts.</li> <li>Significant gaps in data collection limit the ability to evaluate how electric kick scooters are impacting local travel behaviour and safety outcomes associated with their use, and the Province has not provided any guidance or assistance with this.</li> </ul> |

**Summary**

Further review and engagement with other municipalities have confirmed that successful participation in the Pilot would require substantial effort in the areas of education, communications, data collection and enforcement. The City is not currently resourced to meet these needs without impacts on other priority initiatives, such as development (housing) application processing, and delivering active transportation and road safety infrastructure projects. Enforcement approaches and resourcing would require further consideration by New Westminster Police Department.

**NEXT STEPS**

If Council elects to not join the Pilot, Staff will create a webpage to provide information to the public on the status of electric kick scooters within the City, as public inquiries are expected to continue and information on scooter operation in the City is considered essential. Regardless of enrollment in the Pilot, the City has and will continue to hear public concerns about the operation of private e-scooters on streets and sidewalks.

If Council wishes to join the Pilot, Staff will report back to Council through the budget process and identify the resources (staff and budget) needed to participate in the Pilot with a robust program of education, communications, enforcement, and data collection. At this time, it is anticipated that 1 full time staff position will be required to support the City’s participation. Should Council decide to enroll in the Pilot, once a program is

solidified and the City has completed preparations to join the Pilot, staff would work with the existing shared micromobility operator to introduce electric kick scooters to the shared micromobility fleet in New Westminster.

**SUSTAINABILITY IMPLICATIONS**

There are potentially positive sustainability implications opting into the Pilot, including the potential diversion of local trips previously made by vehicle drivers. However, given data does not sufficiently categorize and track scooter use, potential mode shifts remain only anecdotal.

**FINANCIAL IMPLICATIONS**

There are no immediate financial implications arising from this report. If Council wishes to proceed with joining the Pilot, staff would develop a program plan and identify staffing and financial implications through the budget process.

Participation in the Pilot would allow the City’s current e-bike share operator to introduce electric kick scooters into the shared micromobility fleet under conditions outlined in the service agreement. The City would generate a small amount of revenue (\$0.15 per shared electric kick scooter trip), estimated around \$5,000 annually as per the Engineering Fees and Rates Bylaw. This revenue is to be reinvested in the maintenance and upkeep of the designated shared mobility parking areas, where all shared micromobility trips must begin and end.

**INTERDEPARTMENTAL LIAISON**

The New Westminster Police Department and Community Services (Communications Division) were directly involved in the creation of the preliminary Communications Plan.

**OPTIONS**

The following options are presented for Council's consideration:

- 1. That Council not opt in to the Provincial Electric Kick Scooter Pilot Program, as outlined in the report from the Director of Engineering entitled “Provincial Electric Kick Scooter Pilot Program”, dated October 6, 2025.
- 2. That Council opt in to the Provincial Electric Kick Scooter Pilot Program, subject to the development of a program plan outlining education, communications, and data collection methods, with staff reporting through the budget process on associated staffing and budget implications to implement the program plan.
- 3. That Council provide staff with alternative direction.

Staff recommends Option #1.

**CONCLUSION**

On March 11, 2024, Council directed staff to evaluate the opportunity to join the Provincial Electric Kick Scooter Pilot and report back to Council. Staff initially evaluated the opportunity for the City to join the Provincial Electric Kick Scooter Pilot and reported back to Council on May 27, 2024, recommending the City join the Pilot once essential prerequisites were completed. Given other emerging issues, including the provincial housing legislation changes, and further discussion with other municipalities, staff are now recommending that the City not join the Provincial Electric Kick Scooter Pilot Program at this time.

**ATTACHMENTS**

- Attachment 1 – Summary of Measures Completed to Prepare for Pilot Participation
- Attachment 2 – Summary of Electric Kick Scooter Provincial Pilot Regulations
- Attachment 3 – Electric Kick Scooter Provincial Pilot Program Municipal Scan

**APPROVALS**

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