

Attachment # 3

**Electric Kick Scooter Provincial
Pilot Program Municipal Scan**

Electric Kick Scooter Provincial Pilot Program Municipal Scan

Question	Municipality						
	Coquitlam	Kelowna	Township of Langley	North Shore (District of North Van, City of North Van, Dist of West Van)	Richmond	District of Saanich	Victoria
Shared E-Scooter Program?	Yes	Yes	No	Yes	Yes	No	Yes
Safety – Have collisions involving e-scooters been significant since enrolling in the provincial pilot program?	Nothing significant.	Quite a few collisions when shared e-scooter program launched in 2022. Collisions rates significantly decreased after one year. Helmet compliance rate is low. Scooter riders are different than bike riders and have different perspective on helmets.	No collision data involving e-kick scooters. Need to coordinate with local health district. Township staff have witnessed multiple instances of persons under 16 riding e-kick scooters and instances of two persons riding one scooter.	Between April 2024 – April 2025, 5 collisions and 1 led to an injury. There have not been a significant number of collisions for three municipalities.	Very few reported. Majority of issues with personal e-scooters - riding too fast, not following speed limits. Health District does not record incidents associated with e-scooters. A lot of gaps in cycling / rolling network so it is challenging to ride legally.	No noted significant trend in collisions.	No significant increase in collisions.
Enforcement – Have police supported enforcement? Are there any specific challenges with enforcement worth noting?	RCMP has maintained a "hands-off" approach to enforcement. City has focused on education and depended on the shared service vendor to manage parking compliance for their devices.	Little RCMP involvement to date, but RCMP are beginning to address speed issues. City has other more significant issues that have a higher priority. RCMP and public do not separate the issues between shared devices and private devices. Mal behaviour is mostly on private devices. Lots of complaints, but no levers to address. Difficult to get evidence to enforce after the incident. Need photo, date and time and identification of person.	RCMP have expressed concern with illegal operation of kick scooters and anecdotal evidence of scooters speeding, including scooters being modified to remove the speed regulating devices.	Focus of enforcement has been to provide support when collisions happen.	RCMP more recently begun targeting sidewalk riding in busy pedestrian areas. Traffic and Safety Advisory Committee requested increased enforcement.	Police have not targeted enforcement, but do enforce where needed for behavior issues.	No issues with enforcement, however Victoria Police do not prioritize enforcement traffic infractions as resources are prioritized elsewhere. Anecdotally, e-scooter riders seem to be complying with requirements of the pilot project, wearing helmets, not carrying passengers and obeying traffic signals at the same rate as other road users.

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<p>Education – Has education helped with reducing non-compliant operation? What are some notable methods used to educate public to ensure provincial compliance with how and where to operate?</p>	<p>In 2023, staff responded to 89 service requests regarding: shared micromobility device parking compliance, sidewalk accessibility, and riding behaviour. As adjustments were made to Pilot and users became more aware of proper operations, service requests received reduced considerably - 31 reported in 2024. For 2025, on track to have a bit less.</p> <p>City partnered with shared micromobility vendor to provide 15 free safety education workshops since 2023 - pop up events with free test rides and basic instruction. City received Vision Zero grant and contracted with HUB Cycling to host e-scooter skills courses. Courses well attended. During Canada Day Events, over 300 participants completed test rides and received free helmets for completing safety and etiquette training.</p>	<p>Initially completed a campaign at bus stops. No way to measure impact. Shared micromobility vendor does ongoing education relative to certain behaviours and upon City's request. Shared micromobility vendor strategic about messaging.</p>	<p>No education or promotion has been implemented other than a Township webpage for e-kick scooters.</p>	<p>Some engagement workshops and booths, and postcards explaining the program with a route maps, when program initially started.</p>	<p>Annually in June, RCMP, ICBC, and shared micromobility vendor coordinate an e-scooter safety event. Vendor invited to Public Works Open House event to showcase device and also completes pop-up events throughout year.</p> <p>City Communications Staff completed some short videos on appropriate riding. Education and training at high schools is important.</p>	<p>Have not undertaken any education.</p>	<p>Directs enquiries to the Provincial Pilot Program website. Following the Council motion to enroll in the pilot program there was a press release which directed people to the Province for more information.</p>

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	City Engineering Staff worked with Communications Staff to create and educational brochure and an Instagram reel.						
Public opinion – What are the most common public concerns? What has public feedback been like from residents and local businesses on the introduction of e-scooters?	<p>Most service requests received are in regards to shared micromobility parking compliance in flexible parking zones.</p> <p>Other concerns received are in relation to rider behaviour - speed, helmet compliance, double riding, and concerns with sharing paths with pedestrians.</p> <p>Speed complaints are usually about private scooters, not the speed regulated shared devices.</p> <p>Council wants to transition to 100% station based program to reduce devices being left on sidewalks.</p>	<p>City Council divided over scooters. A few residents provide the majority of complaints.</p> <p>City's shared scooter program does not have docking stations. Scooters frequently parked in other areas outside designated parking zones. But there is high ridership because devices can go door to door rather than to docking stations.</p>	<p>In past year, the Township has received a few service requests expressing concerns regarding the high operating speed of e-kick scooters, the unauthorized usage of sidewalks or multi use pathways, and the lack of helmet protection.</p> <p>Concerns were also raised about conflicts between scooter riders and pedestrians, especially seniors and visually impaired people.</p>	<p>Members of the public have complained about unsafe behavior from e-scooter users. There seems to be a focus on unsafe behavior on multi-use paths, where there may also be cyclists and pedestrians.</p>	<p>Generally positive about the shared micromobility program. Issues are more about personal scooter operators.</p>	<p>We have not received any notable public feedback.</p>	<p>Majority of safety concerns received relate to e-scooter speeds on multi-use paths, which are often associated with scooters that don't comply with provincial requirements to have speed limiters. City has a well built out bike lane network, as such there has not been much sidewalk riding. There have also been some complaints regarding lack of compliance with traffic laws, similar to what's received regarding cyclists.</p>

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Resourcing – How much time has been required of City staff to implement and support the program?	1.0 Full time Employee (FTE) in first year, 0.25 FTE currently. Staff support needed to update bylaws, complete annual report to Council and province on pilot, answer public inquiries, lead education opportunities, and plan parking improvements.	Pilot program can take as much time as you a lot to it. Initially full time, now in a sustained mode which varies from 2 hours per week to four days per week. Approximately 0.2 or 0.3 FTE, per year.	Did not track the time spent on the pilot program. Estimated time spent to set up program approximately 100-120 hours including reports to Council and preparing website. Ongoing support time is 1-2 hours per week on average.	No information recorded.	How much time is dependent on choice. Education events require most time, monitoring less. Meet once per month with shared service vendor, 2-3 hours per week to work on expansion plans, and questions from the public.	Less than 10 hours annually. District is taking a "hands off" approach.	Has not been a significant burden on resources. City has a well established engagement process for cycling and cycling adjacent inquiries, pilot program has followed a similar engagement process. City has relied on Provincial resources when replying to public concerns.
Challenges - Have you encountered any unexpected challenges since joining the pilot?	Service requests limited to same individuals. Affordability is still a concern with shared mobility service. It should not cost \$10 to go three kilometers, but some people don't mind paying that. Council is generally supportive of program and it has helped make the case for more AAA infrastructure.	Takes several years for people to normalize about a new program. Need more effective methods to manage where scooter parking occurs. Shared mobility program more regulated. Example: shared service vendor can provide slow zones that prevent devices from operating over certain speeds in designated areas. Cannot do this with a private device. Safety is an issue but need to normalize to all transportation modes. All transportation modes have collision issues.	Collaboration with internal departments. Signage on park trails says "No motorized vehicle", which means e-kick scooters not allowed. Need to work with Park's Department to update signs. Limited budget. Challenge with enforcement. RCMP is constrained by their resources. Anecdotal evidence of illegal modifications and operation of scooter, resulting in increased injuries.	None.	Parks make sure it works for that team. Signage important regarding where scooters can operate. Strategically locate scooters for short trips which is their primary use. Most activity from SkyTrain stations to recreation facilities and entertainment areas.	None.	City has not encountered many unexpected challenges. Enrolling in the pilot has proved popular with residents. Some local bike rental operators have also added e-scooters to their fleets, and they are popular with tourists and visitors.