



# Electric Scooter Share Pilot

Stakeholder Report Back: What We Heard

October 2020

## Project overview

On 2018 July 16, a Notice of Motion was unanimously approved by Council to implement a two-year Dockless Bike Share Pilot by September 2018 with the direction to incorporate additional shared transportation options as they become available. Shared electric scooters (e-scooters) were added to the pilot program in July 2019. The pilot ended as of October 2020 and this report presents results from the engagement completed in September and October 2020.

## Engagement overview

Citizens' and stakeholders' input help City leaders and decision makers better understand the perspectives and concerns of people potentially impacted by City decisions. The City's Engage Portal offers flexibility so citizens can participate online at a time and location most convenient for them. Through the [Shared Micromobility](#) page on the Portal, Calgarians were invited to provide their input on shared e-scooters from 2020 September 16 until 2020 October 07; 7,671 Calgarians took part.

## What we asked

Participants were asked a variety of questions about their views, opinions and experiences related to shared e-scooters in Calgary during the pilot program; the questions can be found in Appendix A. Specifically, they were asked about:

- Regular mode of travel
- Perceptions of the availability of educational information, compliance and courtesy of users, the availability of places to ride and overall desirability of e-scooters
- Where shared e-scooters should be allowed and how many should be allowed in Calgary
- The top concerns and benefits (if any)
- If they had contacted one or more of the three companies operating the shared e-scooters and how they felt about the response received

We asked people who had ridden a shared e-scooter:

- How many times they had, their reasons for using a shared e-scooter and community destination
- How they would have traveled otherwise
- Where they feel comfortable riding a shared e-scooter
- Availability of shared e-scooters and any maintenance issues

We asked people who had not ridden a shared e-scooter about their reasons why they didn't or couldn't.

The questionnaire also included demographic questions to align with previous questionnaires.



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In addition, participants were invited to share any other comments they had about e-scooters in Calgary. These were read by the Project Team.

## What we heard

Participants reported using a variety of forms of transportation in their day-to-day lives. Walking was the most frequently used method, followed by driving their own cars. Bicycles and public transit were also common, followed by shared e-scooters. Carpooling, personal e-scooters, and rideshare and taxi services were used least often in routine travel.

When asked about how considerate shared e-scooter users were in riding and parking the e-scooters, feelings were mixed but generally less than positive. The comments received at the end of the questionnaire suggest incidences of distracted and intoxicated users, and haphazard parking were a common concern for those who took part in this engagement. There was also a general feeling that more education about rules and safety was needed, as well as more enforcement of basic measures like helmets.

The amount of infrastructure like bicycle lanes, pathways, and cycle tracks was viewed very positively by those who responded to the questionnaire, with more than 1.5 times as many agreeing strongly or somewhat that there was enough. Similarly, almost twice as many participants strongly agreed or somewhat agreed the idea of shared e-scooters was a good option for transportation in Calgary.

In terms of where shared e-scooters should be allowed, participants were in favour of allowing shared e-scooters to use bike lanes, bike pathways and cycle tracks. Residential roads and sidewalks - when empty - were also acceptable, but sidewalks with many pedestrians were not. The comments participants offered at the end of the questionnaire included descriptions of and fears about collisions, particularly in areas that are heavily used by pedestrians or cyclists. There was little to no support for allowing shared e-scooters on main streets in commercial areas like 17th Avenue, Bridgeland and Kensington Road or on major roadways like Memorial Drive and MacLeod Trail.

Overall, the top concerns people reported in this engagement were about breaking the rules – specifically traffic laws and everyday rules for sharing sidewalks and pathways. The danger to others, abandonment of shared e-scooters after use, interference with traffic and enforcement also rated highly. The safety of shared e-scooter riders was generally not seen as a concern.

Many felt that their concerns applied to all communities, but the downtown commercial core, Beltline and Eau Claire areas were the most common specific locations. The Hillhurst/Sunnyside/Kensington area and Downtown East Village were also identified as problem areas. Cliff Bungalow/Mission, Inglewood and Chinatown were identified as problem areas the least often.

Participants felt the top benefit of having shared e-scooters was as an added option for transportation. Being a fun recreational activity in the summer and making the city livelier also ranked high as benefits. The comments received at the end of the questionnaire were generally positive in terms of perceived benefits but often made a distinction between riders of shared e-scooters for practical travel and riders who were



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seen to be using shared e-scooters as toys or for entertainment. Many participants identified a reduction in car trips in their top three benefits but fewer chose connecting people to local businesses and public transit. A little over 10% of the people who took part in this engagement felt there were no benefits to shared e-scooters at all or didn't know what they would be.

Of the over 7,600 individuals who responded to the questionnaire, about 1,000 had contacted one or more of the companies that operate shared e-scooters with concerns. Lime was contacted most often, followed by Bird and Roll. A majority of those who had contacted Lime and Bird were satisfied with the company's response but a majority of those who had contacted Roll with a concern were not satisfied. As explained in the Summary of Input section below, this feedback only reflects those who responded to the questionnaire and may not reflect the experiences of others.

About half of the people who participated in this engagement had used the shared e-scooters during the pilot. Two-thirds had used the shared e-scooters less than 15 times. When asked what method of travel they would have used if the shared e-scooter had not been available, walking was by far the most common option. One third would have taken a car, either their own, a ride share or cab, or carpooled with someone else. Relatively few would have taken their bike or transit or skipped the trip entirely. Almost two-thirds of the trips taken most recently were related to errands or traveling to or from work.

Most often, their destination was in the Beltline or Downtown Commercial Core. Eau Claire, the Hillhurst/Sunnyside/Kensington area, Downtown East Village and Inglewood area were less common. Cliff Bungalow/Mission and Chinatown were the least likely to have been the destination of the participants' most recent ride.

In terms of where participants felt most comfortable riding the shared e-scooters, they were most comfortable on pathways, empty sidewalks and bike lanes/cycle tracks. Residential roads were less comfortable and busy sidewalks and non-residential roads were the least comfortable. Several of the additional comments described serious injuries and accidents, usually involving a collision in busy areas.

Participants could usually find a shared e-scooter when they wanted one, but many reported they had ridden one with maintenance issues. Most of the people who had ridden a shared e-scooter as part of the pilot said they preferred having more than one company to choose from.

As noted above, about half of those who responded to the questionnaire had not used a shared e-scooter during the pilot. When asked why, most were not interested in riding or felt they were unsafe. Some had not had the opportunity, or felt they were too expensive or did not have the app or a credit card that would allow them to try one. About 5% of the participants indicated that they were not physically able to ride on an e-scooter.

Please see the Summary of Input below for charts and details. Verbatim comments can be found in the appendices; they include all feedback, suggestions, comments and messages that were collected online through the engagement described in this report. All input has been reviewed and provided to the Project Team to be considered in decision making for the project.



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Any personal identifying information has been removed from the verbatim comments. Comments or portions of comments that contain profanity, or that are not in compliance with the [City's Respectful Workplace Policy](#) or [Online Tool Moderation Practice](#), have also been removed from participant submissions. Wherever possible the remainder of the submissions remains. No other edits to the feedback have been made, and the verbatim comments are as received. As a result, some of the content in this verbatim record may still be considered offensive or distasteful to some readers.

## Next steps

Feedback from this engagement process has been used to help inform what the future will look like for shared e-Bikes and e-Scooters in Calgary. This feedback collected is included in a report being presented to the Standing Policy Committee (SPC) on Transportation and Transit (T&T) at 1 p.m. on Wednesday, Dec. 16, 2020.



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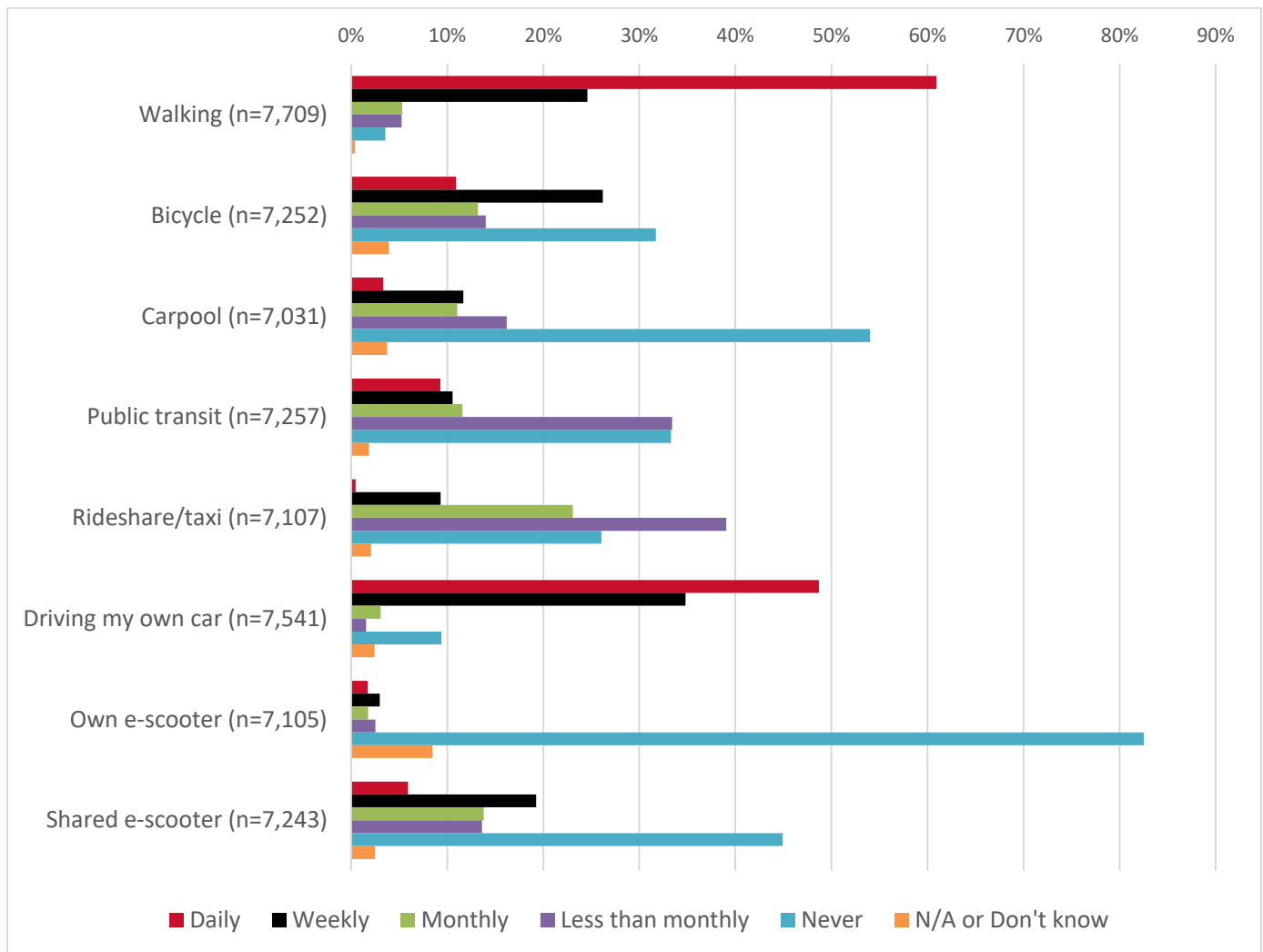
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## Summary of Input

Generally, people who self-select to take part in any engagement tend to have personal experiences they want to share or who feel strongly about an issue or topic. The participants in this engagement were not part of a randomised sample and may not be representative of Calgarians as a whole. The proportions and percentages presented in this What We Heard report are representative of those who took part in the 2020 engagement only. Where possible, chart information from the 2019 What We Heard report has also been included. Generalizing answers to the whole city or any other population would not be appropriate.

### Section 1: General questions

1. In general, how often do you travel using the following?



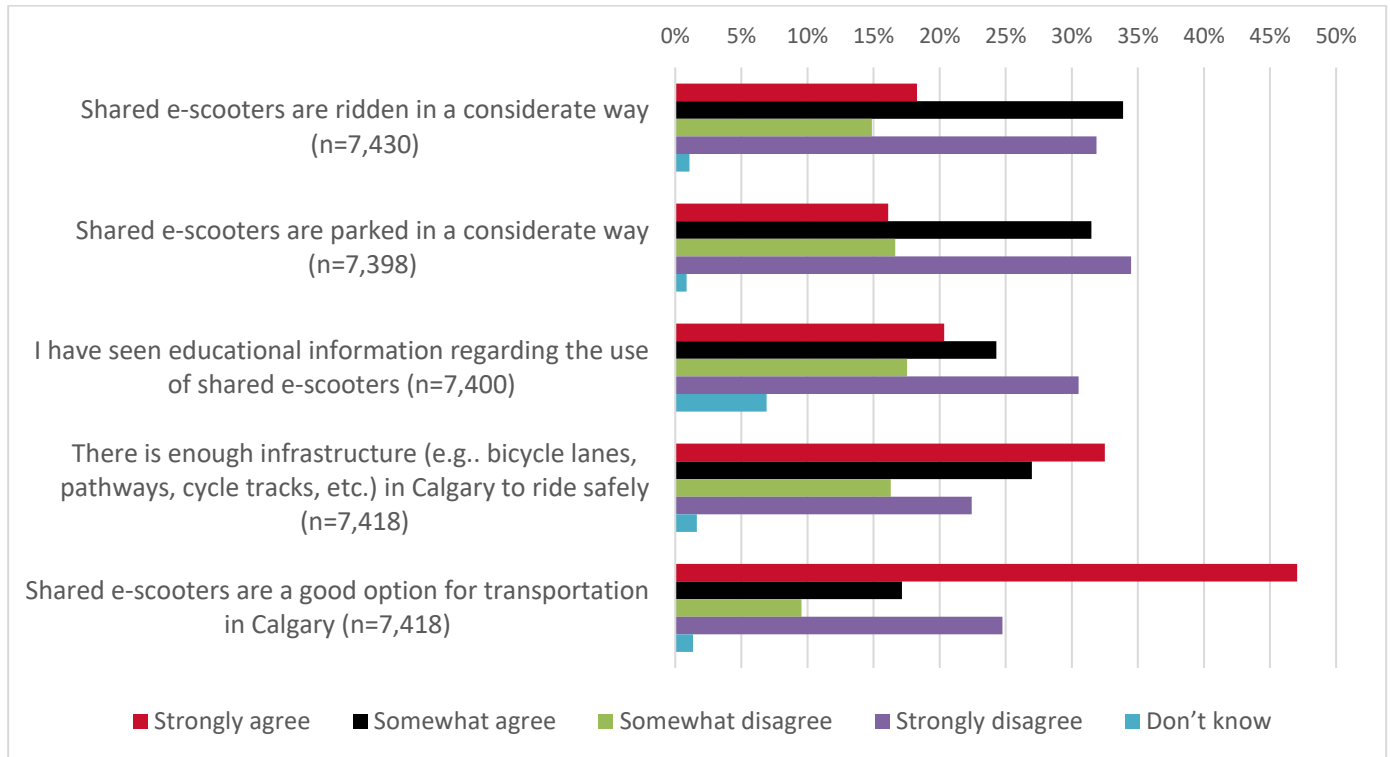


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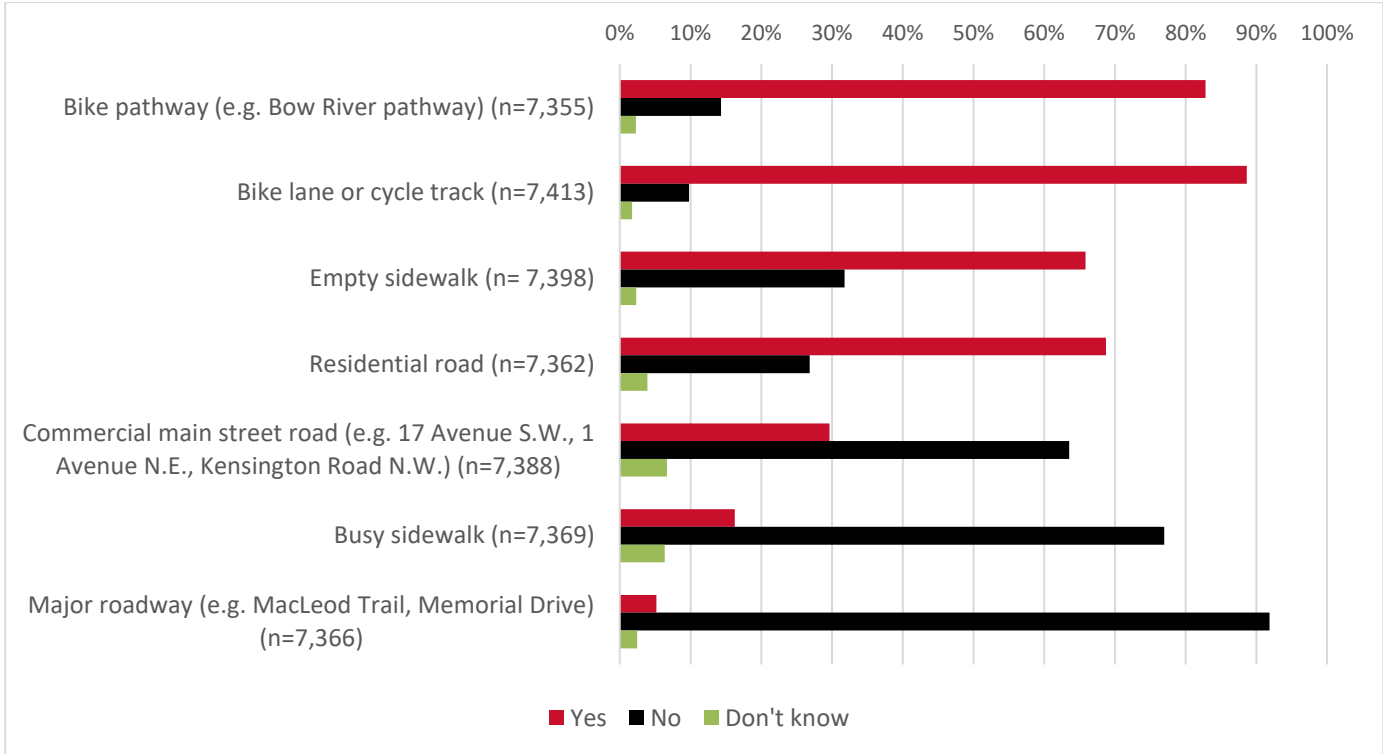
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2. Thinking about the day to day use of shared e-scooters, how much do you agree or disagree with the following statements:



### 3. Should people be allowed to ride shared e-scooters in the following locations?



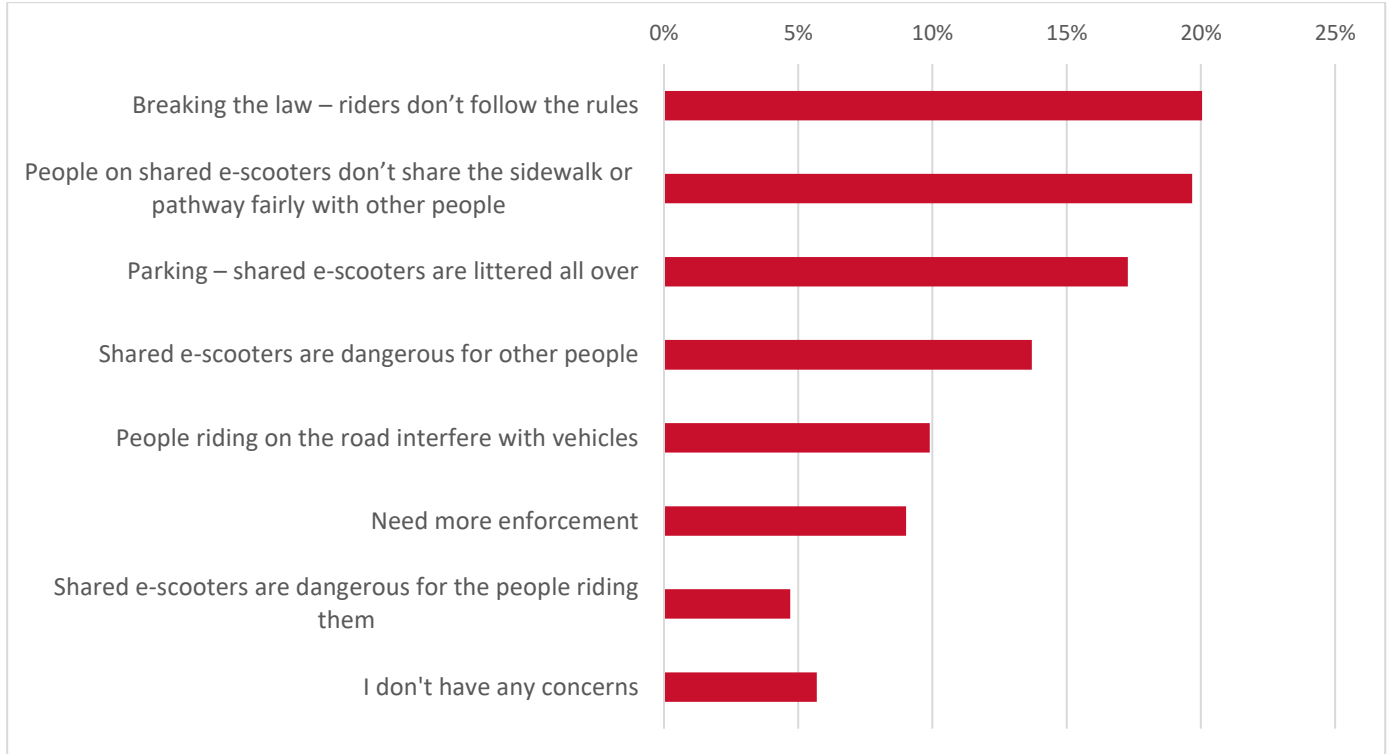


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4. What are your top concerns with shared e-scooters? Please select up to three (3). (n=6,875)



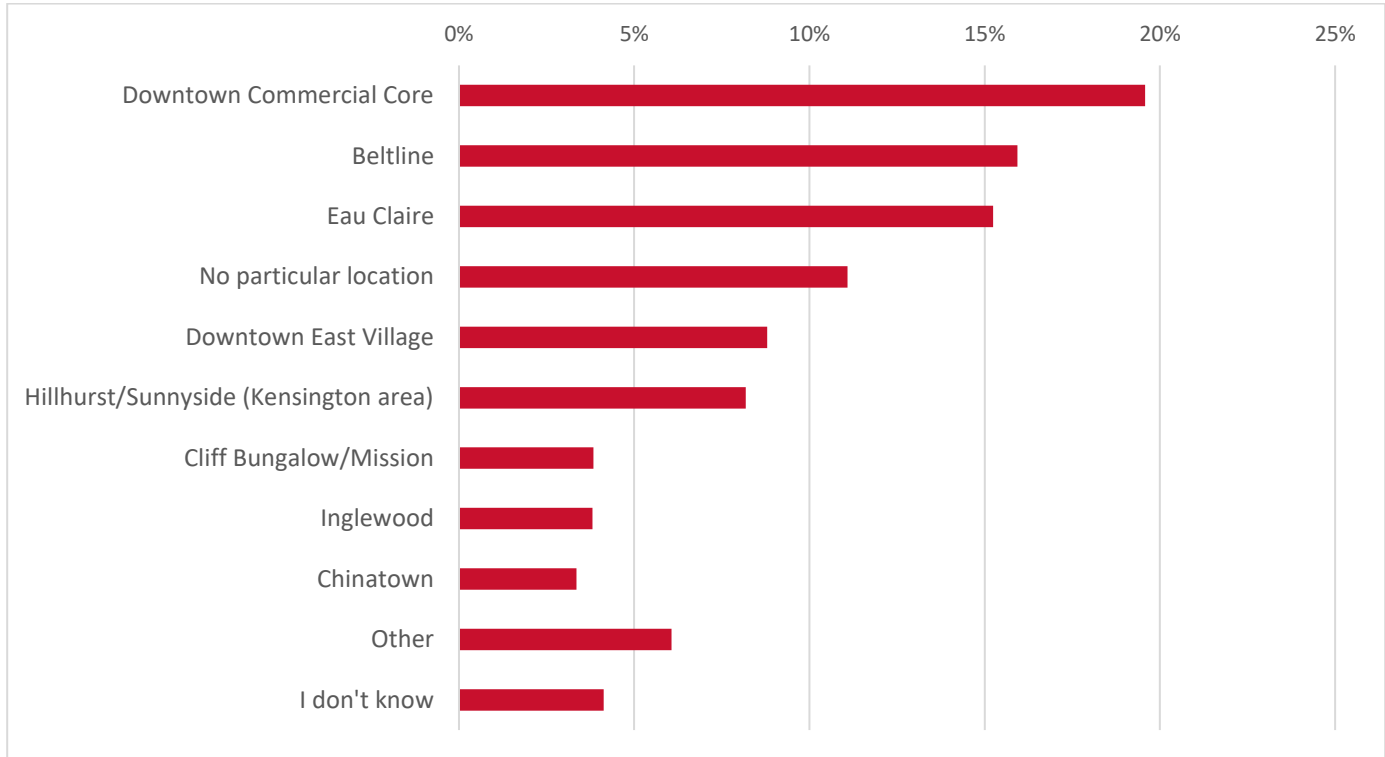




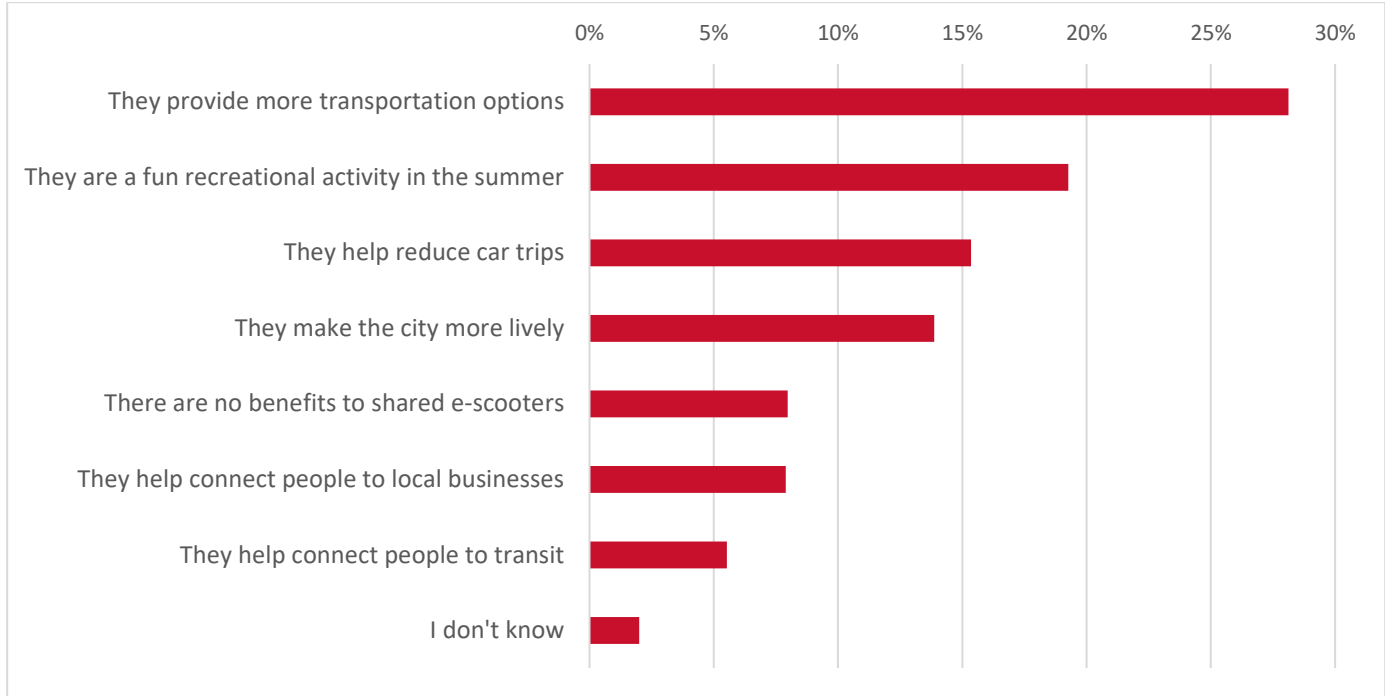
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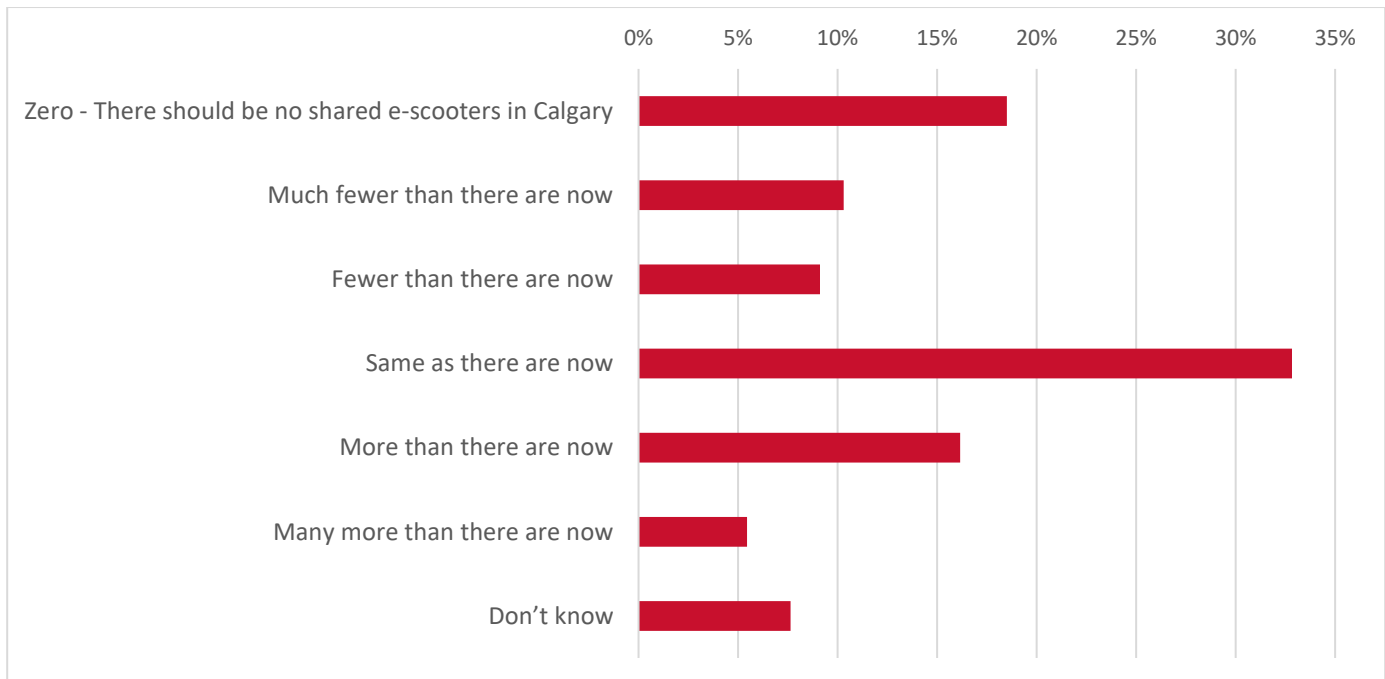
5. What are the main areas where you have experienced these concerns? Choose up to three (3).  
(n=6,562)



6. What are the benefits of shared e-scooters in Calgary? Choose up to three (3). (n=7,252)



7. What do you think is the ideal number of shared e-scooters in Calgary? (n=7,232)



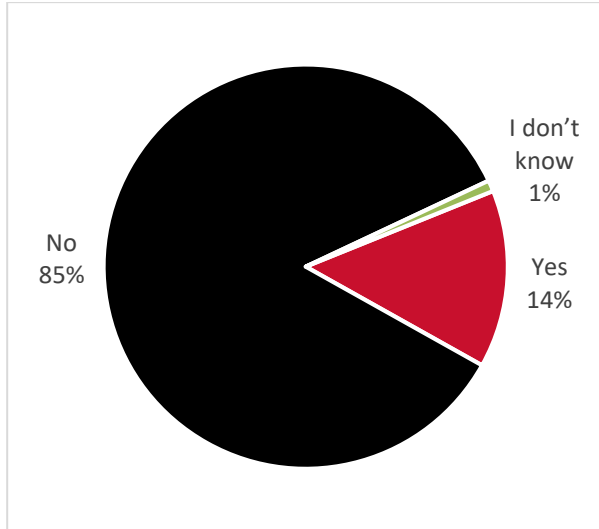


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8. Have you tried to contact the companies which operate the shared e-scooters? (n=7,237)

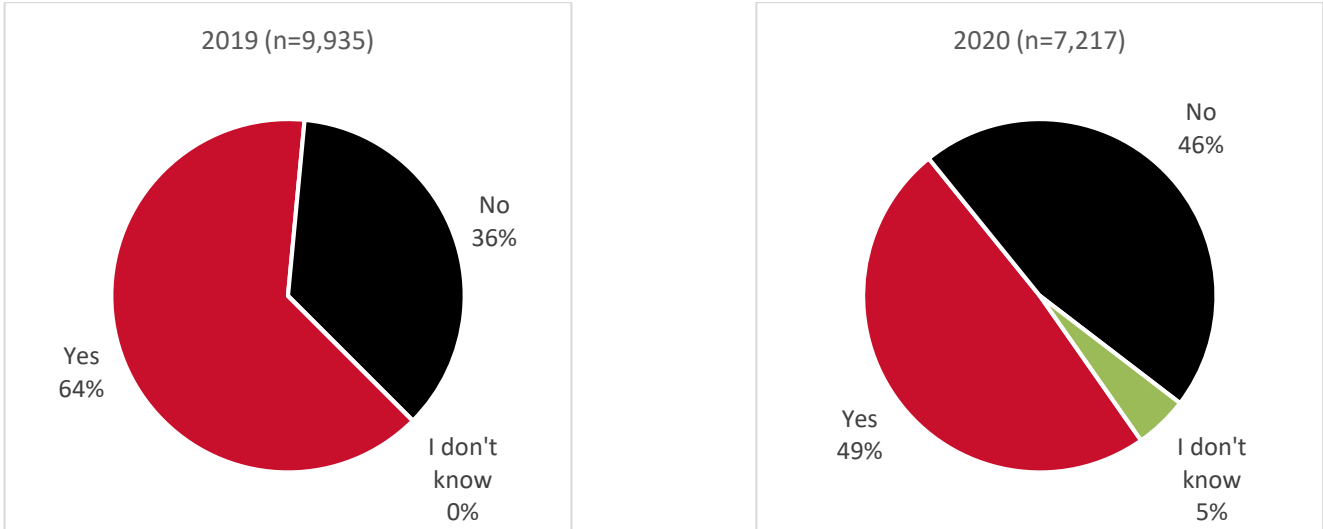


Questions 9-14: Have you contacted the following shared e-scooter company, and if yes, how satisfied would you say you were with the response you received?<sup>1</sup>

Satisfaction of participants who answered "Yes"						
Company	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Don't know
Bird (n=419)	46%	13%	5%	7%	26%	1%
Lime (n=850)	40%	16%	8%	10%	24%	1%
Roll (n=67)	32%	5%	8%	11%	36%	9%

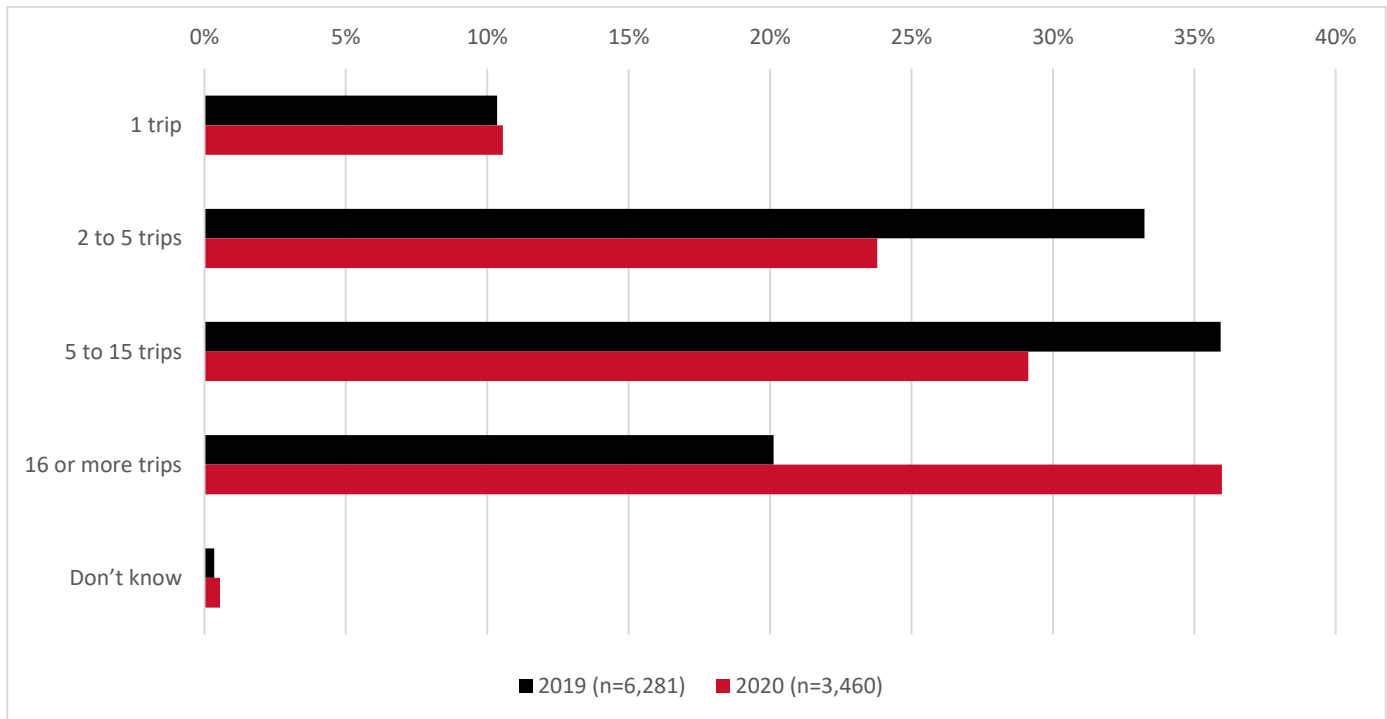
<sup>1</sup> Verbatim comments regarding Bird's response are in Appendix B, Lime's response in Appendix C, and Roll's Response in Appendix D.

15. Have you used a shared e-scooter that is a part of Calgary's Shared E-Scooter pilot?

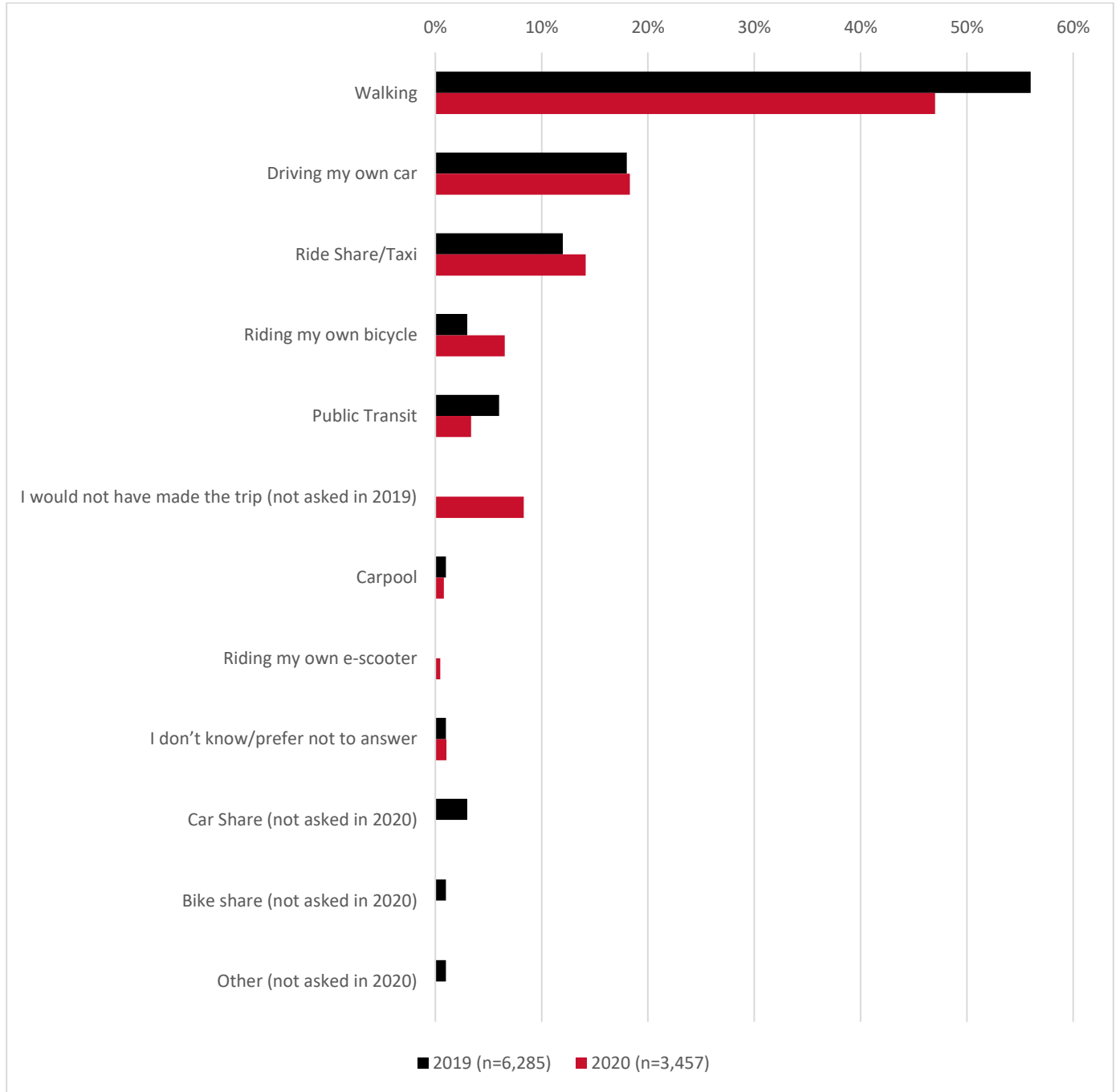


## Section 2: Participants who have used a shared e-scooter

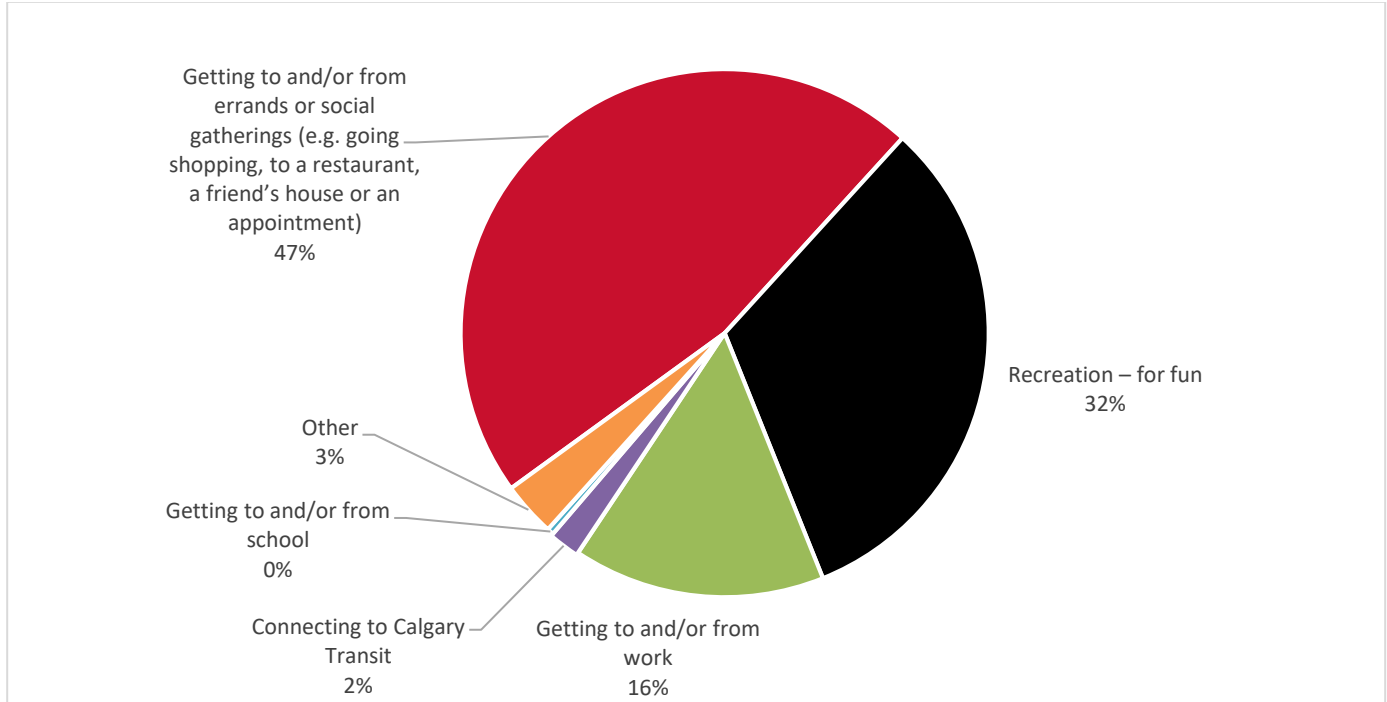
16. How many times have you made a trip by a shared e-scooter in Calgary?



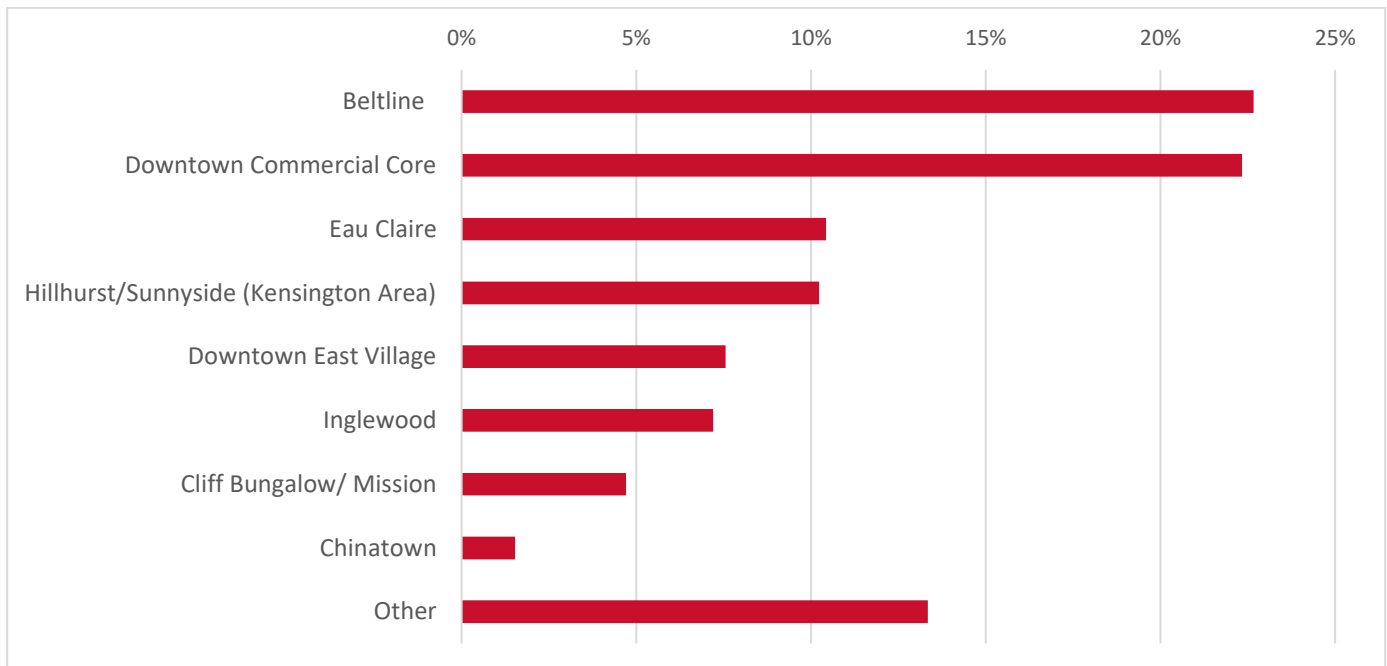
17. Thinking about your most recent shared e-scooter trip, if you hadn't used a shared e-scooter, how would you have traveled instead?



18. Thinking about your most recent shared e-scooter trip, what was the purpose of the trip? (n=3,460)



19. Thinking about your most recent shared e-scooter trip, which community did you end your trip in? (n=3,402)



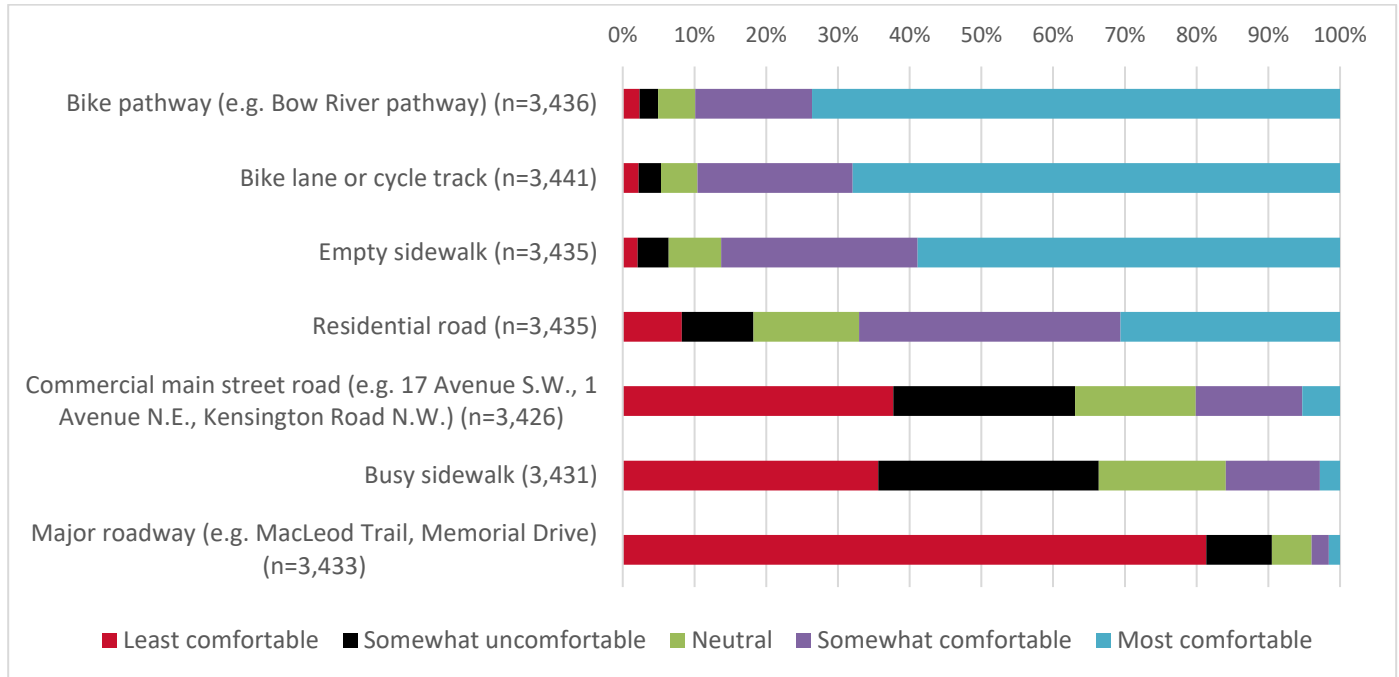


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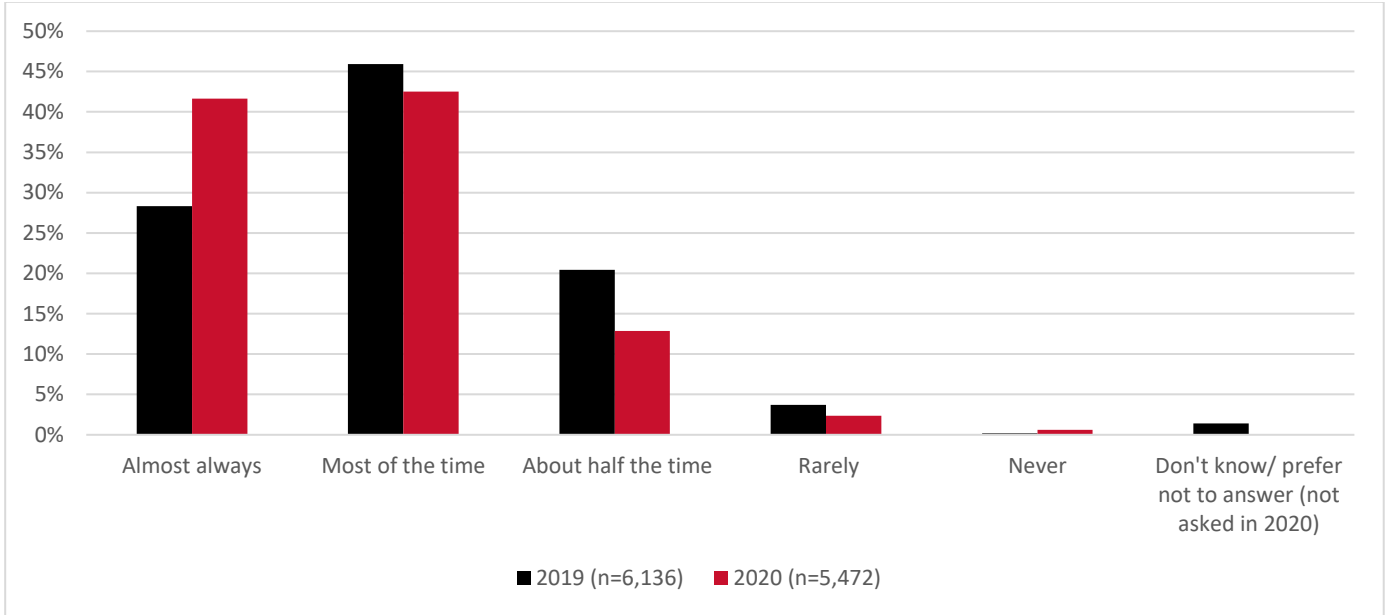
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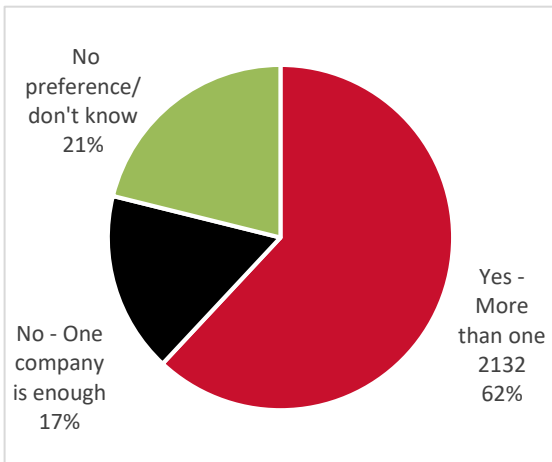
20. From 1 to 5, 1 being the least comfortable and 5 being the most comfortable place to ride a shared e-scooter, please rate your comfort with the following:



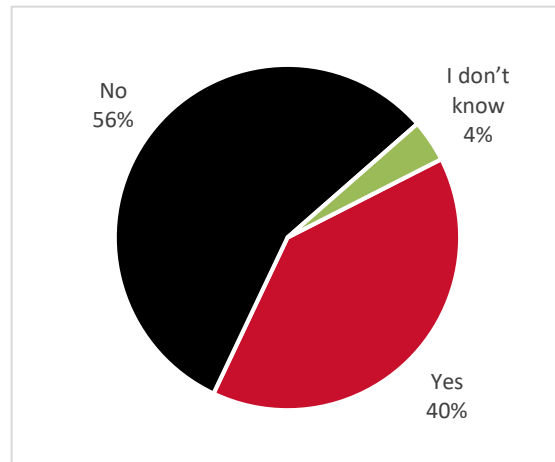
21. How often could you find a shared e-scooter when you wanted one?



22. Do you prefer to have multiple operators to choose from when deciding which shared e-scooter to ride? (n=3,441)



23. Have you ridden a shared e-scooter that has had maintenance issues (e.g. brakes or lights not working, quality of device not as high as you expected)? (n=3,444)





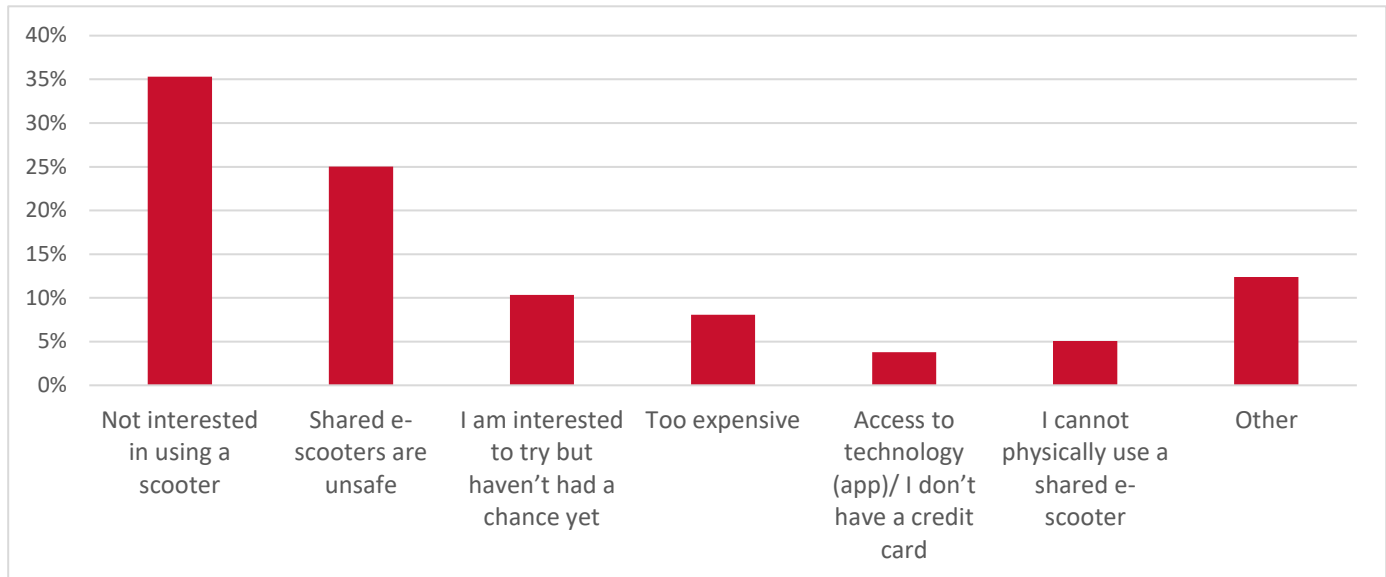


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## Section 3: Participants who have not used a shared e-scooter

24. Why haven't you tried a shared e-scooter? Select all that apply. (n=5,159)





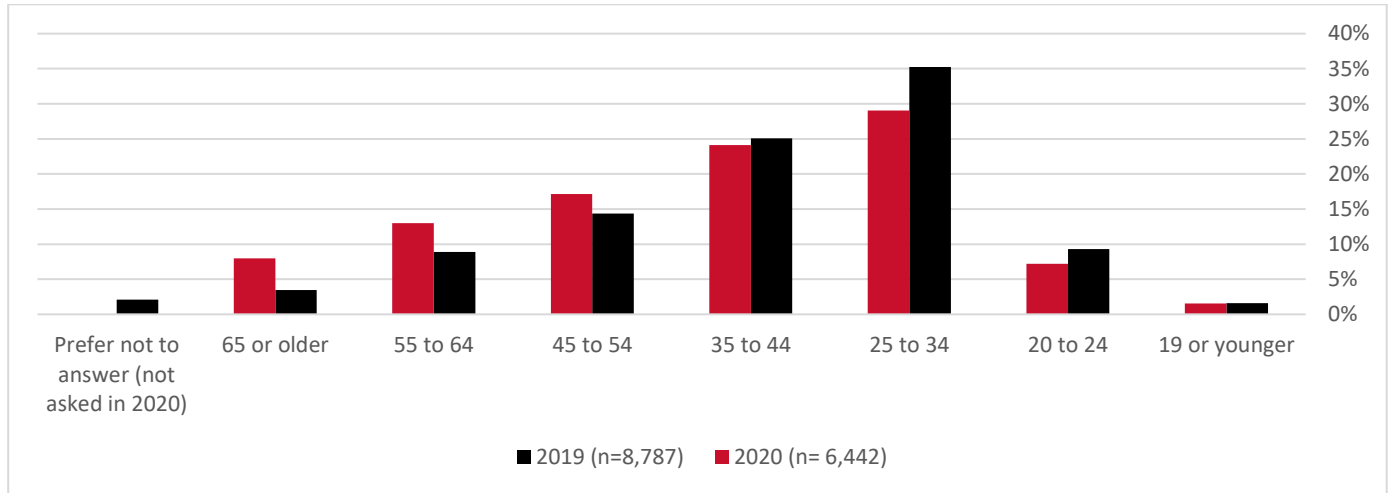
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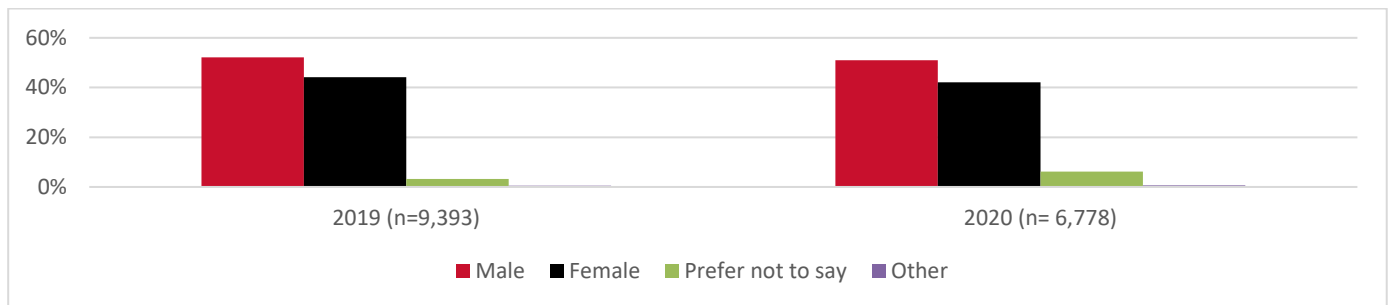
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## Section 4: Demographics

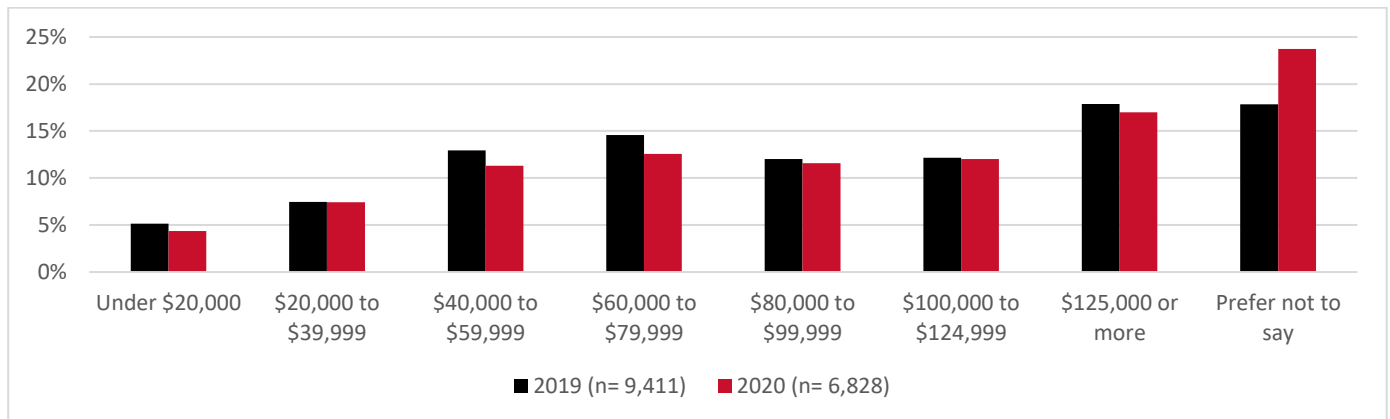
### Age Range



### Gender



### Income



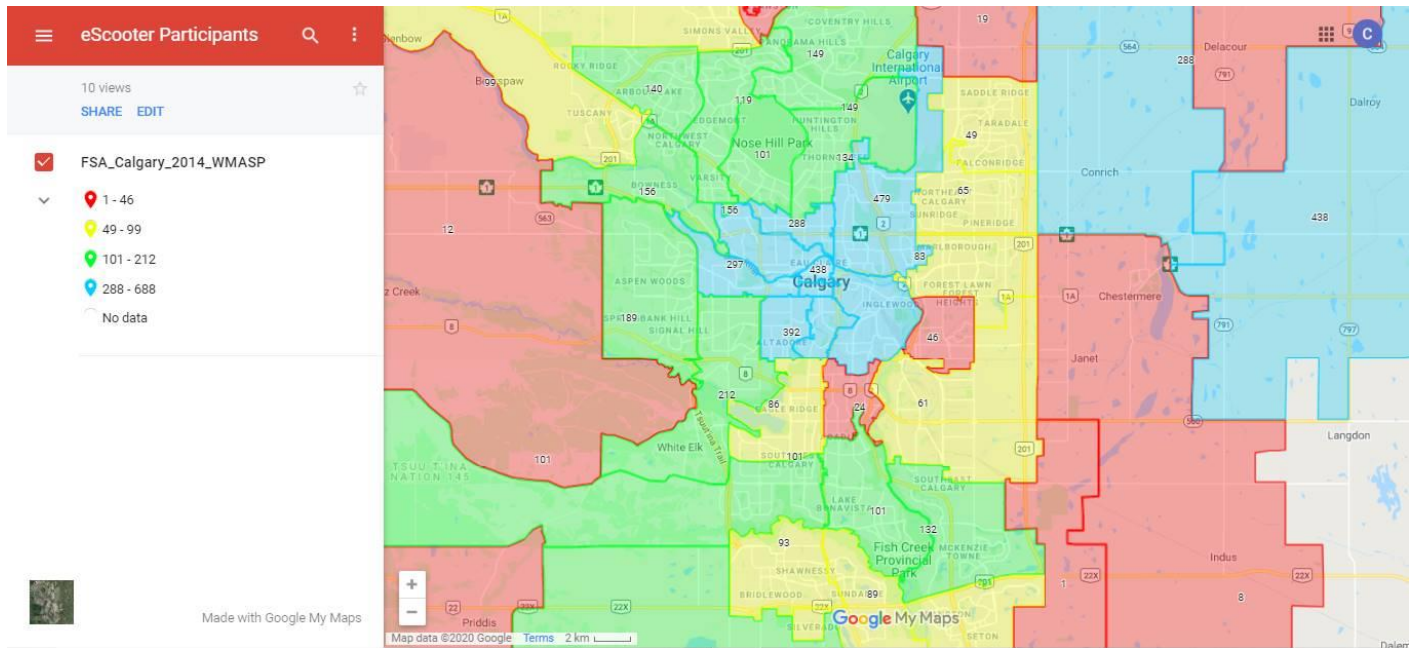


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First 3 digits of postal code



Link to interactive map: [www.google.com/maps/d/viewer?mid=1keF9LHFkkmx55LBeGKy-yVRdyPNODhmz&hl=en&usp=sharing](https://www.google.com/maps/d/viewer?mid=1keF9LHFkkmx55LBeGKy-yVRdyPNODhmz&hl=en&usp=sharing)



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## Verbatim Comments

Appendix B: Q10b - Reason for satisfaction or dissatisfaction with response from Bird

Appendix C: Q12b - Reason for satisfaction or dissatisfaction with response from Lime

Appendix D: Q14b - Reason for satisfaction or dissatisfaction with response from Roll

Appendix E: Q25 - Is there anything else you'd like us to know?

Appendix F: Postal Codes



## Appendix A – Questionnaire

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### Appendix A - Questionnaire

9. In general, how often do you travel using the following? (Daily, Weekly, Monthly, Less than monthly, Never)
- Walking (e.g.: walking to a destination, not
  - walking to your car or within your home)
  - Riding my own bicycle
  - Carpool
  - Public Transit
  - Ride Share/Taxi
  - Riding my own e-scooter
  - E-scooter share
  - Driving my own car
10. Thinking about the day to day use of shared e-scooters, how much do you agree or disagree with the following statements? (Strongly agree, Somewhat agree, Somewhat disagree, Strongly disagree, Don't know)
- Shared e-scooters are ridden in a considerate way
  - Shared e-scooters are parked in a considerate way
  - I have seen educational information regarding the use of shared e-scooters
  - There is enough infrastructure (e.g. bicycle lanes, pathways, cycle tracks, etc.) in Calgary to ride safely
  - Shared e-scooters are a good option for transportation in Calgary
11. Should people be allowed to ride shared e-scooters in the following locations?
- Empty sidewalk
  - Busy sidewalk
  - Bike lane or cycle track
  - Residential road
  - Commercial main street road (e.g. 17 Avenue S.W., 1 Avenue N.E., Kensington Road N.W.)
  - Major roadway (e.g. MacLeod Trail, Memorial Drive)
  - Bike pathway (e.g. Bow River pathway)
12. What are your top concerns with shared e-scooters? Please select up to three (3).
- Parking – shared e-scooters are littered all over
  - Breaking the law – riders don't follow the rules
  - People on shared e-scooters don't share the sidewalk or pathway fairly with other people
  - People riding on the road interfere with vehicles
  - Need more enforcement
  - Shared e-scooters are dangerous for the people riding them
  - Shared e-scooters are dangerous for other people



## Appendix A – Questionnaire

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13. What are the main areas where you have experienced these concerns? Choose up to three (3).

- a. No particular location
- b. Beltline
- c. Downtown Commercial Core
- d. Eau Claire
- e. Chinatown
- f. Downtown East Village
- g. Hillhurst/Sunnyside (Kensington area)
- h. Cliff Bungalow/Mission
- i. Inglewood
- j. Other
- k. I don't know

14. What are the benefits of shared e-scooters in Calgary? Choose up to three (3).

- a. They provide more transportation options
- b. They are a fun recreational activity in the summer
- c. They help reduce car trips
- d. They help connect people to transit
- e. They make the city more lively
- f. They help connect people to local businesses
- g. There are no benefits to shared e-scooters
- h. I don't know

15. What do you think is the ideal number of shared e-scooters in Calgary?

- a. Zero - There should be no shared e-scooters in Calgary
- b. Much fewer than there are now
- c. Fewer than there are now
- d. Same as there are now
- e. More than there are now
- f. Many more than there are now
- g. Don't know

16. Have you tried to contact the companies which operate the shared e-scooters?

- a. Yes
- b. No
- c. I don't know

17. Have you contacted the shared e-scooter company, Bird?

- a. Yes
- b. No
- c. I don't know



## Appendix A – Questionnaire

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18. When you contacted Bird, how satisfied would you say you were with the response you received?

- a. Very satisfied
- b. Somewhat satisfied
- c. Neither satisfied nor dissatisfied
- d. Somewhat dissatisfied
- e. Very dissatisfied
- f. Don't know

10b. Why were you satisfied or dissatisfied with the response?

*(See Appendix B for verbatim responses)*

19. Have you contacted the shared e-scooter company, Lime?

- a. Yes
- b. No
- c. I don't know

20. When you contacted Lime, how satisfied would you say you were with the response you received?

- a. Very satisfied
- b. Somewhat satisfied
- c. Neither satisfied nor dissatisfied
- d. Somewhat dissatisfied
- e. Very dissatisfied
- f. Don't know

12b. Why were you satisfied or dissatisfied with the response?

*(See Appendix C for verbatim responses)*

21. Have you contacted the shared e-scooter company, Roll?

- a. Yes
- b. No
- c. I don't know

22. When you contacted Roll, how satisfied would you say you were with the response you received?

- a. Very satisfied
- b. Somewhat satisfied
- c. Neither satisfied nor dissatisfied
- d. Somewhat dissatisfied
- e. Very dissatisfied
- f. Don't know



## Appendix A – Questionnaire

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14b. Why were you satisfied or dissatisfied with the response?

*(See Appendix D for verbatim responses)*

23. Have you used a shared e-scooter that is a part of Calgary's Shared E-Scooter pilot?

- a. Yes
- b. No
- c. I don't know

24. How many times have you made a trip by a shared e-scooter in Calgary?

- a. 1 trip
- b. 2 to 5 trips
- c. 5 to 15 trips
- d. 16 or more trips
- e. Don't know

25. Thinking about your most recent shared e-scooter trip, if you hadn't used a shared e-scooter, how would you have traveled instead?

- a. Walking
- b. Riding my own bicycle
- c. Carpool
- d. Public Transit
- e. Ride Share/Taxi
- f. Riding my own e-scooter
- g. Driving my own car
- h. I would not have made the trip
- i. I don't know

26. Thinking about your most recent shared e-scooter trip, what was the purpose of the trip?

- a. Recreation – for fun
- b. Getting to and/or from work
- c. Getting to and/or from school
- d. Getting to and/or from errands or social gatherings (e.g. going shopping, to a restaurant, a friend's house or an appointment)
- e. Connecting to Calgary Transit
- f. Other

27. Thinking about your most recent shared e-scooter trip, which community did you end your trip in?

- a. Beltline
- b. Downtown Commercial Core
- c. Eau Claire





## Appendix A – Questionnaire

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- a. Chinatown
  - b. Downtown East Village
  - c. Hillhurst/Sunnyside (Kensington Area)
  - d. Cliff Bungalow/ Mission
  - e. Inglewood
  - f. Other
28. On a scale of 1 to 5, 1 being the least comfortable and 5 being the most comfortable place to ride a shared e-scooter, please rate your comfort with the following:
- a. Empty sidewalk
  - b. Busy sidewalk
  - c. Bike lane or cycle track
  - d. Residential road
  - e. Commercial main street road (e.g. 17th Avenue SW, 1st Avenue NE, Kensington Road NW)
  - f. Major roadway (e.g. MacLeod Trail, Memorial Drive)
  - g. Bike pathway (e.g. Bow River pathway)
29. How often could you find a shared e-scooter when you wanted one?
- a. Almost always
  - b. Most of the time
  - c. About half the time
  - d. Rarely
  - e. Never
30. Do you prefer to have multiple operators to choose from when deciding which shared e-scooter to ride?
- a. Yes - More than one
  - b. No - One company is enough
  - c. No preference/ don't know
31. Have you ridden a shared e-scooter that has had maintenance issues (e.g. brakes or lights not working, quality of device not as high as you expected)?
- a. Yes
  - b. No
  - c. I don't know
32. Why haven't you tried a shared e-scooter? Select all that apply.
- a. Not interested in using a scooter
  - b. Shared e-scooters are unsafe
  - c. I am interested to try but haven't had a chance yet
  - d. Too expensive
  - e. Access to technology (app)/I don't have a credit card
  - f. I cannot physically use a shared e-scooter



## Appendix A – Questionnaire

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g. Other

33. Is there anything else you'd like us to know?

*(See Appendix E for verbatim responses)*

34. What is your age?

- a. 19 or younger
- b. 20 to 24
- c. 25 to 34
- d. 35 to 44
- e. 45 to 54
- f. 55 to 64
- g. 65 or older

35. Gender:

- a. Male
- b. Female
- c. Prefer not to say
- d. Other

36. What is your annual income?

- a. Under \$20,000
- b. \$20,000 to \$39,999
- c. \$40,000 to \$59,999
- d. \$60,000 to \$79,999
- e. \$80,000 to \$99,999
- f. \$100,000 to \$124,999
- g. \$125,000 or more
- h. Prefer not to say

37. What are the first 3 digits of your postal code?

*(See Appendix F)*



# Appendix B – Verbatim Comments Q10b

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## Appendix B – Verbatim Comments Q10b

Reason for satisfaction or dissatisfaction with response from Bird

Satisfaction with shared e-scooter companies
<p>Calgarians were asked if they had contacted a shared e-scooter company with a concern, and if so, how satisfied they were with the response they received from that company. They were then asked to explain their rating.</p> <ul style="list-style-type: none"> <li>Why were you satisfied or dissatisfied with the response?</li> </ul>
<b>Bird</b>
Long response time
They were helpful
They are very friendly and nice. Responsive as well.
No response
Timely
They just didn't seem to care.
I was ignored
Smaller parking zone than others - poorer quality scooter
Helpful with issues
it answered my question
Canned responses did not address my problem
They responded in a very quick manner, assisting me regarding a refund for a faulty trip.
They didn't care. My dog was hit and injured by a scooter on a side walk and there response was they can't be responsible for individual riders. As well, a business we frequent had their from window hit by a rider the Company again indicated that is the individual riders responsibility it's not the companies. these people are useless
responded quickly, care about calgary
they disagreed with my points on danger of having motorized e scooter vehicles driving on city streets--and requiring operators to have a drivers licenselicense
They resolved my issuing within about 20 minutes of receiving the request. Friendly, professional and efficient.
Did not refund money owed



## Appendix B – Verbatim Comments Q10b

Stakeholder Report Back: What We Heard

October 2020

Very responsive.
They did not respond or reply.
Quick response and credit
quick, addressed concerns
Uncaring that scooters were left littering my retail shop property and on my front lawn at my private residence.
They will not discuss their policies in a conductive manner.
No particular reason
They never got back to me when inquiring about a refund
They resolved my issue quickly, way faster than any Calgary program I had to contact
Response was prompt and issue was dealt with adequately!
The problems they create persist
Pacifying answers
Poor response times
I didn't get a refund for a broken scooter
They didn't help me with my issue
Quick follow up to the issue I had
On hold for 20 minutes and no resolution
Did not respond to request to deal with their scooters left on private property.
Got a refund on an invalid ride
Prompt. Courteous
I couldnt find the scooter that I reserved and they refunded my money.
I've been a member with Bird and their support and customer service is excellent.
No reply on Twitter or linkedin
They cared about my concerns and wanted to work toward long term solutions for our community.
None response.
quick and helpful
I received no response from them.
It took 4 days to have a scooter picked up from my property
Prompt response time
Safety and the representative do not respond to your questions or concerns



## Appendix B – Verbatim Comments Q10b

Stakeholder Report Back: What We Heard

October 2020

They just didn't care with any of my concerns. I've had too many poor interaction with riders swearing at me to get off the sideway even spitting and pushing in one instance. I've called 311 and 266-1234 as I have weekly issues with the riders or the scooters left in the middle of the side walk I'll be calling 911 next time I receive such abuse just for walking on the sidewalk. I strongly hope these go away and never come back.
Quick response. Full refund for defective scooter.
I felt I was given a template style reason, rather than a concerned proactive response.
No effective solutions implemented
App was easy to setup and use
They didn't care about the info given 'You seem to complain a lot about this. Could you be making up what you are saying?'
Out of power
They took 6 weeks to respond
they resolved my issue
They don't care about public concerns. They just want to make money
Bird employees called me immature and anti-progress after I questioned the safety of their scooters.
Concern was addressed.
Poor English, no resolution to my problem about parking them under my window
I complained about a scooter being left in our building parking, is sent They told me to scan the QR code and download an app... it was annoying
I am one voice against a commercial enterprise
Long response times
Not responsive to concerns
Couldn't get in contact with correct person to lodge a concern/complaint
No interest in enforcing any sort of rules around safety
Didn't get a response as was complaining about abandoned scooter in middle of sidewalk
They resolved the issue
They really didn't want to listen to my concerns with respect to the littering of their scooters and the excessive speed at which the scooters operate.
They did not seem interested when I called to complain and scooter's remained on my property
I reserved a scooter through their app that wasn't even physically there, and still got charged
Quick response and dealt with the problem I had
parking of scooters - illegal use of scooters - etc
They didn't respond to my concerns.



## Appendix B – Verbatim Comments Q10b

Stakeholder Report Back: What We Heard

October 2020

You send a note through the website. Still waiting for an answer 3 months later.
Canned response to my concern
No response to complaint
Quick response and great customer service. Can deal with them fast.
They only apologize and offer no real solutions
No response
Good customer service
Answered all my questions
No real help or care
Billing issues were resolved
Good customer service
The scooter was hard to use and they didn't answer. It wouldn't let me park my scooter even in a safe space. I had to walk away from it although it was charging me
They told me to go away
They responded quickly.
Very professional
Prompt reply and solved issue right away
they answered all my questions and attended all my concerns in a prompt matter as well as good customer service
Satisfied
Poor customer service with slow response times
Easy to use
Prompt response.
they told me they didnt care as the mayor already gave them approval and public engagement is for show
Great customer service and a timely response
They do not want to help anyone who doesn't like e-scooters and finds them to be a nuisance.
They were accurate and responded quickly and sorted out my problem quickly
All they did was transfer my email to their local person, no response since then
They auto billed my credit card, but issued me a refund promptly.
They resolved the billing issue quickly.
Fast response and hassle free
They alleviated my concerns about the rules regarding e scooter parking and liability



## Appendix B – Verbatim Comments Q10b

Stakeholder Report Back: What We Heard

October 2020

Horrid customer service. And they talked down to me about real issues!
Replied in time.
There was no response back from Bird
refunded overcharge right away
I got doublespeak and no understanding for my concerns
Lots of information
Refused to suggest an option to the scooters being left in the middle of pathways
They refunded the remaining balance on my account, but it was a surprise that they had a wallet function that was keeping funds on my account. I was able to turn this off.
Quick response
My boyfriend knocked out his teeth and fractured his skull while responsibly using a Bird Scooter. I contacted bird to report the accident and received an automated email that I would hear from a representative soon and that never happened.
They refunded a balance on my account when asked
Answered my questions
Answered my questions
RESPONSE LINK DID NOT WORK
Slow or lack of response
They were able to solve my problem about an overcharge quickly.
Just not responsive to my conctrns
Excellent customer service.
Friendly and approachable
Escooters should not be allowed on streets or roadways.Canned response with no responsibility taken
They responded satisfactory. This is a stupid question.
They never responded to a overcharge
Good
They didn't seem to care, that their scooters were running over people, being littered all over the street
They want to make money and their scooters are [removed]
Quick and easy to deal with
It took a long time to.get a refund for a trip I didn't take.
They don't seem to care about safety
They did not respond



## Appendix B – Verbatim Comments Q10b

Stakeholder Report Back: What We Heard

October 2020

Fast and helpful
I wasn't looking for a response
Typical experience. Nothing too good or bad.
They are always very helpful and quick to resolve issuss
Got a prompt refund for a scooter trip with broken scooter, very prompt and professjonal
Quick response and refunded me
Timely and thoughtful response
Works welk
They said they can't enforce the behaviour of their rudders.
They answered all my questions
Their rider wrote off my car, and they seem to have no insurance for victims of these collisions
I could never truly get my concern resolved. But they refunded me, so I was happy.
They responded to my submission of a faulty scooter and gave me a refund.
Was unable to get an actual person
Response was good
They didn't refund me for a trip where my scooter stopped working 3 blocks before the restricted boundary
it was quick and resolved my question
They did not offer a solution
Timely response
They responded to my question quickly
No response.....always got a recorded message.
Great people so nice great overall
Because it takes forever to talk to someone and they are jerks when you do. Also, [removed]
They addressed my concern immediately and gave me account credit as compensation
Tried to contact twice regarding escooters parked on my property. Took over a week for response which did nothing for problem
Quick reponse
Dismissive about my concerns regarding improper parking of scooters
Quick response, and resolved my concerns immediately
More convenient
Prompt and helpful
Very convenient





## Appendix B – Verbatim Comments Q10b

Stakeholder Report Back: What We Heard

October 2020

I did not receive a response.
No response until city of calgary was involved
Prompt and they resolved my concern instantly over a bill dispute. They also Flagged an unsafe scooter and took it off the road.
No answer
Scooter did not work correctly, refunded my money
Took a long time for a response
Got my refund for the issue promptly! Answered the phone fast
I received a generic response with no outcome provided.
Was looking for info on pricing
Friendly, accommodating
dismissive attitude
I had my phone battery die on me during a ride and was unable to end my ride. When I contacted them the next day they waived my fee.
They refunded my trip
there was a billing error and it was rectified within 24 hours
Don't feel my concerns where taken seriously
Easy to communicat with
they are easy to deal with
Satisfied, the took the broken scooter off the road and issued me a refund.
Refunded a trip
No consequences for tracking and dealing with rule breakers.
Quick and easy to rectify issues
Fast and helpful response
I asked for a refund for an accidental purchase and it was given
Quick response, handled any issues I had (is. Refunds)
They addressed my concern promptly (inability to end ride) and refunded me the difference.
they answered the phone promptly, and addressed my riding time with a credit to my riding account. They were more than fair.
I contacted Bird as their scooters are the ones that routinely a setup for use that block sidewalks in the Beltline are. My concerns were minimized and I felt I was being talked down to.
Prompt attention and resolution to issues.
They were excellent at solving customer problems



## Appendix B – Verbatim Comments Q10b

Stakeholder Report Back: What We Heard

October 2020

They never replied
Long wait time and zero feedback.
They did not seem interested in taking action
quick twitter response
Very friendly and respectful, lots of patience.
prompt response
Quick and prompt response to my inquiry.
Immediate reply
Answered my question and refunded double charge
I was asking for them to extend the scooter area into the Barley Belt, aka Manchester Industrial
Lack of action/technological enforcement of rules.
They were curious and listened to my input
Entitlement . Zero concern for kids screaming at people to ' excuse excuse me 'as they zip carelessly and ojt of control down sidewalks
They credited my account after I accidentally left my bike unlocked
Quick response which resolved my concern.
fast response.
was simply reporting a broken unit. don't recall their response
They answered my concern and refunded my ride charge
My issue was dealt with in the same day multiple times, sometimes before I contact them.
Good response, but took time to respond
Satisfied
They told me to go [removed] myself!
Quick timely response
Dealt with my issue
They were prompt and rectified my issue quickly.
Satisfied
I actually contacted the City Of Calgary and Druh Farrell. I wouldn't care about e-scooters but the riders are less than courteous to pedestrians.
Poor customer service
they only care about money not safety like the Nenshi
Satisfied



## Appendix B – Verbatim Comments Q10b

Stakeholder Report Back: What We Heard

October 2020

The scooter didn't work properly and they refunded me
They have good support and are quick to respond
Great customer service
Response was quick, took care of my concerns
Easy and fun
Very professional answers to my questions
They were very helpful and accommodating with my problem
they have an amazing program and you can save money the more you use their app and scooters. they also go fast
Satisfies6
Addressed the issues I had with the service
This was just a business thing. The seemed nice tho.
Didn't say much when drunks were on the scooters.
Got back to me quickly
Quick response and solved my problem immediately.
Fast response
generic response, not going to follow up with the real rider
I asked for a refund and they did not respond
Responded quickly
They have no way to contact them unless you get their app. I asked them to remove their scooter from my lawn. They did nothing.
No resolution
They didn't respond to my concern specifically enough.
Quick and good response
They( all suppliers) park their scooters in stacks of four around Bridgeland on busy corners. Then they are spread throught the community, left in private property or left on the street. Bird came and collected their scooters but the scooters were back the next day. It has been going on all summer
Very responsive
Rude response to my concerns, felt belittled
Relatively good customer service, not the answer I was looking for
I complained about their scooters blocking residential sidewalks and they said they weren't responsible.
They responded quickly to my question
They only care about their profits and limiting overhead and not paying taxes locally



## Appendix B – Verbatim Comments Q10b

Stakeholder Report Back: What We Heard

October 2020

They got back to me quickly and were helpful
They provided an adequate response to my inquiry.
Both bird and lime litter the newly charged scooter in front of my business and park them on our handicap ramp every morning, and they refuse to re locate them
The scooter I was using did not feel 'road worthy.' It was 'wobbly.' I indicated as such in the post ride survey, but I have no idea if they did anything about it. It would be nice if they replied to safety-related feedback.
He responded but didn't hear the real concerns and safety issues with people and inconsiderate riders
Contact = sign up. It was easy and quick to set up.
nothing changed
commercial enterprize does not care about pedestrians
The resolution of the problem of an eScooter not working took several days to refund
They don't care - they only care about making their money
No control over whom has or is using thier scooters. They protect riders from fines and law suits.
They quickly resolved the app issue I was having
Prompt and fair
Argues back why we should be forced to keep scooters in spite of people's safety - and health hazard re Covid
It was boilerplate, they didn't care.
I had a e scooter run into my car and do damage, the scooter company takes no responsibility for the damage the rider did and I had to pay for the repairs
Did not address issues raised, double riding, unsafe speeds, ignoring traffic laws
Helpful customer service.
fast and professional
Fast response, easy to deal with
they refunded for a trip on a broken e-scooter
Great balance and control
Very good option
They took appropriate steps to address the issue
It was impossible to report an improperly parked scooter
My issue was resolved quickly and efficiently
General response.
easy to use, I think the safety checks
The returned my money in a timely manner and were very friends about the problem



## Appendix B – Verbatim Comments Q10b

Stakeholder Report Back: What We Heard

October 2020

The answered my question quick and provided a resolution
Prompt and helpful
Quick and took care of the issue
Answered quickly and sorted out the issue
They are responsive
Satisfied
Prompt, easy to get a hold of
Took days to get back to me
No answer!
Had an issue with billing and it was resolved promptly
I told them about an incident I witnessed where they had scooters given to people who had excessive amounts of alcohol. There's no way to stop the scooter or make sure that people haven't been drinking. And these drunk people crashed into a group of sober people causing a lot of people to get hurt.
The did not charge me for their scooter problem
It was a bot. Their GPS Slow zone almost killed me
I wanted the home area to be larger but they decided to make it smaller this year which was frustrating as I couldn't ride it home anymore
My billing problem was handled effectively
Not allowing a small business owner buy into a fleet Prompt
They issued a \$10 parking ticket fine to me, but when I asked for proof of the fine and which trip I took that resulted in the alleged fine, I received no response.
There was a response. I messaged them about a damaged scooter
Quick and available
Quick and helpful
Expressed poor experience with how they moderate their products being littered around the sidewalks. They did not care to offer a solution and were very dispolite.
They didn't address my concerns.
Quick response, very helpful team!
They were really professional and answered my questions
Great customer service
Yes they were very helpful with my questions.
Quick
Response was quick and professional. Answered my questions immediately.



## Appendix B – Verbatim Comments Q10b

Stakeholder Report Back: What We Heard

October 2020

Quick and polite response.
The support offered was excellent
Great customer service
Good response time
They are slow to pick up scooters in the middle of sidewalks, obstructing pedestrian and wheelchair traffic
Quick response and helpful
They helped me and answered all questions I had
Could not satisfactorily explain the lack of scheduled sanitization
I got a quick and satisfactory resolution
Was cut off by scooter had concussion and injuries never responded to my email , get rid of them sick of these a holes in Sunnyside
They don't care, just like Council
I was able to speak with a senior team member who instantly addressed my concerns about the scooter not having enough power to go up the steep hill I live on. I have also noticed the Line and the other sco



# Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

## Appendix C – Verbatim Comments Q12b

Reason for satisfaction or dissatisfaction with response from Lime

Satisfaction with shared e-scooter companies
Calgarians were asked if they had contacted a shared e-scooter company with a concern, and if so, how satisfied they were with the response they received from that company. They were then asked to explain their rating.
<ul style="list-style-type: none"> <li>Why were you satisfied or dissatisfied with the response?</li> </ul>
<b>Lime</b>
Last response time and quick resolution to issue
Fast response and quick issue resolution
Very helpful
They did not reply to the message I sent.
They refunded my ride immediately.
We end up with scooters on our property and they are very slow (days) to respond
It is a growing industry and will improve with time and experience.
good customer service
They responded quickly
Response was from AI (bots not people), problem was never addressed or resolved,
they responded and looked into my concern
Massive over charges and customer service would do nothing about it. Two scooters for 3 hours cost \$150 which is extortion compared to the \$15 ride pass...no education provided within the app on this prior to riding
I reached out to them for a marketing question (e.g. partnership for a client) but did not receive a response.
Quick response and personalized
They didn't bother to reply when a reply was needed.
Quick response
There was NO response!!! Phoned and texted their support number and never got a response!
Listened to my concern and solved immediately
Bell replacement



# Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

Not helpful, Standard response, fill out the form and we'll contact you, maybe, some day, when we get to it, we are very busy.
Prompt refund for a scooter that didn't work
Refunded money
Full refund
They did not respond to my question
No action taken.
They just didn't seem to care.
Broken scooter steering, received a full refund. Satisfied.
I got a quick response
They were prompt and willing to address the issue.
the system wasn't updating and I was on hold for a while.
Lime's attitude is to say they are at blame for nothing despite their scooters always being put in front of the handicap entrance at my office by their drivera
Good response time but not great resolution to scooter issue I had where the breaks failed
Helpful with setup and app issues
Did not take responsibility for collecting abandoned e-scooters
Timely and responded appropriately
It was not a timely response, no phone number to call, so you have to basically email them your complaint.
They double charged me for a ride and would not provide a refund
Issued was addressed
Quick response and considerate
Quick repsonse
They refunded my overcharge on the daily fee because my phone died and I couldn't switch scooters. No hassle, just explained my situation and they offeres the refund immediately.
Responded to my complaint of a broken scooter in an expedient manner
No response could care less
Pleasant and succinct
Scooters were blocking the 10th street bridge under the LRT for pedestrian and bike traffic - dont know if scooter was moved.
I already know them from Europe. Glad the same app is working here too





## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

I had complain over parking as I saw them parked simply on the road but there were no actions taken.
nothing changes. E-Scooter litter and violations continue
Response was a little slow, but resolved to my satisfaction.
There was no response at all.
the people didnt agree that e scooter operators should have a drivers license--are dangerous driving on city streets---and sidewalks and dont follow any rules
Lime scooters tend to be a bit more beat up, they definitely need to work on responding to repair requests.
They don't seem to think e scooters parked on my lawn everyday and blocking my walk way is an issue for them
I had an accident with someone riding a Lime scooter. They take too long to pl
Not responsive at all.
Very quick response and resolved issue
basically talked to robot not human
Also quick response and next ride credit
Issues seem broader feedback was acknowledged
Responsive, polite
Fast responses on repairing broken/ damaged scooter
The scooters were parked every morning in a narrow sidewalk totally blocking the sidewalk. I could barely get by as a pedestrian, wheelchairs and strollers definitely could not. I saw the guy dropping them off almost every morning and asked him politely to put them a few meters down where they weren't obstructing the walkway... had eyes rolled and was repeatedly told to "[removed] off"
Uninterested in scooters littering my property.
Their system glitched and charged me for a week long rental, they refused a refund and only gave me credit on the account. For a system I barely use, it was a significant charge. This was June 2019 and I have boycotted them since.
A quick response
Solid customer service
No particular reason
They got back to me after 2 days and were very helpful and issued a refund for a connection issue
Fast response
Very satisfied, they gave me the refund and it took only a few minutes
Response was late, but issue was dealt with.



## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

They were not able to help me identify a scooter rider who damaged my vehicle
They refunded a ride that i had a problem with.
The problems they create persist
Pacifying answers
The response did not help my case
very responsive and will give refunds for bad trips
very responsive and will give refunds for bad trips
I got a refund immediately for a broken scooter
They fixed my issue rather quickly
Did not response with actionable item to address failed scooter (brakes not working) because they did not want to refund me.
No resolution - operator sounded checked out and was not local
The fixed the issue
Polite responses
They are quick to fix problems & when it's a matter of refunding money they tend not to really ask a lot of questions.
Received a response fairly quickly and they were responsive to my concern
Exemplary service
Slow to respond, but answer was eventually helpful.
Did not respond to requests to deal with both scooters and bicycles left on private property on multiple occasions.
called to report an accident (scooter ramming into a parked car). Response was not great - difficulty getting through and lack of response
They reimbursed me
Got a refund on a ride I didn't intend to start
Though apologetic, they did not care about my concern. As they had a business to operate.
Prompt.
No followup or response to improperly parked scooters; it was there hours later.
They were helpful
Fixed my problem
Contacted about broken scooter. Recieved refund. I think I spoke to a BOT.
Reservation wasn't there



# Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

n/a
I had a scooter that had poor brakes and they refunded my money and locked the scooter.
I am also a member with Lime, and their customer service has also been excellent.
They responded immediately
No reply to catered innovations presentations over 3 years
They are proactively working with the City and local groups to improve infrastructure for Lime users. This will contribute to long-term solutions.
Quick and helpful
They address our questions
responsive and accommodating
They did not actually respond to the questions and instead the incorrect robotic answer was given to me.
Quick and polite
Can't remember now - it was over a year ago
They refunded me for me trip immediately because my scooter wasn't working
Very blunt with a perfectly reasonable question that I had. Customer service wasn't the best.
Same as bird not satisfied
Same non caring response as received from bird roll and lime. They don't seem to care about anyone other then the rider.
Just the amount of time it took
Quick reply.
They responded promptly, were somewhat reasonable to deal with.
Slow response, but they did respond.
Again, same type of response concerning their plan of action, a sales speech rather than a solution.
They answered and listened
They did not respond to request at all
App was easy to setup and use
Couldn't get through to a Calgary location
The problem was resolved faster than I expected
They actually dealt with my issue quickly and fairly.
No response was given



## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

Took info but that seemed to be it.
out of power
resolved issue
They don't accept responsibility
My same answer as above
Quickly dealt with the issue and gave a full refund
A Lime employee threatened to have me killed after I asked him what the company's policies were on punishing rule-breakers.
Satisfied
there are still riders parking in middle of the sidewalk. often blocking accessible ramps. Bird and the yellow companies riders are even worse.
satisfied
They did not understand my question regarding the line pass
Poor English, no resolution to my problem about parking them under my window
Someone had left scooters on our common property. I had sent id numbers and photos to lime scooter. They wanted me to go back and get a QR code. I don't use the scooters so how am I to know. Also by that time, someone else had taken them for a rental
I am one voice opposed to a commercial enterprise
No removal of scooters parked on private property. Users eventually (4 - 6 hours later) removed them for their own use.
Fast response times
Not responsive to concerns
I accidentally forgot to end my ride. They refunded/credited when to a fair use time. Very smooth transaction.
They responded promptly and were able to resolve my issue, and the way in which is was resolved exceeded my expectations
Didn't get a response
Nothing done
No interest in enforcing rules on operators
They replied to my email about an accident with my friend very quickly
They Answered my question Promptly
They refered me to city regulations and said they have little/few rules about sidewalk use of their scooters.
They took care of the problem that I had with the scooter



## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

my android is unable to unlock their scooter. Thumbs down
They didn't care about my concerns relating to the scooters littered everywhere and the excessive speed at which the scooters travel
Very quick to deal with my enquiry about scooters near my driveway and had somebody out to move them within 2hrs.
Fast response to phone call and had someone out within 2 hours to remove scooters from my property.
I contacted them about a missing scooter that I had booked. Satisfied because they cancelled the booking and gave me a credit (I think); dissatisfied because it wasn't easy to tell if they had cancelled the booking or that they gave me a credit and why
It was regarding the Lime bikes. I was harrassed by 4 to 5 intoxicated males who had left the Calgary Stampede and rented eBikes. Calgary Police Services told me to contact 311. 311 and Calgary Parks and Recreation told me they couldn't do anything and to phone Lime bikes. Lime bikes would not do anything citing privacy reasons. They had the resources to track down these harrassers but refused to do so. My safety was in jeoprady and no one chose to help. It seems that Lime Calgary has carte blanc to do whatever they want and accept no responsibilities.
Cleared up my concern right away
Nothing can be done because it's a 'Bylaw issue'
good customer service
No response
Everthing.
Friendly and fast. Refunded the money owed
received a credit
parking off scooters - illegal use of scooters - etc
Helped
dismissive
They didn't seem to care about my concerns of their riders all over the road.
No response
Couldnt find how to contact the company on line.
They refunded when I had problems and when reporting problems they solved them ASAP.
Corrected my concerns immediately
Support response was pretty fast
I had issues and was provided a refund. I feel like my complaint was considered for the furture as well.
Quick response and fixed problem straight away



## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

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<p>Their scooters are left on my front lawn, they don't come to pick them up and they don't have to follow rules. They have ruined my lawn and need to have designated drop of / pick up areas. Not left in the middle of the sidewalk, on my lawn or in front of my gate!</p>
<p>Ok response time and response.</p>
<p>I was dissatisfied because their response didnt solve the problem at all</p>
<p>They did not answer my question.</p>
<p>Satisfied as they have approved me to charge shared e-scooters (Juicer)</p>
<p>Very great company and more affordable. Their customer service team is great.</p>
<p>The response was basically “we will look into it, thanks for your feedback”, but no noticeable changes were made.</p>
<p>They don't handle criticism on what is working and what isn't well. They feel confident that the program has been a successful so far and it brings people helpful ways of getting places.</p>
<p>No response</p>
<p>They refunded all the funds that were accidentally pulled from my account. Very pleasant.</p>
<p>Great knowledge of our city!</p>
<p>Well spoken, answered my questions well</p>
<p>There are littered scooters everywhere and they don't seem to care</p>
<p>Answered questions</p>
<p>Very quick</p>
<p>I work for the Stampede, I wanted to get in touch with them... they ignored me completely</p>
<p>Quick and fixed my problem</p>
<p>Billing issues were resolved</p>
<p>couldn't get anykne to remove the scooter left in the middleof mynlawn</p>
<p>They solved my issue</p>
<p>Broken scooters not very good customer service</p>
<p>Prompt reply and resolved my concern</p>
<p>there was no phone # to reach</p>
<p>They were not interested in my concerns</p>
<p>quick and fixed the issue</p>
<p>Problem solved and questions answered</p>
<p>Refunded my money when my scooter broke down</p>



## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

they never answered
Issues addressed fast.
was given a generic answer, which did not answer my question.
No clear resolution
They were prompt in their reply
fast reponse
They only care about people who like e-scooters and do nothing about e-scooters littering sidewalks.
They were excellent in solving my problem
Never got a response
It was quick
They responded promptly, were somewhat reasonable to deal with.
no answer
Resolved the app problem quickly
Quick response, great service.
Left on hold, only to get a recording for a call back. Never heard back after leaving a detailed message. Called again. They admitted they could see I called in the system, yet had no answer for why I wasn't contacted.
Good response
Easy to communicate with.
Nobody answered or returned my message
Oh I could tell you a long story about Lime.
Sent in a request bec our ride won't end. They took a while to getback but they added credits for the time we were trying to end the ride.
Lime often just never responds ever, and if they do it's a fight to ever get them to actually help in any way
Satisfied
I live in Vista Heights and they removed my neighborhood from the drop zone... Only allowed in the core is NOT all of Calgary.
They incorrectly charged me, but reversed it.
Very friendly, professional and helpful
Lime doesn't respond positively to any/all concerns
Useless help. No human available



## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

My phone died mid trip and by the time I charged it and locked the scooter I had a longer cost than my usual ride. They looked up my commute and refunded me right away. Everything is tracked so its easy to prove
Great to deal with
Quick response
Quick response and and clarified the concern.
Quick response and refund if there's a problem
Understood my concern and rectified it
Call back time
Able to resolve my problem.
Did not address issue of parking on private property and riders not following rules.
We have contacted them several times regarding illegally parked e-scooters on our private property. Their response was basically an automated response and our concerns were not addressed.
There is no local phone number to call
Very rude told me to suck it up.
Answered all my questions
No response from them
Also great customer service
Asked for pickup of out of zone scooter and it was done promptly
The response was timely and mostly appropriate, but some follow up was needed for one of the enquiries
Resolved the issue at hand
Quick response, answered my questions
Could not get thru to report my handicap zone blocked. Called 10 times over 2 days. Busy signal. City officials and CPA refused to help. Same problem 3 times more when sidewalks blocked to my walker. Last tear City would remove obstruction.
They never got back to me
Someone crashed their scooter into my car and lime would not provide info on the culprit
Because they responded satisfactory
They seemed to think they were educating their customers enough. Yet their customers race down streets, do not share the sides walks with pedestrians, and speed to fast they could hurt someone.
They don't care about their impact only profit
The scooter was in really bad shape but I was charged even so for the brief period I tried riding it.





## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

Nothing was done about it
They seem interested in profits not safety
They weren't willing to corral the scooters and avoid placing them in awkward and in-the-way places on sidewalks in the downtown core first thing in the morning where they interfere with walking to and from office buildings.
Didn't address my concern at all
They did not respond
Hard to speak to a person when we had an issue
Responded quick, they addressed the issue right away.
It was extremely fast and very responsive to my concern.
changing rules with no warning-making me late for child pickup, response completely unsatisfactory.
Always quick to resolve issuss
They responded quickly to my concerns and addressed them well
Just generic; not sure they are action into the illegal parking I've reported
delayed response but still sati
They provided me with what i wanted in a timely manner
No resolution and lack of response to my concern.
timely response
no responses from them
Seemed like they were not concerned about Calgary.
Good customer service
It was not acknowledged nor was I provided with any adequate support
Works well
Took a long time to get a response.
Gave false information, and have ignored messages
The support line does not work. Spoke to Lime rep in person instead. They said it's not their fault. They can not do anything about bad riders or illegal parking.
Many of their scooters are damaged and no longer safe. I tried tell them of scooters in the lake with no response to either.
Quick response
Helpful and responsive
I had to contact twice on an overcharge issue, but it was then quickly resolved.



## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

Problem was not resolved and operator was not very knowledgeable
They refunded me immediately, when I had an issue
They are professional.
very polite and quick to respond
... a bit confusing
Auto reply no help
Good service
I was hit by one and because I was on the ground and couldn't give any info they said there was nothing they could do
They offered no solution and called me back at 11 o'clock at night when O was in bed!
Need more customer service.
Prompt and fair response to my concern
No response
Were great to speak with amazing as well
Prompt, dealt with my issue
Concerned about feeling unsafe as a pedestrian and issues with scooters being left on my lawn and obstructing sidewalks so people with strollers or wheelchairs cannot get by- they couldn't really do anything about it. It's not like they started enforcement as a result.
Dissatisfied
They suck and won't respond. Also, [removed]
Very easy to use. Well designed. Terrific offer for city of calgary
Quick and easy response from the company
No reply
They responded in a timely manner
quick reponse
Unable/unwilling to help ensure customers use scooters properly including parking
Took them longer than it should have to come to a resolution
They didn't show enough concerns about the regularity of illegal operation of e-scooters, and the lack of consideration by e-scooter users towards pedestrians.
Never contacted back
Prompt response
No reason in particular



# Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

They need to have more humanized support without canned messages and actually listen to good suggestions
They responded promptly and efficiently
Scooters are left in pathways in Baker Park, even in residential area of deep North West Calgary
Good communication
They didn't have a good plan it seemed for rule breakers.
quick response
I inquired about charging, they answered.
attitude
The response was very aggressive and dismissive.
Hard to reach only email
No resolution, they said they would look into it, with no result
No real resolution to the issues
Did not address abandoned scooter issue.
Efficient
Prompt response that addresses the issue (bad brakes)
They helped me when I needed help.
Took multiple attempts to contact customer service with no call back. Did not handle the issue and was unreasonable with refunding.
Resolution was a bit slow
Clean and clears and understanding
No reply
Nothing done about scooters left in our neighborhood and on my lawn
Prompt
condescending... they are so much smarter
Immediate response about broken brake cable, and immediate response about billing issue.
My brake wasn't working when I contacted the company to alert them they never responded.
Because they dealt with my request very swiftly and fast.
They refunded my trip
No consideration for safety of riders or the public only revenue generation. No accountability.



## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

<p>Their response to my issue was prompt and resolved my issue</p>
<p>I don't know if they ever actually received my concern.</p>
<p>There was no attempt at a response.</p>
<p>No not at all</p>
<p>Nothing was done when I reported scooters being parked on my property</p>
<p>Wait on line too long. Stated issue. No one showed up.</p>
<p>billing issue was resolved within 24 hours</p>
<p>Quick, respectful, accurate</p>
<p>Did not answer my question.</p>
<p>They sent me a form letter that did not address my problems or concerns.</p>
<p>Great service</p>
<p>great service</p>
<p>they are not able to enforce speed of the scooters and dangerous riders. on the bikepath i have been cut off and fallen off my bike because of two scooter incidents. there is a lack of respect for other travelers on bikepath and sidewalks. They should not be on sidewalks.</p>
<p>they were polite and addressed my concerns</p>
<p>No answers to questions or concerns.</p>
<p>They switched to a worse scooter model which breaks more easily, didn't issue me a refund for using a scooter that didn't even have working breaks. Poor quality.</p>
<p>Refunded a trip</p>
<p>No consequences for tracking and dealing with rule breakers</p>
<p>they refunded me when i was charged for a ride i didn't take</p>
<p>Timely feedback</p>
<p>Canned responses don't always rectify the issue</p>
<p>I reserved a scooter that was missing (likely hidden inside a building) and they provided a refund and credit for the hassle</p>
<p>Quick response and handling of any issues I had (is. Refunds)</p>
<p>Called to report scooters dumped in the Bow River. Was not convinced the company was concerned with retrieving in a timely manner.</p>
<p>issue addressed promptly</p>
<p>Prompt attention and resolution.</p>
<p>Very helpful customer service</p>



# Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

Because the e-scooters are not getting picked up/cleaned up sooner.
No response to inquiry.
did not receive the compensation i was looking for
Could not locate a number to call them and when I found one they were not concerned about the issue
They did not seem interested
Quick response, addressed issue
resolved issue
They disabled their phone listed on site - unable to report property damage by a parked scooter. [removed] them. They owe me.
I want them to go faster not slower
didn't respond
Quick response to my inquiry.
Called lime to inform them about damaged unit and they sent someone out immediately
I had trouble parking and they immediately refunded me.
We had a problematic “juicing” house next to our property in Ramsay. Lots of late night traffic coming a going from the house (midnight to 4 am). I called to address it with Lime but the representative seemed very inexperienced and not receptive to the concerns. I tried to call to follow up weeks later and didn’t get a response back.
Quick response and provided a refunds. They double charged me originally
They refunded a trip that didn't work properly
I was asking for them to extend the scooter area into the Barley Belt, aka Manchester Industrial
Quick response and refund issued for bad ride.
I had an issue with a scooter and was immediately refunded the cost of the trip.
They refunded my money when I could not lock my scooter
Lack of action/technological enforcement of rules.
Great customer service
As above
Quick response which resolved my concern.
They helped me close out scooter when phone died
Prompt, helpful
fast response as well.



## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

Accurate Information Given by the Operator
They care about money only!
prompt response, problem dealt with
I was unable to end the time tracker due to having to take the ambulance to the hospital as a result of a scooter accident. They refunded me but did not end the tracker.
prompt response and they listened to my concern
Handled my concern
Took to long to remove scooter from sidewalk / didn't really seem to care
There was no change
I received a automated response that did not address my concern .But the issue was dealt with days later.
Helped me. Quick response...paid back money lost
I tried to contact them about a serious concern with a user but was unable to find any contact information, ie I couldn't find an email address or phone number
Quick responses and willing to compensate me. Repairs were noted as well
Immediate response to a problem.
Good price and easy to talk to
They did not provide useful information regarding signing up for their service
They told me [removed] you, we make money and you are not important.
Dismissive of my concerns
Automatic response only
Quick and professional
They informed me it isn't there issue having scooters parked in proper or litter around. I asked for them to be picked up and they sat there for almost a week.
They addressed my problem within hours
Helpful addressing my problem
Technical issue with the scooter, they were polite and helpful on the phone helping me fix the issue
They didn't actually acknowledge what my issue was and glossed over it with zero respose
failed to contact - phnoe number dsabled to public calls at the time. Unacceptable
Charged for non working unit never heard back
Good Service
Their interface was cumbersome and it was challenging to resolve my issue.



## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

Quick and understandable
My issue was resolved though I didn't get the money back due to being charged in US rather than Canadian dollars.
couldn't find who to tell them a scooter was blocking our back lane
They see no issues with e-scooters
They just made prepared answers that they will do better.
dissatisfied
Same. Contacted the City and Druh Farrell and the riders are less than courteous to pedestrians sharing the sidewalk. Get the hell off the sidewalks!
No response back at all
the same corrupt arrogance
Many scooters have been left blocking our building entrance and we have many people here and who use the walk way have mobility issues. I tried to contact lime with a valid concern and got no response.
They answered and the problem scooters were addressed.
satisfied
Great customer service
Response was fine
Found the information on where scooters can be parked easily
Easy and fun
They lacked accountability for a system issue that caused unfair billing due to the inability to lock the scooter when needed
Very professional answers to my questions
They generally don't respond at all, or it takes them between 1 to 2 months.
Could not get in contact with anyone from there by phone or email. They should have to be easier to get a hold of if they want to continue in Calgary
lime scooters get messed with the most, people throw them in the river and cut the brakes and break the screens because their upset that it isn't working or they just don't like scooters. but they get me to work everyday i basically rely on them for transportation until winter.
Quick and easy solution
They were very prompt and helpful in resolving my issues using the service.
Satisfied



## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

I've reported inappropriate parking through the app and there's never been any accountability from the company about how it impedes traffic. They've chosen a very hands off approach when it comes to addressing concerns and I'm worried for the day that I will eventually run into someone riding a scooter dangerously while I am on my bike. Who will be held responsible for the accident?
Easy to use, fast, easy to find but they are kinda pricy
Addressed the issues I had with the service
They seem nice
put on hold for extended period of time - i hung up
there was no response
Scooter companies should be held to guidelines, sometimes you get the idea they don't care
Not responsive
Scooters were dumped on private property and they didn't respond for 24h
Never responded, was trying to notify them of scooters in an unground parkade.
slow to respond
Prompt reply to a question I sent them on twitter.
Quickly refunded me without any hassle.
Quick to respond to report of damaged scooter.
We reported a scooter dumped in the river and never really got a response.
They will not reduce the speed
no accountability for scooters dumped anywhere
They handled the issue promptly and I was refunded the mistake.
Promot response
I didn't get a response
Faster non vehicle transport options are very beneficial to the freedom and economy of this great nation.
I never heard back from Lime when I asked who would be responsilbe/liable if me or my bike was injured/damaged, I emailed them more than 1 yr ago
They were quick to respond and had a good answer.
Timely responses
They addressed my concerns quickly.
They responded in a timely manner and were so apologetic in regards to my dissatisfaction that they refunded my trip which in turn reinforced my satisfaction with the company despite my dissatisfaction with one particular scooter





## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

Response from company took over one week
I sent them an email, and they replied to and addressed my concern within 15 minutes.
I received the refund and got what I wanted quickly
Mistaken billing was corrected quickly and with minimum of hassle
I contacted them with a service issue that prevented me from ending a ride but also prevented me from continuing my ride. They responded very quickly and refunded me more than I lost.
Last year - didn't acknowledge my issue (on a first trip didn't understand the 'park/save; option which resulted in a very high charge.
Long on-hold time
Quick response
Prompt responses to issues with the ride
Somewhat fast response
Same as Bird response
Harder to get in touch with
Not understanding
It was quick and fixed my problem
They did not remove the scooter left on a public path
I complained that their scooters were blocking residential sidewalks and they said that wasn't their responsibility.
They responded quickly to my question.
No response
They only care about their profits and limiting overhead and not paying taxes locally
They responded fast and were helpful
Fast.
The information was obtained easily and answered my questions
I had to contact lime twice last year as someone kept parking a scooter in front of a fire exit on private property. The first occasion they removed the scooter within 5 hours. The second incident they did not remove the scooter. However, we have experienced no issues this year.
Lag in response time as a user
They provided me an immediate response satisfying my issue.
It is not their responsibility to police.
Same as previous response. The companies don't care.



# Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

online tools are understandable
It was a payment matter and they resolved it immediately.
They never got back to me after 3 attempts to contact in 3 different ways
Contact = registration. It was easy to set up and register.
They understood the issue with scooters being parked inappropriately and some of the problems with users
Got the info I needed quickly.
very hard to contact took tons of attempts, no change
commercial enterprize does not care about pedestrians
disatisfied
issues reported were rectified quickly.
They never responded after several attempts and social media
They resolved my issue.
Same they protect their riders from fines or law suits.
Last summer, I was hit by an e-scooter rider while on my bike, on the BR pathway--the rider was with a group who obstructed the entire pathway and didn't hear my repeated warning bell...as I was attempting to pass, the scooter rider turned left sharply without looking and hit me, resulting in my needing to go to Urgent care for multiple stitches and serious abrasions. I attempted to contact Lime to discuss the incident and request better safety info, education, etc., for their riders/customers...despite trying 'contact us' and their SM channels, no one ever responded to me.
They did not seem to resolve the issue.
Lack of response
No humans answer the phone it's all automated, with zero support for technical issues
Quick and friendly to resolve my issue
Their answer to my problem was no answer at all, and you goofed on the question about Bird. I tried to reach Bird, but could not get ahold of them
No reply
Quick reply gave me a refund for broken scooters
Slow and app seems to have frequent issues
Provided a timely response to my email inquiry
4 hours on hold, then dropped to a voice mail. Email response does not help with the accident I was involved in. Not a responsible company. They do not give a dam about the users or the public. Please contact me [personal information removed]



## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

Dissatisfied as no response after several attempts
Overcharging for failed trips; scooters that are broken or unsafe to ride. These are repeated issues. I've been riding since they were introduced, using much less now due to disrepair of scooter fleet and expense.
No action taken about following the laws.
Prompt response and fair solution
Gave me credit for poor ride
They take no responsibility for damage done to property
Did not address issues raised, double riding, unsafe operation, ignoring traffic laws
Great customer service
They charge people in USD, while the app shows CAD. it ends up being charged more in reality and I don't find this very transparent. They were unable to resolve this issue since they started operating in Calgary. I prefer BIRD's customer service.
Little response
Helpful customer service
Was able to resolve issue, slower to deal with than bird
very responsive when notifying of e-scooters that need maintenance
Broken handlebars
My concern was adequately addressed
Some of the scooters have issues with the balance + they are heavier than the other scooters
Very good option
The unit was not safe to ride. It was difficult to get to a person, when I finally did, the response was good
They went above and beyond to address the issue
Very fast response. Wasn't sure they followed through on disabling the broken scooter.
Great customer service
Very responsive, fixed issue right away
Person on phone was not courteous and not listening to my concern or trying to resolve my problem (phone died while on a broken scooter and meter kept running, charging me up upwards of \$40 for a trip I never did)
Long time to answer phone, once they did, service was great
My issue was resolved quickly



## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

My partner broke his arm due to a malfunctioning scooter. We received no help or acknowledgement from the company.
Promptly dealt with my issue.
Again, general response given.
Easy sign up, great service, quick response, easy to use.
easy to use, good safety checks
Broken scooter and they returned my money
They never got back to me. I left a review asking for them to address my concerns. Unless that does not count as communication
Dealt with concern quick
It was a very quick response, that fixed my issue immediately
I reported badly parked scooters, they responded quickly and sent someone out
I liked their new group ride option.
Prompt response that addressed my concerns.
Prompt and helpful
They forwarded my request to the local team who never responded
They brought in group ride options
They are considerate of the issues that scooters may cause in a given city.
They did not respond to my request.
The response was prompt and considered. It was also resolved quickly
they were super nice and helpful with my concerns regarding a broken wheel on one of the scooters
they were very kind and helpful in regard to me reporting a malfunctioning wheel on one of the scooters
Timely
Quick action
Their response was fast and provided the information I needed.
Lack of empathy for a serious accident resulting in multiple hospital visits
It was a little difficult to find the number to get through to them but they were moderately helpful.
timely
Prompt reply
They took care of the issue with no fighting just handled
Refunded for defective scooter ride



## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

Resolved my concern quickly
immediate response - error w/ billing handled immediately
Good customer service
They have great customer service
I was overcharged and when I contacted them they refunded me less than they should have. I tried for weeks to resolve the issue without satisfaction.
satisfied
They were able to take feed back and address them as well as any concerns
They reply to my concerns the same day and return my money within the next 2 days.
Took sometime for a response
Very easy via the app to contact them
Brakes fail
No answer!
They were easy to deal with.
They responded to my report of an Abandoned and damaged cycle in a park
They were helpful
I received a refund for a ride on a damaged scooter.
Acknowledged my message. Did not offer anything for the inconveniences I incurred.
Let them know that their scooters were littering 17th Avenue found them on roads blocking traffic their people who are supposed to be taking care of that aren't doing their job or there isn't enough enforcement. They let me know that they're working on it
They gace back my money on a not working scooter
my wife and I both had the same problem on a trip where we forgot to 'end our ride'. We each got charges \$30 for the trip, I got refunded \$15 and my wife got refunded \$3 for the same problem. No response from Lime when we asked why the difference. Even my refund was 'light' for an honest mistake, as they can track the GPS of the scooter to see that it was parked.
Immediate response and issues always solved
They don't actually have any contact number to reach out to. When trying to email them, they take too long to respond. There is no way to protect your scooter when your phone dies and that has to be something that can be addressed with their service.
lenght of time to reply back to me
My scooter broke down and after sending them a note they immediately refunded my ride



## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

Upon letting them know that my scooter had stopped working they immediately refunded my ride
They resolved my issue of incorrect charges quickly and happily
Didn't respond
I wanted the home area to be larger but they decided to make it smaller this year which was frustrating as I couldn't ride it home anymore
Fully helped me with my issue.
Would like to speak to a person ... re concerns ... no option to do that ... ?'d bilking
was refunded immediately for a bad purchase
They were very polite and addressed my issue immediately
Quick and easy
Lime has a very responsive email service and help with the app, even on long weekends.
Responded quickly and resolved my issues.
Prompt
They promptly refunded me a charge that was unfairly assessed to me.
They responded quickly and addressed my concern
Well I spent 50 dollars on their new pass promotion and I got 1 ride out of it and then I started getting errors saying I had insufficient funds in my account or something like they had noticed something strange in my account so I can't access my ride and stuff and I reported it even trying suggestion to delete and re-download app still same problem and not even a offer to refund my money
Timely response
Easy to set up and use the Lime scooter
I contacted Lime thru app only
I was struck by a scooter rider and they were unable to provide any real help or direct me in appropriate ways
I forgot to cancel my ride so I contacted them. I was given a full refund and was very satisfied. The customer service was very quick to respond too
They did not respond to me at all. (Back when they had limebikes, and helmets were required, I had asked why they weren't supplying helmets like the Shaw bikes in Vancouver.)
Lime replied with a link to an FAQ which failed to address the credit card charge concern (lack of an actual formed response versus the form FAQ response)
Fast, friendly, responsive
Very open and helpful
Quick and almost available



## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

Responsive
They never got back to me after several attempts.
I had a question about using already bought chargers instead of buying them again and they redirected my email several times and I don't think ever got back to me
Their response was vague and unhelpful.
Same response as bird.
I spoke with the employee placing them on the sidewalk, pointing out that he was blocking the sidewalk for wheelchair access - he told me 'I'm just doing my job.' HE made no attempt to correct the problem even when I pointed out he could put them in two other places that would not cause a problem.
I contacted Lime to dispute an erroneous bill. I never received a response. I had to contact my credit card company.
Very poor customer service. There 'give a [removed]' factor is low.
No response at all
I downloaded the app. It was easy.
Professional and answered by questions
They helped clarify some app questions I have had
Quick
Response was quick and professional. Answered my questions immediately.
Quick response to address issue
Received my refund but it took weeks
They were very helpful and responsive.
They answered me in a timely manner.
The executive Director was prompt with his response and is doing his best to run a new business model while taking into consideration other persons' perspectives on E-SCOOTERS
Quick and appropriate response
Relatively quick response time and good response
Quick response
Rep was completely unconcerned about my issue.
They didn't know much about what the local branches do. I knew more.
The number 311 gave me went to an out of service message
Busy wait time
They helped me out when I needed them to



## Appendix C – Verbatim Comments Q12b

Stakeholder Report Back: What We Heard

October 2020

Fast response time, difficult to report broken scooters. They should make the line of communication between Lime and the user simpler to access
They don't care about communities, only money.
Quick response, great customer service
Could not satisfactorily explain their covid sanitization
dissatisfied - I was sexually/verbally harassed by an escooter rider and I was unable to get personal information about the rider and could not report them
Quick response
Quick and satisfactory resolution
Hit by a reckless Lime scooter causing considerable damage to my bike and minor injury to ankle. No Canadian number to call, just American. Was told to email them my incident report and they never acknowledged my email. They also refused to have a manager call me back. Customer representative spoke terrible english and told me they didn't care. Pretty abysmal incident service and resolution.
No response ever
They were friendly and answered my questions and accepted my suggestions.
I complained that some riders are not following rules, they said they have no way to enforce rules
They do not care about if people are riding and/or parking the scooters properly, they only care about their profits.
The wait was soo long
Took a while to respond and some pushing to get what I wanted but it happened eventually





# Appendix D – Verbatim Comments Q14b

Stakeholder Report Back: What We Heard

October 2020

## Appendix D – Verbatim Comments Q14b

Reason for satisfaction or dissatisfaction with response from Roll

Satisfaction with shared e-scooter companies
<p>Calgarians were asked if they had contacted a shared e-scooter company with a concern, and if so, how satisfied they were with the response they received from that company. They were then asked to explain their rating.</p> <ul style="list-style-type: none"> <li>Why were you satisfied or dissatisfied with the response?</li> </ul>
Roll
They never responded at all
Satisfied
No particular reason
The problems they create persist
They recognized the problem and resolved it
No response for a broken scooter and no refund
They are very friendly on social media & I like that they are open to ideas!
easy to contact
[removed]
Same horrible response as the other companies.
App was easy to setup and use
Roll employees beat me up after I approached them and asked them where I could find one of their scooters
Not responsive to concerns
Everything
No response
Good quality scooters and customer service
They swore at me and that was it.
received a refund
Fast and easy
No human to talk to



## Appendix D – Verbatim Comments Q14b

Stakeholder Report Back: What We Heard

October 2020

Didn't answer
They like the others felt that they had no responsibility to public safety. So they were okay to allow their customers to race at full speed on sidewalks. Leave their scooters blocking side walks and special need service ramps
A Canadian company, they seemed very responsive to my concerns.
Quick response and designated to appropriate people
They weren't interested
I was asking for them to extend the scooter area into the Barley Belt, aka Manchester Industrial
Lack of action/technological enforcement of rules.
They told me they will do what ever it takes to make money!
Contacted the City of Calgary and Druh Farrell. The city needs to enforce these riders off the sidewalks.
Never received a reply
Quick, understanding and empowered to address my issue (which was my own fault!)
I told them their scooters were blocking residential sidewalks and they said it wasn't their problem.
They only care about their profits and limiting overhead and not paying taxes locally
poor quality, consistently broken
Canadian company
Ist response seemed very eager to have their people use their product properly, but didn't bother to answer a subsequent email with another question regarding a request he made to me. Follow-through is important and says a lot when it doesn't happen from a business!
Never answered
prompt with their response
Could not explain covid sanitization policy



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Is there anything else you'd like us to know?
<p>- Bells should be mandatory for e scooters to warn people that they are approaching from behind the pedestrian.- E scooters should be on bicycle paths beside the sidewalk.- Signs in the Eau Claire area are not attracting the attention of the e scooter rider to stay on the bicycle lane. - I would like to see more bicycle/ e scooter lanes in Calgary.</p>
<p>E scooters are a menace to disabled and handicapped people. We have enough issues navigating the city withoutPeople on E scooters creating more stress and fear. They should be allowed to be used in designated areas and there should be enforcement. I was unable to use the pathways in my own neighborhood as they were over flowing no matter the time or day. I never saw any bylaw officers or police in the parks or pathways other than an abundance of officers on Crescent road protecting the wealthy part of Crescent Heights</p>
<p>- good idea to have but appropriate use and tidy parking needs to be more enforced</p>
<p>It would be good to have a website to report issues &amp; incidents involving e-scooters, rather than having to report to police.</p>
<p>- less expensive for a single individual than taking an uber/taxi- fun- support car/scooter sharing in calgary</p>
<p>I love the e-scooters!</p>
<p>[removed]</p>
<p>[Removed]</p>
<p>[removed]</p>
<p>•I was very skeptical of the scooters before riding one for the first time.•I have found riders are far more considerate in 2020 than they were in 2019—possibly because the pathways along Memorial were widened for the summer. •Improved/increased infrastructure for scooters, walkers, cyclists, etc. would go a long way in making the scooter experience better (and safer) for everyone</p>
<p>1 -River parkway walking path has e-scooters all the time, even though signs are posted indicating stay on bicycle path = no enforcement of by-law.2- E-scooter speed is set too high in congested areas.3 - E-scooters should not be on sidewalks ever.4 - Walkers need to be able to take a picture of E-scooters illegally parked or used and send it somewhere. This means providers need to have large identification markings that can be easily seen and photographed for follow-up.5 - Why not have fenced e-scooter stalls, like a parking stall where e-scooters are rented and must be returned to (not necessarily same spots) that providers rent from the city - revenue source and cleans up scooters left everywhere. Providers know who last rented each scooter and can fine those who do not obey by-law.</p>
<p>1) I am 75 years, have never ridden a bike and have 2 hip replacements: if I were younger and not worried about falling and balance, I would try an e-scooter. 2) I think people who use them MUST wear helmets - a young friend died this summer from a head injury while skateboarding - I see no difference in usage. Would also like to see more protective gear, as I think people end up needing medical care that might be prevented. 3) Maybe this would be considered over-regulation, but I think people need some basic</p>



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training/practice/education before using the scooters. Maybe this would prevent some injuries, both to rider and people/cars they encounter. 4) Some education needed about considering other people they encounter while on a scooter, AND NOT LEAVING SCOOTERS IN MID SIDEWALK, AT INTERSECTION RAMPS, ETC, WHERE THEY OBSTRUCT ANYONE WHO IS BLIND, WHO IS IN A WHEELCHAIR, OR WITH OTHER MOBILITY PROBLEMS!! - even to the point of tracking people who do that and fine them.

1) I seriously think some e-scooter users intentionally leave them parked in the worst, most inconvenient locations as some sort of one-up-ya competition with other users. 2) I totally believe the users know the rules but simply chose not to follow them - speeding on congested sidewalks, parking to block pedestrians pathways & access to buildings and double riding to name the major offences. 3) Enforcement is what is needed, similar to more enforcement needed (especially downtown) for cyclists riding on sidewalks. Without enforcement, rules will continue to be broken. And without enforcement and a noticeable positive change in behaviours, I'd say ban e-scooters completely, which would be a shame for those responsible users.

1) I would have liked the opportunity in this survey to provide feedback about active transportation pathways. I am supportive of e-scooters as an active transportation option and they appear to be very popular and reduce car rides; my only concern is in the lack of available pathway for users. Cyclists, pedestrians and e-scooters all go at different speeds and there should be more pathway available to accommodate the massive increase in users we have seen over the last few years and especially during the summer months. Lobbyists have made it difficult for Council to build pathways and now the ones we have are already full. Build them, make it safe, and people will use it. Don't remove shared e-scooters; make ROOM for them. 2) Survey design was flawed - you can fill out more than one box when only one should be allowed to be selected. This may provide faulty answers in the survey.

1) These should not have been allowed to return during Covid. 2) To question above "why haven't you tried e-scooter in pilot project" while in general I would interested in trying these if I don't believe they should be allowed in most areas (like downtown) it would be hypercritical to utilize them even to try.

1. I think e-scooters are a great idea and option for people. 2. The number of scooters available should be market driven based upon demand. 3. Scooter are OK on non busy roads, and should be treated like bicycles when on the road. As a driver, I don't like bicycles and e-scooters, but we need to share the road. My only concern regarding e-scooters on roads is that people who use them need to follow proper road rules, like bicycles and cars.

1. It is highly questionable for Calgary to put special rules in place for e-scooter companies to operate in Calgary i.e. Special permissions granted to e-scooter's that are against the law for personal e-scooter riders.2. This past e-scooter season was as much of a mess as the previous year permissions that the first year which proves there is little hope and outlook for irresponsible companies to continue to operate in Calgary.3. It is very evident that neither the scooter company or the city of Calgary has the capacity to properly regulate, govern and enforce the rules and usage surrounding e-scooters (and no avenue for the public to help out with this either.4. How many legal actions have been undertaken against BRID or LIME that are not resolved or have not been paid out.'5. The personnel at the city of Calgary are completely biased toward the e-scooter operators and have every excuse to protect these companies and their operation here in our city and are completely blind to the issues because they are so fixated on making this program a success.

1. Scooters should be on residential roads or bike paths/trails 2. There should be better education about the rules of riding scooters (many scooter drivers believe they have the right of way on the sidewalks) 3. Scooter companies need to do a better job maintaining the scooters (especially at the end of the summer;



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about half the scooters I have used lately had some equipment issues usually brakes not working properly or at all; several times changed scooter as it was unsafe; not sure everyone else does the same!

1. The biggest issue for me is the fact they are dumped all over the place, blocking sidewalks, driveways, stairs, making the city even less accessible then it already is. 2. Some are riding them dangerously at excessive speeds on sidewalks with little space. The best place for them are bike paths. 3. You can never find one when you want one. Too far away. There should be permanent pick-up/drop-offs locations or something.

1. The e-scooters are littered all over the place. Private and public property look a mess. 2. They are parked/layed down on the sidewalk making it difficult to walk safely on the sidewalk.

2 companies is the right number. Scooter parking is the worst on shared pathways. Especially the bow River cycle track. I think scooters should be on the sidewalk because they're slower than most cyclists

25. Is there anything else you'd like us to know?

3 of my colleagues have been injured riding the lime scooters

75% of the time, the riders are doubled-up (2 to a scooter) or children (typically 8-14 yrs). Also, I have only ever seen 1 person wearing a helmet while riding. 99% do not. My coworker broke her hand while riding one and another coworker got seriously hurt while commuting to work on her bike in the early morning and hitting an e-scooter that was parked in the middle of the downhill pathway that she was not expecting and wasn't able to avoid.

A collision between an e-scooter and a pedestrian could have very serious consequences.

a dollar a minute is REALLY pricey and not sustainable for a lot of calgarians especially ones that are in a rush

A fairly major issue, particularly in the Bow River Pathway and the Downton core is people riding double and even triple, usually either young adults or parents with children. People also attempt to ride them while seating down on the base, or through foot traffic, which is quite risky.

A good cyclist will ring the bell when passing. Because scooters are so quiet, and often faster than bikes, it is more important that they ring when passing pedestrians. But no one ever does. Lime could do a lot more to educate its users. The app could require everyone to get educated before riding.

A great way to modernize the downtown core and offer people another option when it is too short a trip for a taxi but too long to walk

A lot of users are speeding, having a passenger, racing with other e-scooters. Some e-scooter users do not have a driver's license or less than 16 years old, these users should not be able to drive one.

A recent trip to Vancouver is proof how much nice sidewalks are without scooters

a scooter travelling on a crowded sidewalk

A seemingly great tool, often used inappropriately..

A significant majority of riders are careless, rude to pedestrians, and incapable of safely Riding the scooters.

a strict bylaw should be in place, people must pay the price if they break the law

Abolish them and throw them all in the river.



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Absolutely great for the city. Love of friends from Toronto and Vancouver that don't have them think they're amazing. And they really are. Great to liven up the city, and make it easier than your terrible broken half attempted public transit is.

Absolutely hate that e-scooters are just left everywhere like litter. There needs to be some sort of required designated parking areas, not just anywhere that the rider feels like leaving the scooter.

Absolutely love the e-scooters. A great affordable option for Calgarians to get around and they bring a lot of fun to the city

Accidents due to scooters are draining our healthcare system. And foreign escooter operators should be banned from Canada if we want to economy to recover.

Add more E-scooters closer to the university/university district/market mall area

Add more scooters and more bike lanes or separated paths / lanes.

Adding the scooters and bikes that have no respect for pedestrian. They don't always use bike lanes just like the bikes even when are on the other side of street. The scooter users don't give a [removed] and will leave them in the middle of the sidewalk. It is like a bloody obstacle course walking down sidewalk dodging bike scooters and trying to social distance. Even with the street being used as sidewalk doesn't solve problem.

Additional enforcement on e-scooter (e.g. licensing/permit/use of bicycle lane) should be considered since it is technically a motorized mode of transportation/vehicle.

Admittedly, my views shaded by multiple times being 'nudged' or almost hit by ppl not paying attention when using the scooters. Guessing b/c scooters 'playful' ppl not mindful they travel at speed/made of material hard enough that bad things happen when they hit others. They should not be on sidewalks/pathways where pedestrians are walking/running.

Adults on bicycles and scooters should not be on sidewalks.

After living with someone with a traumatic brain injury, I definitely don't want to try the scooters without a helmet.

After my boyfriend was in the hospital [identifying information removed] I have heard numerous stories of accidents on these scooters resulting in hospitalization. It is a waste of tax payers money to have these scooters so accessible, and be so dangerous.

After you guys forced out Car2Go due to high fees and poor management by the city, the scooters are the only option left for mobility. As a professional working downtown, I used car2go to get to meetings that I would have otherwise used an Uber. The scooters allow me to attend meetings around the city centre. Unfortunately, this option is only available in the summer months. It would be nice to get Car2Go (or something similar) back for the winter.

Age limit to use scooters is not clear. Multiple individuals ride single scooter still a problem but not as bad as last year.

Agree with the use of scooters in Calgary

Alberta's Traffic Safety Act and Regulations are very clear that sidewalks are for the use of pedestrians (on foot) and those who require motorized devices due to disability; and these laws clearly define vehicles, including bicycles, and state that vehicles belong on the road not sidewalks. There is already a refusal to ticket cyclists who ride on the sidewalk, making it dangerous for those who walk. Then, the City, contrary to





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the Act, allows scooters on the sidewalks?! I don't know if these bike and scooter issues are because the City decision makers are uninterested in rules they think shouldn't apply, or because they are just shockingly ignorant of the law and their responsibility to know the law. Most of those who ride scooters treat them as a toy, and think they should have priority over those who are using sidewalks as their means of getting from point A to point B, to access their homes, their local businesses, their communities. This is completely inappropriate, all in the aid of profit for these companies.

All e-scooters riders must know the bylaw on the road like any cyclists do. To take lessons before going on the road in shared bike lanes and on the shared paths cycling lanes.

All lime scooters I've ridden have had terrible breaks and major safety issues, handlebars wouldn't turn or would jolt unexpectedly

Allow Calgary residents to use their own personal e-scooters in the same places as Bird and Lime. It's ridiculous to allow only Bird and Lime scooters. Personal e scooters are higher quality and much better than the shared ones. I would buy a personal e scooter to commute to work Downtown however they are not allowed on city streets and paths.

Allow e-bikes with throttles on pathways and bike lanes as well as scooters

Allow more scooters. Stop reducing speed limits.

allow scooters on residential roads ... it is stupid not to.

allow scooters on roads. Scooter operators are far safer, considerate, and law abiding than bike riders. Scooter operators actually stop at stop signs, unlike bike riders.

Allow scooters with minimal government interference. They are a great way to get around. People that are against them don't have enough to worry about in life.

Allow tourists to travel to more places. The chance of getting nasty infections is lower. Much more fresher air and better exercise than public transit. For short distances, it is a point to point transportation instead of walking-bus/train-walking.

Allowing people to stop anywhere means so often sidewalks are left inaccessible or that they interfere with entrances, etc. Unless there is more enforcement of this (ie when a person leaves it somewhere inappropriate they are ticketed) it is an unfair disadvantage for those with restricted mobility.

Allowing private scooters is essential for the longevity of this mode of transport. Rentals are convenient, but get very expensive, aren't as well maintained, and aren't good for long distance trips.

Almost got hit by an out of control scooter. Had to jump over a short fence to get out of the way. Not acceptable.

Almost was hit 4 days ago by a person on an e-scooter going too fast on the sidewalk. Bikers usually say 'on your left', or some warning. E-scooter drivers don't have that same safety focus.

Along with adults on bicycles, sandwich-style advertising boards, covid restaurant tables, poorly designed infrastructure like power poles, etc. scooters contribute to making sidewalks hostile to pedestrians, especially the handicapped.

Alternatives to cars and public transportation are important to the vibrancy of a city and should be encouraged.



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Although I don't have a phone to access scooters and I am the original klutz, I think they are great. People seem to have fun. Most riders are considerate. I would hate to think a few numbskulls would ruin the experience for others. Main safety fear for riders is the number of times they double-up on one scooter. Nuts. And with covid concerns, they are sometimes riding side-by-side when they should be in single file. Being able to limit the speed is great. The only speeders tend to be those with personal machines.

Although I enjoy the occasional ride in these scooters and see their value, I think they are much more dangerous than the average roger realizes. I had a scare with a Lime scooter on my last ride where the front suspension seized without warning and I lost control of the scooter and crashed it into a post. Haven't been on one since. My partner is a doctor and has many colleagues who have seen gruesome scooter-related injuries as well. Overall, my feeling towards these machines is mixed. On one hand, they're a green, fun transportation alternative. On the other, I think their danger is under appreciated by average riders.

Although I love the idea of the e-scooter and plan to try it in the future for fun only as I prefer to walk. My decision to complete the survey is to offer an opinion as a walker using many of the downtown parks and I feel there is a very strong need for enforcement as I had many encounter while as they feel they have the right away and don't care about the walking people. Every time I am walking I encounter bicycle and e-scooter not respecting the pedestrian. I am a walker and I feel I have to keep watching for e-scooter and bicycling people which isn't right. More enforcement must be done to ensure the safety of everyone using the wonderful city parks. I feel strongly that something must be don about the safety of everyone so If you have any questions please contact me [personal infomation removed]. Thank you

Although the shared e-scooters are a fun way to get around, they don't do anything to promote better fitness; in fact, other than the rider having to maintain their balance, they aren't getting any exercise at all.

Although they're an intriguing idea the people that use them are aggressive and self-entitled and reckless. 8th Avenue Mall is particularly dangerous place to walk with the speeding and weaving done by the riders of these things sometimes they have 2 riders on them! Along the river is also a really dangerous place to walk with both aggressive bicyclists and these scooters weaving among pedestrians with the attitude that pedestrians are in the way. I consider scooters and bicycles a Civic Pest. If they don't know how to ride them they shouldn't.

Although this isn't really a municipal concern per se, I would like for it to be legal to ride a personally owned e-scooter in all of the places where the shared scooters are currently permitted. Although I currently own an electric bike, there are some cases where having a personal scooter to use would be more desirable than using the e-bike for those journeys.

Always rudely parked in front of my store in the beltline. Also, the young people have no etiquette on the sidewalks. They will speed by you without saying excuse me or slowing down. The ENTITLEMENT of young people on the scooters is what ruins it sometimes. I love the scooters and the idea of them - but that stuff needs improvement.

Amazing option for transportation.

Amazing program. Especially for the downtown core. Should allow scooters on all roads less than 50km/hr except for peak times (when cars aren't allowed to park)

Amazingly fun and great to get people outdoors.

An e-scooter can go up to ~20km and should not be an appropriate vehicle for sidewalks. (Especially busy sidewalks downtown).





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An e-scooter rider came down the sidewalk going way to fast ( THE USUAL SPEED),the scooter did'nt slow down. IT caught my dogs leash and nearly broke my dogs neck. What really angers me is that the A e-scooter with 2 people on it came down the sidewalk way to fast, without slowing down sped by catching my dog's leash and nearly broke my dog's neck and nearly pulling me to the cement. The riders did not stop or even slow down but they were laughing and having really enjoying their ride. Just the other day a an old lady using a walker was nearly hit by an e-scooter. What angers me and the many people I've talked to is the the city won't take any responsibility for this criminal lack of care for the people that the sidewalks were designed to use. I hope that all the lawsuits are aimed at the incompatint money crubbing asseswho thought this is a good idea.

An unregulated, unlicensed ,unenforced, transportation option increases the burden on the already taxed citizen and automobile user. None of this shouldbe free to the escooter user. A pedestrian risks their safety on park walkways and sidewalks is unacceptable. A vehicle that shares the same infrastructure as automobiles at no user pay cost is not fair. A vehicle that is regulation and enforcement free ion roadways and pathways and pathways is irresponsible.

Another of the Mayor and city managers hair-brained ideas!!!!!!!!!!

Another silly initiative by a tax and spend council. Not very practical for a winter city and increased health care costs due to injuries of users and pedestrians.

Any details in usage during this summer should take in consideration that most trips were probably joy-riding with a significant number of people not working having lots of time on their hands. People should prove they have some concept of rules of the road.Question 4 should have had an 'All of the above.' option.

Any form of transportions that reduces cars on the road and enables more access to local businesses is in my opinion a benefit to our communities.

Any opportunity to reduce our carbon footprint should be allowed

Any opportunity to remove cars and increase potential foot traffic in the targeted areas is a plus. If an increase of e-scooters also leads to more pedestrian friendly zones and fewer cars in downtown, that for me is a major win for this city.

Any person using a motorized form of transportation should have training and be licensed. The e-scooters should be required to have a license plate as should bicycles.

Any way to lower fees would be great

Appreciate being able to give input

Are these scooters being sanitized after each use?

Are they really safe for all legal age people?

Area of operations needs to be expanded

As a avid bike rider these scooters are a menace,many of them have 2 people riding on them,no helmet for safety,very inexperienced riders traveling at the maximum speed,also very a much a safety concern for the walking public whom we bike riders share the pathway system with.There have been many injuries as a result of these scooters in our city as well.They also are left littered about in the downtown in not a orderly fashion on the sidewalks,which blocks the many from free movement on the sidewalks.A very bad idea that the city allowed to happen,and should be discontinued,please BAN THEM



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As a cyclist I follow all the road rules, many scooters go on roads, sidewalks all over. Not regulated and should wear helmets and not double
As a cyclist I have had encountered many scooter riders who are unaware of the rules of the cycle track/ bike path. Riders tend to be all over the path and lack basic consideration for other users. Powered scooter users are able to quickly accelerate and users do not always seem to be in full control of their scooter. In addition most riders do not wear helmets, I am often worried about the safety of users on scooters who do not seem confident in their abilities. I am most concerned about the safety of myself and other bike riders who rely on pathways to get away from motorized vehicles. I believe that scooters would be better off on minor roadways.
As a cyclist who frequents the downtown core, I've found myself maneuvering past these scooters on a regular basis. They are often left in the middle of pathways, bike lanes, and on the shoulders of streets. The riders seem inconsiderate and have no problem cutting into a lane without shoulder checking. To me, these feel like an accident waiting to happen.
As a cyclist, it is difficult to use the bike lanes when e-scooter users aren't respecting distancing or right of way. I've had to dodge or slam my brakes numerous times to avoid getting hit or hitting an e-scooter user.
As a daily river pathway user from the Centre Street Bridge, Eau Claire and through to Crowchild Trail I have extensive experience with encountering scooters this summer. From my perspective they bring very little benefit for the city, mostly due to the users that, for the most part, do not seem to have much respect for pedestrians on the pathway. The top problems I have experienced are (1) Excessive speed, (2) Not adhering to the exclusion areas in Eau Claire, (3) Not using bells to notify pathway users before passing. I was struck by a scooter once this summer traveling on a pedestrian only pathway in the dark. In my daily walks at various hours of the day this year I have seen no enforcement measures taken by the city nor do I expect that the city should have to enforce common rules of the pathways. Given the flagrant disregard for the rules by not a minority or even a majority but the VAST majority of scooter users I see no reason why they should be allowed back next year. Thank you!
As a dog owner I have a particular distaste for these scooters as my dog has almost been run over more than once. this has only gotten worse with pats of the road being blocked of during the reopening.
As a driver, I'm frustrated with bikes not following rules; add on scooter folks who follow less rules, it makes for a chaotic and stressful drive when you are constantly watching everywhere for something to dart out faster than a normal walking speed.
As a frequent walker, using sidewalks and pathways we observed far too many of the scooters left along the pathways in areas that just didn't make any sense. The majority of these were left in the middle of the walking paths, making it a tripping hazard for pedestrians and making it difficult to get around for those with strollers, walkers, canes, etc. We also found users would not stop at intersections, expecting to always have the right of way.
As a limousine driver, livery driver, I witness on a daily basis scooter operators completely disobeying public safety on a regular basis. These vehicles are motorized vehicles. Capable of travelling at enough speed to seriously injured, maim or kill a pedestrian or the user of the scooter. There is no enforcement of helmets. If you're going to have a scooter program, then you need to put 100 scooter police officers on the road. There is nothing to stop a Scooter user who is alcoholically impaired from using a motorized device. Thus committing what legally defined under the law impaired driving. The scooters are not seen and recognized as being dangerous at all. People think they are fun. They think they are toys. They are a nuisance to the fire department from past posts on Facebook. Of them dragging them out of the river. Hi



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myself, have come close more than a dozen times of running over a scooter user. Scooter user who is alcoholically impaired from using a motorized device. Thus committing what legally defined under the law impaired driving. The scooters are not seen and recognized as being dangerous at all. People think they are fun. They think they are toys. They are a nuisance to the fire department from past posts on Facebook. Of them dragging them out of the river. Hi myself, have come close more than a dozen times of running over a scooter user because they completely disobeyed the rules of the road on the highway traffic safety act. Let alone as a bastion. It is too much of a gray area. Who is to regulate these scooters? Is it a byelaw issue? Is it a provincial highway transportation enforcement issue? Who is responsible. Our city enforcement officers, from the city police, down to bylaw, down to livery Inspector's are so underfunded and overwhelmed with lack of officers on the street on a continuous 24 seven basis to be able to enforce these things. The skaters are dangerous. Pure and simple. The amount of users completely disregarding public safety trumps any need for them. When 90% or more of users are completely disregarding the Highway traffic safety act, let alone public safety, you have to make a choice to protect the public. From selves. I have yet to ever see and E Dash scooter user using a helmet. The skaters are dangerous. Pure and simple. The amount of users completely disregarding public safety trumps any need for them. When 90% or more of users are completely disregarding the highway traffic safety act, let alone public safety, you have to make a choice to protect the public. From selves. I have yet to ever see and E Dash scooter user using a helmet. Just walk into any ER, emergency room, and ask the ER personnel there, what they think of scooters. And they'll tell you very quickly that they should not be allowed. There is also an issue of liability, and then insurance. When one of these scooters is involved in a motorized vehicle killer collision with another vehicle, or stationary object, or pedestrian, there is no recourse financially for the person who's been hurt. The person who has been victimized. I think, moving forward, is that if you guys are going to continue to permit the scooter program, every scooter should have a license plate on it. just like a taxi plate. On the front and back of the scooter. Very visible. And the companies must provide proof of insurance of every single scooter. It is a motorized vehicle. End of story. Victims of negligence from scooter users, need to be protected. Public needs to be protected.

As a motorist, cyclist, and pedestrian, e-scooters have been significantly unsafe to me. As well, the lack of information and enforcement for e-scooter users in bike lanes has resulted in them not only being unsafe (riding the wrong way down one way bikelanes) to cyclists, but also in increasing driver animosity and aggression towards cyclists who do follow the rules of the road.

As a nondriver, I've enjoyed having another transit option.

As a pathway user on my bike seeing e-scooters parked on pathways and generally in not great places made using the pathways harder at times. I noticed the designated area for scooter parking but they did not seem to be used by e-scooter users. I don't know how you educated the public on proper parking of e-scooters.

As a pedestrian and also pet owner, I have noticed there is virtually no expectation or rules of riders etiquette or safety. the bike paths are already full of bikes, strollers, dogs on leash, etc. E-scooters are quiet and creep up suddenly on pedestrians who constantly have to turn their heads or jump out of the way suddenly as they rip past. there are often pelotons of escooter riders who expect pedestrians to stop for them to pass, rather than yielding to pedestrians as is the expectation for bikes or on roadways. they are also a significant danger to pets on leashes, with many near-misses. a pet should not have to be yanked suddenly out of the way for escooters passing without warning. I like the idea of escooter, but the best place for them is NOT on an already overly crowded bike path.



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As a pedestrian- I am have been run off the sidewalkSeveral times , have had my dog almostHit , and have had to walk in traffic because the scootersAre in the middle of the sidewalk . People love in the beltline because it walk friendly - these scooters make living in an urban area very unpleasant the way they current operate.

As a pedestrian in Calgary walking back and forth to work for last 40 years I have never felt more unsafe since e-scooters were brought to the city. A pedestrian should not be required to shoulder check or have to worry about 3 scooters on a weekend evening coming bolting toward you on a stroll on a Friday or Saturday evening. On weekends they become a toy with riders doubling up. Underage riders are common. I hate the e-scooter. Thank you.

As a pedestrian, I almost never get a warning when an e-scooter passes by me. Cyclists also rarely give a warning. Are there no regulations that require warnings? If there are regulations, are they being ignored, flouted, not enforced, impossible to enforce? I consider it a real safety issue that warnings on passing are not given.

As a person in her late 60's I have had to weave around the scooters. I have seen scooters with 3 riders, riders without helmets and my personal favourite, a man riding one with a baby strapped to his chest. I see young people, younger than 15 riding them. There seems to be no enforcement or regulations. Just too many inconsiderate people riding them. Perhaps if there were repercussions for actions they might work.

As a person who is in a wheelchair I worry about how troublesome it can be getting around due to then being improperly parked on the sidewalks

As a person who lives downtown and does not own a car, the scooters have been a great way to get around and reduce the number of times I use ride share options. I really see the value in having the scooters in Calgary.

as a regular path user(20+k/day) i see the abuses (speeding, multiple passengers, swarm riding) and generally riders inability to safely maneuver their scooters daily. The scooter design is inherently unsafe as the wheels are too small for the elevated center of mass, they are an accident waiting to happen. Has any vehicular safety testing been completed on these devices? If they are to remain I would suggest that they be equipped with a warning system to notify the surrounding people of their presence, my bike has a bell and i use it regularly.as the shared scooter riders have no 'skin in the game' they tend to think they can get away with everything. Please do not lump scooters and e-bikes with the normal bicycles as they are only similar in the number of wheels they have.

As a resident of Eau Claire during this war season of 2020 we were disturbed in our condo building with the screaming and yelling by the e-scooter riders in the middle of the night! that happened many many times! Shouldn't these e-scooters be deactivated during certain hours, e.g. 11pm-6am ????

As a resident of the beltline I have enjoyed having the option to ride the scooters

As a [identifying information removed], E-scooters are a plague to our healthcare. I see on average 3 people daily injured fromE-scooters, usually people that ride them. I have seen ankle fractures and concussions and teeth through faces. I saw a mans anjle literally backwards after riding an e-scooter. how someone decided for the city that shared MOTORIZED VEHICLES ON sideWALKS was a good idea is a grade a idiot. Our urgent care is suffering and having increased wait times due to this. scooters need to be taken off the straights for the safety of the public and to take pressure off of the already increasingly busy urgent care and waiting rooms



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As a runner and a cyclist, I HATE e scooters. People are absolutely ignorant when riding them. They don't wear helmets and they don't care about others (particularly pedestrians and runners) on the path way. There's NO reason for these things besides sheer laziness. Whatever happened to walking?? No one is riding these things far enough that they can't walk. Calgary's pathway system is not substantial enough to accommodate e-scooters. Period. Plus: what thd [removed] happened to covid restrictions? The City allowed Escooters to fire back up before you allowed us to sit in restaurants? A shade hypocritical and pandering to a pet project. Just get rid of the stupid things.

As a senior I found the e scooters to be fun; could take me to a local store; was not intimidated by it's use, and took far less effort to travel as compared to riding a bicycle. I was so pleased, I have actually bought one, and am encouraging my wife to buy one as well- takes us back 40 years!

As a senior, I feel unsafe on the sidewalks when the scooters are zooming around. They go too fast, and the riders cannot signal when they come up behind me. I'm unable to move quickly enough to get out of their way, and the potential for injury is high. Also, I frequently see many riders riding two or three abreast on the roadways, and this is unsafe for traffic. Many riders are young and careless, I'm afraid.

As a wheelchair user (active wheeler, manually-powered), Calgary's sidewalks are in poor enough shape for wheelchairs as it is (in the last 2 years alone I've broken 1 leg, cracked one forearm and dislocated one finger - all in separate spills because of broken sidewalks). Adding inconsiderate e-scooter users into the mix only makes it even more hazardous. I've been hit twice this summer, and only on one of those occasions did I get an apology from the user (who was carrying his young child with him!!). I'd accept their use if they were required to stick to bike lanes, the bike paths and/or residential streets. I have no idea how you combat the haphazard discarding of these things when the users are done with them. That's going to be a major problem....I frequently endure them blocking my way on the already cluttered sidewalks (given that we now have to share sidewalks with bar/restaurant patios - fair enough in covid I suppose). I don't believe they are used by anyone for 'commuting'. .... PS - there are two in the Bow River just downsteram from the 10th St bridge, northside.

As a woman, having the option to take a scooter instead of walking through less safe areas saves me from taking Uber/taxi for short distances (eg between the CTrain and East village or Inglewood). If I'm close enough to walk but don't have enough time, I hop on a scooter for a quick trip. Also helps Calgary feel more urban

As a young professional living in the heart of beltline, I love the scooters, they make the neighborhood more lively, they cause me to go shopping around dow town (core) because it cuts down on commutes around downtown. Whenever a friend visits me from out of town the scooters are always the most exciting thing to show them, take them to the library, peace bridge, bow tower... I can show them the entirety of downtown Calgary very inexpensively while have a ton of fun. Please weight your responses based on where people live... don't let stuffy told people who live in the suburbs and never come downtown make this decision.

As an advocate for the community of people with disabilities, I would like to emphasize the need for e-scooter users to understand the importance of parking respectfully. I think an education campaign can really help with this - more signage, maybe at the designated parking locations that reinforce usage (thank you for this initiative). There will always be people who ignore the rules, but most people will adhere if it is convenient, they understand the importance, and the are informed of locations.

as an avid cyclist in calgary the e-scooters are very frustrating on the cycle path portions of the pathway system; the users either don't know the etiquette or don't care; they often stop suddenly or ride the wrong





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way on the bike lanes and rarely use the bells; i realise we all need to work together but the bikers know the etiquette well and follow it when on/in the bike lanes; somehow wish the e-scooter riders would know it as well.

As an avid runner, and daily walker to most places I just wish all the bikes and scooters would use their bells. My main complaint is the riders coming out of nowhere and startling me. There needs to be signs up of riding etiquette, people just need to be educated.

As an Eau Clair resident whose neighborhood sees the brunt of the e-scooter activity - good and bad - I want the e-scooters to stay. They're so much fun and provide a new opportunity for people to move around. However, every morning on my run, I see SO many scooters toppled over and I can only assume it's people doing this. I don't want a few bad people who are actively trying to damage scooters and ruin this opportunity for so many. Yes, there are parking issues but otherwise, they have more of a positive impact than a negative one!

As an emergency physician I have seen severe injuries of both scooter riders and pedestrians struck by them. Scooter riders seldom wear helmets and often use their cell phones or carry other objects while driving the scooter. Few of the pedestrians hit by the scooter have the scooter rider either assist them or remain at the scene of the accidents.

As an emergency responder that works downtown, I've seen hundreds of dangerous ignorant riders of these scooters - two people at a time, drunk, just not caring Also, with SO many COVID rules on masks, and sanitizing efforts of high touch surfaces, why have e-scooters not been banned as a high-contact, multi-user item, that NEVER gets handles sanitized? The potential for spread is astronomical

As an Emergency room nurse, the number of people who come in on a daily basis with injuries related to e-scooters is astounding. I think if there are going to be e-scooters littered around the streets there should be mandatory helmet laws to go along with them. And some sort of subsidy for the health care system from the companies for the increased injuries caused by them.

As [identifying information removed] at Foothills hospital, e-scooters were the source of 30 Emerg visits at Foothills for the month of August with head injuries and upper extremity injuries/ fractures. E-scooters are dangerous. Helmuts are not provided. With COVID-19 pandemic outbreak, they are not sanitary. No one sanitizes the handles bars in between use. We do NOT need E-scooters in Calgary. Do not bring them back next year! With rising obesity rates, we need to promote physical activity. We do not need youngsters on E-scooters terrorizing the River Valley pathways, injuring themselves and others. I have not seen one Bylaws Officer enforcing any of the rules for E-scooter use.

As both a pedestrian (primary) and driver (secondary), scooters are a danger to me and to the people on them.

As far as I know, they are not equipped with a bell. Being electric, this makes them very quiet and a pedestrian can unknowingly step into the path of an approaching scooter.

As I sit at my desk at work (in Inglewood) I literally just watched two women ride by on one scooter and nearly hit a pedestrian. It's 2:45pm on Friday, October 2. I see people breaking the law on these things far more than I see people using them properly. More often than not, they're on the roadways, doubling or clearing intoxicated. Most of my friends who like the scooters like them because they use them when they're drinking. Last week when I was driving home up 6th Ave around 7pm there was a man riding in the middle of one of lanes for traffic! He nearly got hit by a car who was allowed to be in that lane and starting



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flipping the driver off. I have tried one once just to say that I have since I complain about them so much. They are awful.

As motorised transport, all scooters should liable for a road tax and all riders should be required to take and pass a test

As someone that walks the people on scooters make it dangerous. They ride on sidewalks beside bike lanes even

As someone who cycles, runs, and walks on the Bow River Path daily, I find the e scooters obnoxious and dangerous. Many times, I have seen them parked in the middle of the path where they obstruct walkers and cyclists. Having scooters parked everywhere on the path is a safety hazard, as people can collide with the scooters, trip over the scooters, or swerve to avoid the scooters and cause an accident. In addition, I have often seen e scooter riders swerving back and forth on the pathways, making cycling and walking on the path more stressful. I think that having designated parking areas for the scooters would be a good idea.

As someone who doesn't drive I've found the scooters very efficient and useful.

As someone who had to give up a moter vehicle due to Insurance costs and cannot afford the price of an electric bicycles, as a family we rely heavily on the more economical and efficient e-scooters to help with shopping as well as getting around to other areas mixed with transit.

As someone who walks to/from work every day, I have had so many close calls with irresponsible riders that it has left me with a very negative impression of the program. The city needs to find a way to ensure riders ride safe and with other people in mind.

As soon as it wasn't working and I reported it 10 minutes later a car pulled up to take it to the depot. It was fast

as they are primarily used for joy-riding, e-scooters should not be allowed to intermix with pedestrians. All motorised conveyances around all pathways should be restricted to 10kph. E-scooters do zero to promote fitness. and are a total menace to pedestrians since most riders appear to have limited skills and no common sense.

As with any transportation option there are a few ill behaved people but this shouldn't take the focus away from the general utility (and fun) of E-Scooters. My only other thought is that they actually seem very expensive relative to other options. A Car2Go was cheaper than a scooter.

As with many issues in Calgary, the key is enforcement. I have seen zero enforcement for people breaking the rules on e-scooters (like two or three people on a scooter at a time, riding scooters in the +15 system, etc). Same can be said for a multitude of things in Calgary like mandatory masks, smoking in public, public intoxication, speeding in playground zones, etc. CPS and The City take a very lax approach to enforcing rules - I'm not sure if this has to do with being scared and having no teeth or cowboy culture, but it has to stop.

Aside from me having difficulty connecting to wi-fi to activate an app session in 2019, there has been one time this year (2020) where I saw two people paired on a single scooter. Also, concerns about the virus (COVID-19) in general may overlap with contact concerns regarding scooters.

At first I was hesitant to try the e-scooter (fear of injury & thought it was expensive), but finally this summer I tried Bird, and I enjoyed my experience so much that now I scooter home most days. I always scooter late at night (10pm-3am), so I feel comfortable on sidewalks, bike paths, and residential roads. I've never scootered during the day when it is busy as I feel uncomfortable navigating with so many people around. I



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really hope the program is extended and continues into the future. It's been a convenient mode of transportation and is a fun recreational activity.

At least 50% of riders double up, many with children on them. Safe, courteous riders are in the vast minority. There is no enforcement of use. They are also not often used for transportation but for entertainment so they are ridden irresponsibly. As a downtown resident on foot, they are an absolute nuisance and there is no reason to have them in our city.

At least 90% of the time that I have seen people on them they are not wearing a helmet, cut people off and have multiple people on them. The rules are not being followed and there is no recourse.

At least clear parking rules should be in place, units should never be left on a side walk or road, this is a real tripping hazard and road hazard. It should be parked outside the road.

At peak times on the paths we have actually avoided going for family walks/bikes on the paths because of the safety concerns with scooters. People ride them in walk only zones, double, no warning via bell etc., and there is a a lot of joy riding. We have seen several unpleasant encounters with scooters. I am completely supportive of more sustainable transportation methods, however it needs to be policed and monitored appropriately with infrastructure considerations. For reference- we live in Sunnyside,

At the risk of sounding much older than I am, I've found that the scooters, particularly pre-COVID, when I spent much more time walking to and from the downtown core back to my residence in cliff-bungalow, have made walking around Calgary much less pleasant. Simply put, walking is less enjoyable when every two minutes you have to make way for a scooter, hear a bell dinging behind you, or otherwise just have someone narrowly whiz by you. They've fundamentally changed the feel of the main areas downtown and in the beltline. I don't think that the environmental benefits of shared scooters are significant - perhaps some people will take a scooter rather than uber. However, I don't know that anyone is taking scooters to places that they otherwise would have driven themselves. I also wonder what happens to scooters that are broken or damaged beyond economical repair (which I suspect is a very low threshold). Finally, from the perspective of aesthetics of our city, can anyone reasonably say that scooters have made Calgary a more beautiful city? Scooters littered up and down the streets are an eyesore, and lets be honest, no one, no one at all, looks cool riding one. No one.

At times intersections can get too chaotic with bikes, pedestrians, scooters, cars, etc.

awesome units, they should be legal everywhere in Canada

Bad idea to have them on the sidewalk. Put them on the road or bike path. Seems inconsistent to need a helmet for a bike but not a scooter.

Ban scooters

Ban the scooters. They conflict with pedestrians.

ban the things

ban them completely they are a menace and a hazard.....another total useless idea by a total useless city council

Ban them from our streets, they are terrible. I have been hit so many times coming out of my building by wreck-less customers of the e scooter

Ban them from Stephen Ave. Stephen Avenue should be for pedestrians only

Ban these scooters from Calgary





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<p>Basically they can be parked anywhere and unfortunately they are being 'left' on residential sidewalks...blocking access for pedestrians in a very inconsiderate way</p>
<p>Because of the bad behaviour of those using scooters, I won't even try one now. Of all the riders who fly by me on the sidewalk these past 2 years, only 1 person actually used their bell to warn me. 1 person! Walking all over downtown, the # of riding &amp; parking infractions is ridiculous! My first thoughts are how in the world is someone in a wheelchair, or a parent with a double stroller along with kids in tow or other situations supposed to get around a scooter in the middle of everywhere? Why do they ride on sidewalks in Calgary when they are not allowed in other cities? If it's for the sake of allowing more users or younger users, then let's start thinking about the sake of the pedestrians instead. Scooters, with the speeds they can achieve, should NOT be on sidewalks! With Calgary's extensive bike paths, there should be no need to give them our sideWALKS.</p>
<p>Because of the scooters I have enjoyed our city even more by checking out the different art projects and bump displays. We have a beautiful downtown that I had never explored before. It is a great Sunday morning adventure!</p>
<p>Being a senior I am concerned that I will be knocked down as often they are used in a reckless manner.</p>
<p>Beside riders not following rules ( more than one person on the scooter, swerving in and out on busy sidewalks, etc.) mu NUMBER ONE concern is late night use. I believe in the summer of 2019 scooters were shut down after 1030-11 pm. This year I do not believe that is the case.I live on 3rd Ave in Eau Claire and love to see people take advantage of these scooters, but NOT while intoxicated past 11pm. All summer loud and obnoxious people have been outside my window [personal information removed] all hours of the night, because there is a parking spot for scooters on this corner. Keep the scooters, just turn them off at a certain time for safety and quality of life for downtown residence.</p>
<p>Best idea I've seen in a long time</p>
<p>Better contact with the service! Again, addressing the issue If your phone dies, there's no way to end your ride unless u reach your outlet/home which is very difficult.</p>
<p>Better if scooters are governed to go slower. Currently they travel much to quickly</p>
<p>Bicycle helmets should be mandatory, and they should not be allowed on paths used by pedestrians. Roads, aside from cycle tracks, should be off limits too.</p>
<p>Bigger concern is with souped-up personal e-scooters on shared pathways. Some drive those with no consideration whatsoever.</p>
<p>Biggest benefit of the scooters is going to places that would be &gt;10 minutes walking but kind of pointless to drive to. Very useful for getting around downtown during lunch hours</p>
<p>Biggest issue is they are left all over the place, often in unsafe locations. Dedicated parking spots should be required, not random locations.</p>
<p>Biggest issue with scooters is how riders just leave them on sidewalks where they block strollers, wheelchairs and pedestrians.</p>
<p>Biggest problem is scooter riders are all over the road and don't follow the rules. they jump from sidewalk to road back to sidewalk to continue moving without stopping and they often ride where it is not safe. eg the car bridge to Inglewood. users park them poorly all over the sidewalk and bike paths.</p>



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<p>Bike lanes appear to be the safest place to ride them as they go approximately at bike speed. Using them on roads and sidewalks is only a matter of time before collisions occur. For the safety of everyone, the city needs to invest in much more bike lane infrastructure.</p>
<p>Bike lanes are the best fit, need more of these in the city to fully embrace scooters (and better for bikes too). Need more non-shared with pedestrian higher speed infrastructure to make the scooter program make sense, as they are too fast for shared sidewalks)</p>
<p>Bikes are not allowed on sidewalks so I don't understand how escooters were approved for sidewalks -- they are a danger to pedestrians. They go too fast and weave in and out between pedestrians. Riders do not wear helmets or protective gear and are putting themselves and public health dollars at risk.</p>
<p>Bikes are required to ring as they are approaching people from behind, to warn them they are approaching. Every encounter I had with a scooter they would just zip past -no warning. Bikes are required to have the user wearing helmets, yet I have never seen a scooter rider with a helmet - not once. It is a cross between a bicycle and a motorcycle -which both require safety helmets. Why are scooters exempt? As such, they are a hazard to others and themselves.</p>
<p>Bird is fantastic. Lime scooters are of worse quality.I think having multiple options and being able to use sidewalks and bike lanes is important. I don't think roadways are my number 1 choice (except residential) - nothing crazy busy like memorial or something.</p>
<p>Bird is the preferred e-scooter</p>
<p>Bird rules.</p>
<p>Bird scooters are the most reliable and in the best shape.</p>
<p>Bird was my favorite they maintain their scooters better and have full time employees</p>
<p>Birds are the more reliable of the scooter company's. Please keep them, i dont own a vehicle and use scooters on a daily basis</p>
<p>Birds seem to be a lot more of a comfortable and safe ride than Rolls or Limes.</p>
<p>Blatant disregard for pedestrians and vehicular traffic by all E scooter users. Worse idea than the under used bike lanes. Get rid of them both. Cars and trucks aren't going away like the liberal and socialists want</p>
<p>Bought my own Segway Ninebot MAX. In love with e-scooters!</p>
<p>Brakes need to be checked for all scooters more often or an easier/quicker way to leave feedback upon ending a scooter ride.More scooter/bike lanes needed.More designated scooter parking spots needed.</p>
<p>Brilliant program... love the e-scooters</p>
<p>Bring back a reasonably priced car sharing program - Communauto is a terrible choice.. need Car 2 GO!</p>
<p>Bring back bike share, and public. Private, for profit, companies set bike share up to fail. Way too expensive. Can't social distance on pathways with scooters sharing tight spaces with people walking and on bicycles. If you keep, give more room to people at the expense of cars.</p>
<p>bring back e-bikes as a safer option</p>
<p>Bring back electric motor assisted rental bicycles.</p>
<p>bring back shared bikes like other cities- happy to see the new car share coming</p>



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Bring back the bikes, along with stricter enforcement, as I, as well as friends and family, have been literally run off sidewalks too many times.
Bring back the Lime Bikes, and a service that only operates half the year is not a solution at all...
Bring back the scooters as they are a very valuable means of moving around the city. While the scooters aren't parked in good places, the benefits of scooters far outweigh the parking issues.
Bring back the shared bikes, as they were a LOT safer, plus riders seemed to be able to navigate other pedestrians a lot easier.
Bring back the shared cars for winter...
Bring the e-scooters back every summer! They are awesome!
BRING THE SCOOTERS BACK FOR THE LOVE OF ALL HIGHER POWERS !
Bring them back and bring back some more!
Bring them back for good
Bring them back.
Build more bike/scooter lanes for the e-scooters and bikes to share. Keep the e-scooters all year round (Edmonton does).
Business esp new business is what we need this city to attract n sdapt to
Bylaw seriously needs to enforce existing bylaws. I see constant serious safety violation and flagrant disregard for exiting bylaws such as riding two on a scooter, no helmets, impaired operation, lack of consideration for pedestrians and sidewalk users, stunting, and on it goes. These scooter are mostly utilized by those at an age where making responsible choices are unlikely.
Calgarians do not make proper use of scooters
Calgary city is very negligent allowing this intrusion onto public sidewalks. Scooters are pushing walkers off of the sidewalk. Residents in Eau Claire need to drive rather than walk in our previously pleasant and walkable neighbourhood. Scooters are swarming crosswalks and wheelchair ramps act a a high-speed on ramp for scooters, bikes and powered devices. Rules mean nothing with very poor enforcement. Tickets issued YTD (131) shows the city is complicit with unsafe operation. A major lawsuit should be launched at the next injury incident.I've observed riding double more days than not - often with small children! Also, users on weekend nights often appear drunk and/or are using their mobile device while riding - at night.Scooters normalise unsafe practices from all device users. Sidewalks are for pedestrians and wheelchairs ONLY! Council and mayor - smarten up. This should be a no-brainer. NO SCOOTERS on the SIDEWALK!
Calgary doesn't need them. People always riding them so fast and don't pay attention to others on the pathway. I was hit by e-scooter a several times already. It's very unsafe for everyone. You cannot put them on the road or paths. Please stop doing this nonsense to Calgarians
Calgary has a heavy reliance on car travel. Scooters make it easy to travel around and reduces our reliance on cars, making our roads less congested.
Calgary has an exceptional pathway system. If the e-scooters are restricted to a small zone e.g., if you can't travel from downtown to Edworthy Park on the south side of the river) the option of having them diminishes in value.



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Calgary is already a notoriously pedestrian UNFRIENDLY city. We have mediocre public transit compared to many of Canada’s other large cities and urban centres. Having this pesky scooters littered all along sidewalks and pathways makes it that much more difficult for people with mobility devices, strollers, or physical limitations to get around the city. I have had a number of terrible falls, bruising and cutting my knees and shins and palms of my hands because someone parked a scooter where they shouldn’t have. No helmets, no clear rules and zero enforcement makes these fun for youngsters, but very dangerous for the rest of us and not considerate of those already struggling to get around in the city. Please limit usage areas and enforce far better rules around parking and speed.

Calgary is becoming boring like Winnipeg. Keep the city younger and fun!

Calgary is far too restrictive on its regulation of shared E scooters and Scooter Companies in General . The public needs to accept the fact that these are a reliable means of transportation, and spending recreation time with. They are widely available with limited restrictions in far denser populations as in Europe than in Canada, and yet, we have far more restrictions in place

Calgary needs bike share, car share and e scooter share

Calgary needs e scooters :))

Calgary needs more transportation options, let’s work out any bugs and keep moving forward.

Calgary needs something to attract life to the downtown core

Calgary needs those scooters. Please, please do not impede their presence,

Calgary needs to make e-scooter policy and rules of the road that are consistent with all other places they are used. In particular, they need to be defined as vehicles and subject to the same rules of the road as vehicles. THIS IS PRETTY MUCH HOW IT IS EVERYWHERE ELSE.It is VERY dangerous to both scooter riders and pedestrians (and Calgarians when traveling) to have them on the sidewalk when they are ridden on-street pretty much EVERYWHERE ELSE!

Calgary needs transportation options. It's always been a hard city to get around in and is behind the times when compared to other cities of the same size. Getting the ctrain up north will reduce my need for escooters.

Calgary used to have shared bicycles that people could rent to get around. I do not know what has happened to these bikes, I assume they have all gone out of business. People who only a couple of years ago would have road a bike now take a scooter. The scooters use electricity, and are far more harmful to our environment than if people simply walked or biked. I do not know of anyone, in my extend friend circle of 20-30 year olds, who uses a scooter instead of taking their car or using transit. People use scooters instead of walking or biking. Our society, especially in North America, suffers from a lack of daily exercise. Daily I witness people riding scooters who could truly benefit from walking or biking. The scooters are a blight on our beautiful city and are a dangerous means of transportation. Walking in the evenings, especially around 17th Ave, one constantly sees people staggering out of bars and restaurants after having been drinking only to hop onto their scooter. (I do not know- but do the scooters facilitate impaired driving?) Scooter drivers, drunk or sober, believe they are the king of the road, and the coolest person alive. They dart in and out of traffic. They dart in and out of pedestrians, dinging the little scooter bell as if the ringing of the bell excuses them from all manner of decency and common sense. They do not observe social distancing while whizzing by walkers and if they brush you, or even hit you (this has only happened to me twice), they look at you like you are in the wrong. It is as if they believe the sidewalk is made for scooter traffic, and no longer for walkers. I have had similar issues riding my bike in the city with scooter operators.



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Scooter operators are not considerate of others. They do not follow the rules of the road. Scooters also make our beautiful Albertan city ugly. They are like garbage. They are ridden and abandoned in short order. Left a strewn wherever their latest rider feels fit to drop it. I am also unclear in our pandemic times how the scooters have received an almost free pass from all levels of government. No disinfecting after each use here. While gyms, rinks, pools, basketball courts, restaurants, businesses, and offices obsess about cleaning surfaces there is nothing in place for the scooters. This is illogical. Either all surfaces are dangerous or none are.

Calgary, and Alberta as a whole, need to brace innovation. Escooters are just that, and if there are issues the solution would be to mold our laws and the industry to better integrate with them. As a whole Calgary has a huge issue with car traffic and walkability. A bridge to that is alternative transportation methods. A solution is a city designed around walkability. Letting innovative companies into that realm benefits everyone.

Calgary's narrow sidewalks are inaccessible to many residents who did e-scooters are parked in the middle of them. Escooters are also very heavy, so someone with physical disabilities would be unable to move them out of the way. I have not seen any reminders for e-scooter users to consider others when they are parking, and there is clearly no enforcement for this. I also see a lot of kids using e-scooters without helmets in an unsafe manner. Again, I have not seen any enforcement.

Can always find scooters downtown and beltline. Always hard to find scooters the further out. Need them moved from inner city out daily

Can we reduce the speed of them slightly? They still seem really fast - too fast - when a group of teenagers whip by you on a sidewalk.

Can't use if you have no data on your phone

Cancel it

Cancel the scooters

Careless e-scooter parking in residential parts of Beltline and Mission creates noise issues from those using e-scooters at night

Cars are the best way to travel to and from work But these are great if you live close to your work

Challenging to have escooters and bikes on cycle tracks and paths together as often escooter riders are not experienced or knowledgeable about sharing the space.

Chose wrong option on last question, have definitely used and enjoyed the scooters.

City must provide designated parking spaces throughout Calgary if we want to go ahead with these e-scooters. Currently, I see only few designated spots only in downtown core but rest of the places there are littered all over. ill parked scooters should get fine towards the company who can pass on to the last rider. Also, there should be very clear rules on where and how to ride them. I have seen scooter riders driving slowly on main roadways, hindering traffic and putting themselves in danger. I also have seen more than one person ride the scooters, again putting themselves and others in danger. They are a promising mode of transportation provided city provides appropriate infrastructure and framework.

City of Calgary is more concerned with the money they get from these e-scooter companies than the safety of pedestrians. There is no enforcement and the companies feel a check box confirming that rules will be followed by the rider is sufficient education and assurance of compliance.





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City really should keep them, reduce greenhouse gas emissions
City should be promoting healthy ways of getting around like walking
City should collect greater taxes or penalties from scooter companies that allow their scooters to be used in unsafe manner- not parked properly, excessive speeds etc
City should have someone monitor people on scooter, they go too fast I walk daily around East Village they go zooming by I've come very close to being knocked over the rider doesn't care.
City should keep e-scooters and e-bikes.
City should quit selling out to companies trying to make a fast buck and concentrate on potholes, cutting grass, snow removal etc.
Clarification - in general scooter riders have been considerate but a few close calls related to a fast moving very quiet object. For safety in narrow sidewalk (eg. under train tracks betw 10 & 9th ave) I think e-scooter should be used on the road only. They seem like a great fit for the bike and cycle lanes - so more bike lanes are needed!
Communication to users re: sharing sidewalks/pathways when riding and parking scooters would be helpful.
Commuting with young kids on multi-use city paths is a nightmare with e-scooters weaving around people and I've witnessed 2 scooter collisions already this year. I worry for my safety. Most people are passing reckless and fast and use it as a "whoop whoop". With friends "Not a true need to get places."
Companies operating e-scooters and Calgarians riding them is not a right, it is a privilege. These companies MUST have strict regulations placed upon them and rider violations must be enforced to ensure pedestrians and persons with disabilities have right-of-way on the sidewalk. There has been over 50 times this summer where an e-scooter riding on the sidewalk has expected me to get out of their way, commonly without stopping or slowing down. Often times, after they pass, the rider then gets stopped at the light in front of me and end up blocking the sidewalk and I then have to ask them to move - the pass was unnecessary and rude. I often walk along 12th Ave SW and almost every time e-scooters are operating on the sidewalk when there is also a bike lane available on the same street. Every time I walk the Bow River Path, I see e-scooters ignoring 'Do Not Ride Here' signs and riding in foot traffic only areas. Everyday I see e-scooters improperly parked in the middle of the sidewalk, blocking wheelchair ramps, and curb cuts. I understand that at the moment there is 'no perfect place' for these technologies to operate but the solution is not to have pedestrians and persons who are mobility disabled receive the consequence. The current e-scooter pilot has privileged those who can afford to ride and are able bodied in a way that is disrespectful to pedestrians and to persons with disabilities. It does not have to be this way. Therefore I make six recommendations: 1) If e-scooters continue to be allowed on sidewalks (and excluded from roads) there must be a max speed of 12km/h. I see no justification for allowing a greater speed than this. 2) Increased use of 'geofencing' as a method to restrict where and how fast e-scooters can ride. In geofenced areas (high foot traffic) drop max speed to 6km/h. An example for restricting operation would be the pedestrian half of the Eau Claire river path. Regularly scooters ride here, ignoring signs. Use technology to regulate this. 3) Strict enforcement of rider rules and repercussions (fines) for violations. Warnings will do nothing. If e-scooter riders do not take the time to educate themselves on how to properly ride, who has the right of way, and how to park, then they should not be allowed to operate a mode of transportation which puts others at risk. Strict enforcement would ensure that rider will take the time to educate themselves, which will only benefit all users of the sidewalk. Importantly, these fines should NOT be paid to the company but



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instead into our Calgary public transportation system - a system which scooters are siphoning funding from. 4) Demand scooter companies to develop technologies to self-enforce proper parking. Enforcement should NOT be the responsibility of frustrated and mobility impaired Calgarians. If GPS signals are currently too inaccurate to determine the furniture zone on a sidewalk, require them to develop new methods to self-enforce parking such as investment in sidewalk sensors. Or demanding companies actually review the end of ride photograph to ensure it is properly parked, if not, demand they issue a fine. 5) Demand scooter companies provide an anonymized ride and collision datasets to OpenCalgary. Let's not forget that scooter companies are half 'transpiration providers' and half data harvesters. The data harvested off Calgarians is extremely valuable and should be made freely available to everyone. Doing so will ensure transparency, provide a mechanism for accountability, as well as inspire ingenuity in our universities. 6) Firm restrictions on the types of data scooter companies can collect and when they can collect it from Calgarians. Location data should ONLY be allowed to be collected while app is in use. Data harvesting should immediately stop at the end of a ride, not as long as the app is open, which is currently the case. In short, these technologies likely aren't leaving, and they have been quite popular. If anything we will see more technologies like scooters in our city. Therefore, we must hold firm to values that while Calgary is an innovation hub and in some ways a living lab - we also have strict rules that protect Calgarians particularly the most vulnerable and mobility impaired among us. Scooters are good for our economy and provide an innovative form of transportation however, these companies must be regulated firmly, our city must negotiate a deal that financially benefits our city and public transportation system, and rider rules must be enforced. At the moment scooters privilege those who can afford to ride and are able bodied - this must change.

Companies should make users take picture showing WHERE the scooter is parked, when finished with ride, to prove it was parked in a safe, out of way place. Too many times I have seen scooters parked blocking sidewalks, pathways and wheelchair accesses. Alos, they go too fast around children.

Comparing Calgary to our most sister like city in Denver Co. I find the scooters help to foster a stronger community through additional options for transit when the trip is not conducive to Public transit or is too short to warrant rideshare/taxi options. I do not think scooters need to be located in suburban areas, but I feel strongly about their presence in more cultural regions like Kensington, 17th ave, Inglewood, Mission and Marda Loop.

Concerned about cleanliness of shared e-scooters.

Concerned over the number for head trauma injuries from using e-scooters without a helmet

Concerned that sidewalks are too narrow to store and accommodate this form of transport. Users go too fast for conditions and do not always follow the bylaws. Drivers at junctions have time to spot pedestrians on sidewalks - one fast approaching scooter was lucky I saw them at the last minute as they did not stop and went straight across the road as I was about to pull out.

Consider increasing fines for improper use and/or parking of shares scooters on a strict liability basis.

Consider who fills out these surveys. Extend the area of e-scooters.

continue to keep the city beautiful and fun to live and work. Thank you

Cost is crazy expensive! As well... far to often I found that the battieries died or were about to die. Frustrating experience overall!

Could be a positive idea if suitably controlled. Suspect that it is the minority as per usual that abuse the privilege. More of a lark than a serious public transport option.



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Covid is another reason I have not tried the e-scooter
Crescent Heights is also a popular place for e-scooters. It wasn't a choice in the locations listed, and I would have selected it.
Crescent Heights is also a problem area for the shared scooters.
Current rules for shared e-scooters put pedestrians at risk. They could be a good transportation option if the rules were clearer and safer about how to get around on quieter streets. Now they mainly seem to be for fun, not for replacing other transportation.
Currently the market seems to be a bit saturated. The addition of bird as well as lime was nice but the addition of roll seems unnecessary. They are everywhere and never seem to move, I think one less company would be ideal so they aren't just lying around everywhere.
Currently Working as an RN in emergwncy... I have seen several severe Injuries from people using e scooters while under the influence of drugs or alcohol
Daily, (in the morning) I see individuals that presumably are employees corralling scooters that are riding on a scooter with up to 5 other scooters sticking out in all directions from the platform. This is not the approved method of use and presents a danger to cyclists and pedestrians using the river pathway between Kensington and East Village.
Dangerous !!!!!!!!!!!!!!!!!!!!!!!No e-scooters should be allowed in Calgary, they are simply unsafe for people walking !
Dangerous and most who use at aggressive and dangerous - I've been yelled at and almost hit several times, must stop
Dangerous and riders do not follow laws or requirements. The sooner they are banned in Calgary the better.
Dangerous motorized piece of equipment. I was run down once.
Dangerous scooters aren't dangerous. Dangerous users are. I see people drunk riding with small kids with no consideration for others or dangers to themselves. It would be good to have a dozen to a hundred tickets a year given out to enforce the law and influence behaviour.
Dangerous to non users including small children and pedestrians. Users are iggnorant and are careless of the safety of others. I have witnessed people abusing drugs and alcohol while riding scooters.
dangerous to pedestrians is considerable - unnecessary for Calgary
Dangerous to pedestrians.
Dangerous. I broke my leg the first time riding. They travel too fast.
Definitely brings more business into dt area. Living dt I will use these for short journeys and such. I live on riverfront and its been a welcome change, more people outside, being happy and having fun.
Definitely need better education for parking and a bit better cracking down on under 18 riders/multiple riders per scooter.
Definitely should keep them. Otherwise if people have their own, allow them to ride where it is safe!
Designated parking areas would be preferable.





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Designated parking locations would improve the mess that occurs when bikes are left randomly beside the pathways, sidewalks and streets.
Did not like my e-scooter experience. Will not use again. Would like to see them removed from city altogether as I have experienced dangerous encounters with multiple e-scooter riders no willing to yield to me as a pedestrian on a sidewalk.
Disappointed the city has done nothing bro enforce the rules regarding scooter usage. I see people daily not following the rules and the city doesn't care. It is Just matter of time before A serious accident or death occurs. As with most everything the current city council makes decisions on, It is all about money. In this case it's the revenue that scooters bring in.
Do I need to get off when I cross the sidewalk?
Do not like that scooters cause damage to parked vehicles because operators are under the influence, they also cruise out in front of cars without looking often because they feel that they are a pedestrian still but they sometimes do not leave time for vehicles to stop.
do not need them in Calgary
do they have bells? It's a bylaw that bikes need to ring their bell when going past someone, but these scooters give me a shock all the time.
Does the city make any money out of this or does it cost us - putting in lanes designated for them & bicycles only, etc.? Is the city going have them install bells or horns on them & enforce the use of them on both e-scooters & bicycles more than they do now? I very seldom hear bikes let me know when they're coming up behind me. It's easy to get run over when you move over on the path not realizing they're coming up behind you.
Does the use of e scooters promote spread of Covid ? How many people carry sanitizer. I have been asked to get off the sidewalk so that the two escooters can pass . E scooters belong on the bike path.
don` t ride two abreast
Don't Allow escooters on the bluff which is such a fragile environment
Don't defund the police
Don't get rid of these . It makes our city feel more lively and they are also very fun
Don't listen to the Karen's! Keep the scooters!
Don't necessarily need more scooter companies, (they're generally all the same price and quality) but it is nice to have those that are available after 12 am (for those riding in a safe manner).
Don't over regulate things. Scooters are a great asset to the City
Don't remove them. Calgary needs scooters!!
Don't take away the pleasure of your citizens because of a few complaints from the same group of people who always find problems...
Don't take the scooters! They're so fun and are a good alternative mode of transportation in addition to being better for the environment than everyone driving vehicles.
Don't take them out of Calgary! We make the trip to Calgary to ride them and travel to different restaurants trying new places! Easy to get around on! Much more efficient then driving and/or walking!



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Don't try to regulate fun. Keep rules to an absolute minimum. It's good business and the city should make it easy for these businesses to operate here. We need all the innovation we can get these days.
Dont do it
Dont get rid of scooters because of whiny [removed]
DON'T LET SHARED E SCOOTERS IN OUR CITY
Don't let the few idiots that don't follow the rules wreck having scooters for the majority.
Don't let the stupid boomers ruin another viable transportation option in our city.
Don't listen to all the complainers, they are likely coming from irrelevant people who don't even live/work in the core of the city. Removing these scooters would reduce the transportation options for those of use who live and work in the core. People outside of the core shouldn't even have an opinion in the matter, and I think you guys need to make a distinction on this survey for those who live and work in the core vs those who live in the suburbs and will likely just complain because they don't see the benefits.
Don't regress and remove them. Calgary had a long way to go in terms of progressive transportation.
Don't remove or otherwise ban 'em because of a few people being idiots. If we banned activities and amenities for general stupidity, then should also ban cars. Or anything else for that matter.
Don't take it away
Don't take them away! They are so convenient
Doubling on e-scooters concerns me, especially when a child is involved. It seems common and risky for the child.
Dreadful idea, absolute disaster for disabled people blind people and pedestrians.
drivers are not following any rules. They behaved as the roads and sidewalks belong to them.
Driving and living downtown is hard enough with bicycles, drunk, and homeless people everywhere. It's just more stressful constantly dodging people driving these things irresponsibly. Plus they're littered everywhere all the time
Drunk cycling is common and dangerous. Doubling up is common. My anecdotal experience is it only cuts down on walking trips, so it's just an expensive way to walk and not actually used by anyone who relies on transit because the cost is prohibitive.
Drunk people on lime scooters are a hugh hazzard to sober drivers on the road. My second biggest issue is people leaving them in the street to get hit by vehicles l.
Drunk scooter drivers are hazardous, reckless and damaging. Children shouldn't be driving them.
Dump them...Just more wasted Taxpayers Money..
During a pandemic shared equipment is not a good thing. I understand there are protocols in place, I have witnessed numerous riders make no effort to sanitize their scooter/hands at the beginning or end of their journey- approving scooters is not the responsible decision at this time.
During covid times I find it highly irresponsible for people to be allowed to use these because Everyone touches it
During covid.... so wrong for these to be whipping around!!



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<p>During spring/summer/fall months, I ride my own scooter almost daily from deep SE to Downtown core. Traffic of bikes/scooters grows considerably once you reach Harvey Passage area (mostly in afternoons), and the bulk of the inconsiderate riders can be found from there westward into downtown core along the pathways. I strongly feel that an increase in signage/patrols would strongly help to curb the bad riders. Of course, on really nice days, it becomes a gong show on those pathways where I've literally been forced off the pathways by inconsiderate cyclist/scooter riders - I guess you can't fix stupid!!</p>
<p>During the course of these trials I have seen many instances of improper to outright dangerous use of these devices (multiple riders, jumping scooters off the steps of the Sunnyside LRT station, racing them on crowded downtown sidewalks ...). These devices have no place in areas used by pedestrians.</p>
<p>During the covid lock down I've spent a lot of time walking trails after work. I live near east village. I'm shocked how many accidents and near misses I've seen. In fact just last night I witnessed a serious head injury in east village (Sep 24th around 5pm) near the dog park by the Simmons building. I'm shocked by the amount of accidents I've seen and suspect it's substantially under reported. Seen pedestrians hit but not seriously injured. I think these escooters should be viewed the same as motorized scooters you see on the road. Enforceability is a huge concern no one cares and lots of people are getting harmed.</p>
<p>During the Covid-19 pandemic, scooters ridden on sidewalks and parked inconsiderately have reduced the available space for pedestrians trying to social distance, particularly along 17th avenue and in the downtown core.</p>
<p>During the pandemic these scooters have been even more useful than usual. It allows me to go downtown without having to risk exposure to covid on transit, or pay for expensive parking</p>
<p>E scooter accident victims 80 percent end up with disfiguring facial injuries. If the city approves them what is the cities liability? What liability is it to my cities tax Base.</p>
<p>E scooter drivers do not follow the rules and I've almost an accident several times because of that.They are way too fast to be on sidewalks and too vulnerable to be on the road.</p>
<p>E scooter parking should be there</p>
<p>E scooters are a danger to pedestrians.</p>
<p>E scooters are a great addition to our city!Would love to see laws changing around riding on residential streets.</p>
<p>E Scooters are a great method of transportation for the City, they help to get people outdoors and active and provide a unique way to visit local businesses..</p>
<p>E scooters are a great option that can provide a convenient way for people to get around and access local businesses, especially areas where parking is difficult like downtown, the belt line etc. The key is having enough scooters that they are reliably available when you need one.</p>
<p>E scooters are a great resource when used for their proper reason. Commuting, quick trips between offices. When used as a joyride vehicle or just to mess around on they become a nuisance and dangerous toy.</p>
<p>E Scooters are a great transportation option, Calgarys kilometers of trail perfect fit. I have seen parts of this City for the first time, since this pilot started.</p>
<p>E scooters are a great way to get around connecting short distances. Riders however are the biggest risk to them selves and others. Either riding in unsafe locations, wrong way on 1 ways, in packs on roads and</p>



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bike lanes. People should be able to use these much more responsibly than they do. In addition it is shocking to see every morning of the week how many have been kicked over, thrown in to bushes, or even in the river. There should be severe penalties for vandalism when people take these actions. It's a bad look for city streets to see knocked over scooters cluttering the side walk. And the fact that our fire department has to fish these out fo the river is awful. Grow up Calgary.

E scooters are a great, environmently friendly way to get around the city. I hope they become permanent in the city I will be purchasing my own shortly.

E scooters are a motorized vehicle. Every other motorized vehicle (other than mobility devices) need to be registered and driven by a licensed driver. This is mainly for liability purposes. If i, or my wife are hit by an e-scooter, the driver isnt liable as he/she has no insurance and there is no registration. it is a massive liability to the city in my mind as that is who i would sue if I were injured.

E scooters are a must have for any modern metropolitan city.

E scooters are a valuable service to have. Minimize contact with other riders such as on transit or taxi/rideshare which is valuable during the global pandemic

E scooters are a waste of tax payer money

E scooters are always obstructing sidewalks making it difficult for people in wheelchairs to navigate around them. When I am walking I almost get hit by an escorted every single time. If I ever do get hit by one I will be sure to sue the company and also the city of Calgary for allowing these dangerous pieces of equipment where the riders are unsafe and do not follow the rules. Not to mention I also see little kids riding them everyday which is not allowed but not enforced

e scooters are awesome

E scooters are awesome. People love them!

E scooters are dangerous for pedestrians as users of e scooters do not slow down for pedestrians

E scooters are dangerous for people riding them and for unsuspecting people walking along side walks.

E scooters are dangerous. Companies are making money and profit putting public life at risk. It's shameful

E scooters are dumped randomly all over the place. Junkyard style, broken up in piles

E Scooters are everywhere. most of them are in the way of pedestrians. most are also tipped over or right in your way for walking.if being used here, they need to placed only in certain areas, like a bike rack only..

E scooters are fun to have in the city, people will always have negligence towards any of their own belonging and to have been said about e scooters is farfetched. These scooters are about to be all over the city pilot project or not. Utilizing them is what will make calgary a fun and great city. Always have been respectful of my uses and followed laws, cant say the same foe other negligence.

E scooters are good for the city's core to reduce vehicle traffic.

E scooters are great for the city! Leave them here!

E scooters are great.

E scooters are great. But, they are messy. They are destroyed, thrown in the river, and so spread out and left in random places. There needs to be dedicated parking spots/places to drop off and pick up scooters.



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I've also have had issues with broken and fault brakes, which you don't realize is an issue until you try to use the brake.

E scooters are great. Please keep them in Calgary and allow them on sidewalks and pathways as well as streets especially in downtown area

E scooters are less about transportation than they are a sly tax on urban millennials. During the time of COVID, CERB etc, walk or bike. The latter is free and both are better for your health in more ways than one.

e scooters are routinely left in the middle of sidewalks - either standing or lying on their sides. They are a hazard to pedestrians and they are unsightly. As a driver, I have often been surprised by e-scooter operators suddenly zooming across intersections on pedestrian crosswalks at high speed - obviously dangerous and inconsiderate. While they attract a variety of users (a range of ages), there are certainly many who do not seem to have any consideration for others.

E scooters are used on sidewalks acknowledging no priority to seniors, pedestrians , strollers, dog walkers. There's a fundamental lack of courtesy exhibited. They are primarily used for fun on public property which is not appropriate. I often see 2 people on one scooter. I never see riders wearing helmets. Never is not an overstatement.

E scooters are very convenient and fun

E scooters are very good source for fun and reducing uses of private vehical and somehow much more recreational

E scooters as allowed in Calgary on sidewalks have taken away the last refuge of pedestrians in this city already relatively inhospitable to pedestrians. My young son was almost crashed into at Thompson Family Park by inconsiderate scooter users riding by the playground at full speed inside the park by the fountains with no regard for children playing and other pedestrians strolling about. It's become impossible to have a peaceful stroll on sidewalks in the Beltline. Scooter users whiz by at full speed in close proximity and one has to constantly beware of avoiding a collision with a scooter. Other scooter users have the audacity of loudly and insisently ringing their bells as they inch up to you, expecting pedestrians to promptly move over to let them by while they maintain full speed. It's become impossible to have a walk on the sidewalk without being constantly on your guard, watching your back for the next scooter to come flying by. One wrong move and you could get crashed into by a scooter. I can't let my kids walk freely without constantly telling them to watch out for scooters. Scooters on the sidewalks have taken away the pleasure of walking in the Beltline. For a city that preaches that it wants to encourage healthier behavior in people, including more walking, allowing e scooters on sidewalks is a terrible policy. E scooters should be banned from sidewalks. They should be with other non-pedestrian forms of traffic, on roads and bike lanes.

E scooters bring life to empty downtown

E scooters can and should be part of our transportation network, but there has been virtually zero enforcement of the bylaws surrounding their use. People know they can get away with reckless behavior so they do. Scooters zipping in and out of moving traffic, hitting pedestrians, and multiple people on one scooter are things I see regularly. Please start fining people who are breaking the law.

E scooters could really enhance life in calgary, especially after winter, when using cars less is preferable. But there needs to be more enforcement about parking, and better infrastructure (this is also the problem for cyclists).





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E Scooters have largely become toys for underage kids and young adults. There is a large amount of users operating the E Scooters under the influence of alcohol and drugs. There needs to be more strict guidelines and policies for using the E Scooters and designated areas for their use. Otherwise unfortunately I think the negatives outweigh the positives with the current system.

E scooters just seem to provide another option for transit in and around the city center. Perhaps they fill a hole left by losing Car2go. It's a truly viable option for short summer trips that otherwise might require an automobile. This is no different or more unsafe than any cyclist using the pathway network to commute.

E scooters may be okay if they use bicycle lanes on roads, are fewer in number, do not go where pedestrians go due to being motorized, was more control on who uses one. They are dangerous for me as a pedestrian when they move in and out of groups of people walking..... if escooters were confined to roads they may be safer to pedestrians and they would be acceptable to me as people would then be using them more for what their intention is, to travel to locations not crazy recreation all over the place..... I almost got hit by one several times in the Princes Island area and downtown area.

E scooters parked illegally all over . I have almost been several times while I was walking on sidewalk. I was forced off sidewalk. I almost hit one with my car when escooter crossed in front of me.

E scooters parked on sidewalks are a tripping hazard and a hazard for cyclists to ride around which also increases the risk of cyclist collisions. As well we should not be using shared scooters during a pandemic without proper disinfecting.

E scooters prevent drinking and driving. Young people ride them to bars and social engagements and then are able to leave their car at home. When young people don't have other options they drive their car to these events and don't want to leave their car over night. This usually leads to people driving when they shouldn't. Without car to go this has been a missing market. It is very important that people have a "one way ride" that is quick to prevent drinking and driving later on in the evening.

E Scooters promote laziness.

E scooters service a purpose in the community. I do understand that there is problems with safety and unsafe roads. I feel like having restricted areas help this and reduced speeds on the scooter. My biggest complaint about the scooter program is that you MUST be 18 years old to ride and yet I see underage riders because their parents set up an account for them they are the teal problems

e- scooters should not be left on boulevards in front of peoples homes. there are abundant city properties available to leave them i.e. bus stops, city parking lots, parks, or make designated spots for them to park. Too many times i have had to move e- scooters off my private sidewalk, or the boulevard in front of my home which i maintain. City says the e scooter is not their property and are not concerned . Lime did not respond.

E scooters should be removed from Calgary.

E scooters should have bells on them just like bikes must, in order to warn pedestrians of their approach. They are too fast.

e scooters should never ever be allowed on the sidewalk....i can't ride my peddle bike that goes much slower than 30 k on the sidewalk...no reason a scooter should be on the sidewalk...

E scooters should not be allowed in the city at all. They are ridden on the streets on the sidewalk, ignore all traffic signs and traffic lights and are a hazard to cars and pedestrians.



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E scooters simply promote unnecessary injuries especially head injuries
E scooters themselves alone not moving ( parked ) are safe. As soon as a person gets on one they become dangerous things. The people using the scooters use the side walks and cross walks as if they are walking pedestrians and just bolt out in front of you. I drive a gravel truck part time in and around Kensington and on many occasions I have had to come to a panic stop because some scooter person is crossing in front of me, just darted out in front of me (when I'm 10 feet from the crosswalk ) and when I lock up my wheels at 30 or 40 kilometres per hour they give me the dirty look. The people are the dangerous ones on them. people need to be qualified to operate them,THEY are a vehicle they have wheels and a motor to propel them then they are a vehicle. We won't go to where one person on one didn't like me washing my windshield and got a few drops of washer juice on them and they keyed my vehicle , That is the mentality of some people .
Education is key. We dont' need to over regulate everything. The uptake of e-scooters demonstrates the value the comminuty sees in these devices. Over regulating them will remove their functionality and companies will pull out of our city which is bad for everyone.
Education; enforcement; litter
either greater enforcement or better education in scooter operating safety if needed as people ride through crowds of people at high speeds frequently
Electric powered vehicles used to be forbade on city multi user pathways yet they are now on sidewalks travelling far too fast where pedestrians are walking. Why are we being so lackadaisical about pedestrian safety? Why is there little to no enforcement and why is it consistently a warning for those misusing rather than a fine?
Electric scooters are fun, but patently unsafe. There is no way to operate them safely enough to be worth the risk
Eliminate all bike lanes and allow scooters instead. Almost nobodyuses bike lanes ffs
encourage respectful behaviour while riding in the city. educate residents and visitors about scooter etiquette. encourage usage as a way to help people explore their neighbourhoods, commute, visit friends in community. This is a very useful transportation option.
ENFORCE THE DAME RULES! Escooter riders clearly don't commute on pathways or bike lanes enough to know the rules. Too many scooters on the roadway!
Enforce the vendors to encourage people to park in specific locations and responsibility with a small amount of money back. Cap total number of scooters across all vendors. More enforcement on incorrect parking. Do not allow parking in dangerous places like on Center street bridge.
Enforcement and tracking with large reporting numbers would be good
Enforcement is lacking for issues issues such as double riding, unsafe operation, ignoring traffic laws
Enforcement is severely lacking. It seems like 25% or people are breaking rules (double riders, riding on walk only paths)Some sort of training area may be an option. It seems a lot of people are learning to ride in very high traffic areas.
Enforcement needed badly. Witnessed hit and run by scooter driver. Scooter driver took no responsibility for vehicle damage and fled scene on scooter. Scooter driving fast almost hit my sister on sidewalk multiple times. Parking is abysmal. I have to step over or around them constantly. I feel the riders should



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be responsible and ticketed for poor parking, not the company itself. Roving gangs of youth are a menace and risking damage to the equipment and a nuisance to pedestrians. Top speeds are too fast for proper safety and consideration of others. While scooters may seem to be a healthier alternative, I am concerned at the users not getting exercise, instead opting for the quick and easy option. Like bicycles, I feel that escooters should not e allowed on sidewalks at all, and should be required to stay in bike lanes or on the curb if not bike lane exists. Their speeds warrant treatment as a vehicle and not pedestrian. Also, like bikes, I feel that riders should be required to wear safety equipment. Speeds on scooters are just as fast as bikes and the equipment is less stable.

Enforcement of both city bylaws and provincial traffic laws in regards to e-scooters is required. Running through red lights, speeding on busy sidewalks, and having little regard to other road users is easily observed when the scooters are being used late at night by those leaving bars etc.Please enforce the existing laws which should assist with the negative image of e-scooters in Calgary.

Enforcement of by law's needs to be addressed as it is NOT happening.

Enforcement of the rules is critical. Seen too many double up on a scooter.

Enforcement of the rules would be fantastic - I've often seen people under the age of 18 riding, lots of people doubling (including parents with small children), my partner was almost hit by a scooter user who was checking her phone while scooting, and a friend of mine was hit on her bicycle by two underage scooter users that came on to the path without looking. I've also seen scooters laying down in street parking , thrown in the river, and otherwise parked in inconsiderate places this summer (middle of bike path for example).

Enforcement on bike paths strongly needed.

Enforcement seems to be non- existent.People riding scooters are inconsiderate on bike pathways.They seem to know little about appropriate etiquette or don't care.

Entire families on one scooter! Drunks have access to them.

Environmental impact, Carbon footprint very high due to short life of scooters and servicing trips, so according to sources its better to take car instead,

Equal rights for shared and personal devices is a must.

E-scooter are not a form of public transit; the only people who use them are people who are able bodied and otherwise able to walk, ride to take the bus. They are not policed at all, so there are often minors, more than one person per scooter, or intoxicated adults riding around for fun. These needs to be helmets worn, and restrictions on where they can be used.

e-scooter drivers risk lives by driving too fast, carrying passengers, not respecting others using the path/sidewalk, etc. Each day when I walk, jog or ride my bike, I see e-scooters littering the paths and sidewalks - posing danger for others and making our city look messy. We don't need more e-scooter. We definitely should not be making more lanes for them or for bicycles. We have too many already.

e-Scooter have been great, the only point concerning me lately is people riding carelessly with more than 1 occupant per scooter. I'd like to suggest the enforcement on parking because I saw more than once contractors from the companies parking the e-scooters wrongly after the charging/servicing they provide.

e-scooter is necessary to become part of a greener transportation option. Also it's safer than riding transit in a post-covid world.





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E-scooter is not a priority now, stop over spending and high property tax !
E-Scooter program is great
Escooter r not safe for the city people r drink And driving they use it for fun sometimes 2 or three people r riding the bike its not safe in one side city say dont drink and drive but let's the people drink and ride Escooter why its not safe for city bleave me as a driver I don't fell safe while I working some stupid drunk person hit me with its and say sorry and run away
E-scooter riders are a menace and don't follow bylaws that most of us on bicycles do. I have seen a lot of dangerous behavior, no helmets, doubling, people being cut off, etc. They interfere with cyclists on the cycle tracks as well as pedestrians on sidewalks.
escooter riders are inconsiderate of pedestrians
Escooter riders don't adhere to the rules of the road. They don't wear helmets or knee pads to protect themselves, constantly riding through traffic lights and stop signs, ride fast and never pay attention to vehicles around them. They are very dangerous
E-scooter riders have no respect for pedestrians and add a huge expense on the healthcare system at no cost to the e-scooter companies, the city just wants to make money and not reinvesting it in the city
E-scooter riders on sidewalks can often be very careless zipping past people in very close proximity (nearly hitting them), coming up behind pedestrians on a busy sidewalk rushing people to move and not being courteous of the fact that are in fact a motorized vehicle on a pedestrian designated path/area. I've seen many being entitled [removed] scaring elderly folk and people who are unaware they are behind them. Outside of the bad apples I think the e-scooter program is a great addition to public transportation which isn't just for young people as I have seen and know business men and women hop on one to run to a meeting.
E-scooter riders should 1. wear helmets 2. carry their own insurance to cover injuries
E-scooter riders zip dangerously in an around pedestrians. The are worse than cyclists as they do not adhere to any safely or etiquette. Also the abandoned e-scooters in the downtown, Eau Claire, and Kensington are an eyesore. They make the scenic areas of our city look like a junkyard.
E-scooter should be considered as a motorized vehicle and should be operated on a designated lane other than sidewalk where pedestrians are walking considering that minors bypassed the app regulation by falsifying about their age. Another verification step should be implemented to verify the age of the user.
E-scooter usage that displaces walking trips impacts the environment negatively. Gangs of young people on e-scooters terrorize pedestrians on pathways. I walk the downtown sidewalks daily and everyday I am nearly run down by inconsiderate e-scooter users. They are a menace and should be removed permanently.
E-scooter usage, if actually allowed to continue to be operated in this city in its current structure, needs serious regulatory stipulations put in place, particularly the speed of which these devices can be operated on sidewalks, on streets. We see so many near misses of possible injury or worse. Riders are often well under age, barely able to reach the t-bars - racing across streets from sidewalk to sidewalk and numerous other caotic manuevers crossing alleys at a ridiculous speed where vehicles are also performing similar acts - who will win! Counsel should step out of the office and observe before signing off on measures such the e-scooter issue. It may sound like a cute thing to have around but there needs to be more regulatory measures put in place first.



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e-scooter use in Calgary appears to be wholly unregulated and users completely unprepared to use them responsibly.

E-scooter users don't operate them safely: going the wrong way down a 2 way street - 8St. hill SW ( this past Fri.18th) , e-scooter rider almost hitting a senior citizen in the pathway at Eau Claire, many E-scooters going way too fast on the pathway and NOT using their bells to warn pedestrians NOR were there any tickets handed out, e-scooter rider doubling with small child at his feet( I thought I have just seen that in the 3rd world!), my husband and I walking on the street in the Beltline when an e-scooter 'passed us' on the side walk without warning and came very close to us, e-scooters riding along 17ave on the sidewalk which his hugely populated with pedestrians and thinking they own the sidewalk. They should be told to go on the street, off the populated pathways and slow down, wear a helmet and avoid pedestrians.

Escooters are a brilliant addition to Calgary. They reduce the reliance on cars in the core and surrounding areas. They get people outside and they are also a fun recreational activity. If they expanded more into Killarney I would commute in using one. Imagine the gas saved. I am strongly against requiring helmets. It will significantly decrease their usage.

E-Scooters allow additional forms of transportation to be made available to Calgarians and those visiting the city. It offers an affordable fun way to transport yourself to and from places. If scooters were to be removed it would eliminate my way of getting to and from work during the majority of the year.

E-scooters along Kensington Rd (and sidewalk) are a danger to themselves and others. I've witnessed several near-misses for accidents along the sidewalks and had a rider almost drive their e-scooter into the side of vehicle. Carelessly parked and block sidewalks, too.

Escooters and bikes need to be keep separate from pedestrians.

escooters and ebikes encourage laziness, especially in young kids/teens; we already have a large obesity problem - lets not encourage it further by raising a generation of kids who are too fat to ride a real bike since they have ridden only 'e' transportation for years; we'll pay for it later in increased health care costs and a decrease in life span

E-scooters are a big problem on the bike paths. We also need to re-visit cyclist use of the bike paths. The speed limit of 20km/hr throughout the city is ridiculously slow, with insane \$400 fines for going a 'normal' speed, and if this is ever enforced it is going to be a massive deterrent to people commuting to work by bike. We want to be a 'greener' and 'healthier' city, and we need to make the speed limit on bike paths reasonable. I had a bylaw officer literally tell me, when I raised the issue with him, that the 20km speed limit would not be enforced on straightaways during commuting hours and that I should not worry about getting a fine. Huh!?!? The rule is so ridiculous that the city won't enforce it? If there are going to be speed limits on the bike paths, they should be set at a reasonable amount, and signs should be posted throughout the entire path rather than just at dangerous corners and busy areas (where I do agree that a lower limit or safety warning is acceptable). In that case, we should also require bikers to have speedometers. I think all of this would be over-kill as I have never had an issue in 10 years+ of commuting to work, but if the nanny state needs to regulate us then at least let's have some reasonable rules. There have been far fewer daily bikers commuting to work during the pandemic, so do not let that skew your results/interpretation. Pick any day during a regular month once this pandemic ends, and you will find most commuters biking to work, safely, at about 35km/hr. This co-exists just fine with pedestrians and other bike path users. Most bikers I know ring their bell and slow down around dangerous corners, and wear appropriate protective gear, and pedestrians tend to stay on the correct side of the path. If everybody stays in their lane (which has been my experience), this works well. For the past 10 years, I have not had any problems, except with users of e-



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Scooters. However, the city's insistence to make e-Scooters part of the transportation network is taking away from safe and efficient biking on the bike paths. E-scooter riders are consistently not riding safely, taking up two lanes, waving side to side, riding two next to each other, trying to do jumps and then leaving their scooters on the paths. Also, e-Scooter users don't have any protective gear, whereas cyclists are required to wear helmets and often wear other protective gear such as lights, gloves and a bell. Bikes are also much more responsive (e.g. good brakes and turning ability) than e-Scooters (which are awkward to turn / stop, especially for inexperienced users). Given the small number of e-Scooter users, and the large number of bikers - particularly commuters coming into downtown from all directions - we should be more accommodating to the biking community. We are being 'penny wise and pound foolish' if we are going to bend over backwards creating rules to accommodate e-Scooters, at the cost of forcing cyclists on to busy roads like Memorial Trail - which is clearly way less safe for cyclists and would cause mass frustration for drivers. A cyclist on Memorial Trail is going to get hit by a car and die, period. If bikers are riding at a comfortable 30-40km/hr, we need to give them a place to ride and commute to work. Isn't that what the bike paths are supposed to be for? Signed - Very Frustrated Daily Commuter

E-scooters are a cost effective way to get around the city without having to deal with availability of parking. It's enjoyable to ride them in a bike lane or pathway, and most roads are fine to navigate as well. Sidewalks are actually the hardest routes to navigate because of the various dips and cracks in the sidewalks. Scooters can be dangerous, but so can people in cars. There needs to be a shared ownership of the road (when e-scooters need to be driven on the road).

e-scooters are a fabulous option to getting around downtown. Would like to see them in other parts of the city.

e-scooters are a good idea, but a lot of riders are [removed].

E-scooters are a good way to connect with the rest of the city. Some people dont know not to ride them in major roadways, they need to be educated.

E-scooters are a great add to our city. Keep it up and keep the restrictions to a minimum.

E-scooters are a great addition to the city that helps with the situations of high stress we are all currently faced with. Keep them, they bring joy and do help people get around. We are struggling with a never ending recession and now the addition of COVID19 has made things worse. We need to live in a city where new experiences are brought into play to help our city grow and our citizens to grow and enjoy.

E-scooters are a great addition to the city, it is very rare which makes the city unique. I hope some e-scooter companies would not ask for a minimum load or balance added on to an account , especially for some people who only use the scooter on rare events. (for example, Bird will charge for a minimum balance of \$10)

E-scooters are a great alternative to driving. Please make it permanent in Calgary.

escooters are a great new transportation method as long as parking and responsible ridership can be addressed. I really dislike seeing the scooters strewn about the neighbourhood, tipped over on sidewalks, etc. I think most people are responsible riders but guidance needs to be clear on where riding is appropriate and riders need to be given enough safe options.

e-scooters are a great option for Calgary, especially with the lack of car sharing options we now face and with concerns over COVID in taxis/ubers. They keep cars off the road and provide a fun outdoor activity

E-scooters are a great option for getting around town.



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E-scooters are a great option for people to get around. Even it is for a few blocks or further.
E-Scooters are a great option for us living in Sunalta, gets us downtown or to Inglewood with a small carbon imprint.
E-scooters are a great transportation option and are a fun activity.
E-scooters are a great way to give people more transportation options
E-scooters are a great way to micro-travel. They've been very well received in Calgary. I'd recommend expanding the boundary a bit further.
Escooters are a great way to travel however I believe they should not be considered a way to connect transit and should not bee or red of transit users to use the scooters. I also feel like there needs to be more scooter companies as currently I only see 2. That being said, I believe there are enough scooters in downtown but in other areas I hope they add more. I also hope they expand to around the city especially residential areas.
E-scooters are a litter to the downtown area, they look great at the beginning of the day and users are not being respectful after use
E-Scooters are a menace and not an appropriate way to move around Calgary.
e-Scooters are a menace and should be a banned.
e-scooters are a menace and should be banned.
E-scooters are a menace to pedestrians and should not compete for sidewalk space. They pose a significant risk to those people walking on a sidewalk. They are also unsafe on bike paths because of the speed. This was a poorly conceived pilot project, which is typical of city administration.
E-scooters are a menace, unsafe and are a nuisance. They should not be allowed in Calgary. Scrap the program.
e-scooters are a plague on our city. They are unsafe for riders and pedestrians, clutter our roads, sidewalks and pathways when improperly parked, and cost us money when people with scooter-related injuries require medical treatment. They should be discontinued.
e-scooters are a problem for people with limited mobility and other vulnerable populations such as seniors. They're often parked too close to ramps or dropped off blocking a sidewalk or walkway (someone using a walker, crutches or on a wheelchair are unable to move them out of the way). Riders themselves are not courteous or respectful of other sidewalk/pathway users—most of them are just having fun. Fun is great, but then e-scooters should be limited to use on pathways, and the city should ensure scooters aren't blocking the way for others.
escooters are a scourge, dropped everywhere, zero regard for rules, chaos on the pathways
E-scooters are a seasonal transportation option and a fad that will pass. The City should not spend any taxpayers money to promote or support their use as they are not an option for the entire population of Calgary!
E-Scooters are a useful and functional method for transporting in this Covid era. Having a single point of contact transport that you can make sure is safe by disinfecting and not having to be in contact/area with other people is reassuring.E-Scooters need more dedicated parking though. Especially on the bikepath



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north of the river and in Sunnyside/Hillhurst area. Also all Park and ride Lots and City of Calgary parking lot should have a spot made for E-Scooter parking too help deal with scooters in those areas.

E-scooters are a useful transportation option but in my opinion aren't compatible with pedestrians on sidewalks (just as bicycles are not). Bikes and scooters are pose essentially similar hazard from a pedestrian's standpoint (and perhaps also from a driver's perspective.

E-scooters are a very fun, affordable, and eco-friendly way to make shorter trips around town. I have considered buying my own but don't live in an area where it would be very useful to me. I liked using them when I was more around the core. And I really enjoyed in the first year when they were available all around the city and now just in the core. I used them much less this year since they weren't in my neighbourhood (Braeside)

E-scooters are a very good alternative transportation method vs automobiles

E-Scooters are always dangerous to pedestrians and cyclists; however; during the COVID pandemic they are also dangerous to users.

E-scooters are amazing! They are a great way to connect with others, easy to learn, easy to access multiple local business in a shared area. Allows people to be outside more!

E-scooters are an absolute mess. They are strewn all over the place. Users do not respect rules and their actions are never enforced. A bylaw Officer could just sit somewhere on the river pathway and hand out tickets all day if they wanted (reckless driving, minors without helmets, two users to one device, riding while impaired, not following pathway traffic rules, etc etc). I have personal been hit by riders twice while simply minding my own business on the path. I want them gone!

E-scooters are an amazing shared service that help make the city more vibrant.

E-Scooters are an amazing way to get around Calgary that are low emissions.

E-scooters are an amazing way to see the city, get from point a to point b, and have a little fun along the way. While there will always be people who abuse them the vast majority of people drive them respectfully and follow the rules.

E-scooters are an excellent way for young people to get around and enjoy our city. E-scooters are a great way to encourage young people to participate in more outdoor activities.. Our city does not provide enough activities that young people can participate in at a low cost. Young people are struggling financially and they need inexpensive transportation and fun activities. E-scooters can help with all of this.

E-Scooters are awesome! They make the city more vibrant. I found hauling e-scooters interacted with a lot more businesses than I normally would. They got me out of the house more. Going for an e-scooter on a sunny day is one of my favourite things to do. Please keep them!

escooters are awesome. However, they are no different than cars, insofar as they can be driven by nitwits. If you allow cars, you have to allow escooters - and thats a good thing. On enforcement, the City needs to decide whether it wants to enforce, or not, helmet regulations ... and insure itself against any negative outcomes - as they will ultimately be responsible for policing them, and events that stem from that.

E-scooters are bad for the environment. Every night, staff drive into the inner city to pick up the scooters to charge them up using coal powered electricity.

E-scooters are beneficial to have for the city for easy short travel. They get a person from point A to B quickly and cost effectively. Some concerns are when scooters are not properly parked, damaged and not





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sanitized in the current pandemic state. People should also be responsible for damage/theft/destruction of them.

Escooters are critical to reduce car traffic - and that should be a priority

E-Scooters are dangerous if used by those who do not have a good balance sense.

E-Scooters are dangerous to pedestrians and to the users. They need to be regulated, licensed and be used only on bicycle lanes. They are a motorized vehicle and should be treated as such.

Escooters are dangerous, should not be on the side walks.

Escooters are demonstrated safety hazard that is uninsured Companies should be required to provide insurance coverage for every ride

E-scooters are fine. They just shouldn't have more rights than a bicycle. If bicycles are not allowed on the sidewalk, a motorized scooter definitely shouldn't be allowed. Ride on the roads and bike lanes and paths, just like a bicycle.

eScooters are fun to ride but as expensive to ride as rideshare options such as Uber

E-scooters are fun, but the amount of injuries presented to the emergency department through the pilot programs that are directly related to e-scooters is unacceptably high.

E-scooters are generally not used for commuting from one point to another. They are used by teens/20 somethings like a toy/ride in an amusement park. Single and Multiple riders on a scooter remind me of unsafe scooters in developing countries back in the 70s and 80s - when I visited New Delhi. The streets were chaos! In Calgary, I've often seen toddlers riding in the front with an adult. No helmet. Weaving in and out of pedestrians. Unlike bikes, scooter riders never ding a bell indicating that they are approaching a pedestrians from behind. That is very unnerving for walkers, runners, families walking with young kids, seniors, etc., Also, from a health perspective, they do not offer any exercise benefit to our youth (who are the most overweight generation in our history) like biking, running, walking, skate boarding, or using a manual scooter does. I have seen many e-scooter riders intoxicated and riding an e-scooter. I think that is illegal. As a single female walking, I was approached by a group of teen males on e-scooters on crescent heights hill yelling out sexual innuendos. They rode by so quickly that I couldn't see their faces. I think being on a scooter gave them a sense of Invincibility because they knew I could not catch up to them. Also, it was scary...

E-scooters are good. Please keep them.

E-scooters are great

E-scooters are great for Calgary and Calgary loves them !!

**E-SCOOTERS ARE GREAT FOR THE ENVIRONMENT AND OFFER CONVENIENCE AND FUN TO THE RIDERS**

E-scooters are great, I honestly think the doubling up rule is silly, the only people who double up are young adults or individuals trying to show others how to ride and it helps them save money. I don't think its dangerous to do so as I doubled up with my 250lb father so he could ride and he loved it. its like banning heely's all over again. let people have some fun. the only concern I have is people who are throwing them in the river with those extremely toxic batteries. it wouldn't be difficult to find the most recent user of the scooter through the app and fine them big time for such acts as this is extremely harmful for the environment.



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Escooters are great. Calgary needs to look at ways to minimize carbon emissions and this is a great way
Escooters are great. They add to the culture of Calgary. We need more. I experienced two years of escooters in Europe. In Copenhagen you can get one on almost every block and they are very helpful to use for transportation.
Escooters are just another piece of junk cluttering what used to be a beautiful city. Many underage and reckless riders causing grief for senior citizens.
e-scooters are next to silent and anyone with a hearing problem is at serious risk. The majority of the users are teenagers who for the most part are irresponsible. Get them OFF the sidewalks and reduce their speed.
E-scooters are not a mode of transportation and should not be allowed on streets and sidewalks.
E-Scooters are nothing more than a dangerous gimmick. They are a hazard and a nuisance to bikes, cars, buses, walkers. It is not aesthetically pleasing to see them parked randomly all over the place downtown. I am much more in favour of bringing back bike-sharing programs, as bikes fit in better with people walking and biking on roads and paths. Bikes are also much easier to control and do not encourage dangerous use. I am not sure what gets into people (myself included) when riding an electric scooter, but for some reason, scooters make riders drive like maniacs and it ruins the area for people who want to walk and cycle peacefully. SCOOTERS MUST GO!!!
Escooters are one my key transit options
E-scooters are one of the greatest things to happen to our city, next to Uber. In my opinion, e-scooters are not meant for the suburbanites, they are meant for inner city dwellers who want a boost to get somewhere quickly without the expense of Uber but is faster than walking. I would be very disappointed to have them removed next year as it was a great (AND FUN!) way to commute from condo to downtown office, or condo to 17th Ave SW for social outings. I can't say enough good things about them. I am even considering purchasing my own after how great and convenient they were to access this summer.
E-scooters are parked (abandoned) along residential areas and pathways. People are using them for recreational purposes only, not for an elimination of vehicle traffic.
E-scooters are simply a fun, trendy activity. With traffic lights etc. in most cases I can get where I'm going almost as quickly by walking. Let's not delude ourselves that they're a legitimate transportation option. Keep the e-scooters off roadways and sidewalks, and confine them to gathering and tourist areas like the Eau Claire area. And certainly keep them out of beltline areas with a lot of sidewalk and roadway traffic. I'm definitely getting sick of all the drunk people riding them at night.
Escooters are terrible. They are littered everywhere and obstruct sidewalks and bike lanes. E-scooter riders are dangerous to pedestrians and cyclists. As a physician, I have seen a significant increase in injuries from e-scooter users and nonusers. They make Calgarians lazy by not encouraging any physical activity.
E-scooters are the BEST!!!
Escooters are too fast, need to slow them down. Riders di not follow the rules, i have had rider cross a cross walk when the signal is very stale in the don't walk cycle preventing cars to make a turn at intersection.
Escooters are unsafe for pedestrians



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E-scooters are unsafe, operated by untrained people who simply want entertainment or a one time fun event. They are not a proper mode of transportation option. E-scooters are being used dangerously by drunken bar patrons upon exiting an evening of drinking and are being ridden double occupancy. E-scooters are a blight to a beautiful city scape as they are simply dumped by riders, particularly late at night.

Escooters are used in more communities than mentioned. Rules for private scooters need to be clear. Should be added to roads and hand signals (same as bikes) should be required.

e-scooters are used on pedestrian only pathways near the river with no enforcement. The speed of the scooters is also too high for use on sidewalks. People not parking scooters present huge mobility issues for those in wheelchairs, etc.

Escooters are used primarily for joy riding and many riders ignore traffic laws and compromise the safety and enjoyment of pedestrians in Eau Claire and nearby areas. There is little or no enforcement of rules for scooters and bikes. I cannot safely walk my dog or grandchildren in Eau Claire (where I live) and have been physically contacted by riders several times. Not to mention near misses. Scooters are parked everywhere, blocking sidewalks for wheelchairs, walkers, strollers, seniors. I could easily report 50 or more per day but why bother when the scooter companies ignore you. This is a concern in Eau Claire where a significant portion of the population is elderly. Many scooter riders are inconsiderate and will not share sidewalks and pathways with pedestrians. Many scooters are ridden on roadways (often on the wrong side) and do not obey stop signs, traffic lights and other traffic controls. Mixing cars, bicycles, scooters and pedestrians in busy central Calgary is a serious safety concern that would not be tolerated at any responsible workplace or by occupational health and safety. I live in Eau Claire and do not feel safe walking on the pathways and sidewalks in my own neighbourhood. I rarely see any enforcement of countless scooter and bicycle violations. MAKE OUR PARKS AND SIDEWALKS SAFE FOR PEDESTRIANS AGAIN. Scooters are used primarily for joyriding by many irresponsible riders.

eScooters are used recklessly by some users at high speeds in congested Kensington area. Scooters cause serious injuries to our citizens and we the Alberta taxpayer incur extra medical costs to support the eScooter/shared eScooter industry without them paying medical insurance for their ridership. If they had to apply an insurance fee to each ride that went to the AHS for orthopaedic and other surgeons and services for treating injuries to riders and the people they impact and vehicles they impact then I would consider keeping the service in place. Albertans / Calgarians shouldn't subsidize the companies and riders or their use. We need insurance for cars and for rental cars but not for eScooters .....

E-scooters are useful!

e-scooters are very annoying on sidewalks and riders always expect pedestrians to move, rather than the other way around

E-scooters are very fun, but they are a death trap. It took over 15 minutes of searching to find one that works properly, other users were going way too fast and almost smashing into people, there are no safety mechanisms like helmets offered, and they are often thrown on the ground carelessly... They need far more oversight.

E-scooters are way easier than shared bikes. It seems to be working as an alternate transportation option, most of my friends use it.

E-scooters are worse than bikes on public walk ways. E-scooters are dangerous to the lazy people that use them and are a danger to pedestrians. If they are allowed on the roads they never follow any road rules and will cause accidents!!!





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E-scooters bring a modern and lively vibe to downtown and Calgary needs to remain vital and appealing in its downtown core. Scooters offer a popular commuting option and short haul alternative to vehicles. There have issues as there has been a lot of accidents and they compete with pedestrians in many areas but it's important to keep them and work out the problems so that all are accommodated.

e-scooters can and should be a part of Calgary's overall transport/recreation network but operators such as Lime and Bird need to do a MUCH better job of educating their riders. As it now stands, the e-scooter scene is a Wild West show. This situation will only get worse if the agencies don't work harder at being responsible corporate citizens.

eScooters can be a benefit in the city if rules are clear, followed by users and enforced. Alternatives to vehicles are welcome if everyone can respectfully use the sidewalks, pathways and bike lanes. I live in Erlton and have often encountered eScooter users who do not use their bell and are riding so fast they risk injuring pedestrians, let alone themselves. More education is needed for rules of the 'road' and fines for not following the rules. Young people under the age of 18 are using the eScooters (too fast for young people to respect the miniature vehicle they are operating especially when they don't yet have a drivers license) and most do not wear a helmet which should be a required safety measure.

Escooters cause accidents and injuries, check with emergency Depts to learn about the increased presentations due to these scooters.

E-scooters encourage laziness and add yet another uncontrolled wheeled instrument to Calgary's sidewalks, pathways, and roads that is not needed. Calgary is not friendly to people who like to walk and get exercise.. Shameful.

Escooters give me a nice option aside from driving or taking Uber's.Had there been a cost benefit analysis done regarding giving homeless passes on escooters to prevent bike thefts?

e-scooters have become toys for young people, who often come in groups and speed down sidewalk out of nowhere (they rarely honk), forcing pedestrians out of the sidewalks into traffic. Have personally been swore at for not getting out of their ways a few times. Even got racial slur thrown at my family once when a teenage girl came up behind us in the Sunnyside area. Way too often to see riders disobey signs and ride on the pedestrian only walkways along the Bow River Pathway in the Eau Claire area.

E-scooters have been left in random residential areas in the middle of sidewalks.

EScooters have changed inner city travel for the better

Escooters have made walking my dog a risky activity. Where are pedestrians left to walk? I am tired of yielding to scooters while walking.

Escooters impose risk an clutter to what should be safe space for pedestrians.

E-scooters in my neighborhood (Renfrew) are driven on the sidewalk and the riders drive on to the road at the end of the block without checking for traffic. Walkers check for traffic, such as vehicles and bicycles.E-scooters are left laying on sidewalks which interferes with strollers, wheelchairs, walkers....E-scooters are not exercise, other than balance practice. E-scooters are seasonal so are not a reliable transportation option. As we are a winter city they are only a summer recreation option.

e-scooters increase mobility for people in dense urban environments. while concerns around rider courtesy and safety are legitimate, anything that increases urban mobility is a good thing.



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E-scooters interfere with pedestrians and bicycles on the city pathways. The city should focus on more pedestrians and cycling infrastructure and not bother with a fashionable toy of the moment.
E-Scooter's is a great way for Calgarians to visit local businesses and is a green alternative to driving. It provides a fun way to get around and explore the city. It is also a great method for individuals with lower income to get around the city.
e-scooters litter the sidewalks, on average most riders do not respect pedestrians. Weekends around the belt line is the absolute worst. Some enforcement to stop these offing, screw it, [removed] idiots would help. They are maybe 10% useful.
E-scooters look like clutter laying all over the city in random places.
E-scooters make our city more lively, they bring people outside, they make downtown more appealing to visit, and they make shopping or going out for food/drinks more accessible and fun.
E-scooter's maximum speed is much too dangerous to mix with sidewalk pedestrian traffic. They leave them everywhere, blocking otherwise useful sidewalks, and do not yield to pedestrians. They should not be allowed on sidewalks at all. Cyclists show more care and attention for the safety of themselves and pedestrians than people who use e-scooters.
E-Scooters need to go! They are a hazard to walkers and bike riders. They have no consideration for others. there is ZERO BENEFIT to Calgary. If they are to stay which I know they will as our city council always do what is not best for Calgarians. There needs to be licensing of bike and E-scooters. A way for people to report incidents and the rider be held accountable. Also, the e-scooter companies need to pay for fulltime police officers at all major locations to patrol and GIVE TICKETS!. the pathways are not safe for walkers in the downtown, and along the bow river to Bowness. Stop the insanity. what a joke under 18 can't ride and no doubling - haha see it all the time. and why is your survey asking for my sex, age and salary. NONE of your business
E-scooters need to have specific parking spaces. Instead of people just dropping them everywhere. They get in the way and make it difficult for people in wheelchairs or with disabilities to get around. People should be fined for misuse, just like people in cars are fined. Education is not enough by itself. Just like most cyclists they need to realize that rules apply to them instead of expecting that others follow the rules to keep them safe but not doing so themselves.
Escooters need to stop going into the river!!!
E-scooters often pass too close to pedestrians. They are silent and without an audible alarm they are dangerous for the pedestrian when they come from behind.Groups of e-scooters ridden down residential streets in the small hours with riders yelling at each other is obnoxious.There seems to be no enforcement, cops in their vehicles just ignore law breakers. Related by laws are useless if they are not enforced, they are just a joke
E-scooters on walking paths are very dangerous to pedestrians regardless of speed of e-scooter!
E-scooters only save time over short distances.Parking spots for them would be best. They can be an issue on sidewalks for people with mobility issues in wheelchair.
E-scooters provide a great addition to our mobility in the city.
E-scooters provide a great alternative mode of transportation for people. Their presence helps make our city and businesses more accessible.



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E-scooters reduce healthy outdoor exercise, create mobility problems for pedestrians, and allow politicians to avoid the problems of accessible and affordable public transportation.
e-scooters reduce physical activity. Where people typically walked to now scooter.
e-scooters reduce the number of times i have to drive which reduces traffic and pollution
E-scooters share problem is not a good transportation option. The people riding them have no skills, don't wear helmets and are a hazard to themselves, pedestrians, motorists and cyclists. End the e-scooter rental program. The streets of Calgary have become full chaos now all the time. Bicycles belong. Cars belong. Pedestrians belong. Rental E-scooters do not belong on the streets of Calgary. thank you.
E-Scooters sharing the sidewalks with pedestrians is totally and absolutely unsafe. Who do I get to sue if I get injured by a E-Scooter maniac? The rider? The E Scooter company? The City? Spendshi Nenshi?
E-scooters should be allowed anywhere in the city on empty sidewalks or bike paths. But they should not be limited to companies only, but should also allow personal ownership/use. Considering the current climate concerns, why is it illegal for anyone to use one outside of their own driveway?It would also be far more profitable for the city charging a small annual licensing fee of \$10-20 per scooter x 100,000 people (assuming less than 10% initial first-year adoption rate) versus a small amount of taxes from Lime alone. Licensing would also make it far easier to enforce any broken rules and with that fee, there could be a mandatory online course providing a review of rules of the road.That would also make grocery store runs or trips to shops within a few blocks quick and easy, no parking lot congestion, and reduced pollution.
eScooters should be banned from Calgary
E-scooters should be here to stay. It is an amazing connector to local transit and are very fun to ride as an activity. This gives people more incentive to visit Downtown and check out businesses that are a hassle to reach with transit. City of Calgary should expand the zone of scooters to the city limits as scooters are a great way to explore neighborhoods in a green way!
E-scooters should be numbered to be able to trace back in case of collision. Very important! People have been hurt and the scooter made a clean getaway.
e-scooters should be restricted to day-light hours & only used by people over 30 years old
E-scooters should be treated exactly as bicycles. It's inconsistent that a motorized vehicle can travel on a sidewalk. Also, they are all too often parked in a fashion that blocks a sidewalk. This is usually just a nuisance but could make the sidewalk impassable to ppl with disabilities.
Escooters should be treated the same as bikes in terms of following bylaws. It would be good, too, to have Escooters parked in the same areas as bike racks
E-scooters should not be allowed in Calgary.
E-scooters should not be allowed on sidewalks/walking pathways. There are far too many on the sidewalks and the riders have no regard for pedestrians. I've almost been hit countless times while waking in eau claire and through Kensington.
e-scooters should not be allowed on the sidewalks. period. Bicycles are not allowed to be driven on the sidewalks, yet the e-scooters are allowed on sidewalks going at a faster speed than people walking. I've seen a number of instances where people on e-scooters are zipping in and out of groups of people on the sidewalk, creating an unsafe space for people. To top it off, the amount of scooters left blocking the



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sidewalk creates accessibility issues for people in wheelchairs or pushing strollers to maneuver around these obstacles. Allow e-scooters only on residential roads, pathways, bike lanes, or cycle tracks.

eScooters should not be on sidewalks. I have had several close calls where an eScooter came past me and almost knocked me over. If this ever happens to a senior, it could result in a hip fracture. The risk of death for a senior within one year of a hip fracture is very high. It is only a matter of time before an innocent pedestrian is seriously injured by an eScooter and they City of Calgary is facing a lawsuit. The first question on your survey asks how often I use certain modes of transport. The answers to several of these questions are completely different in the current verses pre-COVID-19. I do not carpool now but I did carpool before the pandemic. I will not use transit during the pandemic but I did before. In addition some means of transportation is more than weekly but less than daily. I may walk a couple times a week to get to my destination and other times use my bike. I also do not drive my car every day but I drive it more than once a week. This does not meet the criteria of either weekly or daily. I just answered I don't know.

E-scooters should not mingle with pedestrians, they go too fast and I have come perilously close to being struck because of e-scooters traversing sidewalks.

E-scooters should remain a part of Calgary

E-Scooters usage is fine, but those should be out of pedestrian pathway, better allow them on bike path. Should impose designated parking for those, not anywhere, I've seen one is thrown in the Bow river near the bridge.

E-scooters use should have mandatory bells and helmet use. With the speed and quietness of the e-scooters, they should not be allowed on sidewalks but should be used on the roads only. Any motorized vehicle (other than motorized wheel chair for example) should be on the roads (including the motorized bicycles).

E-scooters work for Calgary, we have the longest paved pathway system for them to operate. In other areas such as busy sidewalks, riders are generally really safe and slow their speed to a walking speed in order to match pedestrians' speeds and navigate around them. In the two years, I have never had or witnessed any accidents. E-scooters are great for the economy, environment, and brings people out to enjoy the city sights.

e-scooters, Like any other service, needs to be monitored to ensure best practices are followed. They definitely have a place in a bustling city such as Calgary.

Escooters, like bicycles, use resources BUT don't PAY any fees to the city. They and bicycles SHOULD have registration fees AND licenses, just like any other vehicle. There should be MASSIVE fines for disobeying the laws and rules. They ride through crosswalks when they are SUPPOSED to walk their 'vehicle' through them; as an example!!!

E-scootets should be allowed to stay in Calgary. The City would be foolish to stop allowing their use.

Escorted should ban in calgary

Escorted should be treated like bikes. We don't let adults ride their bikes on sidewalks, it's kind of crazy that we decided a motorized vehicle that goes faster than most people who casually ride their bikes must be on sidewalks. 95% of the public issues the city has experienced with this pilot would vanish if you'd just change the bylaws and say scooters can only go where bikes are currently allowed to go. It is so, so, so much easier and safer to ride them on the street (when no bike lane or path is available), and yet you're currently breaking the law if you do so. That is absolute insanity. Change the rules.



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Especially later at night I have seen and been a part of several close calls in between motor vehicle and scooter. I'm honestly surprised someone hadn't been seriously hurt. Not once was it the motor vehicles fault.
Especially with Car2Go being gone, scooters are immensely useful for me. If they were to be removed from the City, I would really really encourage the City to look into other transportation options that are creative and inexpensive like Car2Go and the E-Scooters.
Establish some basic safe rules for use and I'd love to see more and take part in using them. As indicated, there are no good guidelines as yet, and some people do not seem to have the ability to see the consequences of driving while unaware.
Europe manages e scooters very well, so we should be able to as well.
Even at low speed, a scooter and its rider can still hit people and cause serious injury. Many riders are going too fast on sidewalks. And most of the riders are young and able people who should and could just walk!
Even though I do not use these scooters. I work downtown and I am sick of seeing these scooters being dumped all over the place.
Even though I don't use them I strongly support e-scooters being available in the city. Since they have been brought in I've seen more people out using the pathways and exploring the city which should be encouraged.
Even though I fell off a scooter, I wasn't seriously injured and did continue to ride. There are different qualities of scooters. The pricing of Lime is confusing.
Even though I haven't used them myself I think they look fun and I would like to try them. I think they add to the vibrancy of the city. I don't like seeing an adult riding with a child on board but I don't see that very often
Evening/night time, the drunks seem to love them
Ever since the loss of Car2Go, Lime scooters have been an effective and inexpensive way for me to connect to train stations or go directly to the office. The convenience saves me from trying to find parking in the downtown core meanwhile giving me some exposure to areas and shops along the commute I never noticed before. I believe the entire experience for me has been positive and with time people will learn to ride/park these scooters in a more respectful way.
Every new transportation option gives more freedom to the people.
Every rider should have to wear a helmet. Bikes do so why not scooters. They are dangerous and people can operate them after drinking cause many many concerns for the rider and the people around. I have seen people hurt, and have had friends hurt very bad on them. They should be treated just like any other form of "transportation". Maybe even a E-scooter course before you can get on one that passes you online, mails you a keytag. No scan card saying you passed, no scooter rental. Overall extremely dangerous in my opinion.
Every time I observe e-scooter users, they are smiling. I feel that smiling and having a good time is extremely important for Calgary's social life.
Every time I walk along the bow river and in Prince's Island Park (once every few weeks in the summer), there are tons of electric scooters that are whizzing by on pedestrian sidewalks. It is almost as if I am





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walking on a road and needing to have the same level of cautious awareness of multiple cars running into me. Additionally, the scooters are going extremely fast and are quite dangerous if they were to run into a small child/ baby stroller at the park. Lastly, they really disturb and pollute the peaceful environment along the Bow River Route.
Everyone I know, young and old loves the scooters, let's keep them and increase the home area!
Everyone using a scooter should follow rules as if they are drivers. Do not pass me (even if I am only one person on my side of the path) when there is oncoming traffic of any kind. Slow down when there is a lot of traffic on the path. Let me know you intend to pass since I do not have a side mirror coming out of my ear
Everything I have witnessed tell be these scooters are dangerous
Excellent for small short travel a to b. Also fun evening activity. Looking forward to a full program in the future in which they would be here presently every summer
Excellent green transit option
Excessive speed in congested areas is a common issue. Scooters on walk only pathway occurs often Scooter operators do not announce themselves when approaching other pathway users
Expand the service area please
Expanding the bike lane and bike pathway network in the inner city would be of great benefit to making e-scooters safer for riders and pedestrians.
Expansion of the (physically separated!) on street bike lanes network, and pathways that separate bikes and e-scooters from pedestrians would be welcome improvements. A network of 'shared mobility' streets would also be welcome.
Extend the parking areas to other communities close to downtown.
Far too many riders are simply inexperienced joy riders, the scooters are far too fast to mix anywhere in the vicinity of pedestrians. I have experienced way too many close-call encounters, in general I find the majority of riders show An arrogant disregard pedestrians And believe they have full right-of-way even on clearly designated “pedestrian only” walkways. I have also learned it is most unwise to bring this to their attention even in a polite manner
Far too many users riding way too fast and recklessly on sidewalks etc in the core.
feel that 20km is to fast. prefer 10 to 15 km max
Fell off while using a Lime scooter, and have not tried since. I feel very unsafe using the pathways and sidewalks when scooters are zipping by with no regard for safety
Few people seem to wear helmets
Find a way to stop them from blocking narrow sidewalks while parked in Beltline, Lower Mount Royal and other places. Sidewalks are too narrow (they should be wider regardless of scooters) and scooter should be on the road or grass.
Find it interesting that this service is allowed to operate during the other restrictions of Covid-19 Seems counterintuitive and contradictory
First, I don't understand the inclusion of a question about contacting the scooter-share company? Why would a person contact the company? Most of my concerns are around safety, non-compliance (too fast,



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no warning, doubling, etc.) and that strikes me as a city of Calgary or bylaw enforcement issue? Second, I live in the Kensington/Eau Claire area. The scooters are mostly an annoyance. It appears most people use them in this part of the city for recreation, not commuting. Very, very few people use the warning bells. And they appear to be dangerous. I've seen several accidents.

For a city that tries to promote a healthy lifestyle with bicycle lanes and pathways, this is a step backwards. People should be walking or running. Also its odd that e-scooters are allowed on sidewalks bur bicycles are not, arn't they a motorized vehicle?

For lime scooters to have consistent pricing. I ride quite often, and each time the price for something had changed (ex. 24hr riding pass). Also, the per minute fee is VERY expensive. For 45 minutes, I paid \$23. That is very unreasonable for an electric scooter that does not require much maintenance. It is cheaper to pay \$3.50 for 1h30min of transit.

For me as a regular bike commuter, I experience and observe pathways, sidewalk, and roadway traffic every day. My biggest takeaway over the last two summers with shared scooters is that many riders do not typically use the pathways/sidewalks for fast-moving transportation. This means that they have not ridden a bike or rollerbladed before, or very few times. So, they are unaware of proper safety skills or pathway etiquette. Many of them speed around on the scooters with no attention or care given to others. Some of the higher risk users of paths are kids, pets, and the elderly. These three groups require a rider/user to be aware, safe, and empathetic towards other users. This is not very common with riders of shareable scooters. I feel the city needs to push more education to people, so they know how to travel safely and respectfully.

For people injured by people riding these scooters Recklessly who is responsible for their Medical care and physio costs.

For the most part I am OK with the scooters. My biggest concern is that the riders just stop and get off the scooter and leave it in the middle of the pathway or sidewalk. I ride my bike early in the morning for exercise and have had several close calls where it is dark or on a corner and the scooters are left in the middle of the path. I have seen two different cyclists crash into scooters left in the middle of the path. I have had several cases where I had to kick it out of the way or crash into it while riding my bike. The other issue is the riders are traveling too fast on the pathways around Kensington, Eau claire and East village pathways. Many riders are also very disrespectful of pedestrians. If the city keeps the scooters, more enforcement is needed in the form of tickets. No more of the education philosophy - it just does not work - hit the irresponsible riders where it counts - in the wallet!

Formally legalize personal e-scooters. I am using my own , which is the same model as the shared Scooters use, but I live in the deep SE so it's not an option to use the shared program in my neighbourhood. I ride to and from work (outside Covid) occasionally about 23km each way. It has opened up a fantastic method of transportation, it's fun, I get outside more, and that's one less day my car is on the road contributing to traffic each time I ride it. I enjoy after supper rides and it has directly had a positive impact on my mental health during the Covid period.

Free for all scooter parking is inconvenient for able bodied people and (I think) a huge hindrance for those with disabilities. I have encountered scooters blocking pathways numerous times, either having fallen into the path or simply left in the way. How would someone in a wheelchair be able to deal with this?

French toast is delicious.

Frickin' eyesores, they all are.



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<p>Friday and Saturday nights scooters are littered across the bike paths creating a safety hazard for cyclists. They are not always lit up when parked. This could be addressed with lighting at all times at night and enforcement of unsafe parking through fines.</p>
<p>From my experience is that people that don't own the 'goods' they don't respect it. I have had to dodge the parked scooters on the bike paths and have been nearly hit multiple times by distracted drivers. Let alone see how many Firefighters pull out of the river daily.</p>
<p>From my use of pathways either walking or cycling, I find they are often used unsafely. There is no real enforcement and too many of them. They are often left in the middle of pathways or at intersections blocking safe transportation for walkers, cyclers, and are a hazard for the disabled trying to avoid and navigate around them. Sometimes you will see more than one person on a scooter and going too fast or operating recklessly, putting others at risk. They have the freedom to injure themselves while being irresponsible, but not other citizens. In addition, the risk and viability of them during our winters will only increase.</p>
<p>From what I've seen working in a busy area of downtown (pre-covid), the scooters were a nuisance. Very few rider gave an consideration to people on sidewalks and crosswalks. I once witnessed a group of riders speed through the crowded bus stop area on Centre in Chinatown, only to leave the sidewalk and cut off a bus. We already have cyclists using sidewalks when it's convenient for them, now we have motorized scooters, often with inexperienced riders. People still don't follow rules, and have more than one person riding.. then there's a matter of them being left in the middle of sidewalks or as I've seen in my community, on residential lawns.</p>
<p>Fun</p>
<p>Fun way to explore the city for tourists</p>
<p>Fun way to get from a to b</p>
<p>Fun, hope we keep them. Would be nice to expand into suburbs</p>
<p>General comments: I hate the scooters refrain from using them (with a passion) since the majority people I see that use them are the worst. Majority of people I see using them are children (under 18) who aren't even supposed to be using them and use them irresponsibly (I've either almost crashed with multiple escooter riders on my bike who aren't looking where they're going, using cycle lanes inappropriately, and almost getting run over). The scooters are mainly recreational and people are kidding themselves if they think that this will reduce GHG emissions, especially with the number of scooters that get thrown into the river or ripped apart. If they remain, walking and cycling should be prioritized over escooters. The City must get detailed info from Lime (age, trip area, and purpose) before making decisions on whether or not they stay, I think you'll see different results than what people present here (I doubt that U18 users are going to complete this survey).</p>
<p>General lack of respect by riders</p>
<p>Generally view E-Scooters as more useful than public transit, especially for last-mile transport.</p>
<p>Get people to walk or cycle increases fitness reduces traffic and infrastructure is already available. E scooters are not safe for the users and pedestrians, do not provide any health benefits and are littered around the city.</p>
<p>Get rid of escooters</p>





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Get rid of scooters or makeThen ride on one of the mini bike lanes that you have littering the downtown core instead of having them on sidewalks injuring people and animals
Get rid of the e-scooters, leave the bike lanes for bikes only. I see people using bike lanes on wheelchairs, rollerblades, e-scooters, even skateboards, not a good idea. I've never seen law enforcement doing something for people using in an unsafe way the e-scooters (two people on, children, etc)
Get rid of the scooters during covid!!
Get rid of the speed limits they are annoying and useless.
Get rid of the speed restrictions. Get them off ALL sidewalks and put them on the road. You don't allow bikes on the sidewalks, so why on earth would you put scooters there. Finally, fine people for using them unsafely rather than creating rules that ruin it for everyone else. Look at cities like Portland where the pilots have been successful. They keep them away from places where they can come into contact with pedestrians and they don't restrict speed.
Get rid of the things. I have had very close calls on the Pathways and sidewalks. The operators think that they own the 'road' and most give NO warning that they are there. When many are parked, the riders get off and leave the thing in the middle of the walkway. No consideration shown for other area users. Education is the key BUT you cannot teach commonsense.
Get rid of them
Get rid of them
Get rid of them
Get rid of them
get rid of them
Get rid of them
Get rid of them
Get rid of them , people are drunk , leave them everywhere , do not respect pathways , sidewalks
Get rid of them immediately. They are extermely dangerous and a public nuisance.
Get rid of them.
Get rid of them. Bikes are ok. Scooters are not!
Get rid of them. People need to walk for exercise
Get rid of them. People ride too fast, are ignorant when riding, they cause many injuries, unsafe for people and children when walking and someone will get hit by a car.
Get rid of them.....very dangerous.....people do not abide by the law when riding them.....run red lights.....stop signs.....they don't belong on the road.
Get rid of these, the climate in Calgary the majority of the year makes the idea/project useless and a waste of money.
get rid of this scourge of sidewalks,what part of the word sidewalk says ride



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Get ride of them and tax them to pay for the roads and sidewalks and liability insurance, stop the free loading
Get the [removed] things off the sidewalks. You cannot hear them when they are approaching from behind, and some riders when approaching from the front, just intimidate pedestrians by riding at full speed. The top speed is way too fast and they have considerable weight. Serious injury will result if a collision occurs between one and the pedestrian, and the pedestrian is likely to be on the losing end. The downtown core has been overtaken by these things, particularly C-Train platforms. I am driving more because of their presence.
GET THEM OFF THE STREETS ENTIRELY....
Get them off the sidewalks and out of Mission, Beltline and the Downtown Core.
Get them off the sidewalks like in Ottawa.
Get them off the sidewalks!
Get these off the streets so people can walk and drive safely.
Get these things out of the city immediately. People are not responsible enough to handle this program. They are littered everywhere. People ride in large gangs on the side walk and have no regard for safety or consideration for pedestrians and cars. Yet another terrible idea brought to you by the City of Calgary
Gian Carlo Carra is a goof
Give people option, if restrictions are needed for reasonable safety make restrictions but do not eliminate options.
give tickets to companies for having their scooters all over and in the middle of pathways,,,, DANGEROUS AS PEOPLE LEAVE THEM IN THE MIDDLE OF PATHWAY AND AT THE VERY EDGE/BASICALLY TOUCHING THE PATHWAY.get info from the company of the last user of the scooter when its left on a pathway and give these users tickets as well
Given the lack of public transit to get to specific areas in the downtown core this is a great option for those of us that live downtown. It allows me to be able to get somewhere quicker than walking without needing to take my car and find parking, and allows me to reach locations that are further away but not a realistic transit route for an affordable price. I lived in Melbourne the last three years, their transit system allows for a lot easier time getting to/from specific locations in their Downtown thanks to a lot more streetcar routes. This doesn't exist in Calgary to the same extent, making reaching my daily locations or locations within the city centre either via car or walking. This fills a nice middle ground. Plus they are fun
Glad there is "slow speed zones" that limit the speed of the scooter in high traffic areas.
Glad to see the city piloting this, especially with the loss of options like Car2Go it's nice to have shared transit alternatives. Hopefully the pilot turns into full time access
Good fun sports
Good option for commuters but they need more parking options that are out of the way. They tend to be strewn haphazardly across sidewalks.
Good option for short to medium distance trips where you can't wait for a bus, don't want to spend money on a taxi and walking would take too long.



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good options. more enforcement probably needed. see lots of dual riders and stupid people doing stupid things
Good pilot. Thank you. Highly encourage figuring out a way to make this work as calgary needs less cars and more cool
Good survey, thanks for asking
Good to see more City planning for modes of transportation beyond the car
Good way to commute
Good way to provide the connection from parking
Great activity! Enjoyed it in conjunction with the free yyc scavenger hunt In August. Got us out exploring the bow valley pathway and down town area.
Great alternative Calgarians to enjoy in the summertime and not have to rely on vehicles to get from point to point
Great alternative to getting around downtown when you want to go multiple places without taking a taxi. Having scooters available has brought me downtown more often to spend my time.
Great alternative transportation option that adds vibrancy to the downtown core and surrounding communities
Great family activity that we all enjoyed including teenage child which is hard to find. Lime is the best in my opinion. Fun for the whole family!!
Great for the city. Helps people get to and from by not using a car. Rates could be lowered however, as a shared uber is sometimes more feasible. Makes the city more lively. Helps bring business to local shops etc.
Great option - as long as people use them responsibly and in a safe manner.
Great option. Bigger fines for parking incorrectly, double riding, not 'giving way' to pedestrians
Great program! Please keep it going
Great program, thanks for making us a lively city! Love the bump murals too!
Great program. Hoping to have many scooter rides for years to come!
Great service especially for those in the inner city who do not own a bike. Also do not have to worry about your bike being stolen which happens often.
Great service for Calgary
great that we have them
Great to have in Calgary. Did not ride them much this year due to COVID.
Great transportation alternative
Greatest thing ever. Don't wreck it with dumb rules. Open more roads to scooters. Close roads to cars. Cars interfere with quality of life And make city less livable expensive polluted and dirty.
Green friendly. I like e scooters



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<p>half of users litter E-scooters and leave them as they are children for someone else to pick up. they are left on bike pathways which could cause accidents for cyclists'</p>
<p>Happy to see the in residential areas near the core like my own (Crescent Heights/Bridgeland) but a parking solution that doesn't take up sidewalk space awkwardly or have them lying on lawns would be appreciated.</p>
<p>Hard plastic wheels are prone to slipping on wet surfaces. Rubberized wheels are much safer</p>
<p>Have almost been hit by people on scooters several times. This occurred on pathways designated for walking.</p>
<p>Have almost killed 3 people going the wrong way, flying on the sidewalk or just coming out of nowhere.</p>
<p>Have been almost run over by e scooters. Little respect for pedestrians. With lane width decreased there is not enough room for pedestrians, e scooters and an increase of bicycle traffic on sidewalks. Pedestrians seem to now have the lowest priority. Many e scooters have 2people on them and are rude to those of us walking.</p>
<p>Have been hit twice by e-scooters on sidewalk.Children as young as 7 or 8 should not be driving motorized vehicles in public spaces</p>
<p>Have observed children ,likely 10-16ys, old riding e-scooters. They ride in circles at intersections with 4way stops, ride on the yellow line, zig-zag from one side of road to the other. No helmets. They need to be fined! Hazardous to vehicles, pedestrians &amp; pets.</p>
<p>Have seen many times 2 adults riding same scooter, and/or 1 adult plus 1 child riding same scooter in commercial downtown. Excessive speed allowed on present scooters (30 km?) and riders are racing around sidewalk corners. Bearing in mind e-scooters have no vehicle insurance nor licence plates like cars do, excessive speed can hurt pedestrians and damage cars leaving pedestrians with no one to turn to. E-scooters should have lower speed limit pre-set so riders cannot ride full speed. In short, more enforcement officers are needed.</p>
<p>Have witnessed high volume of traffic on Bow Valley Pathway this yea, as my home backs onto it. . Motorized vehicles, scooters, e-bikes typically are exceeding the 20k speed limit, with little regard for other path users. Pedal assist bikes should be ok, but all other motorized vehicles should not be on the path.</p>
<p>Haven't seen a yyc scooter</p>
<p>Haven't seen any education on use and rules of the road that scooters need to follow. People on scooters are very entitled to both sidewalks and roads. On more than one occasion have had a scooter coming in the opposite direction on my car lane. People riding them are moving in unpredictable patterns and making the roads more chaotic and dangerous.</p>
<p>Having 3 e-scooter companies w v. narrow sidewalks ( 905 sidewalks are 1m to 1.5m wide) in the Beltline is dangerous, they zoom by my face and my dog at less than 1 inch distance. Often 2 people are ridding them and they shout and almost breathe on you at COVID pandemic time. My mom uses a walker and she does not dare to be on the sidewalk anymore. Badly planned , ill implementation. City needs to close one or half of avenue for two wheel vehicles - -or have them only in the backlanes linking to the N/S bike paths. City likes making money off licensing them but does no provide adequate infrastructure and enforcement. Adding e-bikes to this mess makes it impossible to walk in my community. Too many drunks and pot users at night on e-scooters. In Beltline, the sidewalks were not that safe due to cyclists (sometimes drug dealers veering almost into you) and skateboarders, adding e-scooters and next e-bikes to the sidewalk will ruin</p>



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the walkability and accessibility (for seniors and disabled folks) . Well done Calgary encourage disuse of sidewalks in favour of electrical two wheel vehicles and more pot stores please!

Having not ride a scooter, one reason is: Scooters look to me as they're not properly maintained or care for ergo wouldn't feel safe riding it.

### HAVING OPTIONS IS ALWAYS A GOOD THING

Having scooters available to compliment existing transit and other transportation infrastructure is wonderful!

Having the scooters parked all over the place was very irritating, but with the new 'parking zones' painted here and there the problem has been reduced noticeably. I'm not sure if I would want to plan my daily trips to include use of a scooter, in case I couldn't find one in time and then was really late for work.

Having the scooters prevents less impaired drivers on the road. This is my belief.

Having them parked on sidewalks and across pathways is a safety and accessibility issue - need to find better way to enforce proper parking or them.

Having these things around the city is an absolutely awful idea.

Having used a lot of e-scooters in another city I was surprised to see that riding on sidewalks was allowed here.

Helmet wearing needs to be enforced. They should be allowed only where bikes are allowed. There should be incentives in the program for people that ride and return to specific drop off points. Like discounts on future rides if they are dropped off in an out of the way spot, not littered on the sidewalk, or extra for those that pick them up and ride them or charge them over nite.

Helmets are required for bicycles but not for scooters - why is this the case?

Helmets are required for bicylces and motorcycles, why are they not required for motorized scooters.

Helmets must be mandated and tickets given as well as only one person per scooter. Enforcement is needed as people don't care for safety.

Helmets need to be made available!!!!!!

Helmets should be enforced for safety since anyone can ride them. Speeds limiters should be lower, again because anyone can ride them and I find it dangerous walking among them on sidewalks. Overall I find more regulation and enforcement are required, mainly because e-scooters are mostly used for joy riding from what I have observed.

Helmets should be mandatory and it should be enforced. Also, I see a lot of people riding them double with children. They get left all over the place. Who pays for the fire department to pull them out of the river? The company should hire a company to do that not rely on taxpayer funded services. I agree with e-scooters, but not if they have to be publicly subsidized even indirectly.

Helmets should be mandatory and there should be no riding on sidewalks. Especially around 17 Avenue where people obstruct bikes and cars on the road

Helmets should be mandatory for users.Scooters need to be sanitized.Proper education on how to use and rules for use

Helmets should be mandatory on all e scooters and for that matter on all. Ike's for all ages as well.



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Helmets should be required!!!
Here are couple things that I found may be useful for you:- Many of the Lime bike that I ran into have lots of issues (brake, turning, accelerator are not working). While I have never had a bad experience with Bird bike and its very solid. Not sure about the other Calgary-based company as i have never ride one.- A section of 5 St SW (Between 3 Ave SW and Eau Claire SW) is missing a proper bike path that doesnt feel safe to ride for bike and scooter- I always see people riding on scooter with 2 people which makes me feel unsafe. Maybe the scooter company can put up some safety notice (in graphic) everytime when people unlock the pass?- Maybe putting up some signages for scooters- Some Bow River Pathway is closed and reserved for walking only. I think there are some information/signage missing to indicate whether the scooter can enter or not.
Hey, good idea in principle if they are used correctly but since the test it's apparent that people are using them dangerously for themselves and others. Drunk people should not be on these things!!! The City cannot enforce them enough to reduce risks so I don't see it as a win win for the city.
Higher profile enforcement needed. I frequently see 2 to a scooter, not heeding traffic and a general not caring of pedestrians.....
Home use area should be larger than in 2020 - must include u of C/varsity/Market Mall area
hope the city continues to work with all types of shared transportation ventures and partnerships.
Hope this program continues
Horses should be allowed on City roads
How about city can have a cap on what they can charge their customers ? Also if it can make sure they are parked in the right place and not all over
How are often are they cleaned during the pandemic? Would like to know how many are damaged by misuse or vandalized, how fast are they allowed to max at?
How are pedestrians with walkers or wheelchairs supposed to get around parked scooters? It is next to impossible. We were almost run over by an escooter rider who made no effort to stop or alert us that she was approaching.
How are shared e-scooters safe when considering COVID 19 regulations?
How are they sanitized during a pandemic?I feel it isn't beneficial to the physical health of your body to ride an e-scooter because all you are doing is standing on it while pushing a button. I see them blocking sidewalks preventing access to those in a wheelchair or walker. I feel the speed in which you can go needs to be limited because I nearly got hit a few times while walking on a sidewalk. Nothing much has changed as far as the first launch of the e-scooters in the past goes.
How can we expect the downtown to return to even a shadow of its former vibrancy when the majority of city council members and city bureaucrats are doing everything they can to impede and prohibit the safe, regular flow of vehicular traffic? Most of these same people are hypocritical, as they bring their cars downtown regularly. Calgary is NOT the world class city it was even 10 years ago. These decisions by council have ruined our core. Shameful! Oct. 2021 is looming!
How can you allow motorized scooter on sidewalks when pedal bike are not....





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How can you consider applying a 30kph limit on the road and yet consider 20+kph acceptable on a sidewalk?
How can you enforce drunks on the escotters
How do you take guy in a suit on a scooter seriously?
How e-scooters are used is my concern. Many users drive too fast, have headphones in so cannot hear people or bikes, do not signal their intended directions, and generally do not understand 'rules of roads and pathways.' They are also challenging and incompatible with cyclists in the downtown bike lanes. Many close calls for all users. Parking (leaving scooters) in bike lanes is also an issue.
How many times do we need to say there needs to be enforcement? In crowded places, the scooters usually cut people off or are reckless. They never wait for others but want to rush through congested areas. Many times see general dangerous behaviour as they have too many people or not sober people or on busy roads. There are no bells on the scooters so you never know when they are near until they zip past you. Bikers at least say something like 'on your left' so you can respond. Even more obnoxious was a scooter rider that zipped past several of us who were all slowly and courteously moving behind a group because there was a person in a wheelchair that needed the space. Of course we watch the rider bolt past and realize until he almost collided with the wheelchair. Then there is just general stunting.Can we see some enforcement of the rules? If not, what is the point?
How much are e-scooters costing the health care system for injuries and/or Covid? Riders don't wear helmets, yet speeds on sidewalk are faster than electronic wheechairs. Never see riders wiping them down to prevent Covid spread either, and I live in a high-use area.
How much is the city subsidizing scooters? If anything, STOP! The City needs to focus on delivery of core services. You have lost direction and have total disregard to the taxpayers and spend money wildly.
How stupid do you think we are that this survey isn't biased towards favouring scooters. These things are an absolute hazard to others. Nothing has been shared about what financial benefits Calgary is getting for allowing these companies to profit off of Calgary infrastructure. This should be made clear to Calgarians.
I think they are a means of people getting to a spot faster when they need to and it is better for these then having to accomodate a bike .as you know bikes are stolen and ripped apart on the stands everyday.
I want the sidewalks to be safe for pedestrians, especially children, persons with disabilities and the elderly. Some of the scooters go very fast.
I a city of our size these are needed. They encourage people to get outside. It would be a mistake to ban them.
I absolutely enjoy the scooters , especially because you dont have to sit on a packed train. And most of the time its faster than transit.
I absolutely love the scooters. They allow me to go to and from work, run errands such as groceries,to meet friends for dinner or simply to enjoy leisurely and explore the city as someone who is still relatively new here. The biggest issue for me is how people have disrespectfully parking the e-scooter. It is not fair to pedestrians, or even others riding the e-scooters directly blocking off sidewalks making it difficult to simply walk or ride safely. Especially for those who may have children in carriages. I have recently noticed that some e-scooters issue out fines to those who park incorrectly, but I do not know if these have been enforced as I quite frequently see these parked as what I would consider illegally.



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I agree with concept of transportation. However, allowing e-scooters to sail on sidewalks through residential streets is both dangerous to anyone on the sidewalk, and the person on the scooter. On numerous occasions, I have seen individuals 'racing' on the sidewalk to get to their next destination. Also, lack of enforcement of violations, such as double riders, and this speeding does nothing to make it safe to be around these.

I also charge e scooters as a side job. It's great and gives me extra spending money when I need it or when I'm having troubles making it to the next pay day. If e scooters left the city, it would be really hard for me to make it pay day to pay day in the future

I also see them (and Segways) in Fish Creek Park.

I always thought that City questionnaires were supposed to be NEUTRAL. Yet Councillor Farrell's 'lead in' to doing this survey clearly stated her enthusiasm for scooters. This 'lead in' seems totally inappropriate to me. Some of the questions seem to be '[removed] if you and [removed] if you don't'. For example if a person answers 'no' to wanting scooters to be ridden on sidewalks and 'no' to wanting scooters driven on roads, then will the City conclude that the only solution is to create separate scooter lanes? One of my main objections to e scooters is how dangerous they are. There have been many media reports about how many scooter riders end up in emergency wards. Yet this survey makes not reference to that danger at all. It should have!

I am a cyclist and have had one, two, and even three e-scooters coming towards me when I am on a oneway cycle path. Way too many scooter riders act as if there are no rules that apply to them.

I am a daily downtown bike commuter and I have had many frustrating experiences with e-scooters over the past 2 years. Often the people using them are not following the rules. They are riding on the wrong side of the path, waving back and forth on the path or riding with 2+ more people per scooter and these are just a few examples. The scooters are often left lying on the middle of the path making it unsafe for bikers who are riding at a fast speed. As a daily commuter I follow all of the rules and wear safe riding gear. I don't want to share the bike path with e scooters. One day I will get hurt or injured due to most people's lack of compliance with the rules. Bike lanes are made for bikes not scooters.

I am a lime Juicer

I am a mobility partially disabled male [personal information removed]. Ergo, I tend to limit my movements to local stores, medical facilities, etc. I have only come into contact with powered scooters on a rare basis.

I am a regular pathway cyclist, and for the most part have no issue sharing. The biggest problem is they get left in the worst places, blocking cross walks, partially blocking pathways, generally dumped wherever people feel like it. I'm not sure how you fix that, but it's the biggest issue I would like to see addressed. Perhaps they need sturdier kickstands so they stay upright on the grass besides pathways.

I am a senior living in Eau Claire - one of the reasons we chose this area is for the walkability (which greatly adds to our health and enjoyment of life). At times, it feels unsafe with scooters buzzing all around you on the paths/sidewalks. Many are compliant with the rules but there are also many rule breakers (riding double, etc.). I don't know if the scooters are equipped with bells but, if they are, I have never heard the use of one. Bikers are very good about ringing a bell when they are coming up behind you and that would help make walking safer with scooters all over the place. I suspect scooter drivers are mostly inexperienced and are more likely to make driving errors. I am sure they provide a lot of fun but people would be better off walking/running to get some health benefit from their outing. I am not anti-fun but the introduction of scooters has definitely had a negative effect on safe, enjoyable walking in this area.





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<p>I am a senior, living in the Beltline. I do a fair bit of walking in my neighbourhood and I live in fear that I am going to get hit by a scooter. In my opinion, they should not be allowed on sidewalks, ever. These riders whip in and out around people,, with no warning,, going much too fast, I have balance issues and if I am startled by something like a scooter, I am at high risk to fall. Even if I have a cane with me, these riders appear to have no consideration for pedestrians. I would support these scooters if they were not allowed on the sidewalks and if there was some way that people could be prevented from parking them in the middle of sidewalks, driveways etc. where they are in the way. I have to say that I do not think riding scooters such as these, is particularly good for anyone. In this day and age of the stated importance of getting more exercise, scooters do not provide any opportunity for that. I will be very grateful once they are gone this fall and would be more than grateful if they never return.</p>
<p>I am a strong advocate for their continued use. Despite minor disruptions, the benefits of using them to transport yourself around inner city communities far exceed the drawbacks. It is much easier than taking a bike in terms of worrying about theft, having to find a location to lock up, carrying a helmet around, and being uncomfortable on a hot day after a bike ride.</p>
<p>I am a walker and a cyclist. The main problem is their use of sidewalks, in particular they travel too fast on sidewalks. Sidewalks are for walkers. E-scooters should be regarded the same as bicycles.</p>
<p>I am also a juicer of Lime Scooters and this provides me with a much needed source of income given the current economic state in the world. I recieve alot of feedback from Calgarians when out juicing and for the most part feedback is positive.</p>
<p>I am an avid and regular bike commuter and I see no problems sharing bike pathways with e-scooters. In fact, if there were more bike lanes on roads ( even painted ones) it would help keep e-scooters off the sidewalk and out of the traffic lane at minimal cost. There don't have to be concrete barriers everywhere. I also think that there should be more enforcement wrt to cyclist and scooters blowing through red lights. Speeding on pathways is NOT a major problem</p>
<p>I am an 'older adult' who is very concerned about sidewalk safety. Being hit by a careless scooter rider is a bad thing for a younger person, but it's even worse for older adults. <b>SCOOTERS SHOULD BE SUBJECT TO THE SAME RULES AS BIKES.</b></p>
<p>I am clearly in favour of e-scooter program.</p>
<p>I am concerned about the impact of the injuries experienced regularly by escooter users on our health system and our city generally. I also believe that riders should not be permitted to use them unless they are over 18 and wearing at least a bike helmet. Kids should never be permitted to use them.</p>
<p>I am concerned that people are not following sanitizing guidelines and this contribute to the spread of Covid and the flu. People on scooters also sometimes ride very close to pedestrians and take up all the space on walking paths and sidewalks in pedestrian heavy areas. I am also frustrated with how people have been parking scooters in the middle of the sidewalk and riding them on the streets. I live in Bridgeland and I feel like they take away from our community.</p>
<p>I am concerned that people don't behave safely when on scooters, and don't follow the rules that cyclists are normally expected to follow. Sometimes, scooters buzz past me way too close when I'm walking, and I feel unsafe.</p>
<p>I am disabled I have been hit by them causing injury the rider sped off with no concern for my safety</p>



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I am for scooters as long as there is appropriate parking and safety. I have had our handicapped/24 hour door at work blocked multiple times, I also live in a building with wheelchair accessible units where the sidewalk and door entry have been blocked leaving the people in my building unable to come/go without assistance, which is not fair for them. I have also been walking both on pathways and in the downtown-ish area where people are riding scooters and almost hit other pedestrians. Perhaps the use of a scooter requires a certain licence? If people are not going to use common sense and care for all members of the community then I do not recommend scooters are kept.

I am honestly worried that the not in my backyard type people are militantly opposed to everything. Scooters make the city fun, and allow you to travel with speed (especially through the sketchy areas, safe injection area, alpha house) which makes this travel mode feel safer to me than walking, especially at night.

I am in a wheelchair and often run into scooters downtown blocking the sidewalks blocking curb ramps blocking exit ramps to buildings.

I am in favour of shared mobility solutions, but concerned for the respectful sharing of bike lanes, particularly groups of scooter users taking up both directions of cycle tracks downtown. This is why I think scooters should be limited from these particular forms of bike infrastructure.

I am kind of afraid

I am most concerned with e-scooter riders disregarding pedestrians' safety and lack of regard for other vehicles on the road. Also think the 'parking' or dumping of e-scooters on sidewalks is a huge problem which is unenforceable to monitor.

I am new to Calgary (arrived in March from Toronto). Having the scooters available has been a great help in exploring and getting to know the city. I don't own a car and live in a residential area - these escooters have reduced barriers for me to get around to do errands and go to doctors appointments in an affordable and safe way. I am not open to using public transit during the pandemic, so walking, biking and escooters have been my primary mode of transportation. I would like to see more education about the rules of using them on the road, bike paths etc to increase safety. Having designated parking areas is also helpful and would reduce obstructing public spaces. Please continue to allow escooters in Calgary! It has been life changing for me and I'm sure many other Calgarians.

I am not a user of e-scooters myself, but think that they are quite beneficial to the city. I have had a few (very limited) encounters with riders who are using it inappropriately and are a danger to those of us on the sidewalk. However, 99% of the time people seem to be riding at a proper speed, paying attention to their surroundings, and having a safe but enjoyable experience. I sincerely hope the City keeps e-scooters in Calgary.

I am not against e-scooters. I prefer to walk downtown for exercise. I do have concerns when they are cutting in and out of people on sidewalks and pathways. On pathways this happens with cyclist too. They are not all bad but the ones that are come way too close to pedestrians - they should be giving the 2 metres of physical distancing in addition to not coming up behind someone and passing too close. I used to walk to Prince's Island every day but have changed to walking on sidewalks as it is safer. I am older but can still keep up a good walking pace. I also recognize that people are trying them out to have fun and that is a good thing. I wonder if not allowing them in Eau Claire from noon to one when it is busier would help. There are a lot more people during that hour as people are taking their lunch hour and getting some fresh air.



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I am not exactly against scooters...I'm against the type of people who use them. Multiple times I've observed them being used on sidewalks where a pedestrian is forced to step into the road (with traffic) because the scooter driver seems to think he doesn't have to share the sidewalk.
I am not opposed to continuing on with having escooters available however as a daily pathway user I find the frequency of scooters being ridden erratically with multiple people on them at a time, left strewn across the pathway, to be very annoying and dangerous. Also the frequency with which they are ridden under the influence of alcohol is troubling.
I am not sure why it is even a question whether to keep them or not, I think they are excellent for our city. Both smaller slower paced cities and bigger higher paced cities have them and they are doing very well.
I am on the pathways throughout the inner core daily and the MAJORITY of use is for recreation only and are rules in place are NOT followed with no bylaw enforcement happening. There has been more than satisfactory education provided for the respectful/lawful use and the exception to the rule are people using them correctly.
I am over 60. E-scooters are fun to ride and a great alternative for short commutes and access to downtown core.
I am physically active. Scooters are lazy.
I am sick and tired of having e-scooters strewn and parked all over and especially when they are parked on my lawn !!!
I am sick of having these e-scooters litter all over my front lawn and everywhere else that these lazy people dump them !!!!! Also they have caused an increase in our health care because they are dangerous for untrained people to use.
I am stressing that riders are rude and they leave their scooters in the middle of sidewalks.
I am sure it is fun for younger people, but much like cyclists there is no accountability if someone is injured by inconsiderate riders.
I am tired of e-scooters zipping through the clearly marked pedestrian only areas along the Eau Claire pathway. There needs to be more enforcement, with fines for disobeying the law. Just as motorists are fined for breaking traffic laws.
I am tired of having to dodge and jump out of the way of inconsiderate e-scooter riders who seem to think they own the sidewalks. These things should be restricted to roads and bike paths. Afterall, adults are not supposed to ride bicycles on sidewalks so why are these things allowed. No one uses the bells they are equipped with and this afternoon while walking along 8th St. S.W. four idiots came up from behind and nearly mowed me over, passing me very closely on either side. Any warning. No. Not even a shout.
I am unable to walk any distance due to nerve damageThis is a poor questionnaire!
I am upset that the program only works in the downtown core..... I live in Vista Heights, getting off the train at Max Bell station and hoping on a scooter to get home was the highlight of my day. I dont own a car, so having a escooter near my house was amazing!! Now we cant have them outside the zone..... If your going to have a 'City' program, you should include ALL of the city. I was so dissapointed that the zone was only downtown this year that I didnt even use one scooter in summer 2020.
I am very concerned about how dangerous these scooters are and the resulting costs to our health care system. I was at an emergency and the emergency room doctors told me that they see many patients from



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scooter accidents daily. There is a cost for all of us in terms of additional pressure on our health care system. This is rarely talked about, although I know some emergency room doctor was trying to do a study to show the public just how many accidents there are. We all pay a price for this with increased health care costs and crowded emergency rooms. People don't wear helmets, because they don't carry helmets with them. People go too fast. People are inexperienced and have accidents. I do not know what the solution is. I understand that they are better for the environment, but what would it take to cut down on accidents? Less speed and more enforcement? Probably. I think reducing the speed limit would also help on paths where people are walking.

I and others (kids, grandparents) have nearly been run over on more than one occasion from those who recklessly ride e- scooters.

I answered question 24 wrong. I have tried shared scooters. I'm actually obsessed with them and they're one of my favourite parts of our city!

I appreciate Calgary looking ahead for alternative travel / transit options. I hope we as a City continue to look at other improvements to daily live for our citizens.

I appreciate that people would like to get places faster versus walking, but it should not sacrifice the safety of pedestrians including handicapped individuals.

I appreciate that the scooters can make it easier for some people to get around, but the users are truly just [removed] about it. As a daily pedestrian and cyclist, I am constantly almost getting run over by inconsiderate scooter riders on the sidewalk, it's super dangerous and extremely annoying.

I appreciate that there are now designated parking spaces for e scooters. I appreciate that along the Bow River walk (Eau Claire area) scooters can use the bike path instead of the pedestrian path.

I appreciate that this can reduce cars but ONLY if there is proper infrastructure in place. We need better path systems that can handle these as well as bicycles and pedestrians. It is also really hard to find information about rules around riding them and these should be included in the plan for infrastructure in terms of signage so both scooter users and others understand their place.

I appreciate this careful consideration that is going into assessing the success of adding e-scooters as a mode of shared transportation. I think if some of the safety details are shored up (scooter folks on busy pathways with pedestrian congestion), (scooter folks and risks using city streets - potential accidents), there can be some good guidelines in place and folks can continue to enjoy getting around Calgary in a manner that is safe and fun.

I appreciate wanting to have this option available for people who are able and trained to use them safely, but I do worry about overall safety and responsible riding, have had some close calls with e-scooters not being driven safely, and myself am reluctant to use it as I am scared for my safety. I think more education and training ahead of using scooters would be beneficial for public safety.

I assume this survey will attract those with complaints about scooters. As a non-user, I hope there are many others like me who also choose to respond. These scooters have been a wildly effective urbanizing tool in this city in the past couple of years. They keep us moving, connect us to the city streets outside of our cars, and generally add to the city buzz in a lovely way. I think sidewalk parking considerations for those with mobility issues is important, but I sincerely hope the city considers the immensely positive impact of this kind of walking-adjacent transportation option in our city. Thank you for the opportunity to provide feedback.



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I avoid scooters when out walking. Max speed should be lower. Often see scooters with 2 riders and ridden by young children.
I believe Calgary is a young and vibrant city so it should offer eScooters as an alternate
I believe E-Scooters should be able to be ridden both in shared programs and privately. Bikes pose as much as a risk for riders, pedestrians, and vehicles yet they are allowed on roads, pathways, and even though it is not legal, most police officers turn a blind eye to bikes on sidewalks. I believe the same should apply to E-Scooters.
I believe matching the City of Edmonton for use of scooters on residential and select roadways with an increase in infrastructure to support the activity would make this a better and more accessible option for more Calgarians.
I believe most people I see in Eau Claire using e-scooters are having fun with them and are not using them for transportation. Often there are two people on one scooter. If people bought their own scooter they may use them more for transportation as well as for fun. Often they don't abide by the rules and ride dangerously.
I believe numbers are not the big issue, more manner of operation. Many users operate safely and respectfully, however many others do not look before entering roads or bike paths, swerve back and forth within lane or bike paths, weave too quickly among pedestrians, ride double on scooters, and abandon scooters in remote locations (ie bow river pathway) at end of ride. I believe like car drivers, there needs to be a system to monitor safe operation of operators and a way to ensure unsafe operators are restricted from use.
I believe scooters are a great addition to Calgary and advocate strongly to keep them in Calgary.
I believe that all shared modes of transportation (scooters, bikes, transit, cars, etc.) add a valuable benefit to our city and it's citizens.
I believe that E-scooters are a great idea for the City. It makes the city more fun and to keep up with other major cities in the country we should have them permanently in the summer
I believe that Lime should be the main e-scooter company as it's the main one everybody mentions.
I believe that scooters, as with bikes, should not be allowed on sidewalks with people walking on the sidewalks
I believe that shared e-scooters would be a great transportation option for a species slightly more intelligent than human beings.
I believe that the idea is good but too many people are not being considerate and respectful about how they ride and park their scooters. I have heard too many stories about people being hit by scooters and pushed off pathways/sidewalks. It is disgraceful to see them left abandoned on street corners making other pedestrians go around them. If there were some way to educate them about the rules, before they pay for the rental, and enforce the rules and parking, there is no reason this program should not continue.
I believe that the scooters aid in making Calgary a more lively city, with more walkable/street side small businesses , and that they connect the people making it easier for those small businesses and main entertainment areas of the city to survive.
I believe that the use of E-scooters during a pandemic to be a little controversy. The city requires the use of masks in all public indoor spaces, hammers on the fact of hand washing and sanitizing, yet allows scooters





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to be shared by many people throughout the day without any sort of sanitation. I also think that there should be designated scooter parking areas throughout the city, every block or two, to prevent people from dumping the scooters in alleys, lawns, and other inconvenient places. And further enforcement of all the rules, scooters DO NOT belong on the city streets with cars. This is dangerous as most scooter users are under the influence of either alcohol or drugs, especially on the weekends, causing potential hazardous situations for both scooter rider and motorists.

I believe that these are extremely dangerous. I have not seen responsible riding by these and people breaking the rules all the time.

I believe that they are a good option for the city. From an economic perspective, it may create additional jobs/work.

I believe that this year the scooters were extremely dangerous. Way too many groups of 5 plus scooters together terrorizing the sidewalks of my neighborhood. I was almost run over multiple times by scooters going the wrong way down a one way street. It was very bad this year! I cannot state that enough. Very bad. Lawless cannot be the way these scooters go forward!!!!

I believe the e-scooters have brought great value to the city! Especially living inner city, it reduces the amount of time I spend driving...not to mention it's very fun. I feel like I have been to areas of my own city I've never set foot on because of the ability to travel in a new way. Certainly hope the trial period will be seen as benefit to Calgarians and kept long term. Thank you!

I believe the notion that these are good for the city is false. They are trendy but they don't reducing driving meaningfully, they clutter the sidewalks, but other pedestrians a s users at risk and promote a sketchy gig economy. Additionally, the power required to charge these is often taken from unauthorized means by the "juicers" putting the cost burden on others. Most Calgarians are forced to step over or walk around poorly parked scooters, dodge riders, all for the convenience of a self centred user and profit oriented company.

I believe the person creating this survey needs to better understand methodology related to evaluative research.

I believe the primary problem (which is parking) can be solved by more designated parking, and maybe some parking at side of roadway on residential roads

I believe the shared E-scooters should by available for use city wide, not just in the inner city.

I believe their existence is a net benefit to the city in both use for locals to get through downtown areas as needed as well as a bonus for tourists who may want to experience the city in a fun way.

I believe there is a lot of abuse of the e-scooters by younger people, especially later in the evening into the early morning.

I believe there is an extremely strong lack of enforcement by the city of calgary for the devices. On most busy early evenings to late evenings on a Friday or Saturday, you can see people using the scooters in an unsafe manner and being in a physical state of not being able to operate one safely, but yet there is basically zero enforcement.

I believe these are important for the city. There are some learning curves but they are absolutely a benefit.

I believe they are dangerous to riders and others as people are reckless with them. Helmets should be required.



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I believe they're very dangerous and unpredictable you don't know where they're going there on the road they're on the sidewalk there on both and several times more than one people are riding them at a time and the police seem to ignore their use of alcohol or drugs or bad behaviour of the Operator, No consequences for bad behaviour

I believe we need more infrastructure. I have been riding my bike daily in Calgary this year and most bike lanes are not divided from traffic or raised and would be uncomfortable for the majority of riders. The increase of infrastructure would directly result in less vehicles on the road the increase use of bikes/ scooters and public transit. The existing infrastructure is a great network and I believe is well maintained as well. Thanks for taking the time to read my opinion.

I bike most places. I'm happy to share the bike lanes/paths.

I bike to work in the core and for recreation. I walk my dogs along the river pathway daily. I love seeing the scooters around and really enjoy riding them too. However, just like many cyclists on shared pathways (who, frankly, are generally much worse offenders since the speed on the scooters is limited), i do find that some riders are inconsiderate of pedestrians and ride in the areas clearly designated for foot-traffic. That is annoying when the pathways are busy. Otherwise, i really like that they are around as an option and hope they stay!

I bike, hence don't need a scooter. However, I appreciate that not everyone is physically able to bike and an e-scooter is a good option in this case. It would certainly reduce the number of cars on roads. More roads could be shared for biking and e-scooters. It is not that we would not have the space in Calgary to fit everyone in.

I call them the silent missiles that have been unleashed onto our sidewalks. I am continually startled by the scooters whizzing by me as I am walking. I pray that I will never be hit by one.

I can't begin to tell you the number of times I've been nearly hit by someone riding an e-scooter while walking down a sidewalk, oftentimes with groceries. Some of these people think they have the right of way on sidewalks. They do not. A lot of riders don't bother to look both ways while crossing a street. Please get rid of this program!!! The majority of the users I've seen are quite young, and clearly aren't using them to commute to work!

I can't manage with how many scooters are littered on the sidewalks. Narrow sidewalks and busy sidewalks mean we have to walk in the road to move around scooters parked perpendicular on the sidewalk. Constantly. It's a hazard. Maybe we can't take good enough care of them and ride/park responsibly, maybe there are way too many.

I can't count the number of times that scooters have been on the street and even going the wrong way, creating unsafe conditions for drivers. If approached, the riders usually respond with 'mind your own business' or some expletive. There is a complete lack of enforcement of the rules and it seems very clear to me that there will be accidents and I'm sure that the driver of the vehicle will be blamed when it's most likely not their fault.

I carry lysol wipes in a plastic bag in my purse to wipe down handlebars for covid concerns! I'd like to see more bike lanes and roads converted to walking/bike paths in the future (Like memorial) I like the new parking stations

I consider them a nuisance for how they are used and won't contribute to them in any way

I contacted lime about my maintenance issue and it was resolved quickly.



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I cost to fish out scooters from the bow river should be covered by the company not Calgary.
I cycle commute from Inglewood to FMC daily all year round and at least weekly an escorted is parked blocking the pathway in the morning in the dark with no light. I can't see them it is incredibly unsafe. East village has beautiful landscaping along the pathway and there will be 20 escooters parked on the manicured grass I pay taxes to city workers to maintain. Scooter users are shakey and unsafe and I continuously see multiple riders per scooter including children with no helmets. I am [personal information removed] and we see multiple injuries from Escooter coming for orthopaedic surgery weekly. They are dangerous and not a good choice for our city.
I cycle every work day and I don't mind sharing the roads and paths with scooters as long as they are being safe about it and not leaving them scattered all over the paths.
I daily walk along 17 Ave. (Beltline). I daily have to dodge these 15-20 kph missiles as they speed through sidewalk pedestrian traffic. I have been bumped into, cursed at for not ceding right-of-way. All are equipped with bells, but few are used. A scooter rider wearing a *F--K the police* T-shirt riding down the traffic lane on 17 Ave was passed by a CPS vehicle without any action on CPS part - i.e. NO enforcement.
I did not know it was legal to share. Don't think children should ride them alone or with an adult. Seem to be less visible than a year ago. Not sure of this year's rules but think helmets are necessary, If rules are not enforced no need to have rules? I personally am not interested to ride a scooter due to my age but seems that they are far safer this year. Not so many littered around.
I didn't know that scooters had a warning bell until someone told me. I have *never* heard one used when riders came up behind me on a sidewalk.
i didn't use an e-scooter during the pilot because of the privacy policy of lime
i dislike the 'culture' the scoters are forming
I dislike the riding restriction zones. It was really nice to take an e scooter to the store to do some shopping rather than walk the 30 minute walk
I do a lot of walking downtown and I absolutely hate the escooters. People ride them on the sidewalk way, way too fast and expect the pedestrian to get out of their way. I almost got hit by an escooter rider while walking along the sidewalk the other day. I always walk to the right to keep out of the way of others but it didn't seem to matter to the rider on the escooter. Isn't a sideWALK for walking? There should be no escooters or bikes on the sidewalk!
I do a lot of walking on the path system with my husband who has alzheimer's. I also wheel my elderly mother (93) along the path system on a regular basis. It is not safe. We have always been avid cyclists and path users. The etiquette of some of the cyclists and e scooter users both on the path system and on the roads is atrocious. I am very concerned for people using the paths with any sort of disability or lapse in awareness. There must be rules around safe usage and these rules need to be enforced or there will be serious injuries.
I do like the scooters but what hurts me is when children ,senior and those in wheelchairs have the walk on the road ( 16 ave nw ) because the scooters are parked in the middle of the side shopping centre doors, platforms at the train station ! . There heavy yet so unfair to walkers of all people! I know your going to brainstorm on this problem I hope soon
I do live in the Beltline/Mission area and am out in the neighbourhood on a daily basis (walking/running etc - 12kms today) - I have found the e-scooters to be driven in a very disrespectful, unsafe manner. On





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crowded thoroughfares (17th Avenue SW or 4th Street SW) they are driven with multiple riders at unsafe speeds ... I have witnessed parents riding e-scooters with their children (2 persons per scooter), I have witnessed scooter drivers using their phones while driving. As a resident of these neighbourhoods, I am qualified to say that they are an eyesore (30 e-scooters spread over the 4 corners (intersection) of 17th Avenue & 4th Street SW - I have seen scooters thrown over the fence of a construction site (6th Street & 15th Avenue SW) and scooters thrown into the Elbow River at Stanley Park. Finally, despite the city providing designated scooter parking/marshalling areas, it is common the see the scooters lying all over the sidewalks surrounding these parking areas and having them dropped off at the entrance to apartment buildings/condos

I do not believe that an e-scooter improves transportation options in this city. The people who use them are able bodied enough to walk or bike, or use public transit. There is no policing of their use; in my area we frequently see children and intoxicated adults joy-riding in the middle of the road.

I do not believe that escooters add significant value as a transportation option. I believe they are a recreation pursuit and should be treated as such.

I do not feel that e scooters should be on a cycle path as they are moving much more slowly than bicycles and there are many of them. I also feel that they are unsafe on the road and that they should remain on walking paths.

I do not have anything against people using the eScooters, however, as a person who walks ALOT, I find that they are an annoyance and dangerous to those who are walking on the sidewalk and paths as many (if not most) do not follow the rules and do not practice safe scooting. If cyclists have to use a bell to alert those in front of them, why don't eScooter riders, especially since they do have bells.

I do not like transit and do not use it. The scooters were a great fuel and wear-and-tear saver on my car for short errands close to home and are a nice addition to the city.

I do not live in Calgary, but was visiting for our daughter's wedding which was in your central core. The E-Scooters made it easy to go to social functions before and after the wedding. Almost the entire wedding party used them, including my wife and I (age 68 and 63). They were fun and safe. They are a great asset to your community. While we did see a couple of aggressive riders, no more than bikers or pedestrians for that matter. They seemed very popular. We did not see any issues, whether in Prince's Park, or Downtown.

I do not own a car, which can be difficult in Calgary. These scooters provide a reasonably priced option for those of us on a budget to make it too and from work, to social activities or just get out in the community.

I do not think the city should be paying..if people want an escooter they should buy their own. Also the cost to the health care system is funded by taxpayer.

I do not think the pilot program was very well thought out. There have been a number of injuries to both escooter users and pedestrians. The parking/littering issue is purely idiotic and should have been thought through before implementation.

I do not travel downtown or neighbouring areas regularly so do not interact with scooter riders on pathways downtown where I imagine they are in a bit more conflict. However I work at the Foothills Medical complex and live nearby, and often either have to make my way around or see scooters left either in the middle of a sidewalk (sometimes at the curb cut for strollers and wheelchairs) or on someone's front lawn. Consideration from users will never be a high enough level to not legislate proper drop locations. The city



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should require them to be dropped at certain locations with penalties for non compliance, similar to Car2go. Random dumping on people's lawn or the middle of the sidewalk is not ok.

I do think scooters look fun and may give it a try. Scooter riders should be required to have helmets, to use bells, to stay off sidewalks. Scooters should have reduced maximum speeds. Enforcement and education need to be significantly increased based on observed behaviours. As an active person and a pedestrian, I have often been frightened by fast and silent scooters overtaking me from behind in narrow locations. I would only take a single step to the side to cause an injury accident for both rider and pedestrian.

I do use the escooters where they are available. They add vibrance to our city and give great transportation options for those who are looking to travel somewhere close but, outside of a short walking trip. The scooters should stay.

I don't feel they are inclusive enough as you need a credit card and smartphone app to unlock them. Biggest issue I have with them is people littering them around the downtown core and riverfront pathways, blocking walking and bike paths, and of course the city doesn't have anyone enforcing it until the operators are long gone.

I don't like that the company bringS e-scooters into Altadore and park them behind or in front of my car. If they put them on 33rd Avenue-that is a major roadway but don't appreciate the company, not the riders, deliver them to Altadore on non-main roads. Don't like that the riders just leave scooters in middle of the sidewalk Or on our lawns instead of parking on the road. Too many riders riding with 2 on a scooter with no helmet. See lots of parents with their kids on the same scooter.

I don't see e scooters as a means of transportation in Calgary. I see most people using them as a fun activity.

I don't think it is fair for privately owned businesses to operate freely on public roadways.The scooter users are never wearing helmets and always popping back and forth between sidewalks and roads.There are no definitive laws in regards to scooter operation and no penalty for operating them poorly.As a driver I have almost been in a few incidents with scooter operators operating illegally and nearly getting hit.

I don't think the majority of riders ride them safely.Very little consideration for pedestrians.Also many people riding with two people.

I don't think they should used in pedestrian zones. I see too many scooters with kids on them or more than one person

I don't use e-scooters, but I would be fine with them if they were used responsibly. Presently there is far too much illegal and irresponsible use.

I don't believe scooters provide any benefit

I don't believe the goal of introudivjng scooter to be a green transportation method is actually viable given the manufacture and recharging cost and the use of scooter is not predominatly reducing the number of driving individuals. Instead is creates reckless and inconsiderate use of bike paths and sidealks that interfere with cyclists and pedestrians.

I don't believe they belong on sidewalks. Ever.

I don't have a car and e-scooters are great for short-distance trips. We need more transportation options in Calgary to make the city more vibrant and walkable.



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I don't have a mobile phone - therefore, I wouldn't be able to active & use an e-scooter. However, I think it would be better to permit e-scooters to operate in Calgary - however, I think it would best to have citizens own & operate their own scooter rather than a shared program. The reason would be the personal onus of the owner & operator of the scooter to take care of how / where / when / care for the scooter, rather than having renters borrowing & leaving / throwing units into the river, off bridges or along green spaces through-out the city. It's a far better management of the pathways & safety of both citizens and vested parties in this arrangement.

I don't have a problem with them generally. People seem to have fun with them which is nice. But people bombing along crowded sidewalks and paths with them and leaving them dumped all over sucks. I've had them almost hit me / my kids while walking

I don't have any particularly strong feelings about whether others choose to use a scooter or not, but I do find the littering of our boulevards with these vehicles to be an eyesore. There is the occasional bad manners of e-scooter users on sidewalks that I also object to. I do not believe that e-scooters should be able to share the sidewalk with pedestrians.

I don't have or need a cell phone so I don't think I can use an e-scooter if I wanted too. Also, I have encountered riders who speed along and have no regard for the pedestrians who actually have the right of way on a sidewalk.

I don't know how this can be enforced, but I have seen my fair share of scooter users colliding with pedestrians and parked vehicles....

I don't know if they come equipped with bells, but if they do, users don't use them when they zip past me on the sidewalk; they come up from behind very fast and silent & more than once, if I had moved a little bit either way, they would have hit me. They should have something to identify them such as a plate on the back, so if they are acting unsafely or hit someone, they could be reported & some sort of penalty imposed on the rider. Right now there is no incentive for the user to obey the laws. They should be disabled after a certain hour at night. Lots of drunk users riding in my neighbourhood of Sunalta late at night.

I don't like being downtown/Kensington/east village any more and choose to go elsewhere to recreate and shop because I no longer feel safe walking along the sidewalks with my young daughter because of discourteous folks on escooters.

I don't like how often the scooters get dumped into the river or are obviously vandalized. Other than that, I love the scooters and want them to continue to be available in Calgary.

I don't like the scooters but I have no real objections.

I don't like them because they are parked in bad location, such as the bottom of the handicap ramp.

I don't need to know but think there should be a strick speed limit placed on the e-scooter as they travel down 52nd Street NW between Bowness Rd and Home Rd at far greater speed than the are speed limit of 50 kms/hour and the police do not seem to care as the neighbor phoned about this issue and the police said that it is ok they were not traveling

I don't think 2 people should ride on one scooter. I think they should go slower, riders have less control when they go too fast and injuries are worse for riders and pedestrians. (20 km is too fast!) I think they add to Calgary's accessibility and image. (One more way to get around. Something fun and different - makes me smile to see them!)



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I don't think a motorized vehicle travelling 20km/hr belongs next to pedestrians. I've had several close calls with people on scooters passing close by without any kind of warning or signaling. Several times I've seen someone in the bike lane swerve to use the pedestrian crossing. If they are vehicles, they should not be on the sidewalk.

I don't think e scooters should be permitted in Calgary.

I don't think escooters are safe - they go too fast and have no safety features

I don't think one company should have the business. It should be shared with Owners from Calgary.

I don't think that e-scooters are operated safely, so many people that ride them look like they are out of control or have no idea how to use them. Riders along 17th Ave and Beltline do not know how to share the sidewalk (I wish they didn't use the sidewalk, they are dangerous to pedestrians) and they often don't follow the traffic signals. They are not a pleasant addition to my neighborhood.

I don't think that escooters should continue. I have almost hit several with my cars, as they weave in and out of sidewalks and roads. Cyclists have to walk their bikes across crosswalks, so why not escooters? Also, I am very concerned by how people do not follow the rules and are extremely inconsiderate (especially when they go zipping by walkers). Escooters are NOT safe

I don't think the City should be in the individual transportation business

I don't think the current rules are the problem, and I don't object to e-scooters on principle, but too many people behave like oblivious jerks on them.

I don't think there has been enough public education about the e-scooters, especially for those using them regularly. They come equipped with bells, and no one has EVER used one when passing me from behind on the sidewalk. I think their speeds are too high for use on the sidewalks, and many of the sidewalks are too narrow for a scooter to safely pass a pedestrian where there is tree/shrub over-growth (ed: 5th street in Cliff Bungalow). I am a regular cyclist, and when trying to pass them on the bike-specific pathways (in Eau Claire for example where it's split from pedestrians), they often ignore the bike bell that I am going to overtake them and most can't actually ride them in a straight line and are difficult to pass. I also regularly see them parked in the sidewalks, which would make it impassable for someone with mobility issues, a disability, or with a stroller.

I don't understand that Question 23. I have taken Lime, and Bird shared e-scooters. The question asked about if I have used a pilot scooter. Are those different scooters? I really enjoy the scooters and many of my friends use them frequently to get to small businesses. I've also felt great that I don't need to drive my vehicle as often. It's such an appeal compared to cities like Toronto that don't have scooters. Many other large international cities like Austin and Portland have successfully has scooters available.

I don't use an e-scooter because I have a bicycle. It's much better - can carry stuff, it's where I am, it's faster,

I drive in downtown Calgary daily. I find the e-scooters incredibly dangerous the way they ride through intersections and in and out of bike zones - on several occasions I have come incredibly close to hitting a scooter rider because they are incredibly dangerous. They need to be gone to make the roads safer for everyone.

I encountered far too many 'e' scooters in the beltline area recently as I went to meet a friend for lunch at a restaurant on 4th Street near 15th Ave. SW. It reminded me of hitting a wasp nest with a lawn mower, scooters came at me from every direction. Scooter riders appear to feel not only completely entitled to the



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streets and sidewalk but also invincible. No helmets, riding on the streets and sidewalks, driving the wrong way on one way streets, demonstrating a complete disregard for pedestrians or motor vehicles or the rules of the road. No concern for anyone but themselves. Cyclists continue to be much more respectful and sensible. E scooter riders seem to be using them for fun rather than utility. I expect many of them do not drive motor vehicles or bicycles on a regular basis. I have avoided going anywhere near 'e' scooter areas since this event. I'm sure business owners in these areas would not like to see this comment.

I enjoy having diverse transit options available; however, as a regular cyclist, I find e-scooter riders are often erratic and unpredictable, which is dangerous for cyclists and pedestrians. I also think the lack of helmets is concerning given how and where e-scooter riders travel.

I enjoy having the scooters in the city but I believe that riding them on downtown sidewalks is dangerous for riders and pedestrians. Of particular concern is when people step out of buildings onto the sidewalk or come around blind corners while scooters are passing by. I do not believe that riders are inconsiderate, but simply that having people traveling so quickly on sidewalks is dangerous (same reason bikes shouldn't be on sidewalks).

I enjoy riding my Electric bike, wear the mandated helmet. Escooters travel as fast as an electric bike with unsecured riding form ie surf style with less braking or balance ability as an electric bike. Also, my Electric bike must be able to peddle while on public pathways! So why is Calgary not enforcing helmets, front, rear brakes and having to peddle them as electric bikes? Presently this is bad for AHS, the owner/rider. Also this discriminates the Electric bike which is more practical performer for distance etc. An option is to Increase the speed limit of electric bikes to 50 km Residential, to keep up with traffic, giving pathways to Escooters. Or enforce new Scooter bylaws to compare with electric bikes at present. Thank you.

I enjoy using scooters to travel through the Beltline and Inglewood, they are good for the environment and fun.

I enjoy using the e-scooters, I wish I could select every option on the benefits because they truly deliver them all. I have saved a lot of money, time and gas using the scooters.

I fear someone will be killed by a scooter. They're dangerous. The scooters are silent & stealthy & riders sneak up on, & at the very least, frighten people. but that stealthy approach will lead to crashes, and i fear innocent people will be killed when hit by a scooter. The collision itself may not kill people, but striking the sidewalk, curb, building with their heads etc could lead to serious or possibly fatal injuriess.. and subsequently, lawsuits against the City of Calgary. Because riders seemingly won't use bells or voices, their usage should be enforced ..or there should be some added sound device to make the scooters aurally detectable. Many riders are reckless on busy sidewalks, and there needs to be more enforcement.

I feel allowing e-scooters on residential roads is a necessary improvement over asking them to stick to the sidewalk. Sidewalks with any pedestrians are really too crowded a corridor for scooters, meanwhile a scooter works just as well on a residential street as would a bicycle (which is to say quite well).

I feel like the escooters are unstable, I don't feel safe on them and I see people fall on them all the time. I also see people playing on them, not using them for transportation but for going up and down the peace bridge. I indicated that I had problems with them in Eau Claire, Kensington, and 8th avenue. I would like to point out those are the only places I go. I bet if I spent any time in beltline I would have encountered problems with them there too. I guess I think there should be fewer available and maybe they should be charged differently. Like, they cost a minimum of \$7, getting you a maximum of 40 minutes or something, so that jerks are less likely to (accidentally) terrorize pedestrians in the dark on a weekend night by just ripping around on them.





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I feel people don't follow the rules therefore they can be dangerous m. Especially to pedestrians
I feel people don't use them properly. They dont respect the people walking or biking, they want the street, sideway for themselves.
I feel people using the scooters should use them at their own risk. The City is always trying to place too many rules/regulations on things. If someone gets hurt, it's on them not on The City. And not because The City didn't tell them they were not allowed to ride on a major road.
I feel some of the e scooter driver are inconsiderate. It is too much clutter all ready. It is not conducive for seniors.
I feel that e-schooters are a toy as the riders use pedestrians to weave around which makes an evening walk unenjoyable. It appears to me that e-schooter are not used as transportation and are dropped off in about the same area that they are picked up. I have been run off a sidewalk by people on e-schooters.I have been swarmed by a group of people on e-schooters. I was really scared when this happened. As a result I feel that e-schooters provide a method for crimes to be committed and a quick getaway.I was scared by an e-schooter rider passing me on the sidewalk quickly from behind. This was witnessed by a by-law officer who happened to be driving down 14th Street at the time. The by-law officer turned onto a side street and stopped. The e-schooter rider was long gone by that time.I really don't like to see children who are not tall enough to see over the handles to be driving an e-schooter.
I feel that folks that have safety concerns regarding e-scooters are more likely to voice their concerns than the numerous content users in our city who benefit from e-scooter use. E-scooters are no different than motorized vehicles, and can be operated by people in a safe, or an unsafe manner. With that in mind, I hope we are not planning to ban vehicles from Calgary streets, any more than we would consider not renewing permits for e-scooter use in Calgary.
I feel that having e-scooters around the city only makes people more inconsiderate and lazy when the city should be encouraging people to be more active. They bring out the worst in people while they dangerously ride on the sidewalks with no consideration for others nearly running people down and on the road disobeying lights, going the opposite direction on one way streets. The city doesn't ticket speeders or people who text and drive so I'm sure there is no enforcement for the scooters. Not to mention what a great way to spread Covid as people use them with no sanitizing in between. If the city insists on having a recreational vehicle then bicycles are far more practical but only if there are more bike lanes.
I feel that scooters parked on sidewalks are dangerous for blind and disabled folks.
I feel that the scooters are often blocking the sidewalk or pathway. Members should be fined or suspended if not parked on the side, out of the way of pedestrians. We cannot leave our bicycles or cars parked in the middle of roadways or pathways; if this is a means of transport, regulations and bylaws should be enforced and NO scooters should be left in the middle of the sidewalk. Sometimes 4 or more scooters are blocking the entire walkway. Unacceptable.
I feel that there should be dedicated parking zones, this would be easier to find a scooter and it would help with the parking issues. There should be a monetary fine/ deduction or a lockout period for user that do not obey the rules. If there is some sort of locking system/ parking / charging zone then it would be easier to enforce
I feel that this scooter pilot is a waste of taxpayers money. Just because some company is trying to make a business out of what loosely could be considered some form of alternate "transportation" does not mean the city should look into it. What about single wheel segways? Powered skate boards? E-scooters, are



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currently, as is anything that is E-powered, a new and exciting, fun, and techie and popular thing. These as well as e-bikes are also popular because they do not require as much physical fitness to use. I am an avid cyclist (non ebike) and make very good use of what cycle paths are available in the city. I believe that anything worth spending resources on should really be applicable to a broad range of the cities population, and not what appears to be, and should come as not surprise to anyone, a very narrow and young segment.

I feel the escootershare isn't the issue, the issue is the people using them. Safety and usage should have been promoted at the beginning and enforcement should have played a key role in the beginning as well.

I feel the scooters are a good fit for Calgary and should stay.

I feel there is a place for scooters but absolutely not on sidewalks.

I feel there is an arrogance self righteous attitude affiliated with the use e.g. two people riding still using busy sidewalk beside a perfectly expensive bike lane

I feel there that in general people do not use escooters safely and do not follow to rules of the road or of being a pedestrian.

I feel they are dangerous and a nuisance. Riders speed and put themselves and others in harms way. They are also parked and dropped everywhere and anywhere. There needs to be clearly defined and posted rules/regulations and enforcements. Otherwise for the beauty and safety of Calgary, get rid of them.

I feel they are unsafe given the poor understanding of right of way. There should also be designated parking areas with penalty for those not following the by-law.

I feel unsafe on sidewalks and pathways due to reckless scooter riders - very problematic given how busy the pathways are due to the pandemic. Scooter riders are inconsiderate to anyone with mobility issues by leaving their scooters strewn all over sidewalks and pathways.

I feel unsafe when walking on the sidewalk knowing there are shared scooters. Scooter riders are not responsible and go way too fast (30 km per hr) to be permitted on sidewalks. I imagine many old folks will be injured, if not already. They should be treated like bicycles (Wear helmets) or completely removed From the city.

I find scooter users racing across pedestrian crosswalks endangering both pedestrians and themselves (car turning right and scooter dashing out in front of the car). Cyclists do this as well.

I find it difficult enough riding a bicycle in Calgary on downtown Calgary streets and in town bike paths. Example is the termination of the 5st SW Bike path at 17th ave. The path is on the left side of 5th st when traveling south. There are no clear road markings how a bicyclist is expected to return to the right side of the road while traveling south. The safest method would be to dismount, cross to the West side of 5th st, and then crossing at the light as a cyclist on the road when the light changes. Adding scooters to the mix is not safe. Bicyclist's are not protected from injury, as are scooter riders. Keeping fast moving bicyclists and scooters away from pedestrians should be the first priority, then protecting bicyclists and scooter riders from cars and trucks should be the second priority. The best solution to eliminate pedestrian and eScooters from injury is to eliminate eScooters from sidewalks. The best way to protect bicyclists and eScooters from injury would be to eliminate eScooters from the on street bike paths.

I find it frustrating watching individuals go off of "jumps" or down the stairs with the e-scooters as that would damage the scooters which the company then has to fix. In the long run I can see price increases to cover





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the cost of these damages. Not sure if there is a way to track down he damaged the scooters and give them a fine.

I find it interesting that when I launched the survey there was a photo of two eScooter riders wearing helmets. I work in the downtown core and have NEVER seen anyone on an eScooter wearing helmets. I have seen many people riding double (isn't that illegal??). Do the scooters have bells like bicycles? If so, they are not being used. They should not be allowed on sidewalks with pedestrians or at all. It is very startling when walking on a sidewalk to have somebody (or two or three) go whizzing past you at full speed when you didn't even know they were behind you. I also find that because A LOT of riders are having FUN they are not exercising proper caution in watching for pedestrians and vehicular traffic. I park at CPA Lot 66 and when I exit onto 9th Avenue, in addition to watching for oncoming traffic, it is also necessary to watch for eScooters because they certainly are not watching for me. There have been a couple of times when I began to proceed to exit and scooters came along at full speed, not watching traffic at all. Had I not noticed them they would have ended up hitting the side of my vehicle. As for cycle paths, I think it's important that both bicycles and scooters slow down at intersections rather than just assuming because the light is green it is safe to proceed at full speed. I arrive downtown during the lunch hour ... when turning right on a green light, one has to watch for vehicles and pedestrians, and then just when you think it's safe to turn along comes a bicycle or scooter. I have witnessed riders fall off. It was actually when three young male riders were swerving in and out between pylons ... another example of irresponsible behaviour. From what I have witnessed from the beginning of the pilot project is that a very low percentage of riders are riding responsibly and with respect. Personally I would like to see the project fail, or have them restricted perhaps to city parkways, with their own lanes. They do not belong on the streets and sidewalks.

I find it ironic that the photo of the escooter user on the website is wearing a helmet. Never, ever seen any escooter users wearing a helmet. I thought this was mandatory? In addition, have seen many instances of users doubling up on one scooter. Are these not enforceable offenses? Age limit? Have witness children riding escooters. Riding on busy sidewalks is definitely a problem. Basically I am annoyed by riders who flaunt the guidelines and the lack of enforcement by police patrols. How about an educational program similar to social distancing and mask wearing currently ongoing for Covid.

I find it sad that people choose to vandalize scooters and throw them in rivers. I feel a scooter lock up site would be smart for downtown calgary

I find that most scooter riders are not as considerate compared to bike riders. Scooters are a fast moving vehicle that do not make enough sound to warn pedestrians. When a bike rider passes me in the park often they would say 'to you left' where as I find scooter riders don't give any indication of where they are going to pass and often do not slow down. In addition scooter riders often travel in groups which take over the sidewalk. There have been too many close calls for me personally over the past two summers where as I haven't have an incident in comparison to bikes. I do believe it's a common sense thing that hasn't been educated enough to scooter riders as it has been for bike riders.

I find that riders, pedestrians, cyclists, and motorists do not know how to interact on the roadways with scooters, especially at intersections. Are they considered a vehicle or pedestrian? Having scooters go from bike lanes to sidewalks causes way too much confusion and is dangerous.

i find that the e-scooter are a nuisance to pedestrians and motorists. I find that people that use the e-scooters DO NOT obey the rules of the road and weave in and out of traffic and pedestrians. Since these e-scooters build up a speed comprable to a cyclist and motorist they should be forced to wear helmets too. These e-scooters are dropped off all over the place and they look no different than discarded garabage bags on the side of the street. They should be REMOVED from Calgary streets as they serve no real



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purpose other than to annoy pedestrians and motorists. As it stands now there is NO enforcement on the many that use e-scooters as a 'fun toy' and I can see many negative interactions and injuries occurring.

I find the scooters a great option for getting around the core areas of the city quickly and conveniently. I rely on them regularly in the summer to meet up with friends in places that are too far to walk but where parking is difficult or expensive, and when I've planned to walk somewhere but am running late. I'm in full support of the scooters.

I find them a hazard. We have a variety of transportation in the city. Adding the scooters to sidewalks is dangerous. I have experienced people coming up behind me far too quickly. I have had to save my dog from being hit by one. I have had some nearly knock me over as I waited to cross the road. They are not suitable for the sidewalk. We don't allow cyclist to ride in our sidewalks for obvious safety reasons so why allow people to ride this scooters on the sidewalk. The sidewalk should be a safe place for people, people with prams, people with pets and people with mobility chairs etc to travel. The scooters have resulted in some people not wanting to walk on the sidewalks. They should used only on the cycle lanes or road not the sidewalk.

I find them dangerous when I am walking down the sidewalk and they come riding by speeding like crazy and carelessly. It is only a matter of time before pedestrians start getting run over.

I frequently feel unsafe on the sidewalk, especially with my small dog with e-scooter rider zipping past at high speeds. They don't travel at speeds that would allow them to stop in time to avoid maiming my dog.

I frequently find scooters down by (or sometimes in) the river

I gave it a try and although it was an easy way to travel within the city during the summer, but I think public transport is a better option. These things are scattered everywhere including the bow river. Instead of wasting time and effort pulling these out of the river and policing where and how people use this, time and money should be spend on a more reliable transportation option like public transit.

I generally support e-scooters and would certainly use them my self if I was able. I just think that the laws or guidelines for using the, if they exist are unclear and seem unenforced if they do exist. I think what seems lacking are some clear directions on laws, etiquette, safety etc. and general education for everyone, riders or not on what these laws/guidelines are.

I get very concerned at the speed that individuals travel, in congested areas. I have yet to see any enforcement but yet have seen many accidents that have required ambulatory measures. I ask my self frequently "does the revenue offset the health care costs?"

I greatly dislike the e-scooters (as well as bicycles and skate boarders) coming quickly, silently from behind me. What if I step in front of the e-scooter without even knowing he is approaching? Also, I don't like them coming from the front at great speed. As there are no rules, I cannot predict what the person on the e-scooter plans to do. All too often they weave thru pedestrians in unforeseeable ways. They should not be allowed on sidewalks or only on designated paths, clearly marked, on certain sidewalks. E-scooters and pedestrians don't mix very well.

I guess it is better to have multiple companies providing the service, or we may see the (already high) fees increase. That would be the one negative comment - it's ridiculously expensive for such a manual form of travel.

I guess it is nice to have options from an operator perspective but I will likely only have an account with one at any one time.



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I had a frightening encounter with someone using an e scooter that was trying to get up the McHugh Bluff ramp to the top of the hill (by the stairs). She was struggling to get the scooter up the hill and instead of hopping off and pushing the scooter up the hill she opted to weave back and forth across both sides of the pathway and pushed me out of the way. Several other people she had encountered just before me were yelling at her but she was obnoxious. I tried to contact Lime about the incident, hoping they could track down the person based on their usage, but I was not able to find any contact information for the company.
I had a fun time exploring the city with my friends while e-scooting.
I had an accident on e-scooter. Fell off it and broke my fingers, ripped off my nails, hurt my chest and head. Took me 3 hrs to become functional and still in process of recovering from my accident. Those things are extremely dangerous for the rider as well as for public.
I had no idea that the city had developed so much of the East Village and St Georges Island until exploring the city on e-scooter. I do really like when there are deals for 24hr unlimited pass on scooters.
I had no idea the city has its own scooters
I had problems connecting to Wi-Fi and stopping my ride
I had to jump aside to not be hit by a pair of e-scooter riders in a pedestrian walkway.
I hate that people are so disrespectful with them. I wish there was a way to better police/ enforce rude behaviour and people who trash the scooters.
I hate the way they are carelessly parked and seem to be strewn all over
I hate them.
I hate walking up 1st Street from 3rd Avenue SW to get to the train and all of a sudden there is a group of 3 or more all over the side way trying to dodge people. It's just unsafe for people walking on the sidewalk. And they're usually parked all over the sidewalk so you have to manoeuvre around them.
I have a friend who can't see to the left. The people riding scooters are very dangerous to her.
I have a knee injury so sometimes it's very difficult for me to be able to walk and keep up with my friends in a group if we're going around the city, but I don't always have bus tickets or change to be able to take transit where I need to go. Lime scooters are very nice because it's in the most common shopping areas I can get one and I can have it on a nice slow speed and be able to still keep up with my friends without having to strain my injury.
I have a mobility disorder that precludes me from using a shared E-Scooter; however, my children with a similar disorder, but less severe, really appreciate being able to use the shared E-Scooters. From them, the scooters are fun and prevent fatigue when walking long distances downtown or beltline.
I have a strong opinion because my daughter [was in accident and suffered injury. Details removed for identifying or personal information] from hitting an uneven area on a scooter. [Identifying information removed]. It is her responsibility to choose to use the scooter but the roadway was also unsafe and caused the incident. I know others that have had serious mishaps and hospital visits due to scooters
I have almost been hit as a pedestrian while walking downtown. I have almost hit them as a vehicle while downtown and in the belt-line and in my own neighbourhood by Richmond and 45th. They dont behave like vehicles or pedestrians. They speed and don't use safety gear. They leave them where they shouldn't be. It



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is a hazard like bicycles, pedestrians and motorcycles. None of these groups actually follow the laws, but cars and trucks are made to watch out for them!

I have almost been hit by a scooter.

i have almost been hit by an e-scooter

I have almost been hit by an inconsiderate e-scooter rider numerous times (drunk people especially like using them!). I have a friend who was seriously hurt while riding his bike because an e-scooter ran into him and crashed him into a fence. I know others who have gotten hurt riding them themselves.

I have almost been hit many times just walking on the sidewalks downtown. It is almost like a game with them to see how close they can get to you.

I have almost been run over by an individual riding an e-scooter. I feel many riders are inexperienced, incompetent and forget they are operating a motorized vehicle. I have seen two individuals “racing” each other on a busy sidewalk. I feel they should be speed-limited and treated like bicycles (not allowed on sidewalks). That being said I hope the city does more to accompany both e-scooters and bicycles as Calgary is far too car focused.

I have already been narrowly missed, on more than one occasion, being hit by bicycles on sidewalks and shared pathways. I fear that the presence of e-scooters, along with careless operators and the speed they are driven pose additional risk to pedestrians.

I have been almost hit by scooters on the sidewalk multiple times while walking downtown. There should be no motorized scooters allowed on sidewalks, ever! Thank you for the opportunity to provide feedback.

I have been almost hit numerous times when multiple people travelling together on e-scooters. They weave in and out of walkers on the sidewalk and pass on both sides of the walker at the same time. No one uses a bell to let you know they are coming up behind you. Due to the speed of e-scooters they would be better restricted to bike lanes and or the road

I have been forced off the bike path by people on e scooters on multiple occasions, and frequently encounter them dumped across pathways. During the summer I see people riding double several times a week. Technically not permitted, but clearly there is no enforcement. Also, I have never seen a rider on a shared scooter wear a helmet.

I have been hit by people on scooters 3 times this summer alone. They are too fast and the riders are inexperienced. If people want to ride scooters they should buy them and the appropriate safety gear.

I have been hit by people riding scooters more than once. Yes, it hurts but since I am not bleeding, the rider just apologizes and keeps on riding but I am left bruised and sore for days.

I have been hit by riders, clipped by riders. I have witnessed small children almost being hit by people go ridiculously fast on side walks. I have seen people almost get into physical altercations over scooters. I have provided first aid to people who fall off and scrape themselves. They are not safe for the general public and as a pedestrian on downtown streets it’s not safe for me and no way for me to recoup damages if I am hurt by one of them.

I have been hit twice by reckless scooter drivers and was seriously injured. Most operate the scooter like they have priority over walkers. Scooters are abandoned everywhere with no regard for people actually living in the neighborhood. Please treat this type of transport like a bicycle - on the road and pathways only.



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I have been injured by a rider who was/Under age to rent Riding in a now ride zone There needs to be more enforcement if they stay and they need to be OFF pedestrian walk ways More education that pedestrian takes priority
I have been nearly hit on sidewalks many times by people speeding on scooters on crowded sidewalks in the belt line. It has been so often I no longer try to walk during the day on my lunch break.
I have been run off the sidewalk and pathway more times than I can count this past 4 months or so. Do these scooters and the riders carry any liability insurance because most of them from my experience are out of control and I am amazed that there have not been more serious injuries. Often I see people riding two or more to a scooter. Keep them off the road. Motorists have enough to be aware of- pedestrians, cyclists etc. That is just asking for accidents, particularly given the number of tourists or first time users.
I have been slightly hit by a scooter, sworn at by a rider, suddenly bypassed on the sidewalk without any warning numerous times causing me to be startled (I walk a lot). And finally on two occasions I have had scooters dart off the sidewalk in front of my car without stopping and only emergency braking stopped a serious accident.
I have been startled many times while walking as an e-scooter passes me from behind. Those riding e-scooters don't care about the people they are passing and probably don't even notice what they've done. For once, please recognize that it is stressful for those of us who choose to walk and who do not wear earbuds like so many millennials seem to do these days.
I have been very close to getting hit from both in front and behind by scooters when walking down the pedestrian path by the Bow River close to Prince's Island Park. The riders were obnoxious and oblivious to pedestrian signage and did not use their bell. They were going very fast and swerving through the crowd. There were often two adults to a scooter, as well as occasionally a toddler or child riding on the scooter with their parent, which is against scooter company policy. Scooters are often not parked neatly and would fall over each other, obstructing sidewalks. There seems to be a prevailing feeling of superiority by scooter riders vis-a-vis pedestrians which leads to issues sharing the pathway, as well as increasing risks for bodily harm that may put further strain on the public healthcare system.
I have been walking this summer along downtown pathways and Edworthy. Scooters and bikes have caused no more inconvenience than crowded indoor or outdoor locations, or than driving on any roadway. People and operators must know and obey the rules and courtesies of any activity.
I have called the City to complain as I get buzzed daily by these scooters and have seen some accidents which use our medical system. The kids/adults using them have no respect for pedestrians. They think if they ring the bell that I am supposed to move when they are coming from behind. People using them are mostly rude!! Young adults double up. Helmets should be MANDATORY!!!
I have E-Fat Tire bike that I have been riding for 5 years now. From canmore, 40,000+km and do not see any courtesy from the weekend e-scooter population as bike riders. As well I see first timers trying to double up on 1 and crashing almost daily and do not know how to manage the throttle.
I have encountered riders who are not courteous, drive dangerously around no notification that they are coming. I have driven downtown and see these scooters left in such a disarray and the city looks absolutely cluttered looking. I find that its unsafe where they are parked and trying to manoeuvre around them is awful. I was disgusted the way the scooters cluttered the city streets. Need racks but they may be costly.
I have essentially replaced Uber with scooters during COVID - it means I make more stops to buy coffee or stop at local shops, and that I am walking more at the end points. I understand that people probably need





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tweaks because there are growing pains but I am a HUGE fan and they have significantly eased my stress and car reliance in the city core.

I have experienced countless examples of scooters being ridden on sidewalks in an aggressive and unsafe manner. Too many scooter riders believe they own the sidewalks. They ring the bell on the scooter, startling pedestrians and far too many feel like they are entitled to expect pedestrians to give them priority.

I have experienced them in Edworthy Park where most riders seem to use the pedestrian path. I was very nearly hit by two speeding past me, just as I turned to greet a friend. I don't believe they replace car trips, and they provide no health benefits. They're just an annoying novelty.

I have felt unsafe on the sidewalks many many times. The city seems to not have any idea that people live downtown. This is not an amusement park. If this continues I may have to move away from the downtown core.

I have found scooters not only fun, but also useful. I think they have stopped people from drunk driving as people ride to the bar and will rideshare back. Before, my peers would drive to the bars, and since their car was already there, they might be tempted to get behind the wheel. They help me get to work, go to the grocery store, and get outside for fun. I am very pro.

I have found that e scooters since i bike on path ways are not Parked in a safe manner - they are never to the side - left on bike paths - - kids riding them are not thoughtful of others at all - when it come to parking them on side streets they are always in the way - and when it comes to Garbage day they are parked in the way of where the bins are - people are not being thoughtful with them.The path ways were good for walkers bikers runners . For safety of otters - you need a separate path for e scooters

I have greater concerns about pedestrian safety from cyclists that drive at dangerous speeds and feel entitled to do so without any penalties than is posed from the scooters yet there is no talk of limiting them or surveys to get feedback on how they should be controlled

I have had a number of close calls where I was driving out of a garage - quite slowly - and suddenly had an e-scooter flash by flipping me the bird like I had no respect. It is simply idiotic to allow them on sidewalks.

I have had eScooters laid on my property after use and they are there for a couple of days before being picked up.

I have had family and friends who ended up in emergency due to falls and accidents on an e-scooter. I even tended to multiple patients myself who fell casualty of these devices. The opinion of the medical establishment about the use of e-scooters, in my humble opinion, is more valuable than that of immature and young users who fail to abide by the rules and who end up requiring medical care due to incidents on such devices. I suggest Engage Calgary reach out to the governing medical body and retrieve statistics on the number of patients who have been treated due to falls from e-scooters. Our roads and infrastructure are not built for these small wheel powerhouses, especially when riders are near a roadway. The e-scooter companies must geo-fence their e-scooters to paths away from roadways, because if a user falls on a road and gets hit by a vehicle accidentally, then it's a lose-lose situation for the driver who may be in the right of way and got surprised by a sudden jerk of the scooter into traffic.

I have had multiple confrontations with people that have had close calls running into children and people walking. These individuals have zero common sense. They should not be allowed on pedestrian pathways.



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<p>I have had multiple experiences while walking of teenagers deliberately riding very close at high speed on a scooter, and sometimes shouting in my ear, in order to scare me. Anyone who engages in this type of behaviour should be ticketed and banned from using scooters.</p>
<p>I have had several close calls while walking on sidewalks, near collisions with people on shared scooters. I have had to take evasive action to avoid injury, as the riders made no attempt to give me space. Very scary. One even swore at me.</p>
<p>I have had to move numerous scooters they were left abandoned in places that make them a hazard- for example in the middle of the box river bike paths, middle of the sidewalk, right in front of the entrance and exit of the Hugh Mcluff stairs</p>
<p>I have known three people needing to go to hospital. One a broken hip, two a conclusion brain bleed, three a cut palm needing stitches</p>
<p>I have literally stopped going to Princes Island Park during ‘scooter season’ as it is too nerve-racking. Twice last year I was nearly hit and so cannot take a relaxing walk in that area. This is a bummer as I live in Crescent Heights! I think that cyclists have been emboldened by seeing scooters on the sidewalks and more of them are now using the sidewalks too. It’s a very dangerous situation for pedestrians, whose rights are being very much sublimated to the pleasures of scooter riders. I have to seriously question how much benefit there is to continuing this program.</p>
<p>I have loved having the scooters in Calgary. I have spent more time outside and around downtown than I did before</p>
<p>I have mobility issues. I’ve been nearly run over repeatedly. There’s also constantly scooters where I’m trying to get through. Sometimes forcing me onto the road or to turn around. I’ve seen people drinking on them and with more than one person on them. I also witnessed a horrible accident where the guy ended up with the scooter in his leg.</p>
<p>I have my own e scooter and I feel that I should be able to use it in the same locations as rental e scooters.</p>
<p>I have my own e-scooter but it resembles a Vespa scooter and confuses people. They think it should be licensed and only ridden on the road.</p>
<p>I have my own personal scooter which I use to get to work (daily M-F) during April to October. I also use it to explore parts of Calgary that I have never visited and I have been living in this city for 51 years. When I use it to explore Calgary (personal fun rides), I prefer pathways that have the nicest scenery, which tend to be pathways dedicated for pedestrians. My speed is jogging speed when I do these personal rides. If the pathway is busy with people, I walk the scooter or exit onto a bicycle lane. I noticed a couple of days ago, Princes Island area has such signs where scooters are not allowed (used to be allowed) on some pathways. I get it when the pathway is busy. But if the pathway is not busy and the person rides at a slow speed, it should be allowed. On that day (Monday 9:30 am), I was using the pathway (most scenic route) as there were very few people and I was riding at jogging speed. A fellow ran from the far side of the pathway to get in front of me (far right side of the pathway) and threw a punch screaming about scooters are not allowed. If the pathway was busy, I would not use it or I would walk my scooter. If a person rides responsibly, no pathways should be banned from scooters, except very narrow pathways or during busier times of the day. Also, I find many pedestrians (on bike paths) prefer to take up the entire pathway. They need to be educated about walking on the right side of the pathway and not walking on both sides. I find scooter riders are considerate to others and share the pathway. There will always be a person who is a jerk rider, but I find there are way more inconsiderate, pathway hogging, ill tempered pedestrians than</p>





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riders. I ring my bell, but most pedestrians are wearing head phones \ ear buds listening to music and cannot hear the bell, then freak out because I rode by (left hand side of the pathway to pass them). Most riders are out to enjoy a ride and see the sights of Calgary. Let them. Have the Police patrol the pathways and give out tickets to any person causing problems (riders and pedestrians). I want the pathways filled with cyclist, pedestrians, scooter riders, etc who share the pathway and respect the rights of others to also be on the pathway.

I have nearly killed myself on my bike either being challenged by riders not following rules, blatant ignorance and thinking they re out for fun and have no need to be safe. I operate on them at the hospital after injuries. they are too much machine for many and people park them so we nearly hit them or trying to dodge them at the last minute almost cause ourselves to be hurt. Either get rid of them or have so much vigilance and enforcement that they are more safe to us all and used as transportation, not in fool hardy ways

I have never once seen anyone wearing a helmet while operating one. Making them a hazard for users and all who surround them. It's disgraceful that these evokes and scooters are allowed to be used without proper safety equipment. Especially since I constantly see riders unsafely operating them, such as riding them down the middle of roads etc. people in this city can barely safely ride bikes because the city doesn't do anything other then build bike lanes then pay themselves on the back for a job poorly done. How many drivers have to cause brain injuries in idiots who have no business being on a scooter because they are not wearing a helmet and do not understand the rules for riding them in the city before the city will actually do something for once?

I have never seen a shared e-scooter user wearing a helmet. I realize this requires planning, but wearing a helmet seems like a very good idea!

I have NEVER seen anyone wear a helmet while riding a scooter, despite the fact they go faster than bikes. I am appalled that the city has chosen to misrepresent the use of scooters during their press conference asking for input. The people who ride them are, largely, reckless. They are parked outside of bars. How is this safe for riders or pedestrians? It's not safe.

I have no problem in general. They should be allowed only on the pathway system, cycle path system. Not the sidewalks. There are rules. I believe over 18, single rider. They are never obeyed and for sure never enforced. I live close to the Peace Bridge and have almost been hit 3 times this summer. They are mainly a toy for people which is fine. Just keep the non riders safe.

I have not seen any enforcement, and I frequently see people doubling on e-scooters with children with no helmets. I have rarely seen people using them in a legal and respectful manner.

I have not seen scooter pedestrian collision but I have seen near misses that hat the potential to be serious injury to pedestrian.

I have not tried the newest companies.. only BIRD and LIME. Feels like more than one company is good to have but I wonder if there are too many at this point. It's difficult for me to say since I am only a casual e-scooter user and have not looked at other companies or tried their scooters. I find the price to be a little high overall but its worth it for getting from point A to B as an alternative to transit, personal transportation and walking.

I have not used an e-scooter yet for no particular reason other than I just haven't gotten around to it. I do not think that riding on the sidewalk is a good idea as it is dangerous for pedestrians. I would like to see more enforcement of rules in that I often see two people on scooters. This is not due to lack of information



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this is simply people choosing to not follow rules. Lastly, not having used one I still think that this is something that adds to the vibrancy of Calgary as a city. It's fun and I think when people look to come to Calgary to live, work or holiday we need to be demonstrating that we are current with the times and constantly changing. Right now scooters are something that a lot of people enjoy and I think it is something we should be offering. I also really miss Car2Go and am happy to see a new rideshare company introduced!

I have observed people riding with no helmets & having a child ride on the scooter with their parent. While riding tandem they were swerving in & out of pedestrians as well as passing myself on the right while the pathway was very busy with walkers, runners, cyclists etc. I am just waiting for a very tragic accident to happen on these scooters. I will NOT return to use one again.

I have only ridden Lime scooters. Last year the e-scooters were in good health and maintenance was great, this year most e-scooters I ridden had a lot of maintenance problems like brakes not properly working, the handle not moving to the left/right properly, the mudguard sticking to the front tire and making it very dangerous, and that day I unfortunately came across 3 scooters that had the same problem, the front mudguard after every few seconds was sticking to the tire and I almost saved myself from 4 accidents. Other issues I noticed was, the number of e-scooters available were a lot lesser, most of the time the scooters were parked with no battery, less than 20% battery, and some were broken and still available. I would want the scooter companies to make sure the scooters that have severe issues should not be charged and removed quickly from the streets. I found the people who charge these scooters do no due diligence to check on broken scooters. It makes them dangerous for riders.

I have only ridden the Lime scooter once. [Was in accident and suffered injury. Details removed for identifying or personal information] I noticed stability issues with the design. The speed button is entirely too sensitive and loose, and the brakes should not only be available on the left handle. I only heard about the sheer number of e-scooter accidents once I was in the hospital and all the doctors and nurses expressed how much they hate them as the ER's are filling up everyday with e-scooter accidents. It is also too easy to click past the safety instructions page when deciding to ride one on a whim. I did not have a helmet on or know that it was expected, and a helmet would have done nothing to help me as I fell on my jaw. They are fun but are definitely dangerous. My relative just got into an e-scooter accident in Paris [was in accident and suffered injury. Details removed for identifying or personal information]. The accidents have dire impacts. Feel free to reach out to me at [personal information removed]

I have personally been affected by individuals not using the scooters properly, respectfully, or responsibly. They were on the road going into oncoming traffic and almost hitting pedestrians. I'm aware this is hopefully in the minority however currently without enforcement I find them very unsafe

I have personally removed or destroyed several scooters in recent months. I have seen accidents occur because of unsafe riding. I let my dogs chase and bite the riders if they don't make room. I have seen many examples of adults riding with little kids (5-10 years old); so dangerous. I'm so tired of people leaving scooters wherever; this is the biggest issue

I have personally witnessed several near misses and close calls between scooters and cars, bikes and pedestrians. My husband has had to go to the emergency room due to injuries from riding a scooter. We do not have appropriate infrastructure.

I have rarely seen the bicycle police along the Bow River this year. Even less so in the evening when people are riding the e-scooter in an unsafe manner (doubling, speeding, zooming in and out close to and around people, riding 2 abreast, parking the e-scooter in a bad location).



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I have rented E scooters in US cities and you ALWAYS rent via CC & return them v to an established Kiosk run staffed business. If you don't return them by closing you charged the value of the scooter until you return the next day and are 100% responsible for the safe return. Everynight those rental spots load up all the scooters on a trailer and return and open next AM. This eliminates scooters trashed and left wherever they want. The city of Calgary is allowing these E scooter business's to operate from long distance with ZERO accountability to the messes they have created. If they want to remain they should be forced to create jobs with a staff and have various pop up take down established rental and return location ONLY. Not Calgarians paying the resources to remove them from rivers and peoples yards back allies etc.

I have ridden these to be able to be educated on their use. I find them dangerous, no ability to don a helmet, use on a road or sidewalk too dangerous to others. The last one I rode had a hair trigger throttle; it was unsafe and reported to company with no direct response. I often walk Eau Claire, there is always someone riding recklessly or too fast. Only once have I ever bylaw enforcement present. I believe strongly that these are flimsy, uncontrollable, dangerously inconsistent with pedestrian traffic. They are silent, fast and potentially deadly for riders and others. Additionally, there is no safety equipment apart from a weird brake pedal that is not intuitive to untrained persons. This pilot was popular granted, but the number of joy riders far exceeded those requiring transportation, in my opinion. They should be never approved for use in any city.

I have rode scooters many times (i misclicked my answer) - dont get rid of them it makes downtown life great - I'm in my mid20's and all my friends would agree!! lime bikes sucked and thanks for bringing back a car2go like service!!! City is great!!! But the noise of cars on 17th (loud exhausts) needs to be fixed!! It annoys everyone!! Thanks yyc is the best city

I have seen 5 near-miss accidents where escooter riders are coming off the sidewalk using the crosswalk and the driver making a left hand turn almost hits them. The majority of these the escooter user than blames the driver. There needs to be a way to report these to the company and submit dashcam footage of their ignorance.

I have seen a lot of people doubling up and using them to get to and from bars where alcohol is served. In some cases, riders may be under the influence. I have also seen people going fast on sidewalks and have almost been hit coming out of a building.

I have seen a teenager on my front street (Sun Valley Dr) riding an escooter probably at 20 kms with a young child (approx 6 yrs old) passenger holding onto the drivers leg. I have also had escooters pass me from behind on the fish creek bike path at a fairly high rate of speed with no warning of any type. Since I often walk my grandchildren on the fish creek pathway, this has the potential for serious injury to them and the scooter operator. I mention this because the scooters are extremely quiet and I believe they should have a bell or some warning device similar to bicycle requirements.

I have seen a user of an e-scooter drive diagonally across the street in Beltline and plow into a brick building, causing him to fall off the scooter, get up slowly and pick up the scooter and continue on his way. The turn he made was too sharp and he could have sustained a concussion. I have also viewed on at least two occasions other e-scooter users falling off their scooters. They seem to enjoy the ride and the speed but probably are not as attentive as they should be, (but this is just an opinion).

I have seen abandoned e scooters on sidewalks and I have seen people using them going too fast. Very concerning if there are young children on same pathway, as children are unpredictable but should be able to use pathways safely.



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I have seen at least once where pregnant ladies with strollers are being honked at to get out of the way for e-scooter, when I think the e-scooter should have been driven on the residential road instead.
I have seen e scooters littered all over, thrown in the river polluting the water, broken down, used to do wheelies and tearing up the grass, riding double
I have seen improvements made by the city since last year's introduction of scooters. The speed limit has been slowed down and there is marked parking that has greatly decreased the issue of scooters being left in problematic places. I still think there's more infrastructure that needs to be introduced. I still see people stopping on scooters in pairs, blocking pathways to take photos in congested arteries of traffic. I still see people riding them very unsafely, specifically in the evenings. Scooters are still being left parked and blocking exits for cyclists. I've had hordes of inebriated folks on scooters in downtown's bike lanes, blocking the entire bike lane and nearly forcing me off the path. As a cyclist I'm happy to encourage alternative modes of transportation and to show the city that we need more bike lanes and more pathways but people who are operating scooters need to understand the dangers they impose on other commuters when they are riding. It's fun, yeah, until someone gets hurt.
I have seen inebriated people causing problems on e-scooters on 17 Ave SW. I also have encountered many discourteous e-scooter users on the side walk, as well as had one plowed through my garden.
I have seen kids as young as 5 using them. I have seen drunk people using them and spraying pedestrians with cans of beer. This is in Prince's Island Park. There needs to be fines and enforcement. Scooters are thrown in the rivers.
I have seen many dangerous instance of escooter use, including collisions with pedestrians, doubling, high-speeds, and entering intersections/roadways with little caution. High escooter use on pathways makes me want to ride my bike there less. Also walking on a sidewalk should feel like a very safe activity and escooter use on sidewalks significantly reduces the feeling of safety.
I have seen many instances where people are dangerously operating e-scooters on sidewalks and pathways, narrowly missing people and having little regard for pedestrians. We need stricter enforcement and higher fines. Sidewalk use of e-scooters should not be an option.
I have seen many times 2 people on 1 scooter.
I have seen near collisions between escooters and pedestrians. I have almost been hit by an escooter while walking downtown. I have seen multiple riders on escooters.
I have seen no enforcement of bylaws regarding their use. It seems CPS is reluctant to tackle this.
I have seen one taken on the C Train.
I have seen people crash into cars, there is no way to hold them accountable
I have seen people go so fast on the sidewalk and be hit by cars, no one wears a helmet, children being taken on them in very unsafe ways (baby carrier, sitting on the deck, etc) and the riders expect pedestrians to move for them.
I have seen people trip over e-scooters which were parked dangerously, they got hurt badly, I have seen people falling of scooters, and people ride without helmet - not good
I have seen riders ride double on e-scooters. I have rarely seen riders with helmuts. They shouldn't be allowed on sidewalks at all. I would hope the e-scooter companies carry lots of insurance to cover



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collisions caused by their riders. If I were seriously injured by an e-scooter, I would look into suing the city, the e-scooter company, and the e-scooter rider.

I have seen so many people using them dangerously! They don't know or follow the rules, they are unsafe for all people involved and there is no one to educate or enforce rules. It's horrible. It's a complete free for all. So many cities have banned them and I want to see them gone from Calgary. We have way too many here and I feel they are very unsafe.

I have seen that two people rode the scooter together and they used the unsafe roads many times. As a driver, I am scared and I wish they should be forced by police if they don't follow the rules.

I have seen two people smoked by e-scooters at full speed waiting at the TD train station. Nothing was done in either of these incidents and the scooter drivers rode off. There is no enforcement of rules and no chance to make tort claims against drivers. Driving near dusk with drunk bar patrons riding them in the middle of the roads in the beltline is a major issue. Safety is an important value to the city of Calgary. Based on a weighing of values, it is clear to me they need to be banned.

I have seen unsafe practices from riders, riding double, expecting pedestrians to move, not adhering to walk zones, running red lights. There is that percentage of abusive riders that give the decent riders a bad impression. There is very little enforcement that happens.

I have seen very many instances of people using scooters in an irresponsible and dangerous manner. I have seen scooter riders intentionally intimidate seniors in this area, going so far as to cause citizens to seek assistance in retail locations. There have been many cases where two or even three people are on one scooter. An adult with two small children is an accident looking for a place to happen and qualifies as child abuse.

i have seen way, way too many parents sharing the scooter with their children on board... i saw one father and his daughter was clinging to the scooter as he crossed a road illegally and way, way too fast, her face was that of terrified person about to die.... and as a driver watching her and not traffic?

I have seen young children less 10 years old riding on these scooters with teenagers/adults with no helmets or protection at rapid speeds >10-15 km. I can not imagine if this resulted in accident that harmed the child or caused head trauma. I've also seen people riding crash on the road resulting in physical trauma, cuts and broken bones. They are also alarming for pedestrians and I've been clipped by people riding at fast speeds on the sidewalk. From a medical ER perspective, the number of ER presentations for accidents related to these scooters I've seen that are preventable makes me strongly disapprove of these scooters in the city. They are a safety issue and do more harm than good.

I have spoken with many people that have used them and believe they are a benefit to Calgary to get around. People used them for business and pleasure (to see the City and it's attractions)

I have stopped using scooters in the city even though I love the option of having them in a Calgary due to the lack of disinfectant and cleanliness of the scooter. Such a quick way to spread covid or any time of flu like illness.

I HAVE tried e-scooters - during 2019 when I was a student, i'd use them to get to bow valley college from my bust stop on Centre street at the Bow building. I LOVE them, and I think that they're fun. I think that riders should be punished for improper use (riding/parking where you shouldn't, and for having multiple riders on one scooter). I think people on scooters are more likely to spend money at stores in areas where parking is limited or expensive - Inglewood, bridgeland, the core etc.





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I have tried e-scooters and love them. Can't return to previous question to amend my response.
I have tried it. I don't know if it part of the pilot. It is fun and adds life to the city. Limiting the benefit to 3 choices is unfair as it's beneficial in all ways suggested and more. I support them expanding to other areas and being allowed on major roads so long as they are kept on slow lanes as as far away from the next lane over (just like cars or bikes). They are safe when used responsibly just like any other vehicle. We need more options for transportation as well as recreational activities to get people outside.
I have tried them I don't know why it's not giving an option to try them.
I have tried, this survey put me into a haven't tried option
I have used an e-scooterp
I have used e scooters
I have used e-scooters in other countries too, they are a fun way to get around the sights. Riding on with children was not suggested but accepted we all used on a regular basis and in busy areas. Personal responsibility was key. In Spain you were only allowed to park at designated areas and you continued to pay until properly parked.
I have used the escooters more so than my car this summer and I love them. They have also saved me heaps of money by using the scooters instead of Uber or Taxis
I have witnessed serious safety concerns with the riders of e-scooters failing to obey traffic laws causing many near misses with LRT and vehicle traffic. The failure to obey traffic laws makes it very unsafe for pedestrians. I am extremely concerns for drivers, transit operators and pedestrians while these scooters are racing all over the place.
I have witnessed several occasions of misuse, irresponsible handling and poor parking of the scooters and I don't think they are a benefit to our city. Additionally, they do not contribute to a healthier lifestyle by providing both a method of transportation and physical fitness like walking or cycling. They are also too fast for sidewalks and too slow for major roadways. Most importantly though, they are unsafe for both riders and the general public, especially considering the extreme misuse of the scooters.
I haven't needed to purchase a car because of e-scooters and the ctrain if one goes I will switch to driving a car
I haven't used them, but strongly support transportation options that reduce car use in our city.
I haven't done any escooter rideshares in 2020, all my experiences here were from 2019
I haven't ridden as I worry about colliding with other people, particularly the elderly
I haven't seen any impact studies on these e-scooters as it relates to emissions (driving a car instead) savings. I'm guessing none as the vast majority of people I see (beltline/downtown) are riding them on very busy streets at the busiest times of day/weekend and appear to be mostly recreational. Who's paying for these hospital visits? I assume it's a cost being passed onto the scooter companies? I see these as primarily replacing walking--I don't know how that can be a 'good' replacement especially with the # of accidents.
I haven't tried them because I'm so mad at them. They litter the streets, they end up in the river, people ride them on the roadways (Bow Trail, 6th and 9th Ave, etc), they ride them while drunk and they double. ALL THE TIME! They park them in from of entrances to businesses. They park them in the middle of the sidewalks. They hit people on sidewalks and bike paths. Last year I witnessed a woman drive one into a



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moving car and the poor old man who was driving felt so terrible (he was not at fault at all) that he gave her \$20 to buy herself lunch!!!The city recommends wearing a helmet while riding the scooters and while I realize it's a recommendation, I have not seen one single person riding with a helmet. Even children, and I see a LOT of children (like tiny kids, not even 12, let alone 18) riding them. There is a Twitter account called [removed] and I have imported council to check it out in the past, if they haven't, they really should at this point. Please follow the lead of cities like Montreal, Dallas, and countless others who have banned them. And maybe check out this article too: [removed]

I heard about a software upgrade that notices when riders are drunk and shuts it down. That should be enforced. Also, how do we fix stupid people speeding in narrow places like the makeshift crossing over center street Bridge when lanes were closed????

I honestly think scooters are a smart idea. It is just the users can be very negligent where they leave scooters or go ripping past you on a busy sidewalk or not ringing the bell and scaring the wits out of you. If users were more responsible I think scooters would be a wonderful tool. Currently I do not want to be associated with these users so I do not use them.

I hope Calgary continues with e-scooters

I hope cities become more accepting of this option!

I hope that the e-scooter stays. It really provides entertainment in downtown. We make the trip to downtown just to ride an e-scooter

I hope the potential issues can be resolved while retaining some of the benefits the scooters provide

I hope the shared e-scooters stay. I've seen improvements this year, with the designated parking areas, and greater understanding in general. I live in an area where I see these constantly and I think they're a huge asset to the city.

I hope this e-scooter project will end. The usage around Eau Claire is nothing but entertainment and has nothing to do with practical transportation. If that is the goal the bicycles should come back. Based on the past 2 years all we see here is youth, often not even 18 years old, racing through the streets. These scooters go way too fast and there is no enforcement that actually forces the users to behave and use them in a proper way. I lost track how many times we saw 2 people on a scooter.

I hope to see scooters and other alternative forms of transportation become more normal. We have spent so much money on streets, road, and highways and it would be wonderful if they became safe for all citizens (even those not in cars). As we build inclusive streets and infrastructure for scooters, we are also improving active transportation options. Scooters are the gateway to active transportation.

I hope you do not massage this data to get the answer you want. You cannot rationalize a response you don't like using other answers from the respondent.

I just wanna say shared e-scooters are great of use. We just need a better enforcement for people to use it properly.

I just want to emphasize that the e-scooters have been very useful for me in my commutes between neighborhoods and to appointments and running errands. I choose not to drive and the reliability of public transit has degraded significantly, so the scooters are immensely useful. My only complaint is people doubling on them, because it's stupid and reckless.





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<p>I like how alive they make the city feel. More transportation options are a good thing, especially in a car-oriented city! I don't use the scooters personally, I prefer to walk, but I strongly support their continued use. I'm sure there will be plenty of complainers, but I don't think the City should cave to them. Please keep the scooters!</p>
<p>I like lime but my friend uses bird. Also price on them should cheaper</p>
<p>I like my ebike and Calgary pathways.</p>
<p>I like seeing e-scooters in Calgary and would be disappointed if they were removed. Like any disruptive technology, it will take time to get the regulations right. They are a viable transportation option for the city.</p>
<p>I like seeing people on the e-scooters, the smiles, the laughs, the joy. Seeing people in suits going to meetings is a great site as well. Thank you for this pilot I hope to see it continue.</p>
<p>I like that scooters provide support for shared infrastructure with bikes an eUnicycles</p>
<p>I like the concept but the execution needs improvement. Not enough monitoring of users by the company who rents them out, it's not up to the city by-law to monitor, the businesses that are being allowed to in need to step up their game.</p>
<p>i like the concept, but education of rules and common sense seem to be lacking. I have had an incident when coming out of a building with blind spots and have a scooter wizz by me at a speed considerable faster than someone walking, fortunately i mitigated the accident by poking my head out before proceeding, but 2 seconds earlier and I would have been hit regardless. As a user of the bike paths for commuting and recreation, specifically around the core, lack of common sense regarding speed and courtesy when using pathways during busy times was evident.</p>
<p>I like the e-scooters but the infrastructure was not designed with them in mind. Bicycle paths are good. E-scooters going full speed on sidewalks where a child might spring in front of them is too dangerous</p>
<p>I like the e-scooters! But some people are just reckless and don't follow rules. Like riding with two people. Also, I didn't know about the change in parking. So maybe more education on that.</p>
<p>i like the fact that there are multiple companies providing e-scooters within Calgary (competition is good). in general I think that there should be some sort of scooter 'education' be made available from the three companies - on best practices to keep riders and others safe while operating the scooter - maybe they have this - i just don't know if they do.</p>
<p>I like the flexibility of having e-scooters to run errands or get to work.</p>
<p>I like the idea of e scooters but lots of work has to be done to make it work in the city. I also think we need bikes again as they are more useful..</p>
<p>I like the idea of e scooters, however I have been nearly hit numerous times, usually by inconsiderate and I learned users. Zooming up behind me, not using bells, and not signalling properly. If used correctly they are wonderful... however they are far too often mis used.</p>
<p>I like the idea of more transportation options in Calgary that support the sharing economy. The issue I have with e-scooters on a daily basis is the riders (1) make no effort to physical distance; (2) use walkways even when bikeways are clear and close by (along Sunnyside/Hillhurt river walkway); and (3) leave their scooters littered around the city blocking many sidewalks. I have seen e-scooter employees clean up scooters in the evening, however, I would like to see more upkeep throughout the day. I also believe we</p>



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need more signs directing both e-scooter riders and cyclists to bike paths and to develop out more infrastructure before I can support e-scooters being permanent in Calgary.

I like the idea of the scooters, if there were not allowed on sidewalks and if the rules were actually enforced. I have seen countless kids, and people doubling, and going at top speed through crowded pedestrian areas, and parked blocking sidewalks all the time. I think the roll-out should have better enforcement right from the start because now there are likely many more people angry about them than there needed to be.

I like the option of e-scooters for people but there are bad users that make pedestrians like me unsafe and some even think they have the right To go slow and block traffic.

I like the program. I think what I don't like is when people use them in large groups. That's when it seems the least manageable, and most dangerous. These don't seem to be paying attention as much, as their priority is entertainment not the transportation. Pairs of people is reasonable, even 3 people, but groups of more than 3 is quite unreasonable.

I like the scooters and I think they should stay, but the current situation is extremely dangerous for walkers - especially those children and dogs. They CAN'T be allowed on walking paths any longer. I live in Eau Claire and see near misses on a daily to weekly basis (depending on the weather.) Love them as an option even just for recreation, but safety please!

I like the scooters and if they are used more safely and with places to store them, it would be ideal. It would be a shame if they were taken away from the city, especially since they provide more ways to get around and have people enjoy the outdoors.

I like the scooters as another mode of transportation in our city, but most of the time I see people using them incorrectly, tipped over, or parked poorly - I wish there was a better way to reward good behaviour and enforce bad behaviour. That said, we see the same thing with people on bikes - some ride safe and curious while others don't, so building the infrastructure helps to separate the speeds and keep everyone safe.

I like the scooters but I feel rules are often broken. Helmets are not worn and people are often in the street or on busy sidewalks. I feel they can work in bike lanes but they must follow the same rules as bikes.

I like the scooters they should stay. It makes the city more attractive to someone like myself - 28 year old electrical engineer and software developer working in tech

I like the scooters, but the people charging them and putting them back on the streets tend to put them in dumb locations. for example, i live on a bike lane, and the charging people will put literally 20 scooters across the street, so people have to cross, get a scooter, and cross again to use the bike lane for scooters. It makes no sense.

I like the scooters, I think they are a great addition to Calgary. They should not be used on city sidewalks. Full stop. They can travel up to 20-ish kms/hour and need to stay in the bike lanes or the roadway (I imagine that will have some serious safety considerations..still, they are more like bikes so they should travel like bikes). I would like to try one but I'm not a youngster-not too old-and I have creaky joints so I need to be sure that I can get off the thing safely. We'll see next year!

I like the scooters, please keep them!

I like them especially now that car to go left the city



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I like them! A fun lively option for commuting in the summer.
I like them. Let natural market forces take their course.
I like these as opposed to needing a car. However, it is really difficult when they are being used on a road with cars.
I like to walk a lot and to me escooters are a less healthy mode of transportation than walking. I do not feel safe when either a bicycle or an escooter is on the same sidewalk as me.
I liked how in Edmonton when i visited there were speed restrictions on busy roads. I don't think scooters should be able to go fast on busy roads with lots of pesestrians. It's scary as a rider AND a pedestrian
I liked scooters so much I bought one for the pandemic as it was an easy to get from home to social gatherings and have a couple of drinks . I have a zero tolerance drink and drive policy so this was perfect and reliable . There was never an issue drinking and driving the scooter with in reasonable limits. FYI Im a very healthy fit 66 year male. I now have a parking spot at my local bar to avoid the 1.6 km walk home, also FYI taxis are reluctant to provide service for the very short ride so the scooter is a God send
I live and work downtown and often see underage, helmetless riders with no knowledge of road and pathway etiquette. If you are hit as non-user you are on your own. Doesn't matter if you have video footage, witness's etc. Stricter rules need to be in place for use. Must have your own account with your own credit card. No using Mom & Dad's card allowing riders to feel immune to repercussions. Tougher online training measures. Bylaw officers ticketing underage riders, reckless riders, speeding riders, doubling riders etc.
I live downtown in Eau Claire near the Bow River Pathway, and the noise (loud screaming & yelling) that e-scooter riders make, often very late at night (including 2:00 to 5:00 am) is unacceptable. The shared parks and pathways are being diminished and devalued by the e-scooter riders in Calgary. Very few obey the rules (many have multiple riders, young children, riding on roadways, unsafe physical distancing, and unsafe interference with pedestrians and cyclists). I have seen very few commuters, but mainly young bored people seeking inexpensive late-night thrills.
I live downtown so see alot of scooters. When I tried to find out how to contact Lime - it simply wasn't possible without a phone which I don't have.What I wanted to ask them was about policing. I know their rules but regularly see two people per scooter, very young children riding scooters alone. In one case a woman had her small child riding on the handlebars. Are they ever fined for these infractions?
I live in Beltline and work in the Core - these scooters litter the sidewalks and the riders go wherever they please. I have to move out of he way of scooters on a daily basis - they are terrible and I hate them!
I live in Bridgeland and was happy to walk to the East Village Superstore for small orders of groceries. I also regularly walked to Central Library and did my other shopping downtown. I I was tired or lazy etc I could take the train home. Nice life, no need for car, good for environment and my wallet. The e scooters came flying out of no where all the time. It became dangerous to be a pedestrian. I now have to drive away from my condo to areas where e-scooters don't exist to go for a walk. Are there no rules. Many riders are inconsiderate. They are the same idiots that don't wear masks. Everything is about them. Monitor the behavior of users (I know that is impossible all the time). At least fine those who share 1 scooter. Its crazy. I pity the elderly or those with small children who have to walk. Not safe for pedestrians.



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I live in East Village and have seen so many people on scooters hit pedestrians, run into cars and cause accidents because the people on them do not follow any rules. They also dump them in the middle of pathways causing problems for bike riders and pedestrians.

I live in Eau Claire .The young riders of those scooters always congregate near the Peace Bridge at night and make noise sometime until 3 o'clock in the morning !! This should be completely forbidden and the noise by-law should be observed at all times. There is absolutely no valid reason to use this kind of transportation between 10 o'clock at night and 7 o'clock in the morning. There is hundreds of people living in expensive condominiums around this area now and pay very high city taxes to live there. We expressed our serious concerns to the city .We were told that the police was planning to do a 'blitz ' in August but there is no evidence that this ever happened. Last month we found a scooter that had been hung up the top of a newly planted tree ! Complete disregard for the environment ! We always see riders not wearing helmets..speeding on the pathway ..not wearing masks and paying no attention to the safety of the other pedestrians ! We also know that numerous accidents have been reported! Please if you intend to allow this mode of transportation to continue you have to impose strong rules that are actually enforceable and are for the benefit of everyone and not for the sole pleasure of the few!!

I live in Eau Claire for past decade. There are ALOT of scooters where there is double riding and they aren't charged at all by bylaw officers. Most riders don't even wear helmets. As a daily cyclist, I have no faith in an scooter rider with no helmet, zipping along. I just wonder when one will crash in front of me one day. (I've had a skateboard rider fall off in front of me.)

I live in Eau Claire, and daily observe high speed driving - reckless use and complete disregard for the signage & rules to operate scooters. They double ride and often with children - underage kids are operating - they ride in walk zones - speed through heavy use pedestrians areas and easily move along as fast as bicycles. Lately I have witnessed cross country riding and jumping the scooters on Prince's island along the perimeter of the park tearing up the terrain. Maybe speed controls on scooters is an option - more bike / scooter lanes need to be considered. Signage with bike + scooters images - don't treat different than a bicycle. scooters should not be allowed on freeways Or high speed roadways. Mostly don't introduce a transportation option - when the city doesn't have the ability to Enforce the rules of operating the . eScooters. Scooters do not belong on same sidewalks & pathways as pedestrians. They are tossed on the ground without any consideration of where - across pathways - on private property - in gardens ( which as a taxpayer I am paying for ) Scooters are wonderful if used responsibly, but right now a nuisance & danger to the rest of us

I live in Eau Claire. If the e-scooters would stay on the bike paths, they might be OK. But some riders ignore the signs, ride on pedestrian pathways, and in areas like the east end of Prince's Island that is clearly unsuitable for anything other than foot traffic. They also feel that they have the right of way at all times, and still go much too quickly.

I live in mardaloop and I use the scooters an absolute ton to get around. I mainly use them to get to work when I am running late or when my fiance and i are going out for dinner we use them to get to restaurants so we don't need to leave our car somewhere for the night. They are so amazing they make an average commute way more fun.

I live in mission and have made a few 311 calls about people riding scooters with their dogs on a leash. These [removed] holes are going 20km/hr down the bike path and dragging their dogs. I have a few issues with the scooters and how they are operated in general and the fact no one can be bothered to police them, but the actual animal abuse that we allow is disgraceful. Bylaws or the humane society needs to be



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on top of this. There is no excuse for it! If they're back next year I would really hope there is \$1,000 minimum fine for people dragging an animal.

I live in mission and the e-scooters have been a total nightmare! My partner and I live in mission so we can easily walk to access amenities. Peoples inconsiderate use of the e-scooters have made living in this area much less enjoyable. We constantly face dangers when walking around, getting jostled on the sidewalk and yelled at to move out of the way. Scooter uses are either unaware of, or not interested in following the rules that are in place for their own, and others, safety. Moreover, I have NEVER once seen someone riding a scooter in an inappropriate manner receive any sort of ticket or have any interaction with police. The way in which the city has chosen to run the e-scooter program is dangerous and frankly unfair to people who choose not to participate. In my opinion there is a clear bias in the way the city has chosen to run the program in favour of having the scooters; this was not an unbiased trial run and I hope the city takes a serious look at the dangers of continuing to allow these vehicles to operate.

I live in Mission and there are e-scooters left anywhere and everywhere. There is a disregard by the users for pedestrians and property. An e-scooter is a moving vehicle and belongs on the road not the sidewalk.

I live in Sunnyside and consistently see people riding at high speed and riding on the road. I see parents with a child standing in front of them on the scooter. I see people younger than 18 years of age on the scooters. I see the complete disregard for pedestrians as the riders whiz by. Most horrifying was the day I was driving up Edmonton Trail from Memorial Drive to see a scooter on the road riding into oncoming traffic. Cars were blowing their horns, but he did not care and also nearly drove headon into a cyclist who was actually obeying the rules - helmet, riding near the curb, going at an appropriate speed. I am all for e-scooters if people actually followed the rules and The City did more enforcement. Because of the astonishing sense of entitlement by e-scooter riders I think we are beyond education and have moved into fines. Being hit in the wallet might finally make the point that rules need to be obeyed. It does for people who drive.

I live in Sunnyside people leave them all over, also there is some double riding also they should never be on city streets, What about insurance if they cause an accident.? I really have to watch for them on the pathways they go pretty fast.

I live in the Beltline and do a lot of walking. I find the scooters are a hazard to pedestrians. They come up behind you very fast and try to pass with no warning. I am afraid that I am going to be hit by one of them. I see scooters with 2 and sometimes 3 (unbelievable) people riding them. I see many people who are riding them that are clearly intoxicated. The scooters are parked mostly in the middle of the sidewalks so that I have to constantly walk around them.

I live in the Beltline and have had several near misses with people on e-scooters. Yes, they are a fun joy ride but the risks/nuisances out weigh the benefits.

I live in the beltline and have watched the scooters being used along 10 avenue and 2st street sw. The majority of riders are not following the rules and are not riding safely. I see them doubling up riding on the road from 2 to 6 across. They spread out over all lanes paying no attention to which direction and often cross backand forth. When I am our walking they come up behind and do not give you time to move out if the way. Several times I have had to step out on the road to get out of the way. I find it increasingly hard as a pedestrian to walk safely anywhere in the downtown core

I live in the Beltline and the sidewalks are too frequently blocked by poorly parked e-scooters. Further, riders frequently expect pedestrians to move out of the way. The scooters are too fast for the sidewalk.





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I live in the Beltline area of Calgary, which is one of the main areas that these scooters operate. Daily when I'm walking, I have encountered riders doing the following: riding in a dangerous manner, riding side by side on the sidewalk pushing pedestrians out of the way, sideswiping pedestrians, including myself, riding in the middle of the road causing a hazard to vehicles, hitting parked vehicles and not staying to assess damage, riding through construction zones and picking up the pilons to move them into traffic, yelling/screaming while chasing each other on them in the middle of the night. I've been struck by a passing scooter more than once while walking in my neighborhood, and never once has a rider stopped to see if I was ok, or acknowledged they hit me. It's very frustrating how riders behave while riding them, and there is absolutely zero enforcement going on with regards to their behaviour. I have never once seen any bylaw or police out ticketing them for riding in incorrect places, or even out doing any general education and talking to these riders to show them how to respectfully share the road. There is a bike lane on my street, and instead of using the lane, scooter riders are always in the sidewalks or on the road instead, causing a hazard to others. Additionally, scooters are parked everywhere, without consideration to pedestrians, especially pedestrians with limited mobility or possibly in wheelchairs or with walkers. I live near several residences for the elderly, and often see them out with walkers trying to negotiate around scooters left in the middle of the sidewalk, or on the corner of an intersection, or tipped over and laying across the sidewalk. I've also seen scooters left in the doorway of businesses like grocery stores, drug stores, restaurants, where they physically have to be moved or stepped over to enter. I've seen them left in the median of the road, on people's private lawns, and in the middle of the road or intersection. I would very much like them to be removed from Calgary's streets so I would feel safe walking in my neighborhood again.

I live in the Beltline. Sidewalks are too narrow and e Scooters go too fast for them to be safe here. Many close calls with me and my small dog on sidewalks.

I live in the downtown core and strongly support e-scooters, and in fact, more e-scooters and a greater variety of providers. E-scooters provide a useful option to reduce vehicle trips and lead to a more vibrant downtown core, especially on the weekends. I find the city much more accessible and I'm more likely to support local businesses as I can easily access such locations without the need to worry about parking. E-scooters have been a great addition to the city and I have had few bad experiences with scooters themselves or inconsiderate operators. I strongly support continuing and enhancing the use of e-scooters in Calgary. One recommendation I have is to permit higher maximum speeds on e-scooters, with increased use of 'slow zones' in high congestion areas. Allowing higher maximum speeds would increase scooters' usefulness to reduce single vehicle trips, while preventing issues associated with unsafe speeds in high congestion areas.

I live in West Eau Claire near the Peace Bridge. I notice E scooters are used infrequently during the day. Come evening, the E scooter companies have charged up and returned the E scooters by the dozens to the area. I have even seen people park their car in Eau Claire, get out of the car and then hop on a e-scooter. The majority of users use the scooters as toys. The volume of scooters is dangerous for pedestrians and children on bicycles. The E scooter users treat the west Eau Claire like Lloyd's Rollercade. This behaviour continues until 3:00 or 4:00 am most nights. I cannot leave a window open at night because of the disturbance. In the evening when pedestrians are using the path, the E scooters dart in and around pedestrians, treating the pedestrians as if they are "in the way", often vocally rude to pedestrians. This summer I have personally seen 3 E scooters thrown into the Bow River and the pond near the Peace Bridge.



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I live in West Eau Claire. What I have noticed is that during the day time hours, scooters are hardly used at all., Evening, they are used as toys. Groups of people use the E scooters on the pedestrian pathways, darting in and out of people strolling along. The scooters are being used until 3 and 4 AM most nights.

I live inner city and see the rules broken daily. Dual riders, use on streets, under age riders, and unsafe sidewalk speeds, especially on the Centre St bridge. Great idea in concept but people simply don't follow the rules putting themselves and other at risk.

I live near Eau Claire and the e-scooters are used by many younger riders and the users do not respect non-riders and often come very close to people walking. The scooters are able to go way to fast and a lot of people don't even use the the bell to announce they are coming past you.I have never seen the police stop anyone driving erratically and many e-scooter users double up on the scooters with children and also friends. This surely is not legal to use the e-scooter transportation in this way.Thank you.

I live off Elbow Dr south of 5st SW. I find scooters in my yard, leaned up against my fence, in the historic designated park, on the sidewalks, on the road...even one in my neighbor's fountain. If I try to move them they lock up and we drag them to another location. All drop off and pickup should be at bus or LRT stops.

I live on 15th ave & 8 street (One way Ave) - regularly people are riding scooters the WRONG way up the one way street (15th ave). This is my main issue with scooters, the parking for the building, exits and enters onto 15th ave. This is a accident waiting to happen.

I live on 2nd Ave & 7th Street right on a bike pathway close to Peace Bridge. So we see lots of cyclists and scooters. We are all for them. They are quiet -- some people driving cars like to rev engines -- bikes & scooters much preferable. Do need more places to park scooters & better enforcement. People do seem to be better this year about not riding double, being way underage, etc (education is helping)

I live on [personal information removed] ,walk every day going for lunch at suncor building ,tc energy core etc .most of these people using e scooters drive at only one speed that means at full speed. they have no respect for the pedestrians. i even been hit once from the back.I am a very active person ,good reflexes and it is stressful to be on a sidewalk now we have to deal with e-scooters, bikes, dogs poops, sometime human excrements, spits and garbages/trash . You think i am making this up! maybe you haven't walked downtown for a while..Please remove e-scooters from the sidewalks. that is not where they belong.I have nothing to say on the street but you know it is suppose to be a SIDEWALK WALK. WALK

I live on a street which has a bike lane. I'm tired of scooter users telling me to F off when I remind them they should be using the bike lane.

I live outside of the core and don't work in the core. I live in the deep SE of Calgary. When the scooters were first launched i was able to find them in my area and use the regularly. Now they don't let them leave the core. There are people outside of Downtown who find value in the scooters. Why were they limited to just the core?

I live right downtown and walk the Prince Island pathways on a daily basis. The e scooter rider do not stay in the bicycle lane and do not follow the rules accordingly. Most do not pay attention to pedestrians.

I live the shared e-scooters. I urge the City to make the prrogram permanent.

I loaded the Lime app and have enjoyed my two scooter rides so far and am planning to load money onto the app so that I do not pay a start fee. I have not witnessed any dangerous or rude behaviour myself and hope that the city will continue to have this option.

I look forward to using them again next summer





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I love e scooters!
I love E scooters. They are a way for me a 15 year old to get to and from school without a hour walk or bus.
I love e-scooters in Calgary.
I love having the escooters!!!! would like to have them in more areas across the city, not just downtown
I love having this option. I would like to see it April to October
I love how happy people appear scooting about the city. I dont feel confident in my ability to safely use one.My only complaint is scooters on busy sidewalks not taking care around pedestrians
I love it, but availability/charge/maintenance is the biggest barrier to using them
I love lime e scooter
I love scooters and I think they have been great for the city. Both as a helpful convenient way to get around and for family fun.
I love scooters. My only concern is for drivers . Drivers are used to bicycles being vehicles , and assume a fast moving bicycle will stop at a 4 way stop etc. However as the scooter is meant for the sidewalk it is technically a pedestrian and has right of way, but since it goes like 20k an hour , that doesnt give drivers time to stop. Scooters should be considered vehicles just like bicycles .
I love scooting yyc
I love scoots, they are a great option for transportation to and from Kenzington/ Downtown as a resident in West Hillhurst. It is a great way to see more of the city, and be outside at a reasonable cost.
I love seeing escooters used - they are an environmentally friendly and easily accessible way to get around, and individuals that use them seem to really enjoy them. I am not a user (too old) but wish I could be. It looks like fun and makes the city lively. I find the experience of sharing the city with escooters much more positive than sharing the city with cyclists...
I love seeing them around and seeing people using them! They give jobs and accessible quick transportation.
I love that they are available and I think they make the city more modern, but I HATE the lack of courtesy of many users...the scooters are very quiet and I often don't hear/see them until I am being passed. This is startling at best, and should I move an inch, it would cause me great injury. I have nearly been hit several times. I also feel frustrated with the inconsiderate abandonment of these scooters, often left in the middle of a sidewalk- not so much a problem for me, but I have witnessed people with mobility issues (such as people in wheel chairs) have to navigate around them like an obstacle course . Not. Cool.
i love that we have these. it was a real highlight when i had visiors here this summer. a great was to see the core and river walk
I love the e scooters!!! They make getting around the city so much easier!!! Pleaseee keep them!
I love the e-scooter program and hope it continues. I actually hate riding on sidewalks, with or without people they're too bumpy without better shocks. The roads or pathways are much better
I LOVE the e-scooter program! Such a fun activity and makes simple trips getting around so much more practical.
I love the e-scooters and clearly they're popular and make our inner city more vibrant- keep them, please!!



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I love the e-scooters and think they are a huge benefit to those living within the area they are allowed. They reduce driving trips necessary and are a fun way to liven up the street
I love the e-scooters and would be very disappointed if the city got rid of them.
I love the escooters!!
I love the e-scooters. I just wish there was more enforcement for people doing dumb things like riding the wrong way down 1-way streets or doubling. I've never seen a negligent scooter rider reprimanded.
I love the escooters. They're fun and a really great travel option. I use them to get to and from work, and when I'm out and about.
I love the high use and think most people are quite good about being courteous. There is always that one user that is inconsiderate.
I love the idea of having shared e-scooters in Calgary! My only concern is that they do not become unsafe on busier streets like 17 Ave SW or Kensington Rd (although I haven't experienced this).
I love the 'parking space' for scooters in Inglewood. I really think that it helped condense the parked scooters to one reliable and consistent spot.
I love the scooters
I love the scooters
I love the scooters and rely on them daily!
I love the scooters and think they are the best thing that has come to Calgary in the last decade. Calgary has become a sorry excuse of a city under this current administration but we have scooters so at least we can enjoy the city while it lasts
I love the scooters but I feel the speed restrictions placed on them by the city are I'll advised, especially on a street like Kensington road. With the advent of street side patios, people want to ride on the street but the slow speed makes it feel more dangerous than a speed that better flows with traffic.
I love the scooters in the summer. great activity and connect the people
I love the scooters never take them away !
I LOVE the scooters they make it so easy to bar hop when I'm too drunk to drive and I don't want to get in a dumb Uber who would make me wear a stupid mask. And you can make it cheaper and ride with a friend.It's really annoying when slow walkers are on the sidewalk and get in my way though. The walking people should have to move out of the way of the scooters cause we pay for them.
I love the scooters! As a university student From out of province, I don't have my own car and find the scooters make it easier to get around town by supplementing public transit, as well as being super fun to ride
I love the scooters! Please let them stay!
I love the scooters! They are an awesome environmentally friendly method of transportation. I know many individuals who have not taken this survey who also feel strongly about the scooters. I would be extremely disappointed if they were taken away.
I love the scooters! They've brought such a feeling of joy to the city. They are being used by so many diverse people. I have health problems and trouble with balance and can't ride them.... but I feel so happy



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when I see people zooming around enjoying them with happy faces. Please bring MORE scooters to the city.

I love the scooters!! I know so many people of all ages who use them as they are a fun and faster way to get around when you live or visit the inner city

I love the scooters!!! So much fun and draws me into visiting downtown and choosing different destinations like restaurants and shops. Calgary downtown is so spread out in terms of shopping and there isn't necessarily great transit. For example shopping and restaurants on 17 ave and 8 ave. You normally have to get in your car if you want to visit both locations.

I love the scooters, and I like using them mostly on cycle tracks

I love the scooters, please keep them!

I love the scooters, the bird ones are the best.

I love the scooters, they breath life into this corporate city while adding another fun thing to do.

I love the scooters. I think it is a disservice to Calgary to discontinue them

I love the scooters. It's a differentiator for our city, and definitely an attractive commute option.

I love the scooters. With car2go gone and buses being late and lack of access to creating stations plus all the money we've put into building bike lanes- they are a great addition to the city. We need more lively innovative things like this getting people out and experiencing Calgary.

I love the shared e-scooters!

I love the shared scooter option in Calgary, it is one of my favourite features, and I will be quite disappointed if they were to be removed.

I love the shared scooters they have greatly reduced my want to drive to work saving me hundreds. I feel better as I know I help the environment and a regular joe who charges the scooters as a side gig. My biggest concern are people who park them like a [removed], I love the program and don't want it scrapped cause of people like that. Last year I feel the program really helped DT tourism.

I love them

I love them they look fun

I love them! They're perfect for short trips for people who live downtown and use it to commute to and from work. It's also a cheaper alternative to Uber when it's a little too far to walk

I love them, i want them to be available all year! I hear they are taken away in winters. They would make life a lot easier in winters too!!

I love them. Don't want to lose the great service

I love these for me and my family. They are fun and convenient. Great way to see the city. Good way to get around without public transit. Please keep them!

I love these scooters but I did hurt my ankle pretty bad because of a maintenance issue with one of the scooters. There needs to be better maintenance. I still will use these but I will be wearing hard boots from now on.



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<p>I love these scooters so much! They genuinely make me happy when I ride them and they allow me to make trips to run errands downtown that I otherwise would not have made. They also make the city so much more lively and fun seeing how happy people are when they ride past me on a scooter. I don't find the scooters are being ridden irresponsibly or causing any more inconvenience than a bicycle. :)</p>
<p>I love this addition to Calgary! Taking a trip using the escooters were a great way to spend a day with friends, engage with our community and explore Calgary. I found it was a very useful addition to public transport, especially in areas like downtown where it's difficult to find parking but an expanded map would be great as well!</p>
<p>I love this addition to transportation in Calgary! I think a little clarification on where to ride (sidewalks, road, etc.) would definitely help but I think that this is a great way to reduce our carbon footprint and introduce another way of transportation!</p>
<p>I love this program. It makes a lot of sense for a city like ours that has so heavily relied on cars as their main transportation. I have a bike that I ride everywhere now, but otherwise I would be very interested in using the scooters myself too. I hope they stay.</p>
<p>I love using the e-scooters - they are so fun. I've had no issues with getting hurt. Just like anything, there are responsible users and people who don't follow rules. Please don't take something great away because of the few bad apples. I know the bad stuff often gets highlighted.</p>
<p>I love using the scooters since they allow us transportation without driving and having to find parking. Also fun to ride for an evening out!</p>
<p>I LOVED the Lime e-bikes. LOVED them and rode them so often that my own bike went into storage. Then the scooters started to appear and the e-bikes disappeared. I detest e-scooters, They provide absolutely zero exercise and are riders abuse the privilege they represent. The e-bikes did permit exercise and were a dream come true. I look forward to winter and to the disappearance of the blights. One thing: GET THEM OFF THE CYCLE TRACKS. Among all the complaints I have, I got into a shouting match with a chap who was going the wrong way down the 8th Ave SW track near 8 Street- he was going west on the eastbound track. This is a narrow track and I see this constantly eg on 14th and 15th avenues in the Beltline. I see this almost every day!!!</p>
<p>I misread the question about contacting Lime. I have not contacted Lime before as I had no reason to. Thanks.</p>
<p>I miss the bike share</p>
<p>I miss the e-bikes. I felt that they supported local business much more because of the basket. I used the bikes on a more regular basis.</p>
<p>I mostly see young teenage girls riding without any protective gear and what appears to be limited experience in negotiating traffic/pedestrians on the downtown bikepath. They appear to be having fun and so not to be a killjoy but as an experienced cyclist I worry a bit for their physical wellbeing in the event of a crash.</p>
<p>I moved the scooter from the sidewalk because it was blocking the pass of a man in a wheelchair, people don't used their common sense at all. Also I saw more two people on the same scooter that last year.</p>
<p>I moved to Calgary from Vancouver in the spring of 2019 and dockless ebikes and escooters have stood out as something great about Calgary that Vancouver didn't have. They should definetly be kept. Re-</p>



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establishing ebikes may be a good idea though too as they are somewhat more versatile for trip to get items.

I never used bike lanes until the e-scooter pilot and now I use them daily. More connectivity from residential areas to cycle track is necessary. Also, I would prefer an option to legally use a personal e-scooter in the same areas that shared devices are allowed, and would be prepared to pay for licensing and insurance for the privilege.

I object to our tax dollars being used when the Fire Department has to go and fish the e-scooters out of the water/river on an almost daily basis. Get rid of them!

I often see 2 people on a scooter, which I believe is illegal and definitely unsafe. Who is policing the riders? I would also suggest some kind of protection for the riders, such as a helmet and knee pads. I have seen someone take a tumble from one after hitting a bump, and did have an injury.

I often see 2 riders on one scooter, which seems very unsafe. I have occasionally, as a pedestrian, almost been hit by e-scooters, especially on sidewalks. I almost never see riders wear helmets.

I only wish there was a winter option! :(

I own a business in the Beltline on a busy street. I have an issue with the speed that most of the scooter are going on the sidewalks with other pedestrians present. I have had some near misses right in front of my premises and have witnessed many altercations of near misses. Not all riders are ignoring rules but as always there are the mindless that are going to make it bad for all.

I own a e-scooter. I feel that private e-scooters should have the same rules as the shared one. i.e. allowed to ride on sidewalks. Right now I am limited to riding only on pathways. This doesn't make sense. If anything, I ride safer than those on on ride share scooters.

I own a personal scooter and prefer to ride it, I really like the idea of opening up residential roads (or roads with limited speeds) to scooter use as sidewalks can be in terrible repair (riding up center street nw is a great example)

I own an e-scooter. If it is determined shareable e-scooters are not a viable option moving forward, will this mean my scooter is no longer useable in the city?

I personally believe that it was a very poor/bad decision that the city of Calgary allowed any e-scooters this year, while we are going through a pandemic. It was impossible for e-scooter riders to physically distance themselves from pedestrians on any sidewalk or crosswalk at intersections. I live in the beltline, and the majority of e-scooter riders here just used the e-scooters for their own fun (not transportation), and were constantly blowing by pedestrians within 1 or 2 feet. When it came time for them to park the e-scooter, they just didn't care if it blocked most of a sidewalk (i.e. not leaving enough room for a person in a wheelchair to get by).

I personally have used the e-scooters for recreational purposes, but that's more so because I don't live locally, however I completely see how useful they are for people who do live in the city as they provide a pretty efficient way of transportation, of course some people misuse them however that can apply to practically anything.

I personally just notice people riding them unsafely and not being considerate. People ride them to fast and not in control. Those that seem to enjoy them and I have no issue.



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I personally know several young people who have used e-scooters while intoxicated and have done dangerous, stupid things. They are lucky to have not been seriously injured.
I personally love e-scooters but people are riding 2 at a time and not following any safety laws
I personally love the option with car2go being removed from the City.
I personally think that it was a bad idea for the scooters to be used during Covid-19. I didn't like them before and I think it is a risk to share them now.
I plan to buy my own e-scooter next year based on my experience this year. I think this program is valuable in exposing people to new methods of transportation at a low cost.
I prefer BIRD, but i really like having the options of other companies as well. I LOVE that Calgary has shared e-scooters as it makes me much more likely to explore new areas and connect with local businesses in areas other than where I live. I also make trips that would have otherwise required a car (which is worse for the environment). The companies used in the pilot have good service and clear rules around usage.
I prefer to long-board, I hope my ability to safely and considerately ride my board is expanded.
I prefer to walk most places.
I preferred e-bikes, but they were left everywhere impeding pedestrians
I put that I haven't used the scooters by accident. But I actually use them almost everyday.
I quite enjoy the scooters though more dedicated bike paths in the city would help. I find them to be great for smaller trips.
I realise that E-scooters probably reduce vehicle traffic but they they do not encourage people (mainly younger people) to simply walk. What about the upward trend in obesity and lack of physical exercise? I am over 60 and have had to step out of the way for e-scooters on numerous occasions. THEY should YIELD to pedestrians! I hate seeing these scooters parked in strange and in the way locations, like litter.
I really appreciate the lime scooters being an option in Calgary. It's been great, especially since Car2go left last year. I've had multiple people who have never ridden them before say they absolutely love them and would ride them again given the chance. I think it's a great way to get around the downtown area without having to take your car or an Uber.
I really enjoy having these in downtown Calgary! They are fun and make the downtown core more lively and fun to get around. Definitely a fun summer activity.
I really enjoy the e scooter program, i wish the area for use was a bit larger as i was near chinook mall and wanted to go to some breweries nearby but walked instead. it would be nice if they were available at least as far south as there. I do feel like they are a bit dangerous, the one i drove was not working properly and it flew away on it's own so that's a bit concerning especially since they're heavy.
I really enjoy the scooters during the warmer months and hope the city keeps them.
I really enjoy using the scooters around Calgary. They're very effective when I want to make a short trip that's just too long to walk, and just too short to justify bringing my bike and locking it up.
I really enjoyed the scooters and I think they're a great addition to the city





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I really enjoyed trying the scooters. It enabled me to go places that I would not have been able to walk to because of the distance..
I really hope that scooters continue. They are a lovely way to get around and really can help in a bind or time crunch. There are some people trying to ruin it as always but some people really appreciate the service.
I really hope the city makes the right choice fo keep them around. They are a great transportation option.
I really hope The City of Calgary keeps the e-scooters as there are many great benefits.
I really hope the city reconsiders having the escooters in Calgary. They are all over the place, especially in Bridgeland and they are frustrating to share the sidewalks with.
I really hope these leave. I’m going to start being more active in call police for the abuse received from riders. I’ll be sure to have pepper spray with me as this abuse is amazing. I even had to go to the clinic as a rider pushed me off the sidewalk and I feel. I have cerebral palsy and I’m still in pain from that instance that happened a few weeks ago. I logged a 311 complaint and received a call back but I did ask more questions during that call and have not heard nd follow with my complaints. I hope to. hear back from 311 soon
I really hope this becomes permanent, it has been a great project
I really like the idea of the scooters. I'm concerned that if there are too few, the service will lose its usefulness. But I'm also concerned that they are operated unsafely and not parked appropriately. I literally had to step over one last week to access a parking metre. I'm also not sure that they really reduce the use of cars--I think people actually use them instead of walking. Ideally, if there were a more robust bike path network, then that would benefit everyone (scooter users, cyclists, pedestrians and--assuming, then, a higher usage of bikes and scooters--a reduction in traffic, benefiting drivers as well).
I really like the lively vibe they bring to the City in the summers. People are always out riding them.
I really like them as an alternative route of transportation for the summer, they're fun and give you the same endorphins biking does and has really helped w the covid summer
I really like to walk. E scooters make it unpleasant because I’m always dodging them.
I really love the scooters are are a great way for me to do errands in the downtown and beltline areas during my lunch break from work and after work. It's so much fun and I really hope the scooters stay in Calgary.
I really think shared e-scooters are a great option for getting around the city, especially downtown and the beltline. They're super convenient and a blast to ride, and I would be really disappointed to see them go!
I really think the e scooter program is a valuable service to the city. As someone who doesn't own a car, it allows another transport option to get around our city, especially around the downtown core.
I really think the e-scooter project in Calgary should continue on and the city council should vote on to bring back the lime e scooters in 2021.
I really think there should be some regulation on the younger population (ie adolescents) using the scooters for recreational activity. I believe they use them in an irresponsible way, increasing the potential of injury for both the user and bystanders.



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I regularly see 2 people riding one scooter. I see kids riding them with no helmets. And I often see them being ridden in off leash dog area on steep paths near sunny side Mchugh bluffs. Very dangerous.
I ride a medical scooter, thus scooters have me riding on the road. Why can they not be ridden on the road? Frightening when a gang of them coming right at you doing 25k. There are some mornings when getting out of my building is a problem. [personal information removed]
I ride and walk the pathway system along the river almost everyday. I feel that scooter users lack the experience to ride them safely and they are a hazard to others on the pathway. They are also left littered on the pathway system often in the way. It seems that most people that ride them are not using them in place of other transportation but rather for recreational purposes.
I ride my bike most places so have not needed an e-scooter
I ride my bike on the city pathways and have found e-scooters to be a hazard. People riding them with no concern for others and leaving them on pathways and sidewalks. I have also witnessed incidents where altercations have taken place between e-scooter riders and motorists that involved a baseball bat and the police being called. I have seen parents double with their children in an unsafe manner. And finally, I have had friends injured while riding them. My other concern is the way they are made available to people leaving bars late at night. I am just thankful that there have been no deaths from this.
I ride the BowRiver to work. I have had them littered all over the grass, on the path like someone just stopped and walked away. Had to move one on a rainy morning as it was left on a blind merge at the peace bridge and I only just noticed it in time (bird - black colour harder to see). They are like litter.
I road them a lot last summer and really appreciated having the extra transportation option. Especially downtown where driving/parking can be a hassle. Much easier to leave your car in one place and ride scooters to get around downtown. Didn't use them much this summer because I was working from home, but overall I like having them as an option.
I rode a like scooter once and due to very loose steering and me being a beginner, I over corrected on a turn and crashed hard enough to dislocate my elbow requiring surgery. This was only 5 mins into my journey. I will never ride one again.
I rode a lot last summer but not at all this year, since I've been working from my home located outside the downtown core. I have seen a couple of scooters in very poor shape in my neighbourhood (Glamorgan)-- one had one of the handgrips with the accelerator completely removed. If I continue to work from home, it would be nice to see scooters outside of the core, perhaps in a similar distribution that Car2Go used to have.
I rode a shared scooter twice and bought my own because I'm outside of the zone. I love it as an alternative to cycling because it's so easy to transport!
I run or ride (cycle) into downtown to work every day. Scooters are parked in the middle of blind corners on pathways, ridden unsafely, and left clogging busy sidewalks or streets. They're a massive detractor to the quality of a walking/cycling inner core.
I said it last year and will say it again. The scooters are a menace. They are littered everywhere with no considerations with where and how they are parked and are used in a wreckless manner.
I saw a man and his 3-5 year son on a scooter on Edmonton Trail (not the side walk) Zipping down the street close to 16th ave. Very unsafe although they were wearing helmets. That was horrifying.



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I saw someone severely fall and hurt themselves riding an e-scooter. I saw the fall and it was very scary how much someone can get hurt.
I see a lot of people riding with two people, or small children. They are unsafe when people are riding past walkers on the sidewalk
I see a lot of people who are still gaining skills safely piloting the scooters, and still learning how to safely interact with other pathway users. There is a learning curve on both counts; we have to give it more time to normalize. The obvious popularity of them is wonderful; lots of new people experiencing getting around not-by-car and enjoying our great pathways for the first time. This can be a bit jarring for existing users, but in a few years the chaos from the initial bump will have settled and they'll be nicely integrated. Lots of the e-scooter users are courteous and predictable already. Lots weave randomly looking like they might fall off at any minute, too... but bless them-- they will get there!
I see alot of people going way to fast on them and see 2 people sharing one of them and they take over sidewalks when people leave them where ever and people even use them in the middle od the road I dont agree with them
I see issues with riders daily. Going too quickly on busy pathways/sidewalks. Not following traffic/pedestrian rules. No helmets.
I see people 'doubling' on the scooters all the time. I also see small children riding on them. The biggest downside is that they are just dumped in the middle of the sidewalk.
I see people riding them on the roads and two people per scooter. They've scooted in front of ny car, zip quickly into intersections off sidewalks without looking and also caused me to step off the sidewalk onto the road as they wont move even tho I have the right of way. Its a good concept but I find the people who use them are ignorant and rude. They also leave them in very inconvenient places such as across a sidewalk rather than along side it so you have to walk around them. It doesn't look nice either.
I see seniors who can't get out of the way quick enough when a scooter comes by. Often I see 2 people on the e scooter which is even more unsafe for pedestrians.
I see these scooters laying on the ground in communities. I hear there has been theft of them. Some riders are not courteous and some do not wear helmets. With Covid here I don't believe it is safe to use scooters
I selected the wrong option!! I HAVE used the shared scooter pilot a lot this year and as someone with a neurological disability that prevents me from driving, I relied fully on scooters and my two feet to get around since March during COVID. I have taken ANY transit because I don't believe the hygiene is sufficient, so scooters have been incredible. PLEASE keep them. They provide a new level of public access to those who can't afford/are able to drive. Improvements to public transit programs are necessary in the upcoming year.
I should not have to watch people spatter their brains on the sidewalk because they are recklessly driving dangerous east scooters without helmets.
I spent most of my summer nearly getting run over by users as well as nearly hit one while driving my car because the user was weaving in and out of cars in Cliff Bungalow
I still see two people sharing one scooter quite often
I strongly disagree with the city allowing e-scooters. Virtually every person I've seen on e-scooters are going far too fast and have absolutely no consideration for pedestrians.



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<p>I strongly encourage the city to reconsider its stance on personal e-scooters and allowing them on the sidewalks, bike lanes, and other pathways allowed for shared e-scooters and bikes. I have been taking the shared e-scooters to work in the downtown commercial core to avoid taking the c-train to work because of covid and the impossibility of coming into contact with other people or high-contact surfaces. However, I would love to ride my personal e-scooter to work downtown because the shared e-scooters are not cleaned. There are also occasional functionality issues with the shared e-scooters (e.g. bell is broken, brake is faulty). However, I would be comfortable with riding my personal e-scooter knowing that I keep it clean. I can fold up my scooter and bring it into my workplace with me without leaving it lying around the sidewalk. It would resolve many of the parking issues that you see with the shared e-scooters currently. In addition, most people that would actually invest in a personal e-scooter know how to ride one properly (unlike some riders on the shared e-scooters) and will abide by the speed limitations and laws. I really enjoy the shared e-scooter program and would like the City to keep it, but in the event that the City considers keeping it, I would ask that the City consider expanding to allow personal e-scooters as well.</p>
<p>I strongly feel that these should not be allowed on the sidewalk due to incidents or near incidents with pedestrians. bike lane or pathway only but if on pathway they would need auditory device ( like horn, bell) to notify others they are coming. I heard that these are only supposed tp be used by people 18+ but I have seen younger on them</p>
<p>I strongly oppose the use of shared escooters. They are a danger to the public and to the irresponsible people that ride them.</p>
<p>i strongly support escooters in the city</p>
<p>I strongly support e-scooters to broaden out the transportation options in Calgary. I feel something could be done to help educate users on how best to use them and park them in really busy areas of the city (e.g. downtown/by Bow River), but in my opinion any issues with e-scooters and their users aren't that different from the small minority of cyclists who operate their bikes in a reckless manner. I also am in favour of substantially increased dedicated bike lanes to create more space for cyclists and e-scooter users to operate separately from vehicles and pedestrians</p>
<p>I strongly support non-vehicle modes of transportation that provide people the ability to easily travel in the city. Scooters are one of these options</p>
<p>I strongly think escooters are a positive addition to Calgary. They substitute my morning commute of driving, which saves me money on parking as well as provide more enjoyment and fresh air to my commute.</p>
<p>I suggest limiting the top speed of the scooters - they'll still be fun and better than walking, but safer for all.</p>
<p>I support alternative transportation options.</p>
<p>I support shared e-scooters 100%, despite not being interested in using them myself (I walk/bike). HOWEVER, i have had several encounters with e-scooters, the worst being one that hit me while i was biking. The person that hit me was a young kid (~10 years old), and was out of control. The second large issue i have is that many people using the e-scooters are using the sidewalks, and are inconsideration and 'run' the pedestrians off the sidewalk. My suggestions is that the age is restricted for e-scooters (e.g. minimum age of 16 or 18), and that they should not be allowed on sidewalks.</p>
<p>I support the scooter program as an alternative to short trip car rides and as a fun activity that gets Calgaryans out and using our world class bike path system. Increasing infrastructure for non-vehicle</p>



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transportation (bike lanes, pedestrian causeways, etc.) will help increase scooter safety as well as enhance opportunities for safe travel alternatives to motor vehicles.

I support the e-scooter share.

I support the scooters. However, I use the pathways along the river almost daily and more work is needed to separate bikes, skaters and scooters from pedestrians/runners. Some scooters and bikes are operated dangerously and with disrespect for others. I have close-calls almost every day. Scooters are frequently parked blocking sidewalks and pathways. Scooters generally expect walkers to move off of sidewalks for them rather than accommodating walkers. Thanks for the survey!

I support the use of e-scooters, but believe users should be required to return them to docking stations. E-scooters left on sidewalks and pathways create a barrier and hazard to those with mobility impairments.

I take a scooter to work daily. I believe that if the rules were better enforced (ie double riders) it would lead to more responsible riding by recreational riders. I also feel that bikers pose much more danger and issues for shared pathways than scooters do as they never adhere to the speed limits and often ride side by side with no regard for others. I have never seen or heard of any campaign to promote safe and responsible scooter riding, this might also be very beneficial. Overall I love having this option and hope that the city continues with the program. It's a great plus and really makes downtown living a lot more accessible, convenient and fun.

I think a docking station would promote responsible e scooter use. I have seen e scooters in the river and littered on the road. People who do not dock their e scooter appropriately could face penalties.

I think additional transportation options are great and it does make the city more lively.

I think allowing scooters during a pandemic was a poor decision. I am pregnant and numerous times was nearly ran off the sidewalk by scooters. It's difficult enough to distance from others while trying to walk on crowded sidewalks and have to move off to the grass or road. Once I was trying to walk around a scooter parked in the middle of a sidewalk and another zoomed up behind me and nearly hit me. Generally, the people who ride them seem irresponsible, inconsiderate and rude. They never make space, offer distance or give pedestrians the right of way. I feel unsafe walking on sidewalks worrying someone drunk on a scooter or riding with multiple people on a scooter is going to crash into me. I used to use the bike lanes and stopped because similar bad behaviour and lack of etiquette made me feel unsafe.

I think an age limit to operate these would help. Typically it is teens and young kids that i see misusing them and driving erratically.

I think bike share is much more preferable to the scooters. I also think Edmonton's approach of keeping them on the street is better and Montreal's approach of having exclusive designated parking areas is better (ex. Painted area where you can park, not just guidelines.)

I think Calgary should use the same rules as Edmonton on where they can be used. I am unsure why Calgary bothers making any rules or guidelines as no one follows them and there is no enforcement anyway eg two people per scooter, following traffic signals etc.

I think Calgary transit should have their own scooters. That are cheaper to ride and are included in your monthly pass

I think Calgary would be going backward if we didn't offer e-scooters AND e-bikes....I think Nenshi is taking Calgary backward





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I think Calgary's various walkable areas are not well-connected. I think e-scooters are the best solution to connect those walkable areas. For example, if someone was walking through Inglewood and decided to go to 17th ave, by far the best option is an e-scooter. They are fun, simple to use, convenient particularly for people who are already walking and would like to move a distance to another walkable area.
I think drivers need to be more aware of scooters in bike lanes and they need to know to not drive us off the road. The scooters are awesome and I would be extremely upset if the project was to end without Calgary having scooters.
I think E scooters are a great idea for a city like calgary. We have lots of space and Scooters make it easy and fun to get from point a to b easily.
I think e scooters are a great way to make trips around the inner city area
I think e scooters are a plus for the city. The winters are so long and it seems the e scooter in summer brings people together. I like the fact that many use scooters for their actual transportation
I think e scooters are fun
I think E scooters should be apart of the Calgary transportation plan. The city should force the e-scooters to have GPS that limits there speed while in high density areas similar to golf carts.
i think e scooters should be banned from calgary i live in lower mount royal and walk a lot some times with my grandkids in a stroler its very difficult to use the sidewalks with escooters abandoned every where rid er with complete disregard for walkers and now lot of the sidewalks along 17th ave sw are closed for patio extension us walkers are having a di ffficult time in my area does anyone think of the walkers does anyone oncity counsel think of these things or maybe none of them walk thanks
I think electric scooters raise to cool factor of Calgary. Out of towners are always amazed that we have such a forward looking public method of transportation.
I think escooters are a fun and creative method of commuting around the city. Some people don't have bikes or cars and train stations could be far away/take longer. Im a big fan of the scooters as long as they are being ridden safely and responsibly cared for.
I think e-scooters are a great addition to Calgary and should be continued.
I think e-scooters are a great addition to the city
I think e-scooters are a great idea, and should be part of our transportation planning environment. We should encourage innovation in transportation - particularly options that reduce our reliance on fossil fuels. Supporting initiatives such as this helps drives innovation in this sector - keep it up, Calgary!
I think escooters are a great idea. There are always a few 'bad apples' I have seen them on their bikes and running but for the most part the people I have seen using escooters seem to be enjoying themselves and using them to get where they are going more quickly and efficiently.
I think e-scooters are an excellent option if parking and safety regulations are enforced.
I think e-scooters are an important part of transit, and socio-economic infrastructure.
I think e-scooters are great, however there are rules and there does not seem to be any enforcement, so you see lots of people being unsafe and breaking the rules. People think there are no consequences
I think escooters are great...as long as they are used properly and within the rules





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I think e-scooters are unethical. They require a lithium battery that needs to be replaced frequently. They contribute to the exploitation of illegal immigrants, as e-scooter companies have loose hiring requirements on who can charge the scooters and they do not pay minimum wage. I also worry about drunk people throwing those toxic batteries in the waterways. I would prefer a bike sharing program as it would be more environmentally friendly and healthier.

I think escooters are useful to a small set of users, based on age and ability. As they are currently the only form of alternative transportation that I see (i.e. no bike or car sharing programs exist any more), I think the city is not providing or supporting an approach that is inclusive of all demographics of the city. On multiple occasions, large groups of users (5-8 people) have ripped by me on a pathway while I am walking, riding recklessly on and off the path. I have occasionally seen people using them respectfully, and seemingly as transportation, but that experience is far fewer than with reckless users. I don't think we need to have 3 or more separate companies providing escooters in the city - I often see them thrown into bushes, lying or parked in the middle of the sidewalk - while they add a bit of energy to the city, I also think they create a haphazard image at the same time. They can also be an actual hazard for cyclists, motorists, and folks who use mobility aids. I am able bodied, and can avoid them easily enough, but would guess that is not true for a lot of people who have with less mobility than I do. If the purpose for having them is recreation, I think there should be specific sites where people can rent them from - where they can be educated on proper and respectful use. Perhaps there needs to be regulations on when/where they can be used - ie. not used in certain high traffic areas (pedestrian, bike and car) during peak hours. If the intent is for transportation, I think the city needs better infrastructure to accommodate the sharing of pathways - whether it is clearer signage, additional separation of lanes, seasonal campaigns with people out to enforce and educate shared use of space.

I think e-scooters bring MANY affordable options to Calgarians and they should absolutely return, without a doubt!

I think e-scooters could be a fantastic option. However, currently there are no real rules, and I find that people using the e-scooters are inconsiderate to pedestrians, bikes, and vehicles. They also go incredibly fast (which I would like but helmets should be required then). I have a few friends who have broken wrists, ankles, etc. There needs to be more regulation and enforcement.

I think e-scooters should have a bell. Do they? Cyclists are better at letting walkers know when they're approaching from behind. The group enjoyment of groups of e-scooter users can make them oblivious of walkers. Have there been any serious accidents? I haven't heard of any, but feel no accidents at all would be very surprising.

I think for the question regarding why a person does not want e-scooters I should be allowed to tick all relevant boxes. . Only 3 allowed for that question but tick all relevant boxes for "have you used an e-scooter"? I think this survey is biased.

I think having a bike lane (eliminate street parking in peak social times) on 17 Ave, and main bar streets, would take scooters off the side walls and be more enjoyable for the riders. Also, there should be designated parking areas for scooters so you know where to drop them off and where to pick one up. The bike share was super great, but that didn't come back again this year. I think a shared bicycle program would also be greatly enjoyed like in Vancouver.

I think having many transportation options for all different types of people is a good idea, including scooters

I think having transportation options is excellent and essential for a vibrant diverse city.



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I think Helmets should be mandatory. The companies advertise scooters with helmets on them and people riding with helmets on their heads with their logo on them. I have never seen a single person in the past two years even pre COVID-19 wearing a helmet. Working in the ER I see few to many people roll in with head injuries that nobody talks about due to a fall. Another thing would be the people in the city hall keep telling us it's a green way to move around what about all the people driving around in their truck picking up those things taking them home for a charge and then dropping them off around the city how green is that.
I think help keep Calgarians on pace with change and thinking more creatively about the way we live. If they don't ring value eventually the companies will disappear
I think if LIME is here to stay for good, they need to fix their customer service issues. I think charging people in USD without making it clear is unacceptable. I realized this only because I check my credit card statement and was surprised to see being charged exchange rate fees.
I think if used correctly and appropriately they are great. I think there needs to be better education about the safety of them and the statistics of injuries in them released so people take it more seriously. They are a great option for transport, but I just see so many people use them in a unsafe manner
I think it a great idea. I live on a gram outside of Calgary and I will bring my family into the city to enjoy this activity
I think it has been incredibly irresponsible for the city to release SHARED scooters in the middle of a pandemic. Especially when there is no one policing them for cleanliness. I would also like to know how the city is planning to deal with people using scooters inappropriately. Because when I drive through a green light and someone on a scooter chooses not to obey the rules, I'm the who gets in trouble plus I could potentially have "blood on my hands" so... this is no joke.
I think it increases unnecessary Emergency department visit throughout the city. We are actually losing a lot of money by treating those unnecessary injury rather making benefit of e-scooter business in the city.
I think it is great service and would like to see it kept up
I think it is important to live in a vibrant, forward thinking city and things like e-scooters add to that. I will likely not use one (age and live in the suburbs, but I think it adds to the fabric of our city and enjoying seeing them when I am out and about. A note - I was walking along the river in East Village and noted 2 e-scooters in the Bow - that was sad to see and would be a negative to the program - would be great if this could some how be overcome
I think it makes more sense to treat scooters more like bikes, as opposed to pedestrians, since they typically go around the same speed. Both need active separation from pedestrians, as well as cars.
I think it would be a giant mistake to discontinue the availability of shared e-scooters in Calgary because some people who drive cars have issues with them. Cars are far more noxious and dangerous and detrimental to a cosmopolitan world-class city. If anything, there should be tighter restrictions on the use of cars in Calgary.
I think it's an excellent option. Makes commutes faster at times. Bring a more people outdoors. Convenient, modern and new.
I think it's a good program
I think it's a great program!



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I think its a great program, esp wth the speed limited to 20kph
I think it's been irresponsible for the city of Calgary to continue the shared e-scooter pilot during the Covid outbreak. In general, I would like more transportation options in Calgary, but I think e-scooters are the wrong choice. I would much prefer more investment in better public transportation options, and/or a bike share program.
I think it's really weird to have different laws for shared e-scooters vs private e-scooters, we should encourage people to be able to use their own transportation as well.
I think more bike lanes would help facilitate better transportation options in Calgary, Especially more that go north and south downtown and in the Beltline.
I think more education is needed for the benefit of helmet usage. My only concern is people risking injury and the potential cost to healthcare. Responsible riders should continue to have this choice of transportation.
I think of them as bikes. Fast, fun and convenient. But also, people should slow down in high dense areas (side walks, etc) and not leave them blocking sidewalks or pathways. Please do not make 3rd ave a one way just to give some recreational scooters their own lane...there is space on the pathways so long as they are being parked and driven safely. SAME AS A BIKE.
I think on the whole they are somewhat dangerous due to the idiots driving them. Apparently, hospitals have had a lot more injuries due to e-scooters.
I think people need to be better educated as to the rules (by-laws?) or there should be more enforcement. I live downtown and I see 2 people sharing a scooter, children riding scooters, and people riding dangerously on an almost daily basis.
I think people should move more! Hvg this option enables less movement. Also I really don't like people sharing scooters ( ie 2 people on scooter). Dangerous.
I think personal e scooters should have the same freedoms as shared ones
I think putting them into the streets is a dangerous and irresponsible idea as there are many unsteady scooter riders and sometimes doubled with small children who would be very injured if came in contact with a vehicle
I think scooters are essential
I think scooters are fine but they move too fast to be allowed on sidewalks. It is dangerous to pedestrians that are walking, or in wheelchairs or pushing strollers. The sidewalks are just too busy and narrow to allow fast speeds. Bikes are not permitted on sidewalks, and scooters which can move just as fast, should not be allowed on sidewalks either. Scooters should be allowed in bike lanes, pathways and residential roads.
I think scooters are fun, and useful and a good alternative to using your car. But, they are abused, dangerous and not monitored enough. They should not be used on busy pathways where there is pedestrian traffic like Prince's Island.
I think scooters present a very high injury/damag risk in a mixed pedestrian, motor vehicle, bicycle environment and are marginally beneficial to the community.
I think scooters provide a fun activity for residents and visitors to Calgary. I've enjoyed using them when on lunch break downtown. It's easy for people to complain about things they don't use/like but we live in a free



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country where people should be able to choose to rent a scooter if they like (and take on the risks). Let's not legislate all fun away from a vibrant city.

I think scooters should be allowed on the roadway. I heard an early report in the first weeks of operation in Calgary and Edmonton that indicated that Calgary had many more injuries than Edmonton which I think speaks to the success of their strategy. I am curious how that data developed over time.

I think scooters should be faster and limited to bike lanes and roadways only. Riding on sidewalks is uncomfortable for both the rider and other pedestrians. Also scooter companies (mainly Lime) should be held accountable to scooter issues and make necessary repairs right away.

I think seeing them littered all over makes Calgary look ugly and they are a danger to people wanting to use sidewalks and the like. I have seen them knocked over carelessly and that means disabled people or those using wheelchairs etc cannot get around them safely. Frankly they need to go.

I think shared e-scooters are a vital part of connecting people and businesses in the city. As well as providing recreational opportunities they provide a low cost alternative to driving or taking cabs. I am on the paths a lot and most people are considerate and careful. There are some risks and a bit of education required but the positives far outweigh the negatives.

I think e-scooters should stay! They are a great option for people in the inner city. Especially now that car2go left.

I think should consider ability for individuals to own their own E scooters as well.

I think that a bike share (without motor) should be tried in Calgary. Keep the price low and tag it to transit. Make it a final kilometer solution.

I think that adults/parents should be permitted to ride with their child if the policy of the company permits it. A ride at your own risk type of thing.

I think that alternate transportation options other than cars and safe infrastructure to support those alternate modes of transportation are very important! We need more infrastructure! I have seen the new parking sections on roads for e-scooters. That's great and I think education about and use of those will help them feel like they are not littered about.

I think that city should ban the e-scooters. Some people abused the e-scooters by transporting objects or more than one person.

I think that diverse modes of transportation will eventually lead to greater vigilance and improve the safety of roadways and sidewalks for everyone, including pedestrians.

I think that e-scooters are fun and practical. My only real objection is when a rider comes up behind me at a high rate of speed and passes me without a comment or a bell. A bit more education might help, but I suspect that the people who are doing that are not really trainable!!

I think that e-scooters can be a menace on sidewalks and riverside paths. They are, however, popular as a means of transportation and for recreation. They should not be ridden on sidewalks. They need their own dedicated paths, maybe shared with bikes. People do seem to enjoy pairing up to share a single scooter in spite of the fact that it's against the rules and dangerous - more enforcement perhaps. I also wonder why helmets aren't required as scooters can travel at speed.



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I think that e-scooters should not be allowed on sidewalks... it is too dangerous for pedestrians. If they do have to use sidewalks, then the speed should be limited to 10 km/hour. The other thing that is a problem is where the e-scooters are left. Often they block sidewalks or entrances to buildings.

I think that e-scooters, car shares, and bicycle and walking paths are the future and an important investment for Calgary in terms of keeping residents healthy, supporting diversity, improving environmental outcomes, and keeping our city competitive and interesting for tourists and Canadian transplants alike.

I think that limiting scooters to the bike pathways during rush hour times is best. When there are lots of people on the sidewalks, it gets a little tight and I don't think people should be riding on the sidewalks between 7 and 9 am and 3 and 5 pm. But other than that I think they are safer to use on the sidewalk when there are less pedestrians than on the street. If you force scooters to be used only on bike pathways then not many people will use them I think. I think access to the bike pathways, sidewalks and roads is what helps to make them very handy.

I think that more options for transportation in Calgary is a great idea. Scooters, bikes, carshare, and things I haven't even thought of should be available.

I think that scooters allow the population of Calgary to get around more confidently than not. There is reduced use of vehicles and it does actually encourage more walking to destinations as well. More allocated parking spaces would be beneficial and potentially more readily known rules of the road for scootering. I love scooters and the atmosphere they are brought to the city.

I think that shared e-scooters add considerably to the Calgary ecosystem. Not without there issues, I think getting rid of them entirely would be a detrimental.

I think that the few people who do not follow the rules, or do not know the rules, ride too quickly and/or unsafely share scooters give Escooters in general a bad name. Similarly bike riders who travel at high speeds and do not use any form of signalling are a menace. I have narrowly avoided being hit by fast moving scooters while riding my bike. Perhaps less speed would make it easier on everyone in the shared spaces.

I think that the city should be encouraging programs that increase health and physical activity. I think most people using the scooters are doing so instead of walking or cycling.

I think that the E-scooter just makes people lazier. Countries are talking about obesity being an issue and we are now providing people with an alternative to walk a couple of blocks. People using them think it is funny when they almost run people down and I find that you constantly have to walk around them when they are left inconveniently at a crosswalk or lying across the sidewalk. It may not always be the riders leaving them around and people probably knock them over and move them or even break them. I think it is bad practice to have them used on our sidewalks as it is not always safe for people that aren't using them and it is definitely not safe to have them on the street with cars. Can't people just walk and get some exercise anymore.

I think that the e-scooter program would greatly benefit from additional investment and expansion to the downtown cycle track. whether by bike or scooter, I am always the most comfortable when I have a physical barrier separating myself from vehicular traffic. That the cycle track could accommodate multiple forms of transportation seems to speak to the advantage of investing more money into expanding this network, so that we can have safer transportation while also reducing vehicular congestion. Please please please, More cycle track!





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I think that the e-scooters, when used properly, are a great addition to the city. They give people more options for getting around particularly for short trips that may not have otherwise be taken.
I think that the project was a success and I would really like it to stay in the city. There is room for improvement with getting people to stop doubling and acting unsafely on it but that is not the majority of use that I saw. My personal use of the scooters allowed me to access areas of the city that I haven't seen and honestly wouldn't have went to without use of the scooters and through this I utilized small business's that I never would have without the program
I think that the scooter project has done so much for non drivers in this city. They were one of the deciding factors in my young family making the move to Calgary. My only complaint is they could use better enforcement, but so could other things such as smoking at bus stops (I require the bus to get to my job and I have severe asthma and a second hand smoke allergy) or people riding safely on bikes (no helmet, on sidewalk) the problem is with city enforcement in general and not the scooters.
I think that the scooters are also a very serious risk for covid-19 transference. These should be wiped down more often, they are also riden very poorly by the user's.
I think that the scooters are an important tool to connect the incercity. You can get from mission to Kensington to Inglewood easily which is so important as the transit between these communities is lacking.
I think that the scooters need lower speeds because I have been in many situations where they have come out in front of a car quickly or on a pedestrian. I think where they are now makes them dangerous, but there could be a potential to make them in some areas at lower speeds with more enforcement
I think that they are a great idea for Calgary. Users are sometimes a bit out of control and not considerate of others but, is that so different from currently approved modes of transportation?
i think that they should not be allowed to ride across LRT platforms weaving through and past people who are waiting for trains. I have witnessed way to many close calls. Perhaps there needs to be stronger fines for to deter some of the stupid factor that occurs. One incident sticks in my mind, .While waiting for the train on center street station heading West on a crowded platform three people came speeding by. One male looked to be a more experienced rider in the lead with two female compnbions following him. The last one did not look as confident. The issue is there was a 69th street train bearing down to its stop as these three went whizzing by. If she had faltered suddenly and hit the yelllow caution strip she could have lost control and possibly fallen off the platform right into the path of the train. That is the type of reckless stupidity i have witnessed.
I think that they've been a great outlet for people to have fun this year! Please continue to keep them on Calgary streets!
I think the biggest issue that bugs me personally is the littering of them all over the place. Middle of the sidewalk? On the road? Hmmm.
I think the boundaries for the e-scooter program between providers needs to be uniform. i.e. Lime allows for trip termination in Killarney while Roll and Bird stick to a boundary that goes no further West than Crowchild Trail SW. I believe that if the idea is to allow for quick movement to and from major transit hubs, then companies should explore expansion of the scooter availability along major transit routes.
I think the City ha done a good job in Recent years of introducing new transportation options, especially in, but not limited to, the downtown core. Before I retired, I often took advantage of Car2Go whenever I had an appointment during business hours. Was sad to see this company leave Calgary.Wrt the e-





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scooters, Is love to use them but now have bad knees, so wouldn't be able to stand for prolonged periods. Regardless of my inability to take advantage of this transportation option, I think most riders have used these e-scooters appropriately; therefore, I encourage our City to continue incorporating this, and other new initiatives, into Calgary. Thanks for the opportunity to provide my input. Sheri McDougall Renfrew Community

i think the city council members are biased & voted for the program, changed by- laws to accommodate a motorized vehicle on city sidewalks endangering pedestrians, the law prohibits bikes, roller blades, skateboards on sidewalks, why are e-scooters allowed?

I think the City should deploy bylaw officers to police scooters parked obstructing sidewalks; the fines alone should easily pay for a couple of officers' salaries.How exactly is an 'empty sidewalk' defined? No trees? No benches? Nobody at all? If there's one person in 100m? In principle, it would be fine to let scooter users use empty sidewalks; in practice, how would this be distinguished.It seems odd that the City has all the data from the scooter share pilot, but is asking the public to make random guesses as to whether scooters are being used to access transit, replace car trips and so on.It would also be nice to be able to identify scooters; a rider veered out of control weaving in and out of traffic and nearly hit my wife - there's no way to track them down.

I think the City will be exposed to a huge liability as it relates to accidents and e-scooters. As a taxpayer I don't want that expense!!

I think the current setup works great! Only have seen one or two dangerous situations, but that is the same as cyclists

I think the e scooters are brilliant and we need to keep them

I think the e scooters need to be allowed on sidewalks all the time. Many times the road doesn't feel safe with downtown drivers in Calgary. If there is an issue with e scooters and people walking on the sidewalks I would ask that the speed of the e scooter is lowered before they consider removing them from the city altogether. I use the scooter most often to help carry groceries or to decrease the time spent walking to my destination.

I think the e- scooters promote a lack of respect or regard for both public and private property. I've lost count of the number of times I've seen e-scooters left on sidewalks, boulevards and private property.

I think the e-scooter is a great option for some to use to get around and saves on gas, traffic congestion and pollution.Reasonable laws need to be set for the use of e-scooters and then enforced so individuals can use them and others are protected from misuses!

I think the e-scooter is a great option for travel and recreation

I think the e-scooter program is amazing! Not only are they a fun way to get around, but they help reduce people needing to take cars and get more people out and exploring the city. Before, it would be a nuisance for me to have to walk from, say the train line down to 17th Ave, or from Mission to Inglewood, especially as buses aren't always reliable/when they are, they come at certain times and it can take a while for them to show up. Now I can easily take a scooter and zip to where I need to go, making it quick and easy to explore the city, especially in the summer when the weather is beautiful!

I think the E-Scooter program is great! Most of the scooters have been very functional and convenient to operate. I hope the city continues this program.



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I think the E-Scooter share program is a great alternative for transportation and has definitely decreased the amount of driving trips I take.

I think the escooter shares are great! They are a fun way to get places and avoid riding on public transit!

I think the escooters are a great alternative to public transport. Better for the environment.

I think the e-scooters are great for our city and the vast majority of users are very considerate. It's a great way to get more use out of the expensive bike paths and lanes the city has invested in and a great alternative to ride sharing or driving especially in the summer. Plus they are fun!

I think the e-scooters are great for the city. They offer an alternative transportation option, are fun for users and offer a fun transportation option for tourists. That being said, I don't think the program has done well in our city. Riders do not know how to be considerate riders. I've had a couple of dangerous situations with them, one incurred a decent amount of damage to my bike. The e-scooter rider came up behind me on a bike lane, while I was stopped at a light. He started yelling at me to get out of the way and then hit me from behind. Riders don't pay attention to what's going on around them. They hit cars, pedestrians and cyclists. Very often they zip across bike lanes, forcing other pathway users to dodge them, with little regard for what happened. The rules aren't clear to riders. I live downtown and see two and three people on a single scooter all too often. The e-scooters are too fast for sidewalks. Many cities have users using the roadways, which makes the e-scooters the 'under dog' and pushes them to be a more aware and safe rider. As well, riders often simply leave them in the middle of sidewalks, which presents a challenge for others using the sidewalks. Specifically anybody with mobility challenges having to go around the parked/littered scooter. There are many elderly people in my neighborhood and it's awful seeing them forced to navigate scooters left everywhere while walking to the grocery store. There should be more enforcement for people breaking the rules. I have never seen or heard of someone getting a ticket for having 2/3 riders on one scooter. As well, there should be training material when a user signs up showcasing how to be a collaborative rider with the other dynamics of the pathways. The program has the potential to be awesome. I've used scooters in other cities and it's fantastic. It saves me from having to rent a bike. It just needs to be deployed better and with more enforcement and education. They have added another element to the transportation in Calgary and it's resulted in a level of chaos that's not great for other users.

I think the e-scooters are useful for Calgary but have concerns about rider safety as well as with the parking of scooters on sidewalks and in building entrances where they can reduce accessibility for others.

I think the idea is good. However, like with most things, there are enough people that don't use the program correctly (multiple riders on one scooter, leaving them parked in the middle of the sidewalk) that these bad apples have turned me, and others, off of the program.

I think the idea of e scooters is a good on on the basis of trying to replace car to go however the issues is that in the mission area they are littered all over our side our house on the side walks. It makes navigating narrow sidewalks impossible. This combined with the problem on a Friday night that majority of riders are intoxicated in the area and tend to ride unsafe.

I think the initial testing has been a debacle. Driving downtown I've had several close calls hitting someone riding an e-scooter, mostly at intersections where they just whip out to cross a road. They forced them onto the sidewalks, instead of the bike lanes with traffic controls? What is the point of having those lanes ... the scooters have 2 wheels and move faster than walking people. It just seems so strange to force them onto the sidewalks. Another concern I have is the huge use of the scooters by people who are inebriated. Especially downtown and beltline during late night hours after people leave bars and other places after consuming alcohol and drugs. It seems like some people think they are a safe alternative to



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driving under the influence. There is a lot of potentially devastating possibilities for injury or death. It is like anything else where 10% of people who do not follow rules, or are completely reckless, ruin the situation for the other 90%. I don't know whether they should continue allowing them. I am not a big fan of e-scooters in Calgary.

I think the most important point with respect to these devices is the safety of others and the safety of the rider. I have great concerns about scooter accidents, because of the harm to the riders and others, and the added burden on the already-stressed healthcare system. There could also be a secondary problem of some pedestrians being afraid to walk on the sidewalks because of the threat of a rapidly approaching and encroaching scooter that appears without audible warning and at the speed of a car.

I think the price is very expensive, that's the reason I don't use it often, and the battery doesn't last long.

I think the program is a great idea and hope that it continues. Thank you.

I think the program is awesome... despite never having used it.

I think the reduced speed in some areas like sidewalks in Kensington is a good idea. Would be a good way to encourage use of cycle tracks in Beltline if the speed is higher in the track than on the sidewalk.

I think the scooter pilot was a complete disaster. They are unsafe, I personally have see several incidents in the downtown core with people running into people on sidewalks. They clutter the streets and sidewalks and are left allover the place and block the train platforms. In other cities they have designated places where they must be returned to. This is another example of for external profit companies coming into the the city and making things worse and trying to fill a need that simply doesn't exist. THIS IS A USELESS DANGEROUS PROGRAM.

I think the scooters are great way to get around. Expanding the distance to access them would be great.

I think the scooters are a great addition to Calgary, but they are expensive and only make sense for short trips. By making them more affordable, they would get used more often. Please keep experimenting with ideas to make Calgary a more fun, vibrant and livable city.

I think the scooters are a great way to fill in a transportation gap - for shorter trips where time may make walking impractical, taxi/ride share is too expensive or less convenient and also when cycling is less convenient.

I think the scooters are a great way to travel when it's warm. They're fairly inexpensive and I would much rather travel on one than take transit or Uber.

I think the scooters are awesome

I think the scooters are fun for the people who use them I see no reason to discontinue them in Calgary. I do have a big problem as a disabled senior walking on the sidewalks when they are riding fast all around me on the sidewalk. Three times I have just about been struck by someone going high speed.

I think the scooters are fun. But the tradeoffs in terms of safety of others and the annoyance and double standard of having them littered about outweigh the fun factor. Maybe they could be used in some dedicated space where they wouldn't interfere and endanger pedestrians and bicyclists.

I think the scooters are good in idea. However, I've seen lots of people riding them dangerously downtown. I've almost been hit by them a few times. And they are frequently left parked blocking sidewalks. This is annoying for me, but would be terrible for people with disabilities or injuries who can't easily get around them



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I think the scooters are great and hope they will continue to be available for people in Calgary.
I think the scooters are great fun and would support their continuation
I think the scooters are useful to people for that 'last mile' of travel, and can be useful to people with mobility issues. Where and how they are parked is my main concern.
I think the scooters have been a fantastic addition to the City. I moved more inner city 3 years ago and I love having the ability to have multiple forms of transportation modes available for me use to now, especially since Car2Go left
I think the scooters increased the number of people downtown after work making it feel like a more metropolitan and trendy city that was fun to move around it during the evening/night.
I think the scooters should be banned from the city. They are littering the roads, pathways and sidewalks. They are thrown in the river and creeks. When parked in residential areas the people who charge them drive around unsafely to collect them
I think the scooters should come equipped with a warning horn or bell, I find they come up so fast and are very quiet, have almost hit a few people in my neighbourhood riding them. Part of me would love to try one, but part of me feels like I would be a klutz and be unsafe, especially with no bell or horn.
I think the shared e-scooter program brings a vitality to Calgary that is needed for moral. Love them, not the irresponsible riders.
I think the shared e-scooters are a wonderful addition to calgary. However, there does need to be an increase in policing around how they are used. Many people don't use them properly and become a nuisance or danger to others. As well, the city infrastructure is poorly set up for scooters to be viable to use on roadways when sidewalks are inaccessible or busy. We need bike lanes on every roadway and not just where they are currently so that everyone can be safe including pedestrians, scooter riders/bikers, and drivers
I think the speed scooters travel and their mass makes them more like a moped, and I think scooters work best for the riders and the communities when they are used on inner city roads (and NOT on sidewalks). They are like a bike in that they should be regulated for use on streets, and not where pedestrians walk
I think the top speed of these menaces should be reduced. I've had close calls on busy walking paths and in the downtown core.
I think there are instances of badly parked scooters, education on why pathways should be kept clear for wheelchair Access or Safety for partially sighted. However I don't think the majority of parking is done inappropriately
I think there has been an improvement since the year before. When the rider leaves the scooter crossways on the sidewalk that is thoughtless. It leaves no room for a wheel chair. Riding down 2nd Ave SW going west from 6th as a giggling group after 9 pm is not very pleasant for us seniors. I'm sure they will be hit by a car as it is not a well lit street. Please keep them to bike paths for my safety. surely they can still have fun. [personal information removed]
I think there needs to be a review of the injuries and the amount of health care costs due to these eScooters and accidents.
I think there should be designated parking spots for them. Riders MUST PARK in a designated spot or they will continue to be charged. Set aside designated parking spots in key areas that all 3 companies can



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use. This will nip that scooters littered everywhere problem. Surely their programmers can make this happen.
I think there should be designated parking spots meaning 'they must be parked in the designated area' or fined which means there MUST be fines and accountability.
I think there should be more enforcement about people riding together on one scooter, but other than that I think it's really convenient!
I think there should be more scooters as car2go left the city. Individuals on scooters should be encouraged to ride on bike lanes or slow down on sidewalks. It would also be beneficial to have several main parking stalls on busy streets like 17th Ave and 8th Ave where scooters are easily accessible.
I think there's a way for the City to make some money off of these somehow - like with licensing.
I think these are a bad idea. You cannot rely on individuals to use these responsibly. People don't wear helmets, I've seen them jumping them off jumps. I've seen one at the bottom of the bow river. People are doubling on them with small children. They are a major safety hazard.
I think these are great additions to our city, the mobility in our city and the options we have for transportation.
I think these need to have various return locations over the city, otherwise they are left in the middle of sidewalk, on roads which obstruct wheelchairs, strollers, and impede parking of vehicles at time. etc.
I think these should continue...
I think they add to the urban experience.
I think they are a awesome fun way to get around the city! I have had friends come in to stay in calgary just to get to down town and try the scooters. They are a fun way to see the city and great way to enjoy the summer. Many times we have visited multiplied bars in a night just to check them out and take a scooter ride. I think the scooters combined with summer fun, stampede, great parks and bridges and so many options for food and drinks make us a wonderful unique city to visit and a fantastic place to live. If we embraced the river more for recreation I think we would be a hard place to beat with so many amazing things to do and the fun you can have. The most fun you can have with your boots on!
I think they are a danger to pedestrians mainly. They run silently and should be required to use bells to alert pedestrians to their presence. They should be required to obey traffic laws, for example stop signs etc. I really don't see a need for them as they are not much used for errands and mostly for joy riding. On the river pathway they are a nuisance.
I think they are a fun activity that get people outside in the summer! I am all for activities that help connect people to the outdoors. For the most part, people are very considerate while using them, and respectful of where they are left. However, the only concern I have is when scooters are left laying about on the sidewalks/ on the grass - it can have impacts for people with mobility issues, or affect green areas. Designated parking areas would be great to see!
I think they are a good and fun method of transportation but I'm sick of walking down the sidewalk having to look over my shoulder constantly making sure I don't get run over by a scooter
I think they are a good transportation and recreational option unfortunately users are not always careful/considerate. Go too fast in crowded areas, leave bikes in middle of path, etc. Also there is a shortage of good infrastructure to accommodate escooters. We build more roads to accommodate cars but





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we haven't increased the amount or width of pathway or sidewalk to accommodate scooters/bikes/skateboards/pedestrians/strollers/wheelchairs. Everything that is not a motor vehicle is expected to use limited/scarce infrastructure.
I think they are a great addition to Calgary and hope they stay
I think they are a great addition to the city! Love them! Just wish they were offered in a wider area of the city.
I think they are a great environmental option and shared property makes for a more connected community. I think the pilot was fabulous and I'd love to see them stay!
I think they are a great mode of transportation. Essential to get around in downtown.
I think they are a great option for summers in Calgary
I think they are a great option for those who live downtown for quick trips
I think they are an eye sore and are everywhere. It makes the city look trashy. I think if we keep them people should be required to return them at least to a designated area. I saw one thrown out on the Trans Canada highway today. I also think it's a terrible idea for people to ride them on the sidewalks and paths.
I think they are awesome. Fun. Economical. I take it to work. I love them. Don't let a few stupid people ruin how great they are for the rest of us.
I think they are great but that riders need to be held accountable for bad driving, riding two at a time especially, and poor parking. Also vandals should be arrested.
I think they are great for Calgary and they open up many areas to more business because they are so easy to use and park.
I think they are great!
I think they are great! I think there should be some enforcement for disrespectful riders
I think they are great. It would be a disgrace to get rid of this service
I think they are great. Wish the bylaw would expand the use of Private owned scooters/skateboards to be used on Bike Lanes, Paths, etc.
I think they are the best thing to happen to Calgary. The more options for travel I'm all for it
I think they are unsafe and I have had many interactions with e-scooters who think they own the road - are rude and ride way too fast.
I think they had quite a bit to Calgary's charm!
I think they need to enforce safety and rules better
I think they offer a great alternative to transportation for young and old. Would like to see them parked off of the sidewalks in residential areas where there are no designated parking areas. This would keep sidewalks clear for those using wheelchairs, baby strollers, small children on bikes or in wagons, etc.
I think they provide a fun and engaging way for locals and tourists to take in the core of Calgary. One scooter I had had had its bell ripped off so I could not pass pedestrians safely.
I think they seem fun and add more life to the city





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I think they should be covering the whole city, not just the core, especially at malls to provide quick travel back and forth from transit
I think they should be enforced the same way that bicycles are.
I think they should be here to stay. As for myself I have medical issues getting around and when I used lime E-scooter it allowed me to go where I wanted with ease and enjoy the time I had. It's great to see so many people out there on them and the smiles on them all.I think it would be a shame if they are not made a permanent addition to the City.
I think they should be treated like bicycles. They should not be allowed on sidewalks. However, like bikes, people will ride them on the sidewalk anyway, especially if they are empty. To me, this is no problem. However, if they are specifically allowed on sidewalks people will expect pedestrians to yield or step aside. This will lead to conflicts. So, keep them off the sidewalks and enforce the law only when necessary. The bottom line here is that wheeled vehicles do not mix well with pedestrians.
I think they should have helmets and stay off of sidewalks for safety of pedestrians and themselves.
I think they're a good idea. But I don't like seeing them parked 'wherever' . I also think they should stick to designated bike pathways, not travel on roads or sidewalks where there are pedestrians.
I think they're a good option in the city for visitors and new people to efficiently explore the city.
I think they're a great addition to the city. Our downtown has a lot of great areas to explore, but some are quite far away from each other. I think e-scooters really help to explore more than one area in a trip downtown and attract more people to the core.
I think they're a great option. Disappointed that so many are vandalized/thrown in the river.
I think they're a good idea, although we almost got hit by one last night as we were pulling out of an alley onto 11th Ave sw in our car and a guy came blasting down the empty sidewalk on a scooter going too fast to stop. We were just nosing out and he missed slamming into the front of our car by a hair.
I think they're a good option, especially downtown. But there needs to be enforcement. I always see kids on them (either alone or sharing one with an adult), two adults on one, going too fast in parks, etc.
I think they're a great addition to the city now that car2go is no longer available. Makes the city more accessible without having to drive. Bike theft is a big issue in this city, so being able to leave scooters in designated areas and not have to worry about theft is a great solution in my opinion
I think they're a great thing for the city, although I don't ride them too often I think they add a lot of value to our city both in transportation and recreation.
I think they're a great way to cut down on congestion and get around the downtown quickly without a car. That being said, like for bikes, Calgary needs more bike lanes to make them a safe option. They're quite clearly a dangerous vehicle.
I think they're great!
I think they're just fine as long as the riders obey road & traffic rules. All modes of travel on our public roads should be licensed so that they contribute to the building and maintenance of these public roads, just like motor vehicles that bear the cost of our roads. And the rules of the road should be enforced, again just like they are for motorists.



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I think they're well enough, but people speeding on walking paths, swerving in and out of pedestrians and or traffic, only to have them littered all over already crowded sidewalks (not to mention making distancing during covid even more difficult). Overall I want to see less, not more, especially as a tax-paying citizen. These are for the already privileged and no one else.
I think this has been a great addition to the city. It would be a shame to lose it just because of a few irresponsible people. If this logic was used we might as well ban all cars as well.
I think this Has been a great service but need to resolve the issue of these scooters getting thrown everywhere. Enforce respect of the privilege of having these available
I think this is a great option for our city. Provides an opportunity to get around easier without having to drive a car and pay for parking.
I think this is a great program that makes the city a much more lively City. Improved facilities upgrades including scooter signage and education, more policing and improved methods to report maintenance issues are needed. Also increased areas where you can access scooters within the City such as isolated pockets in various parts of the city.
I think this is a great program to give Calgarians more transportation options and optimize our pathway systems.
I think this is a great project. All major cities in the world (Paris for instance) have those. They make the city livelier.
I think this pilot project is a sham, just like the bicycle pathways was a sham. The City has NO MONEY for all of these alternative transporations and yet they continue to take taxpayers money to keep promoting. The item I most disliked about the bicycles were that it wasn't even presented as a pilot that could be rejected, similar to what is now being said about e-scooters. The lookback targets were all changed to support the decision that was already chosen by the City councillors, like so many things in the past number of years. The usage of bicycles and e-scooters is so low but I'm sure if the ridership results were asked for, none would be provided as its evidenced by all citizens that this is another waste of taxpayer money. Perhaps go back to focusing on core responsibilities we are elected you for - police, fire, roads, garbage and recycling.
I think this programm like any programm starting out may have a few growing pains but in the long run it has the potential to be beneficial to almost all calgarians in reducing downtown traffic, allowing for exploration of the city and connecting more people with small businesses
I think this survey is important and I think that it will miss its target as it is much used by the younger generation that will not go online to fill out a survey. Go out in the streets and get the actual information. I love riding the escooters and use them often. For fun, to get to work or to get across downtown for work or to go to businesses. Your question about what I had concerns with made me choose 3 options. That is an unfair bias as I didn't have 3 concerns. I say let's keep them and educate people about sharing the sidewalks and pathways.
I think we are a very good city for these scooters
I think we need more enforcement by peace officers, especially for reckless riders, riders on the roads, and better maintenance by the companies
I think we need to create more rules around parking them in a orderly fashion.



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I think we need to expand the areas. I live in Windsor Park, so I'd have to walk 1-2km in order to get one, if it was available closer to me, I would've used them all summer.
I think with a bit more education the shared scooters are a great alternative to vehicles
I thought most riders were very courteous of pedestrians. Personally I slowed my scooter to a walking speed when the sidewalk became crowded. I had no issues and used the bell provided when passing pedestrians.
I thought there were bylaws requiring e-scooter riders to wear a helmet, limiting ridership to one rider per scooter, and proscribing where they could be ridden. I have witnessed countless infractions (they're easy to find) but no one seems to be enforcing the rules. You can't point to toothless bylaws and claim that the activity is regulated!
I travel from Red Deer to Calgary several times per year and whenever i am downtown I use the scooters after parking my vehicle to get around and access your local businesses.
I tried the Lime scooter once last year but felt unsafe
I tried to find a way to contact Lime Scooters but was unable to find any contact info on their website.
I understand the fun factor of escooters but the number of times I see people under 18 on them, two people on one scooter, drunk people late in the evenings on them and the absolute disregard for vehicular traffic (running red lights on them - I should have also noted downtown on the question about where I notice improper escooter activity, not just Kensington area), has made me think, every time I see them, 'ugh, so annoying, I despise those things.' So I appreciate what they bring to the city but I don't think enough enforcement is being done to govern their usage.
I use an e bike
I use River Walk almost daily. My biggest concern is cyclists travelling waypast 20km/hour and no visible speed enforcement.
i use the bike paths along the bow river on weekends mostly, but just for recreation which include walking, cycling and rollerblading. i find that most scooter operators are a menace on the bike paths as they ride side by side and do not yield to oncoming traffic while riding side by side or when passing others on the pathway. i've seen people racing the scooters numerous times and as many as 4 or 5 at a time in the race while having no regard for oncoming pedestrians or roller bladers. I've witnessed many 'near misses' of scooters and small children on bikes during the weekend hours. The scooter operators fail to follow any guidelines or rules of the pathway system. I've seen numerous riders 'doubling' on scooters, people 'texting' and 'racing' as i've mentioned previously. These machines are NOT meant for the river bike pathway system in Calgary, and I strongly suggest keeping them in the downtown core only along the designated bike lines of the roads in the city core. This is a safety issue. As a roller blader and pedestrian i witness numerous near miss incidences every day along the river pathway in locations such as bridge underpasses, narrow portions of path areas, and high traffic areas. The riders appear to have little regard for others and the city of Calgary should be enforcing rules and standards to prevent misuse of the scooters, but they are not! People should be stopped by city officers when speeding, doubling, texting, driving dangerously, racing, passing while unsafe and they should pay a fine!!! The demographic of these shared scooter operators appears to be the late teen or early 20's crowd, who do not always like to follow the rules of the road especially when they are not be enforced.



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<p>I use the sidewalks and pathways daily to commute and for physical activity. Motorized e-scooters and e-bikes move quickly, are often used by inexperienced users, and don't slow down in places where self-propelled users do. They are different and seem to need different infrastructure to operate without doing harm.</p>
<p>I use them everyday</p>
<p>i used an escooter many times - not sure why question 24 asks why i did not</p>
<p>I used e-scooters in Paris last year during trip as a tourist. I would love to see these in the rest of cities i have visited for pleasure. Our friends from Vancouver and their kids love to ride these in Calgary - I think it is one of tourist attractions</p>
<p>I used it once, fell off and will never use them again. They are a hazard to pedestrians on sidewalks.</p>
<p>I used the scooters at the beginning of the pilot, and I enjoyed them, but overall I find I am too scared of getting hurt to continue using them. I probably won't use them again. I did not like that I had to pay \$20 to an account at Lime. I would prefer a pay as you go option (like Car2Go). I am scared of other people using scooters on the sidewalks downtown as they often go way to fast and can hurt others.</p>
<p>I used them less this year because of COVID but think they're a great addition to the city</p>
<p>I value the escooters in Calgary. Please don't take them away. There are always people who break rules and don't use something in a safe way. I walk around downtown and neighborhoods like Inglewood, Kensington, Bridgeland, and around the river. Most people use the scooters appropriately. I have felt more unsafe from cyclists who go fast and do not use warning bells. e scooters get people outside, the city is vibrant in the summer. This is good for our economy and health and wellness. #lessgasguzzlingcarsand trucks</p>
<p>I very much dislike having e-scooters in this city. I feel less safe on the sidewalks, especially at night when intoxicated people are using them.</p>
<p>I walk &amp; run and use the pathways and downtown sidewalks: I was skeptical and had a couple of near-misses with riders last year, but haven't had any problems this year, and am starting to think they are fun and healthy for people, provided they follow safety and etiquette rules.</p>
<p>I walk a lot and the e-scooters are often taking over the sidewalks and driving too fast</p>
<p>I walk a lot for exercise and don't believe that an e-scooter is exercise. I have not had issues with people almost running me over although it may have happened somewhere to someone. We already have bike lanes that NO ONE uses. I am concerned if you decide to make the bike lanes larger or add more on roads that don't have them we are spending a lot of money on space that is 99% of the time empty while the remaining roads for vehicles are backed up. My neighborhood has bike lanes and I may see 2 bikes per day using them.</p>
<p>I walk along the Bow River daily - and feel very anxious and afraid now because of the scooters and the speed with which they zoom by me and my dog, I also fear for small children.</p>
<p>I walk daily on river walk and st Patrick's island. Scooters are parked in middle of pathways. It only takes one to impede path. I have seen three dumped in river. I have seen several on one scooter. I have seen many children and young teens ripping around on them. I fear for my safety walking and am constantly looking out for them.</p>
<p>I walk everywhere which is part of my daily exercise; therefore I don't need to use a scooter</p>



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I walk in and out of the downtown core daily. Shared E scooters are hazard to pedestrians.
I walk in the Eau Claire area 3-4 evenings a week, it seems all the scooter rides are for fun, which is a valid reason to scooter, but certainly doesn't keep cars off the road. Two people on a scooter happens all the time, ie 1/4 scooters. A lot of parents with their elementary school age children. After all the work done on the Eau Claire pathway to split cyclists and pedestrians, adding scooters to the mix seems irresponsible. Fun yes, but safe--likely not, not for older people.
I walk most people on the pathway riding scooters are in safe and rude
I walk regularly downtown at princess island and along memorial. The riders thought they owned the path and walkers were in the way. Riders just need to be more considerate.
I walk to the office from Sunnyside to downtown, they are a constant problem during my commute.
I walk to work everyday from Crescent Heights to the downtown core, even during the pandemic. E-Scooters are littered everywhere. The people that collect the scooters for recharging of batteries are not doing so in a safe or courteous manner when I observe them early on the weekends. Scooters don't do anything except provide a short term thrill for some. They make people lazy. You aren't getting any exercise if you are on a scooter. The Ebikes at least allowed for more exercise for some.
I walk with a cane to and from work downtown. I am older, and unsteady on my feet at times. These scooters are whizzing past me all of the time on the sidewalks and if I was to falter in one step, I would be hit and injured. They should be permitted on bike paths only and should have ENFORCEMENT of the rules! I see underage kids on them, rtwo people sharing one scooter - both of which are not allowed - but happen all of the time without recourse or penalty. Plus I am tired of having to walk around them discarded on sidewalks, and move them from parking spots in city lots before I can park my car when I do drive. They are not SAFE and are not being used in a safe manner or the manner in which I'm sure the companies wanted.
i walk with my wife and live at 10 ave and 1st SW . We walk about 30 -40 blocks a day as well as i walk to work. i am continuously pushed of the sidewalk by e scooter and force onto the road or grass if there is any as they whip. there should be no motorized vehicles on a sidewalk other than a disability scooter. i have found since the introduction of them now there is many more bikes doing the same.
I want more escooter options in Seton and other main areas that will improve access to shops, without the use of a car.It would be great to add an incumbent bike option also.
I want to own my own e scooter but riding it on sidewalks and bike paths are against the bylaws.
I want to use them but don't have a good understanding of where they can be used. It would be good to have them in less busy areas for practice before being in a crowded area downtown.
I was a frequent scooter user but I found so many to have maintenance issues, often multiple in a single trip/attempt. There is not really a good way to contact the companies besides the automated system which left me feeling like there was little accountability to make sure that I was not paying to use a scooter that I was unable to use. They are also slow to pick up the scooters once they have been reported to be broken and once reported, they are not taken out of commission leaving it for another person to lose money to rent and ultimately having to abandon it
i WAS A TOURIST IN Calgary in August 2019. Walking, biking and even enjoying outdoors was not possible with the reckless use og scooters on paths, sidewalks and in pedestrian areas. ' people on the scooters, adults with children in front (often the 'driver' and other ridiculous uses. We were a group of





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<p>senior and experienced bike riders and our time in Calgary became: where can we go to enjoy our visit instead without constantly keeping an eye on the hazard scooters presented.</p>
<p>I was able to report the broken scooter which was then deactivated.</p>
<p>I was almost hit by a shared scooter as the rider quickly drove on a downtown sidewalk and then proceeded to drive quickly on a major downtown street. We need big fines. Not just \$100 - really BIG fines</p>
<p>I was almost hit by an e-scooter by drunk/stoned young people riding recklessly on the sidewalk on the corner on 17 ave and 1st St SW, I think they should NOT be allowed on the sidewalk in an area where people are using the sidewalks, ever. I think they are fine for putting the driver at risk if they are on a bike lane, or a residential road without sidewalks, but when I need to use the sidewalk to avoid cars, I certainly don't expect to have to move for a sometimes quickly moving, almost always impaired driver.</p>
<p>I was an active user of Lime Bicycle share but the one time I tried using an escooter it wouldn't work.</p>
<p>I was cut-off by an e-scooter just yesterday, could easily have hit the rider.</p>
<p>I was downtown last week and found scooters all over the place. Many were lying down some piled on each other. In some areas it looked like a junk yard, wait until these scooters get older people will take even less care of them. I thought we were trying to keep Calgary clean having scooters lying all over the place is not a way to impress visitors. Over the summer I saw many people ride dual, underage and drive where ever they want without anybody enforcing or educating them. I spoke to both police and bylaw officers about the lack of enforcement and they both told me they were encouraged (told not to) issue tickets or enforce the laws on scooters and bicycles as city council was promoting these methods of transportation.</p>
<p>I was going to wait until this weekend to fill this out until I had another bad experience tonight while walking my dog on the SIDEWALK. The kid rode really fast past me hitting my left arm. when I told him to slow down he turn his head and told me to [removed] off. This is the kind of things that go on with these dangerous things. One night a guy almost ran me and my dog down. When I'm jogging along the Bow River they are laid down all over the place. It is dark and sometimes I don't see them until I'm right at them. One morning I saw one in the river with it's light still on. These scooters should be totally banned from the city. I could give you a lot more reasons and incidences that's I have experienced, but I don't have enough time in a day.</p>
<p>I was hit by a scooter while riding my bike. The person was looking behind them and talking to others while going around a blind corner in the wrong lane.</p>
<p>I was hit head on by a Lime e-scooter [personal information removed]. Bike was damaged and I was injured. Lime is next to impossible to contact. The only contact was via e-mail. They stated I would need a court order to obtain any information to move forward. The rider of the Lime scooter was 14 years old. He stated he did not know how to stop. A year prior to this [personal information removed] I was involved in a life altering accident in Princes Island Park just after 7:00pm. I regained consciousness in the Foothill trauma unit around 03:00 am. I do not remember what happened. I was out for a nice summer evening bicycle ride. The accident occurred on a smooth paved section of the bicycle trail thru the park. Thinking back I believe the accident was most likely similar to the accident of [personal information removed]. The scooters are too fast to be on public bicycle paths and walkways. Nobody remained at the accident scene. I have still not returned to work. Please contact me for more details [personal information removed]</p>
<p>I was nearly hit by a fast moving shared e scooter that would've resulted in serious injuries had it occurred. They are incredibly dangerous when sharing the same space as pedestrians. I've also seen parents with their children on the same E scooter. So dangerous.</p>





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I was nearly hit by a speeding scooter on a sidewalk in Beltline when coming out of a shop. These are motorised vehicles and have no place on sidewalks; the same goes for bicycles. These vehicles are a safety hazard on sidewalks. Many years ago in another city my grandfather was seriously injured when hit by a cyclist who was riding on the sidewalk. I have ridden a bicycle safely in Calgary's streets, bike lanes and pathways (I never ride on sidewalks) almost every day for 30 years; there is no reason for bicycles or motorised scooters to ride on sidewalks.
I was nearly hit downtown while walking on the sidewalk, by a scooter driver speeding up behind me. Even when sidewalks are nearly empty, scooters must be excluded from them. And if scooters are being parked on public land, scooter companies should be paying for the space they occupy.
I was nearly run down by an operator of an e-scooter who came around a corner of a building and was texting on his cell phone while driving the scooter. I had to dodge out of the way to avoid being hit. He saw me only at the last moment, but I had to move to avoid being hit. I am physically handicapped, so trying to avoid being hit was not easy. If e-scooters are to be driven, the driver must pay attention to his surroundings. It should not be up to pedestrians to avoid e-scooters using the sidewalks.
I was rather nervous riding the e-scooter. I didn't feel that safe.
I was supportive of this in the beginning but Calgarians have proven that they cannot be trusted as responsible users of this type of system. Far too many of the scooters are left in the middle of sidewalks, laying on the ground, in the river, wherever. Stupid people again ruin something for everyone.
I was under the impression that children were not suppose to use them and that there is only suppose to be one person per scooter.
I was using a brace and crutches for six months, and always I had to step to a side to avoid an accident because they cannot stop or do turn. Most of the times because two people are on them.
I was walking on the sidewalk, I thought I heard something, turned around and was able to jump out of the way just in time. There was a man riding an e-scooter on the sidewalk very fast and almost hit me. I should not have to jump out of the way to avoid E-scooters.
I was walking through Sunnyside to the river with my mother 84 yesterday and 5 guys on escooters came at us on the sidewalk very fast and ran us off. Scooters and walkers don't mix. If we were hurt we would sue the city plain and simple.
I was walking to eat on 17 Ave and 4 st sw. In the evening. The e scooters are are gong show. I saw a guy hit a wall. Its too crowded there to have these going at the high speeds they going. And they go down the 14 st sw hill for fun at very high speed. Only a matter of time before a big accident happens cause of this. No enforcement
I wear a helmet about half the time when I use shared escooters. I know I should wear one all the time, but sometimes my busy life has me making poor decisions. I would suggest that the vast majority of users NEVER wear a helmet. This is just stupid, but you can't regulate stupidity.
I went to the Bird and Lime websites but there is no phone number for me to call to express concerns or to tell them about how dangerously and annoyingly their scooters are parked. I am tired of having to walk on the wet grass in the morning on my way to work b/c the scooters block the sidewalkk
I wish Calgary would keep its sidewalks for the exclusive use of pedestrians. I understand younger children, who are learning to ride, riding their bicycles on sidewalks. This is the only exception I would



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make. In my experience those using e-scooters never signal they are behind pedestrians and intending to pass. This has occurred when I am walking in Kensington and along the Bow River pathway.

I wish I could find them closer to home (Dover).

I wish people would learn to park the scooters properly

I wish that e-bike rental would return.

I wish the introduction of scooters had not lead to the removal of ebikes.

I wish the program wasn't ending as I have been using the scooters to connect to transit. It would be great if we could turn some car parking spaces into shared scooter parking spaces.

I wish the service area was expanded! I live just west of DT and now with bussing reduced in Strathcona, it would be awesome to just jump on one & scoot to the Sobeys nearby. Think Westbrook or 69th St Train station and North/West of there. (93/94 bus routes)

I wish there was more patrolling done in the city to make sure riders are respectful of rules/laws in the city. They are as fast as bicycles, they shouldn't be allowed on busy sidewalks. They should not be allowed and be penalized for parking at bus stops when they impede transit users from easily mounting busses. They are as fast as bicycles, you should have to wear a helmet.

I wish there were still bikes as part of the shared mobility pilot! I used those more frequently.

I wish they where cheaper obviously but I dont expect that to happen, they are extremely useful to me and my friends though. I would be sad to see them go

I wonder how Covid is being addressed? I don't think they are being sanitized.I have never seen enforcement - I have witnessed drunk people, clearly under aged people, too fast, swerving around pedestrians and cars (both those and moving), blocking sidewalks and bus stops. I think there needs to be more education and enforcement of rules.What about helmets - I believe they should be minatory.

I wonder if there are ramifications for misuse (eg. parking as an obstacle, speeding, using ped-only paths, etc). Better software could track riders for improper use and charge fines (\$5-10) or suspensions (1 day - 1 week).

I work at Sheldon Chumir Urgent Care as an urgent care physician. We see literally dozens of injuries from E-scooters: both riders and passerby people. The speed of the E-scooters is too fast and there are no rules on how to use them. It is mostly teenagers or young people who are reckless using the E-scooters causing head injuries, fractures and soft tissue injuries. This is putting a strain on our health care system when frankly, we do not need any additional strains especially with COVID 19. What is the point of the E-scooters? Are people unable to walk? Ride bikes? Is the City so desperate for additional revenue? This is putting additional cost to the health care system. I vote for no more E-scooters in Calgary.

I work downtown and love to walk on Stephen Avenue especially during the spring/summer months. I absolutely detest the fact that bicycles and escooters are allowed to travel these few blocks. It's insane - they travel too fast, they are a hazard to walkers. Please get them off this stretch of a walking path. Also...a lot of escooter users are dangerous in general when pedestrians are around - good luck with that. Thanks.

I work in Healthcare and there are an incredibly high amount of people seeking ER and Urgent Care services because of scooter accidents. The numbers are astounding. Sometimes there are 10 people a day presenting at a single department. The injuries can even be grouped. For example, many people sustain a laceration and/fracture to their medial ankle because of a bolt attached to the scooter. Many



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people drink or use drugs and drive. Many people go max speed and fall. I appreciate this may alleviate some car traffic and I think we need options to keep our transportation environmentally forward, although scooters are extremely dangerous and a great burden on the health system. They should be more enforced as to substance use/doubling/etc. The max speed should be lowered.

I work in the Eau Claire area and see hundreds of scooters a day. I don't think the users are Educated/warned enough about the rules at time of their rental. I see plenty of double-riding, under-age riding and reckless driving. If the City is earning revenue from the scooter companies, then they should spend more money on Bylaw Officers patrolling the high-use areas. If I was given the chance to write out tickets to the e-scooter riders, I could EASILY write out 25 tickets per day. That's how many infractions I witness.

I work in urgent care and we have daily injuries Coming in from these. Some are life-altering, especially when combined with alcohol. These are drangerous.

I work on the West side of downtown. Even though there are lots of bike lanes all around this area, there are frequently e-scooters on the sidewalks. I have almost been wiped out on 3 occasions, even though I feel like my head is on a swivel to watch for these things. They are ridden too fast, by children, and in unsafe locations.

I work security downtown. I have nothing good to say about them or their riders they have no respect for laws. No respect for pedestrians. I have witnessed many dangerous accidents due to drunk riders. they are a menace to society.

I worry the people that fill out these questionnaires lean more towards a negative opinion and just want council to make informed decisions on the project's merits vs pure NIMBYism that seems rampant lately.

I would appreciate if the boundaries were a little wider.

I would appreciate more reinforcement with the e-scooters. I've been almost hit many times in pedestrian only areas (Eau Claire mainly)As someone who walks and bikes a lot, i find e-scooter riders to be mostly irresponsible and nothing gets enforced, its made walking more challenging, especially after memorial drive reopened to cars. I don't feel safe around them and there's no accountability for riders. This could ve great if policies were enforced

I would be concerned about e scooters interfering with cycling commuters. Cycling commuters often need to cycle fast in cases of long commuting distances in our city.

I would be more in favor if there was more structure (rules/signage/parking) as well maybe the ability to limit the speed espeically in high traffic. People seem very out of control sometimes. As well limit to one person per scooter not a family of 3.

I would feel better about them if the operator (rider) would take the time to educate themselves about the rules and parents would enforce not allowing minors to ride at all.

I would have no problem with e-scooters being being operated under the same rules as bikes. It seems like some scooter-share users feel a lot less bound by rules (and courtesy) than bikers, though.

I would just like to see greater expectation of proper use of the e-scooters.

I would like the service area expanded to more residential areas to allow easier connection to public transit.

I would like to add that when I feel most comfortable using bike lines - it when they are protected bike lanes with proper barrier infrastructure.



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<p>i would like to know how many enforcement tickets have been handed out as i've seen many infractions on a daily basis</p>
<p>I would like to know how safe use of scooters will be allowed given that many people are using them at top speed down busy sidewalks and nearly hitting pedestrians.</p>
<p>I would like to reiterate that more often than not e-scooter riders are reckless and drive way too fast. They do not slow down when necessary and they pass bikers and pedestrians when it is not safe to do so. Speed limits need to be enforced and way more education as to the rules of the road are needed before someone is seriously hurt. In fact, the above also applies to bikers. As the pathways are used more and more each year more education and enforcement will be required to make the pathways safe for all to use.</p>
<p>I would like to see charging stations for the e-scooters at the more popular destinations, particularly around the downtown core, to encourage more thoughtful parking of the scooter when you are done with it. Perhaps the providers could offer a discount to any rider parking the scooter in a designated area. Also, the provider could offer charging stations to local businesses who would like to have stations at there locations to encourage more business traffic.</p>
<p>I would like to see enforcement around underage riders and doubling up on the scooters.</p>
<p>I would like to see enforcement for the rule regarding a single user. Most of the dangerous behaviours I have encountered have been with scooters with multiple riders (usually 2) at the same time.</p>
<p>I would like to see e-scooters continued in YYC. Riders should wear helmets. Thanks.</p>
<p>I would like to see more areas in NW. Would loved to have taken them from Silver Springs to Crowfoot</p>
<p>I would like to see more enforcement of these on pedestrian sidewalks- often quite dangerous where little children, elderly, those with disabilities walk without being aware of scooters flying by at High speeds. Would like to see enforcement of those who choose to uses these after consuming alcohol or late at night in areas surrounding night clubs, restaurants and pubs/bars.</p>
<p>I would like to see the city focus more on active transportation, like bicycles and e-bicycles. Scooters encourage a culture of laziness, physical inactivity, and inconsiderateness for other pathway users.</p>
<p>I would like to see the e-scooters available to other areas of Calgary other than the downtown area's.</p>
<p>I would like to see the speed that the e scooters can travel lowered, these riders are going 20-25 km/h and are not wearing any head protection.</p>
<p>I would love to see e-scooters as one of the main transportation options. When they are only available closer to downtown, it makes it difficult for others to use this as their mode of transportation. So, over covid I bought my own e-scooter and I love it. I had the chance to test both the Lime scooters and Bird and I would choose my own anyday. Covid certainly brings a whole other aspect to the game as well.</p>
<p>I would love to see them stay in Calgary! Only issue is the breaks on the Lime scooters.</p>
<p>I would love to try one but I don't know how to use one.</p>
<p>I would prefer to have the same rights and access for a private scooter.</p>
<p>I would rather use my old school bicycle to get around when I don't drive. I find the shared e-scooters are not always stored properly, and some of the riders don't a clue. I would be far more supportive of e-scooters that people owned themselves..</p>



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I would really like the e scooters to remain in Calgary; It's fun and I see people exploring the downtown core. It creates vibrancy and a buzz in the downtown core. I think that e scooters should be allowed on all bike paths and bike lanes and low density sidewalks.

I would strongly advocate to continue sidewalk use. Scooters do not belong in traffic. It would be too dangerous for the users. Much more dangerous than pedestrians feel about scooters on sidewalks. The potential for loss of life is higher on roads.

I would support getting rid of these... especially during covid

I would support shared non-electric bicycles. Giving every idiot access to a motorized vehicle is insane.

I wouldn't mind the e-scooters if people didn't ride them on the sidewalk. They have been very inconsiderate and even honk at you, even though the sidewalk is meant to be for pedestrians mainly. They zig-zag between people, and I find that very dangerous. On top of that, they are parked all over the place, even though recently I saw that there are designated areas to park them.

I would've to see scooters at common transit hubs beyond the dwtn core.

I'd like for the city to incentivize expanding the network areas for e-scooter companies so that more people have access to them.

I'd like the area to go into Bridgeland/Crescent Heights up to 2 Ave NE

I'd like the boundary that you can ride the scooters in to be expanded

I'd like to see bikeshare again

I'd like to see more marked designated scooter parking areas in high traffic pedestrian areas. Example of marked scooter parking area is on the north end of Louise Bridge.

I'm a cyclist and have had close calls with scooters 8/10 bike rides. While some are really confident on them, most are all over the place. I even ended up in the hospital colliding with a scooter that wasn't paying attention.

I'm a frequent user because it's cheap, fun and you can go anywhere with these scooters. for example, if u start your trip in china town and you want to go to 17th ave it's easy and you can enjoy the ride with your friends. i think it's a good pass time and a good way to social distance with friends because you are out side.

I'm a juicer and a rider . Lime needs to limit the amount of people they hire and the type of vehicle people use to contract for them . Using a suv or van that's not equipped for hauling is very dangerous for the occupants inside .

I'm against e-scooters as they are dangerous. They are too fast, no helmets or safety equipment is worn. People operate them inebriated. Children ride them (no helmet) and you often see people doubling on them. I've had a close contact end up in the emergency room with serious facial injuries and the nurses there said it is a daily occurrence. The emergency dentist also commented they get a patient a week.

I'm concerned about the level of maintenance the scooters receive given the abuse and misuse they go through. I had an accident against someone who crashed right in front of me because the front suspension broke under normal use. Both him and I were injured badly.





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I'm husband I have had several negative experiences with riders almost hitting us, telling us to move over, stopping abruptly behind us and telling us they have the right of was on sidewalks. I heard they have lowered their speed but they shouldn't be on sidewalks if they don't give right of way or go slower.
I'm not clear why calgary has taken this action when provincially there was a decision that these items were unsafe. If you choose to proceed - the scooter companies should be paying into the healthcare system a fee for the increased and same pattern of injuries bill that the tax payers are footing. You should do this same survey for cyclists - they are riding all over the place.
I'm not in the areas they are currently available
I'm not sure if the Like scooters that have been around many years are a part of this "pilot". It's very unclear.
I'm over 50, at my age if I fall I will seriously break a bone or injure myself. I don't need to be in the hospital. I find the scooter riders more responsible them bicycle riders. Bike riders should be licensed & ticketed for Breaking the law. Maybe we should have less cyclist & more escooters based on escooters responsibility and maturity of their riders
I'm terrified walking on pathways when riders zoom past me. They travel too close to me at dangerous speeds. Most riders do not seem in control. They have materially decreased the enjoyment of public spaces for me (and I suspect most others). Additionally, they are often parked with little regard for others, often blocking the entire sidewalk (which is a major issue for people with mobility issues).
I'm tired of these scooters. I'm tired of the people who use these scooters.
I've almost been hit several times by escooters while on sidewalk. While driving our vehicle we've been cut off and sworn at several times.
I've loved having the option of scooters. It's quick, safe, cheap and fun!
I've never felt more unsafe in common parks and paths than from people riding e scooters. E scooter use has reduced my likelihood to walk in inner city paths and parks.
I've not heard or read what the city thinks the benefits of the e scooter plan is. Most scooters are being used by the young as a recreational tool with very little enforcement and if there are educational tools that explain the rules there no where to be found.
I've ridden motorcycles for most of my life and seeing these scooter riders' behaviour on the sidewalks and roads had I ridden like them I would have been dead years ago. No training -no riding Period!
I've seen misuse of scooters and saw a woman fall off a scooter at Princess Island Park just yesterday. While certainly unfortunate, don't allow the lack of care by some to spoil an enjoyable experience for many.
I've seen more videos of them being abused than used properly. Videos of them being thrown in the river or fished out of the river by police. Waste of money. I want to see the revenue generated from them and the cost of fixing the ones getting vandalized in some way.
I've used escooters in a number of cities other than Calgary. The best experiences are in cities where the scooters are expected to operate on the road, rather than the sidewalk. Raising the Max speed of the scooters to 30kph makes the in road experience enjoyable and fast. The high speed area of the city also needs more consideration. You should be able to get from downtown to chinook Centre via scooter.
I've visited more businesses and restaurants than I ever would have if scooters were not available





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<p>I've witnessed very dangerous riding of e-scooters within the beltline. Examples include 2 people riding 1 scooter, riding e-scooters on busy roadways against flow of traffic, riding through crosswalks when walk signal is not present, attempting tricks on e-scooters while endangering pedestrians. I've also witnessed zero enforcement of basic e-scooter rules.</p>
<p>I'd just like to share how important it is to keep shared scooters. It helps so many people and saves people (like me ) from driving they're car everywhere! The city will definitely not be the same without these in the summer seasons</p>
<p>I'd like to hear what our public health officials have to say about this issues. What are the health outcome statistics?</p>
<p>I'd like to see a little more enforcement of safety rules. Use of bell to warn pedestrians when about to overtake. Use of bike lanes where available. I am happy scooters evidently give pleasure to the riders.</p>
<p>I'd like to see a requirement for some training on them and require the use of helmets to reduce injuries. I'd also like to have a manner to identify a specific scooter so that if someone is riding unsafely or in an inconsiderate fashion a pedestrian can complain. I've been nearly hit a couple of times and where there are no controls over how these things are used, there are no consequences for the user.</p>
<p>I'd like to support the use of e-scooters but am quite concerned with some users' behaviour, nearly hitting pedestrians, and moving quickly in front of vehicles in traffic without thought or concern for the potential fall-out (including at crosswalks, when cyclists that move too quickly need to dismount for example but e-scooter riders simply 'scoot' out without much warning.) If these behaviours could be mitigated, I'd be happy for those who enjoy using e-scooters to continue to do so.</p>
<p>I'd like to try them, but I don't have a data plan on my phone, which is needed to use them. Additionally, it is incredibly frustrating to find them parked on my lawn, sidewalk, or driveway. I've also seen neighbours park them at the side of their house to prevent others from using them.</p>
<p>If we are trying to make our city more walkable, e-scooters on the sidewalk do us no favours and actually impede the goal. Creating access at LRT stations for "scooters to home" in the suburbs seems like a great benefit. Piling scooters onto downtown sidewalks makes me less likely to feel safe walking. There is too little walking infrastructure downtown. Maybe we are a city of wheels. Not sure. But walking is efficient when we time the lights well for pedestrians and give the space for people to walk, they will do so.</p>
<p>If Calgary retains e-scooters then pedestrian safety and enforcement MUST be first and foremost. Bad riding, bad parking, utter inconsideration for pedestrians, speeding, riding where they shouldn't, underage users, two or more riders per scooter (all breaking bylaws, where the **** are the police and by laws officers????? e-scooters should be banned from sidewalks, reduce speed to ,5km/h when within 1 meter of pedestrians. And we need enforcement (their appears to be none currently). But my preference is to ban e-scooters and end the experiment.</p>
<p>If Calgary wants to be seen as a decent tourist destination we have to allow such things as scooters or segways. Most cities offer them.</p>
<p>If e-scooter companies are willing to stay in Calgary and it's profitable, think about the jobs that it creates (direct and indirect) and the revenues that could be shared with charities and communities (of which they should be encouraged to invest in the city infrastructure to facilitate e-scooters). More education and fines for those who don't follow the rules should be administered. The health care system should not be burdened by injuries and an the costs and benefits should be taken into consideration.</p>



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<p>If E-scooter riders appeared to show respect for faster vehicles and slower - pedestrians, they would be much more accepted / respected.example - consequences for riding with multiple people per scooter, interrupting traffic flow, not yielding to pedestrians</p>
<p>If scooter use followed the rules of the road, they would be fine. As it is they are being used dangerously</p>
<p>If e-scooters are allowed, there should be specific rules and then those should be enforced.</p>
<p>If e-scooters are approved in the city, I would suggest having specific parking areas for them as this causes less incidents on walkways and the road, which would be safer for everyone.</p>
<p>If scooters are not going to be monitored then they need to go away. Most people I see using them are just doing so to have fun and do not respect that there are rules.</p>
<p>If e-scooters are retained, they should be :1) allowed only to be ridden where bicycles are allowed, particularly NOT on sidewalks2) Be speed limited to 10 kph3) Be required to have a hailing device such as a horn or bell, and to use this device when passing pedestrians or cyclists on shared pathways. I should not be required as a pedestrian to concern myself with rights or way when walking on a sidewalk or shared pathway such as Stephen Avenue Mall.</p>
<p>If I cannot ride my bike on a sidewalk then scooters shouldn't be allowed also. Please ban them. People double ride on them, ride intoxicated and run pedestrians over. Let's not wait for a child to die. This is a warning. I used to work on the city of Calgary pathways committee and I know what I'm saying. They are unsafe. I don't even feel comfortable using one.</p>
<p>If I get hurt with one of these, either falling over one or being bumped by one I will hold the city liable</p>
<p>if i had an opportunity to use an E scooter I would. They are convenient for moving around and make the city lively</p>
<p>If I lived closer to the core or there were some in suburbs, I would use them. It seems like it is only meant for young adults who live in the downtown core which is really too bad.</p>
<p>If it wasn't for COVID I would have ridden the scooters a lot more this summer!</p>
<p>If it were not for Covid, I'd be less bothered, I have had to step out into traffic to avoid scooters, they come at you from behind on the sidewalk and brush past you, there is no concern about Covid at all.</p>
<p>If people want to own their own, then use on bike lanes/bike paths. Shared scooters are dropped off EVERYWHERE!</p>
<p>If people would park them responsibly I wouldn't have a problem but some people ruin it for everyone</p>
<p>If personal e-scooters were allowed on sidewalks (with restrictions, speed limiters, etc. ) I would happily purchase one to ride on the less busy sidewalks around my place of residence to run errands and travel to social engagements in place of my car.</p>
<p>If rules were followed , these scooters are fun for the public who use them. But the typical age group who use them are the teenagers to young adults. They ride everywhere. Since these scooters are electric and go much faster than foot propelled scooters, I strongly believe they should be used on bike pathways and residential roads where appropriate. Many times the people who operate these scooters are shaky and unskilled riders, and many a time they have appeared directly and quietly behind me going way to quickly , so if I had moved slightly along the PEDESTRIAN pathway, I could have been hit! I have seen parents paying for their children , much younger than 18, to use the scooters while the parents go for a walk. I</p>



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strongly believe more enforcement of rules is necessary until people know the rules. If this was enforced, less possibility of accidents would occur and more people would be accepting of these scooters. Thank you

If scooter services continue, companies should be easy to connect with in case of billing issues or malfunction. (E.g. online chat, phone, email)

if scooters are here, riders should be licensed more enforcement riders are far more aggressive than bikers

If scooters remain (I hope not) they need monitoring closely. Every day I walk and see people and kids doubled up on them. I've seen kids as young as 10 or 11 riding them. They are ridden dangerously by some young adults, who don't pay any attention to the rules of the road/pathway.

If shared e-scooters are continued to be used they should only be allowed on designated bike paths/lanes. I have had several incidences of almost being hit by a rider either on designated walking paths or sidewalks as a pedestrian. Based on my observations there are a lot of riders who are not familiar with the operation of a scooter and therefore become very dangerous riders to themselves and others.

If shared scooter use is to continue then I think the cap on the speed should be lowered and the usage should be limited to day light hours only

If the City decides to have to have e-scooters, we need education and bylaw enforcement. Our neighbourhood has been invaded with uncivilized riders and has to stop. We want to be walking safely in our neighbourhood. Thank you!

If the city decides to regulate scooters, the scooters should be allowed on the roads or bike-lanes only. I am not in favour of the scooters being on the sidewalks. It is frightening to have a scooter ride up behind a person who is walking on the sidewalk. I feel very unsafe walking in the Beltline in the summer because of scooters.

If the frequent users of e-scooters paid attention to the rules, took notice of traffic patterns and laws, and were able to be respectful of bikers and pedestrians, e-scooters would be a great way to get around downtown Calgary. The biggest issue is that the riders do not seem to care about basic etiquette when using bike lanes or sidewalks, and often impede cycle and car traffic.

If the majority of e-scooters were legitimately used as a transport option, they would be fine, but most are used just for fun and are a general nuisance. E-scooters are promoted as environmentally friendly, but on a full life-cycle analysis they are not.

If the scooters are here to stay, please use this opportunity to dramatically invest and expand the the bike lane network in the inner city. Scooters are unsafe to operate on the sidewalk and without alternatives this will continue to happen.

If the shared e-scooter was used as solely a means of transportation by responsible people, that would be great. What I have experienced all summer long is that the people riding these are doing it for fun and they have little to no respect as to how or where they ride these. They are reckless, ignore safety and signs designated for where they should or should not be and are an accident about to happen. I have yet to see any enforcement in Eau Claire, China Town or East Village where I frequently walk.

If there are any rules for e-scooters, they don't seem to be enforced as I have seen many going too fast and not wearing helmets while going down the bicycle paths. The pathways in Calgary are for bicycles and pedestrians, no motorized vehicles should be on the pathways. Bicycling and walking/running are much better ways to get exercise and keep our pathways safe.



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If there are clear rules and enforcement I would be more likely to approve
if there are rules around where you can park a scooter, then dissemination of those rules should be more prominent. If there is a certain spot where scooters should be parked, then those areas need to be more and better marked.
If there are rules for using scooters, I haven't seen them publicized and they certainly aren't being enforced. There needs to be rigorous enforcement with more police or peace officers visibly cracking down. For example, any nice Sunday walk by the Bow is always unpleasant due to es-scooters on the pedestrian path EVEN when the bike path is right beside it and visibly marked. In the belt line young adults use the sidewalks as if they were a skateboard park while disobeying traffic lights and harassing pedestrians. Consider turning them off at 11pm to stop bar-hopping drunks from using them
If there could be a perimeter locking system, that might help?
If there is a bike lane, an escooter should be forced to use it rather than the sidewalk or road. Same use apply as to cycling (much improvement still needed in cycling rules as well, like licensing and insurance mandate if they are to continue using public roads)
If there must be escooters police the littering of the sidewalks better.
If these large companies are allowed to operate in Calgary and have use of our infrastructure the city should be charging them a small fee whether that is per ride or a fixed fee to the entire company. Almost like a toll, but this would help the city in additional revenue to maintain these roadways and pathways and pay for any inconveniences. Why should large million dollar companies profit off our hard earned tax dollars that has paid for this infrastructure.
If these scooters are going to be a part of Calgary's transportation options there needs to be much more control over where they travel, how fast they travel, enforcement of safety laws and also looking at insurance. Who will be responsible when there is a major accident? From what I understand there have been many smaller incidents reported by emergency rooms but it is only a matter of time before someone is seriously injured or even killed. The speed and the careless maneuvers that some of these riders are engaging in makes them more dangerous than even bicycles. They need to be off of sidewalks altogether. I have been nearly hit by one of these scooters and I believe I would have been injured significantly if the rider had hit me. SideWALKS are for Walking as the name actually suggests. However, I have also seen scooters on roadways that also pose a danger. The riders do not have good control and don't wear any protective gear. The scooters seem to also encourage the riders to take actions that are not anticipated by others and the riders themselves are not in control of. I am not a fan of these but I see that they could be useful but again, much more has to be done to control their use and the places they go. DEFINITELY not on sidewalks or roads - bike lanes or bike pathways with safety laws in effect would be much safer.
If these scooters are going to continue to plague the city the speed should be limited, they are much too fast. The majority of people using them are all over the sidewalk. Most have a get out of my way mentality as they going flying by narrowly avoiding foot traffic.
If these scooters are such a great idea, why are multiple U.S. cities banning them? Time for Calgary to wake the [removed] up....
If they are allowed City needs to inform people their insurance does not cover escooters for injury to other persons, property, rider's loss of income due to injury or ongoing medical costs not covered by AHS. Escooters block sidewalks in Marda Loop creating issues for people with mobility problems. Today I was almost run down on the sidewalk in Marda Loop by a guy going too fast on an escooter. He made no effort



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to slow down or get out of the way. I was forced to jump into the street to avoid him as the other side of the sidewalk was blocked. Escooters are also a great way to spread Covid, as the handles can be covered in virus. Please do as many cities have and get rid of shared escooters.

If they are going to continue to be allowed there needs to be more enforcement- also; pedestrians should not have to give up the sidewalks every time a scooter wants to pass. I have had numerous near misses downtown near eau claire were people on scooter fly through intersections and expect people to just get out of the way.

If they are going to exist, they must be parked properly and people riding them must be held accountable for their poor behaviour on them.

If they are to be allowed on sidewalks, there should be a significant reduction in speed cap on those scooters. I understand it's quite dangerous to have them on a road (even downtown), but I often see people breeze right by someone and it would be dangerous for all involved if the pedestrian were to make a change in walking direction resulting in a crash. Also, I've seen many people share a scooter (2 people) and fooling around on them. There should be better enforcement on that.

If they are to be on the sidewalks they need to be slowed down.

If this is going to be a thing, there needs to be some way of tracking down stupid inconsiderate parkers/riders and fine/stop them from keeping riding.

If we could significantly reduce the bad behavior (litter, lack of education, breaking the rules, i.e. doubling, young riders, etc.), I would be in a better frame about them. Right now, they make Calgary less: Less of a great city, less of a fun city, less of a an attractive city, and less of a smart city. Build drop zones, do rigourous enforcement and this has the potential to turn less into better and more.

If we have a bylaw/policy which prevents bicycles ridden by adults from using the sidewalk, why don't these rules apply to scooters? In addition, there has been absolutely no enforcement by the city at any time to bylaw infraction usage of these scooters. Unless enforcement is part of the solution, there can be no meaningful dialogue with regards to sharing the pedestrian sidewalks/roadways that will result in a change of behavior for current users.

If we stick with the e-scooters I think having them in more locations then innner city. Last year they were available at Chinnok mall which was nice and now they are only within downtown

If you allow these to continue in Calgary you cater to a few people to the detriment of many people.

If you aren't going to enforce traffic laws with these things then ban them. Whoever designed this program should be fired.

If you bring people for an activity is is very hard to figure out the daily 19.99 rate. You have to change every 30 min which is fine but it is NOT user friendly.

If you cannot achieve the posted speed limit of that specific road with any transportation method other then a vehicle then you should not ride anything but a vehicle on that road. Bicycles use the crosswalks/sidewalks when they want to and the roads when they want to which is a sin. They either have to be a vehicle and abide by all traffic laws or they have to stay off the roads entirely. Scooters only go 20 km/hr max so allowing them on the roads is dangerous unless that roads speed limit is 20 then they will not impede the regular flow of traffic.

If you could get city council to start doing their jobs as elected that would be great. Thanks!





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<p>If you need to wear a helmet to ride a bike the same minimum safety should apply to shared scooters. They also move at a speed hard for pedestrians and drivers to react to. Plus the move from street to sidewalk to dodge lights and others rules.</p>
<p>If you work/live in the downtown core, people on E-scooters drive like crazy, don't follow the rules and instead of staying downtown to shop, you go home because it's too risky to walk. Downtown shops are already hurting financially and E-scooters make it worse!</p>
<p>Illegal parking all over bridgeland</p>
<p>Illegal parking in the middle of the sidewalk is annoying; and I also fear for the increased burden on the healthcare system. Mid-covid a friend was seriously hurt on one, and when they went to emergency all other people there were because of scooters. As healthcare is tax payer funded - I don't feel like I need to pay for scooter riders being reckless.</p>
<p>Illegal parking on sidewalks needs enforcement. As someone walking and pushing a stroller daily , scooters are always blocking sidewalks. Accessibility on sidewalks for those in wheelchairs is similarly affected.</p>
<p>I'm 66 &amp; want to try them out but would like safe place to learn (near grass)</p>
<p>I'm 77 and walk and/or bike regularly, sometimes when I'm startled, I might jump or wobble a bit. I have become increasingly nervous about being hit by an e scooter. When an e scooter comes up behind me they are very quiet so I'm not aware of them until they're right beside me. I have NEVER heard an e scooter rider use a bell. I have had unpleasant exchanges with 2 e scooter riders. I'm particularly nervous about crossing the overpass at the Bridgeland/Memorial LRT station, (e scooter riders regularly ride across that) - either because I'm using the LRT or heading for the bike path by the river. Also, what about liability if I or my bike was injured/damaged by one of them?</p>
<p>I'm a 50+ year old person that commutes to work downtown from the Beltline. I'm already dealing with a permanent injury thanks to a bonehead that doesn't understand the meaning of non-contact hockey. I oppose these scooters on the sidewalks. I have to have my head on a swivel to walk safely. A collision with a scooter could be catastrophic for me and none of these riders carry insurance. In that event I would look to the city for compensation. By your numbers, 2/3 of the riders were walkers. I fail to see the how that helps the environment.</p>
<p>I'm a fan of the e-scooters, although I don't use them. I think they're a great way for people to connect between communities in Calgary, and I would love to see more infrastructure to see them used in dedicated bike lanes.</p>
<p>I'm a strong supporter of the program.</p>
<p>I'm a wheelchair user. I cannot use the scooters, but the way they are used and parked in the city blocks the sidewalks so that people like me cannot get around. They completely block access to the sidewalks.</p>
<p>I'm ALL for alternate forms of transit and I practice this as an all-year biker--the bike lanes and the culture of respect that has developed to protect &amp; preserve them is important to me. I would love to be more supportive of e-scooters, but the accident I experienced last year was traumatizing and made me question their safety-benefit balance. Despite the numerous injuries seen in our ERs &amp; Urgent Care centers and issues seen last summer, I'm dismayed to see no significant changes to the scooter usage that would improve safety for both users and non-users. While the maximum speed was reduced somewhat, riders continue the many other &amp; equally dangerous practices of doubling-up (including with CHILDREN), riding</p>





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too fast on busy side-walks, congregating in large groups that overwhelm side-walks and/or both directions of traffic on cycle pathways, and violation of stop signs & red lights.

I'm all for shareable transportation in this city. I think car2go was great and used it regularly. I also thought the lime bikes were great because they promote active transportation and make great use of the cycling infrastructure. But if we're bringing in a shared transportation option, it should be carbon neutral--even if the Escooters were solar powered, I would be way more interested--and practical enough to help people with errands like groceries. E-scooters waste power and cause a drain on the healthcare system because they are so dangerous. Especially given the current covid situation, the last thing we need to be wasting healthcare resources on is dangerous, novelty transportation that doesn't promote active living or traveling meaningful distances rather than real transportation solutions.

I'm anti scooter, not because they are bad, but because the shared bikes have disappeared. At least with bikes people are using their breaks and bells, while also burning calories.

I'm concerned about the amount of injuries to e-scooter riders, particularly when I see children on them without helmets. I've also been nervous on busy bike pathways along the Bow River when sharing them with e-scooter riders that appear very in-experienced.

I'm concerned about the cleanliness of these scooters...could the rise in COVID cases be a direct result in these young and hormonal kids sharing/touching the handles? I think so!

I'm concerned with the number of drunk people riding e-shooters, specifically in the Beltline. Riders are able to leave them almost anywhere, they block bike lines, sidewalks and can limit sidewalk access for those with disabilities. The speed of them on sidewalks.

I'm disabled and struggle with just trying to get out of my apartment most day's, as those e scooter's are left blocking the entrance ways and sidewalks. I live by Kensington pub and witness impaired group riders regularly... Up to 4 on one scooter. I honestly grew to dislike them quite fast just because of how difficult it is to try sharing space with riders who lack any consideration for those of us who can not just easily move out of the way or have to resort to walking on the side of the road because the sidewalk is to busy ? my mobility issues cause me to lose my balance and fall easily, the length of recovery from some of those falls are also seriously not fun. Thank you for your help

I'm dismayed by the many people who have no clue how to operate & ride a scooter; then leave them wherever they choose when they're finished. And my impression of the type of rider has been influenced by my everyday experience living downtown, and the instance of a scooter rider who thought it cool to 'play chicken' with my wife & I while we rode our bikes in Eau Claire!

I'm fine with escooters in theory but in practice I constantly see two people on scooters, scooters almost hitting people, people going too fast on busy sidewalks, people leaving scooters in front of business blocking the business, people blocking sidewalks or driveways with no consideration for others.

I'm fine with shared scooters, providing tax payer money is NOT spent on them and they should be licences/taxed to share the cost burden to the city. As should bicycles. bike lanes and enforcement costs money, motorists are taxed, why should they not be?

Im for having new modes of transportation, and these scooters are just too quiet. As a walker with headphones, it is impossible for me to know when they are coming up behind you. I would just like to go for a walk and not have to worry about being run over.



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<p>I'm generally in support. But I believe that the ridership needs to improve their own tact, respect for the system and where they are left, and ownership for other's safety. I think this could be good option for moving people safely around the city, but riders need to treat pedestrians with more safety and care.</p>
<p>I'm happy with the technology but the usage has been a disaster; you often see groups of 2-5 people in the Beltline barreling down the sidewalk and narrowly missing pedestrians. I constantly see them on the sidewalk when there is an empty bike lane directly beside them that would be safer for everyone. And they seem to be primarily used for joy riding, which is fine but also means they shouldn't be on the sidewalks. Further, I've had a more than a dozen instances where E-Scooters have been parked on my lawn in Inglewood. Summary: E-Scooters need to be off the sidewalks and in the bike lanes, and designated parking needs to be enforced.</p>
<p>I'm kind of scared to use one for the first time. But I'd like to try it.</p>
<p>I'm not impressed with wealthy neighborhoods being able to just exclude scooter trips even though they are inner City and along or near the Pathways (whatever that one is on the other side of the Elbow at the pedestrian crossing at 38th). It's safe to ride though there and they're inner city so they shouldn't have the right to exclude their streets entirely from this. Otherwise, I think parking And a lot of rider issues re: busy sidewalks were addressed between last year and this year. Throttling through main districts like 17th Ave or 4th St makes sense and improves everyone's experience. Scooters are a fun way to engage with urban Calgary.</p>
<p>im scared of being hit by an e-scooter on sidewalks. they seem to expect the pedestrians to make way for them. as a pedestrian there is too much already to look out for. greatly reduces enjoyment of walking thru neighbourhood.</p>
<p>I'm sick and tired of scooters littering the sidewalks and bike paths, many times I have had to walk or bike around scooters left in piles on the side walk, tired of people riding two or three abreast so you can't even ride on a bike path anymore without this interference, pedestrians are now forced off paths, scooter drivers are often rude in forcing you off the paths, you have to be VERY careful when biking or walking otherwise you'll get run over , people with scooters OFTEN are in the 5th street square (East Village) at 1-3 AM</p>
<p>I'm sure the scooters are safe in competent hands but there are just too many idiots or selfish people using them.</p>
<p>I'm sure they are fun to ride on, I have not had positive experience as a pedestrian. The majority ride too fast, too close to pedestrians, do not acknowledge their presence (ie. ring bell). Daily I have to navigate the sidewalk around improperly parked e-scooters as they have been left in the middle of a sidewalk or access ramps to sidewalks. No thought about those with mobility issues or pedestrian in general. I have had numerous near misses of being hit as riders of e-scooter are riding too fast, not obeying rules. It seems to be '[removed]' the pedestrian, we travel faster, thereby ruling the sidewalk! I'm definitely not in favour of this being renewed. As a pedestrian, I'm now faced with watching out for e-scooters, cyclists, skateboarders and traffic; no allowance for a moment of inattention.</p>
<p>I'm tired of scooters racing down narrow/busy sidewalks in the beltline. I live across from Barb Scott Park, and regularly during the summer, groups of scooters would be using the oval path as a racetrack late at night, making an annoying amount of noise. Numerous times a day, I encounter riders using them on the roads, and there seems to be almost no enforcement of the bylaws around them.</p>



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<p>I'm tired of the fact that our city council panders to cyclists and e-scooter users and allows them anywhere. As someone who walks 150 km/month in Calgary, I can tell you that the sidewalks have become unsafe. If there are rules around where scooter can be ridden, how fast they can be ridden (especially on sidewalks), and where they can be parked, then the City certainly doesn't enforce them. I have NEVER seen a scooter rider getting a ticket from the police or bylaw officers. NEVER. I've never heard of scooter users or companies getting fined over where the scooters are parked. If the City isn't willing or able to enact and enforce laws that keep pedestrians safe, they shouldn't allow scooters at all.</p>
<p>Important transportation option. Issues with inconsiderate riders or unsafe riders will be the same if those riders are on the train, bus, driving their own car or in an Uber, etc.</p>
<p>Improper parking is the biggest problem</p>
<p>Improve walk ability and cycling routes in the city. E scooters are dangerous on the bike path, riders don't follow rules &amp; have been in the way of cyclists when commuting to &amp; from downtown. They are often littered all over the city.</p>
<p>In a time of COVID-19 and with increased cases e-scooters not only are a hazard to those using the sidewalks with mobility issues - but they also spread germs.</p>
<p>In a time when finances are an issue and a place where year round access is impossible, we have more pressing issues to deal with. We are not Portland.</p>
<p>In covid times, any transportation option that lets me avoid the train is a positive</p>
<p>In crescent heights i've rarely seen one on the sidewalk, they buzz back and forth on the roadways, having fun i can see. Even the one's 'going somewhere' ride down the middle of our street. I hate to see them dropped off wherever, usually on the sidewalk. Some houses near destinations or bus stops have them left in front. Does not promote CONSIDERATION to others, whether residents, or car drivers. Around here the cars are waiting for them as they cruise down middle of the road. Scooter drivers are more erratic than cars or motorbike drivers, seem mor ecareless</p>
<p>In Eau Claire better signage to identify walking path vs scooter path. Too many scooters on walking path as signage unclear.</p>
<p>In general I don't feel that the scooters are being driven respectfully in regards to pedestrians.</p>
<p>In general most people on them are responsible, however some weave around people walking, and I have been surprised by them driving as they come much faster than pedestrians when exiting parking lots and crossing crosswalks. I have yet to see one slowdown.</p>
<p>In general our city is car centered because people feel they need choice and flexibility - any option that gives transport flexibility is a good solution in Calgary. I hope our alderman keep focusing on these type of adaptable resource sharing initiatives. Thanks for this great project. I hope you continue!</p>
<p>In general the riders seem inconsiderate and entitled, break rules, and ride too fast in crowded situations.</p>
<p>In Hillhurst, scooter users are plugging into the outdoor power outlets of private residences. At night they are plugging in assemblies to private residences (not their residence) to charge multiple scooters. I have opened my front door to see scooter users charging from my porch outlet (sometimes during full daylight). It is frightening and confrontational. I cannot easily disconnect the front power in my home because it is connected to the porch lights and the interior foyer lights. I would like clear policies and identified penalties</p>



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for trespassing and electricity theft for those who are abusing this as well as a reporting system for homeowners.

In many instances, I have observed e-scooter riders being negligent to pedestrian rules and road use rules, including traffic signals and stop signs. By doing this, the e-scooter use is putting their own lives at risk, and the risk of the vehicle driver or bicyclist. The driver and/or cyclist is likely to be at fault should a collision occur. Road use education is incredibly important, as is enforcement.

In my experience as a pedestrian and cyclist these scooters have posed as a reckless risk on our sidewalks and bike paths. The individuals utilizing them seem to have little consideration for sharing the pathways and seem to not understand basic etiquette. I believe that these scooters engender an entitlement in their users which is not likely to change. What's more, the speed at which these scooters travel is too fast for the sidewalks and too slow for the bike lanes and roads. They are a danger no matter their venue. The only possible solution to this issue, other than outright banning them, is to limit the amount of shared scooters that are available.

In my observation, living on Riverfront Ave, E-Scooters are used almost exclusively as rental toys. People speed in large groups, hog pathways, ride with passengers, ride with their children, and leave them littered everywhere. Sometimes the scooters are not even left standing up. These scooters are a menace to pedestrians and a hazard to all other road users, since they do not require any skill or physical effort to mobilize, unlike the rental bikes which were much more safe. I have read news reports of people getting injured on a regular basis and I have no doubt it's due to a lack of skill in operation. These scooters are a total loss for the City in terms of cost-benefits and should be cancelled immediately.

In my opinion and experience living in Mission. The last two years this project has been ongoing have created nothing but a hazardous enviroment on the sidewalks and roadways of this community. It seems the scooters are used mainly for recreation and they are ridden for the most part in a careless manner. I have seen many people doubling on them. I have seen children using them. I have seen people behaving recklessly. I have not seen any sort of enforcement by CPS or bylaw. These scooters put pedestrians and drivers at a greater risk!!!

In my opinion e-scooters provide no utility for the user. They are used for recreation only. Bring Back e-bicycles

In my opinion, these scooters are a menace. They are littered on busy sidewalks and bike lanes. Riders are often inconsiderate and endanger those around them. The city's cycling infrastructure seems ill equipped to service both scooters and bikes. I have never, once, seen a person on a shared e-scooter wear a helmet.

In order to have an account, riders should be required to take a course with certificate from the company. This may help minimize the amount of irresponsible use and unconfident/inexperienced riders. Fines for being inconsiderate to pedestrians and riding on busy sidewalks. This seems to be a problem often.

In reporting poorly parked scooters to 311, my response was sent to some person at the city who told me a bunch of things I already knew about the scooter pilot. I just wanted the scooters moved according to their 2 hour time limit. 311 requests should be forwarded immediately to the offending company. I also saw some ad from the City that suggested I report poor scooter parking with photos of the scooter and QR code. Unfortunately the 311 app only accepts single photos so this is impossible.

In residential communities it can be challenging for scooter users to stick to sidewalks as the rules dictate since there often are no curb cuss to cross the street at intersections



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In September of 2019, I was walking down 17th Avenue when 5 people on e-scooters flew past me, from behind. The first rider brushed my shoulder. The fifth one struck me in the shoulder hard enough to spin me around. The riders were drunk, going 30km per hour, and weaving through people on the busy sidewalk. I'm 45, 6'1', and strong — had I been a small person, that might have put me in the hospital. Had the scooters rushed past on the other side, they would have killed my dog instantly. Yes, the scooters make the city 'livelier', but they do NOT belong on the sidewalks. If you make these permanent, please put them in the streets and bike lanes where they are incentivized to drive safely.
In theory it's a good idea but I don't believe the benefits outweigh the safety issues for both riders and non-riders. I do not believe escooters should be allowed in Calgary and hope they are discontinued to improve safety for everyone.
Inconsiderate e scooter users have soured me on the idea. There's no enforcement on intoxicated e scooter usage which is what I see a lot of around Inglewood.
Inconsiderate parking is my biggest issue
Inconsiderate parking of e scooters. Parked horizontally across sidewalks - parked at intersection of sidewalk at traffic lights. - parked at Safeway downtown on sidewalk leaving no room for pedestrians to pass (especially with strollers/walkers etc.)
Inconsiderate riders. Left all over the place. No wonder there is an obesity problem.
Inconsiderate user behaviour needs to be addressed
-Inconsiderate users-underage users-tandem use of scooters including parents with children-Zero use of bell to alert pedestrians' when passing-Swerving from sidewalk to road-lack of skill especially use of brake-no adherence to social distancing
Incorrect usage - doubling up, riding on the road, wrong way etc - and parking in the middle of the sidewalk are the key issues. Impeding accessibility is a huge problem.
Increase the speed back to what they used to be.
Individuals riding the e-scooters are not courteous to other individuals either walking or driving. I have had them go racing by me with no notice and almost hit me. I have been driving and had them jump off the sidewalk in front of my vehicle and had to slam on the brakes to avoid hitting them. I have had them ride down the road in front of me when there is a bike lane two lanes over.
Information/instructions should be more available; what process is in place if someone gets hurt (either the rider, or person/property they hit). Saw one being used taking up a whole lane of traffic the other day - I don't think this is a good idea. Looks like they're used more for fun than for needed transport: see people doubling up, going too fast, weaving around. The people using them seem perfectly capable of walking, so no physical/exercise benefit and only seem to be used for very short distances (work to bar, bar to home, seemingly for people who already live downtown who supposedly do so partly because they can be close to work. Also, for people who might actually use one for longer commutes, I read they're not allowed to operate personal scooters on roads/bike lanes or carry them onto c-trains during rush hour, so again, the shared scooters seem to be purely for recreation, not needed travel.
Injured myself on a scooter. Broken bones. Saw people get hit by cars coming out of alleys on scooters cuz they were riding on the sidewalk and neither party pays attention
Injuries will increase. Dangerous eyesore for the downtown.





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injury is do to rider as they do not check out the scooter before riding it or read the rules and laws written by the scooter company
Innovation and a shared economy is good.
Insurance from the person riding is needed and also a Fee Monthly to city to operate by company and person riding.Mandatory safety gear.
Insurance liability and certified training/licensing
Irresponsible parents let their children ride them alone, and kids being kids, they play on them. It's dangerous for them and for pedestrians.
Is there any bylaw concerning helmet requirements? I'm a nurse and have seen head injuries with cyclists so wondering why no helmet for scooters. I figure the issue would be for those that take unplanned trips on the scooter and reluctance to carry a helmet around everywhere.
Is there any way to now allow the e-scooters to be parked on roads, in the middle of sidewalks, on driveways, in the middle of bike lanes, near entrances to businesses. I know they try to implement fines in august 2020, but I am still finding them in these areas and I've even had to physically move them out of the way several times. I've also noticed people using them not using them safely or properly. They do things that wreck them, cause injury to themselves and others and wreck public property. Also, people have left them inside buildings that the public doesn't have access to either which should not be allowed either.
Is this why property taxes went up?
It has become completely unsafe to walk downtown on sidewalks and pathways. Scooter riders are so dangerous as they have zero consideration for walkers. Possibly because they do not have the skills or is it because they just don't care which seems to be the case.
It has become unsafe to walk on pathways with my kids downtown due to people driving fast on scooters. I no longer take my kids downtown to walk anywhere because of scooters.
It is a great experience n helps a lot of people get around
It is a great program but parking the scooters must be enforced more strictly as the city is littered with them. People park them wherever they choose because there are no consequences. Too many times I have had to move a scooter that is in the middle of a narrow sidewalk and this is completely unfair to the disabled who may not be able to do this.
It is a great way to show off Downtown to visiting guests.
It is another attraction to get tourists to Calgary
It is harder to get scooters in the night. Please dont get rid of the scooters best part of going downtown for us suburbs folk.
It is idiotic to encourage and permit the use of e-scooters during the COVID pandemic. After that, the should never be permitted on sidewalks.
It is important to have multiple operators to choose from. I use a BlackBerry phone (new btw) and not every operators app or scooters was accessible to me because of it. Also, being forced to stay on a packed sidewalk on 17th while there's an empty lane next to me is infuriating. We all pay for the roads, why is it only cars that get to be king of them? I don't think there needs to be full separation of cars from bike, scooters, pedestrians, etc. There needs to be a shift in thinking and behavior of drivers that they are the





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only rightful road users, and therefore do not have to slow down or adjust their own behavior when on a shared roadway.

It is inconsistent to allow escooters on pathways, but to ban class 2 evokes. They both have throttles, don't require effort

It is mainly the parking situation that is extremely irritating. These scooters end up all over the place, in the middle of sidewalks and walking pathways. I would be more supportive of them if the City of Calgary creates designated parking areas.

It is not safe to walk on pathways ...scooters,bikes zip by .. bikes should be on roads. Shared scooters should be banned

It is not uncommon to see two people on the same scooter which does look dangerous both to them and to me (the public). I have not used them as my bike fills the same need a scooter would for my transportation but am all for better public transportation and last mile options. If the busses were more frequent and I thought that I would be able to find a scooter near the stop when I got off the bus I would use busses more.

It is obvious these annoying things are dangerous to the public and operated by those who are least likely to use them responsibly. They are an eyesore dumped everywhere and a hazard for pedestrians, vehicles, and the idiots riding them add to health care costs with unnecessary and avoidable injuries .

it is only a matter of time until they will kill a pedestrian. Private company makes profits and AHS / taxpayer pays for the injuries. The idea of having motorized vehicles on sidewalks is not safe!

It is ridiculous that people can't buy and ride their own eScooters only the rental scooters

It is ridiculous to allow e-scooters on pedestrian sidewalks! We already have lanes on roads for bikes which can be used for scooters. They are in-motion -vehicles- that are dangerous to unprotected pedestrians, and they make a walk a fretful experience rather than a safe and enjoyable one. It's crazy!!!

It is the irresponsible and unqualified riders on sidewalks that pose a danger to pedestrians. I have almost been clipped by scooters on several occasions. Also seen way too many double riders with no signs of any enforcement of the rules. It seems that cyclists and now scooters have more liberties than pedestrians.

It is very frustrating to see all of the scooters ditched everywhere. People should have to return them to a set location not just where they feel like dumping them. To many times I see people sharing a scooter and I wonder how these rule is being enforced. Ridiculous to see how unsafe this is when two people are riding the scooter together. I think we have far to many scooter companies now and it is being abused.

It makes the city more lively!

It no longer feels safe to be a pedestrian ANYWHERE. At any location and at all times, there is a high probability of being startled by an e-scooter, I've had several encounters of e-scooter users almost colliding with me on sidewalks when I'm walking, and often have to step out of the way for e-scooters to pass. I live downtown and walk for most of my errands and commutes, and I am constantly uneasy on sidewalks now due to scooters. I think they make the city looked cluttered and are often left in poor locations (I've seen them "parked" in the middle of roads). I also don't understand why they seem to be marketed as healthy, as they encourage people to walk less and be even more sedentary.

It seems that e-scooters are mainly being used for recreational purposes, especially downtown/Eau Claire area. The riders who use them create A LOT of loud noise, especially at night in residential areas, and are



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often breaking the rules (e.g., two people on one). I have nearly been hit by e-scooter riders multiple times on sidewalks and pathways, as many of them tyrannize the public space. These e-scooters are littered everywhere, and the injuries related to their use further prove they are causing more harm than benefit to our communities.

It should be city wide, instead of just downtown or in transit areas

It should not be allowed to hop on and off sidewalks on a whim. I see waaayyyy too many people doubling up on one scooter and should be enforced. How is it possible for bike riders mandated to wear helmets and scooter riders are not? Even bf Covid. There are at least 700-800 emergency room visits a year so far. Think about the expense, extra load on Health Care system, rehab, surgeries etc.

It should NOT be stricted in public road or sidewalk... more encouragement for awareness using e-scooter. Save gas, no parking problem and convenience

It should not be the city's place to limit a transportation option that clearly has a high demand. Most issues could be addressed with more enforcement of the rules such as monitoring people doubling on scooters, impaired driving, or careless driving.

it was a great pilot. the concept is sound, the riders are dangerous to everyone.

It was so much fun to do in this Covid times

It was very easy and fun to try out. It went faster than I expected

It works well as long as they are not overly regulated

It would be a shame to end the program. Everyone thinks they are fun.

It would be great for them to be in the same locations as bikes.

It would be great if the area in which escooters are available was more extensive. They're great if you live in central Calgary, but if you live outside of those nice inner city neighbourhoods, you can only really use them to hop between restaurants/bars and shops or use them recreationally. When I stay at my boyfriend's house, it's great because he lives in South Calgary so I can use them to get to work or run errands. However, my house is just south of the escooter area (CKE: Chinook-Kelvin Grove-Eagle Ridge tri-community), so I can't use them as a viable transport option, but would really like to as I don't always want to have to drive or bike. I get that you probably can't have them everywhere because the lack of density in the suburbs doesn't make them commercially viable, but I'm surprised they're not available in an area like mine (ie established community with tons of apartment buildings and destinations/amenities). If they were available where I actually live in the SW, I would use them to: - Get to the CTrain station (I currently drive about 6-7 minutes to get to the Heritage LRT station, but escooter would be easier and probably faster even - FYI I use the CTrain primarily to get to work, sometimes I'll take the MAX yellow BRT line) - Go around the Glenmore Reservoir for fun (that whole Glenmore pathway is super popular) - Go grocery shopping at the Glenmore Landing Shopping Centre - Go to Chinook mall (I go about once a week either to buy stuff, for an appointment, or to see a movie or something ): I usually just bike there in like 15 minutes, but sometimes I don't feel like that uphill on the pathway on the way back and would rather not be all sweaty and use a scooter instead! Honestly I wish there was some cool deal with my monthly Calgary Transit pass that included some scooter use to get from the station to my house. One other thing is that it's become way easier to use the escooters ever since Calgary launched that shared streets thing because of COVID (where there's all the orange pylons closing a lane to cars). Especially going along Elbow Drive



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between Siftin Blvd and 4th St, the pathway is always packed so it's impossible to scooter at a decent speed, but since that lane became pedestrian/scooter/bike-only, it's way faster and easier now. Honestly I

It would be great to see them available in the denser 'burbs, like Acadia (though I recognize the impracticality of that)

It would be nice if the included areas include more residential areas as I would use the services more to get to and from my home to the ctrain if it was available.

It would be nice to be able to access them with out having a smart phone.

It would be nice to see the escooters around our major parks Glenmore park, Fish Creek etc during the weekend

It would be one things if people used the scooters to get from one transit hub to another; or if they were used to connect one end of the downtown core or business district to the other end (which could be facilitated with designated park n'scoot areas to pick-up/leave the scooters). But instead it mostly seems like people use the scooters for amusement or in lieu of walking a few blocks. I have observed multiple instances of more than one person on a scooter, or an adult renting a scooter and handing it over to a child for 'fun', both of which are antithetical to the purpose of scooters and the possible enhancement of mobility. Calgary just may not have a lively enough urban core and connection to transit in the way of major American cities where these concepts were originally started (ie San Diego, San Fransisco, etc)

It's a great concept it's just the parking, on pathways & sidewalks that is unsafe for users of those transit ways.

It's a great program and definitely should continue. More transportation options is NEVER a bad thing. Especially if it moves people away from car usage!

It's a great program for getting to and from appointments with ease downtown

It's a great thing to have just take them off the side walks.

It's a vehicle and like bikes, should be required to have a license plate so people can report illegal and reckless behaviour.

It's a waste of city resources to pull them out of the river. Also, there are way too many drunk riders on them. People seem to go out get drunk and instead of driving their cars, they drive the scooters.

It's allowed me to improve my quality of life, by offering accesible and flexible transportation for the core of the city, where I would of had to otherwise pay for taxis as I don't have a car

It's an expensive waste when they are damaged and throw in the river etc.

It's dangerous and hazardous to cars pedestrians cyclists

It's good to have options but figuring out a way to have escooters, bikes and pedestrians use the same infrastructure hasn't worked well - it's dangerous for all users. Unfortunately improper use and excessive speed are what is most commonly observed and I don't think extra enforcement will address the issue.

It's not like folks carry a helmet around with them and they can go pretty fast.

It's not safe people using it bump onto others such as pedestrians. My pregnant friend while walking in mission almost got hit by one on the sidewalk

It's not the scooters or the program, it's the user group.



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It's unfortunate but e scooters are more used for fun/recreational use especially around Eau Clair where I live. I cannot even go for an evening stroll around Princes Island Park without fear of being run into by an e scooter. Even with signage in place I. Areas of the island that are for pedestrians only scooters users ignore the signs or knock them over. Through the downtown core I also feel very unsafe when an scooter user wants to catch a light before it changes nearly running you over on the process. It's unfortunate but clearly there is an issue with enforcing rules and if rules cannot be enforced then I feel the scooters should not be allowed. I would like to feel safe again walking through Eau clair and through the downtown core again.

It's a good move from City Calgary. Just needs a few tuning here and there only to make it perfect. Thank you.

It's a great summer activity. Makes the city more lively and accessible. Scooter should be stowed away as soon as winter/first snow hits.

Its a great way to enjoy bike paths and get outside, away from Covid ridden buses.

It's better than last year. Less problems with riders.

It's called a side WALK!! Why are the police, the transit police, and the e-scooter RIDING on a sideWALK!!! As a taxpayer, we just paid for all of these bikelanes, all of that traffic should be restricted to those lanes and if that's unaccessilbe... WALK!!!!!!!!!!!!

It's confusing to have e-scooters regulated differently than bicycles - it creates confusion for pedestrians/users about appropriate use.

it's extremely expensive. I won't use the e-scooters for this price anymore. + the coverage is too poor. I rarely visit places where the scooters work.

Its great! Keep it going!

It's human nature to resist things we are unfamiliar with. I expect tons of push-back on the scooters in this survey, but... why? Can anyone really articulate why e-scooters themselves should be banned in a way which justifies all of the other modes of transport which are allowed? I often remind people that when automobiles were introduced in to most cities in the early days, they were required to be led by a person walking ahead of the car holding up a gas lantern, because the locals were afraid of them. Are we going to be so narrow-minded about personal electric vehicles? Why? I have personally never once ridden one but I LOVE having them around. They have clearly moved a great many people away from their big metal self-propelled carriages and out in to the great outdoors. Yeah, sometimes a pack of them block the road, but... so what? I survive. And a great many people are enjoying life via these great and elegant machines. The main reason I haven't tried a rental scooter yet is because I bought an electric car at the same time these came out and I have just been really enjoying the car. I personally would like my family to have the knee-height mini Segway devices (Ninebot S) and use them to get around exploring spaces while on vacation. They are similar to the scooters but have a larger wheel radius so they handle terrain a lot better. I'd have one now but they're banned! It's a shame.

It's more of an issue of how they are used by the public, not that the scooters themselves are bad.

It's not so much the e-scooters themselves but the riders that make them a menace for pedestrians. Any sidewalks that are a typical width are not wide enough to share with an e-scooter. Even if use is restricted to extra wide sidewalks, pathways, etc., e-scooter users will ignore restrictions in a similar way that cyclists consistently ignore the dismount signage on the Louise Bridge.



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It's really unsafe for pedestrians on the sidewalks to share them with scooters. The sidewalks are too tight, for a vehicle to safely pass you, especially when the sidewalks are busy. When I ride my bike, I do so on the road. Scooters are often going as or faster than a bike. If bikes are required to use the road, so should scooters. They're more of a vehicle than a bike. I absolutely hate being startled or almost hit by people on the sidewalk with scooters. In general, most people are not skilled enough to share the sidewalks safely. If a scooter hit a pedestrian, it would seriously hurt someone.

It's so much fun to ride on scooters but I hate seeing people throw them in the river or treat them badly.

I've been nearly run down several times by individuals on escooters. I live and work outside of the core and have seen them abandoned as far as Crowfoot LRT station where they languished for days. If they are allowed to continue there needs to be more accountability for riders (ie they must have completed some training) and for the companies. If escooters are allowed to operate on sidewalks and streets, there must be clear guidelines on how they interact with pedestrians, cyclists, and traffic. Allowing escooter riders to make up their own rules as they go is a recipe for disaster. PLEASE think carefully about this before proceeding.

I've driven my car significantly less with the addition of e-scooters. It's also saved me tons of money in parking and gas.

I've encountered e-scooters on a number of occasions where 1 or more people on an e-scooter are riding too quickly and maneuvering to avoid pedestrians on a sidewalk. This is unsafe for those of us who walk on the sidewalk, especially when the individuals walking have dogs, children or shopping bags. Why is there no PPE requirement for e-scooter users i.e. helmets?

I've gotten onto scooters that have had their brakes messed up, their speed gauge is set fully to Max, the scooters break too often and there's no indicator telling you that they're broken you have to physically almost hurt yourself to find out. On top of that when you mix alcohol it just is a bad mix

I've noticed that the public at large is not considerate of others while using the scooters, where as bikers and walkers generally follow safe rules and etiquette.

I've personally encountered a lot of problems with e-scooter users using the dedicated bike paths (downtown core bike paths, bow river bike pathway, elbow river bike pathway, etc) in very dangerous ways. Many users don't know how to stay on the right side of the lane for passing traffic, if there are multiple users riding together they will occupy both sides of the bike lanes at once, and I've seen a lot of inebriated individuals using e-scooters for transport. In one case, one of these inebriated e-scooter users collided with me on the downtown 12 AVE bike path when they lost control of their scooter, which resulted in my left arm and leg getting cheese grated on the concrete, and suffering deep abrasion wounds. I think the nature of how easy it is to get on an e-scooter combined with how much speed it can reach with little effort from its user, makes it dangerous in the hands of people who are using it when they may not be fit to use it safely at that moment, similar to drunk driving. At least when people are inebriated and cycling on the bike paths, they are generally moving at an extremely slow pace, and their altered state of consciousness is well telegraphed, because of the amount of effort and constant balancing it takes on the user's end to move and control the bicycle; this is not the case when it comes to e-scooters. I've also found e-scooters left in the middle of the bow river bike path at night multiple times now, and had to get off and move them off the bike path myself. Fortunately I have had the good fortune of spotting them ahead of time in the dead of night, as it goes without saying that these are a massive hazard at anytime, but especially in low visibility settings. I think providing an on demand means of alternative transport to a motor vehicle as a means of promoting cleaner transportation/just getting outside is fantastic, and I fully support Calgary funding and testing





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programs such as this one, but e-scooters as they are right now are not the solution. The format of an extremely easy to jump on and go (but hard to safely control) self powered scooter is just accidents waiting to happen. It seems that, at least at the moment, most e-scooter users are not aware of how to safely or respectfully use bike lanes, and also so far seem to be a tempting choice as a means of quick transportation when in an altered state of consciousness. This is again likely due to the ease/low effort of cruising on an e-scooter relative to say, a bike, but the second the user has to safely maneuver the e-scooter, they can quickly lose control of it. I'm not going to pretend for a moment that cycling culture is the most safety conscious one around, but I think that the skill, effort, and time it takes to learn how to cycle as a means of transportation tends to lend itself to people taking it more seriously. I think that something like an e-bike program might lend itself more to the user considering if they are skilled enough, and in a proper mental state to safely handle the vehicle before actually getting on it. Something I believe would improve this state of things would be to require a short test before a user's first e-scooter ride. This could be something that is akin to the learner's permit test for driving a vehicle, in order to test the user's understanding of road safety and bike path/etc etiquette and safe use. Ideally this test would take less than five minutes, in order to not inconvenience people too much, but also to act as a small deterrent to those who are using the e-scooters for the first time especially while potentially inebriated. The test could be included with the user's e-scooter account per company, and required to be passed before first use. Additionally, some large-scale signage at key intersections along the bike paths regarding bike path safety and etiquette would likely improve safe and comfortable usage for all river pathway users. I just wanted to also state that I don't think there shouldn't be options for people who cannot ride a bike due to a disability. There are lots of people who use motorized wheelchairs for accessibility reasons, who use the bike lanes respectfully and without endangering others on the path. I would still expect that e-scooters would be a poor choice for people seeking an alternative to a bicycle for accessibility reasons however.

I've seen enough people abusing the scooters, jumping them down stairs, riding quickly over busy sidewalks, even just straight up abandoning scooters that were so damaged to the point of being literally broken in half. These businesses need to be held accountable for their lack of maintenance and upkeep of the scooter programs

I've seen many times there are 2 people on a scooter and they both get hurt by crashing or falling off. Also they go too fast and as a pedestrian I've been hit twice by people not paying attention. They are so dangerous

I've seen people riding two, (and even three on one occasion, near an elementary school in Ogden) to a scooter. I see people on them nearly every day without wearing helmets, and I often see them dumped in locations that either block pedestrian traffic or get in the way of people with mobility issues. They are not especially practical for actual transit use. I feel they are a relatively pointless gimmick that will quickly go out of fashion, not unlike the Segway.

I've seen some people are speeding on E-scooter in a relatively busy situation. As they are fully motorized vehicle, there should be a speed limit. Also, E-scooters are often left on sidewalks blocking the path, which doesn't look tidy.

I've spent a lot of time this summer biking and running along the bow pathway. I've had multiple near misses with as they never indicate where they are or going such as turning right or left. Riders are often on their phones and aren't paying attention to their surroundings. They almost never follow and of the written or unwritten rules in the pathway.

I've tried them before elsewhere, and I find them positive when properly regulated and informed





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I've witnessed lots of close call and real accidents on e scoot
just a matter of time before a small child is seriously hurt being hit by a scooter driven too fast/carelessly - see how the City handles that press conference.
Just don't care
Just not a viable option for people with small kids
Just seeing the numbers of total users indicates that this is a popular and fun transportation tool. Seeing so many enjoy it should be reason enough, as long as they are responsible. The few that abuse it should not ruin it for others. I have never ridden one but believe that the City should not abandon them just because others don't like them. I don't use the bike lanes but they were approved. So scooters should be allowed due to demand for them.
Just would like to make sure the cooters are age, I had a friend who was riding a scooter and it fell apart at the hinge.
Keep thé scooters!
KEEP escooters - they are a differentiator, adding to the appeal of our city.
Keep all the scooters off the sidewalks.
Keep e scooters in Calgary and expand the area they are available. They are a great alternative to cars. Having e scooters definitely cut down on my car use
Keep em! Enforce safety and parking if you can
Keep e-scooters
KEEP E-SCOOTERS FOREVER!!
Keep initial zone to Core with obvious connections like Inglewood, Mission, Kensington, Sunnyside
Keep it rollin'!
Keep Lime!!!
Keep off sidewalks
Keep scooters
Keep scooters around. Our city needs them. It's a fun activity to do while keeping at a distance
Keep staying active!
Keep the e-scooters in Calgary!
Keep the e-scooters please.
Keep the e-scooters please:)
Keep the e-scooters!!!!!! And spread the joy to other neighbourhoods like Varsity, university campus, etc
Keep the escooters. They are more beneficial than detrimental. Plain and simple
Keep the program!
Keep the program. Also increase speeds in slow zones.



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Keep the program. As folks get used to and be more experienced will be more of a community asset.
Keep the program. It has added joy to Calgary for people that use them. Don't take this away from us. It is good for moral in the city
Keep the scooter program. Assess the speed limit for scooters and bikes on our pathways
Keep the scooters
Keep the scooters
Keep the scooters
Keep the scooters
Keep the scooters :)
keep the scooters alive all night
Keep the scooters and dont create too many regulations.
Keep the scooters and find another car sharing company
Keep the scooters around. Great option to have for the city
Keep the scooters forever
Keep the scooters in Calgary!!
Keep the scooters in calgary!!!!!! They're amazing!!!
Keep the scooters- love them!
Keep the scooters on Calgary they keep the city lively and great for downtown use
Keep the scooters they are a great addition to the city
Keep the scooters they are great!
keep the scooters up!!!
Keep the scooters!
Keep the scooters!
Keep the scooters!
Keep the scooters!
Keep the scooters!
Keep the scooters!
Keep the Scooters! A great transportation option, and fun to use. It also makes Calgary a better place to visit in the downtown core
Keep the scooters! :)
keep the scooters! :)
keep the scooters! best thing to come to Calgary
Keep the scooters! They are fun!



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Keep the scooters! They are the best
Keep the scooters!!!
Keep the scooters!!!
Keep the scooters, but continue to tweak the program to ensure riders are more responsible with speed and parking.
Keep the scooters, but move them off sidewalks that are full of people. Bike lanes and empty sidewalks is what we see in other cities being used for scooters.
KEEP THE SCOOTERS, IT'S MY FAVOURITE THING TO DO
Keep the scooters, promote the juicing of the scooters so more are available at peak times
Keep the scooters, somehow enforce better parking
Keep the scooters, they are a great way to get around the city and a fun way to do it too.
Keep the scooters, they provide a great service and are a great way for people to enjoy the city
Keep the scooters. Electric is where the future is headed with bikes and scooters. Go further faster and cost less. Also great fun and way to see a lot of area in a short time. I would not walk a few miles up and down the river but on the scooter I will explore more and stop at more places spending money in places I see. Walking reduced the number of places I may come across. Entire families were riding together having fun. Observed them even stopping to spend money over a km away from where I first saw them.
Keep the scooters. Everyone loves them.
Keep the scooters. It is a major help to those of us that do not take transit
Keep the scoots! Fun, cheap, and easy way to explore Calgary. My life would be negatively affected if they were not back next spring.
Keep them
Keep them
Keep them
Keep them
Keep them - such a fantastic idea! 1
Keep them around
Keep them around - they are great!
Keep them around!
Keep them around. A very valuable transportation option. Cheap, clean and efficient. Less scooters, invariably means more cars. Transit can't get you from hill Hirst to 17th Ave in 15 mins.
Keep them but enforce their use strictly
Keep them in the city! We need Calgary to become more modernized to attract younger people here such as myself



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Keep them in the city. They provide other means of transportation and keep the city alive during summer. Enforce some rules on them i.e: not riding on main roads, not riding under the influence
Keep them in town!!!
Keep them off residential and main roads. More enforcement of the laws should happen.
Keep them off the sidewalk.
Keep them off the sidewalks! I'm tired of having to dodge them. Better enforcement to ensure age is enforced and not have more than one person on the scooter.
Keep them off the sidewalks. Pedestrians should have an absolute right to use sidewalks without gear of being hit by a scooter.
Keep them off the sidewalks. They are for walking!!
Keep them off the sidewalks. Very dangerous for elderly who are walking. They need to be parked in designated locations like Bixi bikes in Montreal
Keep them please
Keep them please
Keep them rolling!
Keep them they're a super easy way to get around and are reasonably priced, I know many people that use them and everyone enjoys them, it helps getting around without causing pollution and decreases the amount of traffic
Keep them!
Keep them!
Keep them!
Keep them!
Keep them!
Keep them! They're a great summer activity and it would be a shame to lose them. Also, open them up to more neighbourhoods (especially where there are large green spaces)
KEEP THEM!!!! Please.
Keep them, have the companies continue to enforce good parking habits and trust the people getting used to it
Keep them.
KEEP THEM. they add life to this city which can be very dead at times
Keep them. They are fun and visitors to the city have expressed that they make our city lively.
Keep them. They are handy and save on emissions
Keep these choices!
Keep this program going and don't let a few ruin it for others. Use fines for those or restrict them. Limiting the speeds in high people areas is good. But if you have bike lane next to it or on road the restricted



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speeds makes it dangerous because of traffic then not people. Last thought is don't do stupid parking spaces like Vancouver. That sucks having to travel to find them. Just have people park them smarter.
Keep this program going!
Keep those bloody things off the sidewalk. Note: SideWALK not sideBIKE or sideSCOOTER!!!
Keep up the good work!
Kids riding on scooter with adults is dangerous
Lack of scooter maintenance for Lime has resulted in a number of rides where scooter did not steer safely and had to be abandoned, moreso in 2020. Therefore riding less.
Large groups using them as once, going to fast, not obeying the street signs, going through red lights, going against cross walk lights. atrocious parking after use
Law enforcement needs to be improved. Too often riders are creat8ng hazards to pedestrians on sidewalks, do not follow traffic laws and abandon them without regard to private property.
Legal liabilty to city. If I'm on a civil jury I would find the city 'partnership' with e scooters to be joint liability.A pedestrian is going to get badly hurt if not already. E scooter if allowed should be licensed like a motor bike, user owned, and not allowed on bike path or sidewalk.Mind boggling a helmet is not required. Confrontation: if and when I inevtiable get hit by one as a avid pedestrian and the rider is male it will be a violent response on my part, I will not accept apologies, full immediate accountability if I don't have a broken ankle which is very possible, there is a lot weight 6' above ground on those.The scooter really does'nt add to herd fitness.The only thing I like about them is the argument they can link to bus or LRT but I still would insist on private ownership and likely helmet and license and no sidewalk or bike path
Let people and the market decide.
Let the people scoot! It's such a fun n great way to get around the city.
Let us ride them on roads vs sidewalks. Increase max speed for roads back to 25kmh
Let us us buy and use our own scooters.
Let's bring the scooters back in 2021. I had enjoyed the Lime bike scooters. My neighbourhood is Rideau Park, which was not an option in your list.
Let's keep the scooters
Let's keep the scooters in the city
let's not over regulate... overall they're an environmentally friendly thing that should be encouraged. Just in bike lanes wouldn't work - the lane network isn't complete enough. The scooters are good at connecting people into other transit options - let's not take that away. Perhaps look at some sort of 'take care near pedestrians' rules to deal with a few crazy riders. Similar 'take care near pedestrians' rules would work MUCH better than low speed limits (for bikes) on the bike pathway system, too.
Like all vehicles, there are people who use these responsibly and some who do not. I own a scooter, put a limiter on down town and slow down for pedestrians. I have seen others speeding through busy streets and being reckless. Education and enforcement are key. I'd like to see unique identity numbers on all scooters. If someone is reckless, they can be reported and potentially limited fromFuture use. The use of a personal scooter by myself has saved many car trips to and from work.



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Like any other issue, the e-scooter program is affected by the very people we all knew would be attracted to them - the loud, obnoxious, unaware, aggressive types that ruin it for everybody else. MAYBE enforcement would help with that, but I am doubtful. As a cyclist, my biggest concern is that I am going to run into an e-scooter that has been just thrown down carelessly on the bike path. I think the owners of the e-scooter fleets should be responsible for gathering up their products early each morning or face stiff fines. A crash involving an abandoned e-scooter and a cyclist could very easily be fatal. We don't allow rental cars to be left in the middle of the Deerfoot - how are e-scooters any different?

Like bicycles, the problem isn't the technology, it's the usage. There absolutely needs to be more enforcement. They are littered all over the sidewalk, outside condo doors, in the way. And secondly, please start enforcement. Like cyclists, dismount when going over a crosswalk. It is not about efficiency, it is safety. By the time a driver checks, and starts driving, a scooter and bike can whip into the crosswalk.

Like many people with a physical disability, I live in the downtown (in my case, Eau Claire the area). It is convenient for my husbands job at TC Energy, plus it enables us to walk instead of using the car. We frequent local businesses, and use local medical providers. I use a walker for short excursions, and a mobility scooter for longer trips. I use the river pathway a lot and we often go to Inglewood, East Village, the Beltline and Kensington areas. In other words, we use the sidewalks and +15 a lot. I am often inconvenienced by e-scooters parking where they block the sidewalk, block accessible ramps at street corners (YES, it's happened more than once) , parking along street parking inconveniencing people trying to get out of a vehicle, blocking the entrance to stores in the Beltline. Both my husband and I have almost been hit by e-scooters who zig zag in and out of pedestrians. The e-scooters are silent so you don't even know there is one coming and none of them uses a bell. They did not slow down in the walk zone along the river path. I saw a young woman stop, smoke some weed and then continue to ride in the area for 1/2 hour. Some ride two on a scooter. I've witnessed a few bad falls including one rider that ran into a raised garden close to the twizzler bridge - it could just as easily have been a pedestrian. Re: parking areas: People with disabilities need MORE room to get around the parked E-scooters than an able bodied person.

Like the same rules to be for shared escooters as personally owned escooters

Liked the new speed restrictions. Hoping that the scooters can be extended out a little more. People generally okay, but could always use more education. Maybe more enforcement around the river so we don't lose a many to the river. More parking zones! Those were incredibly useful.

Lime has some old scooters which are hard to control sometimes and brakes are very worn. Bird is great but would like to know the speed on those.

Lime is by far the worse offender of having inappropriately parked scooters. Lime seems to do nothing to punish their users for their behavior and disregard for others private property. In a survey of Sunnyside I noticed 90% of Lime scooters are parked illegally (on private property, blocking business entrances and in the middle of sidewalks and pathways).

Lime is my preferred e-scooter vendor

Lime is the best company but if you limit it to one they will have a monopoly and prices may get too high

Lime scooters are the best option, roll is next but has less app features, and no one likes bird.

Lime scooters have rear bolts that protrude. One struck my ankle and caused severe pain and weeks of swelling. I know many others who have had this issue. This particular model should be fixed or banned from the city.





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Lime scooters seemed to be beaten up quite badly this year; the quality of many of them was quite bad.
Limes are great, they have made the Eau Claire area far more lively. We've even tried 'juicing' and find that is another way we can connect with people. When dropping off a fully charged Lime, the look of joy on the next passenger's face is priceless. Also, everyone on the pathway is very helpful to new users who need help figuring it out. A sense of community/club is developed. I think it has also deterred crime as there are now many more people on the pathway in the evening/night/dark than without e-scooters. This has been wonderful for the neighbourhood. And the laughter and ability for people to do something together yet socially distanced, beautiful!
Limes scooters this year were garbage! Where were the maintenance crew? You have to unlock like 5 like scooters before you can find one with brakes and no other mechanical issues. Bird scooters were way better and more reliable. Didn't try Roll this year
Living and working downtown I see how irresponsible people are on them. Wether going insanely fast on busy path ways or two people on at once. People aren't responsible for themselves or others while riding and more often then not they're toppled over when parked
Living downtown in eau claire it's pretty easy to get annoyed with all the scooters. Especially having a dog and trying to walk him while people are being extremely inconsiderate, not to mention scooters left all over the pathways as well as more than once them being tossed into the river
Living in the East Village, we've constantly had to dodge people on scooters who don't know how to ride them or are riding them inappropriately. It makes us feel unsafe, especially when taking our young children out for a walk. I think scooters are thought of as a toy by users and this is what makes them dangerous. A shared bicycle program would be a much better choice.
Living in the suburbs limits my need for using them. I don't live in the suburbs because I'm worried about getting around. I Uber downtown when I'm drinking and can't drive.
Lomé is better than bird
Look at all the trips to hospitals covered by the taxpayer. If e-scooters are allowed to operate in Calgary they should pay 100% of any medical bills resulting from them.
Lots of incidents where people riding e-scooters on the sidewalks downtown are reckless and have no regards for people walking on the sidewalk. Been nearly hit on a side walk on several occasions.
Lots of irresponsible users, need to figure out the enforcement aspects before continuing. You don't want to wait for an accident or tragedy to happen & then have to spend hundreds of thousands of dollars to form a special inquiry committee to find out what happened, & why it happened....
Lots of under age users and two people per scooter.
Lots of vandals/homeless are destroying scooters or throwing them into the river. This needs to be addressed. I am sick and tired of shared public infrastructure being destroyed by people who face no consequences.
Lots to recommend them over bicycles and very useful for reducing the need for cars (both space to drive them and space to park them) in dense parts of the city. Needs to be more of them, and more distributed -- if I have to walk more than a block, it feels annoying.
Love e scooters as a different method of transportation in Calgary! If they were to be removed, I believe bikes would need to come back. Some form of rentable transportation is so important in the city.



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Love e scooters. It's the type of progressive infrastructure options our city needs.
Love escooters!!!
Love e-scooters, great environmental and local travel option.
Love escooters. Please keep them!
Love having the escooters around! Just need a bit more enforcement for kids who just mess around and vandalize them. These are viable transportation options and make the city (especially downtown) more exciting to explore.
Love it! Good for a city vibe!
Love it. Please don't let it leave like you let Car 2 Go leave. This city has a driving culture when it does not need to be or we can share rides.
Love more options for transportation!
Love riding the e-scooters, and have explored a lot of the city that i usually wouldn't visit while on them!
Love scooters
Love scooters. Think they are a great transportation option for such a car-centric city. They add to a progressive city like Calgary.
love seeing them. wish riders would not ride on busy pedestrian path in eau clair when there is a bike path just parallel. upset to see scooter thrown into bushes and into the river - police and scooter companies ould have been more physically present this summer on the paths and roads to educate, warn, and fine reckless scooter activity
Love the e-scooter program. I think one of the biggest benefits to the City is that it will help businesses as more people will come to the centre of the city and more likely go to multiple destinations. My wife and I are more likely to go to dinner downtown and then a coffee/drink or ice cream etc when we do because of the scooters
Love the e-scooters. It makes Calgary such a fun and lively city and gets people out and about exploring. It is also extremely helpful for people without vehicles.
Love the idea. Don't get rid of them.
Love the lime scooters wish they were more affordable thanks
love the program, its a great way to get around downtown
Love the program. Reduces my driving and emissions
Love the scooters and hope they stay!
Love the scooters but they aren't compatible with busy sidewalks. Keep them on pathways and bike lanes
Love the scooters hopefully they will be around longer. It would be a shame to see them go. So sad to see car2go leave Calgary hopefully scooters don't fall into that category.
Love the scooters please keep them
Love the scooters!
Love the scooters!



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love the scooters! Not alot of fun out there at the moment - these add to the quality of life and they are fun
Love the scooters!! I moved to Calgary recently and never felt connected to downtown but after discovering the scooters I've come downtown on multiple occasions just to ride around and check out local businesses!
Love the scooters, can't wait til they're back!
Love the scooters, just need to have mandatory designated parking spots.
Love the scooters. Please don't get rid of them!!
Love the scooters. Don't love it when people misuse the scooters.
Love the scooters. Helps me navigate a larger area of downtown that I may not necessarily walk to. Keep them!!!
Love the scooters. Only boomers hate them
Love the scooters.I believe the high number of rides already takes shows an immense interest from citizens of Calgary.
Love the shared e scooters. It's a great alternative, low-cost transportation. There could be better rules or education in place for parking. However, i see people, in general, are courteous and respectful of others and the environment when parking and riding scooters.
Love the shared e-scooters! Please keep them!
Love the shared scooters. It livens the city
Love them get more
LOVE THEM!
Love them! Just a bit expensive
Love them! They are a ray of sunshine during this time of economic recession, especially in the empty downtown core. Calgary could use more fun, uplifting attractions and activities that can be done on ones own time, at their leisure.
Love them! They are good for the city in the summer when fewer people are around anyway, keep them!!!
Love them! Very efficient and effective way of transport. And green!
Love them. Please keep them
Love these scooters
Love these! Thought it was a bad idea when they were first introduced but so much fun when we tried. We went back downtown three times because of them. Otherwise we would have eaten out closer to home. The scooters made for a fun night with friends
Love this program hope it stays in the city for years to come
Love to see the scooters around. Riders are respectful, for the most part. A great addition to this city!
Love using scooters for quick shops in Inglewood/Ramsey, where my stops are a bit more spread out. but not enough for a car. (Not just on 9th)
Loved it and I hope they stick around. 5-10km/h top speed increase would be awesome.



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Loved the e scooter options, especially without car2go or for those quick trips!
Lower the cost
Lower the speed limit after midnight. As a nurse I have personally taken care of a few patients requiring surgery. All the accidents involved alcohol and were after midnight. Just saying
M biggest concern is around parking. I haven't been downtown much this summer but I hated how the scooters blocked sidewalks and pathways last year. People with mobility issues and blind people would have had a very hard time getting around them.
Main concern is the use of scooters on shared pathways. Riders pass much too close to pedestrians in a dangerous manner at higher speed around the Bow River pathways. Encountered numerous near misses as scooter users didn't ring their bell with enough notice and sped by just off my shoulder.
Main concerns have been experiences with those riding scooters being very fast/inconsiderate to pedestrians on the sidewalks
Main issue is dangerous operation of scooters (and bicycles for that matter) by riders. Riders quickly swap between bike paths, roadways, and sidewalks depending on what suits them best, making them unpredictable. Riders ride on the road despite being far too slow to keep pace with traffic. Riders lack consideration for other users of pathways and sidewalks and often come dangerously close to hitting pedestrians. Riders fail to obey traffic laws (e.g. speeding through stop signs) and are often dangers to themselves (e.g. not dismounting, signaling intent to cross, and walking across crosswalks, but instead zooming across crosswalks at full speed without warning). We need to better enforce obedience of traffic laws by escooter (and bicycle) riders.
Main issue is enforcement; too many people driving wrecklessly or double riding. Also people who vandalize or damage the scooters needs to be dealt with.
main issue is people ending their trip in the middle of side walk, park there and block the way, specifically for people limited mobility )on wheelchair)
Main issue is scooters parked blocking paths and sidewalks
Mainly just that they shouldn't be permitted on sidewalks and they should be parked better
Maintenance call function would be nice.
Maintenance of Lime scooters has declined sharply. I have ridden numerous units with non-functional brakes, and the majority have breaking issues in general compared to Roll or Bird.
Maintenance of the scooters themselves need to be addressed. I've activated multiple scooters that don't work and have still been charged
maintenance of thee-scooters needs to be addressed. They look and function brand new first half of summer, then are falling apart, unsightly, and malfunctioned at the end of the season.
Major benefit for me personally is being able to park much further away from my destination where there is more parking available, then riding a scooter to my destination. Also taking scooters from near train stations to destination and planning trips around this option where available. I also know that rides and usage would be much higher if more scooters fully charged were available. Scooter owners should have more frequent charging or more units on weekends. I have also had my adult children that don't drive make trips to scooter areas just for recreation and to travel around to business.



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Major roadways are good to ride on when closed (eg. Memorial on weekends). More than enforcement, what is needed is more education! Clarify the rules and I think 99% of people will be happy to follow them. Maintenance of e-scooters is definitely an issue to be improved. Lights or bells are often broken and there is little or no incentive for anyone to report it to the company, and little incentive for the company to make repairs. E-scooters should stay! They are an important contribution to making Calgary a world-class city that will attract young professionals.
Majority of users are breaking rules - they are children, riding double, or often a combination of both. No way to monitor these. They replace pedestrians, not motorists. Bike lanes took decades to get and are to be used by non-polluting healthy transport, not motorized toys used by idiots.
Make bikes and scooters a higher priority
Make helmets MANDATORY. The way people ride, I can't believe someone hasn't cracked their head open yet but it's only a matter of time.
Make helmets mandatory
make it permanent!!!
Make it so people who work downtown get first priority for them. Don't punish us because of a couple of [removed].
Make personal E-Scooters legal with the same rules as shared scooters.
Make riders follow rules and have police enforce it. Helmets bike lanes and shared pathways. There should be fines or punishments for those that do not comply
Make scooters permanent
Make the app available offline. I no longer use because I no longer have data on my cellphone.
make the e-scooters a permanent addition to Calgary's transportation mix.
Make them cheaper
Many E scooter riders ride irresponsibly and inconsiderably. They occupy rides and interfere traffic, ignore traffic lights and rules. I live downtown and see all sorts of unsafe behaviors of e scooter riders every day. My Son has almost got hit by an e scooter in several occasions. I see the benefit of it but riders are not ready to ride safely and no one to enforce the rules.
Many E-Scooter riders are not aware of and/or following the rules of the road when using cycle paths. On 5th Street SW I have seen many near-misses as a result of illegal turns or stops by e-scooter riders; on 14th and 15th Ave SW I have observed e-scooter riders riding the wrong way on these one-way streets more than once.
Many e-scooter riders believe they own the road or path they are on, making everyone scatter out of their way. I am slow to try and dodge out of the way of an e-scooter. Then as they go by me they laugh at me. Many go out of their way to come straight at me and at the last minute veer off.
Many have loose head sets so handle bars have free play before actually turning. Dangerous.
Many of these questions are applicable to the riders, only, of e-scooters. There have been no questions asked about what we think of where the employees or contractors, from each of the e-scooter companies, drop off the e-scooters for rider use, after maintenance and repowering etc. In the Beltline area, I've noticed the e-scooters, particularly Lime, are dropped off early in the morning in front of condo buildings,



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and townhouses. These are sometimes placed in front of (or very near) private entranceways, such as those that can be found in townhouses. This also causes a disturbance to the townhouse owner as they can hear people milling around, talking, arguing, leaving their empty food/drink containers, cigarette packages/butts etc. on private property while they decided on how to operate the e-scooters (sometimes in the middle of the night). It also encourages riders to see these 'pick-up zones' as drop-off zones. However, this was previous to the City of Calgary implementing Share and Go Parking and Furniture Zones. I'm assuming the e-scooter maintenance employees/contractors will also be expected to drop the e-scooters (for pick-up) in the Share and GO and Furniture Zones, just like the riders.

Many people are riding tandem, which is dangerous

Many people double ride with a young child and is very dangerous. Many people ride too quickly and irresponsibly cause very dangerous situations to both the rider and pedestrians

Many riders ride with passengers which is not allowed and they ride intoxicated.They can get an impaired charge for this.

Many scooter riders are not considerate of either pedestrians or other vehicles. They consider themselves to be pedestrians, but they are not. Scooters should not be allowed to ride on the sidewalk, or at the very least it should be mandatory to have and use a bell or horn to warn unsuspecting pedestrians. They should not have right-of-way over other vehicles. The City does not seem to have any control over this. Who is at fault when an accident occurs while a scooter is riding on the sidewalk. The City does not seem to have any rules for scooters. If they do they are not well posted.

Many scooter riders are trespassing/joyriding in downtown parking areas

Many scooters end up thrown in the river. Pollution concerns. I don't believe the fire department should be used to retrieve them. As many as 20 a week Better use of their resources

Maybe install some parking stalls in busy areas (along the river) that double as charging stations!

Maybe the people who ride these e-scooters should have to learn the rules of the road like a driving test? Most don't even know what a red light or a stop sign means? I've watched two people nearly killed by ignoring stop signs in the Eau Claire area where I live - and they're very dangerous for pedestrians and car drivers alike

Menace to safety. Inexperienced riders that would never use pathway without a motor. All motorized ebikes and scooters make pathways much more dangerous. Safer to travel bike on road vs deal with these [removed]

Meow

Micromobility is the future, whether a city likes it or not. Just like any new technology it needs the correct infrastructure (shared w bicycles) and public understanding.If a Persson is breaking the rules they might not be aware of the rules or regulations. It will just take time for people to learn how to use and understand them.I use a eScooter daily! We are in a climate emergency and we need to reduce our carbon footprint as much as possible!I have a car, but it is now rarely used! I will most likely use it for long trip destinations and the colder months.

Mixing scooter use on sidewalks is unsafe due to scooter operator high speed use / lack of ability. I have personally had to get-out-of-the way of scooters in order to not be hit / injured. The speed capability of scooters is incompatible with sidewalk use. As a result, I feel scooters should be restricted to bike paths





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and low speed roads (50 km/hr limit). As to city enforcement countering unsafe use - I have yet to see this in any capacity.
Montreal's Bixi Bike set up is the way to go.
More accessibility to education around where you can use the scooters and rules of the road with them would be helpful
More availability with COVID. Usually very hard to get at peak hours.
More Bike Lanes dedicated to alternate forms of transit to ease traffic congestion/help climate change/and get more people on the streets (community, health benefits)
More charger jobs
More communities need to be included like Crescent Heights, West Hillhurst, Mount Royal, etc. Some users are bad so they are the ones that should be fined if they leave the scooter in an inappropriate location. Scooters can also be picked up and moved by others so issues of fairness should be considered.
More communities should be considered for escooters. Mount Royal, Mount Pleasant, West Hillhurst, Bridgeland and Crescent Heights. Only a few scooters are left in inappropriate locations. Hand signals could be used in scooters the same as bikes. This would help on roads.
More competition! Lime prices seem double what they were last year
MORE CYCLE TRACKS!
More defined bike lanes with barriers in downtown core would be ideal.
More education and fines for users doubling up on scooters, more education about parking on private property
More education is required for people regularly riding scooters about pathway etiquette. Also, there should be a minimum age requirement for using the scooters as I've seen children barely large enough to control the scooters ride them.
More education on safely, courtesy, proper parking
More enforcement is required. Far too many people not following rules. Specifically two passengers on one scooter, children riding solo on scooters. There is a lack of respect for the rules of using walkway space in Eau Claire.
more enforcement needed. fine people for doubling, breaking the rules, not parking properly and use those fees to fund more education and pay for scooter enforcement
More enforcement of rules, seems like there is none at all.
More enforcement of safety and usage. I have personally seen scooters being ridden by adults with children on the the same unit as well as riders not giving the right of way to pedestrians in plain view of Calgary police as well as bylaw officers and nothing was done or said. Need to be stricter with age of rider, multiple people on the same unit, and reckless operation where pedestrians are walking.
More enforcement of safety is needed.
More enforcement. E-scooters are being used unsafely and are abandoned pretty much anywhere.
More infrastructure



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More infrastructure is needed to support scooters, bikes, and people - that is more bike lanes. Especially in busier areas like Kensington, Eau Claire, etc. While I don't use scooters their utility is incredibly apparent.
More mobility options, not less
more options available to reduce car dependency the better. all forms of mulimodal transportation should be embraced in a large city
More options for transit are great but please not on sidewalks - they move too fast for safety of pedestrians.
More options for transit in our city is needed. I miss car2go.
More options that integrate with beefed-up public transit.
More policing during the evening when drunks use the e-scooters
More policing of under-aged riders using the scooters. It is my understanding that users must be 18+ years of age, but many riders are not. This also likely means under 18 years, riders would have to wear helmets as they do on bikes which is also not happening.
More public education about using the scooters safely is needed and more enforcement of the rules and bylaws. I am I bike commuter who uses the lanes and pathways almost daily and I have come to call my commute "scooter dodge." Particularly on busy weekends. Users, A: don't know or follow pathway etiquette and rules (such as passing on the left and looking both ways before pulling out onto a pathway.)B: park the scooters in inappropriate places
More ridership may bring down the costs of using e-scooters. It is a pricey alternative mode of transportation and not something feesable day to day
More Routine repairs of escooters are needed. Have had several scooters with faulty brakes, bell, even handles coming apart due to missing screws.
More scooter around major transit station
More scooters should be available in Marda loop and altadore. It would be good to see Bird instead of more lime.
More scooters. Less cars.
More than escooters shouble allowed. Electric skateboards, unicycles, et
Most dangers we've experienced with e-scooters are:1. They suddenly stop (sometimes as groups) in the middle of bike lane. I've experienced and seen many close calls and accidents2. They park in the middle of the bike lane or sidewalk. That is obviously a source of obstruction and danger/inconvenience 3. They usually do stunts and ride very close to the public. I've seen two accidents in the past 3 weeks.
Most familiar with Lime. They make you take a photo when you park. Yet many times I see sidewalks blocked needlessly by Lime scooters. Any time scooter blocks sidewalk should be fined.
Most of the e-scooters are used by young people and they are not considerate or paying attention to others.
Most of the issues I have seen are user issues.Just like there are bad car drivers and cyclistsI would also like to see the scooters further out in the suburbs!
Most of the problem seems to be young people not obeying the rules. I am older and they are a lot of fun! But when fun turns into people becoming targets or having to get out of the way all the time for them! Well



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then it is not serving its purpose. Bikes riding on the sidewalks all the time lately are also a problem. I ride a bike on a bike path or roadway but so many people this spring and summer were riding bikes on the sidewalks all over Calgary!! The more things with wheels in public places where people are walking! The more chance for an accident to happen.

Most of the use I observe is frivolous. Occasionally are used for local commuting e.g. 5th Street. They should be banned City Park areas ... where walking has ceased to be pleasurable. In EC several can be observed either dumped in the river or the PI lagoon. How can this behaviour be acceptable as co-lateral damage?

Most people I've seen use them with consideration for others on the pathways, sidewalks. However the few that do not obey the rules make it hazardous for pedestrians and motorists. Weaving in and out and they are almost silent.

Most people riding these things are inebriated, especially in the evenings or weekend afternoons. Either enforce the rules and create fines, or get rid of them.

Most people that lives downtown uses them safely. It's the people coming from all over using them with 2 people on them and it's SO annoying. I want to keep these in the city and it's super frustrating watching people excited to come downtown use them like idiots and getting hurt.

most riders are respectful, it is the ones that race past without notice and weave among people that are the issue

Most riders on these scooters arw not destination bound but pleasure riding in unsafe high pedestrian areas and sometimes with disregard to the people around them.

Most scooter riders are joy riding and have no courtesy when it comes to sharing the sidewalk with pedestrians. Fatalities will occur unless significant changes are made.

Most scooter users are considerate in their riding and parking, only a few cause problems. The companies have been very good about the rules. The painted 'scooter parking' zones are excellent and have helped with the 'scooter trash' on the sidewalks. The eScooters have been convenient when I'm late for work or have to rush home. They are a niche service and nice to have but my world won't end. Figuring out where the scooters fit in the urban transportation map is a bit of a journey but it has improved over the last couple of seasons.

Most scooter users seem to be out for joy rides as opposed to functional transportation - it appears to be increasing congestion in busy areas without any real decrease in transit usage (people are scootering instead of going for a walk and driving just as much). They are dangerous, the riders are poorly trained and frequently abusive and the revenue to the city is likely small relative to the unintended fees (i.e. medical bills for increased ED usage), the health benefits are nil against actual physical activity, and it's heavily degrading the value of pathways and sidewalks for people who do use them appropriately.

Mostly down town but also beltline and up the hill towards 16 ave ne/nw. They go everywhere and barely stop. Drive down the middle of the road then the side of the road. Light turns red so up onto the sidewalk and then cruse through the crosswalk then back into traffic. It's even worse at night. I am surprised from how i saw them operated that there weren't more accidents with pedestrians or cars. At first i thought it was a great idea but they way they are used is so unsafe. The ride share bikes worked fine.

Mostly left in the middle of the side walk. People are messy and inconsiderate



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Mostly seem to be ridden by kids for joyriding and multiple riders on one scooter. There is no enforcement and ride share creates a perfect storm for irresponsible riders. Also is a double standard as definitely should not be ridden on sidewalks as is an accident waiting to happen and why bikes are not allowed on sidewalks. Also created a double standard for helmets as e-bike riders were required to wear them prior to ride share scooters when this proper safety practice was quashed to allow for all these kamikaze scooter pilots whipping down the sidewalk at 40 kms lol. Scooter owners will wear a helmet if mandated., ride share participants on the other hand is mob rule.

Mostly young people using them irresponsibly. The do not belong on pedestrian and or bike pathways. As a pedestrian I have been hit by people on escooters. Apparently a helmet and signal bell are required for bicycles but not escooters? There seem to be no rules or bylaws and they are not enforced. This year the new pastime is using marijuana in Kensington and then scootering along pathways along the Bow River. Pathways are already congested and it bad enough cyclists do abide by rules but escooters only make it worse. Other than a novelty for really lazy people, they are dangerous for all people. This is not an alternative to public transit or driving. Its just ridiculous. Please terminate after the pilot.

Motorcycles are banned from pathways, and I don't understand why they should be allowed just because they are electric and have small wheels. None of the users wears a helmet, and they can go faster than most cyclists. Riders get no training and require no certification, and I don't see why they can't just ride a bicycle. The cycle paths are crowded enough as it is, and scooters just add to the problem. I'm guessing the novelty will wear off in a year or two, like with Pokemon Go.

Motorized vechiles are not allowed on the city pathways and bicyles are not allowed on the sidewalks. Why are scooters riders allowed to break the existing laws?

Motorized vehicles should never be allowed on the sidewalks. As a senior who walks daily for exercise and to do errands, I find our sidewalks to be unsafe. Previously, pedestrians on sidewalks competed with skateboarders, rollerbladers and bicycles. Now, motorized scooters have been added, creating additional danger to pedestrians.

Motorized vehicles such as e-scooters or e-bikes do not belong on pedestrian walkways (sidewalks). They are a real threat to the safety of pedestrians especially those pedestrians with mobility issues. Tell me, where can a pedestrian walk today without the threat of being run down by a motorized vehicle racing at 20 to 30 km per hour?

move them OFF all sidewalksMandatory bells and ot sound to alert pedestrians

Much like cyclists in Calgary, e-scooter riders seem to have a sense of entitlement. They don't follow rules and create hazards for pedestrians and road users.

Much more concerned about motorist behaviour in Calgary and zero regard for laws and other road users

Multiple companies with one app will be great!

Multiple injuries from e-scooters, lots of people drink while riding escooters, leading to multiple injuries and ultimately ending up in the urgent care/ emergency department. That or unsafe use of escooters especially by doubling on escooters

multiple people sharing one scooter is a big concern for me

Multiple scooters are hard to find sometimes and at certain hours and would suggest we have more to continue charging throughout the day so busy times (6-10pm) weekdays and even later in the nights on weekends would be ideal. I love that they have their own parking and Calgary is extremely bike friendly and



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safe and thinks we should expand further on pathways outside the core. I have ridden hundreds of times and as someone who lives downtown and not drive I absolutely love these.

Municipalities tend to overreact to new trends and make rules that cannot be enforced or are ineffective by design and hamper social freedoms. The Scooters have improved inner-city travel significantly. More personal responsibility needs to go on those who crash scooters into vehicles or injure themselves. They know the risks, and everyone should NOT have to pay for others mistakes. With rights come responsibilities.

Must allow these. I've used them in cities around the world. Amazing transit option. Used them daily in Madrid for four months, was a joy.

Must ensure clear rules, speed limits, and enforcement. Do not use on the sidewalk.

Must keep in Calgary for the future !!

My 7 year old daughter was ran over on the sidewalk downtown by an idiot young girl using an e-scooter. My daughter was bruised and scraped on her legs and the young girl driving the e-scooter laughed and kept right on going. Get rid of the e-scooters in Calgary!

My 85 year old father was afraid to use the pathways in Eau Claire this summer due to the excessive speed and overall disregard for the rules of the pathways by both bikes and escooters. He would not even venture onto the pedestrian only pathways because in his words 'That makes little difference to people on bikes scooters'. In my view something is seriously wrong in a city when it's senior citizens are afraid for their safety in the local parks. I use the pathways daily and saw absolutely no enforcement of the rules this spring and summer.. On my walk today for example I counted 83 bikes/scooters that passed me from behind. By my count, 5 used their bells to warn me they were passing. Very disappointing.

My adult daughter and friends use them regularly downtown and love them. They're safe, eco-friendly, convenient and good value for \$ compared to taxis/Uber

My biggest complaint is people leaving them wherever they want, often in the middle of a path.

My biggest concern about e-scooters are based on an experience I had. I nearly hit 3 people on scooters with my car-the riders had come flying down 3 St. NW (off memorial drive) in July one evening, they did not stop, slow down or check for traffic. Not only did they not check for on coming traffic I don't think it occurred to them to check for on coming traffic or the construction traffic that was occurring at the same time. One of the riders crashed into the bank on the Southside of Memorial drive that is opposite 3 St. NW. Very scary moment-can you police or regulate stupid? I don't think so-sometimes people just do stupid things.

My biggest concern is allowing e-scooters the ability to ride on sidewalks without rules. The e-scooter rider should know the pedestrian has the right a way, not the other way around.

My biggest concern is having people fly past pedestrians on sidewalks and (as motor vehicles), expecting pedestrians to move while not following traffic laws

My biggest concern is when two people try to ride the same scooter. There should be a fine or more enforcement to stop this behaviour.

My biggest concerns are safety and noise. They should follow noise by law and the app should not work past 11pm

My biggest concerns are the speed in which users go with the scooters as while walking on the river pathways, I have been nearly hit by a scooter a few times. My other major concern is the behaviour of the





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users. On my street (3 AVE SW which unfortunately is planned to be turned into a scooter route) there is shouting, yelling, etc late into the evenings as people 'scoot' around the area. The scooters are dropped wherever the user feels like including directly in front of our door. Very inconsiderate behaviour.

My biggest issue is seeing e-scooters on the pathways. But I am also annoyed by the sudden influx (to Sunnyside) of drunk people riding e-scooters late at night and yelling to each other. It often wakes me up in the middle of the night (after midnight).

My children have almost been hit by people on scooters on several occasions while walking on the pathway by the Bow River. We completely avoid the area now because there are so many people that seem to have a complete disregard for others cruising around.

My community, Bridgeland, was not listed as an option so adding it here. We have many seniors in Bridgeland (people that often use walkers or wheelchairs) and it is difficult for them to use the sidewalk when scooters are parked right in the middle of the sidewalk.

My complaints lie more with the users who are entirely too complacent with rules and lack complete regard for any one else on sidewalks and pathways. The companies can not manage stupidity and enforce awareness to surroundings. The companies are ultimately responsible for this service. Unfortunately the users are poor examples and do not inspire me to sign up with any company. Scooters have been tossed in the river, damaged and broken in half, parked aimlessly, riders interfere with others peaceful enjoyment of pathways and sidewalks because of carelessness, speed and multiple users on a single scooter and most especially not looking around for any other people. If anything, I wish these scooters were pushed out to the suburbs and away from the denser areas of downtown, Beltline, Sunnyside etc. I had understood that some companies were employing teams to promote more responsible use but I never once saw this happen to improve my attitude towards this service.

My concern is being hit by an escooter. I have been hit twice on a downtown sidewalk by a bicycle courier. The cyclist wasn't paying attention and one rode right into my back; he almost went through a plate glass window. So I worry about the same from an escooter.

My concern is for small children. Some of the bad experiences I've had involved scooter riders that had no idea how toddlers and preschoolers move i.e sudden changes in direction, slow moving or fast moving etc. One scooter rider yelled at me that "that was a nice place to stand with a stroller on the bike trail (being sarcastic)." What he didn't see (because he came around a corner so quickly) was that I had to move suddenly to the other side of the path to avoid a large dog that was lunging at us. The scooter riders often go too fast with little thought or care of who or what is around the corner. If scooters are approved for ongoing use there should be reduced speeds in all playground areas and more severe penalties for not following the rules. I am very concerned that children will be hurt. The more I think about it I don't know why we need scooters. It seems we are providing more options for mostly young adults the expense of making the paths more dangerous for seniors, children and others who move slowly.

My concern is that city infrastructure doesn't provide sufficient multimodal transportation affordances. The 'bike path' along the Bow River is, for many sections of it, a Multi-Use-Pathway, but there should be more separation between walking (low speed), biking/scootering (medium speed) and cars (high speed) in pathways and roadways. If scooters are being deemed an impediment to driving, I see it as the drivers and infrastructure being at fault. I think the benefits of medium-speed transportation in terms of economic benefits, and increasing foot traffic to businesses as being critical to the future of Calgary. Cars should stick to the ring road and transportation corridors. Pathways for medium speed traffic should exist safely adjacent to high-speed transportation corridors, while residential and commercial areas should





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PRIORITIZE low and medium speed (foot and bike/scooter) traffic. We need more commercial streets closed to cars, or where cars do not have the priority, and less concern about 'enforcement' of car-centric rules that try to constrain people walking, biking and scooting. Safer streets mean lower speed cars, fewer cars, and denser low and medium-speed transportation options.

My dog had to get pain meds from the vet because two teenage girls were riding on one scooter and hit his leash when they decided to pass between us on the side walk. No bell, no warning but apparently I was the [removed] when they fell off. No concern for my whimpering dog. You should need a license to drive one and keep them on the road with other motorized vehicles.

My dog walking beside me has almost been hit by scooters on more than one occasion by people passing too closely. I actually moved from Eau Claire because of this. I felt unsafe walking my dog because of the scooters. They should be on the bike path not the pedestrian pathways.

My entire family really appreciates the e-scooters. They are fun and efficient.

My experience as a walker when confronted by a shared scooter user is that I am expected to jump out of the way as they drive as fast as they can and down the middle of the sidewalk. I have seen many near misses. My experience as a driver has been that they jump from the sidewalk to the road when it is convenient for them (red lights, no walk, etc) and have jumped in front of my car more than once. I rarely have seen one person alone on a scooter many times more than two including children, no one wearing helmets, bags and packages attached to various parts of the scooter and themselves, always travelling faster than they should to be safe. They are constantly left on our private property, in front of our doors, in the middle of our sidewalks, on our lawns, sometimes out on the street. If we are concerned about a health hazard during Covid, they are a huge hazard as they are not even cleaned between users let alone sanitized. And no one who gets Covid will say, 'Oh, yes, I remember now that I have ridden an e-scooter'. How can anyone keep track of which ones have been ridden by people with Covid??

My experience is that the majority of riders are young, carefree and not riding responsibly. Walking in Princess Island Park is a constant concern as scooters come from behind at high speed. They really do need to go.

My experience with e scooter riders is that they're inconsiderate. I have impaired mobility and it irritates me when I have to walk around scooters that are blocking the sidewalk.

My experience with scooters is that they are frequently used for entertainment rather than transportation, with riders weaving rapidly around pedestrians, frequently with two riders and should not be allowed on sidewalks.

My experiences overall with these scooters not just in Calgary is that users are inconsiderate of others and think they have priority over pedestrians. Riding them on sidewalks without paying any attention and just leaving them right in the way of building entrances and sidewalks.

My experiences these past two summers walking along the Bow river pathway have created concerns as to how e-scooters are used by many of the users. I have frequently felt unsafe and reduced the number of times I would walk along the Bow into the downtown. Riders and cyclists pass pedestrians too CLOSE and too FAST.

My family and I believe that scooter sharing makes the City of Calgary more lively and environmentally sustainable. The scooters are quiet, efficient transportation option and the City needs more of them.



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<p>My family has enjoyed riding the scooters for times we go into the downtown core to explore on the weekends. My husband uses the s liters to get to meetings at work and to get out of the office to run errands. We love having this option of transportation.</p>
<p>My father has balance issues and often when walking will stumble from side to side. Both scooter operators and cyclists pass people too sharply/closely. If a person stumbled to the side momentarily it could cause a collision.</p>
<p>My father in law is blind and works down town. When people leave them in inappropriate locations (street corners, middle of the sidewalk) he runs into them, and is unable to safely navigate city sidewalks. I feel there is too little enforcement and awareness of scooter rules, and nowhere to park them in a safe manner</p>
<p>My friend got hit by a drink guy on an e-scooter and broke his finger. People get really reckless on them - especially in the evenings.</p>
<p>My good friend is a surgeon in Calgary and say they see way too much escooter injuries coming into the hospitals. As a tax payer, basically I am paying for the health care provided to these escooter riders that have accidents. City of Calgary needs to charge a surcharge to the Escooter companies to offset the medical bills associated the province incures.</p>
<p>My husband and I both have been cut off by e-scooters far to many times on the pathways. We ring our bells only to have them ignored because they are doing tricks or riding double and not paying attention.</p>
<p>My husband and I bought our own e-scooters and went out daily since April. It was great exercise, helped reduce stress and depression from Covid and helped us bond. We would highly recommend e-scooters. I think any issues regarding use of e-scooters might be in overcrowded areas of the City, such as downtown. The Bow River Pathway in other areas of the City had very few people scooting.</p>
<p>My husband uses a walker or cane and scooters on the sidewalk confuse him as he will try to get out of their way and his balance isn't that good.</p>
<p>My husband was hit by a e-scooter this summer. The e-scooter riders are driving too fast on the sidewalks and don't care about the pedestrians. They ride their e-scooters like they own the place.</p>
<p>My issue with E Scooters is specifically this; they are NEVER parked. They are just laid down and are a safety concern to anyone who is using the sidewalk. The Operators and or the CITY need to make Scooter Parking locations that do NOT include sidewalks or common walkway areas. Much like Rental bicycles are returned to a mechanical housing lock SO SHOULD E SCOOTERS!</p>
<p>My Issues with the E-Scooter's are the people who use them and how many the city has allowed on the streets .First of all people using them do not operate them in a safe manner which is a problem on the bike paths and city side walks 'They are also littered all over the bike paths,city side walks and out front apartment buildings and places the public shops .The way the city rolled these E-Scooters out was disastrous I have yet to see any enforcement on the paths or city sidewalks to anyone operating against the rules and have seen E-Scooters involved in many close call accidents and accidents from riders who have lost control and fell off the scooter or crashed into someone else and even cutting people off in which caused accidents .Doubling on the E-Scooters happens all the time which is also a problem .Last in this time of COVID i was amazed how many people just jump on and go without sanitizing the Scooter first .I am sure the scooters make the city of Calgary a nice penny but there Dangerous and i would be more than happy to see them not return .</p>



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<p>My largest concern is that they clutter the pathways downtown. It is difficult to go for a run or bike and dodge the people in addition to scooters that have been left in the middle of the path.</p>
<p>My main complaint is that scooters should not be allowed on the sidewalks. Ever. The whole point of sharing the sidewalks with pedestrians is if you go the same speed. But scooters don't, and can't. I have been hit twice, and another near-hit. .So what are they doing there? They belong with the bicycles - much safer that way. Thanks for listening.</p>
<p>My main concern for the scooters is in the downtown core. They shouldn't be allowed on the sidewalks during business hours, as too many people are trying to access the same space. I have almost been hit numerous times, I have seen people get clipped by them, and I am always having to step over or around them on the sidewalk. Their random parking is a major problem for the handicapped. I pick up or move the ones parked in our business sidewalk, so that our staff in wheelchairs can get around. During business hours in the core, they should be limited to the bike lanes or streets.</p>
<p>My main concern has been the number of children I've seen riding the scooters. It seems as though the main offenders that are riding unsafely have been groups of children and sometimes very young adults. More enforcement on who is riding should be done to stop children from riding since it is against the rules. Otherwise, the scooters have been nice to have around.</p>
<p>My main concern is being hit by one on a sidewalk. Perhaps they should make a sound like the backup 'whoosh' that some construction equipment has. (Not a 'beep, beep', though.)</p>
<p>My main concern is how e-scooters navigate through cross walks and intersections. I feel use pedestrian intended options but at much higher speeds and seemingly with no awareness as they approach. I'm very concerned of a potential collision.</p>
<p>My main concern is how they are driven- children allowed to drive them (no enforcement), no bell ringing and come up behind walkers with no warning. I walk with my children a lot and I'm worried they will be hit by one. They go to quickly if they are going to be sharing a sidewalk it's likely they will hit people who are walking. Perhaps they are best on bike paths.</p>
<p>My main concern is that an e-scooter rider will injure an unsuspecting pedestrian, especially if e-scooter numbers increase. I would also like to know how environmentally friendly the scooters are. I think they are a fun recreational activity or when you need to get somewhere quickly, but I don't think the city should rely on / promote too heavily e-scooters as a method of transport.</p>
<p>My main concern is that some e scooter riders discard their scooters in the middle of bicycle paths. Also, some are untrained and drive hazardously.</p>
<p>My main concern is that the scooters be kept off the sidewalks, that safe ways be found for them to share bike pathways, and that they be required the same safety rules as other vehicles.</p>
<p>My main concern is that they should not be allowed on sidewalks. They should have the same rules as bikes &amp; be ridden on cycle tracks, pathways and roads. They go too fast to share with pedestrians.</p>
<p>My main concern is the way and places that the escooters are parked. The people leave them everywhere and sometimes in unsafe locations.</p>
<p>My main concern is when I rent a scooter and the brakes are gone or low charge. The second thing is that people are breaking them, throwing them in the bushes or river.</p>



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<p>My main concern is with flippant behavior from some e-scooter drivers and their relative quietness coupled with their speed. I have seen e-scooter riders go very fast, disregard red lights and overall be a danger to themselves and others without any consequences. Also, when sharing a bike, or hiking path with an e-scooter, they come really fast and are very quiet. Is there a way to add fake noises and have those noises begin once the device goes past a certain speed?</p>
<p>My main concern is with the ability to park scooters anywhere. Particularly in residential neighbourhoods, on lawns, blocking sidewalks, etc. Second concern is inconsiderate riders who crowd sidewalks or do not operate responsibly. Overall I think scooters are more harmful than helpful for the city.</p>
<p>My main concerns are as follows: two people on one scooter, either two adults or one adult and one child. Riding too fast on a sidewalk without awareness of or care for pedestrians. Excessive speed. No traffic enforcement. I think it's a great idea but does need some regulation and supervision.</p>
<p>My main concerns are people park them everywhere and they block sidewalks and paths, riders don't wear helmets.</p>
<p>My main concerns are the riders are inconsiderate and behave like they own the sidewalk, they don't slow down, they are left everywhere and are dumped everywhere and are in the way, they are now used to cause damage thrown at bus shelters and like everything in this city we implement things are new bylaws and there is no one to enforce it</p>
<p>My main issue is that they are dumped anywhere, including on bike pathways or hidden in trees on bike pathways. Dangerous and making pathways aesthetically ugly and junky.</p>
<p>My main issue with e-scooters is parking. I am a regular cyclist that frequently finds them blocking pathways. It is inconsiderate and does not allow people with mobility issues appropriate pathway access. As I cycle early in the morning, it is dangerous as they are frequently laying on their side blocking the pathway. Also, why can e-scooters ride on sidewalks downtown yet I can't ride a bike slowly on the same sidewalks?</p>
<p>My main problem with the scooters is how they are left in places they are not allowed to be - cluttering access to sidewalks, and right on the bikepaths where they are an obstacle and a hazard to cyclists, runners, and pedestrians. As a regular user of the bikepath system (mainly for running), I resent the inconsiderate parking practices of the scooter users. It doesn't seem at all clear to them that scooters should not be parked where they obstruct use of the bikepaths.</p>
<p>My main problem with the scooters is the minority of users who act like complete idiots as soon as they use them. Behaviors that they would never do on a bike or on their own personal (expensive) scooter seem to start as soon as they hop onto a shared scoot. Behaviors like driving way too fast in a crowded area while dingling the bell excessively and forcing people to jump out of the way. Or riding two to a scooter and not being able to brake because the person at the rear of the scooter (who is the only one who can reach the back brake) cannot see what is in front of them in enough time to stop. Or children who can barely hold up the scooter being unleashed upon the bike path with minimal supervision (mom or dad is usually on their own scooter but has no ability to control where their kid is steering the scooter or how fast they are going). The scooters provide a lot of fun for the individual riding them, but if they are not used responsibly then that one person on a scooter can quickly cause everyone else around them to have a very unhappy experience.</p>
<p>My main reason for not using a shared e-scooter at this time is the pandemic.</p>



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My major concerns with scooters are the following: Unsafe use, such as parents double riding with their children with no helmets. Riders approaching from behind and not using a bell to make their presence known, just the same as a cyclist is required to do. Scooters being left on sidewalks, who is sanitizing these scooters? Scooters being used on the road with vehicle traffic (not safe). None of my encounters have been positive, as often, I am the one taking the steps to avoid near collisions, mostly from those approaching from behind. Many scooter users would benefit from more education about safe use.

My observations: too quiet, Too fast, Way less than 1% using bell, On walk only areas, No sanitizing, No helmets, Parked blocking the sidewalk, every single day I see very Underage users, everyday I see many Doubles, many - adult/kid adult/adult combinations, Passing Way too close, Not social distancing, not yielding to pedestrians, Too crowded on all sidewalks in Kensington with bicycles, skateboards, roller blades, e-scooters, pop up patios and pedestrians on the sidewalks, out of control wobbly users in busy areas, dangerous operation, collision, no regard for proper parking & parking areas, too little too late for fines

My only concern is parking limitations to end some of the difficulties people with mobility issues (i.e. people with disabilities) have had maneuvering around/accessing roadways, pathways and sidewalks due to e-scooters. Other than that I really like them!

My only concern is the speed that they are going on pathways. I do not feel that leaving them on the side of a road or sidewalk is problematic.

My only concern is when I see them speeding past my house in Renfrew at appalling speeds. I am not worried for my safety, but the safety of my small dogs, small animals and wildlife.

My only issue with the scooters is that in the inner city, where they are used most, the streets and sidewalks are torn up (17th ave, 2ndst) the new patios make it impossible to be on the sidewalk. I love the scooters but the city needs to complete these major projects in order to create a safe place to ride them.

My opinion is that they are a huge huge huge nuisance!!! The scooters & their riders are a danger to pedestrians. Riders are uncaring and act irresponsibly. The scooters are dumped anywhere & everywhere which presents another type of danger. Get rid of the bloody things!!!

My own experience with These riders is bad, They do not respect pedestrians, they show zero respect for the rules they are in Theory supposed to follow ...for instance not sure how are they allowed to ride without helmets

My perception is that the majority of people on e-scooters are drunk, operating at a speed beyond their ability or both

My primary concern is that people who ride e-scooters don't wear helmets. We've come so far in terms of accepting helmets when riding bikes, but I've never seen someone use the e-scooter with a helmet here in Calgary or any other city. I've seen people riding at very high speeds. One person with brain damage is one too many. It's not worth it.

My primary concern is that some (not all) e-scooter users are not respectful of pedestrians. The possibility of collisions seem high when certain riders travel at greater speed on sidewalks than pedestrians - the potential for conflicts can be raised as speeds increase.

My primary concerns is that it seems the most irresponsible segment of the public is using them and I am sick of seeing them 'littering' everywhere. One suggestion is cutting off usage after 10 pm so we don't have idiots screaming and yelling while they are driving around. The cars and their idiots are bad enough!





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My primary way of using these is for trips like work --> chiropractor --> back to work. It's a 20 minute walk so I'd lose an hour if I walked, scootering cuts it to 8 min. But it's such a short trip that I wouldn't take a taxi, and finding a proper bus route would be such a headache.

My response is based on experiences when living downtown pre-covid. Now post-covid living outside the city core, I have had zero interaction with shared e-scooters. I would weigh responses from those more impacted by e-scooters than by those with strong opinions who have less interactions with this mode of transportation.

My side walk is always blocked by these scooters and it makes it so difficult to walk my baby in the stroller!! There needs to be more rules about where they drop them off and how it should be rule they cannot leave them in the middle of a WALK WAY!!! This is why I am not happy about this program in calagry because they aren't not enforcing enough rules as to where they should be stored. It's not right and it's not fair to all of the people (those who are disabled ESPECIALLY) to have to have OBSTACLES like these scooters on the sidewalks WE PAY TO WALK ON

My Sister was run over by two guys riding E-Scoots on a sidewalk. She had significant cuts and bruises. They just rode off.

My spouse has been hit by a drunk e-scooter rider while cycling in the 12th ave cycle track and myself and many others i know have had many close encounters with escooters users riding dangerously and/or while obviously intoxicated. If the scooters went significantly slower this would be less of an issue

My survey contains primarily negative responses unfortunately. I really do like the idea of them for people who want a fun way to get around or for folks who would otherwise not to explore their city and support local businesses. My results are negative due to the manor in which they are sometimes parked (they seem to be in the way on bike paths from time to time or in large groups congesting sidewalks), and for how quickly some people choose to drive them along the sidewalk. As a cyclist (formerly daily and less so this year with Covid changing my working routine) I know that it would be unacceptable to ride my bike on a sidewalk, especially at that speed. Additionally, it is concerning to see how quickly they come into intersections along cross walks. It seems there is a real risk of being struck by a vehicle when the driver of the vehicle has such a short time to react. If there were stricter guidelines for their parking and an ability to keep them off sidewalks or ridden at slower speeds on sidewalks my survey would have been more favorable.

My transportation habits/requirements greatly changed as a result of COVID-19 with less trips overall and greatly reduced trips with transit and rideshare/taxis.

My understanding is that travel above walking speed on sidewalks is unsafe at crossings (allies, crosswalks) as motor vehicle traffic is not looking far enough up / does not have good sight-lines to check. This is often poorly understood by people using the sidewalk who feel it is safer. In my opinion the ideal path forward for Calgary is to expand the usage of public roadways away from strict motor vehicle use, normalizing modes of transit such as cycling and scooters.

My wife and I used to walk the river paths but have stop as it is too dangerous as escooter users are going to fast and are inconsiderate. Almost daily I see e scooters with doubling up, people with a beer in their hands and on the roads or underaged. The city lacks proper enforcement of these e scooters. I see the value of them but to be frank if the city wants them, then police the use of them as the walkways are too crowded and then create a hazard.





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My wife and i have stopped going for daily walks downtown as it is so unsafe with the escooters on the pathways. Just to dangerous now.
Myself and most people I know rely on scooters as the main mode of transportation for a few months of the year, the city would be much more difficult to get around without them.
Need better infrastructure to support bikes and e-scooters. AKA more bike lanes
Need bigger riding zone
Need clear guidelines and enforcement, and scooters should not be allowed to interfere with car traffic. Scooters could have a significant part in people getting around is used within guidelines.
Need enforcement on people riding inebriated, that's my largest concern living in mission, some late night walks with my dog become dangerous with escooters swerving on sidewalks
need more and less regulations
Need more designated parking. Company should face a penalty for customers parking on the pathway that obstruct the path. Each scooter should have a large visible number plate so offending riders can be identified - right now they can do whatever they want without penalty.
Need More Enforcement
Need more enforcement. Many people riding 2 per scooter.
Need more enforcement; many people disregarding rules set out by city
Need more safe places to ride e-scooters (could be off-street pathways, cycletracks, on-street pathways, traffic calmed quiet streets) and bicycles safely and comfortably without the unpredictability and incompatibility of sidewalks or streets busy with vehicles.
need much more enforcement on rides, not warnings but tickets that have to be paid or jailed, have seen pedestrians run over by racing escooters on sidewalks, blocking traffic
Need much more enforcement, and an easier way to report problems.
Need some kind of enforcement is nightlife areas late at night when people who've been drinking are using scooters.
need to enforce and implement better rules and notices. Should not be allowed on busy sidewalks, also scooter company should have to pay a fee or % that goes to road mtce similar to motor vehicle fees, should apply to bicycles also.
need to expand use zones. should be accessible everywhere within city limits
Need to expand width of multi-use pathways. Expand number of safe separated lanes. Fix the many connectivity/no safe route issues (5th St SW, Inglewood/Ramsay lack of connection (7th St, 8th St closures), lack of safe route with pathway east of Repsol closure, 12 Ave SE underpass in Ramsay, 30 Ave SW east of Premiere way, etc.).
Need to have less regulation
need to put them all around the city not just in the down town or belt line
Need to somehow make sure they are not left all over including alleys in front of dumpsters just abandoned everywhere



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<p>Needing a cane to walk around. Ppl on scooters and placement and the ramps put in place on 17th ave have made it more difficult for me I have fallen several times because of it. So now I just will not go where these are in high usage and or the poorly made ramps that forces walkers on the street. I need a cane due to my Fshd</p>
<p>Needs more enforcement. People are not respecting the escooters and are damaging them, using them when they are drunk and not respecting pedestrians</p>
<p>Needs to be more police enforcing the rules. Like people riding tandem on one. Or underage users</p>
<p>Never in my life I seen such recklessness. These individuals will run you right off the side walk, as lone users or packs. There seems to be zero interest in making sure the rules are followed and the scooters are being used safely. Also, with multiple users, the risk of spreading covid is a certain reality and to think that Lime and Bird can keep up with sanitization is laughable. Even if you look beyond the misuse of these things, they should have been shutdown a long time ago to curve covid transmission. City hall should be ashamed of themselves.</p>
<p>Never take away the scooters!</p>
<p>New mobility options are for the next cohort of employees and citizens. When looking at the results, ensure that you apply the lens that new solutions are for the next, incoming cohort. The older groups will tend to want to stick with what they know, but that is not the path to progress and remaining attractive to a youthful and growing workforce.</p>
<p>Nice option for Calgarians.</p>
<p>No - but regardless of what you decide to do for shared e-scooters you need to come out with rules for e-scooters in general so I know where I'm allowed to be using my privately owned one</p>
<p>no e-scooter should be allowed on sidewalks at all.</p>
<p>No escooters.....</p>
<p>No helmets, no enforcement of safe riding, no prominent signaling/education about where/how to ride safely</p>
<p>No helmets.No license or training required.No insurance. If hurt or kill someone,that leads to costs to public health c are system.Lots of injuries reported.No bellsNo helmets</p>
<p>No need for 3 companies. Get rid of Roll</p>
<p>No need for them... Ride a bike or walk instead.P.S. - Over this past summer, more and more users are tossing them into the Bow River after use. If this is going to be an increasing trend then there is just zero reason to have them in Calgary</p>
<p>No one follows any of the rules. No one even uses the bell that is provided on every single scooter. These things are the worst. they need to go away.</p>
<p>No one monitored the numerous very wreckless riders in bust Eau Claire Prince's Island Park.</p>
<p>No one seems to follow the rules/signs , which makes it extremely unsafe...lack of people wearing helmets are a bad image for my kids and the doubling up of parent with child scares me</p>
<p>No one seems to police the use of e-scooters on Deerfoot trail, seems dangerous to be there and no one stops people from doing it</p>



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No- parking is the main concern. You simply cannot park in the middle of the sidewalk where individuals with accessibility concerns are stuck
No problem besides the one with lime and lack of refund
No questions on injuries?
No safety precautions (ie. Helmets) enforced and they are parked irresponsibly and in the way of other pedestrians or commuters.
No to privatization of public infrastructure and transit.
No, just don't get rid of the scooters, they are fun :)
No, we rather enjoyed the scooters for the past two years.
No. Please keep the e-scooters in Calgary
No. But more availability and more options is great for Calgary
No. I think they are a great addition to our city
No. Thank you for the e-scooters - hope to see them in the future here in Calgary.
no. We love our scooters.
Nobody wears helmets
Nope. The scooter life downtown seems to work as downtown yyc is not always the most walkable. It is a nice addition but some things could be improved like parking and rider habits.
Nope. All good.
Nope. I think they're great
Not a safe transport mode unless on dedicated path way. People do not respect fellow walkers and going way too fast.
Not against the scooters but the riders are plain reckless towards others safety and another problem is leaving them wherever.....need specific parking spots.
Not available in crestmont
not enough space in the side walk - the riders do not care about the pedestrian.s.
Not interested in using shared escooters because they don't promote physical fitness
Not much value for the city. Use our resources better on things that pertain to more people for more of the year. Stop with these little side projects. Car 2 Go was a success but it is now Car is Gone. But, we insist on 'fun' transportation for a few. Those who want to scooter can get their own, or ride a bike, or use a foot scooter.
Not on sidewalks unless there is no safe bike lane or path
Not only are they dangerous, but shared e scooters are not environmentally friendly. For one thing, we aren't reducing car trips like people think. People using e scooters would walk or take public transit if they didn't have them. Those who have cars readily available aren't jumping on a scooter. People also drive around to charge them... think about that for hot minute. Get rid of them!



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Not really but the notion of riding on major roads like memorial or McLeod is ridiculous. That should NEVER be an option.
Not really, I love this service
Not sure how to enforce it but e scooters on sidewalks can be dangerous, for seniors in particular. They ride far too fast. If on roads in residential areas, they should not be on the sidewalk.
Not sure if the scooters actually replace car trips. It seems like mainly joy riding, or replacing walking and biking. Walking and biking should be much higher priority. E.g. city should reintroduce bikes and incentivize them to bring down the cost.
Not too often, but sometimes I can see scooters left on the ground in the middle of the sidewalk blocking the path or just lying around randomly scattered. Also, especially in the summer, on occasion I can see two people using the same scooter. In addition, riders sometimes use pedestrian path (rather than bike path) so if you are walking or running you always need to be careful of a scooter potentially going behind you
Not using an eScooter until they can be parked in my neighborhood.
Not using during Covid 19 Main concern is escooters on the roads. Bankview has cars parked on both sides of the road. Add a scooter and it's hard to drive safely in my neighbourhood. And I often see 2 people on the scooters.
Nothing, escooters are a great addition to the city.
Notice that there is little to no enforcement of rules, kids way under 18 are driving, going through intersections without stopping, I'm surprised nobody has been killed. Driving with 2 or 3 passengers. Driving too fast and weaving in and out of pedestrians, driving in pedestrian walkways. I live by the river, peace bridge area, that's my walking location and I have to be very aware of behind as well as in front because of them going past at full speed. Have had a few close calls with drunk or impaired drivers.
Noticed some scooters going pretty fast, much faster than 20 km/hr Also, there's often two people on a scooter. There's no enforcement of the rules for scooters!
Observed under aged riders using and doubling up on them. Many encounters I've had are with inconsiderate and reckless/dangerous riders as a full time pedestrian. Forensic engineering supports significant bodily injuries can occur at 20-30kms/hr. Often no helmets are worn putting the rider and others in danger.
Obviously this past summer was not representative, particularly in the downtown core. Scooters on Stephen Ave are a daily lunchtime terror. Last summer, I was clipped multiple times per week.
Of the 7 concerns listed, I strongly agree with all 7, not just 3. e.g. Pairs of people riding scooters at midnight while shrieking down EV residential streets is NOT a fun recreational activity. e.g. parents with little kids on scooters with them rushing through the shared RiverWalk in EV is [removed] dangerous in so many ways. e.g. walking out of my condo to find 3 scooters abandoned in front of our private area entry is disrespectful and not my role in life to call the company about e.g. driving down 11th Ave SE with a scooter rider or two beside me in the vehicle late mid morning is an accident waiting to happen - no licence, no helmet, no road access e.g. walking with friends on the sidewalk - why is it my responsibility to duck sideways to avoid a scooter or 3 who are not even slowing down, ringing a bell in fair advance, or considering that I am no longer lithe enough to leap of the nearest tree branch to avoid being hit? 100s of riders are doing it right. But way too many are NOT. Restrict them somehow - and also admit our infrastructure was not build for them!! If they are useful then it should not be just in summer and there



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ought to be bylaw officers lurking everywhere to monitor them...at the cost of the companies providing this product.

Often riders do not follow either sidewalk or road rules and these are operated dangerously

Often see people on scooters breaking the laws but no one ever enforcing them. Where are these bylaw officers?

Oh yeah. I contacted 311 about the lack of policing of escooters through Eau Claire. They were useless. No information on if it was bylaws responsibility or the police. They instructed me to call the police. There is an inherent lack of safety, consideration, information on whom is responsible for policing escooters, where to ride them by the City. I'm tired of getting run over by people abusing them. They should fall under the traffic code just like bikes do and they should only be ridden where bikes are permitted to be ridden. I have never seen bylaw or the police or whomever is supposed to, ticket or be out to help educate people on escooters.

On streets like 10th and Kensington, I don't need bike lanes for e scooters or bikes. I want wider sidewalks! It's barely possible trying to fit 2 people side by side on most sidewalks let alone a bike or scooter. I would also love to see an ad campaign about bell use! For both scooter riders and pedestrians not everyone knows proper bell use.

On the question that asks for negative aspects to e-scooters, my answer was actually that I had no negative issues with them. However, this survey does not let you go to the next question until you click on 3 answers, so my other 2 answers are not how I feel, but I was forced to add 2 more negatives to move to the next question. This should be addressed, as it skews a person's view to look like there are more negatives than there really is.

Once I found an e-scooter on memorial drive. Like on the road. I wish users were considerate and didn't leave them in unsafe locations

Once two scooters were left on the sidewalk in front of my house - which meant people were having to walk on the street or my yard to get around them. That was a bit annoying. And they were there quite a while before someone moved them. However, I do like the idea of the scooters - particularly for reducing traffic.

One can go so fast on an e-scooter that I don't think they are appropriate for a sidewalk. Bicycles by contrast are much slower than e-scooters and yet bicycles are banned from sidewalks. It makes not sense to me to have e-scooters on sidewalks. They should be on bike paths, bike lanes and roadways, same as bikes. I think we want to have e-scooters as a valid transportation option but just not on the sidewalk please.

One does not hear them coming from behind - if they have warning bells then no one uses them. They are too fast and too silent.

One issue seems to be that people who use these things don't seem to even know the rules of riding a bicycle on the pathways, let alone something that fast. I was almost hit once because a person didn't bother to shoulder check, and just veered into my lane and once more because a person was letting their 8 or 10 year old ride their own on the pathways, and hadn't bothered to make sure they knew the rules of the road. I have also witnessed a single scooter accident because a teen was showing off to his friends. and not riding safely. Another pet peeve is the scooter litter, for sure: I'm not sure if that is just people being inconsiderate or vandalism after the fact.

Only reason I haven't tried is because I'm usually with my children in the areas that they are in.



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<p>Only rode the e-scooters once on a lunch date with my wife. But I will be riding them more often now what a great time it was and a great way to see the city</p>
<p>Only saying they are unsafe due to pandemic.</p>
<p>Operators of E scooters have severely restricted seniors using our sidewalks and public pathways in the core areas. Our Police understandably refuse to chase irresponsible Operators. Enforcement is possible in the core areas but public dollars should not be used - make E Scooter companies and riders pay for the salaries of the enforcement team. The majority of operators appear to be one time, or occasional users for recreational purposes. It is a myth to believe that they are used in a significant way for transportation purposes that will reduce combustion vehicle usage.</p>
<p>options are important. micro transportation is invaluable downtown. Would like more options in suburbs -- esp to connect to transit and local businesses</p>
<p>Other cities make users stay off the sidewalks and walking paths. Think that should be the case in Calgary</p>
<p>Other major cities (with more experience than us) are coming to regret allowing scooters. They are a new form of urban litter, are used by people who are very inconsiderate, and they place another high-speed transportation mode in the midst of pedestrians. Users switch constantly back and forth between assuming pedestrian rights and vehicle rights, with no sense of responsibility. All others on the sidewalks are left to pay the price.</p>
<p>Our current Mayor / Council SUCKS</p>
<p>out of power</p>
<p>Overall great project. Needs more accountability for blocking sidewalks and more MUP's across the city</p>
<p>Overall I love e scooters great option to get somewhere quickly, especially now with no shared car service as we only have one vehicle as do many in our neighbourhood (Hillhurst/West Hillhurst). Do need more advertisement of rules and just general consideration.</p>
<p>Overall I think e-scooters are awesome. However, I am concerned about the amount of riders that don't wear helmets or follow the rules of the road. As a cyclist, I've had two near misses with e-scooters because the rider didn't know how to safely operate the e-scooter (one where notice while passing was not given, another where the rider fell off, but allowed the e-scooter to continue into my lane of the cycle track).</p>
<p>Overall I think they are a good edition (seasonally dependent), especially after Car2Go left. Education/user accountability should hopefully come over time.</p>
<p>Overall I think they are a great idea and benefit to make the city more connected.</p>
<p>Overall my use of E-Scooters during the pilot project has been very positive. I hope the program continues in some capacity moving forward.</p>
<p>Overall, I think it's great to have the shared scooters and have multiple companies. I think it should be extended to include residential streets. Other than a few too many available, its a great addition to Calgary</p>
<p>Overall, I think the e-scooters are a good addition to the City. Although I live innercity and have a car, I choose to walk almost everywhere - work, restaurants, groceries, etc. , If I can walk there in less than an hour, I do.However, I have used an e-scooter on occasion and I understand why they've become popular. I also appreciate that e-scooters reduce the number of cars on the road and increase the availability for parking in some busy neighborhoods. I think the program could benefit from more communication regarding protocol, safety and etiquette. As someone who is a pedestrian on a daily basis, I've felt the</p>





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speed at which some riders choose to travel on a busy sidewalk is unsafe. Ideally, the speed could be regulated. I think reducing the current top speed would not dramatically decrease the efficiency of travel but it would certainly increase the safety for both the rider and pedestrians. Thanks :-)

Overall, not a fan.

Over-regulating scooters would greatly reduce their appeal and usage. There must be trust that people will share space respectfully, even if there is an occasional mishap.

Parking anywhere and everywhere making walking or using wc or walker difficult. People ride at fast speeds on sidewalks with no warnings to pedestrians when passing.

Parking complaints top the list, so it was good to know some selfish riders were fined if traceable - maybe this fine should be increased.//I or hubby have had to move abandoned scooters from our front path to grass verge several times. Dangerous for blind, disabled, people with kiddies to be left on the walking path.//Thank you for the opportunity of having a little say. Please stay VERY safe all of you during these unchartered times, phyl toohey

Parking is a big issue and individuals who continue to knock the scooters over - too many on the ground. Company's need to be responsible for proper storage and parking.

Parking on the sidewalk on the hill blocking access for disabled people walking a steep hill, I didn't contact the company bc I don't want to be targeted, many ppl have lawn companies that mow, these scooters should have designated areas that r consistently the same areas, but, parking it diagonally across the walkway, 2 of them, I tweeted Nenshi I noticed they were putting them on the grass, I don't mind as long as it's not lawn day.. wish I was healthy to enjoy them.. I'm concerned about liability, anyone w any form of vertigo need to stay off these as it could be dangerous for all.

parking on the sidewalk right outside my workplace... cause hazzards for hard of hearing and disabled persons with walkers etc

Parking rules for shared e-scooters are hard to find and ambiguous. Should be more clear and better enforcement/education is needed. Many customers don't care since its not their property.

Parking scooters on bike paths is a major concern of mine. I have had several near misses riding my bike on my commute to work. Scooters parked in the middle around a blind corner or on top of the overpass blocking the lane.

Parking spots could be helpful

Partner is blind so tripping over has happened in Sunnyside area in congested sidewalk. For people in wheelchairs or blind they can be a hazard and deadly.

Pathways should be much wider or divided to allow space for walkers and bicycles/scooters

Pedestrians & scooters do not mix well. Pedestrians are not focused on faster moving bicycles/scooters presenting a safety risk & potential for accidents. This also applies to the pathway system. Scooters can travel as fast as bicycles & should have similar usage rules.

Pedestrians are at grave risk of being seriously injured as many people riding these scooters have little ability to handle them and also seem very disrespectful and careless in regard to others. As well, during the current pandemic, the people using them SHOW NO AWARENESS OF THE NECESSITY TO SOCIAL DISTANCE. THEY ARE DEFINITELY NOT USED RESPONSIBLY and should not be endangering other people in the manner in which they currently are.



# Appendix E – Verbatim Comments Q25

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People always park the scooters at the corners of sidewalks in front of wheelchair ramps. It is disrespectful and prevents people with strollers/wheelchairs/walkers/other mobility issues from easily accessing the sidewalk and crossing the street safely. It is difficult for me, a non-disabled person, to move these scooters out of the way because the wheels are locked. There should be designated scooter parking areas or laws on where to park the scooters. People on scooters sometimes don't consider the mobility of others when choosing a parking spot.

People are buying personal scooters by the thousands, they are here to stay weather we like it Or not.

People are incredibly inconsiderate and careless while using these scooters and have a complete disregard for anyone else on the street when they abandon them. Not to mention, a complete disregard for the scooters themselves as I always see them thrown and tossed wherever someone is done with them. Inconsiderate people violating safety should be ticketed as a regular driver. These things go so fast there is NO need to have them on a crowded downtown sidewalk. I've seen many people almost get run over by them, myself included. I also consistently see people drinking and driving the scooters which should be an impaired driving ticket as they go very fast.

People are lazy enough in Canada and we don't need more options to make us even lazier. There is nothing wrong with 'driving your two feet'.

People are not education on traffic laws, and right of ways. There is no mandating for drunk riders. People are just generally careless / reckless

People are not following the rules. I see many underage kids riding them. Many people are doubling. Many people are not observing traffic rules

people are rude using them and trash them. they should be banned from using the scooters

People are still learning the etiquette , and obviously thier are the occasional jerks. The majority of riders are defensive and careful. Please keep this up

People are using these scooters in a very dangerous manner. I regularly see 2 ppl and recently saw 3 ppl on the scooters. They speed on sidewalks and don't care if ppl are walking. I've almost been hit twice by a speeding scooter. Too bad there isn't any enforcement of the rules. Someone is going to lose their life either operating or being hit by a scooter. I would hate for that to happen, but that's the extreme event that always makes companies review their policies or whatever it might be.

People aren't taking responsibility for their use of e-scooters. The idea is a good one, but the implementation is poor, from collisions w/pedestrians, aggressive riders & leaving scooters in dangerous locations.

People can walk. Now they don't.

People do not use them safely

People do not use these responsibly. They are ridden in a hazardous way and are a nuisance when parked blocking side walks

People don't follow the rules. The city should be more severe and give more tickets.

People don't know how to ride them and their stupidity will never be enforced so better not to have them

People don't take pride in things they don't own. That's why sharing of scooters or bikes will always end up being a nuisance.



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<p>People dont know how to brake. Also under the influence of alcohol with scooter. Parked on bike pathways. Drive too slow or improperly on bike lanes</p>
<p>People don't operate the escooters in a safe manner i.e. speeding by pedestrians and endangering them. People don't follow the rules of operating escooters with more than one person on them, speeding and not wearing a helmet.</p>
<p>People don't park them correctly. They are just left everywhere including the Bow River.</p>
<p>People double and triple riding no helmets crossing over from walking side to bike side and then back over no enforcement of the riding rules under age people using them</p>
<p>People Drive E scooters very dangerously, and the top speed at which they can be operated should be reduced. I am a wheelchair user and have frequently been obstructed on the sidewalk by improperly parked E-scooters and have often felt unsafe by people passing dangerously, particularly when I am walking my dog.</p>
<p>People drive too fast with multiple riders on e scooters. People need to wear helmet, gloves and knee protection on e scooter. I have see.n parents with young children on these.</p>
<p>People driving are reckless. In the Beltline drivers navigate construction, pedestrians, illegally parked trucks, other cars and idiots darting out on e-scooters barely under control. Does someone have to killed or hurt before common sense prevails? Who's insurance responds when there is an accident?</p>
<p>People fear new things. Everything in life has some risk. Scooters increase quality of life for Calgarians.</p>
<p>People frequently have a passenger on the e-scooter. Many riders seem to need more training. I have seen to many accidents or near misses. There is an additional cost to us all from the extra hospital visits they create.</p>
<p>People have no consideration to others when on sidewalks, if it's illegal to ride a bike on the sidewalk, it should also be illegal for a motorized scooter. there are bike lanes. theres a road you can use. sidewalks from what I was aware of were meant for pedestrians. walkers.</p>
<p>people joyriding using scooters as toys; ignoring pedestrians and traffic lights at full throttle.acceptable for commuting in downtown (not river paths).please govern to a speed equal to strolling to protect walkers.please restrict to business hours only.</p>
<p>People knocking over parked escooters for no reason is a concern.</p>
<p>People leave scooters everywhere, blocking pathways and sidewalks, routinely are ridden by parents and children and by couples, and I have never seen someone using them with a helmet.</p>
<p>People leave them in the way and I have seen a couple of them get kicked and broken, I have seen some in the river aswell. The needs to be more outlines on were they need to be park so they don't interfere with other peoples daily commute.</p>
<p>People leave them laying down all over sidewalks, they are heavy/awkward to move, and the companies take their time collecting them.</p>
<p>people leave them with no regards to the location at which they abandon them. I disagree with these things totally.... menace to safety and health....</p>
<p>People need to be educated about the rules about right of ways, staying in their own lain, and announcing intention to pass and passing safely.</p>



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<p>People need to be licensed.....drive on road not sideqalk...one.per scooter</p>
<p>People often don't use them as intended - quick transportation, single riders, sober. I just feel there are way too many injuries for this to be safe for the city. And this year where people started throwing them in the river - it's just going to cost us money to recover them and it's using our emergency services (like fire) to recover them</p>
<p>People on e scooters choose whether they're a pedestrian or a vehicle based on their own convenience and not based on the safety of others or current laws</p>
<p>People on Escooters are completely inconsiderate. Whether riding more than one, under 18, drunk or taking over sidewalks downtown, education campaigns have failed to change behaviour. Escooters have no place in Calgary bikepaths, sidewalks, bike lanes or roads.</p>
<p>People on escooters put people at risk. The escooters are racing down the sidewalks, and disabled people, older people, and blind people don't stand a chance. Also, there have been, as you know, over 700 emergency room visits due to escooters. Why isn't this factored into the equation? Don't these visits represent a significant cost? I think the speed of the escooters is much, much too fast. Come down to 17th Ave, and watch them on the sidewalks and on the road.</p>
<p>People park them anywhere and everywhere - on the road, the middle of the sidewalk, on peoples lawns. It's appalling. It really clutters the aesthetic of the city in an extremely negative way. Furthermore, most users have complete disregard for walking pedestrians, often grazing unsuspecting people with near misses. They are an absolute waste of space, utility, and create a disturbing amount of landfill waste. The companies that unleash them on cities for a thin profit have no regard for the eyesore and aftermath they create. They discourage exercise; instead, offering up a novel way to be injured or induce injury to someone else. Calgary used to be a nice, clean city which was well-kept. In the last few years, I've noticed a gross amount of litter and waste (especially around the Peace Bridge) where often scooter riders terrorize others.I hate them.</p>
<p>people parking the scooter improperly is the biggest problem along with speeding on pedestrian sidewalks</p>
<p>people ride double on them and go fast and cut off walkers very dangerous people do not wear helmets</p>
<p>People ride them in the dark in heavy and non-heavy traffic areas, popping off the sidewalk into an intersection. You don't even see them until they're whizzing in front of you while driving. They're a hazard. Drivers are on the lookout for pedestrians, other vehicles and cyclists and now we have to adjust our brains for scooters suddenly appearing out of nowhere!</p>
<p>People ride them like maniacs. And they leave them all over the place. Am I allowed to just dump objects in the middle of the sidewalk ? No so why are scooters there. Wheelchairs and strollers cannot get by</p>
<p>People ride them very recklessly in my neighborhood. I live on a hill in Mount Royal. It is a matter of time before there is a serious accident in Mount Royal.</p>
<p>People riding bicycles fined for not wearing helmets yet apparently not required for powered scooters. The number of reported annual ER visits from injured riders and pedestrians is a concern.</p>
<p>People riding e scooters are rude and feel they can ride at high speeds on pedestrians walk way.They rarely use bike paths even tho there are signs posted to do so.Doubling up on scooters are dangerous for walkers, elderly anyone on foot. What disturbing about this is many double riding is parents with young children and no helmets weaving in out on pedestrians path in Eau Claire pathway.I live in Eau Claire and have witnessed many verbal altercations with e scooter riders and pedestrians because they don't follow</p>



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the rules and why they don't go on the bike path. I have seen Officers on the path but not giving tickets to speeders or people breaking the rules so why have them out they are not keeping pedestrians safe. If Officers can hide behind a tree with photo radar giving me a ticket in my car they should do the same for negligent scooter riders and in high area - under the and around Centre Street Bridge. E Scooter riders are disrespectful and rude a very low percentage use them properly. Tho I don't want to see e scooters disappear the scooter companies need to be more proactive as does City of Calgary.

People riding escooters are driving carelessly, leaving them all over the place, damaging cars and escaping leaving victims with out chance to catch them( escooters are way too fast).

People riding in the bike lanes do not act like bikes, do not signal or allow for passing etc. Could be a good option but are mostly used as fun/leisure in areas where people are trying to use other forms of transportation. Plus many people use them when intoxicated which is obviously an issue.

People riding scooters in downtown river valley area should not go faster than you typical runner (10 km/h) and keep to bike lanes as much as they can. People shouldn't be riding without helmet if they are faster than that. And doubling on scooters shouln't be an option. If city can't enforce these rules and give tickets to offenders, city should cancel this pilot.

People riding them are inconsiderate and are a danger to others. I've been cut off a few times by people crossing illegally with no crosswalk present

People riding them are irresponsible and go way too fast!

People riding them are rude and disrespectful to people on sidewalks. The sidewalks in calgary are unsafe and more should be done to protect the pedestrian

People riding these things are doing so only for the fun of going faster than pedestrians while either high or drunk. They run people off the sidewalk and toss the scooters anywhere they want. They're worse than bicyclists. Nenshi needs to accept that people DRIVE CARS.

people seem to be having fun.

People sharing scooters, driving too quickly, amd driving in am unsafe manner close to pedestrians are my main concerns

People should be responsible for placing them considerately when done, rather than left haphazardly around randomly. Do they have speedometers? Should have speed limits as bicycles do on paths. Helmet policy or no children allowed, parents riding with a child on the same scooter seems very dangerous.

People should have to go for a course and get a license before allowing the first use. This could be a short session with the e-scooter company and it would ensure that they understand the rules, like only 1 rider. Also, scooters should be picked up more frequently.

people should NOT be able to double - they also need to slow down and obey rules

People should walk or ride bikes. These are dangerous and create clutter/garbage.

People sometimes double on the scooter, which I believe is against the company's rules, and are not wearing helmets.

People travel at an unsafe speed on the scooters when they are weaving in and out around pedestrians using the east village riverwalk. I'm one of many seniors that use the walk daily and you can't hear them coming from behind you. I've had a few close calls. Some of the riders are a little reckless and I've seen





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<p>many crashes (luckily it hasn't involved me). I've also seen many riders with young children in the front part of the scooter which is not supposed to be allowed (also no one wears helmets).. More enforcement is needed before any elderly pedestrians are hit and badly injured. I'm living in east village because the pathway is flat and well maintained..</p>
<p>People travelling at a high rate of speed down a sidewalk, often doubling, is my biggest concern; especially for the elderly walking.</p>
<p>People unable to control the e-scooter. I was hit by an e-scooter as the person riding it lost control.</p>
<p>People underage are riding the scooters. People riding double. Speeding and racing on pedestrian walking paths, ie. Peace Bridge and delta area on a nightly basis.</p>
<p>People use them to get from one end of downtown to the other for meetings etc - which is great. Lunchtime on the bow valley parkway is not a time for Scooters for 'fun riding' - too crowded, beginners, no helmets - doubling.. A very unsafe practise. Sadly, lots left lying all over the place - this is more educational and perhaps reinforcement of the rules. Helmets anyone????</p>
<p>People use these irresponsibly. They are often littering sidewalks. I see people riding without helmets and with multiple riders on them, often children. Finally, they put other pedestrians at risk.</p>
<p>People use these scooters without knowing how to use them or following any rules endangering themselves and the people around them. More enforcement and education are needed.</p>
<p>People using bikes or scooters on sidewalks is an indication that you've failed to provide appropriate infrastructure. This survey feels like you're trying to blame scooter-riders (or cyclists) for what is a city infrastructure problem. Compounding this is the fact that many 'pathways' are literally just sidewalks; bikes and scooters are best on separated infrastructure (that is, physically separated from both cars AND pedestrians).</p>
<p>People using e scooters on sidewalks, stephen avenue, and pathways downtown are going too fast and are not concerned about sharing with pedestrians.</p>
<p>People using e-scooters are driving at excessive and dangerous speeds on sidewalks, with little ability to stop quickly enough to avoid collisions with pedestrians who might be in their path. They seem to think they own the sidewalks and roads instead of sharing them respectfully. I've narrowly avoided being hit by scooters while walking on downtown sidewalks.</p>
<p>People using scooters often don't follow the rules of the pathway (ej. Staying on the right lane. Passing when is appropriate to do so, they ride way too fast without consideration for pedestrians and cyclists)</p>
<p>People visiting from other cities love them, good for tourism and general atmosphere in the city.</p>
<p>People who don't understand the laws of the road or are considerate on pathways are allowed to ride these scooters, allowing reckless driving. I know people who have been injured via getting hit by others on these scooters. I have seen an INCREDIBLE amount of people breaking the law on these scooters and they add very little value to our city.</p>
<p>People who ride it downtown are mostly drunk or sharing with two people with no helmet on. They ignore all the traffic signs and its parked everywhere side walk when I was commuting with bike had to get out of the bike and move them to the side. Imagine people with wheelchairs..</p>





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People who ride the e-scooter’s are disrespectful of the people around them. They do not follow similar rules as a bike would or a pedestrian. The scooters are often left in the middle of the pathway, littering the sidewalks and in general a nuisance

People who ride these things never wear helmets (though bike risers must) and they dump them either on residential lawns or leave them on the sidewalk. They are a menace!

People who use a scooter and zip across a pedestrian crosswalk at an intersection are moving too fast and are deemed a hazard for drivers who are trying to safely turn right at a red stoplight. Depending on the intersection, such as Edm Tr and 1ave NE, there are blindspots and it is impossible to see a scooter coming at 10+km/hr when trying to operate a vehicle safely at a red light right hand turn (which is legal).

People who use e-scooters should be required to watch a video outlining proper use, proper courtesy to other people using shared sidewalks and pathways + e-scooters should also have a lower maximum speed + there should be more enforcement - I use the pathway system both as a pedestrian and as a cyclist and I have encountered inappropriate use of scooters with no realization of how the user is impacting the safety of others

People who use e-scooters think they own the sidewalk and they show no respect for pedestrians. They don't share the sidewalk; they hog the sidewalk. They drive too fast. They never wear a helmet. They waste their money on this novelty activity. They get less physical activity and so could die young - if they don't die sooner anyway in an accident that they caused. Calgary City Council has never supported the proposition that 'Sidewalks Belong to Pedestrians!' Our sidewalks have been taken over by selfish people riding bicycles, roller blades, skate boards, long boards and now e-scooters. Is it humanly possible that Calgary City Council might possibly stop long enough to consider that maybe, just maybe, pedestrians have some rights to use the sidewalk without being constantly put at risk by other people? Why should I have to walk on a sidewalk always keeping my head turned to the side in case some speeding e-scooter or cyclist sneaks up on me and almost hits me? Pedestrians should be able to use the sidewalks safe in the assumption that other pedestrians are the only users of the sidewalks. You can pass all the bylaws you want, but the type of people who use e-scooters have the type of personality that makes them think that these bylaws don't apply to them. Why are my taxes going to pay for sidewalks that I now have to give up to e-scooter riders who thoughtlessly put my life and limb at risk? Calgary's downtown sidewalks are getting to the point that our once-orderly city is starting to look like the streets of some third-world country where everyone uses the streets at the same time - people, cars, trucks, buses, bicycles, motor bikes, skate boards, sheep, goats, cows, horses, pigs, wooden carts, wheelbarrows, and now , most noticeably, e-scooters that are left strewn all over the place. I say put a stop to all this foolishness. Calgary City Council seems to exercise no good judgment or wisdom at all. They just seem to want to keep up with other cities around the world who have e-scooters, and so they think we should have e-scooters. After all, they don't want other cities to think that Calgary is in a third-world country. The best approach is to give back the sidewalks to pedestrians - before we are driven to use the streets because they just might be safer. Automobile drivers will yield to pedestrians, but e-scooters won't. They're having too much fun - especially the guys who put their girlfriends on the same e-scooter with not a bylaw enforcement officer in sight. Calgary has built a skateboard park. We should restrict e-scooters to the same location. Or at least restrict them to designated bicycle paths. Then I can use the sidewalks in peace and safety. Is that too much to ask of a civilized city council living in a civilized country?

People who use them weave in and out of pedestrians without any kind of warning and it scares me



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<p>People wilfully ride e-scooters on pedestrian pathways in Eau Claire and they whiz by in an unsafe way. They are sometimes rude when you tell them they are supposed to be on the adjacent bike paths.</p>
<p>Perhaps have designated parking stalls rather than parking anywhere</p>
<p>Personal e-scooters should also be allowed at least in the same places as the shared kind</p>
<p>Personal scooters should be allowed on pathway's. limiting my ability too exercise my dog . so I feel it is an infringement on my rights to life, liberty and security of my person.</p>
<p>Personally, I am afraid to use one. It seems that if there are rules for using them, they aren't abided. I see e-scooters on roads, on sidewalks, on bike paths, with 2 people, going fast, going slow, no safety gear, lying on the sidewalk, on lawns, in parking lots. I believe they should be treated the same as bicycles, used where bicycles are used, and with the same safety rules in place.</p>
<p>Pick a Canadian company and support it.</p>
<p>Pilot should continue - but with changes.</p>
<p>Please also include PRIVATE scooters under new bylaws. It is unfair that only these companies are 'legal'.</p>
<p>Please ban all e-scooters! If people want an e-scooter, they should invest in one of their own. They have not only littered the city but have helped increase the spread of COVID. I now do not like walking on pathways anymore due to people speeding by. People are not following the rules. The city was so much better off without them!</p>
<p>Please ban these</p>
<p>Please bring the scooters back. They are great for the city and provide a great alternative transport method</p>
<p>Please bring them back. Quick easy way to get 10-15 blocks. Provides better access to slightly further businesses and makes Calgary more use friendly. Better for the environment as I would drive whenever I would've used an e-scooter.</p>
<p>Please bring them back. They help the downtown stay alive and fun. And are useful for transit. Maybe have more Parking by the trains so people can get one right off the train</p>
<p>please consider more enforcement, as there have been several safety incidents downtown.</p>
<p>Please consult AHS to get a sense of how many needles injuries occurred from people riding e-scooters. Whatever the revenue the city gets from the operation is probably taken out of AHS' pocket for hospital visits.</p>
<p>Please continue the program</p>
<p>Please continue to build safe infrastructure for bikes and e-scooters. I would support allowing them on residential roads especially if lower speed limits for those roads are approved</p>
<p>Please do it again!!! Thanks for the pilot run!!</p>
<p>please do not allow scooters next summer or if you do maybe put them in neighbourhoods where the city council folks live so they can experience the problems we are tired of them where i live 8 to 10 year old riding them 2 on a scooter people doing tricks no policing its like the wild west</p>
<p>Please do not get rid of them, they are my main source of transportation to work in the summer.</p>
<p>Please do not use tax dollars to subsidize this</p>



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Please do something about the scooters left in the middle of sidewalks.
Please do your best not to spend too much money on trying to please everyone. There are many more pros than there are cons for Scooters. Change is something Calgary needs to embrace and get used to.
Please don't get rid of the scooters they are so much fun and they really reduce carbon footprint along with making the city more lively.
Please don't get rid of the scooters!!
Please don't give rid of the e-scooters, they are an integral part of our downtown core public transit, aside from c-train and bussing.
Please don't take like scooters awayZ they're so much fun
please don't take them away i can't afford a car
Please don't get rid of them. They're so popular and so much fun.
Please don't take away any of the freedom and fun if this great innovation. Educate pedestrians to look up from their phone look both ways while walking and we won't have problems
Please don't take away our scooters! They make Clagary fun!
Please enforce current laws both for scooters and bicycles. Most cycles do not respect the limit speed not they stay on their bike lanes. Without enforcement all of this is useless.
Please enforce the rules of the road. I've seen so many people doubling on scooters, darting between people on a busy sidewalk, using the sidewalk to then go onto the road, blowing stop signs, and leaving the scooters on peoples yards, etc.Would like to see some way the scooter can tell if there are 2 passengers on the vehicle or if the driver is inebriated
Please extend the area to the Barley Belt. It provides yet another safe option to come and visit the businesses here.
Please extend the range of where one can find an e-scooter...currently most are downtown, not many in NE communities
PLEASE GET MORE SCOOTERS THEY ARE THE BEST!!!
Please get rid of all motorized scooters from sidewalks and pathways. These have motors and should be treated as vehicles and only allowed on roads. I have been hit and injured (seriously) by e-scooters both while I was on a bike on a bike path and as a pedestrian on a sidewalk. They do not behave as bikes or pedestrians would and are extremely dangerous.
Please get rid of shared e-scooters.
Please get rid of the scooters. I walk to work and they are constantly almost hitting people on the sidewalk or cutting out into traffic. I am also pregnant and dread to think of trying to navigate a stroller around all scooters that are left toppled over on the sidewalk.
Please get rid of these things. They are an absolute nuisance. Riders are surprisingly inconsiderate when riding and when parking. They are an eyesore. There is literally no place for these things. They cannot and should not share sidewalks with pedestrians, cyclists should not have to share bike lanes with people who don't know or follow the rules, and people are going to be killed if they are allowed in the street. We gave it



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a shot. Let's get rid of them. I do not care this strongly about any other civic issue of similar importance. Ditch them. People can walk or ride bikes.

Please get rid of these. We found them in the river, trashed in the park, people are using them as entertainment not transportation! They race, pay no attention to rules, are disrespectful to everyone else, multiple people on the same scooter including children, people got hurt in front of us, they jump in front of the cars, etc.

Please get scooters off the sidewalks- especially downtown core when people on them go so fast and collide with people when either party is coming round the corner of a building- scary to anyone but there's potential for horrible injury especially if they collide with an elderly person / baby etc. Riders are often reckless with no consideration of how dangerous this can be.

Please get them off sidewalks in the Beltline. I walk everyday and can't tell you how often a scooter has breezed by me with no warning and little space. Get them on the road and off the sidewalk like bikes. Also, scooters are often lined up by Bird that block sidewalks in the Beltline - many close to intersections - down 8th street SW, down 11th Street SW. Frankly, I'm tempted to push them on the road.

Please get them off the sidewalks. Slow moving persons, and relatively fast moving scooters are not compatible. Scooters on sidewalks are dangerous to pedestrians. Several times I have been surprised by near misses while stepping onto a sidewalk from a doorway/step, or standing with my back to the approaching scooter. Furthermore, when driving a vehicle, I am aware and expecting of fast moving bicycles on the streets, and in the bike lanes. Several times, especially in the downtown core, I have been surprised by a fast moving scooter appearing from a sidewalk, where I only expect slow moving pedestrians. This is a particular issue when making a turn. Given the speed of scooters is substantially faster than foot-traffic, to ensure the safety of both pedestrians and scooter operators, they must be restricted to operating as a vehicle, not unlike the rules that apply to bicycles.

Please have scooter company's make customers do a short road test before starting an account with them. Most riders are underage and have no idea what road laws are in place and it makes it so unsafe for bikers

Please have them back every year

Please include Killarney in the allowed area map for the e-scooters.

Please keep bikes and scooters off pedestrian sidewalks, I am so tired of worrying about getting hit. It's time to aggressively ticket.

Please keep developing bike lanes. we need to plan for 3 types of transportation. cars (hopefully less so), bike/scooter lanes (these can be regulated similar to vehicle roads) and walking. Obviously there is a huge need/market for alternative transportation. Calgary ( and most of North America) is terrible for car culture. this is bad for the environment and the infrastructure is expensive. parking lots are such a terrible use of space and such an eyesore. It also is of little help for the poorest people in our city. our public transportation is not great. Also, the pricing sytem for public transportation means that as soon as you have more than 2 people its more economical to drive. I hope we have the smarts and insight to recognize the desparate need for many different alternatives to cars. Where are the walking streets? Bike / scooter lanes, walking streets, patios. Our city is notoriously boring for good reason.

Please keep e-scooters in Calgary!!!

Please keep e-scooters in our city - adds to the liveliness and culture. Just put more effort into the City addressing the issues, and by holding the companies responsible if they want to operate there



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Please keep e-scooters in the city!
Please keep eScooters. I live in beltline and they are fantastic and fun way to quickly zip around city To run errands. Please keep Calgary core attractive and interesting place to live. With recent events, the city needs to find ways to keep our city alive, not restrictive. Let’s work on making improvements, but please don’t remove them.
Please keep e-scooters. u never see anyone unhappy riding them. they add vibrancy and options. they have normalized e-assist transportation and have lead to private ownership which is where the real car reduction happens. what an exciting City project!
Please keep lime scooters!!
Please keep scooters around in Calgary. We need them as a mode of transportation and to reduce the use of cars in the inner city. As someone without a car, especially during COVID, it's the only option I'm comfortable with for longer distances.
Please keep the e scooter
Please keep the e-scooter program. With no bike or car2go options, getting around the city is very difficult. For a major city, we need more transportation options.
Please keep the e-scooter project alive in Calgary
Please keep the e-scooters around. They are a fantastic method of transportation in the inner city!
Please keep the escooters here in Calgary. They are an excellent additional transportation option.
Please keep the e-scooters in Calgary! They are a great way to make quick connections downtown and are a blast even for recreational use.
Please keep the Lime scooters! Our city is so set up for them with all of our bike paths. It’s a quick, easy and fun way to get out and explore the city without having to use a car!
Please keep the program and consider building more cycle track infrastructure in desired destinations like Kensington, Inglewood/Ramsay and 17th Ave so I can scoot there safely
Please keep the program, it makes downtown a lot more fun to visit
Please keep the scooters
Please keep the scooters
Please keep the scooters
Please keep the scooters!
Please keep the scooters!
Please keep the scooters!
Please keep the scooters! It’s a step in the right direction for encouraging more car-free commuting. As an inner city dweller it’s a wonderful alternative to public transit - which is pretty abysmal - and driving.
Please keep the scooters. They are good for the city and and the people.
Please keep the scooters. They are the best thing to happen to transportation in this city ever.



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Please keep the scooters. They have made Calgary much more lively downtown and have been great for transit and general recreation.
Please keep them
Please keep them
Please keep them
Please keep them around! They are cheaper than driving your own car and taking an Uber. I honestly feel more connected to the city being able to use a scooter.
Please keep them going. It's awesome!
Please keep them in Calgary!
Please keep them in our city. It would be great to find them in the suburbs too. Bowness particularly.
Please keep them!
Please keep them!
Please keep them! With the loss of Car2Go, they've been invaluable.
Please keep them!!
Please keep them, we use them for work travel to the downtown core all the time!
Please keep them. They are a highlight during the summer months, esp. during COVID-19.
Please keep these around
Please keep these scooters in the city! They are fun, green and efficient!
Please keep these! Very good for short commutes
Please keep this important transportation option in the City. More options and opportunities to get people out of their cars is vital
Please keep this program
Please leave them!
Please legalize personal scooters not part of the pilot to be used in the city, it's ridiculous that I'm allowed to use a Lime scooter on a public sidewalk but not my own.
Please let this continue on mostly unchanged.
Please make corrals for them they are often littered in communities left on sidewalks blocking ability to walk in sidewalks
Please make designated parking spots for these scooters and hold the riders accountable for their actions especially if they park on private property, in the road or anywhere in the way. They do it because they can so, start enforcing the rules!
Please make the program permanent. They create such a lively, vibrant atmosphere for the inner city. I'd love to see more scooters outside of the beltline/downtown. In mount pleasant they're around but there's not enough so you can't rely on them to get around.





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<p>please please please get rid of them. or at least lime scooters. they go so fcking fast and kids are irresponsible I almost get him by them daily when im walking. or theyre in my way when im biking. they dont understand basic road etiquette and are the bane of my existence. BRING BACK BIKE SHARE</p>
<p>please put more bike infrastructure (bike lanes) around the city and make drivers accountable for being disrespectful to bikes (ie cutting off a bike at a stop sign; not letting them cross a crosswalk; cutting off a bike on a bike lane by turning right at an intersection - i almost got run over yesterday because of this)</p>
<p>Please remove them from sidewalks. They are a hazard to those of us who choose to walk.</p>
<p>Please remove these vehicles from the city.</p>
<p>Please start regulating where these stupid things are left! Fines should be given to the people who leave them outside of designated areas.</p>
<p>Please stop e scooter in Calgary. It's not SAFE.</p>
<p>Please stop e-scooters and put in more driving lanes to ease up traffic</p>
<p>Please stop the vandalism. Please make riding on roads the rules, not sidewalks.</p>
<p>Please stop throwing money into pointless projects like the e-scooter pilot program.</p>
<p>Please stop wasting money building bike lanes etc that go nowhere like 5th Ave. Stop taking away parking in downtown. We are making Detroit look like a success story. I ride every day. The reality is Calgary will never be a walking or cycling city because of the cold and danger on the roads in the winter. Do everything you can to drive retail and restaurant in downtown by putting back free parking. No restaurant or retail can make it on a 3 month season. Time to face the harsh realities.</p>
<p>Please take them off the sidewalks. They're so unbelievably disrespectful to pedestrians. Walking in Calgary is worse now.</p>
<p>Please work toward increasing rules and enforcement. Many time I've witnessed underage kids riding with and without parents. Also intoxicated people and those riding recklessly or without following the current rules. The few are likely to 'wreck it' for the many.</p>
<p>Please, please get these motorized scooters off the sidewalks. California, Texas, Denver and even Edmonton do not allow these motorized scooters on sidewalks and there are very good reasons for that, Collisions between pedestrians and scooter riders happen frequently when scooters are allowed on sidewalks. Sidewalks should be for pedestrians only period!!!!</p>
<p>Pls DO keep the program, with shared bicycles and Car2Go gone ... there is nothing else left. Calgary can't lose its vibrant spirit</p>
<p>Pls make helmets mandatory! They are much more dangerous than bicycles and travel the same speed on bike paths</p>
<p>Police need to crack down on drunk riders. It's out of control</p>
<p>Poor roll out of the program overall with city of calgary, irresponsible users and dangerous overall</p>
<p>pray everyday those who use e scooters are not CAR DRIVERS!!!!!! in Sunalta rarely stop at stop signs ignore ONE WAY SIGNS noisy in wee hours of night!!!! using PHONE WHILST driving parking on private property increased littering when parked on SIDEWALKS usually in the middle of it so moms and tots dogwalkers moms with prams not easy get around....</p>



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Privately own e scooters must be legal to operate on residential roads
Probably the operating companies should do better at insuring that those using the scooters can properly operate the scooters, i.e. they have complete control and can navigate crowds without causing problems. Also there can be better enforcement for people who are riding irresponsibly.
Problem is not with scooter.. it's how people use them as I have young kids on walking paths and have come close to scooters near hits
Proper footwear and helmets should be enforced
Protecting pedestrian safety (the most vulnerable users of sidewalks and pathways) should be prioritized. Scooters etc can easily move onto bike paths and roadways away from walkers, joggers, small children. It would probably be more "friendly" for the scooter riders too. Would be nice to continue expansion of bike/scooter paths and road lanes in congested areas (eg centre street and other similar high traffic areas)
Protective gear should be a must. No one wears a helmet. Helmets should be mandatory. If someone is riding an scooter and doesn't have a helmet on, they should be fined.
Provide more educational material describing in friendly fashion the rules of the safe e-scooter use
Provincial PEV laws need to change. Personal E-scooter owners should not have to worry about riding illegally despite riding safer than the average scootershare rider. E-Scooters are great, if I hadn't bought my own scooter I would still be using scootershare. The range should be spread to more residential areas though, as long as better room for parking is figured out. These scooters are faster than transit, so unless using them to maybe catch a train from a residential area, I suspect their main use besides recreation involves travel to and from home. Mainly, I want to be able to legally ride my personal e-scooter on residential roads and bike lanes. But I know this survey is not about that. I just really, really want to push for it. I have at least a few friends who will buy e-scooters once the laws become less restrictive.
Public e scooters promote an unhealthy life style and should not be continued.
question 23 and 24 didnt make sense to me.....I have used lots of scooters and I like them....but I answered no to whether I used a scooter as part of the City of Calgary trial.....I guess I didnt know that the scooters I use are part of a trial
Question on concerns doesn't allow to choose just that I have no concerns. That is a flaw in this survey as I do not have any concerns but had to put some in order to fill this out. Will cause false narratives on concerns. Likewise I see all those positives but cannot select them
QUIT WASTING TAXPAYER MONEY ON THIS [removed]!
Random people with no idea about the rules of the road or even common sense are riding them...and fast. With no consideration for safety of others and their own. City looks like a massive garbage dump with the scooters abandoned everywhere so it's difficult and dangerous to walk.
Rarely see riders wear helmets, have observed children on e-scooters, and also two people at one time on a scooter. E-scooter riders do not obey rules of road, do not use bell when passing pedestrians on sidewalks. Have not seen any enforcement of these infractions. During pandemic, cannot be assured that scooters are sanitized between riders.
Rarely see them in my neighbourhood
Rates are so expensive.



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Really disappointed how they are left scattered everywhere, on bike paths, even on crowchild trail once. I called the city to report that one and they said the city isn't responsible. Well if someone has an accident the city will be responsible! They look fun but really are a hazard as most riders don't seem to care about pedestrians
Really enjoy people picking up and charging the scooters then setting them up nice in the morning. Helps keep the scooters organized and spread out.
Really hope they come back next year
Really like the lime scooters, even at their worst I find them to be less hazardous than cyclists.
Really look at parking. Setting up set parking areas, even if temporary, will make most people happier about the scooter. I love watching folks on scooter, they are always smiling. I am disappointed when they are just left anywhere, There has to be a way that folks have to leave them in a designated spot, like a bike rack and if they do not they should have to pay an extra fee. With today's technology and people who are much smarter than myself there has to be a way to accomplish this. Thanks for asking!
Really loved the pilot. A little bit more info on rules or enforcement in busy areas like eau Claire or east village may help. Mainly people are using these responsibly
Really supportive of the scooters! I think Calgary has great infrastructure to utilize these companies
Really think these E scooters add to city life in the summer, they are very popular. I enjoy them so much i know i drive less for short distances to pick up smaller groceries or a bottle of wine etc. I think they also help with social distancing, you are always a few meters apart and on busier paths, passing by very quickly
Really want to use them but they only have services in the core. They are needed in the suburbs and fish creek park
Reduce the speed limit. 15 km/h max, and lower in congested zones. Better enforcement of rules. Make the scooter companies pay the costs of enforcement. Make the companies pay the costs of retrieving abandoned scooters. I've seen too many being fished out of the river.
Reduced speed limit areas are not helpful.
reducing cars is important to keep our environment clean, escooters allow me to get around with a greener impact
Regarding 'enforcement' issues, I don't believe the City can effectively do this as they can't presently control cyclists who break rules (e.g. giving way to pedestrians, dismounting where required, passing through speed calming barriers like in Fish Creek park rather than creating new short-cuts around them). If City made a more diligent effort at enforcement so that there were significant outcomes to those breaking the laws/rules, it might improve safety to the extent that pedestrians feel completely safe while walking.
Regulation and enforcement is required. Licensing fees should be put in place for users to pay for necessary infrastructure changes
Remove the speed limit on scooters.
Require helmets Get them off pedestrian pathways and sidewalks
Requires a smart phone and data plan
Residents in Altadore and Garrison Woods have witnessed a porch pirate using e-scooters for transportation between homes to steal parcels from front porches and doorsteps!!!! e-scooter rental firms



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are remiss in curbing this and CPS cannot proceed based on circumstantial evidence. ....rental firm have both the driver's ID and exact GPS route data to enable a conviction in a court of law but nothing will happen at this stage.

Restrict areas where scooters are permitted. None at all in Eau Claire Prince's Island area none on 17th Ave SW

Restricted area led us to buy our own after trying one out and loving it. Was 30 dollars for 2 people to ride for 45 minutes, this also factored into the decision to purchase our own

Restriction on time scooters are available would be helpful. Stopping scooter rentals after sundown to ensure everyone is staying safe.

retired senior

Rider education is key. I think the shared scooters are great for the city in many ways. But my main concern is with (predominantly younger) riders who seem unaware of the risks they pose to pedestrians in high-traffic areas such as the Peace Bridge. More clear signage in these areas would be very helpful. Reduced speeds in high-traffic areas (such as sidewalks in Kensington commercial) were great this summer. Keep the scooters, just manage the riders a bit better!

Riders age should be 16 and over. A bunch of kids are riding dangerously around the East Village / Fort Calgary / Bow River Parkway with total disregard for the people walking.

Riders are a nuisance, scooters littered all over which can be used as a weapon to damage surrounding property/businesses by drunks/kids, riders are inconsiderate of other people/PETS/CHILDREN on shared pathways (I can't tell you how many times I've seen kids almost run over; my own disabled dog who was stationary sniffing, was run over INTENTIONALLY by a rider after briefly stopping for her.). ALL riders are NOT responsible ergo these scooters should not be available.

riders are breaking rules of minimum age, two people riding, leaving scooters in way of normal traffic yet I see no, NO, regulations being regulated or enforced

Riders are ignorant and there needs to be law enforcement actually fining riders, even the 1st offence, who race down sidewalks, almost and do run pedestrians over, constantly run red lights, like cyclists always do, they should only be allowed to use designated bike lanes, .... it can be a good alternative to transit, vehicles and good to get to transit, but there is not enough of enforcement, There should be many more officers, not less like the racist BLM and Antifa want

Riders are inconsiderate of pedestrians. Scooters are dropped anywhere—the middle of a sidewalk, pathway, etc.

Riders are not warning people they are coming up behind them my understanding is the scooters have bells but I have yet to hear anybody ring one they just go whizzing by you. In crowded areas they don't slow down they just charge right through zigging in and out. Our building doors are set back off the sidewalk and you open the door to step out and somebody goes away whizzing by practically running you over. Where it's convenient for the scooter rider they are on the sidewalk or on the road. My understanding was they are not allowed on the roads.

Riders are quite unaware of anyone else around them. Seen them taking selfies while operating, not wearing shoes, several abreast, small children operating them, etc., etc



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Riders are usually drunk or are careless. Covid is a concern for me when sharing scooters as nobody cleans them
riders are very irresponsible and dangerous to pedestrians, I have almost been run over and seen other pedestrians knocked over when they constantly race on the sidewalks, should NOT be allowed on sidewalk
Riders can be reckless, inattentive and verbally abusive. Many do not use the bells to alert other people they are coming up behind them. Many times on the pedestrian pathway on the north side of Memorial drive between Centre st and Crowchild trail I have been forced to rapidly get out of the way as the rider is not paying attention. Often I see groups of 4 or more riders all on scooters and they completely disregard anyone on the path.
Riders constantly flaunt the rules. Very frustrating to see scooters park where they block walkways and handicap ramps, I have seen this too often. Enforce or do not allow.
Riders go too fast in heavily populated areas on sidewalks.
Riders need to obey the rules but aren't. Underaged kids are riding on their own. Adults doubling up on one scooter. Riders think they are entitled to ride on busy streets and sidewalks. My preference is no shared eScooters in Calgary.
Riders not using bells on busy sidewalks and flying at high speed. Almost been clipped a few times.
Riders of scooters go fast and seem to expect pedestrians to get out of the way. They don't warn people they are approaching, as some bikers do. Scooters should at least follow the same safety rules as bikes. In fact, I no longer know the rules for bikes, either, because many bikers use the sidewalks, go fast and do not use a bell or vocal warning. Both sets of users seem to feel that they can weave in and out of pedestrians and can't imagine that pedestrians might move around on the sidewalk, unaware of a 'vehicle' approaching from behind. Plus, some scooter riders have odd ideas about where to leave the machines, fairly often leaving them in the middle of a sidewalk, impeding the passageway for wheel chairs, buggies, etc. Hard to know how to regulate social consideration.
riders of the scooters rarely follow any rules on the side walk and never follow the rules of the road while riding in traffic. the scooters are to fast and should not be allowed to be operated on a roadway sidewalk. there is no obvious remedy for anyone who may be struck by one of the scooters and suffered injury the rider can easily just continue on their way with no accountability. these vehicle operators should have to pay for their use of public roadways and sidewalks through registration and insurance because right now they fly around with little regard for vehicle and pedestrian traffic.
Riders on sidewalks are a hazard to pedestrians moving too fast to change direction and run right into you no liability insurance for damages caused to pets and people
Riders operate with no care. Causing injuries to others. Driving drunk. Where are the tickets for this issue? Police harass drivers, why not scooters?
Riders SHOULD have to wear helmets no excuses.
Riders should have to wear helmets just as bikers need to
Riders should have to wear helmets, the speed of the scooters should be governed (slowed down), foot plate should be shortened so that only one, not two riders will fit.
Riders should wear helmets and scooters should NOT be allowed on sidewalks.





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Riders should wear helmets. The Bow River is full of e scooters. No one looks cool on an e scooter.
Riders speeds on sidewalks are a concern for pedestriansRiders seems to believe that they've the right of way over pedestrians on the sidewalks
Ridiculous use of transportation. Use a bike or walk if you wish. Public streets are not an amusement park!
Riding at full speed in a crosswalk is not good, this happens frequently.
riding on sidewalk is not the way to go - there's no reason why pedestrians should get out of the ways of scooter riders in park, pathways, and sidewalk; have more restricted/no-ride zones and use parking zones. too many e-scooters. parking and unsafe riding fines must be enforced somehow. the city should also consult/review with the studies of other cities and institutions, such as MIT. there are many reports indicating that the life cycle of these devices are very very poor. making them extremely unsustainable, while riding a scooter mostly just replace mostly walking trips; many people ride them just for fun too, making the 'alternate mode' arguable moot - which is healthier and more sustainable. the e-bicycles are all pulled from the city which is another unfortunate development.
riding on sidewalks is a hazard for walkers ,, , riders go way too fast with little regard for safety - discarding scooters on sidewalks and crosswalks is hazardous - some riders are way too young to operate a scooter - speed is dangerous - no safety equipment (helmet) by most riders - some ride on sidewalk and some on the street - two people on a single-ride scooter is frequent - more enforcement is necessary
Riding scooters is a great way to navigate the city.
Riding these on sidewalks needs to stop please. Users can not make a decision themselves on busy or not busy sidewalk. With all the money invested in bike lanes and growi g acceptance of sharing the road no reason these are endangering pedestrians on sidewalks. I feel this should be bylaw immediately.
Road rules don't seem to apply to scooter users, the scooters are littered about carelessly, the companies that own them seem indifferent to the scooters being consistently left on private property, including blocking the entrance to my retail shop. It took threatening to throw them in the dumpster for them to show any interest.
Rode once, didn't work right & too expensive. Probably won't use again but good for some people.
Rules are not followed, often 2 people on a scooter. Gang mentality with groups of riders on the pathway. No regard for pedestrians on sidewalks. Hazardous to riders and others using the same space. Not parked properly, blocking sidewalks or pathways. Get rid of them, lower medical shared costs.
Rules of the road for scooters have not been publicized. Are there any! Has anyone been fined ? Is there any policing? Police seem invisible!
Rules unclear. Enforcement not enough. Don't belong on sidewalks hazard to walkers and vehicles when they travel faster then walkers, no bells, zip from sidewalk to cross roadway with undo care or attention to drivers of cars. Also many just dropped and in the way of walkers never mind those that might have a hard enough time navigating sidewalks with a disability.
Safety concerns, and accountability of people riding it top the list. I personally have seen adults with toddlers hugging their legs riding these things, and if there are no patrolling police or Bylaw to stop this type of child endangerment present on pathways, then I doubt I could fully support there use.





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Safety concerns: we see patients at the hospital all the time with orthopedic injuries and head injuries. People should be REQUIRED to wear a helmet and/or safety equipment to ride. A huge burden on our health care system!!!
Safety equipment like helmets should be mandatory Scooters and people walking do not mix or belong on the same path
Safety Hazard for both pedestrians and cars.
Safety should be a priority. They go fast and riders should wear helmets and maybe have to do an online training course before riding
Save the scooters!
Saw lots of people doubling on scooters and no one to enforce rules
Saw people using scooters in Copenhagen last year and things seemed safe and under control. I haven't seen this same behavior in Calgary. I'm not sure if the scooters were shared in Copenhagen.
Scoot on!
Scooter are in the way of the bike path and are not removed in a timely fashion. People also double on the scooter and it looks dangerous or do it in a busy area.
Scooter are often operated by unlicensed and inexperienced drivers and can travel at up to 20k per hour. The combined weight of the scooter and human would often run between 200 and 300 pounds. Quite a projectile. The idea to allow these on sidewalks with pedestrian traffic is ludicrous. Whomever made this decision lacks education and experience in traffic efficiency and safety, not to mention common sense. I really have no idea what the city is thinking. Citizens are to police the problem of scooters blocking sidewalks (happens all the time) by taking pictures and sending to the scooter company. Who came up with this? Maybe we should implement this for all parking violations for all vehicles. How about texting while driving as well? Are you getting high school students to come up with these ideas? Paris has banned scooters on sidewalks and imposed a fine of 145 Euros. Barcelona did a study that determined that walking was the number one transportation mode replaced by scootering. Travel by car replacement was next to zero.
Scooter go to fast on sidewalk, yet too slow on road. Bike lanes are best BUT cyclist use bike lane as a race/speed track rather than a shared pathway, making it dangerous for all involved. More than one company so fair healthy price competition occur but it should be convenient for customer to use and subscribe to the service. Cost of use is too high for me to make it a viable option (more expensive and slower than taking a cab).
Scooter good
scooter parking locations will be beneficial.
Scooter program has been great. If you ride responsibly, they are a lot of fun to ride. It is a great way to cut car and transit traffic down especially in the core. It's a great way to help fight carbon emissions from constantly having to taxi or Uber your way around Calgary. PLEASE KEEP THE SCOOTER PROGRAM GOING!!!!
Scooter riders are extremely inconsiderate, do not follow pathway rules, do not pay attention and are generally clueless. Riders abandon the scooters wherever they want. Not a fan.



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<p>Scooter riders do not follow simple rules of the road or bike paths. They are a danger to others and themselves.</p>
<p>Scooter riders go too fast, they are not conscious of other people using the sidewalk and bike lanes, they operate without regard for courtesy and the law, and they go way too fast. Those that use them are uncourteous and selfish. If they eeee to be permanently allowed, I doubt the City would have the resources to enforce their safe usage.</p>
<p>Scooter speed limits are set too fast for pedestrians on shared sidewalks, need more geo-fenced areas, zero enforcement especially in the evenings with multiple riders and intoxicated riders, riders show complete disregard for others by not following rules (frequently on roadways, multiple riders, abandoning e-scooters where ever they choose including on roadways, middle of parks, etc.).</p>
<p>Scooter speed on busy pedestrian area is what concerns me the most. Scooters have locators in them. You should put speed governors based on location.</p>
<p>Scooter speed should be limited to be comparable with bikes to avoid competing streams of traffic. Third party insurance needs to be provided by the scooter companies and the cost included in membership of the scooter scheme.</p>
<p>Scooter users are reducing the accessibility of Calgary's sidewalks and building entrances. I have seen them parked at ramp access points, street corners on the sloped curbs and in the middle of sidewalks. I have seen more than one person on a scooter at a time. The pathways are busy enough with cyclists (over 50% don't follow the pathway speed limits).</p>
<p>Scooter zones should be larger, this should be part of their privilege to operate and mandated to have fair access for everyone when reasonable.</p>
<p>Scootering has encouraged me to explore neighborhoods and businesses that I otherwise would have deemed too far to visit, and has saved me several car trips in and out of busy neighbourhoods. I prefer the bikes, but this is a nice alternative.</p>
<p>Scootering is a great tourist attraction. I scooter around a lot, and also many friends and i find it a great way to see each other, as not everybody lives close to each other, and not everybody drives, or is close to transit. Scootering is also great for running errands, and better for the environment compared to driving a car.</p>
<p>Scooters add a lot to Calgary and should stay permanently!</p>
<p>Scooters allowed on sidewalks is completely dangerous and out of control. There will be critical injuries at some point.</p>
<p>Scooters and pedestrians don't mix. If our trail systems were separate and scooter operators actually kept out of pedestrian walkways I'd be ok with them. However after several months it's clear to me they are just a nuisance that are going to hurt a pedestrian eventually.</p>
<p>Scooters and skateboards are a menace to people walking on the sidewalk!</p>
<p>Scooters are a big benefit to the city. I am able to operate one to jump around the central part of the city without need to clog the roadways, parking, or use my car and gas/pollution. They provide an easy and adequate way to get around and I believe they will reduce drunk driving.</p>
<p>Scooters are a danger to pedestrians. The riders drive too fast and provide no warning that they are coming up behind people. For the elderly and young children, this is extremely dangerous. They do not</p>



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move over on the sidewalk so that many times I have to jump onto the road and walk on the road until they pass. Scooters need to be in the bike paths or on the road. With scooters and bikes being ridden on the sidewalk, I just walk on the road. Even though, there are areas on the road to park the scooters, the space is not used and scooters are left on the sidewalk yet again forcing pedestrians to walk on the road.

Scooters are a fantastic transportation options for citizens. They are eco friendly, affordable and help bridge the gaps of public transit. They can be used thoughtfully/respectfully in coordination with pedestrians, bicycles and vehicles with adequate awareness. Please continue to allow their usage in our city.

Scooters are a fun activity and help you get places without spending money on cabs etc for short trips. They are easy to find and operate, and many places eg along the river are safe and flat to drive them. Having their speed reduced has improved safety to pedestrians. People in Calgary love the scooters, keep the changes coming to improve everyone’s experiences with them!

Scooters are a great addition to city transit options

Scooters are a great alternate transport for inner city residents

Scooters are a great initiative in Calgary! Please don’t get rid of them!

Scooters are a great program offering additional transit options to many Calgarians. I want them to be ridden with care and considerations for the other Calgarians that use our pathway, sidewalk, and road systems. Similar to car to go program, Parking should be consolidated in designated areas, easy to find for the user, easy to hide the non-user. That should not create a new risk to other pathway users such as runners, bikers, walkers. The multi use transportation infrastructure should coexist for everyone. I fully support the program, but do you want some parameters on Parking the scooters in appropriate places like Street corners and highest areas, not free for all across our communities. I am most familiar with Bird as a service provider, I am very impressed with their approach and service delivery to customers. If service providers are reduced, bird is an exemplary service provider on the scooters.

Scooters are a great way to get around in the inner city, faster than walking and generally safe if used in empty sidewalks and bike paths or bike lanes. I use them often to get to dinner or social gatherings or local businesses from my house, environmentally friendly and no need to drive!

Scooters are a menace in Calgary. Riders have no regard for pedestrian traffic. You cannot walk a fog without being swerved at by a scooter rider. Bylaw and bike police refuse to do anything if you complain and tell you 'maybe your dog was out of control'.

Scooters are a menace to pedestrians and cyclists alike; left all over sidewalks, blocking them and in the way, ridden carelessly and much too fast, whiz past without warning and into intersections without stopping - they're MUCH too fast for sidewalks and should be confined to streets (other than main roads with over-50 kph limits). City should require docking stations as they negatively affect those with mobility problems (they're left every which way, effectively blocking sidewalks) - they're also hard to see at night and easy to trip over. They're as dangerous to (non-riding) citizens of Calgary as they are to the riders themselves. Ban them, please!

Scooters are a positive addition to the city. Yes, some people are inconsiderate when riding, but they are the same when driving or cycling. You can't mandate good manners. Most riders are considerate of others. Perhaps better enforcement would help.

Scooters are a useful mode of transport, including those who own a scooter



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Scooters are a very important part of the transportation network of this city. They take cars off the road, are fun and convenient, and economical. They're a great way to get around, and I wish we could use them come winter.

Scooters are a viable & fun solution in Calgary. And we have finally gotten used to them. They gave us life this year after lockdown. And now I prefer to use them when it's nice in stead of driving.

Scooters are absolutely immature in the fist place. Why are adults acting like children with these devices? Secondly, if they are to exist and share roads and sidewalks, people should be licensed to use them and enforcement of the rules should be greater. I am no fan of this level of additional bureaucracy when people use them disrespectfully. The whole program is silly, immature and should be eliminated.

Scooters are amazing.

Scooters are an affordable, convienient and fun transit option for getting around the centre city. When they are available (i.e. in weather appropriate months) I use them way more often to get around and don't have to worry about parking my car. Love them! Please keep them and other non-car transportation options. This is the future!

Scooters are an excellent transportation option. I started using the shared scooters to commute - they were so efficient that I bought my own.

Scooters are an excellent way to get around in the core of the city and are also a fun way to get around. They are excellent to have here while the weather is nice and we are fortunate that several companies are willing to provide their services here.

Scooters are an eyesore, scattered all over the downtown, usually blocking access to something. The riders have absolutely no interest in being courteous or caring about the safety of others. They ride on crowded sidewalks, on the road, against traffic lights, you name it. These things are a ridiculous hazard and should be illegal to own.

Scooters are awesome please keep them !!

Scooters are awesome! Despite injuries which were entirely my own fault I will be so upset to loose this opportunity and my finances don't allow me to buy my own scooter! So please please please keep them around. I love them so much!

Scooters are awesome, and I would argue just as beneficial or in some cases problematic as bikes. If there is a problem I would argue it's with the rider and not the vehicle.

Scooters are awesome. The only people complaining about them are just grumpy people who complain about everything.

Scooters are cool

Scooters are dangerous for seniors on sidewalks. Scooters should only be on bike lanes and roads except heavily trafficked roads such as Macleod, Deerfoot, Memorial, over and underpasses and heavy car traffic areas.

Scooters are dangerous to walkers and dogs. They drive them too fast without caution for walkers or bikers. They do not slow down at corners or crosswalks. . I have seen and have myself experienced near collisions daily. Every time I am out there is at least three instances of dangerous driving on scooters. It is very dangerous for dogs when they whip up the sidewalk even though we have a bike lane on this avenue.



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I complained to alderman who gave me a flippant response. How is it that dog owners get tickets and scooters do not.
Scooters are driven way above the speed allowed. People riding them are racing each other. I have never seen a scooter driving appropriately. Many times while walking I had to move off the path to avoid a scooter going fast. I have seen young children driving them. For people overall well being they should be walking.
Scooters are driven way too fast, dangerous, and disrespectful of walkers, cars and pets
Scooters are essential to the growth of urban calgary
Scooters are eyesores that are abandoned in the middle of sidewalks. They are often ridden dangerously, are not policed, and benefit a VERY SMALL MINORITY. Sidewalks are for pedestrians, and the more walkable a city is, the better. Remove them immediately.
Scooters are fantastic for downtown Calgary and I genuinely think they have reduced car use
Scooters are fine in principle, but as with most things Calgary, there's a conspicuous lack of compliance with rules and basic common courtesy among Caucasians aged 22-35. Overprivileged and underpoliced group in this city.
Scooters are fun and a good way to commute, however it would be nice if there were more available options to park them, ride them and of course to enforce the rules.
Scooters are fun but things I truly despise is: People riding double on them. I see parents and kids (without helmets!!!) riding on them. I mean there is no way I am doing that with my kid. Sorry. Too much risk. I have seen kids fall off too. Super dangerous and if someone gets hurt we shouldn't be held to have to pay for treatment. The other thing is people driving them in eau claire along the sidewalk instead of the bike path. Super annoying. Although idiots ride there bikes there too so you can't fix stupidity I guess. I jsut want to go for a walk with my kids without have to constantly be worried about some inconsiderate assbat on a scooter or bike rolling by. Just brutal. Some sort of camera and ticketing system would be awesome. BOOM there is a revenue generator I could get behind. And would be FAR more effective then the cash grab green light cams.
Scooters are great and I hope they stay! They make the city feel more lively and have definitely encouraged me to drive less.
Scooters are great but there are issues with vandalism of scooters and seemingly lax maintenance on some. More than I'd like, I've ridden a scooter with a broken bell and/or loose breaks, which makes it hard/uncomfortable to ride on sidewalks with pedestrians.
Scooters are great for tourism and recreation in this city!
Scooters are great! Dedicated parking zones are a good improvement this year. Converting memorial drive for recreational use was helpful for spreading out scooters/cyclists/pedestrians and should be continued.
Scooters are great. Clearer education in residential areas for whether or not scooters should be on the road would be great.
Scooters are not bad themselves, but the riders are the problem unfortunately. We need enforcement.
Scooters are now essential for getting around inner Calgary. I truly feel they have changed how people get around.





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<p>Scooters are obviously popular and look like fun but better/more monitoring and enforcement required. Of particular concern, small children using alone or riding with adults. Companies need to be responsible for users, and for costs associated with monitoring and enforcement.</p>
<p>Scooters are often left obstructing sidewalks. Offer ridden on sidewalk in a careless manner endangering pedestrians</p>
<p>Scooters are often used by underaged people who are disrespectful of others on the paths</p>
<p>Scooters are regularly parked on sidewalks, impeding pedestrians</p>
<p>Scooters are ridden and left everywhere.....there appears to be no control or monitoring of there use.There are far too many scooters.</p>
<p>Scooters are such a great addition to the city. They make commuting fun and there is less impact on the environment. Overall I feel that riders are respectful and the fees are reasonable. I would be very disappointed if they were no longer available.</p>
<p>Scooters are the best thing this city has brought here to reduce our carbon footprint and access to transportation. I fully agree with the reduced speed zones and think that is the easiest way to control usage in busy areas. More education about bike lane connections through downtown for users would increase use of the safer zones and reduce pedestrian interaction. Please keep them!</p>
<p>Scooters are the most important transportation tool during summer especially this time of pandemic for me.</p>
<p>Scooters are too slow for the bike path and too fast for the sidewalk. They are dangerous and used poorly. They do not replace car trips, they only replace walking. I would welcome the return of bike shares since these potentially replace car trips. Scooters also reduce accessibility on sidewalks.</p>
<p>Scooters are unsafe. Not a single rider has ever been seen by me to be wearing a helmet, as is specified in the operators instructions on the scooter. Users do not pay any attention to their surroundings, including motor vehicles and other safety hazards. I have witnessed a vehicle / scooter collision.Scooters are an eye-sore in the city. They are scattered all over the place, lying on sidewalks, inhibiting other sidewalk users including wheelchair users.Shared scooters must be banned.</p>
<p>Scooters are vehicles. Their use should not be permitted in pedestrian areas. I have seen many pedestrians injured by being run into (usually from behind) or terrified by being nearly run into, typically by unskilled or distracted operators. (I've also seen many operators injured, but that's their own fault, I guess). Secondly, operators should be required to have a driver's license and have liability insurance coverage (like drivers of other motorized vehicles). Children DEFINITELY should not be permitted to operate them.</p>
<p>Scooters are vital in a city like Calgary with limited transportation options around the inner city. Best thing to happen to business and traffic</p>
<p>Scooters need to slow down at crosswalks, and promote helmets.</p>
<p>Scooters bell didn't work</p>
<p>Scooters belong on the bikes lanes first and foremost. They shouldn't be on the roads. Secondly, i'm sure there are rules to using scooters in Calgary BUT I have never seen any information on how/where to use them. The proper rules need to be more widely distributed so people can use them comfortably and safely.</p>
<p>Scooters bring so many people joy. It's a fun way to get out and see the city. However making them a little safer is always a plus- the most common problem I have had is with the brakes. Making the brakes better</p>





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and perhaps the scooters a bit slower would be an easy way to make them safer and keep everyone enjoying them.
Scooters can be a great way to travel however some riders are dangerous, like to take risks and don't respect other riders. They are littered all over the bike paths and sidewalks. They can be a nuisance!
Scooters could be used in a confined, controlled area, not where people are walking or cycling.
Scooters dramatically expand the range of businesses that can be visited in a timely fashion. I live in Eau Claire and with scooters Inglewood and 17th Ave are easy to visit without using a car.
Scooters encourage me to travel downtown and shop at local businesses. They are such a fun activity in the summertime and such a convenience for public transit users.
Scooters endanger senior citizens. My elderly father used to walk in the Chinatown-Eau Claire area every single day and now he will not go unless accompanied by someone able bodied. Scoot riders do not care about sharing the space with others. There is a complete and utter disregard.
Scooters going too fast when approaching alleys or intersections. Riders using phones while operating scooters. Scooter drivers and bicycle riders not obeying street laws when operating above transportation modes.
scooters good
Scooters have become a major part of getting around the city in the summer when walking is my only other option.
Scooters have given downtown more life and when friends and family come from out of town it is the first thing they want to do. Weird to say but it's actually a tourism thing too
Scooters have revolutionized how I get around the Beltline. My car collected dust all summer because of them.
Scooters help in the downtown area getting from A to B. There are no parking spots downtown because of the bike lanes. And the parking lots are full or too expensive.
Scooters imo reduce the cars on roads and reduce stress on ctrain during peak times.
Scooters in Calgary are a great way to get to and from short distances in a timely manner. They are also very fun and make the city more fun. More people get outside just to ride scooters. I think that there could be some more restrictions on the age range that is able to ride scooters ( ex. No less than 16). I think the younger generation can be more wreckless but should not stop other riders from enjoying
Scooters make Calgary more ride friendly in summertime till October, makes Calgary more lovely and fun the rest of Canada. I'm glad Calgary offers this share ride to locals and visitors, makes the city unique in summer and attracts more business around for sure. Thank you Calgary!
Scooters make living in the belt like harder not easier
Scooters need to be made safer. Users must abide the laws. Helmets should be worn, sanitisation and face masks should be worn and there should be fines for users doubling on scooters. Scooters should use the bike lanes
Scooters need to be maintained better. The one time I used them I experienced all of the following in Lime: Poor brakes. One just stopped working. One didn't have a working bell



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Scooters on pathways are dangerous to pedestrians. They should not be allowed on sidewalks
Scooters on sidewalks come up fast from behind onto pedestrians. They also run red lights and generally are ridden like they have no consideration to pedestrians nor traffic rules.
Scooters on the sidewalks are extremely unsafe. They should only be used where bike lanes are available
Scooters parked everywhere, causing hazards to pedestrians. Riders can be rude, abusive to pedestrians. Often see two people on a scooter.
Scooters riding on sidewalks has been very negative in the Kensington area. There is rarely 'right of way' given to pedestrians and I have had multiple close calls with my dog (on leash) being injured or injuring a scooter rider. There is simply not enough space for a scooter to pass someone on the sidewalk - they need to wait and that does not happen.
Scooters should be banned from sidewalks. They are too dangerous for pedestrians.
Scooters should be restricted to bike lanes when available and riding them correctly needs to be enforced.
Scooters should be treated like bicycles. They should not be on the sidewalks where they weave around pedestrians. To own one you should have a license and be required to follow laws. I have seen and heard about too many accidents and they are usually caused by the scooter driver not obeying simple rules including walking them across the crosswalk.
Scooters should be used and controlled generally by bicycle rules, recognizing that scooters are less safe than bicycles because: scooter wheels are smaller; scooters are not as steady because the driver is standing; and if the scooter has a passenger, who must stand as well, the control of the scooter may be affected by a shifting of the passenger
Scooters should be used on certain bike paths but do not mix well with pedestrians.
Scooters should be used on the road like bicycles. If they are to be used on the sidewalk, there should be a lower speed limit such as 10kph with 30kph road.
Scooters should have better lights for riding in the dark or speeds should be slowed at night. It is really easy to miss seeing potholes or uneven pavement in the dark and I've seen a few accidents as a result.
Scooters should not be allowed on sidewalks. As moving vehicles like bicycles, and motorized, they should be held to at least the same standard as bicycles.
Scooters should not be allowed on sidewalks. Riders often ride into crosswalks assuming they are protected like a pedestrian. As a motorized vehicle, they should abide by the same traffic laws as a vehicle. Ticket riders. big time Too many stupid adults allowing children to double up and ride with them. Rarely seen a helmet on a scooter rider.
Scooters should NOT be allowed on Stephen Avenue Mall (nor should bikes) - whatever happened to 'the pedestrian has the right of way'!!!! see these scooters ditched on sidewalks, tossed in the rivers, left in fields, broken apart - pretty much left anywhere.
Scooters should not be allowed to park on private property, sidewalks, boulevards. They should be parked in regular parking spaces and not left anywhere. Users and companies owning scooters should be fined for leaving them on sidewalks and on private property.
Scooters should not be allowed. Very dangerous and only people riding them are teenager who don't care about other people's safety



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<p>Scooters should NOT be on sidewalks where there are pedestrians. Children should not be on scooters (I have witnessed parents balancing their toddlers between their legs on the scooters). I have heard of drunk scooter riders hitting pedestrians on sidewalks. They just don't seem like a smart option.</p>
<p>Scooters should only be allowed where bicycles are allowed. There must be a way to report bad parking! I walk with a cane and they're often parked ignorantly in Marda Loop</p>
<p>Scooters simply aid dangers to people walking along with the bicycles, roller blades, electric bicycles, and skateboards that crowd sidewalks.</p>
<p>-SCOOTERS' TOP SPEEDS ARE WAY TOO HIGH .... THIS IS THE MAIN AND PRIMARY REASON WHY THEY ARE DANGEROUS.-TOP SPEEDS OF THESE SCOOTERS SHOULD NOT BE MORE THAN 10Km/h - CITY NEEDS TO DEAL WITH LIME/BYRD/ROLL TO LIMIT SPEED OF SCOOTERS ELECTRONICALLY OR REPLACE MOTORS WITH ONES THAT ARE NOT SO STRONG</p>
<p>Scooters won't get you much faster then walking there abandoned everywhere unsafe no training and most people use them to have a so called blast in groups of 5 or 6 so what's the point and you want them in the streets along side cars? There all over the place and I think bikes shouldn't be on paved roads at all very unsafe</p>
<p>Scourge of the sidewalk...I've been run into multiple times while walking River Walk to Eau Claire</p>
<p>Securitizing the related costs of this service - subsidizing in other words - by using AHS to pay for injuries is reckless. Scooters should have a large insurance rider included with a minimum payment in case of accident. The service should help pay for the injury cost. At the time of covid, no strain should be put on the health system. This is a dangerous and self-indulgent program with limited-at-best transportation benefit. Grow up - we have enough problems without taxing our civic and provincial resources. Injuries to citizens by scooters result in legal time, police time (powered vehicle-related personal injury or vehicle conflict is a police call), court time, insurance claims, health losses and productivity reductions. Is this a city of children run by children ?</p>
<p>See way too many riders zipping in and out and around children and others on pathways with no regard for others. Little to no enforcement seen</p>
<p>Seeing 2 people sharing scooters and zooming along on both sidewalks and streets seems dangerous. I also don't like the way riders leave the scooters in the middle of sidewalks.</p>
<p>seems like parking has improved from last summer. scooters were daily parked to obstruct bike/pedestrian flow by juicers first-thing in the morning and then by lazy users the rest of the day. haven't seen as much of that this summer.</p>
<p>Seems that the main justification for using the scooters is that they are 'fun'. I fail to see how these scooters are an environmental benefit when they are almost entirely used for recreation only.</p>
<p>Seems to increase injuries, therefore increasing healthcare costs and disability costs (missed work, school)Carbon footprint of building the e-scooter vs the car usage reduction it brings in Calgary is not convincing meE-scooter does not bring the health benefits an e-bike would bring The business model of the e-scooter companies to compensate people charging them does not seem to pay a fair living wage for an individual</p>
<p>Seems to run well in other cities compared to here</p>



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<p>seen scooters with more than one person on them, seen them on the streets, they seem to not know if they're pedestrians on wheels, or a vehicle, they are more of a hazard to those of us that walk. They weave, and are a danger to footed traffic.</p>
<p>Seen teenagers throw the eScooters (not using them), and then making them a hazard for everybody. eScooters parked everywhere/anywhere.</p>
<p>Seen too many accidents and this city does not have the infrastructure to support them. There is not enough pedestrian/cycling lanes for the regular users before adding e-scooters. Then having them on roads creates even more opportunities for accidents. You need to focus on the infrastructure first before introducing these kind of options</p>
<p>Separated infrastructure is essential.</p>
<p>Seriously, get them OFF the sidewalk and where are the helmets?!?!?</p>
<p>Seriously, next scooter parked on my yard or driveway is getting black binned</p>
<p>Sever lack of regulation and enforcement. Allowing a motorized vehicle on any pedestrian pathway is ridiculous and very dangerous (whether busy or not). It is a MOTORIZED vehicle and has absolutely no business on the sidewalk. Ignorant operators go too fast and do not yield to pedestrians, as is legally required.</p>
<p>Several times I have almost been run over or run into on the sidewalk by inconsiderate disrespectful e-scooter operators while walking on the sidewalk in the downtown core area. To pedestrians, they are a hazard and have no place on sidewalks. I dare say car drivers would think the same thing. Also too much stunting. They should be discontinued or confined to designated bike paths only.</p>
<p>Several times I have seen escooters break the law and run red lights. They acted like neither a car nor a pedestrian and broke laws for each causing an incredibly unsafe situation for themselves and others. More training is required and perhaps at the very minimum a written knowledge test before being able to ride one. My children have escooters and I ride my manual one with them. They are super fun if used appropriately and I'd like to see them continue in Calgary.</p>
<p>shared e scooters are great</p>
<p><b>SHARED E SCOOTERS ARE MOST OFTEN RIDDEN IN AN UNSAFE MANNER AND ARE DANGEROUS TO PEDESTRIANS</b></p>
<p>Shared e scooters are Not a transportation use...Recreational, but interfere with people who are walking, biking, running or otherwise being active on city paths.</p>
<p>Shared e scooters make sense as a car reducer and transport option but riders are inconsiderate when travelling and parking.</p>
<p>Shared E scooters only benefits a small group of young people, some are ignorant and selfish. E scooters are littering everywhere and irresponsible riders are adding chaos to our streets.</p>
<p>Shared scooter drivers need to be separated from pedestrians. Scooters need to be banned from driving on the sidewalk at all times. Scooters are motorized, go way to fast on the sidewalk, the scooter driver can be dangerous for pedestrians. They routinely drive on a sidewalk, from behind overtake a pedestrian walking on a sidewalk. When passing a pedestrian, they give no notice. As a pedestrian who is walking on the sidewalk I am always concerned that an escooter user will hit me from behind causing severe injury or death. Walking on a sidewalk is now stressful, unenjoyable and dangerous during escooter season.</p>



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Escooters go faster than bicycles. Bicycles must ride on the street or bike lane. Why do Escooters drive on the sidewalk. There is no logic to driving Escooters on a sidewalk. Scooter drivers treat sidewalks like their own personal freeway. During scooter season, pedestrians have nowhere safe to walk. The sidewalk has been taken away from the pedestrian. I want Escooters to be banned from sidewalks at all times or discontinue allowing Escooters in Calgary.

Shared e-scooters allow a variety of transport options and provide an urban vitality to the city.

shared e-scooters and e-bikes are a vital part of the City's transportation infrastructure. Making a larger investment in non-automobile transportation capacity/infrastructure makes good sense.

Shared e-scooters and personal e-scooters should share the same bylaws

Shared scooters are a great addition to community mobility

Shared e-scooters are a great and convenient way to commute that reduces vehicular traffic and are more economical and more environmentally friendly than a taxi or shared car service.

Shared e-scooters are a great, affordable option for transportation. I used to use them at least twice daily. Then a malfunctioning scooter caused my partner to break his arm. Also, a scooter fell apart in half while I was riding at top speed and I could've faced a similar fate. We got dismissive and unsatisfactory responses when we contacted Lime. They're a great tool to get around but our city must enforce regular maintenance of these scooters and the immediate locking of scooters that are broken and unsafe. Ask the nurses at foothills hospital how many broken bones they've treated due to Lime e-scooter accidents.

Shared E-Scooters are a must for offering Calgarians with another readily accessible transportation option. They reduce single occupancy vehicle usage and are a greener alternative for local travel. I would suggest following the lead of other major North American cities where sidewalk riding is prohibited and E-Scooters can only be used on roadways, bike lanes, and multi-use pathways. They should be treated exactly the same as bicycles. I would also suggest removing the ridiculous speed limiting geofencing in the downtown core or beyond the home zone. If you want people to use these for more than just compact trips, make it easy.

Shared e-scooters are extremely inconsiderate and dangerous by their nature. They travel WAY too fast on sidewalks to be safe. Users don't slow down when approaching pedestrians, and expect pedestrians to move out of their way. E-scooters are too dangerous to pedestrians to be used on the sidewalk, and too dangerous to their users to be used on the street. They are a motor vehicle with no appropriate infrastructure for their use. The fact that is illegal to ride a bike on the sidewalk, but okay to ride an e-scooter on the sidewalk is completely illegal. In addition - we have been told for years that our society is too fat and we all need to get more exercise. So why are we giving people a means to walk even less? People are taking e-scooter rides for a trip that they could walk in a few minutes.

Shared e-scooters are not a necessity and thus shouldn't be something we need in our city.

Shared e-scooters are one of the best additions to Calgary in the last decade.

Shared E-Scooters bring tons of tourism to the downtown are when otherwise people would stay at home.

Shared e-scooters do have benefits and they are fun for people, but unfortunately riders are not always careful or aware of their surroundings. I was part of a dog-training class taking place in a public space (company had city approval to use the space for this purpose - in Eau Claire) and e-scooter riders drove right through the class! If used responsibly and respectfully (in terms of other people using the same space), like any other form of transportation, they are useful and beneficial. However, as is usually the





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case, it's the 'unfortunate' behaviour of the few who often ruin the possibilities for the larger body of users and can affect the 'public' perception of the e-scooters. Shared E-scooters have place in Calgary, but there needs to be careful consideration of how many are appropriate, and where riders may use them. Enforcement is necessary but challenging to undertake in a rapid and responsive manner. Thanks for asking people to contribute their thoughts! Often the questions did not exactly match my thoughts so I chose answers that may not have fully and accurately represented my perspective; it might have been useful to add an opportunity for comment in many of the questions (but I know how long it takes to collate and analyze such data!).

Shared e-scooters on bike lanes and sidewalks is my primary criticism of them.

Shared e-scooters should have an ID number (4 digits?) on the post so if I witness one being operated in an unsafe manner (ie. knocking a cyclist to the ground, which I have seen happen) I would have some way of identifying the offending scooter if it leaves the scene (which I have experienced).

Shared e-scooters should not be allowed anywhere in Calgary - period. However, if they continue to be available, they should not be allowed on sidewalks. Treat them the same as bicycles but only allow them on roadways with speed limits no higher than 50 km/h. There must also be much more enforcement of the rules especially in high traffic pedestrian areas like Eau Claire.

Shared pathways (pedestrians including parents with small children, stroller, bicycles, scooters) such as the RiverWalk should be safe for everyone. Unfortunately, many times bicycles and scooters treat the pathways as their own with complete disregard for everyone's safety. There are many close calls with bikes and scooters weaving in and out of pedestrians and this discourages families from enjoying some of our best pathways. We need to invest in separate pathways for walkers and riders in the most popular areas of our beautiful city.

Shared scooters and bicycles, if they hit my car - what then, they dont have insurance ... therefore they should not be allowed off sidewalks, and are to dangerous to ride on busy sidewalks

Shared scooters are a menace. Users don't respect the rules and etiquettes. This time of Covid, I wonder why they were allowed since nobody sanitizes them after every use. It's a very high contact object!

Shared scooters are an excellent addition to inner city living. I use a scooter several times a week and they have reduced my car and Uber usage substantially.

Shared scooters are great for the city. Bring it on.

Shared scooters are inaccessible to anyone with small kids. Not an accessible option for all people (and not just related to whether you can physically ride one)

Shared scooters are just another infringement on pedestrian rights. I am tired of walking on sidewalks, park/bike paths and crosswalks while constantly dodging cyclists and scooters who don't respect my personal space (even bicycles get 1.5m of space while on the road) and who don't announce their approach from behind. I have had my shoulder and arm brushed on more than one occasion by an inconsiderate cyclist. Shared scooters are just another hazard for pedestrians to worry about.

Shared scooters can only be used for few months of the year in our city. We are devoting way too much road space for this. This is better suited to tropical climate places.

Shared scooters do not reduce vehicle traffic - they are a fun, zero exercise, alternative to walking.





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Shares e scooters are a great plan for the city for all ages and demographics. Unfortunately, there are some users (and haters) that do not use them properly, but I think these are growing pains that will diminish over time. Don't let a few bad apples stand in the way of progressive transportation change in our growing city.
Sharing a sidewalk with bikes was scary enough but I've had my cane ripped out of my hand 5 times this 'scooter season' on 1st Ave NE. Speed and stunting by riders were 4 of the 5 times. The other time was caused by rider losing control.
Should also consider allowing personal e scooters in the city
Should be available at every train station and bus terminals. Should be cheaper. Regulate their speed Different types of scooter should be there
Should be required training before using them. To many unsafe riders. Use the bell when passing.
Should be restricted to high speed lanes just like high speed bicycles
should be subject to the rules os the road as it has wheels
Should be using bike lanes, not sidewalks.
Should give escorted the same leeway as biking. The bike lanes are good for escooters as they don't get used enough.
Should have same rules as bikes. Not allowed on sidewalks and more enforcement of bylaws
Should have to follow all the rules of bikes such as not allowed on sidewalks, must be walked across intersections, must follow path speed limits (<= 10 kph in places) and can not be left on walk or road ways. I have seen Way too many near collisions with pedestrians on sidewalks and with cars turning right and the scooters coming off the sidewalk at full speed
should not be allowed on sidewalks. have seen riders wearing earbuds listening to music while riding on sidewalks in residential areas
Should not be allowed on sidewalks. Bike lanes are ok, as well as side streets.
Should regulate the companies ability to gouge riders. Makes zero sense to offer a \$15 day pass and yet let charge \$75 for 3 hours of use if day pass is not "selected" it should just cap out
Shouldn't de on residential streets Had lots of near misses
Shouldn't be using tax dollars on minority projects.
Sidewalks and pathways are where people use to walk as another way of exercise specially seniors.
Sidewalks are for people walking or in a wheel chair, not for people racing around on scooters. Alot of people are nice when riding on scooters but the ones who only care about themselves (there are quit afew of them) make it not worth allowing scooters on sidewalks.
Sidewalks should be for pedestrian traffic. Scooters don't belong on sidewalks and don't mix with pedestrians. Scooters riders are usually young and aren't courteous while on the sidewalks.
since car to go is gone and no lime bikes , e-scooters should stay
Sitting at a desk at City Hall, no wonder you haven't been A) Almost hit by one of these motorized vehicles B) Seen them littered all over the place with no regardfor others or the environment. There is no insurance



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required for the riders of these vehicles if they hit bystanders and injure them. There is zero recourse. I don't care one bit about the health of the people using these vehicles, but when they injure others, I care deeply about that.

So fun to ride and it makes Calgary much more lively and connected. It gives us other ways to get around the city than public transit, walking, or driving. I think we need to be more considerate of pedestrians so using the scooters in a busy sidewalk shouldn't happen, we should be using them on the roads as it can go as fast as a vehicle just like a bike so I think that needs to be regulated. Other than that if the scooters go I think it will just be a really disappointment for the city and the residents.

So many parents let their young children ride. They also whizz around without any care for pedestrians. We need to keep the pedestrians safe and keep young children off the scooters.

so many people riding escooters dangerously and no one from the city enforces the rules. I have seen accidents with escooters and the pathway's are so crowded by escooters that it makes me not want to take my family on our bikes or walking on the pathways.

Solid transport option for someone who lives downtown to reduce car usage

Some ambiguities, conflicting information, and improvements to the user-guide to be addressed in the Lime App.

Some better parking spots and voila

Some concerns or observations I've seen people on a scooter would be:-acceleration speed might be too fast-riding speed might be too fast-riders don't get off the scooter at cross walks-helmets???-would like users to use the cycle track more than the sidewalk if that's an option

Some kind of online training should be required before riders can access scooters. Not all scooter riders are bad, but the bad ones can be outright dangerous!! Especially for pedestrians in high foot traffic areas.

Some of the roads that have been closed due to COVID are ideal spots for people to ride e scooters. For example, Crescent Road NW

Some patrons who use escooters have no consideration for sidewalk traffic. You also see two people riding one escooter and intoxicated users.

Some people are totally reckless on the scooters. No regard for the other users on the walkways.

Some people do not care for the actual scooter. Some left on the road, tipped over sidewalks, and even worse, some thrown in rivers/water.

Some people double or speed on theses things and scare others, or risk running them over. Rau Claire is bad for that.

Some people who use them don't stop at red lights and cross roads without looking, almost getting hit by vehicles

Some riders are responsible, a lot aren't and they are ruining the experience for non-riders

Some scooter riders expect to be treated like pedestrians at street corners and don't always exercise caution. Looking forward to trying one for fun. Suggest offering some with a front basket for carrying items since it appears that it's important to have both hands on the controls.

Some scooters riders were very aggressive to me yelling in the back ...very disrespectful and use the only-pedestrian sidewalks without any consideration. On another occasion I saw a crash between a scooter and



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a bicycle..the poor bicycle guy had to walk with his bike broken while the scooter guy just say sorry. Too many scooters in Kensington..it was painful to be a pedestrian this year. I didn't use the scooter this year but last year I did this why my answers (as a user). Too many scooters..no regulation.. no respect specially from young people. Should be minimize ...there is no way to be a pedestrian in summer ...to dangerous and the city didn't do anything.

Some skill is required to ride an electric scooter. Now anybody can just jump on one with zero experience. Protective equipment is not required increasing risk of injury. Added provincial costs to an already taxed medical system.

Some users abandon scooters in places that create a safety hazard for others

Some users are considerate and use them correctly, but many do not. I am most concerned about adults transporting children with them, it looks unsafe. A lot of scooters seem to be abandoned and left in unsafe locations. Those who use them properly are very much in the minority.

Some users are pretty considerate but those that are not make it feel very unsafe and dangerous for pedestrians. They go too fast on pathways and sidewalks and do not give the right of way to pedestrians. I am expected to anticipate and move out of the way. Sometimes they are going so fast I don't even have time to react. Why aren't they required to go slowly when passing pedestrians and announce or ring a bell to alert that they are approaching. Rules of the road should apply. Why can't they use the bike lanes?

Somehow enforce not allowing 2 people on a scooter. Seen bad spills. Very unsafe.

Something else peopel can litter the neighborhoods and parks with.

Something needs to be done about parking, there should be designated drop off spots. Many times I've seen them left in the middle of playgrounds.

Sometimes e scooter drivers going to fast and almost hit walkers or I saw one fell over and hit a parking car causing damage but they left without doing anything.

Sometimes it's difficult to find 2 scooters together so one of us has to walk until we find another one. Also many are not charged so we couldn't use them. However, once we found scooters ready to ride we had so much fun exploring downtown and going to lunch, shopping and sight seeing. A great and fun recreational activity to do with family and friends. So much better than trying to drive downtown. Great leaving from Inglewood and going to Eau Claire on the pathways.

Sometimes the scooters don't have bells to alert others on the road and that's the biggest problem. Otherwise they are great!

Sometimes they are just left along a pathway and not off to the side. Also, I have a friend who has a walker and sometimes the scooter are parked on the side walk and she can't get through.

Sometimes we Drive from Airdrie to Calgary to spend time on a Lime scooter, its a really fun way to see the city

Sooner rather than later someone will be killed on an e scooter. But then people get killed walking and driving too

Sound concept and I would use a shared e-scooter safely. From a safety perspective, e-scooters should not be permitted on sidewalks.

Specific locations for e-scooter drop-off. Fines for unsafe operation of e-scooter. E-scooter are dangerous for the user and other people sharing the road/path/walkway.



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Speed and pedestrian safety. I've almost been struck on several occasions by riders too close to pedestrians and way too fast without using bells or warnings. Luckily I'm healthy with great mobility to be aware and be out of the way but many aren't. Great option though.
Speed is a concern and, at times, erratic control (in and out of pathway traffic). Second point - pedestrian safety.
Speed limit at major park where it's always busy with pedestrians and bikers eg Prince's Island Park
speed limits should be reduced on e-scooters when in the core areas (and increased when on the outskirts / pathways)
Speed of scooters on pathways is too high. It makes pathway use by families with small children very dangerous. Less control of speed than bikes.
Spread them beyond the core and belt line
Start enforcing road rules on cyclists. The hazards cyclists represent endangers everyone including pedestrians and scooters. Lengthen season for scooters
Stay golden Pony Boy ;)
Stay off busy sidewalks, they are mostly riding on streets anyway in residential areas. Need to take responsibility for Respectful driving on streets In a safe manner for themselves and others
Stay off roadways and sidewalks. Roadways are for cars that can go fast and are big. Sidewalks are for walking not biking or scootering. Leaving scooters on private property is not acceptable and leaving it in a public spot like the middle of a sidewalk is also wrong. Ride in the correct spots and park in the correct spots. I find a scooter where it should not be when I'm out I take it to the nearest garbage bin and throw it out. Zero tolerance for bad riding or parking.
Stay progressive
Stop allowing dangerous e-scooters in my city.
Stop limiting where you can ride the scooters. They don't hurt anyone... they are scooters
STOP the *owners* of them to stop PARKING them on the sidewalks, etc. They even park them in front of my entrance-way to my apartment building. Have even seen them parked in the bus stop(s), The owners should be fined. It is their responsibility to have them under their control. It is all about them making money without regard to the pedestrian(s).
Stop the approach that people are mature enough to follow the rules. Two years of being run down on sidewalks, people doubled up on a scooter, ridiculous now that education is only a priority.
Stop the people under 18 from riding. It's mostly kids who ride these things and they double up
Stop thinking of them as a car replacement (along with all they other non car/transit modalities). I like them, use them, and want more options. However, I use scooters for fun. If they weren't around, I'd just walk or take a trip so they actually add carbon
Strongly not in favour of personal or shared e-scooters. Most users seem to disrespect the safety of pedestrians and motorist. It is a spurious argument to say they enhance connectivity between public transit points, which are not far apart and in walking distance.
Such a great thing for our major city.



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<p>support education on safety and personal accountability. encourage competition. otherwise, I would say a very successful pilot.</p>
<p>Take scooters off sidewalks! Especially in Inglewood! They should only be allowed on bike paths or ride them like bikes ON THE ROAD</p>
<p>Take them away</p>
<p>Take them OFF THE Road</p>
<p>Talk about sharing COVID. My god! Get a brain. As well, NOT ONE OF THEM DISMOUNT on any of the signs saying so. They are a hazard. I am paying for all the morons that hit the Emerg. They are riding 2-3 to a scooter, no sanitation...it is a total money grab from the Giant Purple Monster. Just a stupid thing - been banned in many CAD cities but nenshi wants his \$\$\$. Makes me sick to my stomach</p>
<p>Taxpayers are covering the cost of healthcare for people injured as an e- scooter rider or bystander. The private companies behind the scooters aren't contributing to these public expenses, which they bear some responsibility for because these injuries wouldn't have happened if we didn't have this ridesharing program.</p>
<p>Taxpayers should have more say in ending something like this program.</p>
<p>They are a fun activity thing. They need laws. Many time you have 1 or 2 drunk fools on the main road on these scooters. Its dangerous on the roads. There no law or no education of the law governing the use. How is it ok to be intoxicated and ride a 2 wheeler into traffic at 10 kph kn a 50 road? Hasnt Kenny given away enough</p>
<p>Teach people that when parking an eScooter on the sidewalk they should assume a person in a wheelchair needs to use the sidewalk: don't park it sideways, park it on the edge, etc.</p>
<p>Tell Ninche to quit. He will bankrupt calgary and his greed is his triple pension. Because of him my taxes have gone up 200%.</p>
<p>Tend to find escooter users don't consider their impact on pedestrians and to a lesser extent cyclists. I think more education needs to happen.</p>
<p>Terrribly dangerous , MOST users only use for joyrides and completely careless to all pedestrians and vehicles around them, no control, careless users. Must be BANNED. Lawsuits will happen and large insurance claims . I have personally been pushed off sidewalk and sworn at several times and almost hit many times while on bike and foot. They blow through red lights while I'm driving and cut cars off. Terrible hazard around the Eau Claire , Chinatown and East Village area and they wreck it for everyone else.</p>
<p>Test project was a good idea. Unfortunately a high % of users do not obey the rules of the pathway! Joy riding (like they are at a skate board park) and haphazardly parking them when finished (blocking side walks) create obstacles for walkers, joggers and cyclists. These obstacles create risk to others far greater than any small benefit. Please remove them from our city, we will all be safer!</p>
<p>Thank you for allowing scooters. In Europe, they include all modes of transport which is welcomed by all.</p>
<p>Thank you for bringing e-scooters to Calgary. I hope they are here to stay!</p>
<p>Thank you for doing this pilot!</p>
<p>Thank you for the opportunity to comment. I have seen them work in other locations. In Dunedin New Zealand they are used daily for students to get to university. BUT hospitalizations outnumber car accidents! I suggest riders should wear bike helmets. When I was starting driving lessons over 50 years ago, I was</p>





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told you had to have some sort of license to drive anything propelled by more than your leg power - maybe riders should have a drivers or motorcycle license. I do a lot of bike riding on our great trails and would see them on bike trails but not as a big group blocking things. They don't always go 20 km per hour. The city infrastructure has not caught up with this. I would like to point out that the fact there is a Bow River valley (ie hills) probably cuts down on their usefulness. So helmets, some sort of license, clarify and discuss bike lanes. Users must know the rules of the road and follow them. What have other cities done?

thank you for the opportunity to share my thoughts

Thank you very much for introducing this innovative technology to the City! Honestly I love having a better option than a car for commuting! It's green tech and we need that

Thank you. People on these things are always on pedestrian paths. For people with small kids it's very dangerous

Thanks for doing this work. If you are able to share the results or want to collaborate with some of our Sport and Recreation Management students at MRU please feel free to reach out [personal information removed]

Thanks for supporting groups trying new things - it makes our city feel young and energetic

that it unsafe because they might hit others because some people ride it too fast and you don't know if one is coming to pass you.

The amount of "resources" to enable the use of e-scooters is ridiculous. Any extra money is wasted.Exercise is minimal too.

The amount of injuries these cause far outweighs the benefits. I work in Emerg and this is a drain on our healthcare system

The are a much talked about positive summer activity and use that really Stands out in Canada. Friends in Toronto often refer to this service.

The area that allowed e-scooters was too small this summer. Found that I couldn't get everywhere that I wanted because of boundary restrictions.

The availability of e-scooters is another way that my family has felt supported by the City (and various businesses) to own just one car, which is really important to us! We chose where we live based on the availability of bike routes, transit routes, and other modes of transportation and the presence of e-scooters in our community is another helpful source of transportation that we can draw on.

the basis of all decisions for e-scooters or city decisions is the economics. if you are going to build a new pathway for e-scooters, i would suggest you not do it. it would be a detriment to the taxpayers if everyone had to pay for the few that use them. so, if it makes us money, do it. otherwise, stop now.

The bells on most of them do not work, I would push the companies to install better quality bells. Also a warning when entering a no parking zone while operating would be handy, especially around stamped park where the speed restriction is slower than I walk.

The benefits of e-scooters are diffuse, spread out around a whole bunch of casual users. The drawbacks, such as inconsiderate parking, are concentrated among a few groups. So please note that despite vocal opposition from some, there are likely many, many people for whom these scooters are a boon, even if they are not motivated to fill out a survey!





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<p>The biggest areas for improvement are designated parking/ pickup areas like bike share system in many cities, and enforcement in areas where riding is not allowed (e.g. sections of Bow River path with signage indicating no e- scooters.</p>
<p>The biggest concern/issue with e-scooters are that users are not using the sidewalks appropriately and speeding past pedestrians in an unsafe manner. They are also parked with no consideration.</p>
<p>The biggest issue I see with people riding e-scooters is that they either don't know the etiquette of the shared pathway system or they don't care. If most e-scooter users were good citizens, then it would be better, but as it is most of them do things like passing too closely, weaving in between people rather than slowing down and waiting to pass, not using a bell to indicate that they are going to pass you, going too fast when the pathways are crowded. The second biggest annoyance is the way that many users park (or more like abandon or discard) the e-scooters when they are done with them. I live close to the Elbow pathway system and Stanley Park, and I see badly parked e-scooters on our streets and sidewalks every day. It is very hard for other sidewalk users (parents with strollers, older people with mobility issues, etc) to get around these badly parked e-scooters.</p>
<p>the biggest problem are people leaving them in random places on sidewalks that block access for other users. Or right in the middle of crosswalk ramps. I have a family member in a wheelchair and its a pain in the [removed] and disrespectful to those who cannot physically move those scooters out of the way.</p>
<p>The biggest problem is speed ... they are currently too fast to shared sidewalks or pathways with pedestrians. The speed is fine for bike lanes or dedicated paths.</p>
<p>The biggest problem with e-scooters is when the users just dump them in outlining residential areas.</p>
<p>The biggest problems that I see are people riding scooters too fast and not being attentive.Next, young children riding scooters wobbling across the path.Next, scooters being ridden with multiple riders.The scooters need better stand mechanisms. They are left splayed out everywhere and make our city look trashy.</p>
<p>The bird scooters are very well maintained and safe to run</p>
<p>The Bow River pathway this summer was impossible at times due to the number of e-scooters, and the riders being all over the path, not respecting one side or the other. Also, the scooters get parked all over the place. I use the path to commute by bike and the scooter riders have made this very difficult at times.</p>
<p>The city created rules for the companies in order for them to operate and rarely are they followed. Scooters are littered everywhere in the middle of sidewalks and on private property. If you aren't allowed to ride a bike on the sidewalk why can you ride a scooter that goes just as fast. Users change from sidewalks to roads to bike lanes with no care for pedestrians or vehicles. When ridden on the sidewalk it is almost a terrifying experience when one comes riding at you as the swivel and try and remain under control as they fly by. How they aren't more accidents because of them I don't know. They are good for transportation in the downtown core and in the belt line but sidewalks are for pedestrians. There is almost no way to enforce the rules and this leads to the reckless behaviour.</p>
<p>The city has better things to do than silly surveys like this.E scooters are irrelevant except as a novelty.</p>
<p>The city is benefiting from this program as it creates new ways to experience the city on a more personal level</p>
<p>The City is certainly not policing this activity, and the companies do not follow up on complaints about their patrons. We see so many scooters left on individual properties, and not on public property. Many riders</p>



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give there scooters to their kids who then ride double and cause problems with the public by not following the rules they have signed up for and the City is not monitoring these activities. Also there are just too many scooters in Calgary, and the folks do not follow the rules and no one is monitoring them and giving out fines or cancelling their privileges.

The City is making zero effort to enforce regulations. While walking in Eau Claire the scooters are left on the pathways, the people use the scooters on walking only path, etc. You have allowed these companies and users to openly break the laws and you turn a blind eye as it us part of your Green program. The manner in which these are left on the pathways is unacceptable as they are a hazard for others using the pathway system.

The city needs these e-scooters. It's super important for both recreational and transportation uses. Makes like both easier and fun.

The City needs to enforce parking infractions from scooters left on public property or obstructing others on the path or sidewalk. Waiting for the company to pick up takes too long.City could collect, then get money back from the company to retrieve. The company could then charge the last user, assuming gps being used which could verify it was left or was moved after used.

The City of Calgary - really needs to do more in the way of enforcement. For fines, on all modes of ped. transportation. I observed peace officers in West Eau Claire during their 'blitz' on scooters... and it was comical. Dozens of scooters were in the wrong place; ped pathway - 2 riders on one - etc, and the four officers were just standing there. They finally ticketed one person, with another rider on the back. These scooters are awesome, we need to both educate and enforce - all modes. Bike, scooters, and peds - so people can get to where they need to go safely. Simple education is nut cutting it and the pathways... spoiler - will only get busier. Thanks for setting this up good luck!

The City of Calgary created a double-standard with bikes and e-scooters: mechanical bikes rightfully are not supposed to be on the sidewalk yet e-scooters -which are motorized - are allowed to be on the sidewalk. There should be alignment for bikes and e-scooters and where they can be used. It's obnoxious to have e-scooter riders dinging their bells at pedestrians to move out of the way on a sidewalk - pls have the scooters use bikelands and roadways, and I will become a greater proponent of this mode of transportation.

The city of Calgary should not spend any money on this project.

The city pilot demonstrates no respect for the pedestrian . Escooters are another unregulated unenforceable risk to the walker sharing the same oath. Outside of the lack of enforcement, there is no consideration or pay for use contribution to the required infrastructure to make it controlled and safe. The ignorance of 5he pilot committee is demonstrated by allowing the escooters to be parked in a walk pathway that restricts their usage . Really? That is the the deep thinking of the pilot? No regard for the pedestrian, they have no rights.

The city should not be making rules like only one rider per scooter and not allowing young people to ride them. That should be up to the scooter company to decide.

The City should regulate speed, multiple users at one time, parking

The City should take a cut from the rides on shared scooters to directly fund more cycle track infrastructure. While I don't personally use the scooters, I see their benefit and I like the vibrancy they're adding to the city. If we can give them a safe space to ride this would benefit everyone on the street, plus it would help strengthen our cycling infrastructure which is always beneficial.



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The city spent a lot of money to upgrade 10 St and Kensington Road - however they put trees in the middle of the sidewalk. So aside from pedestrian walkers, people with dogs, parents pushing strollers, etc. there is not enough room as is - never mind adding e-scooters. Also, underage users and two people on a scooter are serious rule contraventions.

The City's communication on where escooters are allowed to be ridden is horribly confusing.

The city's laws regarding shared escooters need to be clearly posted on the scooters or on the apps (eg helmets, places permitted to ride, etc.)

The community list needs to be expanded to include Crescent Heights, Mount Royal and Lower Mount Royal. The rules also need to be expanded to include road use for privately owned escooters. Hand signals like bikes can be used on roads.

The companies and city of Calgary need to have a look for themselves. They are being ridden in an unsafe manner (multiple users on one), no ringing of the bells, total disregard for sharing the sidewalk and/or roads. E-scooters and the users DO NOT HAVE THE RIGHT OF WAY, why should I a pedestrian need to move out of their way. They leave it parked right at the pedestrian crossings, leaving the elderly and disabled to navigate around them to get on and off the sidewalk. Or they leave it right in the middle of the sidewalk pathway, having to make the pedestrians go around them. Make them use the bike lanes! And enforce fines for misuse! I haven't seen anyone getting warned or ticketed.

The companies are great and the program must continue if we are going to stay relevant and an urban centre. This is a basic expectation in a major centre at this point.

The companies haven't demonstrated how they have effectively responded to CO-VID related concerns.

The companies who provide the scooters should provide more support e.g. making sure they're not blocking sidewalks, banning bad riders, watching for underage riders. It's not upto the city bylaw to be enforcing and if they do the businesses need to be paying for the bylaw enforcement

The concept of e scooters would work if it was administered properly. The rules are too loose and as a result it is too dangerous. Ban scooters from the sidewalks, if bikes arent allowed, why are scooters? Makes no sense. The majority of scooter riders think they own the sidewalks/roads they ride on. Other cities have banned escooters, its easy to understand why given what I have seen. Note that I am an avid bike rider.

The cost for use was too high to make them a viable choice for regular commuting

The cost of escooters - this survey, enforcement, hospital visits, etc need to be covered by the companies and not the city as present.

The damage to my personal property by these scooters is all at my cost while the company owners and city make money at my expense. I live in the areas these scooters primarily exist and they are the worst thing I think this city has ever allowed. People don't follow the rules, they hurt others, the rules are never enforced with riders and they are intoxicated on them all the time - technically should be a DUI! These scooters need to go! Or the companies who own them and the city should create a fund to be paying for the damage to my vehicles when the idiot riders run into my legally parked, and INSURED car!

The data collection and privacy of user behaviour stats is a big reason I don't like eScooters

The definitely require more maintenance and designated parking stalls that lock them in place would prevent them from ending up in rivers and littered about.



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The demographic of users cause kaos on the path they ignore rules under age, double riders rude riders they are a toy rather than a mode of transportation

The dockless aspect results in the parking issues and a great environmental cost as the people doing charging drive vans and pickup trucks all over to recover the scooters. If there were charging stations, then the parking is controlled and also increases the sustainability. Bit disingenuous to sell these as environmentally friendly when they seem to be mostly replacing walking and require additional transportation. Not to mention the electrical generation is coming from burning hydrocarbons.

The downtown urgent cares/ERs are seeing a lot of minor and serious injuries due to people riding shares e-scooters while intoxicated

The E scooter Is amazing !!!

The e scooter only add fun and convenience to a small group of young people. Many irresponsible riders turn our streets into chaos and sometimes causing injuries. Calgary is better off without one.

The e scooter program was an absolute blessing. This city has a hatchet wound for public transit (serious its shameful for how big of a sprawl the city is). The scooter program allowed me to connect to areas I couldn't normally reach in a timely manner. Do not pull line scooters from Calgary.

The Eau claire area especially around peace bridge is often dangerous to walk..signage has 8mproved but without enforcement many riders don't pay attention. We walk there daily and see careless riders daily.

The e-scooter companies should pay all of the medical costs associated with accidents that occur while riding their scooters

The e-scooter initiative is a great way to help the move to greener energy, gives life to the city and helps business around town. I have seen old and young people with a smile on their face as they ride through town on a scooter.

The e-scooter is a great way for people to get around the city, however the companies need to work on the structure of the scooter itself as I have seen many scooter break on social media. If they work on the scooters structure, it help enhance safety and people won't need to worry about if it will break while they ride it.

The e-scooter seems to have the most options for riders of alternative transport, according to the bylaw, being able to go on both sidewalks and bike paths and cycle lanes. I think more education for everyone on cycle and scooter bylaw and such for everyone would be valuable and cut down on potential conflicts..

The e-scooter trial has been badly managed and poorly executed by the City. Whoever managed it should be fired immediately. Totally incompetent.

The e-scooters and their operators, especially in Eau Claire area, are particularly annoying and discourteous all times of day and interfere with pedestrian traffic.

The e-scooters are a great alternative for getting around inner city, especially because you do not have to pay for parking. They have especially been great since car-2-go was removed. I recommend that everyone should ride the scooters in the bike-lines, therefore, the city should implement more bike lines in the inner city area. Also, which is true for some places already, the city should have some more designated scooter parking areas. For example, some old car-2go parking spaces on the roads have been converted into scooter parking stalls. That makes it convenient for riders to park the scooters without them being in the way of pedestrians and drivers.



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The e-scooters are a great recreational activity and an amazing way to get people to spend more at local downtown businesses; I know many friends of mine who would not have gone to spend money at restaurants or other places around downtown if it wasn't for the Lime scooters everywhere.

The eScooters are a great, convenient & versatile transportation option that fill a gap in short/middle distance trips. Dedicated eScooter parking areas and more cycle tracks would solve the vast majority of the concerns with them.

The e-scooters are a quick easy mode of transportation that are effective if used properly. The problem is the majority of riders do not follow the rules, ride recklessly, and ride while intoxicated. I work on 17th avenue and have witnessed multiple crashes because of intoxication. Until riders are held accountable i.e. must provide and have a drivers license verified like they do in the USA, these problems will continue. Safety of Calgarians should be the number one priority, over profit.

The e-scooters are a welcome addition to the more central communities in Calgary. They are an excellent option to connect gaps in transit availability, and reduce the need for vehicle use. This year, with the addition of more dedicated bike lanes and scooter parking zones, many of the concerns I had previously with e-scooters have been addressed. If these services are set up to win (with appropriate infrastructure) they will continue to do very well.

The e-scooters are fantastic for this city. Ever since they showed up I've seen everyone smiling and happy buzzing around through the streets. I've even seen people who weren't using them getting second-hand enjoyment watching others having fun on them. They have made getting around the city to local businesses much more convenient. Had they not been available I probably would have done my shopping on Amazon instead of locally.

the e-scooters are great and a fun way to get around our city. Some users are disrespectful while riding (running through stop signs, bad behaviour, and not paying attention to their surroundings)

The e-scooters are horrible for accessibility. Riders ditch them in the middle of sidewalks or pathways, creating a hazard for other users. The riders go too fast, especially in busy pathways, and cause injuries to bystanders. It is completely unnecessary technology when people can just walk!

The escooters are not used properly by most users, there is no significant benefit to using an e-scooter, and they are dangerous for riders and other pedestrians.

The E-scooters are too fast and need lights for night time riding. If they have lights they're not noticeable enough. I was walking the river path in East Village last summer after dusk and was knocked over by the rider.

The e-scooters are too fast to be safely used on city sidewalks. There are sufficient bike lanes to accommodate this transportation. Many times scooters have come up quickly behind walkers - they are quiet and fast - and barrelled around walkers. I'm concerned that I or others will be hurt.

The e-scooters are way to fast and because you are charged by the minute people ride to fast and take to many risks to keep the cost down.

The e-scooters have been a wonderful opportunity for my husband and I to spend time together outside, visit local businesses, and feel more connected to the city! We would be extremely disheartened if they were not brought back each summer.

The e-scooters have been used by individuals in criminal activities in our neighbourhood. Fireworks are illegally set off almost every weekend between the hours of 1 and 4am on the south side of Peace Bridge





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and e-scooters are the 'get away' vehicle of choice. We have also had a group not only leave e-scooters on our private property, blocking access to our building, but one of the individuals jumped our fence and urinated in our front yard. These are some of the people that are using e-scooters. Walking through our neighbourhood of Sunnyside, we find e-scooters blocking sidewalks, driveways and garbage littered around the parked scooters. We have found dozens of masks and disinfectant wipes left next to parked scooters. I would not be heartbroken to NOT have e-scooters return to Calgary.

The e-scooters have created high stress every time I go out with my 5 year old and 1.5 year old as I have to be concerned for their safety. We are on the paths everyday, and we rarely see someone using these for transport. It is purely recreational, something fun but risky for those using them and who ever is around them. We see children doubling with parents and no helmets, adults doubling and don't fit, younger kids doing tricks and usually driving recklessly. Our friend who works at emerge in the Shumir said they see so many scooter injuries from people who have fallen. And, we have to always watch out around us for people riding scooter so the kids don't get hit by them. They are going fast and on the walking paths. In addition, when we walk to daycare and school in the mornings, they are littered randomly on the sidewalks so you have to walk around. People are less than curtesy when parking the scooters. I think the parks would be more enjoyable and safe without them.

The fact the city has even considered allowing these shows me there is no respect for pedestrians, and a deep bias against families with young children (strollers) and those who use wheelchairs at city hall.

The first time I rode an e-scooter I fell off and knocked out three of my front teeth. I was lucky and healed quickly, however the incident could have been much worse. I am so lucky there was no oncoming traffic on the sidewalk (other scooters, bikes) that I did not fall into a street lamp or sign, and that I did not hit my head or break any other bones. The scooters are incredibly dangerous and they are not worth it especially considering the hospital visits they drive during a global pandemic.

The first time I rode my bike from Tuscany to Inglewood I swore I'd never ride my regular route again. The fools on the path with the Escooters were a bunch of idiots. I almost got hit about 20 times. I will take my chances on the road over the bike path. There's no city enforcement either for people on scooters riding like idiots.

The haphazard way the scooters are abandoned to litter sidewalks are a safety hazard for pedestrians. People do not slow down on busy sidewalks & have been a safety issue for elderly family members, myself being pregnant and family members with health conditions that slow them down.

The helmets rules for e-scooters should be the same for everyone. No matter who owns them.

The idiots who injure themselves should have to pay their own hospital bills.

The increased medical costs alone should be reason enough to get rid of them.

The lack of helmets and people using them intoxicated are serious public safety concerns for both the rider and bystanders.

The largest problem I have encountered is scooters parked in places that make foot travel ok, but wheelchair travel becomes difficult. Taking accessibility into account would be very appreciated.

The Like bikes that were here before the scooters were better, as they had a basket on the front which made them more helpful for errands etc. with the scooter, it's more just a way to get from Point A to Point B but it's hard to bring anything with you or pick up something from a local business with the scooters if you haven't thought ahead to bring a backpack, which a lot of people don't do.





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The limited area of operation makes it hard to find a scooter unless you live downtown or in the operational area of the scooters

The litter of scooters on the sidewalks and pathways that impede all other activities is the biggest negative. Please designate Scooter parking areas other than my lawn, blocking pathways and sidewalks. If there are designated parking areas we can keep our city looking clean and reduce the hazard of E-scooters.

The 'littering the streets' problem could be solved if (at least downtown) escooters would only start or turn off if they were within designated parking areas. That's a technology that should be possible. I don't know how you can change driver's behaviour - probably not possible.

The logic that escooters eliminate car troops is false. Most people I see are joy riding, not using them as transportation. They are wasteful and will just end up in the landfill soon.

The main concern I have is people riding the scooters drunk. I've watched too many people crash while drunk!!!!

the main issue for us in our family is that almost all e-scooters are located in Calgary's centre and we live in the SE and for communities like Cranston, Auburn Bay, McKenzie are very difficult to reach one of them. Usually we need to go to Downtown to have access to one e-scooter. The service needs to be expanded to cover the whole city.

The main issue is parking. Please don't allow them to park on sidewalks - we have narrow sidewalks and insufficient space for people walking, biking or to park bikes as it is. Even the on-street corrals should have gone to bikes first. I am otherwise a fan.

The main problem is that they have absolutely no etiquette when passing you from behind. When possible I would tell people they should use the same rules as those on bikes. To show how thoughtless they are, I said to one rider when stopped at the corner, they should use a bell or advise passing on left or right so people don't step out in front of them. His response was that I shouldn't step out in front. My reaction was to say if you are coming from behind me how would I know you are there? He looked puzzled and I can tell you that most that ride these scooters don't think. They weave in and out of people walking on the sidewalk and again no notice they are passing. I have been standing on a corner and all of a sudden of feel a surge of wind behind and again no notice of them approaching. They just don't care. I'm sure it is fun but not for those of us that walk to get the exercise which they are also not getting.. Creating lazier generation than previously.

The majority of e-scooter users have proven that they're inconsiderate when riding on sidewalks and when parking their scooters after use. If they can't be responsible, we need to make some changes or have much more enforcement of the riders. Sidewalks need to be safe for people of all ages. Most sidewalks are not wide enough to accommodate scooters and pedestrians.

The majority of people riding e-scooters are in it as a joyride. They have no regard for anything or anyone and it is not just younger people. They are A HAZARD ON OUR PATHWAYS AND STREETS. HATE THEM!!!!

The majority of people that I've seen using scooters don't appear to have any concern for others ... lots of rude and unsafe behavior. . So, I think it's the people, not the scooters themselves that are the problem. I have similar issues with bicycles as well ... people riding these where they are supposed to be limited or restricted, travelling far too fast, being discourteous of pedestrians, and just leaving the scooter anywhere they want.



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the majority of people using scooters have no regard for other people on paths and sidewalks and i have never seen a single person riding wearing a helmet

The majority of riders do not follow the rules, and therefore create an unsafe environment for the pedestrians and drivers around them. I have spotted many riders on roads, as well as multiple riders on a single scooter. Furthermore, sanitizing of the handles is entirely up to the user which makes it an an easy route for transmission of covid-19. While I agree with the scooters in principle, they are too dangerous for both the riders and the pedestrians around them, unless enforcement of the rules are also performed by an appropriate authority. Therefore, I oppose the return of these shareable scooters in the future.

The majority of the time I see someone using an e-scooter they are breaking some sort of rule. I see children using them, multiple people on a single scooter, going dangerously fast and zipping around pedestrians.

The majority of use I have seen is impaired driving.

The minority of riders are out of control and spoil it for everyone else. Just like a minority of cyclists. Escooters are fast and agile enough to weave between vehicles and pedestrians with impunity. They're not visible enough, I've had people come out between parked pickup trucks, you can't see them until they're on the road. People park them all over the sidewalk in my neighbourhood which impacts pedestrians.They're a fun idea and they do reduce short car trips, but you're not going to get 100% of the people to follow the rules which ruins it for the majority.I've driven the same way for 27yrs, if asked I can always say. Seatbelt is on before I start the engine. If I'm in traffic court and defence challenge me I can say for the last twenty years the first two questions I have always asked the driver - is this your licence and are all the details correct. I appreciate consistent behaviour, if escooter users, motorists, pedestrians all followed the rules all our commutes would be easy

The more alternatives to cars there are the better!

The more transportation options in Calgary the better. We need to take GHG emissions into consideration when making decisions on transportation

The more transportation options to get people out of cars the better!

The most dangerous thing on our roads are still Calgary drivers. IOn the scooter I have almost been hit 3 or 4 times by drivers not paying attention when pulling in to intersections to make a turn.

The news coverage have shown people riding double, and young children and others obviously under 18 years of age not wearing a helmet. Also, properly sanitizing e-scooters during COVID-19 is impossible to trust and enforce.

The north sidewalk of 17 Ave was a problem for people riding scooters due to how busy that sidewalk gets and the sidewalk patios in use this year. I'd prefer if scooter riders rode on the south sidewalk on 17 Ave or 16 Ave.I like the idea of multiple operators to things competitive but hate having multiple apps...small price to pay I guess.Scooters parked in the middle of sidewalks or tossed down on their sides are a consistent problem.

The number of e-scooters parked in the way of other sidewalk/pathway users is down a bit this summer (ie the situation has improved) but more education is still needed to get everyone in the habit of parking with consideration for others.

The number of kids that are under 18 that are riding them and there is never any law enforcement around to enforce the rules.



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<p>The number of times i and my family have almost been hit by someone who does not know how to properly use a scooter is unreasonable. If I am hit and hurt by someone riding a scooter I will sue the company, the person and the city.</p>
<p>The number of users tell the story, they love the experience. I am 75 and now have my own scooter, they are great fun and easy transportation. There is no difference between an electric bike and an electric scooter and the laws should be the same for both. In Europe these rental scooters are everywhere, makes Calgary a little more cosmopolitan.</p>
<p>The one big thing for me is the same as speeding bikes...excess speed and the danger to walkers and kids on pathways</p>
<p>The only negative issue with e-scooters is the people that don't follow the rules, it makes it dangerous and frustrating for everyone else. People who ride and respect the e-scooters should be the only ones allowed to ride (for example having accounts disabled).</p>
<p>The only reason I don't use one is due to a disability that affects my balance while standing. I wish the e-bikes were back.</p>
<p>The only reason I haven't used them is that I'm in my 60s and don't feel safe on them, plus I prefer my bicycle.</p>
<p>The only way these should be allowed is with a max speed limited to something similar to walking. They are not a 'transportation option' that would reduce car trips. People use these for fun almost exclusively so they are just an additional drain on the power grid and a means of increasing congestion and reducing safety in high traffic pedestrian areas.</p>
<p>The operators seem to have a lot of maintenance issues loose handlebars on a few lime scooters make them wobbly and dangerous to ride. Reporting damage in the app should be simple</p>
<p>The parked scooters littered across sidewalks are dangerous and impede walkers/runners. I live in Sunnyside and I am constantly dodging people riding them recklessly on sidewalks and bike paths as well. I'm not against the scooters or the idea behind them, but there needs to be some kind of enforcement over the way people use them. It's next to impossible to enjoy a city pathway on a warm summer day because of the people on scooters.</p>
<p>The parking and rudeness to pedestrians are my main concerns. I live in Crescent Heights and often find them parked to block the sidewalk between here and downtown, or am almost run down by them when walking down centre st. - particularly on the bridge.</p>
<p>The parking and throttling are really good ideas and will add to the safety and appeal of the scooters.</p>
<p>The parking companies that operate parades in the downtown commercial buildings should have scooter Parking in their bike cages</p>
<p>the parking of e-scooters on sidewalks makes it very difficult and unsafe for me to walk with my grandchildren in a stroller and with my dad in his wheelchair</p>
<p>The parking of scooters is the biggest issue. There should be dedicated parking areas/lock-ups for people to place scooters. Combined with a time limit and extra charges for going over time, this I'll significantly reduce the number of wayward scooters that are randomly deposited and discarded throughout the downtown core.</p>



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The parking zone should be extended. The whole city would be best but at least to 60th avenue in both directions.
The paths, parks, sidewalks, and other public spaces are supposed to be for everyone. Why are we trying so hard to benefit for-profit scooter companies and their customers?
The pathway between 10th St. SW and East Village can get pretty busy with pedestrian. E-scooters AND bicycles should not be allowed on the walking path but should be restricted to the bike lane. People should be educated and there should be more signage in this area
The penalty to people dumping a scooter should be the same penalty as your car parked in an incorrect position / location. There needs to be an easy way, at a distance, to determine the ID so that offenders can be reported. Also, an easy way to report bad usage.
The people on e-scooters nearly hit me every time they go by on the sidewalk and I've seen them hit other people causing fights. During covid times there are no sanitary measures in place for disinfection and when done with the scooters the riders litter them everywhere making them an eyesore. Also, the question about my annual income has nothing to do with this survey and is pathetic.
The people on e-scooters that we've encountered were generally going very fast and weaving around walkers and many were not wearing helmets.
The people riding don't care about damaging other people's property. Very unsafe. Saw people texting and scootering.
The people riding them need to be held more accountable with their riding habits. Follow the rules already in place.
The people that drive these are very often drunk. Also, cyclists are held to a relatively high standard and these people do way more dangerous stuff, as a group.
The people that ride them seem to think that parking them right at the corner where people need to cross the road is idea so much for making the intersection safe for us as pesidern
The people that use escooter are part of the look at me too group .... they need to be be seen .... if they wanted to help the environment ... they would walk ... nobody talks about the length of trip ...
The people using them are irresponsible, unsafe, don't know pathway etiquette, and keep on breaking the law. I have seen so many accidents and they keep zipping in and out of people at high speeds, it is completely dangerous. Never have I seen any enforcement with them at all. People are always doubling up on them too.
the people using them have disregard for others on the pathway and they are littered everywhere
The pilot was useful but there are two concerns going forward: 1) COVID-19 impacts on the service are NOT being addressed (this type of transportation isn't viable without more efforts by the companies to ensure safety) and 2) There is too much use of these scooters on streets in downtown Calgary - these are not meant for roads!
The police are not applying the law. I don't know how many times I have seen two people riding on the scooter, driving it carelessly in front of the cops and the cops just seat there and say nothing. At least they should warn them. Also I was hit 2 times by a scooter on the sidewalk and again I was told f.... off when I say something. They need to be more restrictions and fines to the drivers not following the rules. Get them off the sidewalk



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The presence of ride share options makes Calgary a better place to live...it significantly raises quality of life here.

The price for a short trip, or any trip, is outrageous. Compared to other cities with scooters and bikes ie Toronto, where you can rent a bike for \$8 for the WHOLE day and tour around as long as you dock it and reconnect every 30 mins. We would love to tour the city in Calgary for the whole day, and often! But the price is way too high for regular scooter rentals. I'm surprised in the survey, not ONE single question asked about the cost! We are considering buying our own next summer because it's so much fun and it's substantially cheaper than riding regularly in the city.

The price is a big factor into how often I choose to use the e-scooters. If these were more affordable, I believe they would be used more.

The price was too high for an alternative

The problem is that this is a solution looking for a problem. I'm both an avid cyclist (who respects the rules and right of way of pedestrians, etc), and a driver. They don't belong on the road, and they're being imposed on bike paths. They go faster than a significant portion of cyclists, don't follow any sort of right of way rules (anecdotally speaking from my own experience) and are disrespectful of other path/cycle lane users. The majority of them have been parked off-path or off-road, but many are so close as to require going around them, or they're left carelessly where they're going to fall over. They really should have dedicated 'scooter racks', like bike racks in high-use areas where they can be easily accessed by the fleet of people picking them up to recharge them, and not so far away as to dissuade use for people looking to shorten a long walk.

The problem with the escooter is how the riders are using them. They barrel down the sidewalk at top speed sometimes two abreast forcing people walking to jump out of the way or they come up behind you and drive so close and weave around walkers like pylons on a track at top speed. The second is on corner with blind corners with commercial buildings that go right up to the sidewalk I have almost been blindsided by a escooter going full blast and not caring if someone is coming around the corner. The next thing is that I am seeing more and more people driving down the middle of the roadway even though there is a bike lane and sidewalk available. Lastly I would recommend that the speed of the escooter to be further reduced to 10 kmh for the safety of pedestrians. That is probably slow enough that the riders can't drive too fast among slower walkers and make it safer for both parties.

The problems I believe mostly lie on the consumers; I have seen too many broken scooters, drunk riders, riders who barrel through busy sidewalks. I would love to see the pilot program expand outside of downtown, but if people are going to be inconsiderate of safety I have no idea if the program can be kept. To be honest, the people who use their private scooter have been more cautious and careful from what I have seen. It would be appreciated to have more roads where I can feel safe riding.

the problems raised with e-scooters are all a result of not having enough space for them/too much space being considered only for cars in the city. Scooters are often blamed for issues that are really about how space is shared in teh city between different modes of transportation.

The problems seem to be with the mostly irresponsible type of people that the scooters attract, not the scooters themselves.

the program is awesome!

The program is fantastic. There's always going to be haters and bad apples in any situation. E-scooters are new and some people don't like new. This program should stay strong.





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The program should be expanded to allow personal e scooters and not just shared ones
The program would probably be better if there were designated parking spots (or docking stations)
The proper infrastructure is not in place for e-scooters. They litter the sidewalks and private home's lawns. They are dangerous for pedestrians when driven on sidewalks; I have been crashed into twice by e-scooters in the past year.
The public cannot seem to be trusted to properly use or park the scooters. Companies have not been willing/able to actually deal with their property (the scooters) when they are left littered around the city and on private property. If there are not responsible companies and there are not responsible users, then this model is failing.
The quality of the Bird scooters is definitely higher than the Lime (which tend to have more brake issues/ shakeyness etc)
The quality the scooters and maintenance is an issue. My partner fell off a scooter that suddenly stopped and injures herself pretty badly. There is no clear way to report or have a conversation about injuries
The reams of data these companies collect on people are not well documented in their consent documentation.
The reason why I don't use e-scooters is that I think they are unsanitary, and full of bacteria.
The recent parking restrictions have gone a long way to improving the e-scooters that are scattered through my neighbourhood (including on my own property at times).
The reduction in zone for e-scooters in the Manchester Industrial Area & Chinook areas has been the most significant reason that my rides have decreased. Mandating a coverage area to Glenmore Trail down the Macleod Trail corridor would increase the usage of these e-scooters
The restricted zones should be decreased to include areas outside of downtown, it'd be fun to ride to work some day.
The ride zone should be expanded to include more outlying neighborhood
The rider are constantly running red lights in the belt line and for that matter so are people on bikes. Both should be eliminated !!!!
The riders are dangerous. The idea is great but the people riding are no safe.
The riders don't follow rules of the road and are generally inconsiderate on pathways. I walk daily and have had too many close calls of scooter riders not paying attention or losing control and almost colliding with me or others using the paths. I've seen parents riding them doubling with children, no helmets on downtown streets. Risky dangerous behaviour. No enforcement of rules from the city.. ridiculous!
The riders dont care their own and others' safety. Enforce the law, limit where you can ride,and limit the max speed to 20km/h.
the riders go way too fast passing pedestrians, never use the bell to warn pedestrians, police need to ticket these riders or have a system that bans riders from renting them for a period of time.
The riders have to be better patrolled. The police department's motto is to Serve and PROTECT! The officers should be giving citations when required. Also a publication from the city should be distributed where ever E-Scooters are used to ensure riders know the dangers to other, dangers to themselves and how they can create issues to others with recklessness.





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The riders terrify me. The lack of respect for pedestrians is terrible. They think they own the road and do not follow the rules. Just like cyclists

The riders who break the rules go across all age groups and demographics.

The riding on sidewalks just is not safe at any time, nor riding on a busy street. Both options are not conducive to safety however a side street or designated path can be a safe option.

The River Valley is busy and congested enough as it is with walkers and cyclists; then you add high speed moving E-scooters going faster than 20 km/ hour whizzing by us like maniacs. Young teenage kids use the E-scooters like Ferraris, driving carelessly around the elderly or toddlers. There are no Bylaw Offices enforcing any of the rules. Why is the City pursuing this method of transportation? We should be encouraging physical activity, not making people less active.

The road ways and highways are problematic enough with cyclists ignoring traffic laws and pedestrians blindly walking around staring at their phones. Enough is enough. We are exhausted trying to drive on poorly designed roads filled with construction projects, trying to watch for every road raged or inattentive driver, cyclists ignoring traffic laws and pedestrians who barely pay attention to what they are doing. You need to solve some road issues before adding more motorized vehicles with less experienced operators who care nothing about traffic laws and others on a vehicle with the safety features of a wet stick.

The rules are confusing for where you can use scooters (personal vs shared). I don't think they should be used where you wouldn't let a bike operate because they can travel just as fast, and people are not skilled with them.

The rules are not clear and there is not appropriate infrastructure to support the use of these in busy downtown areas

The rules aren't clear and the infrastructure is not sufficient to support them at this time.

The rules around riding a scooter are not clear. As biker I am happy to share space, but frustrated by them being littered in the mornings on bike paths. I am also concerned by no requirement for helmets and the fact the it seems OK to ride them anywhere.

The rules for riders need to be clearly communicated and enforced (fines are often a sound means of communicating). Those setting out the scooters need to do so in a way that does not interfere with persons walking, riding or otherwise on the sidewalks and pathways in the city. Again RULES. Confiscation of groups of scooters wrongly placed would send the right message to those placing them.

The rules for sidewalk or road use needs to be clear. Users should have to wear helmets, as is the case with motorcycles and bikes.

The rules for the use of e-scooters should be consistent with the rules for bicycles. Allowing e-scooters on sidewalks creates a dangerous conflict between them and pedestrians.

The rules for use of personal e-scooters should be significantly relaxed and should match shared e-scooter rules. They are environmentally friendly, ease parking and traffic issues and those who ride regularly are far more considerate of rules and proper usage.

The rules of operating these scooters are not adhered to by the riders.. 20 mph on a sidewalk is unacceptable.. Most of the riders I see in my neighbourhood of Sunnyside will not move over for pedestrians.



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The rules that apply to revenue generating E scooters should apply to ALL users of scooters. Why favor companies over citizens that are paying for the city?

The safety facto should be the most important issue - typical e-scooter users seem to think they have the right-of-way on sidewalks - they don't.

The safety of using e-scooters on shared paths will be dependent upon the behaviour of people - particularly those using the scooters. Users need to acknowledge that if using a scooter on a shared pathway it is a privilege, not a right, and that continuation of that privilege will be dependent upon respectful and safe behaviours. The other day, while walking on a sidewalk on the University of Calgary campus, I was almost run over by someone on a scooter. I can say that about bicycle riders and others as well. As pathways become more congested behaviour becomes more important. There should be both an educational commitment to ensure a safe culture is promoted and meaningful consequences for those who do not embrace it.

The scariest situation is people riding the e scooters on the Weeknd's at night on the sidewalk at high speed and imagine a vehicle coming out from the back alley or garage etc.

The scooter companies need to take responsibility when the riders do damage to peoples cars or property

The scooter companies were saying, the scooters will reduce the need of cars, but they are allowed to ride on a sidewalk a taking space from already busy and/or narrow sidewalks. So, they should ride on the streets, like every other vehicle with an engine.

The scooter pilot has proven that the major issue is that people who are abusing this mode of transportation are not getting fined or facing consequences. There needs to be less 'education' by officers, and more penalties to improve the behaviour of people who are operating scooters. It'll be safer for all of us.

The scooter program in Calgary has been hugely positive, and hugely beneficial to me and our local businesses. I say this having been struck by a scooter and berated by the scooter rider, yelled at and called names simply for walking out of a store onto the sidewalk in broad daylight- he was going full speed and couldn't stop in time, hitting me. I filed a police report but nothing came of it. User behaviour is not good enough for this program, but that is not a problem with the scooters, it's a problem of bylaws and enforcement. Rules need to be clear and enforced strongly to set the tone for responsible usage of the method of transportation. If we can get this right, I'll purchase my own scooter. Alternate transportation is coming one way or another, this is our opportunity to get it sorted out now rather than kicking the can down the road.

The scooter program is a great idea to introduce non-vehicular mobility options in the inner city. The main problem has to do with speed and user disregard for pedestrians along shared infrastructure. A majority of scooter users utilize pedestrian pathways and sidewalks vs. nearby cycling lanes and travel at speeds that are too fast when in such close proximity to pedestrians. Additional governor restrictions on speed in busy pedestrian areas and/or increased enforcement along the pathways is required if this program is continued.

The scooter program is great !

The scooter program is greatly needed in a city that relies too heavily on driving. More options like this should be available as it creates a lively downtown and allows more people enjoy what Calgary has to offer.

The scooter share companies need to enforce parking rules for their users



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<p>The scooter share services have transformed the way our family experiences the city. I use it to commute to work regularly, to access the C-train, and to visit local restaurants. We also use the scooters recreationally to explore the city and show out-of-town friends around. The program should be expanded and supported.</p>
<p>The scooter users don't follow the rules. They are like the cyclists, always speeding and no regards of other people. They want you to share the roads but they don't want to share the roads with you. Unsafe to other citizens!!</p>
<p>The scooters downtown are very useful and many find them safe. They allow people to get around downtown and surrounded communities quick and cheap</p>
<p>The scooters are a bit expensive, but are a great way to connect to public transit or to have flexibility while doing errands. If the city linked escooters to public transit passes that would be an ideal way to protect costs. E.g. being able to use a monthly metro pass to access scooters for a month. The scooters are also not transparent about predicting costs to various locations before riding the scooter.</p>
<p>The scooters are a blight to the city</p>
<p>The scooters are a Covid risk.</p>
<p>The scooters are a disaster and are dangerous to people on sidewalks and vehicles on the roads. They are hardly ever parked properly or ridden safely. The amount of accidents in the Beltline area is insane, not to mention people doubling, riding on the road etc. This is just as bad as the eBikes that were thankfully discontinued. Who pays CFD to fish the scooters out of the river and other dangerous locations?</p>
<p>The scooters are a good idea for commuting but people are annoying on them. They almost run over me and my dog a lot.</p>
<p>The scooters are a great add to the city. It's reckless young buttheads who ruin it. They are the people who trash the scooters or break them, etc. It's always someone to ruin it for someone else. Living in crescent hill area, they have been fantastic for getting downtown and make it fun.</p>
<p>The scooters are a great idea, but more people need to be aware on how to ride them safely. Too many people don't even confirm the TOS, and actively break the rules (multiple riders on one scooter, no safety gear like helmets, underage riders) that are set in place by the company that rents the scooters. These people are the ones who are going to end up giving these companies reason to withdraw the service.</p>
<p>The scooters are a hazard when driven on the road and when the people riding them don't follow the rules.</p>
<p>The scooters are a very important part of my regular travel, especially after car2go left the city. I really believe they add a lot of value both for residents and for tourism</p>
<p>The scooters are absolutely out of control in calgary. Riders have No respect for other pedestriains there should be a change in the scooters so that they cannot go as fast on the bike paths as I have seen many speeding drivers hit small children and cause others to have to dart into the ditch to avoid being hit. No one follows the signs by eau Claire that say no scooters on the pedestriains path and that path is already very crowded with people and runners the scooters are a huge hazard in this area they should ONLY be allowed on bike paths and bike lanes as they pose the lowest risk in these areas. Perhaps the gps systems on scooters should be updated so that they can't be taken outside of these areas to ensure fewer people break the rules. Calgary also needs to implement specific scooter parking like other major cities have done. This means that a user cannot end their ride unless the scooter is in a specific spot. This Is SO IMPORTANT because every day that I walk downtown I see scooters blocking the sidewalk, Calgarians in</p>



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wheelchairs or using walkers cannot get around these blocked paths. Implementing specific parking spots will remove this issue and will also ensure that the scooters are all left in a more tidy fashion instead of looking like litter all over downtown and the extended area. As someone that lives and works downtown I see these scooters everyday in the summer and I can assure you that the two suggestions above are absolutely crucial to implement if calgary wants to get ahead of its scooter problems

The scooters are amazing. I know I've definitely been able to help more businesses and go more places because of them. Communities like Inglewood especially. It's not easy to get to there coming off the train but a scooter makes it so easy! Please continue to allow them!

The scooters are dangerous and they are used inappropriately more often than they are used to run errands or for transportation. I know someone who has been seriously injured and a handful of others who have been moderately injured. Nobody wears a helmet and you often see multiple people on one scooter, including with children. Knowing that this is the customary use, it is irresponsible to increase their numbers.

the scooters are dangerous. I have almost been hit several times while walking on Stephen Avenue Mall. They scooters have been left blocking our back lane in Winston Heights Mountview (NE), scooters have been left for days on the boulevard, very unsightly. Scooters also knocked down and left for days. People ride them on our residential streets and even on Edmonton Trail, causing traffic chaos.

The scooters are extremely dangerous and there have been times that they are ridden in traffic and it is nearly impossible to avoid....someone will be hurt badly. I have also seen them parked in the middle of parking lots and in areas where parking is allowed but not scooters so a driver needs to get out and move the scooter before proceeding,.....absolutely inconsiderate!!!! Get rid of these scooters before we have MAJOR accidents please!!!!

The scooters are fun and innovative. People are just grouchy.

The scooters are fun but users are regularly inconsiderate and irresponsible. There is no enforcement and insufficient collection of abandoned scooters in communities.

The scooters are going to be around regardless. I would like to see more diligence about parking and rider safety/awareness of others. Lime's scooters always seem severely beat up. Bird's ride the smoothest. There NEEDS to be more investment in wheeling infrastructure if scooter shares are going to be around. More money for pathway upgrades, but more specifically more protected on-street infrastructure investment for both cycling, scooting, and adaptive mobility wheeling users. The amount of accommodation of scooters into our transportation system does not acknowledge the added constraints of space to those cycling, or the resistance to install more protected on-street infrastructure that would benefit both user types. Along with micro mobility options, we need more infrastructure, and general pathway etiquette training through all age groups. Enforcement is not the answer, but considering user rationality. Maybe that is working to better synch the lights on 5th Street Cycle Track to the speeds of wheeling users, so scooter users don't blow reds. I see this more often around town this summer while I and other cyclists wait than other cyclists or cars blowing reds. Belligerence, or lack of control is the issue, or dangerous passing. I don't really care if folks are doubling, or without helmets, that's on them, and is not always an issue to other users. I appreciate that the scooters generally have lights that are working unlike so many folks without lights or reflective material on them.

The scooters are great and should remain.

The scooters are great but they NEED to be kept off the side walls and on the bike lanes! I live in the beltline and the number of scooter on the side walk are a regular problem because of dangerous scooter



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riders. Many people scoot on busy side walls through crowds on sidewalks that are directly beside bike lanes!
The scooters are great for the city and it would be a huge loss if they were to leave
The scooters are great. They improve the quality of life and draw people to the core/beltline who would otherwise not be there. This increases traffic at local businesses.
The scooters are in areas that already have the most public transit that people can and should be WALKING to for exercise.
The scooters are left all over blocking sidewalks. In Eau Claire area walking is dangerous because there are scooters everywhere in the pedestrian only area
The scooters are mostly used for joy riding. They operate silently and too fast and I feel at risk and unsafe when they are around. Shared bicycles fulfill a similar role and the users are more able to use them appropriately. We are better off with these electric scooters - private and shared ones
The scooters are necessary in our city! They help downtown walkers get to the place they need to get in a quicker and efficient way!
The scooters are not a good fit for the city. Way too many end up littered around, and look terrible. Riders are completely inconsiderate, I'm been nearly hit multiple times on my bike and when walking. It's simply not a good choice for Calgary.
The scooters are often dead or not working, but they still show up on the map as 'working'. This leads to me walking to 5 different scooters before finding the right one.
the scooters are one of the best things to happen in calgary
The scooters are outstanding and should stay in Calgary. I have zero issues with the scooters.
The scooters are so much fun to ride and they cut down on pollution if you just need to go a few kms away. I really hope they're back next year!
the scooters are to fast for most people that use them. They are not used for proper transport but more to goof around by kids. Unreasonable use by underaged or impaired users w/o proper license or training
The scooters are too fast and too close to pedestrians. No one wears a helmet. People ride double upped. Sidewalks are for WALKING. Hence, sideWALK.
The scooters are very helpful for mobility!
The scooters are way too fast for travel on sidewalks, especially those in residential areas. Riders have an expectation that they have the right of way over pedestrians. Casual riders are not well equipped to handle them. Frankly, I am surprised that riders have not seriously injured non-riders.
The scooters aren't bad, but people are flippant and disrespectful when riding and parking them.
The scooters can be very hazardous if they aren't parked properly. This is especially true for those with mobility issues and this is something the city needs to address, otherwise people can be seriously injured. Not cool!
The scooters cause discourtesy on the part of some users that cause problems for everyone. They are also dangerous and leading to significant injuries because of this misuse (speeding, no helmets, weaving in and out of people and other pathway, sidewalk, roadway users)





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The scooters could be great. But many users are very unsafe. On 2 occasions I came VERY close to hitting them with my car. On both occasions the person had lost control and swerved from sidewalk/pathway onto the road or intersection. I have never seen someone wearing a helmet. Many intoxicated people use them dangerously.

The scooters create a huge accessibility issue in calgary

The scooters give people in downtown something to get around on. It also gives people who don't live there a chance to see the city and contribute to businesses. For people not from here (saskatchewan, manitoba) they often lack these types of things so it also enhances the city experience.

The scooters have been great especially since car2go left. Great for quick trips downtown prior to covid-19. Multiple companies are good to encourage competition as the pricing can be quite expensive when you compare multiple people on scooters vs sharing an Uber.

The scooters have brought out the child in many adults, I've never seen downtown more lively. They are great for business men too. Everyone has found multiple purposes with the scooters, please keep them to keep our city happy.

The scooters have considerably changed my walking experiences in downtown Calgary, and through the Eau Claire area. It used to be a lovely, relaxing walk and is no more ! I now avoid downtown Calgary The scooters whiz past you with no warning bell, and weave in and out of walking groups way too fast. These are ridden by people just out for fun, not a destination. They are extremely unsafe for walkers on the paths, and for the riders too, I believe. Check the ER stats on this. Please vote them out !

The scooters have have direct coloration to the reduction of cars on the road by reducing the amount one has to drive/taxi/rideshare. Also in may time more convenient if it's just a few blocks within downtown/beltline.

The scooters littered all over the place in places they shouldn't be left and the lack of respect for sharing the sidewalks is infuriating. I understand the need for affordable alternative ways for people to get around, but as scooters are only a fair weather alternative, I feel that as a community we should be investing in transportation options that can be used Year round.

The scooters make the city far more livable. Love them!

the scooters NEED identifying numbers on them. there is no way to report a chaotic driver of a scooter who zooms past/bashes into pedestrians. if they had numbers than we could report those operators and maybe those operators would obey the rules. ie BIG numbers affixed to the sides/front of a scooter main vertical pole

The scooters need their own lane or to share with bikes. They're too fast for pedestrian lanes.

The scooters provide a fun, new way to see & get around our beautiful city!!!

the scooters provide a safe and very easy way to get around the city - especially since car2go is now gone. I use the scooters to get to and from work, run errands, visit friends, etc. It makes me happy to have a transportation option so that I can use my car less.

The scooters seem to be a great idea. To me, one of the main questions is whether the companies operating the scooters have been successful.

The scooters seem to be being used exclusively recreationally, not for transport. The transport they are replacing is walking only - so there are no environmental benefits, and some health detriment. Also, the





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accident/injury rate seems excessive - are there any metrics on estimating minor incidents that don't involve hospitalisations? I know I've witnessed several where the bruised/scraped rider just walked away sore and upset. This whole thing seems to be an image/PR stunt, without actual value, just trend-chasing.

The scooters seemed to come back so early during COVID, it undermined the city's COVID response.

The scooters should have a device that governs their speed ie they should be made to go slower, this would cut down on accidents spills etc.

The scooters should have more preventing drunk individuals from riding them. I have seen injuries and accidents occur from drunk riders. All you currently need is to type 'yes' to ride and this is not enough to stop drunk riders.

The scooters speed is too fast, particularly in parks. Young people and children who ride the scooters for fun do not seem to know or care to follow the rules, often doubling up on the scooters.

The scooters themselves are not the problem. It is the thoughtless users that detract from the positive uses. Riding down a sidewalk looking at their phone is one instance. Dumping the scooter without any thought to where it is or is it on someones property? There is always the clueless ones that shine the negative light on a good idea.

The scooters were great! More transportation options at an accessible rate can only be a good thing for Calgary, especially during a time we lost non-subscription rideshare for cars and transit seems to be constantly on the chopping block, even when it does get a win (i.e. Green Line)

The service area needs to be expanded for effective use

The service area was very small. Even going a little bit out of the service area to get to many restaurants in the south east was a tad of an inconvenience. When out of the small service area, the scooter would just not work anymore and you would have to manually push it around. It was too expensive for having to push it half the ride. Plus in order to not get charged more, I had to go back into the service area to drop off the scooter, 15 minutes out of my way.

The shared bicycles were much better, and definitely seemed a lot safer than the e-scooters. NOT pedestrian friendly, to say the least.

The shared e scooters are danger to pedestrians, as the vast majority are inconsiderate and do not follow rules. The vast majority of the people who ride e scooters in Eau Claire are for joyriding and racing (on pedestrian pathways and parks, acting rudely and not following the bylaws) - it is not a green transportation option. The externalities of these e scooters on general public are (i) pedestrians are in danger, (ii) seniors, young families and disabled are afraid to walk on pedestrian pathways, (iii) they are littered everywhere in the neighborhood and (iv) at night, young delinquents ride them - yelling, racing and vandalizing.

The shared e scooters can move at speeds equivalent to bikes. This combined with rider behaviors makes them unsafe for use in sidewalks.

The shared e-scooter pilot has proven to be a bothersome and dangerous endeavour. People riding them do not obey traffic laws or laws/courtesies on the bike paths; they do not obey basic safety rules like wearing helmets. What's worse? The companies owning the scooters don't care. They're making money. The same way the City of Calgary is most likely going to permit this disaster of a pilot continue as it lessens the supposed financial burden of having an effective, widely-used, accessible public transit system.



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The shared e-scooter program is awesome. Quite shocked the shared bike program wasn't continued, some people would rather ride a bike than a scooter. Please allow personal e-scooters to be used. It looks like bylaws allow them only on bike paths - they should be allowed everywhere shared e-scooters are allowed. Allowing personal e-scooters would also drastically reduce car trips.

The shared e-scooters are adding to the clutter in the city, making it difficult for pedestrians to safely use sidewalks. Improper use or 'parking' is causing damage to property and mobility issues as they are parked in walkways or corners of the street where people need to walk around them. There does not appear to be anybody supervising the users to stop them from improper or unsafe use.

The shared e-scooters are not necessary. They are illegally parked all over sidewalks and in parking stalls. There is no enforcement and no one follows the rules/laws (i.e. multiple riders on one scooter, young children using them, etc).

The shared e-scooters in Calgary are an excellent addition to Calgary's various modes of transportation. They also provide to adult Calgarians a fun and easy recreational activity. I only wish they had come around sooner!

The shared scooters are so incredibly expensive for what they provide. I don't want to pay close to \$5 to ride ten minutes to my office. I feel like these are being price gouged for sure.

The shared scooters do not work well in deeper water of the Bow. Can only practically run them in water less than 1 meter

The sharing of scooters, and the mess they create, make our city look less desirable. Since when is it ok to leave things just lying around?

The side walk riding is tricky, but it makes more sense to have them ride there than on a busy street.

The speed and weight of scooters makes them more like a motorbike than a bike, so they shouldn't be on sidewalks but on the road, and with people wearing helmets. I live in the downtown core and have to step over scooters all the time that are left standing (or laying down) on sidewalks. This is somewhat irritating, but also dangerous for me, as I walk to work in the early morning and have tripped on scooters laying on sidewalks in the dark. There is a place for scooters on the road, and this is where they should be parked as well. I have seen scooter stalls in the downtown core, so I know we can do this. Obviously the challenge is not taking away car parking, or having scooters (or people) being run over by cars. Walking along a bike path and having a scooter come at you at 25-30 km/h with the rider barely in control is disconcerting and unnerving to say the least, but I have to say that when I see a scooter riding on the road, the riders look more confident and they just look like that's where they belong

The speed at which many e-scooters are operated far exceed bikes on pathways, there is no bell to indicate they are coming and most drive without regard to either pedestrians or bike safety.

The speed is unsafe. Daily: I see young children riding the scooters, more than 1 rider, weaving in and out of people, not adhering to signs, scooters all over sidewalk( common in Regal Park). I regularly see groups of people racing and using off road - all over the hills and grass in eau Claire. I have seen escooters almost run down people on sidewalks by coming up behind them without warning. They are too quite, you can't hear them coming and they are too fast.

The speed limit in some areas seems quite low. Also not clear why we can't drive on the path by stampede park.



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<p>The speed limit of 20kmph is too slow for some locations. The zones were very limited this year, one should be able to ride on any bike path anywhere throughout the city.</p>
<p>THE SPEED NEEDS TO BE DROPPED, I CAN'T BELIEVE HOW MANY TIMES THE HAVE ALMOST ME. I HAVE A VISION DISABILITY. THE USERS DON'T TAKE RESPONSIBILITY IN THE SPEED OR WHO IS AROUND THEM. THE SPEED IT MY MAIN CONCERN AND SAFETY.</p>
<p>The speed of the scooters is way too slow. You should allow them to be faster</p>
<p>The speed of these machines going down a hill far exceeds the 20KM max as regulated. Too many times I see two people on the same scooter without any protective wear. It bike helmets and bells are required on road bikes, and helmets required for motorcycles, the same should apply to e-scooters.</p>
<p>The studies should expand to cover all micro transportation devices.</p>
<p>THE TREND IS TOWARDS CLEANER ELECTRIC VEHICLES, PLEASE ENCOURAGE THE PROLIFIC USE OF THEM NOW. LET'S BE FORWARD THINKING AND NOT STUCK IN STATUS QUO.The use of e-scooters should be strongly encouraged as a very viable form of transportation and recreation. The city should be commended for running the pilot program.The Memorial Drive pathway between 10th st and Fort Calgary was the only area that congested area and was eventually well managed with new signage. More Education without over-regulation.THANK YOU VERY MUCH!!</p>
<p>The trickiest areas to navigate are places like 17th Ave and Kensington during rush hour. I don't want to interfere with traffic on the road, but I move much faster than a pedestrian on a side walk, and I don't feel as in control on a scooter as I do on a bicycle with a helmet. When there is no bike lane for me to use on those busier streets/communities is the main issue. If you can address those areas (Kensington, 17th Ave, Inglewood, etc.) I suspect you'll solve most of the problem.</p>
<p>The upper allowed speed limit for bikes is 20 k - and is the same for e-scooters. Yet bikes are not allowed on sidewalks. E-scooters should have same rules as bikes - or have their speeds reduced to 7-8 kph. Walkers mixing with fast, silent scooters on the only places walkers can go, i.e., the sidewalk (!), is inherently dangerous especially if the scooter is driven by unthinking (uncaring?) peopleThere MUST be enforcement of any of the regulations. I frequently see 2 or 3 people on a scooter and never any helmets and they are OFTEN on crowded walking paths.</p>
<p>The use in Marda Loop is high with riders speeding up sidewalks forcing pedestrians to move aside, driving them on the road, driving with multiple people, lack of enforcement of the use of e-scooters. The sidewalks are narrow and very busy with elderly, young families with strollers and young children who are potentially at risk of being injured.</p>
<p>The use of scooters on sidewalks is irresponsible. you are putting a powered vehicle which travels faster than anyone else allowed on the sidewalk without training, accountability, without a requirement to be sober.If a person is operating a powered vehicle there is a need for a person to meet some minimal requirement of training in the operation, accountability for the actions as in a licence that can be tracked and revoked when a person abuses the responsibility and a person should not be allowed operated if there is a question of impairment by drugs or alcohol</p>
<p>The use of scooters should be restricted to dedicated pathways. Not on sidewalks with pedestrians. Many times I've come close to a collision with a scooter user who is going too fast. Tandem riding should not be allowed either. I thought that was the case but I keep seeing two people on scooters, even riding past two police officers who did not stop them.</p>



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<p>The user of escooters do not follow the rules of the road and are also used on pedestrian only walkways along the river. They are also used on busy sidewalks interfering with walking traffic causing accidents.</p>
<p>The user should let the ahead pedestrian or other knows he's passing on the right or left, the same as we do riding a bicycle. Simply a bit of prudent advice.Thanks</p>
<p>The users are ignorant and arrogant with no respect to people walking. It's hard enough to social distance on small pathways with people let alone scooters too. Drunk people who have no respect are your typical users in the 17th ave mission area. Signs are not clear enough for the river pathway. Just get rid of them.</p>
<p>The users are the biggest problem the way they push through pedestrians such as along Riverfront and sidewalks downtown then they just drop them when they are finished so they are left lying where ever even on the path in Fish Creek Park. Why aren't they charged until properly parked in a stand? And if the City would hand out tickets rather than "educate" them maybe they would learn (educating motorists in Calgary has been a dismal failure so why do you think you can educate scooter riders).</p>
<p>The users don't know the rules of the bike path. They are all over both lanes even when bikes are trying to pass. The younger riders seem to be the ones that don't know the rules. Some scooters are racing down the side walk bumping into pedestrians as they weave between those walking. It is only a matter of time before a pedestrian is seriously injured.</p>
<p>The users of the e-scooters often have no regard for pedestrians who cannot get quickly out of the way. I was nearly hit a few times. They do not signal when taking a corner and often go too fast. I believe they are useful and a good transportation option, but the users must be more responsible and considerate of other users of the road and sidewalks such as pedestrians, cars, and bikes.</p>
<p>The way these scooters are littered everywhere is such an eye sore These should not be allowed on the sidewalk</p>
<p>The whole bike lane and scooter trial is ignorant. How many cars where travelling downtown vs. Bikes and scooters. It is a drop in the bucket. Yet we must change everything to accommodate the bikes and scooters.</p>
<p>The worst kind of [removed] and twits ride the e scooters and I [removed] hate them.</p>
<p>The worst part of the e-scooter program is that it only caters to people living downtown. The other 90% of the city cannot ride scooters in their area. The scooter ride zone is way too small</p>
<p>Their not supposed to be on the streets but as the night gets later the scooters are more aggressive and more of them use the streets</p>
<p>There a great way to move around and doesn't pollute like my truck does</p>
<p>There appears to be no enforcement to ensure the rules are being enforced. They are a hazard to others including where they get abandoned. I've been surprised at the lack of respect on a consistent basis. If they cannot be integrated effectively, they should not be part of the transportation system. There are too many users to safely add another mode of transportation. Perhaps if users played by the rules and respected others, there may be a way. I see no enforcement.</p>
<p>There are a lot of really young people riding them and I don't understand how they can. Parents must be paying and allowing it.</p>
<p>There are great really enjoy!!</p>



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There are lots of accidents with the scooter. Partly because people are irresponsible...they see it as a cool fad. They are also dangerous to others.
There are many people using these daily. They are convenient and fun. I drive in the core almost daily, and as a driver I have more safety concerns with bicycles than e-scooters
There are many people who do not follow the rules that even bikes do. I have seen people as young as 6-9 years old riding the bikes around. I have also seen a great number of intoxicated people riding the scooters around which I believe is a huge safety risk to them as well as others.
There are many people who use these scooters as more recreational ex. Sharing with 2 or more people, cutting people off, especially people in wheelchairs and strollers. One person almost hit my child as they weren't watching and speeding down the road. I think that these scooters are extremely unsafe and if the city wants to keep them they need a better way to do so.
There are many young people (under 18) who are riding the e-scooter. I thought the age was 18. There are many people riding double on the e-scooter. E-scooters are being used for stunting - ie) on the Queen Elizabeth elementary front steps, often young people will be doing jumps on them. There is a lot of vandalism and broken e-scooters around.
There are no covid protocols in place for sanitizing escooters. Also some riders are so unsafe and have no regard for vehicles around them. They are very unsafe and somebody could be badly hurt.
There are no laws -no enforcement and no helmets required!!!! There needs to be insurance on these as there needs to be liability and accountability to those who abuse and hurt people while operating these devices
There are not enough safety protocols. I have seen 12 riding with no helmet. Helmets should be mandatory. Eye vision would be another component that needs to be verified. Alcohol and e scooters do not mix as well.
There are ridiculous numbers of seriously injured people ending up in urgent care because they don't use them safely or properly. The risks FAR outweigh the benefits. Public transit and shared cars are way safer. Bring Electric vehicle taxis, more electric car parking spots and incentives for electric vehicle users! Not silly scooters that cannot be used in winter
There are ridiculously dangerous. I notice no questions so far about the city subsidising these things or the fact Calgary Transit is already subsidised 80% on the price of a one way ticket. Why were these things not look at.
There are simply more cons than pros when it comes to the scooters. The recklessness of riders, anxiousness of being hit by one, the terrible places people decide to park these things, they disrupt the biking and walking traffic considerably, walking in my neighborhood and parks and just seeing scooters lying around everywhere, scooters laying in the river. It's kind of ridiculous how they are scattered everywhere on the ground. I live in Bridgeland....and I frequent the bike paths and parks around the river on a daily basis, and it just bothers me to see our city littered with these scooters laying on the ground. I've almost been hit multiple times walking, I've had to slam on my brakes multiple times on my bike because people just pull u-turns whenever they want. The mobility of the scooter is a danger because they never look where they are going.. I've seen cars having to slam on their brakes because people are flying onto the road out of nowhere with these scooters... I like seeing people have fun on the scooters, and the defined parking spaces that the city started to create was a good starting point. But in the end there are way too many of them, they are a hazard, and they make the city look like trash.





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There are so many injuries showing up in urgent care and in emergency departments.
There are so many kids on them and 2 ppl riding together, seems to be no enforcement
There are too many around and riders are not being safe at all
There are too many shared scooters in YYC. I have seen riders crash into each other at traffic lights and people high on drink or drugs using them. They are 'street litter' and people dump them near the river. People that use them can be selfish or rude, they double, they hog sidewalks. Shared scooters should only be allowed in YYC parks. Our family has our own escooters and ebike and we stick to Calgary parks and greenspaces where we can ride more safely. Putting shared scooters downtown where there is a lot of drinking is a nuisance and many shared scooter riders think they can use them impaired instead of paying for a cab or driving in a car drunk. Keep them to YYC parks instead.
There are too many under age children operating them as well as multiple people on one scooter. There is no liability insurance case of accidents.
There are very expensive compared to other services, it should be cheaper and with incentives
There are very few people who use e-scooters as transportation, mostly they are using them as toys. They drive all the way to the city centre in cars, then rent the e-scooters in large groups and pose a danger and annoyance to people who live and work in urban areas, especially to the elderly and disabled. They swear at pedestrians for being in the way and cause many accidents on the sidewalks. For the most part they are not supporting local restaurants and shops, and take away valuable street parking for customers and deliveries. There is no enforcement of the rules whatsoever, and e-scooters are left in the middle of the sidewalk, in handicapped parking stalls, in the middle of doorways and loading bays. When one leaves a building, there is always the chance of getting hit by a scooter. Only pedestrians and wheelchairs should be on the sidewalks. If the City wishes to continue with the e-scooters, they should only be allowed in the suburbs and NOT in the inner city, and NEVER on the sidewalk. Fines should be severe and enforced. Also, we are in the middle of a pandemic, why are shared devices with handles even allowed? There are many accidents, and this takes up hospital resources at a time when we cannot afford to.
There are way too many scooters littering the sidewalks and way too many people riding them anywhere they want. Late-night partiers riding them in the Beltline is also very annoying. And so many instances of people riding two people to a scooter I have lost count - including adults riding with small children. Really stupid and unsafe behaviour by so many people. Some ride safely but they seem outnumbered by the idiots.
There aren't enough bike lanes to ride scooters in, please build more bike lanes
There aren't enough e-scooters in the Northeast, they're mostly downtown or in the northwest. They would get a lot of use in the northeast as distances are often lengthened by public transportation and there are less people with cars
There certainly is NOT enough enforcement. Daily I see children without helmets riding them, or drunk adults, or adults doubling up. I see accidents frequently along Stephen Avenue. People are so inconsiderate, that even if this was a viable alternative for transportation, they've ruined it for everyone else. They never follow bicycling or road laws.
There could be more effective regulations/enforcement regarding obstruction of pathways and sidewalks from parked e-scooters.





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There could definitely be more safety associated with the scooters. The newer Lime, for example, removed the stepping breaks and only have handle breaks - which I think reduces the safety options. Sanitization is another concern, especially with COVID-19. I do think the new parking areas are very good - easier to locate scooters. But in terms of parking, it would be helpful to have an in-app identifier or somewhere to tell you where these parking stations are to increase the number of people parking correctly. There are areas that are definitely more dangerous than others for riding a scooter - particularly when there are no bike lanes and you need to ride on the sidewalk with pedestrians or on the main road. The pilot for shared bicycles in the past I think felt more safe than scooters in general when riding. But of course, may take up more parking spaces by sidewalks or otherwise.

There does not appear to be enough enforcement around parking and abandonment of the scooters. If there can't be specific overnight or safe areas these scooters can be left at, I don't feel they should be the assumed responsibility of the general public that don't use them.

There has been a significant rise in life threatening injuries in the last year due to lime scooter accidents. Helmets should be required as many other country do this

There has been talk about the "last mile" connection to access businesses and destinations. In my view, the last mile can be more easily travelled by walking, which is both safer and healthier.

There has been zero enforcement of the rules. Scooters should be on bike paths NOT pedestrian paths.

There has to be higher fines from scooter companies for improper use / parking of riders.

There have been numerous instances when people riding e-scooters on the sidewalks almost ran me and my wife over - NUMEROUS TIMES! People are driving them much too fast on sidewalks and recklessly endangering themselves and innocent others.

There have been too many accidents with pedestrians. I don't support scooters on sidewalks, neither on busy roads where they interfere with cars.

There is a glut of these e scooters along the operational border lines. I've seen some sitting on the sidewalk or side of the road for up to a week. The e scooter companies should have a 24-hour window to pick them up or be fined for littering.

There is a lot of inconsistency when they ride them on sidewalks and then on to the street without any warning or indication. On 4 St. S.W. when the lounges and bars are closing there is a lot of unreliable drivers.

There is a need for more monitoring or discontinue usage of scooters in public areas

There is absolutely no benefit. They are a dangerous play thing that causes a large increase in hospital visits. Dangerous and dumb. Do we get money from them? Or is city council collecting money under the table from the scooter companies? Get rid of them. They are a danger, and a nuisance. People can walk or ride a bike much safer, and then get actual exercise.

There is little to no enforcement of the rules regarding the use of the devices. Users still speed along sidewalks with no concern for the people walking on them. The devices are not parked properly and are generally abandoned where ever people want including just dumping them on the sidewalk.

There is little to no enforcement. I see drunk people riding them on and off the sidewalk and through traffic every weekend. So many people riding 2 at a time. It's dangerous.



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There is no enforcement downtown. People speeding down sidewalks full of people, children driving and they don't know what they are doing. People on scooters do not follow rules of the road or give pedestrians the right of way. Someone driving a scooter can hurt pedestrians, they don't slow down and they don't follow the rules. A scooter is a machine and should not have the same right of way as that of a pedestrian. Pedestrians rights on sidewalks must be prioritized.

There is no enforcement downtown. They are being used dangerously on sidewalks with no consequences.

there is no enforcement of rules regarding the use of escooters, I have witnessed multiple people 'sharing' a single escooter without helmets riding very fast, not yielding to pedestrians

There is no enforcement of the rules. People are doubling up on them and kids are riding them without helmets. Hospitals are 'full' of accident victims.

There is no enforcement of unlawful riding. How can it even be suggested that these are allowed on major roadways, let alone streets at all. Car drivers have to be licenced but anyone can use these on a road.....ridiculous.

There is no hand sanitizing happening between the different riders. I've had 2 dangerous encounters in the evening where the scooter are not on the bike path they are on the pedestrian walkway. They pointed to the bike path I was told to \$&@\$- off

There is no information as to how these scooters are being disinfected between users which I think is totally disgusting given covid-19. It is irresponsible for the city to allow these scooters. I and out of town friends were almost run over downtown while I was showing them the city. People driving the scooters are irresponsible and rude. I do not believe these scooters should be allowed to operate within the city of Calgary.

there is no place on city sidewalks, any sidewalk, for a scooter that travels 20km/h. it is dangerous for pedestrians. it is dangerous in crosswalks since as a driver you see it's clear and out of nowhere a scooter zooms though the crosswalk at 20km/h without any concern believing they have the right of way. i'm shocked that no one has died yet or at least that i know of.

There is no thought for pedestrians. It is confusing if the scooters are "pedestrians" and therefore get right or way or if they should be classified as "cyclists" and therefore be motorists on the road.

There is nothing inherently wrong with a scooter. However, as usual, the city's 'pilot' is just a free-for-all. With a complete lack of rules, it immediately degenerated into reckless behaviour. They are impossible to police because they can essentially go where cars cannot (and do so very easily), i.e. it would be quite easy if a police officer tried to stop a scooter user to simply veer off down a sidewalk, through a pedestrian-only lane of some kind (which often have metal/concrete barriers to prevent cars) etc. The amount of people double/triple riding is innumerable. I've also seen too many instances of people openly consuming alcohol while riding. And, it's not as though this is just in high-traffic, trendy areas like 17th/Kensington/9 Ave SE; this happens in residential neighbourhoods, which is essentially the only place I have seen it. With no rules beyond (ride these on the sidewalk), it is an unintelligent move. Calgary opted for opposite rules in terms of riding on the sidewalk/street. There is a reason our family doesn't often use inner city pathways now - with two very young children either walking or moving at a turtle speed on a training bike, absent-minded scooter users going 20+kmh is simply a risk that's too great for my partner and I to consider. It's a valid mode of transportation, so, it should be treated as such. Texting and scootering? That should absolutely be subject to the fines of a vehicle or bicycle. The risk of hitting pedestrians is increased



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dramatically given where scooter users predominantly ride, i.e. crowded and popular inner city areas. I have been thoroughly disappointed in the city's approach to this pilot. Other cities around the world have scooter programs and they run in a much more sensible manner.

There is nothing wrong with e-scooters per se; it's the people who use them in inconsiderate and dangerous ways who are the problem.

There is virtually no enforcement that I have seen or heard of for e-scooters. I have seen 2 people riding them too frequently which I know is in violation. I have nearly been run down on sidewalks several times by inconsiderate e-scooter drivers - again no enforcement. I believe that if this option is going to be approved by council there should be education programs for riders & potential riders perhaps as part of the school curriculum or an optional course. Drivers that are using the roadways all need training on courtesy on the road & how to share the road safely. So far I am only aware that vehicle drivers need to take a course. Bicycle riders also frequently ignore the rules with few if any repercussions. Putting more untrained drivers of any type of transportation create unnecessary hazards on the road for other drivers, cyclists & pedestrians.

there needs to be a more simple way of reporting issues like scooters being left in the middle of sidewalks, or in parking spots or on private property and other places that they are blocking pathways and access. There should be some identifier on the scooter that is easy to see and all you need is a photo of it. Someone affected by scooters that don't use them shouldn't have to download an app to send a complaint in

There needs to be a way to fine people who leave scooters parked across sidewalks and such. There have recently been several scooters badly parked in our neighbourhood. Should be a by-law

There needs to be an age restriction. Riders should be 18 or older!

There needs to be an 'e-scooter etiquette' course. E-scooters are used all over Europe and users there are FAR MORE conscientious about sharing space with other riders and pedestrians. Perhaps users need to review a list of 'do's and don'ts' before they are okayed to rent the scooter. And there needs to be more enforcement of those rules.

There needs to be better enforcement of misconduct. There have been a few times where I've almost hit someone because they made an illegal turn or was driving on a busy downtown core.

There needs to be designated parking for them and a law against parking on the sidewalks. It's very well and good if you are using an e-scooter. I do however have friends with mobility impairments who have been unable to continue on sidewalks because people just park them on the sidewalk. Find a way to figure out who had that scooter last and fine them without breach of privacy if reported. If there is reporting, make it so the scooter number or rental ID is visible to allow for proper recourse. There needs to be working together between the city and the company. Not following this up is a disservice to those who use the pathways in wheel chairs and those who cannot see and are unable to predict the location of the scooter.

There needs to be far more police of poor scooter behavior.

There needs to be more designated areas to leave the scooters when finished. E-scooter companies need to be penalized for not tidying up their scooters. Cyclists and scooter riders need to be penalized for riding intoxicated or recklessly.



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There needs to be more education of scooter users, more signage about what is and isn't acceptable use, more enforcement and disincentives for improper use, and better infrastructure to support their safe and appropriate use and disposal/parking.

There needs to be more enforcement - they are on sidewalks making pedestrians move over, many of the riders lack the skills necessary to ride one, they don't slow down to posted limits on pathways, they are often riding 2 or more abreast, they shouldn't be on major roadways.

There needs to be more enforcement for the constant illegal operation of e-scooters. I saw an e-scooter last week play chicken with oncoming traffic. The e-scooters are too dangerous for pedestrians' safety, due to e-scooter users showing a complete disregard for traffic safety laws. They also should not be able to move at the high speed they are capable of.

There needs to be more enforcement of how people use the E-scooters. I see too many people doubling on them and riding recklessly on busy sidewalks, not using bells.

There needs to be more enforcement of the e-scooter bylaws as current riders don't seem to care about sharing the pathways with others or parking their scooters in considerate locations when they are finished with them.

There needs to be more enforcement when it comes to riding an e-scooter. Sometimes people aren't considerate when riding one and makes it dangerous not only for them but for everyone else. I would still like to keep the shared e-scooter in Calgary as it's a great option for the city and connecting people to local business and it's also a fun transportation option only when used appropriately.

There needs to be more parking for the scooters and more signage/information about parking them in designated areas. I live Downtown and find that they tend to block handicap ramps, in the middle of the sidewalk, right next to the curb, blocking driveways. I think if more condo buildings had assigned parking outside of their buildings then it would clean up some of the ones that are blocking access points.

There needs to be more scooters farther out of the downtown core... more into the inner cities and suburbs. They need to go faster to replace car rides. The faster they go, they can then be safer on residential and other streets. Bikes are allowed on streets, why not scooters?

There probably isn't enough of the scooters because there is never one parked close enough to me to use when I need one.

There rules should be enforce more somehow, currently people are riding on the street when its not allow. Also two people riding the same scooter and parking them improperly is also a concern

There seems to be a sub-culture of e-scooter users who use e-scooters to recreationally endanger pedestrians and cyclists. I've been intentionally cut off on my bicycle, which makes me less likely to ride my bicycle on the pathways and more likely to choose a car.

There seems to be no inforcement of rules to ride these, they have be parked infront of driveways blocking sidewalks, submitting these gets zero response or action, drunk people riding them, people doubling on them in traffic and struggling to control the scooter has happened way to often.

There should be a time restriction. The Riverwalk is infested with them until 3:00am with riders screaming and yelling down the pathway. They should all be shut down by 10:00pm or midnight at the latest.

There should be a way to enforce a penalty for user who throw the escooters into the river. That is my main concern, finding a way to punish and enforce that behavior



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<p>There should be adequate enforcement to help protect pedestrians. Louder bells on scooters and have been on too many where the bells were broken</p>
<p>There should be designated parking and riding areas of the city. Right now it is unmanaged so the scooters appear to be a menace. If there was designed ride areas and parking spots for the scooters they would be more welcomed by users and non users</p>
<p>There should be designated parking areas or companies should have 24 hours to pick their scooters up from outside of designated parking areas. They are a hazard on the road. Streets are not a place for these. Cycle Path, Bike Paths are great. The other issue is dangerous riders. Drunk, immature people riding around like they are on the slopes of Lake Louise . Super Dangerous</p>
<p>There should be designated parking for these scooters. They are littered everywhere. If found in a non parking spot, the last rider should be fined.</p>
<p>There should be mandatory helmet laws, have seen some really bad drivers who do not understand in sharing roads or pathways. Walk zone only or pedestrian walk areas need to be respected and if there is more enforcement they will be safer for all.</p>
<p>There should be more clarity about where the scooters can be ridden and more education for everyone on the rules and etiquette, similar to what was done when bike lanes were expanded.</p>
<p>There should be more enforcement of the rules/laws. Dangerous driving tickets issued when used by more than one person.</p>
<p>There should be more lime scooters, don't like any other brands. And it should be a little more cheaper</p>
<p>There should be rules and enforcements with fines. The riders just don't care or respect walkers or cars. I have been almost hit many times standing on the street corner waiting for the walk light or using the under passes.</p>
<p>There should be set lanes and parking spaces for the scooters.</p>
<p>There should definitely be more enforcement if e scooters continue. It doesn't seem right that a parent and two kids can ride together on an e scooter, without helmets, and I can get a ticket for not wearing a seatbelt in my car. Parking is a big issue, cyclists and pedestrians shouldn't have to leave the pathway because of scooters parked in the way, it seems like there is no accountability with the e scooter companies. Docking stations would be a good solution for parking, like so many other cities around the world do.</p>
<p>There was no option but I feel that two scooter companies would be enough. Thank you!</p>
<p>There was zero enforcement relating to escooters in Calgary. Riders NEVER got off of the scooter on scooter free areas in Eau Claire, NEVER used the bike lanes instead of the walking paths or even roads, and the fact that SHARING SCOOTERS WAS ALLOWED DURING A PANDEMIC IS OUTRAGEOUS! Especially when we know one of the main ways to get covid is unwashed hands... and you need to HOLD on to the scooter while riding. I have HATED living downtown in the past two summers specifically because of these scooters. People ride around in PACKS just whipping by people which has put me in situations of almost been hit on multiple occasions. THESE SCOOTERS SUCK!!!!</p>
<p>There wasn't a concern that fit mine so I chose "enforcement," but my actual concern is speed (same as with bikes) in busy areas. I have no problem with e-scooters I'm busy areas like Eau Claire pathways, but they often go far too fast. They often go fast enough they'd seriously injure a child or senior if they collided, so I think speed enforcement, or capping the speed, would be helpful.</p>





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There were excluded areas in the usage of the scooter that seemed arbitrary and intended mainly to sabotage their practicality. There are virtually no paths that are enabled for the scooter from downtown core over the Bow River
There will always be problems (people driving scooters breaking the law, etc) but overall I see a positive experience.
There's a huge lack of enforcement for riders who break the speed limit, weave through traffic or care little for pedestrians.
There's some issues with the survey. 'select up to three' questions require three choices. Seems like a validity issue.
These are a great addition to Calgary. Everyone on a scooter has a smile. But the scooters are also great to connect areas that are walkable once you're there but not connected - such as East. Village and Kensington. Each area is walkable but if you don't have a scooter it's difficult to get from one to the other. Without scooters you will have more cars on the road
These are a great addition to inner city fun, transportation and a draw for people to explore the core. Maybe visit restaurants and do some shopping. I would like more visible enforcement for 2 people riding on one scooter, especially parents with kids and keeping the under 14 off them, they are not a toy. I think the the age requirement of 18 should be lowered to 14, they can technically drive a car at this age.
These are a great alternative to reduce car share, using your own car to find parking in the downtown core. These are very convenient to Quickly Navigate around the city, both for recreation and for work. They provide a service where you don't just need a point A to B destination. The city is very welcoming with all the pathways that the majority of riding can be performed safely just like bike riding. Yes there maybe a problem in some areas with the parking but again it maybe just isolated to some areas in the city. I'm located in Marda loop and no problems with the parking of the units.
These are a great and environmentally friendly way of exploring our great city.
These are a great option for people in certain areas of the city however I think it's very important that we see more enforcement and training associated with these scooters. Too many people do not understand the basic safety or just blatantly disregard it which puts themselves and others at risk. I believe more responsibility needs to be put on the providers to ensure they are better vetting their users to follow through with the expectations set upon them when using the scooters.
These are a great option in a compliment of transit for a city. They are all over Europe with minimal problems. We need to be doing everything we can to decrease greenhouse gas emissions and these are a good option
These are a huge benefit to our city. People who complain about them do not see the positives and clearly do not use them. There are still some people who think it's okay to double ride them and treat them like garbage though. They have to remember it is not their property and to treat it with respect.
These are a menace to walkers and people ride then drunk all the time.
These are a terrible idea in general, but especially during COVID
These are a very good option for that final leg of a transit trip.
These are awful and a total nuisance





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<p>These are dangerous. I got hit by a car on the scooter and ended up in the hospital. Helmets need to be mandatory.</p>
<p>These are excellent in terms of reducing road congestion and parking drama</p>
<p>These are extremely dangerous on the shared, busy multi-use paths, I have been hit once while running and have had a number of close calls. These are 1-2 time users that aren't that comfortable on the machine, in extremely close quarters that are too close to other users (bikes, walkers, runners). I believe those that are voting on this should spend an hour one Saturday/Sunday afternoon walking around Eau Claire to see how dangerous these things are on an already congested pathway.</p>
<p>These are extremely dangerous, I have hit by scooters on three occasions this year</p>
<p>These are falsely marketed as an environmental option, which they are not. I have seen young children doubled up on the e-scooters, adults wearing flip flops, no helmets ever, and these are just a few examples of the complete disregard for others. As a pedestrian, i have had to dodge out of the way more than once.</p>
<p>These are great! Let's keep them!!</p>
<p>These are important for the city, for commuters who want alternatives</p>
<p>These are just dangerous and collisions with pedestrians and cyclists have already occurred and are inevitable. I have seen very reckless use and excessive speed with e-scooters on many occasions. Locations are anywhere on the bike path from Bowness to Cranston and Fish Creek as well. Use this money to repair the bike path ( bushes encroaching on path forcing users into opposite lane, too narrow in many places, large cracks and holes, cracks every 20 feet, no yellow lines).</p>
<p>These are not an alternative transportation plan. I have seen riders totally ignore rules of the road, drive thru stop signs, swerve in vehicular traffic. This idea is good for one party only.....the owners of the e-scooters</p>
<p>These are scattered all over, on their sides, in the middle of sidewalks. It's a hazard and being a pedestrian I'm often run off the sidewalk by a rider who shouldn't be on a narrow sidewalk.</p>
<p>these are so fun! in one night i rode 18 miles with my friends. i had the best time.</p>
<p>These are something that has been such a great idea. Taken it all over downtown, to places that I just wouldn't want to walk too, so it is opening us to new local businesses that I would normally not go too!</p>
<p>These are useless and so incredibly dangerous for pedestrians, but what would one expect from our Mayor and most Council. Created a CULT</p>
<p>These are vehicles should be enforced and ticketed and licenced as such.</p>
<p>These aren't practical year round, yet the City seems to want to build infrastructure for something that is only used 4 months of the year. That's a ridiculous way to build infrastructure.</p>
<p>These Disgusting</p>
<p>These e scooters should be banned from the city. No one follows the rules especially at night and majority of the people riding them are drunk.</p>
<p>These e-scooters are being used by reckless delinquents who do illegal things like set off fireworks and take off on the scooters to avoid being caught. I live on Memorial Drive and the draw to ride these scooters in the area has brought much more noise, garbage and illegal activity. I am super dissatisfied with with this pilot and how it has changed the once peaceful Sunnyside area.</p>



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<p>These E-scooter's are being used to commit crimes. I am in a wheelchair as was robbed by a drive by grab. They are so fast that there was no way I could even catch the person using the e-scooter. There should greater enforcement , they should be a lot slower, and should have to wear helmets. Thanks.</p>
<p>These get parked crossing the path of sidewalks in the neighbourhood all of the time. I have a daughter in a wheelchair and it's extremely inconvenient that I can't get around the scooter. I need to backtrack and find a different route. I can't just push the wheelchair off the side of the steep curb and go on the road.</p>
<p>These machines are dangerous. I literally had to slam my brakes and car horn to avoid teenagers whipping through eau claire ignoring stop lights. People should require a license to operate or at least be trained in the rules before operating.</p>
<p>These new scooters were a deciding factor in relocating to this city in the first place. As well I don't believe that it any more dangerous than current cyclists or cycling in general. There will be a learning curve, but I'm all for infrastructure improvements. And this is one.</p>
<p>These rules and privileges must extend to private scooters too. having shared e scooters allowed but not private ones is unfair. Private riders have the skill and respect that shared riders lack because they ride often</p>
<p>These scooters are a blast, they go super fast!! I do however think they should not be allowed on the sidewalks, I have seen too many incidents and close calls. Leave the sidewalks for pedestrians.</p>
<p>These scooters are a giant stressor on the public health system and personally make me feel unsafe walking on a sidewalk because riders are inconsiderate/drunk.</p>
<p>These scooters are a great ride-share option, especially with the absence of Car2Go now!</p>
<p>These scooters are a hazard in areas where the general population are working, and or playing.</p>
<p>These scooters are a huge liability. They are used on side walls and roads with no consideration of pedestrians or drivers. They are too fast to be driven safely in our urban centre. The sooner they are removed the better!</p>
<p>These Scooters are an eye sore on the city and dangerous.</p>
<p>These scooters are awful. Littered all over the place, ridden unsafely (truthfully there is no safe way to ride them. Too fast and big for sidewalks too slow for roads). They make our city look disgusting. We were voted the cleanest city in the world but now i see trash in the form of 50lbs of steel in every street corner. Tell me how that's clean. Another question: what kind of business operates by storing it's merchandise all over PUBLIC space. If anyone else did this their merchandise would be stolen or destroyed in days with no recourse but instead the city CONDONES AND PROTECTS this behaviour.GET THE SCOOTERS OFF OUR STREETS OR THE PEOPLE WILL DO IT FOR YOU. EXPECT A RIVERBED FULL OF STEEL IF NOTHING IS DONE.</p>
<p>these scooters are being used by young kids, not adults. no bells for warning people who are using the sidewalks or pathways</p>
<p>These scooters are dangerous to begin with, many people do not obey the rules (doubling up riders etc), they weave in and out of pedestrian traffic and at parked ad hoc all over the place. But particularly during a pandemic I do not understand how it is assumed that these are safe and that people are properly disinfecting them before and after use.</p>



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<p>These scooters are dangerous when in the hands of people who dont use them properly or dont follow the rules of the road. Laws of the road should be strictly enforced. They should either be on the road, sidewalks or bike lanes but not on all 3.</p>
<p>These scooters are really dangerous. I have almost been in a serious accident because of them. They are threat to road and pedestrian safety.</p>
<p>These scooters are so much fun and they add so much life to the city. We are in desperate need of separate bike paths and these are another way bike paths can be used by more people. Thank you!!!</p>
<p>These scooters are street litter and should have regulators set to 15 kph max. Many riders are not fit to ride and don't know the basic rules. Definitely should not be allowed on sidewalks as they compromise the safety of these streetscapes for differently abled citizens, and those requiring mobility aids (also strollers). Decision makers should ask themselves what problems these scooters are solving that remotely justify the many problems they are creating.</p>
<p>These scooters are very attractive to a group of citizens who care nothing for others. They abandon scooters on sidewalks, inconveniencing others and frequently force pedestrians to get out of thir way. I frequently see two riders on one scooter. Cancel this project.</p>
<p>These scooters clutter our sidewalks and their users are not following the rules. Too many major concerns to have these in Calgary.</p>
<p>these scooters have changed the landscape of Calgary. I don't own a car and it has made it possible to get to appointments and run errands quickly and safely. It has completely shaped my spring summer and I dream of ways to make winter scooters a progressive and amazing part of a Nordic city like Calgary. I has been wonderful to see people of all ages engage and move on scooters and enjoy this unique city. I have overheard the most unlikely of people (men in their 20's with vehicles) say that the scooters are so great and they can take them to work and it's changed their life! please keep E scooters!!!!</p>
<p>These scooters have helped the city come to life. They are an amazing part of the city culture now.</p>
<p>These scooters have no one policing them. No helmets are required to ride them. They are dangerous around pedeatrians and they hold up traffic when used on the road ways. I have seen more irresponsible users than responsible one. It's crazy that exist and so many people have been injured as a results of wither using them or somonw else using them causing injury to tye public.</p>
<p>These scooters have no place in our city. Im constantly moving them off my property, or stepping over them blocking the sidewalk. I cant park my bike in the middle of the sidewalk? I seem to recall car2go users being ticketed directly for improper parking, these should be no different. They also must be subject to the same rules as bicycles. Its ridiculous that a MOTORIZED machine can be on a sidewalk yet bicycles cannot.</p>
<p>These scooters have to maintained on a regular basis. The first one I rode this summer was so wobbly I could hardly hang onto it. Out of 6 trips I made this summer using Lime 5 of them had no bell or a bell that did not function at all.</p>
<p>These scooters make our pathways dangerous for pedestrians. Riders don't usually stick to the posted speed limits. They get too close to people. I used to enjoy the river pathways with my children and our dog. Now, I am constantly on edge, looking out for a scooter.</p>



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<p>These scooters may seem to be a good idea but they will lead to an increase in obesity. I am also disappointed that they don't work for my disabled friend. Seems to be unfair that we make things more assible for people without disabilities and leave behind the people that need this the most</p>
<p>These scooters should be banned from the city they are dangerous and people never use them properly which can cause injury.</p>
<p>These services need to be shutdown after 9 or 10 in the evening, the number of intoxicated users is high after these hours and dangerous to themselves and the public</p>
<p>These shared scooters are great. Keep them</p>
<p>These should be available all around the city. We are moving to Mahogany this winter, and as very disappointed that scooters aren't available there. They would be extremely convenient and well suited for communities where businesses are concentrated in one corner of the community. I think they would be very well used in the suburbs.</p>
<p>These should never be used on sidewalks but commonly are and are very dangerous to pedestrians.</p>
<p>these silly projects of the city (bike lanes on major roads, e scooters, the car program (now stopped) are expensive vanity projects that costs the taxpayers too much money and make living in, and transporting through, the inner city a nightmare. Please stop catering to the minority of people who want these things but want others to pay for them</p>
<p>These things are a blight on the City. Soon Calgary will be a economically depressed desolate abandoned city and the only people still here will be the hordes of scooter gangs &amp; juicers ala Mad Max. Aldermen please vote to hunt these scooter riders down like wolves and remove them from our streets.</p>
<p>these things are a danger to the public and users. The city has refused, neglected or otherwise failed to have police officers strictly enforce safety policy or laws. The city must ban these things for the good of us all</p>
<p>These things are a nuisance. They end up in the river and they end up being parked illegally all over the city. The users are usually intoxicated, children or doubled up. They ride on roadways and the users typically don't make way for elderly and disabled people on the sidewalks. I have nearly been hit on more than one occasion. I have seen them parked in front of business doorways, last week there was an image circulating online of someone with one on their balcony. The City of Calgary needs to follow the lead of other cities like Montreal and ban these terrible things. I have been curious to use one, but I refuse to give them my money as I am so opposed to them. I have contacted city council on more than one occasion and have been basically brushed off. I was told that they create more accessible ways for people to travel, but like I say, I am certain most people who use them are intoxicated.</p>
<p>These things are a scourge to society. The people using them are just drunks bar hopping, no one is using them as alternative means to actual transportation. People are always doubling on them. Children ride them. They end up in the rivers, they get left in the middle of the sidewalks by the inconsiderate and drunk users who have no regard for the elderly or disabled. They look horrible. They are just awful. They are a joke and the city should follow the lead of other communities around the world who have banned them.</p>
<p>These things are all over the sidewalks. Imagine being in a wheelchair and having one of these sitting in the middle of the sidewalk in front of you. What are you supposed to do in that situation? In a city that has winter 6 months a year this makes no sense. Please get rid of them.</p>



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These things are an absolute menace to or city and should be banned permanently and as quickly as possible. People blowing past pedestrians on walkways with absolutely no consideration for others
These things are ridiculous. Everytime I am walking downtown I nearly get hit by one of these stupid scooters. I hate them.
These things are the plague of my residential street. It's a constant battle to find parking because of Scooters parked all over the place, street and sidewalk. I've also personally witnessed 3 bad Scooter accidents.
These things are totally out of control . There is no enforcement .
these things have revealed a new breed of ignoramus wreaking havoc with pedestrians. i personally have nearly been hit a few times. why do they need to reach speed of 15 km/h? how about 2? why don't they wear helmets? they are too quiet and you can never hear them coming - the riders make no attempt to advertise themselves. i hate em, burn 'em all.
These things shouldn't be allowed. The users are inconsiderate, incompetent a constantly flout the regulations. They are used in the Beltline mostly in the evenings when there don't appear to be ANY oversight. I see them with two people aboard regularly.
These toys do nothing to improve people's physical health. At least bike lanes promote physical activity, even if they are a waste of money based on annual usage.
These types of last-mile / share service solutions are becoming the norm around the world. They're a great transportation option not just for residents, but for travellers too -- for example, I've used scooter services in Texas, and bike services in Germany. I'd like to see Calgary stay on top of the mobility-as-a-service trend and be a leader in next-generation thinking.
They add a great deal to the city, makes Calgary more assessable without all the pollution of our urban sprawl car useage
They add a great non-car option in the summer. There should be rules for what to do when there are no sidewalks. Officially you can't be on the road, but there is no option.
They are a benefit to the city. Met positive in every way.
They are a bit expensive.
They are a danger to pedestrians- I've been knocked down when I was carrying groceries cause teenagers just blow by on them. This is a garbage idea. I liked the bike share. At least people were respectful.
They are a danger to pedestrians.
They are a danger to walkers, scaring seniors, causing walkers to walk on the grass, just a toy using paths they don't pay for, none that I've seen used for transportation!
they are a fantastic transportation option for working downtown as parking is limited and the walk is far.
They are a good, non-CO2 emitting transportation option, which a densely populated city like Calgary needs more of.
They are a great addition to the city
They are a great addition to the City and generally most riders seem to be responsible. Would be great if the operating boundary included more of the City.



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They are a great addition to the city, please keep them.
They are a great alternative to vehicles for quick trips but should NOT be allowed on roads as they can't keep up to traffic speeds and are difficult to anticipate turns / movements.
They are a great asset to Calgary summers!
They are a great mode of transport for tourists to get around the city
They are a great option for DT Calgary
They are a great option for family fun, pricing is a bit on the expensive side
They are a great option that decreases the amount of taxi/Uber usage in the warmer months
They are a great optional resource, but they are too expensive. I would have taken more trips on one, but the cost was too high. I think if the price came down, more users would use them.
They are a great staple to keep in Calgary. Do not stop this resource.
They are a handy way to get around downtown quickly.
They are a hazard and are littered everywhere
They are a hazard and should be banned.
They are a hazard to pedestrians, and a nuisance to cyclists on the cycle track and pathways.
they are a hazard to pedestrians.
They are a hazard to pedestrians. And they just dump them anywhere.
They are a hazard to people walking and on bikes.
They are a liability on the pathways and those that use them are often oblivious to the other functions the paths are supposed to function for. Also what is the increased cost of damage from the path use? Do the companies actually pay taxes that benefit the city? What is the cost of the health care bills for jaw/ankle injuries?
They are a lot of fun and help with getting to places
They are a menace and an eye sore, i can't stress the amount of disdain I have for these things!!!!
They are a menace and dangerous !!!
They are a menace and I don't think we should spend taxpayer dollars trying to enforce these problems. They aren't compatible with pedestrians and bicycles.
They are a menace on the roads. I live in the Beltline (Connaught) and almost run into one on a daily basis from them riding fast on the roads (despite there being a bike lane on the same road), cutting corners on roads and swerving into your lanes. Riders are so inconsiderate of drivers and pedestrians. They should be banned from Calgary. Totally NOT in favor of extending pilot project.
They are a menace to pedestrians!
They are a menace. Get rid of them
They are a menace. The number of times I have almost been run over on a sidewalk numbers in the dozens. If there's going to be no enforcement, then remove them.





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<p>They are a menace. The riders are as difficult as bike riders. Try to run you down the sidewalks, don't stop at stop signs or red lights and are very dangerous to kids and small animals on the sidewalk. The are a menace on the road for the same reasons.</p>
<p>They are a nuisance and dangerous and an eyesore Away with escooters period</p>
<p>They are a nuisance, most people using them could just get their own or walk.</p>
<p>They are a really bad idea overall for safety reasons. I have seen people fall off them &amp; crash into other people and objects. Saw a couple using one on Glenmore near 37th after midnight (called the police non-emergency line to have someone check on them).</p>
<p>They are a scourge. They block reasonable access to pathways and sidewalks. I watch people bail on them all of the time. They are dangerous. They are not environmentally friendly. That is a con job. They are not replacing car rides. Instead people drive into the city to scoot around and be a menace on the pathways. Get ride of them.</p>
<p>They are a very safe option for getting home in the dark. My other friends who are women strongly prefer to take a scooter than to walk home in the dark, and since they are cheaper than Uber/Taxi. I would not feel safe walking home on the same route that I could scooter, where the scooter has headlights, and I know I can escape quickly if necessary, and fewer people will be able to follow me.</p>
<p>They are a viable transportation option. However allowing them in parks or park pathWays makes them a carnival option. Totally contradictory to the “ ride share “ thinking being pushed.</p>
<p>They are an enviromental waste, a non electric scooter or non electric bike would have significantly reduced enviromental foot print and enhance user health, the amount of injury's from use is a joke and a waste of medical resources. I the age of COVID I am disgusted that the city would allow this program to be still running .</p>
<p>They are an excellent option for people and they provide a link between different transportation options. There are many times I ride them from and to the train stations to help get around downtown.</p>
<p>They are an expansive way to travel</p>
<p>They are an eyesore to the city and unfortunately look like litter throughout the city. They also get in the way when Parked on sidewalks throughout the city in non designated areas. Also, don't understand why personal e scooters seemed to be banned but not these ride sharing ones.</p>
<p>They are awesome</p>
<p>They are awesome! One of the best parts of summer</p>
<p>They are awesome. It was a great recreational activity and got us out to enjoy the city</p>
<p>They are being ridin on ramps for disabled people, and creating a hazard.</p>
<p>They are convenient</p>
<p>They are danger</p>
<p>They are dangerous and left everywhere with no punishment. Thanks for bringing back shared scooters during COVID too, can't hug my sister in her care home, but Calgary can let strangers share stupid toys on the street. Hope the money was worth it.</p>
<p>They are dangerous and riders are not responsible enough to use them safely</p>



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<p>They are dangerous and should be banned. I have been close to being hit.</p>
<p>They are dangerous and the majority of the people using them don't use them properly. Most people are drunk and I know this to be a fact. I see children using them or people doubling on them at least 4 times a week. They get parked blocking sidewalks more often than not. I have seen people riding them on main roadways including 6th and 9th Ave and Bow Trail when the rules clearly state they are only to be used on sidewalks, pathways and cycle tracks. Last week a friend tried to use one while drunk, [was in accident and suffered injury. Details removed for identifying or personal information.] These are not safe!</p>
<p>They are dangerous for vehicles ,walkers and the people who are riding</p>
<p>They are dangerous to bike riders on a daily bases!!!!</p>
<p>They are dangerous to Calgarians. No more scooters!</p>
<p>They are dangerous to pedestrians due to user irresponsibility. On numerous occasions I have had two scooters come up on either side of me SILENTLY and fast, on both sidewalks and controlled crosswalks. A slight movement from me and I would have been hit from behind. They are also riding on the roads illegally, sometimes 2-up.. User irresponsibility is the biggest problem.</p>
<p>They are dangerous, bikes are less dangerous</p>
<p>They are dangerous. People operate them at high speeds and believe that they have the right of way. If allowed, there should be a bylaw that they should have to wear a helmet</p>
<p>They are dangerous. No one is wearing helmets. More than one person, including very young children on them. They are left laying on bike paths making it dangerous for cyclists. Loads of injuries requiring trips to hospital</p>
<p>They are for drunk people who don't follow the rules.</p>
<p>They are fun and a new way to get around. Don't get rid of them</p>
<p>They are fun and fast way to get around. I'd use them to the train from my house in hawkwood if they were up here</p>
<p>They are fun!</p>
<p>They are fun, but people are reckless and irresponsible with them. Riders think the rules which apply to scooters is the same as walking. Been almost hit a few times. Ive never heard a rider use the bell. Plus, they are a transmission device for COVID-19</p>
<p>They are generally fine - they go too fast. I regularly see them going 25-30 km/h (compared against my bicycle speedometer) --- they need a speed control cap of 20 (max speed limit of pathways) or better yet 15- They are littered everywhere and need proper parking stands/lots that people need to them them at. I have had to dodge discarded one on the bike path, as they create dangerous situations</p>
<p>They are good for the city. Calgary needs to be more progressive and getting rid of the shared e scooters would be a step backwards.</p>
<p>They are great and amazing. They are environmentally friendly and our continued support will only help to further the technology and its place within our society</p>
<p>They are great and fun. Many other cities have them available, Calgary needs something to liven up the downtown core and help bring people back to the inner city.</p>



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They are great and really provide a eco friendly way to get places
They are great but please make sure to enforce helmets and age limits!
They are great commuting around the core. Take less space than car2go and reduce car traffic downtown.
They are great to use, cuts down simple walking time, and should be able to be used on all but the busy roads where they are in danger of holding up traffic or getting in the way and get hit. In the beltline, they need to be speed controlled when on a sidewalk as sometimes people go too fast on busy areas.
They are great!
They are great! Build more infrastructure for bikes, mobility vehicles and scooters!!!! Let's be a nice city that people want to live in.
they are great, keep them in calgary
They are great. Keep them
They are hazardous to people walking and/or driving. They have no insurance so if got, the vehicle is liable
They are helpful to get around downtown
They are in the way of moving traffic
They are just plain dangerous. The riders of e scooters seem to feel that no rules apply to them. And it's sad because it's a great idea, it's just calgary people are not ready for this much responsibility. Since these have come back this year I have seen almost at least a dozen accidents with these and I have almost been run over on our path ways multiple times.
They are just plain fun to use.
They are just toys that litter the walk way and majority of people are rude joy riders not following the rules. Get them off the walk ways and have enforcement if you leave them on. So dangerous and disruptive all hours of the night.
They are left everywhere including pathways and private property...no enforcement whatsoever.
They are littered all over my neighborhood, and are being left in unsafe locations.
They are littered all over the place. They should be parked in designated stations that lock the scooters and your billing is stop once you park it in the designated stations. Much like Vancouvers Shaw bike stations.
They are littered everywhere and are left in the middle of paths or strewn on park grass or private property. They are unsafe, and used improperly by most users. My taxes shouldn't pay for medical situations that arise from scooter injuries by idiots who use them improperly. Get rid of the project and promote walking, biking, and public transit initiatives.
They are mostly fine, but they are constantly left in the way.
They are motorized vehicles and have no place on sidewalks or pathways. Great way to transmit covid!
They are motorized vehicles, they don't belong on sidewalks which are for people walking. They at least go as fast as bicycles - they should ride in bike lanes and pathways. They are threatening to both pedestrians and people driving cars (when moving and when dumped on a street). Perhaps the speed should be limited?



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They are moving hazards that can speed up to a slow moving car and follow no rules similar to the cars. It is absolutely insane they are allowed to be where smalls kids and pedestrians normally walk.
They are much too dangerous on pedestrian walkways
They are not environmentally positive. I thought this was a progressive city administration?
They are not good for the environment: A) people ride instead of walk/bike B) Bikes parked all over are messy C) battery disposal is toxic.
they are not safe - see Europe as they have removed them from streets
They are not safe for downtown, the C-train is free for people or they can walk. There is to much traffic on the side walk to have a motorized vehicle on them.
They are not safe for others on the street or on the sidewalk - ban them
they are not safe when you are walking and they come up to you,scary.
They are not sanitized between uses and could be have Covid-19 on the handles.
They are often scattered all over sidewalks making it impossible for the handicapped to navigate the sidewalk. I've been hit 3 times by escooters and the riders always just take off. I ran over an escooter that someone left under my truck. I watched some people riding one double hit a baby in a stroller. They're not used for commuting, just for riding for fun in crowded areas and for getting home from the bar when drunk.
They are only good during summer for fun. Not safe for rider or pedestrians.
They are parked around the neighbourhood on sidewalks and at corners. I don't know the rules but it does not contribute to a neat community. If I were the homeowner I would be annoyed.
They are parked everywhere and are interfering with walking, driving. They also look terrible as they are everywhere.
They are rarely used by people who live in the belt line and mostly by inconsiderate users from the suburbs. They should be more expensive to limit use or banned. They should never be allowed on a sidewalk. Bikes cannot be on sidewalks so they should not be either.
They are routinely abandoned outside their allowed use area - ie? Stanley Park Pathway
They are so cost effective and convenient to help get around the city. PLEASE KEEP THESE SCOOTERS they make Calgary more accessible. They keep cars out of downtown. They make it more affordable to come downtown to work when walking is too far.
They are such a great and affordable option for transit. Please don't take them away
They are terribly parked. They are hazards that block sidewalks/walkways/stairs/paths. I see multiple [removed] park jobs daily (3-5/day)
They are the best
They are the best thing to happen to downtown in a long while. The quickest way to get around. I can go from Kensington to Inglewood quicker than walking or a car. Fun, a tourist attraction to a certain point, out of town people love them. They're also just pleasant to ride around in the sun along the river pathways.
They are the most dangerous formOf transportation I have ever ever seen!!!!!!EXTREMELY DANGEROUS!! TGEY NEED TO BE TAKEN OFF OUR STREETS AS POSSIBLE!!!In my opinion the City



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of Calgary has failed on this!! I have almost been run over by the scooters more than once and I am sick of tired of not being able to walk and feel safe downtown and in Princess Island Park!!!My strong suggestion is to please get rid of them!!!!

They are too fast Nobody wears helmets

they are too often not operated in a safe manner for the riders, pedestrians, and motorised vehicles they share space with.

They are truly dangerous for people who walk to commute to and from downtown core.

They are typically, or often anyway, used to transport after a night at the bar. Not a good idea. They are often driven in an unsafe, inconsiderate, unpredictable way. We have been hit, startled, yelled at to move and witnessed absolute crazy dangerous use of them in traffic and on the sidewalks. If these are retained, better enforcement and fines are an absolute requirement!

They are unsafe to both the rider and the general public. If you did a study on the number of calls for AHS and or check with the hospitals you would see that they are exacting a significant cost to our health care system. They cause clutter to the streets worse than garbage. If an individual just left their property sitting anywhere they wanted city council would have bylaw officers ticket or confiscate the property. The companies that provide the scooters are using public property to 'store' their merchandise at no expense to them. If they want to purchase or lease property similar to a rental agency that would solve the clutter problem. The scooter should have to follow the same rules of the road as a cyclist. They should not be allowed on the sidewalk and if riding in traffic would need to be competent in their riding skills.

They are used as a toy. They are on the streets which make driving dangerous. Young people who have no idea about rules, and 2 people on a scooter. The biggest problem is young people driving the scooter on the road and sidewalks and texting. Driving a car and texting gets a huge ticket, but it is okay for scooters? Something smells fishy. Who bought out city council? They are a menace, other cities have banned them, but not our city council.

They are used instead of walking for short trips or by people who shouldn't be operating them or do so in an unsafe manner. I also have concerns about the environmental impact as I have heard the lifespan of the scooter is short as well as the driving done by the people who collect and charge them.

They are used on public sidewalks, and the pedestrian is the one that has to move. They are left in people's driveways, on sidewalks, etc.

They are useful and fun.

They are wasteful and the users are inconsiderate to pedestrians. I was nearly knocked over by a user traveling at high speed on a busy sidewalk downtown during lunchtime. I don't think they are being used responsibly and that enforcement is more expensive than it will be useful. Waste of taxpayers money in a time that frivolous spending needs to be cut.

They are way too fast. I've almost been hit multiple times. I wish they were not available during the morning rush hour as they clog the sidewalks

They aren't cleaned between riders which is a problem during covid. It seems odd that a product shared between so many people isn't subject to stringent cleaning protocols, I think this is highly unsafe. I also won't support this because these scooters end up littering sidewalks in my neighbourhood which are tripping hazards for everyone but also makes the sidewalks impassible for strollers and people with



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wheelchairs. I think this is highly inconsiderate and the company/city needs to hold riders accountable for where they leave the scooters.
They become dangerous litter in the city. Left everywhere and anywhere with no regard to public safety.
They can spread virus during C19
They charged me too expensive will never recommend that to anyone
They could be an option for people if they were used responsibly. I have had numerous negative experiences with riders of e-scooters who were either unsafe because they lacked the confidence or experience to ride safely, drunk, or riding in inconsiderate ways on sidewalks and bike paths
They definitely make the cooler neighborhoods of Calgary worth exploring a lot more accessible and fun to see.
They do not follow the rules of the road, they go racing through intersections on the sidewalk, which risks them getting hit, which would be an offense to the driver. Further, they are largely unsafe for people walking on the sidewalk.
They do not respect stop signs. They do not signal. They have 2 to 3 people quite regularly on one of them. People don't have respect while using them!
They do not work where people walk, period. They might work on bike lanes where people do not walk. They make any walking mixed with scooters as uncomfortable and unsafe for the walkers.
They don't follow the rules - pathway etiquette, they don't wear helmets and 50% are by under 18 years old
They don't follow rules and are a hazard to pedestrians and cyclists. I've almost been hit many times by someone intoxicated or not riding the scooter well.
They go too fast and Calgary's sidewalks are also full of cracks and no curb cuts in some spots like Altadore.
They go too fast. They carry passengers e.g. children
They go way to fast on busy sidewalks (aka 17th ave). It makes it dangerous for the rider and the people walking. They also do not have any way of letting someone walking know they are passing so suddenly an scooter passes you, going really fast, and taking you by surprise. It is dangerous and needs more regulation.
They have become a littering problem. There should be guidelines over where they can be parked. i.e. not on private property such as condo common space.
They have been the only way I can get around downtown quickly to do my job and support local business
They have been very enjoyed by our family this summer, with less things to do because of covid riding around and exploring on scooters has provided something fun to do
They have got to go. Would only let me pick 3 reasons why I don't like them, but I would also say they are unsafe for riders/users. People who have accidents and need medical attention take up space in the system and cost our health care system more money. Not a good option for Calgary.
They have no place on public roads or sidewalks.
They help make the city more fun.





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They killed the bike share program which was actually something that was useful for exercise and transportation.
They left on sidewalks everywhere, blocking pathways.....this is not LA or Hawaii....a Winter city
They litter the city, and riders are unconsiderate of others.
They look like fun. I just haven't got around to trying one. I think they also allow less active people to get out have fun on our beautiful pathways.
They look ugly
They make Calgary more lively and eclectic.
They make it impossible for those in wheel chairs and/or handicapped to use sidewalk. Many seniors I know are afraid of them
They make the pedestrian pathways dangerous for people who are walking. Calgary should never have allowed it in this city.
They need better breaks. Riders need to respect other people around them and respect the rules of the bike paths, bike lanes and sidewalks
They need to be able to not be thrown into business windows
They need to be removed from our streets or there is better enforcement, riding double, parking, age requirements. It is a free for all.
They need to be slowed down
They need to improve maintenance significantly. The biggest dangers and accidents I have had have been a result of brakes which do not work at all. The new Lime scooters don't even have an emergency brake on the back wheel like the older model did. Sometimes the front steering wheel bearing is loose which gives lots of free play on the steering wheel. This is dangerous as scooter is unstable.
they present a danger to pedestrians and in many cases operators don't follow rules of the road
They provide a good, fun, convenient, environmentally alternative to driving.
They provide an excellent alternative to cars
They really are just discarded so carelessly after someone uses them. Companies who own them must make users more responsible for where they are left.
They scooters are not being sanitized, and riders make little or no efforts to self sanitize, they are potentially a HUGE transmitter of germs
They seem very popular but they are often dumped or parked in very inconvenient locations and seem to be neglected which (I think) hurts brand image or the intended usage. I wish pricing and how to use was more pronounced or displayed somewhere as well.
They should be allowed on roads, same as a bike. They go just as fast as a bike, so I don't see the difference between escooters and bikes.
They should be allowed to go faster.
They should be available near all major transit hubs instead of just the downtown core and immediately surrounding neighborhoods



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They should be banned.
They should be more bird-like in regulations, than pedestrian like.
they should be required to use a bell
They should be restricted to bike lanes, and treated similarly.They are dangerous and irritating on small narrow sidewalks like those in inglewood along 9th ave and other similar areas. They can detract from the walking pedestrians experience, and casual shopping nature of the store fronts and pubs.
They should be treated like bicycles, minors should have to wear helmets, and they should not be allowed on sidewalks or be ridden across cross walks.
They should follow the rules of a bicycle. There should be way more enforcement from bylaw officers. Especially doubling in scooters and use my minors
they should have horns on them to warn people they are coming up behind you & move to one of sidewalk, actually should not be allowed on sidewalks
They should maintain quality standards as brakes and other parts are sometime lose
They should not be allowed on the sidewalks and it's rediculous how many people have accidents on them.
They should not be allowed with walking traffic, they travel far too fast. They are a nightmare to be around when walking, they come way to close to people and sometime hit them. They show no courtesy to people trying to navigate in wheel chairs. Too often I see people riding doubles on scooters.
They should not be used on paths designated for pedestrians- it is a real problem in eau Clair
They so very often block accessible access to sidewalks and bus stops. I've experienced multiple close calls with scooters entering the roadway illegally (against traffic lights, mid block etc) and can be difficult to see from behind.
They spread germs and the folks riding them are ignorant of the laws like most bike riders as well. No clue what they are doing plus no insurance for liability ??? If I get hit who do I sue ??? The city right now for allowing this in the first place and maybe the person who caused it if we can locate them. Police it better and maybe it can work. Right now it is like anti maskers, someone is going to get punched in the face
They suck
They were just as much a menace in LA as they are here. I don't need to try them. They need to be on bike lanes and not plough over pedestrians on sidewalks. They need to follow traffic laws and not cause you to almost hit them because they don't pay attention. They need to wear helmets. They need designated parking places so they stop being left in the middle of sidewalks or blocking intersection ramps where wheelchairs can't then move.
They work and are a great idea going forward
They're a great activity while getting to your destination!
They're dangerous on sidewalks and on the roads. As a pedestrian, I have been grazed by riders and have had numerous near misses. I've had to dodge out of the way while walking on a sidewalk tprevent from being hit. That's not safe! Rules are not enforced. It's also frustrating when you see them littered on sidewalks preventing mothers with baby strollers and those in wheel chairs trying to navigate around them. Honestly, they're a nuisance



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They're great
They're great but not respectfully used. If the city is using tax payer dollars to fish them out of the Bow, it's not something I would support.
They're great for connecting communities , increased walkability of communities, reduce emissions and can facilitate travel at unusual hours
They're really great. Barely seen any major issues. Lots of people use them to get around. The app makes you take a picture of how you've parked and will penalize you if you park it poorly. I would like to see more city-endorsed parking locations. They only seem to be in a few areas, but I like that there is a place that is designated for them rather than more random locations.
They'd be fine if people obeyed the rules, but they won't, ever, so reduce the numbers
They're a great, fun way to move around Calgary. Please keep them around!
They're a menace and impossible to avoid confrontations with. Daily evidence of improper and inconsiderate use.
They're a menace to pedestrians. I've narrowly avoided being hit multiple times walk walking on a sidewalk. And when left (abandoned) by users they block sidewalks and crosswalks with little regard for anyone else. The program should definitely be abandoned and the sidewalks given back to pedestrians.
They're an environmental and privacy disaster plus the additional safety risk with inconsiderate users.
They're awful
They're awful. Literally everyone that rides them are ignorant drunk millennials. I actually collided with someone on my bike and badly injured myself because they were going the wrong way on the bike path and I couldn't swerve in time. Plus are they ever cleaned? They could be contributing to covid and other disease spread.
They're generally good. However, scooterists should know that, just like cyclists, they forfeit all their expectation of safety when they choose to operate on a road with large moving machines.
They're great, just need to be off busy sidewalks (ie hike lanes & residential streets)
They're great, make em faster; think they should have to follow the same rules as bicycles
They're pretty neat
They've are a problem on pathways that are already crowded with people and bikes having to dodge parked scooters
Think they are a great idea however riders hog the sidewalk and travel far too fast to keep pedestrians safe. As great as they are, they are an accident waiting to happen.
Think. They are a good option
This has been a great pilot, and I want to feel secure that not only will these be around every year, but also that I will be assured of a right to ride my own scooter. I am considering purchasing one to do my entire commute rather than driving 90% of the way and walking the rest.
This is a big win for inner-city communities, and I believe it would be a miss to lose this service in Calgary.
This is a clean and affordable mode of transit for people



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<p>This is a fabulous mode of transportation. I know a lot of friends that use them daily as part of their commute to work</p>
<p>This is a fantastic way for people to get around, especially in the downtown core. I'm in sunnyside and will often hop on one to get to work in the morning if i'm running behind. It's more comfortable than taking the train during COVID. I have yet to see any issues with people misusing the scooters or causing anyone harm. PLEASE do not micromanage this program (ie: introduce mandatory helmets etc), as people, for the most part, can take care of themselves and we do not need to live in a bubble. If there is anyone misusing the service, fine them. But do not punish the masses for the actions of a few. It's also alot of fun and a way for people to explore neighborhoods. It's a fantastic program that aids in the overcongestion on public transit. Not to mention being alot of fun.</p>
<p>This is a great idea - 2 or 3 different providers is ideal, no more than that.</p>
<p>This is a great idea, but I feel more public education and enforcement are needed.</p>
<p>This is a great way to reduce pollution and traffic congestion in the city. More bridges over main roads or designated lanes for e-scooters around the city should be built to allow people to use such transportation to move around the city. E scooters are safe but funding for monitoring could be obtained through a licencing program where people need a licence to ride an e-scooter. But if you do that you will probably need to do a licence for bikes and that will end your political career. Lol.E-scooter users who break traffic rules should face fines to encourage sensible use.</p>
<p>This is a ridiculous option - unsafe for everyone</p>
<p>This is an ecofriendly option - I almost don't drive downtown because of these escooters</p>
<p>This is great</p>
<p>this is ok</p>
<p>This is part of modern urban mobility. It would be silly to get ride of them. In fact we should make more did I care space for scooters and bikes to use.</p>
<p>This is so vital to my transport right now, and they have really made the city more fun and lively.</p>
<p>This program absolutely has to stay. It's really the only reason I would go downtown on a weekend, and have spent money at several pubs and restaurants while in the core (the Barley Mill has \$5 pints all day Sunday - who knew!?!). My wife and I have had fun on e-scooters at least once a month, and have started to invite friends to Eau Claire to ride with us. I'm sure this is a big commercial boost for all the entertaining spots in the core, 17th Ave etc. And at no point did I feel unsafe, or saw disrespectful behavior from other riders. This is a no brainer for the city in my opinion.</p>
<p>This program is a mess and has been from the beginning.</p>
<p>This program is an absolute waste of tax payer money. Once again the city has wasted tax payer money. This money should come out of our Mayor's salary and anyone who voted to allow this program. This city has and its leaders continue to spend recklessly and increase taxes - enough is enough. Time to drain the swamp lead my our drunken sailor spend-shi (Nenshi).</p>
<p>This program is excellent from a transportation perspective. I live in Ramsay and it adds a much needed transport option for us. I hope we can be bold on this</p>



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<p>This project has proven to have more unresolved safety and compliance issues than would seem reasonable. Enforcement needs to be stepped up to comply with existing by laws. Helmet, under age riders, doubling, etc. need to be enforced as with any bicycle user.</p>
<p>This project was a waste of time and city resources, it is beyond time for Council to recognize we are a northern city and prioritize accordingly.</p>
<p>This second round of e-scooters has seen a big improvement in their use over the first go-around but further improvements are needed.</p>
<p>This should also cover private E-scooters as they are a great transportation option and huge investment for owners</p>
<p>This survey is a waste of time. Council already, as always, doesn't care and will not listen to people's concerns anyways because they are only self.-serving and guaranteed they will keep them. They've never done a pilot that was cancelled at the end. Smoke and mirrors.</p>
<p>This survey is scripted to the outcome you would like. I see these scooters laying everywhere, some in a broken condition. I do not believe they are as successful as you point out in your opening lines of this survey. They are a nuisance, unsafe and left as litter everywhere. I've come across scooters left at the corner of an intersection on the sidewalk, blocking pedestrian traffic. It looks to me as though people who use the scooters are only concerned about themselves and not others around them. I have given a negative review of how I view these scooters and would be happy not to see them as 'litter' in our city next year.</p>
<p>This survey was poorly designed to push me to answers. My concern with parking is not the specific geography or community, it spans all the communities I've seen them in. In all communities, I see them parked in the middle of sidewalks or pathways instead of off to the side. The impact is that our community as a whole becomes more difficult to navigate for those with strollers, wheelchairs or mobility issues. Work with the vendors to educate users about parking etiquette and I have zero issues in any community.</p>
<p>this transportation dosnt have a licence plate . i was hit twice in a side walk on 17 1ve and 10 st sw and 12 st and 16 ave sw . both times the guy just ride away without checking . i have seen some drunk people screaming and going trough red light or stop sign . there is no control on this people .</p>
<p>This was a great pilot and I hope it continues. The city was alive with people, way more than before. It was nice to see.</p>
<p>This was a great program. Please bring it back.</p>
<p>This was a successful program it would be nice to see the city continuing to support this</p>
<p>This was my first time using g this service today, and can see myself using a lot more once we can go back to the office downtown!</p>
<p>This whole program serves mostly party goers who ride under influence, disregarding all rules for road and Parkin safety. Very few people use it for legitimate business purposes. Bad idea. Also pathways should be left to non motorized vehicles as it was. No e-craziness, these operators mostly would not know how to ride a regular bike and suddenly going on pathways twice the speed limit.</p>
<p>This year in 3 occasions I've almost been run over by people driving escooters on the sidewalk way too fast. By "almost" I mean they clipped me &amp; I was bruised .They'd be fine with the same restrictions as bikes &amp; no parking on sidewalks</p>



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Those [removed] search beacon sounds are too loud for neighborhood residents
Those e-scooters parked everywhere including the c-train station and blocked the sidewalk
Those scooters are dangerous and people are careless I have had close calls in the edworthy park area they need to be taken off the streets period they are not safe and they break the rules at the traffic lights they will cross at no matter the color of the lights they are plain on dangerous
those things just end up all over the place in rivers on peoples lawns in the middle of sidewalks. have designated pickup and dropoff zones.
Though maybe not the shared e-scooter companies fault, sometime scooters are parked in very bad locations, interfering with car parking and traffic.
Three of us were walking downtown and the Beltline area admiring the BUMP murals yesterday and almost got hit three times by e-scooters on the sidewalk. All three drivers were of varying ages from a father and teenage son to young adults. None of them used the bells on the scooters and all were travelling at full speed. This was all in the space of about an hour. These scooters should not be allowed on the sidewalks- someone is going to get hit and suffer serious injury- if it hasn't happened already.
Ticket people who use them and park them improperly. And for the companies to actively fix improperly parked one.
time and time again allowances are made to transport other than for people with vehicles, who pay insurance and taxes on their vehicles, and who pay insurance and taxes (in many cases) for their parking space. I live downtown, where parking was taken away for another bike lane, and I have been hit by bikers on the sidewalk, when there is a bike lane for them right there, that is hardly used. the same now applies to scooters, which are left littered everywhere.
tiny children are riding shared scooters as young as 6 years old. They are dangerous to the riders and the sidewalks. Nenshi doesn't care if your child is struck by a scooter at 15 km an hour like it says, in busy areas scooter must slow to 15 km/hr... running speed through a crowd, absolutely stupid law. shame on you all for taking their money and throwing our safety out the window. When your loved one is hit by a scooter then maybe you'll care but it depends how much money they offer you, right?
Tired of seeing them laying all over the pathways and neighbourhood
To be more specific concerning what location in Calgary where I saw riders misusing e-scooters, that would be all over Calgary. All riders I have seen are traveling too fast, are not considering the safety of pedestrians or themselves and leave them parked carelessly on sidewalks. I do think the e-scooters can be good for the city but people are just not practicing safe behavior when using them so they are just a huge annoyance for me. I personally think they should all be removed, regardless their benefits.
To clarify, I have no issues with the concept but my experience has been a majority of riders not being considerate of other riders, pedestrians, vehicles, stores or really anyone for that matter.
To many scooter riders braking the laws. Riding on the wrong side of the road into oncoming traffic. Riding on the roads . Leaving scooters al over the place. Blocking sidewalks for walking. Cutting walkers off.
Today was the first time all summer I've seen Bylaw at the Peace Bridge (it looked like something was being filmed, so maybe publicity stunt?) and miraculously there were NO scooters on the pedestrian pathway. Every other day I've been there they ignore all the signs and ride right through.





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Too fast, silent and on the sidewalk, don't know they are approaching. Should NOT be on the sidewalk. Enforce same rules as bicycles.
Too many are left in the middle of pathways causing danger when dark.
Too many companies are operating. It shouldn't be ONE company, but it doesn't need to be more than two, either. Rides are littered everywhere, limes are often found broken in half, only Bird really seems to do a good job.
Too many inconsiderate users leave scooters in middle of sidewalks and pathways.
Too many negative externalities for the average citizen to justify letting a third party profit while everyone else suffers congestion, littering of the sidewalk, wear and tear on sidewalks and roads, taxation on health care system of injuries, etc. . All for a company to profit off while giving nothing back.
Too many on the walk ways, they don't follow the rules, no one to enforce rules only sign all over that no one reads
Too many people are inconsiderate of people walking on the sidewalks
Too many people double on them. Unsafe.
too many people doubling up on the scooters and too many under aged children. too many people just joy riding with no intention of a destination.
Too many scooter related injuries. People riding the scooters don't follow the rules and run in and around pedestrians. And weave in and out of traffic
Too many using the scooters for entertainment. There should be a location designed for that. Could the stampede grounds offer a safe obstacle course ride experience where skills can be developed, instruction offered for safety etc. Goal - separate the joy riding from true transportation users.
Too much unsafe and illegal riding of scooters. No obvious attempt to enforce rules or educate riders.
Too often they appear to be used for fooling around on rather than as transportation/completing the 'last mile' of a trip. They are ultimately wasteful/e-junk.
Too risky for broad population to use. Too many injuries for users AND completely unacceptable injuries to pedestrians - a single one is too many. Users of these scooters need to be provincially licensed in the same way as motor bike riders are.
toys for the rich
Two companies is probably enough. Have used Lime and Bird - prefer Bird, as Lime seems to have more frequent maintenance issues. Have not bothered to try the yellow ones. Find scooters a great way to reduce short car trips.
Too many people riding double and going too fast on sidewalks.
Two people riding, or under 16/18 is the greatest danger. Bad breaks, no breaks, or low power are a concern.
Unfortunately a lot of people don't follow the rules and travel unsafely and put others at risk.
unfortunately majority on e-scooter riders are for enjoyment reasons and have showed absolutely no respect for anyone else in their way, don't follow any rules, damage public and private property, leave scooters parked everywhere anywhere, puts children and anyone walking in danger making them jump out



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of their way as they believe they have the right of way, ring their bells as they think they have the right of way. Many major cities have banned e-scooters because of all the issues they have created. medical costs, emergency rooms etc have had a significant increase due to scooters injuries in Calgary. Also this year of Covid 19 this was a mixed message to citizens regarding social distancing, not cleaning the scooters ( major outbreak at Vive condos where tons of scooters may have been a cause of spread), signs confusing, bylaw trying their best but a needle in a hay stack. City the next morning looks like a war zone of scooters parked everywhere, like my fire lane for an example many times. all nite scooters with drunk people riding them everywhere causing danger, damage, social disturbances and manly for self fun. scooters companies have shown no changes, I have talked to many of their employees who pick up scooters and charge them, no communication or education to them at all from companies, just there to make money. But tax payers are paying the price in the end result. City of Calgary has a world class downtown and princess island and walk way parks! but scooters are quickly making all this a dangerous situations and very unsightly, its a real shame. I am guessing the cost to repair damages, city workers to put up signs that get destroyed over nite, bylaw officers costs may out cost what the City collects. the only ones making money are the scooters companies on the City wallets. and citizens have demonstrated in the last two years scooter riding is a entailment to ride, park, do anything on them but no follow any rules or respect to anyone else. very sad in deed. unfortunate Calgary would be better without them. even bicycle riders have to also deal with the scooter issuers and have to get out of their way. Calgary we have bike lanes which have worked great but do we have the room and Calgary do we really NEED e-scooters which was once a great downtown where everyone could enjoy. My wife and I cant even walk Eau Claire or princess island and refuse to because we cant walk in safety with scooters coming at you from all directions is just NO fun or safe. Thanks you for lessening.

Unfortunately the people that use this service doesn't respect the rules where impact our budget as a taxpayers for cleaning- rescue the object from Bow River, accidents- health care and it's terrible to see this things everywhere. Living in DW I cannot count the amount of intoxicated people that used this things and caused an accident. I don't like it at all.

Unfortunately, many e-scooter users are not as courteous to pedestrians on the Bow River Parkway, especially around East Village and Eau Claire River Walk Pathway! Also far too many are going too fast and forget to ring the bell in advance as warning when they approach people who are walking on the River Walk Pathway especially under Covid-19 environment when they ignore social distancing when they come up close to people who are walking! :(

Unfortunately, the non-compliance of users results in what i think is unreasonable safety risks when compared to the benefits. I have almost been hit by a scooter being ridden on a sidewalk as I exited a store. I have observed adults riding with small children on residential streets. I have seen many close calls between scooters and vehicles.

Unless their is a way to regulate where these things are used and parked they should not be in our city. People leave them in the middle of sidewalks, on roads and in obstructive places. Their also needs to be harsher ticketing for the unsafe use of e scooters

Unlike the lime bikes, many people using the scooters are unfamiliar with the act of scootering. They do not know what it takes to be seen by a vehicle or how much room to give a pedestrian or bike. Many people use the scooters after drinking and are belligerent and wreckless on shared pathways. The scooters litter community streets and inner city neighbourhoods.

Unlocking fees are too high



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Unsafe and unnecessary
Unsafe as people do not wear helmets. Lots of injuries from people riding these scooters. In terms of COVID, high touch points with no access to hand sanitizer
Unsafe for people under the influence and there is no enforcement. We need more bike lanes to keep them off the sidewalks and roads. And by law enforcing safe riding, and no riding for kids under 16. I've seen too many people unable to properly operate scooters either from being intoxicated or simply don't know how to ride them, resulting in injuries for the riders and nearby pedestrians
Unsafe. I am shocked that it is even a question of e scooters should be used in a busy pedestrian area
Usage area should be expanded
User behaviour requires changing!!! Too many people are uneducated on how to ride, how many people allowed on a scooter at one time, where to ride and safety for others and themselves, don't care about the by-laws or others, especially the seniors!
Users could benefit from a bit more signage.
Users don't know how to park them
users MUST be required to use warning bell or alert pedestrians they are approaching. They NEVER do which can cause accidents and injury. This needs to be enforced with a fine!!!!
Users seem to really enjoy them, that's why I support them, but the safety of pedestrians is suffering due to the lack of consideration of many e-scooter users.
users should park them nicely, not on front lawns of apartment complexes.
Users should require liability insurance to compensate the healthcare system for increased use. Scooter parking is a constant problem, blocking sidewalks and pathways, which is not reasonable for those with mobility issues {I do not fall into this category}
Using a motorized vehicle without a helmet, with a child or friend doubling, in crowded places is just asking for trouble. The orthopaedic doctors do benefit I suppose.
Using a scooter is a concussion waiting to happen. Get them out of Downtown
Using scooters is waiting for accidents to happen. They don't belong on streets or sidewalks.
using the river paths and city sidewalks has become hazardous for pedestrians. I have been almost hit by bikes or scooters whizzing past my left shoulder at speed a number of times. scooters often travel in packs that appear to be concentrating on keeping up with the leader and not paying attention to the other people and vehicles sharing the path or sidewalk. Many riders appear inexperienced and not in control of the scooter. General courtesy for others is frequently lacking.
Very concerned how fast they are and people just speed past with no warning. As a pedestrian, I had many close calls (3x per week). They are sooo inconsiderate which makes them dangerous. They pay no attention to pedestrians or cars around them, one almost crashed into my car as it tried to cut me off. I like the idea, but they have no business on sidewalks and we need rules and enforcements
Very dangerous - esp. without offering access to helmets.
Very dangerous for pedestrians and drivers. People are not educated on how to properly use them. Don't have helmets. Don't follow the rules. Go too fast.



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Very dangerous vehicles. Bad enough bicycles are on the sidewalk. It's getting to the point you can't walk down a sidewalk without getting run over. AND if you say anything to these morons stop and threaten you with physical violence.

Very dangerous. Riders unsafe. Dangerous to all road users and pedestrians.

Very disruptive when people bomb down curling club hill screaming their heads off and then continue to scream while riding around the cul de sac and/or curling club parking lot throughout the day and at 10pm.

Very Fun! Keep them!

Very upset that new policy where could not report blockages by abandoned to 311 for action. Totally unacceptable to have to call companies whose lines are constantly busy. I'm disabled and scooters have significantly decreased my mobility. Blocked sidewalks several times and even 2 days blocked handicap zone that NOONE would help me with. Lime phone constantly busy. Neither CPA nor police would deal with. CPA told me to move myself....even knowing I'm handicapped!

Walking and biking should be encouraged since it is a healthier and safer alternative to e-scooters. E-scooters riders only want to have fun and disregard traffic laws. We nearly hit an e-scooter rider who crossed 2 Ave SW along Stephen Avenue Mall. The rider was driving fast and was chasing another e-scooter rider. The rider did not stop at the crosswalk when the pedestrian light showed stop and traffic light along 2 Ave SW turned green.

Walking downtown this summer I've almost been hit by an E-scooter several times. They take over the walking path, don't follow the rules of the road when they're on the road and never use the bell to alert people they're coming. I've also seen kids under the age of ten on them, which considering how fast they can go, seems very dangerous. If they are to stay in Calgary more regulations need to be put in place.

Walking is a very effective way of accessing all of the benefits that are listed in the survey. It is very interesting in the photos in the Calgary Herald that were included recently, showing three people riding responsibly, slowly and wearing helmets. In reality that is a VERY rare occurrence. e-scooters are ridden irresponsibly most of the time and with little regard for others in their space. We live in a condo in the Beltline and have ongoing issues with random parking and minor damage caused by inappropriate use and parking of scooters.

Way to many of them being left wherever, and strewn all over. They are parked anywhere the rider feels like leaving it. This is IMHO, the single largest issue. Because the scooter doesn't belong to the rider, and the rider doesn't live where they leave it (zero vested interest), they just don't care how or where it's left. I've seen too many instances of doubling (at least daily or more), and the odd tripling. Yeah.. three on a single scooter.

Way too many close calls between scooters and pedestrians. I often see scooters come up behind pedestrians at a high rate of speed and pass on the right or left without any warning. I often see scooters with 2 or 3 people riding on the same scooter. Drunk people riding all over the sidewalk and roadway without regard for pedestrians or vehicles. Scooters are left all over the sidewalks and creating hazards for pedestrians. Scooter do not belong on the sidewalks, period! And how about some enforcement of the rules?

We already have bike lanes we do not need scooters.

We already lost car2go, please don't let the scooters go



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We are in a COVID aware society and this shared option without proper sanitizing is just another method of transmission. Based on the distancing and face mask policies these e-scooters should be removed IMMEDIATELY from service!!

We are supposed to be promoting healthy habits & exercise. Scooters should be a form of fitness. Having all of these electric bicycles scooters etc does not promote that nor were they meant to be electric

we as drivers have enough to watch on roads we don't need added desratcions who pays for the road repairs for bike lanes escoorers ect.

We cannot walk with our grandchildren along the pathway for fear of them being hit but out of control scooter drivers. Stop the program.

We come in from Cochrane usually 2-3 times in the spring - fall and have enjoyed a family jaunt around downtown calgary and outlying areas via scooter. If there was not the scooters to draw us there, and take us the distances we go we'd likely not go to these areas of Calgary due to parking and traffic (usually final destination before returning to our car is Inglewood for breweries and pizza )

We don't need shared e-scooters in this city. People are lazy enough already.

We don't allow littering, so why is the abandonment of e-scooters in the middle of sidewalks in Calgary legal? It is becoming an increasing safety problem for those with mobility issues. Despite complaints to Lime, Bird and 311, this impediment is not being addressed by either these businesses or the municipal government. What is being done to protect the rights of the disabled in this city? In addition, they are a safety hazard to pedestrians and do not provide warning before they whizz by. Does this City have to get sued for injuries suffered before they will do anything? Clearly, this Council simply gives in to whatever Business or Developers want irrespective of the cost or peril to residents!

We don't know much about spread of E scooters. Why did the city allow them to be shared during the Pandemic, while they kept virtually all city operated amenities closed? This sends mixed messages. I haved used Lime scooters; but just not in Canada.

We have a major problem in eau claire as there are several times after 10 pm that younger people come in groups of over 10 On scooters and are there sometimes after 2 am revelling and making noise as well as riding up and down 1st a d 2nd avenue shouting. No consideration for the general public trying to sleep. We have called the police but no response to this has been enforced. These scooters should have a shutdown on the scooter after 11 pm.

We have an issue with users taking the scooters to the roof of our parkade and using them to damage the membrane

We have visited other cities where scooters are used - they are always parked unsafely when not in use; limited pick up just like here. Currently with a high surface contact pandemic these are just not smart - and moving forward would be unwise to have in place as many things are passed between people via high contact surfaces. These are not cleaned between uses

We just downsized and moved inner city. We really enjoy our new community and like having the option of taking a scooter.

We live beside the Eau Claire market & have pylons on the road for bikes and scooters. We watch on a weekly basis scooters kicking over the pylons as they go by. On the river paths, we see multiple scooters stop & move the "no scooters on pedestrian walk" signs out of the way. We've asked scooters why they don't use the bike path that is right beside the pedestrian walkway & they say it's more fun weaving in and





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out of the walkers and runners. They say it's "cooler" having people see them riding a scooter. We thought there were rules about only one person on a scooter? We've seen 3 people - a dad and two small kids, at night it's clearly date night for couples and lastly, they just go far too fast thru busy areas. Y

We live in Crescent Heights. With Crescent Road closed., the parking in the adjoining blocks is terrible. Folks seem to come here , pick up a scooter and have rallies wherever they want. I frequently find one or more scooters in my driveway. It seems there are no rules for scooter users. They fly around corners at great speed and will not stop for stop signs or pedestrians. We fear someone will get seriously hurt. What are the rules for simple things like right of ways and so on. We often see two people riding on one scooter. The result is wobbly riding and inability (or unwillingness) to stop for anyone.

We live in Eau Claire. We have young children. It isn't a function of if, it is a function of when, they get creamed by one of these things. I'd be interested in the commuting figures, for mostly what we see is joy riding, often in packs, throughout very congested pathway networks. The number of close calls I've witnessed is endless. In addition to the actual impacts. It has detracted from our standard of living. What we loved most about being near Prince's Island, being active and spending time on the paths, is now a deterrent. We continuously check the clock to determine when a 'slow' period might be. This is our chance to allow our young children to learn to ride their strider bikes with a lessened chance of a motorized vehicle taking them out. The scooter riders are generally inexperienced. They ride infrequently. There is a learning curve to do it properly. The vast majority are no where near competent enough to navigate a Saturday's busy path safely. Then...when the fun is all over, the neighbourhood is strewn with scooters. Only to have pick-up trucks arrive to corral them and drive them around to other locations. Ironic how 'un-green' something can be when the entire process or life cycle is considered. Get rid of them please!

We lived in the Concord which is on the pathway downtown. We cannot have the windows open at night (all night) because of the screaming and noise of the people using the scooters as toys. This is EXTREMELY annoying. Once the sun goes down there are hundreds of scooters which don't respect walkers and use the walk only areas. There are a number of signs now asking scooters and bikes to use specific areas however this doesn't stop the scooters. Our condo has a pond and at least twice we have had to drag the scooters out of our pond. In the morning walking the dog we have noticed scooters in trees and also in the river. We have no problem with scooters except they are not being used properly.

We love the vitality that they bring to our city

We love them

We love them. Gave us an excuse to go down town, explore, buy from businesses, and have fun. For the most part people behave with them, and park them nicely.

We need a car share back

We need alternative transit options in the city of calgary to cut down on gas/diesel powered vehicles. South East communities need better mass transit options.

We need clear rules.

We need more active transportation in the city. The more options like this, the safer and more comfortable it will become.

We need more bike paths!





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We need more enforcement and signage regarding scooters and adults riding bicycles on sidewalks especially during Covid times. Neighbourhood streets in Kensington an issue was well as the 14th Street Underpass south of Bow River.
We need more space for peds bikes and scooters where we don't feel like a small mistake will get us crushed under a car or truck... Slow then down and reduce their space already... Design better streets
We need them in the winter too. Throw some winter tires on and let's go. They make Calgary interesting and fun.
We need these at every high school - and in the burbs...that's were kids would use them an where they would actually reduce car trips.
We really don't need these
We see more people using them improperly (ei two on a scooter,racing) than for transportation. It's seems to be just a fun activity.
We should definitely keep the scooters. It is an excellent, accessible mode of transport and also a great past time to share with friends and family.
We should go to a docking station system rather than having litter throughout our neighborhoods
We should keep escooters in Calgary. It puts Calgary at the next level for a better city to live in
We should keep the e-scooters in Calgary and expand the usage areas beyond the city-coreI would like to have the shared e-bikes back to - those were nice to have available
We teach our kids that pedestrians have the right of way, and two-wheeled vehicles are vehicles that belong in the road. Then we go and screw everything up with a bunch of asshats zipping between pedestrians on the sidewalk. Mixed messaging is dangerous. We have bike lanes, put the scooters there and for Christ's sake set up some designated parking zones. They're everywhere, often in the middle of the sidewalk causing problems for those with reduced mobility.
We think for the safety of all pedestrians that they should all be banned and removed from Calgary. They are dangerous and people only use them for joyriding. We live downtown and all summer drunk people were riding them till one and two in the morning and making noise and yelling. We are sick and tired of them. They're all over our sidewalks. They almost run over yo. We don't want these dangerous machines in our beautiful downtown any more. There is no room and reason to have them
We want to remain a single-vehicle family, and e-scooters have allowed this to be an option. Calgary would be wise to look at adding more scooter specific infrastructure in high-use areas. Specific parking corrals (not mandatory but to exist as an option to help neaten the neighborhood appearance for those who mind), and a few more bike lanes on side streets throughout the beltline would improve the experience. We had the old car2go parking spot on our street turned into scooter parking - it looks nice, uses the space wisely, and we always know where to find a scooter and where to drop one off to be neighbourly. More of those spaces would be cool!
We were told it was 0.15 a minute and it came out to over 50 bucks for only an hour and a half, felt like we were ripped off
We will be sending our comments to scootershare@calgary.ca and to our alderman.



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Wearing helmets should be mandatory with fines for non-compliance. Speed limit should be 15 kph everywhere. Scooters must yield to pedestrians on sidewalks. Scooters must use bike paths where they exist. There should be meaningful (big) fines for improper dumping of a scooter.
What are the cleaning protocols for scooters between each rider? I don't see any.....
What if e-scooters were placed in our new Suburban communities? We treat them like they are only for the 'hip downtown crowd' .
What is the shared e-scooter program?
what purpose --other than joy riding do e-scooters provide---most drivers are drunk when they drive them--they should be cut to 5-10 kilometers per hr why are they allowed to drive on the road ? And not follow any regulations---nobody cleans them during the Corona virus----sue them for passing the disease on to young people they ride 2 and 3 people per scooter ??
Whatever you do, please get these things off the sidewalks. There is literally no place for pedestrians to walk anymore as they are all over the sidewalks where I walk in the Beltline and downtown. People on them have absolutely no regard for pedestrians.
When commuting home on my bike around 11pm I have to get off my bike and move at least 1 scooter out of my way. The pathway along river front ave is also dangerous at this time as the pathway is full of packs scooters zooming around. I've almost been hit multiple times by people who don't have the balance to ride.
When downtown, while trying to get out of a parkade, it's hard enough trying to get out and yield to pedestrians. However, when you have these e-scooters whipping through on the sidewalk, it makes trying to get out more dangerous for everybody. Also, in my residential area, there are riders that blow through stop signs. Very little regard for the rules of the road.
When I am walking on the paths and sidewalks around Calgary I find that e-scooter users whiz by too close and have no consideration for pedestrians or vehicles. The e-scooters are also messy and unsightly around the City.
When I ride my road bike, I am required to wear a helmet and obey traffic rules. For some reason e-scooters fall outside these guidelines even though they travel at speed. When backing out of a parking spot I almost hit one that came scooting around a corner. I was almost knocked over by another leaving a store. I have yet to see any indication that the city enforces the rules for this mode of motorized transportation.
When is the city going to start punishing the people responsible for damaging scooters, for a instagram video.
When it comes to pedestrian safety, relative speed is a big issue in my opinion. Because of this, having fast moving e scooters or bicycles on sidewalks is unsafe. The issue of bicycles on sidewalks is also a growing concern.
when people throw and break these scooters it makes it more expensive and for some young kids this is what we use to transit around the city. i can barel even lift my scooter onto a sidewalk when needed so i hope the city recognizes that whoever was breaking and throwing them around it wasn't anyone in highscool or the demographic that uses them the most, it's the parents and losers who don't like using them and ruin it for the rest of us.



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When riding a shared scooter on a sidewalk I choose to get off and walk the scooter for safety reasons and to respect those around me.
When the rideshare e-scooters first were released in Calgary, you could ride nearly anywhere in Calgary, than it changed to Downtown and the surrounding communities. No longer could you ride from the North, East, West, or South of current areas. I used to be able to ride from my community all the way to downtown for any errands I needed instead of taking transit during warmer and good weather days.
When these scooters are being used, the people using don't follow rules. I have seen them whipping around people on sidewalk, on transit ramps, also they double on them, now I don't believe that is allowed, how do you monitor the way they are used.
When used politely, I have no problem with e-scooters, but the majority of the people using them seem to behave as if they have priority on the sidewalks. Also, the speeds at which they travel are dangerous for the riders. This summer alone, despite the pandemic rules in place, I have almost been hit twice by an e-scooter. If I had turned left instead of right not only could I have been injured, but the driver of the scooter would likely have been flung into traffic. They go way too fast to not require safety devices (helmets & pads), or alternately, speeds should be capped. The parking of the scooters is also problematic. The companies do an admirable job of repositioning them every night, but the users dump them wherever they feel like it. It is sometimes impossible to maintain the social distancing protocol on the sidewalks because we pedestrians are forced to maneuver around the scooters parked haphazardly and sometimes laying on the ground forcing us to step over them. If the company can identify the driver in order to charge them, then I see no reason the company should not be able to track who is being irresponsible and fine them accordingly. I like the idea of the scooters, but users are turning this opportunity into a menace for pedestrians.
When used properly these scooters are a valuable and handy tool for transportation and fun. More education about the rules of the road/path while using e scooters would help reduce improper use and accidents.
When weighing the pros and cons of eBikes, I think the City of Calgary needs to review the costs & data associated with Emergency Room visits associated with eBike accidents. I fear that the costs & impacts on our Health Care system probably outweigh the tax benefits to the City & citizens of Calgary.
When will we see a car share program return?
When you are in the north and south sides of downtown Calgary and you need to get around, the e-scooters are a perfect way to get somewhere quickly. Walking to the LRT, riding up a few blocks and then walking out to the north or south side again can be extremely time-consuming.
When your phone dies there is no way to shut off the scooter! There should be a manual cancel ride on the scooter or TECH support should answer phone calls and texts ASAP!
Where did all the shared bikes go? I'd rather use those.
Where did the shared bikes go? I thought the point of a bike share was to encourage ACTIVE transportation. Scooters are a lazy, but fun way to get around. Healthier citizens are less expensive citizens.
Where I work people just leave them all over and obstructing the pavement - this impacts both able bodied and disabled people. The riders don't care about others just what is convenient for them



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While I am not a user of the e-scooters, I feel these transportation options are a GREAT addition to Calgary. I think having the e-scooter governed to a certain speed is a good thing, for all. The Pandemic has certainly added a level of anxiety and strangeness to our everyday lives, but the e-scooters do provide a great vibe for the City. Let's keep 'em. Let's find ways to park 'em better. Let's keep adding to the cycle track and safe bike lanes around the city. The e-scooters are awesome! Thank you for the opportunity provide feedback. Some citizens will undoubtedly pour some hate on the e-scooters, but I feel these citizens do not like public transportation, bike tracks nor investments in alternative transportation.

While I can see these scooters are convenient for the user, riders absolutely must take more care riding because I was travelling with my client going eastbound on 5th Avenue toward Chinatown a few weeks ago on a lovely day when a young woman on a scooter whizzed by me so extremely close that if I had stepped to my left she would have thrown me and possibly my client to the ground. I am 61 and a Community Support Worker to a client who has a non physical disability. We were the only people on the sidewalk, to my knowledge, that there was no reason for her being that close. When we caught up to her across the intersection, I politely pointed out to her that she should take care as she almost hit me. Her response while she was texting something was to look quickly at us and dismiss us with a belligerence. So much for respecting your elders.

While I do see some benefits of these, they are an absolute menace in the evening and night. Too many drunk users compromising everyones safety. Please turn them off at 10pm, or cancel the project

While I don't want to use them, they're great and people like them.

While I feel they can be a viable option for transportation in our city, the etiquette with respect to parking and users is horrific. If this could be addressed, I would be more in support of e-scooters.

While I haven't used an e-scooter my teenaged (16) child does frequently and it has been a huge benefit to our family to have access to them as an option to getting them around rather than having to driver them. I wish they were available year round ... but obviously understand why they're not.

While I support that shared e-scooters give people more environmentally-conscious transportation options, it would seem from observation that e-scooters are not being ridden for this purpose the majority of the time. Instead, it seems that riders view them as a recreational activity and use them recklessly, causing danger to others and themselves. Riders leave e-scooters littered about and do not park them appropriately in designated zones. I am a proponent of implementing a bike share program instead of e-scooters since it would accomplish the goals of linking people with transit systems and providing transportation options (that are also kinder to the planet) while encouraging active transportation for a healthier Calgary. If popular opinion is to keep e-scooters, I would strongly suggest building a maximum speed limit of 15 km/h into the scooters themselves so that riders cannot accelerate above that limit. E-scooters should be treated like bicycles and should not be permitted on sidewalks, and should be required to obey all traffic laws. Additionally, more education about how to be a respectful rider is needed, as well as enforcement. I have never seen any education provided about how to be a good rider, nor have I ever seen a presence of enforcement.

While I understand desire for safety, I don't think the city should be involved with enforcing parking spot, shared riding, etc fines. Some thoughts are this - fines for improper parking: people can move a scooter easily when it is not paid for or in operation. I see people try to ride or pickup scooters without paying for them all the time until their alarm goes off. If they abandon it on the sidewalk or wherever from it's previous acceptable parking spot, it is not fair to potentially have a fine go to the last person who legitimately used the scooter. Forcing the companies to give out fines for this will mean they'll tack them automatically on a



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person's account without follow up or making sure the rider in fact parked inappropriately. Sharing a scooter: People tandem ride all the time, both with personal and shared scooters/bikes, and walk away fine as long as they are riding alert and responsibly. I think the perceived danger of doing this is overblown. Bylaw fines for this seems ridiculous. I understand the scooter companies wanting to avoid this in order to have more sales, but that is their issue to solve and shouldn't be a bylaw fine.

While people will always complain about the ones who break the rules and those are the reasons that we should cancel a program, looking at only the bad apples in a bunch is not the best approach. If we did that with anything else there would be no modes of transport beyond walking because there will always be bad apples. Enforcement and education for people not following the rules is key. Ticketing if needed if they refuse to actually follow the rules.

While some are considerate, most e scooter riders don't follow the bylaws and many go way too fast and behave very badly - so the bylaws don't work. E scooters at 20 km/h next to walkers is dangerous and makes no sense. Why doesn't the City fine the e scooter companies that operate the shared program for abandoned e scooters? Do what other cities are doing to effectively deal with the danger and nuisance. Or ban them.

While the introduction of more transportation modes, especially electric or zero-emission options, is important and helps to reduce car trips there needs to be more enforcement or restrictions. Almost daily I find scooters parked across bike lanes, pathways and sidewalks. This creates barriers for other uses, especially if they are unable to go around the scooter or move it out of the way. The other main issue is lack of helmet usage and following of traffic or pathway laws and etiquette by scooter users. This endangers pedestrians and other users.

While these things are great for getting around, the safety aspects really need to be dealt with.

While they look like fun, I almost hit a man who was on a scooter and flew out into traffic while I was driving. I could have killed him and it was very traumatising for me and my passengers.

While they seem like a fun option, the sheer amount of speeding, dangerous driving and lack of respect to all other pathway users make me feel that people just aren't responsible enough to use.

While walking downtown on a sidewalk I was hit from behind by a scooter . The operator then started shouting at me for not moving out of the way. I am hearing impaired and did not hear anything. I then noticed the scooters on the street, sidewalks and the mall. As a motorized vehicle the riders don't wear any time of head protection nor do they require an operators licence. I know of no other major city in north America that allows vehicles to operate on sidewalks designed for pedestrians.

While walking on sidewalk have numerous occasions where e-scooter and rider blasted by me at full speed with no warning. Totally dangerous to pedestrians. Should not be allowed on sidewalks.

Who do I sue when I am seriously injured by one of these death machines, the driver of the e scooter, the company that provides them or the City of Calgary? I have been hit three times while using the sidewalk, forced off the sidewalk daily by inconsiderate users, if you want to keep them restrict them to bike lanes or bike paths and reduce the speed.

Who is liable if an escooter strikes a pedestrian? If a pedestrian is maimed by an uninsured scooter there will not be any insurance to cover them.





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Who is responsible in the event of an accident or injury, the taxpayers? Are they people who use them licensed? The roads in Calgary are a disgrace so if they are the cause of an accident, who pays, the taxpayer! I am tired of having to pay for special people to have treats!
Why are bicycles banned from sidewalks but e-scooters are allowed. E-scooters can accelerate faster and are less maneuverable. Seen too many close calls. Also why no helmets mandatory? While not an e-scooter (motorized) I know of one person that was killed on scooter while riding with no helmet. Makes no sense on how program is rolled out. Should have same rules as bikes ( I ride 4,000km per year on bikes)
Why are helmets not mandatory to wear with scooters? Why in a pandemic are we allowing these high touch surfaces to be shared with no guarantee of cleaning? People use these and run red lights downtown, double-up and pre-Covid times, ride on packed sidewalks and pose a danger to pedestrians. The littering of them is disgusting, Explain why I am seeing them as far away from downtown as 130th Ave SE? They are a disgrace. Focus on transit and c-train instead to get people off roads and out of cars.
Why are riders not required to wear a bike/scooter helmet?
Why are riders not required to wear a helmet? Cyclist and motorbikes require helmets. Totally unsafe and you should need a helmet to ride. Sets a terrible example for kids...you have to wear a helmet except on an scooter!
Why are some questions (4) only allowed 3 answers (I had 6 objections) whereas other questions are allowed limitless boxes to tick? Having a survey that is impartial is important. I am disappointed. But not surprised either. I see bike lanes empty and vehicles backed up into fewer lanes. Too many bike paths. Too many bikers ignoring the law and running red lights.
Why are they only downtown. They should be all over the city. Could be used to commute to train stations.
Why can't you use one credit card app. to rent several scooters from the same business?
Why did they take away the shared bicycle system? Is much easier to fit into current transport infrastructure and safer.
Why didn't you ask about problems from the perspective of the scooter rider? Cars intentionally cut off scooter riders, pedestrians kick over scooters parked properly, people spit at scooter riders. Treat scooters like bikes, then it becomes easier to manage and enforce rules.
Why do you do non-random surveys? The results are not representative. Also your yes/no question allows you to choose yes and no.
Why does Calgary cater to everyone except taxpayers. The primary demographic does not appear to be taxpayers. I would love to have sidewalks cleared and roads plowed in winter as a walker.
Why don't they run only until 10:00PM so as not to disturb residents when they're trying to sleep? All music in the park has to end at that time during the week.
Why is there very little information in reaching these companies. There was a Lime scooter abandoned outside my house in the suburbs - There was no information on who to contact. It was there for over 3 weeks
Why not have them be required to park at specified docking stations? I found this to be no problem with the bike share in Ottawa. Very disappointed there is no bike share - at least that offers people some exercise.





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Why on earth are you wasting taxpayer money on a survey? Your own statistics show the popularity and use. Spend your time on something more worthwhile.
Why scooters were ever allowed on sidewalks in the first place.?
Why the companies are allowed to not charge people that are misusing the scooters. There is zero enforcement and riders are leaving pedestrians scared of walking. The riders are travelling too fast and are self centred and littering and not parking them appropriately.
Why wasn't there more safety and usage protocol advertised prior to now??
Why would we get rid of an alternative to cars? When we are building all these bike paths
Why? There are so many other things the City needs to focus on, reducing taxes comes to mind, why is there any time and energy being put into this annoyance?
will bike share be coming back? I miss it!
Will e-scooters be a seasonal operation? Only spring, summer, and fall.
Will this survey be taken into consideration by the City? Seems like they ask for input but have already made up their mind (just like cycling and other transportation matters). I suspect it's a done deal already and we should get used to seeing scooters around. I also don't appreciate the City's war on cars.
With an aging population, escooters should be restricted to areas with minimal potential conflict with elderly pedestrians and drivers who cannot instantly avoid an unexpected escooter.
With Calgary's subpar transit system the scooters are a must !!
With Car2Go leaving Calgary, we need more options than cabs/Uber and transit in this city.
With COVID around people are not cleaning the e-scooters before or after use. This can be spreading the infection because the riders don't wear mask or even helmets
with COVID happening I feel it is a easy way to spread the virus, also they are never parked in the right spot after they have been used always parked on the walking paths. also ive seen them littered all over the place, no one cares to take care of them and get tossed in the bow river
With Covid-19 and physical distancing the e scooters monopolize the sidewalks the extended walkways and are left in front of walkways alleys why should I have to touch them. And they are not being disinfected at all. Police are not issuing tickets for doubling no helmets there zero enforcement
With mandatory masks in required in ALL public places due to COVID-19, proper handwashing preached hourly to 'flatten the curve', and NO END IN SIGHT!!! ... WHY!?? are Calgarians permitted to CONTAMINATE shared e-scooters with dirty hands that have been who knows where!????? ~~~ Just WHO continues to push this mandate forward!?!... and how are they lining their pockets!?!? ..... ???
With obesity on the rise, we should be encouraging more physical activity not less. Young men are dangerous on the escooters driving too fast and dodging walkers. There is little to no Bylaw officers policing river valley pathway by Peace Bridge and Eau Claire. With COVD19, escooters promote contagion as no one sanitizes the handles
With something like the e Scooters and the miss use, the city really needs to add some enforcements, people doubling up, speeding down paths, not wearing helmets, saw 2 scooters collide with each other even once



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With the COVID19 I just don' want to be using something that a lot of people are using, people don't care about health and safety neither for the scooter. I'm glad for this survey but this service needs to be regulated. This is becoming a menace.
With the disappearance of car2go, I was very glad to have additional transportation options. As someone who chooses not to own a car for environmental reasons, I would encourage the city to continue to add options for transportation that don't require a car.
With working from home we need to spend much less on cars and parking, and encourage alt transportation
with zero enforcement on how they are being used, they and they users should be licensed and insured since they are on the road and cause accidents
Without a viable car share (Car2Go) program in the city, e-scooter are the only mode of transportation that allow quick and efficient short distance travel in the warmer months. We still need something for those 8 months of cold weather in Calgary.
Without Car2Go the e-scooters have become a positive alternative for travelling short distances around the city. If we want to move towards having less cars on the street then we need to maintain as many alternate forms of transportation as possible. Ultimately our bus system is slow and our train system is far too spread out to meet the needs of most transport consumers; the e-scooters fill a needed gap. In my experience there are just as many reckless and / or inconsiderate drivers on bicycles and in cars as there are on e-scooters; so there's no need to eliminate a positive transport option for many, because of the actions of a few. I strongly recommend the city make e-scooters a permanent fixture in Calgary.
Without question the advantages of scooters outweigh to disadvantages. Scooters mean less cars and more parking. maybe create some tickets for people not using them correctly but overall pilot was successful.
Wonder why helmet laws don't apply to scooters.
Worst example of poorly parked scooters: 6 scooters side by side on a sidewalk at a bus stop placed so that it was almost impossible to get out of the bus., by coop downtown. And I am in excellent health, no mobility issues.
Worst things ever
Would be nice if there was place to put my Starbucks on the scooter....
Would be nice to have somewhere to put your phone so you know data (time of ride, etc)
Would be supportive of e-scooters if- speed limited to 15 or 20 km/h so they pose less harm to riders and those walking near them- there was a way to prevent them from being littered all over the parks and middle of pathways- riders were aware that they need to be aware or behave like cars or cyclists when riding e-scooters and that they aren't pedestrians -- yield to pedestrians and share the roads / pathways / cycle lanes
Would like the program to be year round (within reason). Last year - scooters were removed Oct/Nov when there were still quite a number of riding days, and even in the early part of the year - Jan/Feb/Mar - there were many days where scooters would have been good to have available. In general, I have used both Lime and Bird (more torque for hills) - I would also like to see the providers tune/tweak the scooters to



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better climb a number of hills in Calgary. I live in Scarboro and often have to push assist the scooters up a few of the roads.
Would like the scooter park zone to extend up to the University of Calgary earlier in the summer.
Would like to see designated parking areas for them, some sidewalks are littered with e-scooters, so much so that you have to walk on the street to get around them. I have also seen them in the river.
Would like to see the city less involved minutia of E-scooter regulation, allow companies to decide their zones and numbers and citizens to choose where it is safe to ride for themselves.
Would like to see them again in 2021. Much easier to get around the city.
Would love for the program to expand outside of downtown
Would love to see more bike path connections from residential areas to parks like signal hill to north glenmore park
Would love to see responsible kids aged 12 and up enjoy e scooters when with their parents.
Would prefer to have the e-bikes
Would rather have a bike sharing program (that was previously discontinued) over an e-scooter sharing program. Bikes are better for travelling larger distances.
Yay scooters
Yes ! ... I think they should have it set up, so when you go to use the scooter from your phone . They should be parked in slots , like a bike rack but has sensors . So when parked it doesn't fall over . Or people push them over . I have seen it and always stand them back up ! ... it's not a huge deal but people need to show more respect for my city ! I grew up here 40 yrs now ! ... and kids these days have no idea what is was like for us to make life how it is today
YES !!! These vehicles pose a definite risk to everyone, those using them improperly & those of us just trying to get around on foot. They are always parked improperly in the downtown core, lines of them at a crosswalk yesterday (at least 9 of them), in the middle of sidewalks, zipping in and out of pedestrians who are just trying to get from point a to b *** a definite menace and NO enforcement. They need to be gone...people should be WALKING, especially young people. Older people are put at risk by the selfishness of e-scooter users who are simply using these vehicles for FUN !!!
Yes how the hell do you allow access to shared scooters that you do not allow for private scooters owned by tax payers?
Yes I would like to know the amount of injuries caused by these scooters. The city should keep track of this figure. I hear there are many injuries with these scooters.
Yes I would probably at a certain point buy my own e-scooter rather than use a shared one
yes it would be nice to see the time remaining on your dollar balance during use
yes please remove all of them
Yes they need to ring their bell more often when approaching people rude and ignorant
Yes! I think there is a very strong case for the e-scooter pilot program to be expanded to other areas of the City that is not just the downtown area. I live in the SW (Oakridge area) and I know many people would use them to get to transit or shopping or even to friend's/family's houses. Even if we were only allowed to keep



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them within our quadrant or certain area, they would still be used quite frequently. We have places to get to too! Please don't forget about us who live outside of the downtown area and rarely get access to amenities like this (e.g., when Car2Go was in Calgary we still didn't have access to it)!

YES!!!! My husband and I were both riding an e-scooter { We both had one each } on September [removed for identifying or personal information]. We were riding on a paved back street road, when we decided to ride along 17 Ave. SW going east. There was some construction going on fixing the the curve ramps for each corner of the sidewalks for handicap, people with wheelchairs etc for better access. When we approached going onto the sidewalk, The City of Calgary just threw a piece of plywood onto a corner of a sidewalk at 17 Ave. and 10th street location to hide the gap. The piece of plywood was NOT secured to the ground for the safety of the people. Instead it was loose. Because of this, when I was approached the sidewalk driving slowly, when I went over the piece of plywood, I lost control and hit the blue mesh fence [was in accident and suffered injury. Details removed for identifying or personal information.]

Yes, I believe helmets should be mandatory when riding a scooter.

Yes, I think e-scooters are dangerous. I have witness to many people zipping down the street at all times of day and night with more than one person on it. Also my son rode a e-scooter for less then 5 minutes, [was in accident and suffered injury. Details removed for identifying or personal information.] I honestly think , these are very dangerous to all.

Yes, I'd imagine most of the people who are against e scooters are either largely concerned about safety, or are cycling enthusiasts. The latter sees the scooters as an Invasion to bike paths and other generally bike oriented places. I believe this opinion is hypocritical as bicycles are as much of a safety risk regular foot traffic as scooters, if not worse as they can travel faster and don't have their speed limited by a governor. If you ban e scooters, bicycles should be banned in the same regard. I'd recommend neither be banned, as the safety is fairly low (In my opinion) regardless.

Yes, no bells, or noise so someone can hear if they are trying to pass you, and please pass on the left, not right side.

Yes, people sometimes leave them inappropriate places but people will learn over time. Look how much space cars take up , the injuries they cause etc. Scooters add life to the city and give people another transportation option. Don't let the no fun people (aka calgarians stuck in the past) drive them out.

Yes, people who use these scooters (and I am a cyclist, walker and runner) are all over the place. They ignore traffic signals that bikes have to obey, they jump from sidewalks to pathways to roadways all over the place. They ride 2 or even 3 on one scooter at a time. They wobble and wander all over so if you are a cyclist or runner or whatever, you have no idea if the person riding the scooter has control and if they will hit you or not. We witnessed an accident on northside pathway east of 10th Street the other day - person fell off a scooter and EMT were called. Cyclists are held to a higher standard than scooters. Oh, and scooter people NEVER use their bells or helmets. Thank you.

yes, we need a new mayor.

Yes, When doing online surveys for the city, there should be sufficient contrast in the colour of the text and the background. Using light grey on a white background makes it extremely hard for those of us with visual impairments to be able to comfortably read the questions. The darkness of the questions is good enough contrast but not anything else. Thanks for listening.

Yes. E scooters are more unstable and less user friendly then e bikes. How many people have previous experience using a scooter vs a bike? The only exercise accomplished on an e scooter is standing, e bikes



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offer the potential to exercise within the limits of ones ability. The absence of helmets is a clear invitation for people to injure themselves and then sue the City! I would prefer the city backed the sharing of Class 1 (pedal assist ) and Class 2 (pedal assist and throttle drive) E bikes offering riders the option to exercise or not. Helmets should be mandatory to operate either e scooter and e bikes anywhere in the City!

Yes. I love the e-scooters although at 63 I doubt if I will be using one. As NO ONE wears a helmet when using them I think that the speed of them should be greatly reduced. As well, much more effort has to be made in ensuring that people ride and dispose of them correctly. Much more appropriate public education as well followed by fines for non-compliance. Also they are much safer on sidewalks and bike paths. Seeing them on the street alongside cars would be scary.

Yes. You need more open ended sections in surveys. Riders travel very fast. They do not notify you (as cyclists do by ringing bells) when the are approaching. They cut in very close to riders. More education, rules, penalties should be applied to unsafe riders.

Yesterday I was on 16 Nw I saw 7 of your scooters park on the streets corner and at the lights ( I was coming from Centre St., North to Lions Park ) people had to walk around them. No that needs to change

You always see some people who has no experience in e-scooter wondering on the street, or people who ride e-scooters in a rude way. Cannot think of any good point. Even cannot promote more exercises.

You are limiting 'top items' to three. I think it all fits in but in general people just aren't responsible enough and are too self entitled/absorbed to use these devices. At lease with car share you need a drivers license and a credit card that is associated with the drivers license. Your by-law has an age criteria and an occupancy criteria but no policing. Daily as I cycle commute into and out of the downtown I see unaccompanied minors riding these things. How? Their parents have put the app on the kids phone and validated it with the parents credit card. I see these devices flying down the pathway with an adult and young (very young) 4-5 years old standing between the steering post and an adult. No PPE - nothing. A closed head injury waiting to happen. This doesn't even get into reckless or untrained operation (honestly folks there is some modicum of athletic ability required on these things - like a sense of balance at least!). But you see people on these things that really have no business on them - they are just not capable, yet there they are causing havoc. And parking - its not parking its abandonment. As a daily commuter cyclist when I get into the downtown (virtually from Bow Trail to First St SW) it's like riding through a mine field. This is a direct thumbing of the nose at you - elected politicians and city administration. I know this mayor and current cadre of city bureaucrats want the hip vibe but how can this be right? I also know this is your inconvenient truth but it needs to be said - 'the Emperor has no clothes'. If you do not insist on these vendors instituting some sort of operator qualification, mandate PPE (helmets for sure) and cause hard enforcement of age, occupancy and fare play you are not responsibly executing on your mandate. For the most my observations are that these things are city sponsored, seasonal toys. Who will pay for the policing and at what cost? I don't want to. Who will sustain physical injuries - riders, innocents, both. The irony to this humble observer is that in these Covid times city hall is mandating distancing and masks to ostensible protect the public while, based on the lack of any tangible policing of the bylaw, condoning anarchy on the sidewalks and pathways. So ya, I guess there is something else I'd like you to know.

You asked, 'What are your top concerns with shared e-scooters? Please select up to three (3).'Why only three (3)? Why not all the concerns listed? E-Scooters have become an annual blight on Calgary. Covid-19 should have erased this garbage program, I was incredibly disappointed to see the e-scooters return in the spring of 2020. Rarely do I ever look forward to the return of winter, now I make an exception - it fill my





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heart with joy to see these revolting e-scooters collected up and removed from all my favourite city parks and paths. Do not bring them back.

You can hardly drive in this city due to city councils attempt to social engineer Calgary. Give the majority of us that need to drive in and out of the core the better options with vehicles and keep the bikes and scooters of the streets. Get rid of the [removed] bike lanes.

You cannot safely mix pedestrian and non motorized traffic with vehicles that have motors. These need to be on the road with other motorized vehicles.

You can't create laws to make scooters safe and operate properly. People will just continue to break them. They are unsafe and cause a problem in our health care system and hospitals. Calgary infrastructure is not good enough to support scooters as Calgary already has a tough time accommodating walkers, runners and bikers. I support to scooters in CALgary.

You failed to consider that people Use wheelchairs or walkers. Once again, Exclusion of those with disabilities.

You need to include Marda Loop in this survey. E-scooters ride on the narrow sidewalks, in the road with traffic, two people on a scooter, groups of people (I counted 8 scooters, no one with helmets riding in the middle of 34th Ave, party time). This is a student district now and there is no management or enforcement for the scooters. Sidewalks that are 3 feet wide with pedestrians on them are no place for scooters. Might be different downtown where the sidewalk at 12 feet wide... do your due diligence. One size does not fit all neighbourhoods.

You rock Calgary

You should resist passing new rules and regulations. You should let the market place decide how many scooters are the right number. Scooter riders, for the most part, are considerate. Since this is a new mode of transportation, riders will eventually adhere to the rules governing placing the units after use. The companies probably have the ability to sanction riders who repeatedly violate the rules.

Young adults using them on 8th st at 1am to 4am screaming as they go up and down the street from and to the park on 17th Ave.

**YOUNG MEN WERE THE MOST DANGEROUS AND INCONSIDERATE RIDERS 20-35 AGE GROUP**

Young riders, often late at night, are the reason they have a bad reputation. Sidewalks are NOT for e-scooters, hence the word WALK.

Your questions about concerns of escooters were loaded. How about concerns about car dominated streets that are dangerous to all. Concerns that car drivers don't pay attention to the road, speed, and break traffic laws.





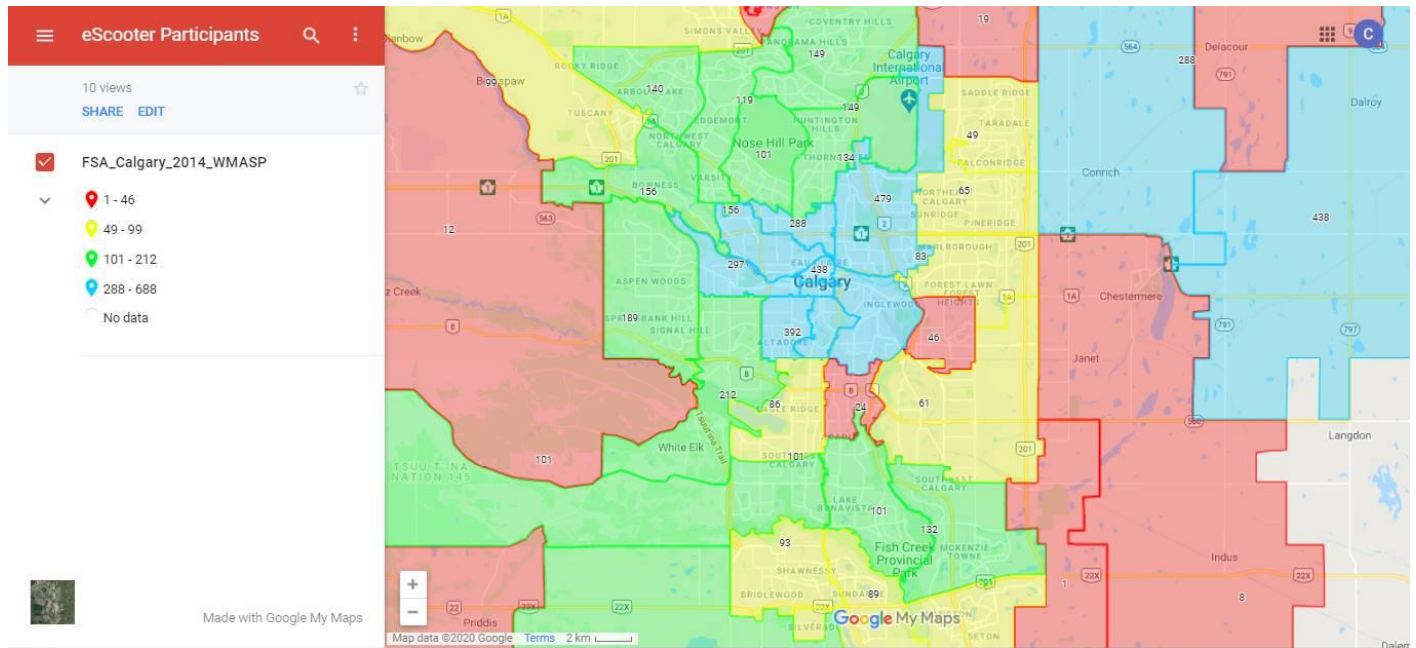
# Appendix F – Postal Codes

Stakeholder Report Back: What We Heard

October 2020

## Appendix F – Postal Codes

What are the first 3 digits of your postal code?



Link: <https://www.google.com/maps/d/viewer?mid=1keF9LHFkkmx55LBeGKy-yVRdyPNODhmz&hl=en&usp=sharing>

### Valid Calgary Postal Codes

Postal Code	Number of Responses
T1X	8
T1Y	65
T2A	83
T2B	46
T2C	61
T2E	479
T2G	398
T2H	24
T2J	101
T2K	134
T2L	101
T2M	288

Postal Code	Number of Responses
T2N	688
T2P	439
T2R	544
T2S	294
T2T	392
T2V	86
T2W	101
T2X	89
T2Y	93
T2Z	132
T3A	119
T3B	156

Postal Code	Number of Responses
T3C	297
T3E	212
T3G	140
T3H	189
T3J	49
T3K	149
T3L	99
T3M	83
T3N	19
T3P	35
T3R	54
T3Z	12