



City of
Kelowna

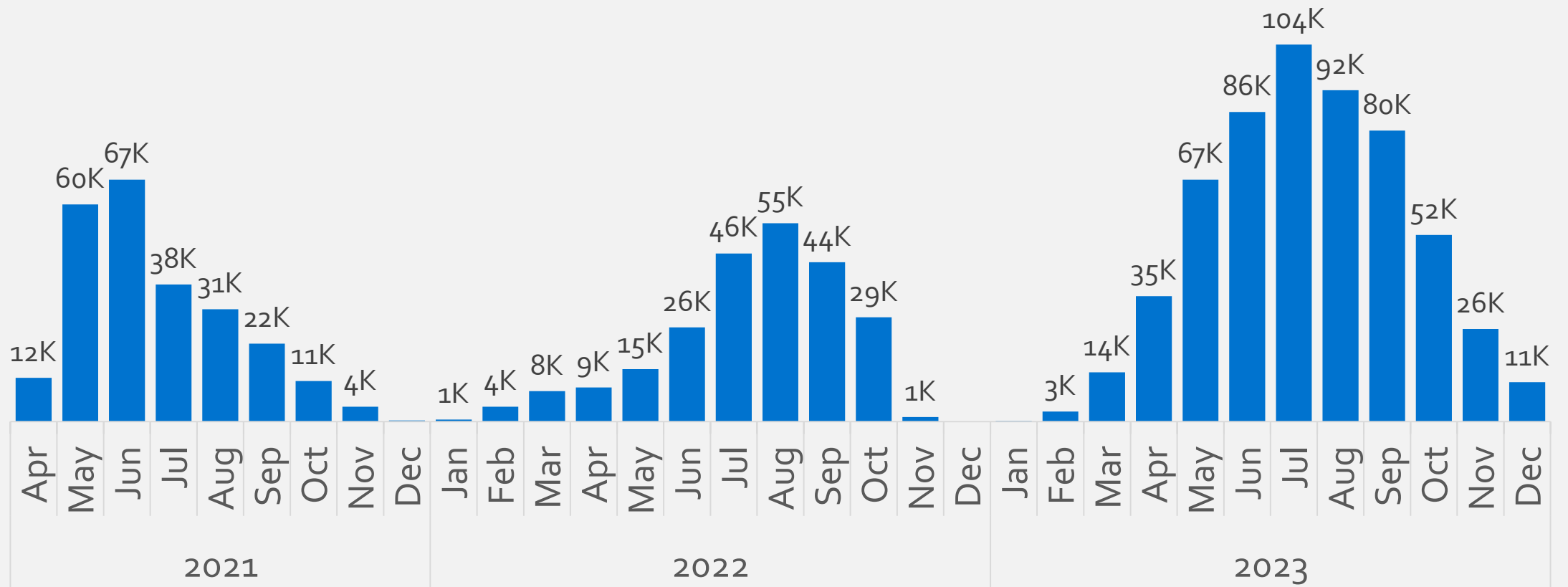
Micromobility Program Update

January 22, 2024

Ridership

Over one million trips have been made on shared micromobility in Kelowna

Monthly trips on shared e-scooters and e-bikes, in thousands

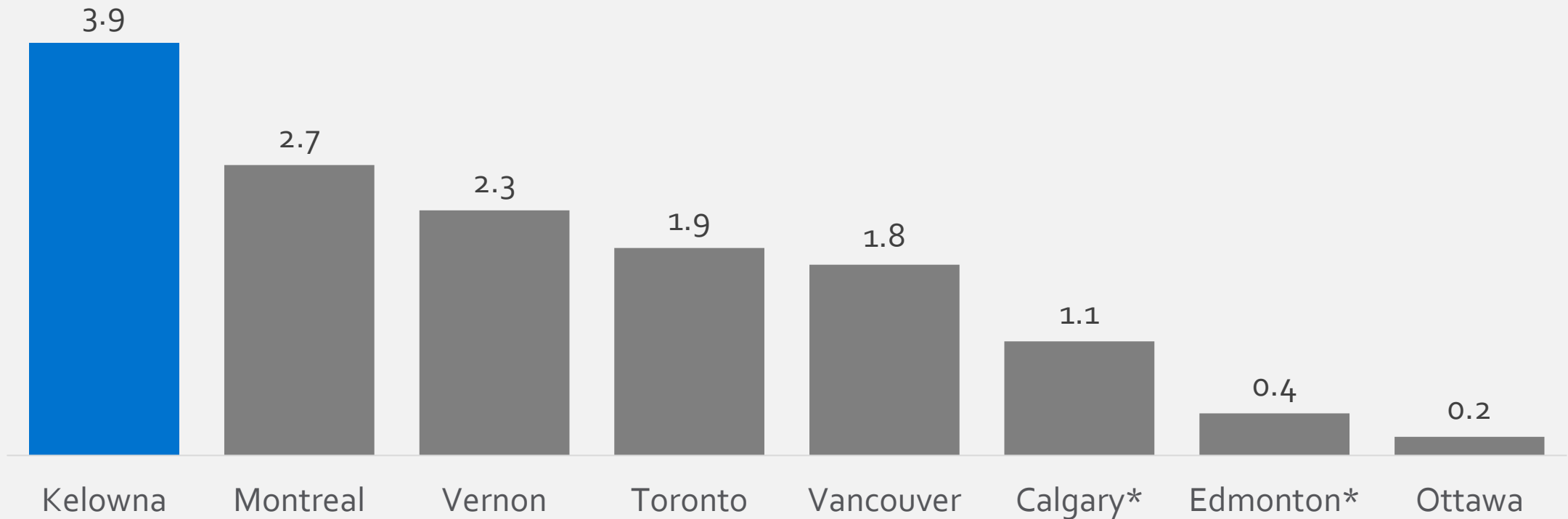


City of Kelowna

Ridership

Kelowna's per capita ridership is one of the highest in Canada

Per capita ridership of Canadian micromobility systems, based on municipal population



*2022 data

Increasing transportation options

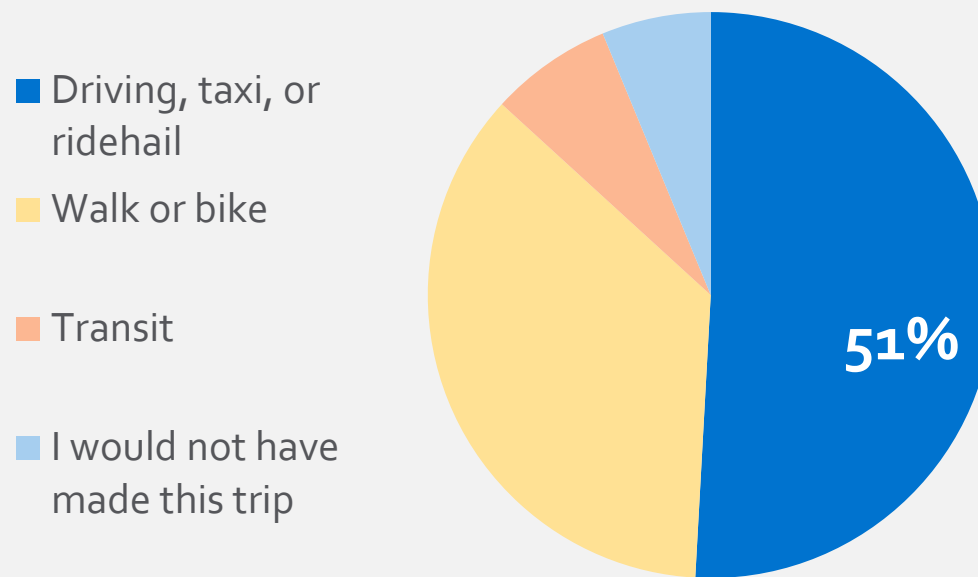


- ▶ Average trip is 2km
 - ▶ A lengthy walk
 - ▶ Too short for transit or ride-hail
- ▶ 60% of trips happen outside Downtown
- ▶ Ridership in Rutland up 400%

Reducing congestion and emissions

- ▶ 51% of trips replace driving
- ▶ Most popular in summer, when pressure on our road network is highest
- ▶ Prevented ~900,000 km of driving in Kelowna

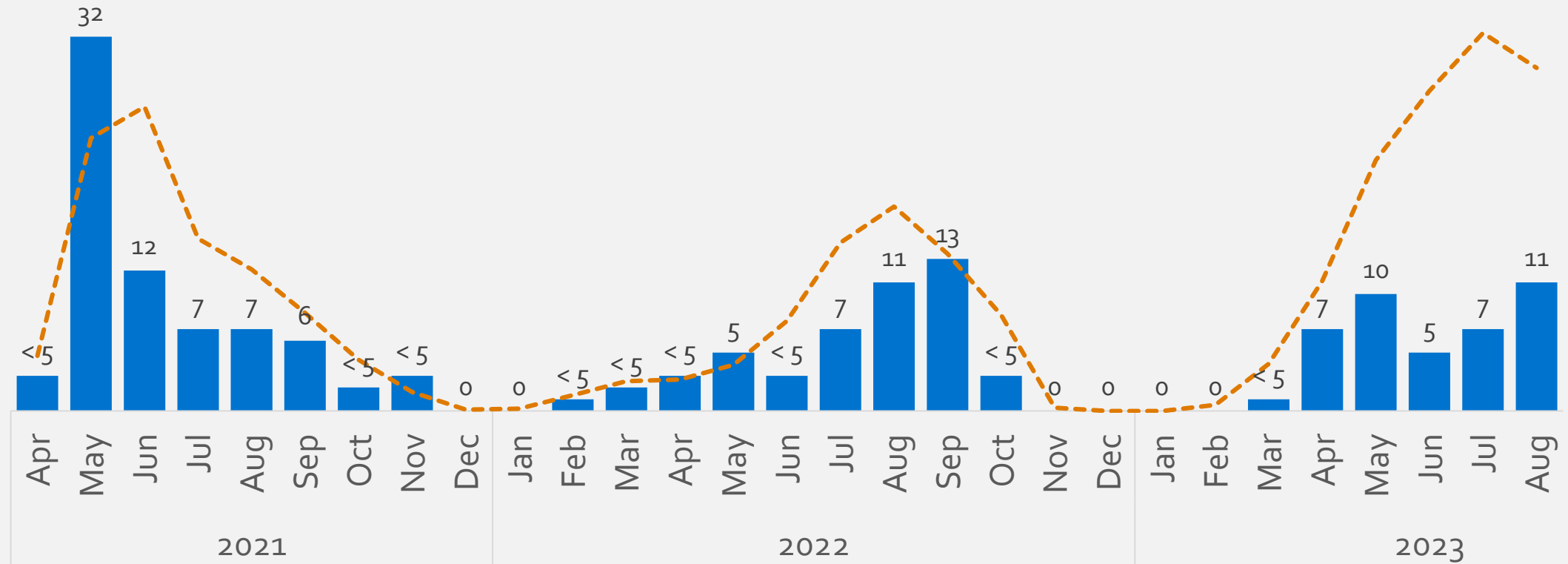
"If e-bikes and e-scooters weren't available, how would you have gotten to your destination?"



Safety

The rate of ER visits has decreased significantly

Number of **trips** and **emergency room visits at KGH** by month



Safety



- ▶ Rate of ER visits down 55% since 2021
- ▶ Decreased most on weekends
- ▶ Highest rates are midweek

Enforcement

- ▶ Focus is on operator-led enforcement and education
- ▶ Operator issued 18,900 warnings in 2023
 - ▶ 244 fines
 - ▶ 107 account suspensions
- ▶ RCMP
 - ▶ 7 files related to shared e-scooters (Jan 1st – Aug 31st)

Parking rules

- ▶ Do not block the path of travel
 - ▶ 1.5m clear space
- ▶ Do not block driveways or paid parking
- ▶ No time limit if parked correctly

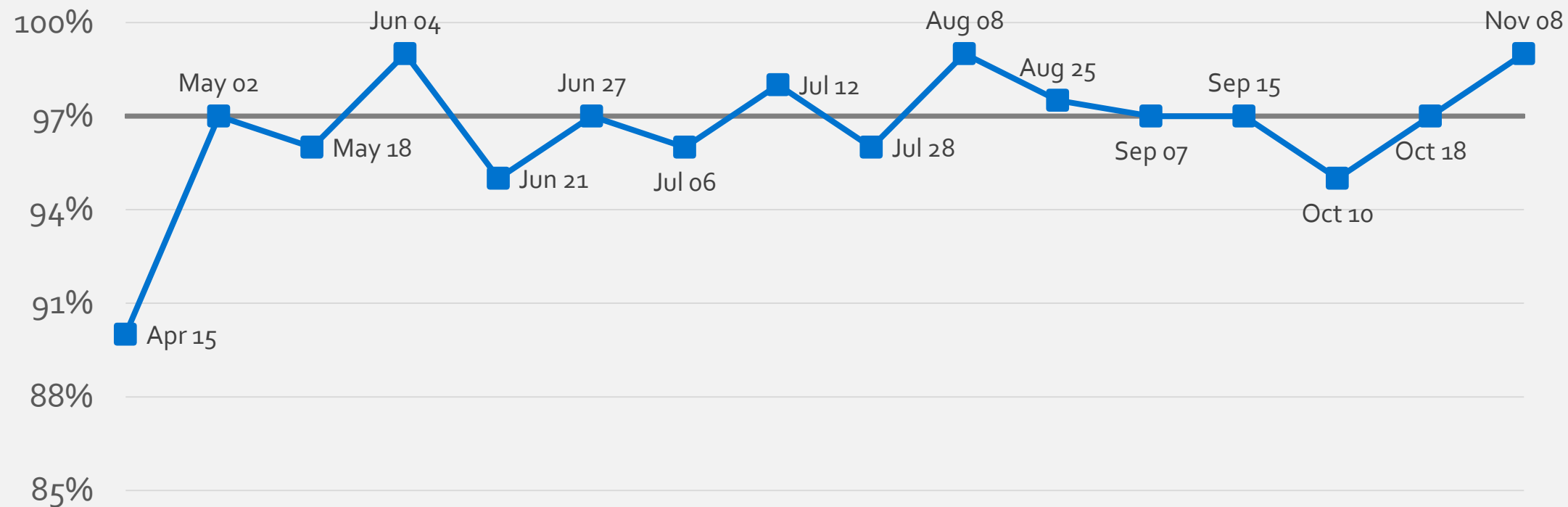


City of Kelowna

Parking audits

Parking compliance is near or above 97 per cent

Compliance on random parking audits in 2023

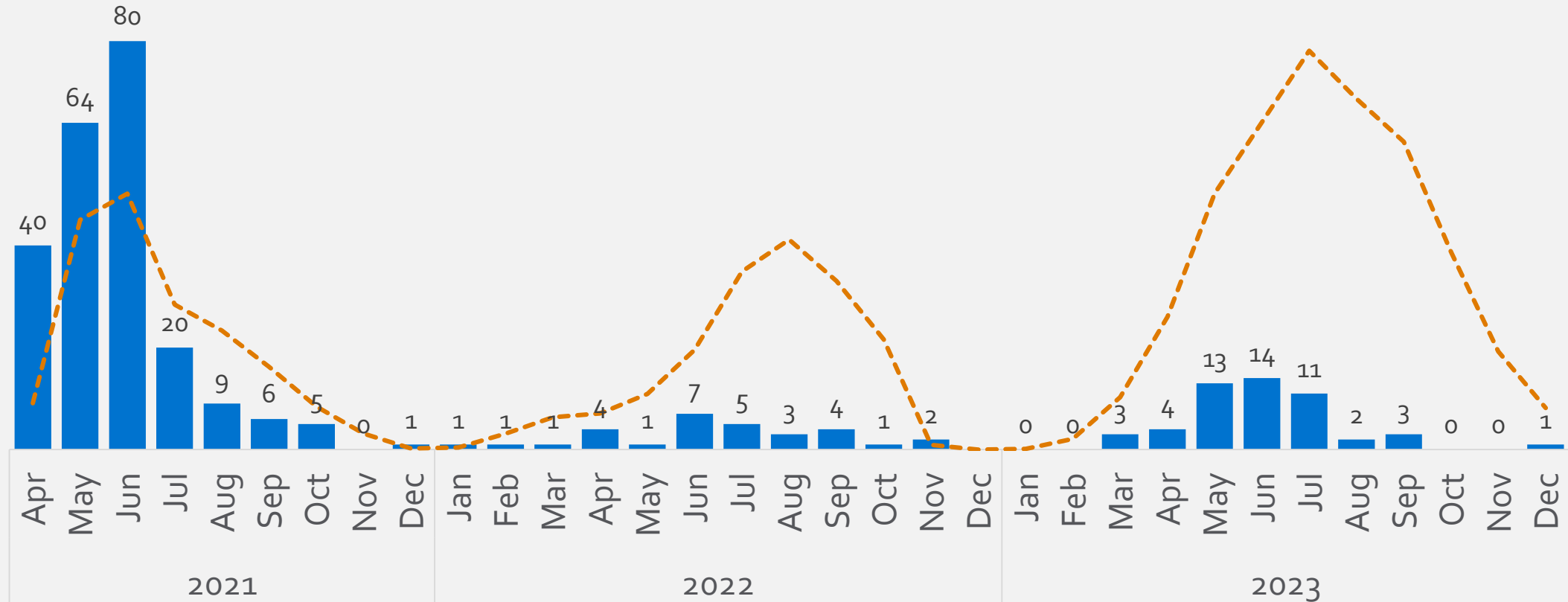


City of Kelowna

Service requests

Complaints have decreased 99 per cent since the start of the pilot

Number of **trips** and **service requests and other correspondence** by month

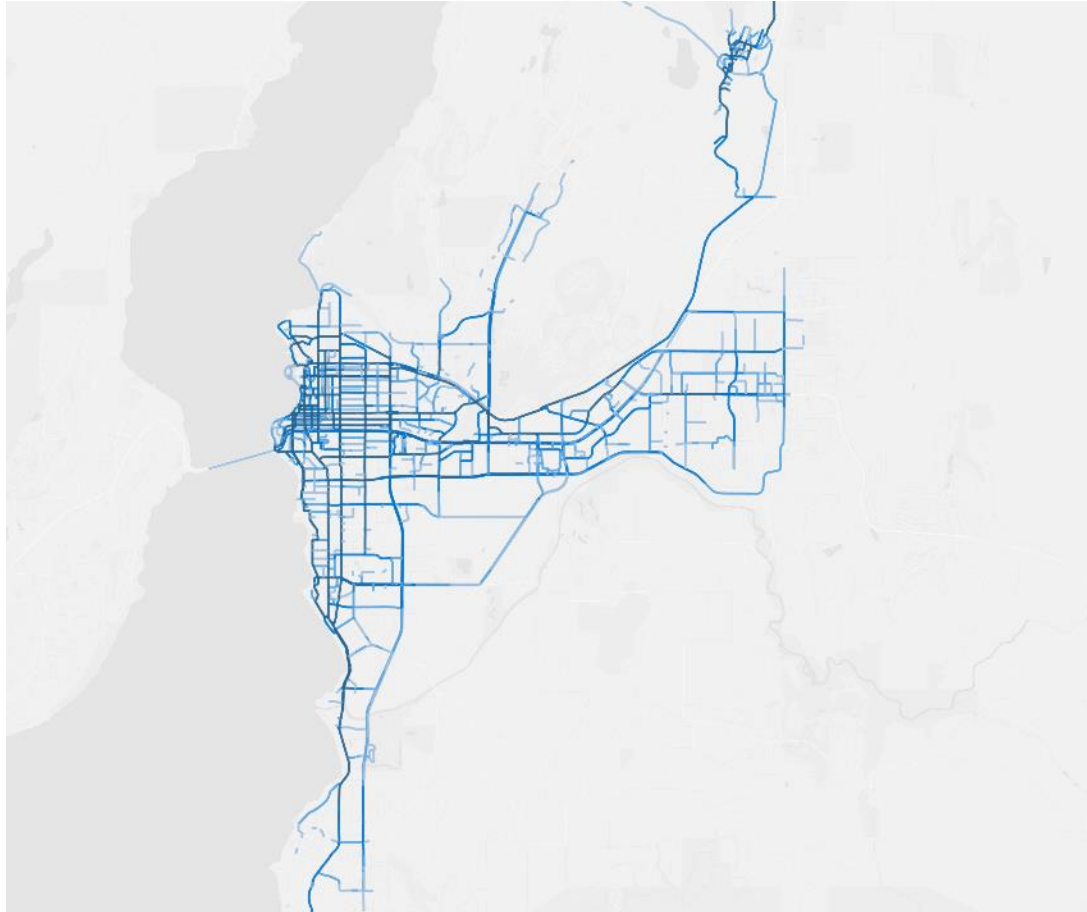


Cost



- ▶ No taxation funding
- ▶ Cost effective way to reduce congestion and emissions
 - ▶ Ridership is equivalent to one-quarter of transit in peak months

Program renewal



- ▶ Province has extended the e-scooter pilot for 4 years
 - Traffic Bylaw needs to be updated
 - New program changes

City of **Kelowna**

Changes to program

- ▶ Moving from permit to contract model
- ▶ Single operator, 2-year term
 - ▶ 2 option years
- ▶ Same number of vehicles



City of Kelowna

Changes to program

- ▶ Mandatory parking areas
Downtown
- ▶ Meet Me on Bernard



City of Kelowna

Conclusion

- ▶ Staff recommend continuing e-scooter pilot
- ▶ Reducing congestion and emissions without impacting taxation
- ▶ Safety data shows e-scooters are not uniquely dangerous compared to other ways of getting around
- ▶ User behaviour requires ongoing education and management



Questions?

For more information, visit kelowna.ca.