

Public Engagement Report



Project Name: Micromobility in Whitby (E-scooters, E-bikes and More)

Town of Whitby
September 2024



Public Engagement Approach

The Town of Whitby conducted public engagement to collect opinions from residents on the use of micromobility devices, e-bikes, e-scooters and other small micromobility devices, in the Town. The engagement was via a set of survey questions. The objective of the public survey was to seek community's feedback on:

- community interest in micromobility
- perceived risks and barriers related to the use of micromobility modes
- which/where micromobility devices should be allowed within the Town's transportation network

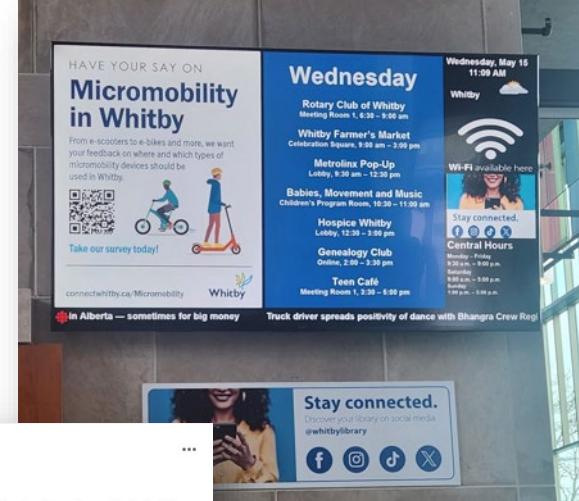
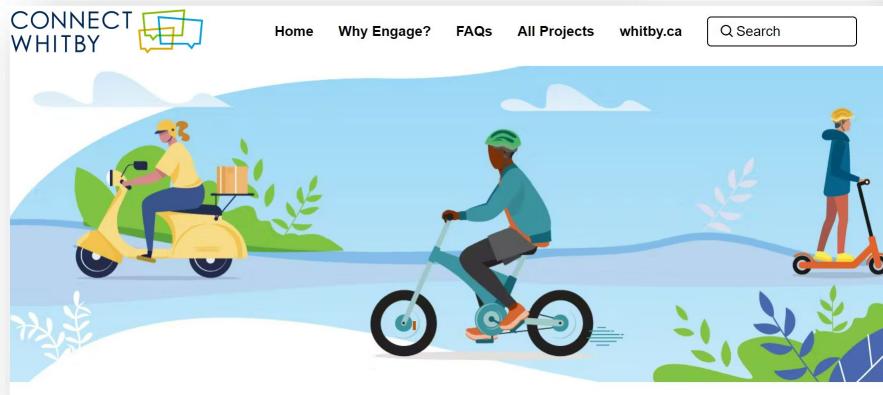
The Connect Micromobility in Whitby webpage was created. The page included the following:

- Background on Micromobility project.
- Frequently asked questions about the project.
- The online survey for the public to provide feedback on the micromobility in Whitby.

Survey questions were prepared with inputs from Park Services staff and Active Transportation and Safe Road Advisory Committee. The online survey was made available on connectwhitby.ca/micromobility between May 8th and May 31st, 2024. A total of 370 people responded to the survey, of which 95% were residents within the Whitby area.

Public Engagement Approach (cont.)

The public engagement for the project was promoted through news ads, social media, curbex signage and posters. In addition, digital ads were posted to all Town facilities to encourage residents and visitors to complete a survey on Connect Whitby.



Summary of Survey Response

Demographic Information

- 95% of the survey respondents live in Whitby. Responses were fairly distributed across the Wards.
- The majority of respondents were from the 25 to 55 age group (56%), followed by those above 65 (20%)
- More than half of the participants learned about the survey through the Town's social media posts. Other means of survey notification included the Town's newsletter, emails, committee work, Curbex signs, community centers, and posters placed at various locations.

Ownership and Usage of Micromobility Devices

- Among micromobility devices, e-bikes are the most commonly owned device (22%), while the 'other' category of micromobility devices (e.g., electric hoverboards, electric skateboards, etc.) is the least owned (3%). The majority of respondents (60%) do not own or plan to own a micromobility device in the future.
- 84% of respondents would use micromobility devices for recreational purposes. Similarly, 48% would use them for commuting to/from work or school, and 26% to connect to transit.

Summary of Survey Response (cont.)

Ownership and Usage of Micromobility Devices (cont.)

- More than half of the respondent (55%) would ride their micromobility devices often (multiples times a week).
- 61% of respondents mentioned they have no reasons preventing them from either owning or using micromobility devices more frequently.

Micromobility Perceived Safety

- Lack of infrastructure (e.g., dedicated bike lanes, charging stations), feeling unsafe when riding the devices on roads, and the impact of weather were the top three reasons preventing Whitby residents from owning or using micromobility devices more frequently.
- The majority of respondents feel unsafe riding their micromobility devices on all roadways, including major roads (e.g., Dundas St., Brock St.) (55%), and sidewalks (44%).
- The majority of respondents feel safe or somewhat safe riding on bike facilities such as bike lanes, multi-use paths, and multi-use trails.

Summary of Survey Response (cont)

Where should E-scooters be allowed?

- 20% of the respondents are in favour of the use of e-scooters on Town's all roadways including the major ones such as Brock Street and Dundas Street.
- Similarly, 41% support their use on local residential roads, 67% on bike lanes, 58% on multi-use paths, and 52% on multi-use trails.
- Only 35% of the respondents are in favour of their use on sidewalks.

Where should E-bikes be allowed?

- 44% of respondents are in favor of the use of e-bikes on all Town roadways, including major ones and local residential roads.
- Similarly, 67% support on bike lanes, 48% on multi-use paths, and 40% on multi-use trails. Only 20% of respondents are in favor of their use on sidewalks.

Where should “Other” micromobility devices should be allowed?

- Only 12% of respondents are in favor of the use of “Other” micromobility devices on all Town roadways, including major ones.
- Similarly, 40% support their use on local residential roads, more than 50% support on bike lanes, multi-use paths and multi-use trails.
- 38% of respondents are in favor of their use on sidewalks.

Summary of Survey Response (cont)

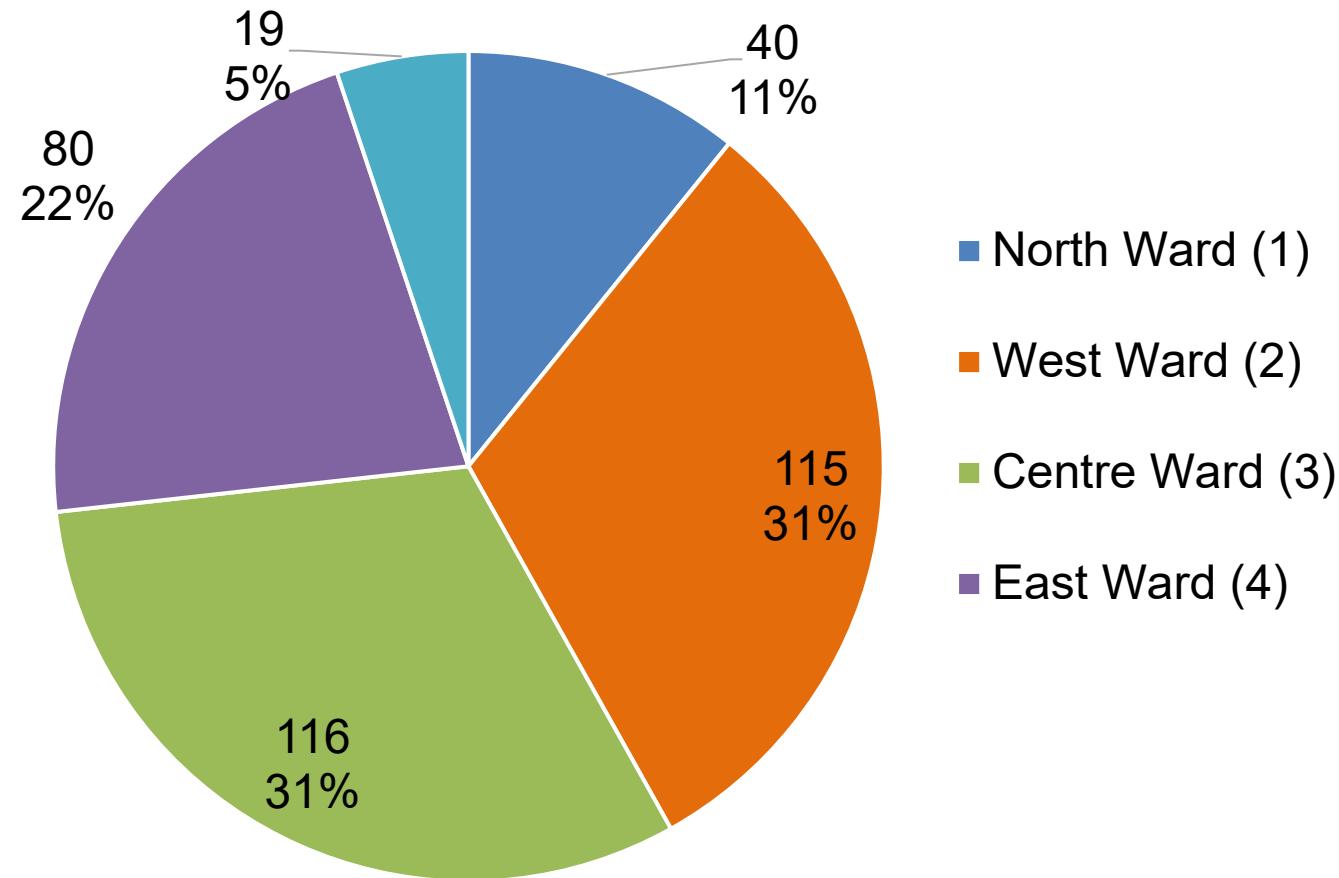
Shared Micromobility Program

- Residents prefer to have both e-scooter and e-bike shared programs rather than just one or the other.
- More than 54% of the respondents are either not interested (39%) or not sure (15%) about the micromobility shared program.
- Most comments (18 out of 21) about the shared micromobility program in Whitby were related to opposition, expressing concerns about the shared program based on observations in the neighboring municipalities.

Survey Responses

The following section provides analysis of survey responses for individual questions that were asked on **connectwhitby.ca/micromobility**.

Q 1: In which ward do you live in? Not sure, use the Find my Ward tool.

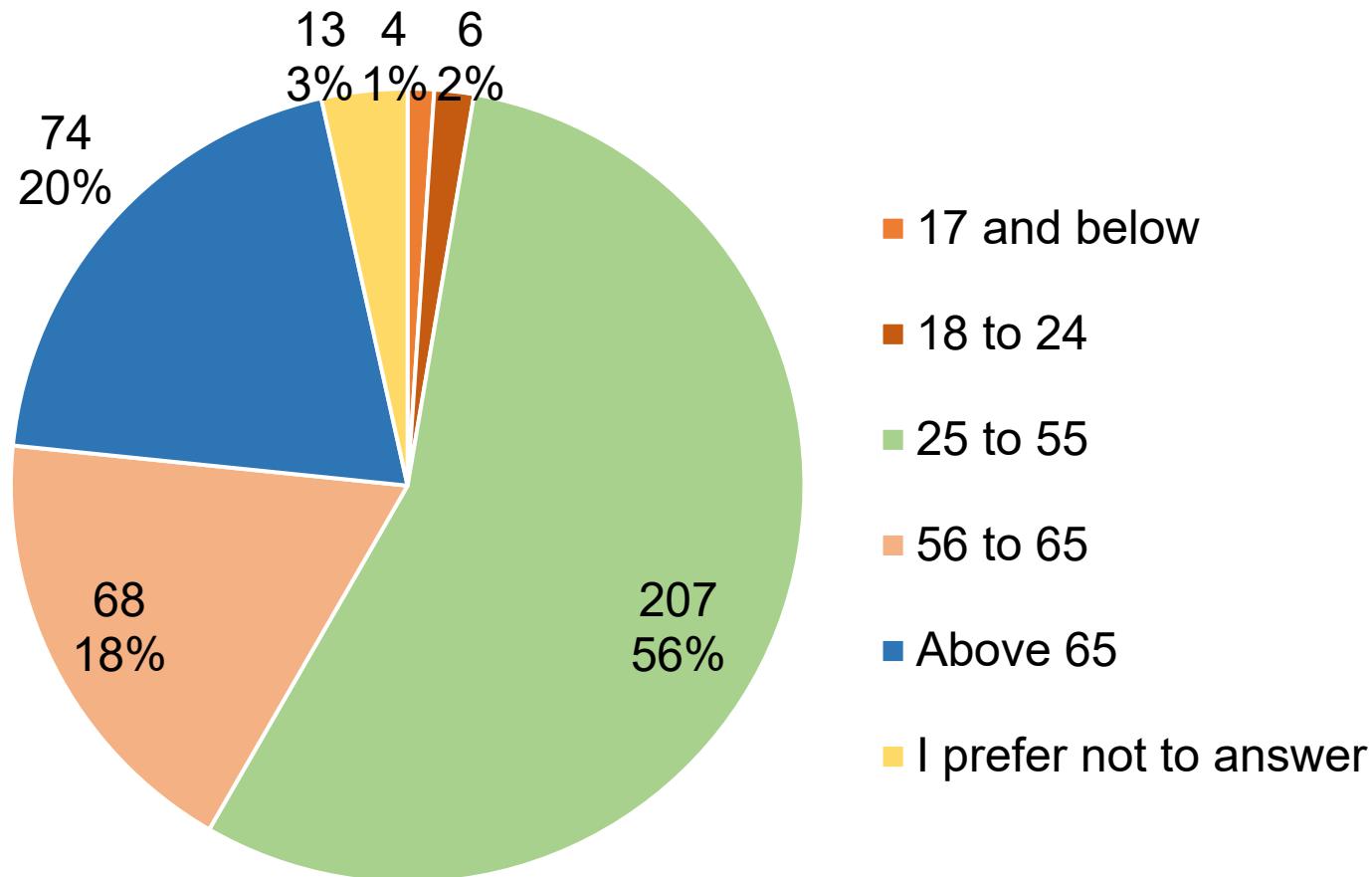


Total response: 370

Response Summary:

- 95% of the survey responded live in Whitby.
- Responses were fairly distributed across the Wards.

Q2. Please select your age range

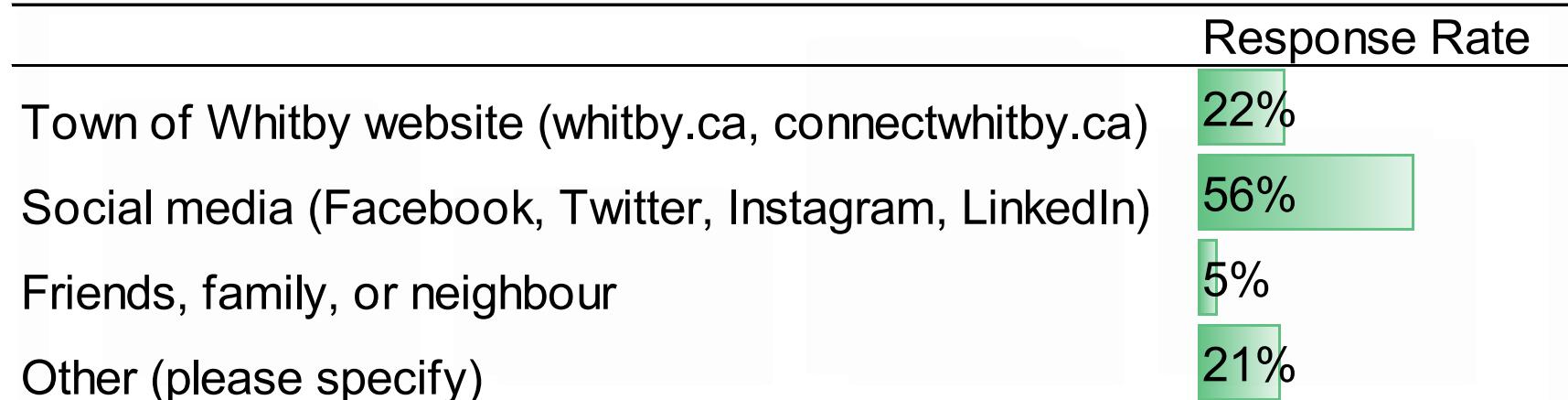


Total response: 370

Response Summary:

- The majority of respondents were from the 25 to 55 age group (56%), followed by those above 65 (20%)

Q3. How did you hear about this survey?



Response Summary:

- More than half of the residents learned about the survey through the Town's social media posts.
- Other means of survey notification included the Town's newsletter, emails, committee work, Curbex signs, community centers, and signage at various locations.

Total response: 370

Q4. Which micromobility devices do you currently own?

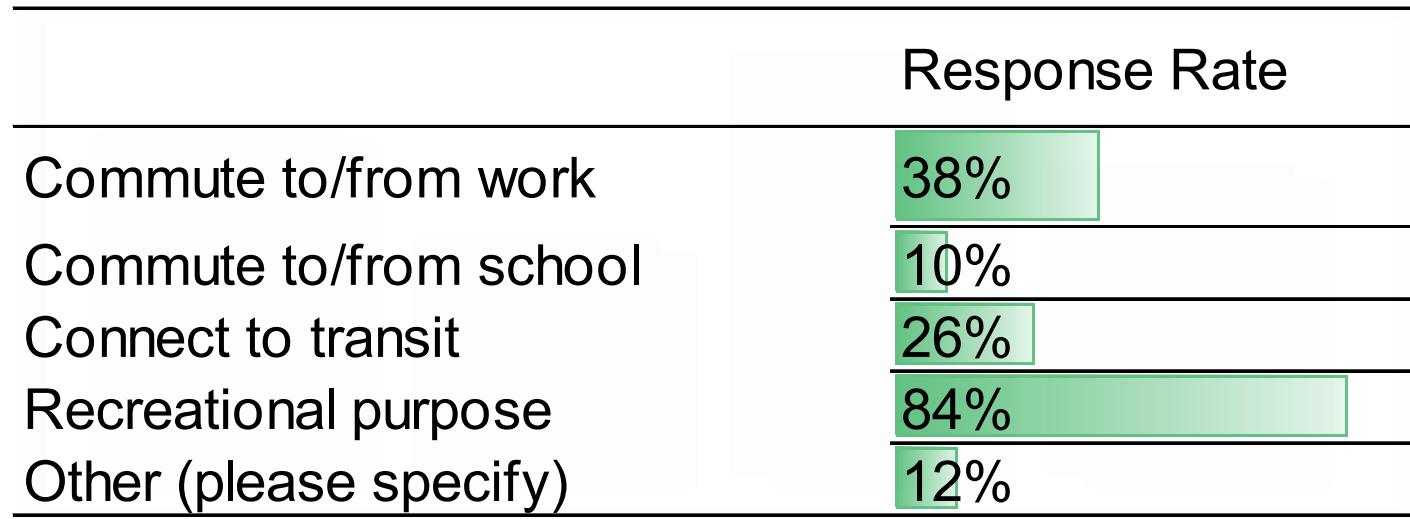
	Response Rate
E-scooter	8%
E-bike	22%
Other micromobility devices	3%
I plan on buying a micromobility device	14%
I don't own or plan to own a micromobility device	60%

Response Summary:

- Among micromobility devices, e-bikes are the most commonly owned device (22%), while the 'other' category of micromobility devices (e.g., electric hoverboards, electric skateboards, etc.) is the least owned (3%).
- The majority of respondents (60%) do not own or plan to own a micromobility device in the future.

Total response: 370

Q5. Where do you travel to with your micromobility device(s) or where would you travel when you purchase your micromobility device(s)?

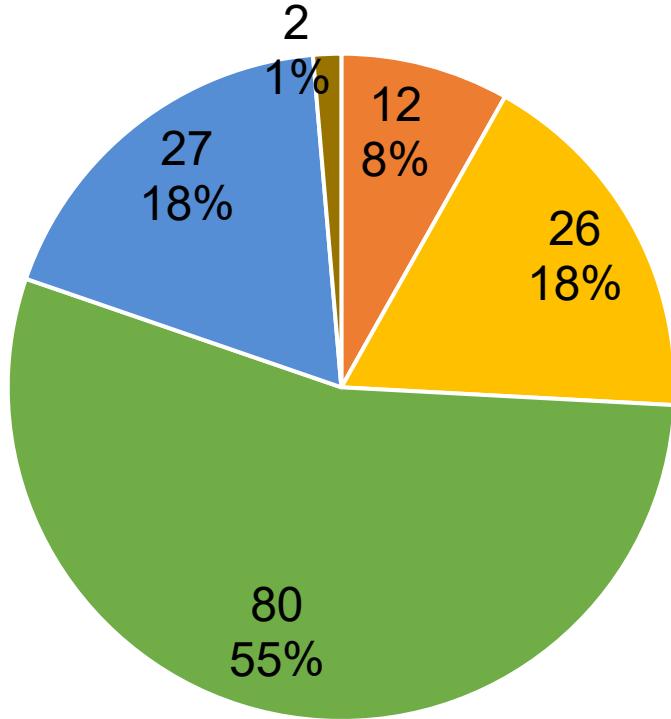


Response Summary:

- 84% of respondents would use micromobility devices for recreational purposes. Similarly, 48% would use them for commuting to/from work or school, and 26% to connect to transit.

Total response: 147

Q6. How often do you ride or would you expect to ride your micromobility device(s)?



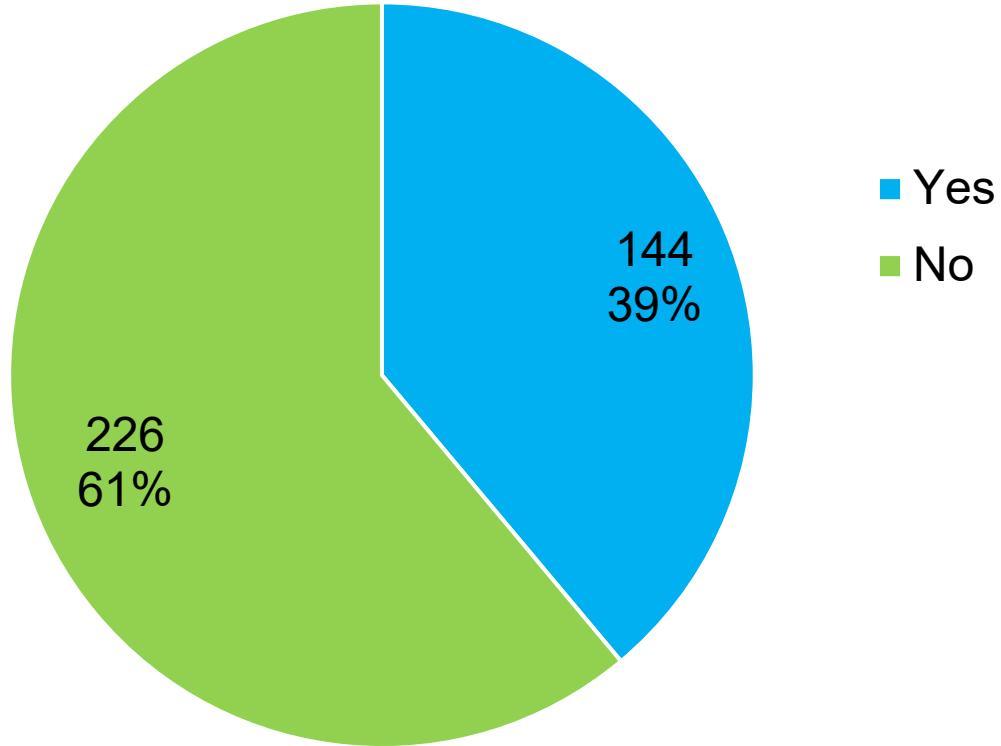
- Rarely (one or two times a month)
- Sometimes (a few times a month)
- Often (multiple times a week)
- Daily
- Don't know

Response Summary:

- More than half of the respondent (55%) would ride their micromobility devices often (multiples times a week).

Total response: 370

Q7. Are there any reasons preventing you from either owning or using your micromobility device more frequently?

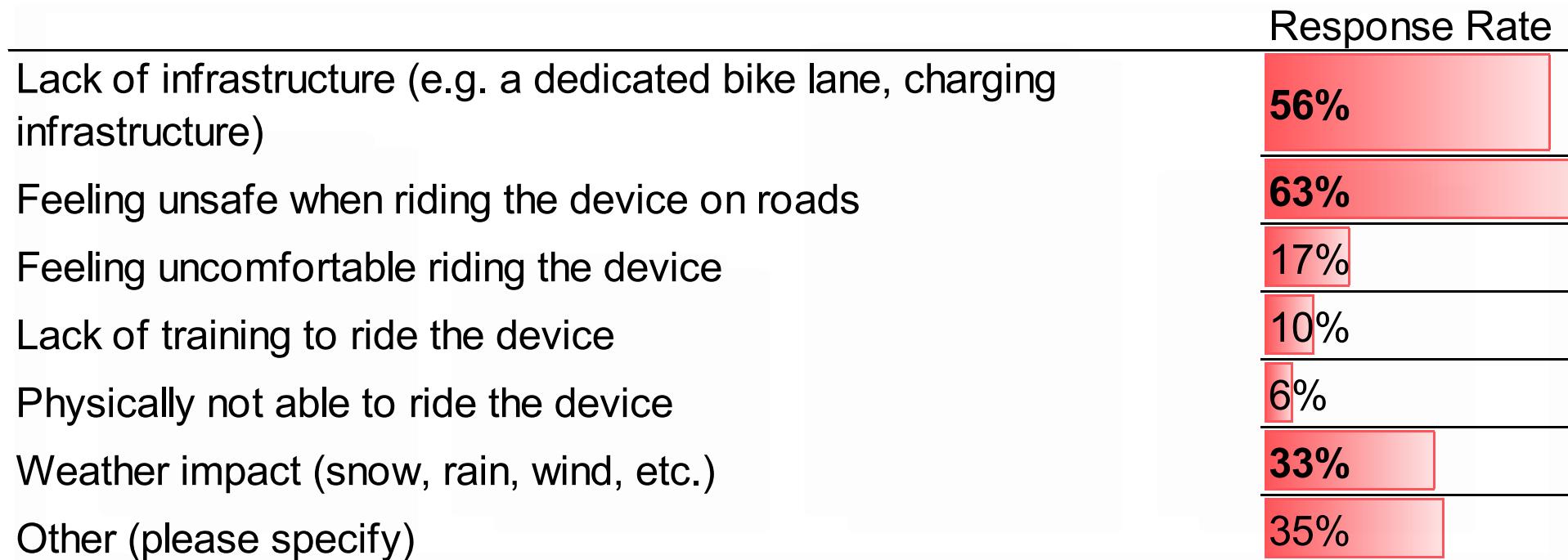


Response Summary:

- 61% of respondents said they have no reasons preventing them from either owning or using micromobility devices more frequently.

Total response: 370

Q 8. Please choose the top three reasons preventing you from either owning or using your micromobility device more frequently.

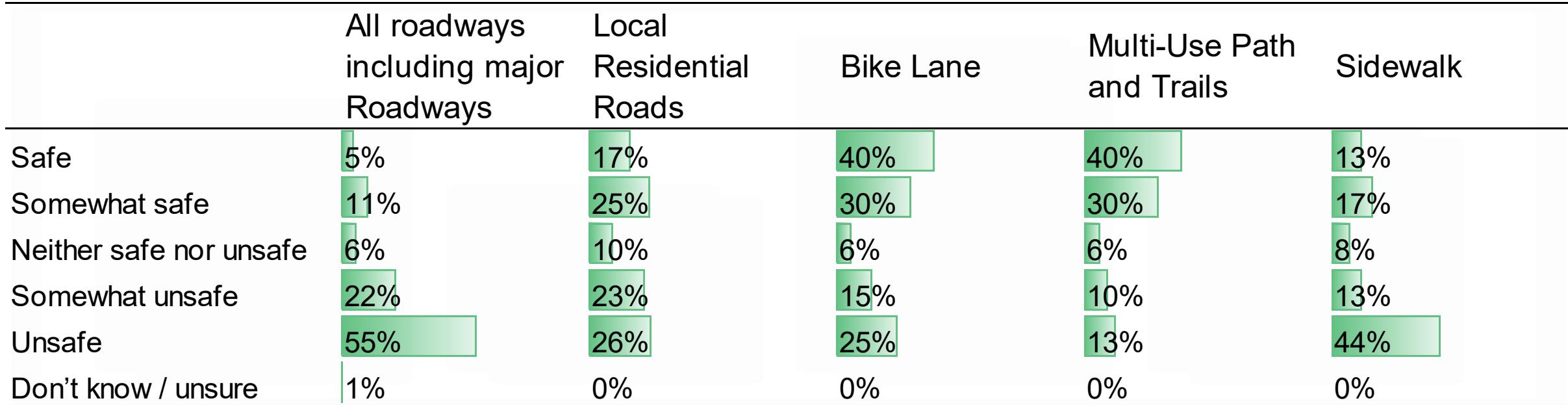


Response Summary:

- Lack of infrastructure (e.g., dedicated bike lanes, charging stations), feeling unsafe when riding the devices on roads, and the impact of weather were the top three reasons preventing Whitby residents from owning or using micromobility devices more frequently.

Total response: 144

Q 9. Considering safety, please rate your feelings towards allowing micromobility devices to be used in the following locations.

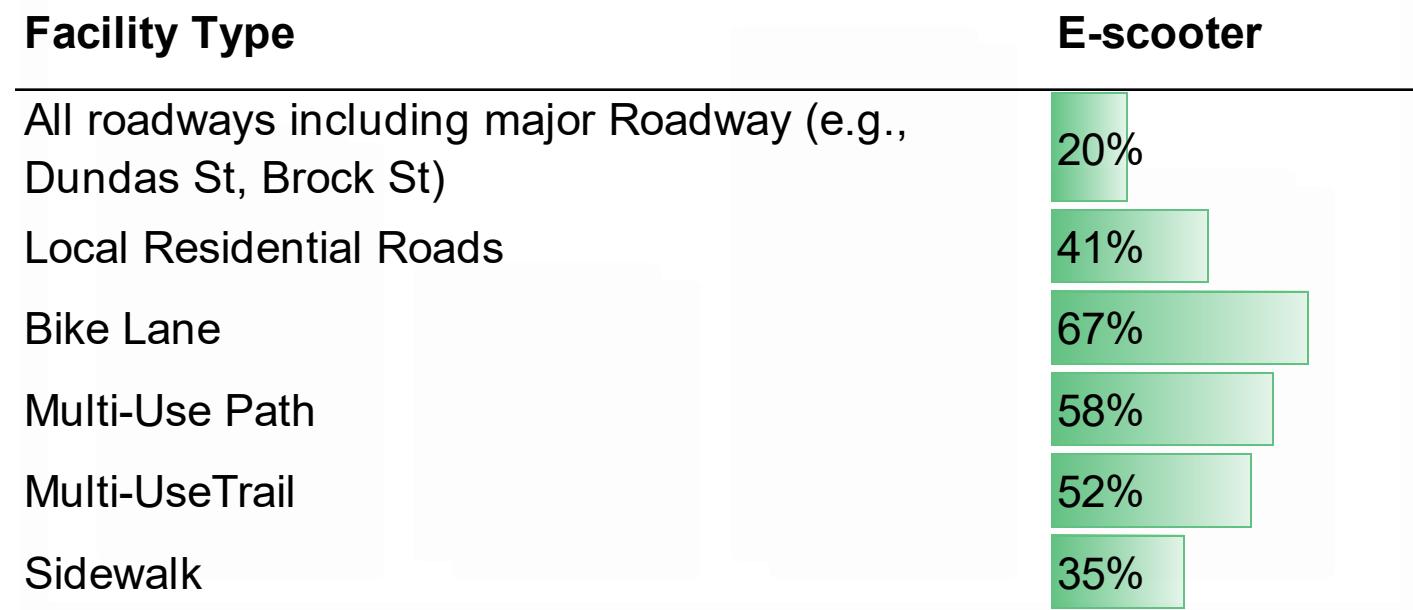


Response Summary:

- The majority of respondents (55%) feel unsafe riding their micromobility devices on all roadways, including major roads (e.g., Dundas St., Brock St.) and sidewalks (44%).
- The majority of respondents feel safe or somewhat safe Riding on bike facilities such as bike lanes, multi-use paths, and multi-use trails.

Total response: 370

Q10. Where do you think **e-scooters** devices should be allowed to be ridden in the Town of Whitby transportation network?

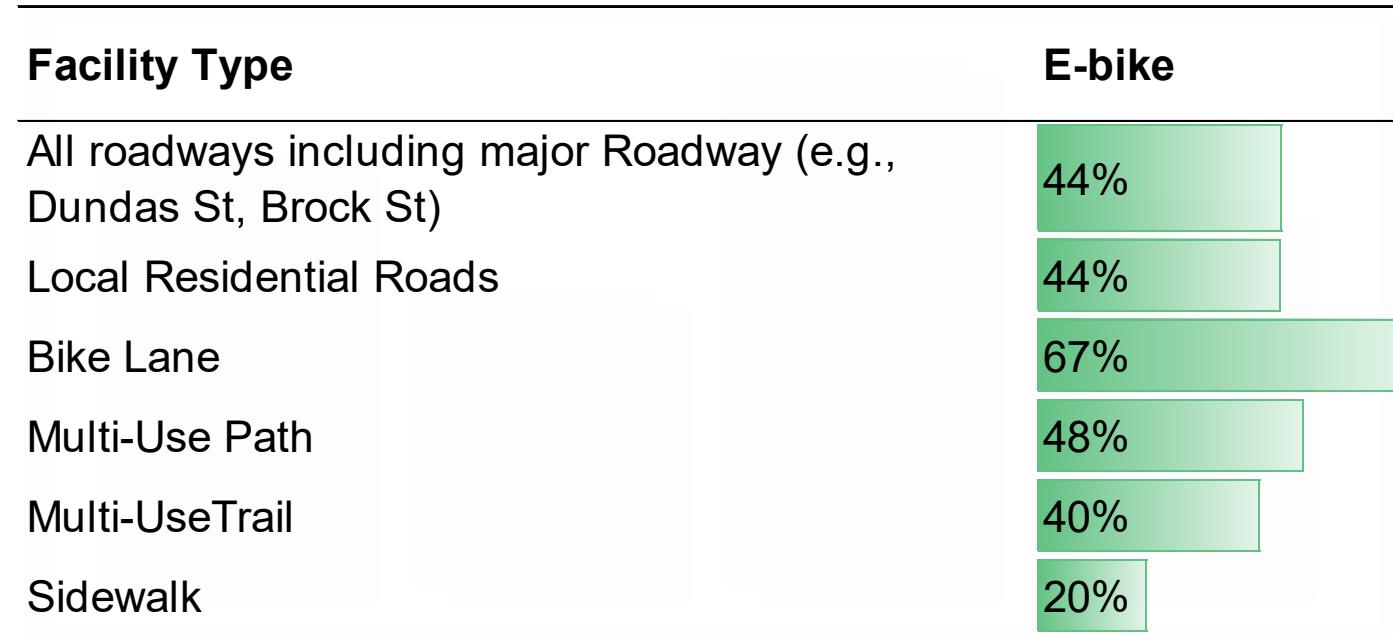


Response Summary:

- 20% of the respondents are in favour of the use of e-scooters on Town's all roadways including the major ones such as Brock Street and Dundas Street.
- Similarly, 41% support their use on local residential roads, 67% on bike lanes, 58% on multi-use paths, and 52% on multi-use trails.
- Only 35% of the respondents are in favour of their use on sidewalks.

Total response: 370

Q11. Where do you think **e-bikes** devices should be allowed to be ridden in the Town of Whitby transportation network?



Traditional Style



Scooter Style



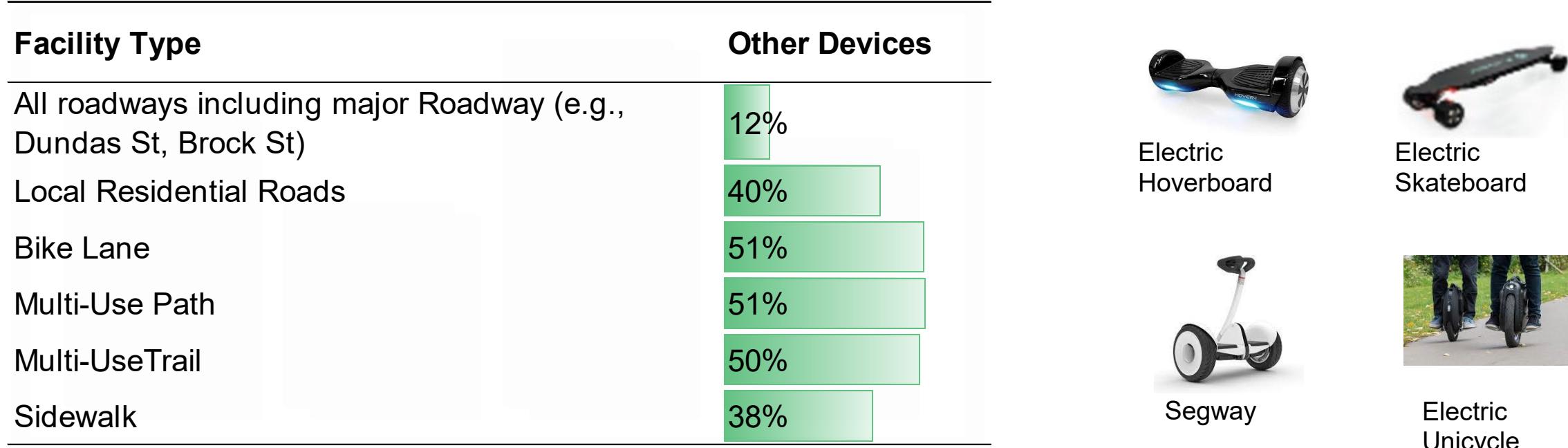
Motorcycle Style

Response Summary:

- 44% of respondents are in favor of the use of e-bikes on all Town roadways, including major ones and local residential roads.
- Similarly, 67% support on bike lanes, 48% on multi-use paths, and 40% on multi-use trails. Only 20% of respondents are in favor of their use on sidewalks.

Total response: 370

Q12. Where do you think **other micromobility devices** should be allowed to be ridden in the Town of Whitby transportation network?

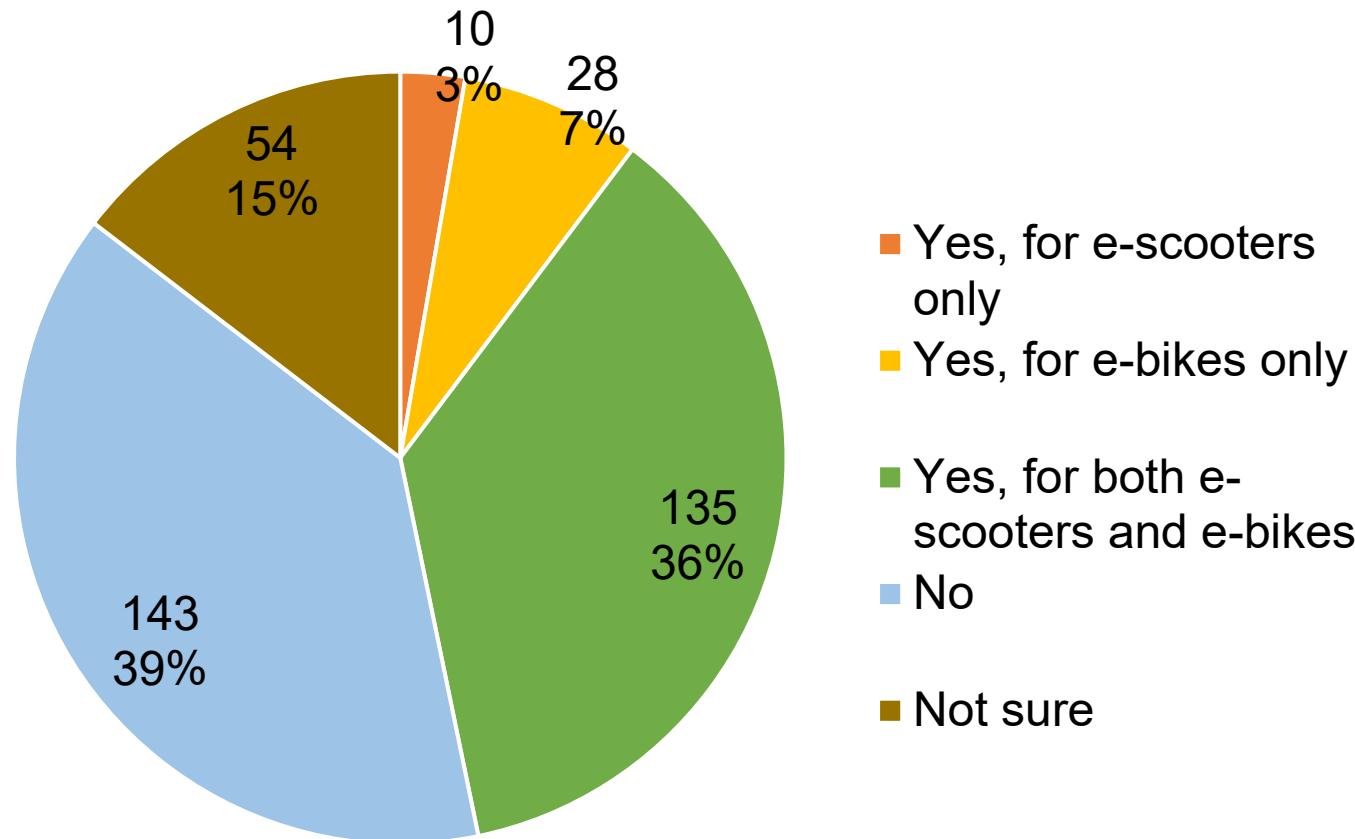


Response Summary:

- Only 12% of respondents are in favor of the use of “Other” micromobility devices on all Town roadways, including major ones.
- Similarly, 40% support their use on local residential roads, more than 50% support on bike lanes, multi-use paths and multi-use trails.
- 38% of respondents are in favor of their use on sidewalks.

Total response: 370

Q13. Would you like to see a shared e-scooter or e-bike program in the Town?



Total response: 370

Response Summary:

- Residents prefer to have both e-scooter and e-bike shared programs rather than just one or the other.
- More than 54% of the respondents are either not interested (39%) or not sure (15%) about the micromobility shared program.