Cites across Canada, including Kelowona, Calgary, Edmonton, Ottawa, Windsor, etc., including ~200 cities around the world, have all addressed concerns raised by Toronto city staff and operate shared e-scooter programs.

Calgary made their e-scooter program permanent after a 2-year pilot, Edmonton has renewed their e-scooter program for three straight years, and Ottawa City Council voted in February 2021 to continue their one year e-scooter pilot in 2020 into 2021 and expand it. According to Ottawa City Councillor Tim Tierney, Chair of Ottawa's Transportation Committee, “There’s a been a lot of thought put into this and, touch wood, it’s probably been one of the more successful pilot scooter projects across the country if not throughout North America.” (Toronto Star)

A dozen other cities in Canada, including Hamilton, London, Mississauga, Brampton, Winnipeg, Halifax, etc. are in various stages of regulatory development towards potential shared e-scooter programs, with cities like Mississauga and Hamilton, among others, already permitting private personally owned e-scooters on city roads.

The City of Toronto has and will continue to see a significant volume of personally owned e-scooters on city streets with no regulations in place.

City Staff	Bird Canada Comment
Solutions to Accessibility and Safety Concerns	
Technologies proposed by e-scooter companies are still experimental and do not prevent illegal sidewalk riding and conflicts with pedestrians and persons with disabilities.	Bird’s next-generation Sidewalk Detection technology relies on our Vehicle Location System (VLS) to detect and stop sidewalk riding in real time and is deployed in cities already. Riders will trigger a pre-programmed response within approximately one second of mounting the sidewalk, which results in the e-scooter safely and slowly reducing its speed until it comes to a complete stop. In provinces like Alberta and Quebec, only shared e-scooters are permitted precisely because they offer technological features that personally owned e-scooters do not feature. Bike Share Toronto has no sidewalk riding detection technology and nor do personally owned bicycles or personally owned e-scooters.
There are not enough city resources for enforcement, and there are inherent problems with enforcing e-scooters that are difficult to overcome, such as	In provinces like Alberta and Quebec, only shared e-scooters are permitted precisely because they offer technological features that personally owned e-scooters do not feature. Shared e-scooters have governors that limit speeds to a maximum permitted speed of 20 KM/H in cities across Canada.

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requiring police enforcement to be present for incidents on sidewalks and the problem of identifying an e-scooter rider given their speed and no licence plates on devices that are privately owned.	Human powered bicycles and e-bikes can obtain speeds in excess of 20 KM/H. Geo-fencing technology on shared e-scooters is deployed in cities across Canada to slow them down or prevent them from being ridden/parked in designated areas in a City. Shared e-scooters also come equipped with “licence plates” in cities like Ottawa, where large visible #’s are present on the neck of the shared e-scooter so that riders are identifiable. None of the above features exist with Bike Share Toronto or personally owned bicycles or personally owned e-scooters.
"Lock-to" cables are not an effective solution because rental e-scooters could then be locked anywhere including as obstructions.	Peer cities like Chicago require shared e-scooters to have lock-to cables so they are looked to permitted municipal infrastructure like bike racks. The Chicago Dept. of Transport. found a 79% decrease in 3-11 complaints-per-day-per-device in 2020 with “lock-to” e-scooters compared to 2019 without this requirement. Are locks on personal bicycles in Toronto not effective because they can be locked anywhere including as obstructions?
Allowing e-scooters will add further barriers, and introduce hazards and distress at a time when COVID-19 has resulted in greater challenges for seniors, persons living with disabilities and their caregivers who use sidewalks as a necessity and not for recreation	Cites across Canada, including Kelowona, Calgary, Edmonton, Ottawa, Windsor, etc., including ~200 cities around the world, have introduced shared e-scooter programs. Many have done so during COVID-19. *“During this crisis, we have all learned that we can be outside for walks or bike rides. Biking and walking will be our safest way to get to and from work.* ***Bike lanes should be expanded, and bike and scooter sharing programs should be, too.”*** – University of Toronto Professor Richard Florida, Globe and Mail April 2, 2020 *“When these temporary restrictions end, this could be used as an opportunity for governments to change how we get around cities.* ***They could invest more in transit, electrification and active transportation, including cycling, e-scooters and e-bikes.”*** – University of British Columbia Professor Lawrence Frank, Globe and Mail, March 25, 2020 *“Cities such as Mexico City and London are seeing the benefits of many years spent growing their cycling networks, and are moving to make temporary cycling measures permanent.* ***Anecdotally, there are stories everywhere of people switching from transit trips to cycling and e-scooters, where these modes are available.”*** – Institute for Transportation and Development Policy, March 24, 2020 *“Micro-mobility as we know it today is a descendent of the e-bike surge in the early 2000s. That surge was aided by a demand for large scale mobility that still allowed for SARS-related personal distancing.* ***Shared micro-mobility today, as a part of a diverse transit network, can help enable resiliency in the transportation system while limiting personal contact.”*** - Chris Cherry, professor at the University of Tennessee and member of the Institute of Transportation Engineers, April 14, 2020
Insurance and Liability	
Insurance products are not commercially available in Canada for e-scooters	Cities across Canada with shared e-scooter programs, including Calgary, Edmonton, Ottawa, etc., all have insurance regulations in place, including commercial general liability.

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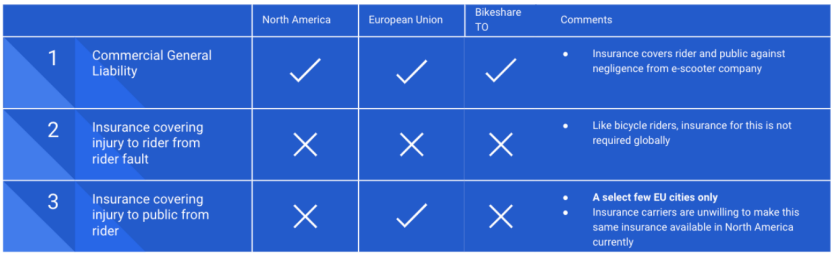
	Bike Share Toronto has the same insurance in place that shared e-scooter companies operate with across Canada. Below is the status of insurance available in Canada. 
E-scooter companies are not providing full indemnification and first and third party insurance coverage to riders.	Every city in Canada that permits shared e-scooter operations has in place indemnification provisions. See table above for insurance availability in Canada. Again, Bike Share Toronto has the same insurance in place that shared e-scooter companies operate with across Canada.
Comparisons to insurance requirements for bike share programs are not appropriate, as City staff discussed at the January 2021 industry group meeting, as the risk profile of e-scooters is not the same as those of bicycles.	On the available data from Canadian cities with shared e-scooter programs, e-scooters have proven safe. "A road fatality is not significantly more likely when using a shared standing e-scooter rather than a bicycle. The risk of an emergency department visit for an e-scooter rider is similar to that for cyclists." ~ OECD Int'l Transport Forum The Island of Montreal saw 4 light injuries from electric scooters between Aug 13th and Nov 15, 2019 out of 226,000 rides whereas e-bikes saw 360 injuries out of a significantly smaller 146,000 rides. Alberta Health Services Data for Calgary: **Table 4: AHS Data on Number of Transportation Injuries Requiring an Ambulance** **Type** / **2019** (July 8 to October 31) / **2020** (May 22 to September 30) E-Scooter / Bicycle / Vehicle / Motorcycle / E-Scooter / Bicycle / Vehicle / Motorcycle Emergency: 33 / 197 / 502 / 103 / 42[1] / 484 / 617 / 166 ICU: 0 / 4 / 17 / 3 / 0 / 3 / 11 / 5 Fatality[2]: 0 / 1 / 3 / 0 / 0 / 3 / 4 / 1 Surgery: 8 / 33 / 51 / 35 / 24 / 109 / 79 / 57 [1] There were an additional 25 e-Scooter injuries requiring EMS that did not contain detailed patient records in 2020. [2] Fatality numbers do not include those who died on site. There were no e-Scooter fatalities. Calgary had close to 1M e-scooter trips in 2020 alone by over 200K unique riders with permitted sidewalk riding. During the 2019 and 2020 e-scooter pilot, only 3 incidents involved a pedestrian being injured by an e-scooter rider and 1 cyclist being injured by an e-scooter rider.

	North America	European Union	Bikeshare TO	Comments
1 Commercial General Liability	✓	✓	✓	• Insurance covers rider and public against negligence from e-scooter company
2 Insurance covering injury to rider from rider fault	✗	✗	✗	• Like bicycle riders, insurance for this is not required globally
3 Insurance covering injury to public from rider	✗	✓	✗	• **A select few EU cities only** • Insurance carriers are unwilling to make this same insurance available in North America currently

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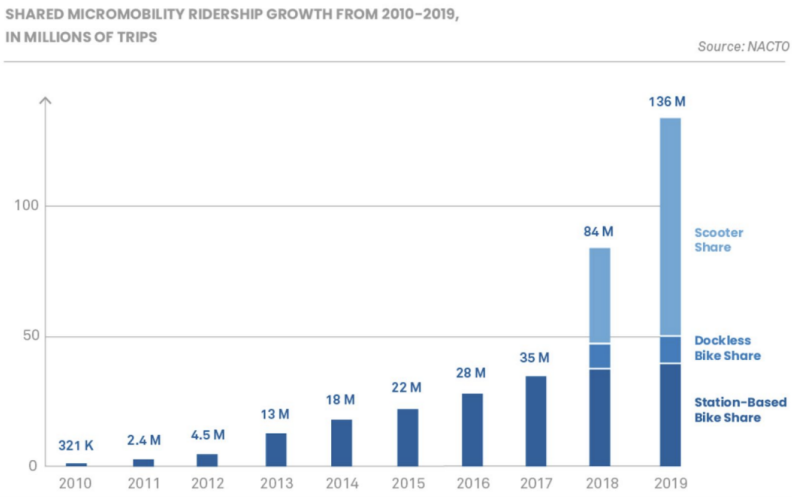
Long-Term Micromobility Options for the Public	
While e-scooter trips have been said to overtake bike share trips - this has been in part due to the removal of bike share options in cities (e.g., Calgary and Hamilton in Canada, and Bloomington, Boise, Boulder, Dallas, Denver, Fort Collins, Knoxville, San Antonio and Seattle in the U.S.) and interestingly, bike share is being brought back again.	Bike share is being brought back: ● Calgary is permitting shared e-scooter companies to increase e-scooter fleet if they add e-bikes to their fleet. ● London RFP'ed for e-bike and e-scooters as part of their program. ● Windsor RFP'ed and selected Bird Canada to exclusively offer a fleet of 500 e-scooters and 100 e-bikes.  In fact, according to the U.S. Department of Transportation Bureau of Transportation Statistics: > Dockless bikeshare and e-scooter systems expanded coverage [from existing docked bike share systems], first appearing in the U.S. in 2017. As of August 2020, there are 50 dockless bikeshare systems and 145 e-scooter systems (not counting systems limited to college or employer campuses). Many systems serve the same city. As of August 2020, dockless bikeshare systems serve 45 cities and e-scooters serve 69 cities.

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Claims by Mr. David Lepofsky of the Accessibility for Ontarians with Disabilities Act Alliance (AODA) were quoted verbatim from his submission to the Accessibility Advisory Committee meeting of Feb. 25, 2021. Responses are provided to each claim.

<table>
<tr><th>AODA Claim</th><th>Bird Canada Response</th></tr>
<tr><td>“Riders and innocent pedestrians get seriously injured or killed. They especially endanger seniors and people with disabilities.”</td><td>Internationally, studies show the risk profile of e-scooters are akin to bicycles. No deaths from e-scooters have been reported in Canada to riders or pedestrians. In Calgary, a City that permits e-scooter sidewalk riding, only 4 incidents involved injury to a third party from an e-scooter out of >1M e-scooter trips. Bicycles and e-bikes have resulted in significantly more emergency room visits in Calgary than e-scooters.

OECD: “A road fatality is not significantly more likely when using a shared standing e-scooter rather than a bicycle. The risk of an emergency department visit for an e-scooter rider is similar to that for cyclists.”

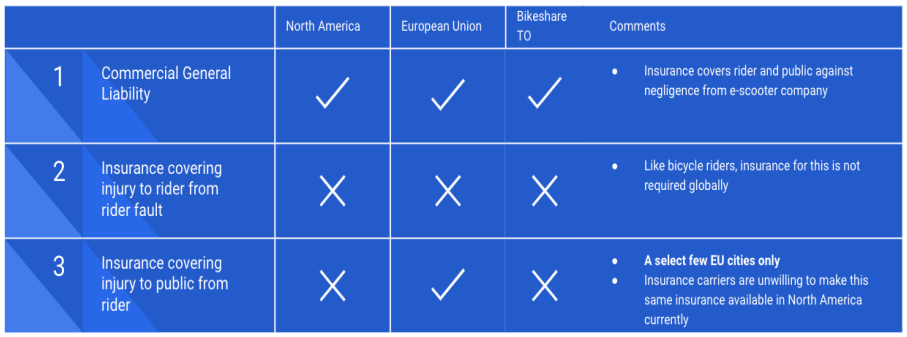
Montreal: 4 light injuries from electric scooters between Aug 13th and Nov 15, 2019 out of 226,000 rides whereas e-bikes saw 360 injuries out of a significantly smaller 146,000 rides.

Ottawa: 7 minor injuries caused by e-scooter falls or collisions. This represents an injury rate of 0.003 per cent

Calgary: 71 out of 75 people injured during the pilot were riding on an e-Scooter; three incidents involved pedestrians and one incident involved a person cycling

Table 4: AHS Data on Number of Transportation Injuries Requiring an Ambulance
<table><tr><th rowspan="2">Type</th><th colspan="4">2019 (July 8 to October 31)</th><th colspan="4">2020 (May 22 to September 30)</th></tr><tr><th>E-Scooter</th><th>Bicycle</th><th>Vehicle</th><th>Motorcycle</th><th>E-Scooter</th><th>Bicycle</th><th>Vehicle</th><th>Motorcycle</th></tr><tr><td>Emergency</td><td>33</td><td>197</td><td>502</td><td>103</td><td>42[1]</td><td>484</td><td>617</td><td>166</td></tr><tr><td>ICU</td><td>0</td><td>4</td><td>17</td><td>3</td><td>0</td><td>3</td><td>11</td><td>5</td></tr><tr><td>Fatality[2]</td><td>0</td><td>1</td><td>3</td><td>0</td><td>0</td><td>3</td><td>4</td><td>1</td></tr><tr><td>Surgery</td><td>8</td><td>33</td><td>51</td><td>35</td><td>24</td><td>109</td><td>79</td><td>57</td></tr></table>[1] There were an additional 25 e-Scooter injuries requiring EMS that did not contain detailed patient records in 2020.
[2] Fatality numbers do not include those who died on site. There were no e-Scooter fatalities.</td></tr>
<tr><td>“Blind people like myself cannot detect silent e-scooters accelerate at us at over 20 KPH, driven by unlicensed,</td><td>Noise
E-scooters are no different than traditional bicycles and e-bikes (in addition to electric cars) in terms of their quietness. However, unlike the other vehicles which can travel at speeds well in excess of 25 km/h, the Province of Ontario has mandated shared e-scooters be set at a max speed of 24 km/h</td></tr>
</table>

untrained, uninsured, unhelmeted fun-seeking riders.”	(Municipalities with shared e-scooter pilot programs have mandated a max speed of 20 km/h for shared e-scooters). **Licensing** ● The City of Toronto does not require bicycle or e-bike riders to be licensed. No city with a shared e-scooter program in Canada requires licensing of riders. **Training** ● Unlike a bicycle which requires months of “training wheels”, e-scooters can be easily ridden by novice riders. ● Shared e-scooter companies offer education in app + via pop-up messages, email, social media, and in person sessions. ● Bird Canada offers a “Warm Up” Mode that softens the acceleration for first time shared e-scooter riders. **Insurance** ● In North America, public or rider injury caused by the negligence of an e-scooter operator like Bird Canada (i.e. shared e-scooter improperly maintained) is covered by the Commercial General Liability (CGL) insurance policies. Cities in Canada with commercial shared e-scooter programs require e-scooter operators to possess these policies. ● Third party insurance coverage covering injury to the public caused by a rider of an e-scooter does not currently exist in North America. No U.S. or Canadian city with a shared e-scooter program has mandated third party insurance coverage. ● Individual riders of personally owned bicycles in the City of Toronto and Bike Share Toronto are not required and nor do they possess, even if it were available, third party insurance coverage. Below is a table covering the availability of various insurance coverages with respect to commercial shared e-scooters in North America and the European Union, as compared to Bike Share Toronto.

	
"Left strewn on sidewalks, e-scooters are tripping hazards for people with vision loss and an accessibility nightmare for wheelchair users."	"Lock-to" e-scooters address the concern of tripping hazards. Commercial shared e-scooters with "Lock-to" parking solution technology operate with a lock (akin to a bike lock) attached to the e-scooter that is unlocked via an e-scooter share company app. At the end of a ride, e-scooters must be locked to approved municipal infrastructure. Upon locking the e-scooter, riders are required to take a photo of the e-scooter locked to a bike rack or permitted infrastructure. Unlike smaller cities, large urban cities like Toronto generally have more adequate levels of available permitted infrastructure for locking e-scooters to, such as bike racks, etc. A study by the San Francisco Municipal Transportation Agency (SFMTA) found that: • Complaints about sidewalk riding and improper parking were significantly reduced under the [Shared E-scooter] Pilot • The lock-to design addresses major issues with sidewalk clearance and pedestrian safety Likewise, the Chicago Dept. of Transport. found a 79% decrease in 3-11 complaints-per-day-per-device in 2020 with "lock-to" e-scooters compared to 2019 without this requirement. A recent poll by Nanos found a strong majority of Torontonians support requiring physical locks on shared e-scooters, with consistent support across age and gender groups.

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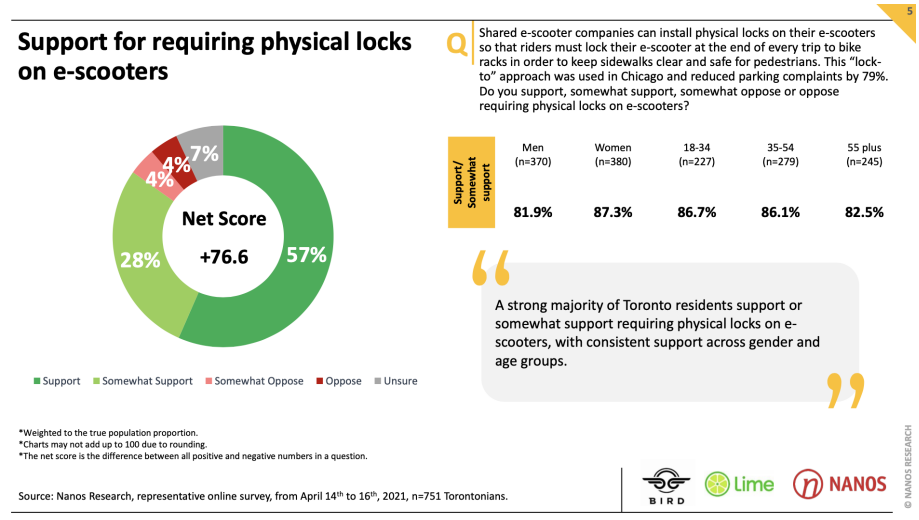
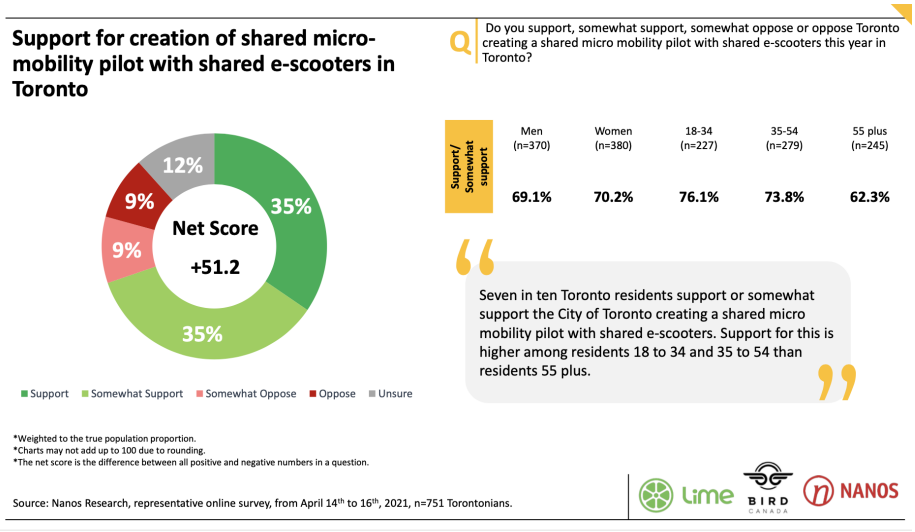
	
"E-scooters would cost taxpayers lots."	Shared e-scooter programs are not taxpayer subsidized and are offered to cities at no direct cost. Ottawa city staff reported earlier this year that their municipal insurance pool has had no impact from their shared e-scooter program pilot to date. Toronto, Montreal and Vancouver currently offer bike share programs. All three cities provide public subsidies to support the capital and operating costs of the programs. For example, Toronto's bike share system has received over $25 million in public funds since 2017 for capital, and costs $2.3 million annually to operate (2018 figure).
"City Council should not conduct an e-scooter pilot."	According to city polling by the City of Toronto, "Most stakeholders and a majority of Toronto residents surveyed (69 per cent) support a coordinated approach to shared e-scooter services managed by Bike Share Toronto." In a recent Nanos poll, 7 out of 10 Torontonians support the City of Toronto establishing a shared e-scooter pilot.



Internationally

Commercial shared e-scooter pilot programs operate in ~ 200 cities globally. Below is a list of cities Bird operates in globally only (it doesn't include cities Lime, Bolt, Tier, and other shared e-scooter companies operate in).

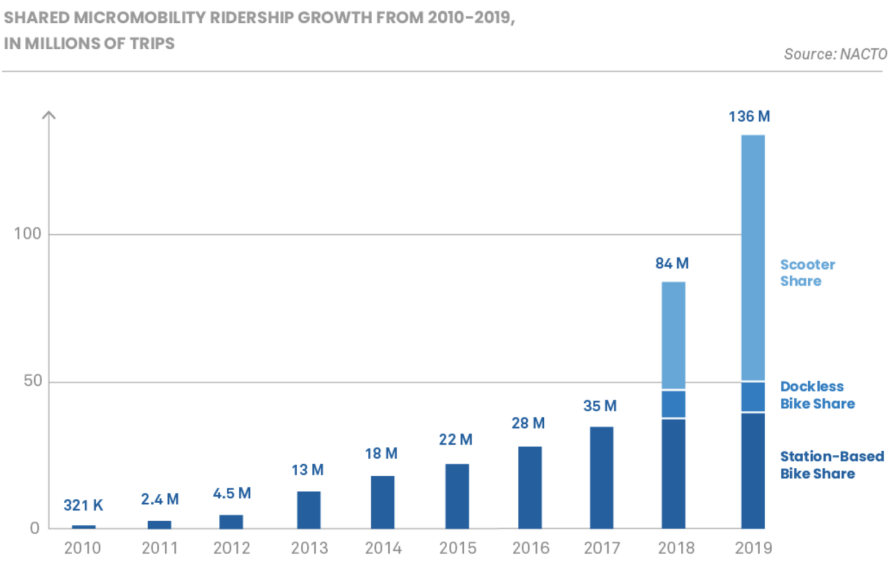
Europe	Verona	Columbia	Montgomery County
Annecy	Vienna	Columbus	Nashville
Antwerp	**Middle East**	Coral Gables	Norman
Barcelona	Givatayim	Culver City	Oakland
Berlin	Ramat Gan	Dallas	Phoenix
Bordeaux	Tel Aviv	Denver	Portland
Cologne	**North America**	Detroit	Richmond
Frankfurt	Mexico City	Durham	Salt Lake City
Hamburg	**South America**	Fairfax	San Diego
Krakow	Santiago - Las Condes	Fort Collins	San Francisco
Lisbon	**United States**	Ft. Lauderdale	San Jose
Lyon	Alexandria	Harrisonburg	Santa Monica
Madrid	Arlington	Indianapolis	Scottsdale
Marseille	Atlanta	Kansas City	St. Louis
Munich	Austin	London	Tallahassee
Paris	Bakersfield	Long Beach	Tampa
Redditch	Bloomington	Los Angeles	Tempe
Rimini	Boise	Louisville	Tucson
Rome	Brookline	Memphis	Tulsa
Sevilla	Charlotte	Meridian	Virginia Beach
Stockholm	Cincinnati	Miami	Washington DC
Torino	Cleveland	Milwaukee	

Canada

Over a dozen cities in Canada have a shared e-scooter program or are in various stages of regulatory development towards a shared e-scooter pilot:

- **Richmond:** City Council directed staff to develop a regulatory framework for commercial shared e-scooters in 2019
- **Victoria:** Delayed by COVID-19, city staff are developing a regulatory framework for commercial shared e-scooters. The

	Mayor of Victoria previously wrote to the Province requesting regulatory permission. • **Vancouver:** City Council voted in 2020 to permit a personally owned e-scooters pilot • **Calgary:** 2-year commercial shared e-scooter pilot made permanent in Jan. 2021 • **Edmonton:** Commercial shared e-scooter pilot renewed for third year in 2021 • **Winnipeg:** City staff made a formal request to the Province to permit e-scooters on roads in Dec. 2020 and a commercial shared e-scooter pilot • **Brampton/Hamilton/Mississauga**: All cities have city staff reports coming this Q1/Q2 2021 on commercial shared e-scooters after Hamilton and Mississauga approved use of personally owned e-scooters • **Windsor**: Issued RFP for commercial shared e-scooters in late 2020 and selected Bird Canada for 2021 operations • **London:** Issued an RFP for commercial shared e-scooters and will be issuing a second revised micro-mobility RFP • **Waterloo Region**: Launched public consultations in January 2021 on commercial shared e-scooters prior to possible regulation • **Montreal:** Commercial shared e-scooter pilot in 2019 • **Westmount:** Commercial shared e-scooter pilot in 2019 • **Halifax:** City Council directed city staff to develop regulatory framework for commercial shared e-scooters in 2019 pending provincial regulatory approval
"An e-scooter, unlike a bike, is a motor vehicle. They should not be exempt from public safety regulations that apply to motor vehicles."	In Ontario, e-scooters are not exempt from public safety regulation. The Minister of Transportation in Ontario introduced amendments to the Highway Traffic Act to permit a 5-year e-scooter pilot that came into force on Jan. 1, 2020, which contains public safety regulation. E-bikes are also already permitted in Toronto which is a motorized vehicle akin to an e-scooter.
"In any event, Toronto already has bikes and BikeShare."	Bike share systems (docked or dockless) often operate in the same City with commercial shared e-scooter operations. In fact, according to the U.S. Department of Transportation Bureau of Transportation Statistics:

	Dockless bikeshare and e-scooter systems expanded coverage [from existing docked bike share systems], first appearing in the U.S. in 2017. As of August 2020, there are 50 dockless bikeshare systems and 145 e-scooter systems (not counting systems limited to college or employer campuses). **Many systems serve the same city**. As of August 2020, dockless bikeshare systems serve 45 cities and e-scooters serve 69 cities. [Emphasis added] The National Association of City Transportation Officials (NACTO) compiles a shared micro-mobility report on North America annually. The report (not including data from European cities with e-scooter operations like Paris, Rome, Frankfurt, Stockholm, Vienna, etc.) and other parts of the world including South America and Australia, notes the sheer scale at which commercial shared e-scooter operations exist and flourish, eclipsing the number of trips compared to dockless and station-based bike share systems (see table below).  In 2019, Montreal's BIXI bike share program had a record year despite competition from a newly introduced shared e-scooter and e-bike program from Bird and Lime (JUMP). The 5.8 million trips made by BIXI riders was an eight per cent increase from the year prior.
"The July 2020 City Staff Report shows that e-scooters do	**Calgary** City staff found: • 1 in 3 shared e-scooter trips replaced a car trip.

not bring the great benefits for reduced car traffic and pollution that the corporate lobbyists for e-scooter rental companies claim.”	• >50% of shared e-scooter trips ended in a BIA or BRZ.
	
	Ottawa
	City staff reported:
	• 27% indicated that they chose to use an e-scooter to reduce GHG emissions
	• Reduction in GHG emissions: 46% reported driving less and 33% reported travelling less as a car passenger.
	• 48% of e-scooter trips started in a BIA and 45% ended in a BIA, bringing residents to local businesses and supporting Ottawa’s economic recovery during COVID-19.
	• Of the 34% of e-scooter riders who visited a local business and the 33% who visited a local restaurant:
	  ○ 6% reported spending more than $100 on a typical visit
	  ○ 18% spent between $51 and $100
	  ○ 36% spent between $21 and $50.
	
	Montreal
	City staff reported:
	• 27% of shared e-scooter trips made in Montreal has as their origin or destination, a metro or train station

“The fact that the e-scooter corporate lobbyists have no effective solutions to offer, after operating e- scooters in several other cities around the world, proves that e-scooters should simply remain banned.”	Commercial shared e-scooter companies have introduced a number of technological innovations to improve safety and compliance. A few are outlined below:
	
	• **Sidewalk Detection**
	  ○ To encourage safe riding and to protect the public, Bird combines speed and brake fluctuation analysis with technology to determine whether rides occur on sidewalks or streets. This allows Bird to monitor and influence rider’s behaviour in accordance with local rules and preferences.
	
	• **“Beginner” Mode**
	  ○ Beginner mode automatically softens a Bird scooter’s acceleration, allowing riders to slowly work their way up to full speed.
	
	• **“Lock-to” E-scooters**
	  ○ Shared e-scooters with a lock attached to it like a bicycle lock that is unlocked via an e-scooter share

	company app. At the end of a ride, a rider locks the e-scooter to municipally approved infrastructure. Upon locking the e-scooter, riders are required to take a photo of the e-scooter locked to a bike rack or permitted infrastructure ● **Helmet "Selfie"** ○ At the end of each trip, riders are asked to take a selfie. Riders who demonstrate helmet usage will receive incentives such as future ride credits. Riders can also share their selfie via social media and include #BirdHelmetSelfie to help promote broader adoption and use of helmets. ● **Community Mode** ○ Community Mode is an in-app reporting feature that allows anyone - whether or not they ride Bird - to report instances where a Bird is parked improperly, damaged, etc. These reports help us take appropriate action such as deploying staff to reposition or remove a vehicle, or taking further disciplinary action as needed. ● **Geo-Fencing** ○ **Slow Down Zones**: Most Canadian cities have set scooters to a maximum of 20 km/h and some cities have implemented slow down zones for highly pedestrianized areas of the City so that scooters travel slower in these zones (i.e. 15 km/h in Calgary). ○ **No Ride Zones:** Some cities have established no rides zones where upon entering the zone the scooter slows down gradually and stops safely to discourage riding.. ○ **No Park Zones:** Some cities have established no park zones where upon entering the zone, the scooter is unable to be parked/trip ended.