

# Developing a Micromobility Strategy Public Consultation Report

---



April 12 2024

Prepared by:  
Sean Hurley, Senior Coordinator, Public Consultation Unit

[Sean.Hurley@Toronto.ca](mailto:Sean.Hurley@Toronto.ca)  
416-396-5785

City of Toronto, Metro Hall  
55 John Street, 19<sup>th</sup> Floor  
Toronto, ON. M5V 3C6



Contents

Executive Summary ..... 2

    Project Summary ..... 3

    Notification & Consultation Activities ..... 4

    Notification ..... 4

Activities ..... 4

    Email and Phone Comments ..... 4

    Interest Group Meetings ..... 4

    Town Hall on Accessibility Issues (Canadian National Institute for the Blind) ..... 6

    Telephone Town Hall on micromobility ..... 6

    Online Survey ..... 6

Feedback Summary ..... 8

    Community and Interest Group Meetings & Comment Submissions ..... 10

    Town Hall on Accessibility Issues ..... 14

    Telephone Town Hall ..... 15

    Email and Phone Comments ..... 17

    Online Survey ..... 20

Appendices ..... 30

Demographics ..... 30

## Executive Summary

This report summarizes public consultation activities and feedback received during initial public consultation on Developing a Micromobility Strategy (the Strategy), taking place from November 9 2023 – March 8 2024. Members of the public, community and interest groups were provided opportunities to provide input on what the City should consider as a Strategy is developed.

Public consultation activities were citywide and included an online survey, email and phone comments, a virtual town hall focussed on accessibility issues, a telephone town hall and community and interest group meetings. More than 7,800 people participated across all engagement opportunities.

Public feedback received during consultation activities was mixed and addressed a broad selection of concerns and considerations, including:

- Unsafe micromobility user behaviour and impacts to vulnerable road users
- Licensing and insurance for micromobility users
- Safety impacts for those living with disabilities
- Consistency with other jurisdictions on regulation for new forms of micromobility
- Increasing levels of interest in or use of new forms of micromobility, for both business and personal use
- Equity, diversity and inclusion impacts of regulating micromobility
- Benefits of new forms of micromobility, including positive environmental outcomes
- State of the City's road and cycling infrastructure and ability to accommodate increasing volumes of micromobility
- Safety and regulation of new forms of micromobility, including related to fire risk associated with battery fires
- Enforcement of micromobility user behaviour
- Educational supports for micromobility users
- Technological solutions to address safety or other concerns
- Need for additional public consultation and engagement on new forms of micromobility
- Parking and charging infrastructure for new forms for micromobility

The project team has considered all feedback received during the public consultation activities. Input from participants will inform the recommendations of a report to Infrastructure and Environment Committee in May 2024. Next steps in Developing a Micromobility Strategy will be outlined in that report.

## Project Summary

In July 2023, [City Council Directed staff to develop a micromobility Strategy](#) (the Strategy). micromobility describes small, compact, low-speed vehicles that are lighter weight than cars, which can include bicycles, cargo bikes/trikes, folding bikes, electric two, three, or four-wheeled cycles, urban mobility vehicles (e.g. small, one-person e-cars), e-mopeds, electric kick-scooters (e-scooters), and more.

This report summarizes public consultation activities and feedback received during initial public consultation on Developing a micromobility Strategy, taking place from November 9 2023 – March 8 2024.

Examples of new forms of micromobility considered by participants during public consultation activities include:



**E-bikes, or electric bicycles, and electric cargo-bicycles**



**E-Scooter, or electric kick-scooter**



**E-moped, or electric moped**



## Low speed vehicles and urban mobility vehicles

### Notification & Consultation Activities

#### Notification

A variety of methods were used to notify stakeholders and members of the public consultation and engagement activities:

- Project Webpage: [www.toronto.ca/micromobility](http://www.toronto.ca/micromobility)
- Emails to project list, community and interest group list including residents associations, community groups, organizations, businesses, industry groups and institutions (~150 subscribers)
- Promotion of survey and project webpage via City of Toronto newsletters and external partners
- Social media posts via LinkedIn, Facebook and Twitter
- Broadcast voice message to support Telephone Town Hall

#### Activities

##### Email and Phone Comments

Community and interest group representatives and members of the public were invited to share comments and ask questions via phone, email, or written letter. A total of 47 comment submissions were received between November 9, 2023 and March 8, 2024. All comments were recorded and reviewed for consideration and response by the project team.

##### Interest Group Meetings

A total of 7 Interest Group meetings were held. All meetings were held virtually using the Webex platform. More than 55 organizations were invited to attend. Representatives from 39 local, national and international organizations participated and are listed below:

<b>Meeting</b>	<b>Date</b>	<b>Attendees</b>
Community and Interest Group Meetings	November 13, 2023 November 15, 2023 November 17, 2023	<ul style="list-style-type: none"> <li>• TTC Riders</li> <li>• CycleTO</li> <li>• Federation of North Toronto Residents</li> <li>• Leaside Residents Association</li> <li>• Women's Cycling Network</li> <li>• Bike Brigade</li> <li>• Clean Air Partnership</li> <li>• Toronto Centre for Active Transportation</li> <li>• Cargo Cycles</li> <li>• Community Bikeways</li> <li>• Bicycle Mayor TO</li> </ul>
Accessibility Meeting	December 13, 2023	<ul style="list-style-type: none"> <li>• Accessibility for Ontarians with Disabilities Act Alliance</li> <li>• Walk Toronto</li> <li>• Canadian Council of the Blind</li> <li>• National Alliance for Blind</li> <li>• March of Dimes</li> <li>• Canadian Council of the Blind</li> <li>• Spinal Cord Injury Ontario</li> <li>• Hamilton Accessibility Hamilton Alliance</li> <li>• Mississauga and Region of Peel Accessibility Advisory Committee</li> <li>• London Transportation Advisory Committee</li> </ul>
Food Delivery Meeting	February 2, 2024	<ul style="list-style-type: none"> <li>• Uber</li> <li>• DoorDash</li> <li>• SkiptheDishes</li> <li>• Fantuan</li> </ul>
Industry Meeting	February 26, 2024	<ul style="list-style-type: none"> <li>• Lime Technology Inc</li> <li>• Joyride Technologies Inc</li> <li>• Lyft</li> <li>• Bird</li> <li>• Neuron Mobility</li> <li>• Zygg</li> <li>• Scooty</li> <li>• Segway of Ontario</li> </ul>
Courier and Cargo Delivery Meeting	March 1, 2025	<ul style="list-style-type: none"> <li>• FedEx</li> <li>• Purolator</li> <li>• DHL</li> <li>• Canada Post</li> <li>• Penguin Pickup</li> </ul>

The meetings were facilitated by Sean Hurley, Senior Coordinator in the Public Consultation Unit, and featured presentations on Developing a micromobility Strategy by Janet Lo, Senior Project Manager, Transportation Services. Opportunities for questions and feedback followed the presentations. Participants were provided with information on how to send in submissions afterwards, and a notetaker recorded meeting minutes.

## Town Hall on Accessibility Issues (Canadian National Institute for the Blind)

This public event was hosted and organized by the Canadian National Institute for the Blind (CNIB). The meeting was hosted virtually using the Zoom platform and took place on Wednesday, January 24 from 7 – 8:30p.m. The purpose of this meeting was to receive feedback on the use of micromobility from an accessibility perspective.

The meeting was facilitated by Victoria Nolan, Manager, CNIB and featured a presentation by Janet Lo, Senior Project Manager, Transportation Services, followed by an opportunity for participants to ask questions and hear responses from City staff. The meeting was attended by 53 people, including City of Toronto Staff. City of Toronto staff took minutes and recorded all comments and questions received at the meeting.

The materials prepared for this online town hall were made available upon request.

## Telephone Town Hall on micromobility

A telephone town hall took place on February 29, 2024 from 7 – 8:30 p.m. This event was supported by external vendor Strategic Communications Inc (Stratcom) and hosted on the telephone (1-833-490-0778) and via live interactive webcast was hosted at [www.access.live/CityofToronto](http://www.access.live/CityofToronto).

The event was hosted by Sean Hurley, Senior Coordinator in the Public Consultation Unit and featured a presentation by Janet Lo, Senior Project Manager, Transportation Services.

More than 49,000 landlines and cellphones received a Broadcast Voice Message on February 26, 2024 promoting the event and directing residents to the project webpage. More than 4,300 people attended the event, with 498 participants staying actively engaged for more than 20 minutes. 135 participants attended via web stream. Peak attendance during the event reached 1,518 participants, and a total of 143 questions and comments were received either on the phone or online. 17 participants were able to pose questions of staff live on the telephone and 5 questions submitted online were read aloud by the host. 92% of those attending were from the City of Toronto, with 8% from neighbouring municipalities in the Greater Toronto and Hamilton Area. Participants tended to be older, with 82% above the age of 45.

The event included 5 polls – two demographic, and three on micromobility vehicles:

1. Where do you live in the Toronto Area?
2. What age category are you in?
3. How familiar are you with micromobility vehicles?
4. What would prevent you from using micromobility in the future?
5. If you were to use micromobility, what would be the main purpose?

The materials prepared for the public event, including the presentation slides and survey were posted to the project webpage on February 29, 2024, and hard copy materials were made available upon request.

## Online Survey

To provide additional feedback opportunity, an online survey was available from November 9 2023 until December 13 2023, that received 3,383 responses. Participation was anonymous.

The survey included background information on the project, visuals of example micromobility vehicles and asked the questions listed below.

1. Should the City allow the following micromobility vehicles to be used in bike lanes? Assume they are required to have the same maximum speed as e-bikes, e.g. no more than 32 kilometres per hour
  - a. Electric kick-scooter – allow in bike lanes?
  - b. Seated electric scooter – allow in bike lanes?
  - c. Large tricycle carrying people – allow in bike lanes?
  - d. Large tricycle carrying people – allow in bike lanes?
  - e. If answering “No” to any of the above, please specify your reasons or you can skip this question.
2. Do you support allowing Low Speed Vehicles to operate on City streets that have a speed limit of 50 kilometres per hour?
  - a. If answering ‘somewhat opposed or strongly opposed’, please specify your reasons or you can skip this question.
3. What do you think is needed to safely integrate new forms of micromobility into the City’s transportation system? Choose your top three responses.
4. How likely is it that you would use new micromobility vehicles (e.g. electric kick-scooter, low speed vehicles, etc) if they were allowed to be operated on the City’s streets/in bike lanes?
  - a. Please specify the reasons for your response or you can skip this question.
5. For what purposes would you be using new micromobility vehicles?
6. How often do you use each of the following modes of transportation to get around Toronto?
7. What types of micromobility vehicles do you currently use or have used (whether in Toronto or elsewhere)? Select all that apply.
8. What other comments or feedback do you have about the use of micromobility in Toronto?

The survey also included 9 optional demographic questions.



## Feedback Summary

Feedback received from the public, community and interest groups during consultation on the Strategy was mixed, with participants expressing support for and opposition to new forms of micromobility for a variety of reasons. A summary of the themes of feedback received is as follows:

### **Unsafe micromobility user behaviour and safety concerns for vulnerable road users, particularly those living with disabilities**

A recurring theme across public consultation was the unsafe operation of new forms of micromobility, including e-scooters and heavier vehicles like seated scooters. Pedestrians, people cycling and people driving expressed concerns about conflicts with users of new forms of micromobility due to unsafe user behaviour. Particular concerns were expressed about the potential safety impacts of new forms on micromobility for residents who live with a disability. Most participants representing the accessibility community expressed support for continued restrictions on new forms of electric micromobility within the City.

### **Licensing, registration, insurance, and regulation of micromobility**

Many participants expressed support for some form of licensing or registration for users of new forms of micromobility. Generally, those supporting licensing and registration noted that this would help ensure accountability in the event of a collision or serious injury. Mandatory education on road safety for users of new forms of micromobility was suggested by many participants. Participants also expressed support for updating driver training for commercial drivers and car drivers to include information on sharing the road with new forms of micromobility. Many participants noted that existing traffic regulations or bans on particular micromobility vehicles should be more effectively enforced.

### **Consistency with other jurisdictions on regulation for new forms of micromobility**

Participants expressed that the Strategy should pursue policies for new forms of micromobility which are consistent with other large Canadian municipalities and neighbouring municipalities in the Greater Toronto and Hamilton Area. The City was encouraged to examine successful micromobility programs operating in other jurisdictions and reflect the best practices in the Strategy. Participants encouraged pilot programs for new forms of micromobility to provide Toronto-specific data and experiences with these vehicles to inform future regulation. The City was encouraged to work with federal and provincial governments to ensure micromobility vehicle design and regulation reflects the City's needs.

### **Increasing levels of interest in or use of new forms of micromobility, for both business and personal use**

Many participants noted that new forms of micromobility – particular electric micromobility such as e-scooters and electric micromobility vehicles – are being increasingly used globally and encouraged the City to develop a framework to allow for more use. Uses of micromobility included business or commercial use, travel to and from work or school, personal use and recreation. Many participants expressed enthusiasm about new forms of micromobility and speculated that use of these vehicles is not likely to decrease in the future.

### **Diversity, equity and inclusion impacts of regulating micromobility**

Participants noted that new forms of micromobility can be cheaper to own and operate than a traditional automobile and may be used by equity-seeking communities within the City.

Participants encouraged that the Strategy employ diversity, equity and inclusion measures when determining how to regulate micromobility to ensure fair outcomes for all residents.

### **Benefits of new forms of micromobility, including positive environmental outcomes**

Many participants expressed support for the use of new forms of micromobility, citing beneficial environmental outcomes and alignment with the City's climate goals. New forms of micromobility were seen to decrease congestion and emissions associated with traditional forms of transportation. Other benefits noted by participants included financial savings and travel flexibility for those who may otherwise rely on public transit.

### **Concerns regarding readiness of City transportation, parking and charging infrastructure to accommodate increasing volumes of micromobility**

Participants expressed concerns that the City's existing infrastructure was not prepared to handle increasing use of new forms of micromobility. Concerns were expressed about increasing conflict on roads and in cycling infrastructure, congestion on faster moving roads generated by slower micromobility vehicles and restricted access to transit systems with an electric micromobility vehicle. Participants also noted that safe and convenient parking and charging options are limited in both public and private spaces across the City. Some participants felt cycling infrastructure should be expanded to accommodate micromobility, or that separate infrastructure should be installed in City streets specifically for new forms of micromobility.

### **Key findings from online survey**

A significant number of residents participated in the online survey. Key findings from this survey include:

- A majority of respondents support allowing e-scooters to operating in City bike lanes and cycling infrastructure, while the majority opposes allowing seated electric scooters to use this infrastructure
- Respondents were supportive of allowing low speed vehicles to operate on City streets with a speed limit of 50 kilometres per hour
- Respondents expressed support for licensing and registration of new forms of micromobility, increased enforcement of unsafe road user behaviour, road safety education for all road users, and investments in City infrastructure to support safe integration of micromobility into the City's transportation system
- Respondents were fairly evenly divided in their likelihood of using new forms of micromobility, with personal use as the primary interest for these vehicles
- The most commonly used form of micromobility by respondents was a bicycle or e-bicycle

## Community and Interest Group Meetings & Comment Submissions

From November 13, 2023 until March 1, 2024, 51 participants representing 39 community and interest groups participated in meetings to help inform the Strategy. During community and interest group meetings held on the Strategy, participants expressed questions and comments summarized below:

Topic	Comment and Feedback Summary
<b>Community and Interest Group Meetings</b>	<p><b>Safety and Accessibility</b></p> <ul style="list-style-type: none"> <li>• Many larger micromobility vehicles are too large/interfere with people cycling and vulnerable users in cycling infrastructure. Primary conflict is between powered micromobility vehicles moving faster than traditional bicycles</li> <li>• Safety / Accessibility concerns for Wheel-Trans users at point of loading/unloading should be considered</li> <li>• Consider other jurisdictions' best practices, demographic data and data on safety/collisions</li> </ul> <p><b>Regulation and Enforcement</b></p> <ul style="list-style-type: none"> <li>• Larger / mid-duty micromobility vehicles should not be allowed to use existing cycling infrastructure without better regulation</li> <li>• Education is required for all road users, including micromobility vehicle users, on rules and responsibilities</li> <li>• Enforcement should be a lower priority, after education, engineering and engagement</li> <li>• City should study other jurisdictions' experiences with micromobility and align with policies / regulation where possible</li> </ul> <p><b>Existing City Infrastructure</b></p> <ul style="list-style-type: none"> <li>• Strategy should support growth in City's cycling / on-road micromobility infrastructure to support all vehicles. Growth in use of these vehicles is inevitable</li> <li>• Strategy should include guidance on where new forms of micromobility can be used within the City. Mid Duty and larger vehicles should be excluded from cycling infrastructure</li> </ul> <p><b>Education of Micromobility Users</b></p> <ul style="list-style-type: none"> <li>• Education of micromobility vehicle users should be a Strategy priority – including training, focus on risk(s) and appropriate infrastructure to use for each vehicle type</li> <li>• Strategy should focus on companies/corporations to ensure they are required to provide appropriate training/education to gig workers.</li> <li>• Culturally specific training, and providing education/training outside of the City boundaries where many delivery workers live, is important. Consider partnerships with regional transportation authorities</li> </ul> <p><b>Other Considerations for Strategy development</b></p> <ul style="list-style-type: none"> <li>• Strategy should promote the various benefits of micromobility – economic, health, less congestion, etc.</li> <li>• E-scooters – both personal ownership and rental models – should be a priority for Strategy to address</li> </ul>

Topic	Comment and Feedback Summary
	<ul style="list-style-type: none"> <li>• People cycling / non-powered vehicles should be considered for priority over powered micromobility vehicles</li> <li>• Equity, diversity, and inclusion should be fundamental metrics in developing the Strategy. Many micromobility users are from equity-seeking communities, including gig-workers using micromobility vehicles for work</li> <li>• City has a role in hosting / providing ongoing forums for micromobility users to discuss issues and safety concerns, and to interact with other road users to develop solutions (e.g. ongoing engagement on this issue is required)</li> <li>• City should investigate or monitor technological solutions to micromobility issues – e.g. sidewalk riding/parking – where applicable (e.g. ongoing jurisdictional scans)</li> <li>• Data required on who is using micromobility, and why (including those with unsafe practices) to guide better recommendations in the Strategy (e.g. data-driven decision making)</li> </ul>
<b>Accessibility Meeting</b>	<ul style="list-style-type: none"> <li>• Concerns about new micromobility vehicles echo those submitted by Accessibility groups in the past – quiet, fast moving vehicles along with unsafe riding practices present an acute danger to those living with disabilities</li> <li>• Be more explicit in survey and information out to participants and residents that e-scooters are banned and the reasons for this ban</li> <li>• Concerns that residents and participants may not understand that the Strategy does not intend to address/regulate electric accessibility vehicles – e.g. scooters or electric wheelchairs. Strategy should be clear these will not be regulated or restricted</li> <li>• Align future outreach and engagement with consultation model for the Canada Disability Benefit regulations – make all future consultations fully accessible</li> <li>• Survey and consultation to date seems limited to Toronto residents, but the City is an international tourist destination and consideration should be given to visitors and their use of micromobility</li> <li>• Strategy recommendations may influence policy considerations in other jurisdictions and City should consider accessibility concerns carefully</li> <li>• Accessibility advocates want to ensure their concerns are heard on this issue</li> <li>• Public Service Announcements were suggested as future engagement tool to ensure broad reach</li> </ul>

Topic	Comment and Feedback Summary
<b>Food Delivery Meeting</b>	<ul style="list-style-type: none"> <li>• Equity, diversion and inclusion metrics available for courier workers and should be considered in Strategy</li> <li>• Some companies may have data to share on which routes are being used frequently ('heat maps')</li> <li>• Companies see their role in continuing education for courier workers and are happy to share out and reinforce City's messages on safe riding practices, battery/fire safety, and etiquette regarding sharing of public space</li> <li>• Strategy should include process to collate feedback they are receiving regarding food courier delivery concerns and communicate this out to courier companies on a regular basis</li> <li>• Regular meetings to facilitate two way communication with the food delivery industry</li> <li>• Messaging around use of public spaces needs to be carefully considered and not seek to exclude or discriminate against any particular user of public spaces</li> <li>• Linking to information hosted by the City online would be helpful in communicating to courier workers</li> <li>• Use of micromobility and e-micromobility is increasing, both for commercial use but also for recreation and commuting and all uses need to be considered in the Strategy</li> </ul>
<b>Micromobility Industry Meeting</b>	<ul style="list-style-type: none"> <li>• Positive feedback received from consultations on Strategy important – i.e level of interest and demand from residents in e-scooters and other rental micromobility</li> <li>• Concerns that there is a lack of jurisdiction consistency as GTHA neighbours have programs while Toronto does not. Suggestions to consider experiences in jurisdictions where rental micromobility is operating successfully.</li> <li>• Negative experiences in other jurisdictions may not accurately reflect Canadian experience where municipalities use an RFP process to mitigate concerns</li> <li>• Concerns about consultation process with industry – should have had more engagement early on to capture their perspective and the benefits of shared micromobility</li> <li>• Some subscription users (couriers) are experiencing difficulty accessing TTC and other transit systems with their micromobility device</li> <li>• Consider existing parking infrastructure – car lots and surface lots – as options to expand overnight parking for e-micromobility users. Users indicate parking can be a barrier</li> <li>• Consider new technologies emerging since 2021 – ex. Scooters which are compatible with existing Bike Share docking stations</li> <li>• Toronto-specific data from a pilot or demonstration is important to accurately capture the Toronto experience, desire of residents to use micromobility</li> <li>• Encourage decisions makers to attend on-the-ground demonstrations of micromobility pilots in other jurisdictions</li> <li>• Strong support from attendees for a Request For Information or equivalent process for ongoing engagement/consultation with the micromobility industry – would allow for more open sharing of proprietary info and better info for the City decision makers</li> </ul>

Topic	Comment and Feedback Summary
<b>Courier and Cargo Delivery Meeting</b>	<ul style="list-style-type: none"> <li>• Consider examples of courier / cargo infrastructure (e.g. Microhubs) and micromobility programs (e.g. Low Speed Vehicles) in other jurisdictions</li> <li>• Pursue further Microhub pilots and programs, including those which can be accessed or shared by multiple companies</li> <li>• Improve and increase access to charging infrastructure across the City– both for micromobility and larger electric vehicles as well as some of the costs related to new EV charging requirements by the City</li> <li>• A diversity of micromobility vehicles in courier/cargo industry in supports both the City’s TransformTO goals and individual companies decarbonization goals.</li> <li>• Labour conditions (higher wages, better training/more skilled, more secure employment) at larger courier/cargo companies may better support desired social outcomes – consideration should be given to social outcomes when deciding about pilots to pursue</li> <li>• Volume of deliveries can be accomplished by more established companies – larger fleets can deliver more packages or are more likely to have a greater volume of packages and contribute to decreased congestion</li> </ul>

Participants expressed that the City should continue engaging and consulting with the public and community and interest groups on how to safely regulate new forms of micromobility. Input from equity-seeking communities, including the accessibility community, and youth were seen as priorities. Industry representatives also expressed interest in continuing discussions with the City on emerging technological solutions to some of the challenges identified in integrating new forms of micromobility into the City’s transportation system.

## Town Hall on Accessibility Issues

An externally hosted virtual town hall meeting on accessibility issues related to new forms of micromobility was held on January 24, 2024. This public event was hosted and organized by the Canadian National Institute for the Blind (CNIB). The City was invited to present and take questions from members of the accessibility community. 53 people participated in the meeting, and City staff took notes. During the town hall, participants expressed questions and comments summarized below:

Topic	Comment and Feedback Summary
<b>Injury Rates and Data</b>	<ul style="list-style-type: none"> <li>Concerns were expressed about injury rates related to new forms of micromobility and questions were asked about what data the City uses to monitor collisions and injuries associated with micromobility</li> </ul>
<b>Unsafe behaviour and enforcement</b>	<ul style="list-style-type: none"> <li>Concerns were expressed about unsafe riding behaviour on new forms of micromobility, including sidewalk riding and blocking the sidewalk while parking these vehicles.</li> <li>Questions were posed about how the city will enforce unsafe riding, particularly on the sidewalk or pedestrian walkways at intersections, and how parking issues can be addressed in the Strategy</li> </ul>
<b>Technological solutions and barriers for new micromobility vehicles</b>	<ul style="list-style-type: none"> <li>Mixed feedback was received regarding emerging technological solutions to addressing safety concerns of the accessibility community. Barrier-preventing technology, such as sound emissions and e-scooter docks were suggested</li> <li>Many participants expressed concerns that technological solutions do not address the concerns of the entire accessibility community/all disability types and would be ineffective in addressing safety concerns</li> <li>Comments were received regarding private versus personal ownership of vehicles, and whether mandatory barrier-preventing technology could be implemented in different ownership models</li> </ul>
<b>E-scooters and safety of accessibility community</b>	<ul style="list-style-type: none"> <li>E-scooters were noted as a particular danger to the accessibility community as vehicles are silent and riders are uninsured</li> <li>Participants reaffirmed that concerns around these vehicles expressed to the City over the past several years remain</li> </ul>
<b>Licensing and registration</b>	<ul style="list-style-type: none"> <li>Registration and licensing of e-bikes and e-vehicles, particularly the larger seated scooters or other large micromobility vehicles was suggested</li> <li>Accountability for accidents which occur requires licensing and registration</li> </ul>
<b>Cycling and Road infrastructure</b>	<ul style="list-style-type: none"> <li>Questions were posed about what proportion of City streets have sufficient infrastructure to support growth in new forms of micromobility</li> <li>Bicycles are an established and effective form of micromobility that are safer for the accessibility community</li> <li>Larger, higher-speed versions of electric micromobility vehicles were pointed out to pose additional risk to the accessibility community due to size, weight, and rider behaviour</li> </ul>

## Telephone Town Hall

StratCom provided a summary of the virtual telephone town hall event hosted on February 29.

During February 29 telephone town hall, participants expressed 143 questions and comments summarized below:

Topic	Comment and Feedback Summary
<b>Safety for Pedestrians</b>	<ul style="list-style-type: none"> <li>• Participants expressed concern about e-bike safety and wanted stricter rules. They asked about accidents with pedestrians and e-bikes, suggesting better sidewalk enforcement</li> <li>• Seniors on mobility scooters on sidewalks raised concerns about licensing and micromobility user education</li> <li>• Callers wanted stronger law enforcement for e-bikes and e-scooters to deal with safety issues. Urgent actions, like considering license plates for accountability, were suggested to handle these issues</li> </ul>
<b>Education and Awareness for micromobility Users</b>	<ul style="list-style-type: none"> <li>• Many callers believed that micromobility users don't know the rules for road use since they don't have to get licenses.</li> <li>• Participants wondered if there are any rules or training for new e-scooter and e-bicycle riders</li> <li>• Suggestions were made for educational support for micromobility users and some callers mentioned a possible reward system using GPS to monitor e-bike users and encourage safety</li> <li>• Suggestions were made regarding educating people driving about micromobility lanes and certifying commercial e-bike users. Callers mentioned safety efforts like commercials and education campaigns for people driving, especially those who block bike lanes</li> </ul>
<b>Enforcement and Regulation</b>	<ul style="list-style-type: none"> <li>• Participants expressed concerns and sought clarification on various aspects related to the enforcement and regulation of micromobility devices. Topics included sidewalk and bike lane usage, speed limits, enforcement of existing bylaws, disposal of batteries, congestion in specific areas, licensing and special requirements for new micromobility vehicles, resources for enforcement, ticketing for sidewalk rule violations, and concerns about motorized kick scooters on multi-use trails</li> <li>• Questions were raised about technology for speed control of micromobility vehicles, the application of regulations for cargo e-bikes, and the availability and legal standing of electric-assist bike trailers for commercial use in Canada</li> </ul>



Topic	Comment and Feedback Summary
<b>Licencing, Insurance and Safety</b>	<ul style="list-style-type: none"> <li>• Several questions and concerns were raised around the regulation and licensing of micromobility devices, particularly mopeds, e-bikes, and scooters. Individuals sought clarity on the necessity of licensing for these vehicles and potential mandates for lights on e-bikes</li> <li>• There was an inquiry regarding insurance, licensing, and liability for e-bikes and scooters, especially those modified to reach high speeds. The enforcement of bylaws related to sidewalk and bike lane usage, as well as the requirement for micromobility users to have insurance, was a recurring theme</li> <li>• Questions were received about the legality of various micromobility devices, including e-hoverboards and e-skateboards, and their enforcement under the Ontario Highway Traffic Act</li> <li>• Regulating parking, speed limits for e-bikes, and the overall unregulated use of micromobility vehicles in the city was discussed</li> <li>• Concerns about vendor registration, safety features, and the need for commercial licenses for e-bike delivery workers was raised</li> </ul>
<b>Bike Lanes and micromobility Infrastructure</b>	<ul style="list-style-type: none"> <li>• Participants were worried about bike lanes and micromobility infrastructure in the City. They asked about the reasons behind bike lane decisions and expressed concerns about increased traffic due to bike lanes</li> <li>• Participants were curious about the City's budget for expanding bike lanes, how council decides where to put them, and if there will be changes to major streets. Some people did not like the current micromobility strategy and suggested a separate roadway for those vehicles</li> <li>• Concerns included controlling scooters and e-bikes, enforcing bike lane rules, and giving lanes to low-speed vehicles. Callers also questioned the preference given to people cycling and the impact of bike lanes on regular traffic</li> <li>• Questions about changes to traffic laws were also part of the discussion</li> </ul>
<b>Public Opinion and Participation</b>	<ul style="list-style-type: none"> <li>• Participants sought information on the availability of a town hall summary and inquired about public voting on the proposed strategy. There was curiosity about potential collaboration with the province for legislative amendments, and concerns were raised around perceived limitations on democratic participation in the decision-making process</li> </ul>
<b>Specific micromobility Vehicles</b>	<ul style="list-style-type: none"> <li>• E-Scooters - Participants sought information on the current ban on e-scooters, questioning if the city plans to lift the restriction and wanted clarity on the legal status and enforcement measures</li> <li>• Questions were also submitted on Pedal Pubs and Golf Carts</li> </ul>

Topic	Comment and Feedback Summary
<b>Miscellaneous questions and recommendations</b>	<ul style="list-style-type: none"> <li>• Participants were concerned about various other micromobility related issues, such as transportation choices, cyclist safety, e-bike categories, money for micromobility initiatives, infrastructure problems, accessibility programs, e-bike taxes, and environmental impacts</li> <li>• Suggestions and comments were received about traffic congestion, how well micromobility strategies work, and if they will fit with the City’s TransformTO climate action plan</li> </ul>

**Polling Questions – Telephone Town Hall:**

Polls related to the subject of micromobility were presented during the event, with up to 390 participants responding to polling questions:

- 1) How familiar are you with micromobility vehicles, such as bicycles, e-bikes, or e-scooters, operating on streets or bike lanes?
- 2) What would prevent you from using micromobility in the future?
- 3) If you were to use micromobility, what is the main purpose you would use it for?

90% of participants expressed familiarity with micromobility vehicles, which provided a solid foundation for well informed feedback from the audience.

Barriers to use of micromobility were distributed quite uniformly, but safety concerns about operating these vehicles on City streets and bike lanes were most prominent, with 25% of respondents indicating this concern. A preference for walking or transit was expressed by 20% of respondents, and 16% indicated they already use a bicycle to get around the City. At 18%, a significant portion of participants indicated they prefer driving.

73% of participants in the telephone town hall indicated they would have some interest in using micromobility in the future.

**Email and Phone Comments**

In total, 47 comments were received from members of the public and community and interest groups. Comments and feedback are summarized below:

Topic	Comment Summary
<b>Safety Concerns</b>	<ul style="list-style-type: none"> <li>• Safety of vulnerable road users, including pedestrians on sidewalks, due to unsafe micromobility user behaviours</li> <li>• Examples provided of unsafe user behaviours included sidewalk riding, not stopping at lights/stop signs, lack of lighting at night, high speeds and reckless operation of micromobility. Some of these concerns extended to traditional bicycles</li> <li>• Increased speed of electric micromobility vehicles and the size and weight of some micromobility vehicles added an increased risk of serious accident or injury, primarily for vulnerable road users but also for the user of the micromobility vehicle</li> <li>• Safety concerns were also expressed for the users of micromobility due to unsafe driver behaviour (people driving traditional automobile)</li> </ul>

<b>Topic</b>	<b>Comment Summary</b>
<b>Accessibility Issues</b>	<ul style="list-style-type: none"> <li>• Focus on safety impacts specific to those living with disabilities. Electric forms of micromobility were expressed to present a particular risk due to their speed and relatively quiet operation</li> <li>• Support for the position presented by the Accessibility for Ontarians with Disabilities Act Alliance (both current comments and comments from previous discussions of micromobility / e-scooters at City Council or Committee)</li> <li>• Many concerns about accessibility were focussed on e-scooters as a particular safety risk due to user behaviour</li> <li>• Parking of micromobility vehicles on the sidewalk presented barriers to those living with disabilities</li> <li>• Comments were received on how to improve City consultation processes in general to ensure accessibility for all participants</li> </ul>
<b>Enforcement of Unsafe User Behaviour / Traffic Law</b>	<ul style="list-style-type: none"> <li>• Safety concerns related to micromobility user behaviour were commonly expressed with accompanying comments regarding a need for more enforcement</li> <li>• Enforcement should be possible under existing traffic laws</li> <li>• Additional resources should be put towards enforcement of unsafe micromobility user behaviour, including the formation of specific enforcement units to address these vehicles on City streets and cycling infrastructure</li> <li>• People driving traditional automobiles put users of micromobility at risk and increased enforcement here was also needed</li> </ul>
<b>Education for micromobility Users</b>	<ul style="list-style-type: none"> <li>• Educational supports were noted as an opportunity to improve safety for all road users. Education on safe road behaviour was expressed as a priority for both users of micromobility and for people driving</li> <li>• City has a role in educating residents about safe operation of micromobility. Others expressed that provincial road safety training for all road users should be updated to include information on micromobility</li> <li>• Education could be targeted at new residents of the City and at youth</li> <li>• Education for couriers or people using new forms of micromobility for work purposes was also highlighted as a need</li> </ul>
<b>Licensing, registration and Insurance</b>	<ul style="list-style-type: none"> <li>• Support for licensing and registration of micromobility users, particularly for electric micromobility vehicles and larger vehicles such as seated scooters.</li> <li>• Comments often included context that in the event of a collision with any other road users, it would be challenging to ensure accountability for the user of the micromobility vehicle without registration</li> <li>• Insurance requirements for users of new forms of Micromobility were also suggested</li> </ul>

Topic	Comment Summary
<b>Couriers and/or Food Delivery Users</b>	<ul style="list-style-type: none"> <li>• Concerns about unsafe user behaviour of workers using new forms of micromobility for delivery. These comments focussed primarily on the downtown core of the City. Safety concerns identified include high rates of speed, sidewalk riding, reckless riding and unpredictable behaviour, lack of lighting, and general unsafe operation of vehicles</li> <li>• Those using micromobility for commercial purposes should be licensed</li> <li>• Couriers and other delivery workers can congregate in specific areas, taking up sidewalk space or other public with their vehicles. Congestion on the sidewalk was noted</li> <li>• City needs to address micromobility due to inevitable growth in use, with delivery of food and other items as an example</li> </ul>
<b>Cycling Infrastructure</b>	<ul style="list-style-type: none"> <li>• Concern about new forms of micromobility – such as e-scooters, and electric vehicles generally, sharing cycling infrastructure with those using traditional bicycles. Safety concerns were noted due to the speed and weight difference between these types of vehicles</li> <li>• Support for continued expansion of cycling infrastructure to accommodate increased use of micromobility</li> <li>• Insufficient cycling infrastructure in the City to accommodate new forms of micromobility</li> <li>• New forms of micromobility are too fast to operate safely on shared multi-use paths and trails</li> <li>• Additional lanes and / or wider lanes would help integrate new forms of micromobility onto City streets</li> </ul>
<b>Road or other infrastructure</b>	<ul style="list-style-type: none"> <li>• Larger forms of new micromobility such as Low Speed Vehicles are too large for bike lanes but may add to congestion on City streets</li> <li>• Conflict between new forms of micromobility and traditional automobiles on City streets was noted</li> <li>• Insufficient parking and charging infrastructure for new forms of micromobility, both in public and private spaces in the City was noted</li> </ul> <p>Higher speed electric forms of micromobility should be required to operate on streets and roadways and not on shared pathways or bike lanes</p>
<b>Rental Models / Other micromobility</b>	<ul style="list-style-type: none"> <li>• Interest in rental micromobility, particularly for tourists and/or visitors to the City</li> <li>• Interest in other forms of micromobility, particularly Low Speed Vehicles and Urban Mobility Vehicles (or small mini electric cars)</li> <li>• Interest in the City developing an approved ownership model for new forms of micromobility, including e-scooters and Low Speed Vehicles</li> </ul>

## Online Survey

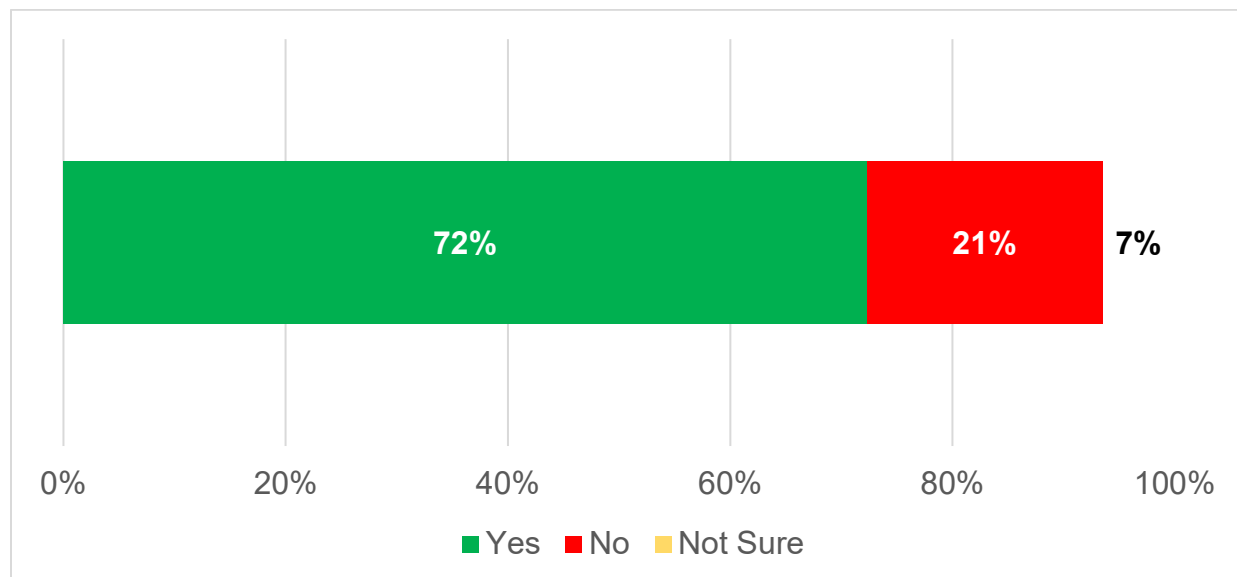
A survey was available via CheckMarket, an online survey platform. Respondents were also given an option to call and complete a survey over the phone. The survey presented information on micromobility and visuals showing the various types of micromobility vehicles accompanied the questions. The survey gave the option to include additional feedback in an open comment field for several questions. In total, 3,383 individuals participated in this survey.

Participation in the survey was anonymous, but optional demographic questions were included (see Demographic Questions for survey participant profile).

Responses received to each question are described in this section.

**Question 1) Should the City allow the following micromobility vehicles to be used in bike lanes? Assume they are required to have the same maximum speed as e-bikes, e.g. no more than 32 kilometres per hour**

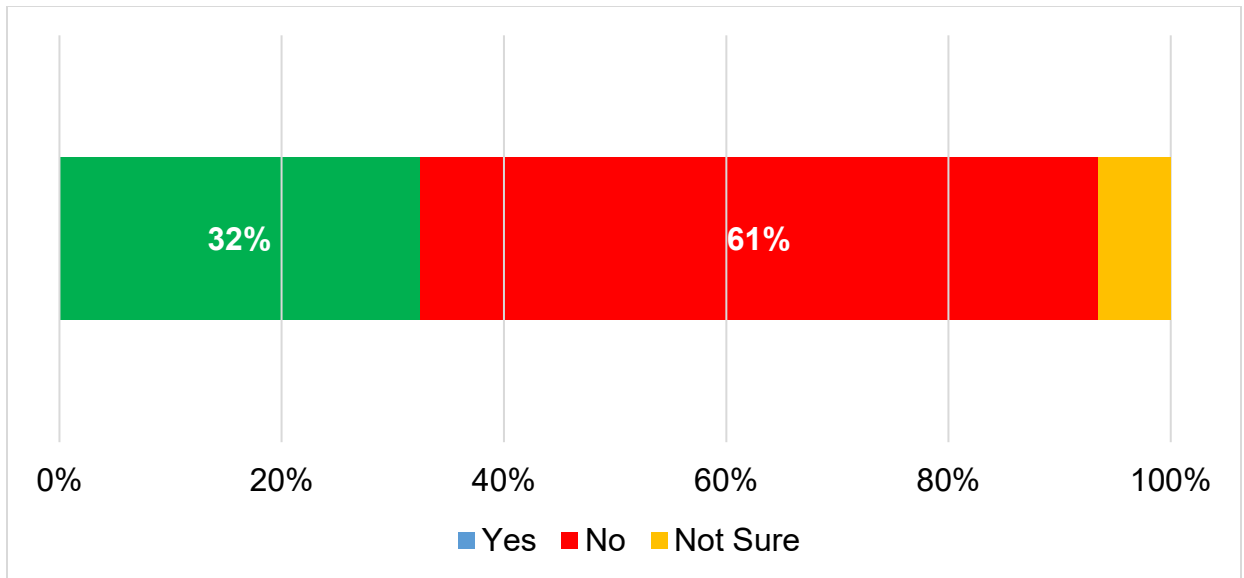
**a) Electric kick-scooter – allow in bike lanes?**



A total of 3,383 people responded to this question.

- 72% of respondents felt the City should allow Electric kick-scooters in bike lanes
- 21% of respondents felt the City should not allow Electric kick-scooters in bike lanes
- 7% of respondents were not sure if the City should allow Electric kick-scooters in bike lanes

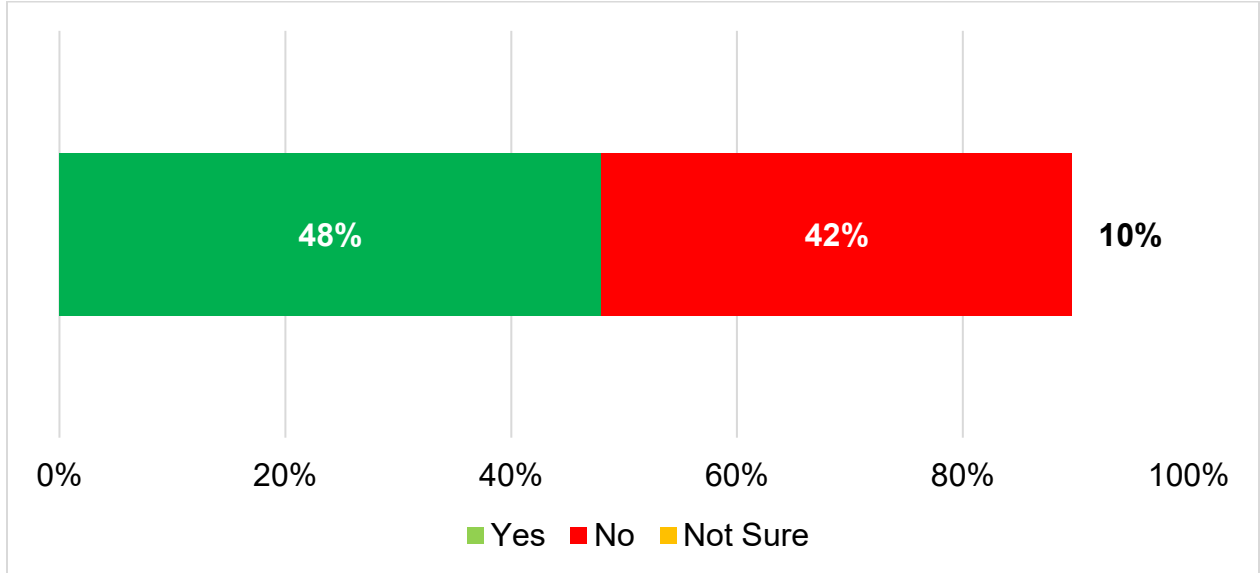
**b) Seated electric scooter – allow in bike lanes?**



A total of 3,383 people responded to this question.

- 32% of respondents felt the City should allow seated electric scooters in bike lanes
- 61% of respondents felt the City should not allow seated electric scooters in bike lanes
- 7% of respondents were not sure if the City should allow seated electric scooters in bike lanes

**c) Large tricycle carrying people – allow in bike lanes?**

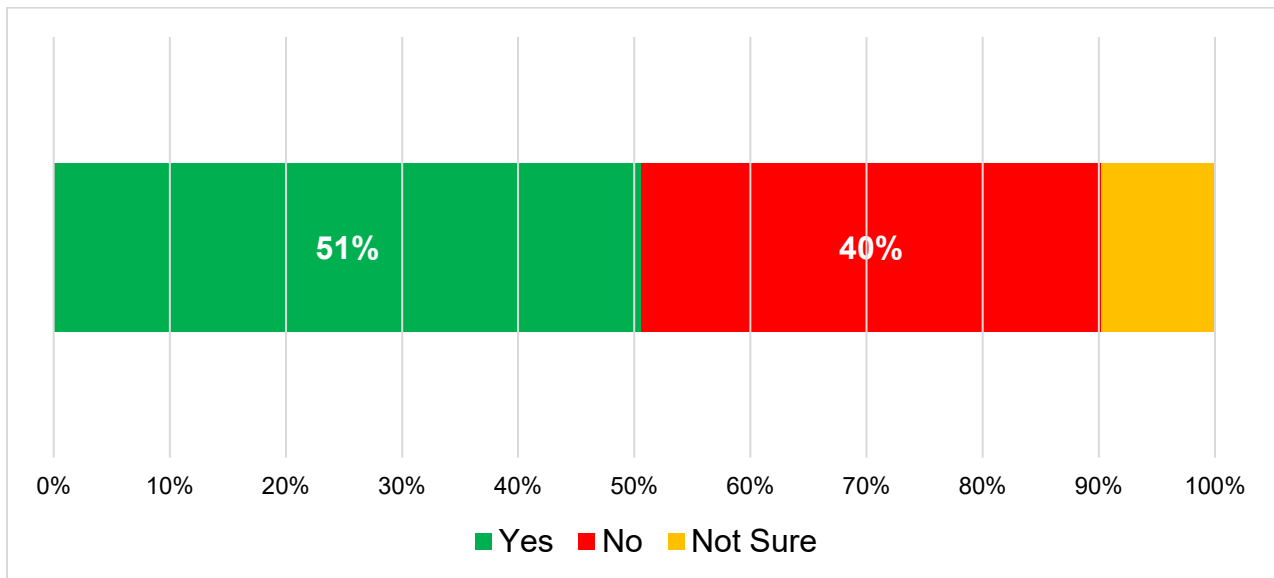


A total of 3,383 people responded to this question.

- 48% of respondents felt the City should allow large tricycles carrying people in bike lanes
- 42% of respondents felt the City should not allow large tricycles carrying people in bike lanes

- 10% of respondents were not sure if the City should allow large tricycles carrying people in bike lanes

**d) Large tricycle carrying packages – allow in bike lanes?**



A total of 3,383 people responded to this question.

- 51% of respondents felt the City should allow large tricycles carrying people in bike lanes
- 40% of respondents felt the City should not allow large tricycles carrying people in bike lanes
- 10% of respondents were not sure if the City should allow large tricycles carrying people in bike lanes

**If answering “no” to any of the above, please specify your reasons (or you may skip this question)**

1,954 respondents left specific reasons for why they would exclude micromobility vehicles from the City’s bike lanes.

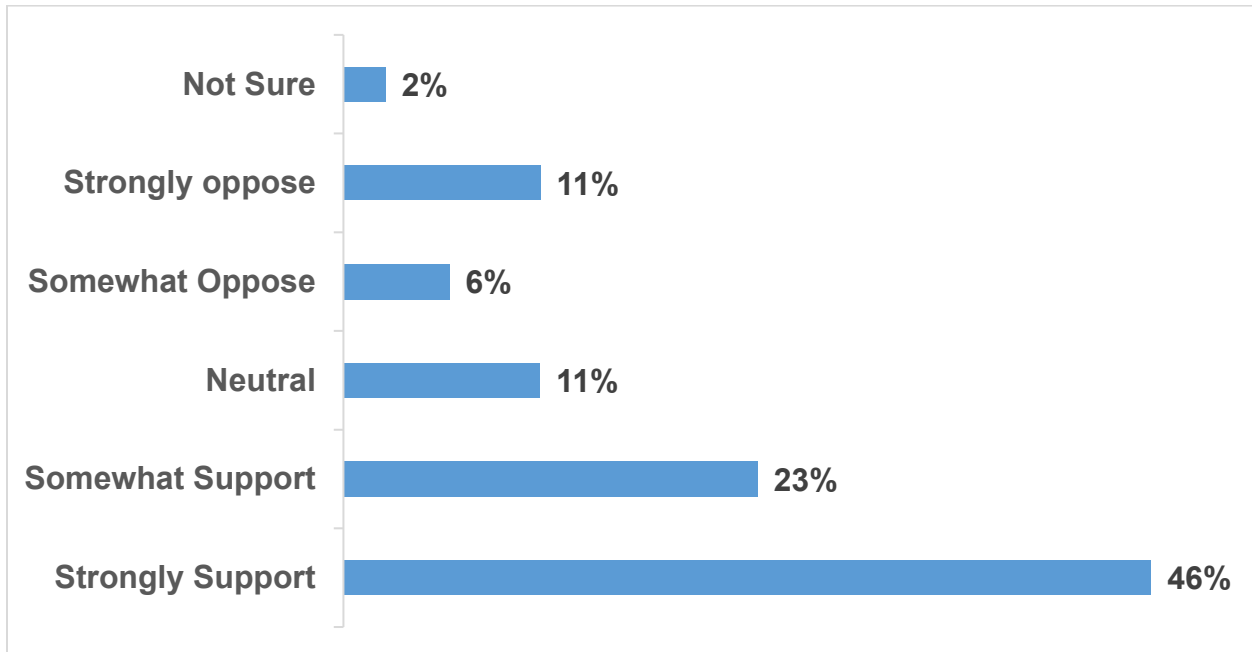
The most common concerns expressed about allowing the above vehicles in the City’s bike lanes included:

- The speed difference between traditional bicycles and non-motorized vehicles and electric micromobility vehicles was too significant.
- The existing cycling infrastructure was not wide enough to accommodate these vehicles and allow for safe passing
- The mixing of different types of micromobility vehicles into cycling infrastructure presented safety risks, particularly with the weight differences between vehicle types
- Dangerous riding practices for electric micromobility vehicles made bike lane users feel unsafe
- Additional enforcement would be required to address unsafe riding practices

- Additional vehicles in the bike lanes would lead to congestion and conflict, particularly during peak travel times

Where respondents supported including micromobility vehicles in the City’s bike lanes, comments focussed primarily on the benefits (environmental, financial, congestion) of replacing automobiles on City streets.

**Question 2) Do you support allowing Low Speed Vehicles to operate on City streets that have a speed limit of 50 kilometres per hour?**



A total of 3,263 people responded to this question.

- 69% of respondents strongly or somewhat supported the City allowing Low Speed Vehicles to operate on City streets
- 17% of respondents strongly or somewhat opposed to the City allowing Low Speed Vehicles to operate on City streets
- 11% of respondents were neutral to the City allowing Low Speed Vehicles to operate on City streets
- 2% of respondents were not sure if the City should allow Low Speed Vehicles to operate on City streets

**If answering ‘somewhat opposed or strongly opposed’, please specify your reasons or you can skip this question.**

465 respondents left specific reasons for why they would exclude Low Speed vehicles from the City’s streets.

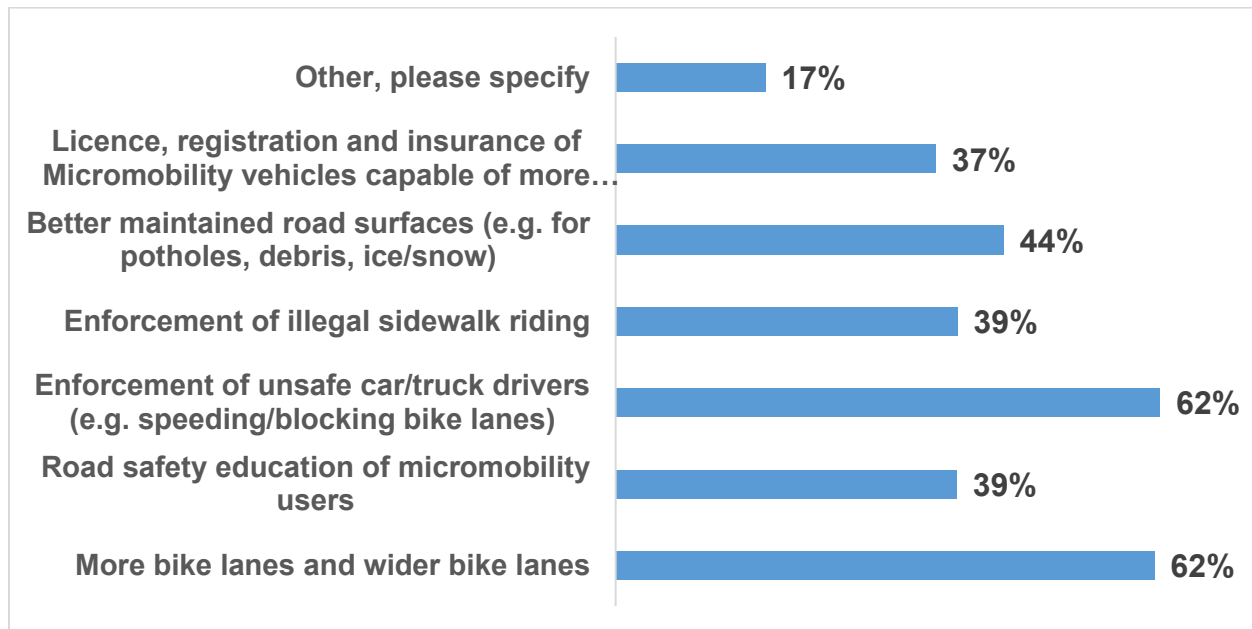
The most common concerns expressed about allowing Low Speed Vehicles on City Streets included:

- These vehicles would add to traffic congestion, as they may operate more slowly than traditional automobiles



- The speed difference between traditional automobiles and Low Speed Vehicles would present safety risks to the drivers of both vehicles and potentially cause collisions or conflict on the road
- Updated education for people driving would be required to ensure Low Speed vehicles could operate safely on City streets

**Question 3) What do you think is needed to safely integrate new forms of micromobility into the City’s transportation system? Choose your top three responses.**



A total of 3,263 people responded to this question.

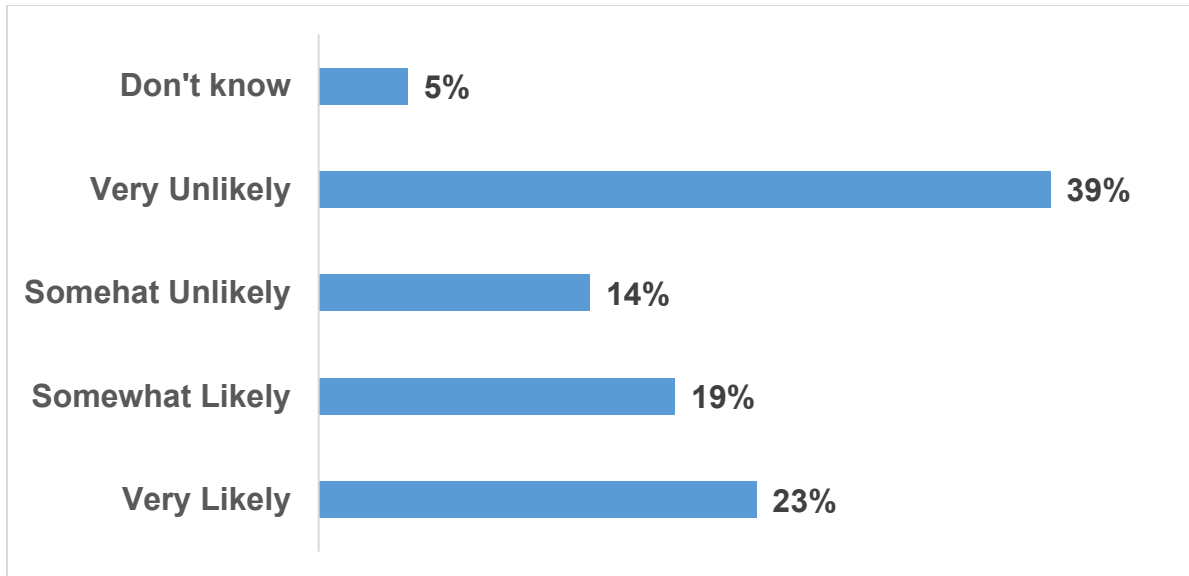
- 62% of respondents felt more bike lanes and wider bike lanes were needed to safely integrate new forms of micromobility into the City’s transportation system
- 62% of respondents felt enforcement of unsafe car/truck drivers was needed to safely integrate new forms of micromobility into the City’s transportation system
- 44% of respondents felt better maintained road surfaces were needed to safely integrate new forms of micromobility into the City’s transportation system
- 39% of respondents felt enforcement of illegal sidewalk riding was needed to safely integrate new forms of micromobility into the City’s transportation system
- 37% of respondents felt licencing ,registration and insurance of micromobility vehicles capable of more than 32kilometres per hour was needed to safely integrate new forms of micromobility into the City’s transportation system
- 17% of respondents felt another option was required to safety integrate new forms of micromobility into the City’s transportation system

559 respondents left specific suggestions for how to safely integrate micromobility into the City’s transportation system.

The most common suggestions expressed about integrating new forms of micromobility into the City’s streets and bike lanes included:

- Additional enforcement of unsafe riding/driving practices for those using micromobility vehicles, including safety requirements such as lights and turn signals on the vehicles
- Training and education for all road users on how to interact with new forms of micromobility
- More consistent bike lane infrastructure, with clear pavement markings and/or signs to direct micromobility vehicles using the roads

**Question 4) How likely is it that you would use new micromobility vehicles (e.g. electric kick-scooter, low speed vehicles, etc) if they were allowed to be operated on the City's streets/in bike lanes?**



A total of 3,240 people responded to this question.

- 53% of respondents were very or somewhat unlikely to use new forms of micromobility if they were allowed to operate on the City's streets and bike lanes
- 41% of respondents were very or somewhat likely to use new forms of micromobility if they were allowed to operate on the City's streets and bike lanes
- 5% of respondents did not know if they would use new forms of micromobility if they were allowed to operate on the City's streets and bike lanes

**Please specify the reasons for your response or you can skip this question.**

1,770 respondents left comments regarding why they would be likely or unlikely to use new forms of micromobility if the City allowed these vehicles on City streets and in bike lanes in the future. The feedback on this question varied depending on the likelihood the respondent would use micromobility in the future.

The most common reasons why respondents were not likely to use new forms of micromobility in the future included:

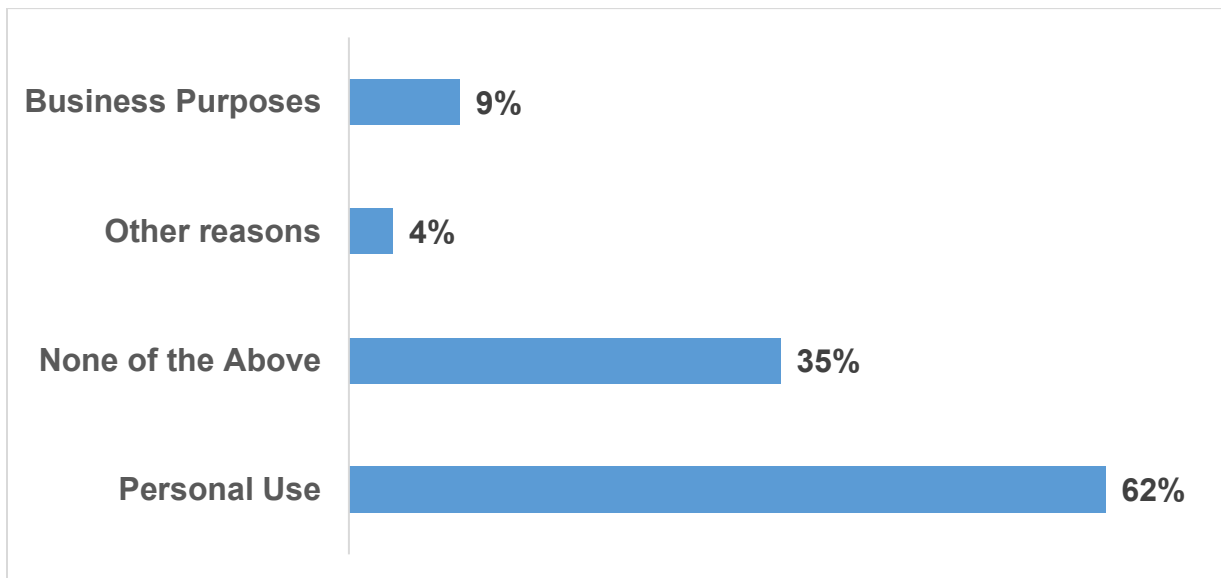
- Already use a traditional bicycle or e-bike, and would not see a need for another type of micromobility vehicle
- Prefer to walk or use existing public transit options

- Currently use a car or other automobile and do not anticipate changing modes of transportation
- Existing cycling and/or road infrastructure in the City does not feel safe to operate any form of micromobility
- Not physically able to use micromobility vehicles
- Weather related concerns – too cold or unsafe road conditions during winter in particular

The most common reasons why respondents were likely to use new forms of micromobility in the future included:

- Offered additional transportation options versus traditional cars and bicycles
- Affordability and convenience outweigh existing transportation options
- Environmental benefits of micromobility options as compared to automobile use
- Reduce traffic congestion and/or avoid traffic congestion
- Interest expressed in expanding rental models of micromobility, similar to the existing Bike Share program
- Improving cycling infrastructure would make new forms of micromobility more appealing

**Question 5) For what purposes would you be using new micromobility vehicles? Select all that apply.**



A total of 3,223 people responded to this question.

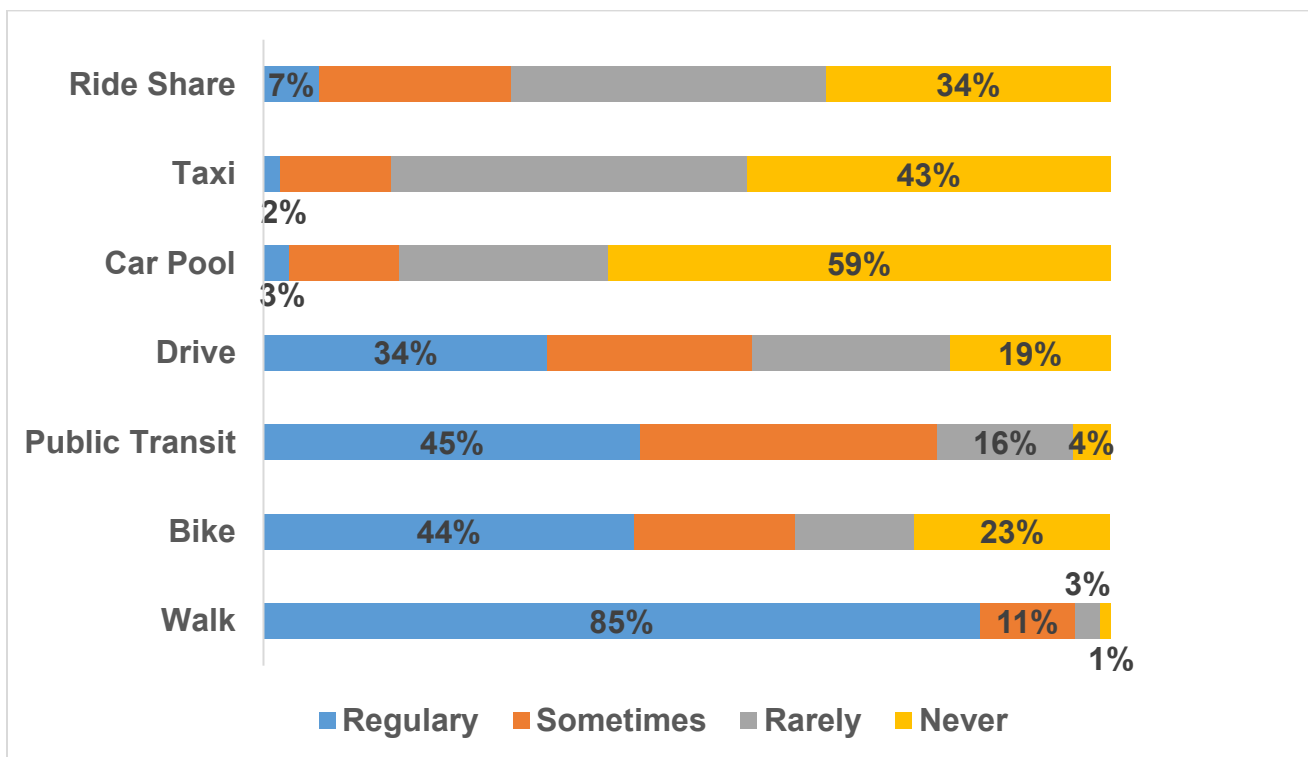
- 62% of respondents would use new micromobility vehicles for personal use, such as transportation to work, school or transit, to run errands, or for fun
- 35% of respondents indicated they would not use micromobility vehicles for any of the listed purposes
- 9% of respondents indicated they would use new micromobility vehicles for business purposes, such as to complete deliveries or for gig work

- 4% of respondents indicated they would use new Micromobility vehicles for other purposes

117 respondents left comments regarding what other reasons they would consider using new forms of micromobility for. Most comments indicated they would not consider using micromobility vehicles. The most common other reasons why respondents might consider new forms of micromobility included:

- If they became physically unable to use their bicycle, walk or drive
- For tourism purposes, particularly if a rental program were available
- To demonstrate sustainable transportation options

**Question 6) How often do you use each of the following modes of transportation to get around Toronto?**

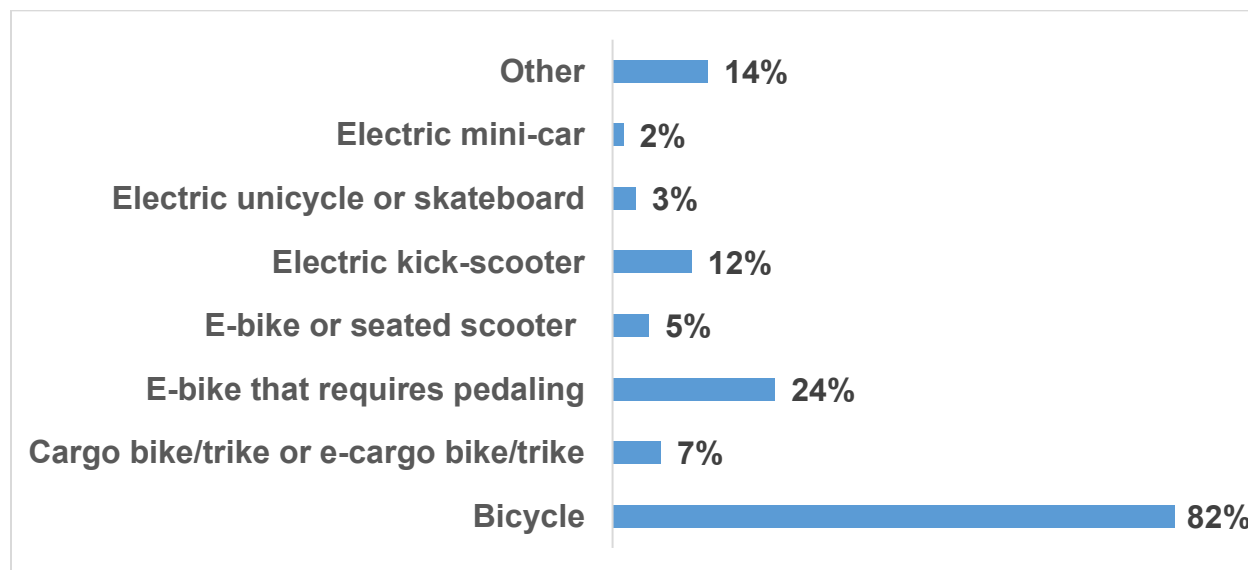


A total of 3,211 people responded to this question.

- 85% of regularly walk to get around the City and 11% sometimes walk
- 44% of respondents regularly cycle to get around the City and 19% sometimes cycle. 37% rarely or never cycle in the City.
- 45% of respondents regularly use public transit and 35% sometimes use public transit to get around the City. 20% rarely or never use public transit in the City.
- 34% of respondents regularly drive to get around the City and 24% sometimes drive. 41% rarely or never drive in the City.
- 7% of respondents regularly use Ride Share services and 23% sometimes use these to get around the City. 71% rarely or never cycle use Ride Share services.

- Taxi and Car Pool use was the least frequent amongst respondents, with 85% and 84% respectively indicating they rarely or never use these options to get around the City.

**What types of micromobility vehicles do you currently use or have used (whether in Toronto or elsewhere)? Select all that apply**



A total of 3,211 people responded to this question.

- 82% of respondents currently use or have used a bicycle.
- 24% of respondents currently use or have used an e-bike that requires pedalling.
- 12% of respondents currently use or have used an electric kick-scooter.
- 7% of respondents currently use or have used a cargo bike, e-cargo bike or similar tricycle.
- 5% of respondents use an e-bike or seated scooter that does not require pedalling.
- Combined, 5% of respondents use or have used an electric mini-car, electric unicycle, hoverboard or skateboard.
- 14% of respondents indicated “other”, with the overwhelming majority of comments (449) indicating they have not used any of the listed micromobility vehicles

**Question 8) What other comments or feedback do you have about the use of micromobility in Toronto?**

1,486 respondents left comments and feedback regarding the use of micromobility in Toronto. The most common comments received are summarized as below.

Topic	Comment Summary
<b>Safety Concerns</b>	<ul style="list-style-type: none"> <li>• Larger, heavier forms of micromobility such as seated scooters should not be allowed to operate in cycling infrastructure where they represent a risk to people riding bicycles or other vulnerable road users</li> <li>• Faster, powered forms of micromobility present a particular risk to pedestrians and people riding bikes</li> <li>• Sidewalk riding is a particular safety concern to pedestrians</li> </ul>

Topic	Comment Summary
<b>Accessibility Issues</b>	<ul style="list-style-type: none"> <li>• Powered forms of micromobility present a specific risk to those living with disabilities due to their speed and relatively quiet operation.</li> <li>• Strategy should maintain current restrictions on e-scooters and focus on supporting bicycles and e-bicycles. General support for position on micromobility presented by organizations representing the accessibility community</li> </ul>
<b>Enforcement of Unsafe Road User Behaviour</b>	<ul style="list-style-type: none"> <li>• More enforcement needed for unsafe behaviour on roads, for people cycling, people driving, and those using new forms of micromobility</li> <li>• Increase enforcement focussed on sidewalk riding</li> </ul>
<b>Education for Micromobility Users</b>	<ul style="list-style-type: none"> <li>• Mandatory education should be required for users of new forms of micromobility, particularly those using for commercial purposes</li> <li>• City should invest in advertising and promotion of Strategy to ensure residents are aware of which forms of micromobility are permitted and where micromobility is allowed to operate. Education should also focus on battery safety to prevent fires</li> </ul>
<b>Licensing, registration and Insurance</b>	<ul style="list-style-type: none"> <li>• Powered forms of micromobility are vehicles which should be licensed and registered</li> <li>• Consider licensing for those using micromobility for commercial purposes</li> </ul>
<b>Cycling and Road Infrastructure</b>	<ul style="list-style-type: none"> <li>• More cycling and/or shared-use infrastructure is required to accommodate growth in new forms of micromobility</li> <li>• Wide, separated cycling infrastructure preferred as it separates micromobility from vehicle traffic and wide cycling lanes allow powered micromobility to pass safely</li> <li>• Mixed feedback on use of powered micromobility on multi-use trails and park pathways</li> <li>• Road and cycling infrastructure must be maintained properly to allow for safe operation of new forms of micromobility</li> </ul>
<b>Interest / Support for Transportation Alternatives</b>	<ul style="list-style-type: none"> <li>• Micromobility presents a solution to transportation challenges across the City, particularly congestion in downtown core</li> <li>• Support for shared or rental e-scooter programs, particularly for those who are not able to ride bicycles</li> <li>• Interest in new forms of micromobility such as low speed vehicles being allowed on City streets</li> </ul>
<b>Other Comments</b>	<ul style="list-style-type: none"> <li>• New forms of micromobility are a sustainable solution to support the City's climate goals</li> <li>• New forms of micromobility offer lower cost transportation option for residents</li> <li>• Support for mandatory helmets for users of micromobility</li> <li>• Strategy should seek policies and regulations consistent with neighbouring municipalities</li> </ul>

# Appendices

## Demographics

A total of 3,199 respondents to the survey provided optional demographic information, described below. A total of 369 respondents, or approximately 12% of respondents, identified as a person with a disability.

Demographic Questions included:

- What is your age? Please select one only.
- Please provide the first three digits of your postal code (e.g. M5H).
- Which of the following describes your perspective?
- Do you identify as a person with a disability?
- What type of disabilities and/or health conditions do you live with?
- What best describes your gender?
- Which race category best describes you?
- What was your total household income before taxes last year?

### Age and Gender of Respondents

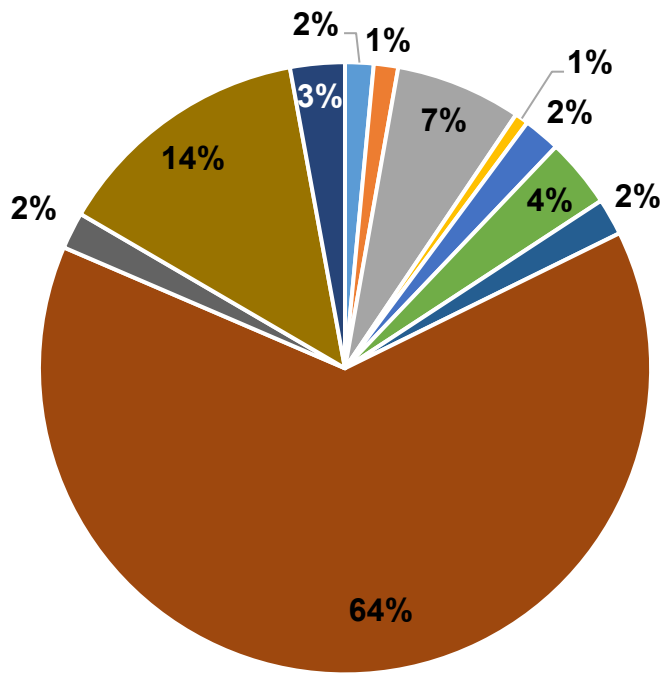
AGE	
0-15	0.1%
16-29	11%
30-44	32%
44-54	16%
55-64	16%
65-74	14%
75+	7%
Prefer not to answer	4%

GENDER	
Male	48%
Female	40%
Trans Man	0.1%
Trans Woman	0.1%
Non binary	1%
Two-Spirit	0.1%
Prefer not to answer	9%
None of the Above	1%

The majority of respondents were between the ages of 30-44, with only 3 responses provided by those under the age of 15. Males represented 48% of responses, and females represented 40% of responses.

### Race Category of Respondents

The majority of respondents identified as White, with 64% of respondents choosing this category. Visible minorities were underrepresented with the largest plurality (7%) identifying as East Asian. In Toronto, approximately 56% of people identify as belonging to a racialized group, with the most recent census data indicating 14% identify as South Asian, 11% as Chinese, and 10% as Black.



- Arab, Middle Eastern or West Asian
- Black
- East Asian
- First Nations (status, non-status, treaty or non-treaty), Inuit or Métis
- Latin American
- South Asian or Indo-Caribbean
- Southeast Asian
- White
- More than one race category or mixed race
- Not listed
- Prefer not to answer