

Letter to Toronto City Council Infrastructure and Environment Committee

Re: IE24.1 - Micromobility Update

Committee Consideration: September 26, 2025

Dear Committee Members,

I'm writing regarding agenda item IE24.1 and Toronto's ongoing micromobility policy development. As Chief Experience Officer of Segway of Ontario I bring over 21 years of hands-on experience with electric mobility devices, rider safety, and practical realities of micromobility in our city.

Since 2018, we've met two types of customers - those who assume electric scooters are already legal in Toronto, and those who don't care because they're just trying to get to work affordably and on time.

We estimate there are more than 60,000 electric scooters operating on Toronto streets - and that number grows every month. Most riders are solving transportation problems: commuters bridging gaps between home and transit, students navigating campus connections, delivery workers earning a living, and people reducing car usage.

Ottawa, Hamilton, Mississauga, Brampton, Waterloo Region, Windsor, London, and Ajax all participate in the provincial pilot program. Their residents get clear rules about where to ride, speed limits, and helmet requirements.

Yet, over 5 years since the province enacted an electric scooter pilot project, Toronto residents are still improvising.

We support enforcement of dangerous riding. Like you, we don't want these devices on sidewalks, at excessive speeds, or driven recklessly. Toronto Police recently [handed out 3,500 tickets](#) to micromobility riders – and to be clear, we agree that this enforcement is needed.

But you can't successfully enforce regulations that residents don't know exist.

Our team provides safety education and best riding practices with every sale - we've got 21 years of experience with micromobility device capabilities and safety protocols. We do this because we like our customers to come back safe and unharmed. Yet the biggest retailers like Amazon and Best Buy sell without accountability.

Rather than continuing to push 60,000+ Torontonians underground, Toronto could:

- **Legalize private ownership under the existing provincial framework**
- **Partner with established retailers for certified safety education**
- **Create clear rules residents can actually follow**
- **Focus enforcement on genuinely dangerous behavior**

Ready to Collaborate

Your residents are already making transportation choices based on daily needs – and during an affordability crisis, we need ALL options on the table.

We're ready to work with you to create a framework that prioritizes safety through education while acknowledging the transportation reality your constituents are already living. I'd be happy to discuss our experience as one of Canada's longest-running micromobility retailers.

The solution exists – let's legalize the privately-owned micromobility devices that are already being used on Toronto streets so we can educate and enforce with confidence.

Respectfully,

Aaron Binder

Chief Experience Officer

Segway of Ontario

416-677-5088 | aaron@segwayofontario.com

Background:

Segway of Ontario has operated in the province for over two decades, providing micromobility devices, rider education, and safety guidance that helps micromobility riders and other road users stay safe and secure.