



Shared Electric Scooter Pilot – Media FAQs

Background

Public bike share was originally identified in [The City of Calgary Cycling Strategy](#) approved in 2011.

In 2012, Calgary's City Council gave the direction that any mode sharing operating in Calgary be owned and operated by a third party. Council also indicated that no public money be used for the financing of mode sharing parking stations or mode sharing devices (bicycle or scooters).

On July 16, 2018, a Notice of Motion was unanimously approved by Council to implement a two-year Dockless Bike Share Pilot, with the direction to provide clarity and regulations around new shared mobility technologies such as bicycles and scooters operating on public right of way.

Electric scooters and dockless bike share are new types of shared mobility services that provide safe, sustainable, and low-cost "last-kilometre" transportation to citizens.

The Shared Electric Scooter Pilot serves as a mobility option for residents and visitors to our city and increases connectivity in various communities across Calgary.

Frequently Asked Questions (FAQs)

What is scooter share?

Scooter share is a service in which electric scooters are made available for individuals to rent on a short-term basis. These electric scooters are provided for a fee and may operate in a docked (stationed) or dockless system. Calgary's pilot will operate on a dockless system, meaning the electric scooters will not be required to be returned to a kiosk or docking station.

How does it work?

Similar to car and bike sharing technology, shared electric scooters will be GPS-enabled and can be rented using each company's smartphone app. A shared electric scooter can be parked in an acceptable public space that is not impeding pedestrian traffic. It is then available for the next customer, who will be able to locate it and begin the rental using an application on their phone.

Cost to rent

The cost of renting is set by each permitted operator. More information about permitted operators can be found on their respective app and/or website.

Where do I find a electric scooter to rent?

Shared electric scooters will be permitted to operate city wide, with each permitted operator designating its own service area. All permitted operators are required to have an app to help customers locate scooters and to identify locations where parking is permitted.

Where can I ride?

Shared electric scooters are permitted to operate on The City's sidewalks, exclusive bicycle lanes, or pathways. As per Bylaw 26M96, including but not limited to section 44(1)(3). In the absence of a sidewalk, exclusive bicycle lane or pathway, the customer must dismount and walk the electric scooter



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Where can't I ride?

Shared electric scooters are not allowed to be operated on the roadway (other than in an exclusive bicycle lane and crosswalk). Permitted operators may geo-fence specific areas where it is prohibited to ride in-app and are responsible for educating customers on these areas around Calgary.

Is there anything else I should know about operating a shared electric scooter?

Operating a shared electric scooter, while you are impaired to any degree by alcohol, drugs or combination of the two, is a punishable offence to the full extent of the Canadian law.

Are helmets required?

Helmets are not required but are strongly encouraged.

How many electric scooters in pilot

An initial total of up to 1000 shared electric scooters for each permitted operator will be allowed during the pilot, with the possibility of increased fleet size depending on the success of the pilot.

Who do I contact if a shared electric scooter is parked improperly or requires maintenance?

Permitted operators are responsible for parking issues, maintenance and the removal and relocation of their fleet. If your concern is related to the number of shared electric scooters parked in one location or an improperly parked or damaged shared electric scooters, please contact the permitted operator directly.

I have other concerns about the pilot. Who do I contact?

For concerns about the terms of the pilot or a specific permitted operator, please contact 311.

How much will it cost the City of Calgary to run the pilot?

The City will provide the framework with the pilot being fully funded and operated by each permitted operator. Any cost incurred by The City throughout the pilot, will be recovered by permit fees paid by the permitted operators.

How long is the pilot?

The pilot program will launch in July 2019 and will run for approximately 16 months. Operations will pause for the winter season from November 1, 2019 – March 15, 2020, resuming March 16, 2020 – October 31, 2020. At the end of the pilot program, The City will evaluate the impact and value of electric scooter sharing in Calgary.