

Recommendations Regarding Commercial Rental E-Scooters from ACPD in response to Commercial E-Scooters Operations Report (PED20134(a))

1. It is the ACPD's primary recommendation that the City of Hamilton does not allow commercial rental E-Scooters as it is too dangerous in its current form, both for the riders and pedestrians alike. The technology would need serious improvements before we could. The City of Toronto has just recommended to its Council that they should not go forward with E-Scooters, because they are too dangerous and would cost too much money to operate, due to enforcement and infrastructure costs.
2. It is the ACPD's recommendation that we begin with a small trial run in selected areas if the City is determined to go forward with commercial E-Scooters. The general populous has no real experience with this technology and should be eased into it. This would allow Hamilton to address unforeseen issues as every city is different.
3. It is the ACPD's recommendation that proper enforcement programs be in place before attempting commercial E-Scooters. It would be a good idea to have designated police and by-law officers trained in E-Scooters; perhaps they could even perform their duties on the vehicles. Other cities have found that having specialized enforcement made a significant difference between a functional program and a dysfunctional one; for example, Portland, Oregon and Houston, Texas. Studies have found that E-Scooter use is primarily being used for recreation or as a novelty and must be monitored with that in mind.
4. It is the ACPD's recommendation that the City consider improving and increasing its network of bike lanes across the

city before implementing E-Scooters. There are currently areas of Hamilton that would have great difficulty in keeping E-Scooters off the sidewalks. The poor road conditions close to the curb also needs to be addressed. The wheels of the E-Scooter have a tendency to get stuck in the pot holes and cracks that form due to the freeze/thaw cycle and pitch their riders.

5. It is ACPD's recommendation that helmets should be mandatory for all riders. Given the prevalence of head, neck and face injuries, we would further suggest looking into requiring face shields like BMX, motocross and motorcycle style helmets
6. It is the ACPD's recommendation that E-Scooter parking should be restricted to E-Scooter and SoBi kiosks. Pole parking should be restricted to temporary one-hour style parking. ACPD further requests consultation with the Built Environment Working Group on E-Scooter kiosk placement.
7. It is the ACPD's recommendation that commercial E-Scooters only be allowed on city streets if they are modified to address certain safety issues, affecting both the able bodied and disabled alike. Those modifications are listed below.
 - a. E-Scooter platforms must be garishly colored with three bright contrasting colours; yellow, blue and red. Colouring should be in a pattern that will stand out from the background, jagged lines, dots, chevrons, etc. This will ensure that all people can recognize that there is a dangerous tripping hazard in their path, no matter their visual challenges and colouring of the background.

- b. E-Scooters must be equipped with an Acoustic Alerting Device. The choice of device and sound can be left to the company's discretion, for example, buzzing, clicking, beeping, hooting, whirring, motor sounds, etc. The Acoustic Alerting Device must be in operation whenever the E-Scooter is in motion. The operator cannot be relied upon to know when others can't hear them and honk their horn.
- c. We further recommend that a small flashing light be affixed to the front of the E-Scooter, (in addition to the headlamp), that could serve as an alerting system to those with hearing loss. These safety features will help ensure that others are alerted to the danger around them and act in time.
- d. We recommend that a recall or home button be placed on the E-Scooter in a prominent position so that citizens, especially the disabled that are directly affected, can easily and immediately report incorrectly parked E-Scooters. Many disabled people are of low income and a cell phone is often a luxury. We must remember that not all of us are at the same level technologically and make allowances accordingly. Seniors also have challenges in this regard.
- e. We recommend that each E-Scooter have a large and highly visible identification number displayed prominently for the purposes of reporting misuse and dangerous behaviours. Other cities have found this highly useful as such. Knowing the time and ID number of the device allows the company to quickly determine that user's identity. From there, they can take steps to inform of bad behaviour and educate proper riding, penalize repeat

offenders and finally ban those that cannot reform their poor behaviour.

The ACPD makes these recommendations and suggestions in an effort to improve the safety of not only persons with disabilities, but of all the citizens of Hamilton and in the hopes of preventing more disabilities in the future. These recommendations have been made after careful research into E-Scooter programs from around the world, paying particular attention to what is considered to be a relatively successful program in Calgary, but also Ottawa, Montreal, San Francisco, Houston, Portland and numerous cities across Europe. We do not believe that this is a full list of E-Scooter issues, but believe it to be a good start.