

Operators' User Surveys

BIRD CANADA User Survey Summary:

(Source: Extracted from 2025 End of Season Report - Bird Canada)

- Do you Identify as Disabled
 - No - 88%
 - Yes - 6%
 - Prefer Not to Say - 6%
- What do you use e-scooters and/or e-bikes mostly for? (check all that apply)
 - Commuting (to work or school) - 57%
 - Leisure, entertainment and recreation (restaurants, events, shopping) - 67%
 - Getting to appointments and running errands - 39%
 - Connecting to public transport(bus, train, etc.) - 21%
- How often do you see mis-parked Bird Canada e-scooters and/or e-bikes? 2025 End of Season Report | Vaughan
 - Often - 13%
 - Sometimes - 22%
 - Rarely - 36%
 - Never - 29%
- For your most recent trip, if Bird was not available, what other mode of transportation would you have used instead?
 - I wouldn't have made the trip - 16%
 - Rideshare (ie. Uber/Lyft/Taxi) - 25%
 - Personal car or Motorbike - 40%
 - Public Transit - 19%
- What do you appreciate most about Bird e-scooters and/or e-bikes in your area? (Check all that apply)
 - Great alternative to public transport - 56%
 - Sustainable and Environmentally friendly option - 42%

- An easier way to explore a town or city - 56%
- A faster way to get around and extend my range - 57%
- More Fun/Enjoyment - 69%
- What overall impact do you think Bird has had in your city?
 - 5 - Extremely Positive - 36%
 - 4 - Positive - 38%
 - 3 - Somewhat Positive - 23%
 - 2 - Neutral - 2%
 - 1 - Negative Impact - 1%

NEURON CANADA User Survey Summary:

(Source: Extracted from 2025 End of Season Report - Neuron)

More than nine out of ten respondents said e-scooters have had a positive impact on the City of Vaughan

- 42% of trips replaced a car journey (e.g. personal vehicle, uber, taxi)
- Approximately 40% of trips connect to public transit
- Do you Identify as Disabled
 - No - 90%
 - Yes - 6%
 - Prefer Not to Say - 4%
- What do you use e-scooters and/or e-bikes mostly for? (check all that apply)
 - Commuting (to work or school) - 43%
 - Leisure, entertainment and recreation (restaurants, events, shopping) - 38%
 - Getting to appointments and running errands - 28%
 - Connecting to public transport(bus, train, etc.) - 28%
- For your most recent trip, if Neuron was not available, what other mode of transportation would you have used instead?
 - I wouldn't have made the trip - 12%

- Rideshare (ie. Uber/Taxi) - 28%
- Personal car - 19%
- Public Transit - 35%
- For your most recent trip did you combine Neuron with any of the following?
 - Personal car or ride share (e.g. Uber/taxi) 8%
 - I did not combine my trip with anything 15%
 - Public transit 39%
 - Walking 62%
- What overall impact do you think Neuron has had on Vaughan?
 - Extremely positive impact 34%
 - Positive impact 40%
 - Somewhat positive impact 22%
 - Negative Impact 2%
 - Extremely Negative Impact 1%