E-Scooter Accessibility Information

The City of Regina is committed to ensuring that the blind and partially sighted community are being consulted throughout the e-scooter program. We have heard your feedback. There are several actions for 2024 to increase safety and accessibility. Those actions include:

* Enhance education on the importance for accessibility.
* Vendors working with CNIB and accessibility community to identify a sound level that is adequate.
* Develop supplemental information tools that include an education brochure in braille for the accessibility community.
* Conduct an in-person engagement with CNIB to educate the accessibility community on e-scooter device components.
* The addition of reflective tabs on shared e-scooters to ensure they are visible

Through these commitments for 2024, and ongoing engagement with the blind and partially sighted community we hope to address the barriers faced with e-scooters.

**Safety**

Both the BIRD scooters (grey and blue in colour) and the Neuron scooters (orange in colour) are required to have a noise emission that allows individuals sharing pathways with e-scooters to know when one is approaching. The scooters are also equipped with a reflective tag to assist with visibility.

The maximum speed for e-scooters is 24km/hr (on streets with speed limits less than 50km/hr) and 15km/hr on park pathways. E-scooter speed is regulated through geofencing with the Vendors.

(Note the City of Regina does not have any control over where and how fast personal e-scooters are used. The City of Regina is committed to educating the public on the importance of accessibility and safety implications of e-scooters.)

**Report scooters on sidewalks or pathways**

The e-scooters have designated parking spots that keep the path clear for pedestrians. We recognize that users do not always park in these spots. The City of Regina is committed to ensuring that the sidewalks and pathways remain clear and barrier free.

If you are able to see the colour of the scooter, please include that in your reporting of scooters left in non-designated areas, as well as the closest address or landmark. available. You can choose to contact the vendors or report it to the City of Regina if you are unable to identify the company or scooter ID. You can also contact the City of Regina to report any scooters that are creating mobility challenges and barriers.

**Vendor Contact Information**

**BIRD Canada (grey and blue)**

Phone: 1-866-205-2442

Email: [311\_regina@birdcanada.co](mailto:311_regina@birdcanada.co)

**Neuron (orange)**

Phone: 1-306-500-6002

Email: [reginasupport@neuron.sg](mailto:reginasupport@neuron.sg)

**City of Regina Contact Information**

Contact: Kyle Harron   
Phone: 306-777-7000  
Email: [escooters@regina.ca](mailto:escooters@regina.ca)   
Website: regina.ca

We encourage you to share your experience with us to help improve the program for all residents.