

## DECISION REPORT

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|-------------------------|---|
| <b>REPORT TITLE:</b>    | E-SCOOTER EXTENDED TRIAL EVALUATION   |
| <b>ITEM NUMBER:</b>     | 4.1   |
| <b>DATE OF MEETING:</b> | 23 JANUARY 2023   |
| <b>AUTHOR:</b>          | TANYA BACIC, TRANSPORT LEAD   |
| <b>DIVISION:</b>        | CITY DEVELOPMENT  |
| <b>ATTACHMENTS:</b>     | <ol style="list-style-type: none"><li>1. E-SCOOTER HEATMAP OF KEY ROUTES</li><li>2. E-SCOOTER COMMUNITY FEEDBACK</li><li>3. E-SCOOTER NO PARKING ZONES</li><li>4. LETTER TO THE MINISTER REGARDING E-SCOOTERS</li></ol> |

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### 1. **PURPOSE**

The report presents to Council for its consideration, the outcomes of the e-scooter trial that was undertaken within the City of Unley between July and November 2022, and to seek approval to extend the trial for a further 12 months up to February 2024.

### 2. **RECOMMENDATION**

That

1. The report be received.
  2. The outcomes of the extended six-month trial (July to November 2022) as outlined in this report be noted.
  3. A further extension to the e-scooter trial for a further 12-month period (from 14 February 2023 to 14 February 2024) be approved, whilst the State Government review on e-scooters is being undertaken, and for the terms of conditions of the current permits to be retained.
  4. The CEO is authorised to write to the Department for Infrastructure and Transport, requesting approval to extend the e-scooter trial gazettal for the City of Unley up to (and including) 14 February 2024.
  5. The Administration continues to work with the e-scooter operators to address complaints and concerns raised during the further extended trial period from 14 February 2023 to 14 February 2024, and a report be presented to Council prior to 14 February 2024 to determine the next steps for e-scooter use within the City of Unley based on the State Government review outcomes.
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### **3. RELEVANT CORE STRATEGIES – FOUR YEAR DELIVERY PLAN**

#### 1. Community Living

1.5 Our City is connected and accessible.

### **4. BACKGROUND**

The City of Unley (CoU) e-scooter trial launched on 14 February 2022, with Beam Mobility (purple e-scooters) and Neuron Mobility (orange e-scooters) being the operators. The trial was initially established to commence for a six-month period, with the option to extend for a further six-month period (12 months in total).

The initial six-month review that was undertaken indicated the e-scooter trial was successful in terms of providing an alternative mode of travel within the CoU, with good e-scooter use and low levels of incidents reported.

During the period of the initial six-month trial between 14 February and 30 June 2022, over 14,000 e-scooter trips were undertaken within the CoU, covering over 31,600km and averaging 74 trips per day, with only two minor collision incidents reported.

At its meeting held on the 25 July 2022, Council considered whether the e-scooter trial would continue in the CoU for an extended six-month period and resolved that:

1. *The report be received.*
2. *The outcomes of the first six-months of the e-scooter trial as outlined in this report be noted.*
3. *The continuation of the e-scooter trial for a further six-month period, from 14 August 2022 to 14 February 2023 be approved, and for the terms of conditions of the permits to be retained.*
4. *The Mayor is authorised to write to the Minister for Infrastructure and Transport, requesting approval to extend the gazettal for the City of Unley e-scooter trial up to 14 February 2023 and to seek clarification regarding the following matters:*
  - a. *The future of e-scooters in South Australia, noting that the first e-scooter trial commenced in the City of Adelaide in February 2019.*
  - b. *The proposed changes/improvements to the current e-scooter trial road rules to improve the safety of pedestrians, including the use of e-scooters in bicycle lanes.*
5. *Administration continues to work with the e-scooter operators to address complaints and concerns raised during the extended trial period from 14 August 2022 to 14 February 2023 and that a further report be presented to Council prior to 14 February 2023 to determine the next steps for e-scooter usage within the City of Unley.*

*Resolution No. C0826/22*

## 5. DISCUSSION

The extended six-month trial evaluation considered similar data to the initial six-month review, as outlined below.

- **Rider information** including number of e-scooter trips per month/day, number of users, average distance travelled etc, as well as identification of popular routes and connections.
- **Community feedback** including type, frequency, and number.
- **Operator incidents** including type, frequency, and severity.
- **Parking** including the effectiveness of the area-wide No Parking Zone (NPZ) in the Parkside area and other NPZs implemented in response to community feedback.
- **User survey** including age profile, reasons for use, mode shift etc.

The evaluation period for the initial six-month period was 14 February to 30 June 2022 (four and a half months), with the evaluation period for the extended six-month period (the subject of this report) being 1 July to 31 November 2022 (five months).

### Rider Information

E-scooter usage data is provided by the two operators (Beam and Neuron) on a monthly basis as part of their permit conditions. A summary of the data for the extended six-month trial period is summarised in Table 1.

**Table 1 – Monthly data provided by the operators**

| Month        | Total Trips Taken (km) | Average No. of devices deployed (daily) | Average trips per device | Total 'kms' travelled | Average length of trip (kms) | Average length of trip (time) | Number of unique users |
|--------------|------------------------|---|--------------------------|-----------------------|------------------------------|-------------------------------|------------------------|
| July         | 2,615                  | 102                                     | 0.65                     | 4,884                 | 1.89                         | 13.50                         | 1,464                  |
| August       | 1,813                  | 93                                      | 0.50                     | 3,607                 | 2.04                         | 13.45                         | 857                    |
| September    | 2,826                  | 83                                      | 0.90                     | 5,085                 | 1.83                         | 13.15                         | 1,569                  |
| October      | 1,896                  | 89                                      | 0.50                     | 3,984                 | 2.24                         | 15.35                         | 977                    |
| November     | 1,965                  | 105                                     | 0.6                      | 4,117                 | 2.20                         | 15.71                         | 1,055                  |
| <b>Total</b> | <b>11,115</b>          | <b>94</b>                               | <b>0.64</b>              | <b>21,677</b>         | <b>2.04</b>                  | <b>14.23</b>                  | <b>1,184</b>           |

The key observations based on the data received are summarised as follows:

- Over 11,100 e-scooter trips, travelling over 21,600 kms and averaging 60 trips per day took place. This is 26% less than the initial six-month period, however, it is not unexpected, noting the inclement and wet weather conditions during the months of July and November 2022.

- On average, 94 e-scooters were deployed in the CoU on a daily basis (which is also a reduction of 19% from the initial six-month period). Although the operators can deploy up to 100 e-scooters each under their permit conditions (total of 200 e-scooters), the benefit of the e-scooter scheme is that it is able to be flexible and responsive to demand, avoiding unnecessary clutter.
- The busiest month for e-scooter use was in September 2022, due to the Royal Adelaide Show. E-scooters have proven to be popular to support sustainable access to/from major events at the Wayville Showgrounds.

From the Ride Report 'shared micro mobility' platform, a heatmap of where e-scooter users have travelled within the CoU area since the e-scooter trial commenced on 14 February 2022, until 30 November 2022, is presented as Attachment 1.

#### *Attachment 1*

The heatmap shows that the north-south routes connecting the CoU with the Adelaide CBD continue to experience the highest levels of e-scooter use including King William Road between Young Street and Mike Turtur Bikeway (2,306 trips), Goodwood Road adjacent to the Adelaide Showgrounds (2,210 trips), Unley Road (1,944 trips) and Porter Street (1,891 trips).

The most popular locations also continue to include Goodwood Precinct, Wayville Showgrounds, northern part of King William Road and Unley Road shopping and civic precincts. The Weller Street Bikeway and Mike Turtur Bikeway (since its reopening between Musgrave Street and King William Road in June 2022) are also shown to be popular

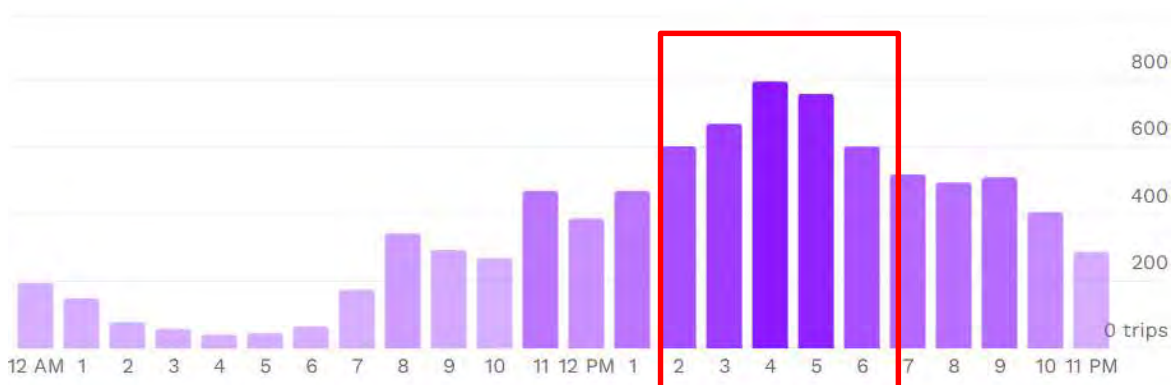
One of the key objectives of the e-scooter trial was to provide residents and workers with the opportunity to travel more easily east-west across Unley, and to and from key entertainment, business, and community precincts. Although the data is showing a stronger north-south movement, there are notable east-west movements between:

- King William Road and Goodwood Road via Albert Street.
- Unley Road and King William Road via Mary and Arthur Streets.
- Duthy Street and Unley Road via Frederick Street.

Another key objective of the trial was to provide improved first mile/last mile connections to and from key public transport nodes and destinations. At this time, there are no data trends to suggest that there is demand for first mile/last mile trips by e-scooters. Noting the proximity of the CoU to the City of Adelaide (CoA), and the low cost of using an e-scooter if a weekly or monthly pass is purchased, it is considered that people who use e-scooters to/from the Adelaide CBD are more likely to undertake a full trip, rather than transfer from an e-scooter to bus, tram or train.

E-scooter usage is also shown to continue to be reasonably spread throughout the day, as outlined in Figure 1, with the busiest time period being between 2pm and 6pm. E-scooter usage is also shown to continue to be the most popular on Fridays and weekends. No significant changes from the initial six-month period have been observed in this regard.

**Figure 1: Average e-scooter start trips by time of day**



### Community Feedback

Since the initial trial commenced, the Administration have recorded all community feedback received either via telephone, Council website or emails. During the initial six-month trial period, the Administration received a total of 52 responses from the community regarding the e-scooter trial, from 37 individuals. A petition to stop the e-scooter trial was also received and this was considered by Council at its meeting held on 25 July 2022.

During the extended six-month trial period (1 July 2022 and 30 November 2022) the amount of community feedback received significantly reduced to 14 responses, from 11 people as presented in Attachment 2.

#### *Attachment 2*

The main type of feedback received was in regard to either a general dislike of e-scooters or concerns with poorly parked e-scooters, and the frustration with needing to contact e-scooter companies/Council to report poorly parked e-scooter(s). The Administration has responded to all specific parking concerns and has worked with the operators to implement further No Parking Zones (NPZs) and designated preferred parking areas on streets identified to be experiencing issues.

As a result of the community feedback, further NPZs have been installed on the following streets (as shown in Attachment 3).

- Montpelier Street, Parkside
- Arthur Street, Unley
- Unley Road, Unley
- Charles Street, Unley
- Area bounded by Northgate Street, Elm Street, Nanthea Terrace, Unley Park
- Mary Street, Unley
- King William Road (Simpson Parade to Greenhill Road).

*Attachment 3*

The operators have also contacted all e-scooter users reported for poor parking behaviours and have taken the opportunity to educate them on expected parking behaviours. The users have also been issued a warning, whereby after three warnings the user is banned from using e-scooters.

Since the initial trial commenced on 14 February and up to 30 November 2022, the operators have issued a number of penalties / warnings to e-scooter users for poor e-scooter parking or riding behaviours. Unfortunately, Neuron does not currently differentiate its data between Council boundaries. However, Beam has indicated that within the CoU they have issued 50 penalties and one user has been banned.

### **Operator Incidents**

A record of all reported incidents including collision, and non-collision, have been recorded as part of the operators monthly reporting requirements.

In the initial six-month trial period from both operators, two collision incidents were reported with no injury, and 73 non-collision incidents were reported. The majority (88%) of non-collision incidents reported were due to poorly parked e-scooters.

In the extended six-month trial period, no collision incidents were reported to either of the operators. However, 15 non-collision incidents were reported, of which 13 were regarding obstructing footpath / bad parking, 1 was regarding theft / vandalism, and 1 was a fraudulent claim.

### **Parking and Area-Wide No Parking Zone in Parkside**

When the e-scooter initial trial commenced, it was recommended by the Administration not to be too restrictive on where e-scooters can park within the CoU, to facilitate a good understanding on how and where e-scooters are used.

Since the initial e-scooter trial commenced on 14 February, a number of No Parking Zones (NPZs), with designated preferred parking areas, have been established as shown in Attachment 3.

NPZs have been established:

- in busy pedestrian areas (such as, King William Road, Goodwood Road and Unley Road main street precincts).
- based on customer feedback.
- as part of an area-wide trial in the Parkside Area.

The improved management of parking, and implementation of NPZs on an as need basis has been welcomed by the community, which may be reflective of the reduced number of community complaints and operator incidents received over the extended six-month period.

The trial area-wide NPZ in the Parkside area was also generally successful, with improved e-scooter parking compliance observed, and reduced complaints received; however reduced start and end trips within the area was observed by both operators post the implementation of the area-wide NPZ. It is unclear though, whether this is due to the inclement and wet weather conditions, reducing overall e-scooter trips, or the restrictions put in place.

Although the trial area-wide NPZ in the Parkside area was considered generally successful, at this time it is recommended that NPZs are implemented on a street-by-street basis, in combination with designated preferred parking areas, based on community complaints/requests. This approach will ensure access to e-scooters is not too restrictive, but ensures issues are being addressed and managed where most needed.

It should be noted that the e-scooter operators are actively developing smart solutions to improve e-scooter parking compliance, however at this time the opportunity to trial these solutions in the Adelaide context are limited due to the State Government legislated 25kg e-scooter device weight limit.

## **User Survey**

Another user survey was undertaken by Beam in November 2022 to support the extended six-month evaluation. This data was combined, and compared, with the initial six-month user survey, providing a total sample size of n=136. A snapshot of the survey findings is provided below:

- The majority of users are aged between 16 and 44 (78%), with 27% in the 18 to 24 age group, 26% between 25 and 34, and 25% between 35 and 44. The remainder of riders are over 45 (22%).
- Users are 28% female and 69% male.
- The majority of riders used e-scooters a couple of times a month, with the number of riders using them weekly increasing from 12% to 17% from May to November 2022.

- 60% of riders used the e-scooters for two to four purposes, with 50% riding just for fun, 48% for dining out, 38% for commuting and 32% for running errands.
- 22% of riders regularly use e-scooters to connect to public transport.
- 90% of riders stated they wore a helmet.
- 48% viewed the 'Go Slow Zones' and 45% the 'current limited operating area' as a deterrent to their further use of the E-scooters.
- 88% could park the e-scooter away from pedestrian areas always or most of the time.
- 37% of riders are more likely to consider public transport now that e-scooters can be used to connect to public transport stops and stations.
- 50% would have walked instead if there was no e-scooter service, 20% would have used a taxi / rideshare, 11% a car, 10% public transport and 5% would have cycled.
- 38% would walk up to 250m to an available E-scooter, with 40% up to 500m.
- 49% would not use an e-scooter if parking was more restrictive.
- When asked for any other comments, 10% of the 136 respondents had concerns or a bad experience with the 'Go Slow Zones' and 6% wanted the operating area expanded into neighbouring councils.

### **Education Measures**

During the extended six-month trial period, both operators have initiated some of their own education initiatives including:

#### ***Neuron***

- In July 2022, launched their new interactive online riding school for Adelaide named Scootsafe Academy: <https://www.scootsafe.com/>
- In October 2022, held a Helmet Safety Awareness Week.

#### ***Beam***

- In November 2022, held a half-day (1pm to 5pm) CoA based Safe Rider Training Event at the University of South Australia City West Campus.
- During the 2022-23 summer, are running a Summer of Safety and an Adelaide specific Ride Kind and Park Kind education campaigns.

In addition to the above, the Administration also developed e-scooter parking decals as shown in Figure 2 to be located on footpaths at designated preferred e-scooter parking zones. Nine decals have initially been installed within the busy pedestrian areas including King William Road, Goodwood Road and Unley Road. It was initially intended that these decals were to be installed in September 2022, however, they were unable to be installed until mid to late December 2022 due to the continuous inclement/wet weather conditions.





## DIT Evaluation and Consultation

At its meeting held on 25 July 2022, Council resolved to seek information from the Minister for Infrastructure and Transport (the Minister) regarding the e-scooter trial including:

- The future of e-scooters in South Australia, noting that the first e-scooter trial commenced in the City of Adelaide in February 2019.
- The proposed changes/improvements to the current e-scooter trial road rules to improve the safety of pedestrians, including the use of e-scooters in bicycle lanes.

In addition, Council raised a number of questions regarding insurance and liability. The letter sent to the Minister (including specific questions based on the queries raised by Council) and the responses received to the questions are provided in Attachment 4.

### *Attachment 4*

In short, the State Government has provided limited responses to Council's queries, albeit indicated that they are committed to conducting consultation in 2023 on the desirability of a framework to recognise e-scooters in South Australia, including a review of the legislation and road rules. DIT has indicated that following the conclusion of this consultation, it will have further information to provide to Councils regarding the future of e-scooters in South Australia.

It should also be noted that a Select Committee of the Legislative Council undertook an inquiry into Public and Active Transport in mid to late 2022, which included the use of e-scooters. The outcomes and recommendations from this Select Committee are planned to be published in early 2023 and will also help inform the State Government's review of e-scooters.

## **CoA and NPSP E-Scooter Trials**

The CoA and the City of Norwood Payneham & St Peters (NPSP) have both considered the extension of their e-scooter trials in December 2022. Both councils have resolved to extend their trials for a further six-months up to 30 June 2023.

The premise of the trial extensions is to allow the future of e-scooters in the respective council areas to be considered in the context of the Select Committee recommendations and the planned State Government review (which will include community consultation) and is programmed to take place in early to mid-2023.

The CoA is also currently developing a draft Micro-Mobility Policy that will consider the use and management of e-scooters in the context of all street user safety, and with the anticipation that e-scooters will be a more permanent form of transport in the future.

### **Next Steps**

A 12-month extension is proposed, instead of a six-month extension, as this will give adequate time for the Select Committee to publish their findings on public and active transport including e-scooters, and the State Government to conduct its state-wide consultation and review on an e-scooter framework including legislation and road rules. Should community, Elected Member or State Government sentiment change in regard to e-scooter use during the 12-month period, the terms of conditions within the e-scooter permit is flexible to facilitate e-scooter operational changes as required.

Should Council support a further 12-month extension of the e-scooter trial (up to 14 February 2024) within the CoU, then the following will take place:

- A letter will be sent to DIT seeking an extension to Unley's current gazettal approval for an e-scooter trial (which expires on 14 February 2023 (inclusive)).
- The Administration will renew the current e-scooter permits, for Neuron and Beam, for a further 12-month period (from 14 February 2023 to 14 February 2024). The terms and conditions of the permits will be retained including the \$10 fee charged per device per six months (up to 100 e-scooters per operator).
- The Administration will continue working with the e-scooter operators to improve their operations.
- The Administration will continue to document and proactively respond to all community feedback / concerns received regarding e-scooters use including poor riding and parking behaviours.
- A further report to be submitted to Council prior to 14 February 2024, to determine the next steps for e-scooter use based on the State Government review outcomes.

Should Council prefer a reduced extension timeframe of six months, then the same actions as listed above will take place, albeit within a reduced timescale of 14 August 2023.

If Council does not support a further extension, the e-scooter trial will continue to operate up to the current permit expiry date of 14 February 2023. Communications will need to go out to all existing e-scooter users on the end date advising that Council will not be extending the trial.

## **6. POLICY IMPLICATIONS**

### **6.1 Financial/budget implications**

- Council resolved to set a fee of \$10 per device, per six months, per operator, for the initial, and extended trial periods, to cover basic administrative costs. This resulted in a revenue of \$2,000 per operator for the six months, plus six-months (12 months in total) permit (in total \$4,000).
- If Council supports a further extension to the e-scooter trial a further \$10 per device, per six-months (for up to 100 devices) will be charged.

### **6.2 Risk Management (identification and mitigation)**

- Regulation of the e-scooter devices, and the condition of operation is managed by way of a permit issued under Section 200/202/221/222 of the *Local Government Act 1999* to each operator. Breach of the conditions of the permit can lead to cancellation of the permit and imposition of penalties or expiation fees.
- The Shared Mobility Device Permit has been designed to release Council from all liability arising from, or in connection with a dock less mobility share operations (such as, e-scooters). A requirement of the permit is for the operator to have public liability insurance with a minimum coverage of \$20 million. Both Neuron and Beam e-scooter operators also offer personal accident insurance and third-party insurance to ensure that in the event of an unfortunate incident, all people involved are covered.

### **6.3 Staffing/Work Plans/Additional Resource Impact**

- Should Council endorse the e-scooter trial to be further extended, Council staff work plans will have to be updated to accommodate staff's time in the continued management of the e-scooter operations and to ensure that e-scooters are operating as safely and efficiently as possible. However, no additional resources are required to undertake this.

### **6.4 Climate/Environmental Impact**

- In Australia, transport related emissions were responsible for more than 17.6 per cent of Australia's greenhouse gas emissions in 2020, representing the third largest source of emissions (National Greenhouse Gas Inventory Quarterly Update: December 2020).

E-scooters produce zero-emissions moving across the city and can provide a valued part in developing sustainable mobility options within the City of Unley, in particular to replace the high frequency, short vehicle trips (< 5km) and reducing city congestion.

- Both Neuron and Beam e-scooter operators are continuing to pursue initiatives to reduce the operational carbon footprint in servicing their e-scooters, including the use of renewable energy for battery charging and electric transit vehicles to service e-scooters. Both Neuron and Beam have pledged to be carbon negative by 2025 and Neuron's global operations are already certified carbon neutral.
- If e-scooters are successfully established across the City, the use of e-scooters and other shared mobility devices may also lead to a reduction in vehicle ownership patterns over time, with some households choosing not to own a second vehicle, or even a first vehicle, due to the availability of convenient, clean, and affordable transport alternatives.

#### **6.5 Social/Economic**

- Shared mobility device schemes offer a convenient and affordable alternative for people to travel across the city instead of travelling by private car. These devices provide increased flexibility and accessibility for our community to access main streets, community services, open space, and public transport, encouraging a healthier, more connected, and more active community.

### **7. ANALYSIS OF OPTIONS**

#### Option 1 –

1. The report be received.
2. The outcomes of the extended six-month trial (July to November 2022) as outlined in this report be noted.
3. A further extension to the e-scooter trial for a further 12-month period (from 14 February 2023 to 14 February 2024) be approved, whilst the State Government review on e-scooters is being undertaken, and for the terms of conditions of the current permits to be retained.
4. The CEO is authorised to write to the Department for Infrastructure and Transport, requesting approval to extend the e-scooter trial gazettal for the City of Unley up to (and including) 14 February 2024.
5. The Administration continues to work with the e-scooter operators to address complaints and concerns raised during the further extended trial period from 14 February 2023 to 14 February 2024, and a report be presented to Council prior to 14 February 2024 to determine the next steps for e-scooter use within the City of Unley based on the State Government review outcomes.

This option confirms Council's support to continue the e-scooter trial for a further 12-months, up to 14 February 2024 (inclusive). The 12-month time period will allow Council to consider the future of e-scooters in the CoU area in the context of the planned State Government review of e-scooters, including community consultation. At this time the State Government has not provided a timeframe/program for the state-wide e-scooter consultation and review, albeit Council staff consider it will take longer than six-months.

Due to the short time (3 weeks) before the e-scooter trial gazettal expires, DIT have indicated that in this instance a letter directly to DIT requesting an extension to our current e-scooter trial gazettal for the CoU area, which expires on 14 February 2023 will be appropriate.

Should Council pursue this option, a further report will be presented for its consideration prior to 14 February 2024, to determine next steps for e-scooter use within the CoU based on the outcomes of the State Government review.

#### Option 2 –

- 1 The report be received.
- 2 The outcomes of the extended six-month trial (July to November 2022) as outlined in this report be noted.
- 3 A further extension to the e-scooter trial for a 6-month period (from 14 February 2023 to 14 August 2023) be approved whilst the State Government review on e-scooters is being undertaken, and for the terms of conditions of the current permits to be retained.
- 4 The CEO is authorised to write to the Department for Infrastructure and Transport, requesting approval to extend the e-scooter trial gazettal for the City of Unley up to (and including) 14 August 2023.
- 5 The Administration continues to work with the e-scooter operators to address complaints and concerns raised during the further extended trial period from 14 February 2023 to 14 August 2023, and a report be presented to Council prior to 14 August 2023 to determine the next steps for e-scooter use within the City of Unley based on the State Government review outcomes.

This option also confirms Council's support to continue the e-scooter trial, albeit only for a further six-months, up to 14 August 2023.

Due to the short time (3 weeks) before the e-scooter trial gazettal expires, DIT have indicated that in this instance a letter directly to DIT requesting an extension to our current e-scooter trial gazettal for the CoU area, which expires on 14 February 2023 will be appropriate.

Should Council pursue this option, a further report will be presented for its consideration prior to 14 August 2023, to determine the next steps for e-scooter use within the CoU, based on the outcomes of the State Government review completed at that time.

Option 3 –

1. The report be received.

Council may decide that it does not support the continuation of the trial beyond the initial six-months period. This option enables Council to not continue the trial within Unley beyond 14 February 2023, and that all e-scooters operated by both Neuron and Beam are to be removed from Unley at that point in time.

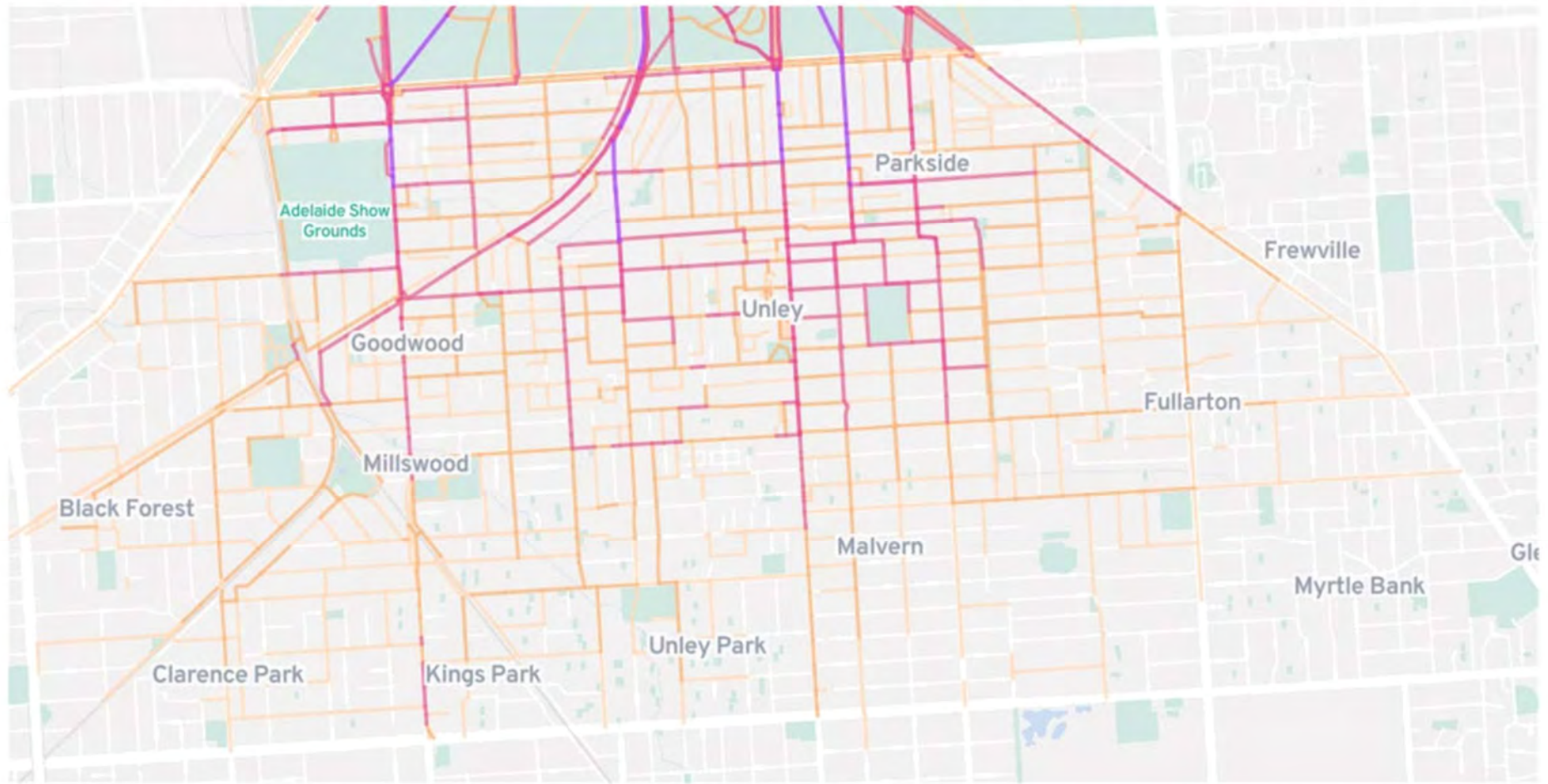
**8. RECOMMENDED OPTION**

Option 1 is the recommended option.

**9. REPORT AUTHORISERS**

| <b>Name</b>   | <b>Title</b>                      |
|---------------|-----------------------------------|
| Ben Willsmore | Manager City Design               |
| Claude Malak  | General Manager, City Development |

## Attachment 1 City of Unley e-scooter heatmap of key routes



Source: Ride Report data between 14 February and 30 November 2022







## Attachment 2 E-scooter Community Feedback

The table below provides all the community feedback received by the Transport Team during the six-month extended trial period (1 July to 30 November 2022). Customer names and addresses have been removed, and comments are verbatim, with only minor grammatical edits.

| No# | Date    | Location | Method | Verbatim Comments   |
|-----|---------|----------|--------|---|
| 1   | 18 July |          | Email  | This is a common sight in the Unley Council area. Scooters are often left standing across pathways, sometimes more than one scooter at a time. Since they were introduced I have taken a number of photos, this most recent was about a week ago on Albert Street. If safety rules (with penalties if not adhered to) cannot be put in place, please stop the use of scooters in the Unley Council area.  |
| 2   | 23 July |          | Email  | Please note common sight in the Unley Council area, above 9:00 a. m. this morning. How does a pusher, walker or elderly person's scooter navigate this?   |
| 3   | 25 July |          | Email  | One of the orange scooters has been abandoned outside of X Leicester Street, Parkside.  |
| 4   | 28 July |          | Email  | I have a number of concerns regarding e scooters in the Unley Council area. Scooters being left on foot paths and walkers having to walk on the road to reach the other side. Scooters blocking footpaths along Eva Street, Goodwood. On the corner of Mitchell Street and Regent Street a scooter has remained on the foot path for 2 days and I noticed today a resident had moved it out of the way. Scooters along Goodwood Road sitting for at least Two days.<br>I have seen e scooters running red pedestrian lights at the corner of Park and Mitchell Streets.<br>Scooter riders riding two abreast along the footpath on King William Rd, making pedestrians move out of their way. Dangerous because of the speed with little time to move out of their way for those who are not as mobile. |

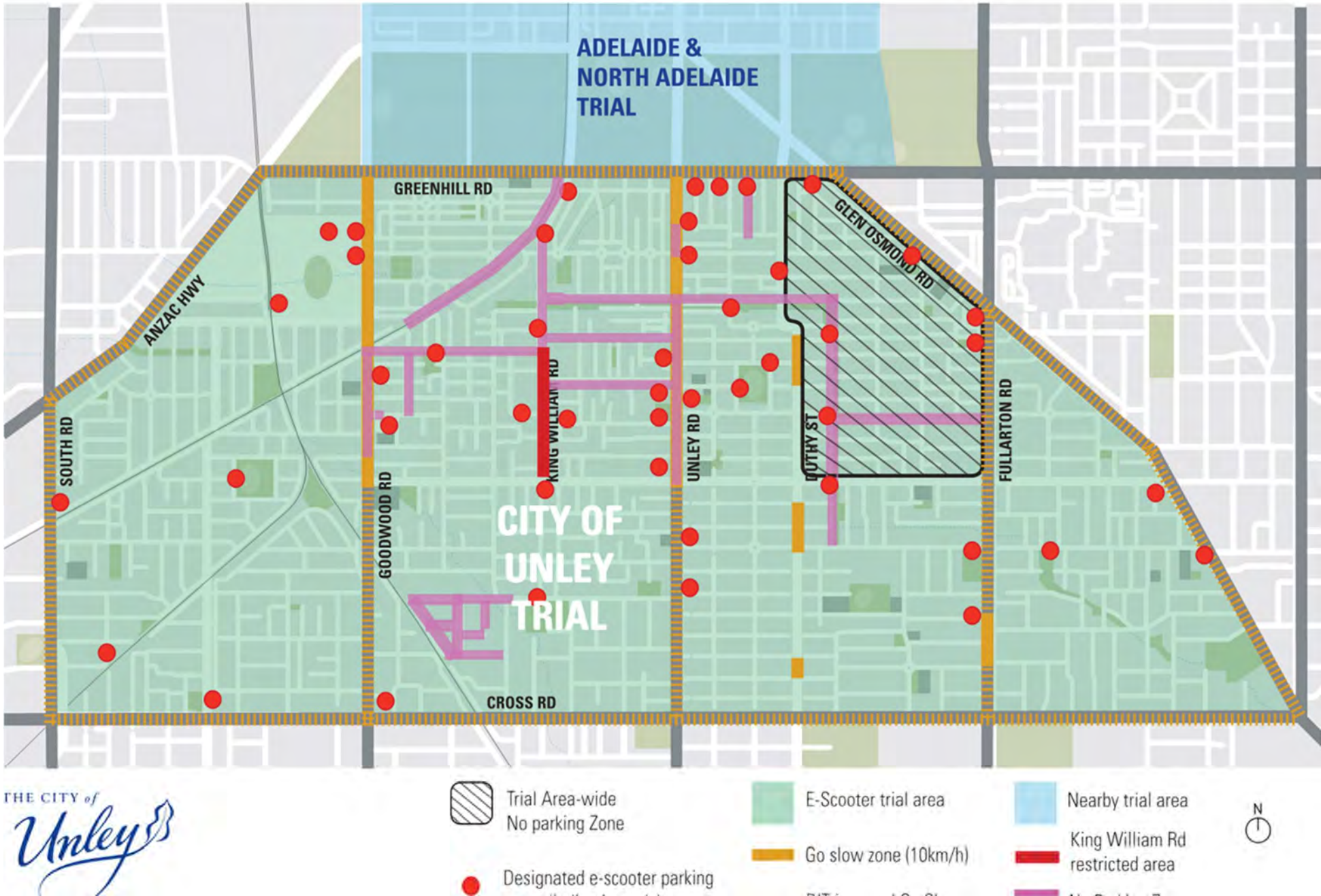
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|   |           |                    |       | <p>I have seen an e scooter in a parking spot at the back of the Goodwood shopping centre taking up two spaces. I am concerned someone will be injured while e scooters compete with pedestrians on the footpaths. I would like to know who is responsible for taking away the scooters once they are abandoned?</p> <p>It is bad enough pedestrians have to compete with bikes, now e scooters. I would like the Council to seriously think about the future of these e-scooters in the Unley Council District.</p>  |
| 5 | 23 August | Maud Street, Unley | Email | <p>Having now heard that the trial of electric scooters is to continue for another 6 months, I would like to contribute the following.</p> <p>A few days after the trial commenced, a friend reported to me that he had seen an electric scooter, ridden by two people, neither wearing a helmet, on Duthy Street. And I mean on Duthy Street, not on the footpath, not in the bike lane, but on the carriageway.</p> <p>I have also noticed scooters left on footpaths in Unley, sometimes for several days before retrieval. These streets include Maud Street, George Street, Duthy Street and Arthur Street, all streets with narrow footpaths. Last week (week beginning 15 August) I saw on four occasions a Neuron branded bicycle on the George Street footpath. On three occasions it was blocking the narrow footpath. For someone using a mobility aid, it would have been impossible for them to get past.</p> <p>I have rarely seen anyone actually using the scooters, but when I have, helmets are not being worn. With respect to potential injuries, I recommend an article published in InDaily on 27 July 2022 (originally published in The Conversation), titled 'Who liable for e-scooter injuries?'</p> |

|   |              |                             |       |   |
|---|--------------|-----------------------------|-------|---|
| 6 | 8 September  | Charles Street, Unley       |       | One of the E scooters fell onto my car which was parked in Charles street out the front of no 12 my home and it has damaged my car door. Who is liable for this?  |
| 7 | 14 September | Thomas Street, Unley        |       | My elderly mother lives on Thomas Street very close to King William Rd. Every morning she gets very distressed by e-scooters parked in the street. Despite my protests she attempts to move them out of the way, and I am concerned for her safety. I support the principle of sustainable traffic, but I fear the elderly residents of Unley are quite distressed by their presence and fearful of the tripping hazard they present. In some cases they have been parked by users unable to gain entry to King William Rd, but in other cases they appear to have been parked there overnight by the operator.   |
| 8 | 29 September | Montpelier Street, Parkside |       | <p>All day yesterday and today 3 Beam scooters lined up across the narrow pavement outside X Montpelier Street in Parkside.</p> <p>I have attached photographs. This email is in pure frustration, as this is a regular occurrence and I usually contact the company concerned. They eventually have the offending scooters removed but this is an issue that just does not go away.</p> <p>Somebody is going to have an accident and will most likely be a pedestrian. These pavements are designed for walkers. I know well that if I leave hard rubbish out on street I face a fine.</p> <p>Council must do something about this. I pay rates to council, and I expect that the council ensure that I can walk safely on my street. I would appreciate a response to this email.</p> |
| 9 | 10 October   |                             | Email | Resident would like to convey their concerns to council regarding e-scooters being left on narrow footpaths around Goodwood. They think that there needs to be some sort of restrictions or bans on the scooters in the area. They say  |

|    |             |                   |            |  |
|----|-------------|-------------------|------------|--|
|    |             |                   |            | the system is incorrect as they don't have the time to be reporting all the poorly placed scooters.  |
| 10 | 19 October  |                   | Email      | <p>I just wanted to send some feedback. I walk every day in Unley and love the neighbourhood. Recently, I keep seeing e-scooters parked on the footpaths.</p> <p>I know we need to email the companies directly, but I think this is too much to ask of the residents as I sometimes I see two or three a day. Shouldn't the companies be responsible for fixing these issues without having to rely on us constantly reporting them?</p> <p>Would it be possible to discuss electronic tracking of these scooters so that they are removed from footpaths quickly? I'm attaching some photos I took last week just to show the extent of the problem. These photos were taken between 13-15th October.</p> <p>I'm not against e-scooters as long as residents are not inconvenienced by them.</p> |
| 11 | 28 October  |                   | Phone Call | Will Unley Council residents be given a chance to comment on the e-scooter trial? I note that this trial has been extended for another 6 months. I hope that public comment is sought before either a further trial extension or adoption of the e-scooters permanently.   |
| 12 | 3 November  | Unley Road, Unley | Facebook   | Hey Guys, one of the owners of X. Can you please get this cleaned up and I request they aren't here anymore. Just had a customer trip over them. Much appreciated.   |
| 13 | 14 November |                   | Phone Call | <p>I would like to convey my concerns to council regarding e-scooters being left on narrow footpaths</p> <p>Pamela has advised that this is a real concern as mothers who have prams or if you are on a walker, you cannot get through.</p>  |
| 14 | 28 November | Mary Street       | Email      | There is regular dumping of rubbish from the residents of a strata title development. Attached photo taken on Saturday morning 26/11. Even if this is a legitimate hard rubbish pickup it is way outside the maximum pre 24 hour   |

|  |  |  |  |  |
|--|--|--|--|--|
|  |  |  |  | <p>pickup time frame ( unless of course there are hard rubbish pickups on Sundays). This is a relatively common site at this location.</p> <p>Secondly the parking of e-scooters, without a structured approach to the use and storage of these vehicles we commonly end up with the scenario captured in the photo. Indiscriminate parking by users makes footpaths unusable for those with mobility or vision impairments</p> <p>So two things:</p> <ul style="list-style-type: none"><li>• What can the council do to enforce dumping requirements on strata title developments?</li><li>• If the council decides to continue with e-scooters after this extended trial, what parking provisions &amp; enforcements does the council intend to implement as an open slather approach is not feasible.</li></ul> |
|--|--|--|--|--|









MAYOR'S OFFICE

Michael Hewitson AM



19 August 2022

Hon. Tom Koutsantonis MP  
Minister for Infrastructure and Transport  
Via email: [ministerkoutsantonis@sa.gov.au](mailto:ministerkoutsantonis@sa.gov.au)

Dear Minister

*Tom.*

### **City of Unley E-Scooter Trial Gazettal Extension**

I write to seek your approval to extend the City of Unley e-scooter trial gazettal.

By way of background information, I advise that Council endorsed an initial e-scooter trial within the City of Unley from 14 February 2022 to 14 August 2022.

The purpose of this initial trial was for Council to consider the results and determine the way forward. At its meeting held on 25 July 2022, Council considered a report from its Administration outlining the results of the initial trial.

Following consideration of the matter, Council resolved the following:

1. *The report be received.*
2. *The outcomes of the first six-months of the e-scooter trial as outlined in this report be noted.*
3. *The continuation of the e-scooter trial for a further six-month period, from 14 August 2022 to 14 February 2023 be approved, and for the terms of conditions of the permits to be retained.*
4. *The Mayor is authorised to write to the Minister for Infrastructure and Transport, requesting approval to extend the gazettal for the City of Unley e-scooter trial up to 14 February 2023 and to seek clarification regarding the following matters:*
  - a. *The future of e-scooters in South Australia, noting that the first e-scooter trial commenced in the City of Adelaide in February 2019.*
  - b. *Proposed changes/improvements to the current e-scooter trial road rules to improve the safety of pedestrians, including the use of e-scooters in bicycle lanes.*
5. *Administration continues to work with the e-scooter operators to address complaints and concerns raised during the extended trial period from 14 August 2022 to 14 February 2023 and that a further report be presented to Council prior to 14 February 2023 to determine the next steps for e-scooter usage within the City of Unley.*

*Resolution No. C0826/22*

In short, Council has resolved to extend its trial for a further period of six (6) months.

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Our current gazettal notice, approving e-scooter use within the City of Unley, expires on 31 October 2022. In this respect, Council is seeking an extension of this gazettal approval up to and including 14 February 2023.

Although Council supported an extension of the trial for a period of six (6) months, a number of concerns were raised by Elected Members, in response to concerns raised by our community regarding the use of e-scooters within our City. The concerns were predominantly related to pedestrian safety and confusion regarding insurance liability (i.e. who is responsible for what in the event of an incident occurring involving injury to pedestrians), particularly in light of recent media attention.

In writing to you as the relevant Minister, I take the opportunity to raise the following matters of concern on behalf of Council:

### **1. Future of E-Scooter Use in South Australia**

The initial trial of e-scooter use in South Australia was undertaken by the City of Adelaide in early 2019. Since then, not only has the City of Adelaide continued with further trials but there have also been trials undertaken by the Cities of Unley and Norwood Payneham & St Peters.

All trials have been approved on the basis that the Department for Infrastructure and Transport (DIT) will undertake an evaluation.

In this respect, Council is keen to understand:

- What does the evaluation process entail?
- What are the key issues that DIT will be looking into?
- What does success or otherwise mean for the trials?
- When will DIT conclude its evaluation?
- Will the results of the evaluation be provided to councils?

### **2. Road Rules**

Given the use of e-scooters is only approved on a trial basis there are many uncertainties and areas which need to be clarified.

In this respect, Council is keen to understand:

- Are changes or improvements to the current e-scooter trial Road Rules considered necessary by DIT to address safety of pedestrians?
- If so, what are those proposed changes or improvements?
- How will those proposed changes or improvements be implemented?
- Will Council be given an opportunity to provide input into this matter?
- Does DIT envisage private e-scooter use becoming legal?

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### 3. Insurance and Liability

There has been interest from the media recently regarding the safety of pedestrians and the use of e-scooters. More specifically, there have been many questions raised regarding incidents whereby pedestrians have been injured by e-scooter riders undertaking illegal activity and where liabilities lie. In particular, who is responsible for meeting medical costs incurred by injured pedestrians.

In this respect, Council is keen to understand:

- Who is ultimately responsible regarding incidents which occur as a result of the use of e-scooters in the event a pedestrian is injured?
- In the event the rider of an e-scooter injures a pedestrian whilst behaving illegally (e.g. under the influence of alcohol), who is responsible given that the e-scooter operator's insurance is unlikely to provide cover?
- In the event that riders' illegal activities negate the need for the e-scooter operator's insurance companies from providing cover, what plans do the State Government have to ensure that pedestrians who are injured are financially protected?

Council acknowledges that e-scooters can provide an alternative, sustainable and competitive mode of transport to replace short vehicle trips across the City of Unley and to and from the Adelaide CBD. However, Council wishes to ensure that this is undertaken in the safest manner possible for all.

I look forward to your response at your earliest convenience.

Should you have any queries regarding this matter, please contact me via email [POBox1@unley.sa.gov.au](mailto:POBox1@unley.sa.gov.au)

Yours sincerely

A handwritten signature in blue ink that reads "Michael H".

**Michael Hewitson AM**  
Mayor

The Hon Tom Koutsantonis MP



Government  
of South Australia

Minister for Infrastructure  
and Transport

Minister for Energy and  
Mining

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22MIT3718

Mayor Michael Hewitson  
City of Unley  
[POBox1@unley.sa.gov.au](mailto:POBox1@unley.sa.gov.au)

Dear Mayor Hewitson

Thank you for your letter dated 19 August 2022, on behalf of the City of Unley, seeking an extension of the Council's e-scooter trial.

I am pleased to advise that I have approved the extension of the e-scooter trial until 14 February 2023 as requested.

My approval is based on the advice of the Department for Infrastructure and Transport (the Department) who have completed an assessment of your trial extension proposal.

This approval will be published in the South Australian Government Gazette in due course and the Department will notify you when this action has been completed. A copy of the notice is enclosed for your reference.

I note that the City of Unley have also raised a number of matters in respect to the e-scooter trials, including the future of e-scooter use in South Australia, an evaluation of the trials, a review of the road rules for e-scooters and insurance and liability issues in the event a pedestrian or third party is injured by an e-scooter rider.

I can advise that the Government is committed to conducting consultation on the desirability of a framework to recognise these devices in South Australia, including a review of the legislation and road rules. Consultation is scheduled to commence in early 2023. I have asked the Department to ensure that key stakeholders, including the City of Unley are involved as part of that process.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Tom Koutsantonis', written over a diagonal line.

Hon Tom Koutsantonis MP  
Minister for Infrastructure and Transport

26 / 10 / 2022

Att: Road Traffic (City of Unley Scooter Trial) Notice 2022.

South Australia

## Road Traffic (Electric Personal Transporters) Notice No 2 of 2022

under section 161A of the *Road Traffic Act 1961*

### 1 Short title

This Notice may be cited as the Road Traffic (City of Unley Scooter Trial) Notice 2022.

### 2 Operation

This Notice comes into operation on the day on which it is made and will cease operation on 14 February 2023. This Notice revokes the Road Traffic (City of Unley Scooter Trial) Notice 2021 of 25 November 2021.

### 3 Interpretation

In this Notice—

*Act* means the *Road Traffic Act 1961*;

*Council* means the Corporation of the City of Unley ABN 63 714 797 082;

*electric personal transporter* has the same meaning as in the Road Traffic (Miscellaneous) Regulations 2014;

*Minister* means the Minister to whom the administration of the Act is committed;

*path* means a bicycle path, footpath, separated footpath or shared path.

### 4 Approval

In accordance with the power under section 161A of the Act, I hereby APPROVE an electric personal transporter to be driven on or over a road.

### 5 Conditions

An electric personal transporter may only be driven:


1. within the Council area designated in the Schedule to this Notice;
2. on roads and paths not prohibited for use by Council;
3. if supplied by an operator permitted by Council, or otherwise authorised or accredited;
4. by a driver aged 18 years old or older;
5. if the electric personal transporter meets the criteria in paragraphs (a) to (d) of the definition of *scooter* in rule 244A(1) of the Australian Road Rules;
6. if the maximum speed of the electric personal transporter cannot exceed 15km/h;
7. if the maximum speed of the electric personal transporter cannot exceed 10km/h on roads under the care, control and management of the Commissioner of Highways;
8. if the unladen mass of the electric personal transporter does not exceed 25kg.

### 6 Revocation

This Notice may be revoked by the Minister or his delegate at any time.

### 7 Execution

Dated: 28/10/2022

  
HON TOM KOUTSANTONIS MP  
Minister for Infrastructure and Transport

