

E-SCOOTERS

REPORT ON WHAT WE HEARD



E-SCOOTERS

E-scooter use has increased globally and the safe use of these devices has become an important topic of conversation for states and territories across Australia. The ACT Government sought community feedback to help inform the laws that should be in place to permit the use of e-scooters and similar devices in the nation's capital.

As part of the *Road Safety Action Plan 2016-20*, the ACT Government committed to exploring options for supporting the use of sustainable transport.

By regulating the safe use of these devices, we can provide people with more transport options, and also potentially decrease the number of cars on the road, helping meet our goal of net zero greenhouse gas emissions by 2045.



The ACT regulatory settings will include the requirement to wear an approved bicycle helmet.

THE CONVERSATION

We asked stakeholders and the community to engage with us about how we can facilitate the use of e-scooters and similar devices in the ACT while making sure we don't compromise road safety.

We were particularly interested in community views on:

- the maximum speed at which devices should be able to travel;
- what road and road related areas it is appropriate for these devices to travel on; and
- whether there should be restrictions on who may use these devices.

We held a conversation online, via newsletters, emails and direct engagement including one on one conversations with the community and key stakeholders between 25 June 2019 and 19 July 2019.

WHO ENGAGED?

The community appreciated the opportunity to provide input into future regulatory settings for these devices.

We received submissions and survey responses from a wide range of people in the community including parents, pedestrians, public transport users, cyclists, people that own or have ridden/experienced an e-scooter in another jurisdiction and those with special requirements when using the Territory's road environment. A wide range of ages in the community were represented, with the 25 - 34 and 35 - 44 year old age groups equally represented at 22%



each, followed by the 55 - 64 age group at 16%. The 65 years and over age group represented 14% of respondents. People responded from across Canberra.

We also heard from a range of industry and stakeholder groups including e-scooter share scheme operators, pedestrian advocacy groups and not for profit organisations.

Some issues that were mentioned outside of the key consultation topics (speed, location and user restriction) included insurance, enforcement and poor infrastructure.

Key insights from the community

Support for the safe use of e-scooters and similar devices

1. We heard strong support for the use of e-scooters and similar devices.
2. We heard that Canberrans would find these devices useful for connecting to public transport as a first and last mile transport option.
3. Many respondents noted a preference for these devices to be subject to regulatory settings similar to those for bicycles.

Safety concerns highlighted

4. A primary concern heard from older Canberrans and those with a hearing impairment was that e-scooters are quiet and difficult to hear when approaching.
5. We heard that the use of safety equipment such as a helmet, bell, braking system and lights are necessary safety requirements for these devices.

Speed, location and user restrictions

6. The community was asked to indicate the maximum speed limit these devices should be permitted to be used at. The options provided were: 10km/h, 15km/h, 20km/h, 25km/h and other. We heard 36% of respondents supported a maximum speed limit of 25km/h.
7. There was notable support for the maximum speed of the device to vary based on the location where it is being used (for example, slower speeds on footpaths and faster speeds in bicycle lanes).
8. We heard the community's concerns with allowing e-scooters or similar devices to ride at higher speeds on footpaths and high pedestrian areas.
9. We heard 47% of respondents support that people aged 16 years and over should be allowed to ride these devices unsupervised.

WHAT'S NEXT?

Based on the feedback received to date we will develop options for appropriate regulatory settings that are in line with community views and expectations. We will also look to address the safety concerns raised.

You can register to receive project updates by emailing your interest to roadsafety@act.gov.au.

To find out more about e-scooters and other initiatives, policies and projects in Canberra visit www.yoursay.act.gov.au.



Key Timings

June 2019

Regulating the Safe Use of Electric Personal Transportation Devices discussion paper released.

July 2019

Community consultation process closed.

July - October 2019

Engagement with other ACT Government directorates.

September 2019

What We Heard report released.

ACT Road Safety Forum with experts and stakeholders.

December 2019

Regulation framework in place to allow the use of e-scooters and similar devices.

THANK YOU FOR YOUR FEEDBACK

1,967

We reached 1,967 people via YourSay

566

We received 566 survey responses

113

We received 113 items of written feedback of which 108 indicated support for the safe use of e-scooters and similar devices

6,600

We sent emails to over 6,600 community members

15,000

We reached a social media audience of 15,000

36%

We heard 36% of respondents were supportive of the maximum speed being 25km/h

75%

In terms of location, we heard 75% of respondents support use on footpaths

89%

We heard 89% of respondents support use on bicycle lanes

47%

Of the responses received, 47% support unsupervised use by people 16 years+