



ACT
Government

ENGAGEMENT REPORT:

USE OF E-SCOOTERS AND OTHER SIMILAR DEVICES IN THE ACT

Justice and Community Safety
Directorate

17 December 2019

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EXECUTIVE SUMMARY

As part of the road safety action plan 2016-2020, the ACT Government committed to exploring options to advance the role of sustainable transport in Canberra, recognising its role in improving road safety. Electric Scooters (e-scooters) and other similar devices have the potential to provide an innovative, zero-emissions transport option for people who would otherwise drive.

An electric personal transportation device is designed to be used by a single person and is powered by a system using a battery and electric motor or motors to propel the device, with or without assistance from the user. The terms 'electric' and 'motorised' are often used interchangeably.

Electric personal transportation devices include electrically powered scooters, skateboards, roller skates, uni-cycles etc. Examples would include Segway Drift skates, Yike bikes, Solo wheel uni-cycles, Onewheel skate boards and electric Wheelman skateboards.

The ACT Government sought to amend the Territory's road transport laws to allow electric scooters (e-scooters) and similar personal mobility devices to be used legally in the nation's capital. E-scooter use in particular has increased globally, particularly via commercial e-scooter operators.

Through community consultation and engagement to assist in the review of electric personal transportation devices, the ACT Government was interested in community views on:

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

The ACT Government recognises the benefits these devices provide including environmental benefits such as reduced pollution, greenhouse gas emissions and noise. They provide an alternative to a motor vehicle for greater mobility choice, including providing a first and last

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mile travel solution, as well as direct cost savings to users because of reduced spending on petrol and vehicle maintenance.

E-scooters have the potential to provide an innovative, zero-emissions transport option for people who would otherwise drive and community views were sought on the best and safest way to regulate their use.



The Justice and Community Safety Directorate (JACS) conducted public consultation between 25 June to 19 July 2019.

- 679 submissions were received.
 - 566 survey responses
 - 113 written submissions
- 113 written submissions
 - 81 website submissions
 - 19 direct to road safety inbox
 - 13 industry and stakeholders

A summary of this consultation can be found <https://www.yoursay.act.gov.au/e-scooters>

INTRODUCTION

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

We asked stakeholders and the community to engage with us about how to 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.

TIMELINE OF ENGAGEMENT



WHY WE ENGAGED

In February 2019, the Minister for Justice, Consumer Affairs and Road Safety committed to having a regulatory framework in place to permit the use of e-scooters and other similar devices by the end of the year.

To help inform the development of this framework, the ACT Government sought community feedback between 25 June to 19 July 2019 and invited key stakeholders to the ACT Road Safety Forum on 3 September 2019.

From 20 December 2019, e-scooters and other similar devices will be legally able to be used on certain areas within the ACT road environment.

The regulatory framework:

- Permits the use of these devices on footpaths, shared paths, bicycle paths and the bicycle side of separated paths. They will not be permitted on roads or bicycle lanes (except on residential streets where there is no footpath). Not allowing these devices to travel on roads, reduces the risk of a vehicle and e-scooter collision and aligns with the ACT Government's commitment to Vision Zero.
- Requires users to give way to pedestrians. It is the responsibility of all road users to share the road and be mindful of others.
- Permits unsupervised use by those 12 years of age and older.
- Does not permit the carrying of passengers.

There are minimum safety standards that will apply when using one of these devices:

- You must wear an approved bicycle helmet.
- You are not allowed to use a mobile device.
- You must not be impaired by alcohol.
- You must not travel at a speed faster than 15km/h when travelling on a footpath.
- You must not travel at a speed faster than 25km/h when travelling on any other permitted location, such as shared paths.

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- You must slow down to 10km/h when travelling across a crossing, give way to other pedestrians on the crossing and keep to the left.
- You must have a warning device such as a bell fitted to your device or otherwise accessible to you.
- You must have lights and reflectors on either the device or your person at night or in hazardous weather conditions.

People need to use their judgement and travel at the appropriate and safe speed for the environment they are travelling in and be respectful to pedestrians and others. Sharing the road is everyone's responsibility.



WHAT WE ASKED

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 other 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.
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 other 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.

Community Consultation and engagement with key stakeholders informed the regulatory framework established for these devices. We used the feedback to ensure that key safety and accessibility concerns raised by the Community were factored into the regulatory framework.

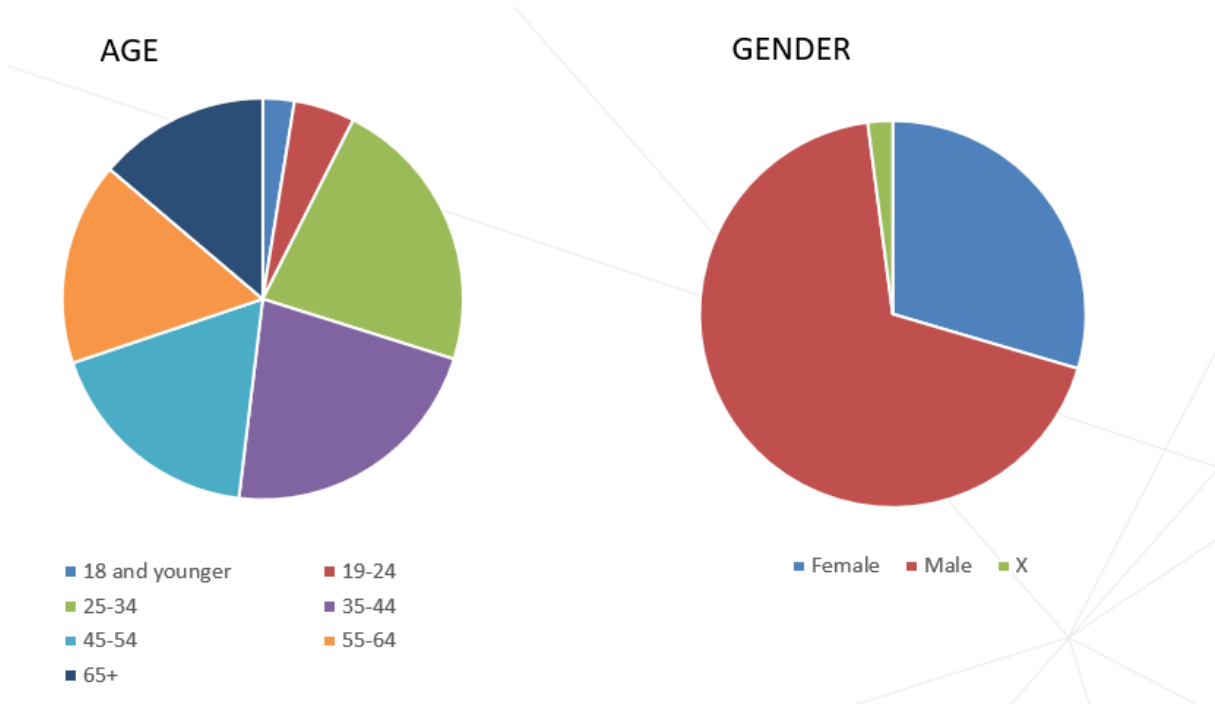
WHO WE ENGAGED WITH

The community appreciated the opportunity to provide input into the regulatory framework 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.

We further engaged with the Australian Electric Vehicle Association, Pedestrian Council, Living Streets, ACT Young Planners Committee, Victoria Walks Inc, Suncorp, Heart Foundation, Beam, FROG, Neuron Mobility, Bird, Ride and Lime. We received written submissions from insurance providers, pedestrian and disability advocacy groups.

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.



WHO WE HEARD FROM AND HOW

The below table outlines the various components of our consultation, and feedback results across multiple methods. We heard from a range of industry and stakeholder groups including e-scooter operators, pedestrian advocacy groups and not for profit organisations.

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%

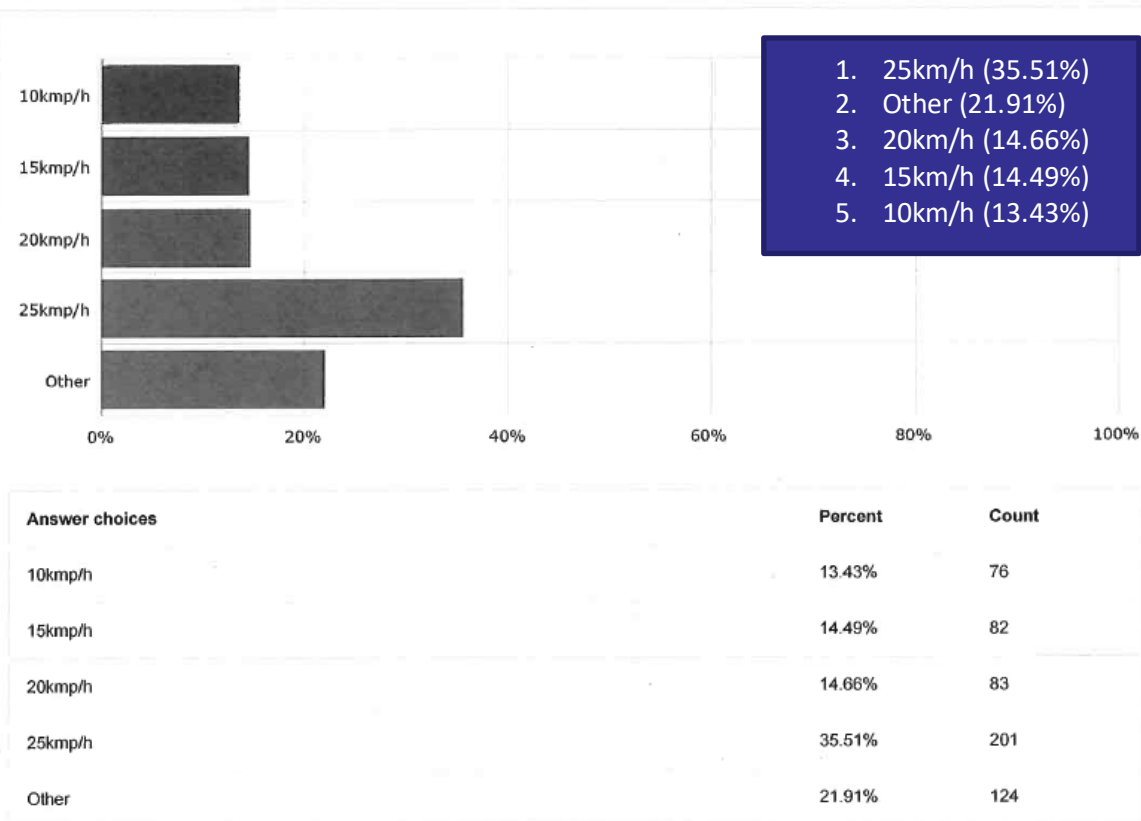
Of the responses received, 47% support unsupervised use by people 16 years+



WHAT WE HEARD

INSIGHT 1: SPEED

1. 1. What do you think the maximum speed limit for e-scooters and similar devices should be? Required
Multiple Checkbox | Skipped: 0 | Answered: 566 (100%)

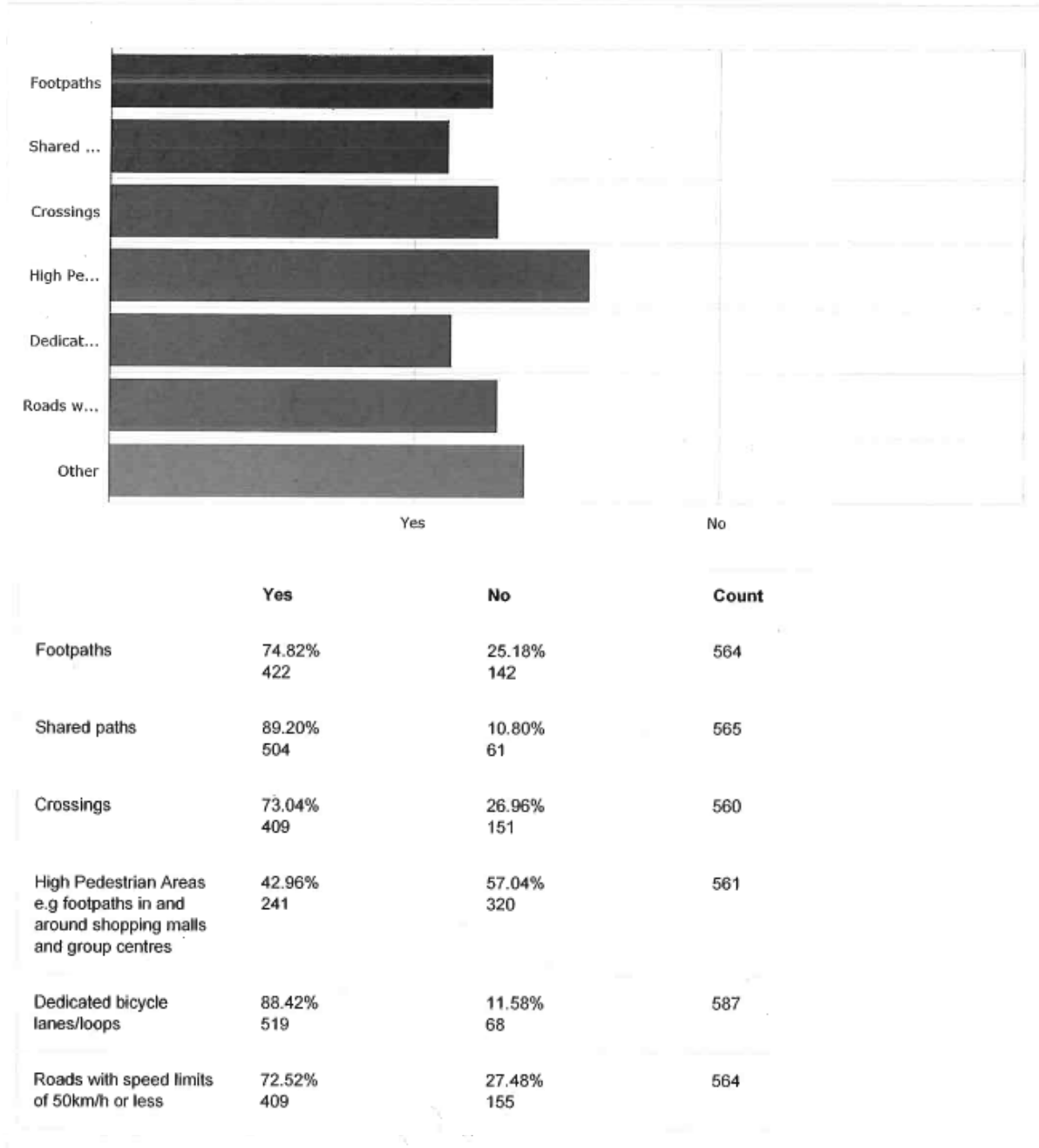


- Out of the four options given of speeds ranging from 10-25 and other - 25km was the most preferred option. Table on right left in order of preference.
- Based on the feedback from written submissions, many believe that speed should be varied by location.

INSIGHT 2: LOCATION

2. 2. Do you think e-scooters and similar devices should be able to be ridden on:

Likert-scale | Skipped: 0 | Answered: 566 (100%)

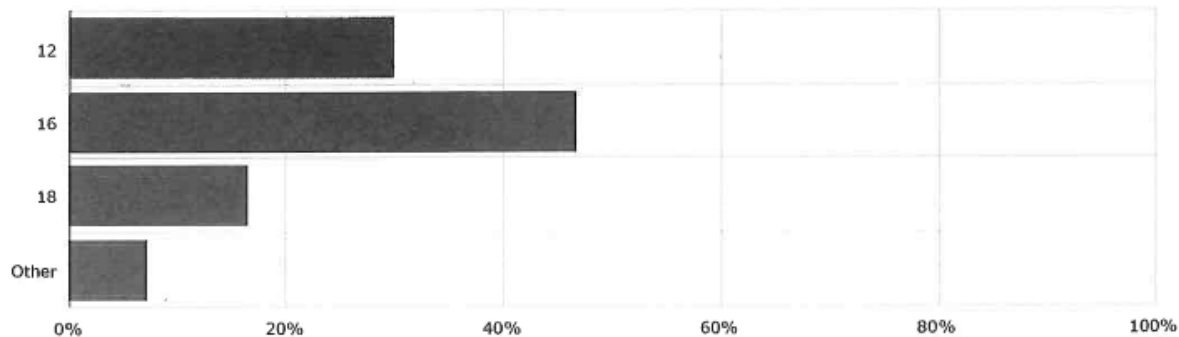


- Community largely supportive of e-scooters and similar devices being ridden around Canberra
- Most supportive of shared paths, 89%
- Lowest support – high pedestrian areas, 57% not supportive

INSIGHT 3: USER RESTRICTION

3. 3. What do you think is a safe age for children to ride unsupervised in a public place? Required

Multiple Checkbox | Skipped: 0 | Answered: 566 (100%)



Answer choices	Percent	Count
12	29.86%	169
16	46.64%	264
18	16.43%	93
Other	7.07%	40

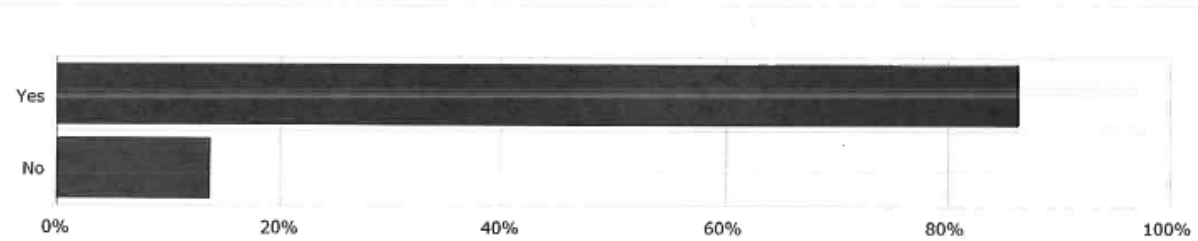
Based on survey responses:

- 16 years unsupervised, the most preferred option (47%)
- In Brisbane users over 16 years can ride without supervision and users over 12 years of age can use it, under adult supervision

INSIGHT 4: SHOULD THESE DEVICES BE ALLOWED ON PUBLIC TRANSPORT?

4. Should these devices be allowed on public transport?

Multiple Checkbox | Skipped: 26 | Answered: 540 (95.4%)



Answer choices	Percent	Count
Yes	86.30%	466
No	13.70%	74

- 86% agreed. This response supports the communities wish to use the device as a way to connect to public transport easier.
- If allowed on public transport, things we would need to think about include the weight of the device and proper restraints for holding these devices.



FURTHER INFORMATION

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



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