

FAQ - E-SCOOTERS

What is an e-scooter?

An electric scooter, or e-scooter, is powered by a rechargeable battery with a range of approximately 20-60 kilometres per charge.

E-scooters have become popular in many cities around the world and offer a sustainable alternative transport option for short journeys and daily commutes.

Only e-scooters allowed to be used are those operating subject to a Permit issued by the Council. This is because e-scooters are considered to be motor vehicles under South Australian legislation which requires the devices to be registered with compulsory third party insurance. But personal e-scooters do not meet the safety standards under the Australian Design Rules or insurance requirements and are therefore not eligible for registration and cannot be used on roads or road related areas. The e-scooter operators in City of Norwood Payneham & St Peters have met safety requirements and offer insurance for users.

Under legislative requirements e-scooters in the trial have a maximum speed of 15km per hour and are to be ridden on footpaths, not roads or bike lanes.

The e-scooters are fitted with GPS (satellite tracking) system to ensure users can easily locate them. Users register, pay, unlock and lock e-scooters through a mobile phone app.

At the end of the journey users do not need to physically lock the device with a conventional chain or return it to a designated station or rack. E-scooters from a shared services are designed to be dockless - meaning the user can choose where to end their journey. Operators of e-scooter shared services remotely monitor the battery life of the device and employ people to collect the devices for recharging and redistributing as required.

The only e-scooters allowed to be used in the trial area are those operating subject to a permit issued by the Council. Personal e-scooters cannot be used on roads or road related areas such as footpaths, bike or pedestrian tracks or vehicle parking areas under South Australian Road Rules as they are illegal and have not been granted exemption or permit.

Why are the Councils trialling e-scooters in the City of Norwood Payneham & St Peters?

At its meeting held on 8 October 2019, the Council endorsed a trial of e-scooters within the City of Norwood Payneham & St Peters.

E-scooters can offer a low-emission mobility option and a more diverse, convenient and accessible transportation network and may also assist to reduce congestion and parking issues in the City.

Increased mobility also fosters a healthy, creative and connected community which creates lively and safe places. It can diversify and develop the local economy and increase accessibility to public transport stops, ultimately improving the quality of life for our citizens.

The Council seeks to understand how e-scooters can reduce the reliance on parking around public transport stops, streets on the CBD fringe and other busy shopping and entertainment precincts. E-scooters could provide an alternative mode of transport that expands commuter travel distance and means they can leave their car at home. Ultimately, e-scooters could encourage greater use of the public transport system, reducing pressure on parking, increase transport options to precincts, and replace the use of a motor vehicle for short to medium trips.

In addition, there is potential for e-scooters to encourage unstructured participation in recreation, further developing healthy, active communities.

When will the e-scooter trial commence?

At this stage it is proposed to trial the e-scooters for six (6) months, from Friday 14 May 2021 to 12 November 2021, and assess the outcomes of the trial before considering whether to extend the trial for a further three (3) plus three (3) months.

Are e-scooters available for community use?

Yes.

How old do riders need to be?

Under South Australian Road Rules the age limit for e-scooter users is over 18 years old.

How fast can e-scooters go?

An e-scooter is limited to 15 km/h for the duration of the trial and restricted even further to 10km/hr along arterial roads which are 'go slow' zones required under South Australian Road Rules. These speed limits will be automatically enforced through the technology on the e-scooter being able to limit the maximum speed depending on location through geo-fencing.

Motorised wheelchairs (also known as gophers or scooters) are limited to 10km/h and must be ridden on footpaths under Australian Road Rules. The average walking speed of pedestrian is 6km/h and a fast walking pace can be up to 10km/h.

Where can e-scooters be used?

The e-scooter trial will be confined to the City of Norwood Payneham & St Peters (and into the City of Adelaide trial area) and will be 'geo-fenced'. Geo-fencing creates a virtual geographic boundary, enabling software to trigger a response when an e-scooter enters or leaves a particular area. The e-scooters lose power if travelled outside of the geo-fenced trial area.

Riders are not allowed to use e-scooters on footpaths or roadway along The Parade, Norwood between Osmond Terrace and Portrush Road (including the Norwood Mall) at any time. If rider enter the 'exclusion zone', riders may be charged a penalty fee by the operator.

The e-scooters are geo-fenced and cannot be ridden or parked outside the allowable area. Riders must park e-scooters within the trial area in order to finalise the trip. If left outside the boundary, riders may be charged a penalty fee by the operator.

Note: personal e-scooters cannot be used on roads or road related areas such as footpaths, bike or pedestrian tracks or vehicle parking areas under South Australian Road Rules as they are illegal and have not be granted exemption or permit.

Where can e-scooter be parked?

E-scooters are a shared services designed to be dockless meaning the user can choose where to end their journey.

To ensure appropriate parking of e-scooters and to keep footpaths and shared spaces tidy, the Council will work with operators to determine designated 'preferred parking zones' which will be virtual geo-fence will apps incentivise customers to preferred parking zones.

The Council also encourages local businesses to support shared mobility services by partnering with operators and encouraging e-scooters to be parked at their businesses. This could extend to high density living such as apartment blocks to provide residents with an eco-friendly low emission alternative transport for short distance trips.

When can e-scooters be used?

E-scooters are permitted to be use seven days a week with no time restrictions.

How many e-scooters will be available and where can I find them?

There are two (2) approved operators, Neuron (orange) and Bean (purple) who will provide a minimum of 30 and maximum of 100 e-scooters each across the City of Norwood Payneham & St Peters (15 square km area). This equates to approximately 1 device per 175 adult residents in the City.

The number of e-scooters on the street at any one time will be determined by user demand e.g. less demand will result in less e-scooters available, higher the demand more e-scooter available. This is monitored by the operators under their permit conditions.

Riders sign up to access the e-scooters through Neuron or Bean smartphone application, and use GPS to locate their nearest e-scooter parking location.

How do I hire an e-scooter?

Riders sign up to access the e-scooters through Neuron and or Beam smartphone application, and use GPS to locate their nearest e-scooter. To operate an e-scooter the user pushes the device along a short distance to kick-start the scooter, and then presses the throttle on the handlebar to trigger the electric motor.

How much will an e-scooter cost to hire?

Both Neuron and Beam e-scooters cost \$1 to unlock and \$0.38 cents per minute to ride. Neuron provides users option of 3-Day; Weekly; and Monthly Pass, visit their website for more information on pricing: <https://www.rideneuron.com/>.

How do I report issues with e-scooters (damage, dumping etc.)?

Any issue should be reported directly to the operator. If you contact Council customer service they will transfer you to operator of identified e-scooter.

Neuron Customer Support Line (orange)	Beam Customer Support Line (purple)
08 7444 4676 adelaidecbdsupport@neuron.sg https://www.rideneuron.com/	08 7079 0518 teamsupportaus@ridebeam.com http://www.ridebeam.com/

Neuron and Beam will also monitor issues such as damage and dumping in a timely manner. Neuron and Beam are required to carefully monitor this and can do so using GPS technology quickly and efficiently.

Where can I find out more information?

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How will the e-scooter trial be monitored and evaluated?

The Council will monitor and evaluate the outcomes of the e-scooter trial and will include data collection to provide Councils with an understanding of citizens' use of micro mobility and the impact of the shared mobility service has on the City.

Factors of successful trial will be:

- Mode shift via user survey (replace car trips with a ride to connect to public transport network or access to precincts, reserves and services)
- Safety (accident reports: number of incidents vs number of trips, users wearing helmets etc..)
- Ridership per device (number of active users)
- Parking and redistribution programs (designated e-scooter parking, business and multi-unit development parking)
- Customer complaints (number and types)

E-scooter Law

E-scooters are subject to regulations and the South Australian Road Rules. South Australian Police can issue penalties for any breaches of the Australian road rules or offences that may apply.

The only e-scooters allowed to be used in the City of Norwood Payneham & St Peters trial area are those operating subject to a permit issued by the Council (Neuron and Beam). A map of the area is below and available through the operator's app.

Under the South Australian Road Traffic Act personal e-scooters cannot be used on roads or road related areas such as footpaths, bike or pedestrian tracks or vehicle parking areas as they are illegal and have not be granted exemption or permit.

Road Rules for E-Scooter Riders

- Must be at least 18 years old

- Must wear an approved bike helmet that is securely fitted
- May ride on footpaths and shared paths unless otherwise prohibited
- May ride on a road only when crossing or to avoid an obstruction for up to 50m. If road travel is required, riders:
 - Must travel less than 50m along the road to avoid the obstruction;
 - Must keep as far to the left as possible; and
- Must obey any traffic signals.
- Must NOT ride on a road:
 - with a dividing line or median strip, or
 - where the speed limit is 50 km/h or more
 - which is one-way with more than 1 marked lane if otherwise prohibited
- Must not ride in a bike lane or bus lane
- Must use a warning (e.g. bell, horn or verbal) to avert danger
- Must have proper control at all times and ride with due care and reasonable consideration for other persons
- Must use a flashing or steady white light at the front and a flashing red light and reflector at the back of the device when riding at night or in hazardous conditions
- Must not exceed 15km/h or a lesser speed if required in the circumstances to stop safely to avert danger
- Must not ride abreast
- Must not carry passengers
- Must not have a BAC (blood alcohol concentration) of 0.05 or more or the presence of THC (Cannabis), Methylamphetamine (Speed) or MDMA (Ecstasy) in their blood or oral saliva
- Must not use a mobile phone whilst riding
- Must not carry scooters on public transport
- Must park e-scooters used along the Coastal Park Trail in designated parking zones before the trip can be ended

[More information on road rules, offences and penalties.](#)

Public Liability Insurance and Personal Accident Insurance

Neuron and Beam have invested significantly in insurance to provide coverage for its users and the public, and meets all legislative requirements.

Neuron provides two forms of insurance:

- Public Liability Insurances to cover the Public, users and Neuron on catastrophic events
- No-fault Personal Accident Insurance which provides assistance to users as and when they require it the most.

Beam provides two forms of insurance:

- Public and Products Liability Insurances to cover the Public, users and Neuron on catastrophic events
- Rider's Personal Accident Insurance which provides assistance to users as and when they require it the most.

Contact the operators directly to find out further information about their insurance policies.

Some household insurance policies now have public and personal liability insurance which will cover private riders. However, as personal e-scooters cannot be used on roads or road related areas such as footpaths, bike or pedestrian tracks or vehicle parking areas under South Australian legislation as they have not be granted exemption private riders may not be covered. Private riders should refer to their insurance policy or contact their insurance company.

What should a rider do if they are involved in an incident, accident, crash, property damage etc.?

Ridders have a duty of stop at the scene; give assistance to anyone who is injured, any other rider / driver involved, any other person involved who is injured, owner of any property damaged. Then ridders must present to police no more than 90 minutes after the incident report to a police officer at the scene or at a police station for the purpose of providing particulars of the accident, incident, crash, property damage etc. and submitted to any requirement to undergo a test relating to the presence of alcohol or a drug in the driver's blood or oral fluid.