



ACT
Government

Government response to e-scooter review



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Introduction

The ACT Transport Strategy 2020 supports and encourages new forms of mobility such as shared, dockless bikes and e-scooters. These modes have the potential to deliver broad benefits including greater choice in mobility options, reduced traffic congestion and lower emissions. The ACT Government considers that over time, shared e-scooter services can become a valuable part of our transport mix and people's daily commutes.

Two privately owned micromobility operators, Beam and Neuron, have been providing shared dockless e-scooter services to the Canberra CBD, Inner North, Inner South and Belconnen since late 2020. They join other shared mobility services including Airbike (pedal bikes) and Popcar (cars) who have been providing services since 2018. The strong uptake of these and other flexible, on-demand transport services demonstrate that Canberrans, particularly younger people, want mobility options beyond the private car.



Independent review of micromobility operations

In April of 2021, Curijo Pty Ltd was engaged to conduct a six-month review of the implementation phase of micromobility services to inform the ongoing management and potential expansion of services in the ACT.

The review makes 16 high-level recommendations to enhance transport outcomes; improve road safety and protect public spaces; and strengthen operations to enhance compliance and enforcement. The review also recommended that the ACT Government consider future expansion of the scheme to more parts of Canberra.

In April 2021 a YourSay Community Panel Survey of 1,907 Canberrans and a public survey of 1,202 Canberrans showed strong support for the scheme in Canberra and community demand to expand it. The survey also indicated that some Canberrans want to see a greater focus on the safe and respectful use of these devices, particularly in shared zones with pedestrians.

Summary of findings

The review found that:

- ▶ Shared micromobility services are an attractive travel choice, particularly for short trips and among young people.
- ▶ Users generally find e-scooters safe but there are opportunities to enhance safety, particularly in areas where they are being used alongside pedestrians and cyclists.
- ▶ The current regulatory framework is generally appropriate to monitor and control the services but legislative reforms could consider further measures addressing safe use. Future gaps may also emerge for privately-owned devices.
- ▶ There is some confusion about definitions of devices and the application of the road rules in different path environments which would benefit from clarification.
- ▶ There is unmet demand in other parts of Canberra and an opportunity to connect shared e-scooters with the broader transport system.
- ▶ The cause and nature of injuries related to scooter use is not yet well understood and requires more data.
- ▶ The scheme broadly aligns with the goals of the ACT Transport Strategy 2020.

Read the full [report](#) (link).

Principles for micromobility

The ACT Government supports micromobility services that are valued by Canberrans and meet our community's mobility needs and preferences. Our approach is underpinned by the following principles:

Safe

- ▶ micromobility services must be safe and encourage safe behaviours for users and non-users alike.

Seamless integration

- ▶ with different land uses and the broader transport system.

Contributes to mode shift away from private vehicles

- ▶ as an attractive choice for short trips and longer ones, in combination with other modes.

Equitable access to services

- ▶ ensure geographic coverage of micromobility services and provide more mobility options for people who do not or do not want to drive a car.

Economically beneficial and affordable

- ▶ micromobility services provide benefits to consumers and the ACT economy.

Supported by the community through collaborative design

- ▶ responsive to the needs and aspirations of the communities micromobility operators serve.



How the ACT Government is responding

The ACT Government has developed a program for shared micromobility that meets our priorities for a valued service that is safe and compliant, with expanded access to more parts of Canberra. We will start by taking steps to strengthen the existing program, while progressively delivering an expansion of the shared e-scooters scheme across Canberra.

More detailed responses to the recommendations and other matters are at Attachment A. Of the sixteen recommendations, eight have been supported and eight have been noted.

Refinements to the existing program

The ACT Government will progressively refine the management of e-scooters in the ACT in line with the review and community insights. We will work with operators to make operational enhancements to existing services.

The response identifies four key areas for refinement.

Focus area 1: Rules to support preferred behaviours

- ▶ We will amend the Road Transport Laws to support ACT Policing in undertaking compliance activities. This will focus on ensuring that riders have proper control of e-scooters and similar devices at all times, and we will consider an extension to existing offences for riding under the influence of alcohol or drugs to road related areas like shared paths and footpaths.

Focus area 2: Operator permits and compliance activities

- ▶ We will develop operational policy and tools that commercial operators can apply using their geo-location technology to shape preferred behaviours and deter unsafe behaviour. This includes speeding and the use of devices in certain places or times of the day in certain streets within high pedestrian entertainment areas such as Braddon, Civic and other areas as necessary.
- ▶ Conduct that is repetitious or poses an immediate or serious risk to the public or property will be referred to ACT Policing. One-off or minor matters will be subject to corrective measures in a new 'three strikes' policy which be required to be implemented by e-scooter operators.

Three Strikes Policy

A self-regulatory tool will be included in operator permits whereby operators will be required to apply escalating sanctions in response to complaints from the public about anti-social behaviour of a less serious nature. Minor matters will be subject to escalating corrective measures by the operators potentially ending in cancellation of user accounts. Operators will be required to report the results of complaints received and follow up action as part of their regular compliance reporting obligations.

- ▶ These approaches will be supported by additional communications to users and the community. The ACT Government will work collaboratively with micromobility providers to maximise the reach of this communication and engagement.





Focus area 3: Safe and inclusive path and road environments

- ▶ The inclusion of e-scooters and other personal mobility devices are a change to the way people use the path environment. We will note where the uptake of powered micromobility devices is increasing congestion or conflict with other users, and where there are opportunities to better accommodate them.
- ▶ These observations will be factored into the ACT Government's ongoing program of development and maintenance of pedestrian, path and intersection environments. This may include changes to paths, extra signage and more dedicated e-scooter parking zone infrastructure.

Focus area 4: Making mode shift more attractive through greater integration

- ▶ We will continue to promote micromobility as an attractive choice that supports mode shift within the broader transport system.
- ▶ Micromobility services are perfect for short trips. When used in conjunction with public transport – particularly high-frequency Rapid services – they increase the convenience of these services. The ACT Government will work with operators to meet demand for connections at Rapid stops.
- ▶ Micromobility operators are keen to partner with the ACT Government to achieve better integration through integrated ticketing and journeying planning tools.
- ▶ The forthcoming disruption in central Canberra associated with the construction of light rail to Woden presents a unique opportunity to drive lasting behaviour change beyond the period of disruption. Commercial operators have indicated their willingness to work with the ACT Government to deploy services and coordinate through mobility hubs to meet changing transport needs.

Expansion of services to meet demand

The YourSay community survey indicated strong support for expansion of e-scooter services to other parts of Canberra beyond the current pilot areas of Central Canberra and Belconnen. We will work with operators to explore options for expansion to each of Canberra's regions, with the aim of achieving full coverage by the end of 2022.

The roll-out will also be timed with the expected raising London Circuit and Light Rail Stage 2 construction period, to provide Canberrans with another mobility option, connecting with public transport.

Working with communities to meet local needs

We will work with communities in each of Canberra's regions to ensure that services meet local needs. This will include engaging with residents to understand the trips that people make around their local suburbs and regions, and identifying specific areas which may need to be declared lower speed, no-park or complete no-go zones. This will also include identifying any specific safety risks or connectivity challenges that need to be addressed as part of the roll out to ensure all users can be – and feel – safe around e-scooters.

A progressive roll-out, connecting our town centres

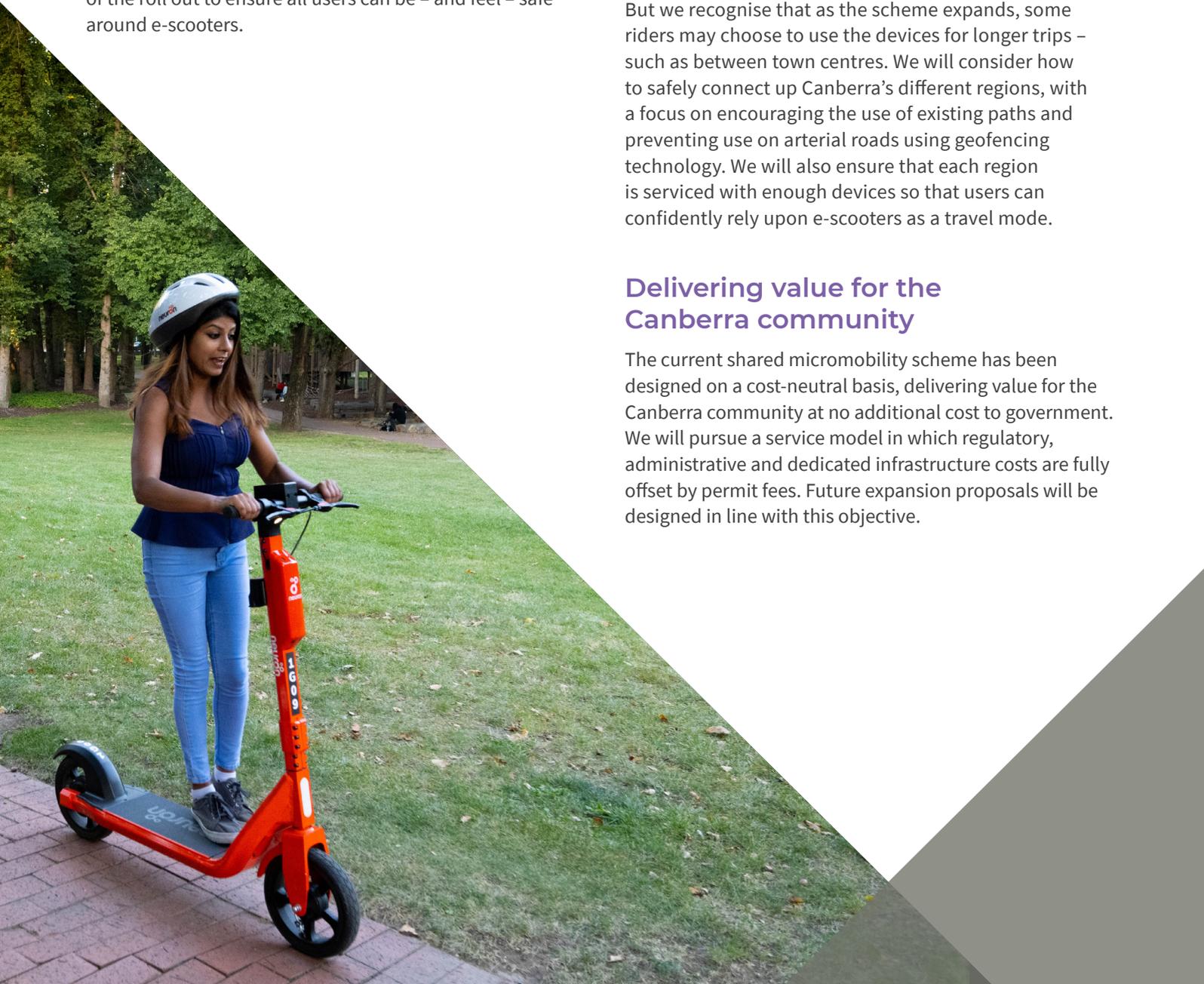
We intend to pursue a phased roll-out which will gradually expand geographic coverage and connectivity between regions. This approach will have a particular focus on enhancing access to public transport routes.

Achieving safe connectivity

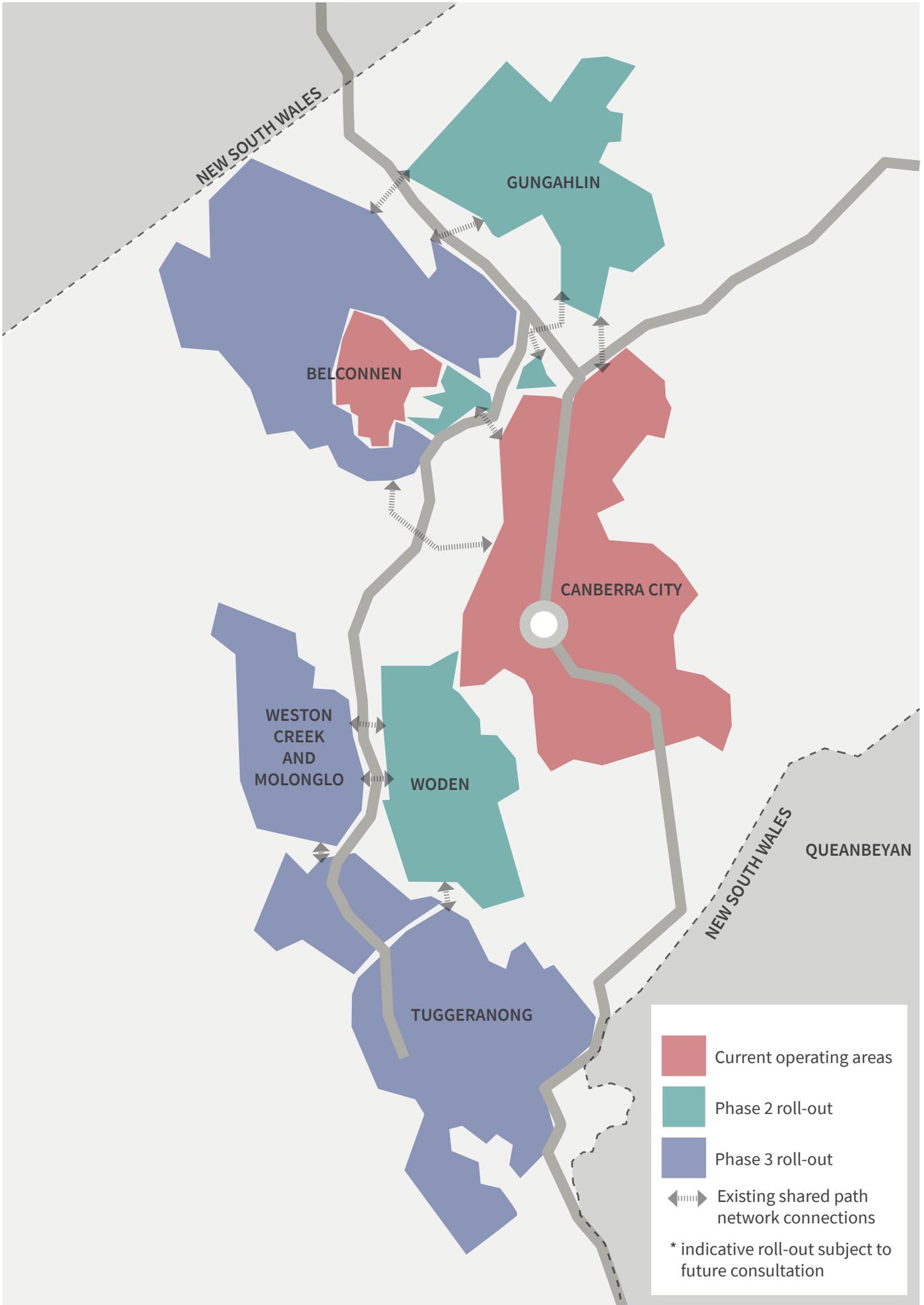
Most current e-scooter trips are 1 to 2 kilometres. But we recognise that as the scheme expands, some riders may choose to use the devices for longer trips – such as between town centres. We will consider how to safely connect up Canberra's different regions, with a focus on encouraging the use of existing paths and preventing use on arterial roads using geofencing technology. We will also ensure that each region is serviced with enough devices so that users can confidently rely upon e-scooters as a travel mode.

Delivering value for the Canberra community

The current shared micromobility scheme has been designed on a cost-neutral basis, delivering value for the Canberra community at no additional cost to government. We will pursue a service model in which regulatory, administrative and dedicated infrastructure costs are fully offset by permit fees. Future expansion proposals will be designed in line with this objective.



Indicative future roll-out map*



ACT Government detailed responses to recommendations of the Independent Review of Shared Micromobility

Report recommendations	Position	Government response
Transport Policy and Planning		
1 To strengthen the current package of performance indicators, consider adding questions to relevant surveys to enable measures that clearly indicate trip reason, trip connection and trip impact (such as replacement of car) for all micromobility devices.	Supported	<p>Opportunities to undertake community surveys exist through the Transport Canberra Consumer Satisfaction Survey, YourSay Community Panel and other community surveys, academic research and operator customer surveys. In 2021, there were two questions about e-scooter uptake in the National Walking and Cycling Participation Survey. The ACT Government will review performance indicators and the data sources to support them, incorporating both attitudinal and behavioural components.</p>
2 To assist the commercial operators better meet unmet demand the ACT Government should consider implementing operating zones in major centres and increasing the cap on devices for major events.	Supported	<p>Responding to feedback from the community, the ACT Government supports, in-principle, the expansion of the shared e-scooter scheme to more regions of Canberra, subject to consideration of the financial impact on the ACT.</p> <p>We will work with commercial operators to identify appropriate caps and operating areas to connect more people with the places they need to go for work, education and recreation. Our ambition is to integrate the shared e-scooter scheme with public transport and other flexible transport services, without compromising the public realm or safety. The success of shared micromobility in the ACT to date can be attributed to strong collaborative relations between the ACT Government and commercial operators in designing solutions which are genuinely tailored to the Canberra community's needs and preferences.</p> <p>The ACT Government will develop a set of principles and consult with Canberra's regions to ensure that expansion allows for innovation to meet local transport needs, consistent with the priorities identified in the Transport Strategy. Transparent criteria for defining new operating areas will seek to strengthen connectivity and proximity in service provision, while addressing identified risks.</p> <p>Consideration will need to be given to connections between districts to ensure that people use the appropriate infrastructure. The increased traffic on shared paths would be considered in the design and prioritisation of path infrastructure projects. We would explore options for minimum operating fleets in districts outside the central area to ensure an adequate level of service.</p> <p>Micromobility services are provided on a commercial basis. Operators will make commercial decisions about their participation in the Canberra market and their ability to adequately service more areas. It is important that operators are not incentivised to 'cherry pick' more profitable regions at the expense of underservicing others. The ACT Government intends to explore innovative options in collaboration with operators to incentivise equitable coverage on a sustainable basis.</p>



Report recommendations	Position	Government response
Transport Policy and Planning		

<p>3 Increase the frequency of reporting and actions taken by operators to remediate complaints and incidents to the Licencing and Compliance section of TCCS.</p>	<p>Supported</p>	<p>Compliance reporting by operators is an important element of the ACT Government’s compliance strategy in relation to the land use permits on matters of safety, protection of the public realm and maintaining adequate levels of service.</p> <p>The ACT Government uses third party provider Ride Report to ingest raw, anonymised trip data provided by the operators in accordance with the Micromobility Data Specification. It also includes spatial boundaries of the operations and restricted zones. This data helps the ACT to understand e-scooter usage over space and time, and inform compliance activities.</p> <p>Operator permits will be amended to include a self-regulatory ‘Three Strike Compliance Model’ to manage complaints about inappropriate user conduct such as unsafe riding and parking. Under the model, conduct that is repetitious or poses an immediate or serious risk to the public or property is referred to ACT Policing. One-off or minor matters are subject to escalating corrective measures by the operators, potentially resulting in cancellation of user accounts.</p> <p>The details of the complaints operators receive, and the resulting compliance action undertaken will be included in the monthly and quarterly reports required as part of the permit conditions. KPIs for compliance on matters of safety, protection of the public realm and maintaining adequate levels of service will be established based on these reports.</p>
<p>4 To further align efficient movement according to place TCCS may consider expanding connection points such as park/ride solutions.</p>	<p>Supported</p>	<p>In the Transport Strategy ‘efficient movement according to place’ refers to the alignment of the relative value placed on movement, and separately, place. E-scooters are technically classified as pedestrian devices and are generally only permitted to be used in the same spaces as pedestrians. However, they have very different movement characteristics – including greater speed and power output – potentially impinging on places that should have a slower movement function.</p> <p>In relation to Park and Ride solutions, the ACT Government is currently exploring options to expand operations in the context of traffic disruption associated with the construction of Stage 2 of Light Rail.</p> <p>Remote parking locations such as Bike and Ride and Park and Ride would allow for people to park for free and then use non-car-based travel to continue their journey. These arrangements should be attractive to commercial operators as they would service routine trip making. A future opportunity may arise where Park and Ride facilities become local mobility hubs if they attract a range of flexible transport options in addition to e-scooter services, buses and light rail.</p> <p>This recommendation is also addressed in the Government’s response to Recommendation 2.</p>

Report recommendations	Position	Government response
Transport Policy and Planning		
5 To inform the further take-up of micromobility devices in the ACT, TCCS should consider undertaking a cross-modal usage study.	Noted	<p>There will be an opportunity through the implementation of the Transport Strategy to consider this recommendation.</p> <p>Commercial operators have expressed interest in integration of their services with other ACT Government customer tools and pricing such as the Transport Canberra journey planner and/ or future ticketing solution. This would help to simplify connections between modes.</p> <p>While micromobility and shared micromobility are useful for short trips on their own, they also have strong potential to increase the viability and convenience of the public transport system, in particular, through connections with high frequency Rapid routes.</p> <p>Shared micromobility crosses over with shared mobility options like car-share, micro-transit and ride-share to provide more choice, particularly for young people before they have established car-reliant habits. The ACT Government has facilitated the entry of ride-share and car-share services into the ACT. The ACT Government will continue to explore ways to increase the availability of these services in the overall mobility system.</p>
6 To further align the micromobility program to maintain safe, efficient paths and road related areas the ACT Government could review alternatives or additions to infrastructure. For example, this might include designated pathways.	Supported	<p>No additional path infrastructure needs were identified to support the introduction of micromobility devices into the path environment. However, the rapid influx of shared devices has increased interactions both in volume of path users and speeds. This is likely to change the path environment and will need to be considered in future allocation of space for different modes as well as the design, delivery and regulation of infrastructure.</p> <p>To support design of infrastructure and programs, design considerations specific to PMDs will be incorporated into future infrastructure standards and design guidance.</p> <p>Identification of 'hot spots' may inform the need for separation of walking and faster modes like cycling, e-scooters and other PMDs in congested areas. It may also inform greater separation of bicycles and PMDs from cars via bicycle only lanes, to help alleviate interactions with pedestrian path users. The experience of jurisdictions that do not allow cycling and PMDs to share paths with pedestrians will be instructive.</p> <p>Signage is used in some places to remind people of preferred path behaviours for all users, regardless of device. Signage for preferred routes for faster devices will be explored in the context of the Strategic Cycle Network, in particular the separated bike paths in the town centres.</p> <p>Physical parking infrastructure and charging facilities could be considered to assist in maintenance of the public realm and increase community awareness and demonstrate government support for the operations. The ACT Government is considering novel parking solutions within the broader context of verge and open space management.</p> <p>Active travel – including micromobility – is a key part of the planning and design of new suburbs, infill, and other infrastructure, to encourage sustainable transport and to improve safety for vulnerable road users.</p> <p>These comments are consistent with both the ACT Transport Strategy 2020 and the ACT Road Safety Strategy 2020-2025.</p>

Report recommendations	Position	Government response
Transport Policy and Planning		
7 To understand the impact on carbon emissions TCCS may consider strengthening the available data, including for example, changes to vehicle use in operator zones.	Noted	The ACT Government will work with operators to develop a methodology using existing data to estimate the impact of e-scooter operations on carbon emissions consistent with the Auditor General’s recommendations on reporting on the ACT’s progress on transitioning to zero emissions vehicles.

General observations on the topic of transport planning and alignment with the ACT Transport Strategy

The YourSay surveys found that the most common reason people currently use e-scooters is for fun. But approximately 46 percent of public survey respondents and around a quarter of Panel survey responses reported using them for essential work or education travel. A focus of the next stage of shared micromobility will be to increase the number of essential trips and connections with other modes, particularly public transport. This means moving toward a more service-oriented approach to refine the service design to increase the attractiveness and utility of micromobility for essential and routine transport.

Another goal is to harmonise planning and compliance responses so that, as far as possible it is the desired behaviour that is the focus, rather than the device. For example, in considering further reductions in speed limits or antisocial behaviour in busy, mixed environments, it may be that advisory signage or system design would be used to influence behaviours rather than geo-speed limiting a share scheme e-scooter and leaving speed to the discretion of riders of privately-owned PMDs or bikes. This approach would also help to avoid the risk of regulatory overreach to activities that do not invite riskier behaviours sometimes observed with e-scooters.

There has been strong uptake of private and shared micromobility in the ACT; the YourSay public survey observed 6 in 10 respondents had used an e-scooter or similar device recently. The more representative YourSay Community Panel survey reflected 2.7 out of 10. The strong support in the public survey shows a strong alignment with a younger demographic, demonstrating that micromobility is meeting their transport needs. These figures correspond with the National Walking and Cycling Participation Survey which found that 4.3 in 10 ACT residents have done the same in the last week.

The Belconnen zone has been underserved since operations commenced in 2020. The operating permit requires operators to provide a service in both zones. Belconnen is smaller than the Central Canberra service area and doesn’t include the major destinations in the Belconnen district or many residential areas, like the Bruce professional precinct, CIT, the Australian Institute of Sport and Calvary Hospital. To the end of March 2021 both providers had deployed less than 1 per cent of their total fleets in Belconnen. Greater focus will be needed on ensuring adequate levels of service provision between operating areas to meet Canberra’s transport goals going forward.

Report recommendations	Position	Government response
Road and Path Safety		
<p>8 To assist with maintaining safe, efficient paths and road related areas the ACT Government could review additions to parking infrastructure. As example, this might include footpath decals.</p>	Supported	See Recommendation 6.
<p>9 To assist riders of micromobility devices the ACT government should review the legislation, policies and guidance to enable a better and clearer understanding of what is a micromobility device and the behaviours and enforcement actions applicable when riding on different infrastructures. For example, road, bike path connected to road, separated paths, footpaths and shared paths.</p>	Noted	<p>In December 2019, the personal mobility device (PMD) framework in section 18A of the Road Transport (Road Rules) Regulation 2017 was expanded to include e-scooters and other similar devices. The PMD framework applies to both privately owned e-scooters that meet the definition of a PMD and e-scooters from the shared scheme operating in the Territory. The PMD framework was developed to address the key safety and accessibility concerns raised during community consultation in June-July 2019.</p> <p>Specific education and awareness campaigns have been undertaken since the commencement the PMD exemption in late 2019 and the commencement of shared schemes in 2020.</p> <p>There may be opportunities to refine community understanding of the difference between the operator terms and conditions and the law. For example, the road rules indicate the minimum age to ride a device without adult supervision is 12 years. Commercial operators specify a minimum 16 and 18 years respectively. Education could include school-based programs including Make Your Move and Road Ready.</p> <p>As part of the ACT Road Safety Action Plan 2020-2023, the Government will continue to focus on education and awareness activities to improve the culture of ‘sharing the road’ between all users and all types of vehicles or devices. The Road Safety Calendar includes a coordinated campaign of enforcement and education on e-scooters.</p> <p>Laws and policies are subject to ongoing review and improvement to assist the ACT Government in achieving Vision Zero in road safety. The ACT Government is committed to continual review and improvement of its regulatory settings to ensure the safety of all road users. To the extent that any misunderstanding on what a PMD is exists, it will be addressed with education.</p>

Report recommendations	Position	Government response
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Road and Path Safety

<p>10 To assist enforcement activities and to respond systemically to community feedback and complaints the ACT Government could consider options for lower speeds, or no-go zones in high traffic areas and peak times (i.e. Friday and Saturday nights).</p>	<p>Supported</p>	<p>Appropriate enforcement actions are essential to providing a safe path and road environment for the community, with shared responsibility by all users. A robust regulatory and enforcement framework is essential to establishing safe people and safe behaviours on our roads and paths, with benefits for both the community and individuals. The ACT Government will continue to work collaboratively with ACT Policing and other key stakeholders on increasing compliance with the territory’s road transport laws, improving the territory’s road transport laws and promoting compliance through targeted awareness activities in the first instance.</p> <p>The ACT Government considered exclusion zones and lower speed limits in busy areas in 2019 when the road rules were changed to allow personal mobility devices to be used on public paths. These were not pursued at that time as it was perceived that the rules should target the risk the conduct creates, rather than a type of device that in most cases will be used safely. These options would be considered further as part of planning and engagement with the Canberra community on service expansion.</p> <p>Where systemic issues with shared e-scooters are identified, geo-speed limitations or exclusions zones can be applied consistent with the road rules (i.e. 10km/hr on pedestrian crossings, 15km/hr on footpaths and 25km/hr on shared/cycle paths). This action has already been undertaken in some areas such as the light rail corridor and around some schools.</p> <p>In addition, under the Three Strike Compliance model, inappropriate user conduct such as unsafe riding and parking, or non-compliant behaviour using shared devices, can be reported directly to the operators for their action which could include suspending user accounts.</p>
<p>11 To further understand the impacts of micromobility injuries the ACT Government should establish a position on whether this data will influence policy decisions; and if so, establish an appropriate data collection framework to draw out the factors contributing to safety incidents. For example, this could be through a specific research project.</p>	<p>Noted</p>	<p>The ACT Government has a data management policy for micromobility that recognises current limitations in the available injury data. This includes issues with the quantum and specificity of data, and reporting lags. As such, this data is primarily used as a long-term measure of success of interventions. Higher levels of granularity cannot currently be obtained from the data owners.</p> <p>Hospital admissions data is coded according to an international standard and does not seek the details of interest to this purpose. Hospital presentations data is based on clinical notes, not standardised coding. It is therefore considered unreliable for this purpose.</p> <p>The ACT Road Safety Board has indicated that it would consider proposals from road safety researchers that could inform more targeted interventions to reduce the level of injury. This would require specific research, most likely involving ethics approval.</p>

General observations on the topic of path and road safety

There are practical limitations to obtaining more granular injury data, as discussed above.

The regulatory framework for personal mobility devices was expanded in 2019 and is broadly aligned with the recently finalised national framework. There is currently no evidence to suggest a need for further legislative amendments to the Road Transport (Road Rules) Regulation 2017 apart from some minor technical changes but there may be opportunities to expand the current range of compliance responses available.

Complaint data from the Three Strike Compliance Model will be used to inform consideration of additional geographical restrictions.

Report recommendations	Position	Government response
Public Land Use		
12 To support efficient operation and deployment of operator devices, whether in an expanded operating zone or not, agree an appropriate utilisation/ idle time benchmark or KPI and add the proposed KPI to the proposed monthly compliance report. This data should also be tested for accuracy prior to any decision making.	Noted	<p>Both operators are required under their permits to share their raw operational data through third party provider Ride Report, and can access their own data through the same platform if they believe it to be incorrect. The ACT Government accepts this trip data, as part of operator reporting obligations. This data is used by the ACT Government for internal reporting and transport planning. It can also be used for compliance monitoring of permit conditions.</p> <p>The review report indicated that average idle times were all under 24 hours. Idle times are consistent with permit requirements, trip times and the number of devices and therefore would appear to be correct.</p> <p>Any proposed implementation of a KPI will require consultation and agreement with the operators to ensure it meets their business demands and public needs.</p>
13 To support efficient operation and deployment of operator devices, fully implement the Micromobility Three Strike Self-Regulatory Compliance Enforcement Escalation Framework.	Supported	See Recommendation 3.
14 To better understand the potential impacts of an increasing ownership of privately owned micromobility devices on the current regulatory approach, options to obtain this data could be explored.	Noted	<p>The PMD framework applies to both privately owned e-scooters that meet the definition of a PMD and e-scooters from the shared scheme operating in the Territory.</p> <p>The ACT Government will ensure that compliance activities are in place that can address the behaviours of users of both shared and privately-owned devices, proportionate to the risks each pose. For example the Three Strikes Policy will apply to the higher prevalence of anti-social behaviour observed in the use of shared devices, but it does not eliminate the need for other compliance activities from education to police enforcement that apply to all users.</p> <p>The ACT Government recognises that private ownership of devices is likely to grow and that a range of compliance strategies can take account of the different user behaviours that may emerge.</p> <p>Industry data may show sales in the ACT however many purchases will be made online from international retailers. User surveys and cordon counts can also provide an indication of the number of people using shared and privately-owned PMDs.</p>

Report recommendations	Position	Government response
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Public Land Use

General observations in relation to submissions to government

The Three Strikes Policy is part of a broader rider compliance strategy for registered users of the shared devices that includes education about preferred behaviours through to referring complaints to ACT Policing for possible investigation. Whilst share scheme devices can identify the user, a registration scheme for private devices would generally not be supported.

As with bike share, complaints about inappropriate parking have reduced as the community have become more familiar with e-scooters in the public realm. Inappropriate parking remains an issue of concern to the ACT Government and we will continue working to address this issue within the existing operating areas of the scheme. We will also work with the operators to ensure that these issues are avoided with the expansion of the scheme into new parts of Canberra.

Both operators have demonstrated a willingness and commitment to working with the ACT Government to ensure e-scooters have minimal negative impact on the community or draw unreasonably on government resources to manage or maintain the scheme. This has been demonstrated by their support for the implementation of the Three Strikes Policy.

Report recommendations	Position	Government response
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Submissions to government

Summary of findings from the report (no recommendations were made)

Findings were based on the review of ministerial correspondence received by the ACT Government from the community. The report concluded that community concerns were being responded to appropriately. No recommendations were made.

General observations in relation to submissions to government

The success to date in the implementation of the scheme is attributed to the partnership and ongoing commitment from all parties to create a service that is safe, sustainable and addresses community needs and priorities.

Report recommendations	Position	Government response
Economic Impact		
15 In conjunction with utilisation data consider an increase to the cap on operator devices.	Supported	See Recommendation 2.
16 To strengthen the understanding of economic impact consider developing indicators to measure the economic benefit of the Micromobility program.	Noted	The ACT Government will explore this recommendation including the impacts on employment, retail and visitor spending. Revenue from permits covers the cost of oversight of the scheme, ensuring it is cost neutral to the ACT.

General observations on economic impact

The ACT Government has facilitated the development of a market to meet its transport goals and would work with commercial operators to find economically viable solutions in the context of proposed future service expansion.

There is an opportunity to strengthen the sources and use of data to better understand trip making behaviour, injuries and anti-social behaviour to achieve greater mode shift.

The ACT Government notes existing research that demonstrates that increased foot and bike traffic increases economic activity in retail streets¹ and considers that e-scooters have similar potential. The YourSay surveys also indicated that most users spent money at a venue in conjunction with their trip.

¹ National Heart Foundation of Australia 2011, Good for Business: The benefits of making streets more walking and cycling friendly, <https://www.heartfoundation.org.au/getmedia/1b5746a4-298f-4ae8-9a9f-d46eb4f0e5ca/Good-for-business.pdf>



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