

E-micromobility engagement summary

October 2024

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Our commitment to engagement

Transport is engaging with experts, advocacy groups and others to seek feedback to inform policy and potential regulatory changes and inform education activities and other investments to support e-micromobility to be a safe, accessible and sustainable transport mode.

Since around 2019, we have directly engaged and listened to representatives from at least **186 organisations**.

This engagement is important and will be factored into any future decisions related to e-micromobility, particularly to help improve safety outcomes.

Transport will continue to engage with people – respecting and valuing the diversity of perspectives and views that exist.

How we are engaging:

We are receiving (or have received) feedback:

- in all submissions to the NSW Parliamentary Inquiry into the use of e-scooters, e-bikes and related mobility options
- through hearings at the Parliamentary Inquiry into the use of e-scooters, e-bikes and related mobility options
- the Parliamentary Inquiry into electric and hybrid vehicle batteries
- through Transport and Ministerial correspondence and inbound enquiry channels
- through targeted small group discussions, including with:
 - NSW Police, SIRA, Office of Local Government, and other State Government agencies
 - sharing scheme operators
 - active transport and industry peak bodies
 - other peak advocacy groups, including from the business sector
 - representatives from other jurisdictions in Australia and internationally
 - some high schools on the Northern Beaches of Sydney.
- through workshops and large group sessions including:

- a Mobility Summit in April 2022 – with over 100 government practitioners, researchers and industry experts
- online engagement sessions on the Shared E-scooter Trial in May 2022
- an E-scooter Expo in July 2022
- a facilitated workshop on sharing schemes in December 2023
- a facilitated workshop on draft settings for the potential use of e-scooters and potential regulatory changes for sharing schemes in September 2024
- through formal meetings and advisory groups including:
 - Electric Scooter Advisory Working Group (ESA) established in February 2019
 - Transport’s Accessible Transport Advisory Committee, made up of 25 disability and ageing advocacy organisations
 - Transport’s Road Safety Advisory Council, a key forum made up of 16 road user and safety organisations
 - the E-micromobility Interagency Group, with 15 NSW Government agencies and its predecessor the E-scooter Oversight Group.

The Electric Scooter Advisory Working Group also engaged with a range of stakeholders in preparing a Recommendations Report for the NSW E-scooter Trials. This means, there was also indirect engagement with:

- 9 local councils
- 12 sharing scheme operators who were in the market at that time.

In addition to receiving verbal feedback through these engagement sessions, and a written report from the Electric Scooter Advisory Working Group; between the end of August and early October, Transport invited people and representatives from the organisations we engaged with to provide us with written feedback through an online form or via email.

Nine organisations provided us with written feedback, including:

- State Insurance Regulatory Authority
- Better Streets
- Placemaking NSW
- NSW Parks and Wildlife Services
- Premier’s Department
- City of Parramatta Council
- Business Sydney
- People With Disability Australia
- Pedestrian Council (through formal correspondence to Minister for Roads).

Who has been engaged:

Our engagement has involved:

- road user groups and organisations
- disability groups and vulnerable road user groups
- the local government sector, including councils from metropolitan and regional areas, Local Government NSW and Office of Local Government
- from business advocacy organisations
- active transport peak advocacy organisations

- from businesses providing shared e-scooters and shared e-bikes
- State government agencies, including members of the E-micromobility Interagency Group (and its predecessor group – the E-scooter Oversight Group)
- targeted youth engagement with High Schools on the Northern Beaches.

A full list of organisations we have met with and engaged is provided in **Attachment A**. Note this list does not include the organisations indirectly engaged through the work of the Electric Scooter Advisory Working Group.

Feedback themes:

The feedback we received can broadly be captured in themes, including:

- Safeguarding pedestrian safety
- Insurance, licencing and registration
- Mode-shift and reduced walking
- Continuous and multi-modal journeys
- Evidence base and data
- Enforcement
- Compliance
- Device definition
- Device standards
- Infrastructure to support safe riding
- E-micromobility on NSW Government land
- Role of NSW Government in sharing scheme regulation
- Potential regulatory impacts
- Fire risks.

How we are using feedback

The feedback helps Transport for NSW and other NSW Government agencies:

- develop, operate and evaluate the Shared E-scooter Trial Program
- develop the NSW E-micromobility Action Plan
- shape potential regulatory changes - including in relation to e-micromobility use and how shared devices are provided in our communities
- target education and communication activities to improve compliance with Road Rules and safe behaviours on our roads and streets
- target investments and policy reforms related to the provision of infrastructure and street design
- understand new and emerging issues and trends to be addressed through policy or regulatory reform, education communications or engagement, improvements to data or collaboration with other jurisdictions
- engage with the Commonwealth and with other states and territories on areas for joint action.

Attachment A: Organisations engaged on e-micromobility

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| 1 | 30 Please |
| 2 | Addvantageous |
| 3 | Airbike |
| 4 | Albury City Council |
| 5 | Amy Gillett Foundation |
| 6 | Arcadis |
| 7 | Ario |
| 8 | Armidale Regional Council |
| 9 | Arthritis NSW |
| 10 | Aurecon |
| 11 | Australian Confederation of Motor Clubs |
| 12 | Ballarat Council |
| 13 | Bayside Council |
| 14 | Beam |
| 15 | Bellingen Shire Council |
| 16 | Better Streets |
| 17 | Bicycle Industries Australia |
| 18 | Bicycle NSW |
| 19 | Bikes Botany Bay |
| 20 | Bird |
| 21 | Blind Citizens Australia |
| 22 | Blue Mountains City Council |
| 23 | Bolt |
| 24 | Brisbane City Council |
| 25 | Building Commission NSW |
| 26 | Burwood Council |
| 27 | Business NSW |
| 28 | Business Sydney |
| 29 | Business Western Sydney |
| 30 | Camden Council |
| 31 | Campbelltown City Council |
| 32 | Carers NSW |
| 33 | City of Canterbury Bankstown Council |
| 34 | City of Parramatta Council |
| 35 | City of Port Phillip |
| 36 | City of Sydney |
| 37 | Combined Pensioners and Superannuants Association of NSW |
| 38 | Committee for Sydney |
| 39 | Community Transport Organisation |

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| 40 | Council On The Ageing NSW |
| 41 | Cowra Shire Council |
| 42 | Cumberland City Council |
| 43 | Cycling and Walking ANZ |
| 44 | Dantia |
| 45 | Deaf Australia |
| 46 | Deafblind Association NSW |
| 47 | Deafness Forum of Australia |
| 48 | Dementia Australia |
| 49 | Disability Council NSW |
| 50 | Dubbo Regional Council |
| 51 | Electric Scooter Advisory Working Group <i>(Transport for NSW, NSW Police, NSW Ambulance, State Insurance Regulatory Authority, Pedestrian Council of Australia, Guide Dogs NSW, NRMA, Youthsafe, Bicycle NSW, Office of Local Government, Council of the Ageing NSW)</i> |
| 52 | Federal Chamber of Automotive Industries |
| 53 | Finemore Transport |
| 54 | Fire and Rescue NSW |
| 55 | Flamingo |
| 56 | Forward Ability Support |
| 57 | Georges River Council |
| 58 | GHD Advisory |
| 59 | Gilgandra Shire Council |
| 60 | GoGet Carshare |
| 61 | Goulburn Mulwaree Council |
| 62 | Greater Cities Commission |
| 63 | Greater Sydney Parklands |
| 64 | Griffith City Council |
| 65 | Guide Dogs NSW/ACT |
| 66 | Hawkesbury City Council |
| 67 | Hay Shire Council |
| 68 | Helbiz |
| 69 | HelloRide |
| 70 | Hornsby Shire Council |
| 71 | Hunters Hill Council |
| 72 | Inner West Council |
| 73 | Institute of Transport and Logistics Studies, University of Sydney |
| 74 | Insurance Council of Australia |
| 75 | Johns Hopkins Bloomberg School of Public Health (Professor Johnathon Ehsani) |
| 76 | Kempsey Shire Council |
| 77 | Kiama Council |
| 78 | Ku-ring-gai Council |
| 79 | Lake Macquarie Council |

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| 80 | Lane Cove Municipal Council |
| 81 | Lime |
| 82 | Lismore City Council |
| 83 | Liverpool City Council |
| 84 | Local Government NSW |
| 85 | Maitland City Council |
| 86 | Melbourne City Council |
| 87 | Metrolinx/GO Transit (Canada) |
| 88 | Micromobility Report |
| 89 | Mid Coast Council |
| 90 | Milk Run |
| 91 | Mosman Municipal Council |
| 92 | Motorcycle Council of NSW |
| 93 | Motorcycling NSW |
| 94 | Mott MacDonald |
| 95 | Multicultural Disability Advocacy Association of NSW |
| 96 | Multiple Sclerosis Limited |
| 97 | Murray River Council |
| 98 | Muswellbrook Shire Council |
| 99 | Neuron Mobility |
| 100 | New Zealand Transport Agency Waka Kotahi |
| 101 | Newcastle City Council |
| 102 | North Sydney Council |
| 103 | Northern Beaches Council |
| 104 | Northern Beaches Secondary College - Balgowlah Boys Campus |
| 105 | Northern Beaches Secondary College - Cromer Campus |
| 106 | Northern Beaches Secondary College - Mackellar Girls Campus |
| 107 | Northern Territory Department of Infrastructure, Planning and Logistics |
| 108 | NRMA Motoring & Services |
| 109 | NSW Council for Intellectual Disability |
| 110 | NSW Council of Social Service |
| 111 | NSW Department of Communities and Justice |
| 112 | NSW Department of Planning, Housing and Infrastructure / NSW Department of Planning and Environment |
| 113 | NSW Environment Protection Authority |
| 114 | NSW Fair Trading |
| 115 | NSW Health |
| 116 | NSW National Parks and Wildlife Services |
| 117 | NSW Office of Veterans' Affairs |
| 118 | NSW Police |
| 119 | NSW Premier's Department |
| 120 | NSW Productivity and Equality Commission |

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| 121 | NSW Productivity Commissioner |
| 122 | NSW State Insurance Regulatory Authority |
| 123 | NSW Treasury |
| 124 | Office of Local Government |
| 125 | Office of Sport |
| 126 | Office of the 24-Hour Economy Commissioner |
| 127 | Ogilvy |
| 128 | Orange City Council |
| 129 | Pedestrian Council of Australia |
| 130 | Pedestrian Council of NSW |
| 131 | Penrith City Council |
| 132 | People with Disability Australia |
| 133 | Physical Disability Council of NSW |
| 134 | Placemaking NSW |
| 135 | Pollinate |
| 136 | Port Phillip Council |
| 137 | Port Stephens Council |
| 138 | Public Transport Authority of Western Australia |
| 139 | Queanbeyan-Palerang Regional Council |
| 140 | Queensland Department of Transport and Main Roads |
| 141 | Rail Trails NSW |
| 142 | Randwick City Council |
| 143 | Road Freight NSW |
| 144 | Royal Botanic Gardens and Domain Trust |
| 145 | Ryde City Council |
| 146 | Ryde Council |
| 147 | SafeWork NSW |
| 148 | School Infrastructure NSW |
| 149 | Self-Advocacy Sydney |
| 150 | Shellharbour City Council |
| 151 | SIXT Australia |
| 152 | South Australia Department for Infrastructure and Transport |
| 153 | Spinal Cord Injuries Australia |
| 154 | St George Community Housing |
| 155 | Staysafe Committee |
| 156 | Strathfield Municipal Council |
| 157 | Stroke Recovery Association NSW |
| 158 | Sutherland Shire Council |
| 159 | Sydney Olympic Park Authority |
| 160 | Sydney Olympic Park Business Association |
| 161 | Synapse Australia |

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| 162 | Tamworth Regional Council |
| 163 | Tasmania Department of State Growth |
| 164 | The Cabinet Office |
| 165 | The University of Sydney |
| 166 | Tourism & Transport Forum Australia |
| 167 | Townsville City Council |
| 168 | Transport Canberra and City Services |
| 169 | Transport for London |
| 170 | Uber |
| 171 | University of Technology Sydney |
| 172 | University of Wollongong |
| 173 | UNSW |
| 174 | Urbis |
| 175 | Venues NSW |
| 176 | Victoria Department of Transport and Planning |
| 177 | Vision Australia |
| 178 | Wagga Wagga City Council |
| 179 | Walk Sydney |
| 180 | Waverley Council |
| 181 | WeRide |
| 182 | Western Australia Department of Transport |
| 183 | Willoughby City Council |
| 184 | Wollongong City Council |
| 185 | WSP Australia |
| 186 | Youthsafe |