

**Submission
No 88**

**INQUIRY INTO USE OF E-SCOOTERS, E-BIKES AND
RELATED MOBILITY OPTIONS**

Name: John Summers

Date Received: 1 August 2024

Please take this as my submission into the inquiry into ebikes, scooters etc

From:

Sent: Thursday, August 1, 2024 12:38 PM

To: @cityofsydney.nsw.gov.au

Cc:

Subject: FW: City of Sydney - Bicycles

Importance: High

Apparently, there is an inquiry into ebikes, scooters etc. Rather than recreate my experience to you, it was easier just to forwards my experience of them and what it cost me in time money and inconvenience. I would like to see regulation of these forms of transport but everybody seems to be turning their heads and saying 'not our problem. As a council you are spending multi millions on bike lanes, but they only use them when it suits them, otherwise they use pavements, pedestrian crossings and one-way streets the wrong way. So please submit my experience to this inquiry, in the hope that regulation is forthcoming from someone!

From:

Sent: Tuesday, April 2, 2024 7:30 PM

To: @cityofsydney.nsw.gov.au

Cc:

Subject: RE: City of Sydney - Bicycles

I also wanted to have the Commissioner for Police and NSW Transport Minister cc'd in, but finding out how to do that is like pulling out hens' teeth. I did submit a form to the NSW Minister? But unsure whether it got through as it took forever to download the files that I attached.

Anyway, moving on I have checked several websites re ebikes and share bikes, all the information there is directed to implementing cycle ways, courses provided for their safety, driver training and free maintenance. I am a ratepayer that has been subjected to an ebike collision, see attached police statement. I received no help from any of the departments concerned in the implementation of bicycle strategies etc, policing, and I have had to submit a claim through my insurance company and pay the excess of \$800!

These delivery drivers rent the bikes through another person, and when I contacted him, he wanted to know the serial number of the bike. I have checked with a source, and serial numbers are found in several different locations depending on who manufactured it. Try getting this when the rider is uncooperative and disappears taking the bike with him. So according to the owner of the bike, I had no evidence, so he is not responsible, but that aside he said it would be the driver's responsibility? How many of these riders have insurance, given how much they earn?

My experience tells me that it is all too difficult, and each department are passing the buck. I intend to pursue this until I get a reply, because for any motorised transport, there should be regulations pertaining to them. They should

1. Have compulsory training and pass a test showing they have knowledge of road rules which apply to them, and fines should they not comply, like providing their details at the scene of an incident!
2. Minimum age to be driving one? Couldn't find this on any website
3. Fines for riding on footpaths, blocking emergency exits, pedestrian crossings etc.
4. Registration for the bikes and third-party insurance paid by the bike owners
5. Accident insurance paid by the rider or the bike owner.
6. Vehicle inspection to receive registration
7. Restriction on weight carrying or the size of the object being carried. I see one carrying a single mattress! Surely this is unacceptable?

I'm sure there are many more factors which can be added, so before I start a petition, I will see what replies I receive. Or in the case of a serious accident, getting support through the media. Talking of which, when returning home on a Saturday evening 2 weeks ago, I was walking in between the hoarded off area between Pitt St. and Castlereagh St. on Bathurst st. (the new Metro) when a ebike delivery driver came racing through, unsure how fast they go but would estimate at 30kph, he wasn't stopping for anyone. Fortunately, I had a space where I could retreat, the security doorman at The Edinburgh Castle commented "I tell them all the time to slow down"! but if they haven't been trained, and no knowledge of the rules and fines, then it will only get worse.

I look forward to a reply

John Summers

From: @cityofsydney.nsw.gov.au
Sent: Thursday, December 14, 2023 11:33 AM
To:
Cc:
Subject: RE: City of Sydney - Bicycles

Thank you for your comments.

Please see my comments.

As I mentioned in my previous email, ride share bicycles were introduced in the UK some 20-30 years ago, but bikes were taken from a central hub and could be returned to a hub located close to where the rider would want to end their ride. Surely, if Service NSW and Local Councils are encouraging their use, then bike hubs should have been considered at the start of the campaign. To me it seems like putting the cart before the horse.

Unfortunately the City and the Local Government Association sort legal advice before the arrival of these bike share companies. The legal advice was that the Local Government Act

1993 does not have any provisions to regulate or enforce bike share schemes. Unfortunately unless the NSW Government changes the legislation all councils have their hands tied on this issue. It's incredibly frustrating as all we can do is make requests and create voluntary guidelines with the companies.

The 'London' model of fixed docking stations was not adopted as it would have required significant infrastructure investment from the City. Such an investment would not have been in the public interest as it would be infrastructure for private/profit making companies without any contribution from those companies. The fixed docking 'London' model has unfortunately been badly disrupted by these share bike companies as they provide a cheaper option than fixed location bikes.

You have provided a list of the Bike Companies for us to report a bike inconveniently parked, if a car or truck is inconveniently or illegally parked they are issued with a fine from a warden. Why can't the Bike Companies be issued with the fine, which they can then deduct from a deposit left on the hire of that bike, this way the rider will be responsible as to where they leave that bike. Now it doesn't look as though that message is being addressed.

Again similar to my above answer. Councils do not have the authority or legal powers to regulate or enforce bike share schemes. We have made many requests to the NSW government for support. In response the NSW Government created the Public Spaces (Unattended Property) Act NSW 2021. This Act does allow for our Rangers to remove bikes left for a week or those that are in a dangerous locations. Fines can be issued but again the Act has a time frame of 7 days. Most bikes are moved by the companies with 24 hours. We are working with the companies (voluntarily) to geo-block bikes from areas that customers have raised as a safety concern.

With regards to the bike delivery people, who would be responsible if one of these seriously injures a pedestrian? If we are creating bike lanes for them, surely, they should stay within those lanes? Hopefully, rules governing this are enacted prior to anyone being injured. Thank you for your time.

Food delivery is also for outside of the legal powers of local councils. Safework NSW is responsible for regulating them and NSW police are responsible for enforcing them. We are working with Safework NSW, NSW Police and the companies to try to enforce illegal riding, particularly illegal food path riding. There are now two main operators in Sydney. UberEATS and Hungry Panda. We are working with the companies to identify illegal riders and have them banned from using the platform. As you can imagine it's not easy as the companies aren't particularly interested in cooperating and they can't be compelled to.

While this can sound like buck passing, I can honestly say the City would very much like control over these schemes and operators. They are the one of biggest sources of community complaints.

More than happy to discuss this further.

Warm regards

Road Safety Officer
City Access



Telephone:

Mobile:

cityofsydney.nsw.gov.au



The City of Sydney
acknowledges
the Gadigal of the Eora Nation
as the Traditional Custodians
of our local area.

From:

Sent: Wednesday, December 13, 2023 5:10 PM

To: @cityofsydney.nsw.gov.au

Cc:

Subject: RE: City of Sydney - Bicycles

Caution: This email came from outside the organisation. Don't click links or open attachments unless you know the sender, and were expecting this email.

Thank you for your reply. As I mentioned in my previous email, ride share bicycles were introduced in the UK some 20-30 years ago, but bikes were taken from a central hub and could be returned to a hub located close to where the rider would want to end their ride. Surely, if Service NSW and Local Councils are encouraging their use, then bike hubs should have been considered at the start of the campaign. To me it seems like putting the cart before the horse.

You have provided a list of the Bike Companies for us to report a bike inconveniently parked, if a car or truck is inconveniently or illegally parked they are issued with a fine from a warden. Why can't the Bike Companies be issued with the fine, which they can then deduct from a deposit left on the hire of that bike, this way the rider will be responsible as

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Thank you for your time.

From: @cityofsydney.nsw.gov.au

Sent: Wednesday, December 13, 2023 9:54 AM

To:

Subject: City of Sydney - Bicycles

Dear sir

Thank you for contacting the City Of Sydney.

Bike share provides another transport option that is convenient and easy to use – it's healthy for riders and reduces congestion by taking cars off the road. The City of Sydney supports it if it's done responsibly.

The City is working with the companies to encourage responsible operations. The safety and comfort of all footpath users is paramount.

As bike share extends well beyond the City of Sydney's boundaries, the NSW Government is best placed to provide leadership on any issues it creates. The Lord Mayor has written to the NSW Premier requesting the NSW Government to urgently develop an appropriate response to managing bike share in the public domain, including introducing regulation if appropriate, as has occurred in Victoria. Transport for NSW has now started liaising with councils.

In the interim, we've been working with five inner-Sydney councils on guidelines setting out the minimum standards and expectations for bike share operations in Sydney. The guidelines came into operation on 22 December 2017, and have been shared with Transport for NSW and other councils in greater Sydney.

The City is also working with the companies to encourage them to operate responsibly and inform their customers about safe bike parking and responsible riding. Guidelines previously published on our website have been viewed by more than 40,000 people (see cityofsydney.nsw.gov.au/bike-sharing), and staff are in regular contact with the operators.

Operators are expected to promote legal and responsible riding. They track their bikes and redistribute them when there is a build-up in any one area or if they are left in an unsafe place or on private property. Operators are generally responsive to requests to move bikes quickly if they're accumulating in one location or causing a serious hazard. Operators can also prevent bikes being left in particular locations at a customers request by geo blocking that location.

City Rangers will also move any share bikes they see parked in unsuitable locations. The NSW Government recently created the Public Spaces (Unattended Property) Act NSW 2021. This

Act does allow for our Rangers to remove bikes left for a week or those that are in a dangerous location.

We will be trialling share bike hubs in 2024 after consultation with the operators. We plan to create dedicated areas for share bikes to be left and the companies will allow geo block certain areas which can prevent the build-up of bikes. A trial in Pymont will take place in 2024.

The City will continue to work with the companies to maintain safe and responsible operations. If you see an accumulation of bikes in any location, or any other potential risk to safety or access, you can contact the service providers directly using the below, generally bikes are moved within 24 hours of a report.:

- Lime/Jump - or [@li.me](https://li.me)
- Beam - or [@ridebeam.com](https://ridebeam.com)
- Neuron Mobility – or [@neuron.sg](https://neuron.sg)
- AirBike - or [@airbike.network](https://airbike.network)
- Hello Bike - or [@hellobike.com](https://hellobike.com)
- Bird - or [@bird.co](https://bird.co)

For all illegal behaviour please contact the Police Assistance Line on 131 444

If you wish to discuss this further please contact me directly.

Regards

Road Safety Officer
City Access



Telephone:

Mobile:

cityofsydney.nsw.gov.au



The City of Sydney
acknowledges
the Gadigal of the Eora Nation

as the Traditional Custodians
of our local area.

From:

Sent: Monday, November 27, 2023 5:55 PM

To: [@cityofsydney.nsw.gov.au](mailto:cityofsydney.nsw.gov.au)

Cc:

Subject: FW: Bicycles

Caution: This email came from outside the organisation. Don't click links or open attachments unless you know the sender, and were expecting this email.

I write to you as a concerned resident of Sydney, regarding increased Bicycle lanes. There are more and more units being built around the Haymarket and in fact all over the CBD, Increasing Bicycle lanes has a negative effect on the properties close by which require the service of tradies and deliveries, as loading zones are restricted one side of the street. This is unless the property has a loading zone, which mine does, but only limited spaces. Professional Bike riders use the road, whereas these lanes are mostly only used by food delivery services, when it is beneficial for them, otherwise they use the footpath. I have been nearly knocked down several times who drive recklessly to earn a liveable income. Who is responsible for insurance, if one of these people collide with a pedestrian, is it you or the bike company, as I sincerely don't think the bike riders will noy have any. Just last night whilst approaching the corner of Castlereagh and Liverpool street the bike (gig) rider wasn't going to stop at the red light in the bike lane, instead he mounted the pavement where there were many pedestrians, drove to the crossing at Castlereagh and crossed on his bike with pedestrians, in fact pushing in front of them, totally illegal according to service NSW Rules. Within a minute I witnessed another 2 of these guys do the same. With pedestrians and vehicles we all have rules to follow, not these guys or the companies that may rent bikes. They leave these bikes in the most inconvenient and dangerous locations, blocking entrances and exits to buildings, fire exits, shop doorways and blocking footpaths and if one is left on the floor a danger to anybody walking along, especially if one is visually impaired, which I am!. Why are these bikes aloud to be left wherever the driver thinks, see attached photos. In the UK where these bikes were introduced 20-30 years ago, they had to be picked up and dropped off at parking stations, which I think is the same in Brisbane? You have your bike lanes, but no means of policing bike riders or where they leave their bikes, can you please explain any future initiative you have to overcome this problem, as it needs to be done sooner rather than later!