

Submission  
No 173

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

**Organisation:** Ario Australia  
**Date Received:** 16 August 2024

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Partially  
Confidential



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Portfolio Committee No. 6 – Transport and the Arts  
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Macquarie Street  
SYDNEY NSW 2000  
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## Re: Submission to Inquiry into the Use of e-scooters, e-bikes and related mobility options

Dear Committee Members

I write in my capacity as the Australian General Manager of Ario to engage with the Inquiry into the *Use of e-scooters, e-bikes and related mobility options*.

Ario is a shared micromobility operator launching our e-bikes and e-scooters in New South Wales in 2024. We are committed to improving the way in which the micromobility sector interacts with, and within, the communities in which we operate.

We are aware of the issues constantly raised across communities such as bad parking, lack of helmet compliance, dangerous riding, and blocked footpaths and believe that the sector has a responsibility to do better.

Ario is committed to fully adhering to the Sydney guidelines for dockless bike share operations, with the strong belief that these guidelines should be mandatory, not optional, for all operators. By enforcing these rules consistently and ensuring that all operators strictly comply, we believe that the current challenges in Sydney, such as bike clutter and public safety concerns, could be significantly mitigated.

We strongly support the initiation of monthly operations meetings with relevant stakeholders to review our performance against these guidelines, fostering an environment of open dialogue and continuous improvement. Additionally, we propose that the timeframe for unused bikes be reduced from the current 7-10 days to 5 days, to ensure that bikes remain actively utilized and do not contribute to public space clutter.

Ario is dedicated to building social licence within communities and looks forward to collaborating closely with local councils to achieve this goal.

Through consultation with governments, councils, residents and traders, we have developed *The Ario Good Operations Approach* (the Approach) which outlines our commitment to safety, accessibility, and communities—an Approach which we promise to uphold.

Underpinning this Approach is our purpose to ‘make travelling around our communities a pleasure shared by all’. Importantly, this means not just for riders—but for all road and path users. We have placed safety at the forefront and developed innovative new e-scooters and e-bikes that raise the standard for the sector. **I have also attached a short brochure** that outlines our approach, as well as the features that will be boasted by our devices. We request that this be kept confidential within the Committee for the purpose of the Inquiry. Key features of our devices include:

- Self-balancing and more stable three-wheeled e-scooter design with accidental toppling protection;
- Real-time tandem and dangerous riding monitoring through advanced camera capabilities;
- Advanced pedestrian detection that uses cameras to intelligently detect pedestrians around it, adjusting rider’s speed accordingly;
- Remote piloting capabilities, allowing our operators to move e-scooters from a distance if we detect them to be parked improperly.

Additionally, we are committed to a strong presence in all communities in which we operate. Through detailed, data driven reporting (which will be shared with councils and governments), our directly-employed, local operations team will be on-the-ground to respond to matters as they arise and to forge meaningful connections within communities.

I would be very pleased to present to the Committee at a future hearing of this inquiry. Please contact \_\_\_\_\_ or by email at \_\_\_\_\_ to facilitate.

Thank you for this opportunity to contribute to this Inquiry. I look forward to working with you to raise the standard of the micromobility sector in New South Wales.

Kind regards

Adam Rossetto  
General Manager  
Ario Australia