

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

**Name:** Name suppressed

**Date Received:** 17 August 2024

---

Partially  
Confidential

---

**To: The NSW State Parliament**

**Re: Submission to the Hearing on eBikes and eScooters in NSW**

For the second time in the last 5 years my car was damaged by a rental bike. The latest was a Lime bike. I doubt Pauline recall, but she did try to assist me previously when a bike was thrown through my windscreen while parked on my property, about 5 years ago.

This time, I was parked on the street and whether on purpose, by accident or blown over in the wind, my car was damaged. I found the bike in the morning lying up against my car. I did the right things and filed a police report and contacted Lime/Uber to report what had happened. Lime was incredibly responsive, however I am told that their insurance does not cover this type of incident.

This got me thinking - why does their insurance not cover the obvious damage caused by one of their bikes? Why did they not contact the rider and make a claim on them? They know who the last rider is through their app.

I have just returned from a trip to the US and in a city as large as New York and Washington, you do not see rental bikes left randomly all over the sidewalks. All bikes are returned to the docking stations of which there are many, so while it may not be right outside your house, it is a maximum of half to a block away. If cities this size can manage this I can only assume that we are not being hard enough on the bike companies, in fact the tail is wagging the dog. I have noticed similar behaviour in London, another big city.

I am not 100% on this, but it would be a great idea, that if a rental bike is not in a docking station, the rider cannot complete the journey and continues being charged until the bike is back in the designated location. This would be geolocking, I believe that this is what makes riders adhere to the rules in places like DC, NYC and London.

I am a huge fan of the rental of electric bikes and scooters. I would, however, like to see the NSW Government and it's councils dictate to the bike companies how it's going to work, what type of insurance they must hold and what the penalties are for flouting the requirements set by council. I would hate to see a wholesale ban like Melbourne has or is intending to implement - that is just plain shortsightedness and punishing the wrong people.

While perhaps not as strict as driving a car, there should also be some rules about the consumption of alcohol and the use of bikes, with meaningful fines for the obviously inebriated riders. They should also be reported to the rental companies, who can ban rentals for a period of time and forever for serial offenders.

---

These are my thoughts which I think (hopefully) are constructive and doable and not taken as just any resident having a whinge. It would be great to get some feedback from you on your thoughts and of taking a stand and implementing stricter rules to the rental companies.

All the best

Sincerely