

FREQUENTLY ASKED QUESTIONS

E-scooter trial in Unley

What is an e-scooter?

An electric scooter, or e-scooter, is powered by a rechargeable battery with a range of approximately 20-60 kilometres per charge. E-scooters have become popular in many cities around the world and offer a sustainable alternative transport option for short journeys and daily commutes.

The only e-scooters allowed to be used are those operating subject to a Permit issued by the Council. This is because e-scooters are considered to be motor vehicles under South Australian legislation, which requires the devices to be registered with compulsory third party insurance. The e-scooter operators ([Neuron](#) and [Beam](#)) in the City of Unley have met the safety requirements and offer insurance for users.

Personal e-scooters do not meet the safety standards under the Australian Design Rules or insurance requirements and are therefore not eligible for registration and cannot be used on roads or road related areas. Personal e-scooters cannot be used on roads or road related areas such as footpaths, bicycle or pedestrian tracks or vehicle parking areas under South Australian Road Rules as they are illegal and have not been granted exemption or permits.

Under legislative requirements e-scooters in the trial have a maximum speed of 15km per hour and are to be ridden on footpaths. The e-scooters are fitted with GPS (satellite tracking) system to ensure users can easily locate them. Users register, pay, unlock, and lock e-scooters through a mobile phone app.

At the end of the journey users do not need to physically lock the device with a conventional chain or return it to a designated station or rack. E-scooters form a shared service and are designed to be dockless - meaning users can choose where to end their journey.

Operators of e-scooter shared services remotely monitor the battery life of the device and employ people to collect the devices for recharging and redistributing as required.

The only e-scooters allowed to be used in the trial area are those operating subject to a permit issued by the Council. In the City of Unley this includes the operators [Neuron](#) and [Beam](#).

Why is the City of Unley supporting a trial of e-scooters?

The City of Unley has a well-developed active transport network for people walking, bike riding and other forms of transport that does not rely on motorised vehicles which use roads. While most of the travel and public transport routes through Unley are in a north-south direction, having e-scooters will allow greater travel across Unley suburbs in an east-to-west direction, and facilitate greater travel options for people of all ages, particularly for short trips.

Council has supported a trial of e-scooters in the Unley area, with the aim to:

- Provide a sustainable, alternative, and competitive mode of transport to replace short vehicle trips across Unley and to/from the Adelaide CBD
- Provide residents and workers with the opportunity to travel more easily east west across Unley and to and from key entertainment, business, and community precincts
- Provide improved first mile/last mile connections to and from key public transport nodes and destinations
- Provide greater transport choices to special events (for example, the Royal Adelaide Show)
- Collect data to better understand movement patterns within the Unley area
- Support increased opportunities for economic development and business partnerships.

When will the e-scooter trial commence and how long will it run?

At this stage it is proposed to trial the e-scooters initially for six (6) months, from Monday 14 February 2022 to 15 August 2022. If the trial is successful and the mobility device program is received well by Unley residents and businesses, it may be extended for a further six (6) months until March 2023.

Where are shared e-scooters available for community use in South Australia?

Four (4) e-scooter trials have been approved in South Australia for community use. These trials are along the [Coastal Park Trail](#), within [Adelaide and North Adelaide](#), the [City of Norwood, Payneham & St Peters](#) and now (as of 14 February 2022), the City of Unley. The only e-scooters allowed to be used in the trial areas are those operating subject to a business permit issued by the relevant local city council. The e-scooter trials that have been approved in South Australia for community use, and the approved trial areas can be found on State Government's [My Licence](#) website.

How old do I have to be to use e-scooters?

People need to be 18 years or older to hire and use a commercial e-scooter.

How fast can e-scooters go?

An e-scooter is limited to 15 km/h for the duration of the trial and will be restricted further to 10km/h ('Go-Slow' Zone) on footpaths that experience high pedestrian traffic in a business precinct, including:

- George Street between Marion Street and Oxford Terrace.
- Duthy Street between Clifton Street and Fisher Street and Sheffield Street and Austral Terrace.
- Unley Road between Greenhill Road and Park/Wattle Streets.
- Goodwood Road between Greenhill Road and Mitchell Street.
- Fullarton Road between Cheltenham Street and Invergowrie Avenue.

E-scooters will not be permitted on King William Road between Albert Street and Mitchell Street due to the high level of outdoor dining, combined with high pedestrian activity.

Go-slow (10km/h) Zones will also be implemented along arterial roads as required by the South Australian government. These speed limits will be automatically enforced through the technology on the e-scooter being able to limit the maximum speed depending on location through geo-fencing.

Motorised wheelchairs (also known as gophers or scooters) are limited to 10km/h and must be ridden on footpaths under Australian Road Rules. The average walking speed of pedestrian is 6km/h, and a faster walking pace can be up to 10km/h.

Where can e-scooters be used?

The e-scooter trial will be confined to the City of Unley (and into the City of Adelaide and City of Norwood Payneham & St Peters trial areas) and will be 'geo-fenced'. Geo-fencing creates a virtual geographic boundary, enabling software to trigger a response when an e-scooter enters or leaves a particular area.

The e-scooters lose power if taken outside of the geo-fenced trial area and cannot be ridden or parked outside the allowable area. Riders must park e-scooters within the trial area to finalise their trip.

Riders will not be allowed to use e-scooters on the footpath or roadway along King William Road between Albert Street and Mitchell Street at any time.

Please note: Personal e-scooters cannot be used on roads or road-related areas such as footpaths, bicycle or pedestrian tracks or vehicle parking areas under South Australian Road Rules as they are illegal and have not been granted exemptions or permits.

Where can e-scooters be parked?

E-scooters are a shared service designed to be dock-less, meaning the user can choose where to end their journey.

To ensure appropriate parking of e-scooters and to keep footpaths and shared spaces tidy, Council will work with the e-scooter companies throughout the trial period to determine specific 'preferred parking zones', which will be designated by a virtual geo-fence and shown within the apps. The apps will also incentivise riders to park within the designated preferred parking zones.

The initial focus has been on locating e-scooters around tram and train stops, community recreational facilities, popular parks, ovals and business or entertainment precincts - where footpath width allows safe and accessible e-scooter parking or in side streets adjacent to precincts. If a business wishes to implement a no-parking zone, or to have more e-scooters available at certain locations, they can contact either company to discuss this.

In Unley, four No Parking zones have been initially established, and these are located:

- On King William Road between Albert Street and Mitchell Street
- On Goodwood Road between Albert Street and Victoria Street
- On the Seaford/Flinders and Belair railway corridors
- On the Glenelg to City tram corridor

Other No Parking zones may be established as the trial progresses in response to any residents' or businesses' concerns that may arise.

The Council also encourages local businesses to support shared mobility services by partnering with operators and encouraging e-scooters to be parked at their business premises. This could extend to high density living such as apartment blocks to provide residents with eco-friendly, low emission alternative transport for trips over short distances.

When can e-scooters be used?

E-scooters are permitted to be used seven days a week with no time restrictions.

How many e-scooters will be available and where can I find them?

There are two (2) approved operators, Neuron (orange) and Beam (purple) who will provide a minimum of 30 and maximum of 100 e-scooters each across the City of Unley.

The number of e-scooters on the street at any one time will be determined by user demand. Low demand will result in less e-scooters being available, with higher demand seeing more e-scooters made available. This usage is monitored by the operators under their permit conditions.

How do I hire an e-scooter?

Riders sign up to access the e-scooters through Neuron and or Beam smartphone applications and use GPS to locate their nearest e-scooter.

How much will an e-scooter cost to hire?

Both Neuron and Beam e-scooters cost \$1 to unlock and \$0.45 cents per minute to ride on a casual basis. Fares are available in pay-per-ride rates, as well as affordable 3-day, weekly and monthly pass option. Frequent users have the choice to buy passes from either provider, and riders can view and purchase subscription packs within each of the companies' apps for concessions, special offers and discounts to ensure they get the best value for their travel purchase.

How do I report issues with e-scooters (damage, dumping etc.)?

Any issue should be reported directly to the operator. Both Neuron and Beam have 24-hour operations team on the ground around the clock who constantly move e-scooters to where they are needed most. If you contact Council's Customer Service team they will transfer you to the operator of identified e-scooter. The direct links to the companies are:

Neuron Customer Support Line (orange)	Beam Customer Support Line (purple)
08 7444 4676 adelaidecbdsupport@neuron.sg https://www.rideneuron.com/	08 7079 0518 teamsupportau@ridebeam.com http://www.ridebeam.com/

Neuron and Beam will also monitor issues such as damage and dumping in a timely manner. Neuron and Beam are required to carefully monitor this, and do so using GPS technology quickly and efficiently.

How will the e-scooter trial be monitored and evaluated?

Council will monitor the e-scooter trial monthly and evaluate the outcomes at six (6) months.

The operators are required to collect and provide Council with travel data and usage information as part of their permit conditions to assist Council in its evaluation and decision making.

Factors of a successful trial will include an assessment of:

- Travel mode shift via user survey (replace car trips with an e-scooter trip)
- Safety (accident reports: number of incidents vs number of trips, users wearing helmets etc.)
- Ridership per device (number of active users)
- Parking and redistribution programs (designated e-scooter parking, business, and multi-unit development parking)
- Customer complaints (number and types).

A report will be presented to Council just prior to the end of the initial 6-month period (July 2022) to determine if it will continue for a further 6-month period.

At the end of the trial the results of gathered statistics will be examined to assess the take-up of the devices and determine if their availability should continue in future in the Unley area.

Are e-scooter users insured when riding?

Neuron and Beam have invested significantly in insurance to provide coverage for its users and the public which meets all legislative requirements.

Neuron provides insurance in the form of:

- Public Liability Insurances which cover the public, users and Neuron for catastrophic events
- No-Fault Personal Accident Insurance provides assistance to users if and when they require it
- Third Party insurance

Beam provides insurance in the form of:

- Public and Products Liability Insurances cover the public, users and Beam for catastrophic events
- Rider's Personal Accident Insurance provides assistance to users if and when they require it
- Third Party insurance

Contact the operators directly for more information about their insurance policies. Search Beam insurance policy at ridebeam.com/rider-insurance and Neuron at rideneuron.com/rider-insurance

Are e-scooters safe to use?

Studies have shown that e-scooters and bicycles (including e-bikes) have similar risks and rates of injury. Factors which contribute to better safety outcomes of e-scooter riding include sensible operation by riders, and an understanding of these risks.

Some of the main causes of injury include riders being intoxicated or under the influence of drugs, not wearing helmets or operating e-scooters with more than one user aboard, which is dangerous. These are all illegal behaviours and breaches can result in significant penalties.

COVID safety

Both companies' operations team are equipped with hospital-grade disinfectant to keep e-scooters and helmets clean and germ-free, and all are wiped down after rider use or when they are moved.

What should riders do if involved in an incident, accident, or property damage?

Riders have a duty of care to stop at an accident scene to give assistance to anyone who is injured, to any other rider or driver involved, any other person who is injured or owners of any property damaged.

Then riders must present to police no more than 90 minutes after the incident a report to a police officer at the scene or at a police station for the purpose of providing particulars of the accident, incident, or damage to property. Riders must also submit to any legal requirement to undergo a test relating to the presence of alcohol or drugs in the driver's blood or oral fluid.

Do I need a licence to ride an e-scooter?

No, you don't need a licence. However, drink and drug driving restrictions which apply to other vehicles apply to e-scooter riders, which means you need to have a blood alcohol concentration of less than 0.05 or risk heavy fines and loss of licence (if you hold one) if you are apprehended.

What are the South Australian e-scooter regulations?

E-scooters are subject to normal regulations in the South Australian Road Rules. South Australian Police can issue penalties for any breaches of the Australian road rules or offences that may apply.

The only e-scooters allowed to be used in the City of Unley trial area are those operating subject to a permit issued by the Council (Neuron and Beam). A map of the area is here and available through the operator's app.

Under the *South Australian Road Traffic Act* personal e-scooters cannot be used on roads or road related areas such as footpaths, bicycle or pedestrian tracks or vehicle parking areas as they are illegal and have not been granted exemptions or permits.

What are the South Australian road rules for e-scooter riders?

- Must be at least 18 years old
- Must wear an approved bike helmet that is securely fitted
- May ride on footpaths and shared paths unless otherwise prohibited
- May ride on a road only when crossing or to avoid an obstruction for up to 50 metres. If road travel is required, riders:
 - Must travel less than 50m along the road to avoid the obstruction
 - Must keep as far to the left as possible
- Must obey any traffic signals.
- Must NOT ride on a road:
 - with a dividing line or median strip, or
 - where the speed limit is 50 km/h or more

- which is one-way with more than 1 marked lane if otherwise prohibited
- Must not ride in a bike lane or bus lane
- Must use a warning (bell, horn or verbal) to avert danger
- Must have proper control at all times, and ride with due care and consideration for other persons
- Must use a flashing or steady white light at the front and a flashing red light and reflector at the back of the device when riding at night or in hazardous conditions
- Must not exceed 15km/h (or a lesser speed if required) to stop safely to avert danger
- Must not ride abreast
- Must not carry passengers
- Must not have a BAC (blood alcohol concentration) of 0.05 or more or the presence of THC (Cannabis), Methylamphetamine (Speed) or MDMA (Ecstasy) in their blood or oral saliva
- Must not use a mobile phone whilst riding
- Must not carry scooters on public transport

[More information on road rules, offences and penalties.](#)

How do I contact mobility companies Neuron (orange) and Beam (purple)?

If you have more questions, need customer support, or wish to provide feedback, please contact Beam and Neuron Customer Service through the app, website, by phone or email.

If you have any concerns about poorly parked e-scooters, user behaviour, or collisions, accidents or injuries associated with e-scooters, contact the provider customer service by phone or email.

Beam (purple) Customer Support Line

T: 08 7079 0518

E: teamsupportau@ridebeam.com

Visit: ridebeam.com

Frequently Asked Questions (FAQs) for Beam Mobility can be found online at:
ridebeam.com/faq/adl-frequently-asked-questions

Neuron (orange) Customer Support Line

T: 08 7444 4676

E: adelaidecbdsupport@neuron.sg

Visit: rideneuron.com

Frequently Asked Questions (FAQs) for Neuron Mobility can be found online at:
support.rideneuron.com/hc/en-us

