

## NOTICE OF MEETING

Notice is hereby given in accordance with Section 83 of the *Local Government Act 1999* that a Special Meeting of Council will be held in the

**Council Chamber – Glenelg Town Hall  
Moseley Square, Glenelg**

**Wednesday 11/03/2020 at 5.30pm**



Roberto Bria  
CHIEF EXECUTIVE OFFICER

## Special Council Meeting Agenda

### 1. OPENING

*The Mayor will declare the meeting open at 5:30pm.*

### 2. KAURNA ACKNOWLEDGEMENT

*We acknowledge Kaurna people as the traditional owners and custodians of this land.*

*We respect their spiritual relationship with country that has developed over thousands of years, and the cultural heritage and beliefs that remain important to Kaurna People today.*

### 3. SERVICE TO COUNTRY ACKNOWLEDGEMENT

*The City of Holdfast Bay would like to acknowledge all personnel who have served in the Australian forces and services, including volunteers, for our country.*

### 4. PRAYER

*Heavenly Father, we pray for your presence and guidance at our Council Meeting. Grant us your wisdom and protect our integrity as we carry out the powers and responsibilities entrusted to us on behalf of the community that we serve.*

### 5. APOLOGIES

5.1 Apologies Received

5.2 Absent

### 6. DECLARATION OF INTEREST

*If a Council Member has an interest (within the terms of the Local Government Act 1999) in a matter before the Council they are asked to disclose the interest to the Council and provide full and accurate details of the relevant interest. Members are reminded to declare their interest before each item.*

### 7. REPORTS BY OFFICERS

7.1 E-Scooter Update (Report No: 79/20)

### 8. CLOSURE



**ROBERTO BRIA**  
**CHIEF EXECUTIVE OFFICER**

Item No: 7.1  
Subject: E-SCOOTER UPDATE  
Date: 11 March 2020  
Written By: Team Leader, Governance  
General Manager: Strategy and Business Services, Ms P Jackson

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### SUMMARY

Item 15.2 E-Scooter (Report No. 67/20) was provided to Council at the Council Meeting on 10 March 2020.

The report summarised the outcomes of discussions with the Department of Planning, Transport and Infrastructure (DPTI) and the tender process undertaken by the Local Government Association (LGA) and the Western Alliance of Councils for a six (6) month trial of electric scooters (e-scooters) within the Holdfast Bay Council area and the implications associated with such a trial.

The Chief Executive Officer received a request from four Elected Members, Councillors Clancy, Abley, Smedley and Chabrel for this matter to be brought back to a Special Meeting of Council for consideration.

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### RECOMMENDATION

That Council endorse the six (6) month trial of the e-scooters, to begin 13 March 2020.

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### COMMUNITY PLAN

Community: Providing welcoming and accessible facilities

Economy: Supporting and growing local business

Economy: Making it easier to do business

Economy: Boosting our visitor economy

### COUNCIL POLICY

Not Applicable.

### STATUTORY PROVISIONS

As per Item 15.2 of Council Meeting 10 March 2020- E-Scooter Update (Report No: 67/20).



## BACKGROUND

On September 24 2019, Council resolved motion C240919/1619 as follows:

*That Council:*

1. *endorse administration to continue to work with the Western Alliance of Councils to progress the tender documents and processes development for the 6-month trial, commencing November 2019; and*
2. *endorse the Request for Tender document for 'E-Scooter mobility services' for release to the market and the tender process to be managed by the Local Government Association (LGA).*

*Moved Councillor Lonie, Seconded Councillor Patton*

*Carried*

On 10 March 2020, the Council motion at Item 15.2 E-Scooter (Report No: 67/20) was as follows:

*That Council endorse the 6 month trial of the e-scooters, to begin 13 March 2020.*

*Moved Councillor Lonie, Seconded Councillor Abley*

*Lost*

## REPORT

This report brings Item 15.2 E-Scooter update back to Council for consideration as requested as the item was 'Lost' at the Council Meeting on 10 March 2020.

## BUDGET

As per Item 15.2 of Council Meeting 10 March 2020- E-Scooter Update (Report No: 67/20).

## LIFE CYCLE COSTS

Not applicable.



Item No: 15.2  
Subject: E-SCOOTER UPDATE  
Date: 10 March 2020  
Written By: General Manager, Community Services  
General Manager: Community Services, Ms M Lock

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### **SUMMARY**

This report summarises the outcomes of discussions with the Department of Planning, Transport and Infrastructure (DPTI) and the tender process undertaken by the Local Government Association (LGA) and the Western Alliance of Councils for a six (6) month trial of electric scooters (e-scooters) within the Holdfast Bay Council area and the implications associated with such a trial.

It is recommended that Council approve the six (6) month trial.

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### **RECOMMENDATION**

**That Council endorse the six (6) month trial of the e-scooters, to begin 13 March 2020.**

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### **COMMUNITY PLAN**

Community: Building a healthy, active and resilient community  
Community: Providing welcoming and accessible facilities  
Economy: Making it easier to do business  
Economy: Harnessing emerging technology  
Economy: Boosting our visitor economy

### **COUNCIL POLICY**

Not Applicable.

### **STATUTORY PROVISIONS**

Legislation is required to be amended under the Road Traffic Act and a notice in the Government Gazette to enable the use of e-scooters on footpaths or shared paths.

This legislation amendment was Gazetted by the Government on Thursday 5 March 2020.

## BACKGROUND

On September 24 2019 Council resolved motion C240919/1619 as follows:

*That Council:*

1. *endorse administration to continue to work with the Western Alliance of Councils to progress the tender documents and processes development for the 6-month trial, commencing November 2019; and*
2. *endorse the Request for Tender document for 'E-Scooter mobility services' for release to the market and the tender process to be managed by the Local Government Association (LGA).*

*Moved Councillor Lonie, Seconded Councillor Patton*

*Carried*

## REPORT

As a result of the Request for Tender submissions, demonstrations and reference checks, two (2) proponents were selected for the e-scooter trial as were evaluated by representatives of the Western Alliance Councils and the LGA (who ran the procurement process).

The two (2) preferred proponents awarded in November 2019 were:

- Neuron; and
- Ride.

Neuron are currently operating in Bangkok, Darwin, Brisbane, Singapore, Chiang Mai and Cyberjaya. Ride are operating in Adelaide and are a local business. Generally it costs \$1 to unlock each scooter and 30 cents per minute thereafter all accessible by a phone app with incentives offering discounts for parking in certain areas, taking a 'selfie' demonstrating that you are wearing a helmet and other good practice riding.

In December 2019, the Western Alliance of Councils - Cities of Holdfast Bay, Charles Sturt, West Torrens and Port Adelaide Enfield Councils submitted an application to the Department of Planning, Transport and Infrastructure for an E-scooter Trial Exemption and Authorisation from Outer Harbor to Seacliff predominantly on the 3.5 metre to 4.0 metre wide 'Coast Park Trail' (with some sections of footpath required where the Coast Park does not exist). A total distance of approximately 25km.

The trial of e-scooters along our coast offers an opportunity for the community and visitors to enjoy our wonderful coastline whilst assessing the demand for such an experience rather than relying on the motor car or walking large distances. It also offers visitors to the coastline an opportunity to park further away from the popular destination points such as Semaphore, Henley Square and Glenelg and 'ride' a scooter instead of visitors having to find a park close to their destination.

As a mobility and tourism strategy we have seen first-hand in trials that people enjoy using e-scooters and would be a progressive initiative to have them along coastal tracks. It encourages people to spend more time travelling further and increasing footfall for local businesses.

Over the last 6-9 months in Adelaide, we have seen how e-scooters can provide a fun, safe and environmentally friendly transport solution. It can also help significantly reduce some of the parking pressures offering visitors to the coastline an opportunity to park further away from the popular destination points.

A pilot of e-scooters over the coming months would allow the local and state government to gain extensive data, help local businesses increase footfall and create more jobs for locals.

The Western Alliance of Councils will install footpath 'decals' to help identify how to access nearby scooters when leaving public transport.

*Refer to Attachment 1*

It was intended that this trial operate for six months from 13 March 2020 with State Government approval being granted via gazettal on Thursday 5 March 2020 of the corridor.

As previously reported the trial is intended to:

- be in operation from 6am-9pm 7 days per week;
- have speeds restricted to 15km/h with further restrictions in areas of high pedestrian activity to 8km/h;
- have designated parking areas provided that permits the user to only disengage from use when they are in the parking area (to be indicated by footpath decals;
- area of use to be 'geofenced' meaning that the scooters will slow to a stop if outside the designated 'riding' area; and
- up to two proponents to be chosen for the trial with up to 250 scooters for each proponent evenly distributed to be provided along the entire 30km coastline.

DPTI made the following changes;

- all users to be 18+ (reason: this is to maintain consistency between the city trial and coast park trial);
- not permitting users to engage with an e-scooter after 8:30pm to reduce the risk;
- e-scooters will be removed at night from high risk areas e.g. Moseley Square; and
- SAPOL will have a direct link with Ride and Neuron. It should be noted that e-scooter users are subject to regulations and the Australian Road Rules (ARR's) and SAPOL can issue penalties for any breaches of the ARR's or offences that may apply.

Within the City of Holdfast Bay Council area the trial will be limited to the Coast Park area only from Glenelg to Seacliff. The e-scooter trial will finish at the Seacliff Surf Club and will not enter Kingston Park.



The following 'go slow' areas where scooters will be automatically restricted to 8km/hr at areas of high activity are:

- Patawalonga Gates to Wigley Reserve Playground (200m)
- Glenelg Surf Club via Foreshore Playground & Glenelg Jetty to Stamford Grand Hotel (350m)
- Glenelg Jetty to Moseley Square tram stop (125m)
- Broadway Kiosk (distance 100m)
- Kent St intersection (distance 75m)
- Somerton Surf Club via Minda to Gladstone Road (500m)
- Brighton Jetty, Esplanade Hotel to Bindarra Road (125m)
- Seacliff (100m north Wheatland Street to 50m south Wheatland Street = 150m)
- Seacliff Boat Ramp to Seacliff Surf Club (200m)

The Western Alliance Councils have developed Section 222 (*Local Government Act 1999*) agreements which will be issued to the two preferred proponents so Council can ensure that any undesirable outcomes are mitigated, with formally agreed responsibilities, expectations and key performance indicators written into the agreement.

*Refer to Attachment 2*

Section 222 provides sufficient options for Council to oversee these services through imposing operational conditions – speed limits, preferred parking zones, operational dates/times and appropriate insurances and geographical areas. The total number of e-scooters permitted will be determined by Council. Council has the right to review and amend the amount of e-scooters throughout the trial period based on performance and demand.

A formal review including a customer satisfaction user survey will be undertaken three months into the trial (by the successful proponents). Council officers will evaluate public benefits, positive environmental impacts against any risks associated with e-scooters. Council officers will undertake further engagement with both e-scooter users and the community within the last 30 days of the six month trial.

### **Safety Management Plan and Mitigation**

Each supplier was required to provide a comprehensive work, health and safety plan and to also provide a 'live' demonstration in an off-street area of how their geofencing would work.

A member of the Western Alliance Team will meet with SAPOL and DPTI monthly to report any incidents or near misses (that will be closely monitored and reported by Ride and Neuron) with serious incidents reported to same immediately upon notification.

Each supplier has demonstrated via their tender proposal or via the demonstration, the ability to provide geofenced areas or other similar technology to effectively restrict e-scooters from operating or being parked in areas nominated by Council, including but not limited to:

- the areas shown in the attached Coast park map;

- ability to determine if the geofence has been breached by users and send push notifications to users warning of incorrect use;
- ability to penalise incorrect use and/or incentivise correct use;
- ability to restrict speed limits to meet the legislated requirements and within selected areas that may be nominated by the relevant Council;
- ability to limit the maximum operating speed to 15km/h;
- ability to further reduce speed limits (8km/h) in 'Slow go' areas nominated by each Council;
- ability to provide preferred parking zones or restrict where e-scooters can be parked;
- technology the supplier has available or has in development, for docked, semi-docked e-scooter or preferred parking areas, including but not limited to near fields technology;
- ability to determine if an e-scooter has been appropriately and safely parked;
- ability to determine if an e-scooter is faulty, damaged or vandalized;
- ability to determine if an e-scooter has fallen over;
- methodology for providing helmets for e-scooter users;
- methodology or ability to affix helmets to each e-scooter, track helmets, or use technology to determine if an e-scooter is without a helmet to aid with riders complying with the requirement to wear a helmet;
- ability to monitor and act upon reports of litter caused by abandoned, removed, or damaged e-scooters and helmets; and
- methodology on how the Supplier proposes to ensure users comply with all applicable State Laws.

*Refer Attachment 3*

The scooters will be required to stay on paths predominantly with some limited road crossings, only where scooters are required to cross the road to access paths on the other side of the road.

A Safe Work Method Statement is attached for further information on safety and risk requirements.

*Refer Attachment 4*

## **BUDGET**

There will be minor costs associated with promoting the proposal to the community and stakeholder consultation. There will be some indirect costs associated with Council Administration's time to develop and consider the proposal further.

For the trial a 'flat' permit fee of \$8,000 across the four councils will be applicable for the successful proponent.

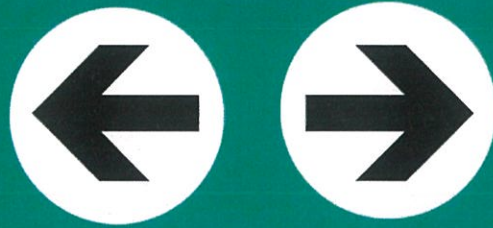
## **LIFE CYCLE COSTS**

Not applicable

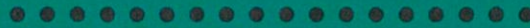
# Attachment 1







# Follow the **e-scooter** trail



Port Adelaide-Enfield



HOLDFAST BAY



adelaidebeaches.com.au

## general trail

 200m

*Over walking?*

# Jump on the **e-scooter** trail



Port Adelaide-Enfield



City of Charles Sturt



City of West Torrens



HOLDFAST BAY



adelaidebeaches.com.au

**train station**





**Park your  
e-scooter  
here**

*Please park scooter off path*



Port Adelaide Seaforts



HOLDFAST BAY



adelaidebeaches.com.au

**parking** (symbol)





# Park your **e-scooter** here

*Please park scooter off path*



City of Adelaide



City of Charles Sturt



City of West Torrens



HOLDFAST BAY



[adelaidebeaches.com.au](http://adelaidebeaches.com.au)

**parking** (arrows)



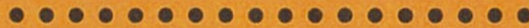
**go slow zone**





# **e-scooter walking zone**

*For your safety, e-scooters operate on  
zero power through this zone*



Port Adelaide Estuary



HOLDFAST BAY



[adelaidebeaches.com.au](http://adelaidebeaches.com.au)

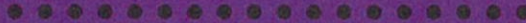
## **e-scooter walking zone**





# **e-scooter walking zone**

*For your safety, e-scooters operate on  
zero power through this zone*



[adelaidebeaches.com.au](http://adelaidebeaches.com.au)

## **e-scooter walking zone**



**no e-scooters**

# Attachment 2





## ON STREET ACTIVITIES PERMIT

Pursuant to the provisions of section 222 and 200 of the *Local Government Act 1999*, the Permit for the On-Street Activity described hereunder is hereby granted.

DESCRIPTION OF PERMITTED ACTIVITY	PERMIT NUMBER
Permitted Activity: Operation of a commercial e-scooter share scheme  Permitted Location: Within the Cities of Port Adelaide Enfield, Charles Sturt, West Torrens and Holdfast Bay (The Western Council Alliance) as defined in the Minister's Gazette Notice Dated 5 March 2020, during operating times and any other area specified in this Permit in the area defined in Appendix A for each Council.  Maximum Number of e-scooters to be within the Permit boundary at any one time: 500 (250 Ride/ 250 Neuron)  24-hour contact number : (to be published on each council website website)  6am-9pm (daylight saving); 6am-6pm (non daylight saving)	«Licence_Number»
LOCATION	
Coast Park (from Glenelg North to Seacliff) as defined on the map provided in Appendix A.	

This Permit can be cancelled, suspended or modified by Council at any time by written notice to the Permit Holder and no compensation will be offered to the Permit Holder.

This Permit is non-transferable. The Permit Holder cannot transfer this Permit or, subcontract or assign any right or obligation under it without the prior written consent of the Council, which may be granted or withheld in the Council's absolute discretion.

With any application for such consent, the Permit Holder must provide all information required by the Council, including evidence that the proposed transferee, assignee or sub-contractor is capable of performing the Permitted Activity to be transferred, assigned or sub-contracted.

Unless otherwise agreed in writing by the Council, no such transfer, assignment or sub-contract relieves the Permit from any liability under this Permit or at law in respect of the performance or purported performance of this Permit and the Permit Holder is responsible for the acts and omissions of any transferee, assignee or sub-contractor or any transferee's, assignee's or sub-contractor's employees and agents as if they were the acts or omissions of the Permit Holder

**Expiry Date: 14 September 2020**

This Permit is issued for a period of **6 months** (or part thereof) and concludes on **14 September at midnight** (the 'Expiry Date').

### 1. PERMIT GENERAL CONDITIONS

The Permit Holder (shared e-scooter operator) must:

- 1.1. Accept any decision by Council to cancel, suspend or modify the permit.
- 1.2. Accept that the permit is subject to the Minister's Gazette Notice allowing for the operation of e-scooters in the area's defined in the notice.
- 1.3. Make good any damage caused and/or reimburse Council for any or maintenance costs that caused by or in connection with the operation of the Permitted Activity.



- 1.4. Maintain at all times during the Term of this Permit public liability insurance for the sum of Twenty Million Dollars (\$20,000,000.00) in respect of any one claim which arises as a result of the negligent act or omission of the Permit Holder. The Permit Holder will provide Council with an insurance Certificate of Currency which notes the interests of all Council in relation to the Permit. Council must be notified immediately if the policy is cancelled or altered or allowed to lapse.
- 1.5. Maintain at all times personal accident insurance coverage for each trip that the customers of the Permit Holder's e-scooter undertake. The Permit Holder will provide Council with an insurance Certificate of Currency and provide information of the policy and its coverage on the Permit Holder's website and mobile phone application for the duration of the Permit.
- 1.6. Indemnify and release Council from all liability arising from or in connection with this Permitted Activity or the conduct of the Permit Holder's business by the Permit Holder or any of the Permit Holder's agents, including:
  - 1.6.1. Any claim made by any person for injury, direct and indirect loss or damage arising in any manner
  - 1.6.2. Any direct and indirect loss or damage to any property belonging to the Permit Holder or other persons located in the vicinity of the Permitted Location caused by the Permit Holder or the Permit Holder's agents.
  - 1.6.3. Any direct and indirect loss, damage, injury or illness of any type sustained by any person in relation to or as a result of the Permitted Activity.
- 1.7. Remove all e-scooters from the public road and any other public land on the expiry of this Permit unless agreed otherwise.
- 1.8. This permit is issued for a period of six months (6) (or part thereof) and will expire on the expiry date. If KPI's are met then consideration will be given to extending the trial

## **2. Customer experience and education**

The Permit Holder (shared e-scooter operator) must:

- 2.1. Provide 24/7 communication channels for users, including a clearly advertised telephone number on their website, app and devices. The Permit Holder must have a complaint handling process and a clear plan in place to respond to queries and complaints.
- 2.2. Provide e-scooter users with rules and regulations specific to South Australia to ensure responsible riding and public safety when operating and parking the shared e-scooters on roads, footpaths, shared use paths and public spaces.
- 2.3. Provide terms and conditions of use which promote responsible and legal use, public safety and good behaviour. The Permit Holder is to have systems in place to incentivise good parking behaviour and penalise user non-compliance.
- 2.4. Undertake e-scooter awareness campaigns as directed by Council to increase awareness of the applicable laws and rules to increase user compliance.

## **3. E-scooter product, operations and performance**

The Permit Holder (shared e-scooter operator) must:

- 3.1. Not use e-scooters for the primary purpose of advertising or marketing.
- 3.2. Not allow number of e-scooters in operation or parked within the boundaries of the Permit to exceed the maximum permitted by Council.



- 3.3. That the Permit Holder's e-scooters fleet can only be used within the approved area as outlined in the Minister's approved Gazetted area. E-scooters are prohibited to be outside of the times of 6am to 9pm (6am to 6pm in non-daylight saving periods), outside of the Minister's approved area or in any other area nominated by Council. Permit Holders must be able to effectively geofence the approved areas to ensure that e-scooters can only be used in the approved areas outlined in this Permit. The permit holder must also be able to suspend or relocate a geofenced area for events/leisure activities or emergencies as required as directed by Council or SAPOL.
  - 3.4. Equip all e-scooters with a GPS tracker to enable all e-scooters to be located by the Permit Holder at all times, to ensure and monitor balanced and appropriate distribution of e-scooters and enable the identification of e-scooter users in the event of an accident, incident or inappropriate use.
  - 3.5. Provide Council with real-time information on the entire fleet through a documented application program interface (API). The data to be published to Council's API should include the following information in real-time for every parked device: identification number, GPS coordinate, availability start date, available start time, power level, date of last service, time to next service, service status.
  - 3.6. Provide information to enable data to be used by Ride Report, an open data standard for shared mobility so that real-time data feeds are available online in a uniform format so that map and transportation-based apps can easily incorporate this data into their platforms. Council reserves the right to display information about the operators on its website and may release this data to the Department of Planning, Transport and Infrastructure or its agents and representatives.
  - 3.7. Provide Council and its representatives with the authority and ability to easily move or relocate e-scooters that are deemed to be in inappropriate locations without the need to contact the Permit Holder.
  - 3.8. Monitor the location of all e-scooters at all times to avoid nuisance, clutter or congestion caused by its e-scooters, including the ability for the Permit Holder to identify if an e-scooter has fallen over.
  - 3.9. Only allow their e-scooter fleet to operate within approved areas and as outlined in the Minister's approved Gazetted area.
  - 3.10. Ensure that e-scooters cannot be operated within any exclusion area, including temporary event exclusion areas, as directed by Council.
  - 3.11. Speed restrict e-scooters to a maximum speed of 15km/h in the general approved area and 8km/h in 'go slow' zones, including on downhill descent, unless otherwise specified in each specific region of this Permit and ensure compliance with all relevant legislation and road traffic requirements.
  - 3.12. Ensure that all e-scooters are legal and safe to operate under Australian laws and regulations.
4. **Notification, response timeframe and compliance requirements**
- The Permit Holder (shared e-scooter operator) must:
- 4.1. Notify and provide reports on any known incidents and injuries resulting in hospitalisation or paramedic attendance of a user or third party within 24 hours of the incident time.
  - 4.2. Respond to and resolve issues within the following response time:



ISSUE	EXAMPLES (without limitations)	RESPONSE TIME
Dangerously located	Hanging from a tree On a median strip	Within 30 minutes
Impeding access	Impeding property access or parked across pedestrian kerb ramp	Within 1 hour
Fallen over e-scooter	Not parked in a standing position	Within 3 hours
Inappropriate density	Cluster and breaching density limits	Within 4 hours
Damaged, faulty or abandoned	Missing Wheels	Within 6 hours
Inappropriately located	Parked outside of the designated parking areas	Within 6 hours
Unused	Unused for more than 3 days	Within 24 hours

Penalties for breaches and offences may be issued by the relevant authority.

- 4.3. Ensure e-scooters remain in a safe and presentable condition so as not to detract from the amenity of the area in which they are parked.
- 4.4. Notify Council within 2 business days of any media activity or requests associated with the operation of this Permit.

## 5. Safe e-scooter parking

The Permit Holder (shared e-scooter operator) must:

- 5.1. Not cause disruption or nuisance. The Permit Holder must ensure that their e-scooters do not compromise or have a negative impact on other street users, including people with a disability. E-scooters must not be parked or allowed to remain on or in inappropriate locations such are:
  - 5.1.1. Within the pedestrian zone of a footpath or pathway;
  - 5.1.2. Where an e-scooter poses a safety hazard;
  - 5.1.3. Where they could interfere with pedestrian access generally or access to amenities;
- 5.2. Educate users of preferred or restricted parking zones as listed below and as otherwise advised by Council at its sole discretion;
- 5.3. Ensure that when e-scooters are parked near public bike racks, the designated racks should be left available for parking bicycles.
- 5.4. As determined that e-scooters shall be parked in designated parking areas defined by 'earth wraps' or similar along the shared path and as indicated in the plans provided in Appendix A. This will ensure safe and consistent access to footpaths for all users.
- 5.5. Ensure that in other areas, e-scooters should be parked in the designated parking areas. This will ensure safe and consistent access to footpaths for all users.
- 5.6. Ensure that e-scooters are parked in an upright position and not leaning or resting on other street furniture, buildings or infrastructure.
- 5.7. Have methods to implement and enforce designated parking and exclusions zones. All designated parking and exclusions zones set by Council must be displayed and detailed on the Permit Holder's application and service maps.

Council may determine the location of parking and exclusion zones at any time within the Permit Term.

## **6. Deployment and density requirements**

The Permit Holder (shared e-scooter operator) must:

- 6.1. Not exceed the maximum number of e-scooters specified in this Permit.
- 6.2. Deploy the fleet in a manner consistent with the safe e-scooter parking clause.
- 6.3. Monitor the location of all e-scooters daily to avoid clutter or clustering of e-scooters in any one location and adhere to the fleet size in collaboration with Council.
- 6.4. Collect or redistribute e-scooters when maximum scooter densities are reached within 4 hours of hitting the maximum density, unless otherwise agreed by the Council.

The maximum number of e-scooters permitted may be amended at any time at the discretion of Council. If the maximum number of e-scooters is decreased, Council will provide the Permit Holder notification of the decrease no less than 5 business days prior to the amendment being implemented. Council may increase the maximum permitted e-scooter fleet at any time and may specify a timeframe for the increase.

Council, at its discretion, may temporarily increase the maximum number of deployed e-scooters permitted for major events, activities, disruptions or periods to facilitate the transportation of patrons and users within a specific region. Permit Holders will be notified of any temporary increase a minimum of 5 business days prior to the increase being implemented.

## **7. Reporting and data sharing**

The Permit Holder (shared e-scooter operator) must:

- 7.1. Provide Council access to live API access points for trips and vehicle status (including all required fields) in the Mobility Data Specification (MDS) Provider API format (if applicable).
- 7.2. Provide access to MDS Provider API to third party organisations as directed by Council (if applicable).
- 7.3. Provide a monthly report on the statistics on their operations. The report is to be provided outlining the data collected and analysed for each calendar month. The report must be provided electronically by the 15<sup>th</sup> day of the next subsequent month. Each monthly report must include, but is not limited to:
  - 7.3.1. An overview of data provided in the MDS Provider API (if applicable).
  - 7.3.2. If the E-scooter boundary is expanded across multiple Council boundaries, a overview of data provided in the MDS Provider API for each specific region.
  - 7.3.3. Details and breakdown on e-scooter use and management during major events.
  - 7.3.4. The number of customer feedback queries received and categorised. The report shall include the number and type of complaints reported by users, non-users, Councils, Government Agencies or any other sources. The report should include the average time taken to resolve complaints and by type.
  - 7.3.5. The statistics on known incidents, collisions, near misses and injuries including information about the date, time, contributing factors and severity. Data is to be consistent with the metric system used in Australia. Reports to include: total number of reported and/or observed crashes and collisions, total



number of reported injuries categorised by property damage only, minor injury, serious injury and fatality, total number of third-party injuries (i.e. pedestrian collisions) categorised by property damage only, minor injury, serious injury and fatality, and a summary of the change to policy, requirements or procedures as a result of the above safety incidents. The report shall also include the number of categorised incidents for the month, calendar year and total since the commencement of the Permit.

- 7.3.6. An overview of the average life of scooters and percentage/count lost to vandalism vs. normal depreciation.
- 7.3.7. Carbon emission reporting including the estimated total kWh consumed to charge the e-scooter fleet for the period and the number of kilometres travelled by the Permit Holder vehicles and whether those vehicles were internal-combustion vs. electric
- 7.3.8. Any data available that is relevant to ride quality and braking coefficients if requested.
- 7.4. To undertake a customer satisfaction user survey within 2-3 months of the commencement date and to share those survey results with the Western Council Alliance Team. Additional user surveys may be requested by Council through the Permit Term. Each proponent will need to demonstrate how they will undertake this requirement as part of their submission.
- 7.5. Provide access to any user surveys and responses undertaken, or surveys that the Permit Holder is a participant to. This data must be in an anonymised format, including removal of email addresses or unique user identifiers.
- 7.6. Provide anonymised data collected to Council to assist with ongoing network planning and facility improvements. Data spreadsheet (in excel and/or other agreed format) containing information on all trips undertaken in the reporting month including, but not limited to:

	Format	Description
Company Name	[company name]	n/a
Type of bicycle or e-scooter	"Standard" or "Electric"	n/a
Trip record number	Xxx00001, xxx00002, xxx00003, ...	3-letter company acronym+ consecutive trip #
User Demographic data (aggregated format only)		For example, country of origin, gender and age (if collected).
Trip duration	MM:SS	n/a
Trip distance	KM	n/a
Trip waypoints to track the route (at least every minute)	An XML file format to be agreed	n/a
Start date	MM, DD, YYYY	n/a
Start time	HH:MM:SS (00:00:00 – 23:59:59)	n/a
End date	MM, DD, YYYY	n/a
End time	HH:MM:SS (00:00:00 – 23:59:59)	n/a
Start location	GPS location	n/a



End location	GPS location	n/a
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## 8. Exclusions areas

The Permit Holder (e-scooter share operator) must:

- 8.1. Geofence areas to ensure that e-scooters can only be used in the approved areas outlined in this Permit and its appendices. Permit holders must adhere to any initial or subsequent directs for short term and permanent geofencing made by Council.
- 8.2. Prohibit e-scooters from being ridden or parked in any area nominated by Council, including temporary geofenced exclusion areas for special events.

## 9. Designated parking

The Permit Holder (e-scooter share operator) must:

- 9.1. Ensure e-scooters are in designated parking areas if and as directed by Council. The format and layout of these parking areas will be determined by Council in consultation with the Permit Holder.

## Permit Holder Fees

That a Permit Fee of **\$1,000 AUD per proponent/Council for the 6 month trial (GST exempt)** is applicable for the Permit. This Permit Fee is invoiced prior to the commencement of the Permit and charged monthly in advance. If a Permit is revoked for any reason, relevant fees charged in advance will be reimbursed. Council from time to time may amend, alter, revoke or change the fee structure, including fees applicable to this Permit. The Permit Holder will be notified in writing if there are any changes to the fees for this permit.

Appendix A - Map of area (Holdfast Bay) for where e-scooters are permitted

# Attachment 3

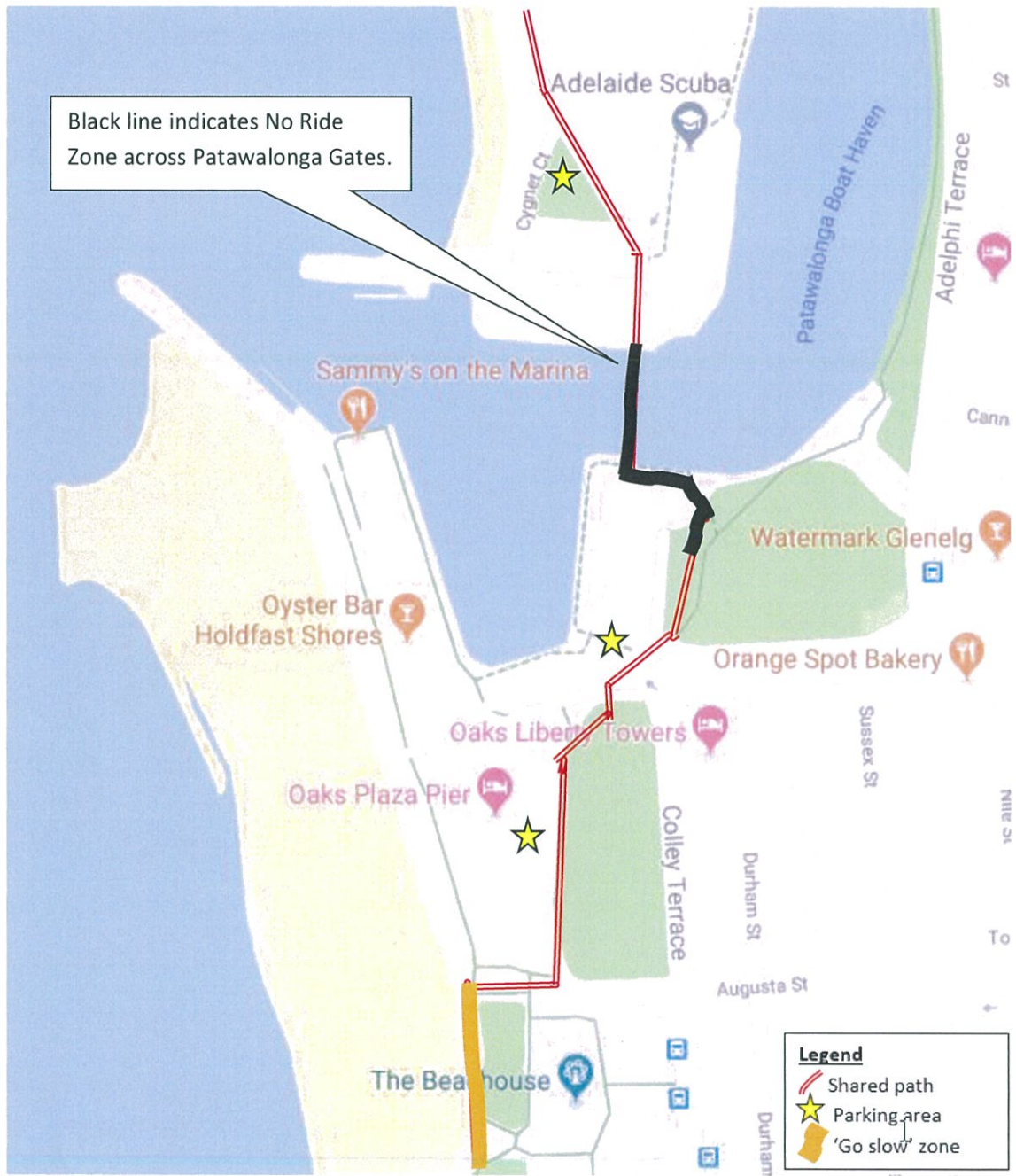




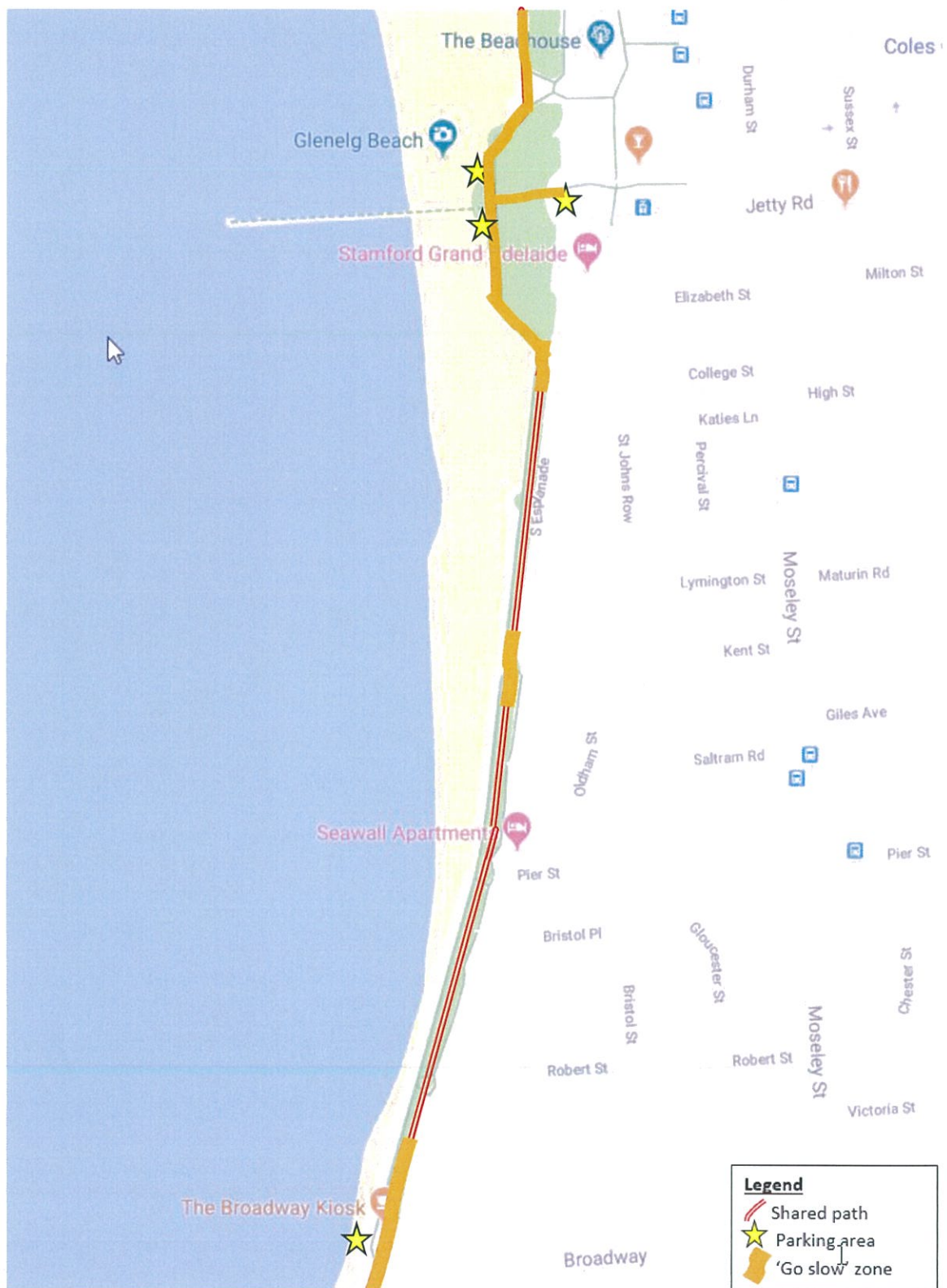
Note: permitted area restricted to 1.0 metre either side of shared path



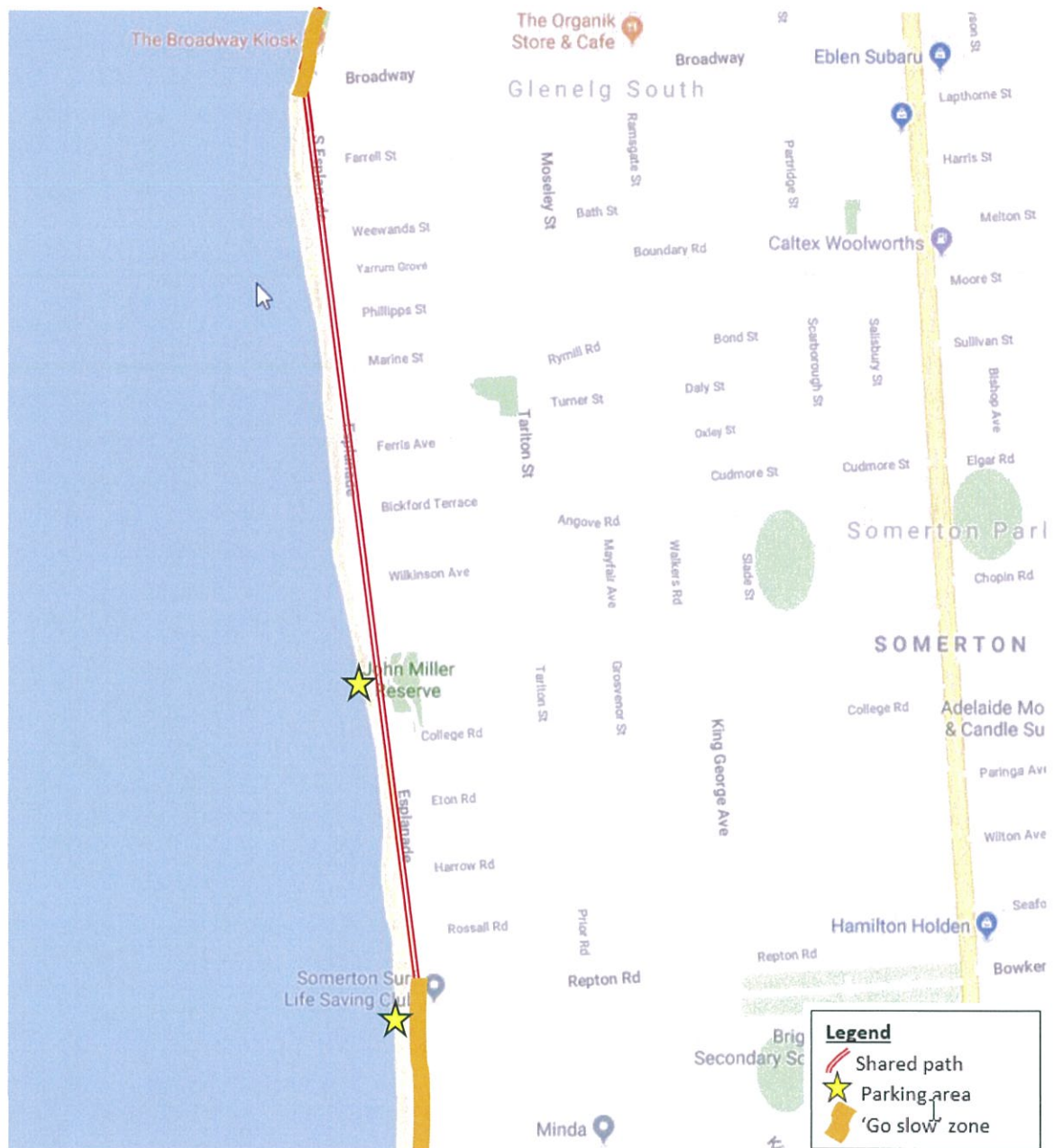
MAP 2



MAP 3

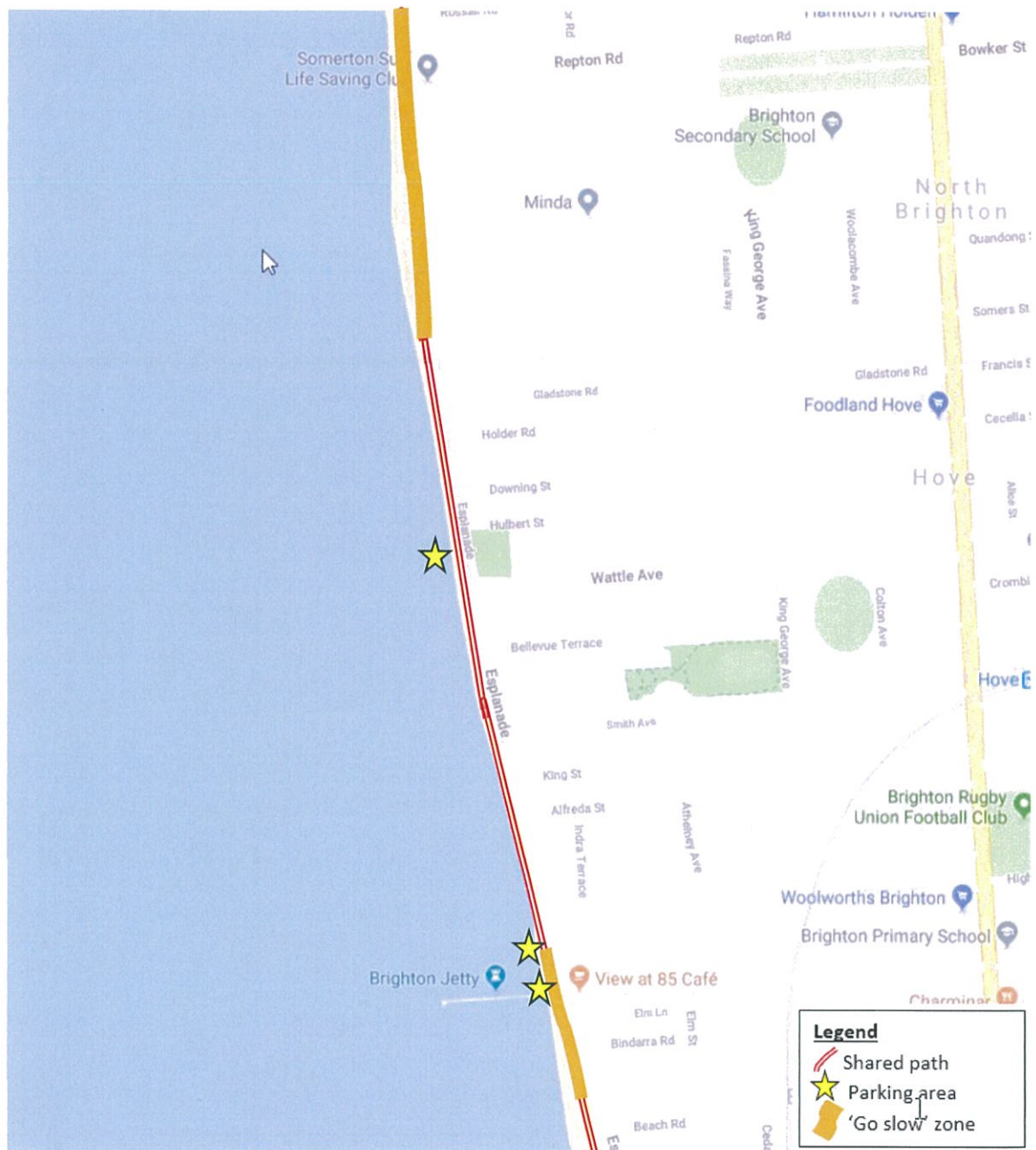


MAP 4

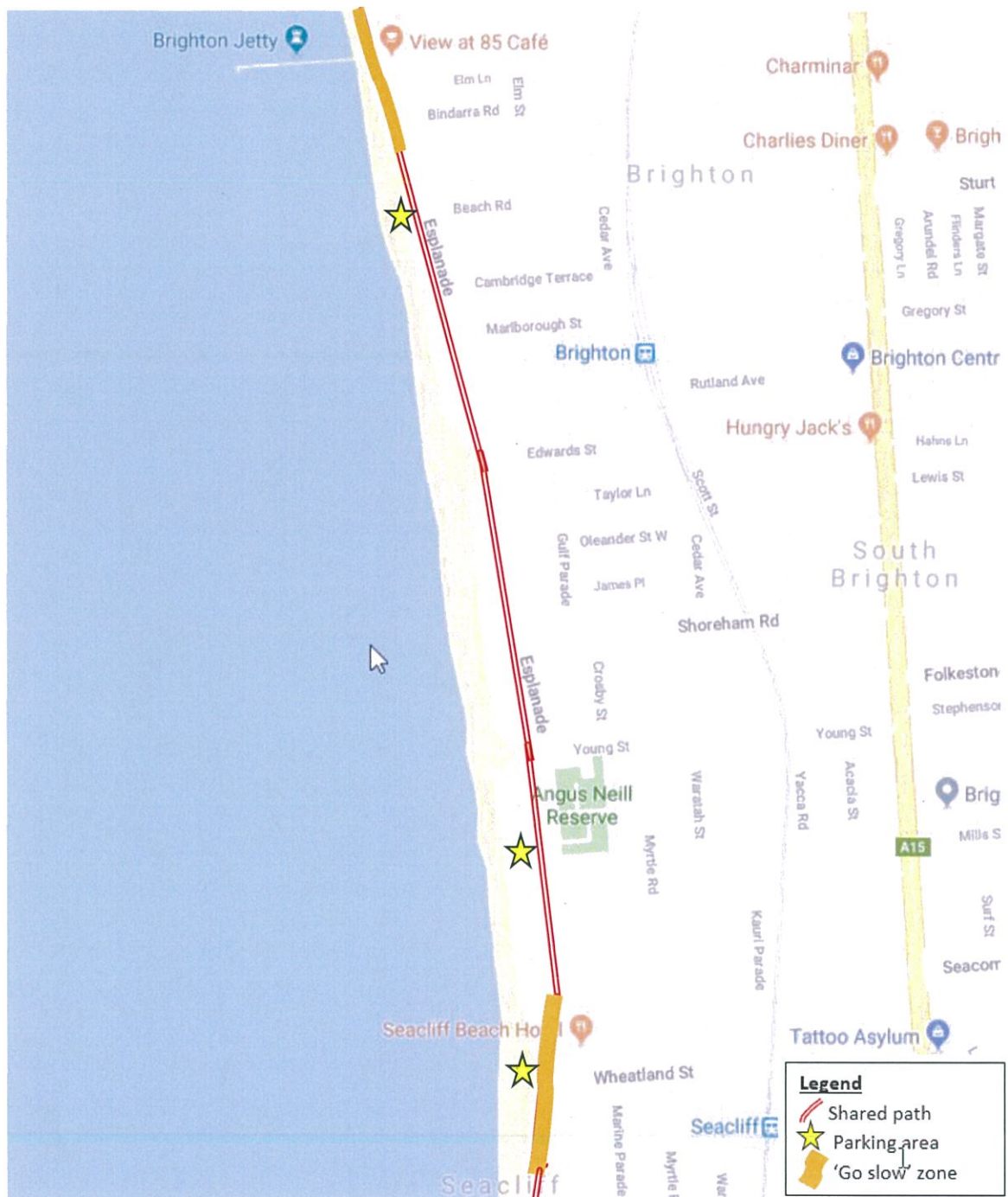




MAP 5



MAP 6





MAP 7



# Attachment 4





## SAFE WORK METHOD STATEMENT (SWMS)



<b>Company:</b>	Western Councils Alliance	<b>ABN:</b>	
<b>Contact Person:</b>	Chris Dunn	<b>Phone:</b>	0400 290 233
<b>Area / Locations:</b>	Coast Park (and some footpaths) from Outer Harbor to Seacliff		
<b>Task Description:</b>	Review of potential risks and hazards associated with 6 month trial of e-scooters along the Coast Park from Outer Harbor to Seacliff		
<b>Author:</b>	The Western Alliance team		

Definition of Likelihood	
Rare	Event may only occur in exceptional circumstances. Event is unlikely to occur within the next 5 years.
Unlikely	Event is unlikely to occur. The event has less than 25% chance of occurring. Event may occur within the next 5 years.
Possible	Event could occur at some time. The event has a 25-49% chance of occurring. Event will occur within the next 30 months.
Likely	Event will probably occur once per year. The event has a 50-74% chance of occurring. Event will occur within the next 18 months.
Almost certain	Event is expected to occur more than once per year. The event has more than 75% chance of occurring. Event will occur within the next 6 months.

Consequence Level	Risk Legend	Risk Matrix					
1 - Critical	E – Extreme		R	U	P	L	A
2 - Major	H – High	1	H	H	H	E	E
3 - Medium	M – Moderate	2	M	M	H	H	E
4 - Minor	L – Low	3	L	M	M	H	H
		4	L	L	M	M	H
5 - Insignificant		5	L	L	L	M	M

## SAFE WORK METHOD STATEMENT (SWMS)

	CRITICAL STEPS IN TRIALS List the steps relevant to the trial which will be carried out	POTENTIAL HAZARDS Adjacent to each step list the potential hazards that could cause harm.	Likelihood	Consequence	Risk without controls	RISK CONTROL MEASURES For each identified risk, list the control measures required to eliminate or minimise the risk of harm.	Likelihood	Consequence	Residual Risk	Risk Owner Ultimate responsibility and acceptance for ensuring that the control measures are in place.
1 Device and control management										
	Geofencing/ Geographic limitations	Devices going outside gazetted trial boundary. Being used contrary to gazettal	L	3	H	<ul style="list-style-type: none"><li>Geofencing to be in place /regular monitoring by proponents – witnessed use of geofencing during demonstrations</li></ul>	R	3	L	Western Alliance Councils /Proponents
	Mass limits (device)	Risk of devices being deployed that exceed legislative parameters	U	5	L	<ul style="list-style-type: none"><li>Reviewed at demo – will inspect prior to deployment, will be speed limited and regular ad-hoc inspections will be undertaken by relevant staff and the proponents</li></ul>	R	5	L	Western Alliance Councils /Proponents
	Hardware/software updates over the course of the trial	New unverified technologies yet to be proven	U	5	L	<ul style="list-style-type: none"><li>The two (2) proponents have agreed to data sharing for the project. The current technologies have been trialled, tested and refined in other trials throughout Australia and around the world</li></ul>	R	5	L	Western Alliance Councils /Proponents
	Fleet balancing/ Density management	Too many devices deployed in one area	L	4	M	<ul style="list-style-type: none"><li>These will be carefully monitored by both proponents and designated parking areas will be created and scooters deployed by staff to each parking area based on demand. This will be regularly updated and reviewed as it is in the best interest of the proponents that there are adequate scooters at each parking location and vice versa to ensure maximum potential of 'rides'.</li></ul>	U	4	L	Western Alliance Councils /Proponents
	Helmet management	Helmets not available for device use causing non-compliance with gazette notice	P	3	M	<ul style="list-style-type: none"><li>A helmet lock is being considered by both proponents which does not allow disengagement of the device without the helmet being attached and discounts will be offered for 'selfies' with the helmet on at the end/beginning of a ride.</li></ul>	R	3	L	Western Alliance Councils /Proponents
	Broken or defective devices management		P	2	H	<ul style="list-style-type: none"><li>There are strict KPI's that the two (2) proponents will need to meet and report to as part of their permit conditions in regards to</li></ul>	R	2	M	Western Alliance Councils /Proponents

## SAFE WORK METHOD STATEMENT (SWMS)



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					repair to broken or defective devices. These will be monitored continuously and reported back to Council who will then on-share with DPTI.				
<b>2 Public Amenity</b>									
Management of congestion areas (e.g. high pedestrian use areas)	Footpath infrastructure not wide enough to support device, other mobility aids and pedestrian use due to high traffic (e.g. shopping strip)	L	2	H	<ul style="list-style-type: none"> <li>In areas of high pedestrian use scooters will be speed restricted to 8km/h (controlled by geofencing). Decals on the path will signify this. Decals will also be in place along the trail so that pedestrians and other users are aware that scooters may be present. At times of events scooters will be restricted altogether and may be removed out of the event area – this can be undertaken quickly as demonstrated in the demos that were undertaken.</li> </ul>	U	2	M	Western Alliance Councils /Proponents
Nuisance/littering of helmets and or devices	Helmets separating from devices and causing litter Devices left on road or thoroughfare causing issue to other traffic (vehicles) Causing a tripping hazard to pedestrians	P	4	M	<ul style="list-style-type: none"> <li>A helmet lock is being considered by both proponents which does not allow disengagement of the device without the helmet being attached and discounts will be offered for 'selfies' with the helmet on at the end/beginning of a ride.</li> <li>There will be regular 'assessments' by the proponents staff to ensure that helmets/scooters are picked up</li> </ul>	U	4	L	Western Alliance Councils /Proponents
Environmental damage – e.g. waterway littering	Devices abandoned in waterways – potentially degrading and leeching material from battery	P	2	H	<ul style="list-style-type: none"> <li>An alarm will be sounded to the proponent for any scooters that venture outside the geofenced area and scooters will not operate outside the geofenced area.</li> </ul>	U	2	M	Western Alliance Councils /Proponents
<b>3 Preferred Parking/Docking</b>									
Device parking management		L	4	M	<ul style="list-style-type: none"> <li>Users will only be able to disengage in designed parking areas; these will be designated by 'decals'.</li> </ul>	U	4	L	Western Alliance Councils /Proponents
No go zones		L	3	H	<ul style="list-style-type: none"> <li>The trail will be geofenced such that users will not be able to proceed outside of the geofenced area and an alarm will sound to the proponents</li> </ul>	U	3	M	Western Alliance Councils /Proponents



## SAFE WORK METHOD STATEMENT (SWMS)



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					who will immediately be notified that the scooter is outside the approved area. The trail will be designed with decals as indicated in Attachment 3 of this submission					
	Slow zones		L	3	H	<ul style="list-style-type: none"><li>Users will be speed restricted to 8km/h in areas of high pedestrian activity</li></ul>	U	3	M	Western Alliance Councils /Proponents
4 Risks to other road users										
	Interactions with pedestrians		L	3	H	<ul style="list-style-type: none"><li>Bells are provided and advice on how to use safely is provided within the 'app'. In areas of high pedestrian activity, the scooters will be speed restricted to 8km/hr and 15 km/hr generally. Signs will be provided along the path at regular intervals to inform users of the trial</li></ul>	P	3	M	Western Alliance Councils /Proponents
	Interactions with vulnerable road users (elderly/disabled)		L	2	H	<ul style="list-style-type: none"><li>Bells are provided and advice on how to use safely is provided within the 'app'. In areas of high pedestrian activity, the scooters will be speed restricted to 8km/hr and 15 km/hr generally. Signs will be provided along the path at regular intervals to inform users of the trial</li></ul>	U	2	M	Western Alliance Councils /Proponents
	Interactions with cyclists		L	3	H	<ul style="list-style-type: none"><li>Bells are provided and advice on how to use safely is provided within the 'app'. In areas of high pedestrian activity, the scooters will be speed restricted to 8km/hr and 15 km/hr generally. Signs will be provided along the path at regular intervals to inform users of the trial</li></ul>	P	3	M	Western Alliance Councils /Proponents
	Collisions with other road users	e.g. pedestrians/vehicles	L	2	H	<ul style="list-style-type: none"><li>A 'crash' detector and anti-tipping alarm is deployed on the scooters which sends an alarm to the proponents if there is suspicion of a crash (which can then send an emergency signal) or the scooters are lying on the ground.</li></ul>	U	2	M	Western Alliance Councils /Proponents
5 Risks to road infrastructure										
	Damage to road infrastructure by use		U	3	M	<ul style="list-style-type: none"><li>There will be limited use on the road. However, Council staff will regular monitor use and any damage to infrastructure that may result</li></ul>	R	3	M	Western Alliance Councils /Proponents

## SAFE WORK METHOD STATEMENT (SWMS)

	Collisions with road infrastructure	e.g. fixed points (traffic lights, signs etc)	P	3	M	<ul style="list-style-type: none"> <li>A audit has been undertaken with the two (2) preferred proponents walking along the entire route to identify any issues/concerns/gaps/ in infrastructure that need addressing and the addition of more 'go slow' zones</li> </ul>	U	3	M	Western Alliance Councils /Proponents
<b>6 Pre-trial device testing</b>										
	How organisation plans to undertake pre-trial device testing to show speed restriction; helmet locks etc		L	3	H	<ul style="list-style-type: none"> <li>A demo has been undertaken and the route has been walked/ridden with the Western Alliance Councils and the two (2) preferred proponents</li> </ul>	U	3	M	Western Alliance Councils /Proponents
<b>7 Training to device user/compliance with road rules</b>										
	Maximum speed restriction (15km/hr)		L	3	H	<ul style="list-style-type: none"> <li>Speed restricted to 15km/h by way of geofencing and further restricted in areas of high pedestrian activity</li> </ul>	R	3	L	Western Alliance Councils /Proponents
	Helmet use		P	2	H	<ul style="list-style-type: none"> <li>A helmet lock is being considered by both proponents which does not allow disengagement of the device without the helmet being attached and discounts will be offered for 'selfies' with the helmet on at the end/beginning of a ride.</li> </ul>	U	2	M	Western Alliance Councils /Proponents
	Other road rule infractions	Pillion passengers Cargo Drink/drug driving etc.	P	2	H	<ul style="list-style-type: none"> <li>Time of use is restricted from 6am to 9pm on any day which means that 'drunken' behaviour is less likely. Scooters will be removed overnight from areas of high pedestrian activity. Alarms will notify the relevant proponent when the scooter is overloaded</li> </ul>	U	2	M	Western Alliance Councils /Proponents
<b>8 Complementary management with other device operators</b>										
	Interactions between proposed operators (e.g. periodic helmet swap)		P	4	M	<ul style="list-style-type: none"> <li>There will be many staff from both proponents monitoring use of the scooters and changing batteries over as required. The helmets will be cleaned each time the batteries are swapped over</li> </ul>	U	4	L	Western Alliance Councils /Proponents

## SAFE WORK METHOD STATEMENT (SWMS)

	How trialling organisations may manage permits should there be disagreement between 3 <sup>rd</sup> party operators		P	3	M	<ul style="list-style-type: none"> <li>Work collaboratively and monthly meetings with the two preferred proponents and the Western Alliance Team. Terms of reference with each proponent have been discussed on the 'walk/drive' tour with the two (2) preferred proponents.</li> </ul>	R	3	L	Western Alliance Councils /Proponents
<b>9</b>	<b>Traffic management plan (TMP)</b>									
	Event planning		P	2	H	<ul style="list-style-type: none"> <li>At times of events scooters will be restricted altogether and may be removed out of the event area – this can be undertaken quickly using 'geofencing' as demonstrated in the demos that were undertaken.</li> </ul>	U	2	M	Western Alliance Councils /Proponents
	Complex intersections	e.g. Scramble crossings	P	2	H	<ul style="list-style-type: none"> <li>Decals will be installed identifying preferred route</li> <li>Any complicated intersections/concerns discussed and addressed on route assessment by the installation of decals to identify the trail/corridor and/or introducing more 'go slow' zones.</li> <li>Further information will be provided to users on the 'app' provided by each provider</li> </ul>	U	2	M	Western Alliance Councils /Proponents
<b>10</b>	<b>Additional Information</b>									
	Management and reporting of incidents	Including near misses	P	2	H	<ul style="list-style-type: none"> <li>through proponent 'app' and engagement with SAPOL on reported incidents and regularly intervening as required</li> </ul>	U	2	M	Western Alliance Councils /Proponents



## SAFE WORK METHOD STATEMENT (SWMS)



### Key Contact Officers for SWMS

**Notices required:** The following persons are authorised representatives of each nominated agency. Notices required by the SWMS are considered to be provided if provided to the officers below and \* indicates primary officers that may provide agreement of that agency.

	Officer	Title / Position	Phone	Email
Applicant Name	Chris Dunn	Manager, Construction, Design and Transport (PAE)	0400 290 233	chris.dunn@cityofpae.sa.gov.au
	Damian Landrigan	Technical Officer – Traffic & Transport (City of HB)	8229 9943	dlandrigan@holdfast.sa.gov.au
DPTI	TBC			

### Acknowledgements / Authorisations

	Name	Signature	Date	<b>Acknowledgements / Authorisations:</b> By signing this part, the person certifies that they have reviewed this SWMS to the best of their ability and they are satisfied that there are no significant deficiencies / errors.
	Chris Dunn		19/12/2019	

### Record of Reviews - SWMS

If any risks change or are amended during the trial period, the SWMS also requires updating. In this case, the amended SWMS shall go through the entire review & certification process again.

Reviewed by: (Name)	On (Date)	Title / Position	Signature