

Officer Decision Making

Thursday, 25th August, 2022
at 10.00 am

PLEASE NOTE TIME OF MEETING

Virtual Meetings - Virtual meeting

This meeting is not open to the public

Decision Maker

Executive Director Growth

Contacts

Democratic Support Officer

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AGENDA

Agendas and papers are available via the Council's website

1 PROPOSED TRAFFIC REGULATION ORDER RELATING TO RENTAL E-SCOOTERS IN SOUTHAMPTON (Pages 1 - 106)

Report by the Head of Service to the Executive Director for Growth on the proposed Traffic Regulation Order related to rental e-scooters in Southampton.

This report is submitted for consideration as a general exception under paragraph 15 of the Access to Information procedure Rules in Part 4 of the Council's Constitution, notice having been given to the Chair of Overview and Scrutiny Management Committee and the public.

Wednesday, 17 August 2022

Service Director – Legal and Business Operations

Agenda Item 1

DECISION-MAKER:	Executive Director of Growth
SUBJECT:	Proposed Traffic Regulation Order ('TRO') relating to E-Scooters in Southampton
DATE OF DECISION:	25 August 2022
REPORT OF:	Head of Green City and Infrastructure – Pete Boustred

<u>CONTACT DETAILS</u>			
Executive Director	Title	Executive Director of Growth	
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STATEMENT OF CONFIDENTIALITY

NOT APPLICABLE

BRIEF SUMMARY

This report is submitted for consideration as a general exception under paragraph 15 of the Access to Information procedure Rules in Part 4 of the Council's Constitution, notice having been given to the Chair of Overview and Scrutiny Management Committee and the public. The matter requires a decision to resolve the expiring Experimental Traffic Regulation Order that facilitates the rental e-scooter trial in Southampton. The urgency is linked to the expiry date of the Experimental Traffic Regulation Order on 13 September 2022, and for these reasons the decision cannot be deferred for inclusion in the next Forward Plan for decision following 28 clear days' notice.

An Experimental Traffic Regulation Order has been in place for 18 months and expires on 13 September 2022. The conversion of the Experimental Traffic Regulation Order, previously agreed under officer delegation, to a Permanent Traffic Regulation Order is recommended to facilitate the e-scooter trial's continuation to the end of November 2022.

A subsequent decision will be required later this autumn on whether to extend the E-Scooter trial beyond the end of November 2022, noting that on 28 June 22 the Department for Transport (DfT) confirmed that ministers had approved the extension of the national E-scooter trial period to 31 May 2024, giving participating local authorities the option to extend if they wish.

RECOMMENDATIONS:

	(i)	It is recommended that approval is granted to make the 'The City of Southampton (Electric Scooter) Experimental Order 2021' permanent.
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REASONS FOR REPORT RECOMMENDATIONS

1.	To facilitate SCC e-scooter trial to run until the current end date in November 2022 supported by a Traffic Regulation Order that removes restrictions on e-scooters in cycle lanes in Southampton, and to provide the flexibility to extend the e-scooter trial beyond November 2022 if required.
ALTERNATIVE OPTIONS CONSIDERED AND REJECTED	
2.	Alternative options considered were to: <ul style="list-style-type: none"> • Allow the ETRO to lapse • Make a new ETRO
3.	Lapse the ETRO: The ETRO would expire at the end of 12 September 2022. E-Scooters would not be permitted to use the on-carriageway cycle lanes and other types of road space that would normally be prohibited due to the classification as a motor vehicle, for the remaining period of the previously agreed trial end date. This would cause practical difficulties and confusion for users and non-users of the e-scooter trial regarding where they can or can't be used. This option is not recommended.
4.	Make a new ETRO: It is not possible to make a replacement ETRO that replicates the provisions for the same purpose as the existing ETRO, therefore this option is not recommended.
DETAIL (Including consultation carried out)	
5.	As part of the government's response to COVID-19, and to support a 'green' restart of local travel to help mitigate reduced capacity on public transport, the Department for Transport (DfT) fast-tracked and expanded trials of rental e-scooters. The trials enable essential insights for the DfT and councils as to how rental e-scooters contribute to the transport mix in urban centres.
6.	During the trials, e-scooters remain classified as motor vehicles, and the relevant motor vehicle insurance must be provided via the scheme operator. E-scooters must meet requirements for vehicle construction and approval set by the DfT.
7.	The DfT is only permitting the trialling of approved rental e-scooters. The use of privately owned e-scooters on the public highway remains illegal.
8.	The DfT had originally planned that all trial schemes would end by 31 March 2022, but subsequently invited trial areas to extend them to November 2022. Followed by a further extension to May 2024 for existing trials that wished to be continued.
9.	The main aim of the trials is to build robust evidence about the safety benefits, public perceptions and wider impacts of e-scooters to inform legal changes that may be necessary after the trial period ends. Key areas which the Council and DfT will be gather information on include: <ul style="list-style-type: none"> • Safety outcomes for e-scooter users and what influences this • Interaction with, and effect on, other road users • Public perceptions of these scooters including people with disabilities and related groups • Nature of modal shift and new journeys that have been enabled • characteristics of users and how uptake and outcomes differ for different groups Local authority perception of effects on their transport system lessons

10.	<p>As of the end of June 2022:</p> <ul style="list-style-type: none"> • 1250 Voi e-scooters in Southampton • 666,845 total rides completed • 1,604,950 km's ridden • 55,167 unique users 						
11.	<p>A key requirement for the trial is that Traffic Regulation Orders (TROs) were updated where required, to allow rental e-scooter use. Specifically, the purpose of the experimental traffic regulation order (ETRO) "The City of Southampton (Electric Scooter) Experimental Order 2021" ("The ETRO") is to allow e-scooters' use in bus lanes and cycle lanes in Southampton.</p>						
12.	<p>The ETRO expires on 13 September 2022. The Department for Transport has declined to issue guidance on the most suitable traffic order arrangements to continue the trial beyond 13 September 2022, preferring to leave this to local authorities' legal departments to determine. Following discussions with transport officers and legal representatives from across Solent Transport's member local authorities, together with a review of other trial areas that have recently converted their ETROs to permanent orders, the recommendation is to address the expiry of the ETRO by converting to a permanent order.</p>						
13.	<p>The ETRO was made on 3 March 2021 (Appendix 1) and advertised in the Hampshire Independent newspaper on 5 March 2021 (Appendix 3). The Police and relevant statutory consultees were informed of the proposals 7 days prior to the ETRO coming into operation on 13 March 2021. In addition to the above the Council provided information of the proposals on various media platforms.</p>						
14.	<p>There were 86 representations received in total, 72 of which were objections to the e-scooter trial. A summary of the main issues raised are in the table below. Full responses can be found in Appendix 4. The first 6 months following scheme implementation formed the formal consultation period for the ETRO. The responses received are primarily raising issue with the e-scooter trial, enforcement and safety issues. As stated in paragraph 15 and the supporting Equality & Safety Impact Assessment (ESIA) (Appendix 5) there are mitigations in place to reduce the risks identified. It should also be noted that the ETRO does not authorise the use of e-scooters in the city, this is achieved through the issuing of a Vehicle Special Order (VSO) by the DfT. The ETRO removes restrictions on use of E-Scooters in specific orders (e.g. cycle lanes).</p> <table border="1" data-bbox="331 1637 1431 2123"> <thead> <tr> <th data-bbox="331 1637 836 1693">Summary of Issues Raised</th> <th data-bbox="836 1637 1431 1693">Officer Response</th> </tr> </thead> <tbody> <tr> <td data-bbox="331 1693 836 1816">General objection to the rental e-scooter trial</td> <td data-bbox="836 1693 1431 1816">The e-scooter trial objections will be considered as part of the trial extension decision.</td> </tr> <tr> <td data-bbox="331 1816 836 2123">Complaint about a service user</td> <td data-bbox="836 1816 1431 2123">Service user complaints are relayed to the operator, Voi, to resolve. Users can be issued a strike or permanent ban based on the evidence provided and the number of previous strikes issued. One strike is a 7-day ban, two strikes is a 30 day ban and three strikes is a permanent ban from the service.</td> </tr> </tbody> </table>	Summary of Issues Raised	Officer Response	General objection to the rental e-scooter trial	The e-scooter trial objections will be considered as part of the trial extension decision.	Complaint about a service user	Service user complaints are relayed to the operator, Voi, to resolve. Users can be issued a strike or permanent ban based on the evidence provided and the number of previous strikes issued. One strike is a 7-day ban, two strikes is a 30 day ban and three strikes is a permanent ban from the service.
Summary of Issues Raised	Officer Response						
General objection to the rental e-scooter trial	The e-scooter trial objections will be considered as part of the trial extension decision.						
Complaint about a service user	Service user complaints are relayed to the operator, Voi, to resolve. Users can be issued a strike or permanent ban based on the evidence provided and the number of previous strikes issued. One strike is a 7-day ban, two strikes is a 30 day ban and three strikes is a permanent ban from the service.						

	Private e-scooters	The use of privately owned e-scooters on the public highway remains illegal.
	Safety and enforcement	The appended ESIA highlights the key mitigations Voi and SCC put in place to improve safety and enforcement.
	Issues with rental e-scooter parking proposals or existing parking locations	A separate process requiring applications under Part VIIA Section 115E of the Highways Act 1980 provides oversight of the consents for e-scooter docking facilities, with representations considered on a case-by-case basis.
	Support for service or request for additional parking locations	E-scooter trial support will be considered as part of the trial extension decision. Requests for additional parking locations are referred to Voi for review.
15.	<p>The e-scooters and project approach have a range of features and terms of use to ensure their safe use, including but not limited to:</p> <ul style="list-style-type: none"> • Lights • Indicators • Voi insure every ride, including third party • Heavy to mitigate risk of e-scooters being picked up and moved inappropriately or thrown • Meets DfT minimum standards • Identification plates • Speed limited to 12.5mph (the DfT limit is 15mph) • Geofencing capability to allow No Ride Zones (NRZs) and slow zones to reduce speed in higher risk areas • GPS tracked, and riders identified by Voi from accounts to enforce against inappropriate riding • Need for provisional license before being approved to use the Voi e-scooters • Kick stand to avoid e-scooters toppling over • “Parking Cop” to ensure suitable parking, with consequences for poor parking including a ban • Ride like Voila training and education • Strict reporting and banning policy to discourage inappropriate riding • Parking rack site risk assessments to ensure suitable location on the footway, taking into consideration equality impact assessment and a risk and safety assessment. • Continued review of the scheme to ensure new risks and safety concerns can be addressed due to the trial nature of the project. • Safety events to provide direct training and distribute free helmets • Encourage use of helmets in-app • Ongoing issue resolution and maintenance programme for e-scooters • Regular engagement with impacted groups including hosting disability roundtable events and direct engagement through the Voi dedicated City Success Manager 	

	<ul style="list-style-type: none"> • Operating hours limited to 4am-10pm to reduce risk of drink riding with sobriety testing on the app starting at 9pm to further mitigate this risk. • Open and regular communication with Hampshire Constabulary and Southampton City Council community groups and community cohesion teams. • Voi support to Police for enforcing illegal use of rented e-scooters. • Co-design of E-scooter parking racks with the Royal National Institution for Blind People (RNIB). • Continued development and innovation (e.g., e-scooter noise and pavement riding detection). <i>Note: not currently implemented in Southampton but expect it to be trialed before the project ends.</i> • Colour scheme of Voi e-scooters is designed to be recognisable and being more distinguishable to visually impaired people. • Mandatory training requirement to ensure all users are briefed on the behavioral requirements for riding a Voi E-Scooter.
16.	Regarding parking locations, consultation is also carried out on every site proposed for a new e-scooter parking under Part VIIA Section 115E of the Highways Act 1980. This includes contacting all frontagers to the proposed location, and a public notice on site for 28 days. Responses are considered before a decision is taken on issuing consent to the e-scooter operator for parking facilities.
17.	Based on the responses and the mitigations in place, the recommendation is to make the ETRO a permanent TRO to continue facilitation of the E-Scooter trial. However, the council continues to encourage and welcome feedback to help improve the scheme. All feedback received during the first 6 months of the ETRO, and subsequent feedback will inform the decision on whether the e-scooter trial should be extended beyond November 2022. SCC will also actively pursue opportunities to gain further feedback ahead of the end of November.
RESOURCE IMPLICATIONS	
<u>Capital/Revenue</u>	
18.	Funding is allocated from the overall Solent Transport Future Transport Zone budget to deliver the trial in Southampton, and there is sufficient budget allocated until at least November 2022 should the decision be taken to extend to the end of November. This decision is relating to the ETRO only and any subsequent decision to extend the E-Scooter trial beyond November 2022 will also consider resource and financial implications at that time.
<u>Property/Other</u>	
19.	Not applicable
LEGAL IMPLICATIONS	
<u>Statutory power to undertake proposals in the report:</u>	
20.	Southampton City Council is the Local Highway Authority and the Traffic Authority for the City and as such has the power to restrict and regulate traffic under the Road Traffic Regulation Act 1984. Sections 9 and 10 allow schemes to be trialed on an experimental basis.

	The Council is required to exercise its functions under the Road Traffic Regulation Act 1984 to secure the expeditious, convenient and safe movement of vehicular and other traffic (including pedestrians) and the provision of suitable and adequate parking facilities on and off the highway.
21.	SCC will be making a TRO pursuant to sections 1 and 2 of the RTRA 1984. Regulation 23 of the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996 allows a TRO to reproduce and continue in force indefinitely the provisions of an Experimental TRO under a modified procedure, where the sole effect of the order is to reproduce those provisions.
22.	In preparing and determining the proposals set out in this report the Council is required to have regard to the provisions of Equalities legislation, the Human Rights Act 1998 and s.17 Crime and Disorder Act 1998 (the duty to have regard to the need to remove or reduce crime and disorder in the area).
Other Legal Implications:	
22.	The Electric Scooter Trials and Traffic Signs (Coronavirus) Regulations and General Directions 2020 came into force on 4 July 2020, to facilitate e-scooter trials, with further provisions in the Traffic Signs (Coronavirus) (Amendment) (England) Regulations 2021 which came into force on 19 February 2021.
23.	Only Voi e-scooters are legal in Southampton as part of the trial. Privately owned e-scooters will still be considered illegal.
RISK MANAGEMENT IMPLICATIONS	
25.	An Equality and Safety Impact Assessment (ESIA) has been drafted and is regularly updated throughout the trial (Appendix 5). This provides detail for the mitigations in place to reduce risks presented by e-scooters in Southampton.
POLICY FRAMEWORK IMPLICATIONS	
26.	The proposals within this report are in accordance with the Local Transport Plan and LTP Implementation Plan.

KEY DECISION?	Yes
WARDS/COMMUNITIES AFFECTED:	All
<u>SUPPORTING DOCUMENTATION</u>	
Appendices	
1.	Experimental Traffic Regulation Order
2.	Statement of Reasons
3.	Public Notice
4.	Full Responses to ETRO
5.	Equality and Safety Impact Assessment

Documents In Members' Rooms

1.	N/A
Equality Impact Assessment	

Do the implications/subject of the report require an Equality and Safety Impact Assessment (ESIA) to be carried out.		Yes
Data Protection Impact Assessment		
Do the implications/subject of the report require a Data Protection Impact Assessment (DPIA) to be carried out.		No
Other Background Documents Other Background documents available for inspection at: Government Guidance on E-Scooters for Local Authorities: E-scooter trials: guidance for local authorities and rental operators - GOV.UK (www.gov.uk) Electric Scooter Trials & Traffic Signs (Coronavirus) Regulations & General Directions 2020: The Electric Scooter Trials and Traffic Signs (Coronavirus) Regulations and General Directions 2020 (legislation.gov.uk) The Traffic Signs (Coronavirus) (Amendment) (England) Regulations 2021: The Traffic Signs (Coronavirus) (Amendment) (England) Regulations 2021 (legislation.gov.uk)		
Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)	
1.		
2.		

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THE CITY OF SOUTHAMPTON (ELECTRIC SCOOTER) EXPERIMENTAL ORDER 2021

Southampton City Council (hereinafter called "the Council") in exercise of its powers under sections 9, 10 and Part IV of Schedule 9 of the Road Traffic Regulation Act 1984 ("the Act") and of all other enabling powers and after consultation with the Chief Officer of Police in accordance with Part III of Schedule 9 to the Act hereby makes the following Order:

CITATION

- 1 This Order shall come into operation on 13th March 2021 and may be cited as The City of Southampton (Electric Scooter) Experimental Order 2021.

DURATION

- 2 This Order shall cease to have effect 18 months after it comes into operation or when a further Order to reproduce and continue in force indefinitely the provisions of this Experimental Order is made, whichever is the earliest.
- 3 The Southampton City Council Head of Green City & Infrastructure may modify or suspend the operation of this Order or any provision of it if it appears to them essential:
 - (i) in the interests of the expeditious, convenient and safe movement of traffic, or
 - (ii) in the interests of providing suitable and adequate on-street parking facilities, or
 - (iii) for preserving or improving the amenities of the area through which the road runs.

INTERPRETATION

- 4 In this Order:
 - (i) "Electric Scooter" means an electric scooter as defined in The Traffic Signs Regulations and General Directions 2016 hired from a company authorised by the Department for Transport and the Council to hire out Electric Scooters within the city being used as part of a Trial.
 - (ii) "Trial" shall means an Electric Scooter being used in a trial as defined in The Traffic Signs Regulations and General Directions 2016.
 - (iii) Except where otherwise stated, any reference to an Article or Schedule shall be construed as a reference to that Article or Schedule in this Order.
 - (iv) Any reference to an enactment shall be construed as a reference to that enactment as amended by any subsequent enactments.

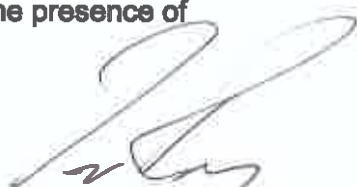
ELECTRIC SCOOTER TRIAL

- 5 Any reference to "pedal cycle", "bicycle", or "cycle" in any traffic regulation order made by the Council shall be deemed to be varied to include Electric Scooters.
- 6 An Electric Scooter shall be permitted on any road or length of road in the city of Southampton, not being a motorway in accordance with the Southampton City Council E-scooter Trial Order 2021 (VS 22/2021).

- 7 An Electric Scooter shall be permitted on any applicable cycle track in the city of Southampton which is deemed redesignated for the purposes of this Order to be a cycle lane as defined in The Traffic Signs Regulations and General Directions 2016 for the duration of this Order.**

THE COMMON SEAL of
SOUTHAMPTON CITY COUNCIL
was hereunto affixed this 3rd day of
March 2021

in the presence of



Authorised Signatory



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THE CITY OF SOUTHAMPTON (ELECTRIC SCOOTER) EXPERIMENTAL ORDER 2021

Statement of Reasons

This Order is being proposed for the following reasons:

- For avoiding danger to persons or other traffic using the road or any other road or for preventing the likelihood of any such danger arising
- For facilitating the passage on the road or any other road of any class of traffic

This order will enable monitoring of safety, public perception and the wider impacts and benefits of allowing rental electric scooters on public roads and cycle facilities and forms part of wider trial being conducted across the country by the Department for Transport.

In authorising the advertisement of these proposals the Council has given consideration to its duty under s122 of the Road Traffic Regulation Act 1984 to secure the expeditious, convenient and safe movement of vehicular and other traffic (including pedestrians) and the provision of suitable and adequate parking facilities on and off the highway (while having regard to the matters specified in s122 subsection (2) of that Act).

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PUBLIC NOTICE

THE CITY OF SOUTHAMPTON (ELECTRIC SCOOTER) EXPERIMENTAL ORDER 2021

NOTICE IS HEREBY GIVEN THAT SOUTHAMPTON CITY COUNCIL made the above Order on 3rd March 2021, the effects of which are:

- 1 To permit the use of rental electric scooters within cycle facilities across the city as part of a trial into their use.

The Order will come into operation on 13th March 2021.

The Council will be considering in due course whether the provisions of the Order shall continue in force indefinitely.

Any person may object to the making of an Order for the purpose of such indefinite continuation, within six months of this experimental Order coming into force, or within six months of any subsequent variation or modification to this Order coming into force, whichever may be the later.

Any such objection must be in writing, stating the grounds on which it is made, quoting the Order title and sent to the Highways Legal Team at Southampton City Council, Civic Centre, Southampton, SO14 7LY or via email to Traffic.Orders.Legal@southampton.gov.uk

Copies of the Order, map and statement of reasons for proposing can be emailed or posted upon request. Further information may also be obtained from the Highways division on 023 8079 8065.

This Order shall cease to have effect 18 months after it comes into operation or when a further Order to reproduce and continue in force indefinitely the provisions of this experimental Order is made, whichever is earliest.

Dated: 5th March 2021

Richard Ivory, Solicitor
Service Director: Legal & Business Operations
Southampton & Fareham Legal Services Partnership



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Appendix 4 – Full Responses

1	<p>I found this proposal very interesting. I fully any initiative to reduce traffic volume and pollution levels. However at present E scooters have a very bad reputation with a majorly of local residents. They are used illegally on the road, particularly younger people with no insurance and with little regard for other road users or pedestrians. It is only a matter of time before serious injuries or deaths occur. To maintain public support for this type of innovation it is important to regain the trust. A clamp down on illegal use is needed, even some form of legislation to limit the speed of e scooters available. To create the best impression with this proposal, unregulated, antisocial, illegal use of this form of transport needs to be addressed.</p>
2	<p>Great idea, hope it doesn't go the way of the ebike! But £14.00 an hour is far to expensive Needs to be a lot more competitive to get a sustained use</p>
3	<p>I have been reading about the e-scooter trial this morning, and thought I would have a look and see how I could go about hiring a scooter, only to find there is one major flaw with the trial.</p> <p>Voi only has an app for Apple phones, and not for users of Andriod, even though over 75% of all mobile phone users have Android on their phones. I am sure that the trial will be a success if you ask Voi to provide an app for Android users.</p>
4	<p>I'm writing to express feedback on the Voi e-scooter trial in Southampton. I think its a great idea, and implemented really well around the city. I was really excited to try out the scooters as a means of commuting and travelling around Southampton to avoid buses and Ubers, especially during COVID. However, I have read that you need a full or provisional driving license. Unfortunately I am visually impaired and therefore unable to hold a full or provisional driving license. I understand the need for age and identity verification, however this rule is preventing me from being able to use such a great service. I'm perfectly comfortable and capable on roads, as I regularly cycle around, even using an e-bike. Is there a way I could use a different verification in order to use the Voi scooters? Perhaps utilising some of the Voi safety lessons to ensure unlicensed users understand road safety. If not, as part of my feedback I'd like to heavily suggest an alternative verification, as at the moment I'm excluded from this fantastic scheme because of my disability (which doesn't affect my ability to use a scooter).</p>

5	<p>Who pays the insurance? When the e-scooter tears down the hill on the pavement, and crashes into me the pedestrian or into the side of a car, who pays? Of course they are on pavements. They don't like being on the roads (just like quite a few cyclists). The difference between the two is speed and therefore scale of damage. Perhaps they should have dash-cams so the rider can be recorded breaking the law.</p> <p>It's illegal to use them on public roads, on pavements, in cycle lanes and in pedestrian-only areas. The reason for this is that electric scooters are currently classed as 'powered transporters' by the government and fall under the same laws and regulations that apply to all motor vehicles.</p>
6	<p>I write as a current MSc student in Transportation Planning and Engineering and the University of Southampton and to express my strong support for them!</p> <p>The data show that well-managed scooter systems can provide safe, sustainable, and fun mobility for many people. San Francisco's experiences offer good insights (HYPERLINK "https://urldefense.proofpoint.com/v2/url?u=https-3A_www.sfmta.com_sites_default_files_reports-2Dand-2Ddocuments_2019_08_powered-5F scooter-5Fshare-5Fmid-2Dpilot-5Fevaluation-5Ffinal.pdf&d=DwMFAw&c=pbUzoxRZCRvayVvkYvkiMO6u1jPMdBrtZxWyx_2PsKs&r=5gSqAGXGhw3qSCzG2PedL2A0fmC9U0LkDW4csPFQ_QFXZI2WkfEMQzhnvwKrT-7sW&m=9msycKPUQOPGm_WOilchTKWS8fwo0tsnhpd42MZPSlw&s=sU8V-TmSTPbAdtiYMIAGViRZHWYQUhfLnjOFJSfQux4&e=" https://www.sfmta.com/sites/default/files/reports-and-documents/2019/08/powerd_scooter_share_mid-pilot_evaluation_final.pdf).</p> <p>I'd also emphasize that ridership statistics may be disappointing given the extremely small service area currently in operation. This should not be an indication that the scooters are not worthwhile!</p> <p>Also, if bikes are allowed in the common, why shouldn't scooters be? People on bikes and people on scooters travel at similar speeds, and the common is a safe, traffic-free place to travel sustainably.</p>
7	<p>With Southampton kicking off its electric scooter rental scheme, I was hoping to be able to throw in my two cents in favour of their private ownership.</p> <p>I won't bother trying to convince you of how useful and practical scooters are - I assume that the council is already convinced of that since they endorsed the rental scheme. Rather I will focus on why private ownership and operation should be allowed.</p> <ul style="list-style-type: none"> • Private owners are more invested in their vehicle and more likely to ride responsibly and regularly.

	<ul style="list-style-type: none"> • The regions where the rental scheme is accessible won't work for people who would ride a scooter for a longer commute, potentially out of the centre of the city. • You can't rely on the rental scheme to always have a scooter available when and where you need it. For someone who needs to commute regularly, this is a deal breaker. • Private scooters are cheap, with popular models being from £250-£400. This is way more accessible than bikes, which often run well over twice that amount, and the difference may encourage more people to stop using their cars or public transport. • We have the excellent Pure Electric store at the bottom of London Road, offering excellent support for private owners. <p>In practice there are already lots of people using private scooters safely and enjoying the convenience and practicality. It would be heartening to see the council get ahead of the trend, rather than falling behind.</p>
8	<p>My neighbours and I are extremely upset at the thought of an escooter rack being placed very near to where we live, on Highfield Lane, just next to Church Lane.</p> <p>We are about to respond to the request for responses to the plan to impose such a structure at a dangerous place.</p> <p>I was just driving back from the hospital where I dropped off my wife to give her blood, and as I approached the church at the corner of Church Lane and Highfield Lane, saw to my horror 5 absolute idiots (sorry, I mean students) riding these newfangled death machines (sorry, e-scooters) ON THE PAVEMENT going up Highfield Lane – 5 or so minutes before the schools come out. I almost stopped to remind them of the rules and restrictions which are in your document at</p> <p>https://www.southampton.gov.uk/travel-transport/sustainable-transport/escooters.aspx</p> <p>viz You are not allowed to use them on pavements.</p> <p>Please do not allow these machines to be introduced into our traffic when such violations will obviously be committed.</p>
9	<p>This would be a great idea but is just full of young people causing chaos at southampton train station</p> <p>Someone will end up getting hurt and none of the people on them were 18years old no road sense and on and off the curbs in to the road at a busy junction and bus lanes</p> <p>I witnessed at least 2 of them falling off in to the bus lane.</p> <p>This is a major accident waiting to happen look at you logs for around 7pm at central station Southampton</p>

10	<p>I am not an e scooter user but someone who drives along the avenue in Southampton twice a day. I am concerned that I have seen several e scooters on the main road and in the cycle lane on the road. I don't know if they are allowed on the roads but they are quite dangerous and have complete disregard for cars. I am not sure if they are the rented ones or not- if not then I believe they are illegal anyway unless on private land.</p>
11	<p>We noticed that an E-Scooter point was put up by our house last week.</p> <p>Initially we thought this initiative was a great idea, however we've found that it attracts a large number of drunk people to our road throughout the night, who are returning from their nights out via scooter. This is causing a large amount of noise disturbance during the early hours of the morning.</p> <p>We have noticed damage to cars on the road and also a large number of scooters have been left at the point, thereby blocking the path</p> <p>Is it possible to move this scooter point elsewhere, or put up more scooter points in Portswood so that we are not disturbed by the late night scooter users.</p>
12	<p>I just wanted to give some feedback about the escooters and say that it would be great to expand the area to the hospital. In an article I was reading it said about then being great for NHS staff, yet they don't allow you to go near the General hospital on them which is such a shame as I would otherwise use them to go to work on.</p>
13	<p>The use of council supplied e scooters in Portswood. This morning I was walking to work and youths on council supplied e scooters were riding on the pavement at full speed. This is a lot faster than running speed. The riders were forcing pedestrians to get out of their way. The riders had the hoods up on their chavsuits and no safety helmets. One of the riders went right up behind one pedestrian outside Portswood library and rang the bell on the scooter which caused the pedestrian to jump out of his way. I would like to make it clear that had the offender done that to me, he would now be in hospital having the e scooter removed from his person. It is bad enough that we have illegal scooters being used by many of the drug dealers in Portswood without encouraging more crime. I will contact all of the councillors standing at the Portswood ward elections to find out their view on this. I suppose they will only be viewed as dangerous when a child dies using one. Then the council will start a campaign to have them banned.</p>
14	<p>I am writing to you to raise concerns about e-scooter parking racks on pavements. We ask you to review this immediately on behalf of Southampton Sight (Southampton Society for the Blind), which is an organisation of disabled people who are blind or partially sighted, and who therefore enjoy full protection as disabled people against discrimination under the Equality Act 2010.</p>

	<p>As you all know e-scooters are now trialling in Southampton. We have been working closely with Voi representatives and raising our concerns BUT there is something that we feel is a policy decision that can only be addressed by you. Please find enclosed testimony from one of our members at Southampton Sight who is registered blind. Stephen has written about his experience and included some photos which show just how dangerous parking racks placed on pavements can be for people living with sight loss. Why are these racks not placed in car parking spaces on the road? This is something that we think should be addressed by Southampton City Council immediately.</p> <p>Moving around safely on pavements is essential for blind and partially sighted people. E-scooter parking racks can cause a hazard and restrict the freedom of many people with sight difficulties. They need to use pavements without worrying about obstacles that might be blocking their way. An increase in obstacles on pavements means that people with sight difficulties may collide with them potentially causing injury. If the parking rack does not leave enough space (as shown in the photos) pedestrians may have to walk out into the road to be able to get past and this obviously means they will be at risk of being hit by other traffic. Blind and partially sighted people already experience barriers to freedom of movement which limits their opportunities and choices. People should be able to move around safely and independently.</p> <p>Please could you take time to review this and ensure that Southampton is a city that is safe for all its residents something I am sure we all aspire too.</p> <p>Supporting evidence in Appendix 6</p>
15	<p>I am writing to ask why it seems no one is enforcing any rule regarding the use of these scooters.</p> <p>Every day I see teenagers using them but how can they as they wouldn't hold a valid driving licence.</p> <p>I have also seen on regular occasions 2 people riding on one scooter</p> <p>I know this is against the rules and against the law but no one even the police are doing anything about it, i saw a police car drive past 3 scooters with 2 people on each one on london road friday afternoon and they didn't stop them.</p> <p>someone just has to stand on london road or onslow road to see this going on, it is clearly breaking the law so why when we pay so much for the police and it goes up every year do they seem to do nothing about ot</p>
16	<p>I live in the city centre of Southampton, and am very concerned with these scooters,now available to rent.</p> <p>I notice that you have to be 18, and have a driver's licence. I wonder who will be "policing" this, as I have seen these scooters in public parks, never seen anyone wearing a helmet and how easy will it be to "borrow" someone else's licence to scan into the app?</p> <p>I t think they are an accident waiting to happen! Please come into town and watch the behaviour!</p>

17	<p>I have to say this is a dreadful idea. After going into west quay tonight I saw several near misses, with scooters on pavements with young lads weaving in and out of pedestrians, a young girl went straight across a road when traffic lights were green, nearly getting run over, no one wearing any safety helmets, just an accident waiting to happen. A complete hazard and it wasn't even busy tonight, I would hate to see what it might be like on a busy Saturday when they're all on scooters pissing about in thr High Street.</p>
18	<p>I am writing to you today regarding the recent introduction of Voi e-scooters in Southampton. I would like to start by saying I think the concept of electric scooters, alongside other electronic and other environmentally-friendly modes of transport are vital to cutting our carbon emissions and making our City a greener and better place for its residents.</p> <p>Unfortunately, since their initial rollout I have been incredibly concerned by their use from a public safety aspect. I have witnessed children using them, probably as young as 10 years old, i.e. not holding any form of Driver's Licence, as well as the scooters being ridden in tandem. Furthermore, I have also had an altercation with several of the scooters being used on pavements, more worryingly by those I deemed to be above the drink driving limit and a very strong smell of alcohol on their breath. I decided to write this email after an incident a few evenings ago in the vicinity of Giddy Bridge and the Cenotaph area of the City, where a Scooter drove off the pavement at a very quick speed into the path of my car; luckily I was able to brake before a serious accident occurred.</p> <p>I would like to reiterate that they are a good idea, and hopefully these are just teething issues that need to be dealt with, as a matter of urgency. I would like to know what the Council is doing with regards to this pilot programme, and if further measures are being put in place to make them safer for both riders and the wider public. I look forward to hearing back from you in due course.</p>
19	<p>I have really been enjoying using the Voi scooters and as a staff member of the University of Southampton, I was pleased to see that there is a parking zone on campus which makes it super convenient for me having another parking zone near my house.</p> <p>I do however not feel 100% safe using them on the road, particularly the route to Highfield campus. When we return from working from home, I would not make the choice to use the Voi scooters to commute (from St James' park in Upper Shirley). In my opinion, they would even cause an annoyance and hold up traffic when travelling down Winchester Road (from the Hill Lane/Sainsbury's roundabout).</p> <p>I heard a rumour that there was talks about opening up usage on the Common, where I would feel/be much safer. I would become an everyday user if this were the case. Cyclists travel much faster and are allowed on the main paths so I don't see that it makes any difference.</p> <p>I hope you can update me on this or signpost me to where I can keep an eye on the evolving situation of "no Voi" zones.</p>
20	<p>I have seen in the press the trial of rentable e-scooters will start this week in Southampton. I would kindly request the Council pause these trials please. There are many ongoing trials and we believe no more should be started due to the serious and unresolved safety concerns emerging from them. We believe it is better to wait and focus on ensuring vulnerable pedestrians have a clear and safe accessible routes to be able to walk and use their mobility aids without being put in danger with rentable e-scooter users riding on and leaving them on the pavements. Pavement safety and accessibility is critically important at any time and especially during a pandemic for the health, wellbeing,</p>

safety and accessibility for all pedestrians. The country is about to come out from lockdown and it is unfair to expect vulnerable pedestrians to have to deal with this new form of transport, which are often being left on and ridden on pavements and public spaces, which is simply unsafe for vulnerable pedestrians.

The NFBUK have attached evidence on the serious dangers posed to vulnerable pedestrians, which include blind, partially sighted, deaf-blind, elderly and disabled people, people using mobility aids, and parents with young children, as well as all other pedestrians from the rentable e-scooters trials in UK. This includes riders using e-scooters on pavements, on pedestrian crossings and in pedestrian only zones. Riders have been witnessed riding at people, expecting for them to move out of the way, which blind and partially sighted people can not do. This report by ITV explains the problems in [Northampton](#). This evidence follows on from the NFBUK submission to the Department for Transport and to the Transport Select Committee, which recommended not to trial rentable e-scooters ('[No Time To Trial E-Scooters](#)').

Anti-social behaviour is being reported in many of the trial areas, for example [Bournemouth](#), [Newcastle](#), [Slough](#), [children](#) have been reported as running rampant with rentable e-scooters. In [Northampton](#) I witnessed e-scooter riders pulling wheelies behind pedestrians and [young children](#) are still being witnessed riding them, even though the trial has been ongoing since the start of September 2020. There have been two serious accidents involving rentable e-scooters in [Gloucester](#) and in [Milton Keynes](#) that have been reported in the press.

No amount of discussions, committees or meetings will fundamentally change how dangerous these machines are in the hands of the riders who will be the ultimate ones responsible for the safety of themselves, vulnerable pedestrians, pedestrians and cyclists. From what has been observed we have absolutely no confidence that the riders or pedestrian safety can be safeguarded with these machines. Pedestrian safety and accessibility has to be put first. [Coventry](#) stopped the e-scooter trials and [Copenhagen](#) have taken them off their streets. Both [Luton](#) and [Winchester](#) have decided not to take part in the trials. The NFBUK are aware of 18 places in the USA that have banned rentable e-scooters (Section 2 of the attached evidence). Even if the e-scooters are docked off the pavements, this will not resolve the unsafe rider behaviour. It is clear these machines will be ridden on [pavements](#), [public space](#) and on [controlled pedestrian crossings](#) as detailed in the attached evidence document.

I would sincerely ask you to investigate the insurance implications for the riders of the e-scooters if they are injured. Following a equality forum meeting last week for the trials in Bristol, Bath and South Gloucester, where VOI was present, it was made clear that the maximum the insurance cover for a rider was £45,000 from VOI. This figure is very small given the potential serious and life changing injuries a rider could get from being injured using one of these machines. I would like to ask you if the riders would then be open to take legal action over the council for allowing their use, due to a lack of adequate insurance cover. I am not sure many people will be aware of this and would be under the impression that they are covered by adequate insurance.

	<p>During the Equality meeting for the Bristol, Bath and South Gloucester trials, even though assurances that physical docking stations would be deployed in previous meetings, none had yet to be deployed in these areas. Concerns had already been raised that VOI had said that only 10-15% of the parking hubs would have physical docking stations, which was stated that this was simply not good enough and this was not safe for vulnerable pedestrians. It is distressing that this issue has not been resolved and is very worrying that VOI on the same day was reported in the press that the Southampton new trial will get parking racks on twitter by Transport Xtra. Appendix D in the attached document contains evidence to illustrate how e-scooters are being left in unsafe locations in Bristol and Bath.</p> <p>Could you please let me know how many physical docking stations your trial will have and how many will be on the ground if the trial is started this week please? It must be stressed that vinyl markings / painted parking areas are not acceptable as blind people cannot see these markings. No e-scooters should be allowed to parked on any pavement or public spaces, this is unsafe for vulnerable pedestrians.</p> <p>Pedestrians need space to walk and use mobility aids to ensure active mobility, adding e-scooters to this mix will not allow this to happen. We would therefore sincerely ask you to pause the start of the trials and wait until the others have finished, before considering to trial these in your area please. We hope this evidence will give you the confidence to pause the trials please.</p> <p>Supporting evidence in Appendix 7</p>
21	<p>Teaching my daughter to cross the road when the green man shows,</p> <p>We were crossing by coop bottom of Southampton high street (Red Funnel end) my daughter pressed the button and when the green man showed we crossed, half way across 2 scooters came flying up from the left, narrowly missing me and my daughter. Had I not pulled her into me she would most definitely been hit. A driver of a car also witnessed this.</p> <p>Absolutely ridiculous these things are allowed but yet the riders will not suffer any consequences if they they not abide by the rules of the road. If that had been a car I would have taken the number plate and reported to the police.</p>
22	<p>There has recently been a notice of intent to install a scooter parking rack on the corner of swift and Weston Grove Road. As a local resident and keen cyclist I am fully supportive of the trial as there is a real need to reduce traffic and pollution in Southampton.</p> <p>However I do have concerns about the sitting of this Docking Station. I live at 58 weston Grove Rd and there has been a number of anti social occurrences at this corner over the last few years as well as a number of traffic incidents. Currently working from home overlooking the junction there are daily incidents of horns and near misses due to people driving along Weston Grove Road and getting annoyed when people exit swift road due to speeds and visibility. It is one I am always wary on when on bike and I would have real safety concerns on safety of scooter users.</p>

	<p>I would also question the decision to install the one here outside residential properties when the majority are installed outside shops or communal areas. There are currently stations at the sailing club and lidl a short walk away. There might also be an argument for one at the community centre or some on weston Lane?</p> <p>I would be interested to hear the reasoning for a station here and intended audience rather than it just being an large space of tarmac from previous junction improvements to safety.</p>
23	<p>I don't know if this is the correct place to report but the new E scooter hire is dangerous. I've seen people swerving in and out of traffic, up and down the pavement, nearly hitting pedestrians. Honestly I thought it was a good idea to start off with but I've just nearly had a collision with a young girl on one who swerved in front of me with no warning from a different direction she then turned left with no indication and any other road user could have hit her easily. She continued to weave in front of traffic and found it amusing and I don't think one person is to blame for it the majority of people using them are young inexperienced and some even sharing one scooter to two people. I've seen other road users have issues with them and nearly collide with people on them so I know a common occurrence.</p> <p>Please please please consider getting rid of these, They are a danger and it's not long before someone gets injured or even killed at this rate. If they decide to keep these I think a full uk license, insurance and more strict safety rules should be in place because this is ridiculous.</p>
24	<p>I am writing with regards to the e-scooter point at the end of Dundonald Close in Woolston. I have spoken to a number of residents in Dundonald close who have expressed their objection to the location of the docking station being in such close proximity to the close and unfortunately some anti social behaviour which has come along with it.</p> <p>I have requested the residents concerned log their objections individually to ensure their voices are heard in the matter but I would like to add mine to this. Whilst I am not against the E-Scooter pilot and I believe many of them have been placed wisely to capitalise on use, this particular one is likely to cause issues being so close to residential housing. I would be grateful if you could consider this and in the process of reviewing the sites where they are based perhaps move the location of this one which would address the concerns of the local residents.</p> <p>Please do get in touch if you would like any additional information</p>
25	<p>Can you please supply the evidence that every hirer of an e scooter in the Southampton area is following the rules and regulations required to hire such vehicles?</p> <p>From my own experience, it is evident that they are not being followed in that riders under the age of 18 have been seen on them. Where is the evidence that a hirer is uploading their driving licence before hiring the e scooter as it appears that some are bypassing the system? I am right in thinking that each rider needs to have appropriate personal accident insurance as well?</p> <p>Also, the majority of riders are not wearing helmets as advised. In addition, parents have been observed with their children on the e scooters as passengers.</p>

	<p>Lastly, it is also evident that a number of riders are not following the highway code and riding these in a dangerous manner, not only to themselves but to other road users and pedestrians. I think that a number of people within the city would rather that these were not in use unless they tightly regulated, which they evidently are not at the moment.</p> <p>On a separate issue, there are numerous privately owned e scooters now being used in the Southampton area, particularly by schoolchildren, which are far more dangerous due to their higher speed, but also because they are being ridden in an unsafe manner on the roads and pavements. Do you think that the scheme run by the Council is encouraging the use of private e scooters as the users think that it is now legal?</p>
26	<p>Will you introduce number plates for e Scooters so that riders who weave between pedestrians on pavements can be identified. The trial starting today in 6 London Boroughs does include number plates on scooters. This is becoming a serious safety issue and the Southampton guidance merely advises against pavement use for these scooters. The advice needs to be stronger than that with adequate enforcement for persistent offenders</p>
27	<p>While I understand the benefits of e scooters I am seriously concerned about safety.</p> <p>So far I have found that they are frequently driven on pavements, not one person has a helmet on and I have even seen them used for Deliveroo deliveries.</p> <p>The Voi ones do seem a bit better managed and I have signed up to see what they teach people and I do think they try to encourage road safety. I have however seen Voi scooters being raced up Portswood high street and 2 guys zooming up one pavement jumping off with barely looking and racing across diagonally across the road to the other pavement, just missing vehicles.</p> <p>None Voi scooters are even worse. I just watched 1 chap drive on pavement down Portswood high street, then move on to the road continuing south and then when faced with a red light at the junction (by subway and Waitrose) cut across the waiting traffic over the northbound lane and onto the opposite pavement, just in front of a turning bus. I saw him a few minutes later where he had was then crossing the A33 and into the common but not at the safe lights 30m further down, but right across the carriageway where there are 3 lanes and lots of cars turning. I am sorry it is just so very dangerous and we are going to have fatalities.</p> <p>Bicycles have clear places to cross and move safely and cycle helmets. Why don't scooters. They travel at a similar speed and require you to overtake just as carefully.</p> <p>They definitely have benefits but there needs to be more checking on behaviour and using cctv maybe to prosecute dangerous users. They are putting themselves, pedestrians and other road users at great risk. They may say it's their own risk but not if you were the driver that unavoidably hit them or worse hit some else while trying to avoid them.</p>

	<p>This needs more thought.</p>
28	<p>I am writing to ask to receive feedback on the electric scooter trial.</p> <p>I'm worried about their use in Southampton. I know they are a good way for environmentally friendly travel but would like to know how they are going to be regulated?</p> <p>Before the trial started, I once saw a group of 6 teenagers on private electric scooters along the pavement and two separate police cars passed them in different directions without acknowledging them. I don't understand why they were not pulled over and fined, the officers in the car did not even give them a glance.</p> <p>I've witnessed so much misuse of these scooters, including someone come flying around a corner on the pavement and almost hitting a woman's dogs, which would've killed them. What if they hit a child, an elderly person, or someone hard of hearing or with a sight impairment? I have almost been hit at one travelling at great speeds. I know the scooter in the trial is limited to 10mph but most people I see are on private owned, and either way all ride on the pavement. However, even being hit at 10mph would be enough to cause damage, especially to an elderly person. I also saw someone riding an electric scooter in the bike lane riding down the wrong side of the road in the way of oncoming bicycles.</p> <p>Why is there no regulation of the scooters? Their danger massively outweighs the benefits as it is only a matter of time before people are getting hurt by something that can move fast travelling along the pavement. People will never stop riding them on the paths as there is no enforcement of the rules, as mentioned above. Every time I walk in Southampton now I am constantly dodging people fly along the path with no regard for anyone but themselves. If people could use them correctly and the police regulated it, they could be an asset, but as they stand they are dangerous.</p> <p>I have just read a debate on Facebook from another part of the UK where someone's son got hit by a car while riding an electric scooter, asking who was in the wrong. How would this be dealt with, as he was riding it illegally as a private owned scooter?</p>
29	<p>Following on from my previous concerns copied below, I am disappointed not to have received any correspondence, information, updates from you and am aware that a Docking Station is now in operation nearby the Southampton Sailing Club.</p>

	<p>Meanwhile, while walking along the pavement of Victoria Road in Woolston this week, a motorised scooter (not Voi) with two youngsters onboard passed me by, travelling in the opposite direction and seemingly oblivious to the fact that this use is illegal.</p> <p>Do we not have any Community Patrol Officers on the streets these days?</p> <p>Also, while driving back along Jurds Lake Way, I passed two individual Voi scooters 'driven' by riders not wearing any head protection. It was early evening and the scooters were not highly visible next to the tree line.</p> <p>Why are these potentially lethal devices needed and just who is monitoring their use?</p>
30	<p>I have some feedback about the eScooter trial - specifically about the areas of the city that are marked as 'no ride' zones.</p> <p>Firstly, the Common: I think it's shortsighted to ban the scooters entirely from the Common. The principal east-west path through the Common (from Highfield Road to Bellemoor Road) is an important artery for cyclists and could be for scooter riders, too. Provided that scooter riders follow the same rules as cyclists, why can they not use this route?</p> <p>Secondly, dangerous roads: I was driving southbound on Thomas Lewis Way last week when we came upon two people riding eScooters down the road. I was somewhat astonished to discover that TLW isn't a no-ride zone. While it is legally a 'mere' A-road, it is an entirely inappropriate road for such slow and erratically-moving vehicles to be used. (It's bad enough when cyclists try it!). Unfortunately, as long as motorists treat the road as though it has four lanes, I can't see how anyone can consider it safe for cyclists or scooter riders. I have similar reservations about the 50mph section of Treboura Way.</p> <p>On a related point, many people are concerned about the way these scooters are being used: frequently on the pavement, with tandem riders or riders clearly too young to have a license. I found details for reporting misuse of the scooters on your website, but it took some searching to find. I think it would be wise to improve the promotion/awareness among the general public of the regulations that apply to the use of these scooters and how to report misuse when it's observed.</p>
31	<p>I would just like to provide some feedback on the ongoing e-scooter trial in Southampton.</p> <p>I have seen many scooters in use and would like to say I have observed less than a handful actually used on the road, and only 2 people wear helmets. On top of that I have experienced near misses with scooters both as a driver and a cyclist, in both situations if I hadn't taken avoidance action there would have been an accident.</p>

	<p>As much as I am all for car free travel (speaking as an avid cyclist) this feels like a situation that will end either with pedestrians being harmed whilst walking on the pavement (scooters go far too fast especially round corners), or scooter riders on the road (when I have seen them they have been wobbling around avoiding the potholes/street furniture and without helmets on).</p> <p>Just as with cyclists, this city needs dedicated lanes for cars, cyclists/scooters and pedestrians, allowing all to go about their business. I look forward to seeing the city continue to move towards a better sustainable transport network safe for all. However, in the meantime it feels like more needs to be done to monitor and police the ongoing trial.</p>
32	<p>She has no access to the internet, but wanted to register her strong objection to the E-Scooter point that has been put up on the corner of Victoria Road.</p> <p>She says once it has e-scooters in it, they will block the pavement and force pedestrians into the road.</p> <p>She is also worried that people will ride the e-scooters around her Close and be dangerous to pedestrians generally. She says there is already problems with pedestrians and cyclists using the Weston Shore path and e-scooters will make this situation worse.</p>
33	<p>I'd like to provide feedback on the Escooters Trial currently in progress.</p> <p>Whilst I'm a big fan of sustainable travel and cycle on a daily basis as a means of travel, I don't consider Escooters should be permitted at the end of the trial for the following reasons:</p> <ol style="list-style-type: none"> 1 I've frequently seen the hire scooters ridden at speed on narrow pavements, where they pose a serious risk to elderly and disabled pedestrians, who cannot react to their presence. 2. These scooters have small wheels. The condition of the roads and pavements is simply not good enough to avoid serious risk of injury from riders hitting obstructions, possibly then being run over by motor vehicles. 3. Riders are frequently going from footway to carriageway and back, not obeying the requirements of the Highway Code. The rules of the road should apply to all road users. Scooters don't fall into the category of either footway use or carriageway use. This confused status is likely to dilute the compliance of all road users without effective enforcement. That enforcement is inadequate and ineffective.

	4. The scooters are often left strewn across the footway, restricting the footway width and posing a hazard.
34	<p>These are now out of control, being added to daily, encouraging the use of privately owned illegal models and causing nuisance with two-up, pavement and similar anti-social riding.</p> <p>Please also note that no licence is needed on the official units, anything that looks like one will suffice. Try registering in the app, most of the checks they say are invoked are not. The one image is last nights 'dumping' by students returning drunk from the town</p>
35	<p>Sorry to trouble you but the time has come to voice my opinion on the increase in E scooters They are a total menace the way they speed silently on the footpath Yesterday I was walking along a quiet residential area when two young girls came at me "ringing a bell " I turned round only to have to dive in the road as they hurtled by I am nearly 69 years old and I am confident somebody not necessarily my own age will get seriously hurt and I would urge you to reconsider this flawed experiment before it's too late</p>
36	<p>I would like to raise a complaint regarding the electric scooters scattered around the city in an effort to make Southampton greener and make people use their cars less. I happen to live in an area where there are 3 scooter stands so I have first hand sight of how these scooters are used, or should I say miss-used.</p> <p>Firstly, they are used only by teenagers and children who do not drive cars, therefore the effort to make adults get off their cars and use the scooters clearly has failed.</p> <p>Secondly, the people who use them scooters clearly do not know the highway code and the road rules, and lack common sense. I have witnessed on several occasions how the traffic lights flash red, so all cars stop in order for another flow of traffic to start, but the children using the scooters do NOT stop at red lights and swoosh within traffic causing dangerous situations for themselves and the cars. It is only a matter of time before an accident happens and the poor car driver will take the fall because the 13-14-year-old on the scooter cannot be held accountable for a traffic accident.</p> <p>I have also seen how the children using the scooters do not stop for zebra crossings. Just yesterday two cars stopped for two women and their toddlers to be able to cross on a zebra crossing; a teenage boy who looked no older than 15 drove right in front of the crossing people and nearly hit one of the toddlers. People started shouting after him and he gave us all the finger.</p> <p>Another incident I have seen recently is when 3 girls were trying to ride one of the scooters, they all looked about 11-12 years old and found it hilarious when they drove the scooter against the flow of traffic on a very busy one way road. They then lost balance and fell. Thank God it happened when they got on the sidewalk because if they had fallen on the road, they would have definitely been killed or severely injured.</p>

	<p>Another issue is that these scooters do not have any form of pedestrian warning that they are coming, ie. no bells! I cannot count the amount of times I have gone on the sidewalk to get a scooter drive pass me literally centimeters away. Or the amount of times I have been shouted abuse by these young kids because I was "in their way" although the sidewalks are for pedestrians, not bikes or scooters.</p> <p>Clearly these children don't care so I believe the Council needs to get involved and either ban the use of these scooters by anyone who does not have a driver's licence or anyone who is below 18. If anyone below this age is caught using them, then their parents should be fined. Instead of putting these dangerous and frankly, annoying scooters in the hands of children, why not make the bus routes better and the busses more reliable. That would definitely get people to stop using their cars.</p> <p>I know you won't do anything about this complaint and would not uphold it but I wanted to send it anyway to make you aware of the issues regular people, who have voted for you and who pay their council tax, go through daily because of an idea which is clearly backfiring.</p>
37	<p>I'm just writing to raise my concern about the increase in the use of e-scooters by underage people - specifically, young people of secondary school age (and a few even of primary school age, with parents sitting and watching them). Today, for instance, there were three students in St Anne's uniform who seemed from a distance to be in year 8 or 9, judging by their age. This was some time between 4:45pm and 4:55pm today, around St Mary's Place / Houndwell Place, on the road and pavement.</p> <p>It's the first time I've seen any teenagers actually in uniform on them, but I know for a fact around that area I see teenagers on them quite regularly. I would appreciate it if concerns could be passed on to schools in the area to raise the legal concerns and the very high health and safety concerns of their use by underage people and people without a licence.</p>
38	<p>Please can I ask how children as young as 12 years of age are riding the Voi e-scooters around Woolston and Weston?</p> <p>I have seen numerous times under age riders using these scooters and riders cutting through the closes on Westside Park and using pavements. My elderly mother was almost hit by a rider on the pavement!</p> <p>Only today 22/6 21, my husband and I watched a teenager riding the Voi scooter visibly smoking drugs along Weston Lane! This shows that this scheme is not being closely monitored. It is just matter of time before a serious accident happens!</p>
39	<p>You have already had the exact location which I will give again for the ABANDONED scooter been here for 24hrs now...</p>

st aubins ave Sholing Southampton Hampshire So19 8nw's also nearer to 66 who is and elderly resident with dementure who has tried to move it further to my address

Code is **2KZP**

On the pavement stopping people walking

It's not just the noise these things are a pest to society for their littering and anti social behaviour no insurance the list is endless . Theses are most definitely not travel friendly they are a nuisance

I do hope you will be taking action against the rider renter for anti social behaviour and littering.

Please remove this as matter of urgency

I honestly don't know how theses pesky scooters have been given permission in Southampton

You have already been sent the four digit code and the pictures and location but all attached again

Please remove as matter of urgency and this has been notified to the council as fly tipping abandon vehicle

I'm just writing to raise my concern about the increase in the use of e-scooters by underage people - specifically, young people of secondary school age (and a few even of primary school age, with parents sitting and watching them). Today, for instance, there were three students in St Anne's uniform who seemed from a distance to be in year 8 or 9, judging by their age. This was some time between 4:45pm and 4:55pm today, around St Mary's Place / Houndwell Place, on the road and pavement.

It's the first time I've seen any teenagers actually in uniform on them, but I know for a fact around that area I see teenagers on them quite regularly. I would appreciate it if concerns could be passed on to schools in the area to raise the legal concerns and the very high health and safety concerns of their use by underage people and people without a licence.

40	<p>Given the lovely weather this weekend I thought I'd give the Southampton scooter hire scheme a go to get about. I have to say it's a very good scheme, the app is easy to use and with the good cycling infrastructure between Milbrook and the City Centre it provides efficient and quick travel.</p> <p>I think it would benefit from a few more parking areas in Milbrook, particularly around Wimpson lane south or Milbrook roundabout. But otherwise it's a very good idea and I hope the remainder of the trial goes well</p>
41	<p>Hi. I saw this email address on an article about giving feedback about the scooter hire scheme. I'd like to say that my experience using the service was 10/10 amazing. It was great fun to use and the voi learning website is very informative. I think that there should be more public information advertisements to show that using a private electric scooter on roads and pavements is currently illegal. Many people are assuming that all incidents are part of this scheme when actually there is a greater majority of incidents on the road that we're caused by an illegal private scooter.</p> <p>In addition I think that the licence plate on the scooter should be a little bit bigger (similar to one on a moped). That way it would be easier to see the registration in the event of needing to report an incident.</p> <p>I hope that my positive feedback will be taken into account when it is time to extend the scheme or make it permanent.</p>
42	<p>hi there, you have installed Voi e scooters right outside the windows of my front room and bedroom. Due to the bells being able to be rung when on the stations this is causing her alarming stress thought out the day from 8am till 10pm and even being woke up on my days off this is making her mental health worse. I have tried complaining to the company but they did not seem to interested in finding a way to resolve the problem. So i am now taking it higher to hopefully find a resolution to this problem i think this is unacceptable the positioning of these scooters right outside her house I hope that you can come up with a solution to this as soon as possible before this causes anymore unnecessary stress i hope that i dont have to take this further</p>
43	<p>I would like to raise my concerns regarding the use of VOI scooters in Southampton as I have witnessed first-hand their misuse.</p> <p>I am not sure if this is your area, but we had two incidents of scooter misuse tonight at 9.50pm 19th June 2021</p> <p>One with a Deliveroo rider T749 riding at speed on our upper terrace area WQS with customers narrowly missed he ignored requests to stop, it took security to stand in front of him to have a word. Please can you confirm if the scooters can be used by Deliveroo for commercial use?</p>

	<p>Another with a male riding E9TX towards security then later skidding up and down in front of restaurant entrances this all took place on our upper terrace area.</p> <p>We have requested for these scooters not to work on our property, but we are still experiencing issues with near missus.</p> <p>Please can you advise if Deliveroo can use them as these guys are always in a hurry and a great risk to the public.</p>
44	<p>I work in procurement (temping from Southampton university) at the Hampshire & IOW Saliva Mass Testing Programme, based in the Chilworth Science Park.</p> <p>I normally cycle to work myself, but there is a shortage of car parking space for NHS staff and we are also trying to arrange a park and ride facility because busses are infrequent or poorly timed.</p> <p>I thought it would be a great idea if the current VOI scooter range could be extended to include the Science Park. I believe it would be very popular and well used, especially if we had a couple of scooter docks in the park.</p> <p>This would take more commuting cars off the road and make more NHS staff happy.</p>
45	<p>I am writing to you like I imagine many others have to illuminate the issues these voi scooters are creating.</p> <p>On numerous occasions I have witnessed near misses whether that be a car hitting a scooter because they've appeared from nowhere, a scooter nearly hitting a pedestrian because they are being ridden on the pavement or a scooter hitting the rear of vehicle because the vehicle has rightly stopped at a red light and the rider has not been paying attention.</p> <p>As for the rule that you have to hold a full or provisional driving licence. What rule? I've seen 14-15 year olds riding around on them at 9 o'clock at night.</p> <p>Also there has been multiple times I have witnessed the scooters being ridden by two occupants, or being ridden 4 a breast across the road.</p> <p>Ultimately I find the scooters a complete menace to pedestrians and other road users and feel that something needs to be done.</p>

46	<p>One of my colleagues made contact recently about having a geo fencing added round Westquay shopping centre so that we do have users of the Voi Scooters racing through the site – over the last few days we have found that the new limits are not working and we still have users traveling at speed through the pedestrian areas – we have spoken o to as many as we can and requested that they dismount whilst on site.</p>
47	<p>I wish to inform you of an incident with an e-scooter.</p> <p>I was walking my 2 dogs down Winchester road on the pavement as I do every early evening. Yesterday, without any sound or warning a shout from just behind me ‘Get out the f***ing way’. In blind panic, I stepped out into the main road as I had no where else to go and pulled the leads of the dogs towards me. The scooter which couldn’t avoid a collision at this point, hit one of the dogs and accelerated away swearing at me. The dog was howling in pain and distress and I was left dumbfounded and extremely upset. I had to phone my husband to come and get us with the car and due to the vet being closed, had to go to an emergency vet.</p> <p>I had to fork out £150.00 for the visit and now dread our walk. I am relieved to report that the dog only sustained minor injuries - this time.</p> <p>In the short time that these scooters have been let loose, I have had 2 near misses whilst driving and then a hit whilst walking.</p> <p>There are numerous issues with these scooters:</p> <p>Scooters seem to think that pavements are theirs and the one that hit me must have been doing at least 20mph, never mind the offensive language and behaviour.</p> <p>they have no training on using these vehicles,</p> <p>there is no way to avoid them, or even hear them whilst on the pavement</p> <p>they are not adhering to traffic signals and just cut across you when you have a green light</p> <p>there is no way of identifying the rider or reporting an individual</p> <p>how many incidents are acceptable before there is a fatality?</p> <p>I am not elderly or disabled, but I feel that these dangerous vehicles would put either of these 2 vulnerable groups off getting essential exercise.</p> <p>Please, please withdraw this scheme with immediate effect.</p>
48	<p>I tried using the Voi scooter for the first time on Saturday morning and less than a quarter of a mile from my start location, whilst driving on the road as per the law, I was overtaken by a car far too closely for my liking. This caused me to lose control and injure myself. I was not wearing a helmet or other protective gear and thankfully I didn't sustain a head injury. I did however go the Urgent Treatment Clinic as the Royal South Hants Hospital. The clinician that I saw explained that the scooters seem to be keeping them in work, as I was the 6th injury caused by them in a</p>

week. I had to have my foot x-rayed to ensure I hadn't broken a toe and the X-ray technician said I was the 3rd person requiring x-rays in the last week.

I sustained bad cuts to my fingers and a significant abrasion to my arm, but it was only 2 days after the incident when I was concerned about my ribs which were still painful that I sought medical attention.

Whilst I appreciate that legally the scooter is treated as a motorbike and MUST be ridden on the road. I feel they are unsafe on, at least, some roads in Southampton, which are narrower, where cars do not leave sufficient room when overtaking.

I would recommend the scooters being allowed to use cycle lanes and increase the network of cycle lanes around the city before considering making the scooters a permanent feature of the city.

You should also reach out to the NHS to find out how many road accidents that they are required to deal with involve the scooters. It may also be a good idea to reach out on Social Media etc to survey users who have had accidents but did not require medical attention.

49	<p>I would like to register my frustration and complaint with e-scooters being used in Southampton.</p> <ul style="list-style-type: none"> • .The majority of the scooters being used on the roads are not the hired Voi ones which as I understand it are the only ones allowed to be used. • .The scooters are not being used in accordance with the rules set forth by Voi, the SCC or DVLA. They are used in the wrong areas, on pavements, by people clearly not old enough to have a driving licence etc. I am yet to see a rider wearing a helmet, although many cyclists also seem to welcome head injuries rather than protection too. • .The scooters are being ridden dangerously around children by teenagers. On Tuesday at our weekly Rainbow Guide meeting, three of the Rainbows were nearly hit by two teenage girls on scooters who rode straight through the middle of our game of rounders. • .The attitude of the riders is horrendous. They make rude hand gestures and shout swear words. They also go through red lights, over zebra crossings and generally anywhere they feel like it and get very angry and aggressive if you try to confront them. <p>I would also like to complain about the amount of illegal motorbikes on the roads in Southampton.</p> <p>There is one in particular near me in Freemantle which is an off-road bike being used on roads. It has no number plate and therefore I presume, no tax, MOT or insurance. This bike is ridden round the streets of Freemantle (very loudly) at all times of the day and night, quite often waking us up, and at great speed. The speed limit on our road, Richmond Road is officially 30, but no locals ever do more than 20. This bike does at least 50 and I have often seen and heard cars have to brake suddenly to avoid him</p>
50	<p>I would like to ask a couple of questions about e-scooters.</p> <ol style="list-style-type: none"> 1. I see them used on pavement many times and in parks for example The Common. I have not seen any action taken against them. How is the 'no pavement' rule enforced? 2. I also see private e-scooters out on the roads and pavements. Again how is their use being discouraged?
51	<p>I do not think that the trial should be continued past November.</p> <p>I often see people riding Voi scooters on the pavements and I believe they are dangerous to pedestrians and pets.</p> <p>I have also seen many illegal private scooters being used. I assume that some are being used incorrectly but a lot are aware of the laws but choose to use them illegally.</p> <p>I hope you take my feedback on board. Will there be the opportunity for other Southampton residents to feed back on the trial?</p>

52	<p>Can you please supply the evidence that every hirer of an e scooter in the Southampton area is following the rules and regulations required to hire such vehicles?</p> <p>From my own experience, it is evident that they are not being followed in that riders under the age of 18 have been seen on them. Where is the evidence that a hirer is uploading their driving licence before hiring the e scooter as it appears that some are bypassing the system? I am right in thinking that each rider needs to have appropriate personal accident insurance as well?</p> <p>Also, the majority of riders are not wearing helmets as advised. In addition, parents have been observed with their children on the e scooters as passengers.</p> <p>Lastly, it is also evident that a number of riders are not following the highway code and riding these in a dangerous manner, not only to themselves but to other road users and pedestrians. I think that a number of people within the city would rather that these were not in use unless they tightly regulated, which they evidently are not at the moment.</p> <p>On a separate issue, there are numerous privately owned e scooters now being used in the Southampton area, particularly by schoolchildren, which are far more dangerous due to their higher speed, but also because they are being ridden in an unsafe manner on the roads and pavements. Do you think that the scheme run by the Council is encouraging the use of private e scooters as the users think that it is now legal?</p>
53	<p>I am a resident of Hanley Road and regularly shop on Shirley High Street. Unfortunately there has been an increase in the number of e-scooters being ridden carelessly since the arrival of the rental e-bikes in the city. Many of their users are clearly under age and sometimes riding two to a scooter, also weaving in and out of pedestrians on the pavements. This was a problem in the past but now seems to be more of a problem and a potential danger as the vehicles are silent so cannot be detected easily until they pass you by.</p> <p>I am also puzzled as to how these e-scooters can be made available for rental when the law does not even allow them to be used on roads or pavements.</p>
54	<p>I rarely go into Southampton, however we drove in this evening for a meal and twice saw young lads on what looked like the orange e-scooters, riding on the pavements, and they certainly did not look 18 years of age.</p> <p>My understanding was that you have to have a licence to use these and they should not be used on the pavement as the speeds can be dangerous on pavements</p>
55	<p>Since the scooters have been installed outside the shops on Windermere Avenue kids hang around the racks and ring the bells every day! This noise goes on for hours multiple times a day and is immensely irritating to those living close by and to the shop owners.</p>

56	<p>as you must be aware it has its fair share of damage and crime related incidents. I was horrified to see a stand and electric Scooters erected exactly opposite my home, and next to an elderly persons complex, on. such a busy main Road ,there appears to have been no notice or communication with residents that it would be placed in this area.</p> <p>I am over 80 my disabled husband is older and feel very threatened by the attention the stand and scooters are already causing among groups of youngsters, this morning I contacted the police to report a possible theft of three of the scooters, what will ne next?</p>
57	<p>I write in objection to the proposed planning application for an E scooter charging/ docking bank on the pathway at the entrance to Beaulieu close & Petworth gardens.</p> <p>Whilst the location of the proposed bank of scooters in itself doesnt cause me or my family & local residents a problem, it is infact the intended use by the younger population of these scooters that causes us major concerns.</p> <p>We are already plagued by unlicensed motor bikes tearing down the congested roads by local youths with apparent disregard to local residents health, safety & well being.</p> <p>Beaulieu close & Petworth Gardens benefit from being cul-de-sac locations, so local motor vehicles respect the area & we get very few, if any incidents with motor vehicle accidents.</p> <p>There is a multi age range of families within the local area with young children playing on the pathways & quieter areas of the Lordswood estate & senior citizens often walk to the local shops or travel the short distance to the local supermarket by bus or car.</p> <p>The increased amount of footfall will present a greater risk of anti social behaviour from the younger members of society, that mainly use this type of transport & could lead to increased possibilities of accidents & confrontations between users & residents.</p> <p>I would also point out that the government guidelines offers a trace facility which the public can follow if they need to report any improoper use of such facility.</p> <p>I would further point out that the government guideline asks for the registration number of the Escooter in question, but it is soo small on the Escooter that it is virtually impossible to read, let alone if the Escooter is being driven away at speed.</p> <p>I would also advise that there are numerous areas of green spaces locally, that are left for Conservation of the natural environment which are already torn up on a regular basis by unlicensed motor bikes & we feel there will be an increased risk if the Escooters are ridden locally.</p> <p>Many of the pathways around Lordswood aren't kept in good condition by the local authority with undergrowth blocking pathways & overhanging tress hanging over pathways.</p> <p>If someone on an Escooter was using the pathway then this would put foot traffic at increased risk.</p> <p>The location of the Escooter bank is also adjacent to a major dual carriageway with direct access onto a road with a 40mph speed limit.</p> <p>The local area of Lordswood is heavily populated with families & the local roads are clogged with motor vehicles which are often double parked which already presents a problem with pedestrians & vehicle traffic alike.</p>

	<p>Escooters speeding around the area are highly likely to be involved or the cause of increased accidents, putting additional strain on the local Hospital.</p> <p>The fact that these scooters are virtually silent using local roads & pathways will also present problems for those that are hearing impaired & are likely to cause additional accidents.</p> <p>I have grown up & lived in the Lordswood area for almost all of my life & am very proud to be a resident & whilst I am all in favour of new innovations & progress, this is a step too far & will simply not provide any benefit to the local residents & simply be a draw to local youths to hang around & hassle the local residents causing misery & upset to a fantastic area with the majority of residents proud to live here.</p> <p>I hope you will take my comments into consideration regarding this planning application.</p> <p>I would finally point out that the email address provided on the application posted on the adjacent lamp post has been written in ink that has simply washed off in the rain, so it can't be read.</p> <p>This may be in breach of the actual application with regard to residents' right to object.</p>
58	<p>I am writing on behalf of all the residents in Beaulieu Close and Petworth Gardens to strongly object to the proposal of putting an e scooter bay on Woburn Rd. These contraptions are a death trap and are a public nuisance.</p> <p>We all do not consent to this proposal as we have no students in our area and all the parents I have spoken to would never consider letting their children anywhere near these contraptions. This is not how we would like tax payers' money to be spent. Moreover, the users of these e scooters are quite irresponsible and are a danger to drivers and pedestrians alike. They do not respect personal space and speed by quite closely to pedestrians. I have an invisible disability and find these contraptions quite threatening so much so I am using my car evermore for my mental health and wellbeing. It is a health and safety problem if I ever saw one.</p> <p>Furthermore, the notice that was stuck on <u>one</u> lamp-post at the entrance of Woburn Rd was almost not visible and some of the important information had washed away because it had not been typed but written with a pen, not even a ballpoint, as this would not have washed away. I am surprised that the City Council and the Legal and Business Operations do not know these basic things. I work for the NHS and not using ink or gel pens on documents that can get wet have been basic practice for years.</p> <p>Once again I would like to reiterate that we the residents <u>do not give consent</u> for this project.</p>
59	<p>It's a great idea I use a lot keep the scheme running and allow people to use private scooters.</p>
60	<p>I would like to find out if we are going to have the e scooters in Calmore to Totton or Rushington please?</p>

61	<p>I am contacting you in regards to the Voi E scooters. As a regular user i support this type of transport which is saving alot of o2 emissions. And is a cheap alternative to the bus. I use the scooters maybe 5 times a day for 7 day's of the week to travel to and from work.</p> <p>I would really like this opportunity to continue as I love the freedom. And being able to collect Voi credits for wearing a helmet and taking a test. It's fantastic!! 🙏 if I could give it a score out of 10 then it would be a good 8</p>
62	<p>Can someone explain to me how Voi. scooters can justify that they are encouraging people to break the law and not be law abiding,as I understand from the police that they should only be used on private land!!</p>
63	<p>would like to raise objections to the proposal to site a scooter docking facility at the corner of Luccombe Road and Luccombe Place.</p> <p>The objections fall into 3 categories:</p> <ol style="list-style-type: none"> 1. Who is it supposed to be serving in this location (need?) 2. It is an unsafe location for riders 3. Unsocial hours noise in a residential area <p>1. The Need - It is unclear why this location has been chosen. Who exactly would be picking up or dropping off a scooter here? The average age of residents in this area is well above the target age group for this initiative. And it is not a pedestrian thoroughfare. If taxpayer money is involved, I'd prefer it invested in a location where the scooters will be used and creates a successful programme.</p> <p>2. Unsafe location - Luccombe Road is a busy cut through between Hill Lane/Bellmore Road and Winchester Road. Cars regularly speed up and down Luccombe Road and additionally is used by school buses. Adding scooters to a location in the middle of this stretch of road with no other traffic calming measures in place is risky and needlessly puts scooter users lives at risk as they join/exit traffic at this point. Moving it to the other end of Luccombe Place at the corner with Shanklin Road would at least be a much safer option due to the quieter road traffic on Shanklin Road. Additionally, there is no drop kerb at this location. How are riders supposed to safely enter/exit traffic without needing to stop whilst on the road to lift the scooter onto the pavement?</p> <p>3. Unsocial Hours noise - This is a residential area. Citing a 'meeting point' for pickup and drop off of scooters accessible at all hours is not appropriate unless sited in a quieter location not immediately in front of people's houses. Like point 1 - surely this choice of location is better suited to a pedestrian thoroughfare location. What guarantees is the council making to ensure the use of this docking service in unsocial hours does not disturb residents?</p> <p>In summary I can't help but feel someone sitting in an office thought this would be easy simply because they looked on a map and spotted a</p>

	<p>large corner pavement with space to put a dock. There appears to be no consideration of need at this location, road traffic/rider safety and residents rights to quiet in unsocial hours.</p> <p>Please can you address these issues.</p>
64	<p>Hi there, I'm thinking of purchasing an electric scooter having used the hire scheme recently on trial here in my area.</p> <p>With this in mind I would be very interested in both the outcome of the trial in November and the confusing law around the use of personal escooters.</p>
65	<p>E Scooters are dangerous rider's have no helmets .</p> <p>Treat roads and pavements like there own race track if one strikes my car the person will be hurt and no doubt would have to repair my vehicle at my expense .I pay dearly to use our sub standard roads in Southampton By Road tax ect yet watch up to two persons wobbling around Using these scooters for fun.</p> <p>But no doubting you that praise them with not listen</p> <p>Until there's a fatality.</p>
66	<p>Not sure why my neighbour has copied me in on this as I completely disagree! Please site any scooters as close as you like to our houses. Every car journey avoided is one step closer to preserving the planet for our children and grandchildren.</p>
67	<p>Notice has been given that e scooters will be located at the junction of Glen Eyre Drive /Parkway/ Glenwood Avenue. This is ridiculous! The reasons why.</p> <ol style="list-style-type: none"> 1 The residents in the detached homes are all mainly pensioners and mature business people. 2 The residents in the flats are nearly all mature working people with cars, or bicycles. Also many joggers(who will not be interested in these vehicles). 3 The hills in Glenwood and Glen Eyre Drive are treacherous in winter due to ice and impossible to traffic unless you have 4 wheel drive vehicles. 4 The junction is also dangerous as the taxi drivers who are numerous cut the corner at speed. 5 There are very few young adults/teenagers or students in these roads apart from the halls of residences. <p>The ideal location is at the triangle junction of Glen Eyre Drive and Glen Eyre Road for students from the halls of residences.</p>

	<p>There has been no consultation about this and I object in the highest tone as it is a dangerous concept with no thought given to local residents or traffic issues</p>
68	<p>I recently noticed your "water damaged" notice on the lamp post on the corner of Luccombe road and Luccombe place. Some words cannot be read. I do not think this is the best place to put an important notice which the majority of residents will not see. You will therefore not be contacted with a fair representation of residents objections. The document looks like a building planning applications so the majority of people that do see it may not bother reading it.</p> <p>I presume it is your job to ensure everybody in the area are informed. This notice is inadequate and will not achieve this.</p> <p>I request that you postpone the closing date for representations to contact you and send letters to all the households in Luccombe road, Luccombe place, Shanklin Road and the surrounding roads which will be affected by the scooter traffic that the docking station will generate and the hazards that go with it in order to review residents concerns and views before making a decision.</p> <p>There are already a number of docking facilities locally, including one on the Bellemoor entrance of the common and near Wickes on Winchester road which I would like highlighted in the application.</p> <p>As a resident I am opposed to this for the following reasons:</p> <p>There are already docking facilities within 5 minutes walk of the proposed docking station.</p> <p>Local children play on this extended section of pavement which they feel safe on.</p> <p>This is a residential area and it will attract people and noise from them 24 x 7</p> <p>Luccombe road is a rat run, which the council needs to address with traffic calming and speed limit measures. Cars excessively speed up and down this road, the scooter drivers will create a further safety hazard to pedestrians and themselves.</p> <p>There are a number of elderly residents slowly walking and crossing the roads.</p> <p>I have seen a number of inconsiderate scooter riders in the area and do not want to see more.</p> <p>I have spoken to a number of neighbours who are also not in favour of this docking facility.</p>
69	<p>Hello I would like to complain about the e- scooters in Southampton city centres. I feel like people are not educated about how to use them and they don't pay attention while driving on roads. I have noticed lots of teens on it as well as under 18 years old. It seems like the scooters are the most important objects on the road, and car owners have to adjust to this situation, but we are the one who getting charged tax etc</p> <p>On the top of it, it feels like we need to be more aware on the roads where scooter drivers don't really care and put us into very stressful and unpleasant situation almost everyday.</p> <p>It makes journey Very dangerous and stressful.</p> <p>Moreover they don't have to even wear helmets So it makes me worry that I will have an accident with one of them and will have to live with the</p>

	<p>blame that I did something to someone where it shouldn't be like that. Every day on my way to work and from work i experience-lots of stress and feel danger because you never know when they will jump from the pavement into the road. Are they any rules in place for rental and why nobody is controlling them? It's supposed to be better for environment but if two scooters drivers will block the whole two line road because they are driving next to each other how many cars have to go slower which makes traffic even worse and petrol emissions will be bigger as well.... Don't understand how they supposed to be good for our city if we don't have bicycles lanes everywhere.... Please someone help me understand why the drivers need to suffer so much because of lack of control with scooters and how they being used.</p>
70	<p>I have been trying to access the right to complain about the siting of this scooter base spending many hours on the telephone to get information for me to do so and after a considerable amount of time I have been given the above link. My objection to the placement is as follows: The map showing siting shows that the base will be where the grit bin is at present. This bin is vital to the surrounding community in bad weather as it is used by myself and others when the frost, ice and snow appears in winter. If taken away it would make the winter months very precarious for pedestrians and motorists alike. The siting will also make it very difficult for pedestrians rounding the corner into Glenwood Avenue, with much less room for prams and buggies etc. If other sites are anything to go by scooters would be left outside of the base, leaning on peoples fencing and generally protruding outwards making a very narrow pathway. I see no need for the base to be sited there as approximately 400 yards up Glen Eye Drive, North West there is a double base situated on the Avenue, and approximately 400 yards South West there is a base on the corner of Chetwind Road, therefore, a further site in Glen eye Drive appears to be overkill. Finally, I do a lot of walking most days and would say that these scooters are not helping to keep cars off of the roads as suggested. I would refute this and would suggest that judging by the volumes of traffic in and around Southampton it makes no difference to traffic numbers as from my experience almost all the users are students and lazy people who would normally use the bus service, which will be affected in the long run. It would also appear that there is no policing of the use of these vehicles.</p>
71	<p>Good morning Councillors.</p> <p>I see that there is a plan to install electric scooters on the corner of Luccombe Place. I'm asking you all to consider this as an inconsiderate proposal for residents of Upper Shirley. Totally unnecessary. It's absolutely diabolical that nearby residents should suffer people turning up all hours of the day and night to get a scooter. MORE noise pollution and disruption to Upper Shirley. There are scooters on Hill Lane. They do not need to be brought further into suburbia. On top of this, they are ugly street furniture which also provide a hazard for disabled residents.</p>

	<p>Please let me have your thoughts. NHS staff parking in Upper Shirley is causing us having trouble parking outside our own homes. Your scheme displaced parking from other roads and all that's happened is the problem has been moved with no consultation or consideration to the residents. I have elderly parents who now invariably cannot park outside my property.</p>
72	<p>Ive made several calls to the police and council about these idiot machines and yet I only find out about this feedback email by accident reading an online article.</p> <p>Every rush hour there are many private scooter riders wobbling and swerving all over the road in the east side of Southampton, many are regular offenders, in poor weather and dusk /dawn the lights they have if any are pathetically inadequate, the riders ignore road rules jump on and off pavements ,I've seen several carrying more than two CHILDREN!</p> <p>the police seem unable to take any action whatsoever despite detailed reporting.</p> <p>The hired ones are barely any better</p> <p>Something needs to be done to get this under control before Somone is seriously hurt</p>
73	<p>I recently read the article regarding safe riding of scooters around Hampshire.</p> <p>One paragraph stood out to me was that riders must be 18 years old, have a previsonal driving license. I have seen too many teenagers and some children riding the scooters. As a driver, I witness them not adhering to road regulations, cutting up traffic, riding across roads without looking and alot more. But it would be the drivers fault if an accident was to happen.</p> <p>My question is, why don't Voi add a system to enter in previsonal or driving license numbers to check against the DVLA? This would surely reduce the amount of under 18's on the scooters, prevent accidents, antisocial behaviour and damage to the scooters themselves.</p>
74	<p>we are based at Tesco Distribution Centre Southampton,</p> <p>We have around 800 people work here at Tesco and plenty of them doesn't have own transport,</p> <p>Nursling Area SO160WB is not very good for public transport as there is no bus directly to Nursling area and its very big industrial estate so do you think will it be worth for your company to put some electric scooter pick up points at SO160WB area? I'm sure it will be worth!</p>

75	<p>I've been using the Voi scooters regularly over the last few months and I think it's an absolutely fantastic scheme. I frequently hire a scooter on trips where I would otherwise drive my car.</p> <p>I would strongly support continuing the trial into a permanent operation. It increases the sustainable transport options available within Southampton and gets cars off the road. The vast majority of Voi users I see are acting responsibly, and the Voi app is great for promoting safe riding.</p>
76	<p>I would like to express my grave concern regarding the e scooter scheme. I have just seen a boy who is no more than 12 years old riding one of these distinctive scooters on the road outside southampton central train station at exactly 1830(the side facing the co-op). He is not old enough to have a provisional licence. Clearly your security measures are insufficient. I expect you to investigate this and take measures to prevent this happening again.</p>
77	<p>While I appreciate the aims of the e-scooter trial in Southampton and agree in principle with this as one of a number of possible solutions for intracity personal transportation, I have concerns about how these e-scooters are being used in practice.</p> <p>As an ex-researcher on young car driver behaviour for the Government's Transport and Road Research Laboratory, I have noticed all the same phenomena we observed then. These occur with particularly young male users of the e-scooters (this group of individuals seem to be in the majority). I assume that all users are current driver's licence holders though it's unclear if or how this is checked. Thus, they should be aware of the rules and advice on using our roads (and should have been assessed satisfactory on this).</p> <p>The main problems I have encountered are that too many users in the area where I live (Freemantle) tend to travel at about the maximum speed of the scooters, wear no helmets, often seem to have passengers riding with them, wear headphones (presumably to listen to music), mount the pavement at will to keep going and have scant regard for pedestrians.</p> <p>The scooters are virtually silent and so can seem to appear out of nowhere and older citizens, like myself, whose hearing is not what it was, and children, who are often distracted by their walking companions, do not become aware of these scooters until they are almost upon them. This leads to quite a few near accidents, although fortunately, I have yet to actually see a collision involving an e-scooter. I trust you have statistics on such incidents.</p> <p>In my view if this form of transport is to continue in use, the enforcement of the all the requirements and recommendations that the Council has set out, needs to be thought through much more carefully.</p>

78	<p>I was travelling in my car along Thornhill Park Road in Southampton last night around 8.15/8.30 pm and as I proceeded down the road an e-scooter shot off the pavement and hit the back left hand side of my mini.</p> <p>We stopped and spoke to the young man who said he was ok and he was more concerned because the tyre had come partially off the scooter. He said the brakes failed as he approached the crossing and couldn't stop it. He said this wasn't the first time that this had happened when he had hired a scooter. We suggested that he take it back to the place he used it from but he said that was several miles away. We then recommended that he ask a local resident if they had tools to assist in putting the tyre back on the scooter and we again enquired after him but he insisted he was fine and apologised for causing us trouble.</p> <p>I am very concerned that these are being used, particularly at night with no lights on them and on a pavement and that the user was not even wearing a helmet.</p> <p>I wish to lodge this as a complaint in the hope that the Council will reconsider their use on the grounds of health and safety both for the user but also anyone they may collide with. On this occasion we were all lucky that a car was not travelling immediately behind us, or on the other side of the road, because the outcome could have been a lot different for the young man.</p>
79	<p>I am finding that the use of E-scooters in the city is a menace to motorists, cyclists and pedestrians alike. They are mostly used mainly by teenagers and young men. Originally, scooters were meant to be toys for children, who can ride them at their pace under supervision along the pavement, in their gardens and in the park.</p> <p>My husband and I are now afraid to drive our car or walk along the pavement. They go at speed along Shirley precinct and the city precinct. They never seem to be reprimanded.</p> <p>What happens legally if a rider has a wobble then falls off in front of a car? Would it be the council's fault that the road was uneven; the rider's fault that he/she wasn't careful enough; or the driver's fault that he should have seen that the rider was about to fall off?</p> <p>On the news last week, a rider was killed (in another city) and his girlfriend, also on the scooter, suffered horrendous injuries. The surgeon said he had never come across injuries like that before. So, to me, it was just as if they had jumped out in front of the car. So unnecessary, especially in these times when the NHS is stretched enough and could certainly do without this ludicrous situation. To think that Southampton Council is promoting this so called 'green activity'. To get fit is to walk. I can only think that the advantage to the Council is that they will make money out of it.</p>

	<p>In my opinion, one thing is for sure; a young person is more likely to suffer from riding an E-scooter than he ever is from Covid.</p> <p>Near where I live, a notice went up that there was to be an E-scooter park on the corner of Luccombe Road/Place. I, along with other residents, wrote to object to this proposal to the Licence Legal Department and to my astonishment, we won!</p> <p>Please pass on my comments to whoever is in charge of the scheme.</p> <p>If there are any meetings about this, do please let me know.</p>
80	<p>Yesterday I seized one of these electric scooters from a boy as he travelled along a University footpath. I would guess he was 13 years old and on his way to school, he said he found the scooter, I think the only way the scooter would work is by the boy logging in to the app, so I take from this any one with a smart phone will probably be able to hire a scooter. I informed VOI and to the school the boy said he was going to. At the University I have noticed the scooters being used generally on roads pavements and footpaths, users looking particularly vulnerable as they travel along roads amongst traffic. I have not seen any user wearing any form of helmet.</p> <p>I am myself a keen cyclist and recognise the importance in moving to eco-friendly transport, I'm just not convinced this as opposed to bicycles is the safe and responsible way forward</p>
81	<p>I live in Banister Park and walk daily in the area, including The Common, Central Parks and Bedford Place/ Avenue areas. Having just read about the trial on the council website I am astounded at the lack of enforcement action in place to regulate the trial and the flagrant disregard for safety displayed by many users. I regularly witness Voi users using the pavement, riding against the traffic on roads, riding two up; basically every abuse of the stated rules possible.</p> <p>In addition there are now a large number of private escooters in the area, many that seem to have had any speed regulation removed. These are often ridden on pavements and across the Common/ Parks, weaving at speed around pedestrians.</p> <p>Escooters may have their place, but until it can be proved that they can all be made to work safely around people they should not be allowed on any public road, pavement or land. It's enough trouble dodging bikes, without having to deal with scooters as well.</p> <p>Obviously I would like to see the trial discontinued and more action taken against private, illegal, escooter use.</p>

82	<p>I am a resident in Southampton. I want to say how dangerous and irresponsible I feel it is for scooters to be used on Southampton roads. God only knows how someone hasn't been killed yet or seriously harmed. Youngsters, in particular, abuse the scooters, ride dangerously in traffic and often use pavements putting pedestrians at risk. As usual there are little or no police to enforce this.</p> <p>I cannot see the point of wasting taxpayers money on such a pointless and dangerous scheme. Whoever voted and/or approved this scheme be it on your head(s) when some is inevitably killed or harmed not to mention the ridiculous waste of money that could otherwise be apportioned to something worthwhile like social care.</p>
83	<p>I travel from Totton to Southampton every morning and evening by car. A guy on the scooter hit my car and bent it. He didn't suffer any injury and asked me do not call the police. I couldn't see then that my car was bent because it was dark. Anyway definitely he had no insurance.</p>
84	<p>It is encouraging to see that SCC are seeking to provide safe, environmentally-friendly transport alternatives. However, I think the e-scooter is not a viable option and is a waste of council taxpayers' money for several reasons.</p> <p>Firstly, the e-scooter is an unsafe vehicle (demonstrated by the fact that private e-scooters are banned on public roads) and a hazard to other road users.</p> <p>Secondly, in my local area (Coxford ward) I have not once seen anyone use the e-scooters. The residents of Coxford are more likely to bus, bike, walk, or use their cars.</p> <p>Thirdly, the e-scooter docking stations are unsightly and clutter already narrow footpaths. They are also a potential target for criminal and anti-social behaviour.</p> <p>Hopefully, this trial will demonstrate that the introduction of e-scooters is unwanted and a waste of money.</p>
85	<p>I would like to sing praises about the e scooter trial and I would love to see this introduced!</p> <p>An excellent way to travel as I ride to my close friends house rather than drive now! What an excellent excuse to make more bike lanes to encourage being greener!</p> <p>Southampton could be the future, today leading by example</p>

86

I am concerned that the e-scooters are not being used safely on roads around Southampton. Twice I have seen e-scooters going the wrong way on the cycle paths over the itchen bridge. This is dangerous to cyclists coming the other (correct) way. They also come down the footpaths on the bridge at high speed which is dangerous for pedestrians. Today I was driving and had an e-scooter pull off a pavement into the road right in front of me near town key. I beeped them as it was dangerous and I didn't think they had seen me, and then they became verbally aggressive.

I'm not against e-scooters in principle, but they don't seem to be being used very safely by some people.

Appendix 6 – Supporting evidence (response 14).

E-scooter Rack at St James Park

I have retinitis pigmentosa and use a white cane when out walking. I have very poor peripheral vision and a degree of red/green colour blindness, the latter not being confined to Visually Impaired People (Vis).

There is an e-scooter rack near the entrance to St James' Park in Shirley, at the junction of St James Road and Church Street. It has been placed on the pavement next to the fence surrounding the park.



Picture 1



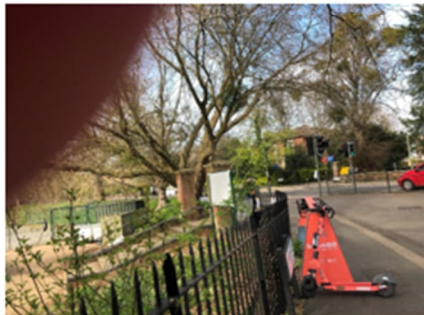
Picture 2

As can be seen from the above photos, the dull red of the frame does not show up well against the dark background of the tree and the vegetation. This lack of contrast is likely to be made worse when the trees above it come into full leaf. Red/green colour blindness, which is common not just in Vis, will exacerbate this problem.

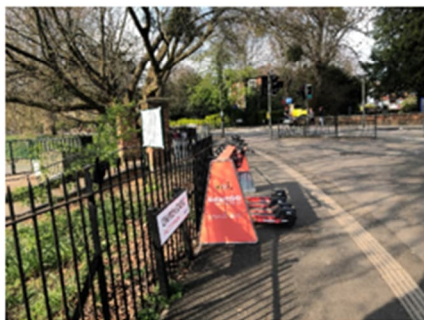
You can see that the scooters currently in the rack, as well as the one lent against it, stick out about halfway across the pavement. The first time I encountered a parked scooter I did not initially realise what it was as I did not notice the frame, and I thought that it might be someone sitting on the ground leaning against the fence. It was only when I got within a couple of paces of the frame that I realised what it was. After a cup of tea and a walk round the park I returned the same way to find that there were now five scooters, three of them parked properly but the other two were stuck out at angles on either side of them,

sticking at least another eight inches across the pavement. Scooters not parked properly or even left away from the rack are common (eg Picture 3).

Most Vis will tend to walk well clear of the kerb due to the presence of wing mirrors, posts, bollards, etc (see photos), or just the risk of catching the edge and tripping. This means that the end of the parked scooter, sticking as it does into the middle of the pavement, is right in the route that would normally be taken. White canes do not sweep the entire area along which a person walks and so may miss the scooter, and the wheel height is above that which most people would lift their feet. White bright sunshine may help to show up the scooters' outlines (Picture 4), dull light or broken shadow (Pictures 1 and 2) make them more difficult to see. The visibility of the scooters will only get worse as night falls. The light ribbed line running between the original pavement and its widened section looks like simply an extension of the Church Street kerb, and since the widened section is a similar colour to the road Vis may not realise its presence and be unwilling to step "into the road" near what both sounds and looks like a busy junction. Their instinct may therefore be to try and negotiate the scooters on the obstructed original pavement. All the above add up to the scooters and their rack representing a major trip hazard for VIs.



Picture 3



Picture 4

It was my original understanding that these racks would be placed out of the way of the general public. I thought that they would be sited in places next to bike racks or, preferably, in normal car parking bays: they are technically vehicles after all. The end of the line of parked cars this end of Church Street (Pictures

1 and 2) would seem ideal as cars would already be driving clear of here in order to avoid the widened pavement, even if the adjacent parking bay were not occupied.

Would it be possible to have the scooters make some motor-type noise when running, along with a bell or similar? VIs tend to be more dependent on their hearing than fully sighted people, so when they want to cross a road, for instance, they depend on both sound and vision to know what's coming. In traffic a scooter, and bikes, can be lost against the moving background so we rely on the sound of a vehicle approaching to give us extra warning. There have been many calls, including in Parliament, for electric vehicles to make a recognizable noise, otherwise the first that we know of their presence is when we here a sudden, often frightening, horn blast. I encountered a scooter on a pavement and the first I knew about it was the shock of it zooming past me: no warning sound of a motor or bell and if I had turned at that point to head for a shop there would have been a potentially serious accident.

Please can you do something to address these issues as they pose a serious threat to the safety and independence of Blind and Partially Sighted People.

Appendix 7 – Supporting evidence (response 22)

Call for all rentable e-scooters trials to be stopped and for all new trials to be paused.

1.0 Urgent Recommendation

The National Federation of the Blind of the UK ([NFBUK](#)) recommends that the rentable escooter trials are halted with immediate effect and that all new trials are not started. The ongoing trials are consistently and continually failing to comply with the Department for Transport [Guidance](#) for Rentable E-scooter Trials.

The trials are dangerous, creating hazardous and unsafe environments for blind, partially sighted, deaf-blind, elderly and disabled people, people using mobility aids, parents with young children and pedestrians, in town and city centres.

- Rentable e-scooters are been ridden dangerously on pavements, on pedestrian crossings, in pedestrian only zones, on public places. E-scooter riders have been witnessed riding at pedestrians, expecting them to get out of the way, which is impossible if you are blind, partially sighted, mobility impaired etc.
- Dockless e-scooters are causing serious obstructions, blocking accessible routes for disabled people and creating trip hazards. They are being left on the pavement, on controlled pedestrian crossings, in public places and in pedestrian only zones. They become an instant hazard and create unsafe places for vulnerable pedestrians and vulnerable bus passengers.
- Valuable pavement and public space is being used for dockless e-scooters and geo-fenced e-scooters. This space is needed for walking, for people using mobility aids and for social distancing. The dockless model of e-scooter should never been allowed to be trialled in UK and should be stopped immediately. Geo-fenced e-scooters should never have been allowed to be stored on any pavements, public places or pedestrian zones and they should be removed from these places immediately.
- The technology in use is not preventing very young people riding rentable e-scooters, different people using the same e-scooter or stopping two people riding the e-scooter.
- Even is the dockless model is halted, this will not resolve the reckless rider behaviour, which is too dangerous, and is uncontrollable and unregulatable. Leaving the safety, well-being and accessibility of blind, partially sighted, mobility impaired pedestrians etc at great risk. This is not acceptable at any time and especially in the time of a pandemic. No new trials need to be started and existing ones need to be halted.

Further evidence has been found where cities have halted trials and have banned rentable e-scooters from their streets in the UK and internationally.

This evidence follows on from the NFBUK submission to the Department for Transport and the Transport Select Committee, which recommended not to trial rentable e-scooters 'No Time To Trial E-Scooters' <https://www.nfbuk.org/campaign/e-scooters/>.

2.0 Evidence

Site Visits To UK Trials

Evidence has been gathered from extensive site visits to e-scooter trials in the UK. Twenty-four site visits have been made to the following locations:

- Coventry 1 visit
- Birmingham 5 visits
- Milton Keynes 2 visits
- Northampton 15 visits
- Bath 1 visit

On Line Evidence

Further evidence on serious problems in other trial areas have been obtained from social media and news reports. Some have been added to the report and others will be added in future updates. Appendix D contains evidence from Bath and Bristol of e-scooters being left on the pavements and public spaces, creating obstructions and unsafe situation for vulnerable pedestrians.

Escooter Trials Halted, Shelved and Banned in UK and Internationally

The [Coventry E-Scooter](#) trial was shut down after just 5 days due to serious safety concerns raised by the trial, after it was started on the 15 September 2020. [Birmingham](#) reduced its fleet from 200 to 50. [Winchester](#) and [Luton](#) have shelved its plans for an e-scooter trials

Since the launch of the UK trials, news broke of [Copenhagen](#) has banned dockless rentable escooters due to the chaos they have created in the city. Further research by the NFBUK have identified 18 places in the USA have been banned rentable e-scooters or not taken them forward after trials. [New South Wales](#) in Australia are not taking forward trials. These include the following places [Brookline](#), [Chattanooga](#), [Greenville](#), [Cambridge](#), [Columbia](#), [Rockhill](#), [Athens-Clarke](#), [Dallas](#), [Charleston](#), [Boston](#), [Boulder](#), [West Hollywood](#), [Brentwood](#), [Oakley](#), [Beverly Hills City Council](#), [Malibu](#), also bans are in place in [University of Nevada](#) and [University of Arizona](#).

E-scooter riders have been consistently and constantly observed to be undertaking the following dangerous and unsafe activities in the trial areas as described below. Links to films illustrating this behaviour are given in Appendix A. Photographs in Appendix B illustrate dangerously abandoned e-scooters, blocking pavements, pedestrian crossings and left on public places.

2.1 Dangerous and Hazardous Riding Behaviour

- Escooters been dangerously ridden on [pavements](#) at all speeds and being ridden at speed around blind corners
- Escooters been dangerously used in [pedestrian](#) only zones and in [public places](#)
- Riders are using pedestrian only [crossings](#) and riding directly at pedestrians expecting them to get out of the way
- Riders are using dropped kerbs to mount the pavements and by-pass controlled pedestrian crossings
- Riders are using escooters in an [antisocial](#) manner and dangerous manner, including riders pulling [wheelies behind pedestrians](#) and losing control of rentable e-scooters on the pavement
- Two people have been regularly witnessed [riding e-scooters](#), which is extremely dangerous
- Very young riders observed riding e-scooters and riding them with two people on one e-scooter
- Young riders have been observed standing on skate boards balanced on the foot bar on the e-scooter
- Riders are riding at [pedestrians](#) on pavements, paths and pedestrianised areas expecting them to move out of the way
- Riders have been witnessed getting on and off the escooter and letting other people ride it, therefore the person riding it may not have a provisional driving licence
- Riders creating dangerous situations for the drivers of [buses](#) with reckless riding on the road
- Witnessed incident of two riders falling off one e-scooter and fell off onto pavement close to pedestrian. Person was offered ambulance but they declined.

- Antisocial behaviour was witnessed in the [evenings](#) creating dangerous and intermediating environments for pedestrians

2.2 Dangerous Dumping of Dockless Scooters After Use

- When e-scooters are left in unsafe locations they become an instant hazard and make pavements / public areas unsafe for vulnerable pedestrians.
- Scooters being left all over [pavements](#) creating [obductions](#) and serious trip hazards on the pavement, on the kerb, the building line, in the middle of the pavement. More than 1 scooter has been witnessed being left in these areas.
- Scooters are being left [next](#) to and on the tactile paving at [controlled pedestrian crossings](#) [blocking](#) access to them and creating serious trip hazards.
- Scooters are being left randomly in [pedestrianised](#) areas
- Scooters are being knocked over creating [dangerous](#) trip hazards
- Even if people wanted to move dockless scooters which are causing an obstruction, there is still nowhere to move them too
- Dumping of scooters on pavements, pedestrian crossings and pedestrian areas is taking away room for socially distancing
- Scooters are being left right outside of doors to shops
- Scooters are being left next to [bus stops](#) and in the pavements next to [bus stops](#) and [bus stations](#).
- Scooters have been left on double yellow lines
- Even so called geo-fenced e-scooters docking stations come with problems, with e-scooters being left on the pavement creating obstructions and trips hazards.
- Scooters been left in dangerous locations in the [evening](#) and when it is dark
- Geo-fenced docking of scooters are also problematic as they take over valuable pavement space need for pedestrians and for social distancing and they also serious trip hazard.

2.3 Anti-social Behaviour and Dangers of Dockless Scooters

The following is not a comprehensive list of all of the antisocial behaviour and dangerous operations being reported from the trials on line, but it will illustrate the ongoing problems with them in many towns and cities in UK.

- [Bournemouth](#) reckless riding on pavements, promenades and local parks
- 6 riders charged with drink driving in [Newcastle](#)
- In Middlesbrough, scooter riders were caught on a [dual carriage way](#), riding through [shopping arcades](#) and riding on pavements.
- Concerns are being raised at young people using rentable e-scooters in trials areas, for example in [Slough](#) and [Taunton](#)
- Young children reported using rentable scooters in [Northampton](#).
- Problems were reported about the new trials in [High Wycombe](#).
- Problems of dangerously abandoned e-scooters on pavements and public spaces was recently highlighted in [Nottingham](#)
- Riding on pavements have been reported in [Liverpool](#).
- [Oxford](#) reported problems of e-scooters blocking pavements
- [Newcastle](#) has witnessed riders racing through red traffic lights.

2.4 Recent Injuries, Deaths and Near Misses with Scooters in UK

The following injuries and near misses reported in the press or evidence given to the NFBUK.

- [Newcastle](#) hit and run with rentable e-scooter rider
- Puppy injured in [Northampton](#)
- Pedestrian accident with rentable e-scooter in [Birmingham](#)
- In Gloucester - A woman seriously injured using rentable e-scooter crash at major Gloucester junction - [Gloucestershire Live](#)
- In Milton Keynes- A man had serious facial injuries after rentable riding e-scooter drunk - [Bucks Free Press](#)
- Northampton Blind Association – raised serious concerns over [rider behaviour](#), with rentable e-scooter riders riding far too close to blind people; with one of their employees having to be pulled back from an oncoming riding e-scooter rider on the pavement by his sighted relative otherwise he would have been hit.
- Two people witnessed crashing into kerb riding rentable e-scooter in Northampton and falling onto the pavement.
- A pedestrian is recovering from shocking injuries from being run into by an illegal e-scooter reported on [27 November 2020](#)
- A blind person was hit by two scooters riders in [Milton Keynes](#)
- Young child knocked over by e-scooters in pedestrian only zone in [Northampton](#).
- Serious injuries and deaths have resulted from use of illegal e-scooters and illustrate how dangerous e-scooters, in [Bamber Bridge](#), [Cambridge](#), [Rochdale](#), [Plymouth](#), [Glasgow](#), [Port Tennant](#) and [Kent](#).
- Child in near miss with e-scooter in [Basildon](#).
- Serious concerns raised in [Northampton](#) from blind society over use of rentable e-scooters
- NFBUK have received evidence of further incidents where blind people have been hit or have been passed very closely by e-scooter riders. As well as a person who was hit by a rentable scooter in Northampton and was given verbal abuse by the rider when he tried to highlight to the person what had happened. It was reported to the company but they have not got back to the person involved.

2.5 Serious Injuries and Legal Action Being Taken By Blind and Elderly Pedestrians Tripping Over Dockless Scooters.

- In Germany, a blind gentleman tripped over two rentable e-scooters broke his femur and spent 11 days in hospital and has not been able to return back to work for 5 months. The e-scooter company VOI and local authority are not taking any responsibility. Legal action is still taking place. The translated [article](#) reported on 28 November 2020 is given in Appendix C.
- Former [Adelaide](#) politician gets second chance to sue council after tripping over e-scooter - ABC News reported 18 / 09/ 20.
- This warning is given out by Santa Monica legal firm which lists the personal injuries resulting from the use of rentable e-scooters, contains examples of elderly people tripping over Dockless e-scooters.

‘Ever since Bird and Lime dumped their electric scooters all over Santa Monica, our personal injury law firm has been inundated with calls from people injured in electric scooter accidents. The calls come from riders as well as pedestrians. We believe everyone needs to know about the quantity of calls we are getting, the seriousness of the injuries, and the commonality of the fact patterns. Not only does the public need to know, but so do city council members in other cities who are considering allowing in electric scooters, the scooter companies themselves (Bird and Lime), and anyone considering investing in these companies or renting their scooters’.

The injuries and how they came about are given at this [link](#) – please be warned the injuries are horrific

2.6 Other Observations

- Scooters are solid and heavy making them very difficult to move out of the way; it is also very easy to hit your ankle while moving them out of the way, which is very painful

- Police undertook a 48-hour weekend operation on e-scooters and had 58 offences recorded but took no legal action in Northampton. From our on the ground observations there were many more serious infringements of the DfT Guidance, which included e-scooters causing obstructions on pavements, left in pedestrian areas and on pedestrian crossings, as well as riders, riding with two people on scooters, riding on pavements and on pedestrian zones.
- Very few people witnessed wearing helmets during site visits.
- The technology of the scooters cannot prevent 2 people riding scooters, cannot detect if a young person is riding it, or the person who scanned the licence or if the person has been drinking or can see adequately to control the machine. The police should not have to spend time enforcing technology that is not fit for purpose.
- Enforcement by police and education by VOI representatives have not stopped the ongoing violations of DfT Guidance set for the trials.

Examples of unsafe parking of rentable e-scooters are given in Appendix D from Bristol and Bath from twitter posts.

NOTE.

This document is continually being updated and further evidence can be provided on the site visits if requested. Not all the information collected on the problems of rentable e-scooters are given in this document.

Appendix A

Primary evidence has been collected through film and photographs. Below are the film links which have been put on twitter.

1.0 Northampton

15 visits have been undertaken so far, with the following films and comments that have been tweeted to what has been witnessed. The whole scheme is consistently terrifyingly dangerous and needs to be brought to an immediate halt. Visits have been undertaken at different times of the day including very early morning, late afternoon and evening.

Visits have been undertaken on 20, 22, 24, 26, 27 and 29 September 2020, and the 1, 6, 10, 11, 15, 18, 22, 26, 28, October 2020.

1.1 Rider Behaviour

- These are really good questions: 1) Can you use rentable e-scooters on the pavement? 2) Can 2 people ride 1 e-scooter? 3) At what distance can you read the number plate? [Northampton](#)
- The E-scooter riders are on pavements, pedestrian crossings and pedestrianised areas in [Northampton](#) on several [occasions](#).
- Dangerous riding in parks was witnessed in [Northampton](#).
- People witnessed riding double on many occasions in [Northampton](#). What's the rules again for rentable e-scooters trials in #Northampton? There were 2 e-scooters free and 2 people jumped on to 1 & rode off on the pavement.
- Rider behaviour UK e-scooter trial on a Saturday evening in [Northampton](#) was terrifying.
- Impact on bus drivers is [shocking](#).
- Questions about rentable e-scooter trial in [Northampton](#): 1: Can e-scooters be ridden on a pavement? 2: Can 2 people ride 1 e-scooter? In the clip 4 pedestrians step aside due to approaching e-scooter on pedestrian crossing or on path. A person with no sight cannot do this.
- [Questions](#) 1: Can two people ride rentable e-scooters at one time? 2: Can you ride #e-scooters on the pavements?
- E-scooter riders riding at people at controlled pedestrian crossing in [Northampton](#), a man on rentable E-scooter speed over the crossing very close to me.

1.2 Pedestrian crossings blocked and pavements blocked

- Key questions asked about the legality of e-scooters left on pavements in [Northampton](#), which no answers have been given.
- Impact on evening economy with e-scooters left in dangerous locations on Saturday night in [Northampton](#)
- E-scooters been left constantly on pavements creating instant trip hazard and accessibility problems in [Northampton](#), [again](#) and [again](#), and [again](#), and [again](#), and [again](#) and [again](#). This was after 39 days after VOI launched its rentable e-scooters in [Northampton](#).
- Reckless riding on pavements, two people riding e-scooters and dockless e-scooters left on pavements in [Northampton](#)
- E-scooters which have been knocked over creating serious trip hazard [Northampton](#)
- Access to bus stop and pavements has been compromised by rentable e-scooters in [Northampton](#)
- Serious and accessibility concerns raised as safe access to controlled pedestrian crossings has been [compromised](#) many [times](#) in [Northampton](#), as well as early in the [morning](#).

2.0 Coventry

One visit made on 13 September 2020, after which the scheme was halted due to safety concerns.

- Experienced this in [Coventry](#). Cyclist is riding on pavement followed by someone riding a rentable e-scooter on pavement. The shared space junction is partially closed due to COVID. This is not safe for any pedestrian.

- Two questions: 1) Is this pavement for pedestrians or for pedestrians & cyclists/e-scooters in [Coventry](#) - it's Ironmonger Row just on from Trinity Street? 2) Can e-scooters go the opposite way to one-way traffic on the carriage way? It's same location as first question.
- Questions for Rentable E-Scooter Trials [Coventry](#). 1) Is the pavement in the Burgess for pedestrians or pedestrians & cyclists? 2) Can e-scooters be ridden on pavement going the opposite way on a one-way system? Whatever the answers - this is not safe & trials need to be halted.
- This is the [Coventry](#) Rentable E-Scooter Trial. Absolutely shocking. E-scooters being left on pavements, near bus stops on pavement & in public spaces. This is dangerous, they are a trip hazard & reduces in places space for social distancing. Trial needs to halt. Simply not safe.

3.0 Birmingham

Five visits were made; the speed riders were going on the pavements, public spaces and on pedestrian crossings was terrifying. Visit was undertaken on the 13 and 17 September, the 7 and 26 October, 1st November 2020. E-scooters were witnessed being left in public places which were dangerous and blocking disabled peoples safe and independent access.

- In Birmingham e-scooters witnessed riding on pavements, [public spaces](#) and on [controlled pedestrian crossings](#)
- Dockless e-scooters in [Birmingham](#) created serious risk to pedestrian safety and accessibility.

4.0 Milton Keynes

Two visits undertaken. Evidence of e-scooters being parked dangerously, people underage riding them, with family or friends. This can be provided on request.

5.0 Bath

One visit made to [Bath](#) prior to lock down where e-scooter riders were witnessed riding dangerously on pavements and leaving dockless e-scooters on the pavements and public spaces, creating serious risks to pedestrian safety.

6.0 Bristol

Examples of unsafe parking of rentable e-scooters are given in Appendix D from Bristol and Bath from twitter posts. Site visits could not be made due to COVID lockdown.

Appendix B Photographs Illustrating Rentable E-scooters Causing Obstructions and Trip Hazards on Pavements, Public Spaces and Pedestrian Crossings

The photos are given to show e-scooters causing obstruction on the pavements and at pedestrian crossings, e-scooters creating serious trip hazards, how easy they are to over and how they are being left in pedestrian only zones in Northampton. This is just a fraction of the photos which have been taken to illustrate how e-scooters are causing serious problems. To prevent repetition, the e-scooters in the photos pose a trip hazard.



Photo 1: Two 2 e-scooters obstruction on the pavement.



Photo 2: One e-scooter left on narrow corner pavement creating an obstruction to pavement and controlled push button pedestrian crossing. Also causing serious trip hazard



Photo 3: One e-scooter on narrow corner pavement causing obstruction on the pavement and obstruction to a controlled push button pedestrian crossing.



Photo 4: Two scooters left in middle of pavement next to bus stop causing an obstruction.



Photo 5: Scooter fallen over in gully walkway causing obstruction and causing serious trip hazard. There were two scooters like this in the gully walkway.



Photo 6: The pavement is completely obstructed with e-scooter and delivery lorry. Lorry parked on footway, on double yellow lines, with e-scooter parked on pavement, with two people riding e-scooter seen leaving the pavement to go on road. The person at the back of the e-scooter is controlling the machine. Sunday morning 11 October 2020.

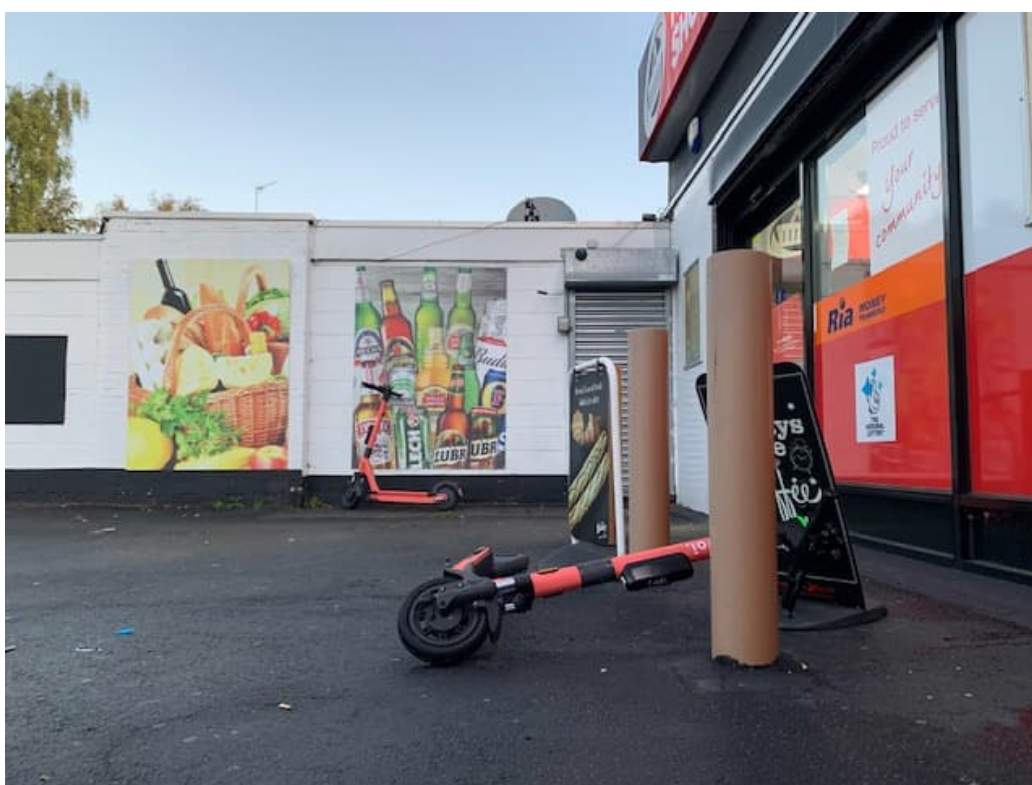


Photo 7: E-scooter fallen over at shop and e-scooter with no stand deployed. Sunday morning 11 October 2020.



Photo 8 E-scooter left obstructing the pavement in the pouring rain on Saturday evening 17 October 2020



Photo 9 E-scooter obstructing the pavement and causing serious trip hazard on Saturday evening 17 October 2020



Photo 10 E-scooter obstructing the pavement and causing serious trip hazard on Saturday evening 17 October 2020



Photo 11 E-scooters obstructing the pavement and causing serious trip hazard on Saturday evening 17 October 2020 (in connection with photos 12 and 13 these were next to each other on footpath).



Photo 12 E-scooters left obstructing pavement on Saturday evening 17 October 2020 (in connection with photos 11 and 13 these were next to each other on footpath).

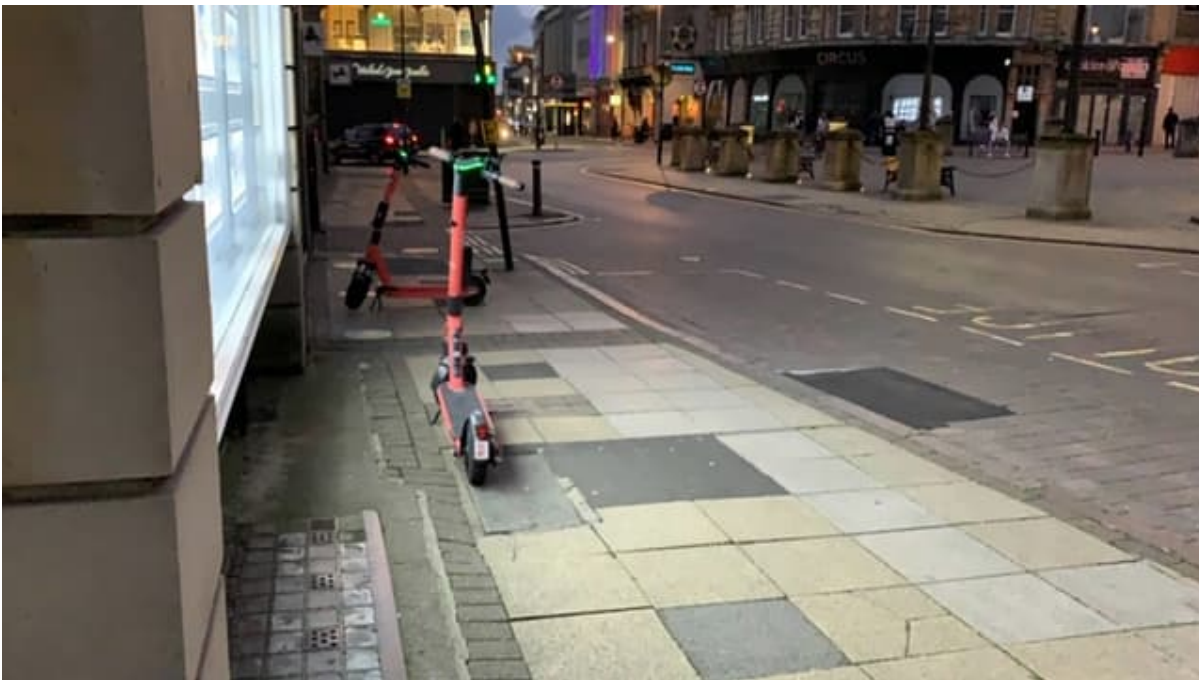


Photo 13, E-scooters left obstructing the pavement and causing serious trip hazard on Saturday , on Saturday evening 17 October 2020 (in connection with photos 11 and 12 these were next to each other on footpath).



Photo 14 E-scooters left causing obstruction on pavement next to controlled pedestrian crossing.



Photo 15 E-scooter on its side causing serious trip hazard and obstruction on pavement.



Photo 16 E-scooter on its side causing serious trip hazard and obstruction on pavement in the evening when dark.



Photo 17 E-scooter on its side causing serious trip hazard and obstruction on pavement.



Photo 18 E-scooters left causing obstruction on pavement next to controlled pedestrian crossing.



Photo 19 E-scooters left causing obstruction in area for socially distancing due to COVID, next to access ramp.



Photo 20 Three E-scooters left causing obstruction on pavement, next to controlled pedestrian crossing and access to bus station.

Appendix C Examples of Dangerous E-Scooter Riding Behaviour

These are just a few examples of people riding e-scooters on the pavement, on pedestrian crossing and pedestrian areas. This is just a small number of the people caught riding in these areas and more can be provided.



Photo 21 Escooter rider on pavement heading towards set of controlled pedestrian crossings.



Photo 22 6 October 2020 Two riders on one e-scooter.



Photo 23 10 October 2020 Two people riding one scooter with person on front being very small, with the person behind controlling it.



Photo 24 Scooter rider going round corner in bend at speed.



Photo 25 Two e-scooter riders on 2 V e-scooters riding on the pavement riding past pedestrians.



Photo 26 10 October 2020 Person riding e-scooter on pavement next to pedestrian in evening

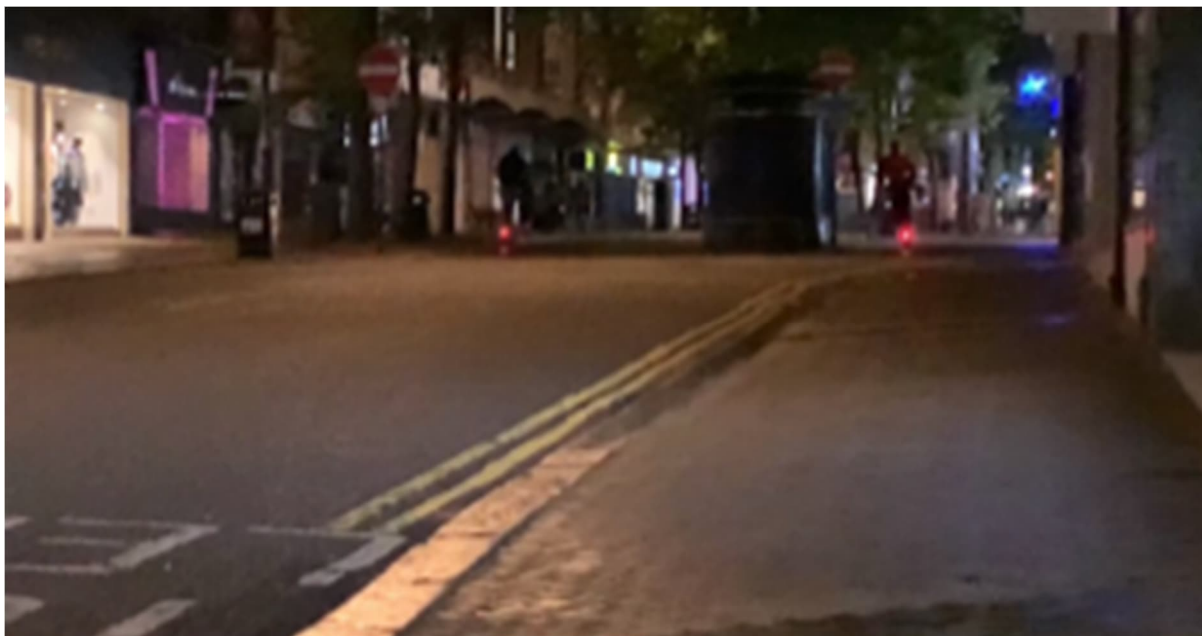


Photo 27 10 October 2020 Two riders and separate escooter riders riding on pedestrian only zone in evening



Photo 28 Two escooter riders riding on separate e-scooters in pedestrian only zone.



Photo 29 10/10/ 2020 Youth pulling wheelie on e-scooter on pavement



Photo 30 11/10/2020 Two people riding e-scooter, with person at back steering it.

Appendix C

He broke his bones, now nobody wants to be held liable: An e-scooter accident reveals dangerous loopholes in the law

<https://www.businessinsider.de/wirtschaft/mobility/er-brach-sich-die-knochen-jetzt-will-niemand-haften-ein-e-scooter-unfall-zeigt-gefaehrliche-gesetzesluecken-a/>



Kurz nach dem Sturz fotografiert ein Ersthelfer den Unfallort. Klaus Bopp (weißes T-Shirt) kann aufgrund der Schmerzen kaum stehen. ©

Hannah Schwär, Marta Orosz 28 Nov 2020 The case of Klaus Bopp (picture) could have consequences for the entire e-scooter industry. The case of Klaus Bopp (picture) could have consequences for the entire e-scooter industry.

The question of who is to blame for accidents in connection with parked e-scooters is completely unresolved in Germany. This is shown by the case of the blind Klaus Bopp, who spent eleven days in hospital because of a fall over two overturned Voi e-scooters. Neither Voi nor their insurance company want to be responsible for the damage.

As on every other day, Klaus Bopp made his way to work this Tuesday morning at around 8:35 a.m. Bopp is blind from birth, uses a long stick to orient himself and has been walking this route in Bremen Neustadt for 30 years. He knows every millimeter. It happens after about two minutes: Shortly before an intersection, the 50-year-old falls over two e-scooters lying across the sidewalk. One he still grabs with the stick, with the second he has no chance. He falls on his right hip and breaks the femoral neck.

"I was so angry because it was not the first time that these things got in the way without warning," recalls Bopp in an interview with Business Insider.

It was clear to him: there had to be an accident at some point. Bopp's anger will boil up again in the months after the accident. Little by little it becomes clear that nobody wants to be responsible for the broken bone. Neither the Swedish rental company Voi, which set up the e-scooters on the morning of the accident, nor Voi's liability insurance, nor the city of Bremen, which has issued an operating license for the scooters. The case is also legally tricky, although it is well documented by the police and eyewitnesses.

The question of who is to blame for falling over the overturned e-scooter is completely unresolved and reveals major loopholes in regulation in Germany. Shortly after the fall, a first aider photographs the scene of the accident. Klaus Bopp (white T-shirt) can hardly stand because of the pain. Shortly after the fall, a first aider photographs the scene of the accident. Klaus Bopp (white T-shirt) can hardly stand because of the pain. Private Bopp's attorney wants to set precedent. Neither the authorities nor the e-scooter company Voi contact the injured Bopp.

In response to our inquiry, the company said that they were very saddened by this tragic accident. "We are doing our best to find a suitable solution for everyone," says the Stockholm headquarters. The solution does not yet exist, however. Because Bopp cannot believe that his broken bone should not have any consequences, he turns to the legal advice of the German Association for the Blind and Visually Impaired. There the business lawyer Thomas Hiby takes over the case. He now wants to set a precedent and take a lawsuit for damages to court.

According to the compensation table, a sum of between 12,000 and 25,000 euros would be normal. If Hiby is successful with this, it would have consequences for the entire e-scooter industry in Germany. Finding the culprit turns out to be difficult. The police, who arrived at the scene of the accident a few minutes after the fall, initially assumed property damage. While in the ambulance, Bopp is questioned as a possible suspect, not as a victim. "If you run into it, you are the cause and therefore to blame for the accident," writes Bopp in the memory log.

The allegation clears up quickly, but no further investigations are made. Not even the police could contact Voi "in a reasonable time", says the police report. Voi's lawyers and insurance refer to a liability gap. Attorney Hiby also has to wait a few weeks for a response: The company's lawyers see "no basis for liability". They refer to an unknown third party who is said to have knocked over the properly installed scooter. "The company bears no responsibility for this," write Voi's lawyers. DEVK, with which Voi has taken out legally required liability insurance, also follows this line of argument. "If the users of the e-scooters have parked them properly, the subsequent behavior of uninvolved third parties cannot be attributed to the owner Voi," said the insurance company Business Insider. It also explains that it only covers accidents involving moving scooters. Nor would she step in for a fall over an upright parked e-scooter. A plausible scenario is established for both the company and the insurance company - one that frees everyone involved from responsibility.

A plausible scenario is established for both the company and the insurance company - one that frees everyone involved from responsibility. No matter how many people stumble over e-scooters lying around, according to the law, neither the insurance company nor the owner of the e-scooter is responsible.

Lawyer Hiby assesses the facts differently. "Anyone who creates a source of danger must also bear proportionate responsibility." Eleven days in hospital The fall had far-reaching consequences for Klaus Bopp. After the accident, he was in the hospital eleven days and had to undergo an operation. Doctors believe it will take three to six months before he can walk normally again. Today, almost four months after the accident, he still cannot return to work. Since he works in the public service, his trade association pays the treatment costs. He still suffers financial losses, because instead of receiving a full salary, he receives sick pay. It's not just the physical and financial consequences that bothers him. "It also concerns me mentally. I am no longer traveling at the same pace as I used to be because I have to reckon with things everywhere.

" There are hardly any parking rules In Germany, e-scooters are generally allowed to park anywhere on the sidewalk, as long as the municipality does not impose stricter rules.

That is why the police in the Klaus Bopp case apparently came to the conclusion that the e-scooters had been parked in accordance with the law, even though they protruded from the house wall across the sidewalk. "The legislator has not formulated any clear rules where e-scooters can be set up," says lawyer Hiby to Business Insider. He sees a serious legislative loophole in this. In many places, this regulatory loophole leads to parking chaos on the sidewalks. Bopp's hometown of Bremen is one of the few cities that have set clear rules of the game. The city of Voi has stipulated that when parking there must be at least 1.50 meters of remaining walkway. If someone complains to the public order office, the e-scooter providers have 24 hours to switch the vehicles.

Business model favors wild parking. The business model of the e-scooter companies is based heavily on the fact that the scooters can be found everywhere. "Availability is crucial," says a Voi spokesman. In the industry, one speaks of the "free floating model". Every customer can borrow them and put them back where they want.

For Hilke Groenewold, expert for accessibility at the German Association of the Blind and Visually Impaired, this is precisely the danger, especially for visually impaired and blind people. "Even sighted people can trip over it at night," says Groenewold. The association wants fixed parking spaces, preferably on the street. "If they have to stand on sidewalks, then only in defined areas that are tactile and visually recognizable," says the expert. However, this is only moderately attractive for e-scooter companies, as it limits availability. Read too Voi partially outsources responsibility Voi assured Business Insider that the company takes sidewalk safety very seriously.

The Swedish company will be represented on German roads in June 2019 with its e-scooter range. Today she is active in twelve cities with a five-digit number of scooters. The problem with fleet management: Voi has - as usual in the industry - outsourced the control of the scooters to a large extent. The company offers the platform, the e-scooters and some local contacts. The real work on the road, collecting, charging and distributing the scooters is done by subcontractors. Voi says it uses digital tracking to check whether the scooters are parked correctly. Local Voi employees would instruct the external service providers and occasionally check them on the street. One is in close contact with the subcontractors.

What doesn't seem to go well with this: Vois Operations Manager for Bremen lives and works in Berlin, 400 kilometers away. From the point of view of lawyer Hiby, the company deliberately goes to the maximum distance: "Voi operates a purely virtual business from Sweden with no tangible liability substrates." The current permit for Voi's 500 e-scooters in Bremen expires at the end of November. The city is negotiating the terms for the next year with Voi these days. What is certain so far is that the sidewalk width will be increased from 1.50 to 1.80 meters and that the company will have to react much more quickly to incorrectly parked e-scooters - probably within six instead of 24 hours. The Senate for the Interior said that Bremen is pushing the e-scooter companies to have fixed parking spaces. Klaus Bopp, who is still struggling with the consequences of the accident, is waiting until today

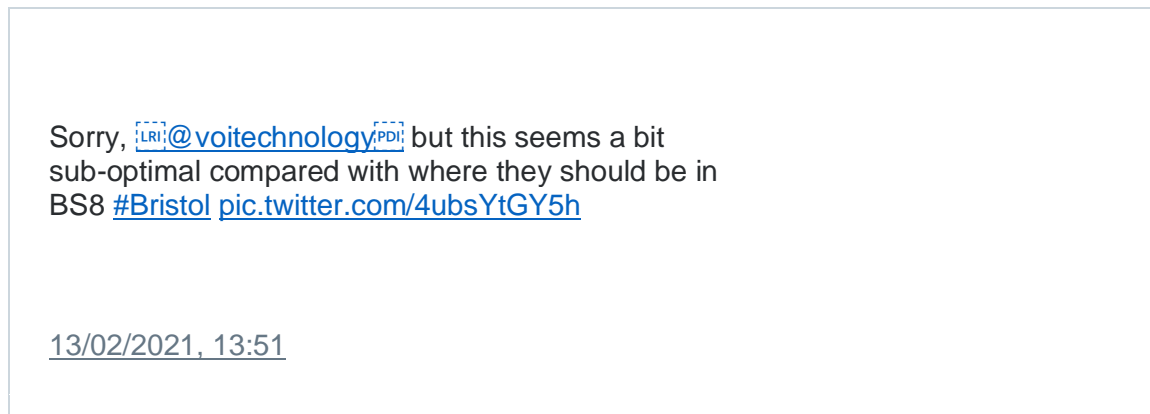
Appendix D Some examples of problems of dockless geofenced rentable e-scooters from Bath and Bristol

Tweet Saturday 13 February 2021

This tweet was tweeted out on Saturday 13 February 2021 it stated:

'Sorry, [@voitechnology](#) but this seems a bit sub-optimal compared with where they should be in BS8 [#Bristol pic.twitter.com/4ubsYtGY5h](#)'

<https://twitter.com/andrewtlynch/status/1360587354621300736?s=21>.



There were two photos tweeted which are given below as screen grabs and are described as follows:

- The first photo had what looks like 11 e-scooters left on the pavement in BS8 in Bristol. With one more left in-between two cars on the road. There were what looks like 7 on the building line going down a hill, two parked doubled and then the remaining 4 blocking the pavement. The e-scooters spanned the length of 4 vehicles. None of these e-scooters except on the one on the road were left in a safe manner. They completely blocked the pavement and the ones on the building line could have been knocked into, or knocked over. This is simply not safe as they create a trip hazard and they are blocking accessible routes.
- The second picture shows two e-scooters next to the building line (a wall). They were sticking out on to the pavement. There were close to two green electric cables boxes, which were next to a bench both of which were on the building line. These are also not safe as they are a trip hazard and could be easily knocked into or knocked over. Even if they had been parked the other way on the pavement this still would be not safe and the e-scooters can be knocked into and knocked over.

This tweet illustrates 13 e-scooters not parked in un-safe locations.

Comments & Recommendations

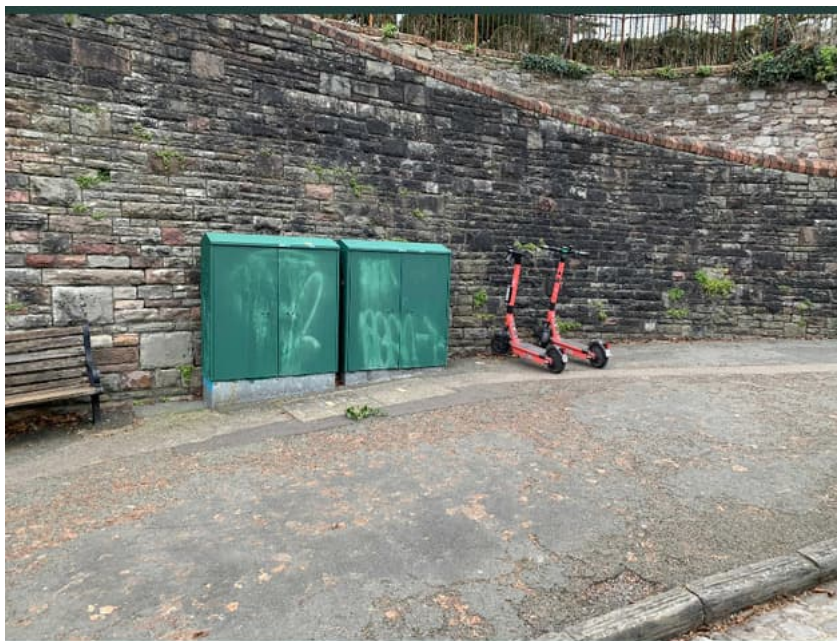
- The first photo clearly illustrates the geo-fencing of the dockless e-scooters is not working. This is unsafe. The e-scooters are a trip hazard to vulnerable pedestrians, this includes blind, partially sighted, disabled, elderly people etc and completely block the accessibility of the pavement. It is very clear the riders would have ridden on the pavement to get to leave them in this location, which is not safe for vulnerable pedestrians.
- The e-scooters left next to the building line are not safe in the second photo. They e-scooter shape makes them easy to trip over. It is also clear the people using the e-scooters will have to ride on and off the pavements to park. Even if they had been left along side the building line this would also not be safe as people could walk into them and knock them over. Leaving e-scooters on the pavement is not safe, as the riders will ride on them to park their scooter and there is the potential for them to mess around on pavements during this time.

- The use of pavements or public spaces to store rentable dockless geo-fenced e-scooters is unsafe and is not acceptable. They must all be removed at once, docked and locked off these areas.
- Pavements and public space cannot be used for any docking equipment as all pavement space and public space is needed for pedestrians to use. Allowing even physically docked e-scooters on pavement areas will allow riders to ride on them and have the opportunity to mess around on them. This is simply not safe for vulnerable or any pedestrians.
- The use of any markings on pavements or public areas to indicate where they will be parked will not be accepted as blind people cannot see these.

Photo 1



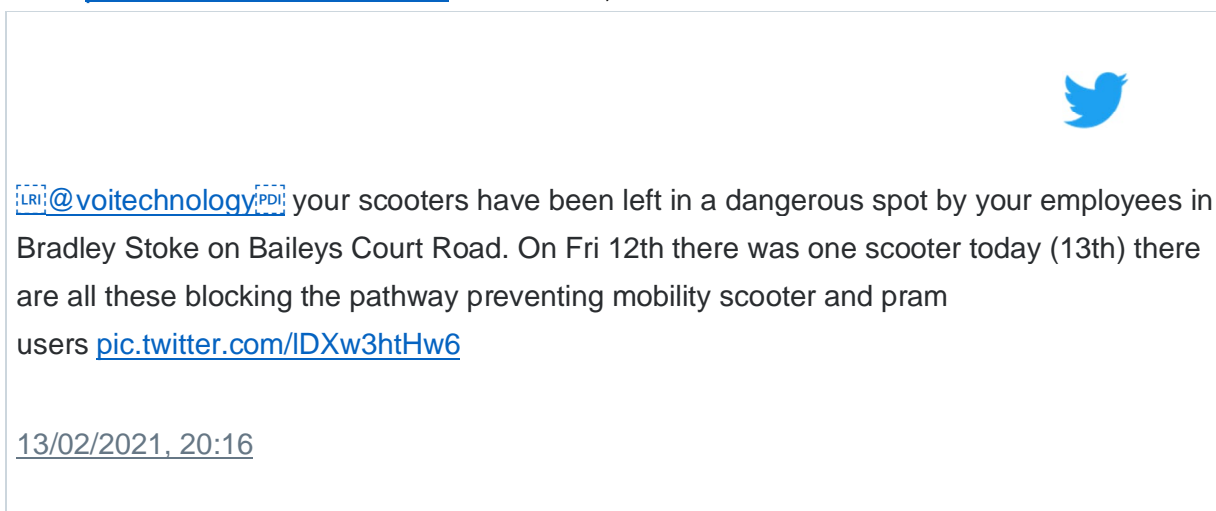
Photo 2



The tweet was tweeted Saturday 13 February 2021

Further evidence of the unsafe situation arising on pavements in Bristol identified on twitter. The tweet was tweeted Saturday 13 February 2021 <https://twitter.com/neilskn/status/1360684201943699456?s=21>

It was tweeted to VOI and stated the following: [@voitechnology](#) your scooters have been left in a dangerous spot by your employees in Bradley Stoke on Baileys Court Road. On Fri 12th there was one scooter today (13th) there are all these blocking the pathway preventing mobility scooter and pram users <pic.twitter.com/IDXw3htHw6> 13/02/2021, 20:16. This is the tweet:



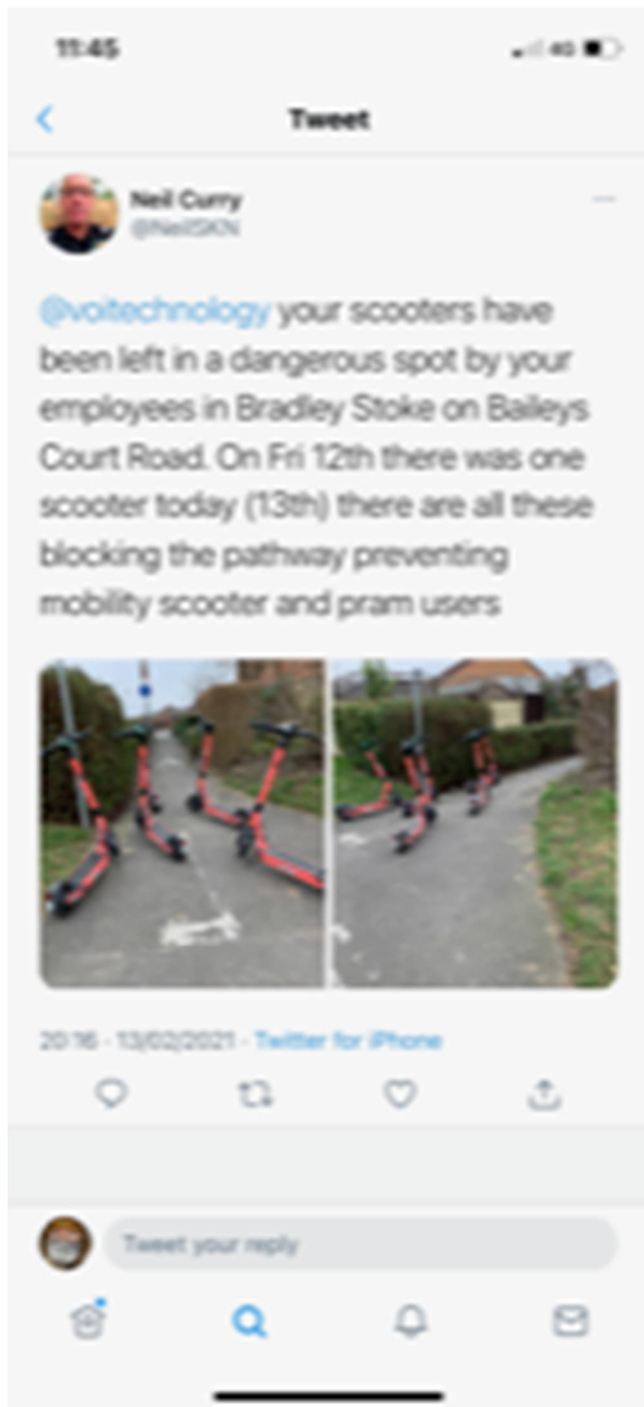
There are three screen grabs given below. The first is the tweet itself. The second and third show the photos used in the tweet and both illustrate 5 e-scooters left abandoned and blocking the shared used path. There is a blue sign with a cycle and pedestrian on it stating it is a shared space pathway. The path goes into a narrow area bounded by a hedge on each side.

Comments & Recommendations

- This is unsafe, they are a trip hazard and they are causing an obstruction for any vulnerable pedestrians trying to use these areas. It is clear the dockless geo-fenced model is not working.
- The use of pavements or public spaces to store rentable e-scooters is not acceptable. They must all be removed at once, docked and locked off the pavement and of public places.
- Pavements and public space cannot be used for any docking equipment as all pavement space and public space is needed for pedestrians to use. Allowing even physically docked e-scooters on pavement areas will allow riders to ride on them and have the opportunity to mess around on them. This is simply not safe for vulnerable pedestrians or any pedestrians.
- The use of any markings on pavements or public areas to indicate where they will be parked will not be accepted as blind people cannot see these.
- The use of rentable e-scooters on shared space paths like this is not safe for vulnerable pedestrians. E-scooters should not be allowed to be used in such areas and can you please take action to stop their use in these areas.

Screen Grab 1 Which states ^[PDI:LR!] @voitechnology^[PDI] your scooters have been left in a dangerous spot by your employees in Bradley Stoke on Baileys Court Road. On Fri 12th there was one scooter today (13th) there are all these blocking the pathway preventing mobility scooter and pram users pic.twitter.com/IDXw3htHw6 13/02/2021, 20:16

Photo 1



Screen Grab 2 Shows one the photos used in the tweet. It illustrates the 5 e-scooters left abandoned and blocking the shared used path. There is a blue sign with a cycle and pedestrian on it stating it is a shared space pathway and the path goes into a narrow area bounded by a hedge on each side.



Screen Grab 3 Shows one the photos used in the tweet. It illustrates the 5 e-scooters left abandoned and blocking the shared used path. There is a blue sign with a cycle and pedestrian on it stating it is a shared space pathway and the path goes into a narrow area bounded by a hedge on each side.



The tweet was tweeted on 7th March 2021.

Further evidence of the unsafe situation arising on pavements in Bristol identified on twitter. Three screen grabs are given below from a tweet @dangusset from Bristol, Filton.

- The first is the tweet which simply states 'They wait'. There are two photos of e-scooters on the pavement.
- The second screen grab shows the first photo shows the tweet in more detail. It shows 7 e-scooters all together facing the road with front wheels to the edge of the kerb. There is a Spar shop

behind and a person looking at scooters. There are bollards to stop vehicles parking on the pavement. There are two cycle hoops where the e-scooters are located.

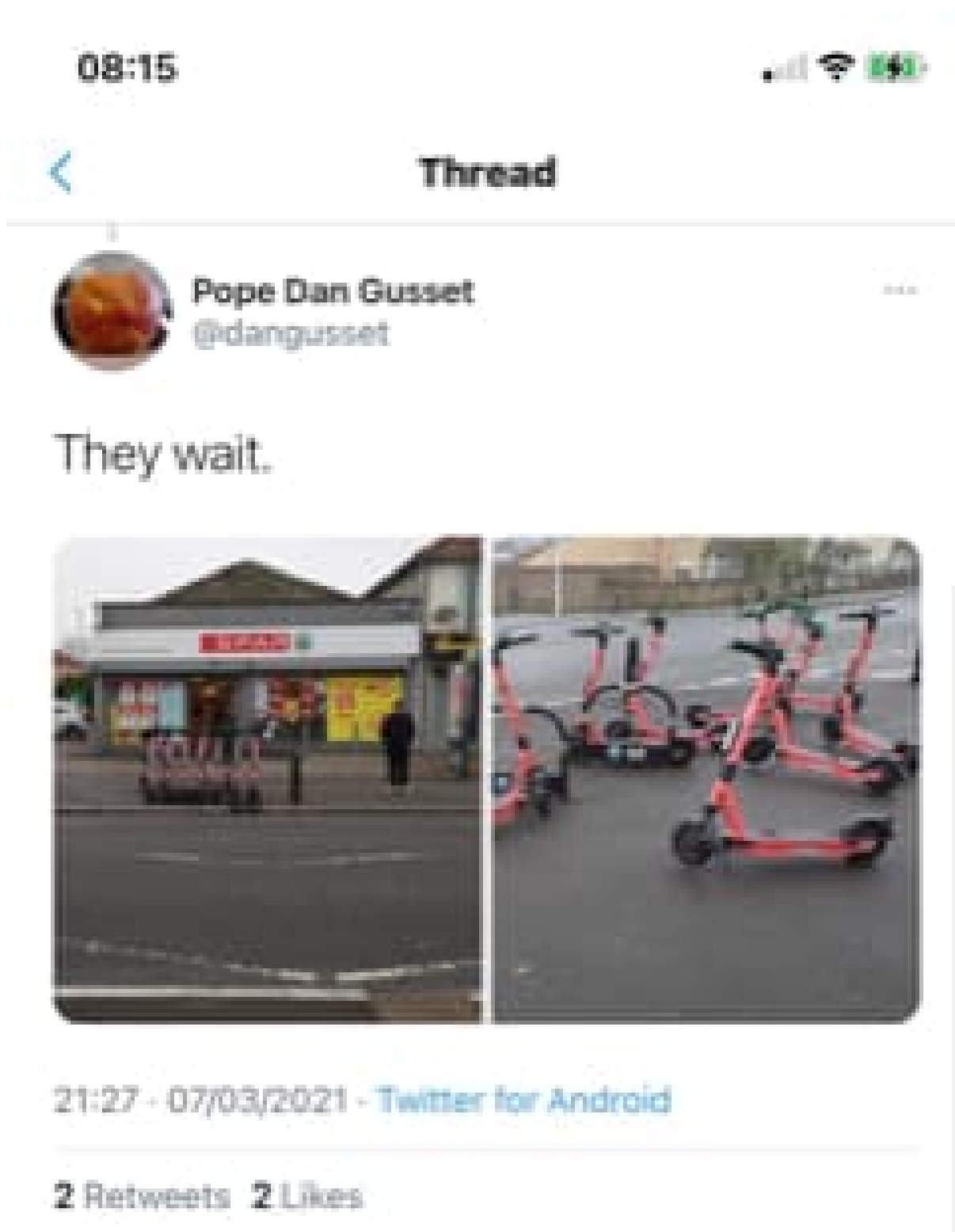
- The third screen grab shows 9 e-scooters left in the same area, all over the pavement in random fashion causing an obstruction. There are two cycle hoops that are on the pavement. There are bollards to stop vehicles parking on the pavement.

The fourth screen grab is from google maps. This shows the area where the e-scooters were photographed. There are bollards in-between a the drainage strip and the kerb, which would prevent cars parking on it. There is also a controlled push button pedestrian crossing on the road.

Comments & Recommendations

- This is not a safe location for rentable dockless geofenced e-scooters to be left. The e-scooters are a trip hazard in both photos given below to vulnerable pedestrians, this includes blind, partially sighted, disabled people, elderly people etc. It is clear the geo-fencing is not working given the state the e-scooters are left in, however, even when they appear tidy they are unsafe.
- This is not a safe location for rentable dockless geo-fenced, as e-scooters users will be riding on and off the pavements to park. Riders will ride them on the pavement and will have the opportunity to mess around on them on the pavement.
- The use of cycle parking infrastructure should not be used to store rentable geofenced e-scooters. These are needed for people undertaking active travel and needed to ensure bicycles do not end up cluttering the pavement.
- The use of pavements or public spaces to store rentable e-scooters is not acceptable. They must all be removed at once, docked and locked off the pavement and of public places.
- Pavements and public space cannot be used for any docking equipment as all pavement space and public space is needed for pedestrians to use. Allowing even physically docked e-scooters on pavement areas will allow riders to ride on them and have the opportunity to mess around on them. This is simply not safe for vulnerable pedestrians or any pedestrians.
- The use of any markings on pavements or public areas to indicate where they will be parked will not be accepted as blind people cannot see these.

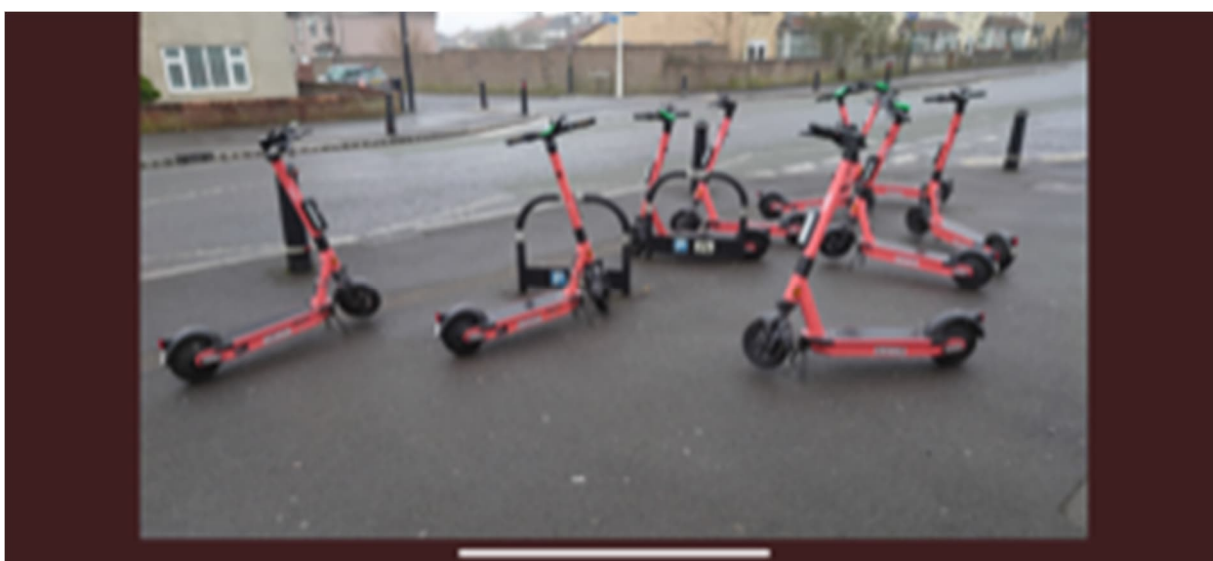
First screen grab: Tweet from Pope Dan Gusset @dangusset which simply states 'They wait'. There are two photos of e-scooters on the pavement. Tweeted 7/3/21



Second screen grab shows the first picture tweeted in more detail and shows 7 e-scooters all together facing the road with front wheels close to the edge of the kerb. There is a Spar shop behind and a person looking a scooters. There are bollards to stop vehicles parking on pavement. There are two cycle hoops where the e-scooters are.



Third screen grab shows 9 e-scooters left in the same area over a pavement in random fashion causing an obstruction. There are two cycle lanes that are on the pavement. There are bollards to stop vehicles parking on the pavement. There are bollards in-between a drainage strip and the kerb, which would prevent cars parking on it



Fourth screen grab is from google maps. This shows the area where the e-scooters were photographed. There are bollards in-between a drainage strip and the kerb, which would prevent cars parking on it. There is also a controlled push button pedestrian crossing on the road.



The tweet was tweeted on 20 February 2021.

Further evidence of the unsafe situation arising on pavements in Bath identified on twitter. There are three screen grabs below.

- The first screen grab itself which stated the following: Leigh Dodds @ldood 'There are some mixed views about e-scooters in Bath'. The tweet illustrates 6 e-scooters facing a wall. The wall have 'Y not walk' sprayed on to it and it is next to a road sign stating Park Lane.
- Screen grab two is of the photo which was tweeted as described above.
- Screen grab three is a google map of the pavement where the photograph in the tweet was taken. The pavement area is built out to accommodate a roundabout at a junction.

Comments & Recommendations

- The e-scooters left next to the building line are not safe. The e-scooter shape makes them easy to trip over. Even if they had been left along side the building line this would also not be safe as people could walk into them and knock them over. Leaving e-scooters on the pavement is not safe, as the riders will ride on them to park their scooter and there is the potential for them to mess around on pavements during this time.
- The use of pavements or public spaces to store rentable dockless geo-fenced e-scooters is unsafe and is not acceptable. They must all be removed at once, docked and locked off these areas.
- Pavements and public space cannot be used for any docking equipment as all pavement space and public space is needed for pedestrians to use. Allowing even physically docked e-scooters on pavement areas will allow riders to ride on them and have the opportunity to mess around on them. This is simply not safe for vulnerable or any pedestrians.
- The use of any markings on pavements or public areas to indicate where they will be parked will not be accepted as blind people cannot see these.



Tweet



Leigh Dodds
@ldodds



There are some mixed views about
escooters in Bath.



09:27 · 20/02/2021 · [Twitter Web App](#)

9 Retweets **34** Likes



Tweet 07/03/2021 23.52

Further evidence illustrating unsafe parking. Tweet given below states '@voitechnology @BristolCouncil @sglosouncil I though those scooters shouldn't cause obstruction while parked. Where I can comment on the ongoing trial in Bristol?

The tweet has two photos attached. Both show e-scooters on pavement. The two photos are given below and illustrates approximately 14 e-scooters completely blocking the pavement.

Comments & Recommendations

- The e-scooters left on the pavement are not safe. They are blocking the pavement and blocking the tactile markings at the kerb edge used for blind people to know when they are crossing the carriage way. The e-scooters are causing an obstruction. Leaving e-scooters on the pavement is not safe, as the riders will ride on them to park their scooter and there is the potential for them to mess around on pavements during this time.
- The use of pavements or public spaces to store rentable dockless geo-fenced e-scooters is unsafe and is not acceptable. They must all be removed at once, docked and locked off these areas.
- Pavements and public space cannot be used for any docking equipment as all pavement space and public space is needed for pedestrians to use. Allowing even physically docked e-scooters on pavement areas will allow riders to ride on them and have the opportunity to mess around on them. This is simply not safe for vulnerable or any pedestrians.
- The use of any markings on pavements or public areas to indicate where they will be parked will not be accepted as blind people cannot see these.



Tweet



Jevgeni
@j_lebedev



@voitechnology @BristolCouncil
@sglosouncil I thought those **scooters**
shouldn't cause obstruction while
parked 🙄. Where I can comment on the
ongoing trial in **Bristol**?



23:52 · 07/03/2021 · Twitter for iPhone







Equality and Safety Impact Assessment

The **public sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with section 17 of the Crime and Disorder Act and will enable the council to better understand the potential impact of the budget proposals and consider mitigating action.

<p>Name or Brief Description of Proposal</p>	<p>Southampton E-Scooter Trial (Future Transport Zone)</p>
<p>Brief Service Profile (including number of customers)</p>	<p>To facilitate the safe use of rental e-scooters within the city.</p> <p>The E-scooter trials are being delivered under the Future Transport Zone programme managed by Solent Transport and delivered on behalf of Solent Transport in Southampton by Southampton City Council. A similar trial is being delivered by the same supplier in Portsmouth by Portsmouth City Council.</p> <p>The objective is to provide a fast, clean and convenient travel option in line with the strategic objectives set in the Council’s Air Quality Action Plan, Green City Charter and Local Transport Plan and Future Transport Zone programme.</p> <p>The e-scooter trial will be delivered by a micromobility operator, Voi.</p> <p>The trial will be publically accessible to all residents and visitors in Southampton. It will be strictly geographically constrained to the Southampton administrative boundary.</p> <p>The number of e-scooters is limited by the Vehicle Special Order issued by the Department for Transport at 1500 e-scooters. E-scooters will be classed as Motor Propelled Vehicles (MPVs), restricting their use to carriageway only.</p> <p>Voi, meets the minium DfT standards: DfT E-scooter Guidance and Minimum Standards</p>

Voi e-scooters, and the project approach, will have a range of features and terms of use to ensure their safe use, including but not limited to:

- Lights
- Indicators
- Voi insure every ride, including third party
- Heavy to mitigate risk of e-scooters being picked up and moved inappropriately or thrown
- Meets DfT minimum standards
- Identification plates
- Speed limited to 12.5mph (the DfT limit is 15mph)
- Geofencing capability to allow No Ride Zones (NRZs) and slow zones to reduce speed in higher risk areas
- GPS tracked, and riders identified by Voi from accounts to enforce against inappropriate riding
- Need for provisional licence before being approved to use the Voi e-scooters
- Kick stand to avoid e-scooters toppling over
- “Parking Cop” to ensure suitable parking, with consequences for poor parking including a ban
- Ride like Voila training and education
- Strict reporting and banning policy to discourage inappropriate riding
- Parking rack site risk assessments to ensure suitable location on the footway, taking into consideration equality impact assessment and a risk and safety assessment.
- Continued review of the scheme to ensure new risks and safety concerns can be addressed due to the trial nature of the project.
- Safety events to provide direct training and distribute free helmets
- Encourage use of helmets in-app
- Ongoing issue resolution and maintenance programme for e-scooters
- Regular engagement with impacted groups including hosting disability roundtable events and direct engagement through the Voi dedicated City Success Manager
- Operating hours limited to 4am-10pm to reduce risk of drink riding. Sobriety testing on the app starts at 9pm to further mitigate this risk.
- Open and regular communication with Hampshire Constabulary and Southampton City Council community groups and community cohesion teams.
- Voi support to Police for enforcing illegal use of rented e-scooters.
- Co-design of E-scooter parking racks with the Royal National Institution for Blind People (RNIB).
- Continued development and innovation (e.g. e-scooter noise and pavement riding detection). *Note: not currently implemented in Southampton, but expect it to be trialled before the project ends.*
- Colour scheme of Voi e-scooters is designed to be recognisable and being more distinguishable to visually impaired people.
- Voi have introduced a mandatory training requirement to ensure all users are briefed on the behavioural requirements for riding a Voi E-Scooter.

Summary of Impact and Issues

Unfamiliar Technology:

- Due to the innovative nature of the trials there is little existing data on the impacts of e-scooters. The purpose of the trial is to inform future legislation. As they are a novel technology, particularly to the UK, users, pedestrians, and other road users may not be familiar with them, which increases the risk of conflict/collisions on the carriageway, cycleways, shared paths, and footpaths.
- The E-scooters have been in Southampton since March 2021 and so residents and visitors are likely becoming more familiar with their presence.

E-scooter Parking Hazards:

- As the e-scooters are publicly accessible they also need to be parked on public space. As they will predominantly be placed on public land owned by the local authority, this will mean parking racks will be placed on the footway, further increasing the risk of conflict with pedestrians. This is an increased risk for visually impaired or other disability groups who may find the additional street furniture more challenging to navigate, which was corroborated at the Voi hosted disability roundtable event. Trips and falls are reported back to the DfT through Voi, Solent Transport and SCC's reporting process.

E-scooter/Pedestrian Conflicts and Pavement Riding:

- The e-scooters will legally use the carriageway and designated cycle lane, however there is currently nothing to physically prevent an e-scooter riding on the pavement. This means reliance will be on education, training, and enforcement. This does risk a negative perception and pavement conflict with pedestrians as it is not possible for this to entirely diminish the risk, however the project will ensure every feasible mitigation is in place to prevent this. Voi will also continue to develop their product to mitigate risks such as this, emphasising the importance for the trial to proceed and collect monitoring and evaluation information to inform this development and ultimately legislation.
- Voi have committed to reducing pavement riding through better enforcement and trialling of technologies in Southampton.

E-scooter Sound:

- E-scooters do not make a distinguishable sound and therefore are a risk to visually impaired people. This was corroborated by the disability roundtable hosted by Voi where the issue was discussed. Possible solution of noise generating e-scooters is being explored by Voi, but currently reliance is on the user to ride the scooter appropriately and in accordance with the terms and

	<p>conditions.</p> <ul style="list-style-type: none"> • Voi have committed to trialling audible sounds from E-scooters in Southampton. <p>Speed of E-scooters:</p> <ul style="list-style-type: none"> • The speed of e-scooters is limited to 12.5mph in Southampton, which is lower than the maximum limit of 15mph. The speed limit is considered as too fast by some groups (and corroborated by the disability roundtable event) and is likely to heighten the risk of collision with pedestrians if inappropriately ridden at speed. This is anticipated to impact disabled and/or older and younger groups of people due to possible reduced mobility or slower reactions to an e-scooter at its maximum speed. • Conversely, for e-scooter users, the speed limit can also be a risk as they are negotiating traffic that can be travelling at double their speed or more, or trying to negotiate difficult traffic conditions (e.g. road works with temporary lights) where speed is required to ride more safely with the flow of traffic. <p>Private E-scooter Use:</p> <ul style="list-style-type: none"> • Private e-scooters are illegal to use in public spaces. Prevalence of private e-scooters could be attributed to the trial e-scooter scheme operated by Voi and SCC, negatively impacting the scheme. <p>Different demographic's uptake of e-scooters:</p> <ul style="list-style-type: none"> • Women: The Sustrans Southampton Bike Life report¹ which reviewed the Southampton City Region cycling habits identifies that 11% of women use a bicycle at least once a week, compared to 27% men. • Ethnic minorities: According to the same report, 22% of white people use a bicycle at least once a week compared to 18% of people from an ethnic minority background. • Disability: 10% of people who are disabled use a bicycle at least once a week compared to 21% of people who are not disabled. • It is assumed that these trends are likely to be mirrored with e-scooters. <p>Cost of using an e-scooter:</p> <ul style="list-style-type: none"> • The e-scooter trial is run by a commercial company and prices are set by Voi.
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¹ [bikelife19_southamptoncr_web.pdf \(sustrans.org.uk\)](https://www.sustrans.org.uk/bikelife19_southamptoncr_web.pdf)

<p>Potential Positive Impacts</p>	<p>E-scooters are successfully implemented in non-UK countries, with the UK looking to implement legislation based on these trials, ensuring it is as robust and informed as it can be.</p> <p>E-scooters will provide a reliable, efficient, and environmentally friendly transport option to residents and visitors in Southampton.</p> <p>Air quality</p> <ul style="list-style-type: none"> • Reduced emissions of particulate matter, NO_x and other pollutants due to reducing combustion engine vehicle trips. • Supports SCC's Air Quality Action Plan, Clean Air Strategy and Local NO₂ Plan (ministerial direction to deliver legal compliance with NO₂ legal limits within the shortest possible time). <p>Greenhouse Gas Emissions:</p> <ul style="list-style-type: none"> • Reducing combustion engine vehicle trips will reduce emissions of greenhouse gas. <p>Public Health and Active Travel:</p> <ul style="list-style-type: none"> • Encouraging alternatives to private vehicle use for short journeys. Using an e-scooter will likely be combined with other modes (e.g. walking, public transport). • Reduced pollution will improve air quality and reduce pollution related deaths in the city. • Access to green and leisure spaces. <p>Covid-19:</p> <ul style="list-style-type: none"> • People may feel less confident to use traditional public transport due to Covid-19 pandemic. E-scooters offer an individual means of travel that could help mitigate the reduction in other public transport use. <p>Complement Existing Transport:</p> <ul style="list-style-type: none"> • E-scooters will also compliment traditional public transport services by providing a "last-mile" option, e.g. from the front door to bus stop, increasing the uptake of public transport and reducing private vehicle use. <p>Economic:</p> <ul style="list-style-type: none"> • E-scooters offer an alternative public transport service that could open access up to jobs that otherwise people would be unable to reach. The scheme currently beings at 4am where other public transport services could be less available. • The e-scooters could also support access to other services such as healthcare, education and leisure facilities. • Micromobility is a new industry, meaning supporting the trial will generate and provide work for jobs for Voi ambassadors, contractors in implementing the infrastructure, local warehouse operatives and others
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	<p>involved in the supply, maintenance and management of the trial.</p> <p>Safety:</p> <ul style="list-style-type: none"> E-scooters offer an alternative public transport option that mean people can travel at speed through areas, potentially making them less vulnerable, particularly at night. <p>Data, Information and Evaluation:</p> <ul style="list-style-type: none"> A large volume of data will be generated by this scheme which will inform future transport schemes in Southampton and inform the Government when drafting permanent legislation change if the trials are successful. The scheme will be continually reviewed and improved meaning the E-scooter provision in Southampton will be continually improved, risks reduced, and effectiveness maximised.
Responsible Service Manager	Pete Boustred
Date	August 2022

Approved by Senior Manager	
Signature	
Date	

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions <i>(Note: All measures highlighted in the service brief will also mitigate impacts. The below table is a further discussion of those relevant to impacted categories)</i>
Age	<p><u>Older people</u></p> <ul style="list-style-type: none"> • Negative: Some older people may feel more vulnerable to inappropriately or unlawfully ridden e-scooters (e.g. on the pavement, not in accordance with the highway code) and may be more vulnerable to collisions. 	<p><u>Older People</u></p> <ul style="list-style-type: none"> • Ensure the range of safety measures Voi offer on e-scooters (as described above) are implemented. • Training and education requirement and incentives for users. • Require e-scooters to be parked in Mandatory Parking Zones (MPZs) to ensure each parking site is risk assessed for passing pedestrians. • A maximum capacity cap at each parking hub has been introduced to reduce the risk of over supply of e-scooters causing clutter.
	<p><u>Younger People</u></p> <ul style="list-style-type: none"> • Negative: The anticipated higher proportion of use by younger people and potential for less experience on the highway could increase the risk of crashing or inappropriate riding. • Positive: The trial will require a driver's licence and a minimum age of 18. This could benefit university age users, in addition to a student discount by Voi, providing 	<p><u>Younger People</u></p> <ul style="list-style-type: none"> • Training safety events to be held at the university and other key locations in the city where young people are expected to engage and undertake social media campaigning to promote safe riding.

	<p>an affordable means of transport.</p> <ul style="list-style-type: none"> • Positive: Young people are at greatest risk to poor air quality², by encouraging e-scooter use over private vehicles, the associated improvements to air quality will benefit young people. 	
Disability	<ul style="list-style-type: none"> • Negative: Concerns that users will ride on pavements, at speed and otherwise inappropriately may be felt by a higher proportion of disabled people. • Negative: Those with sight or hearing loss may not be able to see or hear e-scooters. • Negative: Parked e-scooters could create an additional hazard on the footway, causing a hazard for a higher proportion of disabled people. • Positive: Some people with disabilities may benefit from publicly available e-scooters if they have difficulties walking. 	<ul style="list-style-type: none"> • Ensure the range of safety measures Voi offer on e-scooters (as described above) are implemented. • Training and education campaign for all users, including emphasis that e-scooters should not be used on the pavement. • Voi have committed to continued development of innovative technology to mitigate sound risk (e.g. adding a unique noise to an e-scooter to make it identifiable to pedestrians and other highways/footway users. • Require e-scooters to be parked in Mandatory Parking Zones (MPZs) to ensure each parking site is risk assessed for passing pedestrians. • A maximum capacity cap at each parking hub has been introduced to reduce the risk of oversupply of e-scooters causing clutter.
Gender Reassignment	N/A	
Marriage and Civil	N/A	

² [How does air pollution affect children's lungs? | British Lung Foundation \(blf.org.uk\)](https://www.blf.org.uk/health-and-air-quality/air-pollution-and-your-health/childrens-lungs/)

Partnership		
Pregnancy and Maternity	<ul style="list-style-type: none"> • Negative: Pregnant women and those with young children may experience similar concerns/issues as disabled, older and younger people. 	<ul style="list-style-type: none"> • Measures as per disabled and age category.
Race	<ul style="list-style-type: none"> • Negative: Based on 2011 Census, over 22% of Southampton's population are non-White British. White people are most likely to have a driving licence, with black people being the least likely³. • Negative: Based on results from the 2011 Census, 7,522 households (7.7%) in Southampton have no one in them who speaks English as their main language, compared to 4.4% nationally. This could limit participation in the trial⁴. 	<ul style="list-style-type: none"> • A driving licence is required for the scheme, it is a mandatory requirement set by the DfT so this impact must be accepted. • The Voi website automatically uses Google Translate and the app has 10 different language options. The icons used throughout are also universally recognised to ensure the website is intuitive regardless of language.
Religion or Belief	None	N/A
Sex	<ul style="list-style-type: none"> • Negative: high levels of e-scooter use in cycle lanes and paths could discourage women from walking or cycling in these areas if users of e-scooters are travelling at higher speeds or they are perceived to be less manoeuvrable. 	<ul style="list-style-type: none"> • E-scooters will have a speed cap and will have a minimum age limit, so reducing risk of inconsiderate or dangerous behaviour by scooter users.

³ [Driving licences - GOV.UK Ethnicity facts and figures \(ethnicity-facts-figures.service.gov.uk\)](https://ethnicity-facts-figures.service.gov.uk)

⁴ [Ethnicity and language \(southampton.gov.uk\)](https://southampton.gov.uk)

Sexual Orientation	None	N/A
Community Safety	<p>Negative: Perception that rental e-scooters could be detrimental to community safety (e.g. users congregating at racks, dropping litter at racks, driving e-scooters dangerously or congregation at parking areas)</p> <p>Positive: Voi can track users' journeys and identify e-scooters from ID plates. If someone reports an e-scooter for inappropriate riding or unlawful behaviour, Voi can provide detail to the police that aids investigation.</p>	<ul style="list-style-type: none"> • Representative from local police in contact with project team and have attended safety events. • Ability to implement slow zones, no ride zones and remove racks where significant concerns to community safety are evidenced. • Incidents reported to project team and addressed where appropriate • Inappropriate riding could result in fines or ban from service. • Consultations on rack locations offer opportunity for issues to be raised and addressed. • Clear advertisement of "how to report an e-scooter" either to Voi or to 101/the police. ID plates on Voi e-scooters allow identification of e-scooters and riders.
Poverty	<ul style="list-style-type: none"> • Negative: There is a charge to use the e-scooters, this could be unaffordable to some. Potential users may also not have access to a smart phone or bank account which are essential requirements for the trial. • Positive: 33% of households living in Southampton do not have access to a car (most of whom are in deprived wards). Improving active travel through e-scooter trials will help improve 	<ul style="list-style-type: none"> • Users from low-income groups, who hold a valid HC2 Certificate, can opt in to receive a discount off the cost. • Operator is supporting NHS and Emergency Service workers a discount. • Student discount is for all students and staff higher educational institutes, it enables user to subscribe to monthly and daily Voi passes at a discounted price. • Parking will be deployed in areas of deprivation

	<p>quality of life for residents living in more deprived wards through widening travel horizons to access employment and training opportunities within a certain travel time of where they live.</p>	<p>(according to Index of Deprivation)⁵.</p> <ul style="list-style-type: none"> The service will be integrated with the Mobility as a Service app which will provide alternative way of route planning and paying for e-scooter use. This will promote the various travel options available to all residents and visitors.
<p>Other Significant Impacts</p>	<ul style="list-style-type: none"> Positive: increased levels of use of active travel modes such as e-scooters is expected to improve health (through increased physical activity) and enable cleaner air through mode shift from the private car, walking to and from e-scooters, and aiding accessibility to open spaces in Southampton. It will also contribute to the Council's Green City agenda. 	<ul style="list-style-type: none"> Refine trial as it progresses to ensure benefits are maximised and risks minimised. Develop a Memorandum of Understanding with Voi that commits them to making improvements to key areas of the service and review the performance of this MoU throughout the trial period.

⁵ [Deprivation and poverty \(southampton.gov.uk\)](http://southampton.gov.uk)

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