

AGENDA SUPPLEMENT

Decision Session - Executive Member for Transport

To: Councillor D'Agorne
Date: Tuesday, 8 September 2020
Time: 9.30 am
Venue: Remote Meeting

The Agenda for the above meeting was published on **28 August 2020**. The attached additional documents are now available for the following agenda item:

6. Urgent Business: E-scooter and E-bike Trial (Pages 1 - 32) (Department for Transport initiative), in the Context of the COVID-19 Economic Recovery and Transport Recovery Plans

This report sets out a proposal for a small-scale trial of e-scooters and e-bikes in York for a 12-month period from the end of September 2020 involving City of York Council, York Hospital and the University of York, with the trial being operated by a preferred supplier.

This item has been added to the agenda as an item of urgent business for the following reasons:

- a) to be able to meet the Department for Transport's trial window, and for the preferred supplier's ability to mobilise a service within these timeframes;
- b) to enable a decision to be made in public rather than through the use of emergency measures.

This agenda supplement was published on **2 September 2020**

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**Decision Session – Executive Member for
Transport****8 September 2020**

Report of the Assistant Director, Transport, Highways and Environment

E-scooter and e-bike trial (Department for Transport initiative), in the context of the COVID-19 Economic Recovery and Transport Recovery plans**Summary**

1. This paper sets out a proposal for a small-scale trial of e-scooters and e-bikes in York for a 12-month period from the end of September 2020 involving City of York Council, York Hospital and the University of York, with the trial being operated by a preferred supplier.
2. The reason for the urgency of the decision is:
 - a) To be able to meet the Department for Transport's trial window, and for the preferred supplier's ability to mobilise a service within these timeframes;
 - b) To enable a decision to be made in public rather than through the use of emergency measures.

Recommendation

3. The recommendations in this report relate to the City of York council's response to the Department for Transport's micro-mobility trial. The decision relates to the Council's participation in the trial working with the identified preferred supplier, York Hospital and the University of York;

Option 1: Agree to participate in the trial as outlined in the body of the report. This would see an implementation of e-scooters and e-bikes across a number of small-scale parking bays across the City. The trial would start at the end of September 2020 and run to September 2021, with review taking place throughout. [this is the option recommended by Officers];

Option 2: To not participate in the trial.

4. If the trial is approved, it is proposed to take a small-scale phased approach, to allow for lessons to be learned and for feedback to inform future phases of implementation. It is proposed that the first phase of implementation would focus on working in partnership with York Teaching Hospital and the University of York.
5. There will be a regular review process (at least 2 monthly) where performance will be discussed. This process will review the successes and challenges and prepare reports for Economy & Place Policy & Scrutiny Committee and the Executive Member to consider, where appropriate. The trial could be paused or halted at any time if significant issues (defined as those that could not be resolved as part of the trial by the project team) were to arise.

Background

6. The Department for Transport (DfT) has brought forward and expanded e-scooter trials to support a 'green' restart of local travel and to help mitigate the impact of reduced public transport capacity. York has the opportunity to become a carefully managed trial site for e-scooters, with the proposed addition of the facility for hire of e-bikes which may be the preferred mode for a wider customer base including older cyclists.
7. The narrow window for a decision to be made on whether to sign-up for this trial is dictated by DfT deadlines and the need to provide the supplier, with sufficient time for planning and implementation in line with DfT requirements.

How would e-scooters work?

8. Users would require a smartphone app to unlock the e-scooter. As part of DfT requirements, users must hold at least a provisional driving licence to ride an e-scooter and would be covered by insurance. The preferred supplier are able to ensure that no-one can use an e-scooter without having a verified licence. This effectively guarantees a minimum age of 16.
9. E-scooters would be treated similarly to electrically-assisted pedal cycles as they have a similar road presence. E-scooters would therefore be allowed on roads and cycleways but not pedestrian footways. The preferred supplier would use 'geo-fencing' to prevent riding in specified

locations and to slow the speed of e-scooters in certain areas such as shared spaces and footstreets. The maximum speed of an e-scooter would be capped at 15.5mph (this is a legal requirement set by the DfT). The speed would also be limited for new users and in areas identified as requiring a lower speed for safety reasons.

10. E-scooters and e-bikes would only be able to be parked in designated parking bays which the preferred supplier would identify as parking locations in-app, with visual aids on-street to help users identify parking locations. Geo-fencing would also be used to ensure a user cannot end their trip and will continue the hire cost if left outside of these locations.
11. Pricing for e-scooter users would be competitive with other UK cities that have already implemented e-scooters. Milton Keynes and Cambridge have recently launched trials with other operators, where users are charged £1 to unlock and £0.20 per minute to ride. There are also options to reduce price for frequent users or other identified groups.

Discussion

12. Whilst the council is under no compulsion to allow this trial to go ahead in York, it would provide an opportunity to explore how e-scooters might add to the mix of sustainable transport options available to residents with a supplier who has been selected as meeting the needs of York. It could also align with existing policies such as the recently-adopted clean air zone, the expansion of EV charging infrastructure and work on intelligent transport systems (STEP). The trial could also form part of the city's Covid-19 response in terms of for example providing sustainable alternatives to support capacity on public transport for key workers at the hospital.
13. The proposed arrangements with the preferred supplier would also, importantly, offer an opportunity to introduce an e-bike hire scheme for the city in a controlled way. It has been an ambition of the council for some time to introduce a bike-hire scheme similar to that used in London and other cities, with e-bikes potentially proving attractive for those residents for whom a traditional pedal cycle may not be suitable.
14. The FAQs at **Annex 4** to this paper set out the challenges and potential issues that may arise through any trial. It is important for there to be transparency on these issues and how they might be managed. Also provided at **Annex 1** is a summary Community Impact Assessment (CIA) which includes an assessment of the risks that e-scooters may pose to people with sight impairments. The CIA notes that preliminary discussions

have been held with local organisations representing blind and partially sighted residents to enable the council and the preferred supplier to understand their concerns and how these might be addressed.

15. Should the trial go ahead, clear and effective channels of two-way communication will be critically important to get early warning of any issues that need to be addressed, to assess the impact of the trial and to learn lessons. Ongoing engagement is envisaged with the key initial City partners (York Hospital and University of York) and also with others including disability rights groups, bus operators, the Business Improvement District, the Retail Forum and groups representing the needs and interests of cyclists.
16. It is also proposed that the Economy & Place Policy & Scrutiny Committee receives regular reports on the trial, and is invited to scrutinise implementation and inform future policy development in this area.
17. At a time when there are multiple demands on the time of council officers, it is recognised that there may be concerns around capacity to manage new initiatives such as this. Council officers have been in contact with colleagues in York's German twin city, Münster (who have an e-scooter rental scheme) and the Tees Valley (where an e-scooter trial by a different operator is currently underway) to understand the impact on officer time. The proposed approach that the preferred supplier would take in York does provide some assurance that the trial would not consume a large amount of officer resource.
18. The preferred supplier would be responsible for funding and managing all operational aspects of the trial in conjunction with local partners. This would include providing, operating and maintaining the e-scooter fleet. It would also include ensuring the e-scooters are charged and in good working condition; ensuring correct parking of e-scooters and responding to any reports of poor parking; rebalancing e-scooters to ensure there is adequate provision across the parking locations; and working with the police on reports of misuse. The preferred supplier would employ their own local staff to manage these operational aspects. There is therefore no cost to the Council for participating in this trial.
19. The phased and controlled trial with this operator offers opportunities for learning and increased uptake of sustainable transport which are not outweighed by the potential challenges. Ongoing engagement throughout the year would be a priority. Should issues arise which cannot be

effectively managed, the option to pause or halt the trial would always remain open.

Council Plan

20. The need for the council to be an “efficient, open, transparent, democratically-led and accountable organisation” identified by the Council Plan 2019-2023 means that historic failings identified by the LGO are being rectified by the measures set out in this report.

Implications

Financial

21. The arrangement with the preferred supplier, if approved, will be a concession contract. The trial will be managed and deliver within existing resources.

Human Resources (HR)

22. There are no human resource implications. This work will continue to be managed within existing staffing levels.

Equalities

23. The Communities Impact Assessment (CIA) is attached in **Annex 1**.

Legal

24. The arrangement with the preferred supplier, if approved, will be a concession contract. Legal services staff have been involved in the procurement process

Crime and Disorder

25. There are no crime and disorder implications

Information Technology (IT)

26. There are no IT implications. ICT staff have been consulted as part of the process.

Property

27. There are no property implications

Risk Management

28. The risks related to the trial are outlined in the body of the report.

Contact Details

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Place
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Chief Officer Responsible for the report:

James Gilchrist
Assistant Director Transport Highways and
Environment

Report **Date** 02.09.20
Approved

Wards Affected: All wards.

For further information please contact the author of the report

Background Papers:

None

Annexes

- Annex 1: Community Impact Assessment**
- Annex 2.1: University of York letter of support**
- Annex 2.2: York Teaching hospital letter of support**
- Annex 3: Supplier meeting with York organisations**
- Annex 4: Frequently Asked Questions**

SECTION 1: CIA SUMMARY



Community Impact Assessment: Summary

1. Name of service, policy, function or criteria being assessed:

DfT micro-mobility trial for e-scooters and e-bikes

2. What are the main objectives or aims of the service/policy/function/criteria?

The micro-mobility trial will provide e-scooters and e-bikes for short-term hire in York.

The main objectives are to:

- **Deliver a sustainable travel alternative to residents and visitors to York through provision of e-scooters and e-bikes;**
- **Support reduced capacity of Park and Ride buses due to COVID-19 measures;**
- **Support reopening of the city centre and reduce the need for car travel;**
- **Support reopening of York's universities and colleges.**

2. Name and Job Title of person completing assessment:

Lucy Atkinson – Sustainability Project Manager

4. Have any impacts been Identified?

Yes

Community of Identity affected:

Age
Disability

Summary of impact:

Those under the age of 16 will not be able to drive an e-scooter, as a provisional driving licence must be held to ride one. This is in line with government legislation and will contribute to the safety for users and non-users.

The micro-mobility trial will have positive and negative impacts on the disabled. The provision of e-scooters may allow access to

		<p>sustainable travel methods for those unable to use a bike. Negative impacts may be experienced, particularly by the blind and partially sighted, impacting on their feeling of safety, confidence and independence.</p>
<p>5. Date CIA completed:</p>		
<p>6. Signed off by:</p>		
<p>7. I am satisfied that this service/policy/function has been successfully impact assessed. Name: Position: Date:</p>		
<p>8. Decision-making body:</p>	<p>Date:</p>	<p>Decision Details:</p>
<p>Send the completed signed off document to ciasubmission@york.gov.uk It will be published on the intranet, as well as on the council website. Actions arising from the Assessments will be logged on Verto and progress updates will be required</p>		

Community Impact Assessment (CIA)

Community Impact Assessment Title:

Micro-mobility trial – provision of e-scooters and e-bikes for short term hire around the city.

Community of Identity: Age

Evidence		Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
E-scooters would only be able to be ridden by those who hold a valid provisional driving licence, therefore only those over the age of 16 would be able to ride. This is in line with government regulation.		Access to services - Those under 16 would not be able to access the service.	N	None
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date

Those under the age of 16 would not be able to use an e-scooter in line with government regulation.	Yes	To adhere to government regulation and maintain safety of users and non-users.		21.08.20
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Community of Identity: Carers of Older or Disabled People

Evidence		Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
No adverse impacts identified.				

Community of Identity: Disability

Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
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<p>Evidence collated by the RNIB have identified concerns that e-scooters could have on the safety, confidence and independence of blind and partially sighted people.</p> <p>They have set out a number of additional local rules to make e-scooters safer, some of which are outlined in reason/action section (full list available here).</p> <p>Discussions have also been held with local organisations representing the blind and partially sighted.</p> <p>Representatives from some of these groups undertook a walk around the city centre with colleagues from CYC and our preferred supplier to understand their concerns and how the impact on the blind and partially sighted may be mitigated.</p>		<p>Access to services</p> <p>Physical security</p> <p>Health (wellbeing)</p>	<p>N/P</p>	<p>None</p>
<p>Details of Impact</p>	<p><i>Can negative impacts be justified?</i></p>	<p>Reason/Action</p>	<p>Lead Officer</p>	<p>Completion Date</p>
<p>Provision of e-scooters and e-bikes may negatively impact on non-users of the service who are disabled, including those who are blind and partially sighted. E-scooters and e-bikes may impact on their safety, confidence and independence, both through use of e-scooters and parking locations (e.g. if not parked properly or contribute to street clutter).</p>	<p>Yes</p>	<p>E-scooters and e-bikes will only be allowed where cycles are allowed (i.e. roads and cycle paths). User training and in-app prompts will help to promote awareness and safe riding.</p> <p>Recommendations from the RNIB to make e-scooters safer will be taken into account, including:</p>		<p>21.08.20</p>

<p>Provision of e-scooters may positively impact those who are unable to ride a bicycle due to mobility issues, but are able to stand for extended periods.</p>	<p>Parking locations for the e-scooters and e-bikes will be discussed in collaboration with local organisations representing the blind and partially sighted.</p> <p>Accessible infrastructure. Our preferred supplier are able to use geo-fencing to prevent riding in certain locations, and to slow the speed of e-scooters in certain areas; e.g. shared spaces.</p> <p>Robust enforcement of rules. Our preferred supplier have various methods of enforcement and reporting improper use.</p> <p>Public awareness on driving e-scooters safely will be provided by our preferred supplier.</p> <p>E-scooter design considers points outlined by the RNIB.</p> <p>An accessible complaints process. Our preferred supplier operate an accessible complaints process.</p> <p>CYC have engaged, and will be working with, local organisations throughout the trial.</p>		
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Community of Identity: Gender				
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Evidence		Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
No adverse impacts identified				

Community of Identity: Gender Reassignment				
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Evidence		Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)

Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
No adverse impacts identified				

Community of Identity: Marriage & Civil Partnership

Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)	
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
No adverse impacts identified				

Community of Identity: Pregnancy / Maternity

Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)

Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
No adverse impacts identified				

Community of Identity: Race				
Evidence		Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
No adverse impacts identified				

Community of Identity: Religion / Spirituality / Belief

Evidence		Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
No adverse impacts identified				

Community of Identity: Sexual Orientation

Evidence		Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date

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Dean Spears

Director of Campus Services

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To: Executive Economic Recovery Group, City of York Council

Via Lucy Atkinson, Sustainability Project Manager: Lucy.Atkinson@york.gov.uk

Wednesday 29 July 2020

Dear Members of The Executive Economic Recovery Group, City of York Council

I write on behalf of the University of York to express our support for the City of York Council in their ambition to create York's first E-Scooter Hubs trial. We have already provided suggestions for four sites on our Campus East and West, which we foresee as helping to encourage both sustainable travel from the city centre to University, and also aiding inter-campus travel, helping to reduce car trips on local roads. We very much hope that the project will be live by September 2020.

We support this project which we foresee will bring a variety of environmental, economic, and health benefits to York. Our students, staff and visitors are very much part of the local community, living, working and studying here and care very much about their sustainable transport options, together with the broader air quality and carbon savings that this project could contribute to.

As a global University situated well within the local York community, we cannot succeed in isolation and we recognise our role in helping to create a sustainable community. We consider this project as enabling the city to assume a leading position in delivering a sustainable public transport system.

Through our active travel plan, we have invested in sustainable transport for many years and enjoy a productive relationship with local transport providers and City of York Council.

We are happy to provide further information or contribute to the bid dialogue process if that helps.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Dean Spears', written in a cursive style.

Dean Spears

Director of Campus Services

Copy:

Professor Kiran Trehan, Pro-Vice-Chancellor for Partnerships & Engagement, University of York.
Registrar and Secretary, University of York.
Director of Estates and Campus Services, University of York.
Academic Registrar, University of York.

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Chief Nurse Team
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31 July 2020

Heather McNair, Chief Nurse
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To whom it may concern,

We write to confirm our support for the proposed City of York Council pool e-scooter scheme. As one of the major employers in the York area and as the main provider of healthcare facilities in the city, we are well aware of the potential benefits of active travel to York residents' well-being.

The NHS Trust have worked with City of York Council and iTravel for several years delivering sustainable travel projects, most notably the Hospital Park & Ride bus launch in 2019. We welcome any attempt to reduce car use, traffic congestion and improve air pollution. Should the scheme launch prove successful we would be open to having discussions as to whether York Hospital could be a 'host site' for the scooters.

We enjoy a good working relationship with CYC and the synergy in delivering a common agenda. We hope therefore that the scheme is successful and that the benefits to York's residents and visitors can be enjoyed for many years to come.

Yours sincerely

Yours sincerely



Heather McNair
Chief Nurse

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Annex 3

Meeting with representatives from the Sight Loss councils, the Thomas Pocklington Trust and the Wilberforce Trust

Date of meeting: 20.08.20

Attendees: [Preferred supplier], CYC, Sight Loss Councils, the Wilberforce Trust and Thomas Pocklington Trust.

Notes from meeting

Our preferred supplier and colleagues from CYC (including Cllr D'Agorne) met with representatives from the Sight Loss Councils, Thomas Pocklington Trust and the Wilberforce Trust for a walk around the city and to outline what an e-scooter trial might look like in York.

The walk around included visiting the Minster, the footstreets and Scarborough Bridge, to outline key areas of the city where shared space between pedestrians and cyclists is prominent.

Topics covered included; issues on sharing street space, features of hardware, ways of working together (with CYC) in the future.

Sharing the street space: value in reduced speed zones, esp. where likelihood of mixing scooters and pedestrians,

Features of hardware: discussed various aspects of the e-scooter and potential areas for improvement. Joint agreement that not everything is possible, or can please everyone but good to develop it together.

Ways of working: discussed how can input into the trial going forward.

Overall those attending were very pleased to be in the conversations with our preferred supplier.

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Report to Exec members: FAQs

Topic: E-scooter and e-bike trial (Department for Transport initiative), in the context of the COVID_19 Economic Recovery and Transport Recovery plans.

FAQs

The DfT's micro-mobility trials

What are the micro-mobility trials?

The Department for Transport (DfT) have brought forward and extended e-scooter trials, to aid response to COVID measures, and to inform future legislation on e-scooter use.

The trial would be for 12 months and would provide essential insights for the council on how e-scooters and e-bikes contribute to the transport mix in York, as well as learning from other local authorities and data collected by the Department for Transport.

Why have the DfT fast tracked trials?

The DfT have brought forward and expanded e-scooter trials to support a 'green' restart of local travel and to help mitigate the impact of reduced public transport capacity. The trials will help to inform future changes in legislation on e-scooter use.

The DfT see e-scooters as offering the potential for fast, clean and inexpensive travel, which will help to ease the burden on transport networks and allow for social distancing. They also offer an alternative transport mode in the long-term.

What are e-scooters?

E-scooters are designed around a traditional kick scooter but have an electric motor allowing the user to coast between 4mph (walking speed) and 15mph. E-scooters provide an attractive alternative for short commutes and journeys or sightseeing (~3 mile distances or less). This allows users to travel standing on the e-scooter, using the handlebar to control acceleration and braking. The e-scooters would be available on short-term hire (pay per minute), with monthly bundles available.

Who would be delivering the service?

A procurement exercise has been undertaken to identify the preferred supplier. This award is subject to member approval of the e-scooter trials.

When would the trial begin?

If the trial is approved, the preferred supplier would introduce e-scooters to the City in mid-end September in line with DfT deadlines for the trial. The preferred supplier would offer e-bikes towards the end of 2020. A low number of e-scooters would be introduced to start, increasing numbers over a few weeks in line with demand and approval from CYC, once comfortable with street operations.

Which stakeholders have already shown interest?

Through initial discussions, York Hospital and the University of York are supportive of a trial. The Hospital are interested in how e-scooters and e-bikes could support patient and staff travel given reduced parking due to construction on site from September 2020. The University are interested in how the trial can support student travel across campus and reduce car travel, as students return to campus from mid-September 2020.

How would the service be managed?

The preferred supplier would be responsible for providing, operating and maintaining the e-scooter fleet. This includes ensuring there are systems in place to monitor e-scooters and be able to use rebalancing to ensure demand is met; operating a 24/7 service; and maintenance of e-scooters.

What is the expected uptake of e-scooters?

Demand for e-scooters in the Tees Valley, the UK's first e-scooter trial (commenced July 2020), has been higher than expected. In Münster, Germany (York's twin city) they have around 800 e-scooters and pre-COVID had roughly 23,000 trips per week in the summer (with ~17,000 trips per week in August 2020).

Micro-mobility trials in York

How does the trial support York's local objectives?

The multi-mobility proposal for e-scooters and e-bikes contribute to support COVID response and contribute to the City of York's local objectives, including;

- the council's ambition to create a people-focused city centre;
- the council's commitment to be carbon neutral by 2030;
- the council's history of delivery and ambition for sustainable travel, including provision of on-demand and shared transport;
- the council's plans for addressing air quality, including through modal shift;
- the introduction of the UK's first voluntary clean air zone in January 2020, initially targeting buses that frequently pass through the city;

- the adoption of our Public EV Charging Strategy in March 2020 to expand EV charging infrastructure;
- the council's ambition to be a leader in intelligent transport systems (STEP), connected and autonomous mobility and future mobility;
- COVID-19 response and providing safe sustainable alternatives to support public transport.

For York in the short-term, e-scooters would support sustainable transport measures as the city centre, businesses and the universities re-open following COVID restrictions. Adherence to social distancing has led to reduced bus capacity, with usage also low. Car use is being promoted as a safe form of travel, alongside active travel (walking and cycling). E-scooters provide an alternative option to car use into and around the city centre, supporting commuter travel.

What are the benefits of York participating in the trial?

Introducing a shared micro-mobility rental scheme as part of a trial offers the opportunity to bring e-scooters and e-bikes into York's transport mix in a small-scale, controlled, closely monitored environment. The trial would provide us with the opportunity to understand the market, user behaviour and perception of micro-mobility transport within York by non-users and users. The trial periods would also provide the opportunity to understand how best to integrate e-scooters and e-bikes and how these complement other transport options in the city.

Support would be offered by the DfT, who would provide a toolkit and engage with the Council's communications team to ensure messaging is aligned with Government priorities, of which safety is paramount.

Regular contact with other local authorities running trials would enable us to learn from trials in other areas, and where we may look to make changes to our operations.

Are CYC able to adjust operations or stop the trial?

Participating in the trials allows for e-scooters and e-bikes to be introduced to the city of York in a controlled manner.

CYC would have full control of the trial, and would work in partnership with the preferred supplier on how the e-scooter and e-bike scheme would run. The council would have control over parking locations, the rate of deployment of e-scooters and e-bikes, the service area, and identification of variable speed zones. Regular contact and meetings with the preferred supplier and council officers would ensure any adjustments can be made through the duration of the trial. The preferred supplier are also able to provide data to help CYC make informed decisions on the trial.

As CYC would have control over various aspects including parking locations, we are able to be sensitive to parking areas required for cycling.

CYC would have control over how operations are deployed and would be able to stop the trial at any point in consultation with the DfT.

The trial could be paused or halted at any time if any significant issues (defined as those that could not be resolved as part of the trial by the project team) were to arise.

How would the service be evaluated?

The DfT are undertaking their own evaluation of the trials. This would be shared with participating local authorities. CYC are also able to gain access to this data. This evaluation will broadly cover;

- Safety of e-scooters;
- Who is using them;
- The impact on the transport system (modal shift, integration with other transport modes);
- Public perceptions of e-scooters;
- Outcomes seen in differing areas;
- Lessons learned from implementation.

E-scooters and users

What is the maximum speed of scooters and how would this be controlled?

The maximum speed of an e-scooter is capped at 15.5mph. This is a requirement set by the DfT. As part of the procurement process, the preferred supplier identified how they are able to restrict speed on certain areas of the city for safety of users and non-users.

Who is able to ride an e-scooter?

As part of DfT requirements, users must hold at least a provisional driving licence to ride an e-scooter (with some international licences also accepted).

Where would e-scooters be able to ride?

The DfT have stated that e-scooters would be treated similarly to electrically-assisted pedal cycles (EPACS) as they have a similar road presence. E-scooters would therefore be allowed to ride on roads and cycleways but not pavements.

How do we ensure rider safety and safety of non-users?

The preferred supplier have set out how they will educate users about riding safely and appropriately, including encouraging helmet use. They have also set out measures they have to ensure safe parking, including having designated and signed parking bays.

The preferred supplier are also able to use geo-fencing to restrict e-scooter access and/or speed on certain streets within the city centre, such as the footstreets. This will improve safety in areas of high pedestrian usage.

What insurance is in place?

The preferred supplier meet the DfT requirements for insurance, and are able to provide third party cover.

How would hygiene be considered in response to COVID-19?

The preferred supplier have outlined a robust process and measures it has in place in response, and to address, COVID-19. These measures ensure the safety of both users and staff of the preferred supplier. They also ensure that e-scooters will be cleaned on a regular basis and users will be reminded of guidance on hand cleansing.

Impact of e-scooters and e-bikes in York

How would scooter use be restricted in unsuitable areas (e.g. pavements and the footstreets)?

As outlined above, the preferred supplier are able to set up geo-fenced zones to restrict e-scooter access (e.g. to the footstreets), and are able to educate users on how to ride safely.

How would we address e-scooters contributing to street clutter?

The approach to safe parking in York will be to adopt a system of designated parking bays (which instructs the user where to park) rather than a dockless system (this is where the e-scooters are left at the user's discretion). This approach will reduce street clutter and includes the use of designated, signed parking bays which will ensure that e-scooters can only be parked in these locations. Users will incur penalties if not parked in the correct place. Generally the e-scooters have stands which ensure they are kept upright and technology can be used to identify fallen e-scooters.

Engaging with and informing stakeholders

How would the e-scooter scheme be advertised across the city?

The e-scooter scheme would be advertised across the city through the City of York Council and the preferred supplier's communication channels. A communications plan has been drawn up, and CYC would work with the preferred supplier and the Department for Transport on informing and educating the public on the trial. The DfT would provide a comms toolkit and ensure our messaging aligns with national messaging on safety.

What is the impact on the blind and partially sighted, elderly people and those with small children? How are concerns being addressed?

Concerns have been raised by the RNIB and other national organisations around the impact of e-scooters on the blind and partially sighted. The RNIB have outlined recommendations for local authorities and e-scooter providers.

Council officers and the preferred supplier recognise the need to mitigate the impact of e-scooters on this group and have addressed a number of the recommendations set out by the RNIB for introducing e-scooters. These include, but are not limited to:

- Designated, signed parking bays for e-scooters;
- Restricting access to certain areas and slow zones;
- Systems in place to encourage safe and appropriate parking, with systems in place to respond to poor parking.

CYC and the preferred supplier have also engaged with local organisations in York to discuss how their operations may affect those with sight loss (see Annex 3).

Have the police been consulted and what are their views?

CYC have been in discussions with North Yorkshire police who can see the benefits of the trial for the city. The preferred supplier outlined how they would respond to concerns, with the North Yorkshire police responding positively.

The preferred supplier and CYC relationship

How much officer time and resource would be needed to participate?

The preferred supplier would be responsible for funding and managing all operational aspects of the trial. This would include providing, operating and maintaining the e-scooter fleet.

CYC have been in contact with colleagues in Münster (York's twin city) and the Tees Valley to understand impact on officer time.

Münster have had an e-scooter rental scheme for a year, with Tees Valley operating e-scooter rentals since July 2020. Discussions with colleagues suggest that prior to, and during launch, there would be a need for officer support to enable coordination and exchange with the preferred supplier and other stakeholders. However Münster note that now e-scooters are established, there is minimal officer time, with one complaint a week on average that can be managed in a few minutes, alongside event-related phone calls or meetings.

As a requirement of participating in the DfT trials, officers would need to compile a report to the DfT every 6 weeks outlining data and learnings, with regular meetings with the preferred supplier also proposed to track progress and identify any challenges.

How would the preferred supplier manage the e-scooter service to ensure operations are sustainable, aligning with CYC's carbon neutral 2030 target?

The preferred supplier have measures in place that ensure sustainability is considered within the operation of its e-scooters. These include how e-scooters will be rebalanced and maintained, the longevity of the e-scooters and their post-life use, and how they will employ staff.

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