

## 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 18 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 terms and conditions from TIER, 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 and e-bikes may

		<p>allow access to sustainable travel methods for those unable to use a traditional pedal bike. Negative impacts may be experienced, particularly by the blind and partially sighted, impacting on their feeling of safety, confidence and independence.</p>
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**5. Date CIA completed: 30.11.20**

**6. Signed off by:**

**7. I am satisfied that this service/policy/function has been successfully impact assessed.**  
**Name:**  
**Position:**  
**Date:**

<b>8. Decision-making body:</b>	<b>Date:</b>	<b>Decision Details:</b>

**Send the completed signed off document to [ciasubmission@york.gov.uk](mailto: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**

## 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 are only be able to be ridden by those who hold a valid provisional driving licence, in line with government regulation. TIER who are running the scheme in York, also require all users to be over the age of 18, therefore only those over this age would be able to ride.		Access to services - Those under 18 are 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

<p>Those under the age of 18 would not be able to use an e-scooter in line with government regulation and TIER terms and conditions.</p> <p>Those under the age of 18 would not be able to use an e-bike in line with TIER terms and conditions.</p>	<p>Yes</p>	<p>To adhere to government regulation and maintain safety of users and non-users.</p>		<p>30.11.20</p>
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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
<p>No adverse impacts identified.</p>				

**Community of Identity: Disability**

Evidence		Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
<p>Evidence collated by the <a href="#">RNIB</a> 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 <a href="#">here</a>).</p> <p>Discussions have 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 TIER in August 2020 to understand their concerns, and how the impact on the blind and partially sighted may be mitigated. This included discussion on sharing street space, features of e-scooters (current and future models), and ways of working together (with CYC and TIER) going forward.</p> <p>These local organisations have also been involved through the implementation of the trial, including in feeding back on parking racks designed by TIER.</p>		<p>Access to services</p> <p>Physical security</p> <p>Health (wellbeing)</p>	<b>N/P</b>	<b>None</b>
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date

<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>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>Provision of e-bikes may positively impact those who are unable to ride a traditional bicycle due to the reduced physical exertion required to power the bicycle.</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><b>Parking locations</b> for the e-scooters and e-bikes will be discussed in collaboration with local organisations representing the blind and partially sighted. The system is a ‘docked’ system, meaning that e-scooters can only be left in designated parking locations (seen in-app with physical markings). This reduces the chance of them causing street clutter and obstructing footways.</p> <p><b>Accessible infrastructure.</b> TIER 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><b>Robust enforcement of rules.</b> TIER have various methods of enforcement and</p>		<p>30.11.20</p>
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reporting improper use. TIER also provide 24-hour support via phone and email, with a direct line for the local police. TIER takes a zero tolerance approach to irresponsible use and will block the accounts of those individuals found to be breaking the rules of the road and our terms of service.

**Public awareness on driving e-scooters safely** will be provided by TIER. This includes training through live safety demonstrations, online video training and in-app messaging, as well as in-person training events. TIER is also working with third parties including The AA to educate riders about the safe and responsible use of e-scooters.

**E-scooter design** considers points outlined by the RNIB. The scooter has an integrated bell so users can alert those nearby of their presence. Local groups highlighted concerns around the quietness of e-scooters. In response, TIER are investigating use of an Audible

		<p>Vehicle Alert system on the e-scooters, so the noise makes their presence more known.</p> <p><b>An accessible complaints process.</b> TIER operate an accessible complaints process and provide 24 hour support via phone and email.</p> <p>CYC have engaged, and will be working with, local organisations throughout the trial.</p>		
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**Community of Identity: Gender**

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				

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**Community of Identity: Gender Reassignment**

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)

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

**Community of Identity: Religion / Spirituality / Belief**

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

**Community of Identity: Sexual Orientation**

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