

E-scooter Shared Scheme Trial

FAQ for the community

1. Rules for MidCoast shared e-scooter trial

- Beam e-scooters can only be used on selected roads, shared paths, and bike paths in the trial area. It is illegal to ride e-scooters on footpaths. Privately owned e-scooters are not allowed in public areas, including NSW roads or road-related areas (including in trial areas).
- The minimum age for use is 16 years old.
- Only one person is allowed to ride a shared e-scooter at any one time.
- The shared e-scooters will be limited to 10km/h on shared paths and 20km/h on bike lanes/paths or roads which have a speed limit up to 50km/h.
- On the designated shared paths, you must:
 - give way to pedestrians
 - keep left.
- You must wear an approved [bicycle helmet](#) at all times when riding an e-scooter.
- You must use the e-scooter lights when riding in darkness or hazardous weather conditions.
- A BAC limit of 0.05 applies when riding an e-scooter. If you are drinking, don't ride an e-scooter.
- E-scooter riders are also subject to the same drug driving offences as motor vehicle drivers. You cannot have illicit drugs present in your system or ride while under the influence of alcohol or other drugs.
- You do not need a driver licence to ride an e-scooter.
- Ride carefully, cautiously, and predictably and indicate clearly, so other people are aware of your intentions.

2. Managing the trial

1.1 Who is responsible for managing the trial?

MidCoast Council and its chosen shared e-scooter company Beam are responsible for the day-to-day management of the shared e-scooter trial in MidCoast.

Stringent measures are set up by the provider, Beam, to ensure the safe and responsible operation of e-scooters.

Beam e-scooters are able to be easily located through the Beam App, ensuring they can be found if they are left abandoned or in an inappropriate area.

Beam has targeted No Parking Zones and on the ground marshal coverage 7 days a week.

Riders and non-riders are encouraged to report any concerns or badly parked e-scooters via the Beam mobile app or website via <https://www.ridebeam.com/help>.

1.2 How is the trial being managed?

A Local Working Group has been set up by MidCoast Council to help Council manage the trial and address any potential or emerging issues.

Meeting once a month, this Local Working Group's members include:

- NSW Police
- NSW Health
- Transport for NSW
- MidCoast Council

1.3 If I have concerns about the trial, who do I contact?

Contact Beam if you:

- have concerns about Beam's product, service, charges or terms of use
- need to report an incident, or a badly parked e-scooter

Phone: 1300 507 676

Email: teamsupportau@ridebeam.com

For **assistance** people can also visit <https://www.ridebeam.com/help>

To report a badly parked Beam (purple) e-scooter, visit: <https://www.ridebeam.com/report-a-beam>

Website: <https://www.ridebeam.com/au>

Contact MidCoast Council if you:

- have concerns about the trial area
- have concerns about Council's choice of shared e-scooter company (Beam)

council@midcoast.nsw.gov.au

02 7955 7777

Contact Transport for NSW if you:

- have concerns about any of the trial rules

E-Scootertrial@transport.nsw.gov.au

2. Data and evaluation

2.1 What is being evaluated in this trial?

To evaluate this trial, Transport for NSW is interested in finding out:

- how shared e-scooters can be safely used on our roads, bicycle paths/lanes, and shared paths
- what demand there is for shared e-scooters in the community
- how the community feels about shared e-scooters generally.

2.2 What data is being collected?

To help monitor and evaluate the trial, Council, Beam, and Transport for NSW are working together to collect:

- Information about any safety incidents involving a shared e-scooter that occur during the trial

- Information about the number of trips, duration of trips, and kilometres travelled weekly by people choosing to use a shared e-scooter
- Information from the Wollongong community about how they feel the use of shared e-scooters

2.3 Is personal data being used to evaluate the trial?

No, data being used to evaluate this trial does not include any personal information of people who chose to use a shared e-scooter.

3. Safety

3.1 How important is safety to the trial?

The NSW Government has taken the time to consider the safest possible trial, that balances the risks and benefits of shared e-scooters.

As part of this trial, Beam's shared e-scooters will only be allowed on bicycle paths, shared paths and roads which have a speed limit of 50 km/h or less. It is illegal to ride e-scooters on footpaths.

Riders are required to be 16 years old and over, wear an approved bike helmet, and will only be able to travel at 10km/h on shared paths and a maximum speed of 20 km/h on a road, bicycle lane or bicycle path.

Riders are also subject to the same drink and drug driving laws as motor vehicle drivers, and if they are caught drink or drug riding, serious penalties apply.

The MidCoast trial area has also undergone a Road Safety Audit which has helped Council identify and address any safety risks.

3.2 What happens if there is a safety incident during the trial?

Any safety incident involving a shared e-scooter will be reported to Transport for NSW.

In the event of serious or critical safety incident (such as crash), NSW Police will be involved.

3.3 What about insurance for riders and third parties?

Shared e-scooter scheme operators are required to have appropriate insurance cover for their devices. For the trial in MidCoast, includes cover for riders, including personal accident insurance and third-party insurance; the company also holds significant public liability insurance.

Insurance outcomes are always dependent on the specific incident; more information on Beam's insurance coverage can be found on **Beam's website** (<https://www.ridebeam.com/rider-insurance>).

4. Private e-scooters

4.1 Why are shared scooters allowed to be part of the trial but not privately owned e-scooters?

Allowing e-scooters provided through share companies will ensure the trial can be carefully controlled and monitored.

Shared e-scooters are speed limited so they cannot exceed the speed limits in the trial area. Shared scheme e-scooters can be geo-fenced so they will not operate outside the approved trial areas.

It will also ensure we are able to get the most accurate data about how the e-scooters are used and how safe they are, to assist with evaluating the future of e-scooters in NSW.