FAQ
E-Scooters

What is an e-scooter?
Electric scooters, known as e-scooters, are powered by a rechargeable battery with a range of approximately 20-60 kilometres per charge and a maximum speed of approximately 15km/hour. E-scooters operated by shared services are fitted with GPS systems to ensure users can easily locate them. Users register, pay, unlock and lock e-scooters through a mobile phone app.

At the end of the journey users do not need to physically lock the device with a conventional chain or return it to a designated station or rack. E-scooters from shared services are designed to be dockless meaning the user can choose where to end their journey. Operators of e-scooter shared services remotely monitor the battery life of the devices and employ people to collect the devices for recharging and redistributing as required.

Why are the council's trialling e-scooters along the coast?
The trial of e-scooters along our coast offers an opportunity for the community and visitors to enjoy our wonderful coastline scenery and visit beaches, cafes, restaurants, shopping precincts and reserves, rather than relying on motor vehicles or walking large distances.

Electric Scooters will encourage unstructured participation in recreation, open space and the development of healthy, active communities.

When will the e-scooter trial commence?
At this stage it is proposed to trial the e-scooters for 6 months, from March to September 2020, and assess the outcomes of the trial before considering whether to continue the trial through summer 2020/2021.

Are e-scooters available for community use?
Yes

How many e-scooters will be available and where can I find them?
There are two approved operators Ride and Neuron who will provide a maximum of 500 e-scooters along the entire 25km area.

Riders sign up to access the e-scooters through Ride or Neurons smartphone application, and use GPS to locate their nearest e-scooter parking location. To ensure appropriate use of the e-scooters and to keep footpaths and shared spaces tidy, designated 'preferred parking zones' and a virtual geo-fence will guide customers to preferred parking zones. The e-scooters lose power if travelled outside of the geo-fence. Geo-fencing creates a virtual geographic boundary, enabling software to trigger a response when an e-scooter enters or leaves a particular area.

How much will an e-scooter cost to hire?
E-scooters cost $1 to unlock and approximately 38 cents per minute to ride.

How do I hire an e-scooter?
Riders sign up to access the e-scooters through Ride and/or Neuron's smartphone application, and use GPS to locate their nearest e-scooter. To operate an e-scooter the user pushes the device along a short distance to kick-start the scooter, and then presses the throttle on the handlebar to trigger the electric motor. You will only be able to pick and drop off an e-scooter in designated parking areas which will also be geo-fenced and defined by path 'decals'.

How fast can e-scooters go?
E-scooters will be limited to 15 km/h for the duration of the trial and restricted even further through high pedestrianised areas with a limit of 8 km/hr. These speed limits will be automatically enforced through the technology on the e-scooter being able to limit the maximum speed depending on location through geo-fencing.

Where can e- scooters be used?
The electric scooter trial will be confined to two sections of the 25km Coast Park path - the Northern Section, from Outer Harbor to Recreation Parade, Semaphore Park, and the Southern Section, from Terminus Street, Grange to Seacliff or alternative adjacent footpaths.

E-scooters will not be able to be used on the roads and will be 'geo-fenced' meaning that the e-scooters cannot be used outside designated areas. These areas will be defined on Ride and Neuron's 'app'. Areas of use and automatic 'go slow' zones will also be defined by path 'decals' so users know they are on the right track.

When can e-scooters be used?
The e-scooters will only be permitted to be in operation from 6am to 8:30pm seven days per week (6pm outside daylight saving hours).

What are the legal requirements - how old do riders need to be?
The current age limit for e-scooters is 18+.

How do I report issues with e-scooters (damage, dumping etc.)?
Ride and Neuron will monitor issues such as damage and dumping in a timely manner – users will not be able to disengage from the scooter unless they do so in a designated parking area. Ride and Neuron are required to carefully monitor this and can do so using GPS technology quickly and efficiently.

Where can I find out more information or report any issues on e-scooters?

Ride Customer Support Line (Yellow e-scooters)
1800 774 639
support@ride.co
www.ride.co

Neuron Customer Support Line (Orange e-scooters)
08 7078 7800
adelaidecoastalsupport@neuron.sg
www.neuron.sg/