



City of **HOBART**

MEMORANDUM: **LORD MAYOR**
 DEPUTY LORD MAYOR
 ELECTED MEMBERS

E-SCOOTER RESPONSE TIMES

Meeting: City Infrastructure Committee

Meeting date: 2 February
2022

Raised by: Alderman Behrakis

Question:

Can the Director provide an update on the average response time when an e-scooter is reported to either be discarded or left in an inappropriate location?

Response:

The contract requires that the operators respond within a maximum of 24 hours to requests to move poorly placed e-scooters. However, the average response times are significantly shorter than 24 hours.

The average response time for one operator in Hobart since January 01 2022 has been 50.2 minutes across all of the below cases:

- Public reports about scooters needing collection
- Scooters left in No Go Zones
- Scooters left outside of the operating area
- Scooters on or around the Intercity Cycleway
- Scooters inactive for extended periods and therefore inferred to be in an inappropriate location

The other operator has confirmed that response time is well within the 24 hour requirement, and where possible immediately, but could not extract an average in minutes or hours from its data.

As signatory to this report, I certify that, pursuant to Section 55(1) of the Local Government Act 1993, I hold no interest, as referred to in Section 49 of the Local Government Act 1993, in matters contained in this report.

A handwritten signature in black ink, appearing to be 'RS', written in a cursive style.

Robert Stevenson
**MANAGER SMART & SUSTAINABLE
HOBART**

Date: 22 March 2022
File Reference: F22/18244