

Electric micro-mobility share scheme review

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Absolutely Positively Wellington City Council

Me Heke Ki Pōneke

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Executive summary

Micro-mobility devices are small, lightweight devices which can be human-powered (such as pedal bicycles) or battery-powered (such as electric bicycles (e-bikes) and electric scooters (e-scooters)). Public micro-mobility share schemes allow people to hire micro-mobility devices for short-term use within an urban area.

Shared electric micro-mobility schemes have been operating in Wellington City since 2019 offering e-scooters and e-bikes at a cost for city residents and visitors to enjoy. Those schemes represent a very small proportion of daily trips in the city. This report evaluated availability, usage, safety, cost, accessibility to shared micro-mobility, environmental impacts and other factors related to shared electric micro-mobility in Wellington City during the 2021-2023 period.

Two current shared micro-mobility providers – Beam and Flamingo – have been offering e-scooters since March 2021 (up to a cap of 400 devices each) and e-bikes since February 2023 (up to a cap of 150 devices each based on proven demand). Overall, over 2.5 million shared e-scooter trips were made in Wellington City over a 2.5-year period (a median of 2723 trips per day; on average 3.4 trips per device per day). In addition, nearly 20,000 shared e-bike trips (a median of 86 trips per day; on average 0.8 trips per device per day) were made in the city between February to September 2023.

Most shared micro-mobility trips occurred in the Wellington central business district and inner city suburbs. Three-quarters of shared e-scooter trips and two-thirds of shared e-bike trips were up to 2 km or up to 10 minutes. Most shared micro-mobility users were young adults (18-44 years of age), males and those who lived in central Wellington.

Based on a public survey conducted in 2023, 19% of shared e-scooter users and 22% of shared e-bike users in Wellington City used those devices on a weekly basis whereas others used them very infrequently. Nearly half of users used shared micro-mobility just for fun or recreation, with no particular destination in mind. Two-thirds of shared e-scooter users and three-quarters of shared e-bike users reported feeling safe riding those devices. Most users reported they could access shared micro-mobility devices within 10 minutes on foot from their home or place of work or study.

Among surveyed residents who did not use shared micro-mobility schemes, one-third reported no interest in using those transport options and fewer than one in ten reported intentions to use those transport options in the future. Approximately half of non-users reported safety concerns as an obstacle to their use of shared electric micro-mobility in Wellington City and more than half felt unsafe when encountering shared e-scooters and e-bikes as pedestrians. Approximately half of non-users were not aware of how long it would take them to access shared micro-mobility devices from their home or from their workplace or place of study.

Over a 34-month period (2021-2023), a total of 948 new Accident Compensation Corporation (ACC) claims in Wellington City related to injuries from both private and shared e-scooters and e-bikes with a total cost of \$2.3 million. Most of those ACC claims involved injuries that are usually not life-threatening, and 52 claims (5% of all claims) reported concussions linked to e-scooter use. The majority of incidents reported by shared micro-mobility providers during the same period were either near misses or minor incidents.

Both shared micro-mobility operators in Wellington City have the same pricing for unlocking devices (\$1) and usage (\$0.65/min) and offer a variety of discounts and deals

for specific groups (including students, retired individuals and individuals from low-income households). Prerequisites for using shared micro-mobility are having access to a smart phone, mobile data, debit/credit card and sufficient money to pay for the usage. Both current shared micro-mobility operators have strategies and policies for inclusion of Māori language and world view in their operations.

International evidence indicates that shared e-scooters and e-bikes have potential to decrease carbon emissions in the cities. Lower emissions and better environmental outcomes are reported for e-bikes compared to e-scooters. Based on the reports from the current operators in Wellington City, environmental impacts of their micro-mobility devices (including lifespan, charging, and collection/distribution processes) are in line with emission reduction goals of Wellington City.

Currently there is not sufficient evidence to report on potential mode shift (moving more people with fewer vehicles) in the central city or city-wide as a result of existing shared electric micro-mobility schemes in Wellington City. However, such effects are likely to be minimal given the current availability of devices (a total of 800 shared e-scooters and 200 shared e-bikes), usage (on average 3.4 trips per day per e-scooter and 0.8 trips per day per e-bike), patterns of usage (most current users use these devices only occasionally) and a large number of daily trips using different transport modes both in the central business district and across Wellington City.

Between March 2021 to September 2023, there were 891 complaints (on average 1 per day) about shared e-scooters and e-bikes in Wellington City with most complaints (96%) being about inappropriate parking of devices. Despite those complaints, 2023 survey results showed that majority of users and approximately half of non-users agreed that the Council should allow shared micro-mobility schemes to continue operating in Wellington City.

Based on this evaluation it is recommended that the Council:

- 1) continues with the shared electric micro-mobility schemes in Wellington City;
- 2) allows an increase in the number of shared e-scooters from 800 to 1000 in total;
- 3) maintains the current allowance for the number of shared e-bikes at a maximum of 300 in total, noting that only 200 are currently permitted under the operating licenses;
- 4) should investigate providing more dedicated parking areas for shared micro-mobility devices;
- 5) should add in the next licence application that operators should provide evidence that their proposed Geo-fencing system will meet the next Code of Practice requirements and include compliance with geo-fencing requirements in the regular monitoring reports; and
- 6) delegate future operational decision-making to officers on the quantity of shared electric micro-mobility devices permitted under licensing arrangements.

Introduction

Micro-mobility devices are small, lightweight devices such as bicycles, skateboards, or scooters. Micro-mobility devices can be human-powered (such as pedal bicycles) or battery-powered (such as electric bicycles (e-bikes) and electric scooters (e-scooters)).

Public micro-mobility share schemes refer to a self-service scheme in which people hire micro-mobility devices, usually electric, for short-term use within a town or city¹.

Micro-mobility is gaining interest as a useful urban transportation option, especially due to its potential to reduce the reliance on personal vehicles for short trips, integration with public transport, and a shift towards sustainable and greener transport modes². However, shared micro-mobility schemes in urban areas face challenges related to potential safety risks such as injuries, inappropriate speed, potential to be replacing walking trips, unfavourable impacts on shared public spaces, and safety of pedestrians as well as negative environmental impacts caused by short lifespan of micro-mobility devices and poor recycling systems³.

In Wellington City, shared micro-mobility schemes have been operating since 2019. In 2024, two operators (Beam and Flamingo) are providing shared micro-mobility in the city. Shared micro-mobility represents a very small proportion of daily trips in the city. For example, the number of daily trips by shared micro-mobility is equivalent to only 4% of public transport trips (bus and rail) in Wellington City.

This background paper provides an assessment and evaluation of various aspects of shared micro-mobility schemes in Wellington City, including availability, usage, safety, cost, accessibility to shared micro-mobility, environmental impact, and other factors (impact on mode shift, inclusion, complaints, and residents' support) related to shared micro-mobility in Wellington City during the 2021-2023 period. Findings from this evaluation informed recommendations for tailoring the city's electric micro-mobility share schemes to be fit for purpose within the context of Wellington City.

Background of shared micro-mobility in Wellington City

In September 2018, the New Zealand Transport Agency (NZTA) Waka Kotahi declared that an electric scooter is not a motor vehicle if it met certain conditions⁴. Based on New Zealand's rules, e-scooter riders are required to comply with the requirements of the Land Transport (Road User) Rule 2004⁵. Scooter users are legally allowed to ride on footpaths, while people on bike are legally allowed to ride in cycle lanes. Both are allowed to ride on shared paths, road, and bus lanes. However, observations show that both groups ride everywhere. In Wellington City, shared electric micro-mobility schemes began operating in June 2019. Shared electric micro-mobility schemes are primarily regulated through the Council's Trading and Events in Public Places Policy⁶, Codes of Practice⁷, and licences⁸. The historical overview of key events related to shared micro-mobility in Wellington City is presented in Table 1. Full details are provided in Appendix 1.

¹ [Trading and Events in Public Places Policy, July 2022 \(wellington.govt.nz\)](https://www.wellington.govt.nz/trading-and-events-in-public-places-policy)

² [Ministry of Transport - Work to enable and regulate shared micromobility schemes in Aotearoa New Zealand - 2021](#)

³ Ibid.

⁴ If the electric scooter is comprised primarily of a footboard, two or three wheels, and a long steering handle; the electric scooter's wheels do not exceed 355mm in diameter; the electric scooter has one or more electric auxiliary propulsion motors; and the combined maximum power output of the electric auxiliary propulsion motors does not exceed 300 Watts.

⁵ [Land Transport \(Road User\) Rule 2004](#)

⁶ [Trading and Events in Public Places Policy, July 2022 \(wellington.govt.nz\)](https://www.wellington.govt.nz/trading-and-events-in-public-places-policy)

⁷ [Electric Scooter Share Code of Practice v7.0 \(wellington.govt.nz\)](#)

⁸ Flamingo licence: [licence-to-trade-in-public-flamingo.pdf \(wellington.govt.nz\)](#)

Beam licence: [licence-to-trade-in-public-beam.pdf \(wellington.govt.nz\)](#)

Briefly, Onzo was the first bike-sharing system in Wellington City in 2018 and Flamingo and Jump were the first shared e-scooter providers to operate in Wellington City in 2019. Both providers were licenced to operate 400 e-scooters for 18 months. In May 2020, the Wellington City Council agreed to continue offering public shared e-scooter in the city. In August 2020, Jump withdrew, and Lime continued to operate until March 2021. In March 2021, licences were awarded to Beam and Flamingo for 400 e-scooters each. In December 2022, the Council agreed that the existing e-scooter licences granted to Beam and Flamingo to be amended to allow up to 150 e-bikes to be phased in by each provider as demand warranted. The current licence to operate e-scooters and e-bikes in Wellington City has been extended and expires on 1 September 2024. In the extended licence, operators are allowed to provide 100 e-bikes each and build up to 150 e-bikes under guidance from WCC officers.

Table 1. Key events for shared micro-mobility schemes in Wellington City and relevant national events during the 2019-2023 period

Date	Description of events
2018	
2018	Onzo bike-sharing scheme was operating in Wellington City
18 Sep 2018	NZTA Waka Kotahi declared that an electric scooter is not a motor vehicle if it met certain conditions
2019	
14 Feb 2019	Shared e-scooters proposed for Wellington City in the City Strategy Committee ⁹
17 Jun 2019	A code of practice for shared e-scooters was issued ¹⁰
18 Jun 2019	Jump and Flamingo received a license to operate 400 shared e-scooters each for an 18 month trial (expired on 31 Dec 2020)
31 Dec 2019	Shared e-scooter evaluation after the first six months
2020	
25 Mar 2020-13 May 2020	COVID-19 lockdown and removal of e-scooters from Wellington City streets
21 May 2020	The Strategy and Policy Committee discussed continuing operations and required changes to the code of practice ¹¹
11 Aug 2020	Jump withdraw and Lime continued to operate until 28 Feb 2021
20 Nov 2020	Public Request for Proposal issued by the Council for next operators and the code of practice was updated
2021	
29 Jan 2021	Beam and Flamingo were selected to operate 400 shared e-scooters each ¹²
01 Mar 2021	3-year contracts with Beam and Flamingo started (expire 30 Mar 2024) ¹³
2022	
08 Dec 2022	Allowing operators to add up to 150 e-bikes each to their scheme was decided in Environment and Infrastructure Committee ¹⁴
2023	
21 Feb 2023	Beam and Flamingo allowed in their licences to add shared e-bikes (50 each to begin with but building up to 150 under guidance from WCC officers)
Jun 2023	The Council's officers decided in Jun 2023 to increase the number of e-bikes to 100 by each operator
26 Sep 2023	NZTA Waka Kotahi approved the 5-year extension of the declaration that e-scooters are not being considered to be motor vehicles in New Zealand
Dec 2023	The Pōneke Shared Micro-Mobility Survey was conducted in Wellington City
2024	
28 Feb 2024	Shared micro-mobility licences extended to 01 Sep 2024

⁹ [Agenda of City Strategy Committee - 14 February 2019 \(wellington.govt.nz\)](#)

¹⁰ [SharePoint Online Trove - Electric Scooter Share Code of Practice v3.0 for upload.docx.pdf - All Documents](#)

¹¹ [Agenda of Strategy and Policy Committee - 21 May 2020 \(wellington.govt.nz\)](#)

¹² [Evaluation Report: Public Hire Electric Scooter Proposals \(wellington.govt.nz\)](#)

¹³ Flamingo licence: [licence-to-trade-in-public-flamingo.pdf \(wellington.govt.nz\)](#)

Beam licence: [licence-to-trade-in-public-beam.pdf \(wellington.govt.nz\)](#)

¹⁴ [Environment and Infrastructure Committee - Thursday, 8 December 2022 \(wellington.govt.nz\)](#)

Monitoring and evaluation of shared micro-mobility

Monitoring and evaluation of shared micro-mobility is an essential step to ensure that the outcomes of provided schemes meet expectations and to help inform recommendations for shaping shared electric micro-mobility schemes to be fit for the city. In Wellington City, evaluations of shared micro-mobility schemes were conducted in 2020 (see details below) and in 2023 (results reported in this paper).

Shared micro-mobility evaluation 2020

Evaluation of shared micro-mobility was conducted by the Council in May 2020.¹⁵ The evaluation included public engagement, survey of Wellington City residents, analysis of the Council's contact centre queries (complaints), Accident Compensation Corporation (ACC) data and shared micro-mobility ridership data, and reports from independent onsite observations.

Key conclusions from the 2020 evaluation were:

- The continuation of public shared electric scooter operations in Wellington City was confirmed.
- Implementing low-cost parking solutions, improving customer focused approach, ensuring the 24-month life cycle of e-scooter devices, and using geo-fencing technology to enforce a 15 km/h speed limit zone along the waterfront and Oriental Parade shared pathways should be considered.
- The Trading in Public Places Policy and the code of practice for public share micro-mobility should be updated and a micro-mobility parking plan should be developed.
- Ensure Oriental Parade is included as part of the low-cost interim parking solutions as well as future innovating streets micro-mobility parking work. If these interventions are not successful, officers will investigate implementing no hire and no de-hire zones along Oriental Parade.
- For any future contracts to provide e-scooter public share schemes, the Council will give higher weightings to those companies that can demonstrate good end-of-life plans for the e-scooters that include dismantling, reuse, and recycling of parts.

¹⁵ [Agenda of Strategy and Policy Committee - 21 May 2020 \(wellington.govt.nz\)](https://www.wellington.govt.nz/agenda/2020/21-may-2020)

Shared micro-mobility evaluation 2023

An evaluation of shared micro-mobility in Wellington City was conducted in 2023 and is reported in this paper. The evaluation has considered availability, usage, safety, cost, accessibility to shared micro-mobility, environmental impacts and other factors (impact on mode shift, inclusion, complaints and residents' support) (Figure 1; Table 2).

Key data sources included the Ride Report dashboard, the Pōneke Shared Micro-Mobility Survey, ACC data, the Council's Freshservice channels, reports from the operators (Beam and Flamingo), independent onsite observations, NZTA Waka Kotahi reports, and external research (Table 2).

Findings from the 2023 shared micro-mobility evaluation are presented in the subsequent sections of this paper. All data analyses and investigations were undertaken for the period of 01 March 2021 to 20 September 2023.



Figure 1. Framework used for evaluation of shared micro-mobility in Wellington City in 2023.

Table 2. Evaluation of shared electric micro-mobility in Wellington City: Factors assessed and key data sources

Factors assessed	Data source(s)
Availability	Ride Report
Usage	Ride Report; the Pōneke Shared Micro-Mobility Survey 2023
Safety	Ride Report; the Pōneke Shared Micro-Mobility Survey 2023; ACC; the Council's Freshservice channels; reports from the operators (Beam and Flamingo); independent onsite observations; NZTA Waka Kotahi reports
Cost	Reports from the operators (Beam and Flamingo); NZTA Waka Kotahi reports
Accessibility	Ride Report; the Pōneke Shared Micro-Mobility Survey 2023
Environmental impacts	Reports from the operators (Beam and Flamingo); external research
Other factors:	
Impact on mode shift	The Pōneke Shared Micro-Mobility Survey 2023
Inclusion	Reports from the operators (Beam and Flamingo)
Complaints	Reports from the operators (Beam and Flamingo); the Council's Freshservice channels
Residents' support	The Pōneke Shared Micro-Mobility Survey 2023

Availability

Shared e-scooters in Wellington City

New licences for operating shared e-scooters in Wellington City started on 1 March 2021 for two operators, Beam and Flamingo. All data related to shared e-scooter availability in Wellington City presented in this report refers to the 30-month period between March 2021 and September 2023.

Key findings are:

- Based on the Ride Report data, Beam and Flamingo each had approximately 400 e-scooters available in Wellington City during the licence period (Figure 2).
- Shared e-scooters were eliminated from the streets during the COVID-19 lockdowns between July and September 2021.

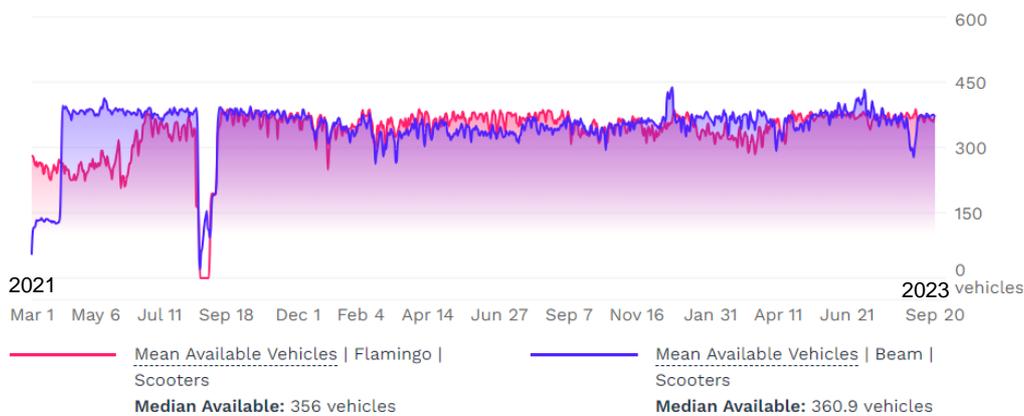


Figure 2. Beam and Flamingo mean available shared e-scooters in Wellington City from March 2021 to September 2023.

Shared e-bikes in Wellington City

The licence for operating shared e-bikes in Wellington City started on 21 February 2023 for two operators, Beam and Flamingo. Therefore, all data related to shared e-bike usage in Wellington City presented in this report refer to the 8-month period between February 2023 and September 2023.

Key findings are:

- Based on the Ride Report data, Beam and Flamingo each had approximately 20 to 50 e-bikes available in Wellington City during the February-May 2023 period (Figure 3).
- After Wellington City Council's officers decision in June 2023 to increase the number of e-bikes to 100 by each operator (a total of 200), Flamingo increased its e-bike fleet to nearly 100 devices whereas Beam's e-bike fleet remained largely unchanged during the June-October 2023 period (Figure 3).

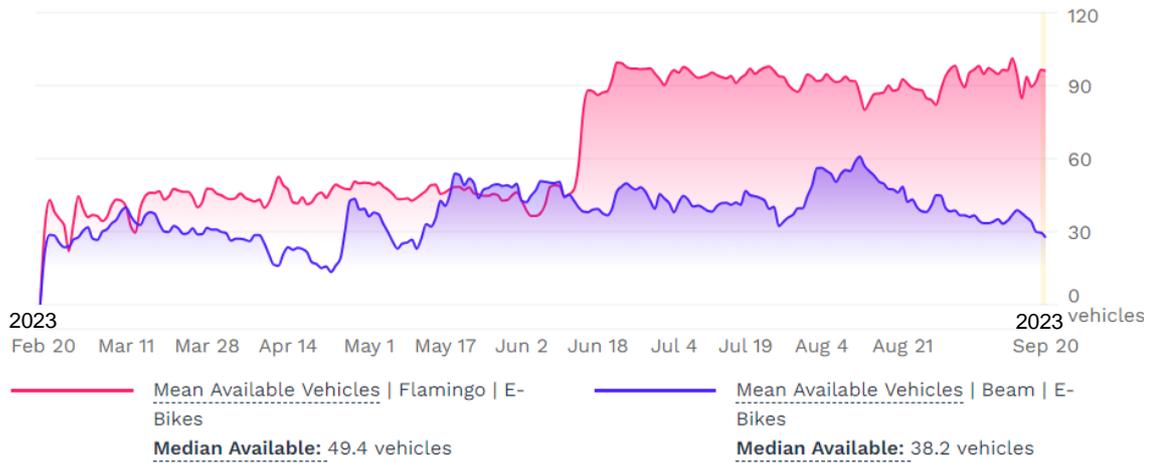


Figure 3. Beam and Flamingo mean available shared e-bikes in Wellington City from February to September 2023.

Usage

The usage of shared micro-mobility in Wellington City was analysed from the Ride Report usage maps and graphs. Data were exported from Ride Report in October-November 2023 for the following periods:

- March 2021 to September 2023 for e-scooters (30-month period); and
- February 2023 to September 2023 for e-bikes (8-month period).

Shared e-scooters

- During the 2.5-year period, a total of 2,507,640 trips in Wellington City (a median of 2723 trips per day) were made using e-scooters.
- Usage of shared e-scooters has fluctuated (Figure 4).

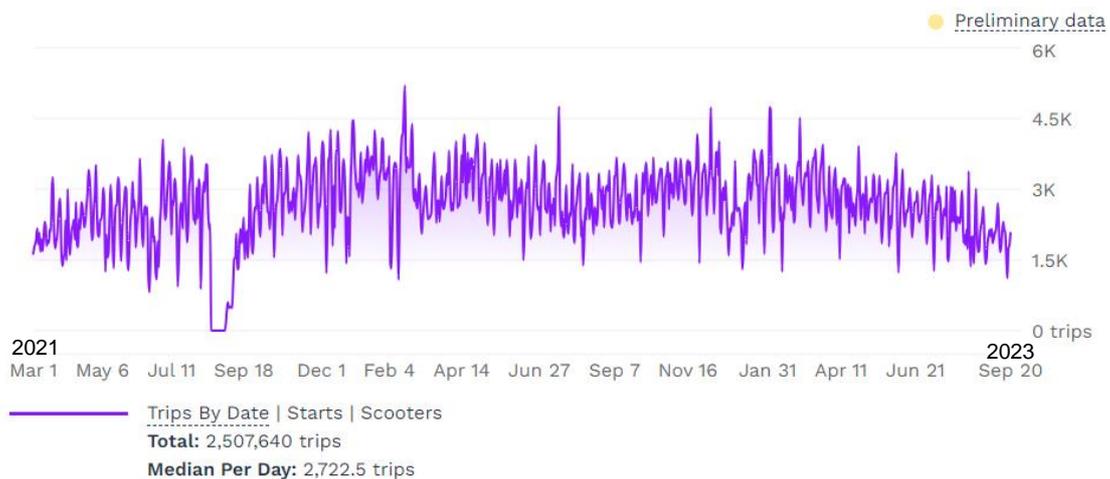


Figure 4. Total daily shared e-scooter trips in Wellington City from March 2021 to September 2023.

- Trips using shared e-scooters occurred throughout the day with peak usage corresponding to the morning (8-9 am) and afternoon (3-7 pm) periods (32% of all trips; Figure 5). Trips made between midnight and 6 am comprised 8% of daily trips.

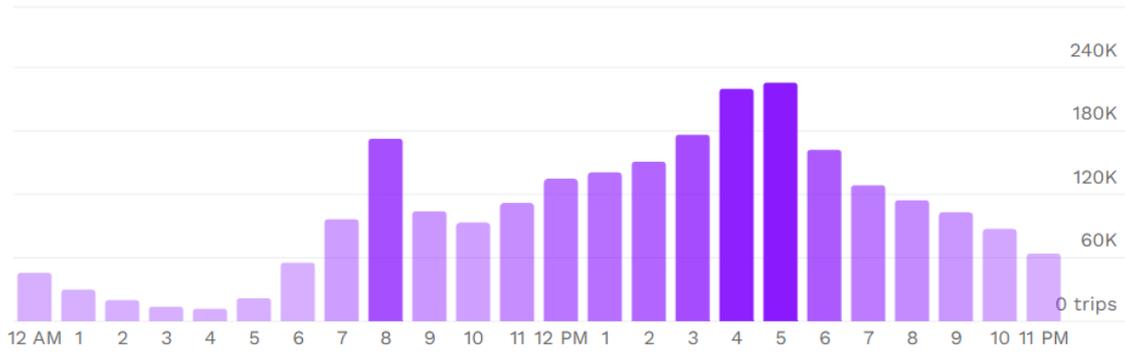


Figure 5. Beam and Flamingo shared e-scooters trips by hour in Wellington City from March 2021 to September 2023

Note: Categories exclude the ending numbers (i.e. '8 am' indicates the period between 8:00 am and 8:59 am.)

- In Wellington City, trips using shared e-scooters occurred on all days of the week with the highest frequency on Fridays and 27% of all trips occurring on weekends (Figure 6).



Figure 6. Beam and Flamingo shared e-scooters trips by weekdays in Wellington City from March 2021 to September 2023.

- Most shared e-scooter trips occurred in the central city, especially on the waterfront and along Oriental Parade (Figure 7). The route from the central city to Newtown along Adelaide Road and Riddiford Street was also frequently used.
- However, note that the scaling system for visualising the distribution of trips in Figure 7 is not linear. For example, streets and paths marked in light purple colour had 30 times lower frequency of shared e-scooters use compared to the streets and paths marked in dark purple and 300 times higher frequency of shared e-scooters use compared to streets and paths marked in light orange colour on this map.



Figure 7. Beam and Flamingo shared e-scooter routes used in Wellington City from March 2021 to September 2023.

Three-quarters of shared e-scooters trips were less than 2 km (76%) (Figure 8).



Figure 8. Beam and Flamingo shared e-scooters trip distances in Wellington City (Mar 2021 to Sep 2023).

Note: Categories exclude the ending numbers (i.e. 0-1 km means everything between 0 and 1, excluding 1)

Overall, 88% of shared e-scooters trips were up to 15 minutes and 74% were up to 10 minutes (including 0-5 minutes (35%), 5-10 minutes (39%), or 10-15 minutes (14%)). Approximately one in ten shared e-scooter trips were longer than 15 minutes (Figure 9).



Trip Duration | Starts | Scooters

Total: 2,484,545 trips

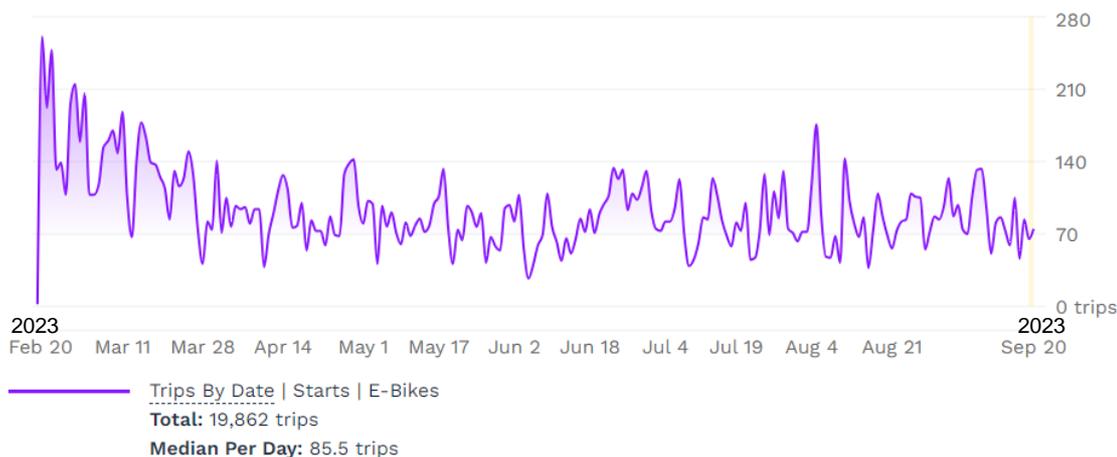
Median Duration: 6.417 min

Figure 9. Beam and Flamingo shared e-scooters trip duration in Wellington City (Mar 2021 to Sep 2023).

Note: Categories exclude the ending numbers (i.e. 0-5 min means everything between 0 and 5, excluding 5)

Shared e-bikes

- During the 8-month period, a total of 19,862 trips in Wellington City (a median of 86 trips per day) were made using e-bikes.
- Shared e-bike usage was highest in the first month when they were introduced and subsequently declined (Figure 10).



Trips By Date | Starts | E-Bikes

Total: 19,862 trips

Median Per Day: 85.5 trips

Figure 10. Total daily e-bike-share usage in Wellington City from February to September 2023.

- Trips using shared e-bikes occurred throughout the day with peak usage corresponding to the morning (8-9 am) and afternoon (3-7 pm) periods (36% of all trips; Figure 11). Trips made between midnight and 6 am comprised 12% of daily trips.

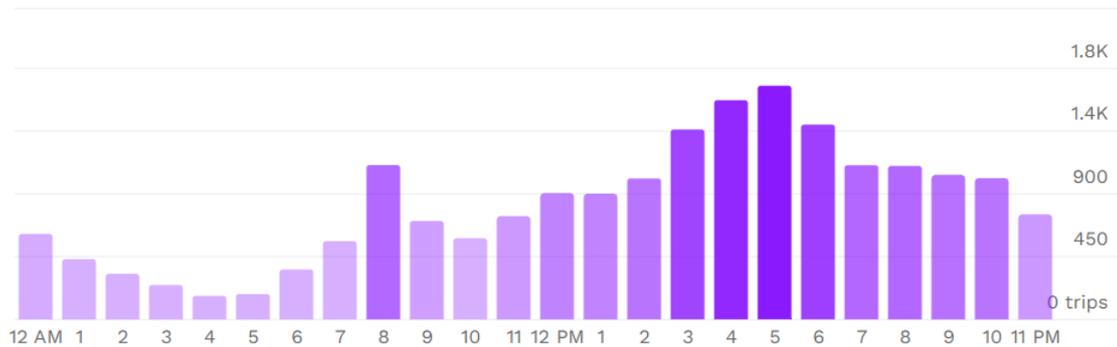


Figure 11. Beam and Flamingo e-bike-share trips by hour in Wellington City from February to September 2023 (eight months).

Note: Categories exclude the ending numbers (i.e. '8 am' indicates the period between 8:00 am and 8:59 am.)

- In Wellington City, trips using shared e-bikes occurred on all days of the week with the highest frequency on Fridays and 29% of all trips occurring on weekends (Figure 12).

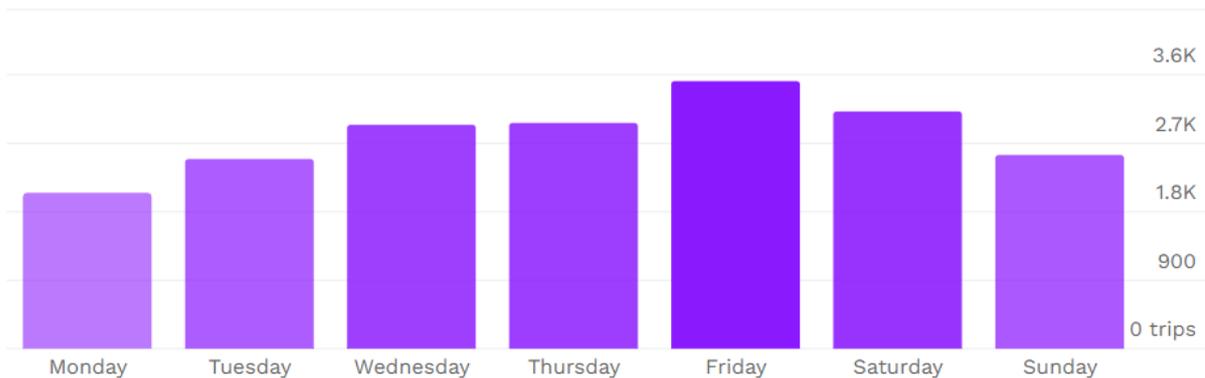


Figure 12. Beam and Flamingo e-bike-share trips by weekdays in Wellington City from February to September 2023 (eight months).

- Most shared e-bike trips occurred in the central city, especially in the waterfront area and along Oriental Parade (Figure 13). The route from the central city to Newtown along Adelaide Road and Riddiford Street was also highly used. However, note that the scaling system for visualising the distribution of trips is not linear, as explained in previous section (shared e-scooters).

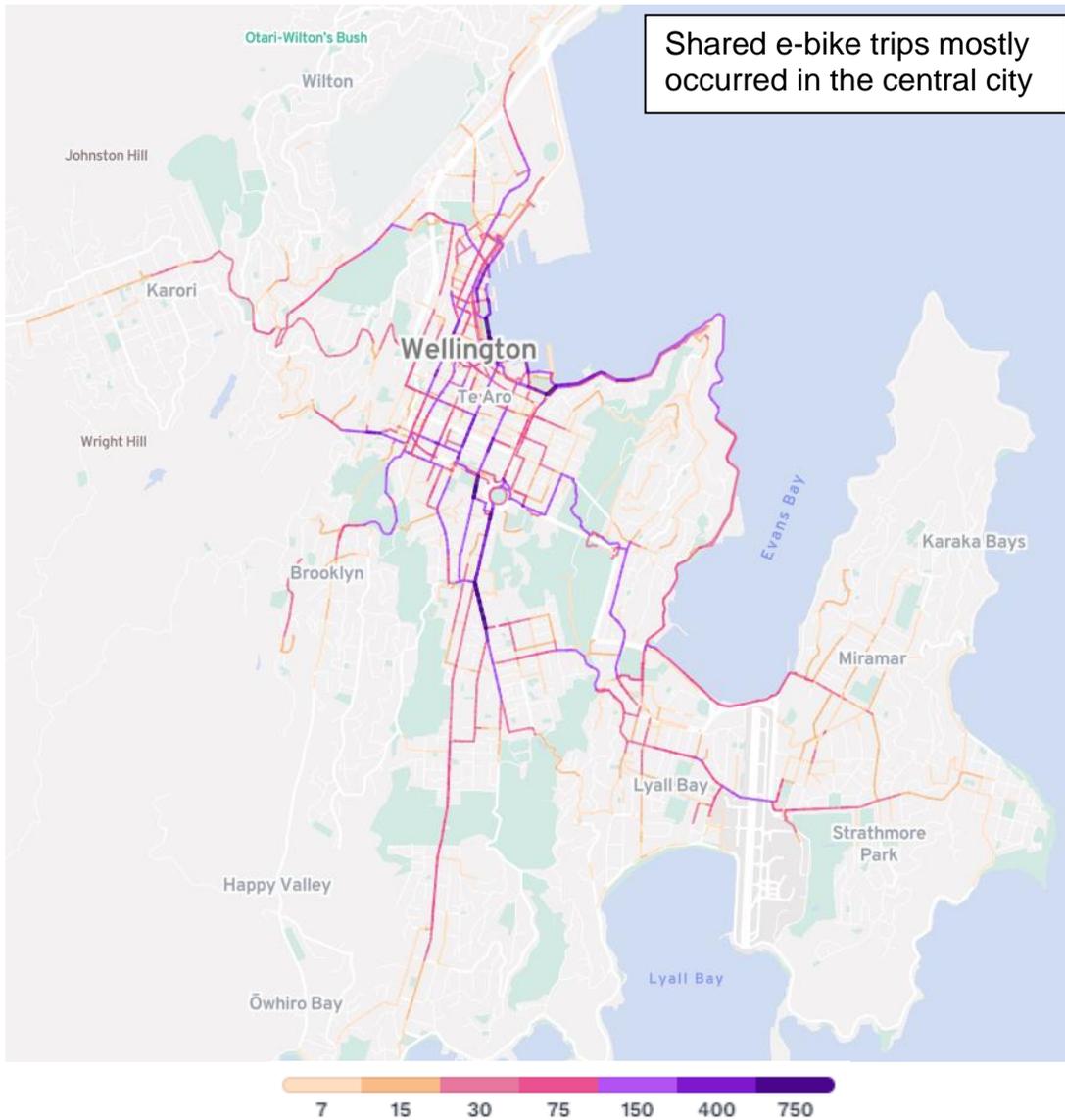


Figure 13. Beam and Flamingo shared e-bikes routes used in Wellington City from February to September 2023 (eight months).

Two-thirds of shared e-bikes trips were less than 2 km (66%) (Figure 14).



Figure 14. Beam and Flamingo e-bike-share trip distances in Wellington City (Feb 2023 to Sep 2023).

Note: Categories exclude the ending numbers (i.e. 0-1 km means everything between 0 and 1, excluding 1)

Overall, 83% of shared e-bikes trips were up to 15 minutes and 65% were up to 10 minutes (including 5-10 minutes (38%), 0-5 minutes (27%) or 10-15 minutes (18%)). In this survey sample, 17% of shared e-bike trips were longer than 15 minutes (Figure 15).

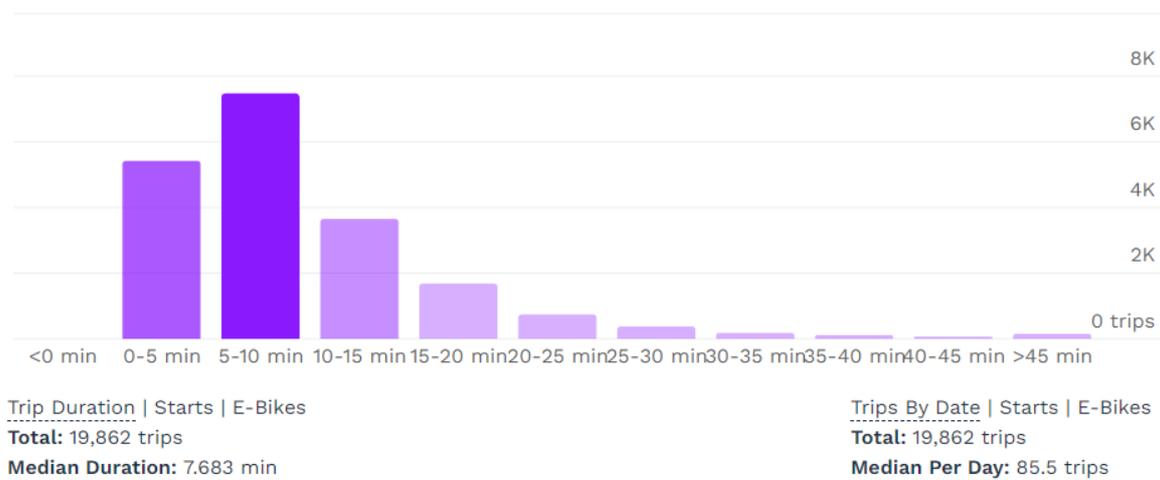


Figure 15. Beam and Flamingo bike-share trip duration in Wellington City (Feb 2023 to Sep 2023).

Note: Categories exclude the ending numbers (i.e. 0-5 min means everything between 0 and 5, excluding 5)

Profiles of shared micro-mobility users in Wellington City

Data on the profiles of shared micro-mobility users in Wellington City were collected as part of the Pōneke Shared Micro-Mobility Survey conducted by Wellington City Council in December 2023. The target participants were adults (18 years of age or older) who lived in Wellington City. A total of 800 respondents with completed valid surveys were included in this analysis. Survey respondents included 325 shared micro-mobility users (182 respondents used shared e-scooters only and 143 used both shared e-scooters and e-bikes) and 462 non-users. Note that 13 individuals were excluded from the total sample since they were either unsure of their usage of shared micro-mobility schemes in Wellington City (n=5) or only used shared e-bikes (n=8).

Respondents were classified as “shared e-scooter users” if they had an experience of using a shared e-scooter Wellington City (i.e., Beam and/or Flamingo devices), “shared e-scooter and e-bike users” if they had an experience of using a shared e-scooter and e-bike in Wellington City, and “non-users” if they did not have any experience of using shared micro-mobility in Wellington City. Respondents who selected the “unsure” response were excluded from the *user versus non-user* analyses.

The operators of shared micro-mobility in Wellington City made the same survey available to their registered users. However, due to lack of a representative sample and potential bias in users’ responses to many of the survey questions (such as perceived safety related to shared micro-mobility), those survey data were not included in the analyses presented in this report.

Non-users:

- In this survey, 462 (59%) of respondents were non-users of shared e-scooters or e-bikes in Wellington City.

- Overall, two-thirds of non-users were middle-aged or older adults (age: 45 years and over), less than half were males and only one-fifth lived in central Wellington (Table 3).

Shared micro-mobility users:

- Overall, 325 (41%) respondents were users of shared e-scooters in Wellington City. In this group, 182 (23%) were e-scooter users only and 143 (18%) used both e-scooters and e-bikes.
- In both user groups, over three quarters of individuals were younger adults (age 18 to 44 years) and approximately one-third lived in central Wellington. Approximately two-thirds of shared e-scooter users and less than half of shared e-scooter and e-bike users were female (Table 3).

Table 3. Using shared e-scooters and e-bikes by population groups

		Non-users	Shared e-scooter users	Shared e-scooter and e-bike users
		n=462	n=182	n=143
Total sample		59%	23%	18%
Age				
	18 to 29 years	13%	48%	34%
	30 to 44 years	19%	35%	48%
	45 to 60 years	32%	16%	11%
	60+ years	36%	2%	6%
Gender				
	Male	47%	37%	57%
	Female	53%	63%	43%
Area of residence				
	Pukehīnau – Lambton/Central Wellington	21%	33%	37%
	Takapū – Northern Wellington	30%	18%	22%
	Wharangi – Onslow/Western Wellington	21%	21%	10%
	Paekawakawa – Southern Wellington	14%	13%	16%
	Motukairangi – Eastern Wellington	15%	14%	15%

Frequency of usage of shared micro-mobility in Wellington City

Results from the Pōneke Shared Micro-Mobility Survey (2023) showed that the majority of users reported using shared micro-mobility devices very infrequently. Approximately one-fifth of those who used shared e-bike or e-scooters used it weekly (Figure 16)

How frequently, if at all, do you use the Flamingo/Beam shared e-scooter or e-bike programme in Wellington City?



Figure 16. Frequency of using shared micro-mobility devices by the users

Main purposes of shared micro-mobility trips

In the Pōneke Shared Micro-Mobility Survey 2023, respondents could select more than one response to this survey question and hence the total does not add up to 100%.

- The majority of users of shared e-scooters (47%) and e-bikes (41%) in Wellington City reported using shared micro-mobility devices just for fun or recreation, with no particular destination in mind (Table 4).
- One-third of shared e-scooter users (33%) and one-fifth of shared e-bike users (22%) used shared micro-mobility devices for travelling to or from cafes, bars, sports or other social activities.
- Approximately one-quarter of shared e-scooter (28%) and e-bike users (26%) used shared micro-mobility devices for commuting to or from work.
- Approximately one-fifth of shared e-scooter and e-bike users used shared micro-mobility for travelling to and from appointments, public transport or to other transport modes, or to or from shopping.
- Less than 10% of shared e-scooter and e-bike users used those modes for travelling to or from education or for other trip purposes.
- A greater proportion of weekly users used shared micro-mobility for commuting to a destination (mostly to work) compared to occasional users which use it more for fun and recreation (data not reported).

Table 4. Main trip purpose for which shared e-scooters and e-bikes are used

Main purpose of trips by shared micro-mobility devices	Main trip purpose for shared e-scooters reported by shared e-scooter users	Main trip purpose for shared e-bikes reported by shared e-bike users*
	N=325	N=143
Just for fun/recreation – no destination in mind	47%	41%
To or from cafes, bars, sports, or other social activities	33%	22%
To or from work	28%	26%
To or from an appointment	21%	22%
To or from public transport (bus, train, ferry)	22%	22%
To or from shopping/running errands	19%	21%
To or from a car, motorcycle, or other vehicle	12%	11%
To or from education	8%	7%
Other (please specify)	2%	4%
I don't know	0%	3%

*In this sample, shared e-bike users also use shared e-scooters

Main barriers to using shared micro-mobility in Wellington City

In the Pōneke Shared Micro-Mobility Survey 2023, respondents could select more than one response to this survey question and hence the total does not add up to 100%. Participants' perceptions about the barriers to using shared micro-mobility in Wellington City (Table 5) showed that:

Non-users:

Safety concerns were the main barrier (49%) to using shared micro-mobility by non-users. One third (34%) of non-users reported no interest in using shared micro-mobility as a barrier. Only around one-fifth of non-users reported cost and road infrastructure issues as barriers.

Users:

More than half of shared micro-mobility users reported weather conditions as the main barrier to using the devices. Less than half (42%) of those who only use shared e-scooters reported safety concerns as a barrier, and only around one-fifth reported limited availability of devices as a barrier.

Safety concerns (36%), limited availability (32%), and cost (29%) were reported as barriers by those who used both e-scooters and e-bikes. One-fifth of them reported traffic and congestion and regulations and rules as barriers to using shared micro-mobility.

Table 5. Barriers to using shared micro-mobility in Wellington City

Barriers to using shared-micro mobility	Non-users	Shared e-scooter users	Shared e-scooter and e-bike users
	n=462	n=182	n=143
Weather conditions	28%	53%	50%
Safety concerns	49%	42%	36%
Cost	20%	35%	29%
Issues with road infrastructure	18%	24%	25%
Limited availability	12%	21%	32%
Regulations and rules	8%	13%	22%
Traffic and congestion	9%	10%	20%
Other (please specify)	14%	8%	4%
No interest	34%	8%	9%
I don't face any obstacles	7%	6%	8%

Non-users' intention to use shared micro-mobility in Wellington City

Among non-users, approximately one-third reported no intention of using shared e-scooters (37%) or e-bikes (35%) in the future. Only 7% reported they would "definitely" use those transport modes in the future, with a greater proportion of younger adults (18 to 44 years of age) compared to middle-aged and older adults (Figure 17).

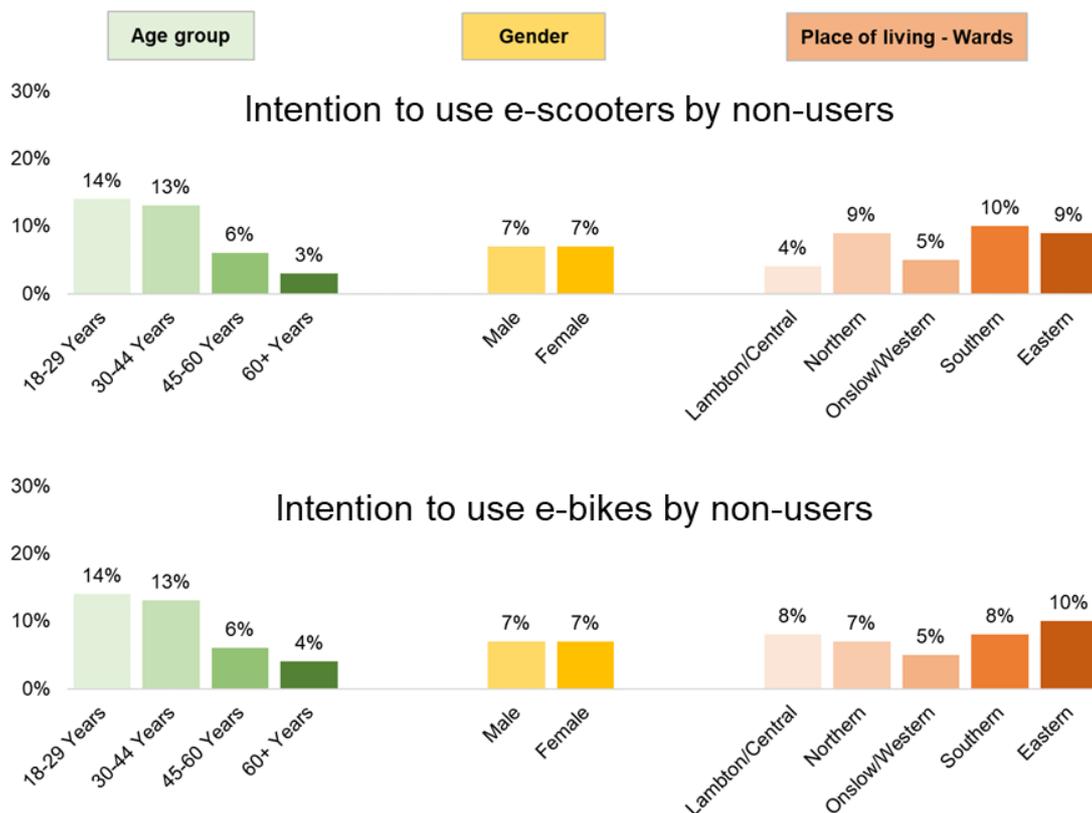


Figure 17. Intention to use shared e-bikes and e-scooters by non-users of micro-mobility.

Note: Only definitely responses have been presented in this figure

Participants' perceptions about the positive impacts of shared micro-mobility in Wellington City

Analyses of participants' perceptions about the positive impacts of using shared micro-mobility in Wellington City showed that:

- Approximately two-thirds of e-scooter users reported that convenience and using shared micro-mobility for fun/recreation were the positive impacts of shared micro-mobility schemes in Wellington City. Although reported less frequently, convenience and using shared micro-mobility for fun/recreation were also reported as positive impacts by nearly half of non-users and those who used both shared e-bikes and e-scooters.
- Environmental benefits and reduced demand for parking were also frequently reported positive impacts of the schemes by both users and non-users of shared micro-mobility.

- Approximately one-fifth to one-quarter reported that reduced car ownership, health and fitness, and equity and accessibility are the positive impacts of using shared micro-mobility (Table 6).

Table 6. Residents' perceptions of positive impacts of shared micro-mobility impacts in Wellington City

	Non-users	Shared e-scooter users	Shared e-scooter and e-bike users
	n=462	n=182	n=143
Perceived positive impacts of shared micro-mobility in Wellington City			
Convenience	58%	75%	58%
Fun/recreation	49%	71%	44%
Environmental benefits	45%	56%	49%
Reduced demand for parking	44%	47%	46%
Reduced traffic congestion	37%	41%	52%
Affordability	22%	37%	32%
Equity and accessibility	20%	25%	26%
Health and fitness	20%	23%	29%
Reduced car ownership	22%	19%	27%
I do not believe the programme provides any positive impacts	9%	2%	1%
I believe the programme has a negative impact on Wellington	10%	1%	1%
Other (please specify)	1%	1%	1%

Summary

Reviewing and assessing usage of shared micro-mobility in this section showed that over 2.5 million shared e-scooter trips were made in Wellington City over a 2.5-year period and nearly 20,000 shared e-bike trips were made in the city between February to September 2023. Most shared micro-mobility trips were up to 2 km or up to 10 minutes.

Most shared micro-mobility users were young adults, males and those who lived in central Wellington. Only one-fifth of users used shared micro-mobility on a weekly basis whereas the remaining users used them very infrequently. Nearly half of users used shared micro-mobility just for fun or recreation.

One-third of non-users reported no interest in using those transport options and fewer than one in ten reported intentions to use those transport options in the future.

Safety

Shared micro-mobility evaluation 2023 included analysis of safety of e-scooters and e-bikes in Wellington City using data from various sources. The analysis included ACC data (injury claims data and cost, injury diagnosis, claims involving pedestrians and vulnerable users), reported incidents, perceived safety of riding and encountering shared micro-mobility, and onsite observations of poor parking behaviour.

Accident Compensation Corporation claims, treatment costs and injuries

ACC data from Wellington City used in this analysis included new claims for e-bikes and e-scooters and related treatment costs and injury diagnoses. ACC data covered the period of 1 January 2021 to 24 October 2023 (34 months) and included both shared and privately owned micro-mobility devices.

Key findings from the analysis of ACC data during the 2021-2023 period are presented Table 7 and summarised here:

- 761 new claims (on average 269 claims per year) with \$1.7 million injury treatment costs for e-scooters.
- 187 new claims (on average 66 claims per year) with \$571,210 injury treatment costs for e-bikes.
- Most claims for e-scooters and e-bikes have resulted from injuries that are usually not life-threatening including soft tissue injuries, fractures or dislocations, and lacerations, punctures, or stings.
- Concussions, which may have a life-changing outcome, were reported in 52 claims involving e-scooters and no claims involving e-bikes.
- Overall, the proportion of claims with injuries that involved pedestrians were 5% of e-scooters claims and 4% of e-bikes claims.

Table 7. ACC data for Wellington City: New claims, treatment costs and injuries related to e-scooter and e-bike use (January 2021- October 2023)

	E-scooters (privately owned and shared)		E-bikes (privately owned and shared)	
	Total over the 34-month period	Average per year	Total over the 34-month period	Average per year
New claims	761	269	187	66
Injury treatment costs	\$1,699,30	\$600,460	\$571,210	\$201,840
Soft tissue injury	355	125	122	43
Fracture / dislocation	161	57	31	11
Laceration / puncture / sting	128	45	17	6
Concussion	52	18	0	0
Dental injury	37	13	0	0
Other / Unknown	28	10	17	6
Number of ACC claims involving pedestrians	41	14	<8	<3

It is important to acknowledge limitations of ACC data used in this analysis:

- ACC data does not distinguish between shared and privately owned micro-mobility devices, since that information is not collected by ACC and is not usually mentioned in the accident description of the claims.
- The number of ACC claims is usually less than the actual number of incidents. For example, based on the NZTA Waka Kotahi safety review¹⁶ an approximate ratio of one ACC claim per 3 incidents was observed on the street in the 2020 evaluation.
- The results should be interpreted with caution given that the total number of individuals riding e-scooters and e-bikes (shared or privately owned) in Wellington City during the period covered by ACC data is unknown.

Concerns about people with disabilities and other vulnerable road users

As presented in the NZTA Waka Kotahi Stakeholder Engagement Report¹⁷ (September 2023), engagement with advocacy groups and survey results indicated a notable concern about e-scooters (shared and privately owned) among people with disabilities:

- Advocacy groups argued for the preservation of footpaths for pedestrians, particularly those with disabilities, frail individuals, and small children.
- Submissions highlighted crashes with seven people citing being hit by e-scooters and five reporting incidents caused by stationary scooters.
- Many disabled and older individuals express feeling unsafe due to e-scooters, especially those with visual impairments who face increased injury risks.

Incidents reported by shared micro-mobility providers

Operators' customer support as well as the Council's Freshservice channels are the sources of information about incidents related to shared micro-mobility services in Wellington City.

Reports from both shared micro-mobility providers show that majority of reported incidents were either near misses or minor incidents. The operators can provide the specific information upon request.

¹⁶ [Safety review - E-Scooters \(Declaration Not to be Motor Vehicles\) Notice 2018 Review \(nzta.govt.nz\)](https://nzta.govt.nz)

¹⁷ [Stakeholder engagement report - E-Scooters \(Declaration Not to be Motor Vehicles\) Notice 2018 Review \(nzta.govt.nz\)](https://nzta.govt.nz)

Onsite observations

Images of shared micro-mobility devices presented in this section were taken by WCC officers at different sites in Wellington City in 2023. The images show identified deployment spaces for Beam and Flamingo shared e-bikes (Figure 18), examples of incidents of fallen shared e-bikes (Figure 19), and examples of inappropriate parking of shared e-scooters in Wellington City (Figure 20).



Figure 18. Identified deployment spaces in Victoria Street and Oriental Parade



Figure 19. Fallen device incidents

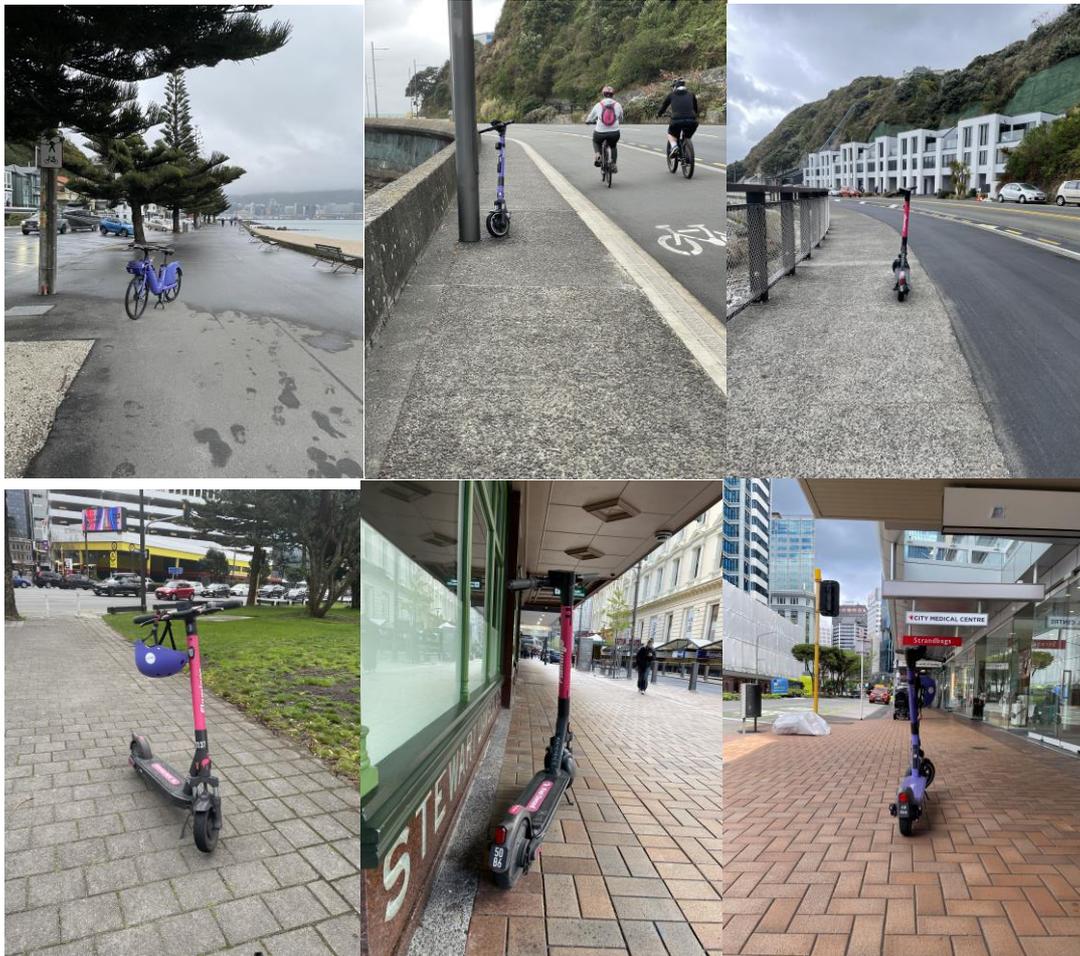


Figure 20. Inappropriate parking and parking in banned areas

Perceived safety of using shared micro-mobility devices

Data on the perceptions of the safety of shared micro-mobility riders, and pedestrians when they encounter shared micro-mobility, were collected in the Pōneke Shared Micro-Mobility Survey conducted in December 2023.

Key findings are:

- Among those who used shared e-scooters, 67% of participants reported feeling safe or very safe riding shared e-scooters, while 12% reported feeling unsafe or very unsafe (Figure 21).
- Among those who used shared e-bikes, 75% of participants reported feeling safe or very safe riding shared e-bikes, while 7% reported feeling unsafe or very unsafe (Figure 21).

? Overall, how safe do you feel when riding a Beam/Flamingo e-scooter?

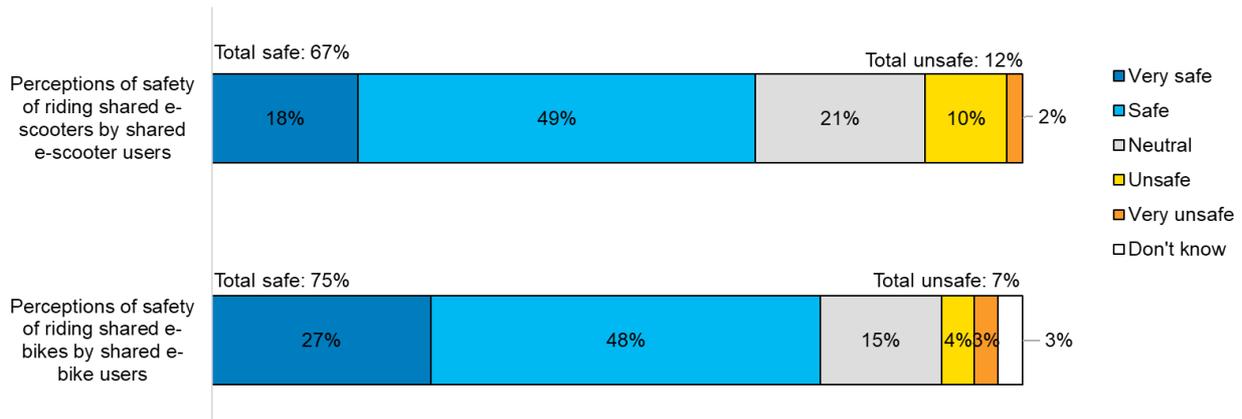


Figure 21. Perceived safety of riding shared e-scooters and e-bikes by Wellington City residents who use shared micro-mobility

Perceived safety of encountering shared micro-mobility

- More than half of non-users reported feeling unsafe or very unsafe as pedestrians when encountering shared e-scooters on footpaths (54%) or encountering shared e-bikes (55%) whereas one-fifth reported feeling safe or very safe in such encounters.
- Among shared micro-mobility users, approximately one-third expressed safety concerns about encountering shared e-scooters (24%-32%) or e-bikes (30%-35%).
- Approximately one-quarter to one-third of e-scooter users reported feeling very safe or safe when encountering shared e-bikes or e-scooters as pedestrians. Around half of those who used both shared e-scooter and e-bike reported feeling very safe or safe when encountering shared e-bikes (49%) or e-scooters (54%) as pedestrians (Table 8).

Table 8. Perceived safety of encountering e-scooter and e-bike as a pedestrian

	Encountering shared e-scooters		Encountering shared e-bikes		
	Non-users (n=462)	Shared e-scooter users (n=325)	Non-users (n=462)	Shared e-scooter users (n=182)	Shared e-scooter and e-bike users (n=143)
'Safe' or 'very safe'	20%	42%	18%	22%	49%
'Neutral'	25%	30%	23%	35%	20%
'Unsafe' or 'very unsafe'	53%	28%	55%	34%	29%
'I don't know'	2%	0%	4%	9%	2%

Summary

Reviewing and assessing safety of shared micro-mobility in this section showed that over a 34-month period (2021-2023), there were a total of 948 new ACC claims in Wellington City related to injuries from both private and shared e-scooters and e-bikes with a total cost of \$2.3 million. Most of those ACC claims involved injuries that are usually not life-threatening, and 52 claims (5% of all claims) reported concussions linked to e-scooter use. The majority of incidents reported by shared micro-mobility providers during the same period were either near misses or minor incidents.

Onsite observations confirmed poor parking behaviours in the city. More than half of non-users reported feeling unsafe as a pedestrian when encountering shared micro-mobility. Approximately half of non-users reported safety concerns as a barrier to their use of shared micro-mobility in Wellington City. Two-thirds of shared e-scooter users and three-quarters of shared e-bike users reported feeling safe riding those devices.

Cost

For the purpose of this report, the cost of shared micro-mobility in Wellington City was reviewed based on the reports from the operators and data from NZTA Waka Kotahi report in September 2023¹⁸.

Cost of shared micro-mobility in Wellington City

The two operators in Wellington City use the same unlock price (\$1) and usage price (\$0.65/min).

Both Beam and Flamingo offer a variety of discounts and deals (Table 9):

- Beam offers discounted pricing per minute to any members of communities who experience transport and/or income inequality through a community services card, super gold card and other options to provide a more affordable access to their devices.
- Flamingo offers a subscription plan Go Pass that includes weekly and monthly riding credit for regular users at highly discounted rates. Flamingo also offers discounted plans for students, retirees, and people on low incomes. This plan results in a 50% saving on all rides. Over the 50-month period between June 2019 and August 2023, riders completed 394,203 trips as part of their community discounts (on average 7884 trips per month) and received discounts over \$700,000 (on average: \$14,000 per month) on trips across Wellington City. Overall, 18% of trips in Wellington City were taken by users on Flamingo’s discounted community plans (between June 2019 and August 2023), with 90% of users of discounted community plans being students.

Table 9. Shared micro-mobility cost of unlocking, using, and discounts.

Operator / Provider	Beam	Flamingo
Unlock price	\$1.00	\$1.00
Price per minute	\$0.65/min	\$0.65/min
Passes	3-day Pass \$12.99 – 100 total minutes Weekly Pass Price/min - \$24.99 for 150 total minutes Monthly Pass Price/min – 74.99 for 400 total minutes Monthly Free Unlock Subscription - \$4.99. \$1 unlock fee is waived for every trip	Go Pass: Includes 45 mins of riding per day and no unlocking fees across all Flamingo scooters and bikes in Wellington and Porirua. 3-Day Pass: \$8.33 per day Weekly Pass: \$4.28 per day Monthly Pass: \$2.99 per day
Discounts and deals	Referral - \$10 each for referrer & referee Beam For All – 50% off total trip price. This deal is extended to 6 different pass holders in New Zealand BeamStars – 5%-25% off on every trip depending on the riders tier	Half price fares for Students, SuperGold, Community Services Card, WCC LeisureCard cardholders. (\$0.50 to unlock, \$0.32 per minute) Free credit when ending a ride in a Drop Zone, taking a Helmet Selfie and for Good Parking.

¹⁸ Effectiveness review - E-Scooters (Declaration Not to be Motor Vehicles) Notice 2018 Review (nzta.govt.nz)

Comparison of costs of different transport modes

The table below shows a comparison between different transport modes' cost of use based on Wellington prices based on NZTA Waka Kotahi report (2023)¹⁹.

Table 10. Users' costs for various transport modes (based on Wellington prices). Source: NZTA Waka Kotahi 2023

Mode	Up-front costs (purchase device/car/bike)	Travel costs	Additional costs – charging, warrants, repairs etc	Opportunities for discounts
Rental e-scooter	\$1 to unlock e-scooter	\$0.65 cents per minute	None	Friend discounts / 50% prices for students, SuperGold Card holders or community service card holders
Private e-scooter	\$399 - \$4,799 to buy e-scooter	none	>\$1 per charge, replacing parts between \$20 - \$500 over 3 years)	None
Walking	None	None	None	None
Bike	\$300 - \$12,240 to buy bike	None	Repairs – up to \$250 as needed	None
e-bike	\$2,687 - \$13,499 to buy e-bike	None	>\$1 per charge, repairs (\$100 - \$150 per year)	None
Rental e-bike	\$1 to unlock e-bike	\$0.65 cents per minute	None	Friend discounts / 50% prices for students, SuperGold Card holders or community service card holders
Bus (public transport)	Purchase of travel card (snapper) - \$10	\$1.84 per zone (adult fare)	none	<ul style="list-style-type: none"> • Under 13-year-olds = free fares • Children = 75% discount on fares • 19- to 24-year-olds = 50% discount on fares • Community Service Card holders = 50% discount on fares • Total mobility/ Blind Low Vision NZ member – 50% discount on fares • SuperGold Card = free off-peak travel
Train	Purchase of travel card (snapper) - \$10	Averages \$2 - \$7 10–30-minute trip (i.e. Wellington to Nae Nae \$5.52)	None	<ul style="list-style-type: none"> • Under 13-year-olds = free fares • Children = 75% discount on fares • 19- to 24-year-olds = 50% discount on fares • Community Service Card holders = 50% discount on fares • Total mobility/ Blind Low Vision NZ member – 50% discount on fares • SuperGold Card = free off-peak travel
Car (petrol)	Average: <ul style="list-style-type: none"> • \$12,000 for second hand • \$45,990 for brand new 	\$0.28 per kilometre	Average: <ul style="list-style-type: none"> • Petrol = up to \$3,000 per year • Maintenance = \$1,000 • Insurance = \$1,000 • Parking = \$500 • Warrants/rego = \$300 	None

¹⁹ Effectiveness review - E-Scooters (Declaration Not to be Motor Vehicles) Notice 2018 Review (nzta.govt.nz)

Perceptions of costs of shared micro-mobility in Wellington City

Findings from the Pōneke Shared Micro-Mobility Survey conducted in December 2023 showed that 29% of those who use shared e-bikes and e-scooters and 35% of those who only use shared e-scooters reported that cost is a barrier to use shared micro-mobility in Wellington City. One-fifth of non-users of shared micro-mobility reported that cost is a barrier for them to use the schemes.

Summary

Both shared micro-mobility operators in Wellington City have the same pricing for unlocking devices (\$1) and usage (\$0.65/min) and offer a variety of discounts and deals for specific groups (including students, retired individuals and individuals from low-income households). However, one-fifth to one-quarter of people reported that cost is a barrier to using shared micro-mobility in Wellington City.

Accessibility to shared micro-mobility

Shared micro-mobility evaluation 2023 included analysis of accessibility of shared e-scooters and e-bikes in Wellington City. Data sources used for this analysis included data from the reports from the two operators (Beam and Flamingo), Ride Report data related to trips' start and end points and deployments, and Pōneke Shared Micro-mobility Survey 2023 for data on perceived accessibility to shared e-scooters and e-bikes in Wellington City.

Required resources for accessing shared micro-mobility

To access shared micro-mobility in Wellington City, potential users need to have access to the following items²⁰:

- A smart phone to be able to download the app.
- Access to mobile phone data in order to use the app.
- Access to a debit card or credit card and bank account to pay a hiring fee.
- Enough money to pay for unlocking the app and paying for the length of the trip.

Spatial distribution

Based on the current Code of Practice for the micro-mobility share scheme²¹, 25% of the licenced fleet must be distributed to the suburban zones (available via Ride Report) each day.

Flamingo reported achieving this requirement during the 30-month period between 1 March 2021 and 31 August 2023. Overall, 35% of trips using Flamingo micro-mobility devices started, and 39% of such trips ended, in the suburbs. Approximately two-thirds of trips (70%) started and ended in the CBD. Two-thirds (66%) of trips that started in the suburbs ended within the suburbs.

²⁰ Effectiveness review - E-Scooters (Declaration Not to be Motor Vehicles) Notice 2018 Review (nzta.govt.nz)

²¹ Electric Scooter Share Code of Practice v7.0 (wellington.govt.nz) – item 9.4.1.

Trip start and end points and redistribution of shared e-scooters

Most trips by shared e-scooters in Wellington City started and ended in the central city (Figure 22). The redistribution of shared e-scooters was mainly in the central city (Figure 23). Note that the scaling system for visualising the distribution presented in Figure 22 is not linear. For example, the three shades of purple colours in Wellington CBD and inner city on these maps represent 3+ to 50 times higher frequency of e-scooter trip start and end points compared to pink cells, and 50+ to 2000+ times higher frequency compared to the orange cells on these maps. Those data show that most shared micro-mobility trips in Wellington City start and end in the city centre and inner city suburbs (Figure 22).

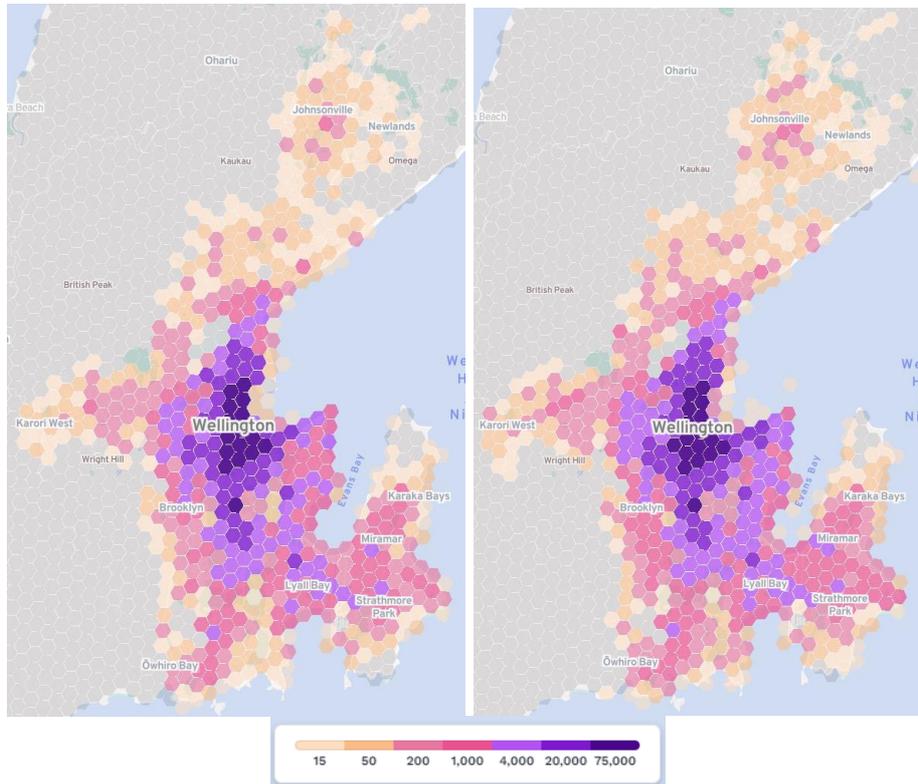


Figure 22. Start (left) and end locations (right) for shared e-scooter trips in Wellington City (includes combined Beam and Flamingo data)

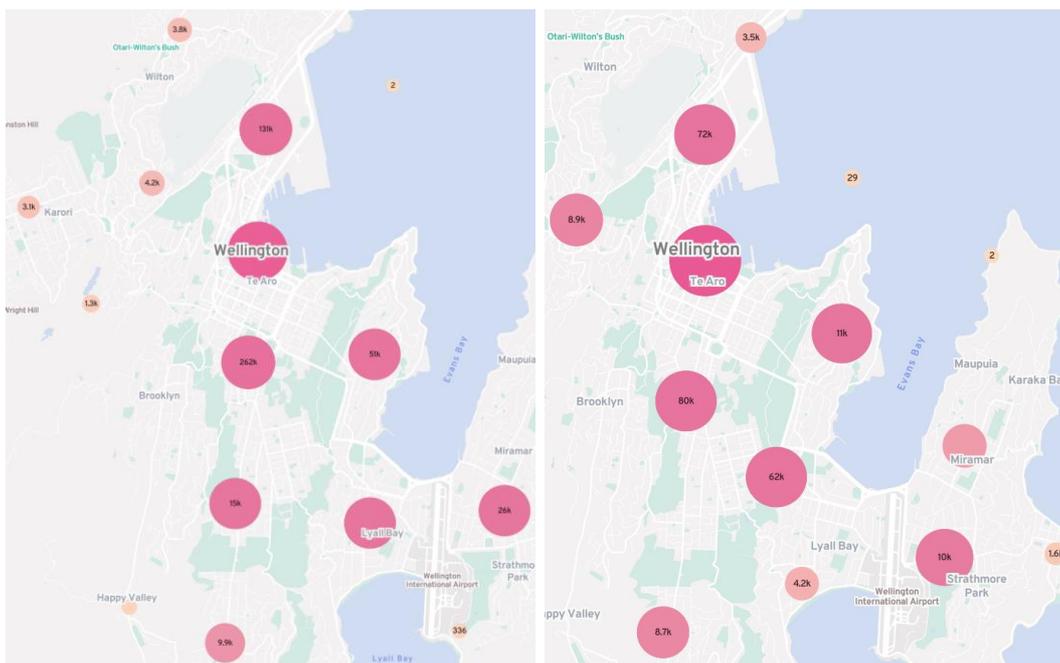


Figure 23. Locations of shared e-scooter deployment in Wellington City by Beam (left) and Flamingo (right)

Trip start and end points and redistribution of shared e-bikes

Most shared e-bike trips started and ended in the central city. Note that the scaling system for visualising the distribution of e-bike trip start and end locations used in Figure 24 is not linear, which requires caution with data interpretation based on visual clues as discussed under the previous section (Trip start and end points and redistribution of shared e-scooters).

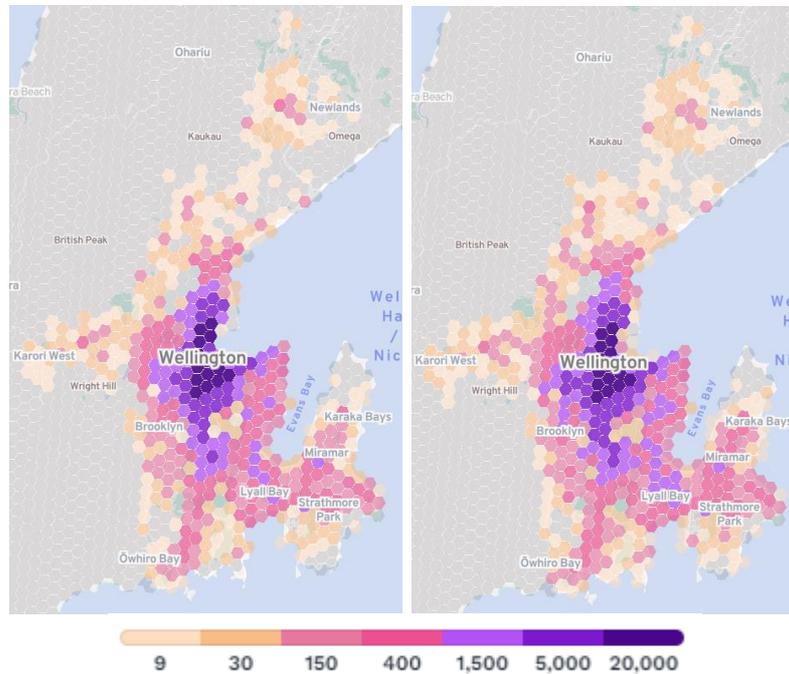


Figure 24. Start (left) and end locations (right) for shared e-bike trips in Wellington City (includes combined Beam and Flamingo data)

The redistribution of shared e-bikes was mainly in the central city, while Flamingo redistributed their shared e-bike fleet slightly more widely compared to Beam in Wellington City (Figure 25).

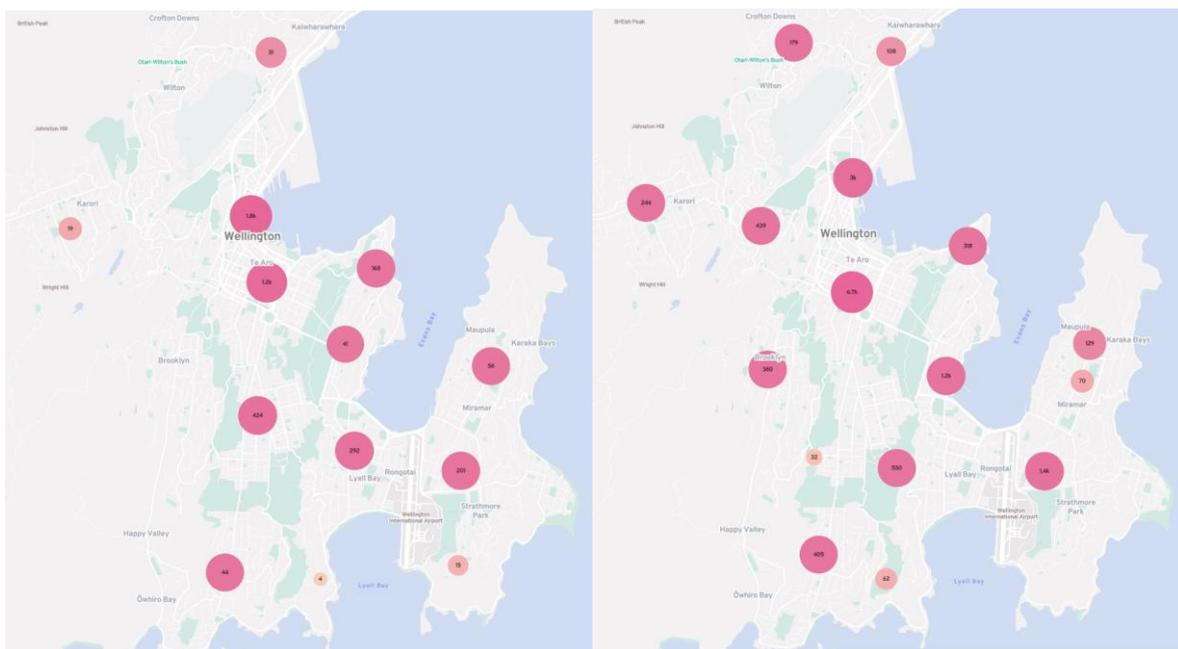


Figure 25. Locations of shared e-bikes deployment in Wellington City by Beam (left) and Flamingo (right)

Perceived accessibility of shared micro-mobility

Analysis of perceived accessibility of shared micro-mobility in Wellington City showed the following:

- Approximately half of non-users did not know how long they would need to walk to access shared micro-mobility devices near their home (56%) or their workplace or place of study (46%).
- Less than two-thirds (59%) of shared micro-mobility users had an access time of less than 10-minute walk to shared micro-mobility from their home (Figure 26).

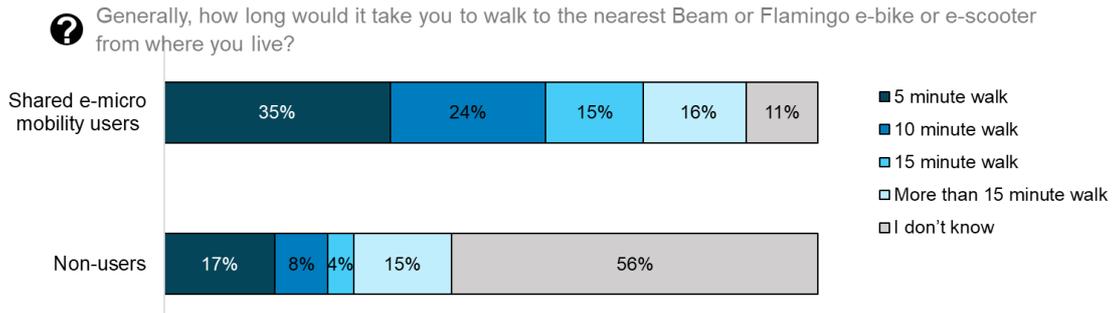


Figure 26. Residents' perceptions of walking time to access to nearest shared micro-mobility from home

Note: In this sample, shared micro-mobility users are all shared e-scooter users among which 44% are also shared e-bike users

- Three-quarters (75%) of shared micro-mobility users reported they need to walk less than 10 minutes to access shared micro-mobility devices from where they work or study (Figure 27).

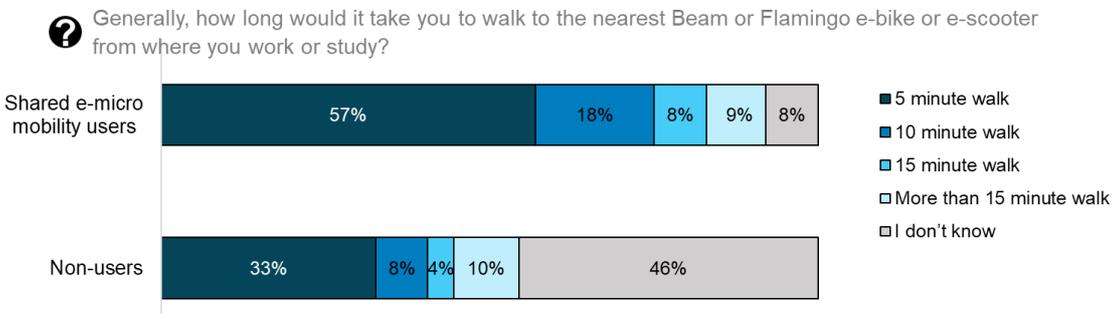


Figure 27. Residents' perceptions of walking time to access to nearest shared micro-mobility from their work or study

Note: In this sample, shared micro-mobility users are all shared e-scooter users among which 44% are also shared e-bike users

Summary

Prerequisites for using shared micro-mobility are having access to a smart phone, mobile data, debit/credit card and sufficient money to pay for the usage. Most shared micro-mobility trips occurred in the Wellington central business district and inner-city suburbs. Most of users reported they could access shared micro-mobility devices within 10 minutes on foot from their home or place of work or study. Approximately half of non-users were not aware of how long it would take them to access shared micro-mobility devices from their home or from their workplace or place of study.

Environmental impacts

Shared electric e-scooters and e-bikes are proven to be an efficient means of transportation in promoting emissions reduction objectives. When used as a substitute for journeys typically undertaken by car or bus, electric shared micro-mobility schemes effectively contribute to reducing emissions as they generate no emissions during use and have emissions only associated with the operation of the schemes (i.e., charging and redistributing the devices). Based on a recent review by NZTA Waka Kotahi²² released in 2023, e-scooters can help reduce emissions. A study in the city of Barcelona showed that shared e-scooters and e-bikes decreased carbon emissions in the city²³.

When comparing environmental impacts of shared e-scooters versus shared e-bikes, evidence²⁴ shows that shared e-bikes potentially have lower emissions and better environmental impacts than e-scooters. The evidence showed that Global Warming Potential (GWP) index of the e-bike as 25 g CO₂/km versus the scooter at 125.39 g CO₂eq/km.

Emissions reduction initiatives by shared micro-mobility operators in Wellington City

Shared micro-mobility schemes have emissions associated with the manufacturing and charging of electric micro-mobility devices, devices lifespan, and collection and distribution processes used of operating such schemes.

In Wellington City, both providers of shared e-bikes and e-scooters already have a range of emission-reduction initiatives in place. This specific information can be made available upon request.

Summary

International evidence indicates that shared e-scooters and e-bikes have potential to decrease carbon emissions in cities, with lower emissions and better environmental outcomes reported for e-bikes compared to e-scooters. Based on the reports from the current operators in Wellington City, environmental impacts of their micro-mobility devices including lifespan, charging, and collection/distribution processes are in line with emission reduction goals of Wellington City.

²² Effectiveness review - E-Scooters (Declaration Not to be Motor Vehicles) Notice 2018 Review (nzta.govt.nz)

²³ Assessing the Environmental Performance of Micro-mobility Using LCA and Self-Reported Modal Change: The Case of Shared E-bikes, E-Scooters and E-Mopeds in Barcelona (Felipe-Falgas, Madrid-Lopez, Marquet, 2022).

²⁴ Are e-scooters polluters? The environmental impacts of shared dockless electric scooters (Hollingsworth, Copeland & Johnson, 2019)

Other factors

Other factors considered in this evaluation included:

- Contribution to mode shift,
- Inclusion,
- Complaints, and
- Support for shared electric micro-mobility schemes in Wellington City.

Contribution to mode shift

The only available data to assess the contribution of shared micro-mobility schemes to mode shift was self-reported data from Wellington City residents who participated in the Pōneke Shared Micro-Mobility Survey 2023. However, in that dataset there are only 61 shared e-scooter users and 33 shared e-bike users who use those modes on a weekly basis. That sample size is too small to analyse individuals' responses to potential mode shift as a result of their use of shared micro-mobility in Wellington City.

Therefore, currently there is no sufficient evidence to report on potential mode shift (moving more people with fewer vehicles) in the central city or city-wide as a result of existing shared electric micro-mobility schemes in Wellington City. However, such effects are likely to be minimal given the current availability of devices (a total of 800 shared e-scooters and 200 shared e-bikes), usage (on average 3.4 trips per day per e-scooter and 0.8 trips per day per e-bike), patterns of usage (most current users use these devices only occasionally) and a large number of daily trips using different transport modes both in the central business district and across Wellington City.

Inclusion

The inclusion evaluation for the purpose of this report considered Māori-related inclusion only. Both shared micro-mobility providers in Wellington City have initiatives and strategies for inclusion of Māori-related content in their schemes:

- Beam has an internal strategy regarding how they support Mana Whenua in Aotearoa.
- All Flamingo's customer communication incorporates Te Reo Māori, including customer support. From a user education perspective, this focus is extended to offer in-app rider training in Te Reo Māori as well as English. The release of the multi-language Flamingo app was aligned with Te Wiki o te Reo Māori (Māori Language Week) in 2021.

Complaints

Overall, micro-mobility providers reported 891 complaints about shared e-scooters and e-bikes in Wellington City between March 2021 to September 2023 (30-month period; approximately one complaint per day on average). Most complaints (96%) were about inappropriate parking of devices and only few (4%) were about poor riding behaviour (Table 11).

Table 11. Reported complaints by current shared micro-mobility providers in Wellington City (Mar 2021 to Sep 2023)

	Number of complaints
Complaints about inappropriate parking of micro-mobility devices (n)	857
Complaints about poor riding behaviour (n)	34
Total complaints (n)	891

Support for continuation of shared micro-mobility in Wellington City

More than half of non-users (51%) and the majority of shared e-scooter users (86%) agree that the Council should allow shared e-scooters to continue to operate in the city, with a greater support from younger adults (Table 12).

Table 12. Agreement with continuing e-scooters by population groups

		Non-users	Shared e-scooter users
		n=462	n=325
		% agree	% agree
Total sample		51%	86%
Age			
	18 to 29 years	78%	90%
	30 to 44 years	54%	83%
	45 to 60 years	52%	80%
	60+ years	38%	83%*
Gender			
	Male	50%	81%
	Female	51%	89%
Place of living			
	Pukehīnau – Lambton/Central Wellington	59%	89%
	Takapū – Northern Wellington	51%	79%
	Wharangi – Onslow/Western Wellington	52%	91%
	Paekawakawa – Southern Wellington	51%	81%
	Motukairangi – Eastern Wellington	39%	85%
Frequency of shared e-scooter use			
	Weekly	-	90%
	Monthly	-	87%
	Every 2-5 months	-	87%
	Once every 6 months or less	-	83%

* Note: Less than 30 respondents in this category

Among non-users more than half (56%) agreed that the Council should allow shared e-bikes to continue to operate in the city, with similar level of support by gender and place of living in Wellington City.

Among the shared e-bike users, majority (86%) supported continuation of shared e-bike scheme in the city, with the greatest level of support from users who lived in central (94%) and southern Wellington (96%). The level of support was similar among the users irrespective of their frequency of use of shared e-bikes. Few respondents in this group were middle-age and older adults hence the age-related differences should not be interpreted based on the available survey data (Table 13).

Table 13. Agreement with continuing e-bikes by population groups

		Non-users	Shared e-bike users
		n=462	n=143
		% agree	% agree
Total sample		56%	86%
Age			
	18 to 29 years	79%	86%
	30 to 44 years	61%	87%
	45 to 60 years	59%	75%*
	60+ years	43%	100%*
Gender			
	Male	54%	84%
	Female	57%	88%
Place of living			
	Pukehīnau – Lambton/Central Wellington	61%	94%
	Takapū – Northern Wellington	57%	77%*
	Wharangi – Onslow/Western Wellington	60%	67%*
	Paekawakawa – Southern Wellington	54%	96%*
	Motukairangi – Eastern Wellington	44%	81%*
Frequency of shared e-bike use			
	Weekly	-	87%
	Monthly	-	89%
	Every 2-5 months	-	86%
	Once every 6 months or less	-	84%

* Note: Less than 30 respondents in this category

Summary

Currently there is not sufficient evidence to report on potential mode shift (moving more people with fewer vehicles) in the central city or city-wide as a result of existing shared electric micro-mobility schemes in Wellington City. Both current shared micro-mobility operators have strategies and policies for inclusion of Māori language and world view in their operations. Between March 2021 to September 2023, there were 891 complaints (on average 1 per day) about shared e-scooters and e-bikes in Wellington City with most complaints (96%) being about inappropriate parking of devices. Despite those complaints, majority of users and approximately half of non-users agreed that the Council should allow shared micro-mobility schemes to continue operating in Wellington City.

Summary of findings from shared micro-mobility evaluation 2023

The table below provides a summary of findings related to shared e-scooters and e-bikes in Wellington City based on the data presented in this report.

Table 14. Shared micro-mobility KPIs

Evaluation criteria	Shared micro-mobility devices	
	Shared e-scooters	Shared e-bikes
Availability		
The current number of available devices in Wellington City	800	200
Usage		
Total trips (Feb 2023 to Sep 2023)	548,343	19,862
Median trips per day (Feb 2023 to Sep 2023)	2579	86
Average number of trips per day	2720	83
Average number of trips per device per day	3.4	0.8
Proportions of shared micro-mobility trips during commuting peak time (8-9 am and 3-7 pm)	32%	36%
Trips up to 2 km	76%	66%
Trips up to 10 min	74%	65%
Proportion of users who use shared micro-mobility on a weekly basis	19%	22%
Proportion of trips for fun and recreation (without any specific destination in mind)	47%	41%
Non-users' intention to use shared micro-mobility in the future	7%	7%
Safety		
	<i>Shared and privately owned e-scooters</i>	<i>Shared and privately owned e-bikes</i>
<i>Number of ACC claims (not only shared micro-mobility) (Jan 2021-Oct 2023)</i>	761	187
<i>Cost of injury treatment (ACC) (Jan 2021-Oct 2023)</i>	\$1,699,302	\$571,210
<i>Number of ACC claims involved pedestrians (Jan 2021-Oct 2023)</i>	41	8
<i>Number of concussions (Jan 2021-Oct 2023)</i>	52	0
	Shared e-scooters	Shared e-bikes
Average number of incidents per year reported by operators and FreshService	78	16
Proportion of users who perceived riding micro-mobility devices to be safe or very safe	67%	75%
Proportion of non-users who felt unsafe or very unsafe when encountering shared micro-mobility devices as pedestrians	20%	18%
Where legally allowed to ride	Footpaths Shared paths Road Bus lanes	Cycle lane Shared paths Road Bus lanes
Where they ride (observations)	Everywhere	Everywhere
Cost	Shared e-scooters	Shared e-bikes
Cost	\$1 to unlock 0.65c per min	\$1 to unlock 0.65c per min
Accessibility to shared micro-mobility	Shared e-scooters and e-bikes	
Proportion of users who could access shared micro-mobility within a 10-minute walk from their home	59%	

Proportion of users who could access shared micro-mobility within a 10-minute walk from their place of work or study	75%	
Proportion of non-users who did not know how long it would take them to access shared micro-mobility devices	56% (access from home) 46% (access from work/study)	
Environmental impacts	Shared e-scooters	Shared e-bikes
CO ₂ emissions (international data)	125.39 g CO ₂ /km	25 g CO ₂ /km
Lifespan of shared micro-mobility devices	3-5 years	3-5 years
Other factors	Shared e-scooters	Shared e-bikes
Impact of shared micro-mobility on mode shift in Wellington City	No sufficient data; Likely minimal impact	No sufficient data; Likely minimal impact
Number of complaints for shared micro-mobility in Wellington City	891 complaints in total (on average ~1 complaint per day)	
Proportion of non-users who supported continuation of shared micro-mobility in Wellington City	51%	56%
Proportion of users who supported continuation of shared micro-mobility in Wellington City	86%	86%

Options for the future of shared micro-mobility in Wellington City

This section presents options for the future of shared micro-mobility schemes in Wellington City, summarises advantages and disadvantages of each option and outlines the recommended option for each micro-mobility device. Options for shared e-scooters and shared e-bikes are summarised in Table 15 and 17, respectively.

Table 15. Options for the future of shared e-scooters in Wellington City

Options for shared e-scooters	Advantages	Disadvantages
1. Ban e-scooters	<ul style="list-style-type: none"> Reduction of safety-related incidents and reduction in cost related to treatment of injuries from shared e-scooter use. Reduction of complaints about inappropriate parking of shared e-scooters. Walking journeys would not be replaced by shared e-scooter trips. 	<ul style="list-style-type: none"> Removal of one of the transport options that adds to the variety of transport and vibrancy in a modern city. Not taking into account existing support for shared e-scooters by both users and non-users (86% of users and 51% of non-users supported continuing the scheme).
2. Keep the status quo (currently 800 devices)	<ul style="list-style-type: none"> Maintenance of the current benefits of the available shared e-scooters scheme in the city. Supporting vibrancy of the central city by providing an alternative transport option to access destinations and for fun/recreation. 	<ul style="list-style-type: none"> Continuation of complaints for inappropriate parking of e-scooters in Wellington City. Continuation of pedestrians' safety concerns about encountering e-scooters on footpaths. Not taking full advantage of benefits related to a variety of transport options and accessibility that could be realised by providing a greater number of shared e-scooters in the city.
3. Increase supply	<ul style="list-style-type: none"> Taking advantage of benefits that shared e-scooter schemes provide in the city, including adding to the vibrancy of the city by increasing alternative transport options and improved accessibility. Supporting the city's goal for reducing transport-related emissions. 	<ul style="list-style-type: none"> Possible increased number of complaints about inappropriate parking of shared e-scooters. Possible increased levels of pedestrians' concerns about encountering shared e-scooters. Possible increase in incidence of crashes and injuries as well as treatment costs related to shared e-scooter use.
4. Reduce supply	<ul style="list-style-type: none"> Reduction of safety-related incidents and cost of injury treatments related to e-scooters. Reduction in the number of complaints related to inappropriate parking of shared e-scooters. Reduction in the level of pedestrian concerns about encountering e-scooters on city streets. 	<ul style="list-style-type: none"> Potential negative impact on vibrancy of the central city. Reduction of the availability and accessibility of alternative transport options for fun/recreation, for reaching destinations in the central city and accessing public transport hubs.

Based on the analyses of the four options presented in Table 17, the recommended option for future of e-scooters in Wellington City is **option 3**, increase supply to 1000 devices.

Table 16. Possible options for future of shared e-bikes

Options for share e-bikes	Advantages	Disadvantages
1. Ban e-bikes	<ul style="list-style-type: none"> Reduction of safety-related incidents and reduction in cost related to treatment of injuries from shared e-bike use. Walking journeys would not be replaced by shared e-bike trips. 	<ul style="list-style-type: none"> Removal of one of the transport options that adds to the variety of transport and vibrancy in a modern city. Not taking into account existing support for shared e-bikes by both users and non-users (86% of users and 51% of non-users supported continuing the scheme).
2. Keep the status quo (up to 300 devices; noting that only 200 are currently deployed)	<ul style="list-style-type: none"> Maintenance of the current benefits of the available shared e-bike scheme in the city. Supporting vibrancy of the central city by providing an alternative transport option to access destinations and for fun/recreation. 	<ul style="list-style-type: none"> Continuation of pedestrians' safety concerns about encountering shared e-bikes. Not taking full advantage of benefits related to a variety of transport options and accessibility that could be realised by providing a greater number of shared e-bikes in the city.
3. Increase supply	<ul style="list-style-type: none"> Taking advantage of benefits that shared e-bike schemes provide in the city, including adding to the vibrancy of the city by increasing alternative transport options and improved accessibility. Supporting the city's goal for reducing transport-related emissions. 	<ul style="list-style-type: none"> Risk of low usage and/or lack of sufficient demand for shared e-bikes. Possible increased number of complaints about inappropriate parking of shared e-bikes. Possible increase in incidence of crashes and injuries as well as treatment costs related to shared e-bike use.
4. Reduce supply	<ul style="list-style-type: none"> Reduction of safety-related incidents and cost of injury treatments related to e-bikes. Reduction in the number of complaints related to inappropriate parking of shared e-bikes. 	<ul style="list-style-type: none"> Potential negative impact on vibrancy of the central city. Reduction of the availability and accessibility of alternative transport options for fun/recreation, for reaching destinations in the central city and accessing public transport hubs.

Based on the analyses of four options presented in Table 16, the recommended option for future of shared e-bikes in Wellington City is **option 2**, keeping the status quo of up to 300 devices.

Conclusion and recommendations

This report evaluated shared micro-mobility in Wellington City during the 2021-2023 period. The evaluation considered availability, usage, safety, cost, accessibility to shared micro-mobility, environmental impact, and other factors (impact on mode shift, inclusion, complaints, and residents' support) related to shared micro-mobility in Wellington City. This report also discussed various options for the future of shared micro-mobility schemes in Wellington City. The report outlined advantages and disadvantages of each option and recommended preferred options for the future of shared e-scooters and shared e-bikes schemes in Wellington City.

Based on this evaluation it is recommended that the Council:

- 1) continues with the shared electric micro-mobility schemes in Wellington City;
- 2) allows an increase in the number of shared e-scooters from 800 to 1000 in total;
- 3) maintains the current allowance for the number of shared e-bikes at a maximum of 300 in total, noting that only 200 are currently permitted under the operating licenses;
- 4) should investigate providing more dedicated parking areas for shared micro-mobility devices;
- 5) should add in the next licence application that operators should provide evidence that their proposed geo-fencing system will meet the next Code of Practice requirements and include compliance with geo-fencing requirements in the regular monitoring reports; and
- 6) delegate future operational decision-making to officers on the quantity of shared electric micro-mobility devices permitted under licensing arrangements.

Appendix 1: Key events for shared micro-mobility in Wellington City

This appendix provides a summary of key event related to shared micro-mobility schemes in Wellington City to date.

In 2018, Wellington City Council (the Council) was approached by e-scooter operators seeking licences to operate in the city. Officers brought a paper to the City Strategy Committee in February 2019²⁵ seeking approval to run a contestable process to select up to two operators to have a limited number of e-scooters on our network for a limited time on a trial basis. A draft code of practice was developed setting out conditions of use for e-scooters. The Committee approved the process and made suggestions on how the code of practice could be altered to assist with the trial (Appendix 2).

The electric scooter share scheme code of practice was released on 17 June 2019²⁶ for the launch of operators. The Council received interest from five providers to operate in Wellington City. From this Flamingo and Jump were selected to participate in the trial. Both companies were licenced to operate 400 electric scooters for the duration of the trial period (18 months)²⁷.

The trial was evaluated from 18 June 2019 to 18 December 2019, with companies allowed to continue operating for a further 12 months while the trial was further evaluated, and long-term policies implemented. The evaluation of e-scooters was undertaken, informed by extensive engagement with the community and analysis of contact centre queries, ACC data, ridership data, and onsite observation. The results of this evaluation period were reported to the Strategy and Policy Committee on 21 May 2020²⁸. Following the 18-month trial, officers reported back to the Committee that the trial was successful and with a recommendation to continue with two operators supplying e-scooters to the Wellington market with a three-year licence. In 21 May 2020, the Strategy and the Policy Committee agreed to the continuation of public share electric scooter operations in Wellington and requested officers to progress work to implement this. Considering the results of the initial evaluation, the Committee agreed that public e-scooter sharing scheme operations could continue with minor changes made to the existing operator guidelines/code of practice (Appendix 3).

On 20 November 2020, the Council issued a public Request for Proposal to build upon the success of the shared e-scooter trial period. The intention was to have no more than two licences issued for a duration of three years and to start with total e-scooter cap of 800 devices (400 per operator if two operators are confirmed). Expectations of the operators of shared e-scooters were set out in the Council Code of Practice. The Request for Proposal outlined the evaluation process and criteria by which the proposals would be considered and sought proposals that would:

- Maintain the safety, accessibility, and amenity of pedestrians in Wellington.
- Ensure the safety of shared e-scooter users in Wellington.
- Provide a tailored service unique to the needs of Wellington.
- Improve sustainability of transport choices available to Wellingtonians.
- Reduce the number of car trips in Wellington.
- Provide efficient last mile connections with public transport.

²⁵ [Agenda of City Strategy Committee - 14 February 2019 \(wellington.govt.nz\)](#)

²⁶ [SharePoint Online Trove - Electric Scooter Share Code of Practice v3.0 for upload.docx.pdf - All Documents](#)

²⁷ [Evaluation Report: Public Hire Electric Scooter Proposals \(wellington.govt.nz\)](#)

²⁸ [Minutes of Strategy and Policy Committee - 21 May 2020 \(wellington.govt.nz\)](#)

Four proposals were received, and these underwent a robust evaluation process in relation to criteria set by the Council, including alignment with the Council's Electric Scooter Share Code of Practice. Following a contestable process, licences were awarded to Beam and Flamingo for 400 scooters each. Both operators demonstrated a strong focus on operations, safety, sustainability, and an ability to meet local requirements as set out in the Code. Beam and Flamingo started operating in March 2021.

On 8 December 2022, the Council agreed that the existing e-scooter licences granted to Beam and Flamingo to be amended to allow up to 150 e-bikes for each operator to be phased in as demand warranted. The Environment and Infrastructure Committee, at its meeting on 8 December 2022 made the following resolutions²⁹:

- Agree that the existing e-scooter licences granted to Beam and Flamingo be amended to allow up to 150 e-bikes for each operator to be phased in as demand warrants on a trial basis from 1 January 2023 until the end of the current licence 30 March 2024 or any time that Council chooses.
- Agree that officers will report back to the Committee on the outcome of the trial late in 2023 to inform any future licence beyond 30 March 2024.

Beam and Flamingo launched 50 bikes each from 21 February 2023. Within the first month, there were 5026 trips taken by shared e-bikes. The average daily trips per device for the first month was 1.56. With the agreement to trial shared e-bikes, the Committee agreed that officers will report back on the outcome of the shared e-bike trial late in 2023 to inform any future shared e-bike licence beyond 30 March 2024.

In June 2023 the Council's officers decided to increase the number of e-bikes to 100 by each operator. In December 2023 the Pōneke Shared Micro-Mobility Survey was conducted in Wellington City. The current licence to operate e-scooters and e-bikes in Wellington City has been extended and expires on 1 September 2024. In the extended licence, operators are allowed to provide 100 e-bikes each and build up to 150 e-bikes under guidance from WCC officers.

²⁹ [Environment and Infrastructure Committee - Thursday, 8 December 2022 \(wellington.govt.nz\)](https://www.wellington.govt.nz)

Appendix 2: The City Strategy Committee resolutions (14 February 2019)

The City Strategy Committee meeting on 14th February 2019 made the following resolutions:

- Authorises officers to issue up to two licences for public electric scooter share operators, for an evaluation period of 6 months extendible by a further 12 months to enable policy engagement and consultation to occur, noting the option to break this licence at the discretion of officers at any time.
- Agrees the licences include the following conditions:
 - a) Permit an initial maximum of 800 and a minimum of 600 electric scooters across the city.
 - b) Not allow users of public electric scooter share in the following locations:
 - All Botanic Gardens of Wellington.
 - Wellington Botanic Gardens including Rose Garden and Anderson Park (excluding existing vehicle and bike only areas).
 - Bolton Street Cemetery.
 - Otari-Wiltons Bush.
 - Truby King Park (excluding main roadways).
 - Cuba Street Mall.
 - On the waterfront side of Oriental Parade from Chaffers Street to Freyberg Pool to ensure electric scooters use the kerbside cycle path.
 - Golden Mile footpath:
 - Lambton Quay between Whitmore Street and Willis Street.
 - Willis Street between Lambton Quay and Manners Street.
 - Manners Street.
 - Courtenay Place.
 - c) Require operators to pay a share of the cost to deliver a public safety awareness campaign in partnership with the Council. Officers recommend a total investment by operators of \$10,000 with each share determined by the proportion of licenced electric scooters in operation.
 - d) Agree a ban on hiring electric scooters in the Courtenay precinct after 9 pm, Friday to Sunday, and on the eve of public holidays.
 - Agrees to delegate authority to officers to place additional conditions on the licence if necessary, during the evaluation period including the ability to revoke the licence.
 - Agrees that officers will prepare a paper outlining the initial results of the evaluation no less than six months after the start of the evaluation period, with key findings and recommendations on how to proceed at the end of the evaluation period.
 - Agrees that public footpaths are primarily for those on foot, in prams or in vehicles designed to assist with mobility including wheelchairs and mobility scooters.
 - Agree to continue to advocate to central government for the rights of e-scooter users to use cycle lanes.

- Agree for Council to make increased efforts to build more paths and lanes for those who want to use sustainable modes of transport including bicycles and e-scooters.
- Note that the Council is committed to undertaking extensive consultation with the community including the disability, children's and older person's communities before the city allows the use of electric scooters permanently in public places in the city.
- Agrees that the criterion for evaluation proposals that relates to operational record be considered as one where operational experience is desirable but is not essential.
- Agrees that officers work with the provider/s so that electric scooters are not ridden on the CBD footpaths or suburban shopping centre footpaths.
- Agrees that the code of practice require provider/s to ensure that electric scooters are not ridden on the CBD footpaths or suburban centre footpaths unless it is unsafe to do otherwise (This resolution was amended in City Strategy Committee on 21/03/2019).
- Agrees that room be left for new operators, who are not ready to participate at the outset of the evaluation.
- Agrees that during any trial each electric scooter has a unique visible registration number. This would help identify improper users more easily.
- Agrees that officers liaise with other potential user groups (e.g. The Miramar Movie Industry, Wellington International Airport, Wellington Hospital and The Universities) to assess options for best practice use, and to establish how best to create a safer environment for future use of electric scooters.
- Agrees that electric scooter use on our Waterfront has a speed restriction the same as cyclists, and that electric scooters are encouraged to keep left.

Appendix 3: The Strategy and Policy Committee resolutions (21 May 2020)

The Strategy and Policy Committee at its meeting on 21 May 2020 made the following resolutions:

- Agree in principle to the continuation of public share electric scooter operations in Wellington and requests officers to progress work to implement this.
- Agree to allow the existing public share electric scooters to continue operations in Wellington until the end of the current licence period (31 December 2020) unless the Council is ready to call for expressions of interest to operate a longer term scheme sooner, with the following minor amendments to the code of practice:
 - Working with operators to implement low-cost parking solutions until more permanent parking options become available through Innovating Streets or Trading in Public Places Policy work;
 - Improving customer focus when listing contact details as outlined below;
 - Developing equipment and operations that meets the 24-month life cycle criteria outlined in the body of the report. A full schedule will be developed as part of the next tender round; and
 - Utilising geo-fencing technology to enforce a 15 km/h speed limit zone along the waterfront and Oriental Parade shared pathways (where it is safe and practical to do so given the current limits of the technology).
- Agree that officers will undertake a review of the Trading in Public Places Policy, including updating provisions to include public share micro-mobility, and that they will undertake the necessary consultation before seeking approval to adopt recommended changes.
- Agree that officers will update the code of practice for public share micro-mobility which would be used as the basis for selecting and monitoring operators beyond the current licence period.
- Agree that subject to the adoption of the amended Trading in Public Places Policy the Council will call for expressions of interest to operate public share e-scooter schemes from 2021 and beyond, with favourable consideration given to using local or NZ owned companies/operators.
- Agree that officers will develop a micro-mobility parking plan to be managed through the Innovating Streets and traffic resolution process before November 2020 and will immediately work with operators in the meantime to investigate low-cost parking solutions.
- Note that the Trading in Public Places Policy only governs how public share schemes are operated and that the use of micro-mobility in the public realm is governed centrally and is subject to the Government's proposed Accessible Streets Regulatory Package and any rule changes that may come from that.
- Ensure Oriental Parade is included as part of the low-cost interim parking solutions as well as future innovating streets micro-mobility parking work. If these interventions are not successful officers will investigate implementing no hire and no de-hire zones along Oriental Parade.
- Agree that as part of the work into extending a public share e-scooter scheme and as part of the preparations for the Long-term Plan that officers will provide costings

and an analysis (as prepared by Let's Get Wellington Moving's City Streets package) of the implications for rapidly extending the cycling and micro-mobility infrastructure network in Wellington and will develop a further programme of safer speeds around the city.

- Agree, in addition to recommendation 7, to accelerate this process by prioritising conversations immediately with New Zealand owned and operated companies that are already providing smart City infrastructure to allow secure parking and charging of micro-mobility devices.
- Agree that for any future contracts to provide e-scooter public share schemes criteria for the tender process will give higher weightings to those companies that can demonstrate good end of life plans for the scooters that include dismantling, reuse, and recycling of parts.

Absolutely Positively Wellington City Council

Me Heke Ki Pōneke

Citation: Wellington City Council. Electric micro-mobility share scheme review. March 2024.

Report available from:

wellington.govt.nz/parking-roads-and-transport/transport/transport-insights