

December 2023

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CEO114C - Attachment - Hire e-scooter Community Survey Report



City of
Greater Geraldton
a vibrant future



Hire e-scooter Community Survey Report

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Background

In September 2022, a 15 month long trial of e-scooter hire on City controlled land began. Since the trial began, more than 400,000kms have been travelled in nearly 170,000 trips on the electric scooters in and around the City. To inform Council decision making regarding the continued hiring of e-scooters, the City conducted a community survey.

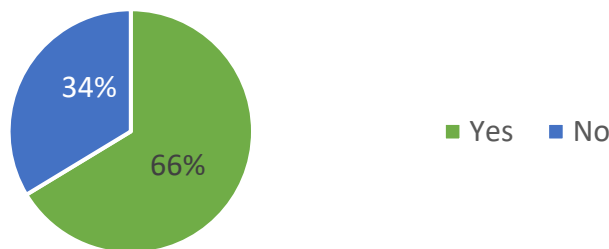
The Community Survey was open for two weeks from 20 November to 4 December 2023. It was promoted via a media release, social media campaign and weekly newspaper advertisements that provided the link to the online survey and stated where paper copies were available including the Civic Centre, QEII Seniors and Community Centre, Geraldton Regional Library, Aquarena, Geraldton Regional Art Gallery and Visitor Centre. The survey was also promoted at the QEII Centre during Seniors Week activities.

The City received 1,996 responses. In which 1,877, or 94%, were submitted online.

Survey Results

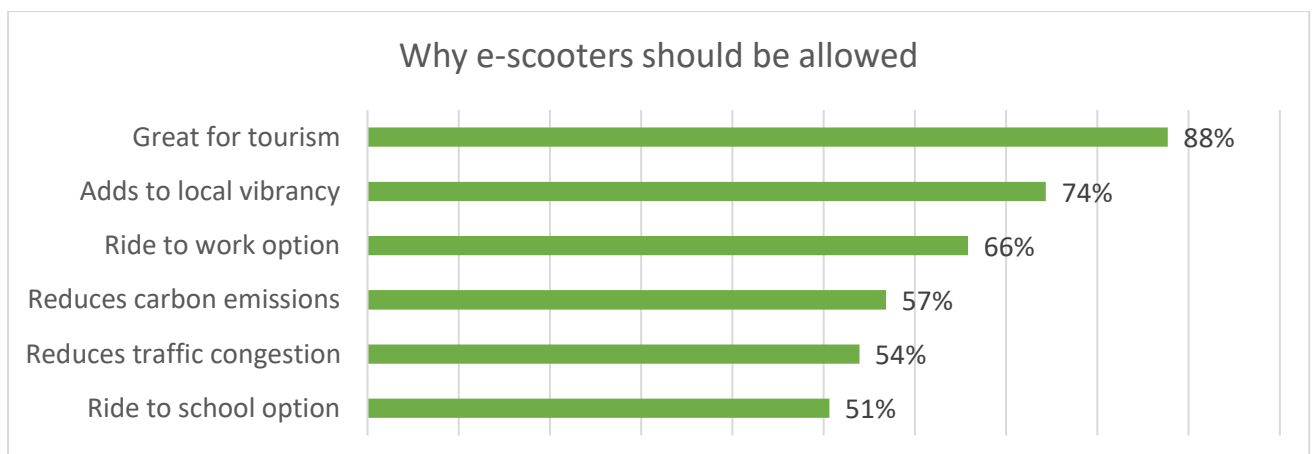
Hiring of e-scooters

The majority of respondents said Council should allow hire e-scooters in Geraldton.

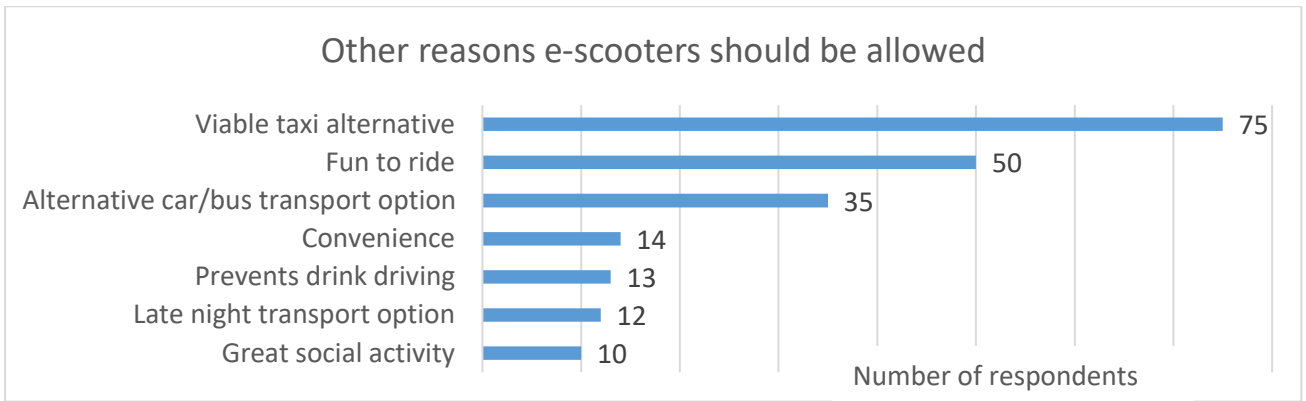


Reasons to allow e-scooter hire

The majority of respondents said e-scooters were great for tourism, added to local vibrancy, were an option to ride to work/ and/or school and reduced carbon emissions and traffic congestion.

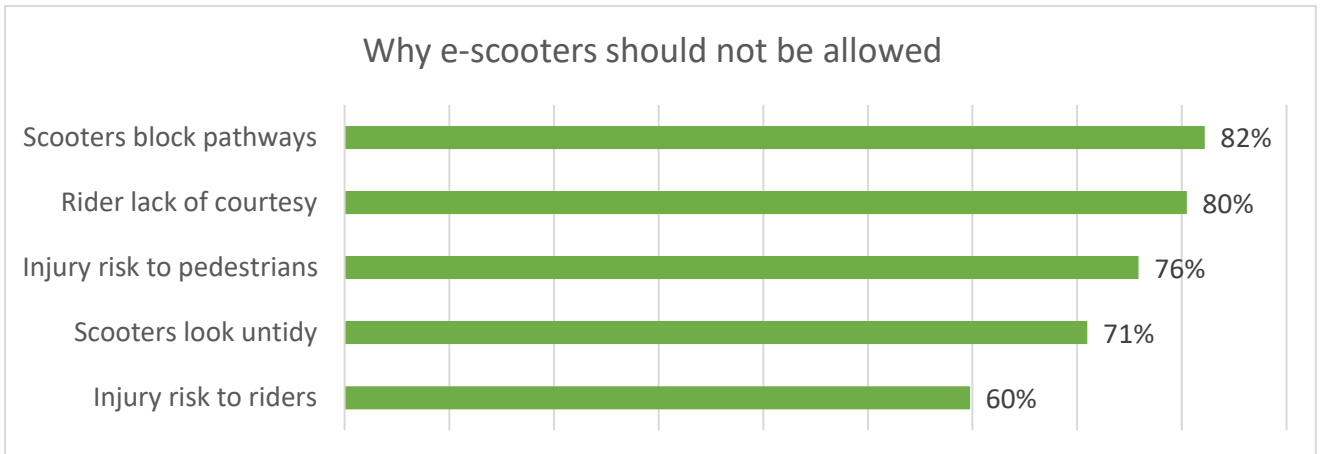


247 respondents provided comments on why they believe Council should allow the hiring of e-scooters. The most reoccurring responses have been themed into the seven categories below. 75 respondents, or 4%, said e-scooters were a viable alternative to taxis, 50 respondents or 2.5%, said they were fun to ride and 35, or 1.7% of respondents said they were an alternative option to car and public transport.



Reasons to not allow e-scooter hire

The majority of respondents said e-scooters looked untidy, blocked pathways, they present injury risks to riders and pedestrians and that riders are not courteous.



289 respondents provided comments on why they believe Council should not allow the hiring of e-scooters. The most recurring responses have been themed into the nine categories below. 66 respondents, or 3%, said scooters were left everywhere, 55 respondents or 2.7%, said riders didn't wear helmets and 34, or 1.7%, of respondents said riders were underaged.

It is worth noting the enforcement of e-scooter rules such as the rider minimum age requirement or multiple riders on a single scooter and the enforcement of road rules such as wearing helmets are not the responsibility of the City or Council.

