

Councillor Question Time

Question from Councillor Sirakoff:

Further to Councillor Clark's question on e-scooters and the CEO's response regarding a hotline, is it possible for Council to publish details on the website about how to report their feedback on the e-scooter trial, whether positive or negative, including contact details for the trial's operator?

Response:

Information regarding the contact details for the operators can be found on Council's [E-Scooter trial](#) page including telephone, email and links to both operators on line reporting. All devices are clearly marked with id numbers so that issues can be easily addressed by the operators.

In addition, Lime e- have a QR code on the e-scooters that allows any member of the public to report an issue directly to the operator via mobile phones. This would work best for stationary vehicles.

In these early stages of the trial all feedback is being received via OneCouncil and officers address and log each issue. We are currently investigating the opportunity to include an online survey to the E-scooter trial page to collect general feedback on the trial.

**Please note: answers to any questions in Public Question Time and Councillor Question Time which were answered at the meeting are included in the minutes of that meeting.*