

**Attachment 2
Escooter trial update and future approach
Ordinary Council Meeting
4 October 2023**

Procurement Framework to Deliver a Safe, Effective and Well-Integrated Shared E-Scooter Scheme for Inner Melbourne

Vision

The vision for a shared e-scooter scheme for the City of Port Phillip and the inner Melbourne area is a best-practice system which ensures safety for the whole community, including users and non-users. It seeks to deliver economic, environmental and social benefits to the inner Melbourne region, including Port Phillip, by improving the connectivity of the transport network and offering a new way to travel which complements existing modes.

Procurement approach

The approach to procuring a new shared e-scooter scheme for Port Phillip would be to undertake a joint procurement process with participating councils to seek tenders from qualified and experienced operators who can demonstrate how they would ensure the scheme and its users would comply with Victorian Road Rules and City of Port Phillip requirements.

The launch of a new scheme would be contingent on management being confident that proposals from operators are able to deliver on this vision.

Delivery of the e-scooter scheme would be managed via an agreement between the City of Port Phillip and the operators. The City of Port Phillip would retain the right to withdraw from the agreement, should the operator(s) be unable to meet performance requirements. The City of Port Phillip would also retain the right to vary the agreement should there be a need to change the performance requirements or fleet size.

Key outcomes

To address concerns around user behaviour and e-scooter parking some key criteria would be addressed through the procurement process and includes:

- On-street riding – Operators would need to demonstrate how they would detect, report on and prevent footpath riding.
- Parking – Operators would need to demonstrate that they are able to meet performance outcomes in relation to parking and ensure e-scooters are parked as required by City of Port Phillip and to detect and report on levels of parking compliance. This might include the use of technology to verify appropriate parking and assist users to park appropriately.
- Amenity - Ensure the number of operators and the fleet size of escooters is suitable for the location
- Exclusion zones – Operators would need to demonstrate the ability to institute permanent and temporary exclusion zones for a range of applications including supporting events and protecting locations where e-scooter riding is not appropriate.
- Helmets – Operators would need to demonstrate how they would ensure users wear approved bike helmets and the provision of helmets to shared e-scooters.
- Tandem riding - Operators would need to demonstrate that they are able to detect,

report on and prevent users from carrying passengers.
Cost neutral to City of Port Phillip including the administration

Key performance requirements will be further developed as part of the procurement approach to include:

- Compliance for e-scooters to meet Victorian Government rules on speed limits;
- Rider identity verification;
- Locally-based customer service and operations staff
- Localised rider behaviour programs and communications
- Methodology and reporting on customer communications regarding appropriate behaviour;
- Enforcement of misbehaviour through escalating disciplinary approaches for users who breach the rules;
- Insurance requirements
- Working with local businesses to promote economic development
- Meet all reporting and data sharing requirements

The approach to procurement will continue to be refined as we progress towards a new procurement process and approach to market.