E-scooter trial update

The e-scooter trial launched on 16th November and has seen impressive use since then. The figures below are the current totals for each town:

Aylesbury	
Rides	11,238
Average Time (minutes)	17 – 32
Average Distance (miles)	1.9 – 2.3
Total Time (hrs)	4175:41
Total Distance (miles)	25,536

We are seeing good and varied usage across the towns and the parking bays are all being used regularly.

Incidents and Feedback

- No major incidents have been reported.

- Revisions made to some parking bay locations at the request of stakeholders and adjustments to the geo-fencing to ensure agreed areas are restricted.

- Zipp have taken the following actions to improve rider's education on the riding rules:
  - Printed the rules onto the scooter
  - Improved their safety related social media content
  - Regularly remind users of the rules in the app through notifications and pop ups

- Number of users reported to be misusing our scooters
  - Since the beginning of the trial Zipp have sent 12 final warning emails between the two towns and banned 3 users in Aylesbury.

- Requests from the public for the scheme to be expanded out to outer areas of the towns. This includes Bierton, Berryfields and Watermead.

- Website updated in response to comments received.

  - We have received 67 comments from Aylesbury.

  - Of those comments received, the majority are reporting issues with pavement riding and other misuse of the scooters.

  - We have received 10 comments that are positive about the scheme and 25 negative comments.

- Most of the negative comments are regarding a "waste of money", the obstruction of pavements from the parking bays and the cost of hiring a scooter.

Disability Groups

We have maintained regular contact with disability groups, such as the RNIB and Bucks vision and no incidents regarding the Bucks trial have been reported by their members.

Next Steps

- Continue to work with stakeholders to agree new parking bay locations and revise/review existing locations to suit the community and riders.
- Expand the scheme to other areas.