**Beam in Hobart**

**SLIDE 1**

**BEAM’S Vehicle - Description**

The Saturn Scooter is a traditional ‘L’ shaped design for riding in a standing position. The rear motor is powered by a rechargeable battery and the scooter is controlled by sophisticated electronic systems. The scooters are designed for safety, reliability and durability and built around an aviation-grade aluminum frame. They have 10-inch tubeless safety tyres, high grip rear-wheel drive and a dual mechanical and electronic braking system.

**SLIDE 2**

**Beam’s Vehicles - Safety Features**

* **Automatic Speed Regulation** based on riding zone
* **Front, Tail and Brake Lights** (some models now include indicators too)
* **Dual Electronic and Mechanical Braking** systems ensure that the scooter can be stopped safely and control speed
* **Audible Warning Sounds** - Beam scooters in Hobart beep every five seconds to warn pedestrians of an approaching scooter
* **Half-Beam Mode** - can be turned on or off on within the app to reduce the rate of acceleration
* **Helmet-use Detection** - riders who do not utilise the helmet provided are reminded by email
* **Pedestrian Shield Technology** - Beam has recently demonstrated its new artificial intelligence system which is able to recognise the terrain the scooter is riding on and adjust the maximum speed of the vehicle depending on whether it detect a footpath, road or cycle-way. Scooters with Pedestrian Shield will be rolled out soon when all testing is completed.
* All Beam riders that obey the regulations are protected by **insurance** for both personal injury, loss of income and damage to third-party property.
* And, of course, every scooter has a **bell!**

**SLIDE 3**

**Beam’s Vehicles – Technology**

Beam uses GPS positioning technology, Bluetooth and the mobile telephone network to communicate with scooters and determine their precise location.

Beam scooters are controlled by a smart-phone app. Everyone can download this app whether you are a rider or non-rider. The app’s map shows where scooters are currently located and enables any problems to be reported directly to Beam’s customer services.

Our Safety Ambassadors utilise special features of the app to report breaches of the rules by riders, and locate problem scooters which need to be collected or moved.

The app is simply called ‘Beam’ and can be downloaded from the Apple and GooglePlay stores onto your phone.

**SLIDE 4**

**Beam’s Vehicles - Accessible Models**

Beam will soon offer the choice of new designs of vehicles which are more accessible for riders who cannot stand for long distances or require additional stability. These include a model with a seat and a standing model with two wheels at the front and a single wheel at the rear.

**SLIDE 5**

**Beam’s Operating Area and Zones**

Beam currently operates from the edge of the City of Hobart at Grange Park, Lower Sandy Bay through to Creek Rd, New Town in the North. To the West we operate in Lenah Valley and West Hobart to the South, Dynnyrne and South Hobart.

Beam requires all riders to park their scooters so that they do not obstruct footpaths or become a nuisance. Good parking is encouraged through rewards for parking in designated areas, and riders submit a photo of their parked scooter at the end of each trip.

The City of Hobart and Beam work together to ensure the safety of all footpath users and zones help with this. There are three types of Zone which riders can see on the map displayed in their Beam app:

**No Parking Zones** - where vehicles may be ridden, but cannot be parked. These are used to prevent parking on narrow footpaths or for other hazardous areas. The scooters will not allow parking when in these zones and users are prompted to move out of the zone before they can park.

**No Riding Zones** - where scooters cannot be ridden. If a scooter enters a no-riding zone it slows to a stop and locks. Riders are prompted to unlock their scooter and leave the zone. If they remain in the no riding zone, the scooter will lock again.

**Penalty Parking Zones** - where scooters may be parked, but due to the difficulty of collecting these scooters, riders pay a fee for parking in these zones.

**SLIDE 6**

**Tasmanian Rules for Scooter Use**

State regulations require riders to:

* + Ride with due care and attention
	+ Be at least sixteen years of age
	+ Wear a helmet whilst riding
	+ Not share their scooter with another rider
	+ Observe the speed limits:
		- 15 km/h on footpaths
		- 25 km/h on roads - only allowed on roads without central lines.
	+ Not be under the influence of intoxicating substances

**SLIDE 7**

**Educating Good Riders**

Beam’s Safety Academy Program offers riders training in safe scooter use. From next Saturday, everyone is welcome to ride a scooter with the assistance of our Safety Ambassadors at Princes Wharf near Salamanca Markets from 9am to 2pm.

Beam also seeks to educate new users about the rules and safety through targeted engagement activities with college and university students.

In addition, Beam offers free one-to-one sessions with community members with special needs - a safety ambassador will bring a scooter to these booked sessions and spend up to half an hour with each person to develop skills and build confidence. Contact Hobart Operations to arrange a suitable time and place.

**SLIDE 8**

**Enforcing the Rules**

**Engagement and Reporting**

Our Safety Ambassadors are active on the streets of Hobart night and day, both on foot and in vans. When they see a rider doing the wrong thing they attempt to engage with that rider about safety. If a rider remains non-compliant the vehicle is reported using their app and Beam’s automated systems send a warning email to that rider with advice about the correct behaviour and a strike is recorded against that rider’s account.

**Suspensions and Bans**

If a rider records three strikes for breaches such as not wearing helmets or bad parking they are automatically suspended.

Riders that reported as underage are immediately suspended and required to provide evidence of their age.

Riders committing serious offences such as damaging other people’s property or Beam’s scooters are banned and in some cases incur charges under Beam’s rider agreement.

**Collaboration with Police**

Beam works collaboratively with Tasmania Police to identify riders that have committed serious offences. In these cases complaints to the police are referred to Beam for verification from our data, to inform police decisions to charge an individual with an offence.

**SLIDE 9**

**Making a Report to Beam**

**Serious Offences**

Anti-social behaviour, and accidents involving serious injury should be reported directly to the police. Police will liaise with Beam to obtain the details of the vehicle and rider involved.

**Nuisance Behaviour and Bad Parking**

This should be reported directly to Beam and there are three ways:

* **Telephone** the help-line: **(03) 7302 8265**
* Send an **eMail**: **support@ridebeam.com**
* Use the **Beam App**: send a direct message to customer support

Please provide as much information as possible; including the **date**, **time**, **location** and **scooter number** (if you know it).

**How Beam will respond**

For bad parking and obstructions, a Safety Ambassador will be sent by Hobart Operations to move or collect the scooter as soon as possible. Beam attempts to respond to these requests in as short a time as possible.

For other issues such as riders breaking the rules, the details will be entered into the ‘three strikes’ system and the rider will be advised and suspended if they are a repeat offender.

**SLIDE 10**

**Where to Find a Scooter Number**

When reporting a nuisance or more serious incident, the scooter number really helps us act quickly and identify the location and rider.

Beam’s scooter numbers are displayed in large white numerals on a black background display on the front of vehicle, both sides and on the rear mud-guard.

Beam is introducing new easy-to-read and ‘tactile’ labels with large yellow type that contain a QR code that can be scanned by a phone and automatically report the vehicle. The yellow type and box will be raised to enable the QR code to be easily located by vision-impaired people. These new stickers will be rolled-out soon.