**CITY OF HOBART ACCESS FORUM – NEURON**

**SLIDE 1**

**Hobart Leadership Team**

1. Richard Hannah (Head of ANZ)
2. Nick Chang (Regional Manager)
3. Lachlan McLean (Regional Manager)
4. Daniel Hochstadter (City Operations Manager)
5. Robert Taylor (Warehouse Supervisor)\
6. Alex Stewart (Operations Supervisor)

Supported by a team of 40 ground operators and warehouse mechanics, who operate on a 24/7 basis in our warehouse and on Hobart streets.

**SLIDE 2**

**HBA Trial Stats**

Overall statistics:

Users: 40,000+

Trips: Over 100K

Rating: 4.38

Passes: 2,250+

Riding Reports: 400+

Ops touches: 1.87

**SLIDE 3**

Incident Analysis:

* 99.999% of trips currently occur incident free in Hobart.
* Neuron has a thorough incident reporting process in effect, and reports all incidents to Council.
* Our data can allow insights into access and mobility issues faced by wheelchair users, as well as infrastructure usage.

**SLIDE 4**

Insurance:

* Public liability Insurance: $20 Million
* Personal Accident Insurance: Up to $50,000
* 3rd Party Liability Insurance: For Non-Riders

**SLIDE 5**

Hobart Safety Ambassadors

**SLIDE 6**

Neuron ScootSafe Events

**SLIDE 7**

SAFE Riding Social Media Campaigns

* Neuron Parking Masters
* Everything’s better with helmet
* Don’t drink and ride.

**SLIDE 8**

Third Party Outreach

* Hobart City Mission
* Hobart Petanque Club
* Guide Dogs Australia
* Disability Voices Tasmania
* University of Tasmania
* Tasmanian Small Business Council
* Blind Citizens Australia

**SLIDE 9**

Safe Riding Framework – Technology

* Geofencing technology
* World’s first helmet lock
* World’s first voice guide
* Fall detection (000 emergency assist)

In Development

* Pavement riding detection
* Dangerous driving detection
* User scoring system
* RTK positioning
* Enforcement app

**SLIDE 10**

Safe riding framework – Incentivisation

* Incentivisation parking stations 50c trip coupons
* Helmet selfie 50c trip coupon

Safe Riding Framework – Penalisation

* User Educational emails
* User Suspensions
* User Bans

**SLIDE 11**

Hobart specific safety Initiatives

* Hobart Friday / Saturday Night Education Message
* Salamanca and Bayfront no parking zone (Thur-Sat, 11pm-5am)
* CBD Slow Speed Zone 24/7
* Battery Point no parking zone

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