

City of Hobart E-scooter Survey Statement of Results

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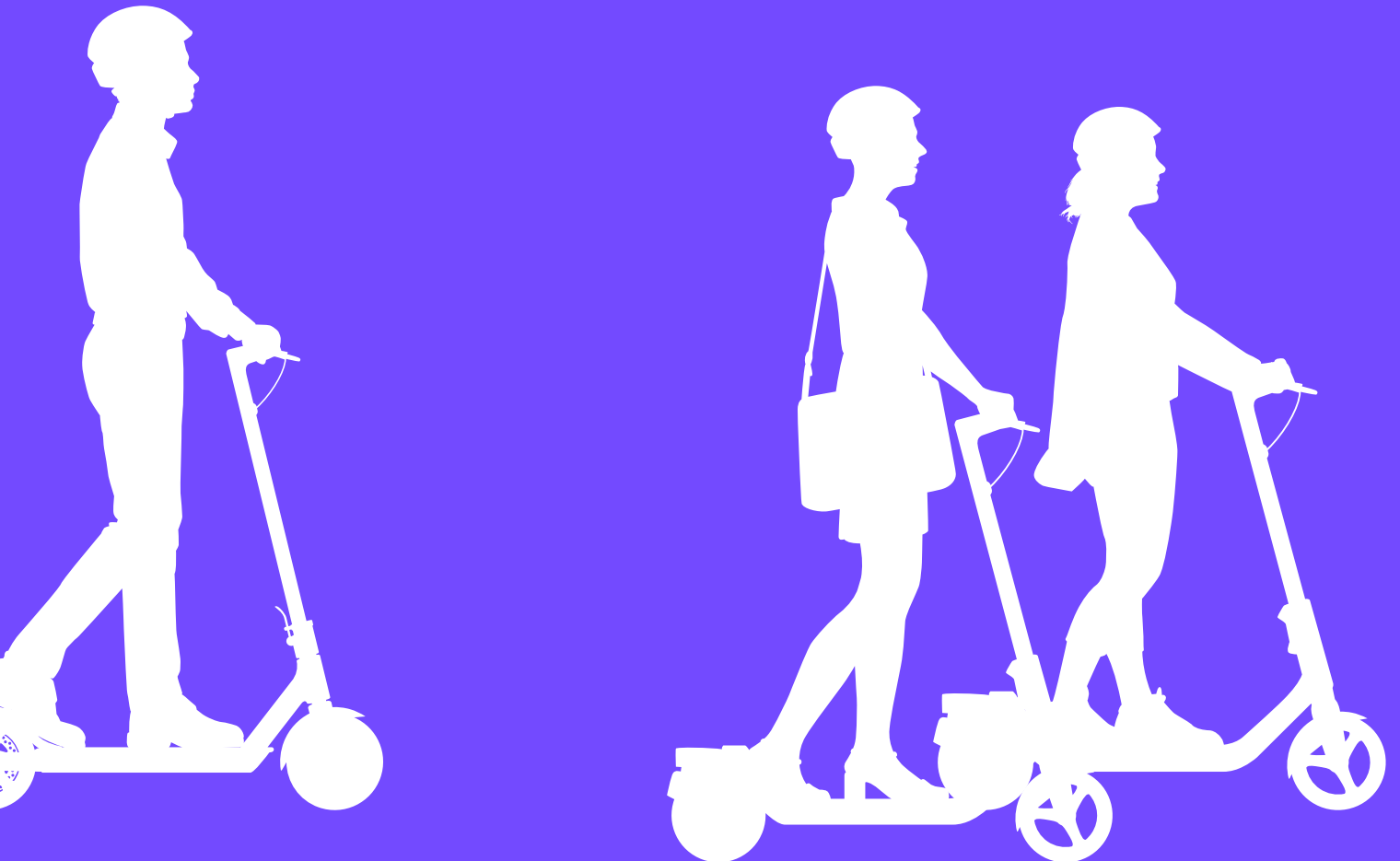


City of HOBART

Acknowledgement of Country

In recognition of the deep history and culture of our city, we acknowledge the Tasmanian Aboriginal people as the Traditional Custodians of this land. We acknowledge the determination and resilience of the Palawa people of Tasmania who have survived invasion and dispossession and continue to maintain their identity, culture and rights.

We recognise that we have much to learn from Aboriginal people today, who represent the world's oldest continuing culture. We pay our sincere respects to Elders past and present and to all Aboriginal people living in and around Hobart.



The City of Hobart initiated a 12-month e-scooter trial in December 2021 following changes to State Government legislation that extended e-scooter use from footpaths to some roads, bike lanes and shared paths.

The trial responded to the Hobart community's request to:

[“... prioritise low emission, energy efficient, renewable transport and technology initiatives, including trialling emerging solutions” \[Hobart: A Community Vision for our Island Capital, 2018–19\].](#)

In the first 11 months of the trial there has been over 624,000 km travelled on hire-and-ride e-scooters, equating to a 52 tonne reduction of CO₂ emissions.

Trial operations are adjusted weekly to reflect community feedback, Hobart's physical environment and safety priorities.

With private e-scooters becoming a popular, low-emission transport solution, the City of Hobart's 12-month e-scooter trial gave the opportunity to:

- investigate the effect of micromobility on inner city congestion and parking
- create an alternative transport mode to reduce emissions and address climate change imperatives
- oversee e-scooter management including geofencing zones, speed and safety, and
- collect data to assist future micromobility and transport planning in Hobart.

Who completed the survey?

2,048
Responses

49%
Riders

51%
Non-Riders

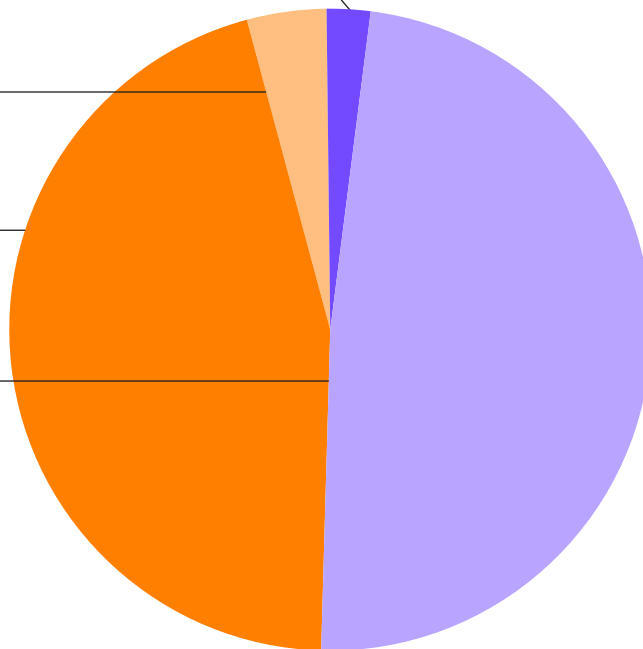
Gender breakdown

Non-binary 2%

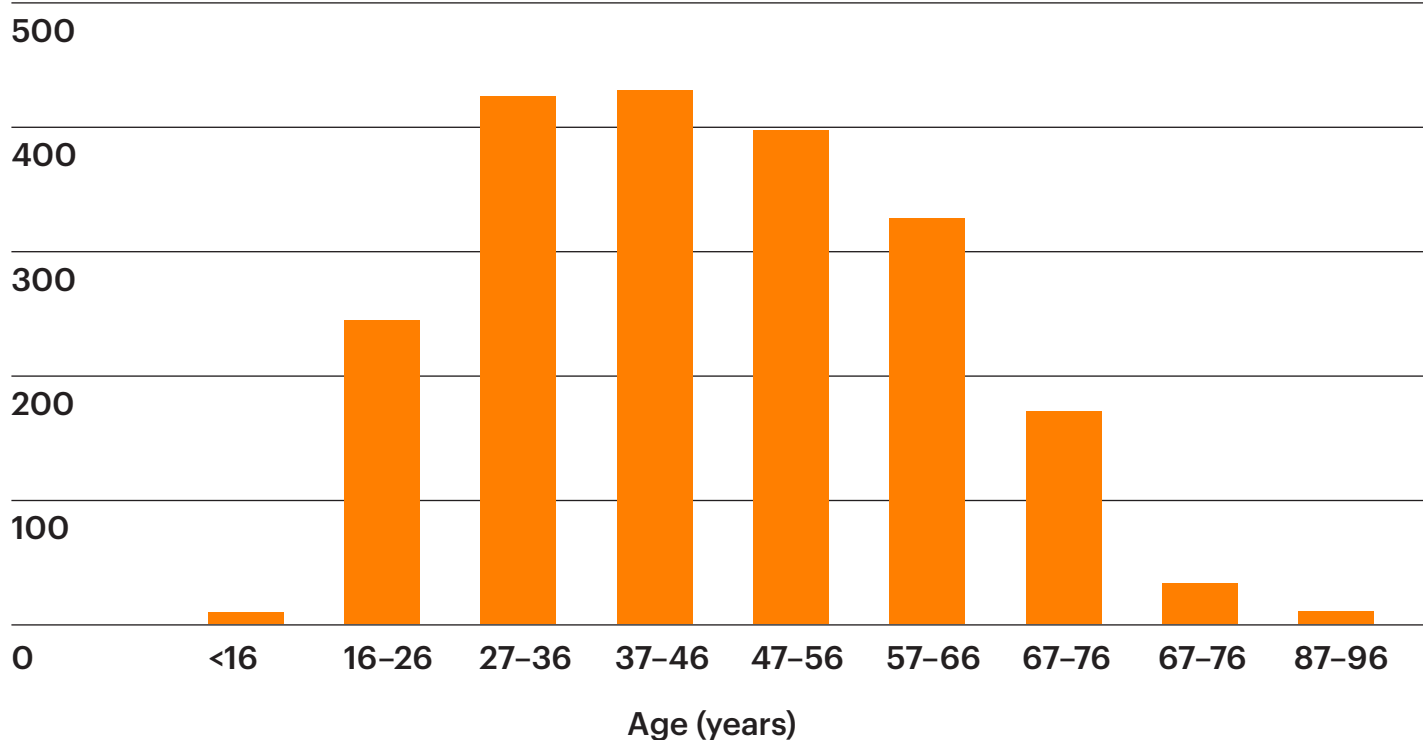
Prefer not to say 4%

Females 45%

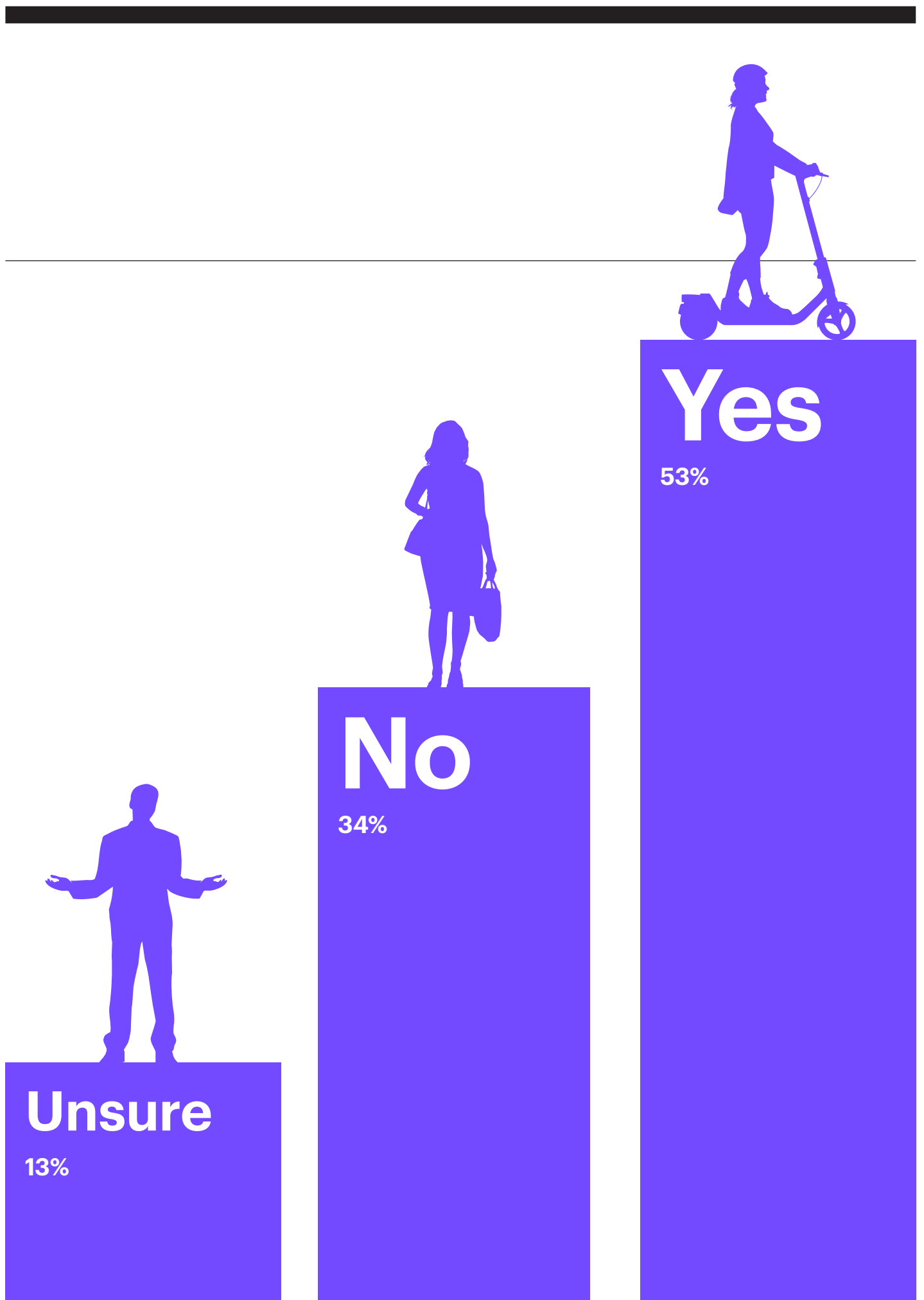
Males 48%



Age breakdown



**Do you
support the
continued
use of
e-scooters
in Hobart?**



Your opinion

"As a person who is blind I am now frightened to navigate public spaces alone because the scooters are very quiet and also because they frequently block the footpaths."

"Cars are an integral part of transport in the city. The geography here means that for most of us a car is the best mode of transport."

"E-scooters are dangerous to pedestrians, ridden irresponsibly, and rules not enforced."

"I am against e-scooters. They do not achieve their objectives. Worldwide they have proven that they do not reduce traffic in cities, and are used mainly by joy-riders and tourists, who would improve their health and the safety of our pavements by walking."

"I don't own a car, usually walk or take the bus. I'm also a shift worker, (nurse @ RHH) and the metro bus timetable really does not suit my shifts. The scooters make my life so much easier. I get a scooter to work when I'm on night shift, it saves me 30 minutes over walking and after a late shift I get a scooter home, again saving time and giving me an extra 30 minutes sleep between late/early shifts. I'm a responsible user and I do not use scooters recreationally, they get me safely to and from work and I've grown to rather depend on them."

"The provision of e-scooters has allowed for better access to work for those suffering transportation challenges. It has made coming to work more accessible for people with a disability. There has been an absence of assessing the social equality benefits of the e-scooters trial with unbalanced commentary toward efficiency and environmental measures. The scooters allow for so much more."



If an e-scooter had not been available, what mode of transport would you have used?

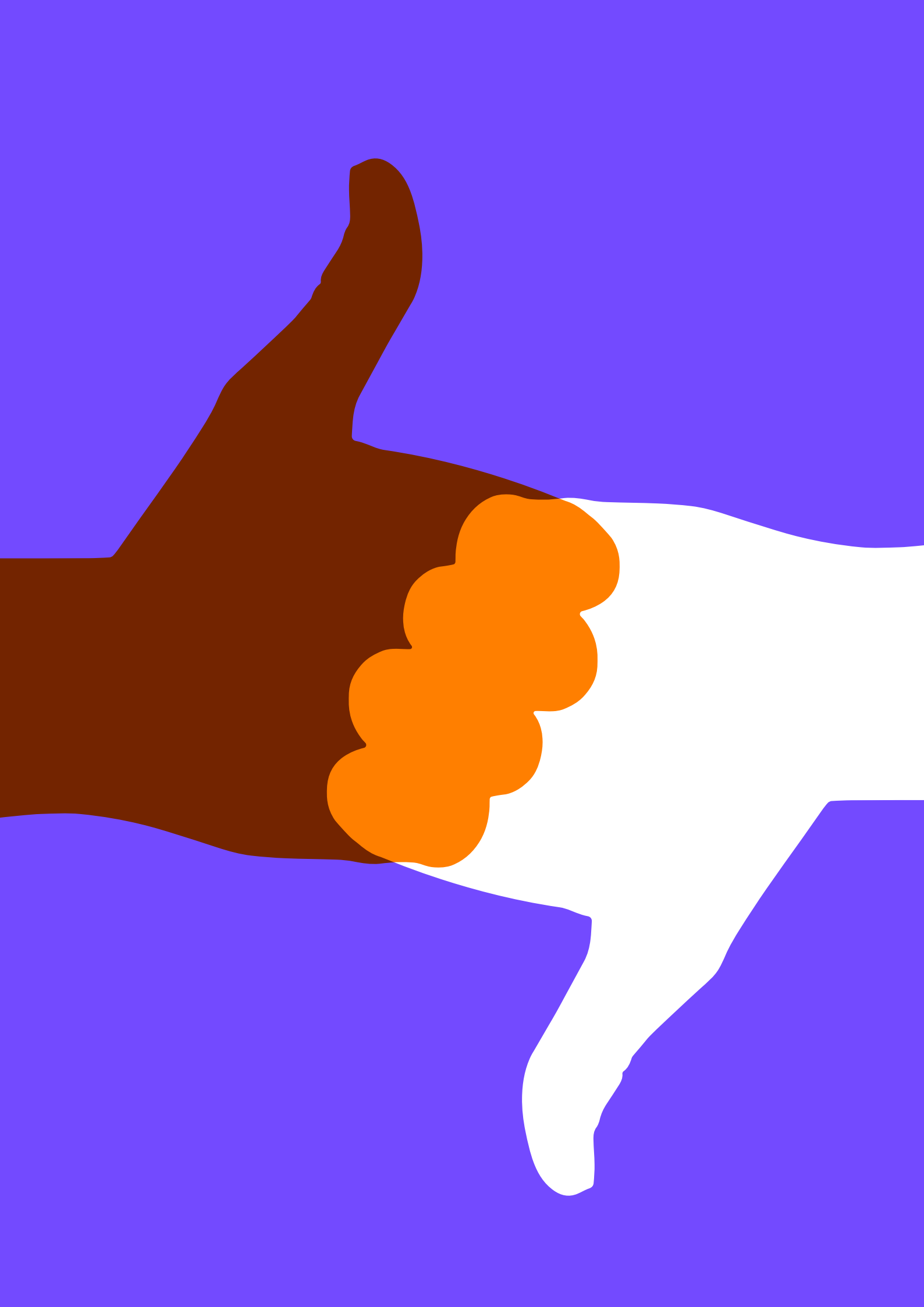
Car (passenger, driver, taxi or ride share)	66.1%
Walking	62.1%
I wouldn't have made the trip	11.5%
Bus or ferry	7.5%
Bike	5.0%
Skateboard or other type of scooter	0.9%
Other	0.4%

Why did you use an e-scooter?

Recreation – just for fun	64.2%
Getting to/from social gatherings, dining & entertainment	55.0%
Commuting (to and/or from work, home or study)	41.2%
Running errands (shopping, paying bills, etc.)	29.5%
Getting to/from appointments (professional or private)	23.5%
Connecting to public transport (bus, ferry)	15.6%
Cannot walk – sore foot	0.2%

Why haven't you used an e-scooter in Hobart?

I am not interested in using an e-scooter	42.9%
I think e-scooters are unsafe	30.4%
I am interested but haven't tried one yet	13.9%
Too expensive	13.7%
I don't feel confident in my ability to use one	11.6%
I cannot physically use an e-scooter	7.2%
No need to use	3.7%
I prefer walking	2.8%
I can't use the app	2.4%
Need better lanes for riders / dangerous for pedestrians	2.1%
I prefer riding a bike	1.6%
Not support / disagree with the idea	1.3%
COVID / hygiene issues	1.0%
Not convenient (carry a lot, kids around, can't find near home)	0.4%
Other reasons	0.3%
I'm too young	0.1%



Your opinion

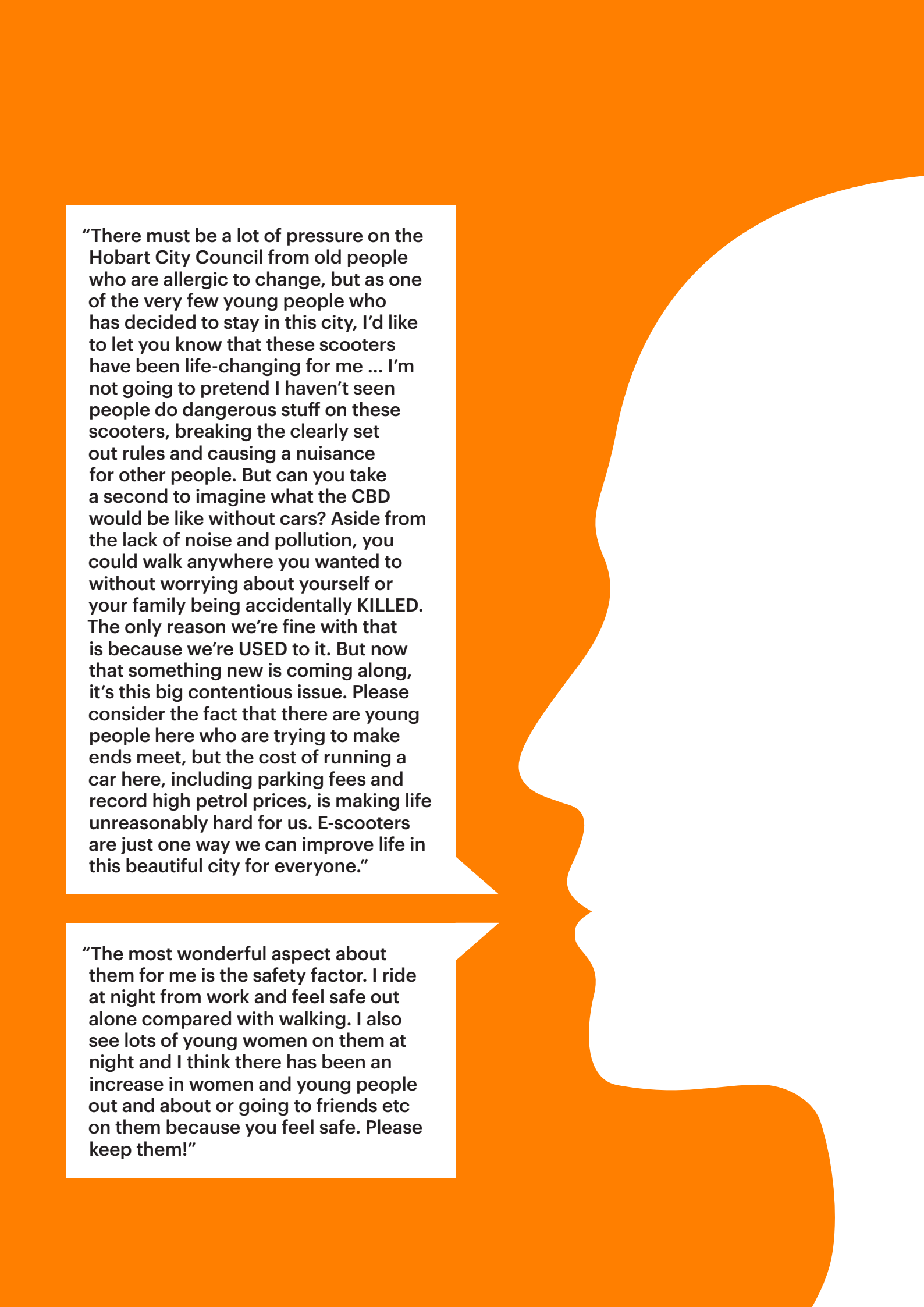


"Hobart is difficult to walk around at the best of times – mainly due to narrow & extremely poorly maintained footpaths in many areas. I love the scooters as a concept but they are totally inappropriate & dangerous sharing our already difficult footpaths."

"The scooters are an eye-sore. Seeing them everywhere reminds me of my parents telling me to put my toys away or they'll be stolen. They're regularly parked in the middle of narrow foot paths."

"I do not think any non-vehicular transport options (bikes, electric bikes, e-scooters) will really become viable options to change the way the city works until proper safe 'bike' lanes are made."

"The key here is safety. People have been killed in other cities using similar e-scooters, and no amount of risk management will remove this risk. Hobart city should instead focus their efforts on working with the State Government and associated stakeholders to improve the public transport network in and around Hobart which is the safest method of transporting people around the city."



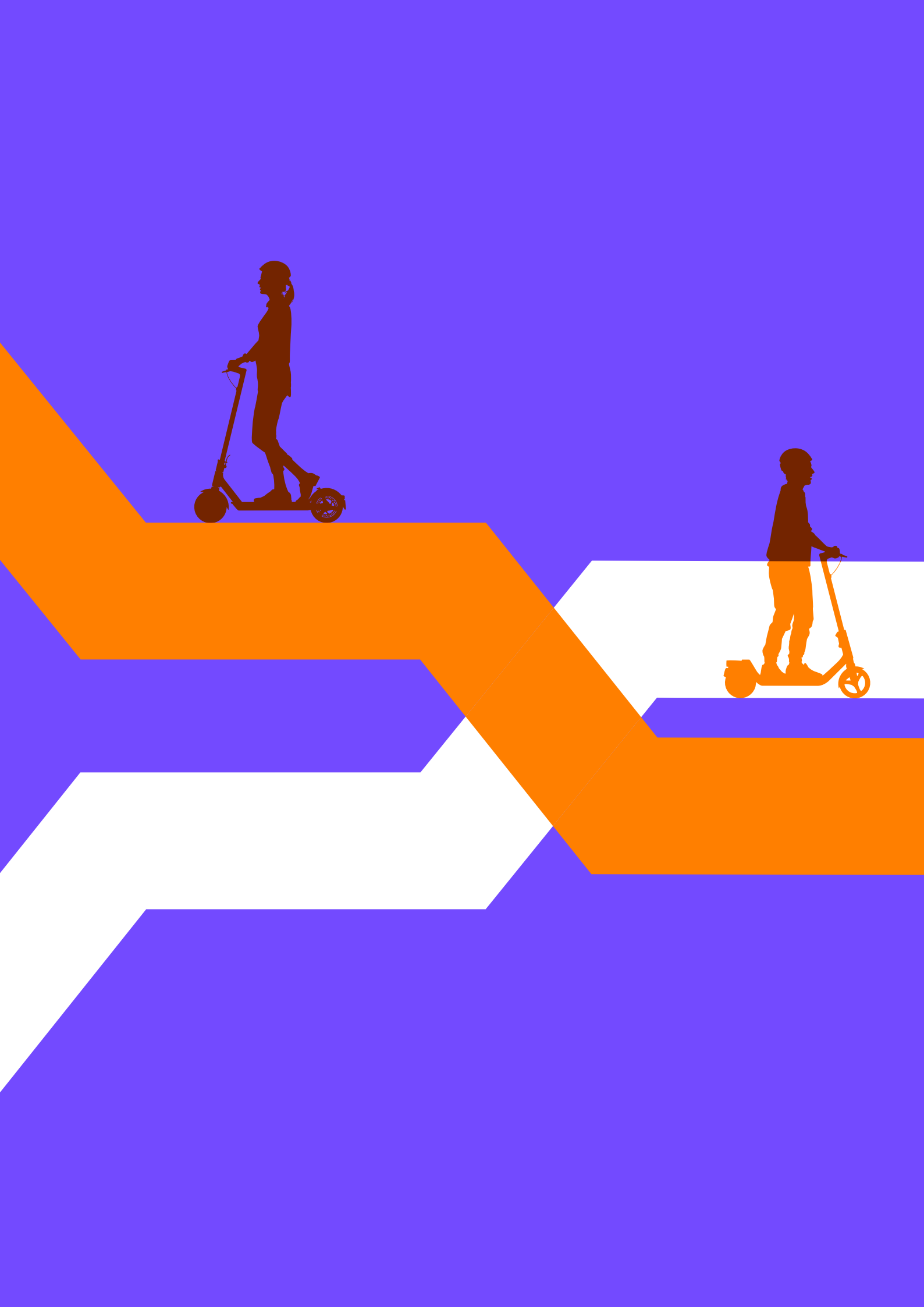
“There must be a lot of pressure on the Hobart City Council from old people who are allergic to change, but as one of the very few young people who has decided to stay in this city, I’d like to let you know that these scooters have been life-changing for me ... I’m not going to pretend I haven’t seen people do dangerous stuff on these scooters, breaking the clearly set out rules and causing a nuisance for other people. But can you take a second to imagine what the CBD would be like without cars? Aside from the lack of noise and pollution, you could walk anywhere you wanted to without worrying about yourself or your family being accidentally KILLED. The only reason we’re fine with that is because we’re USED to it. But now that something new is coming along, it’s this big contentious issue. Please consider the fact that there are young people here who are trying to make ends meet, but the cost of running a car here, including parking fees and record high petrol prices, is making life unreasonably hard for us. E-scooters are just one way we can improve life in this beautiful city for everyone.”

“The most wonderful aspect about them for me is the safety factor. I ride at night from work and feel safe out alone compared with walking. I also see lots of young women on them at night and I think there has been an increase in women and young people out and about or going to friends etc on them because you feel safe. Please keep them!”

When thinking about new transport options, which of the following are most important to you?

Affordable	53.5%
Reduces car use, congestion and parking hassles	50.5%
Environmentally friendly / zero emissions	50.4%
Efficient and accessible way to explore the city	39.2%
Easily connects me to the places I want to go	35.2%
I don't think we need new transport options	8.1%
Safety for everyone	2.5%
Punctuality / flexible routes / electric bus services	0.6%
Healthy / physical activity / mobility	0.5%
Light rail / trams / ferry options	0.4%
Fun to use / family friendly	0.2%
Other	0.2%
Ability to carry shopping or multiple items	0.1%





What could the City of Hobart do next to improve the e-scooter trial?


Better parking solutions to reduce footpath clutter	59.4%
Better enforcement of rule breakers	47.6%
More rider education	33.0%
More riding zones through the CBD	31.5%
Lower cost / more discounts	29.9%
Prompter action on misplaced e-scooters	25.0%
More e-scooters available allowing me to find one when I need one	13.3%
Clearer signage	12.9%
Discontinue the trial / get rid of the scooters	6.3%
Keep scooters off the footpath	3.1%
Dedicated or protected bike and scooter paths	2.6%
Safety for riders, pedestrians, the elderly or people with a disability	2.4%
Lower speed limits	1.0%
Extend riding zone / broader coverage	0.7%
Other improvements	0.5%
More powerful to climb hills or better brake maintenance	0.4%
Easier to use / more information in the apps	0.2%
Designated pick up and drop off areas	0.2%
Do not hire scooters	0.1%
Insurance / compensation for injuries	0.1%
Need a driver license to use	0.1%
Better security options – add bells or cameras	0.1%

Your opinion

"I think the only failure of this program (the same as for many cities) was that the scooters were introduced and placed throughout the CBD without any instruction, rider education, or etiquette information."

"Hobart needs a proper all weather integrated transport system rather than scooters which don't address the fundamental lack of investment and planning by all levels of government."

"There absolutely needs to be a way to cover injured parties if someone is hurt by a rider doing something "illegally" which voids the e-scooter company insurance."



"I think e-scooters are a great addition to the city transport network. I think there need to be more options that encourage people from outer suburbs and cities to use public transport and leave their motor vehicles at parking stations."

"I congratulate the Council on making progress towards making the CBD more human-centred, less cluttered with traffic and providing sustainable options for the long-term health and happiness of city dwellers."

"The trial explores the usage of e-scooters with very basic infrastructure, with more parking locations, a broader overall map to ride on and designated lanes they are a good idea for the future."

E-scooter survey methodology

The e-scooter trial survey was an open-access, self-selection online survey provided on the City of Hobart website from July 4 to July 24, 2022. It attracted a large sample of 2,048 respondents. A small number of these respondents were randomly approached in public areas and asked the same questions face-to-face.

The survey was designed by City staff, a senior community engagement officer and an external transport consultant. It included a number of multiple choice questions, as well as free text boxes where members of the community could express any concerns not covered within the multiple choice questions. These open text answers were collated and analysed, and are presented within the data found in this document. Also within this survey document there are a number of direct quotations, representing some of the responses sent in by the Hobart community throughout the trial.

The survey provided an opportunity for community members, including residents and visitors, to provide feedback to Council on the e-scooter trial, including their own use of e-scooters, their reasons for using or not using e-scooters, their support or opposition to the continued use of e-scooters, and their views about improvements to the e-scooter trial and future transport options for Hobart.

The survey was promoted via the City's Your Say newsletter, City of Hobart social media channels, e-scooter operators' apps, and City of Hobart email networks within the disability, ageing, youth and multicultural communities. Posters and flyers were also distributed in local cafes and on community noticeboards.

Independent analysis of results was undertaken by an external market research agency, Metropolis Research.

Metropolis noted that this survey reflects the views of those in the community who were sufficiently engaged in issues relating to e-scooters to participate. This does not invalidate the results, but they should be read as a poll of interested community members.

Summary of findings

There was majority support from the 2,048 survey respondents for the continued use of e-scooters in Hobart.

While there was some variation in support observed by respondents' suburb, age, sex, and disability status, it is noted that none of these individual groups reported a majority opposition to the continued use of e-scooters.

A majority of e-scooter trips were for recreation; however, a substantial proportion were for attending social events, commuting to and from work or study, running errands, and attending appointments.

While many e-scooter trips replaced walking trips, the majority (two-thirds) of respondents reported that their e-scooter trips had replaced car-based trips (as driver, passenger, or taxi / ride-share). This suggests that e-scooters have an impact on the number of car-based trips being made within Hobart.

The most important improvements respondents would like to see in relation to the continued use of e-scooters were better parking solutions and better enforcement of rule breakers.

The single most common factor that may encourage additional e-scooter use was better infrastructure such as bike lanes and shared paths.

When given the opportunity to say what else Council should consider in relation to the e-scooter trial, the most common issues raised by respondents were the perceived flouting of rules, irresponsible use, dumped or discarded e-scooters creating clutter, general support for e-scooters, and safety concerns for pedestrians.

Trial assessment

The e-scooter trial survey is a key part of the 12-month e-scooter trial evaluation process.

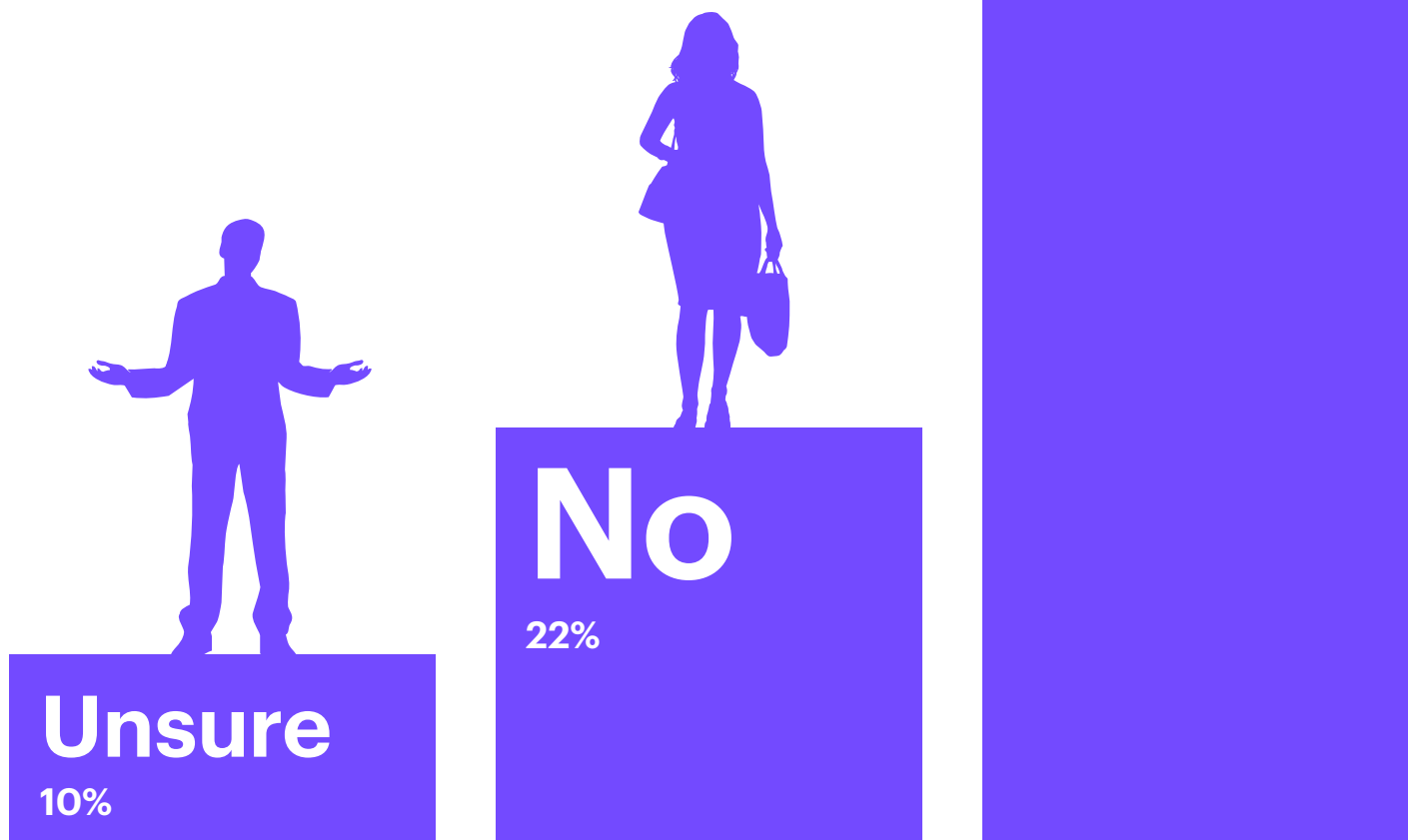
Other metrics considered within the trial evaluation include:



EMRS Survey: Community support for e-scooter trial in Hobart and Launceston

The Tas Talks – Hobart and Launceston e-scooter survey 2022 was an online survey conducted between 17 May and 20 May, 2022. Respondents were members of EMRS's Tasmania Community Panel, or members of the public attracted through social media survey promotion. 635 completed responses were collected.

NOTE: In accordance with the specifications of the research: The percentage figures here are unweighted. Elsewhere in the report, they have been weighted to reflect the gender and age profile of the population, and the proportion of the sample that was sought regionally. This survey was conducted to the market and social research ISO20252:2019 standard.



Further Information

City of Hobart e-scooter trial information:
www.hobartcity.com.au/e-scooters

Accessible version



To read an accessible version of this document, please scan the QR code to be redirected to the website.





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