



E-SCOOTER EXPANSION TO GUNGAHLIN AND WODEN

REPORT ON WHAT WE HEARD

Canberrans were invited to have their say on the expansion of Canberra's shared e-scooter scheme to Gungahlin and Woden from 12 September to 24 October 2022 to ensure the scheme meets the needs of the community.

The expansion into Gungahlin includes the town centre, Franklin, Harrison and part of Amaroo and the expansion into Woden includes the town centre, Curtin, Deakin, Hughes, Lyons, Garran, Chifley, Phillip, Weston and part of Pearce and Mawson.

The expansion is intended to provide new transport options for both short trips in the local neighbourhood as well as for connecting with public transport and commuting to work. It is also intended to promote access to our national institutions and attractions through its coverage of the parliamentary triangle.

THE CONVERSATION

Online survey

An interactive map hosted on the YourSay website was open during the consultation period for the community to provide feedback on the new zones (no ride, no parking, go slow, suggested links) and how they meet local needs. The community was also invited to provide feedback via email and social media.

Stakeholder communication

Emails were sent to stakeholder groups to inform them of expansion and invite feedback via YourSay. Direct engagement was also had with schools within the expansion areas, specifically Gungahlin College and Canberra College.

WHO WE ENGAGED

The consultation targeted residents, workers, visitors and key stakeholders in the expansion areas of Gungahlin and Woden.

We promoted the consultation via:

- media release from Minister for Transport and City Services
- Transport Canberra website, e-newsletter, Facebook and Twitter
- ACT Government Facebook, Twitter and LinkedIn
- Our Canberra print and e-newsletter editions
- an email to stakeholders including the Gungahlin Community Council and Woden Valley Community Council
- 'Come and try' events held by the scheme's two providers in Gungahlin and Woden town centres
- radio advertising.

A submission was received from the Office of the Commissioner for Sustainability and the Environment.



WHAT WE HEARD

The key insights below represent the most common themes raised across all feedback channels.

Adjustments within operating areas to improve community safety

1. There were calls for more designated parking areas including in safe locations near no parking zones. Additionally there were suggestions for slow zones on paths that are used by horses to move between paddocks as well as around Yerrabi Pond and Gungahlin Enclosed Oval.

Improving connectivity to local shopping centres

2. Some adjustments have been suggested to improve connectivity to local shopping centres from other suburbs/parts of suburbs not included in the current operating areas. Areas suggested included Crace, Giralang, Waramanga, Forde, Bonner, Amaroo and Palmerston.

E-scooter etiquette

3. The community wants users of the shared scheme to share the path safely and to park e-scooters appropriately, particularly around paths and residential driveways/verges.

Abiding by rules/enforcing the rules

4. Many in the community are concerned about e-scooter riders not following the rules and potentially endangering themselves and others. There is a desire from the community for e-scooter rules to be enforced such as wearing of helmets.

Insurance for e-scooter users

5. Some members of the community are concerned that users of e-scooters are not appropriately covered by accident insurance.

Calls for expansion to Tuggeranong

6. Some members of community called for expansion of e-scooters into Tuggeranong.

Understanding the environmental sustainability of the scheme

7. The written submission from the Office of the Commissioner for Sustainability and the Environment seeks information to understand what level of car trips are being replaced by e-scooter trips and a whole-of-lifecycle audit of carbon emissions from the e-scooter scheme (including manufacture, freight, operations and disposal).

E-scooter ban

8. Some elements of the community want e-scooters banned due to safety concerns and concerns about discarded scooters.



WHAT'S NEXT?

Feedback received from the community and stakeholders will be used to review and refine the implementation of the shared e-scooter scheme in the expansion area of Gungahlin and Woden as well as ahead of any further rollout.

It will be provided to the two e-scooter providers to assist with their operation of the scheme. It is also being used by the ACT Government when undertaking education activities. The two e-scooter providers financially contribute to the ACT Government's e-scooter safety and education campaigns.

Updates will continue to be provided via the YourSay page. If you have any questions about this project or would like to be kept updated on its progress, please email communityengagement@act.gov.au.

Key Timings

12 September 2022: Community engagement starts on the e-scooter expansion to Gungahlin and Woden

24 October 2022: Community engagement closes

November 2023: What We Heard report released (**we are here**)

2024: Adjustments made to the scheme

THANK YOU FOR YOUR FEEDBACK

565

We had 565 views from 296 visitors during the engagement period

3

We organised three Come and Try sessions over two days in the new regions

46

We received 46 pieces of feedback on the YourSay interactive map

10

We received 10 suggestions for go slow zones

44

We sent emails to over 40 organisations

80,177

We reached a social media audience of more than 80,000

16

We received 16 emailed submissions

15

The expansion goes into 15 suburbs in Gungahlin and Woden