**Rental e-scooter trial - Frequently Asked Questions**

**User information (to be published online)**

1. **What is this trial about?**

The Department for Transport are seeking to legalise the use of rental electric scooter (e-scooters) as part of 12 month trials in participating local areas across the country. This is being introduced to support a green safe and socially distanced form of travel in response to the coronavirus pandemic. Further information is published here:

<https://www.gov.uk/government/publications/e-scooter-trials-guidance-for-local-areas-and-rental-operators/e-scooter-trials-guidance-for-local-areas-and-rental-operators>

Nottingham City Council, in partnership with Derby City Council, will be introducing a trial in late October, which will allow people to hire e-scooters over different durations of time at an affordable rate to help people move around conveniently whilst social distancing measures are in place.

The Council’s appointed operator, Wind Mobility Limited, will be providing the e-scooters and delivering the trial.

It is important to note that only rental e-scooters will be legalised for use on the highway and that privately owned e-scooters remain illegal, unless ridden on private land with permission from the landowner.

1. **What is an electric scooter (e-scooter)?**

An e-scooter is a small two-wheeled scooter with an electric motor which propels it along.

For the purpose of the trials, the definition of an e-scooter has been set by the Department for Transport (DfT). An e-scooter falls within the statutory definition of a motor vehicle that:

* is fitted with no motor other than an electric motor with a maximum continuous power rating of 500W and is not fitted with pedals that are capable of propelling the vehicle
* is designed to carry no more than one person
* has a maximum speed not exceeding 15.5 mph
* has 2 wheels, 1 front and 1 rear, aligned along the direction of travel
* has a mass including the battery, but excluding the rider, not exceeding 55kg
* has means of directional control via the use of handlebars that are mechanically linked to the steered wheel
* has means of controlling the speed via hand controls and a power control that defaults to the ‘off’ position

The DfT accept the use of an e-scooter is akin to an electric bike (ebike) and ask that the trial areas treat e-scooters like ebikes and cycles, however due to time pressures it is not possible to amend primary legislation to alter the definition of an e-scooter as a cycle so for the purposes of the trial they are classed as motor vehicles. This requires motor vehicle insurance (which will be provided by the operator).

1. **How long will the trial run?**

The trial is expected to commence late October and will come to an end in October 2021. The Council will consider what happens next in line with the Government’s plans for the future legalisation of e-scooters.

1. **Am I eligible to sign up?**

In order to be eligible to use a rental e-scooter you must meet the following criteria:

* Must be a minimum of 16 years of age
* Must hold a valid and full/provisional driving licence (categories AM, A1, A2, A and B) by permitting those licence holders to ride Category Q vehicles.

To be eligible for the long term hire of an e-scooter (for a yearly hire), you must also be a key worker living and working in the city of Nottingham. Confirmation of your place of work/study will also be verified during the sign up process.

1. **How much will it cost me to hire?**

There are different rates for short term hire (pay for every minute you use it) and long term hire (annual rental of an e-scooter only available for key workers):

Short term hire:

It will cost 12 pence per minute to hire an e-scooter for short term use. There are no unlock fees. The price includes VAT.

Long term hire for key workers:

A selected number of key workers will benefit from a subscription plus incentive where participants will be provided with a take home e-scooter for exclusive use. It will cost key workers £360 to hire an e-scooter for one year plus £50 deposit which will be fully refundable when the e-scooter is returned at the end of the trial. The price includes VAT.

1. **How do I hire one?**

To hire an e-scooter you need to download the Wind App from your smartphone App store and follow the instructions. Once your account is activated you will be able to search for a Wind e-scooter and unlock it for use. Download the App here:

On iPhones: [https://apps.apple.com/us/app/wind-smart-e-scooter-sharing/id1247826304](https://www.google.com/url?q=https://apps.apple.com/us/app/wind-smart-e-scooter-sharing/id1247826304&sa=D&ust=1602765202050000&usg=AFQjCNFJcYll8gr4kVr4k2UHfaCC7olERA)  
On Android: [https://play.google.com/store/apps/details?id=com.zen.zbike&hl=en&gl=US](https://www.google.com/url?q=https://play.google.com/store/apps/details?id%3Dcom.zen.zbike%26hl%3Den%26gl%3DUS&sa=D&ust=1602765202050000&usg=AFQjCNEP7_m9dRDio5aNuPp2nKp0zxkd-g)

For the key worker subscription plus hire please complete the [Expression of Interest form](https://docs.google.com/forms/d/e/1FAIpQLSdNLW6a0sw5DNEb97qfx6ET_e-bqvC9BXF96VEHB46-Ygqv9g/viewform)

1. **Where can I hire one from?**

Parking areas (where pay per minute e-scooters can be unlocked and returned) are identified on the Wind App.

1. **Where can I ride?**

The Department for Transport has legalised the use of Wind’s rental e-scooters on the highway within the city of Nottingham.

As e-scooters are similar to electric bikes with the space they take on a path and the speeds they travel, it is the Council’s intention to allow e-scooters to use the same spaces as cyclists around the city.

An experimental Traffic Regulation Order has legalised the use of e-scooters where cycles are permitted, including:

* Bus lanes/bus only streets
* Shared pedestrian/cycle areas
* No entry except for cycles

E-scooter use is not permitted on pavements.

You must ride paying close attention to the safety of other road users, particularly if you are passing pedestrians. Improper use could result in your membership being revoked.

Geo-fencing capabilities has allowed for the creation of an:

* Operating Area – e-scooters can be ridden in the Nottingham City Council area. A map is provided in the App and also on the website.
* No Go Zones – defined areas e.g. Old Market Square where e-scooters will not be permitted to enter (the e-scooter will power down and you can only move it by walking it along until you reach the end of the zone when you will be able to ride it again).
* Go Slow Zones – in pedestrianised areas the e-scooter speed will be reduced to 4mph maximum to protect other road users.
* Parking Zones – you will be only be able to unlock/lock and park your e-scooter in these areas.

1. **Will I receive training support?**

Information on how to ride the e-scooter, safety features, where you can ride and park will also be provided in the App when you unlock the e-scooter.

All key worker users will be provided with training and familiarisation on how to ride and charge during handover/collection.

In addition, the Council will plan a series of pop up events in partnership with Wind which will be delivered throughout the year, subject to Covid-19 restrictions.

1. **Do I have to wear a helmet and will one be provided?**

The Council highly recommend the use of helmets when riding an e-scooter to protect yourself.

Wind will provide you with a helmet and will encourage and reward wearing of helmets. There is a feature in the App to submit selfies with the helmet prior to riding to prove wearing.

The entire fleet of e-scooters is being fitted with integrated helmets too.

1. **How do I unlock and lock the e-scooter?**

In App information provides instructions on how to do this. Briefly this requires you to open the App and scan the QR code on the e-scooter which unlocks it. The App will ask you to agree to the Terms and Conditions and provide some rider education on how to set off.

To end your ride, you must follow the in App instructions when you’re finished riding and safely park the e-scooter. The App prompts you to take a photo of the e-scooter as you’ve parked it. A sum of how much your ride has cost will be shown in your App account.

1. **How do I recharge the e-scooter?**

For short term hires you do not need to worry about this. The operator will monitor the state of charge in each e-scooter and swap the batteries as needed.

Key worker users will be provided with a 3-pin charging cable to use at home or work to recharge the e-scooter, helmet and be able to book free maintenance checks to keep the e-scooter in good condition.

1. **Will I need motor vehicle insurance to ride?**

Yes – an e-scooter is defined as a motor vehicle so a minimum of third party motor vehicle insurance is required. Insurance cover will be provided as part of your hire by the operator.

1. **I have my own e-scooter, can I ride this anywhere now?**

No - it is only the Wind rental e-scooters which are legalised as part of the Nottingham trial.

Privately owned e-scooters will remain illegal for use on the highway.

1. **How do I register up to take part?**

Registrations can be done by downloading the Wind app and creating a user account.

There is a special Expression of Interest form for the key worker package.

1. **What are some of the features of the e-scooter?**

There are many features to the Wind 3.0 e-scooter that ensures rider comfort and safety. This includes:

**Weight –** the e-scooter weighs around 30kg making it stable to ride but also acting as a theft deterrent.

**Colour** - The bright yellow colour of the e-scooters allow high visibility levels even during inclement weather conditions and poor lighting. This makes it easier for people with impaired vision to detect and distinguishes them from privately owned scooters.

**Lights –** Each e-scooter is fitted with front and rear lightsthat are automatically activated. The rear light also signals the activation of the braking system.

**Sound -** The e-scooters make a constant sound when ridden. The e-scooters are also fitted with a push button horn mounted on the handlebar.

**Kickstand -** The wide double kickstand ensures stability of the vehicle and ensures it does not topple over easily when parked.

**Maximum Speed -** The e-scooters are limited to a maximum speed of 15.5 mph in line with the Government’s standards. Some areas may be designated as slow speed zones, in which case the maximum speed may be reduced to below 5mph.

**Range -** The range of the e-scooter is up to 50 miles. In cold weather range this will reduce.

1. **How will you ensure cleanliness of the e-scooters?**

Free hand sanitiser will be made available on each e-scooter through integrated dispensers so you can disinfect touchpoints and the helmet.

The local Wind team will regularly inspect and also clean e-scooters every day.

In the case of key worker users, the operator will disinfect each e-scooter when returned/exchanged to ensure the highest possible protection against infection.

1. **How many e-scooters are to be introduced?**

The scheme will launch with an initial fleet of 200 e-scooters. Depending on demand and success of the trial this could grow to 2,000 e-scooters.

1. **What do I do if my e-scooter is stolen?**

Please report this via the Wind App immediately or call Customer Services (24 hours, 7 days a week) on 0330 1 33 32 31.

1. **What do I do if I am involved in an accident?**

If you are involved in an accident you must report this via the Wind App or call the Nottingham Operations Shift Team on 07907 629 913 (available 07:00-23:00).

If anyone is injured you should also report this to the Police.

1. **How do I report an e-scooter being ridden on the pavements?**

Please call Customer Services (24 hours, 7 days a week) on with the time of the incident and location so that the team can identify the rider on 0330 1 33 32 31.

1. **How do I report an abandoned e-scooter?**

Each vehicle is fitted with a GPS tracker helping to identify its location to the local operations team and any abandoned e-scooters will be recovered within 24 hours.

To report an abandoned e-scooter please call Customer Services (24 hours, 7 days) on 0330 1 33 32 31.

1. **How will e-scooters be controlled?**

Geo-fencing capabilities allow for the creation of operating areas (where e-scooters can be ridden), no go zones (where e-scooters will not be permitted to enter), go slow zones (where the maximum speed of the e-scooter is reduced) and parking zones (where e-scooter parking is mandatory). More detail on geo-fencing is included below:

Parking zones

E-scooters will be allowed to park in areas where there is cycle parking. These designated areas can be found on the Wind App. The Council intends to mark these parking areas and a design is being developed for implementation in due course.

Geo-fenced parking zones can be created alongside no parking areas where rides cannot be ended. To avoid obstruction the technology ensures users can not physically leave e-scooters in no parking areas, such as pedestrianised areas. To end their ride the user would be required to scoot to the nearest parking zone. In cases where scooters do end up being left where they shouldn’t, users can continue to be charged up to 60 minutes which can act as a financial penalty.

Low speed (go slow) zones

Technology allows the operator to create low speed zones to reduce the speed, such as 4mph (in line with mobility scooters), in sensitive areas such as pedestrianised streets. As soon as an e-scooter is within a low-speed area the scooter motor will reduce the speed automatically and the user will be notified via the scooter and the app of this.

Restricted/low speed areas can be configured and adjusted within a few hours. For example, if there was an event with increased footfall, the operator could make the surrounding area a restricted or low speed area for the duration of the event.

Low speed/go slow zones will be identified on the app.

No go zones

There may be certain areas, either where cycling remains illegal, or due to the sensitive nature of the location, where e-scooters will not be permitted. This includes areas such as Old Market Square, Lace Market Square, shopping centres. Details of all these no go zones will be identified on the app.