Project:	E-scooter Rental Trial
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Headers for each category of Risk should be considered:
Political
Economical
Sociological
Technological
Legal
Environmental

Risk Number	Category	Risk Description	Description of Potential IMPACT (quantified wherever possible)	Prevailing Risk Ratings			Risk Owner	Action Owner	Risk Responses	Date Added	Live/ Closed	Date Closed
				LIKELIHOOD Rating	IMPACT Rating	Risk Rating						
Scheme Operations												
SO.R001	Political	Negative public perceptions of the scheme or lack of public understanding of the trial	Negative publicity for Nottingham or Derby.	Possible	Moderate	9			Create dedicated webpage on Transport Nottingham website with FAQs to explain the details about the trial. Regular marketing to promote the scheme benefits. Host regular safety events to spread awareness and understanding.		LIVE	
SO.R002	Political	Increased real or perceived fear amongst vulnerable groups	Negative publicity. Risk of vulnerable people not going out or choosing to stay at home through fear.	Possible	Moderate	9			Invite representatives of disability groups to attend a dedicated safety event (incl BSL intepreter) to discuss the details of the scheme. Host quarterly stakeholder roundtable meetings with key stakeholders/vulnerable groups to address concerns. Ensure appropriate rider training and education is provided to users around pedestrians. Geo-fence the city centre area to restrict speed on streets with high pedestrian footfall.		LIVE	
SO.R003	Legal	Unintended growth and usage of private e-scooters	Negative publicity. Potential for increased accident / injury, near misses or collision with objects. Inability for Police to enforce.	Possible	Minor	6			Procurement ensured the Wind Scooter is distinctive with a bright colour making it easily distinguishable for enforcement. Ensure communications reflect the message that only Wind rental e-scooters are legal Work with Community Protection Officers to communicate appropriate use of e-scooters, and where necessary the local police to enforce private e-scooter use.		LIVE	
SO.R004	Legal	Under age riders accessing e-scooters	Negative publicity. Increased crash 'risk' of striking other road users or objects, or self-injury. Risk of prosecution of driving without a valid licence.	Unlikely	Major	8			Ensure robust verification processes are in place at time of signup. Ensure terms and conditions are made available for users to read and agree during sign up process. Ensure robust procedures in place to penalise users who allow third party use through their accounts.		LIVE	
SO.R005	Economical	Scheme under subscribed	Scheme not financially viable	Unlikely	Minor	4			Work with operator should the fleet numbers need to be contracted to meet lower demand who bears the risk. In addition to operator communications, the e-scooter rental scheme can be promoted through both Local Authority communications channels, business networks and education establishments. Work with Workplace Travel Service to ensure effective promotion to business also takes place.		LIVE	
SO.R006	Economical	Scheme over subscribed	Scheme does not achieve full potential	Unlikely	Minor	4			Monitor use as scheme develops and develop growth strategy to enable additional e-scooters to be introduced into service.		LIVE	
SO.R007												
Riding and Parking												
RP.001	Social	Conflicts in shared pedestrian/cycle areas	Accident or injury to rider or other road users. Negative publicity, potentially calling for suspension or withdrawal of the trial.	Likely	Moderate	12			Use geo-fencing to restrict the speed limit in shared space areas. Ensure communications help to inform the public about the correct use of e-scooters (make available on dedicated webpage, with FAQs). Ensure appropriate training is undertaken with users. Provide customer support lines for reporting inappropriate use. Regularly monitor the scheme and analyse data on usage.		LIVE	
RP.002	Social	Scooters ridden on pavements	Accident or injury to rider or other road users. Negative publicity, potentially calling for suspension or withdrawal of the trial.	Likely	Moderate	12			Ensure in App information, terms and conditions of hire and wider communications help to inform riders about the correct use of e-scooters. Ensure appropriate training is undertaken with users. Provide customer support lines for reporting inappropriate use. Regularly monitor the scheme and analyse data on usage.		LIVE	
RP.003	Social	Scooters ridden at inappropriate speeds	Accident or injury to rider or other road users, Negative publicity, potentially calling for suspension or withdrawal of the trial. Increased perceived fear amongst vulnerable groups.	Possible	Moderate	9			Introduce slow-speed or no-go zones for highly pedestrianised areas and other sensitive streets. Ensure appropriate training is made available to users, including education on courteous riding. Provide customer support lines for reporting inappropriate use.		LIVE	
RP.004	Social	Injuries to e-scooter riders, particularly first time rides	Accident or injury to rider. Users put off using the service.	Possible	Moderate	9			Ensure appropriate training available to users both in person and via the app. Promote wearing of and make available the use of helmets.		LIVE	
RP.005	Political	Riders striking pedestrians and vulnerable members of the public	Accident or injury to rider or other road users. Negative publicity, potentially calling for suspension or withdrawal of the trial.	Possible	Moderate	9			Protect highly pedestrianised streets with no go or go slow zones. Ensure in App information, terms and conditions of hire and wider communications help to inform riders about the correct use of e-scooters. Ensure appropriate training is undertaken with users. Provide customer support lines for reporting inappropriate use. Regularly monitor the scheme and analyse data on usage.		LIVE	
RP.006	Social	Drunk riding/Riding under the influence	Accident or injury to rider or other road users. Negative publicity, potentially calling for suspension or withdrawal of the trial.	Possible	Moderate	9			Ensure robust verification processes are in place at time of signup. Ensure terms and conditions are made available for users to read and agree during sign up process, including penalties for inappropriate use. Provide customer support lines for reporting inappropriate use. Operator to put in place measures to suspend or revoke account access.		LIVE	
RP.007	Social	E-scooter used for shared riding by non account holders	Accident or injury to rider or other road users. Negative publicity, potentially calling for suspension or withdrawal of the trial	Possible	Moderate	9			Ensure robust verification processes are in place at time of signup. Ensure terms and conditions are made available for users to read and agree during sign up process, including penalties for inappropriate use. Operator to put in place measures to suspend or revoke account access.		LIVE	
RP.008	Social	Near misses with pedestrians	Negative feedback to the Councils. Increased real and perceived fear amongst the public.	Possible	Moderate	9			Ensure appropriate training available to users, including education on courteous riding. Introduce slow-speed or no-go zones for highly pedestrianised areas. Promote customer support lines for reporting inappropriate use.		LIVE	
RP.009	Social	Road condition (in particular potholes and objects) result in injury or accident with other road users	Accident or injury to rider or other road users.	Possible	Moderate	9			Ensure users have appropriate training and feel confident to ride. Encourage users to wear helmets. Work with the Council's highways teams to identify and fill potholes where appropriate.		LIVE	

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RP.010	Social	Inappropriate parking blocks access to properties or other facilities	Risk of injury to pedestrians Negative relations with businesses and residents for e-scooters restricting access to their premises	Possible	Moderate	9			Introduce designated parking areas for e-scooter parking alongside cycle parking in city centre. Provide customer support line for residents/businesses to provide feedback on parking issues. Work with the operator to dynamically update/edit the parking area locations should issues arise.		LIVE	
RP.011	Social	Inappropriate parking causes safety issues, especially for vulnerable members of the public	Risk of injury to pedestrians, particularly vulnerable members of the public. Increased real or perceived fear and potentially vulnerable members stay home and not go out through fear.	Possible	Moderate	9			Introduce designated parking areas for e-scooter parking alongside cycle parking in city centre. Provide customer support line for residents/businesses to provide feedback on parking issues. Work with the operator to dynamically update/edit the parking area locations should issues arise.		LIVE	
Safety and Security												
SS.001	Technological	E-scooter theft	Negative impact on operations/loss of assets. Insufficient number of e-scooters available from on-street hire locations	Possible	Minor	6			E-scooters fitted with GPS tracking and all parts purpose built. E-scooters immobile unless unlocked for riding, and have alarm if there is an attempt to move in the locked state. Work with the Police and Community Protection. Work with operator to ensure terms and conditions include information on how to report e-scooter theft and what may be expected of users if e-scooter is stolen.		LIVE	
SS.002	Technological	Battery theft	Negative impact on operations/loss of assets. Insufficient number of e-scooters available from on-street hire locations. Increase cost of operating trial for	Unlikely	Minor	4			Original Wind equipment with no re-sale value. Protected by custom-made screws and electronically unlocked through dual-stage process. Work with the Police and Community Protection.		LIVE	
SS.003	Technological	Vandalism, particularly at night/overnight	Negative impact on operations/loss of assets. Insufficient number of e-scooters available from on-street hire locations. Increase cost of operating trial for operator.	Possible	Moderate	9			Operator to employ local team to respond to issues and remove damaged vehicles for repair. Work with Police and Community Protection on anti-social hotspots. Dynamically update/edit parking areas should locations need to be altered.		LIVE	
SS.004	Social	E-scooters abandoned	Negative impact on operations/loss of assets. Insufficient number of e-scooters available from on-street hire locations. Increased cost of operating trial for operator.	Unlikely	Minor	4			E-scooters fitted with GPS tracking and signal pings with back office every 15 minutes. Local team to recover vehicles as part of daily shifts. Provide customer support lines for the public to report abandoned e-scooters.		LIVE	
SS.005	Legal	Lack of enforcement for misuse	Negative publicity, potentially calling for suspension or withdrawal of the trial	Possible	Moderate	9			Joint working protocol to be developed to work with the Police and Community Protection. Operator to ensure Terms and Conditions of hire make conditions of hire clear to the user.		LIVE	
Hygiene												
H.001	Social	Potential spread of Covid-19 from user to user	Negative publicity. Potentially increased positive cases of Covid-19 amongst local population.	Possible	Minor	6			Every e-scooter (on-street hire) to be equipped with hand sanitiser for riders to sanitise touch points. Wind rebalancing team to clean e-scooters frequently during shifts and refill bottles.		LIVE	
H.002	Economical	Working restrictions introduced in response to the Coronavirus affecting demand	E-scooter demand dampened due to increased home working. Increased cost of operating trial for operator.	Possible	Minor	6			Continue to follow Government guidelines on Covid-19 pandemic measures. Work with the operator to put a plan in place depending on what restrictions are brought in.		LIVE	
H.003												

Dated 12/10/2020