

Memorandum

Date: 13 March 2019

From: Richard Osborne, Head of Transport, City Services Group

To: Micro-mobility operators

SUBJECT: Information requirements for micro-mobility operators

Thank you for expressing an interest in operating a shared transport service in Christchurch. Council staff have been closely monitoring the feedback and statistics from the Lime e-scooter pilot to understand any issues with operating these types of services and the effectiveness of regulatory frameworks.

On 28 February Council [approved](#) that micro-mobility services should be allowed to operate in Christchurch and recommended a city-wide cap of 1600 vehicles, to avoid an oversupply of idle vehicles creating public obstructions.

In addition, they recommended charging a fee associated with the permit to ensure the use of public space is managed fairly and to balance the use of public space with the interests of commercial activities. This fee is currently \$172.50/m² plus GST which equates to roughly \$86.25+GST per e-scooter per year. Other services would be assessed on a similar basis, according to the size of their vehicles/use of the public space.

Provided that operators are capable and competent in delivering these services, staff are considering issuing further permits to those who can demonstrate high levels of competency and comply with prescribed conditions of a public trading permit.

To clarify the details of any proposed service offering, staff are seeking operational information from you to better understand how your operation would align with the objectives of the trading and events in public places policy. Therefore, if you would like to apply for a permit, please provide us with the following:

- Relevant experience and track record in operating shared transport services in other cities.
- Relevant skills and resources such as personnel who possess the expertise and capability to deliver high standards of service.
- Capacity to deliver a safe and successful service in Christchurch. Describe the resources and capabilities of the company, financial structures, key suppliers, sub-contractors or consultants, or any other resources to demonstrate capacity and competency.
- Regarding the make and model of the vehicles you are proposing to operate, please provide:
 - o Vehicle dimensions - length, width and height
 - o Maximum operating weight
 - o Battery voltage
 - o Motor controller maximum amperage
 - o Motor wattage
 - o Design of braking system specifications
 - o Any other certifiable information about the devices such as ISO or CE standards
- Number of vehicles that are proposed to operate.

- Intended operating area within Christchurch city.
- Operations plan to ensure the safety and wellbeing of the public and to reduce obstructions in the public realm. Details should include but not be limited to:
 - o Plans and policies to ensure micro-mobility vehicles are removed from city streets between 1am and 5am.
 - o Rebalancing plans to avoid excessive concentration of vehicles in certain areas.
 - o Operating plans to ensure the retrieval and relocation of scooters at the end of each day.
- Operations and maintenance plan to ensure the safety and wellbeing of customers and the public. Details should include but not be limited to:
 - o Operating procedures and plans to ensure that performance and assembly of each e-scooter complies with the appropriate standards.
 - o Maintenance plans and procedures to ensure that e-scooters are regularly inspected and safe to use.
- Any other information you think is relevant for us to consider.

As a **minimum** requirement the proposals should be able to meet the following conditions:

- Each e-scooter meets the definition of a wheeled recreational device that is designed in the style of a traditional push scooter, with a footboard, two wheels not exceeding 355mm in diameter, a long steering handle and an electric auxiliary propulsion motor with maximum power output not exceeding 300W.
- each e-scooter must have:
 - o a working bell;
 - o a steady or flashing rear-facing red light(s) that can be seen at night from a distance of 200 metres; and
 - o a white or yellow headlight(s) that can be seen at night from a distance of 200 metres;
- The e-scooters must include a publically displayed New Zealand contact phone number and email address on each e-scooter. These channels must be monitored during the hours of operation.
- The design, performance and assembly of each e-scooter complies with appropriate standards.
- Each e-scooter must be regularly inspected and maintained to ensure it is compliant.
- A contact number of an individual who can respond in case of emergencies or major incidents 24 hours a day.
- Maintain an Application Program Interface (API) and provide a Christchurch City Council staff with access. The API must be in the Mobility Data Specification format specified by this webpage: <https://github.com/CityOfLosAngeles/mobility-data-specification>
- All personal information must be collected, processed and stored in accordance with the requirements of the Privacy Act 1993.
- The applicant must hold public liability and professional indemnity insurance of amounts not less than \$5,000,000 and \$2,000,000 respectively.
- Documentation on procedures to comply with the Health and Safety at Work Act 2015 including but not limited to:
 - o Procedures of risk management.
 - o Documentation of incident reporting and investigation procedures.
 - o Documentation of what to do in case of emergency.