



TIER UK Safety Board

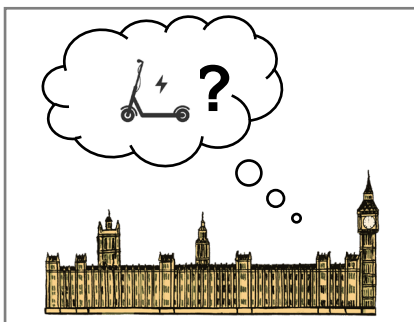
Our report on what we have learned so far

June 2021

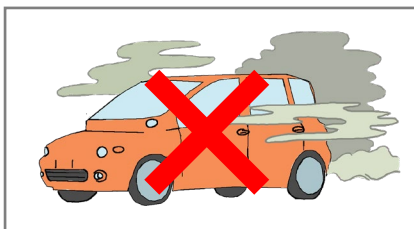
TIER and e-scooters



TIER is a company which rents e-scooters for people to ride. An e-scooter is an electric scooter.



The United Kingdom (UK) is running trials to see if renting e-scooters is a good idea. TIER is one of the companies who are running the trials but there are other companies as well.



This is because the Government wants people to use transport that is more environmentally friendly and does not damage the planet as much as transport such as cars.

What is the TIER UK Safety Board?



The TIER UK Safety Board is a group of experts on transport and disability who are working with TIER to help make sure that renting e-scooters is safe for everyone.

The people on the TIER UK Safety Board are:



David Davies from the Parliamentary Advisory Council on Transport Safety



Dr Lena Ciric from University College London



Kirsty Hoyle from Transport for All

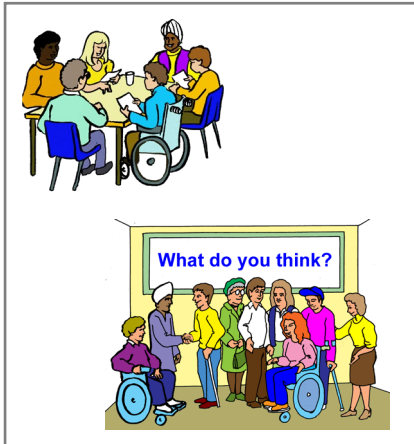


Mike Bell from Thomas Pocklington Trust



Bhavini Makwana from London Vision

What has the Board learned so far?

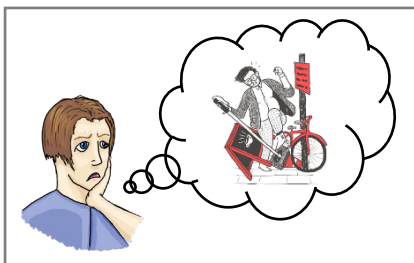


The TIER UK Safety Board used interviews, focus groups and surveys to find out whether e-scooters cause problems for disabled and older people, including visually impaired people.

The main things we learned were that:

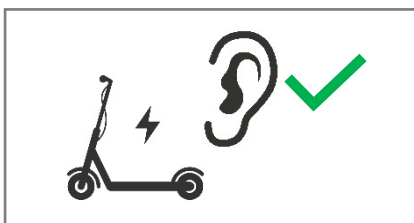


- E-scooters are silent when they are moving, and visually impaired people might not hear them. They worry that if they can't hear them, they won't be able to move out of their way and will get hit.

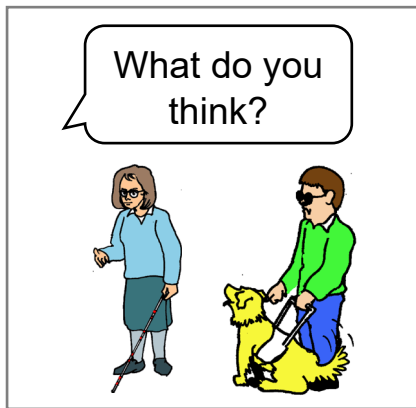


- Disabled and older people worry that e-scooters will be left on the pavement in places where they are in the way and stop them from moving about easily and safely. Visually impaired people worry that they will trip over badly parked e-scooters.

Protecting pedestrian safety



If e-scooters made a noise when they are moving, visually impaired people would find it easier to move out of their way.



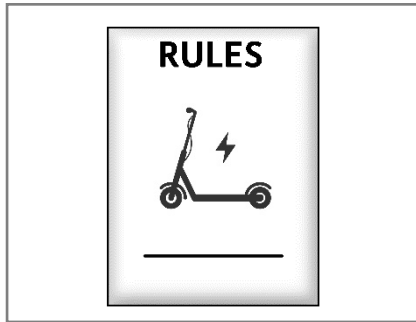
TIER tested out five different sounds with a group of visually impaired people. The feedback those people gave helped TIER to understand that:



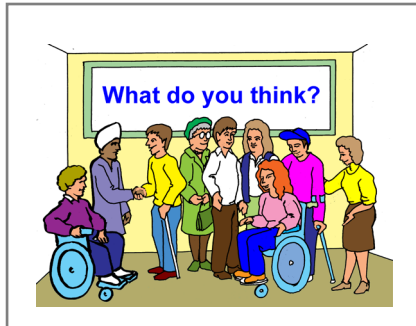
- The sound needs to be loud enough to hear in a noisy city and different from other sounds heard in cities.
- It needs to sound like a machine starting up and fit with the idea of an electric vehicle.
- It needs to be a constant sound that doesn't fade in and out.
- The same sound needs to be used for all e-scooters, not just those rented by TIER.
- It would be good if the sound was soft and comforting and not annoying or frightening.



We think that e-scooter companies need to work together to find the right sound to use for all e-scooters.



We also think that e-scooter companies should make sure that people who want to rent e-scooters understand how to ride in a safe way.



We also think that e-scooter companies should work with disabled and older people to find the best way of doing these things.

Inclusive parking

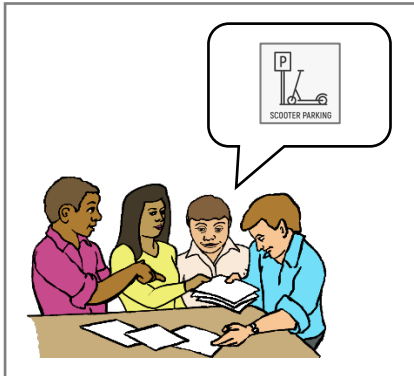


If e-scooters are only allowed to be parked in special parking areas this will help to make sure that they are not in people's way.



These parking areas also need to be managed well to make sure they are used properly.

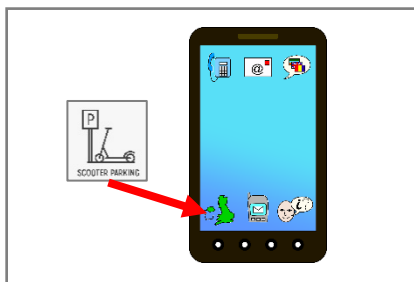
We think that:



- E-scooter parking areas should be chosen by working with the local community, including disabled people.



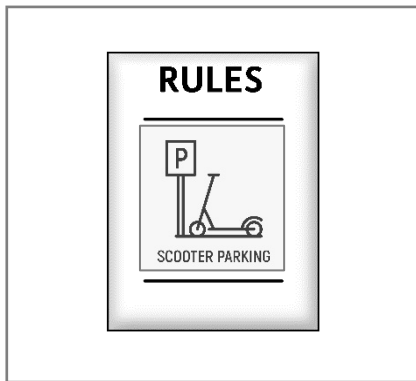
- Cameras and wardens should be used to help make sure that the parking areas don't get overcrowded and that e-scooters are properly parked in them.



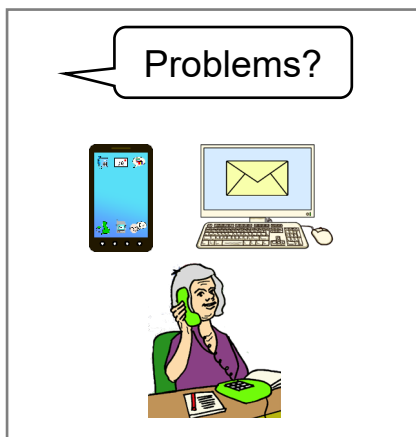
- Information about where e-scooter parking areas are should be shared with companies who make apps to help visually impaired people to find their way around.



- Parking stands for e-scooters should be designed through working with visually impaired people.



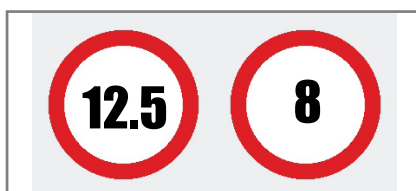
We also think that e-scooter companies should make sure that people who want to rent e-scooters understand where and how to park in a safe way.



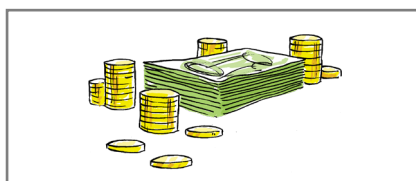
We also think that e-scooter companies should give people different ways of reporting e-scooters that are parked badly.

Other things that e-scooter companies should do to help keep disabled and older people safe

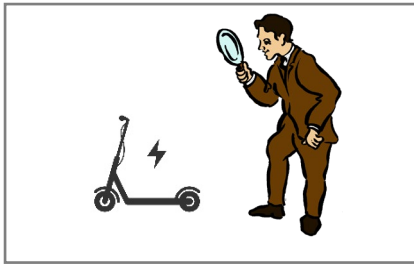
We think that e-scooter companies should:



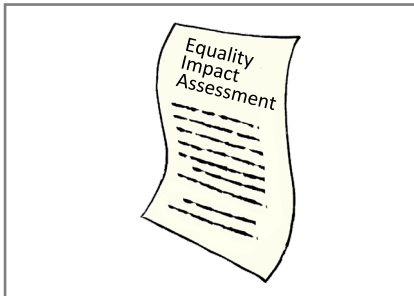
- Make a speed limit of 12.5 miles per hour for e-scooters, or 8 miles per hour in areas where this would be safer.



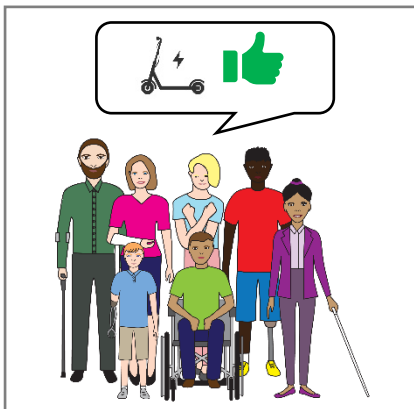
- Make sure that the way that people are charged to rent e-scooters doesn't encourage them to ride too fast. If it costs more to rent e-scooters for longer then riders might want to make their journeys as quick as possible.



- Before buying e-scooters, test them in lots of different situations to make sure that they are safe.



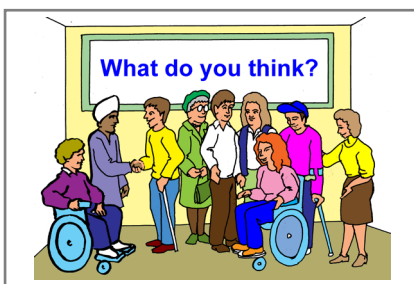
- Write an EqIA (Equality Impact Assessment) before starting to rent e-scooters in a new place. An EqIA explains how people, including disabled and older people, might be affected by something new and how any negative (bad) effects could be made better.



- Make e-scooters and rental services as accessible to disabled and older people as possible.



- Give their staff Disability Equality Training, including training about visual impairment.



We also think that e-scooter companies should keep consulting with disabled and older people and safety experts and working with them to find the right solutions to problems.