

Inquiry into e-mobility safety and use in Queensland

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Submitted by:	North Rockhampton Neighbourhood Watch #4 Group
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Submitter Comments:	

Submission: Inquiry into e-mobility safety and use in Queensland

Submitted by: Janette McSweeney, Coordinator, North Rockhampton Neighbourhood Watch #4 Group

Attachments: Letters exchanged with Rockhampton Regional Council

Submitter Comments:

Members of my local Neighbourhood Watch Group meet bi-monthly and have regularly expressed concern at these meetings about the commercial operation of the Neuron Mobility e-scooters that have been available for hire in Rockhampton since late in 2022 after approval from Rockhampton Regional Council (RRC). Local media indicates that there have been multiple e-Scooter accidents in the RRC area since their introduction in 2022.

Attached are copies of my letter to RRC of 5th April 2025 to provide a general understanding of our members concerns and the Mayor's reply of 2nd May 2025 which basically indicates that resolving the issues we had raised were the responsibility of the Council's approved commercial service provider "contractor" (probably not a strictly correct legal analogy in this instance, but RRC are presumably making money from the arrangement) and the Queensland Police Service who are run off their feet with attending to real crime.

The older members of our community are totally dissatisfied with the current state of affairs with the commercial e-scooter hire outcomes, particularly with regard to the safety for pedestrians and motorists. While there are supposedly age and operational requirements imposed on the riders of these scooters by Neuron Mobility, their use appears to be almost totally unregulated in practice. Our observation of the riders of privately owned e-scooters is that they are far better behaved in terms of respecting the "rules of the road" and knowing how to safely operate their device. And, unlike riders of hired e-scooters, they also do not just abandon their e-scooter randomly along the road/footpath.

A major concern is what legal recourse do those who suffer personal injury or property damage as the result of a collision when the rider is underage and/or leaves the scene without regard for the injury/damage they have caused? And does RRC's agreement require Neuron Mobility to actually have a reasonably foolproof system to ensure that children do not use their machines? That is clearly not what is happening. Parents who facilitate their children's illegal use of these devices should be held responsible.

Issues raised at our NHW meetings included:

- E-Scooters appearing unexpectedly **without any pre-warning noise** and at dangerous speeds on footpaths including crossing driveways as cars are exiting from yards
- Many instances of two people riding on a single scooter and **many riders being underage**
- A few riders travelling in the traffic lanes and zipping in and out amongst cars
- Some riders ignoring traffic lights and crossing against red signals
- Many riders not wearing helmets and many helmets seen discarded on footpaths
- E-Scooters being left parked in the gutter or in bike lanes too close to passing traffic
- E-Scooters being left on concrete pathways obstructing the passage of mobility scooters

In a recent conversation with a Police officer regarding my concerns with this issue it was indicated that QPS generally only has workload capacity to investigate accidents involving e-Scooters in the event of injury or significant damage being sustained. It has been suggested that people involved in any such "incident" should exchange details as for any other traffic collision, but how do we do that if the rider leaves the scene without regard for the injury/damage they have caused. There are also difficulties if the rider is not an adult, has no traditional form of identification and/or is not willing to engage in any discussion.

The use of hired e-scooters seems to be an ever expanding disaster as an appropriate level of enforcement is totally lacking. I would suggest that only privately owned e-scooters should be permitted as the use of these can be more readily legislated to make parents or other adult owners responsible for whom they allow to ride them on the streets.



Neighbourhood Watch



[REDACTED]
[REDACTED]
9th June 2025

The Mayor of Rockhampton Regional Council
P.O. Box 1860
ROCKHAMPTON QLD 4700

Dear Tony

At several of our recent Frenchville Neighbourhood Watch #4 Group meetings, attendees have raised ongoing experiences of problems with heavy traffic movements at excessive speeds in what used to be quiet residential streets. For example, long term residents indicated that the installation of traffic lights at the intersection of Dean Street and Kerrigan Street some years ago quickly resulted in southbound drivers choosing to undertake "rat-running" from Dean Street down Venables, Hyde, Cruickshank and Plahn Streets to access Berserker Street, particularly in the mornings when large numbers of people from Yeppoon are coming to work in Rockhampton via Norman Road. A similar scenario also applies to Diplock Street which both southbound and northbound drivers enter/exit via Harrison Street to avoid three sets of lights on Dean Street at Robinson Street (a pedestrian crossing primarily for Rockhampton High School student access), Honour Street and Kerrigan Street. Wooster Street and Talbot Street also experience some "rat-running" as they link between Dean Street and Berserker Street.

We did invite TMR to one of our meetings early last year to discuss the possibility of funding more rubbish bin stickers and they subsequently indicated that they had approached RRC with our suggestion and RRC seemed agreeable to limited installation of "50 In My Street" bin-stickers but only on streets RRC assessed as eligible per the criteria outlined in the Guide to Speed Management. Our idea at that time was a joint project involving Council (installing the stickers), Transport & Main Roads (funding the purchase of the stickers) and Queensland Police Service (undertaking radar speed surveys using their civilian Volunteers in Policing to choose priority streets) to fund and install more "50 In My Street" stickers on RRC rubbish bins in our area as was previously done in 2014 and 2015. See the QPS article at <https://mypolice.qld.gov.au/rockhampton/2014/11/19/north-rockhampton-50-kph-street/> when this idea was first implemented on Diplock Street between High Street and Kerrigan Street. There has also apparently been interest for these stickers expressed to Councillor Shane Latcham from people living in the recently "upgraded for through traffic" River Rose Drive. Councillor Hilse did manage to get a small number of bin stickers installed recently in Venables Street. However there does not appear to be any great enthusiasm on the part of the RRC traffic management section to progress a larger implementation of these stickers in other affected streets.

If it considers that the bin-sticker option is ineffectual, does Council have any other alternative traffic calming measures such as speed "tables" (extended length speed bumps across the full width of the roadway so they cannot be avoided) that it would consider viable to minimise speeding in the above-mentioned residential streets and the limit the attractiveness of rat-running to the seemingly ever increasing number of impatient drivers?

Regards

[REDACTED]

Jan McSweeney
Area Coordinator
North Rockhampton NHW#4



OFFICE OF
THE MAYOR

MAYOR TONY WILLIAMS

ROCKHAMPTON REGIONAL COUNCIL

2 May 2025

Jan McSweeney
Area Coordinator
North Rockhampton NHW#4

Dear Jan,

Thank you for your letter dated 5 April 2025, sharing your concerns about the use of electric scooters—particularly commercial ones—in our region. We appreciate your care for the safety and well-being of our community.

Neuron e-scooters are becoming a popular transport option in Rockhampton. While they offer convenience, we understand they also raise important safety and amenity considerations. Neuron operates under Council's approval, which includes conditions to help ensure public safety, reduce nuisance, and maintain the scooters to a high standard.

However, riders themselves are governed by Queensland road rules, which are enforced by the State Government and Queensland Police.

Council works closely with Neuron to monitor their operations and address community feedback. Your concerns have been passed on to our officers, who will raise them with Neuron at their next meeting.

We continue to encourage responsible use and support Neuron's efforts to educate riders and enforce their own terms and conditions.

If you or your members witness unsafe riding or parking, these can be reported directly to Neuron via their support portal: <https://support.rideneuron.com/hc/en-us/requests/new>. Providing details such as time, location, and scooter ID helps ensure appropriate follow-up.

I would also note that the Queensland Government has begun a review into e-scooters and e-bikes and would encourage you to engage in the process moving forward.

Thank you again for taking the time to write and for your commitment to community safety. Please don't hesitate to reach out if you have further questions or concerns.

Yours sincerely,



Tony Williams
Mayor
Rockhampton Regional Council