


Inquiry into e-mobility safety and use in Queensland

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Submitter Comments:

I am addressing the issue of devices being abandoned in inappropriate places and ways. Most people would not leave devices inappropriately if there were rewards or penalties. One easy mechanism would be for the users credit card to be debited with a financial penalty if the device is left at an inappropriate place like in the middle of a footpath. The test for such misdemeanour would be if a member of the public reports that device is so abandoned, eg a photo from a phone of the location and the serial number of the device. This report to be made to the provider by a number which is easily readable on the device. Providers are to have a SMS or text system which receives the complaint (from member of public) about the improper disposal. The provider then allots a penalty to the credit card of the immediate previous user before the report. There can be an appeal process by a user who feels it wasn't them who carelessly abandoned the device. Such a system does not require any rigorous investigation etc. it goes 1. Complaint received. 2. Providers deducts penalty amount from credit card of the last user. 3. If user appeals with statement or evidence it wasn't the person who wrongly left the device. 4. Providers issues a refund of the penalty HOWEVER 5. There be a three strikes rule - If the same user is subject to three reports by members of the public, then the user be prevented from further use (in the form that the credit card is locked from making further use of that firms devices.) 6 An appeal process to disqualification is now allowed but only to a jurisdiction appointed Tribunal. Such tribunal can be provided with evidence by an aggrieved user that the user for some reason was not responsible for the multiple misdemeanours.. Most of what is suggested here from stages 1 to 5 are semi or fully automated processes. Once set up by the providers IT system it is limited to no cost. What this really aims to achieve is a simple change of attitude by users, that their abandoning of devices is or can be subject to follow up. This may be more than enough to address one of the serious concerns there are about irresponsible use.