Inquiry into e-mobility safety and use in Queensland

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Response of Neuron Mobility (Australia) Pty Ltd (Neuron) to Inquiry into E-mobility Safety and Use in Queensland

To the Queensland State Development, Infrastructure and Works Committee.

Neuron is grateful for the opportunity to contribute to this important inquiry about e-mobility in Queensland. As a matter of background, Neuron is Australia's leading operator of rental e-scooters and e-bikes. Our e-mobility devices have been assisting people in Queensland with their transport needs ever since 2019, when we first initiated operations in Brisbane. Our current footprint in Queensland includes the cities of Brisbane, Bundaberg, Rockhampton, Townsville and Yeppoon. Currently, we operate in total 4,225 e-scooters and e-bikes in the state.

Since establishing our business in Queensland, we have been an active participant in the regulatory discussion on state and council levels. We have participated in various working groups under the auspices of TMR. Neuron looks forward to remaining involved in all relevant ways throughout this inquiry.

1. Benefits of e-mobility (including both Personal Mobility Devices (PMDs), such as e-scooters and e-skateboards, as well as e-bikes) for Queensland;

Neuron has a significant amount of data around who is renting our devices and how they ride them. The sources for the data is the actual trip data but also the user surveys we regularly carry out in all cities where we operate. In addition, we have been involved in a number of studies, either studies where we provided data or studies we commissioned or completed ourselves.

The data is painting an uniform picture; rental e-scooters generate a large number of important and sizable societal benefits. In the below, we list some of the value rental e-scooters bring.

1.1 Rental e-scooters are in high demand, boosting transport access and affordability

Since rental e-scooters were first introduced, they have become a crucial component in the transport mix in Queensland, for residents and visitors alike. The demand has been high with:

- Approximately 10 million trips for a total distance of 21.3 million kilometres travelled.
- Neuron alone has had 1.3 million unique users of our service in Queensland. On an average month over 30,000 unique riders use our e-scooters in Queensland.
- The average trip length is 2.1 kilometres, with the afternoon around 5pm, during the commute home from work being the busiest time of the day.

According to our rider surveys Neuron e-scooters are used as a meaningful form of transport:

- Between 12% - 26% of riders said they use e-scooters to connect to public transport, this is higher in Brisbane and lower in a smaller city like Yeppoon.
- Top reasons for using Neuron e-scooters vary city to city; however, the main reasons for use stated by our riders were: leisure and recreation, exploring cafes, restaurants and the city (60% - 75%); commuting to work or study (25% - 60%); and running errands (25% - 50%)[1].
- In all our Queensland cities over 95% of respondents believe e-scooters are having a positive impact on their city.

While a large number of Neuron e-scooter trips directly replace car journeys, some critics focus on those that replace walking. However, the vast majority of e-scooter trips actually complement walking rather than replace it. In fact, our research shows that 70% of trips involve walking both before and after the ride. Neuron views e-scooters as tools that help people move more efficiently through cities—much like escalators and elevators help people navigate buildings more effectively.

Rental micromobility is an important addition to the transport mix in many Queensland cities and towns. The high availability of the service provides a level of flexibility that other modes have difficulties to match. The rental e-scooters are available at any time of the day and night and are often cheaper than other transport alternatives. Rental e-scooters and e-bikes can solve the first mile-last mile equation which makes public transport an option for more people. In some parts of especially regional Queensland, rental e-scooters might be the only relevant transport mode at some parts of the day when buses and trams may not be operating between certain hours.

The night-time availability is important. In most cities where Neuron operates, around 20% of all trips tend to happen at night. Rental e-scooters are crucial for many shift workers, such as hospital staff or employees in the hospitality sector, to get home safely at night. Research for our report Bridging the E-scooter Gender Gap also found that female customers often prefer rental e-scooters to other transport modes when traveling alone at night, as they felt safer.

Car ownership is quickly becoming unattainable for many Queenslanders, according to Australian Automobile Association 14.6% of income is spent on transport costs. Rental e-scooters provide a valuable transport alternative for those who can not afford a car. In addition, Neuron identifies community groups and organisations that could benefit from free or discounted rides through our Neuron Access program. In Queensland all eligible concession card holders from veterans, students, carers and jobseekers and health care card holders can receive discounted riders. Our vehicles are helping those who need it most to move around their city in an affordable way.

[1] Respondents could answer with multiple options, hence why the total doesn't add up to 100%.

1.2 Rental e-scooters have prevented the emission of 1,500 tonnes of CO_2

The average across Queensland cities shows that approximately 49% of Neuron trips are directly replacing a car journey; this has resulted in a saving of over 1,500 tonnes of CO_2 since launching in Queensland. In total, we estimate that 9.6 million kilometres of car journeys have been avoided since the rental e-scooters were introduced[2]. In addition to the positive environmental impact the shift from cars also reduces traffic congestion and decreases the demand on car parking especially during peak times and major events.

Neuron's e-scooter operations around the world have been certified as a Carbon Neutral Service, and the company has NoCO2 certification, ensuring it is investing in global projects that reduce carbon emissions.

A misconception which is sometimes voiced, is around the lifespan of rental e-scooters. While some early e-scooter models were quickly worn out, the models used today are designed and manufactured for a high level of wear and tear. The modular design of rental e-scooters today allows for continuous repairs which extends the life span to five years or longer.

In designing our e-scooter models, Neuron has done its utmost to further reduce the environmental impact. We have taken active steps in the design and manufacturing of our e-scooters to minimise our carbon footprint. As an example, our newest e-scooter model, the N4 e-scooter, is manufactured using up to 80% recycled metals, which dramatically reduces the overall carbon footprint.

1.3 Rental e-scooters are important for visitors and events

Rental e-scooters are of great benefit for the many visitors to Queensland. The flexibility, accessibility and affordability of rental e-scooters helps visitors to see more, do more and spend more during their visit. This impact has been documented by Griffith University when researching e-scooter usage by tourists in Townsville. In addition to the Griffith University study showing an increase in spending and tourist dispersal from e-scooter usage, a University of Queensland study found that e-scooters significantly enhance the tourist experience.

Brisbane is a premier event city with a number of major cultural and sporting events throughout the year. The rental e-scooters have proven to make a valuable contribution to help with event visitors getting to and from the event locations.

1.4 Rental e-scooters are having a positive impact on economy in Queensland

The rental e-scooter programs in Queensland have resulted in a substantial economic impact to the LGAs we operate in. According to our research two out of three of all trips result in a purchase at a local business, and on average each rider spends $61.05 at local businesses per trip. Additionally,

[2] The CO_2 reduction is calculated based on the lower carbon footprint of rental e-scooters and the usage patterns as described by riders in our user surveys. Neuron has commissioned studies from KPMG as well as independent consultancy Blue Marble to map out the total carbon footprint of our e-scooters (from manufacturing, shipping, operating and recycling) which suggests a total CO_2 saving of 160 grams per kilometre travelled as compared to a private car. The total number of kilometres replaced is estimated based on riders' responses in our user surveys.

12% of all trips wouldn't have happened if an e-scooter wasn't available (and no other form of transport would be taken) meaning businesses would miss out on valuable sales. Neuron also supports the economy by creating local jobs. We do not rely on gig-workers, Neuron offers permanent jobs with set roles on fixed salary and for our part timers and casuals, rostered hourly wages and superannuation.

In 2022, Neuron commissioned Queensland Economic Advocacy Solutions (QEAS) to estimate the total value our e-scooters generate for Brisbane on an annual basis. **QEAS concluded that our Neuron e-scooters and e-bikes deliver a direct, indirect and enabled economic impact in the range of $117 million annually**.

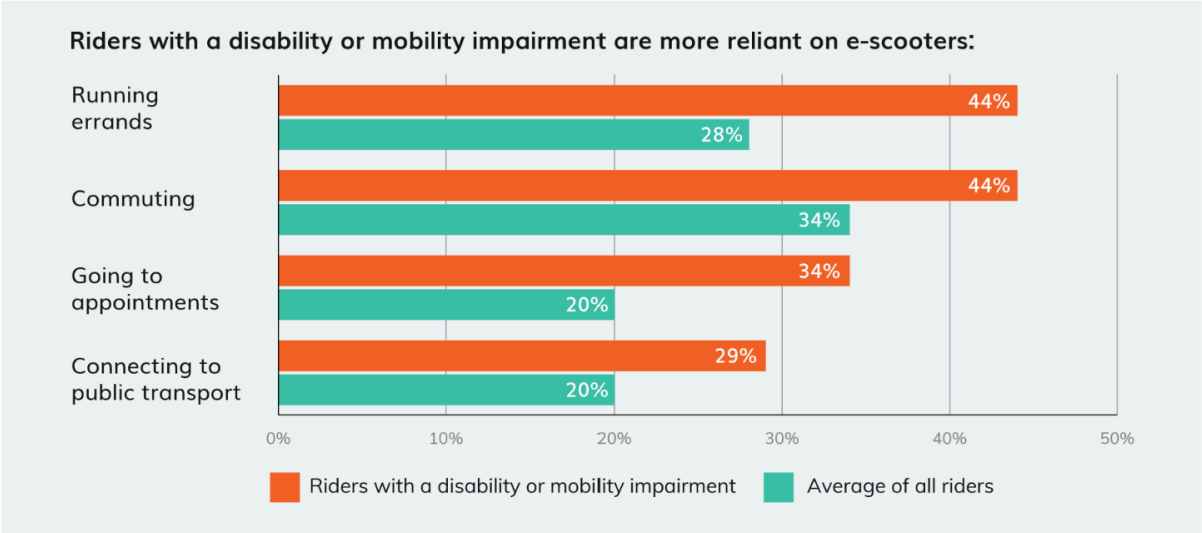
The QEAS Report also found:

- Neuron services contribute 6.4 cents in every $100 worth of economic activity in Brisbane.
- 42.2% of riders made a purchase at a hospitality venue, 32.5% made a purchase at a department store, supermarket or other retail store and 17.9% visited a recreational venue like a gym, movie theatre or event.
- Neuron is estimated to have created and supported 681 Brisbane-based jobs during the 2021-22 financial year.
- E-scooters, which are not impacted by congestion, have led to significant time-saving benefits resulting in an overall productivity estimate of an additional $1.96 million for Brisbane users.
- Brisbane City Council has also benefited with an estimated saving of $3.4 million over three years in road and maintenance costs, and the Queensland Government has potentially saved up to $6.2 million in road maintenance costs each year.

1.5 Rental e-scooters expand accessibility for riders with disabilities

Rental micromobility services are appreciated by many, but there is one rider group for which our e-scooters play an especially important role. In previously published research, we found that our e-scooters play a valuable role in providing a reliable transport option for the 5% of Neuron riders who have a disability or mobility impairment. The number may seem relatively small, but it represents a significant portion of our riders around the world and it underscores the importance of ensuring that rental e-scooters are accessible to all.

Our research, which includes findings from Neuron's global rider surveys, highlighted how rental e-scooters have significantly improved urban accessibility for this mobility impaired group, helping them make trips they would not otherwise have made. The disability and mobility issues range from temporary injuries to chronic back, leg or joint pain and conditions like hip dysplasia, scoliosis, Ehlers-Danlos syndrome, multiple sclerosis, and asthma amongst others.



This research highlights the importance of e-scooters in providing a convenient and reliable transport option for individuals who may sometimes face barriers to mobility. This important and little known aspect of rental e-scooters has been explored in Forbes.

To further support accessibility, Neuron has also launched in Brisbane a seated e-scooter variant which comes with a padded seat and a shortened handlebar stem for added comfort and ergonomics. The seated e-scooter can further support those with reduced physical mobility, as well, less mobile riders who may find it more comfortable for longer trips.

2. **Safety issues associated with e-mobility use, including increasing crashes, injuries, fatalities, and community concerns;**

As with any form of transport, e-scooters are not incident free, but the evidence base from many millions of rental e-scooter trips in Australia clearly underlines that the risk of accident and personal injury is low. Over the years we have operated in Queensland, more than 99.99% of all trips taken on our rental e-scooters have ended safely and without incident.

The available research in Australia and elsewhere shows that the safety profile of Neuron's rental e-scooters is in fact very similar to that of bicycles. Our benchmark of less than two inpatient cases per 100,000km travelled compares favourably to accident levels on normal bicycles as studied by the University of New South Wales and the University of Tasmania. A study by Rutgers University, evaluating a sample of over 13,000 incidents from over 100 US hospitals, concluded that e-scooters are not more dangerous than bicycles or e-bikes.

E-scooter accidents represent a small part of the total active transport accidents. Data from Monash University's Victorian Injury Surveillance Unit suggested that there were 427 emergency presentations related to private and rental e-scooters in 2021/22. The corresponding number for bicycle representations was more than 11,400. Data from New Zealand and the Accident Compensation Corporation (ACC) paints a similar picture. During 2021, 3.2% of the claims related to accidents from active transport were related to e-scooters whereas the corresponding number for bicycles was 48.5%.

2.1 Difference in safety profile between private and rental e-scooters

Available research suggests that the main issue nationwide and in Queensland is largely with private e-scooters. Data from Australian studies indicate that private e-scooter riders are more frequently involved in accidents requiring hospitalisation. A study conducted across five major emergency departments in Queensland by the Jamieson Trauma Institute and the RBWH Foundation found that 64% of e-scooter injuries involved private devices, compared to 36% involving rental scooters (RBWH Foundation).

Private e-scooters come in many different models which are built differently. The more expensive models tend to be more robust and equipped with some safety features, while cheaper models often come with less reliable functionalities and often with smaller wheels, which makes it more risky for riders to safely traverse bumps in the roads. Private e-scooters can also be tampered with. There are plenty of examples where riders of private e-scooters have modified their devices to enable speed much higher than the allowed maximum speed level resulting in a far higher risk profile and increased risk of fatality or serious injury.

Additionally, private e-scooters are not subject to standard maintenance schedules, which can lead to safety concerns. In contrast, Neuron's rental e-scooters undergo a safety check every time they are handled—often multiple times per day as they are relocated to meet demand. In addition to these routine checks, our team provides regular on street thorough inspections, and our expert mechanics carry, regular servicing, and preventative maintenance in our dedicated workshops. If any maintenance or repairs are required, the e-scooter is immediately removed from service until it is fully resolved.

There are also many technological and educational reasons for why the accident level on rental e-scooters is lower. Please find details of these reasons in the below sections.

2.2 Leveraging technology to promote safety in rental e-scooter

Neuron's e-scooters have been designed specifically for the rental market and are built to a higher safety standard than privately owned e-scooters. Our rental e-scooters are equipped with many important safety features, including:

- **The world's first app-controlled *Helmet Lock*** which secures a safety helmet to the e-scooter, electronically releasing it to use at the start of the booking. We also have an in-app *'Helmet Selfie'* feature that incentivises riders to wear a helmet.

- **Geofencing Control**, which allows cities to implement slow-zones, no-go zones, no-parking and designated parking zones. The speed of Neuron e-scooters is capped at 25 km/h in Queensland in line with existing requirements.
- **Augmented Reality AR Parking Assistant** prompts riders to scan their surroundings with their phone and then matches the scanned images against the Google Street View database to confirm a precise parking location
- A ***Voice Guidance*** audio feature on the e-scooter also alerts riders when they are entering a geofenced area and provides education on how to ride safely.
- All of our e-scooters have **unique registration plates;** they are **GPS-connected and every trip is logged** which helps identify anyone behaving irresponsibly.
- Our "***Follow My Ride***" feature allows riders to share their trip with friends and family in real time for added safety and peace of mind; the ***000 emergency button*** can tell if someone has had a fall, then help them call the emergency services; and **topple detection** alerts Neuron's 24/7 operations team if an e-scooter has fallen, who then prioritise it and reposition it safely.

As a leading operator of rental e-scooters, Neuron is constantly evaluating emerging technologies with the potential to improve safety. An example of such an emerging technology is the use of AI-powered cameras that may be useful in several ways to adjust speed or issue verbal messages to the rider when certain conditions are detected. However, Neuron is committed to fully evaluate the functionality of new technologies before they are integrated into our fleet. In addition to technical reliability, there can be important questions around privacy and data integrity that need to be considered. Another consideration is to maintain rental e-scooters as an attractive transport mode for riders. If technology additions make rental e-scooters too cumbersome or overly restrictive to use, riders are likely to opt to use other transport modes or simply buy their own private e-scooter.

2.3 A cognitive reaction test to deter riding under the influence

Neuron introduced Australia's first in-app cognitive reaction test for e-scooter riders in August 2020. It promotes self reflection and helps riders think twice on whether they should be riding an e-scooter or not. Riders who fail the test are locked out of the service.

This test is used in every city that we operate in throughout Queensland at key times. It is typically activated on Friday and Saturday nights in entertainment precincts. It can also be used throughout the year during major city events, festivals, or after a sporting event.

2.4 Combining technology with comprehensive educational efforts and campaigns

Neuron's safety work is not limited to technology. We have a robust education program focused on ensuring our riders know the rules and how to ride and park responsibly.

All of our riders agree to a comprehensive list of rules before they are able to take their first trip. There is in-app messaging reminding riders of the rules and stickers on the e-scooters with the main dos and don'ts. We complement the in-app education with in-person engagement from our Safety

Ambassadors, whom we regularly deploy on the streets, where they encourage riders to follow the rules and ride responsibly as well as report any breaches which result in actions under our three strike policy.

We run regular safety initiatives in partnership with the Australian Road Safety Foundation. In May 2025 we ran our fifth annual Road Safety Week campaign and our annual Helmet Safety Awareness Week is dedicated to promoting helmet use, the campaign will be in its fifth year this September. Every year we also run a Festive ScootSafe campaign which was aimed at promoting responsible riding over the holiday period. We also incentivise helmet use through our in-app 'helmet selfie' feature, and our industry-leading digital education platform, ScootSafe Academy, provides city-specific educational materials and delivers targeted training modules to those who have broken the rules.

At key times throughout the year, we also use paid online advertising to reinforce our safety messages. This includes a series of lighthearted videos promoted on social media to remind users to park responsibly, no drink riding, and to wear helmets. This series was promoted at key times of the year, including over the summer holiday period.

2.5 Extensive insurance coverage above and beyond requirements

Another difference between private and rental e-scooters is the insurance we provide as a rental operator. Neuron has gone above and beyond the minimum insurance coverage required by councils. This is to ensure all parties potentially impacted by our service are covered in the rare event of damage or injury.

Our insurance coverage is based on three pillars: 1) extensive public liability insurance; 2) personal accident insurance, which is provided by default to all our users; and 3) a third party liability insurance, which provides coverage for third party personal injuries and property damage caused by a user. Our policy also covers riders who are in breach of rules and insures a rider for injuries that happen while riding a Neuron device. These policy documents are publicly available and accessible on our website and user app.

2.6 Policy recommendations to further boost e-scooter safety

The regulations for rental e-scooters have developed over time and the framework combined with operator practices, have resulted in rental e-scooters being an overall safe mode of transport as long as riders follow the riding rules and ride responsibly.

Neuron do have a number of recommendations to further enhance e-scooter safety.

Stricter rules around the sale and use of private e-scooters: There is room for the state to sharpen the rules around the sales of private devices, for example requiring a minimum wheel size and to require devices which are more difficult to tamper with. Also, there is typically a lack of safety education for people buying their own device. There is an opportunity for the state to mandate

retailers of private e-scooters to provide information of the Queensland regulations at the moment of purchase as well as at least a basic educational requirement for first-time buyers of a private e-scooter.

Increased penalties for private and rental e-scooter riders: Neuron recommends that the penalties for reckless riding of both private and rental e-scooters are increased. In this regard, it should be underlined that an overwhelming majority of riders are riding in a perfectly safe and satisfactory manner. But there is a small subset of riders which don't follow the rules or ride in a way that puts their own and others safety at risk. As an operator of rental e-scooters, we have a sanction system for reckless riders where we issue warnings, suspensions, and bans according to a three-strike policy. However, a more focused enforcement approach from the Police will be important to penalise reckless riders in a way that a private company can not. Harsher penalties for modified e-scooters could be introduced, such as impoundment of devices. Increased enforcement will over time address the issue of poor judgement among some riders.

More detailed hospital data collection in relation to e-scooter incidents: Currently there is a large gap in capturing injury data at hospital presentations, generally lumping both private and shared e-scooter injury presentations together. Besides the recent study conducted by the Jamieson Trauma Institute (across a small subset of hospitals in SEQ), Neuron recommends that clearer processes and data capture be investigated at the point of injury presentation at a hospital to further understand risk profiles of private vs shared, e-scooters vs e-bikes etc. This will give the State Government and stakeholders confidence on where to better focus resources on improving safety outcomes for Queensland

A dedicated plan to improve and invest in cycling infrastructure: The best and safest place for riding an e-scooter is in dedicated bicycle lanes, where the rider is separated from cars, trucks and buses while not having to share the space with pedestrians. The experience from Australia and cities overseas is consistent. E-scooter riders will always prefer to ride in dedicated spaces such as bicycle lanes if these exist. Neuron therefore strongly recommends that a dedicated plan to build and invest in suitable infrastructure for e-scooters, e-bikes, bicycles, and other modes of active transport. Better infrastructure will make riding safer while also making it a more attractive option for the people in Queensland, further driving adoption of micromobility (cycling and e-scooters), replacing car trips, lowering emissions and congestion.

Allow e-scooters to have greater access to the roads: In Victoria, e-scooters are allowed on roads to the same extent as bicycles. This means that riders have access to roads with a speed limit up to 60km/h. As Queensland infrastructure quality and riding risk scenarios vary immensely depending on location, a broader ability to ride where it's safest or less risk is optimal. For example, riding on the road in the middle of Brisbane CBD with speed limited traffic, is likely a more optimal place to ride than a heavily congested footpath. We believe this would be a suitable regulatory change for Queensland as it allows riders another option to get to their destination quicker rather than riding at 12km/h on the footpath, likely reducing risk in certain scenarios and increasing adoption as commuting trips become more feasible for many locations throughout the state.

3. Issues associated with e-mobility ownership, such as risk of fire, storage and disposal of lithium batteries used in e-mobility, and any consideration of mitigants or controls;

This topic is another one where there needs to be separate discussions between rental and private e-scooters. Lithium batteries are powerful and there is a risk of low-quality batteries causing fires if not managed properly. Neuron has established practices in this field to minimise the risk of fire. All our batteries are charged in a Neuron warehouse in which strict WHS policies are in place to reduce potential risks.

Additionally, for enhanced battery safety and management, Neuron has recently developed a Battery Charging Monitoring System (BCMS), which connects to up to 30 batteries via the data port and reads the Battery Management System data, which can then be used to provide a range of features, such as temperature monitoring and thermal runaway early warning, faulty battery detection, creates a database for the batteries, monitor charger voltage, LED battery status display, and monthly battery analysis for supply planning.

As for responsible recycling, Neuron notes the importance of careful disposal and recycling for batteries, which can otherwise present a significant ecological challenge. We ensure that batteries which have reached end-of-life are disposed of in an environmentally-friendly manner which does not contribute to landfills. We deliver on this promise by having a partnership with Sustainable Lithium Cells Australia for second-life programs for retired batteries in Australia.

Neuron agrees there are valid concerns around battery safety for private e-scooters. Neuron believes there is reason to review the baseline quality requirement for lithium batteries and chargers used in private e-scooters to ensure that only batteries of sufficient quality are being used in private e-scooters and e-bikes being sold in Australia. This is becoming a broader issue globally with increased risk of fires in home based charging, especially in apartment buildings, leading to potential insurance issues. Often utilising potentially faulty chargers and batteries, or a quality subpar to international standards for e-scooters and e-bikes.

4. Suitability of current regulatory frameworks for PMDs and ebikes, informed by approaches in Australia and internationally;

Queensland was the first state in Australia to introduce a modern regulatory framework for e-scooters. The Queensland regulatory standard, and the updates that have been made since its first inception, has been influential as a model for other Australian states and territories. Neuron is operating in several countries outside of Australia, and our opinion is that the current Queensland regulations are consistent with international best practice.

The current framework strikes a good balance between several policy goals. It does allow for further adoption of e-scooters and other forms of micromobility for a more sustainable transport mix in the state, while at the same time considering the interests of pedestrians by capping the speed on

footpaths to 12km/h. The technical dimensions as regards weight, height and length of the devices are good as they allow for future innovations to enhance safety and rider comfort.

Footpath riding is sometimes a topic of discussion. As stated in section 2.6, Neuron strongly believes that the long-term objective for the states and councils in Queensland should be to invest in additional infrastructure such as bicycle lanes to provide riders of e-scooters, e-bikes, bicycles and other micromobility devices with their own dedicated space. However as things are today, e-scooters need to continue to be allowed on footpaths. This is particularly relevant for regional cities where there are hardly any bicycle lanes or shared paths. Neuron believes that the current framework with a maximum speed on footpaths at 12 km/h has proven to work well and we recommend a continuation of this regulation.

Neuron has outlined one recommended change to the current regulatory framework in section 2.6.

5. Effectiveness of current enforcement approaches and powers to address dangerous riding behaviours and the use of illegal devices;

Neuron applies a range of technological solutions to make the riding of our e-scooters as safe as possible. Please see section 2.2 in this submission for additional details of our program. However, there are limitations on what technology alone can do to address dangerous and reckless riding. In the end it is the deliberate choice of the individual rider to not follow rules and regulations. While the vast and overwhelming majority of riders do the right thing and ride responsibly, there are still enough cases of people not complying with the rules to make this area a priority.

As mentioned earlier in our submission, Neuron applies a three-strike policy where we issue warnings, suspensions, and bans to riders not adhering to the riding rules and good riding practices. Some examples of matters where we sanction riders are reported and confirmed reckless riding, vandalism, riding without a helmet, and repeated negligence of parking rules.

However, proper enforcement of the laws and regulations in Queensland is obviously a matter for the Police and not an operator. We have a proud record of assisting the Police with data upon formal requests as a means to help the Police find suspects. In many cities, there is room for the Police to increase focus on e-scooter compliance and we welcome further enforcement actions from the Police. An important aspect of enforcement is for authorities to openly communicate about it. Regular reporting about Police enforcement helps the public to understand the importance of adhering to the rules and supports the solidification of a good riding culture in Queensland.

6. Gaps between Commonwealth and Queensland laws that allow illegal devices to be imported and used;

The laws around importing, retailing, and riding are perfectly adequate for rented e-scooters and Neuron doesn't see a need to adapt anything for this type of e-scooter. However, there could very well be gaps in the regulation related to the importation of private devices. Neuron would recommend the inquiry to look further into this issue but we don't have detailed knowledge or data to propose any particular changes.

7. Communication and education about device requirements, rules, and consequences for unsafe use;

Neuron has a deep commitment to educate our riders to ensure regulations and riding rules are well-known before a trip is started. Details of our educational program, which include a broad range of in-app, online, and in person educational efforts, are outlined in section 2.4.

While riders of rental e-scooters are educated from their very first trip, there is a lack of education and information for riders of private devices. Some are probably well aware of the regulations in Queensland but it all relies on the individual rider actively seeking information. Neuron believes it is important for purchasers of private devices to receive important information about laws and regulations at the point of sale.

Conclusion

Thank you once again for granting Neuron the opportunity to provide a submission. To recap, Neuron has five key recommendations that we believe will improve e-scooter safety.

Stricter regulations on private e-scooters: Introduce tighter controls on the sale and modification of private e-scooters, including minimum safety standards (e.g., wheel size, anti-tampering features), harsher penalties for modified devices (like impoundment), and mandatory safety education provided by retailers at the point of sale.

Harsher penalties and better enforcement: Increase penalties for reckless riding across both private and rental e-scooters. While most users ride safely, stronger enforcement from appropriate authorities is needed to address a minority who ride dangerously. Rental operators already enforce rules, but stronger legal deterrents—especially for illegal modified private e-scooters—would help improve safety.

Improved injury data collection: Establishing better hospital data collection processes to distinguish between private vs. rental devices and other micromobility forms is critical to understand comparative information against other forms of injury presentations. This data is essential to inform targeted safety strategies and investment.

Investment in safe riding infrastructure: Develop and fund a dedicated plan to expand cycling and micromobility infrastructure such as bike lanes. These separated paths offer the safest environment for e-scooter use and encourage greater adoption while reducing road congestion.

Greater road access for e-scooters: Expand e-scooter access to roads but still allowing access to footpaths as an option. This gives the rider flexibility to choose where it may be safer or more efficient than riding on congested footpaths. This would support safer travel, reduce pedestrian conflict, and improve the utility of e-scooters for commuting.

We are happy to provide further information or respond to any question the Committee may have. We are also available to attend any hearings of the inquiry, as necessary, and can facilitate tours of our Queensland operations for the Committee. E-scooters and other forms of PMDs are firmly established in Queensland and play an important role in providing many thousands of people a flexible, safe and sustainable mobility option. Neuron looks forward to remaining a constructive participant in the regulatory dialogue.