

Meeting:	<b>JOINT COMMITTEE ON STRATEGIC PLANNING AND TRANSPORT</b>
Date:	March 2022
From:	Joint Officer Steering Group

## **Transport Update**

### **1 SUMMARY**

1.1 This report provides an update on the transport related issues across the Greater Nottingham conurbation.

### **2 BACKGROUND**

#### **Covid-19 Transport and Infrastructure Recovery Coordinating Group**

2.1 The City Council has been monitoring the transport network to understand the effects of the restrictions on travel brought in to control the Covid 19 outbreak. This monitoring has continued since March 2020. The data is presented in Appendix A as in index chart. 100% is taken to be the normal level of traffic flow as measured on the 9<sup>th</sup> March 2020.

- Car travel has recovered to pre-covid levels more quickly than other modes transport general traffic levels are now at 90% of normal.
- Bus patronage rose slowly throughout 2021 and stabilised during the autumn of 2021 at around 75- 80% of normal. Patronage dipped during the Christmas period and levels are now at 80% of normal levels.
- Tram patronage stabilised at around 60% of normal throughout the latter part of 2021
- Cycling is currently also lower than normal levels but this is likely to be as a result of poor weather we are expecting to see a growth in Cycling as the weather improves.

#### **E-Scooter update**

2.2 Wind Mobility Ltd (Wind) announced an upgrade of its e-scooter fleet in Nottingham and Derby, as part of a new package of measures to meet the city council's improvement plan. Wind replaced its original model with the LINK e-scooter from Superpedestrian. This change came as a result of the acquisition of Wind by micro mobility and robotics company, Superpedestrian. Wind continue to operate the trial scheme on behalf of Nottingham and Derby City Council's with additional investment and innovations alongside some changes in back office personnel and the customer service function. The deployment of LINK e-scooters is part of a £3m investment by Superpedestrian designed to help Wind address the most common complaints seen in the e-scooter trial so far, including pavement riding, incorrect parking, damaged e-scooters and safety concerns for people with visual impairments.

Department for Transport (DfT) assessed the new e-scooter and authorised its use in both Nottingham and Derby. The scooter model transition and app migration took place between 14<sup>th</sup> and 17<sup>th</sup> of December 2021. The total fleet was around 650 e-scooters which were replaced by 300 on the 15<sup>th</sup> initially, with that rising to an agreed fleet size of 750 by the end of January 2022. The Wind e-scooters removed from the trial were shipped to other countries for reuse in other schemes Wind continue to deliver.  
Main features of new LINK scooter model

- Ride Stability - The footboard on the new model is 20% wider and 9% longer than industry standard this makes for a more stable ride.
- Condition of E-scooters - On-board Vehicle Intelligence Safety System (VI) checks 140 critical components before every ride, and runs 1,000 vehicle health checks during every ride, taking a scooter out of service if a safety-critical repair is needed. The chassis has been specifically designed to protect the battery from weather and vandalism. The scooter also comes with harder wearing tyres, more powerful front and rear lights, and integrated bell.
- Improved Geofencing - the scooter has on-board GPS, city maps and geofence commands which will prevent riders going in geofenced zones. The old scooter took could take around 30 seconds for detection, the new model does this in 1-2 seconds.
- Improved Parking Radius – Improved GPS means that the parking radius can be greatly reduced and will prevent e-scooters from being as scattered in a parking zone.

A communications transition plan was agreed to inform users and the public about changes. Examples of the comms activities are appended to this report.

The new scooter and partnership means there are a number of other related changes to the scheme:

- Age Limit -The minimum age limit has been raised to 18 years, to bring Nottingham and Derby into line with other major UK cities, such as London.
- Helmet -The new scooter model has no integrated helmet function. Data showed only 4% of users wore the mounted helmet on the old e-scooter. Communications will continue on the importance of wearing a helmet. Helmet giveaways will be a feature at safety and training events.
- App Change - To enjoy the new e-scooters, users will need to download the LINK app and set up a new user account. Users' credit on their Wind app will be automatically refunded.
- Docking – Docking stations will be introduced at a number of identified hotspot sites from early next year.
- Communications – Ongoing communications throughout transition and improved messaging including digital billboard safety advertising.
- Customer Service - the Customer Service function was transitioned over to LINK which can be reached via the LINK app, through email and a UK Phone number. This will be closely monitored following complaints about previous service.
- Safety events – a programme of events will be delivered to engage new users and general members of the public to inform them of the scheme and the rules of use. The first event was held at Sneinton Market Square on 17 February with subsequent events in the planning each month for the rest of the trial period.

### *Ongoing Scheme Improvement*

The changes above are one part of the Council's commitment to improving the safety of the scheme for all the citizens. This is documented in the Action Plan agreed with Wind following the extension of the e-scooter scheme to November on 2022.

The action plan focusses on the themes of enforcement, education and safety. This includes regular in person training events, online education and increased fines. E-

scooter patrollers have been rebranded Compliance Officers and will focus more intensively on engaging with pavement riders and a Community Manager will be appointed to engage with grass roots reps and local issues. A number of other measures are being introduced and the operator's performance against these metrics will be monitored at monthly performance meetings.

The current trial is set to end on 30 November 2022. Government guidance regarding the decision to legalise e-scooters permanently and what the legal framework will look like is still awaited.

### **Active Travel Fund – School Streets Program**

- 2.3 School Streets were introduced in November/December 2021 at 5 schools (Brocklewood, Henry Whipple, Jubilee, Robert Shaw, William Booth) as part of the ATF program. Counts of pedestrians and cyclists entering and leaving the School Streets were carried out at the points where the planter barriers were installed. Three counts were carried out. The first was carried out in the week before the barriers were installed, the second in the following week when the barriers were being supervised by Road Safety staff and finally the third in the following week when the barriers were unsupervised. ATCs were also installed on each School Street to cover the three week period. All the data has been passed to the city council's Road Safety for analysis. In February/March this year the barriers at each of the five schools are being supervised by enumerators and Road Safety staff on five mornings at school arrival times and five afternoons at school departure times. In addition, the barriers at six other schools (Carrington, Greenfields, Highbank, St Augustine's, Stanstead, Sycamore) are being supervised in the same way. These were installed earlier in 2021.

In March we will also be launching an online survey for each of the eleven schools, inviting parents, school staff, local residents and local businesses to provide feedback on the School Street scheme (awareness of scheme, benefits of scheme, any additional measures needed, mode of travel to school for children before and after scheme introduced). The parent's surveys will be publicised via each school and letters will be delivered to local residents and businesses. The survey will also be published on the Transport Nottingham website, allowing any other interested parties to comment on the School Streets schemes.

### **3 RECOMMENDATION(S)**

- 3.1 It is recommended that the contents of this report be noted.

### **4 BACKGROUND PAPERS REFERRED TO IN COMPILING THIS REPORT**

None

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